
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:

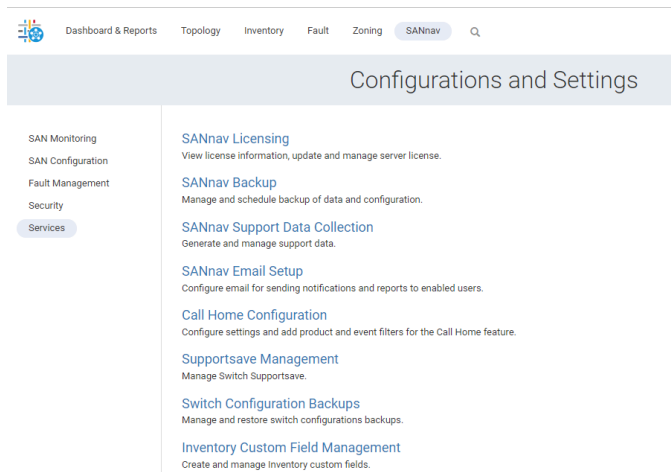
- If you have an issue with SANnav and Brocade switch(es) you need the SANnav Management Portal Support Data Collection + technical SupportSave from affected/involved switch(es).
- If there is an issue with the SANnav server you need to collect the SANnav Management Portal Support Data Collection which 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

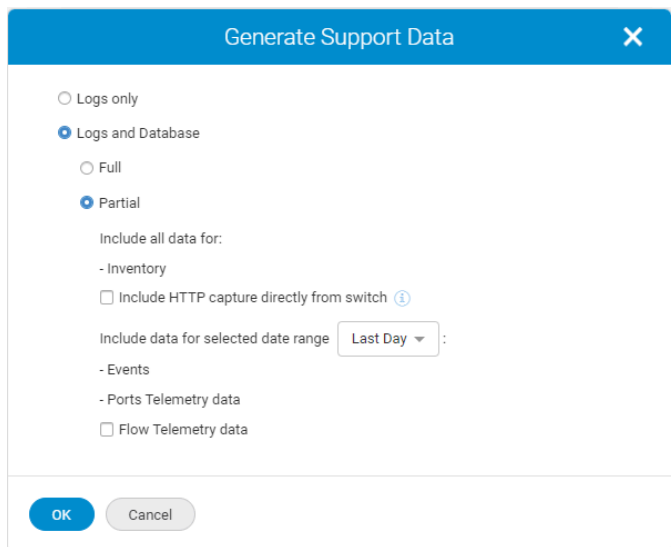
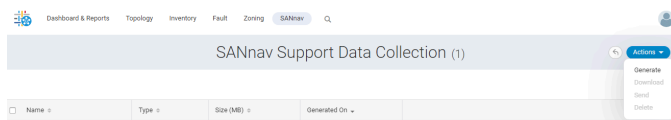
1. Login to the SANnav Management Portal login window via your browser
Use the IP address or fully qualified domain name (FQDN) of the SANnav Management Portal server
2. Go to the menu **SANnav** in the navigation bar, and then select **Services > SANnav Support Data Collection**





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

Brocade SANnav Management Portal 2.2.x



Brocade SANnav Management Portal 2.1.x



Dashboard & Reports Topology Inventory Events Zoning SANnav

SANnav Support Data Collection

Q 5 items

Generated Support Data Files

<input type="checkbox"/>	Name	Type	Size (MB)	Generated On	
<input type="checkbox"/>	[REDACTED]	Logs Only	2285.05	[REDACTED] 14:26:21 CEST	Generate
<input type="checkbox"/>	[REDACTED]	Partial	2196.22	[REDACTED] 19:02:14 CEST	Download
<input type="checkbox"/>	[REDACTED]	Partial	2369.14	[REDACTED] 16:42:25 CEST	Send
<input type="checkbox"/>	[REDACTED]	Logs Only	1382.78	[REDACTED] 12:10:25 CEST	Delete

Generate Support Data

☐ Logs only
☒ Logs and Database
☒ Partial - Date Range Last Day
☐ 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

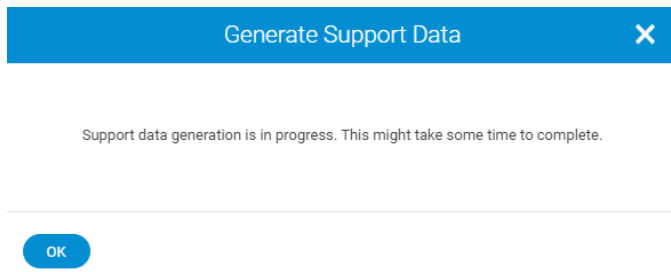
Otherwise select **Logs and Database -> Full**

Generate Support Data

☐ Logs only
☒ Logs and Database
☒ Full
☐ Partial

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



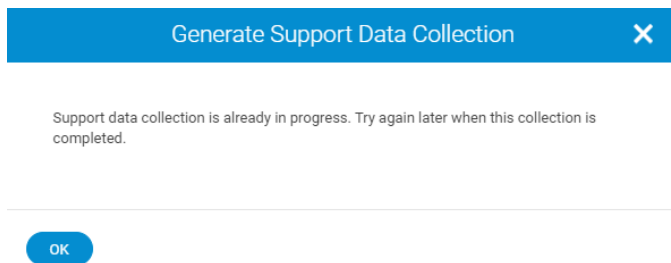


6. Collecting support data takes some time, and may times few hours. The files generated are listed under **Generated Support Data Files** in the **SANnav Support Data Collection** page. You may need to refresh the browser to see the newly generated collection

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

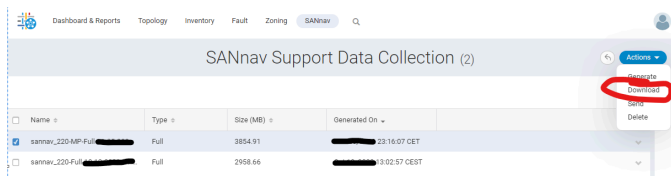


7. Download the Support Data Collection once the process is ready and the file is displayed at **Services > SANnav Support Data Collection -> Generated Support Data Files**
Ensure you select a browser download location with sufficient disk space as the file could be multiple GB.

Note

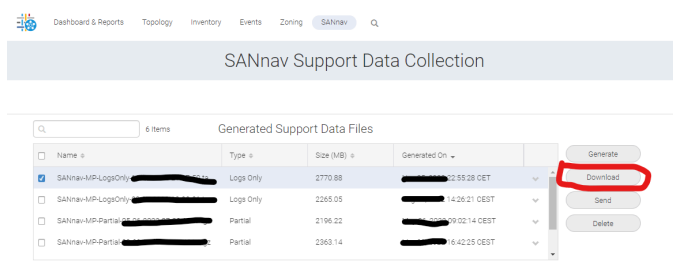
SANnav offers scripts for splitting up and merging it back the support data collection file via command line only. Instructions are documented at [BROCADE® SANNAV™ MANAGEMENT PORTAL USER GUIDE, 2.2.0X](#)

Brocade SANnav Management Portal 2.2.x



Brocade SANnav Management Portal 2.1.x





8. 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

