



AutoSupport and Active IQ Digital Advisor

Cloud Manager

Ben Cammett
June 11, 2021

This PDF was generated from https://docs.netapp.com/us-en/occm/concept_active_iq.html on September 14, 2021. Always check docs.netapp.com for the latest.

Table of Contents

AutoSupport and Active IQ Digital Advisor 1

AutoSupport and Active IQ Digital Advisor

The AutoSupport component of ONTAP collects telemetry and sends it for analysis. Active IQ Digital Advisor analyzes the data from AutoSupport and provides proactive care and optimization. Using artificial intelligence, Active IQ can identify potential problems and help you resolve them before they impact your business.

Active IQ enables you to optimize your data infrastructure across your global hybrid cloud by delivering actionable predictive analytics and proactive support through a cloud-based portal and mobile app. Data-driven insights and recommendations from Active IQ are available to all NetApp customers with an active SupportEdge contract (features vary by product and support tier).

Here are some things you can do with Active IQ:

- Plan upgrades.

Active IQ identifies issues in your environment that can be resolved by upgrading to a newer version of ONTAP and the Upgrade Advisor component helps you plan for a successful upgrade.

- View system wellness.

Your Active IQ dashboard reports any issues with wellness and helps you correct those issues. Monitor system capacity to make sure you never run out of storage space. View support cases for your system.

- Manage performance.

Active IQ shows system performance over a longer period than you can see in ONTAP System Manager. Identify configuration and system issues that are impacting your performance. Maximize efficiency. View storage efficiency metrics and identify ways to store more data in less space.

- View inventory and configuration.

Active IQ displays complete inventory and software and hardware configuration information. See when service contracts are expiring and renew them to ensure you remain supported.

Related information

- [NetApp Documentation: Active IQ Digital Advisor](#)
- [Launch Active IQ](#)
- [SupportEdge Services](#)

Copyright Information

Copyright © 2021 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.