

## How to Gather logs from DotHill / Seagate / Quantum RAID:

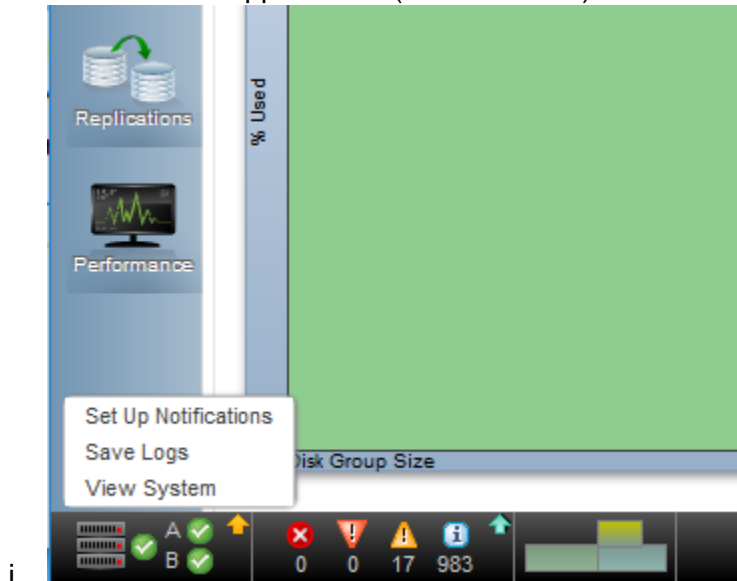
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Gathering logs can be done a couple different ways, pending your RAID unit

- Via the GUI
- Via ftp using windows command window

### Easy way is via the GUI

- If you are using the more current version of the GUI (/v3), click on the yellow arrow that is pointing up in the bottom left part of the GUI windows (picture below). It will then walk you through the username and email address then collect the logs and place them in the download or on an icon. Please email the log (if less than 15MB) at [support@pacdata.com](mailto:support@pacdata.com) or post it to our ftp site (get the access from sale or support team (949.360.9043)



- If you are using the older version, select the RAID unit in the left side window then click on the Tools and select the "Save logs". The system will then prompt for username and email address. After the logs creation, please email the log (if less than 15MB) at [support@pacdata.com](mailto:support@pacdata.com) or post it to our ftp site (get the access from sale or support team (949.360.9043)

## **VIA windows command window and using windows FTP option**

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1. Open a Command Prompt (Windows) or a terminal window (UNIX) and navigate to the destination directory for the log file.
2. Enter: "ftp controller-network-address"  
For example: [ftp 10.1.0.9](#)
3. Log in as a user that has permission to use the FTP interface.  
(like the one you use for the GUI)
4. Enter: "get logs filename.zip" (where the filename is the file that will contain the logs. It is recommended to choose a filename that identifies the system, controller, and date.  
For example: get logs RAID\_store\_A\_20120126.zip

Wait for the message Operation Complete to appear.