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# 1 Nutanix Login Details

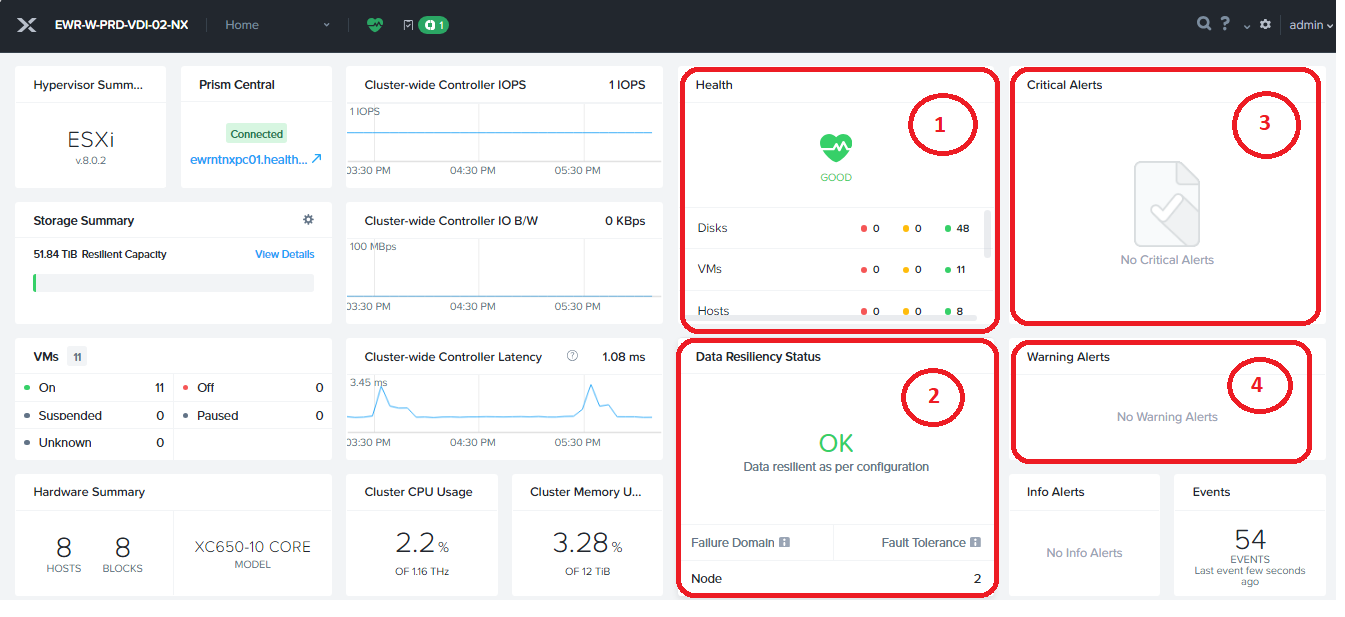
Login to Nutanix Prism Element (IOCC AD account **E\_ADM\_IOCC\_WIN\_SERV** configured as read only access)

Currently we have following Nutanix cluster in our environment details as follows

|  |  |  |
| --- | --- | --- |
| **Nutainix Cluster Name** | **FQDN for Prism Element** | **IP of Prism Element** |
| IAD-W-PRD-VDI-01-NX | IAD-W-PRD-VDI-01-NX.healthspring.inside | 10.118.33.100 |
| EWR-W-PRD-VDI-01-NX | EWR-W-PRD-VDI-01-NX.healthspring.inside | 10.116.33.100 |
| IAD-W-PRD-VDI-02-NX | IAD-W-PRD-VDI-02-NX.healthspring.inside | 10.118.33.105 |
| EWR-W-PRD-VDI-02-NX | EWR-W-PRD-VDI-02-NX.healthspring.inside | 10.116.33.105 |

# 2 Nutanix Dashboard Details

Once you login Prism Element you will get Dashboard page which will give you almost all cluster health details.



In above dashboard we have to monitor 4 widgets which is most important details explanation of this widget as follow.

1. **Health Widget**: displays health status for the cluster as a whole (good, warning, critical) and summary health status for the VMs, hosts, and disks in the cluster. **If it is anything other than Good status, please contact to Nutanix Team (tcswintelteam@evernorth.com).**
2. **Resiliency Status**. Indicates whether the cluster can safely handle a node failure, that is whether a copy exists somewhere in the cluster of all data in any node. If the status is not OK, the Data Resiliency Status window includes a message about the problem. **If status is not OK and Fault Tolerance is below than 2 then please contact to Nutanix Team (tcswintelteam@evernorth.com)**
3. **Critical Alerts Widget:** Displays the most recent unresolved critical alert messages. Click a message to open the Alert screen at that message. **If there is any critical alert on this section, then please contact to Nutanix Team (tcswintelteam@evernorth.com)**
4. **Warning Alerts Widget:** Displays the most recent unresolved warning alert messages. Click a message to open the Alert screen at that message. **If there is any warning alert on this section, then please contact to Nutanix Team (tcswintelteam@evernorth.com)**

# 3 Detailed Nutanix Health Check

To check detailed health status of cluster follow below procedure.

1. Login to Prism Element
2. Go to health page by clicking on **Home** button on top toolbar after that click on Health option.

A screenshot of a computer

Description automatically generated

1. Once Health page open you can check on left side pane number of wanning and critical errors on the cluster. Usually there should be 0 failed, warning and errors available as below**. If any error, warning or failed entity shows contact to Nutanix team (tcswintelteam@evernorth.com).**

A screenshot of a computer

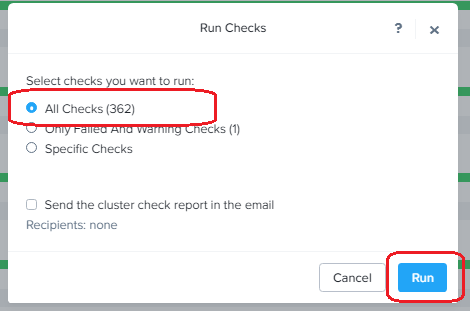
Description automatically generated

1. To check latest health status Initiate new health check, Click **Action** on right hand side thenclick on **Run NCC Check.**

**A screenshot of a phone

Description automatically generated**

1. Then new window popups select **All Checks** and then Click on **Run.**



1. Once you start health check you can check status on Task toolbar. Click on 

A screenshot of a computer

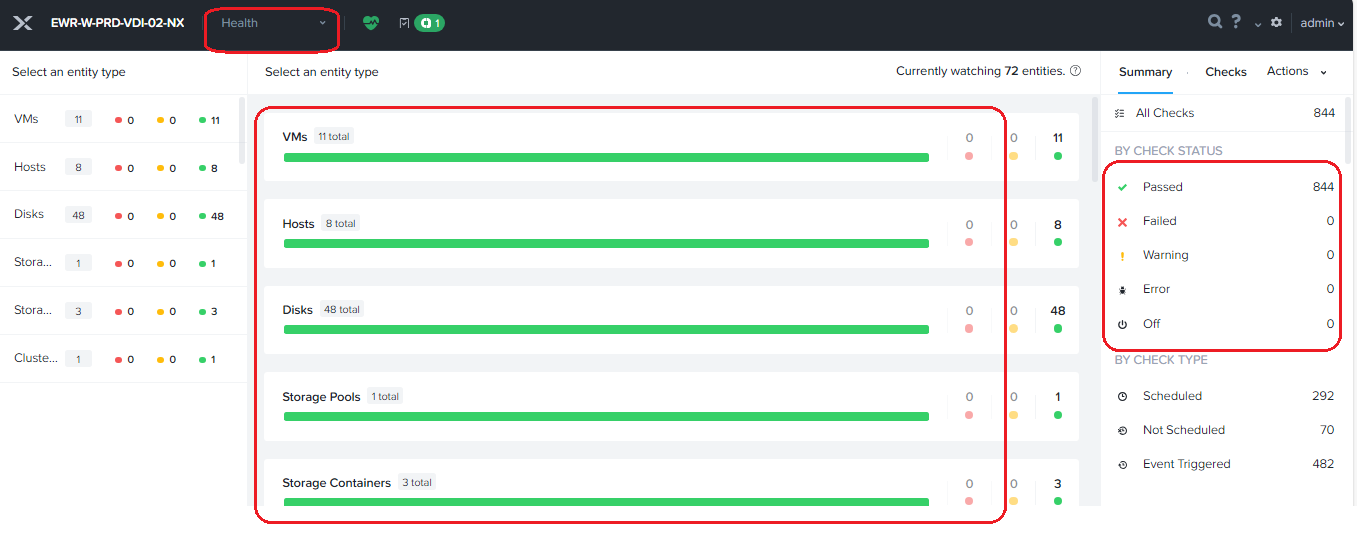
Description automatically generated

1. Once Task is finished successfully as follows.

A screenshot of a computer

Description automatically generated

1. Check again health report in Health page as explained in step **b and c**



# 4. Nutanix Alerts Priority

Please find below excel for details of errors and their priorities.

[Nutanix Alerts Category.xlsx](https://cignatlp.sharepoint.com/:x:/r/sites/GovernmentDivestitureMigration/Shared%20Documents/Datacenter/Runbook%20and%20OPS/Compute/Nutanix/Nutanix%20Alerts%20Category.xlsx?d=w9b88941d44ec4053974a552c4cb022d0&csf=1&web=1&e=5nNdvf)

# 5 vCenter Login Details

Here in Nutanix we are using Esxi as a hypervisor which managed by vCenters. Details of vCenter as follows. (IOCC AD account **E\_ADM\_IOCC\_WIN\_SERV** configured as read only aceess)

|  |  |  |  |
| --- | --- | --- | --- |
| **Nutanix Cluster Name** | **vSphere Cluster Name** | **FQDN for vCenter** | **IP for vCenter** |
| IAD-W-PRD-VDI-01-NX | IAD-W-PRD-CITRIXVDI-01-D | iadvcsmp02.healthspring.inside | 10.118.4.72 |
| EWR-W-PRD-VDI-01-NX | EWR-W-PRD-CITRIXVDI-01-D | ewrvcsmp02.healthspring.inside | 10.116.4.92 |
| IAD-W-PRD-VDI-02-NX | IAD-W-PRD-CITRIXVDI-02-D | iadvcsmp02.healthspring.inside | 10.118.4.72 |
| EWR-W-PRD-VDI-02-NX | EWR-W-PRD-CITRIXVDI-02-D | ewrvcsmp02.healthspring.inside | 10.116.4.92 |

# 6 vCenter Monitoring

We already have separate document for vCenter monitoring you can follow same for monitoring purpose; Document link as follows.

[IAD (Project Silverton) vCenter Monitoring SOP for IOCC Team.docx](https://cignatlp.sharepoint.com/:w:/r/sites/GovernmentDivestitureMigration/Shared%20Documents/Datacenter/Runbook%20and%20OPS/Compute/Vmware/IAD%20(Project%20Silverton)%20vCenter%20Monitoring%20SOP%20for%20IOCC%20Team.docx?d=w9b3a9482e0074567bd0a628a840920f7&csf=1&web=1&e=I2LrDl)

# 7 Escalation Matrix

Please find below excel of escalation matrix for VMware and Nutanix issues.

[Escalation Matrix.xlsx](https://cignatlp.sharepoint.com/:x:/r/sites/GovernmentDivestitureMigration/Shared%20Documents/Datacenter/Runbook%20and%20OPS/Compute/Nutanix/Escalation%20Matrix.xlsx?d=w8ef2a299568145a8bd20655d7e5e3352&csf=1&web=1&e=22mGEw)