



# Hitachi Vantara Command Suite data collector

## Cloud Insights

Tony Lavoie  
February 27, 2020

This PDF was generated from [https://docs.netapp.com/us-en/cloudinsights/task\\_dc\\_hds\\_commandsuite.html](https://docs.netapp.com/us-en/cloudinsights/task_dc_hds_commandsuite.html) on May 12, 2020. Always check docs.netapp.com for the latest.

# Table of Contents

- Hitachi Vantara Command Suite data collector..... 1
  - Terminology..... 1
  - Inventory Requirements..... 1
  - Performance requirements..... 2
  - Configuration..... 2
  - Advanced configuration..... 3
  - Troubleshooting..... 4

# Hitachi Vantara Command Suite data collector

The Hitachi Vantara Command Suite data collector supports the HiCommand Device Manager server. Cloud Insights communicates with the HiCommand Device Manager server using the standard HiCommand API.

## Terminology

Cloud Insights acquires the following inventory information from the Hitachi Vantara Command Suite 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
PDEV	Disk
Journal Pool	Disk Group
Storage Array	Storage
Port Controller	Storage Node
Array Group, HDS Pool	Storage Pool
Logical Unit, LDEV	Volume

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

## Inventory Requirements

You must have the following in order to collect inventory data:

- IP address of the HiCommand Device Manager server
- Read-only user name and password for the HiCommand Device Manager software and peer privileges
- Port requirements: 2001 (http) or 2443 (https)
- Log into HiCommand Device Manager software using username and password
- Verify access to HiCommand Device Manager [http://<HiCommand\\_Device\\_Manager\\_IP>:2001/service/StorageManager](http://<HiCommand_Device_Manager_IP>:2001/service/StorageManager)

# Performance requirements

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

- HDS USP, USP V, and VSP performance
  - Performance Monitor must be licensed.
  - Monitoring switch must be enabled.
  - The Export Tool (Export.exe) must be copied to the Cloud Insights AU.
  - The Export Tool version must match the microcode version of the target array.
- AMS performance:
  - NetApp strongly recommends creating a dedicated service account on AMS arrays for Cloud Insights to use to retrieve performance data. Storage Navigator only allows a user account one concurrent login to the array. Having Cloud Insights use the same user account as management scripts or HiCommand may result in Cloud Insights, management scripts, or HiCommand being unable to communicate to the array due to the one concurrent user account login limit
  - Performance Monitor must be licensed.
  - The Storage Navigator Modular 2 (SNM2) CLI utility needs to be installed on the Cloud Insights AU.

## Configuration

Field	Description
HiCommand Server	IP address or fully-qualified domain name of the HiCommand Device Manager server
User Name	User name for the HiCommand Device Manager server.
Password	Password used for the HiCommand Device Manager server.
Devices - VSP G1000 (R800), VSP (R700), HUS VM (HM700) and USP storages	Device list for VSP G1000 (R800), VSP (R700), HUS VM (HM700) and USP storages. Each storage requires:  * Array's IP: IP address of the storage * User Name: User name for the storage * Password: Password for the storage * Folder Containing Export Utility JAR Files

Field	Description
SNM2Devices - WMS/SMS/AMS Storages	Device list for WMS/SMS/AMS storages. Each storage requires:  * Array's IP: IP address of the storage * Storage Navigator CLI Path: SNM2 CLI path * Account Authentication Valid: Select to choose valid account authentication * User Name: User name for the storage * Password: Password for the storage
Choose Tuning Manager for Performance	Override other performance options
Tuning Manager Host	IP address or fully-qualified domain name of tuning manager
Override Tuning Manager Port	If blank, use the default port in the Choose Tuning Manager for Performance field, otherwise enter the port to use
Tuning Manager Username	User name for Tuning Manager
Tuning Manager Password	Password for Tuning Manager

Note: In HDS USP, USP V, and VSP, any disk can belong to more than one array group.

## Advanced configuration

Field	Description
Connection Type	HTTPS or HTTP, also displays the default port
HiCommand Server Port	Port used for the HiCommand Device Manager
Inventory Poll Interval (min)	Interval between inventory polls. The default is 40.
Choose 'Exclude' or 'Include' to specify a list	Specify whether to include or exclude the array list below when collecting data.
Filter device List	Comma-separated list of device ID's or array names to include or exclude
Performance Poll Interval (sec)	Interval between performance polls. The default is 300.
Export timeout in seconds	Export utility timeout. The default is 300.

# Troubleshooting

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

## Inventory

Problem:	Try this:
Error: User does not have enough permission	Use a different user account that has more privilege or increase the privilege of user account configured in the data collector
Error: Storages list is empty. Either devices are not configured or the user does not have enough permission	<ul style="list-style-type: none"><li>* Use DeviceManager to check if the devices are configured.</li><li>* Use a different user account that has more privilege, or increase the privilege of the user account</li></ul>
Error: HDS storage array was not refreshed for some days	Investigate why this array is not being refreshed in HDS HiCommand.

## Performance

Problem:	Try this:
Error: <ul style="list-style-type: none"><li>* Error executing export utility</li><li>* Error executing external command</li></ul>	<ul style="list-style-type: none"><li>* Confirm that Export Utility is installed on the Cloud Insights Acquisition Unit</li><li>* Confirm that Export Utility location is correct in the data collector configuration</li><li>* Confirm that the IP of the USP/R600 array is correct in the configuration of the data collector</li><li>* Confirm that the User name and password are correct in the configuration of the data collector</li><li>* Confirm that Export Utility version is compatible with storage array micro code version</li><li>* From the Cloud Insights Acquisition Unit, open a CMD prompt and do the following:<ul style="list-style-type: none"><li>- Change the directory to the configured installation directory</li><li>- Try to make a connection with the configured storage array by executing batch file runWin.bat</li></ul></li></ul>
Error: Export tool login failed for target IP	<ul style="list-style-type: none"><li>* Confirm that username/password is correct</li><li>* Create a user ID mainly for this HDS data collector</li><li>* Confirm that no other data collectors are configured to acquire this array</li></ul>

<b>Problem:</b>	<b>Try this:</b>
Error: Export tools logged "Unable to get time range for monitoring".	<ul style="list-style-type: none"> <li>* Confirm performance monitoring is enabled on the array.</li> <li>* Try invoking the export tools outside of Cloud Insights to confirm the problem lies outside of Cloud Insights.</li> </ul>
Error: * Configuration error: Storage Array not supported by Export Utility * Configuration error: Storage Array not supported by Storage Navigator Modular CLI	<ul style="list-style-type: none"> <li>* Configure only supported storage arrays.</li> <li>* Use “Filter Device List” to exclude unsupported storage arrays.</li> </ul>
Error: * Error executing external command * Configuration error: Storage Array not reported by Inventory * Configuration error:export folder does not contains jar files	<ul style="list-style-type: none"> <li>* Check Export utility location.</li> <li>* Check if Storage Array in question is configured in HiCommand server</li> <li>* Set Performance poll interval as multiple of 60 seconds.</li> </ul>
Error: * Error Storage navigator CLI * Error executing auperform command * Error executing external command	<ul style="list-style-type: none"> <li>* Confirm that Storage Navigator Modular CLI is installed on the Cloud Insights Acquisition Unit</li> <li>* Confirm that Storage Navigator Modular CLI location is correct in the data collector configuration</li> <li>* Confirm that the IP of the WMS/SMS/SMS array is correct in the configuration of the data collector</li> <li>* Confirm that Storage Navigator Modular CLI version is compatible with micro code version of storage array configured in the data collector</li> <li>* From the Cloud Insights Acquisition Unit, open a CMD prompt and do the following:               <ul style="list-style-type: none"> <li>- Change the directory to the configured installation directory</li> <li>- Try to make a connection with the configured storage array by executing following command “auunitref.exe”</li> </ul> </li> </ul>
Error: Configuration error: Storage Array not reported by Inventory	Check if Storage Array in question is configured in HiCommand server

Problem:	Try this:
<p>Error:</p> <ul style="list-style-type: none"> <li>* No Array is registered with the Storage Navigator Modular 2 CLI</li> <li>* Array is not registered with the Storage Navigator Modular 2 CLI</li> <li>* Configuration error: Storage Array not registered with StorageNavigator Modular CLI</li> </ul>	<ul style="list-style-type: none"> <li>* Open Command prompt and change directory to the configured path</li> <li>* Run the command “set=STONAVM_HOME=.”</li> <li>* Run the command “auunitref”</li> <li>* Confirm that the command output contains details of the array with IP</li> <li>* If the output does not contain the array details then register the array with Storage Navigator CLI: <ul style="list-style-type: none"> <li>- Open Command prompt and change directory to the configured path</li> <li>- Run the command “set=STONAVM_HOME=.”</li> <li>- Run command “auunitaddauto -ip \${ip}”.</li> </ul> </li> </ul> <p>Replace \${ip} with real IP</p>

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.