



Diagnostics and support

ONTAP Select

NetApp

November 21, 2019

This PDF was generated from https://docs.netapp.com/us-en/ontap-select/task_adm_support.html on December 04, 2020. Always check docs.netapp.com for the latest.

Table of Contents

- Diagnostics and support 1
 - Configuring the Deploy system 1
 - Displaying the ONTAP Select Deploy event messages 1
 - Enabling AutoSupport 2
 - Generating and downloading an AutoSupport package 2

Diagnostics and support

There are several related diagnostic and support tasks you can perform as part of administering ONTAP Select.


Configuring the Deploy system

You should set the basic system configuration parameters that affect how the Deploy utility operates.

About this task

The Deploy configuration data is used by AutoSupport.

Steps

1. Sign in to the Deploy utility web user interface using the administrator account.
2. Click the **Administration** tab at the top of the page.
3. Click **Settings & AutoSupport** and then click .
4. Provide the configuration data as appropriate for your environment and click **Modify**.

If you use a proxy server, you can configure the proxy URL as follows:

`http://USERNAME:PASSWORD@<FQDN|IP>:PORT`

Example

`http://user1:mypassword@proxy.company-demo.com:80`

Displaying the ONTAP Select Deploy event messages

The ONTAP Select Deploy utility includes an event logging facility that provides information about the activity of the system. You should view the contents of the event log to debug any issues or when directed to do so by support.

About this task

You can filter the list of event messages based on several characteristics, including:

- Status
- Type
- Category
- Instance
- Time
- Description

Steps

1. Sign in to the Deploy utility web user interface using the administrator account.
2. Click the **Administration** tab at the top of the page.
3. Click **Events & Jobs** and then click **Events**.
4. Optionally click **Filter** and create a filter to limit the event messages displayed.


Enabling AutoSupport

You can enable and disable the AutoSupport feature as needed.

About this task

AutoSupport is the primary troubleshooting tool used by NetApp in supporting ONTAP Select. Therefore, you should not disable AutoSupport unless absolutely necessary. If you do disable AutoSupport, data is still collected but not transmitted to NetApp.

Steps

1. Sign in to the Deploy utility web user interface using the administrator account.
2. Click the **Administration** tab at the top of the page.
3. Click **Settings & AutoSupport** and then click .
4. Enable or disable the AutoSupport feature as needed.

Generating and downloading an AutoSupport package

ONTAP Select includes the ability to generate an AutoSupport package. You should generate a package to debug any issues or when directed to do so by support.


About this task

You can generate the following AutoSupport packages under the direction and guidance of NetApp support:

- **Deploy logs**
Log files created by the ONTAP Select Deploy utility
- **Troubleshooting**
Troubleshooting and debugging information about the hypervisor hosts and ONTAP Select nodes
- **Performance**
Performance information about the hypervisor hosts and ONTAP Select nodes

Steps

1. Sign in to the Deploy utility web user interface using the administrator account.
2. Click the **Administration** tab at the top of the page.

3. Click **Settings & AutoSupport** and then click .
4. Click **Generate**.
5. Select the type and provide a description for the package; you can optionally provide a case number.
6. Click **Generate**.

Each AutoSupport package is assigned a unique sequence identification number.

7. Optionally under **AutoSupport History**, select the correct package and click the download icon to save the AutoSupport file to your local workstation.

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.