

**2015 to 2017**

## **Q10161403 - What troubleshooting information should I provide to support and bring the array back?**

Please login the controller web manager and take following screen shots:

1. entire raidset hierarchy page.
2. entire controller event log history.
3. system information page.
4. hardware monitoring page
5. system config page.
6. current raidset/volume information page

You can open the raidset/volume information page by click the raidset/volume name in the raidset hierarchy page.

7. hard drive information page from each array member drive.

You can open the drive information page by click the corresponding channel name in the raidset hierarchy page

These screen shots will be very helpful for us to understand your situation and find out the possible solution.

Unique solution ID: #1089

Author: Simone

Last update: 2015-08-24 09:20