

The background of the slide is a close-up photograph of hands assembling a puzzle. Most of the puzzle pieces are white, but one piece in the upper left quadrant is a vibrant red. The hands are positioned around the puzzle, with fingers pointing towards the red piece, suggesting it is the focus or the missing piece.

H3C製品 障害情報収集クイックガイド(GUIを利用)



- 01 スイッチの情報収集
- 02 ルーターの情報収集
- 03 ローカルAC (Cloudnetに未登録)の情報収集
- 04 Cloudnetに登録されているACとAP情報収集
- 05 CloudAPの情報収集
- 06 Firewallの情報収集
- 07 サーバーの情報収集
- 08 装置のGUIにアクセスするための設定

スイッチのシリアル番号の見つけ方

Dashboard>System Info>Serial Number

The screenshot displays the H3C web management interface. On the left is a dark sidebar with a navigation menu. The 'Dashboard' item is highlighted with a red box. The main content area has a top status bar with 'System Logs' and four alert indicators (0, 2, 4, 1). Below this are two panels: 'System Utilization' with circular gauges for CPU (15%) and Memory (62%), and 'System Info' with a table of system details. The 'Serial number' row in the 'System Info' table is highlighted with a red box, showing the value '219801A1QB9213Q0005C'. A 'View Details' button is visible in the top right of the 'System Info' panel.

H3C

admin

H3C

Dashboard

Device

Network

Resources

QoS

Security

PoE

SmartMC

Log

H3C

System Logs

0

2

4

1

View Details

System Utilization

View Details

15% CPU

62% Memory

System Info

Serial number:	219801A1QB9213Q0005C
Hardware:	Ver.A
Boot ROM:	141
Software:	7.1.070 Release 6328

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スイッチの診断:

Dashboard>Device>Diagnostics

The screenshot displays the H3C web management interface. On the left sidebar, the 'Device' menu item is highlighted with a red box and a circled '1'. The main content area shows a navigation menu with 'Diagnostics' highlighted by a red box and a circled '2'. Above the navigation menu, there are three status boxes: 'System Logs' with 0 alerts, a box with 2 alerts, and a box with 4 alerts. Below the navigation menu, there are sections for 'System Utilization' (CPU and Memory) and 'System Info' (Boot ROM and Software).

スイッチの診断: Collect

The screenshot displays the H3C web management interface for a switch. The left sidebar contains navigation menus for 'Dashboard', 'Device', 'Network', 'Resources', 'QoS', 'Security', 'PoE', 'SmartMC', and 'Log'. The main content area is titled 'Diagnostics' and includes a 'Collect' button, which is highlighted with a red box and a circled '3'. A browser download history popup is visible in the top right, showing a file named 'diag_H3C_20241224-115722.tar.gz' with a red box and a circled '5'. A central progress bar indicates 'Please wait...' and 'Collecting diagnostic information...', with a circled '4' next to the 'Please wait...' text.

参考:スイッチの新しいバージョンのダッシュボード

The screenshot displays the H3C S5130S-10P-EI switch dashboard. The browser address bar shows the URL: 192.168.0.1/wnm/frame/index.php?sessionid=200001af45b2d194b4087c7f7b82c1d9ab7e. The dashboard features a left-hand navigation menu with the following items: Dashboard, Device, Network, Resources, QoS, Security, PoE, High Availability, SmartMC, and Log. The main content area is divided into several sections:

- System Logs:** A row of four cards showing log counts: Emergency, Alert (0); Critical, Error (28); Warning, Notification (49); and Informational, Debugging (134). A "View Details" link is present.
- System Utilization:** Two donut charts showing CPU at 10% and Memory at 70%. Below these are two smaller cards: "CPU 49%" and "Mem 70%". A "View Details" button is also present.
- System Info:** A list of system details: Serial number: 219801A1N7919BQ...; Hardware: Ver.A; Boot ROM: 158; Software: 7.1.070 Release 63...

参考:スイッチのシリアル番号の見つけ方

Device>Maintenance>About>Electronic label

About

This device	>
Version	>
Electronic label	>
Legal statement	>

①

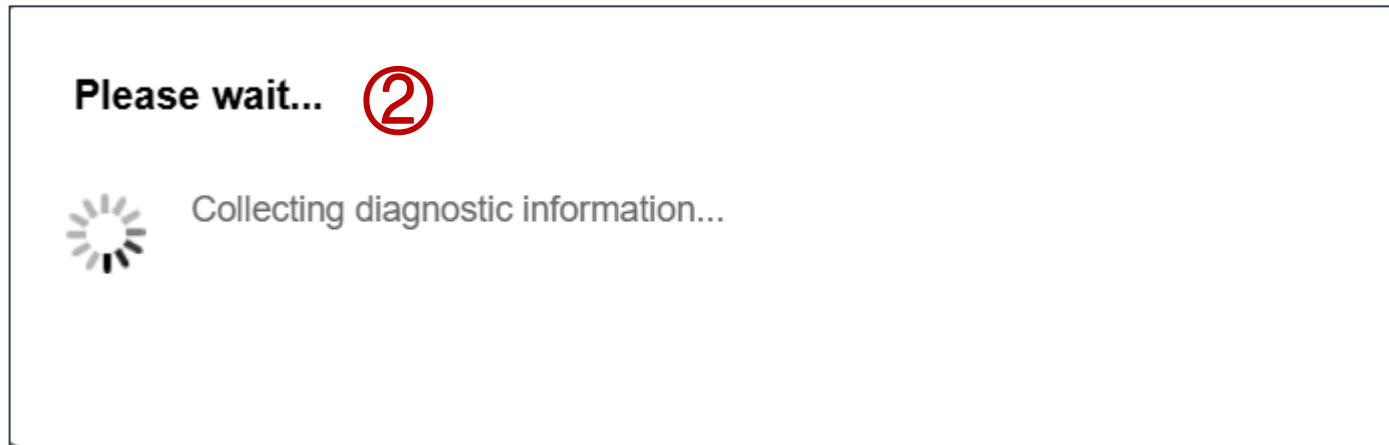
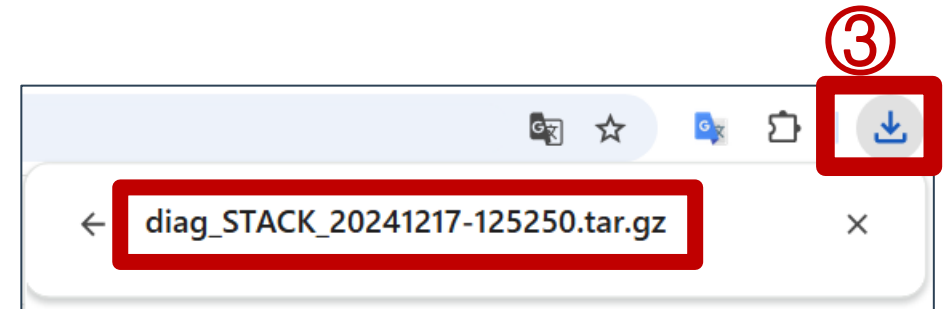
< Electronic Label

An electronic label is the profile of a device or card. It contains the permanent configuration and was written to the device or card during debugging or testing.

Device Node	Model	Serial Number	MAC Address	Manufacturing Date	Vendor
Slot1	S5130S_EI	219801A1N7919BQ00021	94-29-2F-55-DD-C4	2019-11-10 00:00:00	H3C

②

参考:スイッチの診断: Device>Maintenance>Diagnostics





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ルーターのシリアル番号の見つけ方

System Information>Serial Number

The screenshot displays the H3C MSR830-6HI System Information page. The interface includes a left-hand navigation menu with options like System Information, Fast Configuration, Network, and Network Behaviors. The main content area is titled 'System Information' and features several performance and system status widgets. A red box highlights the 'Serial Number' field in the system information section, which contains the value '219801A1S2M194AA000G'. Other visible data includes CPU usage (11% current, 9% average), memory usage (68%), 21 applications, 0 users, and 512 system log entries.

Category	Value
CPU Usage (Current)	11%
CPU Usage (Average)	9%
Memory Usage	68%
Interface rate	No Wan Interfaces
Traffic monitor	21 APPs
User statistics	0 Users
System log	512 Entries
System Time	10:28:09 2024-12-24
Up Time	50 days 22:24:58
Device Model	MSR830-6HI
Serial Number	219801A1S2M194AA000G
Boot ROM Version	1.23
Hardware version	1.0
Software Version	7.1.064 Release 6728P25
Flash	Used 83%

ルーターの診断:

System Tool>Diagnostics>Diagnostic Export>Collect

The screenshot shows the H3C MSR830-6HI web interface. On the left is a dark sidebar with the H3C logo and a menu. The main content area is titled 'Diagnostics' and has three tabs: 'Tracert', 'Ping', and 'Diagnostic Export'. A 'Collect' button is visible below the tabs. A modal window titled 'Please wait' is open, showing a progress indicator and the text 'Collecting diagnostic information...'. A browser download bar is visible at the top right, showing a file named 'diag_MSR830_20241220-132748.tar.gz'.

① System Tool

② Diagnostics

③ Diagnostic Export

④ Collect

⑤ Please wait
Collecting diagnostic information...

⑥ Download bar: diag_MSR830_20241220-132748.tar.gz



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ローカルACのシリアル番号のを見つけ方

System View>System>Management>About>This Device

The screenshot displays the H3C System View interface. The left sidebar contains a menu with the following items: Actions, Dashboard, Network Configuration, Network Security, System (highlighted with a red box and circled 2), Event Logs, Resource, File Systems, Administrators, Management (highlighted with a red box and circled 3), and Tools. The main content area shows a breadcrumb trail: System > System > Management > About. Below the breadcrumb, there are tabs for Settings, Configuration, Upgrade, Reboot, and About (highlighted with a red box and circled 4). The main content area lists several items: This device (highlighted with a red box and circled 5), Version, Electronic label, and Legal statement, each with a right-pointing arrow. At the bottom of the interface, there are two tabs: System View (highlighted with a red box and circled 1) and Network View.

ローカルACのシリアル番号の見つけ方(続き)

The screenshot shows the H3C management interface. The left sidebar contains a navigation menu with the following items: Actions, Dashboard, Network Configuration, Network Security, System, Event Logs, Resource, File Systems, Administrators, Management (highlighted in blue), and Tools. The main content area displays the breadcrumb path 'System > System > Management > About' and a table of device information. The 'Serial number' field is highlighted with a red rectangle.

Field	Value
Device name	H3C
Serial number	219801A1QJ9368D0002A
Device type	VAC1000
Description	H3C Comware Platform Software, Software Version 7.1.064, ESS 5448P01 H3C VAC1000 Copyright (c) 2004-2022 New H3C Technologies Co., Ltd.
Device location	Hangzhou, China
Contact information	New H3C Technologies Co., Ltd.

ローカルACの診断: System View>Tools>Debug>Collect

The screenshot shows the H3C System View interface. The left sidebar contains a menu with 'Tools' (2) and 'Debug' (3) highlighted. The main content area shows 'System View' (1) selected, with a 'Collect' button (4) visible. A 'Please wait...' dialog box (5) is displayed, indicating 'Collecting diagnostic information...'. A download history popup (6) is open, showing a file named 'diag_H3C_20241220-120455.tar.gz' highlighted in red.

Actions: System > Tools > Debug > Diagnostics

Dashboard

Network Configuration >

Network Security >

System >

Tools (2)

Debug (3)

Collect (4)

Please wait...

Collecting diagnostic information... (5)

最近のダウンロード履歴 (6)

diag_H3C_20241220-120455.tar.gz

すべてのダウンロード履歴

System View (1) Network View

Clients: 1

Event Logs: 0 (red), 8 (red), 8 (yellow), 33 (blue)

ローカルAC配下のAPのシリアル番号の見つけ方

Network View>Wireless Configuration>AP Management>Serial ID

H3C WX1840H Save

Actions All Networks > Wireless Configuration > AP Management > AP Roadmap

Dashboard Quick Start > Monitoring >

Wireless Configuration Wireless Networks AP Management Wireless QoS Wireless Security > Radio Management Client Proximity Sensor Applications

AP AP Groups AP Global Settings AP Provisioning AP Group Provisioning 7196

Serial ID

Name	Type	Model	Serial ID	MAC Address	Radios	Status	Actions
AP01	Manual AP	WA6638-JP	219801A2KF8209E0006F	10-19-65-C2-41...	3,802.11ax(5GHz)(1),8...	📶	🔗 ⋮ 🗑️
AP02	Manual AP	WA6638-JP	219801A2KF8209E00070	10-19-65-C2-45...	3,802.11ax(5GHz)(1),8...	📶	🔗 ⋮ 🗑️
AP03	Manual AP	WA6638-JP	219801A2KF8209E0007F	10-19-65-C2-45...	3,802.11ax(5GHz)(1),8...	📶	🔗 ⋮ 🗑️
AP04	Manual AP	WA6638-JP	219801A2KF8209E0006V	10-19-65-C2-42...	3,802.11ax(5GHz)(1),8...	📶	🔗 ⋮ 🗑️
AP05	Manual AP	WA538-JP	219801A2959199G00000	N/A	3,802.11ac(5GHz)(1),8...	📶	🔗 ⋮ 🗑️
AP06	Manual AP	WA538-JP	219801A2959199G00012	N/A	3,802.11ac(5GHz)(1),8...	📶	🔗 ⋮ 🗑️
AP07	Manual AP	WA6520H-JP	219801A4G1822CE0002K	N/A	2,802.11ax(5GHz)(1),8...	📶	🔗 ⋮ 🗑️

Total 7 entries, 7 matched, 0 selected. Page 1 / 1.

System View **Network View** Access Points 57% 43% 0% Clients 61 Event Logs 0 0 5 1019

参考: ローカルAC配下のAPの診断: CLIアクセスの準備

System View>System>Administrators>Edit

H3C WX1840H

System View > System > Administrators > Administrators

Administrators

User Name	User Roles	Permitted Access Types	Actions
admin	network-admin, network-operator	HTTP, HTTPS, SSH	Edit

adminユーザーの権限の編集

System View

Access Points: 57% (green), 43% (grey), 0% (red) | Clients: 11 | Event Logs: 0 (red), 0 (grey), 14 (yellow), 1010 (blue)

参考: ローカルAC配下のAPの診断: CLIアクセスの準備

Telnet>Apply

adminユーザーへtelnetアクセスの権限を付与

参考：ローカルAC配下のAPの診断：CLIアクセスの準備

System View>Network Services>Management Protocols>Telnet>ON

The screenshot shows the H3C WX1840H web management interface. The breadcrumb navigation at the top reads "System > Network Configuration > Management Protocols > Telnet". The left sidebar contains a menu with "Network Services" and "Management Protocols" highlighted. The main content area shows the "Telnet" configuration page with a "Telnet" tab selected. The "Telnet service" toggle is set to "ON".

②

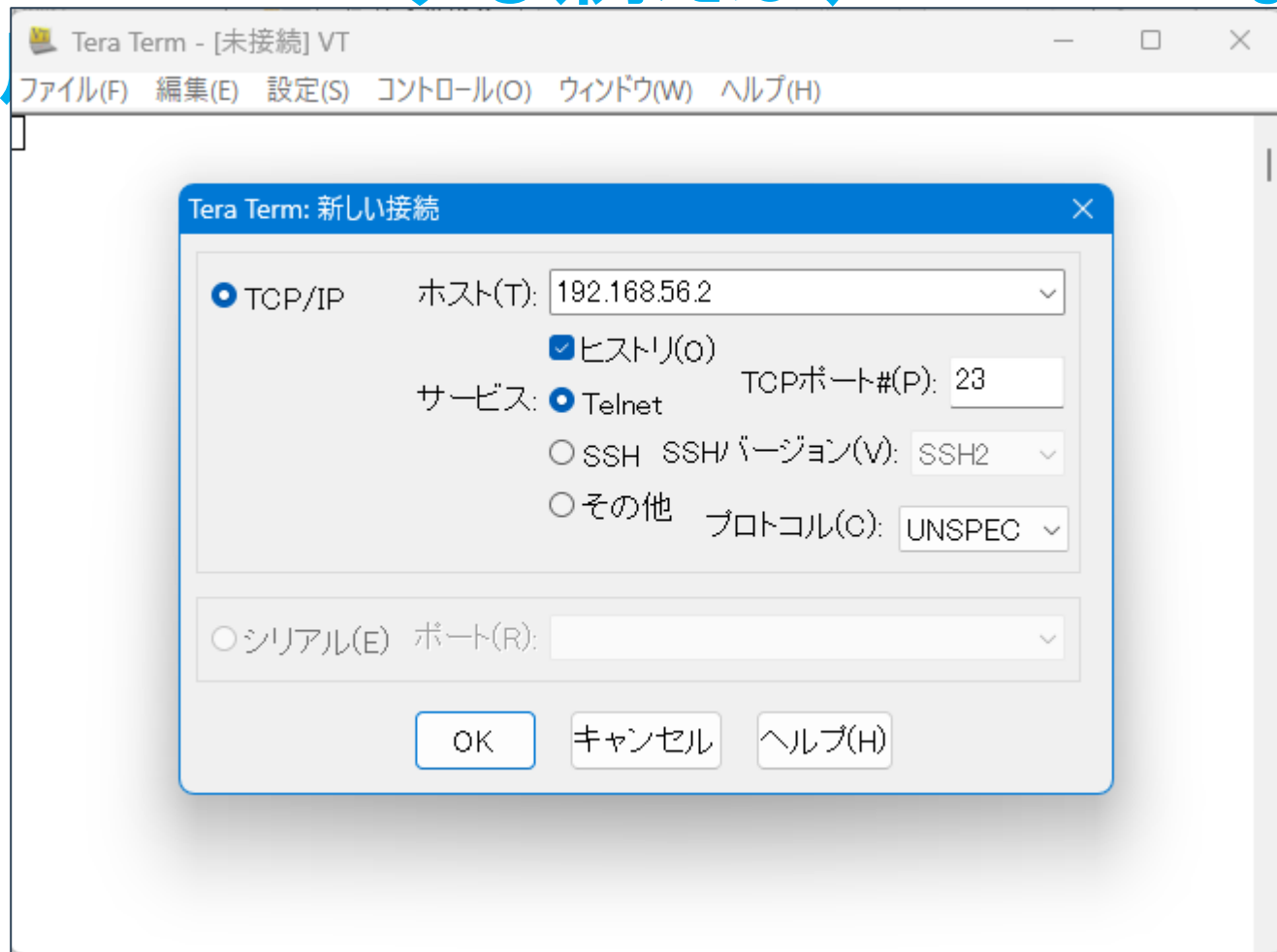
③

①

telnet serviceを有効にする

参考: ローカルAC配下のAPの診断

ACへtelnetする(例えば、Tera Termなどのターミナルアプリを利



参考：ローカルAC配下のAPの診断

telnetしたACで診断する配下のAPの名前を確認

<AC>**dis wlan ap all**

Total number of APs: 3

Total number of connected APs: 3

Total number of connected manual APs: 3

Total number of connected auto APs: 0

AP information

State : I = Idle, J = Join, JA = JoinAck, IL = ImageLoad
C = Config, DC = DataCheck, R = Run, M = Master, B = Backup

AP name	APID	State	Model	Serial ID
ROOM-101	2	R/M	WA6638-JP	219801A2KF8209E0007R
ROOM-102	3	R/M	WA6320-JP	219801A2KF8209E0007T
ROOM-201	1	R/M	WA6320-JP	219801A2KF8209E0007X

ROOM-101という名称のAPの診断情報を取得

<AC>**display wlan ap name ROOM-101 diagnostic-information**

Diagnostic information is being output to flash:/apdiag/apdiag_ROOM-101.tar.gz

Saved successfully.

<AC>

参考: ローカルAC配下のAPの診断

取得した診断ファイルの存在を確認

```
<AC>dir flash:/apdiag
```

```
Directory of flash:/apdiag
```

```
 0 -rw-      126 Jan 10 2025 14:36:27  apdiag_ROOM-101.tar.gz
```

```
1046512 KB total (1046256 KB free)
```

```
<AC>
```

参考：ローカルACに送信された診断ファイルを取り出す

System View>System>File Systems>ファイルを選択>download

The screenshot shows the H3C WX1840H System View interface. The left sidebar contains a menu with the following items: Actions, Dashboard, Network Configuration, Network Security, System (annotated with 1), Event Logs, Resource, File Systems (annotated with 2), License Management, Administrators, Management, and Tools. The main content area is titled 'File System Management' and shows a file browser for the 'flash:' storage. The address bar displays 'flash:/apdiag/apdiag_ROOM-101.tar.gz'. A table lists files with columns for Name, Size(bytes), Time, Directory, and Actions. The file 'flash:/apdiag/apdiag_ROOM-101.tar.gz' is selected (annotated with 3). At the bottom of the table, there is a 'Download' button (annotated with 4). On the right side, a 'Recent Downloads' popup is visible, showing the file 'flash__apdiag_apdiag_ROOM-201.tar' (5 B • 完了) and a download icon (annotated with 5).

Name	Size(bytes)	Time	Directory	Actions
flash:/apdiag/apdiag_ROOM-101.tar.gz	211112	2025-01-08 11:01:08	No	[Download]
flash:/diagfile		2023-07-13 19:42:31	Yes	[Delete]
flash:/diagfile/diagfile.log	47741	2023-07-13 19:42:32	No	[Delete]
flash:/facebook.zip	262878	2024-11-03 12:02:05	No	[Delete]
flash:/freeradius.bin	1463296	2021-04-08 23:45:29	No	[Delete]
flash:/h3cjapan.zip	190739	2021-09-08 11:34:54	No	[Delete]
flash:/hostkey	735	2020-07-04 00:54:13	No	[Delete]
flash:/iccrunning.cfg	17935	2023-11-01 00:02:14	No	[Delete]

参考:ローカルACの新しいバージョン(ローカルACの診断)

System View>Tools>Debug>Diagnostics>Collect

The screenshot shows the H3C WX2812X-PWR web interface. The left sidebar contains a menu with the following items: Dashboard, Monitoring, Quick Start, Wireless Configuration, Network Configuration, Network Security, Application Security, and System. The 'Tools' menu item is highlighted with a red box and a circled '1'. A dropdown menu is open, showing the following options: Debug, Diagnostics, Ping, Tracert, and Packet Capture. The 'Diagnostics' option is highlighted with a red box and a circled '2'. The main content area shows a 'Dashboard' with a 'Logs' section displaying '2 Error' and an 'AP' section showing '6' APs (0 Online, 6 Offline). Below the AP section is a 'Wireless Services' section.

Category	Item
Debug	Diagnostics
Ping	IPv4 Ping, IPv6 Ping, RF Ping
Tracert	IPv4 Tracert, IPv6 Tracert
Packet Capture	Wireless Packet Capture



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Cloudnetに登録されているACのシリアル番号: ネットワーク>サイト>AC>シリアル番号

The screenshot shows the Cloudnet management interface. The navigation path is: **ネットワーク** (Network) > **サイト** (Site) > **AC** > **シリアル番号** (Serial Number). The interface displays a summary of devices for a specific site, including Routers (ルータ) and Switches (スイッチ). The AC section is highlighted, showing 2 online devices and 2 total devices. Below this, a table lists the device information, including the serial number (シリアル番号) for two AC devices: WX3820H and WX1840H.

① ネットワーク

② サイト

③ AC

④ シリアル番号

状態	デバイス名	シリアル番号	備考	タイプ	型番
<input type="checkbox"/>	WX3820H	210235A3MLB219000006	--	AC	WX3820H
<input checked="" type="checkbox"/>	AC	219801A1MG919BQ00023	--	AC	WX1840H

Total entries: 2 , current entries: 1 - 2. Page 1 of 1

Cloudnetに登録されているACの診断: ネットワーク>サイト>AC>装置の選択>ローカル管理

The screenshot shows the H3C Cloudnet management interface. The navigation path is highlighted with red boxes and numbered 1 through 5:

- 1: Cloudnet logo
- 2: ネットワーク (Network) menu
- 3: サイト (Site) menu
- 4: AC device selection in the device list
- 5: ローカル管理 (Local Management) button

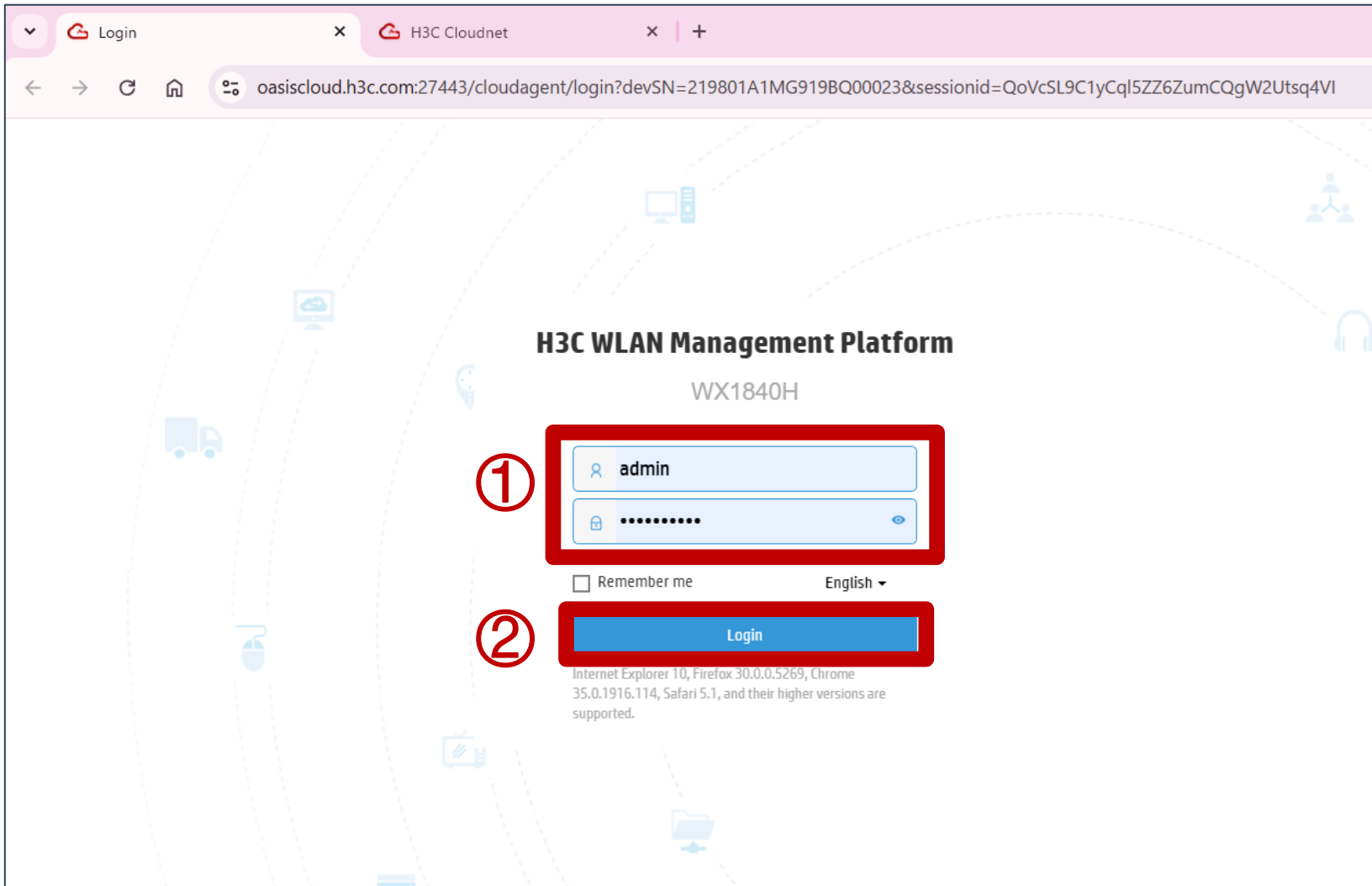
The interface displays the following information:

- Branch: H3C Office | Site: H3C 神谷町オフィス
- Site Summary: ルータ (1 online, 1 total), スイッチ (3 online, 5 total), AC (2 online, 2 total)
- Device Information Table:

状態	デバイス名	シリアル番号	備考	タイプ	型番
<input type="checkbox"/>	WX3820H	210235A3MLB219000006	--	AC	WX3820H
<input checked="" type="checkbox"/>	AC	219801A1MG919BQ00023	--	AC	WX1840H

Total entries: 2, current entries: 1 - 2. Page 1 of 1

Cloudnetに登録されているACの診断: ローカルへログイン



Cloudnetに登録されているACの診断: System View>tools>Debug>Collect

The screenshot shows the H3C WX1840H management interface. The breadcrumb path is System > Tools > Debug > Diagnostics. The 'Tools' menu item in the sidebar is circled in red with a '2', and the 'Debug' sub-menu is circled with a '3'. The 'Collect' button is circled with a '4'. A 'Please wait...' dialog box is shown with the text 'Collecting diagnostic information...' and a loading icon, circled with a '5'. An 'Error' dialog box is displayed with the message 'The data error.' and a 'Close' button circled with a '6'. At the bottom, the 'System View' button is circled with a '1'. The status bar at the bottom right shows 'Access Points' (57% green, 43% grey, 0% red), 'Clients' (57), and 'Event Logs' (0 red, 0 grey, 9 yellow, 1 blue).

注: 生成したファイルをローカルのGUIからダウンロードしようとしたが、インターフェースの問題でエラーとなりますが、次のページの方法でダウンロード可能です。

Cloudnetに登録されているACの診断: System View>System>File Systems>ファイルを選択>Download

The screenshot shows the H3C Cloudnet interface for a WX1840H device. The left sidebar contains navigation options: Actions, Dashboard, Network Configuration, Network Security, System (circled 1), Event Logs, Resource, File Systems (circled 2), License Management, Administrators, Management, and Tools. The main content area is titled 'File System Management' and shows a file list for the 'flash:' storage. A file named 'flash:/diag_H3C_20250108-105951.tar.gz' is selected (circled 3). A red arrow points to this file with the text '例えばflash:/diag_H3C_20250108-105951.tar.gz'. At the bottom of the file list, a 'Download' button is circled 4. On the right side, a 'Downloads' popup window is open, showing a list of recent downloads. The file 'flash_diag_H3C_20250108-105951.tar.gz' (5 B, completed) is highlighted in a red box. A download icon in the top right of the interface is circled 5.

Name	Size(bytes)	Time	Directory	Actions
flash:/core		2025-01-08 11:02:11	Yes	
flash:/defaultfile.zip	261508	2024-11-03 12:02:04	No	
<input checked="" type="checkbox"/> flash:/diag_H3C_20250108-105951.tar.gz	211112	2025-01-08 11:01:08	No	
flash:/diagfile		2023-07-13 19:42:31	Yes	
flash:/diagfile/diagfile.log	47741	2023-07-13 19:42:32	No	
flash:/facebook.zip	262878	2024-11-03 12:02:05	No	
flash:/freeradius.bin	1463296	2021-04-08 23:45:29	No	
flash:/h3cjapan.zip	190739	2021-09-08 11:34:54	No	
flash:/hostkey	735	2020-07-04 00:54:13	No	
flash:/iccrunning.cfg	17935	2023-11-01 00:02:14	No	

Cloudnetに登録されているACの診断: ローカルからログアウト

ユーザー名のボタンをクリック>Logout>Yes

The screenshot shows the Cloudnet user interface. At the top right, the user name 'admin' is displayed and highlighted with a red box and circled with a '1'. A dropdown menu is open below it, with the 'Logout' option highlighted by a red box and circled with a '2'. In the foreground, a 'Confirm' dialog box is open, asking 'Are you sure you want to logout?'. The 'Yes' button in the dialog is highlighted with a red box and circled with a '3'. The background shows a table with columns for 'Directory' and 'Actions'.

	Directory	Actions
	No	
	No	
	Yes	
47741	2023-07-13 19:42:32	No
262878	2024-11-03 12:02:05	No
1463296	2021-04-08 23:45:29	No
190739	2021-09-08 11:34:54	No

注意: この辺りにカーソルを移動するとログインしたユーザー名がブルーの囲みで表示されるのでクリックするとプルダウンメニューが表示されます。

Cloudnetに登録されているACのAPの診断: ネットワーク>メンテナンス>ツール>AP診断情報>診断ファイルを取得する

The screenshot shows the Cloudnet web interface. The navigation menu on the left has 'メンテナンス' (Maintenance) highlighted with a red box and a circled '1'. Below it, 'ツール' (Tools) is highlighted with a red box and a circled '2'. The main content area shows 'AP診断情報' (AP Diagnostic Information) highlighted with a red box and a circled '3'. A table lists AP devices with a '操作' (Action) column containing download icons. The first icon is highlighted with a red box and a circled '4', with a tooltip that says '診断ファイルを取得する' (Download diagnostic file). A notification banner at the top of the main area says 'デバイスを最新バージョンにアップグレードしてください。' (Please upgrade the device to the latest version).

AP名	APシリアル番号	Macアドレス	IPアドレス	操作
AP01	219801A2KF8209E0006R	1019-65c2-41b0	192.168.100.1	
AP02	219801A2KF8209E0007G	1019-65c2-45d0	192.168.100.2	
AP03	219801A2KF8209E0007F	1019-65c2-45a0	192.168.100.3	
AP04	219801A2KF8209E0006W	1019-65c2-4270	192.168.100.4	

第 1 ~ 4 エントリーを表示する(総計 4 エントリー)

The screenshot shows a browser's download history. A red box highlights the download icon in the top right corner with a circled '5'. Below it, the '最近のダウンロード履歴' (Recent download history) section shows a file named 'apdiag_AP01.tar.gz' (94.8 KB, 1 分前) highlighted with a red box. Below that is the 'すべてのダウンロード履歴' (All download history) section.



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- 04 Cloudnetに登録されているACとAP情報収集
- 05 **CloudAPの情報収集**
- 06 Firewallの情報収集
- 07 サーバーの情報収集
- 08 装置のGUIにアクセスするための設定

CloudAPのシリアル番号の見つけ方

ネットワーク>サイト>シリアル番号

The screenshot shows the H3C CloudAP management interface. The navigation menu on the left includes 'ネットワーク' (Network), 'サイト' (Site), 'デバイス' (Device), and '組織' (Organization). The 'ネットワーク' menu is highlighted in red. The 'サイト' menu item is also highlighted in red. The main content area shows a dashboard for a site named 'COMMON'. It includes a 'デバイス概要' (Device Summary) section with a 'クラウドAP' (Cloud AP) card showing 1 online device and 1 total device. Below this is a 'デバイス情報' (Device Information) section with a table of devices. The 'シリアル番号' (Serial Number) column in the table is highlighted in red, showing the value '219801A2959199G0001G' for the device 'WA538-JP'.

ネットワーク

スマートO&M SD-WAN サービス

ネットワーク

プラットフォーム: INSTRUCTOR_LAB サイト: COMMON

サイト概要 | エリア管理 | タイムゾーンの設定

ダッシュボード

サイト

デバイス

組織

クライアント

モニタリング

設定

メンテナンス

メッセージ

システム

デバイスのオンライン率

デバイスのオンライン率: 全部のデバイスはオンライン

デバイスバージョン: 1台デバイスはバージョンを更新できます

稼働時間: 1台デバイスの安定稼働時間は24時間未満

警告: 今日にはアラームが無く、ネットワークは良好です

システム状況: デバイスの稼働状況が良好

アラーム深刻度

致命的: 0

緊急: 0

重大: 0

軽度: 0

注意: 0

Cloudnet

クラウドAP

1 1

オンラインデバイス数 デバイス総数

デバイスリスト

デバイス情報

削除 再起動 ローカル管理 CLIヘルパー ファイルシステム その他機能

状態	デバイス名	シリアル番号	備考	タイプ	型番	サイト名
<input checked="" type="checkbox"/>	WA538-JP	219801A2959199G0001G	--	Cloud AP	WA538-JP	COMMON

Total entries: 1, current entries: 1 - 1. Page 1 of 1

CloudAPの診断: ローカルのGUIへアクセス

ネットワーク>サイト>装置を選択>ローカル管理

The screenshot shows the H3C CloudAP management interface. The navigation path is: **ネットワーク** (Network) > **サイト** (Site) > **装置** (Device) > **ローカル管理** (Local Management).

① In the left sidebar, the **サイト** (Site) menu item is highlighted with a red box.

② In the main content area, the **ローカル管理** (Local Management) button is highlighted with a red box.

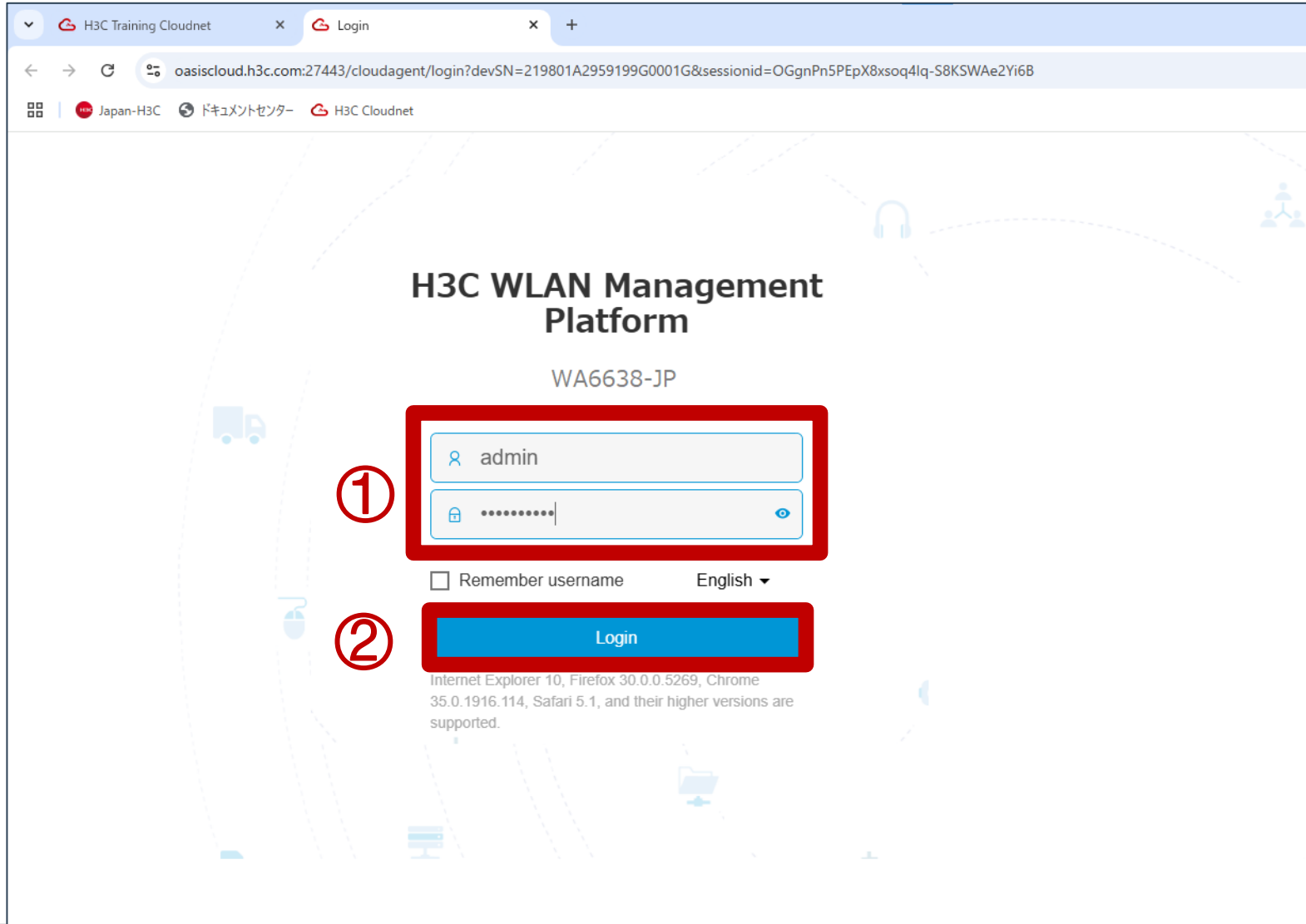
The interface displays the following information:

- ネットワーク** (Network) menu items: スマートO&M, SD-WAN, サービス
- Branch: INSTRUCTOR_LAB, Site: COMMON
- Site Summary: デバイスのオンライン率 (Device Online Rate), デバイスバージョン (Device Version), システム状況 (System Status), アラーム深刻度 (Alarm Severity), 運転時間 (Operating Time)
- Cloudnet logo and Cloud AP status: 1 Online Device, 1 Total Device
- Device Information table:

状態	デバイス名	シリアル番号	備考	タイプ	型番	サイト名
<input checked="" type="checkbox"/>	WA538-JP	219801A2959199G0001G	--	Cloud AP	WA538-JP	COMMON

Total entries: 1, current entries: 1 - 1. Page 1 of 1

CloudAPの診断: ローカルのGUIへログイン



CloudAPの診断：診断情報の取得

System View>Tools>Debug>Collect

The screenshot shows the H3C CloudAP diagnostic interface. The left sidebar contains navigation options: Actions, Dashboard, Network Configuration, Network Security, System, Tools (highlighted with a red box and circled 1), and Debug (highlighted with a red box and circled 2). The main content area is titled 'Diagnostics' and contains a 'Collect' button (highlighted with a red box and circled 3). Below the button is a progress bar with the text 'Please wait...' and 'Collecting diagnostic information...' (circled 4). An 'Error' dialog box is displayed, containing the message 'The data error.' and a 'Close' button (highlighted with a red box and circled 5). The bottom status bar shows 'System View' (highlighted with a red box), 'Network View', 'Clients' (0), and 'Event Logs' (0 errors, 5 warnings, 14 info, 21 debug).

注：生成したファイルをローカルのGUIからダウンロードしようとしたが、インターフェースの問題でエラーとなりますが、次のページの方法でダウンロード可能です。

CloudAPの診断: CloudAPのGUIからログアウト

ユーザー名をクリック>Logout

The screenshot displays the H3C CloudAP GUI interface. At the top left, the H3C logo and the device identifier 'WA6638-JP' are visible. On the right side of the top bar, there are icons for 'Save' and 'Roadmap', and a user profile icon labeled 'admin'. A red box labeled '1' highlights the 'admin' user name. Below the user name, a dropdown menu is open, showing options: 'Language English', 'Change Password', 'Scan and Look Me', and 'Logout'. A red box labeled '2' highlights the 'Logout' option. The main content area shows a 'Diagnostics' section with a 'Collect' button. A warning message at the top right states: 'The device has established a cloud connect not configure th...'. The bottom of the page features a navigation bar with 'System View' and 'Network View' buttons, and a status bar showing 'Clients: 0' and 'Event Logs: 0 5 49 22'.

CloudAPの診断:ファイルシステムの詳細表示

ネットワーク>メンテナンス>ファイルシステム>装置を選択>詳細

The screenshot displays the H3C CloudAP management interface. The navigation menu on the left is expanded to 'メンテナンス' (Maintenance), which is highlighted with a red box and a circled '1'. Under 'メンテナンス', 'ファイルシステム' (File System) is highlighted with a red box and a circled '2'. The main content area shows the 'ファイルシステム' (File System) section for the device 'WA538-JP'. A table lists the file system details, with the first row selected, indicated by a red box and a circled '3'. The '操作' (Action) column for this row contains a magnifying glass icon, which is highlighted with a red box and a circled '4', representing the '詳細' (Details) button. The table has the following columns: 状態 (Status), デバイス名 (Device Name), シリアル番号 (Serial Number), 備考 (Remarks), タイプ (Type), 型番 (Model Number), and サイト名 (Site Name). The selected row shows a status of '正常' (Normal), device name 'WA538-JP', serial number '219801A2959199G0001G', type 'Cloud AP', model number 'WA538-JP', and site name 'COMMON'. The page also shows pagination controls indicating '1' of 1 items.

状態	デバイス名	シリアル番号	備考	タイプ	型番	サイト名	操作
正常	WA538-JP	219801A2959199G0001G	--	Cloud AP	WA538-JP	COMMON	詳細

CloudAPの診断: 高級モードを選択

The screenshot displays the H3C CloudAP diagnostic interface. The top navigation bar includes the H3C logo, a 'ネットワーク' (Network) menu, and other navigation options like 'スマートO&M', 'SD-WAN', and 'サービス'. The main content area is titled 'デバイスリスト' (Device List) and shows a 'Flash記憶空間' (Flash Memory Space) usage bar at 71% (37.65 MB used, 128.00 MB total). Below this, there are several file management categories, each with an icon, a description, and a '管理' (Manage) button:

- ロファイル** (Log Files): cfg, mdb, txt files. Includes a '管理' button.
- データベースファイル** (Database Files): dat, db files. Includes a '管理' button.
- ログファイル** (Log Files): log, log.gz files. Includes a '管理' button.
- バージョンファイル** (Version Files): ipe, bin files. Includes a '管理' button.
- 圧縮ファイル** (Compressed Files): rar, zip files. Includes a '管理' button.
- Licenseファイル** (License Files): did, ak, cer files. Includes a '管理' button.
- 診断ファイル** (Diagnostic Files): core files. Includes a '管理' button.
- その他** (Others): Unclassified files. Includes a '管理' button.

In the top right corner of the main content area, there are two buttons: '一般モード' (General Mode) and '高級モード' (Advanced Mode). The '高級モード' button is highlighted with a red box, and a red arrow points to it from below.

CloudAPの診断：診断情報の取得

ファイルを選択>ダウンロード>確定

H3C

Flash記憶空間: 71% 使えます 37.65 MB, 共 128.00 MB。

upload ダウンロード 名前変更 削除

ファイル名	ファイルタイプ	ファイルサイズ	修正時間
flash:	Folder	--	2025-01-10 16:27:34
defaultfile.zip	file	255.34 KB	1970-01-01 09:00:19
diag_WA538-JP_20250110-162627.tar.gz	file	205.00 B	2025-01-10 16:27:34
ifindex.dat	file	205.00 B	2025-01-10 16:15:18
lauth.dat	file	0.00 B	2025-01-10 16:27:31
pki	Folder	--	2023-11-07 20:01:04
https-server.p12	file	2.34 KB	2023-11-07 20:01:04
startup.cfg	file	14.47 KB	2025-01-10 16:15:18
startup.mdb	file	212.65 KB	2025-01-10 16:15:18
wa5300-anchor-boot.bin	file	5.20 MB	2016-01-01 09:00:00
wa5300-anchor-system.bin	file	33.23 MB	2016-01-01 09:00:00
wa5300-boot.bin	file	4.96 MB	2023-11-07 20:12:45
wa5300-oasis-boot.bin	file	2.77 MB	2022-07-04 04:28:59
wa5300-oasis-system.bin	file	23.97 MB	2022-07-04 04:30:00
wa5300-system.bin	file	18.39 MB	2023-11-07 20:12:52

ヒント

ファイルの抽出中は中止されません, 続けますか?

キャンセル 確定

diag_WA538-JP_20250110-162627.tar.gz

ファイル名をクリックする(反転などの変化はないのですが選択されています)



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Firewallのシリアル番号の見つけ方

System>Maintenance>About>Device Info>Serial Number

The screenshot displays the H3C management interface. The top navigation bar includes icons for Dashboard, Monitor, Policies, Objects, Network, and System. The 'System' icon is circled in red with a '1'. The left sidebar menu has 'Maintenance' circled in red with a '2', and 'About' circled in red with a '3'. Under 'About', 'Device Info' is circled in red with a '4'. The main content area shows a table with fields: Device name, Serial number (circled in red with a '5'), Device type, Description, Device location, and Contact information. A large green rectangular area obscures the data in the table. The footer contains the copyright notice: Copyright© 2004-2022 New H3C Technologies Co., Ltd. All Rights Reserved.

Firewallの診断:

System>Diagnostics Center>Diagnostic Info>Collect

The screenshot illustrates the steps to collect diagnostic information from an H3C firewall. The process is guided by numbered callouts (1-8):

1. Click the **System** icon in the top navigation bar.
2. Click **Diagnostics Center** in the left sidebar.
3. Click **Diagnostic Info** in the left sidebar.
4. Click the **Collect** button in the main area.
5. In the **Enter File Name** dialog, enter the file name `diag_20241220-144420.tar.gz` and click **OK**.
6. In the **Info** dialog, check the **Download diagnostic information file** checkbox and click **OK**.
7. (This step is implicitly covered by step 6, as the 'OK' button is highlighted.)
8. The download notification shows the file `diag_20241220-144420.tar.gz` (15.1 KB) is ready for download.



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サーバーのシリアル番号の見つけ方

Dashboard>Summary>Serial number

G3(古いバージョン)の場合

The screenshot shows the H3C HDM 1.11.35P07 interface. On the left sidebar, the 'Dashboard' menu item is highlighted with a red box and a circled '1'. At the top of the main content area, the 'Summary' tab is highlighted with a red box and a circled '2'. Below the 'Summary' tab, the 'Status summary' section shows a 'Major' issue icon and a 'Power' icon. The 'Basic information' section contains a table with the following data:

Basic information	
Vendor	New H3C Technologies Co., Ltd.
Product name	UniServer R4900 G3
Host name	HDM210235A2CR619BF001TL
Serial number	210235A2CR6: [redacted]
IPv4 addresses	Shared port: 172.25.254.224 ;

The 'Serial number' field is highlighted with a red box and a circled '3'. On the right side of the interface, there is a legend for issue severity levels: Critical (red), Major (orange), Minor (yellow), and Info (green).

サーバーのシリアル番号の見つけ方

Dashboard>Device Information>Product serial number

G5の場合

The screenshot displays the H3C management interface. At the top, the navigation menu includes 'Dashboard' (highlighted with a red box and circled '1'), 'System', 'Configuration', 'Remote Services', 'Remote O&M', 'Users & Security', and 'Unified Control'. The main content area is titled 'H3C Uniserver R4900 G5' and features a 'Device information' section. This section contains a table with the following data:

Field	Value
Host name	HDM
Product serial number	(highlighted with a red box and circled '2')
UUID	20210420-c434-04b4-e611-b5cf4088be79
HDM firmware	2.42
BIOS firmware	5.25 (C35)
IPv4 addresses	Shared port: 172.16.17.216 Dedicated port: 192.168.1.1
MAC addresses	Shared port: F0:10:90:9E:47:12 Dedicated port: C4:34:20:21:04:20

Below the device information, there are three status indicators: 'Critical' (0), 'Major' (0), and 'Minor' (0). To the right, a 'Quick access' panel includes links for 'Network', 'Update Firmware', 'Log Download', and 'Manage Config'. At the bottom, there is a 'Remote consoles' section with a dropdown menu set to 'H5 KVM' and a 'Start' button.

サーバーの診断:

Dashboard>log Download>Download entire log>Download log

G3(古いバージョン)の場合

The screenshot shows the H3C HDM 1.11.31P02 interface. The left sidebar contains a navigation menu with the following items: Dashboard (circled 1), Server Health, Network, Configuration, Security, Remote Control, Power & Thermal, and Maintenance. The main content area has a top navigation bar with tabs: Summary, Hardware Summary, FRUs, Firmware, Sensors, Monitoring, Resource (circled 2), and Log Download (circled 2). Below the tabs, the 'Log Download' section is active. It features a green progress bar for 'Compressing SDS log: Progress 50%'. Under the 'Download log' heading, there are two radio button options: 'Download entire log' (circled 3) and 'Download specified log'. The 'Download entire log' option is selected. Below this, there is a date range selector showing '2021-05-06' to '2021-05-28'. At the bottom of the page, there is a 'New Contacts' section with input fields for Name, Telephone, and Email. A 'Download log' button (circled 4) is located at the bottom left of the main content area.

① Dashboard

② Log Download

Log Download

③ Download entire log

Download entire log

④ Download log

Download log

サーバーの診断:

Remote O&M>logs>Log Download>Download entire log>Download log

G5の場合

The screenshot shows the H3C Remote O&M interface. The top navigation bar includes 'Remote O&M' (1). The left sidebar has 'Logs' (2) selected. The main content area has 'Log Download' (3) selected. Under 'Download log', the 'Download entire log' (4) radio button is selected. At the bottom, the 'Download log' (5) button is highlighted. The interface also shows a time range selector set to '2023-10-13 to 2023-10-20' and a 'New Contacts' form with fields for Name, Telephone, and E-Mail.



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装置のGUIにアクセスするための設定

#

line class vty

authentication-mode scheme ← アクセス時にログインを要求する

user-role network-admin

#

local-user admin class manage

password simple xxxxxxxxxxx

service-type **http https** ← http, httpsのログインに利用できるアカウントを示す

authorization-attribute user-role network-admin

authorization-attribute user-role network-operator

#

ip http enable ← http, httpsサーバー機能を有効にする

ip https enable

#

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