FAQ / Application Note

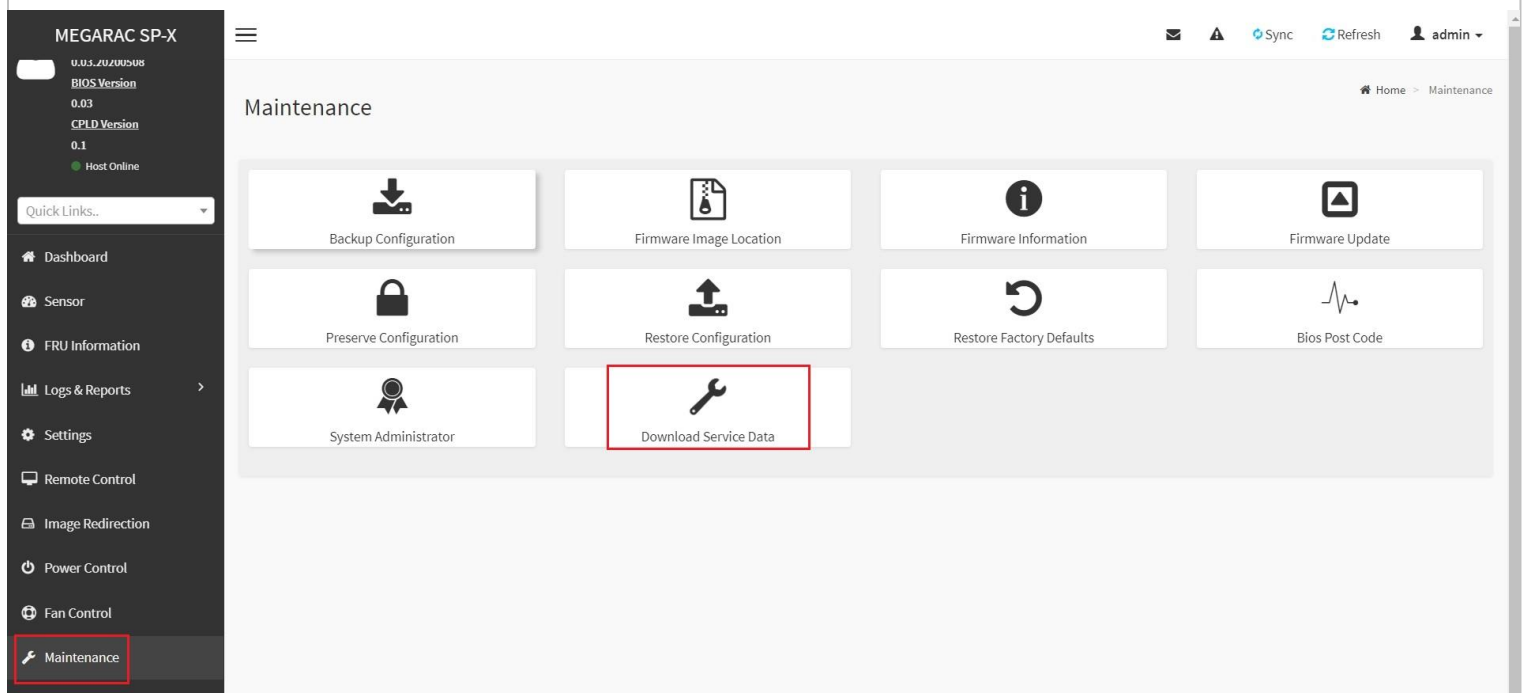| **Subject:** One Click to gather all system info. for further debugging	
FAQ Document No: S23003	**Date: 2023/3/31**
Model Name. HPM models	**Rev. A1**
Category: ☐General ☐H/W ■S/W ☐Others, ___寫小分類___	
Purpose: How to get system information file from BMC WEB UI.	

Please connect to BMC Web interface and follow the steps below to download the system information file.

Go to Maintenance ➜ Download Service Date

It will show the Download Service Date screen, please click on the green download item.

MEGARAC SP-X

0.03.20200508
BIOS Version
0.03
CPLD Version
0.1
● Host Online

Quick Links.. ▼

⌂ Dashboard

⊞ Sensor

ⓘ FRU Information

📊 Logs & Reports ›

⚙ Settings

💻 Remote Control

🖨 Image Redirection

⏻ Power Control

🛟 Fan Control

🔧 Maintenance

↪ Sign out

Download Service Data Download Service Data

Download Service Data ❓

Click the button, and BMC starts to collect data. After collection, data will be downloaded automatically.

⬇ Download Service Data

Then you will get the following file in .tar format, there are four folders in the .tar file, the main system information will be in the conf and tmp folders. These databases contain all the SOC boot data / linux data which will also contain SEL, just provide this tar file to us for further analysis.

mini_ffdc_2022_09_26_9_59_0.tar

conf	2022/9/26 上午 09:56	檔案資料夾
extlog	2022/9/26 上午 09:59	檔案資料夾
info	2022/9/26 上午 09:59	檔案資料夾
tmp	2022/9/26 上午 10:00	檔案資料夾

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