



Configuring the Hitachi Vantara NAS data collector

Cloud Insights

Tony Lavoie
February 28, 2020

This PDF was generated from https://docs.netapp.com/us-en/cloudinsights/task_dc_hds_nas.html on May 22, 2020.
Always check docs.netapp.com for the latest.

Table of Contents

- Configuring the Hitachi Vantara NAS data collector 1
 - Terminology 1
 - Requirements 1
 - Configuration 1
 - Advanced configuration 2
 - Troubleshooting 2

Configuring the Hitachi Vantara NAS data collector

The Hitachi Vantara NAS data collector is an inventory and configuration data collector that supports discovery of HDS NAS clusters. Cloud Insights supports discovering NFS and CIFS shares, file systems (Internal Volumes), and spans (Storage Pools).

Terminology

Cloud Insights acquires the following inventory information from the HNAS 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 |
|-------------------|---------------------|
| Tier | Disk Group |
| Cluster | Storage |
| Node | Storage Node |
| Span | Storage Pool |
| System Drive | Backend Lun |
| Files System | Internal Volume |

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

Requirements

- Device IP address
- Port 22, SSH protocol
- Username and password - privilege level: Supervisor
- Note: This data collector is SSH based, so the AU that hosts it must be able to initiate SSH sessions to TCP 22 on the HNAS itself, or the Systems Management Unit (SMU) that the cluster is connected to.

Configuration

| Field | Description |
|-----------|---|
| HNAS Host | IP address or fully-qualified domain name of HNAS Management Host |
| User Name | User name for HNAS CLI |
| Password | Password used for HNAS CLI |

Advanced configuration

| Field | Description |
|-------------------------------|--|
| Inventory Poll Interval (min) | Interval between inventory polls. The default is 30 minutes. |

Troubleshooting

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

Inventory

| Problem: | Try this: |
|---|--|
| "Error connecting" with error messages "Error setting up shell channel:" or "Error opening shell channel" | Likely caused by network connectivity issues or SSH is misconfigured. Confirm connection with alternate SSH client |
| "Timeout" or "Error retrieving data" with error messages "Command: XXX has timed out." | <ul style="list-style-type: none"> * Try the command with alternate SSH client * Increase timeout |
| "Error connecting " or "Invalid login credentials" with error messages "Could not communicate with the device:" | <ul style="list-style-type: none"> * Check IP address * Check user name and password * Confirm connection with alternate SSH client |

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

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.