

# Knowledge Base

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ID: 1211161499563

## Question

Use the LSIget data capture script (for DOS/Windows/Linux/VMware/Solaris) to collect all system logs and send to LSI support for analysis.

## Answer

Any request for technical support should include the output file of one of the LSI System Data Collection Scripts. This is the fastest way to include almost all potentially pertinent system/controller/drive information.

Important note for Windows server users:

You must right click cmd.exe and run as administrator, then change directories to where you have lsiagetwin.bat and accompanying files. Failure to do so will result in no MegaRAID logs and further delay in resolving your problem.

Copy the lsiaget files in a convenient location. For example:

```
cd \lsi (enter)
cd lsiaget (presstab, then enter)
lsiagetwin (enter)
```

Please see [12111617 42410](#) for instructions on creating the hidden Administrator account in Windows 7 and KB 1211161502354 for troubleshooting permission issues.

Download and extract the version that is appropriate for your Operating System.

For Linux distributions like Ubuntu and Debian, you may also have to use su, sudo or root to get the full logs.

See also:

[How to capture LSIget Log under ESX Server, without shutting down the Server.](#)

After running the script, attach the output file to a support case or send to your technical contact.

Go to <http://www.broadcom.com/support/request-tech-support> to log a support case.

No registration is necessary.

You can download lsiaget scripts from the LSI FTP server if there are any problems with the below links:

If emailing lsiaget output file fails, upload to the Broadcom ftp site, to the incoming folder and email to your case with the filename.

Make sure that you are using FTP Protocol not SFTP or login will fail.

ftp0.broadcom.com

User:tsupport

Password:tsupport

/outgoing\_perm/CaptureScripts

/outgoing\_perm/CaptureScripts/BETA (The BETA folder has newer capture scripts that have had only minimal testing)

## Known Changes and Issues for lsiagetlinux\_090819

Updated Software Management Tools used during Data Collection

Added support for MegaRAID Snapdump commands

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Added support for IOC/HBA Host Trace Buffer Support for 94XX HBAs using PH11 firmware or newer

Added support for pl stats all, sg\_readcap

Removed storcli legacy syntax

Removed -E\_RB switch as this conflicts with Host Trace Buffer support in PH11 firmware

Made batch mode the default

Added Expander 6Gb Log Collection.

When the script starts, User may see Fatal mptctl errors in Fedora. This can be ignored.

If the exact options are used in the comment quotes, these will get picked up by the script.

In FreeBSD, the -EXT is the default.

File	File (Click file name below to Download from LSI FTP Site)	Description
lsigetlinux_080919_ppcle.tgz	<a href="#">lsigetlinux_080919_ppcle.tgz</a>	LSIget script for PowerPC
lsigetlinux_latest.tgz	<a href="#">lsigetlinux_latest.tgz</a> <a href="#">Previous version: If available</a>	LSIget script for Linux
lsigetvmware_20170228.tgz	<a href="#">lsigetvmware_20170228.tgz</a> <a href="#">Previous version if available</a>	LSIget script for VMware.
lsigetfreebsd_latest.tgz	<a href="#">lsigetfreebsd_latest.tgz</a>	LSIget script for FreeBSD
lsigetwin_latest.zip and lsigetwin_latest.7z	Available in .7z and .zip <a href="#">lsigetwin_latest.zip</a> <a href="#">lsigetwin_latest.7z</a> <a href="#">Previous version If available</a> (Link will fail if none exist)	LSIget script for all supported Windows OS variants. See Notes about running CMD.exe as admin before running script.

File	File (Click file name below to Download from LSI FTP Site)	Description
LSI_dos_capture.zip	<a href="#">LSI_dos_capture.zip</a> <a href="#">EFI Capture script</a>	LSIget script for DOS. <b>Supports MegaRAID, NOT 3ware controllers</b> See <a href="http://www.bootdisk.com">www.bootdisk.com</a> for help on creating a DOS boot floppy/USB or download LSI PreBoot USB and CD package: <a href="#">LSI PreBoot USB and CD</a>

## Data Categories

- all

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