



# Dell EMC VNX Block Storage (NaviCLI) data collector

## Cloud Insights

Tony Lavoie  
February 27, 2020

This PDF was generated from [https://docs.netapp.com/us-en/cloudinsights/task\\_dc\\_emc\\_vnx\\_block.html](https://docs.netapp.com/us-en/cloudinsights/task_dc_emc_vnx_block.html) on April 21, 2020. Always check docs.netapp.com for the latest.

# Table of Contents

- Dell EMC VNX Block Storage (NaviCLI) data collector ..... 1
  - Terminology ..... 1
  - Requirements ..... 1
  - NaviSphere command line interface syntax ..... 2
  - Configuration ..... 2
  - Advanced Configuration ..... 2
  - Troubleshooting ..... 2

# Dell EMC VNX Block Storage (NaviCLI) data collector

Cloud Insights uses the Dell EMC VNX Block Storage (NaviSec) data collector (formerly CLARiiON) to acquire inventory and performance data.

## Terminology

Cloud Insights acquires the following inventory information from the EMC VNX Block Storage data collector. For each asset type acquired by Cloud Insights, the most common terminology used for this asset is shown. When viewing or troubleshooting this data collector, keep the following terminology in mind:

Vendor/Model Term	Cloud Insights Term
Disk	Disk
Storage	Storage
Storage Processor	Storage Node
This Pool, RAID Group	Storage Pool
LUN	Volume

Note: These are common terminology mappings only and might not represent every case for this data source.

## Requirements

The following requirements must be met in order to collect data:

- An IP address of each VNX block storage processor
- Read-only Navisphere username and password to the VNX block storage arrays
- NaviSecCli must be installed on the Cloud Insights AU
- Access validation: Run NaviSecCLI from the Cloud Insights AU to each array using the username and password.
- Port requirements: 80, 443
- NaviSecCLI version should correspond with the newest FLARE code on your array
- For performance, statistics logging must be enabled.

# NaviSphere command line interface syntax

naviseccli.exe -h <IP address> -user <user> -password <password> -scope  
<scope,use 0 for global scope> -port <use 443 by default> command

## Configuration

Field	Description
VNX Block Storage IP Address	IP address or fully-qualified domain name of the VNX block storage
User Name	Name used to log into the VNX block storage device.
Password	Password used to log into the VNX block storage device.
CLI Path to naviseccli.exe	Full path to the folder containing the <i>naviseccli.exe</i> executable

## Advanced Configuration

Field	Description
Inventory Poll Interval (min)	Interval between inventory polls. Default is 40 minutes.
Scope	The secure client scope. The default is Global.
Performance Poll Interval (sec)	Interval between performance polls. The default is 300 seconds.

## Troubleshooting

Some things to try if you encounter problems with this data collector:

### Inventory

Problem:	Try this:
<p>Error:</p> <ul style="list-style-type: none"> <li>• Agent Not Running</li> <li>• Failed to find naviseccli</li> <li>• Failed to execute any command</li> </ul>	<ul style="list-style-type: none"> <li>• Confirm that NaviSphere CLI is installed on the Cloud Insight Acquisition Unit</li> <li>• You have not selected the "Use secure client" option in the data collector configuration wizard and do not have a non-secure version of Navisphere CLI installed.</li> <li>• Confirm that NaviSphere CLI installation directory is correct in the data collector configuration</li> <li>• Confirm that the IP of the VNX block storage is correct in the data collector configuration: <ul style="list-style-type: none"> <li>• From the Cloud Insights Acquisition Unit: <ul style="list-style-type: none"> <li>- Open a CMD.</li> <li>- Change the directory to the configured installation directory</li> <li>- Try to make a connection with the VNX block storage device by typing “navicli -h {ip} getagent” (replace the {ip} with the actual IP)</li> </ul> </li> </ul> </li> </ul>
<p>Error: 4.29 emc235848 emc241018 getall Failed to parse host alias info</p>	<p>This is likely caused by a FLARE 29 corruption issue of the host initiator database on the array itself. See EMC knowledge base articles: emc235848, emc241018. You can also check <a href="https://now.netapp.com/Knowledgebase/solutionarea.asp?id=kb58128">https://now.netapp.com/Knowledgebase/solutionarea.asp?id=kb58128</a></p>
<p>Error: Unable to retrieve Meta LUNs. Error Executing java -jar navicli.jar</p>	<ul style="list-style-type: none"> <li>• Modify the data collector configuration to use the secure client (recommended)</li> <li>• Install navicli.jar in the CLI path to navicli.exe OR naviseccli.exe</li> <li>• Note: navicli.jar is deprecated as of EMC Navisphere version 6.26</li> <li>• The navicli.jar may be available on <a href="http://powerlink.emc.com">http://powerlink.emc.com</a></li> </ul>
<p>Error: Storage Pools not reporting disks on Service Processor at configured IP address</p>	<p>Configure the data collector with both Service Processor IPs, separated by a comma</p>

Problem:	Try this:
Error: Revision mismatch error	<ul style="list-style-type: none"> <li>• This is usually caused by updating the firmware on the VNX block storage device, but not updating the installation of NaviCLI.exe. This also might be caused by having different devices with different firmwares, but only one CLI installed (with a different firmware version).</li> <li>• Verify that the device and the host are both running identical versions of the software: <ul style="list-style-type: none"> <li>- From the Cloud Insights Acquisition Unit, open a command line window</li> <li>- Change the directory to the configured installation directory</li> <li>- Make a connection with the CLARiiON device by typing “navicli -h \${ip} getagent”</li> <li>- Look for the version number on the first couple of lines. Example: “Agent Rev: 6.16.2 (0.1)”</li> <li>- Look for and compare the version on the first line. Example: “Navisphere CLI Revision 6.07.00.04.07”</li> </ul> </li> </ul>
Error: Unsupported Configuration - No Fibre Channel Ports	The device is not configured with any Fibre Channel ports. Currently, only FC configurations are supported. Verify this version/firmware is supported.

Additional information may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

## Copyright Information

Copyright © 2019–2020 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.