Diagnostics and support

ONTAP Select

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Diagnostics and support

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

Displaying the system settings

You can view the basic settings for the Deploy administration utility through the vCenter Plugin.

Steps

1. Click **ONTAP Select Deploy** in the **Global Inventory Lists** pane.
2. Click the **Administration** tab.
3. Expand the **System** option and click **Settings**.
4. Update the system configuration as needed and click **Save**.

Displaying event messages

The Deploy administration utility includes an event logging facility that provides information about the activity of the system. You can view the contents of the event log through the Deploy plug-in 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:

- Category
- Type
- Level
- Instance

Steps

1. Click **ONTAP Select Deploy** in the **Global Inventory Lists** pane.
2. Click the **Administration** tab.
3. Expand the **Events** option and click **Deploy**.
4. Optionally, click Filtering and create a filter to limit the event messages that are displayed.

Enabling AutoSupport

AutoSupport is the primary troubleshooting tool used by NetApp to support ONTAP Select. You can enable or disable the AutoSupport feature as needed.

About this task

After deploying a new cluster, you should make sure AutoSupport is enabled. You should only disable AutoSupport when necessary. If you disable AutoSupport, data is still collected but not transmitted to NetApp.

Steps

1. Click **ONTAP Select Deploy** in the **Global Inventory Lists** pane.
2. Click the **Administration** tab.
3. Expand the **AutoSupport** option and click **Configure**
4. Enable or disable AutoSupport as needed.

Generating an AutoSupport package

The Deploy vCenter Plug-in includes the ability to generate an AutoSupport package. You should generate a package to debug issues or when directed to do so by support.

About this task

You can generate the following AutoSupport packages:

- 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. Click **ONTAP Select Deploy** in the **Global Inventory Lists** pane.
2. Click the **Administration** tab.
3. Expand the **AutoSupport** option and click **Generate**.
4. Select the type and provide a description for the package or provide a case number and then click **Generate AutoSupport**.
5. In the pane on the left, click **History** under **AutoSupport** and locate the package.

   You can click **Refresh** as needed.

After you finish

You can download the AutoSupport package to your workstation using the native Deploy utility user interface. You cannot download the package using the Deploy vCenter plug-in.

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