



Fujitsu Eternus data collector

Cloud Insights

Tony Lavoie

February 27, 2020

This PDF was generated from https://docs.netapp.com/us-en/cloudinsights/task_dc_fujitsu_eternus.html on May 18, 2020. Always check docs.netapp.com for the latest.

Table of Contents

- Fujitsu Eternus data collector 1
 - Terminology..... 1
 - Requirements 1
 - Configuration..... 1
 - Advanced configuration..... 2
 - Troubleshooting 2

Fujitsu Eternus data collector

The Fujitsu Eternus data collector acquires inventory data using administration-level access to the storage system.

Terminology

Cloud Insights acquires the following inventory information from the Fujitsu Eternus storage. 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
Thin Pool, Flexible Tier Pool, Raid Group	Storage Pool
Standard Volume, Snap Data Volume (SDV), Snap Data Pool Volume (SDPV), Thin Provisioning Volume (TPV), Flexible Tier Volume (FTV), Wide Striping Volume (WSV)	Volume
Channel adapter	Controller

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:

- An IP address of the Eternus storage, which cannot be comma delimited
- SSH Administration-level user name and password
- Port 22
- Ensure that the page scroll is disabled (clienv-show-more-scroll disable)

Configuration

Field	Description
IP Address of Eternus Storage	IP address of the Eternus storage
User Name	User name for Eternus storage

Field	Description
Password	Password for the Eternus storage

Advanced configuration

Field	Description
Inventory Poll Interval (min)	The default is 20 minutes.

Troubleshooting

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

Inventory

Problem:	Try this:
"Error retrieving data" with error messages "Error Finding Prompt CLI" or "Error finding prompt at the end of shell results"	<p>Likely caused by: Storage system has page scrolling enabled.</p> <p>Possible solution:</p> <ul style="list-style-type: none"> * Try to disable page scrolling by running the following command: set clienv-show-more -scroll disable
"Connecting error" with error messages "Failed to instantiate an SSH connection to storage" or "Failed to instantiate a connection to VirtualCenter"	<p>Likely causes:</p> <ul style="list-style-type: none"> * Incorrect credentials. * Incorrect IP address. * Network problem. * Storage may be down or unresponsive. <p>Possible solutions:</p> <ul style="list-style-type: none"> * Verify credentials and IP address entered. * Try to communicate with storage using 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.