

IBASEC3 FAQ

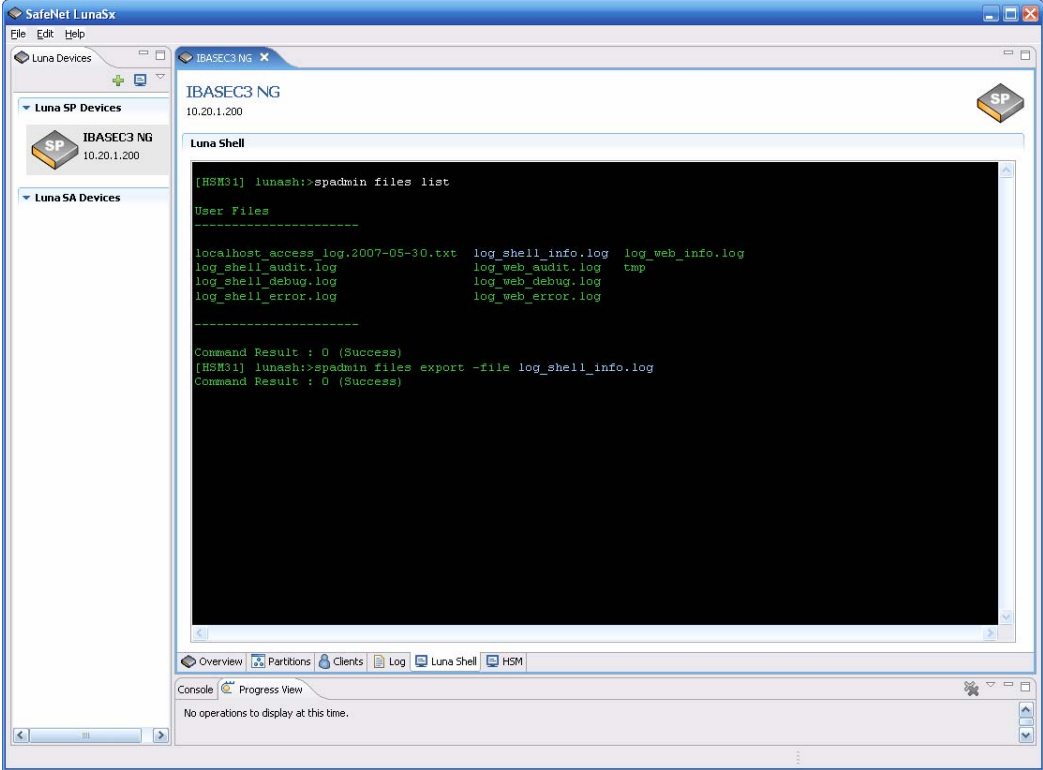
<http://www.keyon.ch/ibasec/faq/index.htm>

#16 Download all Luna SP log files without using the IBASEC Server

Normally all the Luna SP specific log files can be downloaded using the functionality of the IBASEC server. But there might be some circumstances where the log files have to be downloaded manually.

Follow the guideline below if you have to download the log files manually.

HSM side

#	Description
1.	Login via secure shell (SSH)
2.	Enter the following commands to prepare the first set of log files <pre>>hsm fwupdateInfo >hsm supportInfo >syslog tarlogs >sp getTomcatLogs</pre>
3.	Enter the following commands to prepare the second set of log files <pre>>spadmin files list</pre> <p>You get a list of available log files.</p> 
4.	Perform the following command for every log file in the list. You may also perform the command for a specific log file. <pre>>spadmin files export -f <filename></pre> <p>Example:</p> <pre>>spadmin files export -file log_shell_info.log</pre>

Client side

#	Description
5.	Use the <code>ctp</code> command provided by SafeNet to copy the log file from the Luna SP to your client workstation.
6.	<p>Enter the following commands to copy the first set of log files</p> <pre>>ctp admin@<hsm-ip>:fwupdateInfo.txt . >ctp admin@<hsm-ip>:supportInfo.txt . >ctp admin@<hsm-ip>:logs.tar .</pre> <p>Example:</p> <pre>>ctp admin@192.168.0.17:logs.tar .</pre>
7.	<p>Perform the following command for every log file in the list (step #3). You may also perform the command for a specific log file.</p> <pre>>ctp admin@<hsm-ip>:<filename> .</pre> <p>Example:</p> <pre>>ctp admin@192.168.0.17:log_shell_info.log .</pre>