

How to Gather a Brocade SANnav Management Portal Support Data Collection

Objective

This article explains how data needs to be collected when there are problems with Brocade SANnav Management Portal (SANnav) Software.

Environment

Brocade SANnav Management Portal (SANnav) 2.1.x and 2.2.x or later

Procedure

There are different ways to collect data:

- If you have an issue with SANnav and Brocade switch(es) you need the SANnav Management Portal Support Data Collection + technical SupportSave from affected/involved switch(es).
- If there is an issue with the SANnav server you need to collect the SANnav Management Portal Support Data Collection which could be done via browser (preferred method) or command line.
- In this article we only describe how the SANnav server Support Data gets collected. It is also useful to collect a switch SupportSave that is related to the issue ([Brocade Data Collection](#)). It is also helpful to note if there is any time difference between the server time and the switch time.

NOTE: Without a timeline and/or screenshots of the events it is nearly impossible to review the data. Ensure that you open a case based on the serial number of SANnav Management Portal server instead of a switch serial number.

Collect SANnav Management Portal server Support Data Collection via browser

1. Login to the SANnav Management Portal login window via your browser
Use the IP address or fully qualified domain name (FQDN) of the SANnav Management Portal server
2. Go to the menu **SANnav** in the navigation bar, and then select **Services > SANnav Support Data Collection**



SAN Monitoring
SAN Configuration
Fault Management
Security
Services

SANnav Licensing
View license information, update and manage server license.

SANnav Backup
Manage and schedule backup of data and configuration.

SANnav Support Data Collection
Generate and manage support data. **(Selected)**

SANnav Email Setup
Configure email for sending notifications and reports to enabled users.

Call Home Configuration
Configure settings and add product and event filters for the Call Home feature.

Supportsave Management
Manage Switch Supportsave.

Switch Configuration Backups
Manage and restore switch configurations backups.

Inventory Custom Field Management
Create and manage Inventory custom fields.

3. The **Generate Support Data** dialog will be display after select **Actions -> Generate**

Brocade SANnav Management Portal 2.2.x

Name	Type	Size (MB)	Generated On
Support Data Collection (1)			

Actions →
Generate
Download
Send
Delete

Logs only
 Logs and Database
 Full
 Partial

Include all data for:
- Inventory
 Include HTTP capture directly from switch (i)

Include data for selected date range :

- Events
- Ports Telemetry data
 Flow Telemetry data

OK **Cancel**

Brocade SANnav Management Portal 2.1.x

https://knowledge.hitachivantara.com/Support_Information/Data_Collection/Networking/How_to_Gather_a_Brocade_SANnav...



Updated: Tue, 03 Jan 2023 15:41:14 GMT

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The screenshot shows the SANnav Support Data Collection interface. At the top, there are navigation links: Dashboard & Reports, Topology, Inventory, Events, Zoning, SANnav, and Q. Below the navigation is a search bar and a message: "SANnav Support Data Collection". The main area is titled "Generated Support Data Files" and contains a table with the following data:

Name	Type	Size (MB)	Generated On
[REDACTED]	Logs Only	2265.05	12/26/21 CEST
[REDACTED]	Partial	2196.22	12/26/21 9:02:14 CEST
[REDACTED]	Partial	2383.14	12/26/21 16:42:25 CEST
[REDACTED]	Logs Only	1282.78	12/26/21 16:42:25 CEST

On the right side of the table are buttons for "Generate", "Download", "Send", and "Delete".

Generate Support Data

Logs only
 Logs and Database
 Partial - Date Range

Include HTTP capture directly from switch.
 Historical Flow Data
 Full

4. Select **Logs only** when you initial open a case.

Generate Support Data

Logs only
 Logs and Database

Otherwise select **Logs and Database -> Full**

Generate Support Data

Logs only
 Logs and Database
 Full
 Partial

5. The process will start after select **OK**



Generate Support Data X

Support data generation is in progress. This might take some time to complete.

OK

6. Collecting support data takes some time, and may times few hours. The files generated are listed under **Generated Support Data Files** in the **SANnav Support Data Collection** page. You may need to refresh the browser to see the newly generated collection

Note

For SANnav Management Portal 2.1.x the **Generate** button is in a disabled state while support data is being collected.

For SANnav Management Portal 2.2.x if you attempt another **Generate** following screen will be displayed

Generate Support Data Collection X

Support data collection is already in progress. Try again later when this collection is completed.

OK

7. Download the Support Data Collection once the process is ready and the file is displayed at **Services > SANnav Support Data Collection -> Generated Support Data Files**
Ensure you select a browser download location with sufficient disk space as the file could be multiple GB.

Note

SANnav offers scripts for splitting up and merging it back the support data collection file via command line only.
Instructions are documented at [BROCADE® SANNAV™ MANAGEMENT PORTAL USER GUIDE, 2.2.0X](#)

Brocade SANnav Management Portal 2.2.x

Name	Type	Size (MB)	Generated On
sannev_220-MP-Full	Full	3854.91	23:16:07 CET
sannev_220-Full	Full	2958.66	13:02:57 CEST

Brocade SANnav Management Portal 2.1.x

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The screenshot shows a table titled "Generated Support Data Files" with four rows. The columns are "Name", "Type", "Size (MB)", and "Generated On". The first row has a checked checkbox and is highlighted with a red box around the "Download" button. The other three rows have unchecked checkboxes.

Name	Type	Size (MB)	Generated On	
SANnav-MP-LogsOnly-[REDACTED]	Logs Only	2770.88	[REDACTED] 12:55:28 CET	<input type="checkbox"/> Generate Download <input type="button" value="Send"/> <input type="button" value="Delete"/>
SANnav-MP-LogsOnly-[REDACTED]	Logs Only	2265.05	[REDACTED] 14:26:21 CEST	<input type="checkbox"/> <input type="button" value="Generate"/> <input type="button" value="Send"/> <input type="button" value="Delete"/>
SANnav-MP-Partial-[REDACTED]	Partial	2198.22	[REDACTED] 09:02:14 CEST	<input type="checkbox"/> <input type="button" value="Generate"/> <input type="button" value="Send"/> <input type="button" value="Delete"/>
SANnav-MP-Partial-[REDACTED]	Partial	2368.14	[REDACTED] 09:42:25 CEST	<input type="checkbox"/> <input type="button" value="Generate"/> <input type="button" value="Send"/> <input type="button" value="Delete"/>

- Upload the files to the Hitachi Global Support Center's Technical Upload Facility found here: [How to Upload Files to TUF](#)

Note

Hitachi Global Support Center's Technical Upload Facility offers instructions for large files uploads
Contact the Global Support Center by phone after your upload if your data analysis is urgent!

Additional Notes

- [How to collect SANNAV SupportSave from CLI on v2.1.1](#)
- [How to generate the SANnav Support Data from the command line interface \(CLI\)](#)
- [What Are the Different Types of Supportsave Data](#)
- [BROCADE® SANNAV™ MANAGEMENT PORTAL USER GUIDE, 2.2.0X](#)
- [How to Upload Files to TUF](#)
- [TUF Split File Utility](#)

Internal Notes

