



# 3PAR StoreServ Storage data collector

## Cloud Insights

Tony Lavoie, Dave Grace

February 27, 2020

This PDF was generated from [https://docs.netapp.com/us-en/cloudinsights/task\\_dc\\_hp\\_3par.html](https://docs.netapp.com/us-en/cloudinsights/task_dc_hp_3par.html) on May 08, 2020.  
Always check [docs.netapp.com](https://docs.netapp.com) for the latest.

# Table of Contents

- 3PAR StoreServ Storage data collector..... 1
  - Terminology..... 1
  - Requirements ..... 1
  - Configuration..... 1
  - Advanced configuration..... 2
  - Troubleshooting..... 2

# 3PAR StoreServ Storage data collector

Cloud Insights uses the 3PAR StoreServ data collector to discover inventory and performance for HP 3PAR StoreServ storage arrays.

## Terminology

Cloud Insights acquires the following inventory information from the 3PAR StoreServ 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:

Field	Description
Physical Disk	Disk
Storage System	Storage
Controller Node	Storage Node
Common Provisioning Group	Storage Pool
Virtual Volume	Volume

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

## Requirements

The following are required to configure this data collector:

- IP address or FQDN of the InServ cluster
- For inventory, read-only user name and password to the StoreServ Server
- For performance, read-write user name and password to the StoreServ Server
- Port requirements: 22 (inventory collection), 5988 or 5989 (performance collection) [Note: 3PAR Performance is supported for StoreServ OS 3.x+]
- For performance collection confirm that SMI-S is enabled by logging into the 3PAR array via SSH.

## Configuration

Field	Description
Storage IP address	Storage IP address or fully-qualified domain name of the StoreServ cluster
User Name	User name for the StoreServ Server

Field	Description
Password	Password used for the StoreServ Server
SMI-S User Name	User name for the SMI-S Provider Host
SMI-S Password	Password used for the SMI-S Provider Host

## Advanced configuration

Field	Description
Inventory Poll Interval (min)	Interval between inventory polls. The default is 40 minutes.
SMI-S Connectivity	Protocol used to connect to the SMI-S provider
Override SMI-S Default Port	If blank, use the default port from SMI-S Connectivity, otherwise enter the connection port to use
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:
"showsys" command doesn't return any result.	Run "showsys" and "showversion -a" from the command line and check if the version is supported by 3PAR.

### Performance

Problem:	Try this:
Failed to connect or login. Provider initialization failed.	An all-numeric array name can cause problems with SMI-S server. Try changing the array name.
SMI-S user configured does not have any domain	Grant appropriate domain privileges to the configured SMI-S user

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.