

Using the sos-linux script

Objective

The sos-linux script was authored by Coraid to assist in identification of possible problems in the following areas regarding an AoE initiator:

- AoE module issues
- Version issues with the operating system and/or AoE software
- Networking issues
- Hardware issues
- AoE mounting issues

This document will give a brief introduction into how to obtain and use the sos-linux script.

Solution

1. Download the script

The script sos-linux comes bundled with the most recent aoetools and may already be installed. If the command “sos-linux” produces output, skip to step three. If not, then follow these steps. These commands will download the script directly into your /bin directory.

```
root@pluto-desktop:~# cd /bin

root@pluto-desktop:/bin# wget http://support.coraid.com/support/linux/sos-linux
--08:56:43-- http://support.coraid.com/support/linux/sos-linux
      => `sos-linux'
Resolving support.coraid.com... 12.51.113.3
Connecting to support.coraid.com|12.51.113.3|:80... connected.
HTTP request sent, awaiting response... 200 OK
Length: 610 [text/plain]

100%[=====>] 610      ---K/s

08:56:43 (112.17 KB/s) - `sos-linux' saved [610/610]
```

2. Run the script

These commands change the script into an executable program, and then runs it. Note that the default output will be it in root's home directory, usually /root.

```
root@pluto-desktop:/bin# chmod +x sos-linux
root@pluto-desktop:/bin# sos-linux
sos-linux: output file is /root/sos-server-20080731-085659.txt
```

3. Send the output file to Coraid

At this point, you can view this file for your own analysis or send it to support@coraid.com for review. Our engineers will provide feedback on the particular issues that you may be having based upon the output.

More information

For additional information please visit our [Fast Support HOWTO](#). If you have any questions or comments about this document please let us know at support@coraid.com.

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