



Diagnostics and support

ONTAP Select

David Peterson
November 21, 2019

This PDF was generated from https://docs.netapp.com/us-en/ontap-select/task_vpi_adm_support.html on October 09, 2020. Always check docs.netapp.com for the latest.

Table of Contents

- Diagnostics and support 1
 - Displaying the system settings 1
 - Displaying event messages..... 1
 - Enabling AutoSupport..... 1
 - Generating an AutoSupport package..... 2

Diagnostics and support

There are several related diagnostic and support tasks you can perform as part of administering ONTAP Select.

Displaying the system settings

You can view the basic settings for the Deploy administration utility through the vCenter Plugin.

Steps

1. Click **ONTAP Select Deploy** in the **Global Inventory Lists** pane.
2. Click the **Administration** tab.
3. Expand the **System** option and click **Settings**.
4. Update the system configuration as needed and click **Save**.

Displaying event messages

The Deploy administration utility includes an event logging facility that provides information about the activity of the system. You can view the contents of the event log through the Deploy plug-in to debug any issues or when directed to do so by support.

About this task

You can filter the list of event messages based on several characteristics, including:

- Category
- Type
- Level
- Instance

Steps

1. Click **ONTAP Select Deploy** in the **Global Inventory Lists** pane.
2. Click the **Administration** tab.
3. Expand the **Events** option and click **Deploy**.
4. Optionally, click Filtering and create a filter to limit the event messages that are displayed.

Enabling AutoSupport

AutoSupport is the primary troubleshooting tool used by NetApp to support ONTAP Select. You can enable or disable the AutoSupport feature as needed.

About this task

After deploying a new cluster, you should make sure AutoSupport is enabled. You should only disable AutoSupport when necessary. If you disable AutoSupport, data is still collected but not transmitted to NetApp.

Steps

1. Click **ONTAP Select Deploy** in the **Global Inventory Lists** pane.
2. Click the **Administration** tab.
3. Expand the **AutoSupport** option and click **Configure**
4. Enable or disable AutoSupport as needed.

Generating an AutoSupport package

The Deploy vCenter Plug-in includes the ability to generate an AutoSupport package. You should generate a package to debug issues or when directed to do so by support.

About this task

You can generate the following AutoSupport packages:

- Deploy logs
Log files created by the ONTAP Select Deploy utility
- Troubleshooting
Troubleshooting and debugging information about the hypervisor hosts and ONTAP Select nodes
- Performance
Performance information about the hypervisor hosts and ONTAP Select nodes

Steps

1. Click **ONTAP Select Deploy** in the **Global Inventory Lists** pane.
2. Click the **Administration** tab.
3. Expand the **AutoSupport** option and click **Generate**.
4. Select the type and provide a description for the package or provide a case number and then click **Generate AutoSupport**.
5. In the pane on the left, click **History** under **AutoSupport** and locate the package.

You can click **Refresh** as needed.

After you finish

You can download the AutoSupport package to your workstation using the native Deploy utility user interface. You cannot download the package using the Deploy vCenter plug-in.

Copyright Information

Copyright © 2020 NetApp, Inc. All rights reserved. Printed in the U.S. No part of this document covered by copyright may be reproduced in any form or by any means-graphic, electronic, or mechanical, including photocopying, recording, taping, or storage in an electronic retrieval system-without prior written permission of the copyright owner.

Software derived from copyrighted NetApp material is subject to the following license and disclaimer:

THIS SOFTWARE IS PROVIDED BY NETAPP “AS IS” AND WITHOUT ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE HEREBY DISCLAIMED. IN NO EVENT SHALL NETAPP BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

NetApp reserves the right to change any products described herein at any time, and without notice. NetApp assumes no responsibility or liability arising from the use of products described herein, except as expressly agreed to in writing by NetApp. The use or purchase of this product does not convey a license under any patent rights, trademark rights, or any other intellectual property rights of NetApp.

The product described in this manual may be protected by one or more U.S. patents, foreign patents, or pending applications.

RESTRICTED RIGHTS LEGEND: Use, duplication, or disclosure by the government is subject to restrictions as set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.277-7103 (October 1988) and FAR 52-227-19 (June 1987).

Trademark Information

NETAPP, the NETAPP logo, and the marks listed at <http://www.netapp.com/TM> are trademarks of NetApp, Inc. Other company and product names may be trademarks of their respective owners.