



Cloud Insights documentation

Cloud Insights

NetApp

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Cloud Insights documentation

NetApp Cloud Insights is a cloud infrastructure monitoring tool that gives you visibility into your complete infrastructure. With Cloud Insights, you can monitor, troubleshoot and optimize all your resources including your public clouds and your private data centers.

Cloud Insights helps you:

- **Reduce mean time to resolution by as much as 90%**

Stop log hunting for days and failing to manually correlate infrastructure: use our dynamic topology and correlation analysis to pinpoint the problem area immediately.

- **Reduce cloud infrastructure costs by an average of 33%**

Remove inefficiencies by identifying abandoned and unused resources and right-size workloads to their optimized performance and cost tiers.

- **Prevent as much as 80% of cloud issues from impacting end users**

End searching through vast amounts of data to find the relevant piece, by using advanced analytics and machine learning to identify issues before they become critical outages.

Getting Started

- I'm a New Customer: [Onboarding](#)
- I'm signed up: Now what do I do?
[Acquiring Data](#)
[Setting up users](#)
- How do I get the most out of Cloud Insights?
[Preparing Assets: Annotating](#)
[Finding the Assets You Want: Querying](#)
[Seeing the Data You want: Dashboards](#)
[Monitoring and Alerts](#)
- I've tried out Cloud Insights and now I'm ready to [subscribe](#).

What's New with Cloud Insights

NetApp is continually improving and enhancing its products and services. Here are some of the latest features and functionalities available with Cloud Insights.

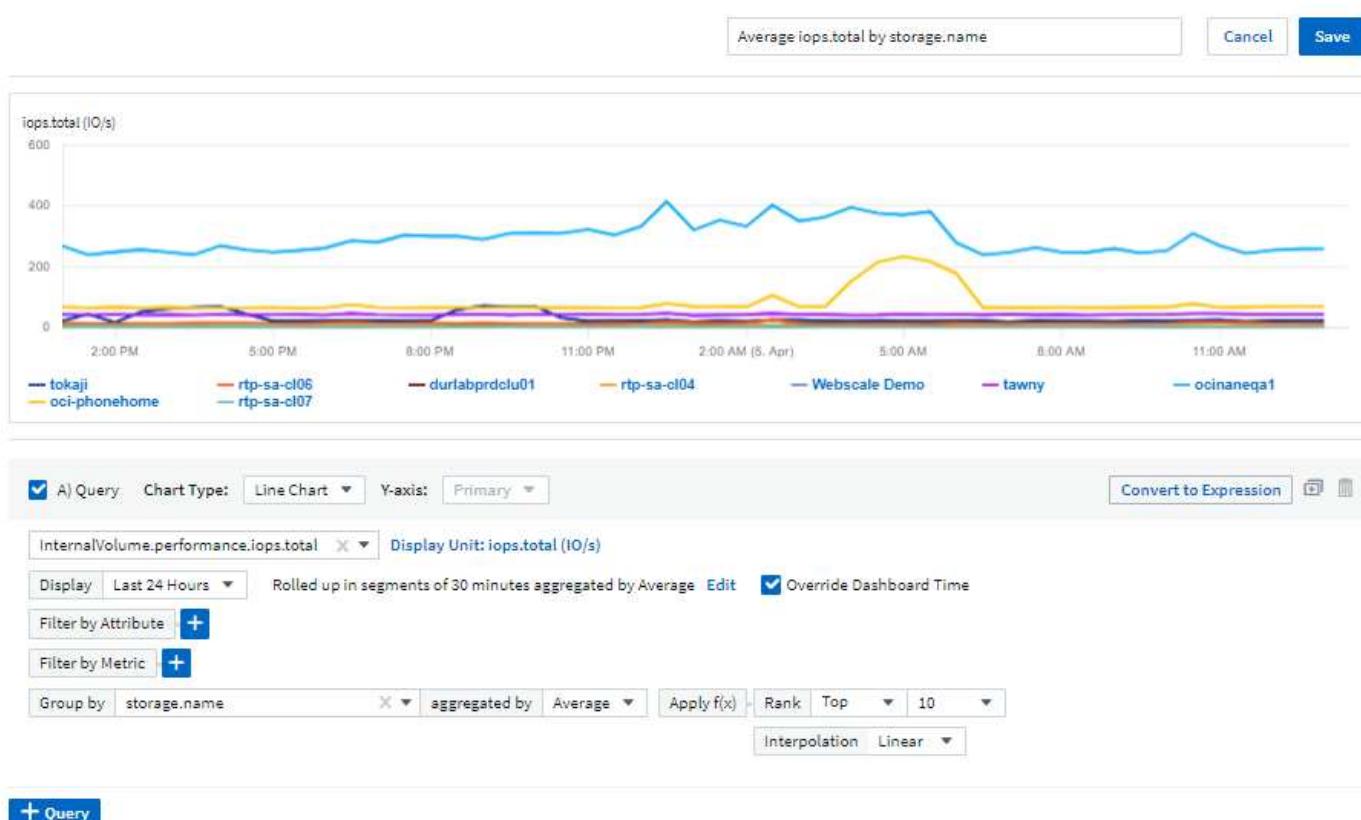
April 2022

Share your Feedback!

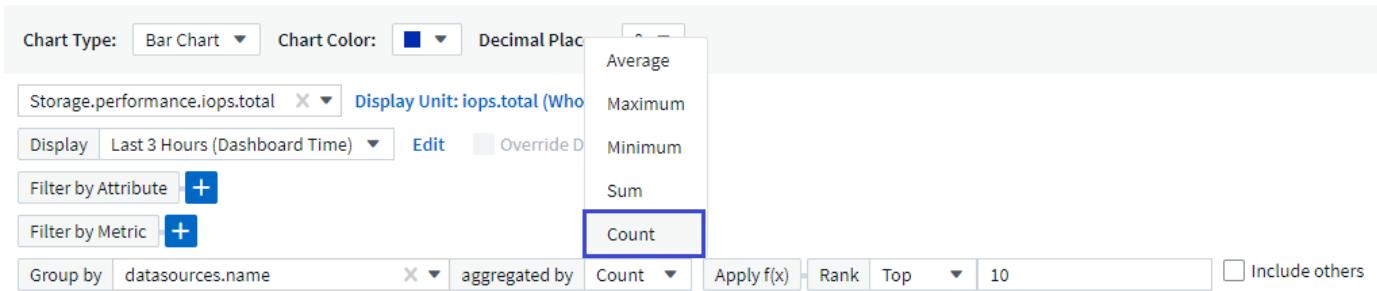
We want your input to help shape Cloud Insights. Earn points and prizes by participating in NetApp's **Insights to Action** program. [Sign up now!](#)

Updated Dashboard Editor

We've overhauled our dashboard creation tools to make it easier for you to visualize your data even more quickly. Navigate to the "Dashboards" page of Cloud Insights to edit an existing dashboard, add one from our dashboard gallery, or create a new dashboard of your own to check it out.



A new Count aggregation method has also been introduced. When grouping data in bar chart, column chart, and pie chart widgets, you can quickly and easily show the number of relevant objects for the selected metric.



Enhanced Monitoring for Your Kubernetes Infrastructure

Cloud Insights keeps you on top of changes in your Kubernetes environment by alerting you when pods, daemonsets, and replicaset are created or removed, as well as when new deployments are created. Kubernetes monitors default to *paused* state, so you should enable only the specific ones you need.

Preview Features

Cloud Insights regularly highlights a number of exciting new preview features. If you are interested in previewing one or more of these features, contact your [NetApp Sales Team](#) for more information.

| Feature | Description |
|--|---|
| Internal Volume and Volume Capacity Time-to-Full forecasting | Cloud Insights is able to prognose the number of days until capacity runs out for each Internal Volume and Volume monitored. This value can help to significantly reduce the risk of an outage. |
| Cloud Secure – restrict user access on attack | Greater protection for your business-critical data with the ability to restrict user access when an attack is detected. Access can be restricted automatically, using Automated Response Policies or manually from the alert or user details pages. Read More |
| Shared Resource Under Stress | The Shared Resource Under Stress insight uses AI/ML to automatically identify where resource contention is causing performance degradation in your environment, highlights any workloads impacted by it, and provides recommended actions to remediate, letting you solve performance issues more quickly. Read More |

New Data Collector

- **Cohesity Smart Files** - This REST API-based collector will acquire a Cohesity cluster, discovering the “Views” (as CI Internal Volumes), the various nodes, as well as collecting performance metrics.

Other Data Collector Updates

Collection and display of performance data has been improved on the following data collectors:

- Brocade CLI
- Dell/EMC VPLEX, PowerStore, Isilon/PowerScale, VNX Block/Clariion CLI, XtremIO, Unity/VNXe

- Pure FlashArray

These performance enhancements are already available in all NetApp data collectors as well as VMware and Cisco, and will be rolled out to all other data collectors over the next few months.

March 2022

Cloud Connection for ONTAP 9.9+

The [NetApp Cloud Connection for ONTAP 9.9+](#) data collector eliminates the need to install an external acquisition unit, thereby simplifying troubleshooting, maintenance, and initial deployment.

New FSx for NetApp ONTAP Monitors

Monitoring your FSx for NetApp ONTAP environment is easy with new [system-defined monitors](#) for both infrastructure (metrics) and workloads (logs).

| FSX Infrastructure (1) | | | | | |
|---------------------------|------------------------------------|---|--|----------------|--|
| <input type="checkbox"/> | Name | Metric / Parameters | Severity | Time Frame | Status |
| | FSx Volume Cache Miss Ratio | netapp_ontap.workload_volume.cache_miss_ratio | ⚠ Warning @ > 95 % ❗ Critical @ > 100 % | For 30 minutes | ⏸ Paused |
| FSX Workload Examples (5) | | | | | |
| <input type="checkbox"/> | Name | Metric / Parameters | Severity | Time Frame | Status |
| | FSx Snapshot Reserve Space is Full | netapp_ontap.workload_volume.snapshot_size_used_percent | ⚠ Warning @ > 90 % ❗ Critical @ > 95 % | Once | ⏸ Paused |
| | FSx Volume Capacity is Full | netapp_ontap.workload_volume.size_used_percent | ⚠ Warning @ > 85 % ❗ Critical @ > 95 % | Once | ⏸ Paused |
| | FSx Volume High Latency | netapp_ontap.workload_volume.total_latency | ⚠ Warning @ > 1,000 µs ❗ Critical @ > 2,000 µs | For 5 minutes | ⏸ Paused |
| | FSx Volume Inodes Limit | netapp_ontap.workload_volume.inodes_used_percent | ⚠ Warning @ > 85 % ❗ Critical @ > 95 % | Once | ⏸ Paused |
| | FSx Volume Qtree Quota Overcommit | netapp_ontap.workload_volume.qtree_quota_commit_percent | ⚠ Warning @ > 95 % ❗ Critical @ > 100 % | Once | ⏸ Paused |

New Cloud Secure features available to all

Your environment is more secure than ever with the following Cloud Secure features now generally available:

| Feature | Description |
|---|--|
| Data Destruction – File Deletion attack detection | Detect abnormal large-scale file deletion activity, block malicious file access by malicious users, and take automatic snapshots with automatic response policies. |
| Separate notifications for Warnings and Alerts | Warning and Alert notifications can be sent to separate recipients, ensuring the right team can stay informed |

Updated Telegraf Agent

The agent for ingestion of telegraf integration data has been updated to version **1.21.2**, with performance and security improvements.

Users wishing to update can refer to the appropriate upgrade section of the [Agent Installation](#) documentation. Previous versions of the agent will continue to function with no user action required.

Data Collector Updates

- The Broadcom Fibre Channel Switches data collector has been optimized to reduce the number of CLI commands issued with each inventory poll.
-

February 2022

Cloud Insights addresses Apache Log4j vulnerabilities

Customer security is a top priority at NetApp. Cloud Insights includes updates to its software libraries to address the recent Apache Log4j vulnerabilities.

Please refer to the following on NetApp's Product Security Advisory website:

[CVE-2021-44228](#)

[CVE-2021-45046](#)

[CVE-2021-45105](#)

You can read more about these vulnerabilities and NetApp's response at the [NetApp Newsroom](#).

Kubernetes Namespace Detail Page

Exploring your Kubernetes environment is now better than ever, with informative detail pages for your cluster's namespaces. The namespace detail page provides a summary of all the assets used by a namespace, including all the backend storage resources and their capacity utilizations.

Filter By + ?

| | | | | | | |
|------------------|-----------|------------|-----------|---------------|----------|-------------------|
| 5 Pods | 2 Healthy | 3 Alerting | 3 Pending | Status Active | Labels - | Resource Quotas 2 |
|------------------|-----------|------------|-----------|---------------|----------|-------------------|

1,016mc
CPU



0.1GiB
Memory



0.78GiB

Total PVC Capacity claimed



Highest CPU Demand by Pod

| | |
|---------|--------------------------|
| 998.69m | folding-at-home-16353... |
| 17.02m | db-backup-85447c7767... |

Highest Memory Demand by Pod

| | |
|-----------|--------------------------|
| 0.1 GiB | folding-at-home-16353... |
| <0.01 GiB | db-backup-85447c7767... |

Highest Storage Demand by PVC

| | |
|----------|------|
| 0.39 GiB | nfs2 |
| 0.39 GiB | nfs |

Storage (2)

| persistentvolumeclaim ↑ | persistentvolume | pv_type | backend | backend_capacity_total_bytes (GiB) | backend_capacity_usage_bytes (GiB) |
|-------------------------|------------------|---------|---|------------------------------------|------------------------------------|
| nfs | nfs | NFS | - | | |
| nfs2 | nfs2 | NFS | tokaji:tokaji_svm_vvol_nfs:tokaji_svm_k n_iops | 300 GiB | 35.49 GiB |

Workloads (3)

| owner_name ↑ | owner_kind | cpu_usage_nanocores (mcores) | kube_pod_container_resource_requests_memory_bytes (GiB) |
|----------------------------|------------|------------------------------|---|
| db-backup | Deployment | 17 mc | 0.68 GiB |
| db-workload | Deployment | | 1.46 GiB |
| folding-at-home-1635372863 | Deployment | 999 mc | 0.13 GiB |

December 2021

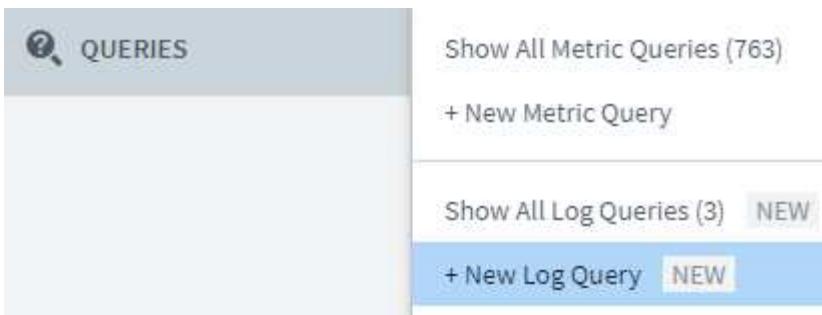
Deeper integration for ONTAP systems

Simplify alerting for ONTAP hardware failures and more with new integration with NetApp Event Management System (EMS).

Explore and alert on low-level ONTAP messages in Cloud Insights to inform and improve troubleshooting workflows and further reduce reliance on ONTAP element management tooling.

Querying Logs

For ONTAP systems, Cloud Insights Queries include a powerful [Log Explorer](#), allowing you to easily investigate and troubleshoot EMS log entries.



Data Collector-level notifications.

In addition to system-defined and custom-created Monitors for alerting, you can also set alert notifications for ONTAP data collectors, allowing you to specify recipients for collector-level alerts, independent of other monitor alerts.

Greater flexibility of Cloud Secure roles

Users can be granted access to Cloud Secure features based on [roles](#) set by an administrator:

| Role | Cloud Secure Access |
|---------------|--|
| Administrator | Can perform all Cloud Secure functions, including those for Alerts, Forensics, data collectors, automated response policies, and APIs for Cloud Secure. An Administrator can also invite other users but can only assign Cloud Secure roles. |
| User | Can view and manage Alerts and view Forensics. User role can change alert status, add a note, take snapshots manually, and restrict user access. |
| Guest | Can view Alerts and Forensics. Guest role cannot change alert status, add a note, take snapshots manually, or restrict user access. |

Operating System support

CentOS 8.x support is being replaced with **CentOS 8 Stream** support. CentOS 8.x will reach End-of-Life on December 31, 2021.

Data Collector Updates

A number of Cloud Insights data collector names have been added to reflect vendor changes:

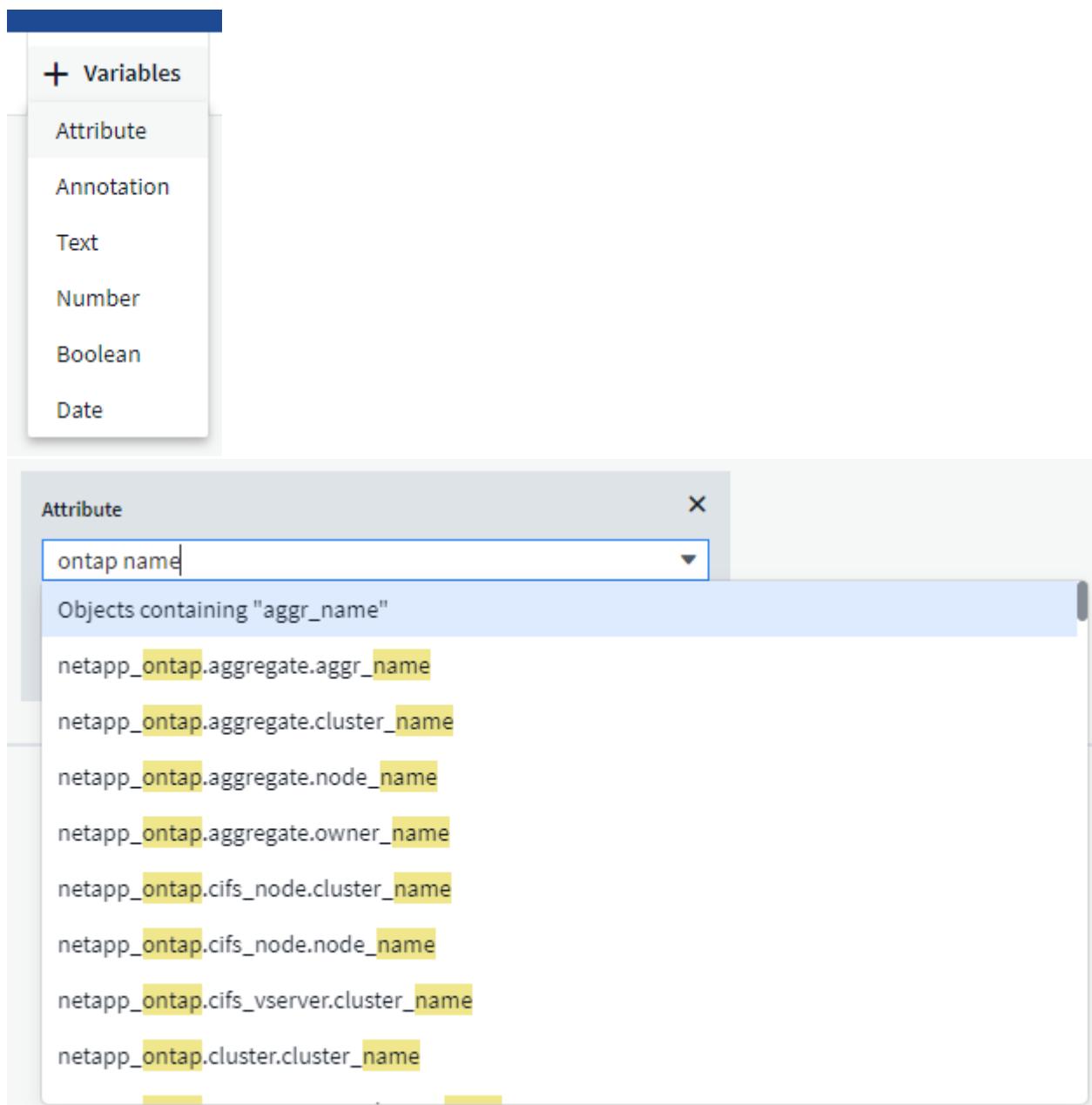
| Vendor/Model | Previous Name |
|----------------------------|---------------|
| Dell EMC PowerScale | Isilon |
| HPE Alletra 9000 / Primera | 3PAR |
| HPE Alletra 6000 | Nimble |

November 2021

Adaptive Dashboards

New variables for attributes and the ability to use variables in widgets.

Dashboards are now more powerful and flexible than ever. Build adaptive dashboards with attribute variables to quickly filter dashboards on the fly. Using these and other pre-existing [variables](#) you can now create one high level dashboard to see metrics for your entire environment, and seamlessly filter down by resource name, type, location, and more. Use number variables in widgets to associate raw metrics with costs, for example cost per GB for storage as a service.



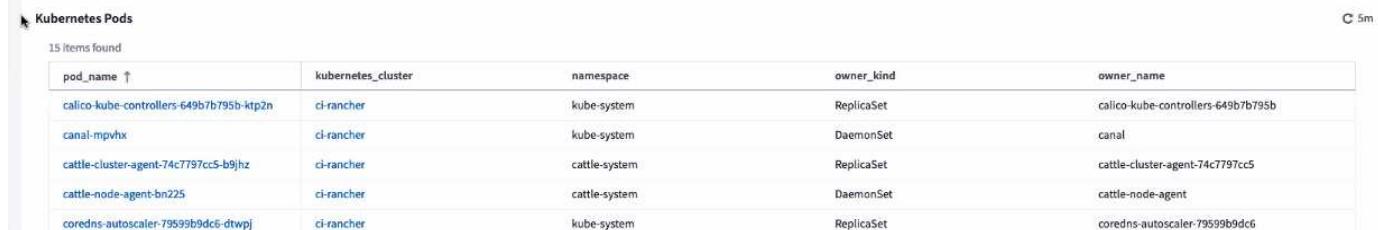
Access the Reporting Database via API

Enhanced capabilities for integration with third party reporting, ITSM, and automation tools: Cloud Insights' powerful [API](#) allows users to query the Cloud Insights Reporting database directly, without going through the

Cognos Reporting environment.

Pod tables on VM Landing Page

Seamless navigation between VMs and the Kubernetes Pods using them: for improved troubleshooting and performance headroom management, a table of associated Kubernetes Pods will now appear on VM landing pages.



A screenshot of a table titled "Kubernetes Pods" showing 15 items found. The table has columns: pod_name ↑, kubernetes_cluster, namespace, owner_kind, and owner_name. The data includes entries like calico-kube-controllers-649b7b795b-ktp2n, kube-system, ReplicaSet, calico-kube-controllers-649b7b795b, and so on for other pods like canal-mpvhx, cattle-cluster-agent-74c7797cc5-b9jhz, cattle-node-agent-bn225, and coredns-autoscaler-79599b9dc6-dtwpj.

| Kubernetes Pods | | | | |
|--|--------------------|---------------|------------|------------------------------------|
| pod_name ↑ | kubernetes_cluster | namespace | owner_kind | owner_name |
| calico-kube-controllers-649b7b795b-ktp2n | ci-rancher | kube-system | ReplicaSet | calico-kube-controllers-649b7b795b |
| canal-mpvhx | ci-rancher | kube-system | DaemonSet | canal |
| cattle-cluster-agent-74c7797cc5-b9jhz | ci-rancher | cattle-system | ReplicaSet | cattle-cluster-agent-74c7797cc5 |
| cattle-node-agent-bn225 | ci-rancher | cattle-system | DaemonSet | cattle-node-agent |
| coredns-autoscaler-79599b9dc6-dtwpj | ci-rancher | kube-system | ReplicaSet | coredns-autoscaler-79599b9dc6 |

Data Collector Updates

- ECS now reports firmware for storage and node
- Isilon has improved prompt detection
- Azure NetApp Files collects performance data more quickly
- StorageGRID now supports Single Sign-On (SSO)
- Brocade CLI properly reports model for X&-4

Additional Operating Systems supported

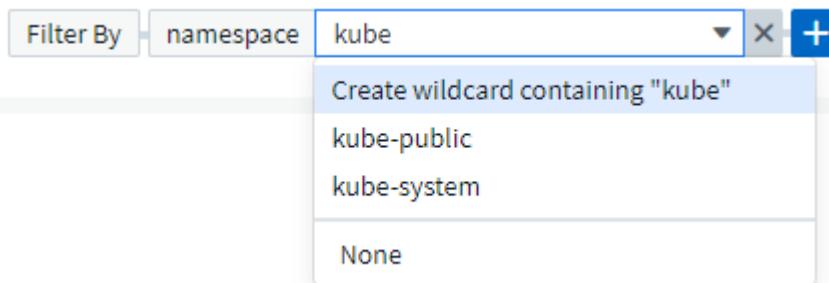
The Cloud Insights Acquisition Unit supports the following operating systems, in addition to those already supported:

- Centos (64-bit) 8.4
- Oracle Enterprise Linux (64-bit) 8.4
- Red Hat Enterprise Linux (64-bit) 8.4

October 2021

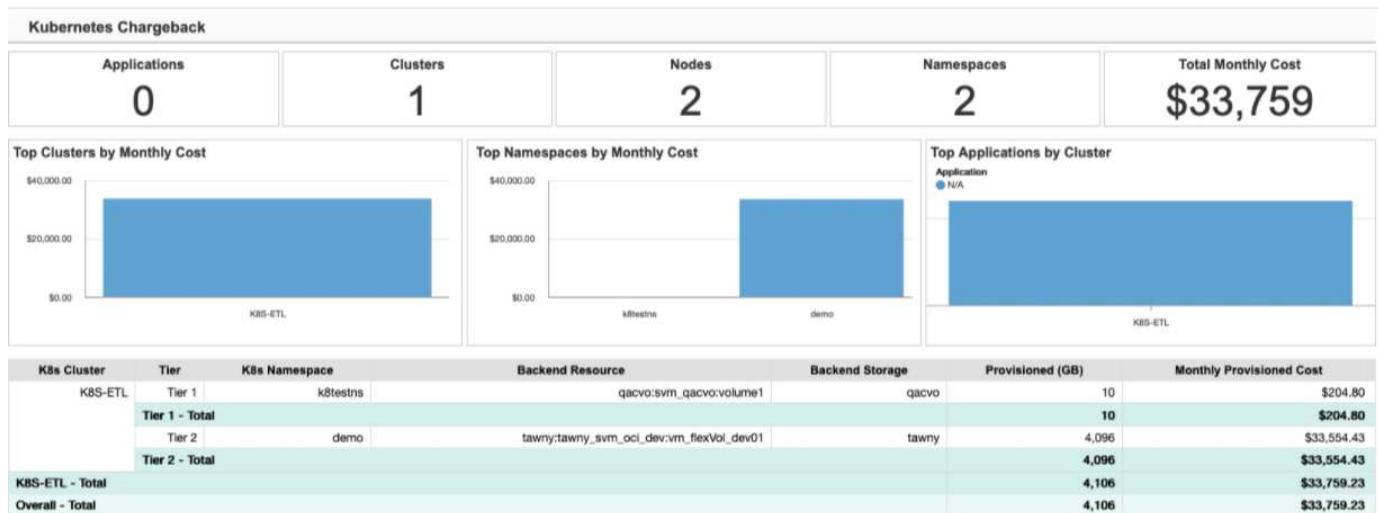
Filters on K8S Explorer pages

[Kubernetes Explorer](#) page filters give you focused control of the data displayed for your Kubernetes cluster, node, and pod exploration.



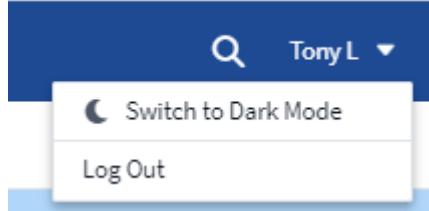
K8s Data for Reporting

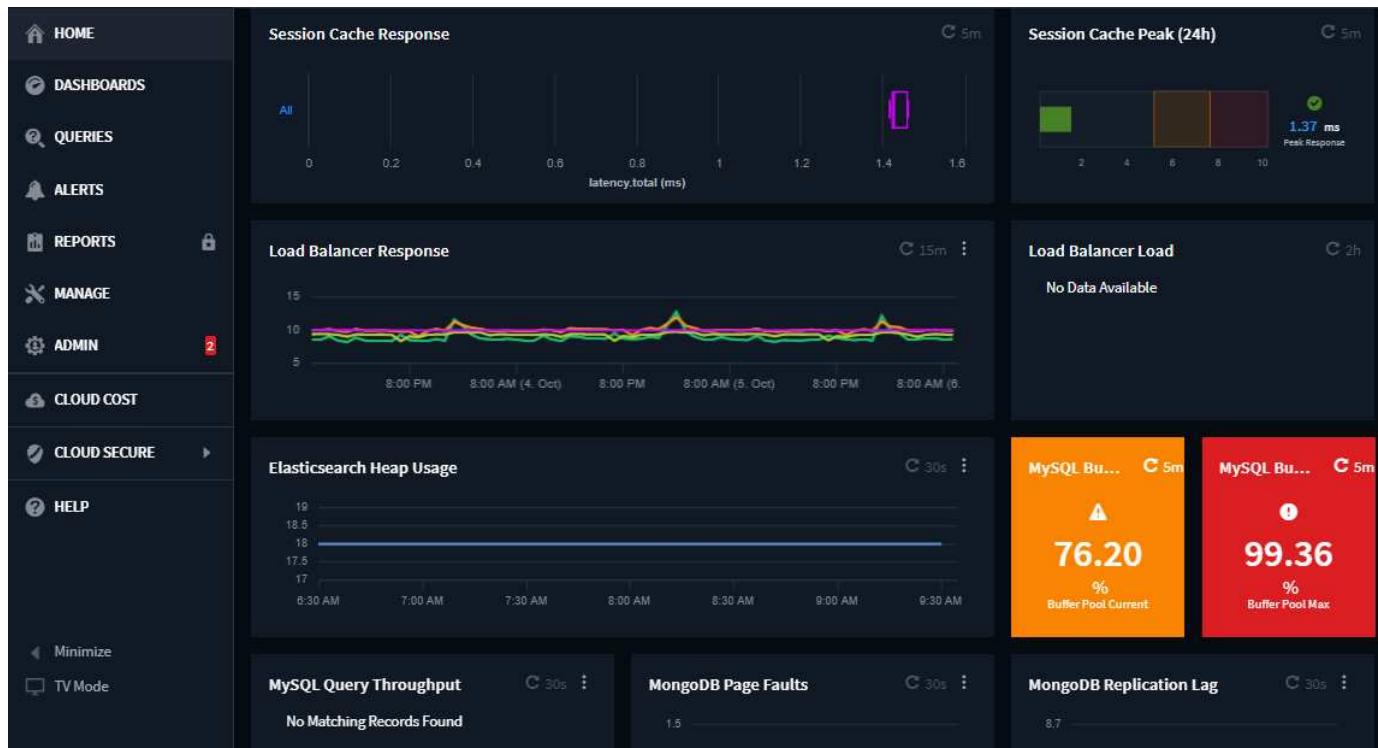
Kubernetes data is now available for use in Reporting, allowing you to create chargeback or other reports. In order for Kubernetes chargeback data to be passed to Reporting, you must have an active connection to, and Cloud Insights must be receiving data from, your Kubernetes cluster as well as its back-end storage. If there is no data received from the back-end storage, Cloud Insights can not send Kubernetes object data to Reporting.



Dark Theme has arrived

Many of you asked for a dark theme, and Cloud Insights has answered. To switch between light and dark theme, click the drop-down next to your user name.





Data Collector Support

We've made some improvements in Cloud Insights Data Collectors. Here are some highlights:

- New collector for Amazon FSx for ONTAP

September 2021

Performance Policies are now Monitors

Monitors and Alerts have supplanted Performance Policies and Violations throughout Cloud Insights. [Alerting with Monitors](#) provides greater flexibility and insight into potential problems or trends in your environment.

Autocomplete Suggestions, Wildcards, and Expressions in Monitors

When creating a monitor for alerting, typing in a filter is now predictive, allowing you to easily search for and find the metrics or attributes for your monitor. Additionally, you are given the option to create a wildcard filter based on the text you type.

1 Select a metric to monitor

The screenshot shows a search bar at the top containing the text "StoragePool.performance.utilization.read". Below it is a "Filter By" section with a dropdown set to "name" and the value "sas1". A tooltip for this dropdown says "Create wildcard containing 'sas1'". There are three options in the dropdown menu: "tawny03:tawny03sas1", "tawny04:tawny04sas1", and "None". To the right of the dropdown is a question mark icon.

Updated Telegraf Agent

The agent for ingestion of telegraf integration data has been updated to version **1.19.3**, with performance and security improvements.

Users wishing to update can refer to the appropriate upgrade section of the [Agent Installation](#) documentation. Previous versions of the agent will continue to function with no user action required.

Data Collector Support

We've made some improvements in Cloud Insights Data Collectors. Here are some highlights:

- Microsoft Hyper-V collector now uses PowerShell instead of WMI
- Azure VMs and VHD collector is now up to 10 times faster due to parallel calls
- HPE Nimble now supports federated and iSCSI configurations

And since we're always improving Data Collection, here are some other recent changes of note:

- New collector for EMC Powerstore
- New collector for Hitachi Ops Center
- New collector for Hitachi Content Platform
- Enhanced ONTAP collector to report Fabric Pools
- Enhanced ANF with Storage Pool and Volume performance
- Enhanced EMC ECS with Storage Nodes and Storage performance as well as the Object Count in buckets
- Enhanced EMC Isilon with Storage Node and Qtree metrics
- Enhanced EMC Symetrix with volume QOS limit metrics
- Enhanced IBM SVC and EMC PowerStore with Storage Nodes parent serial number

August 2021

New Audit Page User Interface

The [Audit page](#) provides a cleaner interface and now allows the export of audit events to .CSV file.

Enhanced User Role Management

Cloud Insights now allows even greater freedom for assigning user roles and access controls. Users can now be assigned granular permissions for monitoring, reporting, and Cloud Secure separately.

This means you can allow more users administrative access to monitoring, optimization, and reporting functions whilst restricting access to your sensitive Cloud Secure audit and activity data to only those that need it.

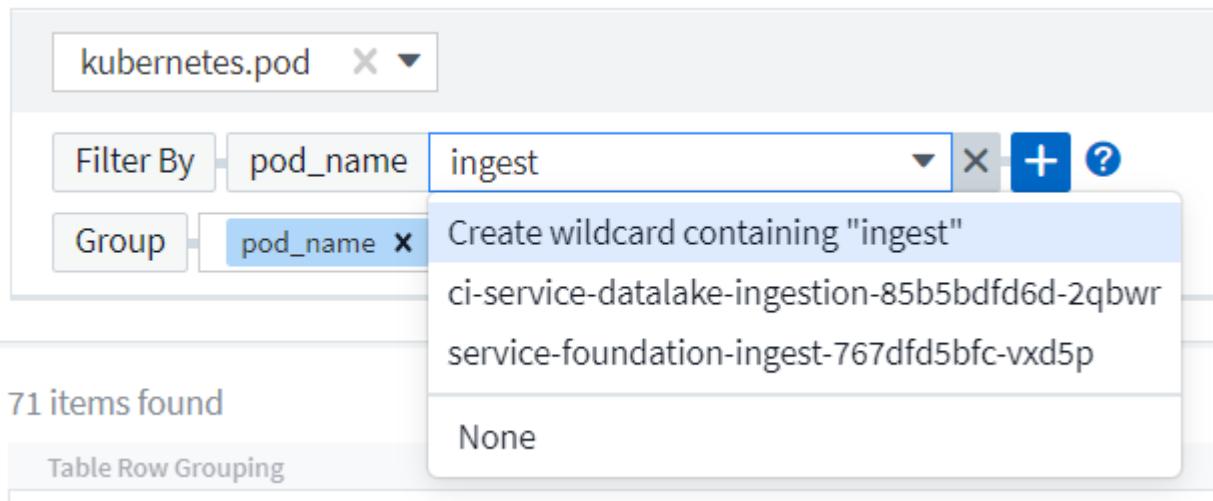
[Find out more](#) about the different levels of access in the Cloud Insights documentation.

June 2021

Autocomplete Suggestions, Wildcards, and Expressions in Filters

With this release of Cloud Insights, you no longer need to know all the possible names and values on which to filter in a query or widget. When filtering, you can simply start typing and Cloud Insights will suggest values based on your text. No more looking up Application names or Kubernetes attributes ahead of time just to find the ones you want to show in your widget.

As you type in a filter, the filter displays a smart list of results from which you can choose, as well as the option to create a **wildcard filter** based on the current text. Selecting this option will return all results that match the wildcard expression. You can of course also select multiple individual values that you want added to the filter.



The screenshot shows the Cloud Insights filtering interface. A search bar at the top contains the text "kubernetes.pod". Below it, a "Filter By" section has "pod_name" selected. A dropdown menu is open, showing the value "ingest" and a tooltip "Create wildcard containing 'ingest'". Other suggestions listed are "ci-service-datalake-ingestion-85b5bdf6d-2qbwr" and "service-foundation-ingest-767dfd5bfc-vxd5p". At the bottom of the dropdown, there is an option "None". The message "71 items found" is displayed above a "Table Row Grouping" button.

Additionally, you can create **expressions** in a filter using NOT or OR, or you can select the "None" option to filter for null values in the field.

Read more about [filtering options](#) in queries and widgets.

APIs available by Edition

Cloud Insights' powerful APIs are more accessible than ever, with Alerts APIs now available in Standard and Premium Editions.

The following APIs are available for each Edition:

| API Category | Basic | Standard | Premium |
|------------------|-------|----------|---------|
| Acquisition Unit | ✓ | ✓ | ✓ |
| Data Collection | ✓ | ✓ | ✓ |
| Alerts | | ✓ | ✓ |
| Assets | | ✓ | ✓ |
| Data Ingestion | | ✓ | ✓ |

Kubernetes PV and Pod Visibility

Cloud Insights provides visibility into the back-end storage for your Kubernetes environments, giving you insight to your Kubernetes Pods and Persistent Volumes (PVs). You can now track PV counters such as IOPS, latency, and throughput from a single Pod's usage through a PV counter to a PV and all the way to the back-end storage device.

On a Volume or Internal Volume landing page, two new tables are displayed:

| Kubernetes PVs | | | | | 🕒 5m |
|------------------------------|----------------|-------------------|-------|--------------|------|
| PV ↑ | Cluster | PV Capacity (GiB) | Phase | StorageClass | |
| cvo-shared-storage-pv | QA_K8S_CLUSTER | 0.73 | Bound | | |
| test-mysql-shared-storage-pv | QA_K8S_CLUSTER | 7.32 | Bound | | |

| Kubernetes Pods | | | | | | | 🕒 5m |
|-----------------|---------------|-----------|---------------------|---------------|------------|---------------------|----------|
| Pod ↑ | Cluster | Namespace | PV | Workload Type | Workload | Latency - Total ... | IOPS - 1 |
| cvo-mypod-pvc | QA_K8S_CLU... | k8testns | cvo-shared-storage | | | 0.00 | |
| test-mysql-0 | QA_K8S_CLU... | k8testns | test-mysql-shared-0 | StatefulSet | test-mysql | 0.19 | 2.72 |

Note that to take advantage of these new tables, it is recommended to uninstall your current Kubernetes agent, and install it fresh. You must also install Kube-State-Metrics version 2.1.0 or later.

Kubernetes Node to VM links

On a Kubernetes Node page, you can now click to open the Node's VM page. The VM page also includes a link back to the Node itself.

14
Pods **14** Healthy **0** Alerting

Labels - Node IP 10.30.27.178 Virtual Machine main-ci-node-general-1b-05 



NetApp /  main-ci-node-general-1b-05

| Virtual Machine Summary | | | | C 5m |
|---|--|---|--|------|
| Power State: On | Latency - Total: 1.21 ms | Hypervisor IP: US-EAST-1B | | |
| Guest State: Running | IOPS - Total: 11.06 IO/s | Hypervisor OS: Amazon AWS EC2 | | |
| Datastore: i-01b052b8d843994e7 | Throughput - Total: 0.06 MB/s | Hypervisor FC Fabrics: 0 | | |
| CPU Utilization - Total: 3.89 % | DNS Name: ip-10-178.ec2.internal | Hypervisor CPU Utilization: N/A | | |
| Memory Utilization - Total: N/A | IP: | Hypervisor Memory Utilization: N/A | | |
| Memory: 32.0 GB | OS: CentOS Linux 7 x86_64 HVM EBS ENA 1901_01- | Kubernetes Node: ip-10-30-27-178.ec2.internal  | | |
| Capacity - Total: 200.0 GB | Processors: 8 | Alert Monitors: | | |
| Capacity - Used: N/A | Hypervisor Name: us-east-1b | VM Capacity | | |
| | | VM IOPS | | |
| | | View Topology | | |

Alert Monitors replacing Performance Policies

To enable the added benefits of multiple thresholds, webhook and email alert delivery, alerting on all metrics using a single interface, and more, Cloud Insights will be converting Standard and Premium Edition customers from **Performance Policies** to **Monitors** during the months of July and August, 2021. Learn more about [Alerts and Monitors](#), and stay tuned for this exciting change.

Cloud Secure supports NFS

Cloud Secure now supports NFS for ONTAP data collection. Monitor SMB and NFS user access to protect your data from ransomware attacks.

Additionally, Cloud Secure supports Active-Directory and LDAP user directories for collection of NFS user attributes.

Cloud Secure snapshot purge

Cloud Secure automatically deletes snapshots based on the Snapshot Purge Settings, to save storage space and reduce the need for manual snapshot deletion.

The screenshot shows a configuration page for 'Snapshot Purge Settings'. At the top, there's a header 'Snapshot Purge Settings' with a close button (X). Below the header, a sub-instruction says 'Define purge periods to automatically delete snapshots taken by Cloud Secure.' There are three sections for different types of snapshots:

- Attack Automated Response:** Set to 'Delete Snapshot after 30 Days ▾'.
- Warning Automated Response:** Set to 'Delete Snapshot after 7 Days ▾'.
- User Created:** Set to 'Delete Snapshot after 30 Days ▾'.

At the bottom right of the form are 'Cancel' and 'Save' buttons.

Cloud Secure data collection speed

A single data collector agent system can now post up to 20,000 events per second to Cloud Secure.

May 2021

Here are some of the changes we've made in April:

Updated Telegraf Agent

The agent for ingestion of telegraf integration data has been updated to version 1.17.3, with performance and security improvements.

Users wishing to update can refer to the appropriate upgrade section of the [Agent Installation](#) documentation. Previous versions of the agent will continue to function with no user action required.

Add Corrective Actions to an Alert

You can now add an optional description as well as additional insights and/or corrective actions when creating or modifying a Monitor by filling in the **Add an Alert Description** section. The description will be sent with the alert. The *insights and corrective actions* field can provide detailed steps and guidance for dealing with alerts and will be displayed in the summary section of the alert landing page.

4 Add an alert description (optional)

The screenshot shows a user interface for adding an alert description. It consists of two main sections. The first section, labeled 'Add a description', contains a text input field with the placeholder 'Enter a description that will be sent with this alert (1024 character limit)'. The second section, labeled 'Add insights and corrective actions', also contains a text input field with the placeholder 'Enter a url or details about the suggested actions to fix the issue raised by the alert'. Both sections are enclosed in a light gray box.

Cloud Insights APIs for All Editions

API access is now available in all editions of Cloud Insights.

Users of Basic edition can now automate actions for Acquisition Units and Data Collectors, and Standard Edition users can query metrics and ingest custom metrics.

Premium edition continues to allow full use of all API categories.

| API Category | Basic | Standard | Premium |
|------------------|-------|----------|---------|
| Acquisition Unit | ✓ | ✓ | ✓ |
| Data Collection | ✓ | ✓ | ✓ |
| Assets | | ✓ | ✓ |
| Data Ingestion | | ✓ | ✓ |
| Data Warehouse | | | ✓ |

For details on API usage, please refer to the [API documentation](#).

April 2021

Easier Management of Monitors

[Monitor Grouping](#) simplifies the management of monitors in your environment. Multiple monitors can now be grouped together and paused as one. For example, if you have an update occurring on a stack of infrastructure, you can pause alerts from all those devices via one click.

Monitor groups is the first part of an exciting new feature bringing improved management of ONTAP devices to Cloud Insights.

The screenshot shows a list of monitor groups. At the top, there's a header "Monitor Groups (5)" with a blue plus button and a back arrow. Below is a search bar with placeholder "Search groups...". The main list includes "All Monitors (5)", "Custom Monitors (5)", "Agent Monitors (3)", and "ONTAP Aggregate Monitors (2)". Each item in the list has a three-dot menu icon to its right.

Enhanced Alerting Options Using Webhooks

Many commercial applications support [Webhooks](#) as a standard input interface. Cloud Insights now supports many of these delivery channels, providing default templates for Slack, PagerDuty, Teams, and Discord, in addition to providing customizable generic webhooks to support many other applications.

③ Set up team notification(s) (alert your team via email, or Webhook)

The screenshot shows two sections for configuring team notifications. Each section has a "Notify team on" dropdown and a "Use Webhook(s)" dropdown. The top section is set to "Critical, Warning" and "PagerDuty Trigger". The bottom section is set to "Resolved" and "PagerDuty Resolve".

Improved Device Identification

To improve monitoring and troubleshooting as well as deliver accurate reporting, it is helpful to understand the names of devices rather than their IP addresses or other identifiers. Cloud Insights now incorporates an automatic way to identify the names of storage and physical host devices in the environment, using a rule-based approach called [Device Resolution](#), available in the **Manage** menu.

You asked for more!

A popular ask by customers has been for more default options for visualizing the range of data, so we have added the following five new choices that are now available throughout the service via the time range picker:

- Last 30 Minutes
- Last 2 Hours
- Last 6 Hours

- Last 12 Hours
- Last 2 Days

Multiple Subscriptions in one Cloud Insights Environment

Starting April 2, Cloud Insights supports multiple subscriptions of the same edition type for a customer in a single Cloud Insights instance. This enables customers to co-term parts of their Cloud Insights subscription with infrastructure purchases. Contact NetApp Sales for assistance with multiple subscriptions.

Choose Your Path

While setting up Cloud Insights, you can now choose whether to start with Monitoring and Alerting or Ransomware and Insider Threat Detection. Cloud Insights will configure your starting environment based on the path you choose. You can configure the other path at any time afterward.

Easier Cloud Secure Onboarding

And it is easier than ever to start using Cloud Secure, with a new step-by-step setup checklist.

NetApp CDS Sa... / Getting Started with Cloud Secure



Secure Your Data from Ransomware & Insider Threat

- Ransomware & insider threat detection
- User data access auditing

Setting up Cloud Secure

- ✓ Add an [Agent](#) on server or VM to collect data ([system requirements](#)).
- ✓ Configure a [User Directory Collector](#) to collect user attributes from active directories (optional step).
- ✓ Configure a [Data Collector](#) to collect file access activity on your storage devices.
- ✓ Define [Automated Response Policies](#) to take automatic action in the event of an attack.

User activity data will appear in the [Forensics](#) section

As always, we love to hear your suggestions! Send them to ng-cloudinsights-customerfeedback@netapp.com.

February 2021

Updated Telegraf Agent

The agent for ingestion of telegraf integration data has been updated to version 1.17.0, which includes vulnerability and bug fixes.

Cloud Cost Analyzer

Experience the power of Spot by NetApp with Cloud Cost, which provides a detailed [cost analysis](#) of past, present, and estimated spending, providing visibility into cloud usage in your environment. The Cloud Cost dashboard delivers a clear view of cloud expenses and a drill down into individual workloads, accounts, and services.

Cloud Cost can help with these major challenges:

- Tracking and monitoring your cloud expenses
- Identifying waste and potential optimization areas
- Delivering executable action items

Cloud Cost is focused on monitoring. Upgrade to the full Spot by NetApp account to enable automatic cost saving and environment optimization.

Querying for objects having null values using filters

Cloud Insights now allows searching for attributes and metrics having null/none values through the use of filters. You can perform this filtering on any attributes/metrics in the following places:

- On the Query page
- In Dashboard widgets and page variables
- On the Alerts list page
- When creating Monitors

To filter for null/none values, simply select the *None* option when it appears in the appropriate filter drop-down.



Multi-Region Support

Starting today we offer the Cloud Insights service in different regions across the globe, which facilitates performance and increases security for customers based outside the United States. Cloud Insights/Cloud Secure stores information according to the region in which your environment is created.

Click [here](#) for more information.

January 2021

Additional ONTAP Metrics Renamed

As part of our continuing effort to improve efficiency of data-gathering from ONTAP systems, the following ONTAP metrics have been renamed.

If you have existing dashboard widgets or queries using any of these metrics, you will need to edit or re-create them to use the new metric names.

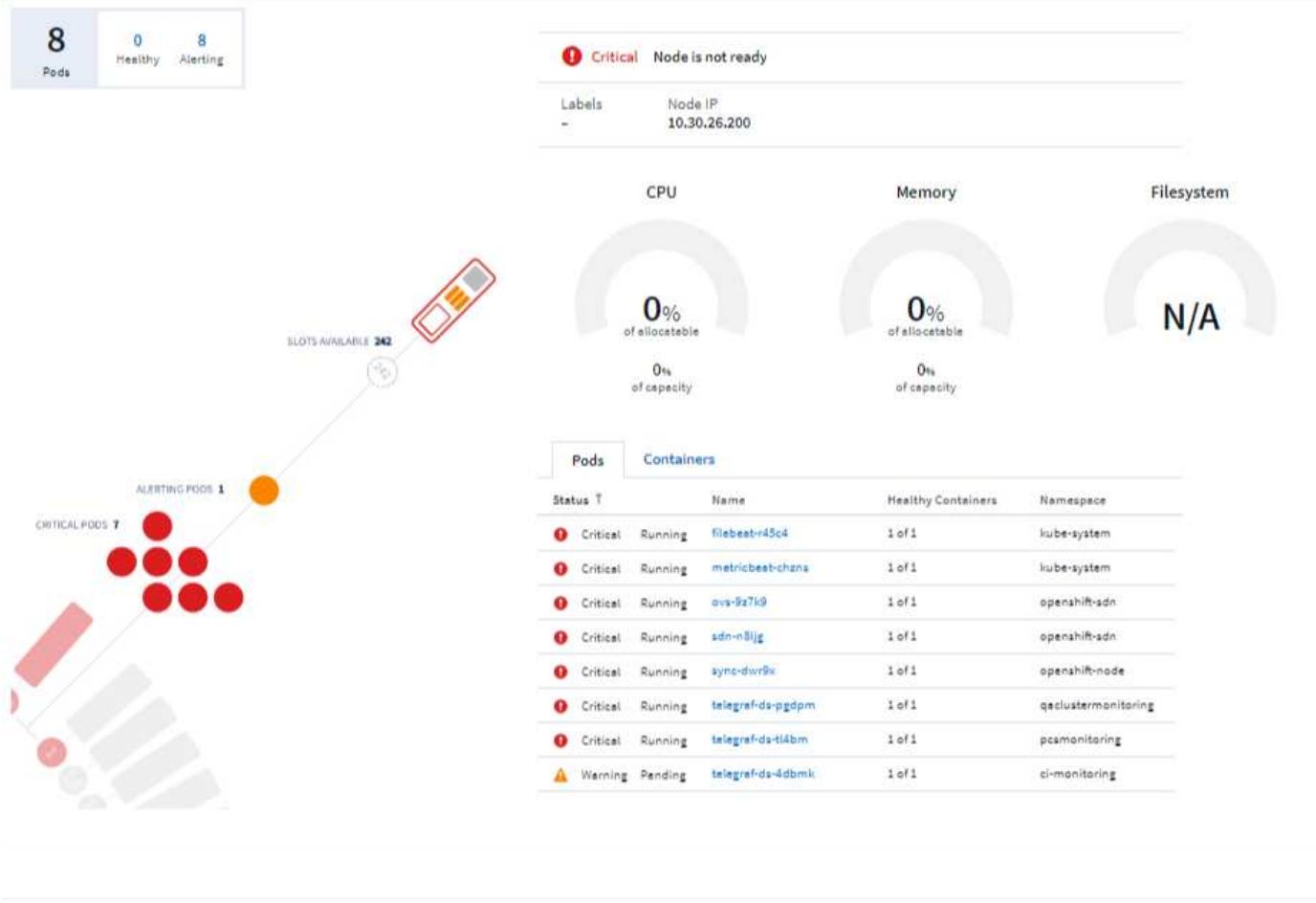
| Previous Metric Name | New Metric Name |
|---|--|
| netapp_ontap.disk_constituent.total_transfers | netapp_ontap.disk_constituent.total_iops |
| netapp_ontap.disk.total_transfers | netapp_ontap.disk.total_iops |
| netapp_ontap.fcp_lif.read_data | netapp_ontap.fcp_lif.read_throughput |
| netapp_ontap.fcp_lif.write_data | netapp_ontap.fcp_lif.write_throughput |
| netapp_ontap.iscsi_lif.read_data | netapp_ontap.iscsi_lif.read_throughput |
| netapp_ontap.iscsi_lif.write_data | netapp_ontap.iscsi_lif.write_throughput |
| netapp_ontap.lif.recv_data | netapp_ontap.lif.recv_throughput |
| netapp_ontap.lif.sent_data | netapp_ontap.lif.sent_throughput |
| netapp_ontap.lun.read_data | netapp_ontap.lun.read_throughput |
| netapp_ontap.lun.write_data | netapp_ontap.lun.write_throughput |
| netapp_ontap.nic_common.rx_bytes | netapp_ontap.nic_common.rx_throughput |
| netapp_ontap.nic_common.tx_bytes | netapp_ontap.nic_common.tx_throughput |
| netapp_ontap.path.read_data | netapp_ontap.path.read_throughput |
| netapp_ontap.path.write_data | netapp_ontap.path.write_throughput |
| netapp_ontap.path.total_data | netapp_ontap.path.total_throughput |
| netapp_ontap.policy_group.read_data | netapp_ontap.policy_group.read_throughput |
| netapp_ontap.policy_group.write_data | netapp_ontap.policy_group.write_throughput |
| netapp_ontap.policy_group.other_data | netapp_ontap.policy_group.other_throughput |
| netapp_ontap.policy_group.total_data | netapp_ontap.policy_group.total_throughput |
| netapp_ontap.system_node.disk_data_read | netapp_ontap.system_node.disk_throughput_read |
| netapp_ontap.system_node.disk_data_written | netapp_ontap.system_node.disk_throughput_written |
| netapp_ontap.system_node.hdd_data_read | netapp_ontap.system_node.hdd_throughput_read |
| netapp_ontap.system_node.hdd_data_written | netapp_ontap.system_node.hdd_throughput_written |
| netapp_ontap.system_node.ssd_data_read | netapp_ontap.system_node.ssd_throughput_read |
| netapp_ontap.system_node.ssd_data_written | netapp_ontap.system_node.ssd_throughput_written |
| netapp_ontap.system_node.net_data_recv | netapp_ontap.system_node.net_throughput_recv |
| netapp_ontap.system_node.net_data_sent | netapp_ontap.system_node.net_throughput_sent |

| Previous Metric Name | New Metric Name |
|---|---|
| netapp_ontap.system_node.fcp_data_recv | netapp_ontap.system_node.fcp_throughput_recv |
| netapp_ontap.system_node.fcp_data_sent | netapp_ontap.system_node.fcp_throughput_sent |
| netapp_ontap.volume_node.cifs_read_data | netapp_ontap.volume_node.cifs_read_throughput |
| netapp_ontap.volume_node.cifs_write_data | netapp_ontap.volume_node.cifs_write_throughput |
| netapp_ontap.volume_node.nfs_read_data | netapp_ontap.volume_node.nfs_read_throughput |
| netapp_ontap.volume_node.nfs_write_data | netapp_ontap.volume_node.nfs_write_throughput |
| netapp_ontap.volume_node.iscsi_read_data | netapp_ontap.volume_node.iscsi_read_throughput |
| netapp_ontap.volume_node.iscsi_write_data | netapp_ontap.volume_node.iscsi_write_throughput |
| netapp_ontap.volume_node.fcp_read_data | netapp_ontap.volume_node.fcp_read_throughput |
| netapp_ontap.volume_node.fcp_write_data | netapp_ontap.volume_node.fcp_write_throughput |
| netapp_ontap.volume.read_data | netapp_ontap.volume.read_throughput |
| netapp_ontap.volume.write_data | netapp_ontap.volume.write_throughput |
| netapp_ontap.workload.read_data | netapp_ontap.workload.read_throughput |
| netapp_ontap.workload.write_data | netapp_ontap.workload.write_throughput |
| netapp_ontap.workload_volume.read_data | netapp_ontap.workload_volume.read_throughput |
| netapp_ontap.workload_volume.write_data | netapp_ontap.workload_volume.write_throughput |

New Kubernetes Explorer

The [Kubernetes Explorer](#) provides a simple topology view of Kubernetes Clusters, allowing even non-experts to quickly identify issues & dependencies, from the cluster level down to the container and storage.

A wide variety of information can be explored using the Kubernetes Explorer's drill-down details for status, usage, and health of the Clusters, Nodes, Pods, Containers, and Storage in your Kubernetes environment.



December 2020

Simpler Kubernetes Installation

Kubernetes Agent installation has been streamlined to require fewer user interactions. [Installing the Kubernetes Agent](#) now includes Kubernetes data collection.

November 2020

Additional Dashboards

The following new ONTAP-focused dashboards have been added to the gallery and are available for import:

- ONTAP: Aggregate Performance & Capacity
- ONTAP FAS/AFF - Capacity Utilization
- ONTAP FAS/AFF - Cluster Capacity
- ONTAP FAS/AFF - Efficiency
- ONTAP FAS/AFF - FlexVol Performance
- ONTAP FAS/AFF - Node Operational/Optimal Points
- ONTAP FAS/AFF - PrePost Capacity Efficiencies

- ONTAP: Network Port Activity
- ONTAP: Node Protocols Performance
- ONTAP: Node Workload Performance (Frontend)
- ONTAP: Processor
- ONTAP: SVM Workload Performance (Frontend)
- ONTAP: Volume Workload Performance (Frontend)

Column Rename in Table Widgets

You can rename columns in the *Metrics and Attributes* section of a table widget by opening the widget in Edit mode and clicking the menu at the top of the column. Enter the new name and click *Save*, or click *Reset* to set the column back to the original name.

Note that this only affects the column's display name in the table widget; the metric/attribute name does not change in the underlying data itself.



October 2020

Default Expansion of Integration Data

Table widget grouping now allows for default expansions of Kubernetes, ONTAP Advanced Data, and Agent Node metrics. For example, if you group Kubernetes *Nodes* by *Cluster*, you will see a row in the table for each cluster. You could then expand each cluster row to see a list of the Node objects.

Basic Edition Technical Support

Technical Support is now available for subscribers to Cloud Insights Basic Edition in addition to Standard and Premium Editions. Additionally, Cloud Insights has simplified the workflow for creating a NetApp support ticket.

Cloud Secure Public API

Cloud Secure supports [REST APIs](#) for accessing Activity and Alert information. This is accomplished through the use of API Access Tokens, created through the Cloud Secure Admin UI, which are then used to access the REST APIs. Swagger documentation for these REST APIs is integrated with Cloud Secure.

September 2020

Query Page with Integration Data

The Cloud Insights Query page supports integration data (i.e. from Kubernetes, ONTAP Advanced Metrics, etc.). When working with integration data, the query results table displays a "Split-Screen" view, with object/grouping on the left side, and object data (attributes/metrics) on the right. You can also choose multiple attributes for grouping integration data.

This screenshot shows the Cloud Insights Query page with a search bar for 'agent.node_fs'. Below it are 'Filter By' and 'Group' buttons, with 'agent_node_name' and 'agent_node_os' selected. The results table has 3 items found, grouped by 'agent_node_name' and 'agent_node_os'. The columns are 'Metrics & Attributes' and 'Table Row Grouping'. The data is as follows:

| agent_node_name | agent_node_os | Metrics & Attributes |
|-------------------|---------------------------------|--|
| WIN2K12R2IMAGE | Microsoft Windows | free 70,594,338,816.00 inodes_used 0.00 |
| WIN2K19IMAGE | Microsoft Windows | 72,546,041,856.00 inodes_used 0.00 |
| ci-qa-chunge-qauu | Red Hat Enterprise Linux Server | 169,010,801,322.67 inodes_used 21,844.00 |

Unit Display Formatting in Table Widget

Unit display formatting is now available in Table widgets for columns that display metric/counter data (for example, gigabytes, MB/second, etc.). To change a metric's display unit, click the "three dots" menu in the column header and select "Unit Display". You can choose from any of the available units. Available units will vary according to the type of metric data in the display column.

This screenshot shows a Table Widget with a search bar for 'agent.node'. Below it are 'Filter By' and 'Group' buttons, with 'agent_node_name' selected. The results table has 8 items found, grouped by 'agent_node_name'. The columns are 'Metrics & Attributes' and 'Table Row Grouping'. The data is as follows:

| agent_node_name ↑ | Metrics & Attributes |
|---------------------------|----------------------|
| ci-qa-avinashp-k8-bakra-1 | mem.used (GiB) 12.41 |
| ci-qa-avinashp-k8-bakra-2 | 9.31 |
| ci-qa-avinashp-k8-bakra-3 | 4.46 |
| ci-qa-avinashp-k8-bakra-4 | 1.15 |
| ci-qa-avinashp-k8swheel-1 | 15.23 |

A context menu is open over the 'mem.used (GiB)' column, showing options for 'Aggregation' and 'Unit Display'. Under 'Unit Display', 'Base Unit' is set to 'byte (B)' and 'Displayed In' is set to 'gibibyte (GiB)'. There are 'Cancel' and 'Save' buttons at the bottom right of the menu.

Acquisition Unit Detail Page

Acquisition Units now have their own landing page, providing useful detail for each AU as well as information to help with troubleshooting. The [AU detail page](#) provides links to the AU's data collectors as well as helpful status information.

Cloud Secure Docker Dependency Removed

Cloud Secure's dependency on Docker has been removed. Docker is no longer required for Cloud Secure

agent installation.

Reporting User Roles

If you have Cloud Insights Premium Edition with Reporting, every Cloud Insights user in your environment also has a Single Sign-On (SSO) login to the Reporting application (i.e. Cognos); by clicking the **Reports** link in the menu, they will automatically be logged in to Reporting.

Their user role in Cloud Insights determines their [Reporting user role](#):

| Cloud Insights Role | Reporting Role | Reporting Permissions |
|---------------------|----------------|---|
| Guest | Consumer | Can view, schedule, and run reports and set personal preferences such as those for languages and time zones. Consumers cannot create reports or perform administrative tasks. |
| User | Author | Can perform all Consumer functions as well as create and manage reports and dashboards. |
| Administrator | Administrator | Can perform all Author functions as well as all administrative tasks such configuration of reports and the shutdown and restart of reporting tasks. |



Cloud Insights Reporting is available for environments of 500 MUs or more.



If you are a current Premium Edition customer and wish to retain your reports, read this [important note for existing customers](#).

New API Category for Data Ingestion

Cloud Insights has added a **Data Ingestion** API category, giving you greater control over custom data and agents. Detailed documentation for this and other API Categories can be found in Cloud Insights by navigating to **Admin > API Access** and clicking the *API Documentation* link. You can also attach a comment to the AU in the Note field, which is displayed on the AU detail page as well as the AU list page.

August 2020

Monitoring and Alerting

In addition to the current ability to set performance policies for storage objects, VMs, EC2, and ports, Cloud Insights Standard Edition now includes the ability to [configure monitors](#) for thresholds on Integration data for Kubernetes, ONTAP advanced metrics, and Telegraf plugins. You simply create a monitor for each object metric you want to trigger alerts, set the conditions for warning-level or critical-level thresholds, and specify the email recipient(s) desired for each level. You can then [view and manage alerts](#) to track trends or troubleshoot issues.



July 2020

Cloud Secure Take a Snapshot Action

Cloud Secure protects your data by automatically taking a snapshot when malicious activity is detected, ensuring that your data is safely backed up.

You can define automated response policies that take a snapshot when ransomware attack or other abnormal user activity is detected.

You can also take a snapshot manually from the alert page.

Automatic Snapshot taken:

 **POTENTIAL ATTACK: AL_307**
Ransomware Attack

Detected
4 days ago
Jul 26, 2020 3:38 AM

Action Taken
Snapshots Taken

Status
In Progress  

Last snapshots taken by
Amit Schwartz
Jul 30, 2020 2:54 PM

How To:
Restore Entities

[Re-Take Snapshots](#)

Total Attack Results

| Affected Volumes | Deleted Files | Encrypted Files |
|------------------|---------------|-----------------|
| 1 | 0 | 5148 |

5148 Files have been copied, deleted, and potentially encrypted by 1 user account.

This is potentially a sign of ransomware attack.
The extension "crypt" was added to each file.

Encrypted Files
Activity per minute



Related Users

| | | | | |
|--|--------------------------------|---|--|---|
|  Ewen Hall Developer Engineering | 5148 Encrypted Files | Detected 4 days ago Jul 26, 2020 3:38 AM | Action Taken Snapshots Taken |  |
|--|--------------------------------|---|--|---|

Manual Snapshot:

 **Cloud Insights** Abhi Basu Thakur ▾

MONITOR & OPTIMIZE Alerts / *Nabilah Howell* had an abnormal change in activity rate Jul 23, 2020 - Jul 26, 2020 1:44 AM - 1:44 AM

CLOUD SECURE 

 **ALERTS**

 **FORENSICS**

 **ADMIN**

 **HELP**

Alert Detail

 **WARNING: AL_306**
Nabilah Howell had an abnormal change in activity rate.

Detected
5 days ago
Jul 25, 2020 1:44 PM

Action Taken
None

Status
New 

Recommendation: Setup an Automated Response Policy
An Automated Response Policy will trigger measures to contain the damage automatically when a future attack is detected. Try it now.

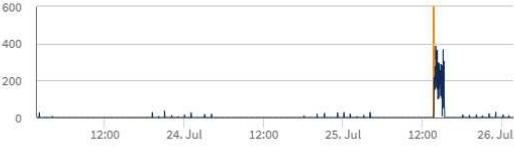
[Take Snapshots](#) [How To: Restore Entities](#)

Nabilah Howell's Activity Rate Change

| Typical | Alert |
|-----------------------------|---|
| 122.8 Activities Per Minute | 210 Activities Per Minute  71% |

Nabilah Howell's activity rate grew 71% over their typical average.

Activity Rate
Activity per 5 minutes


Metric/Counter updates

The following capacity counters are available for use in Cloud Insights UI and REST API. Previously these counters were only available for the Data Warehouse / Reporting.

| Object Type | Counter |
|-------------|---|
| Storage | Capacity - Spare Raw Capacity - Failed Raw |

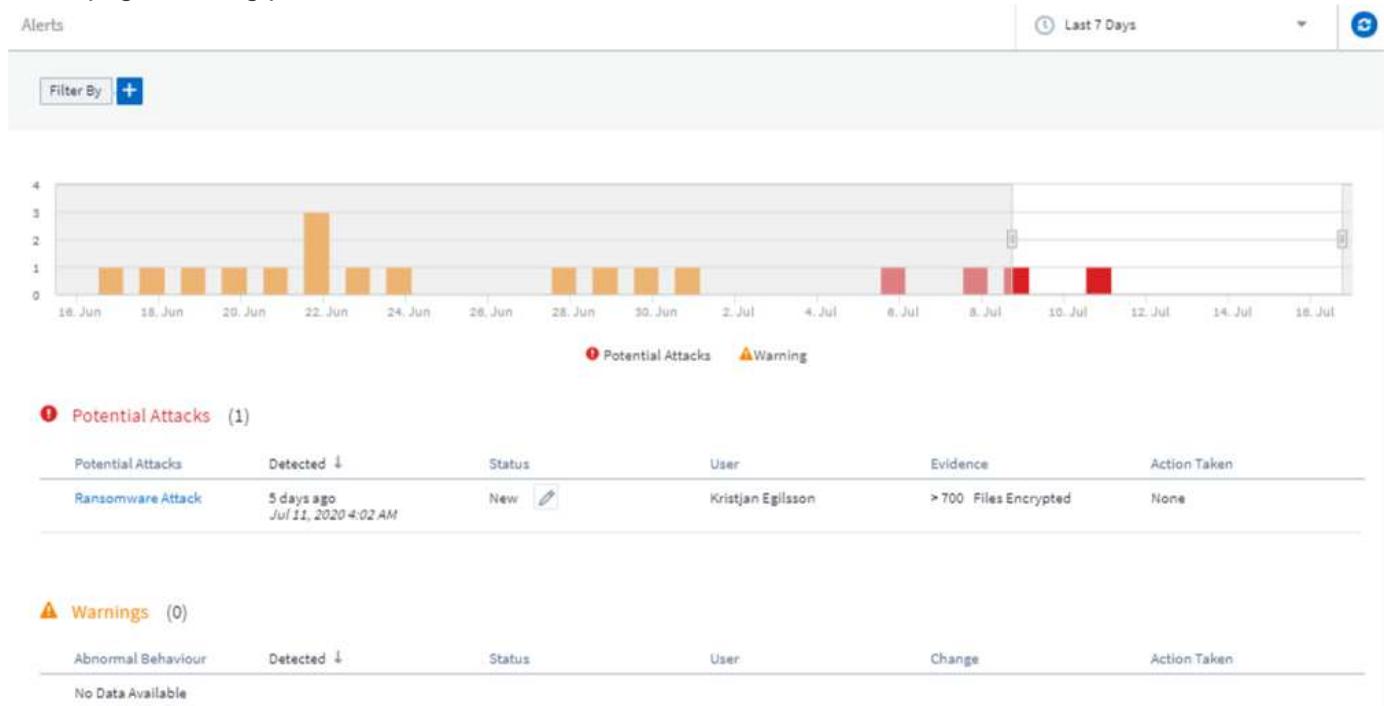
| Object Type | Counter |
|-----------------|---|
| Storage Pool | Data Capacity - Used Data Capacity - Total Other Capacity - Used Other Capacity - Total Capacity - Raw Capacity - Soft Limit |
| Internal Volume | Data Capacity - Used Data Capacity - Total Other Capacity - Used Other Capacity - Total Clone Saved Capacity - Total |

Cloud Secure Potential Attack Detection

Cloud Secure now detects potential attacks such as ransomware. Click on an alert in the Alerts list page to open a detail page showing the following:

- Time of attack
- Associated user and file activity
- Action taken
- Additional information to assist with tracking down possible security breaches

Alerts page showing potential ransomware attack:



Detail page for potential ransomware attack:



POTENTIAL ATTACK: AL_305
Ransomware Attack

Detected
5 days ago
Jul 11, 2020 4:02 AM

Action Taken
None

Status
New

Total Attack Results

1 Affected Volumes | 0 Deleted Files | 4173 Encrypted Files

4173 Files have been copied, deleted, and potentially encrypted by 1 user account.

This is potentially a sign of ransomware attack.
The extension "crypt" was added to each file.

Encrypted Files

Activity per minute



Related Users



Kristjan Egilsson
Accountant
Finance

4173
Encrypted Files

Detected
5 days ago
Jul 11, 2020 4:02 AM

Action Taken
None



Username
us035

Email
Egilsson@netapp.com

Phone
387224312607

Department
Finance

Manager
Lyndsey Maddox

[View Activity Detail](#)

Top Activity Types
Activity per minute
Last access location: 10.197.144.115



Subscribe to Premium Edition through AWS

During your trial of Cloud Insights, you can [self-subscribe](#) through AWS Marketplace to either Cloud Insights Standard Edition or Premium Edition. Previously, you could only self-subscribe through AWS Marketplace to Standard Edition only.

Enhanced Table Widget

The dashboard/asset page Table widget includes the following enhancements:

- "Split-Screen" view: Table widgets display the object/grouping on the left side, and the object data (attributes/metrics) on the right.

GroupBox All

Override Dashboard Time X

index_0.index_0 X

Filter By + Group agent_version X X ?

1 item found

| Table Row Grouping | | Metrics & Attributes | | | | |
|--------------------|--|----------------------|---------------|---------------|-----------|--------|
| agent_version | | value | consumer | protocol_name | level0 | level1 |
| Java/1.8.0_242 | | 1,649.80 | CloudInsights | GENERATED | simulated | N/A |

- Multiple attribute grouping: For Integration data (Kubernetes, ONTAP Advanced Metrics, Docker, etc.), you can choose multiple attributes for grouping. Data is displayed according to the grouping attributes/you choose.

Grouping with Integration Data (shown in Edit mode):

Table Widget - Integration Data Example

Override Dashboard Time Last 7 Days X

index_0.index_0 X

Filter By + Group agent_version X name X protocol_name X X ?

500 items found

| Table Row Grouping | | | Metrics & Attributes | | | | |
|--------------------|--|---------------|----------------------|---------------|---------------|-----------|------------|
| agent_version | ↑ name | protocol_name | value | consumer | protocol_name | level0 | level1 |
| Java/1.8.0_242 | simulated.shinchaku-client-1010.counter.2... | GENERATED | 1,597.16 | CloudInsights | GENERATED | simulated | shinchaku- |
| Java/1.8.0_242 | simulated.shinchaku-client-1008.counter.1... | GENERATED | 1,604.92 | CloudInsights | GENERATED | simulated | shinchaku- |
| Java/1.8.0_242 | simulated.shinchaku-client-1015.counter.1... | GENERATED | 1,684.82 | CloudInsights | GENERATED | simulated | shinchaku- |
| Java/1.8.0_242 | simulated.shinchaku-client-1008.counter.0... | GENERATED | 1,677.15 | CloudInsights | GENERATED | simulated | shinchaku- |

Cancel Save

- Grouping for Infrastructure data (storage, EC2, VM, ports, etc.) is by a single attribute as before. When grouping by an attribute which is not the object, the table will allow you to expand the group row to see all the objects within the group.

Grouping with Infrastructure data (shown in display mode):

GroupBox Date

⌚ 1h

4 items found in 2 groups

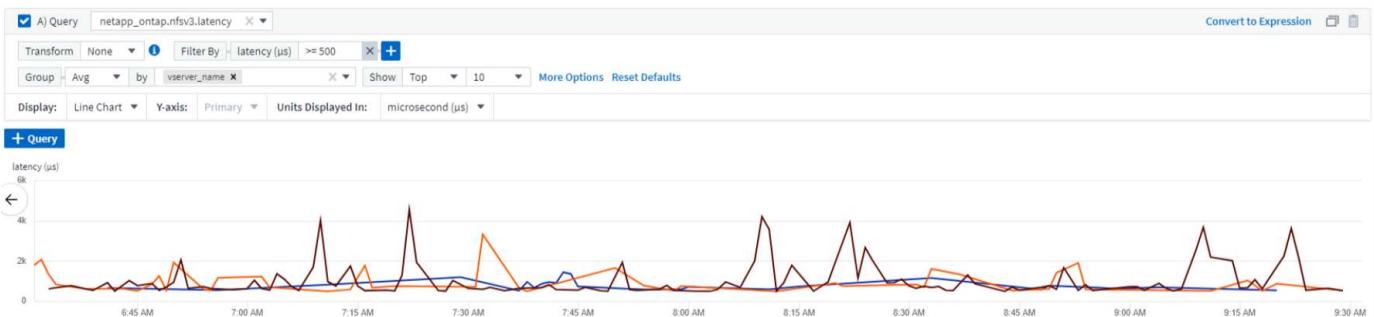
| Active Date | Storage Node | Cache Hit Ratio - Total (%) | IOPS - Total (IOPS) | IOPS - Write (IOPS) | Latency |
|--|---------------|-----------------------------|---------------------|---------------------|---------|
| 06/01/2020 (1) | ocinaneqa1-01 | N/A | N/A | N/A | N/A |
| 06/01/2020 | ocinaneqa1-01 | N/A | N/A | N/A | N/A |
| [+] N/A (3) | -- | N/A | N/A | N/A | N/A |

Metrics Filtering

In addition to filtering on an object's attributes in a widget, you can now filter on metrics as well.



When working with integration data (Kubernetes, ONTAP Advanced Data, etc.), metric filtering removes the individual/unmatched data points from the plotted data series, unlike infrastructure data (storage, VM, ports etc.) where filters work on the aggregated value of the data series and potentially remove the entire object from the chart.



ONTAP Advanced Counter Data

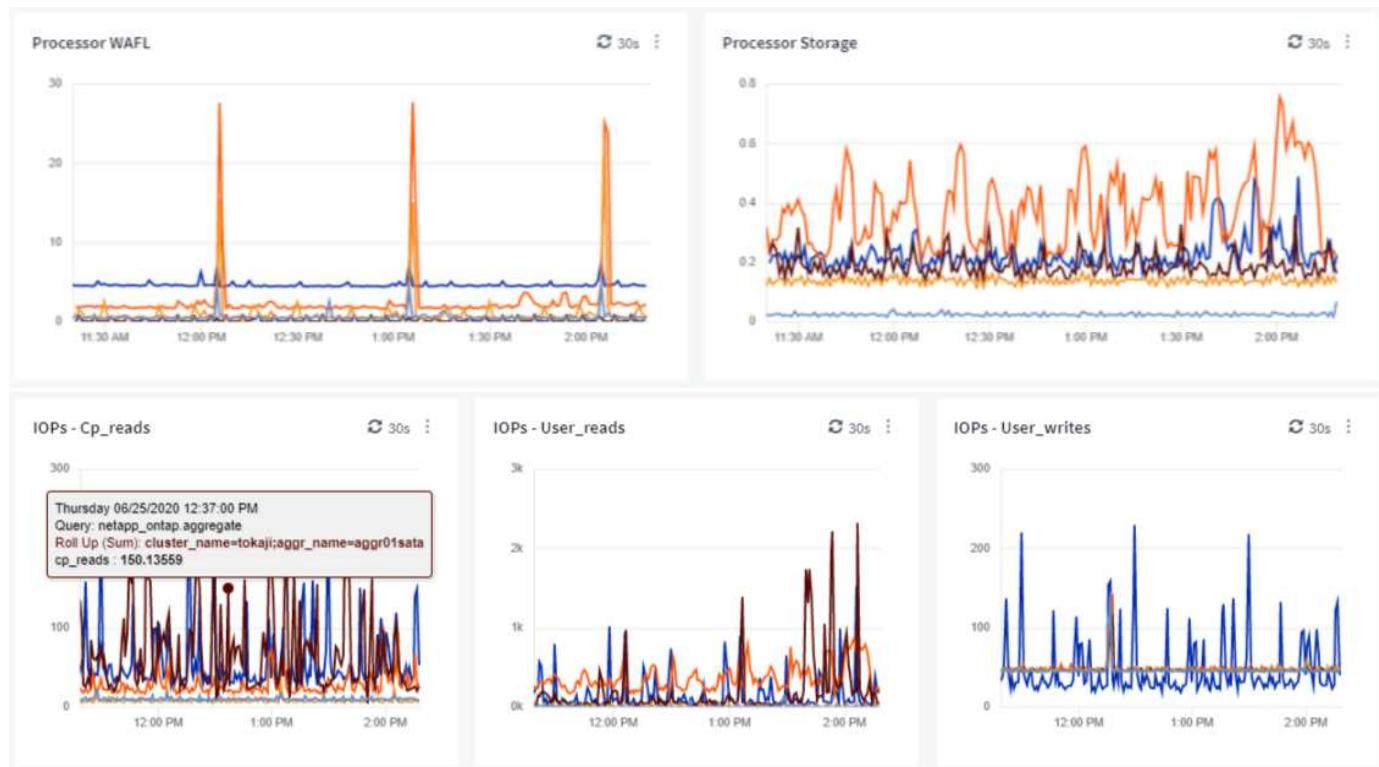
Cloud Insights takes advantage of NetApp's ONTAP-specific **Advanced Counter Data**, which provides a host of counters and metrics collected from ONTAP devices. ONTAP Advanced Counter Data is available to all NetApp ONTAP customers. These metrics enable customized and wide-ranging visualization in Cloud Insights widgets and dashboards.

ONTAP Advanced Counters can be found by searching for "netapp_ontap" in the widget's query, and selecting from among the counters.



You can refine your search by typing additional parts of the counter name. For example:

- *lif*
- *aggregate*
- *offbox_vscan_server*
- and more



Please note the following:

- Advanced Data collection will be enabled by default for new ONTAP data collectors. To enable Advanced Data collection for your existing ONTAP data collectors, edit the data collector and expand the *Advanced Configuration* section.
- Advanced Data collection is not available for 7-mode ONTAP.

Advanced Counter Dashboards

Cloud Insights comes with a variety of pre-designed dashboards to help get you started on visualizing ONTAP Advanced Counters for topics such as *Aggregate Performance*, *Volume Workload*, *Processor Activity*, and more. If you have at least one ONTAP data collector configured, these can be imported from the Dashboard Gallery on any dashboard list page.

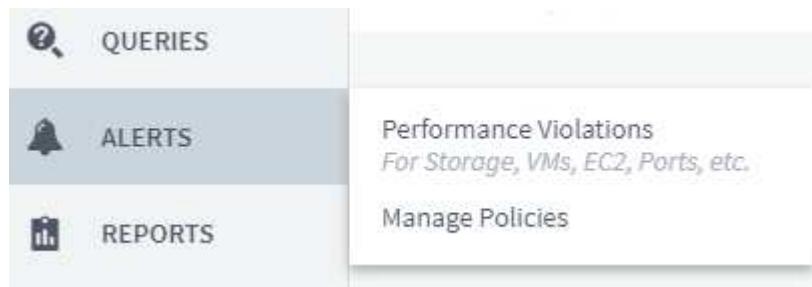
Learn More

More information on ONTAP Advanced Data can be found at the following links:

- <https://mysupport.netapp.com/site/tools/tool-eula/netapp-harvest> (Note: You will need to sign in to NetApp Support)
- <https://nabox.org/faq/>

Policies and Violations Menu

Performance Policies and Violations are now found under the **Alerts** menu. Policy and Violation functionality are unchanged.



Updated Telegraf Agent

The agent for ingestion of telegraf integration data has been updated to [version 1.14](#), which includes bugs fixes, security fixes, and new plugins.

Note: When configuring a Kubernetes data collector on the Kubernetes platform, you may see an "HTTP status 403 Forbidden" error in the log, due to insufficient permissions in the "clusterrole" attribute.

To work around this issue, add the following highlighted lines to the *rules:* section of the endpoint-access clusterrole, and then restart the Telegraf pods.

```

rules:
- apiGroups:
  - ""
  - apps
  - autoscaling
  - batch
  - extensions
  - policy
  - rbac.authorization.k8s.io
attributeRestrictions: null
resources:
- nodes/metrics
- nodes/proxy      <== Add this line
- nodes/stats
- pods            <== Add this line
verbs:
- get
- list           <== Add this line

```

June 2020

Simplified Data Collector Error Reporting

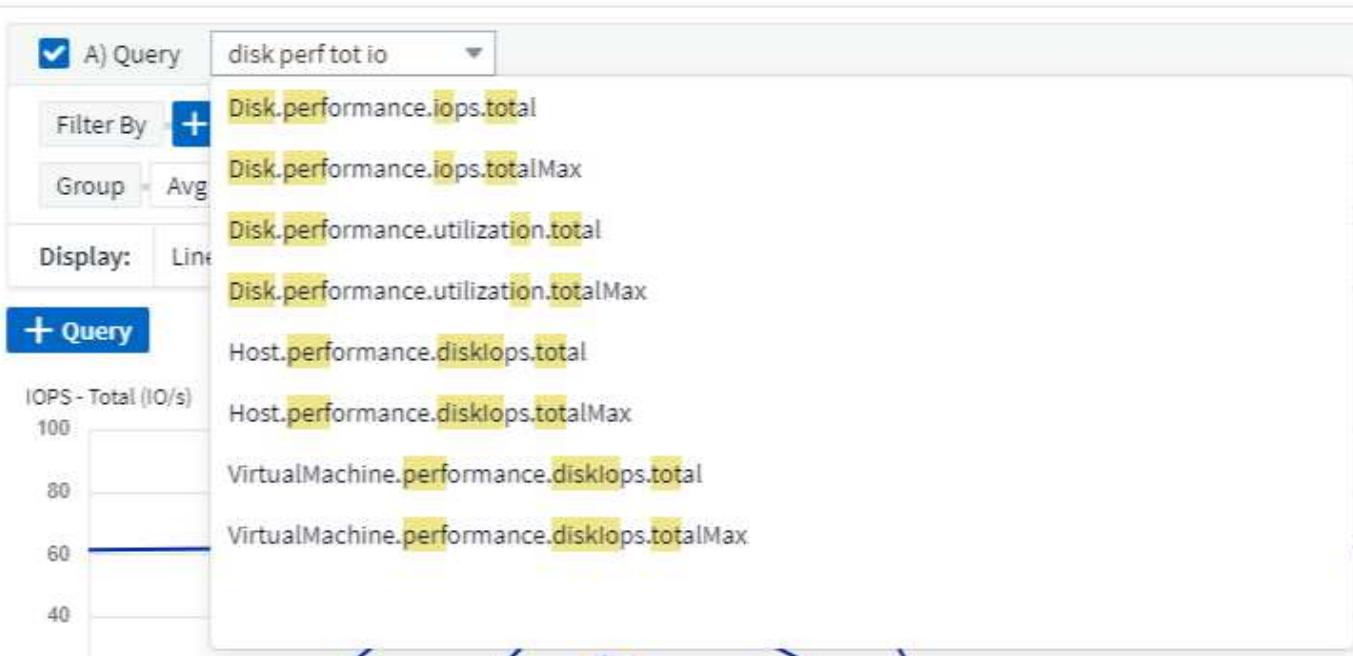
Reporting a data collector error is easier with the *Send Error Report* button on the data collector page. Clicking the button sends basic information about the error to NetApp and prompts investigation into the problem. Once pressed, Cloud Insights acknowledges that NetApp has been notified, and the Error Report button is disabled to indicate that an error report for that data collector has been sent. The button remains disabled until the browser page is refreshed.



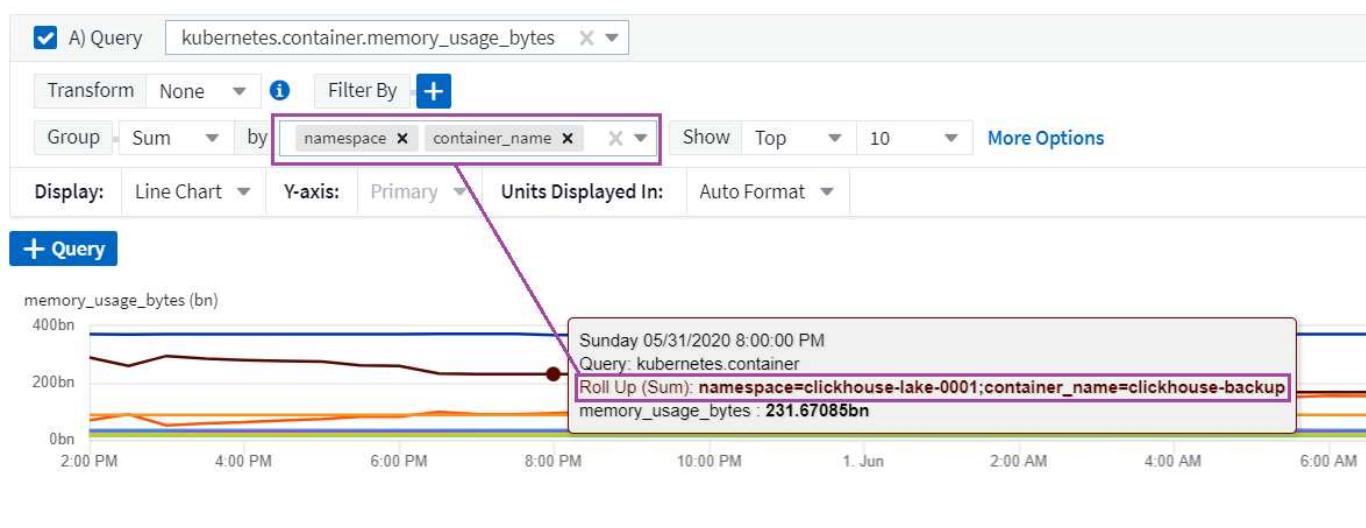
Widget Improvements

The following improvements have been made in dashboard widgets. These improvements are considered Preview functionality and may not be available for all Cloud Insights environments.

- New object/metric chooser: Objects (Storage, Disk, Ports, Nodes, etc.) and their associated metrics (IOPS, Latency, CPU Count, etc.) are now available in widgets in a single inclusive drop-down with powerful search capability. You can enter multiple partial terms in the drop-down, and Cloud Insights will list all object metrics meeting those terms.



- Multiple tags grouping: When working with integration data (Kubernetes, etc.), you may group the data by multiple tags/attributes. For example, Sum memory usage by Kubernetes Namespace and Container name.



May 2020

Reporting User Roles

The following roles have been added for Reporting:

- Cloud Insights Consumers: can run and view reports
- Cloud Insights Authors: can perform the Consumer functions as well as create and manage reports and dashboards
- Cloud Insights Administrators: can perform the Author functions as well as all administrative tasks

Cloud Secure Updates

Cloud Insights includes the following recent Cloud Secure changes.

In the Forensics > Activity Forensics page, we provide two views to analyze and investigate user activity:

- Activity view, focused on user activity (What operation? Where performed?)
- Entities view, focused on what files the user accessed.



Additionally, the Alert email notification now contains a direct link to the alert page.

Dashboard Grouping

Dashboard grouping allows better management of dashboards that are relevant to you. You can add related dashboards to a group for "one-stop" management of, for example, your storage or virtual machines.

Groups are customized per user, so one person's groups can be different from someone else's. You can have as many groups as you need, with as few or as many dashboards in each group as you like.

Dashboard Groups (3) +

Search groups..

All Dashboards (60)

My Dashboards (11)

Storage Group (7)

Dashboards (7)

| <input type="checkbox"/> | Name ↑ |
|--------------------------|---|
| | Dashboard - Storage Cost |
| | Dashboard - Storage IO Detail |
| | Dashboard - Storage Overview |
| | Gauges Storage Performance |
| | Storage Admin - Which nodes are in high demand? |
| | Storage Admin - Which pools are in high demand? |
| | Storage IOPs |

Dashboard Pinning

You can pin dashboards so favorites always appear at the top of the list.

Dashboards (7)

| <input type="checkbox"/> | Name ↑ |
|--|---|
| ★ | Dashboard - Storage Overview |
| ★ | Storage Admin - Which nodes are in high demand? |
| ★ | Storage IOPs |
| | Dashboard - Storage Cost |
| | Dashboard - Storage IO Detail |
| | Gauges Storage Performance |
| | Storage Admin - Which pools are in high demand? |

TV Mode and Auto-Refresh

[TV Mode and Auto-Refresh](#) allow for near-real-time display of data on a dashboard or asset page:

- **TV Mode** provides an uncluttered display; the navigation menu is hidden, providing more screen real estate for your data display.
- Data in widgets on Dashboards and Asset Landing Pages **Auto-Refresh** according a refresh interval (as little as every 10 seconds) determined by the Dashboard Time Range selected (or widget time range, if set to override the dashboard time).

Combined, TV Mode and Auto-Refresh provide a live view of your Cloud Insights data, perfect for seamless demonstrations or in-house monitoring.

April 2020

New Dashboard Time Range Choices

Time range choices for dashboards and other Cloud insights pages now include *Last 1 Hour* and *Last 15 Minutes*.

Cloud Secure Updates

Cloud Insights includes the following recent Cloud Secure changes.

- Better file and folder metadata change recognition to detect if the user changed Permission, Owner, or Group Ownership.
- Export user activity report to CSV.

Cloud Secure monitors and audits all user access operations on files and folders. Activity auditing allows you to comply with internal security policies, meet external compliance requirements such as PCI, GDPR, and HIPAA, and conduct data breach and security incident investigations.

Default Dashboard Time

The default time range for dashboards is now 3 Hours instead of 24 hours.

Optimized Aggregation Times

Optimized [time aggregation](#) intervals in time-series widgets (Line, Spline, Area, and Stacked Area charts) are more frequent for 3-hour and 24-hour dashboard/widget time ranges, allowing for faster charting of data.

- 3 hour time range optimizes to a 1 minute aggregation interval. Previously this was 5 minutes.
- 24 hour time range optimizes to a 30 minute aggregation interval. Previously this was 1 hour.

You can still override the optimized aggregation by setting a custom interval.

Display Unit Auto-Format

In most widgets, Cloud Insights knows the base unit in which to display values, for example *Megabytes*, *Thousands*, *Percentage*, *Milliseconds (ms)*, etc., and now [automatically formats](#) the widget to the most readable unit. For example a data value of 1,234,567,890 bytes would be auto formatted to 1.23 gibibytes. In many cases, Cloud Insights knows the best format for the data being acquired. In cases where the best format is not known, or in widgets where you want to override the automatic formatting, you can choose the format you want.



Import Annotations Using API

With Cloud Insights Premium Edition's powerful API, you can now [import annotations](#) and assign them to objects using a .CSV file. You can also import applications and assign business entities in the same way.

```

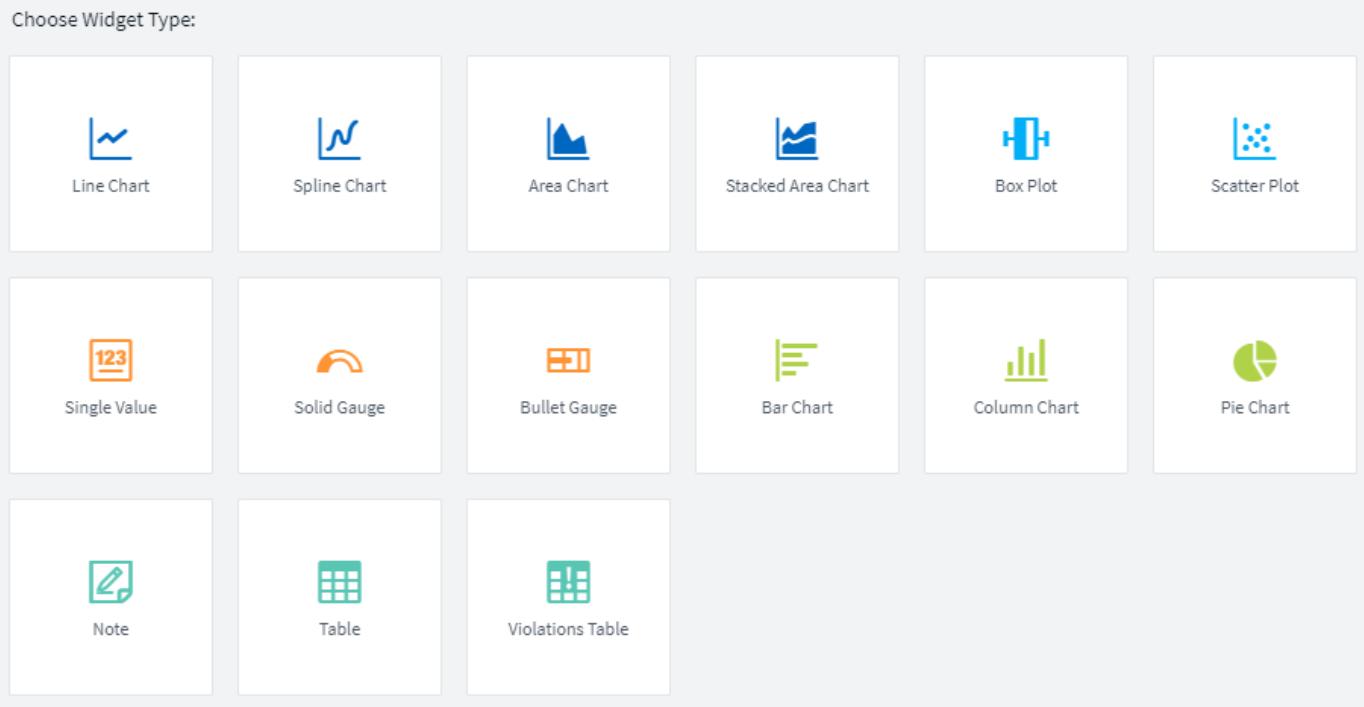
PUT /assets/import Import assets from a CSV file.

Import annotations and applications from the given CSV file. The format of the CSV file is following:

{
    "Annotations": [
        {
            "Object": "Project", "Value": "Project Value 1", "Type": "Annotation Type", "Value2": "Annotation Value 1", "Type2": "Annotation Type 1"
        },
        {
            "Object": "Project", "Value": "Project Value 2", "Type": "Annotation Type", "Value2": "Annotation Value 2", "Type2": "Annotation Type 2"
        },
        {
            "Object": "Project", "Value": "Project Value 3", "Type": "Annotation Type", "Value2": "Annotation Value 3", "Type2": "Annotation Type 3"
        },
        ...
        {
            "Object": "Project", "Value": "Project Value N", "Type": "Annotation Type", "Value2": "Annotation Value N", "Type2": "Annotation Type N"
        }
    ],
    "Applications": [
        {
            "Object": "Application", "Value": "Application Value 1", "Type": "Application Type", "Value2": "Application Value 1", "Type2": "Application Type 1"
        },
        {
            "Object": "Application", "Value": "Application Value 2", "Type": "Application Type", "Value2": "Application Value 2", "Type2": "Application Type 2"
        },
        {
            "Object": "Application", "Value": "Application Value 3", "Type": "Application Type", "Value2": "Application Value 3", "Type2": "Application Type 3"
        },
        ...
        {
            "Object": "Application", "Value": "Application Value N", "Type": "Application Type", "Value2": "Application Value N", "Type2": "Application Type N"
        }
    ],
    "Business_Units": [
        {
            "Object": "Business Unit", "Value": "Business Unit Value 1", "Type": "Business Unit Type", "Value2": "Business Unit Value 1", "Type2": "Business Unit Type 1"
        },
        {
            "Object": "Business Unit", "Value": "Business Unit Value 2", "Type": "Business Unit Type", "Value2": "Business Unit Value 2", "Type2": "Business Unit Type 2"
        },
        {
            "Object": "Business Unit", "Value": "Business Unit Value 3", "Type": "Business Unit Type", "Value2": "Business Unit Value 3", "Type2": "Business Unit Type 3"
        },
        ...
        {
            "Object": "Business Unit", "Value": "Business Unit Value N", "Type": "Business Unit Type", "Value2": "Business Unit Value N", "Type2": "Business Unit Type N"
        }
    ],
    "Tenants": [
        {
            "Object": "Tenant", "Value": "Tenant Value 1", "Type": "Tenant Type", "Value2": "Tenant Value 1", "Type2": "Tenant Type 1"
        },
        {
            "Object": "Tenant", "Value": "Tenant Value 2", "Type": "Tenant Type", "Value2": "Tenant Value 2", "Type2": "Tenant Type 2"
        },
        {
            "Object": "Tenant", "Value": "Tenant Value 3", "Type": "Tenant Type", "Value2": "Tenant Value 3", "Type2": "Tenant Type 3"
        },
        ...
        {
            "Object": "Tenant", "Value": "Tenant Value N", "Type": "Tenant Type", "Value2": "Tenant Value N", "Type2": "Tenant Type N"
        }
    ],
    "Line_of_Business": [
        {
            "Object": "Line Of Business", "Value": "Line Of Business Value 1", "Type": "Line Of Business Type", "Value2": "Line Of Business Value 1", "Type2": "Line Of Business Type 1"
        },
        {
            "Object": "Line Of Business", "Value": "Line Of Business Value 2", "Type": "Line Of Business Type", "Value2": "Line Of Business Value 2", "Type2": "Line Of Business Type 2"
        },
        {
            "Object": "Line Of Business", "Value": "Line Of Business Value 3", "Type": "Line Of Business Type", "Value2": "Line Of Business Value 3", "Type2": "Line Of Business Type 3"
        },
        ...
        {
            "Object": "Line Of Business", "Value": "Line Of Business Value N", "Type": "Line Of Business Type", "Value2": "Line Of Business Value N", "Type2": "Line Of Business Type N"
        }
    ]
}
  
```

Simpler Widget Selector

Adding widgets to dashboards and asset landing pages is easier with a new widget selector that shows all widget types in a single all-at-once view, so the user no longer needs to scroll through a list of widget types to find the one they want to add. Related widgets are color-coordinated and grouped by proximity in the new selector.



February 2020

API with Premium Edition

Cloud Insights Premium Edition comes with a [powerful API](#) that can be used to integrate Cloud Insights with other applications, such as CMDB's or other ticketing systems.

Detailed, Swagger-based information is found in **Admin > API Access**, under the [API Documentation](#) link. Swagger provides a brief description and usage information for the API, and allows you to try each API out in your environment.

The Cloud Insights API uses Access Tokens to provide permission-based access to categories of API, such as ASSETS or COLLECTION.

NetApp / Admin / API Access API Documentation ▾

Choose API Documentation type:

| | | | | | |
|-----------------|----------------|--------|-----------------|----------------|----------------|
| Getting Started | All Categories | Assets | Data Collection | Data Ingestion | Data Warehouse |
|-----------------|----------------|--------|-----------------|----------------|----------------|

Initial Polling After Adding A Data Collector

Previously, after configuring a new data collector, Cloud Insights would poll the data collector immediately to gather *inventory* data, but would wait until the configured performance poll interval (typically 15 minutes) to gather initial *performance* data. It would then wait for another interval before initiating the second performance poll, which meant it would take up to *30 minutes* before meaningful data was acquired from a new data

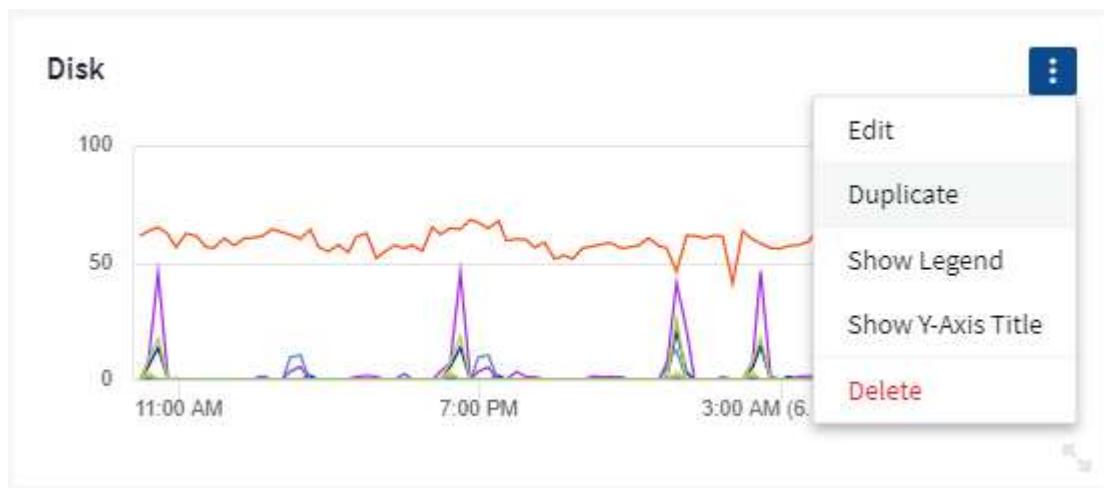
collector.

Data collector [polling](#) has been greatly improved, such that the initial performance poll occurs immediately after the inventory poll, with the second performance poll occurring within a few seconds after completion of the first performance poll. This allows Cloud Insights to begin showing useful data on dashboards and graphs within a very short time.

This poll behavior also occurs after editing the configuration of an existing data collector.

Easier Widget Duplication

It is easier than ever to create a copy of a widget on a dashboard or landing page. In dashboard Edit mode, click the menu on the widget and select **Duplicate**. The widget editor is launched, pre-filled with the original widget's configuration and with a "copy" suffix in the widget name. You can easily make any necessary changes and Save the new widget. The widget will be placed at the bottom of your dashboard, and you can position it as needed. Remember to Save your dashboard when all changes are complete.



Single Sign-On (SSO)

With Cloud Insights Premium Edition, administrators can enable [Single Sign-On \(SSO\)](#) access to Cloud Insights for all users in their corporate domain, without having to invite them individually. With SSO enabled, any user with the same domain email address can log into Cloud Insights using their corporate credentials.



SSO is only available in Cloud Insights Premium Edition, and must be configured before it can be enabled for Cloud Insights. SSO configuration includes [Identity Federation](#) through NetApp Cloud Central. Federation allows single sign-on users to access your NetApp Cloud Central accounts using credentials from your corporate directory.

January 2020

Swagger documentation for REST API

Swagger explains each available REST API in Cloud Insights, as well as its usage and syntax. Information on Cloud Insights APIs is available in [documentation](#).

Feature Tutorials Progress Bar

The feature tutorials checklist has been moved to the top banner and now features a progress indicator. Tutorials are available for each user until dismissed, and are always available in Cloud Insights [documentation](#).



Acquisition Unit Changes

When installing an Acquisition Unit (AU) on a host or VM that has the same name as an already-installed AU, Cloud Insights assures a unique name by appending the AU name with "_1", "_2", etc. This is also the case when uninstalling and reinstalling an AU from the same VM without first removing it from Cloud Insights. Want a different AU name altogether? No problem; AU's can be renamed after installation.

Optimized Time Aggregation in Widgets

In widgets, you can choose between an *Optimized* time aggregation interval or a *Custom* interval that you set. Optimized aggregation automatically selects the right time interval based on the selected dashboard time range (or widget time range, if overriding the dashboard time). The interval dynamically changes as the dashboard or widget time range is changed.

Simplified "Getting Started with Cloud Insights" process

The process for getting started using Cloud Insights has been simplified to make your first-time setup smoother and easier. Simply select an initial data collector and follow the instructions. Cloud Insights will walk you through configuring the data collector and any agent or acquisition unit required. In most cases it will even import one or more initial dashboards so you can start gaining insight into your environment quickly (but please allow up to 30 minutes for Cloud Insights to collect meaningful data).

Additional improvements:

- Acquisition Unit installation is simpler and runs faster.
- Alphabetical Data Collectors choices make it easier to find the one you're looking for.
- Improved Data Collector setup instructions are easier to follow.
- Experienced users can skip the getting started process with the click of a button.
- A new Progress bar shows you where you are in the process.



December 2019

Business Entity can be used in filters

Business Entity annotations can be used in filters for queries, widgets, performance policies, and landing pages.

Drill-down available for Single-Value and Gauge widgets, and any widgets rolled to by "All"

Clicking the value in a single-value or gauge widget opens a query page showing the results of the first query used in the widget. Additionally, clicking the legend for any widget whose data is rolled up by "All" will also open a query page showing the results of the first query used in the widget.

Trial period extended

New users who sign up for a free trial of Cloud Insights now have 30 days to evaluate the product. This is an increase from the previous 14-day trial period.

Managed Unit calculation

The calculation of Managed Units (MUs) in Cloud Insights has been changed to the following:

- 1 Managed Unit = 2 hosts (any virtual or physical machine)
- 1 Managed Unit = 4 TB of unformatted capacity of physical or virtual disks

This change effectively doubles the environment capacity that you can monitor using your existing Cloud Insights subscription.

November 2019

Editions Feature Comparison Table

The **Admin > Subscription** page [comparison table](#) has been updated to list the feature sets available in Basic, Standard, and Premium Editions of Cloud Insights. NetApp is constantly improving its Cloud Services, so check this page often to find the Edition that's right for your evolving business needs.

October 2019

Reporting

[Cloud Insights Reporting](#) is a business intelligence tool that enables you to view pre-defined reports or create custom reports. With Reporting you can perform the following tasks:

- Run a pre-defined report
- Create a custom report
- Customize the report format and delivery method
- Schedule reports to run automatically
- Email reports

- Use colors to represent thresholds on data

Cloud Insights Reporting can generate custom reports for areas like chargeback, consumption analysis, and forecasting, and can help answer questions such as the following:

- What inventory do I have?
- Where is my inventory?
- Who is using our assets?
- What is the chargeback for allocated storage for a business unit?
- How long until I need to acquire additional storage capacity?
- Are business units aligned along the proper storage tiers?
- How is storage allocation changing over a month, quarter, or year?

Reporting is available with Cloud Insights **Premium Edition**.

Active IQ Enhancements

[Active IQ Risks](#) are now available as objects that can be queried as well as used in dashboard table widgets.

The following Risks object attributes are included:

- * Category
- * Mitigation Category
- * Potential Impact
- * Risk Detail
- * Severity
- * Source
- * Storage
- * Storage Node
- * UI Category

September 2019

New Gauge Widgets

Two new widgets are available for displaying single-value data on your dashboards in eye-catching colors based on thresholds you specify. You can display values using either a **Solid Gauge** or **Bullet Gauge**. Values that land inside the Warning range are displayed in orange. Values in the Critical range are displayed in red. Values below the Warning threshold are displayed in green.





Conditional Color Formatting for Single Value Widget

You can now display the Single-Value widget with a colored background based on thresholds you set.



Invite Users During Onboarding

At any point during the onboarding process, you can click on Admin > User Management > +User to invite additional users to your Cloud Insights environment. Be aware that users with *Guest* or *User* roles will see greater benefit once onboarding is complete and data has been collected.

Data Collector Detail Page improvement

The data collector detail page has been improved to display errors in a more readable format. Errors are now displayed in a separate table on the page, with each error displayed on a separate line in the case of multiple errors for the data collector.

August 2019

All vs. Available Data Collectors

When adding data collectors to your environment, you can set a filter to show only the data collectors available to you based on your subscription level, or all data collectors.

ActiveIQ Integration

Cloud Insights collects data from NetApp ActiveIQ, which provides a series of visualizations, analytics, and other support related services to NetApp customers and their hardware / software systems. Cloud Insights integrates with ONTAP Data Management systems. See [Active IQ](#) for more information.

July 2019

Dashboard Improvements

Dashboards and Widgets have been improved with the following changes:

- In addition to Sum, Min, Max, and Avg, **Count** is now an option for roll up in Single-Value widgets. When rolling up by “Count”, Cloud Insights checks if an object is active or not, and only adds the active ones to the count. The resulting number is subject to aggregation and filters.
- In the Single-Value widget, you now have a choice to display the resulting number with 0, 1, 2, 3, or 4 decimal places.
- Line charts show an axis label and units when a single counter is being plotted.
- **Transform** option is available for Services integration data now in all time-series widgets for all metrics. For any services integration (Telegraf) counter or metric in time-series widgets (Line, Spline, Area, Stacked Area), you are given a choice of how you want to [Transform the values](#). None (display value as-is), Sum, Delta, Cumulative, etc.

Downgrading to Basic Edition

Downgrade to Basic Edition fails with an error message if there is no available NetApp device configured that has successfully completed a poll in the last 7 days.

Collecting Kube-State-Metrics

The [Kubernetes Data Collector](#) now collects objects and counters from the kube-state-metrics plugin, greatly expanding the number and scope of metrics available for monitoring in Cloud Insights.

June 2019

Cloud Insights Editions

Cloud Insights is available in different Editions to fit your budget and business needs. Existing NetApp customers with an active NetApp support account can enjoy 7 days of data retention and access to NetApp data collectors with the free **Basic Edition**, or get increased data retention, access to all supported data collectors, expert technical support and more with **Standard Edition**. For more information on available features, see NetApp's [Cloud Insights](#) site.

New Infrastructure Data Collector: NetApp HCI

- [NetApp HCI Virtual Center](#) has been added as an Infrastructure data collector. The HCI Virtual Center data collector collects NetApp HCI Host information and requires read-only privileges on all objects within the Virtual Center.

Note that the HCI data collector acquires from the HCI Virtual Center only. To collect data from the storage system, you must also configure the NetApp [SolidFire](#) data collector.

May 2019

New Service Data Collector: Kapacitor

- [Kapacitor](#) has been added as a data collector for services.

Integration with Services via Telegraf

In addition to acquisition of data from infrastructure devices such as switches and storage, Cloud Insights now collects data from a variety of Operating Systems and Services, using [Telegraf as its agent](#) for collection of integration data. Telegraf is a plugin-driven agent that can be used to collect and report metrics. Input plugins are used to collect the desired information into the agent by accessing the system/OS directly, by calling third-party APIs, or by listening to configured streams.

Documentation for currently supported integrations can be found in the menu to the left under [Reference and Support](#).

Storage Virtual Machine Assets

- Storage Virtual Machines (SVMs) are available as assets in Cloud Insights. SVMs have their own Asset Landing Pages, and can be displayed and used in searches, queries, and filters. SVMs can also be used in dashboard widgets as well as associated with annotations.

Reduced Acquisition Unit System Requirements

- The system CPU and memory requirements for the Acquisition Unit (AU) software have been reduced. The new requirements are:

| Component | Old Requirement | New Requirement |
|-----------|-----------------|-----------------|
| CPU Cores | 4 | 2 |
| Memory | 16 GB | 8 GB |

Additional Platforms Supported

- The following platforms have been added to those currently [supported for Cloud Insights](#):

| Linux | Windows |
|-------------------------------------|----------------------------------|
| CentOS 7.3 64-bit | Microsoft Windows 10 64-bit |
| CentOS 7.4 64-bit | Microsoft Windows Server 2008 R2 |
| CentOS 7.6 64-bit | Microsoft Windows Server 2019 |
| Debian 9 64-bit | |
| Red Hat Enterprise Linux 7.3 64-bit | |
| Red Hat Enterprise Linux 7.4 64-bit | |
| Red Hat Enterprise Linux 7.6 64-bit | |
| Ubuntu Server 18.04 LTS | |

April 2019

Filter Virtual Machines by Tags

When configuring the following data collectors, you can filter to include or exclude virtual machines from data collection according to their Tags or Labels.

- [Amazon EC2](#)
 - [Azure](#)
 - [Google Cloud Platform](#)
-

March 2019

Email Notifications for Subscription-related Events

- You can select recipients for email [notifications](#) when subscription-related events occur, such as upcoming trial expiration or subscribed account changes. You can choose recipients for these notifications from among following:
 - All Account Owners
 - All Administrators
 - Additional Email Addresses that you specify

Additional Dashboards

- The following new AWS-focused [dashboards](#) have been added to the gallery and are available for import:
 - AWS Admin - Which EC2 are in high demand?
 - AWS EC2 Instance Performance by Region
-

February 2019

Collecting from AWS Child Accounts

- Cloud Insights supports [collection from AWS child accounts](#) within a single data collector. Your AWS environment must be configured to allow Cloud Insights to collect from child accounts.

Data Collector Naming

- Data Collector names can now include periods (.), hyphens (-), and spaces () in addition to letters, numbers, and underscores. Names may not begin or end with a space, period, or hyphen.

Acquisition Unit for Windows

- You can configure a Cloud Insights Acquisition Unit on a Windows server/VM. Review the Windows [prerequisites](#) before installing the [Acquisition Unit software](#).
-

January 2019

"Owner" field is more readable

- In Dashboard and Query lists, the data for the "Owner" field was previously an authorization ID string, instead of a user-friendly owner name. The "Owner" field now shows a simpler and more readable owner name.

Managed Unit Breakdown on Subscription Page

- For each data collector listed on the **Admin > Subscription** page, you can now see a breakdown of Managed Unit (MU) counts for hosts and storage, as well as the total.
-

December 2018

Improvement of UI Load Time

- The initial loading time for the Cloud Insights user interface (UI) has been significantly improved. Refresh time for the UI also benefits from this improvement in circumstances where metadata is loaded.

Bulk Edit Data Collectors

- You can edit information for multiple data collectors at the same time. On the **Admin > Data Collectors** page, select the data collectors to modify by checking the box to the left of each and click the **Bulk Actions** button. Choose **Edit** and modify the necessary fields.

The data collectors selected must be the same vendor and model, and reside on the same Acquisition Unit.

Support and Subscription pages are Available During Onboarding

- During the onboarding workflow, you can navigate to the **Help > Support** and **Admin > Subscription** pages. Returning from those pages returns you to the onboarding workflow, providing you have not closed the browser tab.
-

November 2018

Subscribe through NetApp Sales or AWS Marketplace

- Cloud Insights subscription and billing is now available directly through NetApp. This is in addition to the self-serve subscription available through AWS Marketplace. A new **Contact Sales** link is presented on the **Admin > Subscription** page. For customers whose environments have or are expected to have 1,000 or more Managed Units (MUs), it is recommended to contact NetApp sales via the Contact Sales link.

Text Annotation Hyperlinks

- Text-type annotations can now include hyperlinks.

Onboarding Walkthrough

- Cloud Insights now features an onboarding walkthrough for the first user (administrator or account owner) to log in to a new environment. The walkthrough takes you through installing an Acquisition Unit, configuring an initial data collector, and selecting one or more useful dashboards.

Import Dashboards from the Gallery

- In addition to selecting dashboards during onboarding, you can import dashboards via **Dashboards > Show All Dashboards** and clicking **+From Gallery**.

Duplicating Dashboards

- The ability to duplicate a dashboard has been added to the dashboard list page as a choice in the options menu for each dashboard, and on a dashboard's main page itself from the Save menu.

Cloud Central products menu

- The menu allowing you to switch to other NetApp Cloud Central products has moved to the upper right corner of the screen.

Cloud Insights Onboarding

Before you can start working with Cloud Insights, you must sign up on the **NetApp Cloud Central** portal. If you already have a NetApp Cloud Central login, you can start a free trial of Cloud Insights with a few quick steps.

Creating your NetApp Cloud Central account

To sign up for access to NetApp's cloud services, go to [NetApp Cloud Central](#) and click **Sign Up**.

- Enter a valid business email address and choose a password.
- Enter your company name, and your full name.
- Accept the terms and conditions and click **Sign Up**.

You will then be taken to NetApp's cloud offerings page.

Select Cloud Insights.

What if I already have a NetApp Cloud login?

If you already have a NetApp Cloud Central account, simply choose **Log In** on the [NetApp Cloud Central](#) portal page.

Enter your email address and password. You will then be taken to NetApp's cloud offerings page.

Select Cloud Insights.

Starting your Cloud Insights free trial

If this is your first time logging in to Cloud Insights, under the Cloud Insights offering, click on **Start Free Trial**. Cloud Insights will then create your company's environment.

Once the creation of your environment is complete, you can use your Cloud Central credentials to log in and start your free, 30-day trial of Cloud Insights. During this trial you can explore all the features that Cloud Insights Standard Edition has to offer.

During the free trial, you can [start your subscription](#) to Cloud Insights at any time. When you are subscribed, You can use the Cloud Insights features based on your current subscription.

Sign in and go

Once your tenant has been created, at any time you can simply log in to the NetApp Cloud Portal and click **Go to Cloud Insights**. You will be taken directly to your Cloud Insights environment.

You can also open a browser directly to your Cloud Insights environment URL, for example:

```
https://<environment-name>.c01.cloudinsights.netapp.com/
```

The URL will also be included in each user's invitation email for simple access and bookmarking. If the user is

not already logged in to Cloud Central, they will be prompted to log in.



New users must still sign up for access to Cloud Central before they can access their environment URL.

The first time you log in to a new environment, you will be guided through setting up to [begin gathering data](#).

Logging Out

To log out of Cloud Insights, click your **User Name** and select **Log Out**. You will be taken back to the Cloud Central sign in screen.



Logging out of Cloud Insights logs you out of Cloud Central. You will also be logged out of other NetApp Cloud services that use the Cloud Central sign-in.

Security

Cloud Insights Security

Product and customer data security is of utmost importance at NetApp. Cloud Insights follows security best practices throughout the release life cycle to make sure customer information and data is secured in the best possible way.

Security Overview

Physical security

The Cloud Insights production infrastructure is hosted in Amazon Web Services (AWS). Physical and environmental security-related controls for Cloud Insights production servers, which include buildings as well as locks or keys used on doors, are managed by AWS. As per AWS: "Physical access is controlled both at the perimeter and at building ingress points by professional security staff utilizing video surveillance, intrusion detection systems, and other electronic means. Authorized staff utilize multi-factor authentication mechanisms to access data center floors."

Cloud Insights follows the best practices of the [Shared Responsibility model](#) described by AWS.

Product security

Cloud Insights follows a development lifecycle in line with Agile principles, thus allowing us to address any security-oriented software defects more rapidly, compared to longer release cycle development methodologies. Using continuous integration methodologies, we are able to rapidly respond to both functional and security changes. The change management procedures and policies define when and how changes occur and help to maintain the stability of the production environment. Any impactful changes are formally communicated, coordinated, properly reviewed, and approved prior to their release into the production environment.

Network security

Network access to resources in the Cloud Insights environment is controlled by host-based firewalls. Each resource (such as a load balancer or virtual machine instance) has a host-based firewall that restricts inbound traffic to only the ports needed for that resource to perform its function.

Cloud Insights uses various mechanisms including intrusion detection services to monitor the production environment for security anomalies.

Risk Assessment

Cloud Insights team follows a formalized Risk Assessment process to provide a systematic, repeatable way to identify and assess the risks so that they can be appropriately managed through a Risk Treatment Plan.

Data protection

The Cloud Insights production environment is set up in a highly redundant infrastructure utilizing multiple availability zones for all services and components. Along with utilizing a highly available and redundant compute infrastructure, critical data is backed up at regular intervals and restores are periodically tested. Formal backup policies and procedures minimize the impact of interruptions of business activities and protects business processes against the effects of failures of information systems or disasters and ensures their timely and adequate resumption.

Authentication and access management

All customer access to Cloud Insights is done via browser UI interactions over https. Authentication is accomplished via the 3rd party service, Auth0. NetApp has centralized on this as the authentication layer for all Cloud Data services.

Cloud Insights follows industry best practices including “Least Privilege” and “Role-based access control” around logical access to the Cloud Insights production environment. Access is controlled on a strict need basis and is only granted for select authorized personnel using multi-factor authentication mechanisms.

Collection and protection of customer data

All customer data is encrypted in transit across public networks and encrypted at rest. Cloud Insights utilizes encryption at various points in the system to protect customer data using technologies that includes Transport Layer Security (TLS) and the industry-standard AES-256 algorithm.

Customer deprovisioning

Email notifications are sent out at various intervals to inform the customer their subscription is expiring. Once the subscription has expired, the UI is restricted and a grace period begins for data collection. The customer is then notified via email. Trial subscriptions have a 14-day grace period and paid subscription accounts have a 28-day grace period. After the grace period has expired, the customer is notified via email that the account will be deleted in 2 days. A paid customer can also request directly to be off the service.

Expired tenants and all associated customer data are deleted by the Cloud Insights Operations (SRE) team at the end of the grace period or upon confirmation of a customer’s request to terminate their account. In either case, the SRE team runs an API call to delete the account. The API call deletes the tenant instance and all customer data. Customer deletion is verified by calling the same API and verifying that the customer tenant status is “DELETED.”

Security incident management

Cloud Insights is integrated with NetApp’s Product Security Incident Response Team (PSIRT) process to find, assess, and resolve known vulnerabilities. PSIRT intakes vulnerability information from multiple channels including customer reports, internal engineering, and widely recognized sources such as the CVE database.

If an issue is detected by the Cloud Insights engineering team, the team will initiate the PSIRT process, assess, and potentially remediate the issue.

It is also possible that a Cloud Insights customer or researcher may identify a security issue with the Cloud Insights product and report the issue to Technical Support or directly to NetApp’s incident response team. In these cases, the Cloud Insights team will initiate the PSIRT process, assess, and potentially remediate the issue.

Vulnerability and Penetration testing

Cloud Insights follows industry best practices and performs regular vulnerability and penetration testing using internal and external security professionals and companies.

Security awareness training

All Cloud Insights personnel undergo security training, developed for individual roles, to make sure each employee is equipped to handle the specific security-oriented challenges of their roles.

Compliance

Cloud Insights performs independent third-party Audit and validations from external Licensed CPA firm of its security, processes, and services, including completion of the SOC 2 Audit.

Information and Region

NetApp takes the security of customer information very seriously. Here is how and where Cloud Insights stores your information.

What information does Cloud Insights store?

Cloud Insights stores the following information:

- Performance data

Performance data is time-series data providing information about the performance of the monitored device/source. This includes, for example, the number of IOs delivered by a storage system, the throughput of a FibreChannel port, the number of pages delivered by a web server, the response time of a database, and more.

- Inventory data

Inventory data consists of metadata describing the monitored device/source and how it is configured. This includes, for example, hardware and software versions installed, disks and LUNs in a storage system, CPU cores, RAM and disks of a virtual machine, the tablespaces of a database, the number and type of ports on a SAN switch, directory/file names (if Cloud Secure is enabled), etc.

- Configuration data

This summarizes customer-provided configuration data used to manage customer inventory and operations, e.g. hostnames or IP addresses of the monitored devices, polling intervals, timeout values, etc.

- Secrets

Secrets consist of the credentials used by the Cloud Insights Acquisition Unit to access customer devices and services. These credentials are encrypted using AES-256, and the private keys are stored only on the Acquisition Units and never leave the customer environment. Even privileged Cloud Insights SREs are unable to access customer secrets in plain-text due to this design.

- Functional Data

This is data generated as a result of NetApp providing the Cloud Data Service, which informs NetApp in the development, deployment, operations, maintenance, and securing of the Cloud Data Service. Functional Data does not contain Customer Information or Personal Information.

- User Access data

Authentication and access information that allows NetApp Cloud Central to communicate with regional Cloud Insights sites, including data related to user Authorization.

- Cloud Secure User Directory Data

In cases where the Cloud Secure functionality is enabled AND the customer chooses to enable the User

Directory collector, the system will store user display names, corporate email addresses, and other information collected from Active Directory.



User Directory data refers to user directory information collected by the Cloud Secure User Directory data collector, not to data about the users of Cloud Insights/Cloud Secure themselves.

No explicit personal data is collected from infrastructure and services resources. Collected information consists of performance metrics, configuration information and infrastructure metadata only, much like many vendor phone-homes, including NetApp auto-support and ActiveIQ. However, depending on a customer's naming conventions, data for shares, volumes, VMs, qtrees, applications, etc. may contain personally identifiable information.

If Cloud Secure is enabled, the system additionally looks at file and directory names on SMB or other shares, which may contain personally identifiable information. Where customers enable the Cloud Secure User Directory Collector (which essentially maps Windows SIDs to usernames through Active Directory), the display name, corporate email address and any additional attributes selected will be collected and stored by Cloud Insights.

Additionally, access logs to Cloud Insights are maintained and contain users' IP and email addresses used to log into the service.

Where is my information stored?

Cloud Insights stores information according to the region in which your environment is created.

The following information is stored in the host region:

- Telemetry and asset/object information, including counters and performance metrics
- Acquisition Unit information
- Functional data
- Audit information on user activities inside Cloud Insights
- Cloud Secure Active Directory information
- Cloud Secure Audit information

The following information resides in the United States, regardless of the region hosting your Cloud Insights environment:

- Environment site (sometimes called "tenant") information such as site/account owner.
- Information that allows NetApp Cloud Central to communicate with regional Cloud Insights sites, including anything to do with user Authorization.
- Information related to the relation between the Cloud Insights user and the tenant.

Host Regions

Host regions include:

- US: us-east-1
- EMEA: eu-central-1
- APAC: ap-southeast-2

More Information

You can read more about NetApp's privacy and security at the following links:

- [Trust Center](#)
- [Cross-Border Data Transfers](#)
- [Binding Corporate Rules](#)
- [Responding to Third-Party Data Requests](#)
- [NetApp Privacy Principles](#)

Getting Started

Feature Tutorials

Cloud Insights is loaded with useful features that enable you to quickly and easily find data, troubleshoot issues, and provide insights into your corporate environment. Find data easily with powerful queries, visualize data in dashboards, and send email alerts for data thresholds you set.

Cloud Insights includes a number of video tutorials to help you understand these features and better implement your business insight strategies. Every user who has access to your Cloud Insights environment can take advantage of these tutorials.

Introduction

Watch a brief tutorial explaining how Cloud Insights works.

- ▶ <https://docs.netapp.com/us-en/cloudinsights//media/howTo.mp4> (video)

Checklist and Video Tutorials

The **Startup Checklist** displayed on your Cloud Insights site contains a list of several useful tasks and concepts. Selecting an item in the checklist takes you to the appropriate Cloud Insights page for that concept. For example, clicking on the *Create a Dashboard* item opens the Cloud Insights **Dashboards** page.



At the top of the page is a link to a video tutorial showing how to create a dashboard. You can view the video as many times as you like until you click the *Got it! Don't Show This Again* link for that video. The video is available every time you go to the Dashboards page, until you dismiss it.



After watching the video at least once, the *Create a Dashboard* item in the checklist is checked off, indicating that you have completed the tutorial. You can then proceed to the next tutorial.



You can view the tutorials in any order you like, as many times as you like until dismissed.

Dismissing the Checklist

The Startup Checklist is displayed on your site until you click the *Don't Show This Again* link at the bottom of the checklist. Even after dismissing the checklist, the tutorials are still available on each appropriate Cloud Insights page until you dismiss each one from the message header bar.

View the Tutorials

Querying Data

- ▶ <https://docs.netapp.com/us-en/cloudinsights//media/Queries.mp4> (video)

Creating a Dashboard

- ▶ <https://docs.netapp.com/us-en/cloudinsights//media/Dashboards.mp4> (video)

Troubleshooting

- ▶ <https://docs.netapp.com/us-en/cloudinsights//media/Troubleshooting.mp4> (video)

Resolve Devices

- ▶ https://docs.netapp.com/us-en/cloudinsights//media/AHR_small.mp4 (video)

Collecting Data

Getting started gathering data

After you have signed up for Cloud Insights and log in to your environment for the first time, you will be guided through the following steps in order to begin collecting and managing data.

Data collectors discover information from your data sources, such as storage devices, network switches, and virtual machines. The information gathered is used for analysis, validation, monitoring and troubleshooting.

Cloud Insights utilizes three types of data collectors:

- Operating Systems
- Services
- Infrastructure

Select your first data collector from the supported vendors and models available. You can easily add additional data collectors later.

Install an Acquisition Unit

If you selected an *Infrastructure* data collector, an Acquisition Unit is required to inject data into Cloud Insights. You will need to download and install the Acquisition Unit software on a server or VM to collect data for Cloud Insights. A single Acquisition Unit can be used for multiple data collectors.

Install Acquisition Unit

Cloud Insights collects device data via one or more Acquisition Units installed on local servers. Each Acquisition Unit can host multiple Data Collectors, which send device metrics to Cloud Insights for analysis.

What Operating System or Platform Are You Using?

Linux



Linux Versions Supported [i](#)

Production Best Practices [i](#)

[Need Help?](#)

Installation Instructions

1 [Copy Installer Snippet](#)

This snippet has a unique key valid for 24 hours for this Acquisition Unit only.

[Reveal Installer Snippet](#)

2 Paste the snippet into a bash shell to run the installer.

3 Waiting for Acquisition Unit to connect...

- Follow the [Instructions](#) displayed to install your Acquisition Unit. Once the Acquisition Unit software is installed, the Continue button is displayed and you can proceed to the next step.

3 [Continue](#) New acquisition unit detected!

You may set up additional acquisition units later if needed. For example, you may want different Acquisition Units collecting information from data centers in different regions.

Configure the Data Collector - Infrastructure

For *Infrastructure* data collectors, you will be asked to fill out the data collector fields presented:

- Give the data collector a unique and meaningful name.
- Enter the user name and password to connect to the device, as appropriate.
- Fill in any other mandatory fields in *Configuration* and *Advanced Configuration* sections.
- Click **Test Connection** to test the connection to the device.
- Click **Add Collector** to save the data collector.

You will be able to configure additional data collectors later.

Configure the Data Collector - Operating Systems and Services

Operating System:

For *Operating System* data collectors, choose a platform (MacOS, Linux, Windows) to install a Cloud Insights Agent.

You must have at least one agent to collect data from Services.

The agent also collects data from the host itself, for use in Cloud Insights. This data is categorized as "Node" data in widgets, etc.

- Open a terminal or command window on the agent host or VM, and paste the displayed command to install the agent.
- When installation is complete, click **Complete Setup**.

Services:

For Service data collectors, click on a tile to open the instructions page for that service.

- Choose a platform and an Agent Access Key.
- If you don't have an agent installed on that platform, follow the instructions to install the agent.
- Click **Continue** to open the data collector instruction page.
- Follow the instructions to configure the data collector.
- When configuration is complete, click **Complete Setup**.

Add Dashboards

Depending on the type of initial data collector you selected to configure (storage, switch, etc.), one or more relevant dashboards will be imported. For example, if you configured a storage data collector, a set of storage-related dashboards will be imported, and one will be set as your Cloud Insights Home Page. You can change the home page from the **Dashboards > Show All Dashboards** list.

You can import additional dashboards later, or [create your own](#).

That's all there is to it

After you complete the initial setup process, your environment will begin to collect data.

If your initial setup process is interrupted (for example, if you close the browser window), you will need to follow the steps manually:

- Choose a Data Collector
- Install an Agent or Acquisition Unit if prompted
- Configure the Data Collector

Acquisition Unit Requirements

You must install an Acquisition Unit (AU) in order to acquire information from your infrastructure data collectors (storage, VM, port, EC2, etc.). Before you install the Acquisition Unit, you should ensure that your environment meets operating system, CPU, memory, and disk space requirements.

Requirements

| Component | Linux Requirement | Windows Requirement |
|-----------|-------------------|---------------------|
|-----------|-------------------|---------------------|

| | | |
|----------------------|--|---|
| Operating system | <p>A computer running a licensed version of one of the following:</p> <ul style="list-style-type: none"> * Centos (64-bit): 7.2 through 7.9, 8.1 through 8.4 * Debian (64-bit): 9 and 10 * Oracle Enterprise Linux (64-bit): 7.5 through 7.9, 8.1 through 8.4 * Red Hat Enterprise Linux (64-bit): 7.2 through 7.9, 8.1 through 8.4 * Ubuntu Server: 18.04 and 20.04 LTS <p>This computer should be running no other application-level software. A dedicated server is recommended.</p> | <p>A computer running a licensed version of one of the following:</p> <ul style="list-style-type: none"> * Microsoft Windows 10 64-bit * Microsoft Windows Server 2012 * Microsoft Windows Server 2012 R2 * Microsoft Windows Server 2016 * Microsoft Windows Server 2019 <p>This computer should be running no other application-level software. A dedicated server is recommended.</p> |
| CPU | 2 CPU cores | Same |
| Memory | 8 GB RAM | Same |
| Available disk space | <p>50 GB</p> <p>For Linux, disk space should be allocated in this manner: /opt/netapp 10 GB /var/log/netapp 40 GB</p> | 50 GB |
| Network | <p>100 Mbps /1 Gbps Ethernet connection, static IP address, IP connectivity to all FC devices, and a required port to the Cloud Insights instance (80 or 443).</p> | Same |
| Permissions | <p>Sudo permissions on the Acquisition Unit server. /tmp must be mounted with exec capabilities.</p> | Administrator permissions on the Acquisition Unit server |
| Virus Scan | | <p>During installation, you must completely disable all virus scanners. Following installation, the paths used by the Acquisition Unit software must be excluded from virus scanning.</p> |

Additional recommendations

- For accurate audit and data reporting, it is strongly recommended to synchronize the time on the Acquisition Unit machine using **Network Time Protocol (NTP)** or **Simple Network Time Protocol (SNTP)**.

Regarding Sizing

You can get started with a Cloud Insights Acquisition Unit with just 8GB memory and 50GB of disk space, however, for larger environments you should ask yourself the following questions:

Do you expect to:

- Discover more than 2500 virtual machines or 10 large (> 2 node) ONTAP clusters, Symmetrix, or HDS/HPE VSP/XP arrays on this Acquisition Unit?
- Deploy 75 or more total data collectors on this Acquisition Unit?

For each "Yes" answer above, it is recommended to add 8 GB of memory and 50 GB of disk space to the AU. So for example if you answered "Yes" to both, you should deploy a 24GB memory system with 150GB or more of disk space. On Linux, the disk space to be added to the log location.

For additional sizing questions, contact NetApp Support.

Configuring Acquisition Units

Cloud Insights collects device data using one or more Acquisition Units installed on local servers. Each Acquisition Unit can host multiple Data Collectors, which send device metrics to Cloud Insights for analysis.

This topic describes how to add Acquisition Units and describes additional steps required when your environment uses a proxy.



For accurate audit and data reporting, it is strongly recommended to synchronize the time on the Acquisition Unit machine using **Network Time Protocol (NTP)** or **Simple Network Time Protocol (SNTP)**.

Adding a Linux Acquisition Unit

Before you begin

- If your system is using a proxy, you must set the proxy environment variables before the acquisition unit is installed. For more information, see [Setting proxy environment variables](#).

Steps for Linux Acquisition Unit Installation

1. Log in as Administrator or Account Owner to your Cloud Insights environment.
2. Click **Admin > Data Collectors > Acquisition Units > +Acquisition Unit**

The system displays the *Install Acquisition Unit* dialog. Choose Linux.

Install Acquisition Unit

Cloud Insights collects device data via one or more Acquisition Units installed on local servers. Each Acquisition Unit can host multiple Data Collectors, which send device metrics to Cloud Insights for analysis.

What Operating System or Platform Are You Using?

Linux



Linux Versions Supported [\(i\)](#)

Production Best Practices [\(i\)](#)

[Need Help?](#)

Installation Instructions

1

[Copy Installer Snippet](#)

This snippet has a unique key valid for 24 hours for this Acquisition Unit only.

[Reveal Installer Snippet](#)

2

Paste the snippet into a bash shell to run the installer.

3

Waiting for Acquisition Unit to connect...

1. Verify that the server or VM hosting the Acquisition Unit meets the recommended system requirements.
2. Verify that the server is running a supported version of Linux. Click *OS Versions Supported (i)* for a list of supported versions.
3. Copy the Installation command snippet in the dialog into a terminal window on the server or VM that will host the Acquisition unit.
4. Paste and execute the command in the Bash shell.

After you finish

- Click **Admin > Data Collectors > Acquisition units** to check the status of Acquisition Units.
- You can access the Acquisition Unit logs at `/var/log/netapp/cloudinsights/acq/acq.log`
- Use the following script to control the Acquisition Unit:
 - `cloudinsights-service.sh` (stop, start, restart, check the status)
- Use the following script to uninstall the Acquisition Unit:
 - `cloudinsights-uninstall.sh`

Setting proxy environment variables

For environments that use a proxy, you must set the proxy environment variables before you add the Acquisition Unit. The instructions for configuring the proxy are provided on the *Add Acquisition Unit* dialog.

1. Click **+** in *Have a Proxy Server?*
2. Copy the commands to a text editor and set your proxy variables as needed.

Note: Be aware of restrictions on special characters in proxy username and password fields: '%' and '!' are allowed in the username field. '.', '%', and '!' are allowed in the password field.

3. Run the edited command in a terminal using the Bash shell.
4. Install the Acquisition Unit software.

Proxy Configuration

The Acquisition Unit uses 2-way/mutual authentication to connect to the Cloud Insights server. The client certificate must be passed to the Cloud Insights server to be authenticated. To accomplish this, the proxy must be set up to forward the https request to the Cloud Insights server without decrypting the data.

The simplest way to do this is to specify wildcard configuration in your proxy/firewall to communicate with Cloud Insights, for example:

```
*.cloudinsights.netapp.com
```



The use of an asterisk (*) for wildcard is common, but your proxy/firewall configuration may use a different format. Check with your proxy documentation to ensure correct wildcard specification in your environment.

Viewing Proxy URLs

You can view your proxy endpoint URLs by clicking the **Proxy Settings** link when choosing a data collector during onboarding, or the link under *Proxy Settings* on the **Help > Support** page. A table like the following is displayed.

| Proxy Settings | | | | |
|--|------|----------|-------------------------------|---------------------------------|
| Hostname | Port | Protocol | Methods | Endpoint URL Purpose |
| qtrjkso.proxyserver.cloudinsights-dev.netapp.com | 443 | https | GET, POST, PATCH, PUT, DELETE | Tenant |
| 00b1100.1234.abcd.12bc.a1b2c3ef56a7.proxyserver.cloudinsights-dev.netapp.com | 443 | https | GET, POST, PATCH, PUT, DELETE | Acquisition Unit Ingestion |
| aulogin.proxyserver.cloudinsights-dev.netapp.com | 443 | https | GET, POST, PATCH, PUT, DELETE | Acquisition Unit Authentication |
| portal.proxy.cloud.netapp.com | 443 | https | GET, POST, PATCH, PUT, DELETE | Gateway |

[Close](#)

If you have Cloud Secure in your environment, the configured endpoint URLs will also be displayed in this list.

Adding a Windows Acquisition Unit

Steps for Windows Acquisition Unit Installation

1. Log in to the Acquisition Unit server/VM as a user with Administrator permissions.
2. On that server, open a browser window and log in to your Cloud Insights environment as Administrator or Account Owner.
3. Click **Admin > Data Collectors > Acquisition Units > +Acquisition Unit**.

The system displays the *Install Acquisition Unit* dialog. Choose Windows.

Install Acquisition Unit

Cloud Insights collects device data via one or more Acquisition Units installed on local servers. Each Acquisition Unit can host multiple Data Collectors, which send device metrics to Cloud Insights for analysis.

What Operating System or Platform Are You Using?

Windows ▼ Windows Versions Supported i Production Best Practices i

Installation Instructions

[Need Help?](#)

1 [Download Installer \(Windows 64-bit\)](#)

2 [Copy Access Key](#)

This access key is a unique key valid for 24 hours for this Acquisition Unit only.

[Reveal Access Key](#)

3 Paste access key into installer when prompted.

4 Please ensure you have copied and pasted the access key into the installer.

[Have a Proxy Server?](#)

- 1 Verify that the server or VM hosting the Acquisition Unit meets the recommended system requirements.
- 2 Verify that the server is running a supported version of Windows. Click *OS Versions Supported (i)* for a list of supported versions.
- 3 Click the **Download Installer (Windows 64-bit)** button.
- 4 Copy the Access Key. You will need this during the Installation.
- 5 On the Acquisition Unit server/VM, execute the downloaded installer.
- 6 Paste the Access Key into the installation wizard when prompted.
- 7 During installation, you will be presented with the opportunity to provide your proxy server settings.

After you finish

- Click **Admin > Data Collectors > Acquisition units** to check the status of Acquisition Units.
- You can access the Acquisition Unit log in <install dir>\Cloud Insights\Acquisition Unit\log\acq.log
- Use the following script to stop, start, restart, or check the status of the Acquisition Unit:

```
cloudinsights-service.sh
```

Proxy Configuration

The Acquisition Unit uses 2-way/mutual authentication to connect to the Cloud Insights server. The client certificate must be passed to the Cloud Insights server to be authenticated. To accomplish this, the proxy must be set up to forward the https request to the Cloud Insights server without decrypting the data.

The simplest way to do this is to specify wildcard configuration in your proxy/firewall to communicate with Cloud Insights, for example:

*.cloudinsights.netapp.com



The use of an asterisk (*) for wildcard is common, but your proxy/firewall configuration may use a different format. Check with your proxy documentation to ensure correct wildcard specification in your environment.

Viewing Proxy URLs

You can view your proxy endpoint URLs by clicking the **Proxy Settings** link when choosing a data collector during onboarding, or the link under *Proxy Settings* on the **Help > Support** page. A table like the following is displayed.

| Proxy Settings | | | | |
|--|------|----------|-------------------------------|---------------------------------|
| If your organization requires proxy usage for internet access, you need to understand your organization's proxy behavior and seek certain exceptions for Cloud Insights to work. The simplest way is to add the following domains to the exception list: | | | | |
| Hostname | Port | Protocol | Methods | Endpoint URL Purpose |
| qtrjkso.proxyserver.cloudinsights-dev.netapp.com | 443 | https | GET, POST, PATCH, PUT, DELETE | Tenant |
| 00b1100.1234.abcd.12bc.a1b2c3ef56a7.proxyserver.cloudinsights-dev.netapp.com | 443 | https | GET, POST, PATCH, PUT, DELETE | Acquisition Unit Ingestion |
| aulogin.proxyserver.cloudinsights-dev.netapp.com | 443 | https | GET, POST, PATCH, PUT, DELETE | Acquisition Unit Authentication |
| portal.proxy.cloud.netapp.com | 443 | https | GET, POST, PATCH, PUT, DELETE | Gateway |

Close

If you have Cloud Secure in your environment, the configured endpoint URLs will also be displayed in this list.

Uninstalling an Acquisition Unit

To uninstall the Acquisition Unit software, do the following:

Windows:

1. On the Acquisition Unit server/VM, open Control Panel and choose **Uninstall a Program**. Select the Cloud Insights Acquisition Unit program for removal.
2. Click Uninstall and follow the prompts.

Linux:

1. On the Acquisition Unit server/VM, run the following command:

```
sudo cloudinsights-uninstall.sh -p
```

2. For help with uninstall, run:

```
sudo cloudinsights-uninstall.sh --help
```

Both:

1. After uninstalling the AU software, go to **Admin > Data Collectors** and select the **Acquisition Units** tab.
2. Click the Options button to the right of the Acquisition Unit you wish to uninstall, and select **Delete**. You can delete an Acquisition Unit only if there are no data collectors assigned to it.

NOTE: You cannot delete the default Acquisition Unit. Select another AU as the default before deleting the old one.

Reinstalling an Acquisition Unit

To re-install an Acquisition Unit on the same server/VM, you must follow these steps:

Before you begin

You must have a temporary Acquisition Unit configured on a separate server/VM before re-installing an Acquisition Unit.

Steps

1. Log in to the Acquisition Unit server/VM and uninstall the AU software.
2. Log into your Cloud Insights environment and go to **Admin > Data Collectors**.
3. For each data collector, click the Options menu on the right and select **Edit**. Assign the data collector to the temporary Acquisition Unit and click **Save**.

You can also select multiple data collectors of the same type and click the **Bulk Actions** button. Choose **Edit** and assign the data collectors to the temporary Acquisition Unit.

4. After all of the data collectors have been moved to the temporary Acquisition Unit, go to **Admin > Data Collectors** and select the **Acquisition Units** tab.
5. Click the Options button to the right of the Acquisition Unit you wish to re-install, and select **Delete**. You can delete an Acquisition Unit only if there are no data collectors assigned to it.
6. You can now re-install the Acquisition Unit software on the original server/VM. Click **+Acquisition Unit** and follow the instructions above to install the Acquisition Unit.
7. Once the Acquisition Unit has been re-installed, assign your data collectors back to the Acquisition Unit.

Viewing AU Details

The Acquisition Unit (AU) detail page provides useful detail for an AU as well as information to help with troubleshooting. The AU detail page contains the following sections:

- A **summary** section showing the following:
 - **Name** and **IP** of the Acquisition Unit
 - Current connection **Status** of the AU
 - **Last Reported** successful data collector poll time
 - The **Operating System** of the AU machine
 - Any current **Note** for the AU. Use this field to enter a comment for the AU. The field displays the most recently added note.
- A table of the AU's **Data Collectors** showing, for each data collector:
 - **Name** - Click this link to drill down into the data collector's detail page with additional information

- **Status** - Success or error information
- **Type** - Vendor/model
- **IP** address of the data collector
- Current **Impact** level
- **Last Acquired** time - when the data collector was last successfully polled

Acquisition Unit Summary

| | | | |
|----------------------|--------------------------------------|---------------------------|------|
| Name xp-linux | Connection Status OK - Need Help? | Operating System Linux | Note |
| IP 10.197.120.145 | Last Reported 2 minutes ago | | |

Data Collectors (3)

| <input type="checkbox"/> Name ↑ | Status | Type | IP | Impact | Last Acquired | ⋮ |
|---------------------------------|------------------|---------------------------------------|---------------|--------|---------------|---|
| foo | Inventory failed | NetApp Data ONTAP 7-Mode | foo | Low | Never | ⋮ |
| xp-cisco | All successful | Cisco MDS Fabric Switches | 10.197.136.66 | | 2 minutes ago | ⋮ |
| xpcdot26 | All successful | NetApp ONTAP Data Management Software | 10.197.136.26 | | 8 minutes ago | ⋮ |

For each data collector, you can click on the "three dots" menu to Clone, Edit, Poll, or Delete the data collector. You can also select multiple data collectors in this list to perform bulk actions on them.

To restart the Acquisition Unit, click the **Restart** button at the top of the page. Drop down this button to attempt to **Restore Connection** to the AU in the event of a connection problem.

Configuring an Agent to Collect Data

Cloud Insights uses [Telegraf](#) as its agent for collection of integration data. Telegraf is a plugin-driven server agent that can be used to collect and report metrics, events, and logs. Input plugins are used to collect the desired information into the agent by accessing the system/OS directly, by calling third-party APIs, or by listening to configured streams (i.e. Kafka, statsD, etc). Output plugins are used to send the collected metrics, events, and logs from the agent to Cloud Insights.

The current Telegraf version for Cloud Insights is **1.19.3**.

- (i) For accurate audit and data reporting, it is strongly recommended to synchronize the time on the Agent machine using **Network Time Protocol (NTP)** or **Simple Network Time Protocol (SNTP)**.
- (i) If you want to verify the installation files before installing the Agent, see the section below on [Verifying Checksums](#).

Installing an Agent

If you are installing a Service data collector and have not yet configured an Agent, you are prompted to first

install an Agent for the appropriate Operating System. This topic provides instructions for installing the Telegraf agent on the following Operating Systems:

- [Windows](#)
- [RHEL and CentOS](#)
- [Ubuntu and Debian](#)
- [macOS](#)
- [Kubernetes](#)

To install an agent, regardless of the platform you are using, you must first do the following:

1. Log into the host you will use for your agent.
 2. Log in to your Cloud Insights site and go to **Admin > Data Collectors**.
 3. Click on **+Data Collector** and choose a data collector to install.
1. Choose the appropriate platform for your host (Windows, Linux, macOS, etc.)
 2. Follow the remaining steps for each platform.



Once you have installed an agent on a host, you do not need to install an agent again on that host.



Once you have installed an agent on a server/VM, Cloud Insights collects metrics from that system in addition to collecting from any data collectors you configure. These metrics are gathered as "[Node](#)" metrics.



If you are using a proxy, read the proxy instructions for your platform before installing the Telegraf agent.

Windows

The screenshot shows the 'Install Agent' page for Windows. At the top, there's a Windows logo and the text 'Install Agent'. Below it, a sub-header says 'Quickly setup an agent in your environment and immediately start monitoring data'. A dropdown menu labeled 'KEY1 (...Zqlk0c)' is shown, along with a blue button '+ API Access Token'. In the main area, there's a section titled 'Select existing API Access Token or create a new one' with a dropdown menu containing 'KEY1 (...Zqlk0c)'. To the right of this is a blue button '+ API Access Token'. Below this, there's a 'Need Help?' link. Under 'Installation Instructions', step 1 is highlighted with a green box and a 'Copy Agent Installer Snippet' button. Step 2 is 'Open a PowerShell window as administrator and paste the snippet'. Step 3 is 'Complete Setup'.

Install Agent
Quickly setup an agent in your environment and immediately start monitoring data

Select existing API Access Token or create a new one

KEY1 (...Zqlk0c)

+ API Access Token

Installation Instructions

1 Copy Agent Installer Snippet

This snippet has a unique key and is valid for 24 hours. Already have an agent in your environment? [View Troubleshooting](#)

+ Reveal Agent Installer Snippet

2 Open a PowerShell window as administrator and paste the snippet

3 Complete Setup

Pre-requisites:

- PowerShell must be installed
- If you are behind a proxy, follow the instructions in the **Configuring Proxy Support for Windows** section.

Steps to install agent on Windows:

1. Choose an Agent Access Key.
2. Copy the command block from the agent installation dialog. You can click the clipboard icon to quickly copy the command to the clipboard.
3. Open a PowerShell window
4. Paste the command into the PowerShell window and press Enter.
5. The command will download the appropriate agent installer, install it, and set a default configuration. When finished, it will restart the agent service. The command has a unique key and is valid for 24 hours.
6. Click **Finish or Continue**

After the agent is installed, you can use the following commands to start/stop the service:

```
Start-Service telegraf  
Stop-Service telegraf
```

Configuring Proxy Support for Windows



The steps below outline the actions needed to set the *http_proxy/https_proxy* environment variables. For some proxy environments, users may also need to set the *no_proxy* environment variable.

For systems residing behind a proxy, perform the following to set the *https_proxy* and/or *http_proxy* environment variable(s) **PRIOR** to installing the Telegraf agent:

```
[System.Environment]::SetEnvironmentVariable("https_proxy",  
    "<proxy_server>:<proxy_port>",  
    [System.EnvironmentVariableTarget]::Machine)
```

Uninstalling the Agent

To uninstall the agent on Windows, do the following in a PowerShell window:

1. Stop and delete the Telegraf service:

```
Stop-Service telegraf  
sc.exe delete telegraf
```

2. Remove the certificate from the trustore:

```
cd Cert:\CurrentUser\Root  
rm E5FB7B68C08B1CA902708584C274F8EFC7BE8ABC
```

3. Delete the `C:\Program Files\telegraf` folder to remove the binary, logs, and configuration files
4. Remove the `SYSTEM\CurrentControlSet\Services\EventLog\Application\telegraf` key from the registry

Upgrading the Agent

To upgrade the telegraf agent, do the following:

1. Stop and delete the telegraf service:

```
Stop-Service telegraf  
sc.exe delete telegraf
```

2. Delete the `SYSTEM\CurrentControlSet\Services\EventLog\Application\telegraf` key from the registry
3. Delete `C:\Program Files\telegraf\telegraf.conf`
4. Delete `C:\Program Files\telegraf\telegraf.exe`
5. [Install the new agent.](#)

RHEL and CentOS

The screenshot shows the 'Install Agent' section for RHEL & CentOS. It includes a Linux penguin icon, the text 'Install Agent', and a sub-instruction 'Quickly setup an agent in your environment and immediately start monitoring data'. Below this is a form titled 'Select existing API Access Token or create a new one' with a dropdown menu containing 'default_ingestion_api_key1 (...xEKVYK)' and a button '+ API Access Token'. To the right are links for 'Production Best Practices' and 'Need Help?'. The main area contains 'Installation Instructions' with four numbered steps: 1. 'For environments operating behind a proxy server, follow the instructions to [configure proxy support to install and run Telegraf](#)'. 2. 'Copy Agent Installer Snippet' (button), with a note about a unique key valid for 24 hours and a link to 'View Troubleshooting'. 3. 'Open a terminal window and paste the snippet in a Bash shell (requires curl, sudo, ping, sha256sum, and dmidecode)'. 4. 'Complete Setup' (button). There is also a 'Reveal Agent Installer Snippet' link.

- 1 For environments operating behind a proxy server, follow the instructions to [configure proxy support to install and run Telegraf](#).
- 2 [Copy Agent Installer Snippet](#)
This snippet has a unique key and is valid for 24 hours. Already have an agent in your environment? [View Troubleshooting](#)
 Reveal Agent Installer Snippet
- 3 Open a terminal window and paste the snippet in a Bash shell (requires curl, sudo, ping, sha256sum, and dmidecode).
- 4 [Complete Setup](#)

Pre-requisites:

- The following commands must be available: curl, sudo, ping, sha256sum, openssl, and dmidecode

- If you are behind a proxy, follow the instructions in the [Configuring Proxy Support for RHEL/CentOS](#) section.

Steps to install agent on RHEL/CentOS:

1. Choose an Agent Access Key.
2. Copy the command block from the agent installation dialog. You can click the clipboard icon to quickly copy the command to the clipboard.
3. Open a Bash window
4. Paste the command into the Bash window and press Enter.
5. The command will download the appropriate agent installer, install it, and set a default configuration. When finished, it will restart the agent service. The command has a unique key and is valid for 24 hours.
6. Click **Finish or Continue**

After the agent is installed, you can use the following commands to start/stop the service:

If your operating system is using systemd (CentOS 7+ and RHEL 7+):

```
sudo systemctl start telegraf  
sudo systemctl stop telegraf
```

If your operating system is not using systemd (CentOS 7+ and RHEL 7+):

```
sudo service telegraf start  
sudo service telegraf stop
```

Configuring Proxy Support for RHEL/CentOS



The steps below outline the actions needed to set the *http_proxy/https_proxy* environment variables. For some proxy environments, users may also need to set the *no_proxy environment* variable.

For systems residing behind a proxy, perform the following steps **PRIOR** to installing the Telegraf agent:

1. Set the *https_proxy* and/or *http_proxy* environment variable(s) for the current user:

```
export https_proxy=<proxy_server>:<proxy_port>
```

2. Create */etc/default/telegraf*, and insert definitions for the *https_proxy* and/or *http_proxy* variable(s):

```
https_proxy=<proxy_server>:<proxy_port>
```

Uninstalling the Agent

To uninstall the agent on RHEL/CentOS, in a Bash terminal, do the following:

1. Stop the Telegraf service:

```
systemctl stop telegraf (If your operating system is using systemd  
(CentOS 7+ and RHEL 7+)  
/etc/init.d/telegraf stop (for systems without systemd support)
```

2. Remove the Telegraf agent:

```
yum remove telegraf
```

3. Remove any configuration or log files that may be left behind:

```
rm -rf /etc/telegraf*  
rm -rf /var/log/telegraf*
```

Upgrading the Agent

To upgrade the telegraf agent, do the following:

1. Stop the telegraf service:

```
systemctl stop telegraf (If your operating system is using systemd  
(CentOS 7+ and RHEL 7+)  
/etc/init.d/telegraf stop (for systems without systemd support)
```

2. Remove the previous telegraf agent:

```
yum remove telegraf
```

3. [Install the new agent.](#)

Ubuntu and Debian



Install Agent

Quickly setup an agent in your environment and immediately start monitoring data

Select existing API Access Token or create a new one

default_ingestion_api_key1 (...xEKVyK)

+ API Access Token

Production Best Practices ?

Installation Instructions

Need Help?

- 1 For environments operating behind a proxy server, follow the instructions to [configure proxy support to install and run Telegraf](#).

- 2 [Copy Agent Installer Snippet](#)

This snippet has a unique key and is valid for 24 hours. Already have an agent in your environment? [View Troubleshooting](#)

Reveal Agent Installer Snippet

- 3 Open a terminal window and paste the snippet in a Bash shell (requires curl, sudo, ping, sha256sum, and dmidecode).

- 4 [Complete Setup](#)

Pre-requisites:

- The following commands must be available: curl, sudo, ping, sha256sum, openssl, and dmidecode
- If you are behind a proxy, follow the instructions in the [Configuring Proxy Support for Ubuntu/Debian](#) section.

Steps to install agent on Debian or Ubuntu:

1. Choose an Agent Access Key.
2. Copy the command block from the agent installation dialog. You can click the clipboard icon to quickly copy the command to the clipboard.
3. Open a Bash window
4. Paste the command into the Bash window and press Enter.
5. The command will download the appropriate agent installer, install it, and set a default configuration. When finished, it will restart the agent service. The command has a unique key and is valid for 24 hours.
6. Click **Finish** or **Continue**

After the agent is installed, you can use the following commands to start/stop the service:

If your operating system is using systemd:

```
sudo systemctl start telegraf
sudo systemctl stop telegraf
```

If your operating system is not using systemd:

```
sudo service telegraf start  
sudo service telegraf stop
```

Configuring Proxy Support for Ubuntu/Debian



The steps below outline the actions needed to set the *http_proxy/https_proxy* environment variables. For some proxy environments, users may also need to set the *no_proxy environment* variable.

For systems residing behind a proxy, perform the following steps **PRIOR** to installing the Telegraf agent:

1. Set the *https_proxy* and/or *http_proxy* environment variable(s) for the current user:

```
export https_proxy=<proxy_server>:<proxy_port>
```

2. Create /etc/default/telegraf, and insert definitions for the *https_proxy* and/or *http_proxy* variable(s):

```
https_proxy=<proxy_server>:<proxy_port>
```

Uninstalling the Agent

To uninstall the agent on Ubuntu/Debian, in a Bash terminal, run the following:

1. Stop the Telegraf service:

```
systemctl stop telegraf (If your operating system is using systemd)  
/etc/init.d/telegraf stop (for systems without systemd support)
```

2. Remove the Telegraf agent:

```
dpkg -r telegraf
```

3. Remove any configuration or log files that may be left behind:

```
rm -rf /etc/telegraf*  
rm -rf /var/log/telegraf*
```

Upgrading the Agent

To upgrade the telegraf agent, do the following:

1. Stop the telegraf service:

```
systemctl stop telegraf (If your operating system is using systemd)  
/etc/init.d/telegraf stop (for systems without systemd support)
```

2. Remove the previous telegraf agent:

```
dpkg -r telegraf
```

3. [Install the new agent.](#)

macOS

macOS

Install Agent
Quickly setup an agent in your environment and immediately start monitoring data

Select existing API Access Token or create a new one

default_ingestion_api_key1 (...xEKVyK) + API Access Token Production Best Practices ?

Installation Instructions Need Help?

- 1 For environments operating behind a proxy server, follow the instructions to [configure proxy support to install and run Telegraf](#).
- 2 [Copy Agent Installer Snippet](#)
This snippet has a unique key and is valid for 24 hours. Already have an agent in your environment? [View Troubleshooting](#)
 Reveal Agent Installer Snippet
- 3 Open a terminal window and paste the snippet in a Bash shell (requires sudo, shasum, and curl).
- 4 [Complete Setup](#)

Pre-requisites:

- The following commands must be available: curl, sudo, openssl, and shasum
- If you are behind a proxy, follow the instructions in the **Configuring Proxy Support for macOS** section.

Steps to install agent on macOS:

1. Choose an Agent Access Key.
2. Copy the command block from the agent installation dialog. You can click the clipboard icon to quickly copy the command to the clipboard.
3. Open a Bash window
4. Paste the command into the Bash window and press Enter.
5. The command will download the appropriate agent installer, install it, and set a default configuration. When

finished, it will restart the agent service. The command has a unique key and is valid for 24 hours.

6. If you previously installed a Telegraf agent using Homebrew, you will be prompted to uninstall it. Once the previously installed Telegraf agent is uninstalled, re-run the command in step 5 above.

7. Click **Finish** or **Continue**

After the agent is installed, you can use the following commands to start/stop the service:

```
sudo launchctl start telegraf  
sudo launchctl stop telegraf
```

Configuring Proxy Support for macOS



The steps below outline the actions needed to set the *http_proxy/https_proxy* environment variables. For some proxy environments, users may also need to set the *no_proxy environment* variable.

For systems residing behind a proxy, perform the following to set the *https_proxy* and/or *http_proxy* environment variable(s) for the current user **PRIOR** to installing the Telegraf agent:

```
export https_proxy=<proxy_server>:<proxy_port>
```

AFTER installing the Telegraf agent, add and set the appropriate *https_proxy* and/or *http_proxy* variable(s) in */Applications/telegraf.app/Contents/telegraf.plist*:

```

...
<?xml version="1.0" encoding="UTF-8"?>
<!DOCTYPE plist PUBLIC "-//Apple//DTD PLIST 1.0//EN"
"http://www.apple.com/DTDs/PropertyList-1.0.dtd">
<plist version="1.0">
<dict>
    <key>EnvironmentVariables</key>
    <dict>
        <key>https_proxy</key>
        <string><proxy_server>:<proxy_port></string>
    </dict>
    <key>Program</key>
    <string>/Applications/telegraf.app/Contents/MacOS/telegraf</string>
    <key>Label</key>
    <string>telegraf</string>
    <key>ProgramArguments</key>
    <array>
        <string>/Applications/telegraf.app/Contents/MacOS/telegraf</string>
        <string>--config</string>
        <string>/usr/local/etc/telegraf.conf</string>
        <string>--config-directory</string>
        <string>/usr/local/etc/telegraf.d</string>
    </array>
    <key>RunAtLoad</key>
    <true/>
</dict>
</plist>
...

```

Then, restart Telegraf after loading the above changes:

```

sudo launchctl stop telegraf
sudo launchctl unload -w /Library/LaunchDaemons/telegraf.plist
sudo launchctl load -w /Library/LaunchDaemons/telegraf.plist
sudo launchctl start telegraf

```

Uninstalling the Agent

To uninstall the agent on macOS, in a Bash terminal, run the following:

1. Stop the Telegraf service:

```

sudo launchctl stop telegraf

```

2. Uninstall the telegraf agent:

```
cp /Applications/telegraf.app/scripts/uninstall /tmp  
sudo /tmp/uninstall
```

3. Remove any configuration or log files that may be left behind:

```
rm -rf /usr/local/etc/telegraf*  
rm -rf /usr/local/var/log/telegraf.*
```

Upgrading the Agent

To upgrade the telegraf agent, do the following:

1. Stop the telegraf service:

```
sudo launchctl stop telegraf
```

2. Uninstall the previous telegraf agent:

```
cp /Applications/telegraf.app/scripts/uninstall /tmp  
sudo /tmp/uninstall
```

3. [Install the new agent.](#)

Kubernetes

Kubernetes offers two ways to collect data:

- NetApp Kubernetes Monitoring Operator configuration. This is the recommended installation method for Kubernetes.
- Traditional script-based Agent installation

Installation instructions vary based on which you choose.



kubernetes

Operator-based



kubernetes

Script-based



NetApp Kubernetes Monitoring Operator installation is considered a *Preview* feature and is therefore subject to change.

Pre-requisites:

- NetApp Kubernetes Monitoring Operator installation is supported with Kubernetes 1.17 or greater. When used with the Docker container runtime, Cloud Insights can display pod-to-PV-to-storage mappings for NFS and iSCSI; other runtimes only show iSCSI.
- If you are running on OpenShift 4.6 - 4.8, you must follow the [OpenShift Instructions](#) below in addition to ensuring these pre-requisites are met.
- The following commands must be available: *curl*, *sudo*, *openssl*, *sha256sum*, and *kubectl*. For best results, add these commands to the PATH.
- *kube-state-metrics* must be installed. See below for more information. *kube-state-metrics* is automatically installed with Operator-based installation.
- If you are behind a proxy, follow the instructions in the [Configuring Proxy Support for Kubernetes](#) section.
- If you are running a Kubernetes variant that requires security context constraints, follow the instructions in the [Configuring the Agent to Collect Data from Kubernetes](#) section. Operator-based installation installs this for you.
- You must have permissions to create Kubernetes cluster roles and role bindings.

Monitoring is only installed on Linux nodes

Cloud Insights supports monitoring of Kubernetes nodes that are running Linux, by specifying a Kubernetes node selector that looks for the following Kubernetes labels on these platforms:

| Platform | Label |
|--|--------------------------|
| Kubernetes v1.17 and above | Kubernetes.io/os = linux |
| Rancher + cattle.io as orchestration/Kubernetes platform | cattle.io/os = linux |

NetApp Kubernetes Monitoring Operator Installation



Install Agent

Quickly install and configure a Kubernetes Operator to send cluster information to Cloud Insights.

Select an existing API Key or create a new one

10.197.120.70 (...RpTMJ4)

+ API Access Token

Production Best Practices

Installation Instructions

[Need help?](#)

- 1** Supply a name for the Kubernetes cluster and identify a namespace to be used, or created, for the installation of monitoring components. Once entered, the code of the installation snippet is generated and becomes available for download. Monitoring is only installed on Linux nodes.

| Cluster | Namespace |
|-------------|-------------------|
| clustername | netapp-monitoring |

- 2** [Copy Agent Installer Snippet](#)

This snippet has a unique key and it is valid for 24 hours.

[+ Reveal agent installer snippet](#)

- 3** Successful execution of the code snippet relies on the presence of `curl` and `kubectl`. The default configuration for `kubectl` should point to the Kubernetes cluster to be monitored. Paste the supplied code snippet and execute it at a bash prompt. For environments operating behind a proxy server, follow the [instructions to configure proxy support for the installed agent](#).

- 4** [Complete Setup](#)

Steps to install NetApp Kubernetes Monitoring Operator agent on Kubernetes:

1. Enter the cluster name and namespace.
2. Once these are entered, you can copy the Agent Installer snippet
3. Click the button to copy this snippet to the clipboard.
4. Paste the snippet into a `bash` window and execute it.
5. The installation proceeds automatically. When it is complete, click the *Complete Setup* button.

OpenShift Instructions

If you are running on OpenShift 4.6 - 4.8, you must change the "privileged-mode" setting. Run the following command to open the agent for editing. If you are using a namespace other than "netapp-monitoring", specify that namespace in the command line:

```
kubectl edit agent agent-monitoring-netapp -n netapp-monitoring
```

In the file, change `privileged-mode: false` to `privileged-mode: true`

Configuring Proxy Support for NetApp Kubernetes Monitoring Operator

To configure a proxy for the monitoring operator, perform the following steps.

First, open the `agent-monitoring-netapp` file for editing:

```
kubectl -n netapp-monitoring edit agent agent-monitoring-netapp
```

In the `spec:` section of this file, add the following code block:

```
spec:  
  proxy:  
    isAuProxyEnabled: <true or false>  
    isTelegrafProxyEnabled: <true or false>  
    isFluentbitProxyEnabled: <true or false>  
    password: <password for proxy, optional>  
    port: <port for proxy>  
    server: <server for proxy>  
    username: <username for proxy, optional>  
    noProxy: <comma separated list of IPs or resolvable hostnames that  
should bypass a proxy>
```

Using a custom/private docker repository

If using a custom docker repository, do the following:

Get the docker secret:

```
kubectl -n netapp-monitoring get secret docker -o yaml
```

Copy/paste the value of `.dockerconfigjson:` from the output of the above command.

Decode the docker secret:

```
echo <paste from _.dockerconfigjson: output above> | base64 -d
```

The output of this will be in the following json format:

```
{ "auths":  
  {"docker.<cluster>.cloudinsights.netapp.com" :  
    {"username":<tenant id>,  
     "password":<password which is the CI API key>,  
     "auth"      :<encoded username:password basic auth key. This is  
internal to docker>}  
  }  
}
```

Log in to the docker repository:

```
docker login docker.<cluster>.cloudinsights.netapp.com (from step #2) -u  
<username from step #2>  
password: <password from docker secret step above>
```

Pull the operator docker image from Cloud Insights:

```
docker pull docker.<cluster>.cloudinsights.netapp.com/netapp-  
monitoring:<version>
```

Find the <version> field using the following command:

```
kubectl -n netapp-monitoring get deployment monitoring-operator | grep  
"image:"
```

Push the operator docker image to your private/local/enterprise docker repository according to your corporate policies.

Download all open source dependencies to your private docker registry. The following open source images need to be downloaded:

```
docker.io/telegraf:1.19.3  
gcr.io/kubebuilder/kube-rbac-proxy:v0.5.0  
k8s.gcr.io/kube-state-metrics/kube-state-metrics:v2.1.0
```

If fluent-bit is enabled, also download:

```
docker.io/fluent-bit:1.7.8  
docker.io/kubernetes-event-exporter:0.10
```

Edit the agent CR to reflect the new docker repo location, disable auto upgrade (if enabled).

```
kubectl -n netapp-monitoring edit agent agent-monitoring-netapp
```

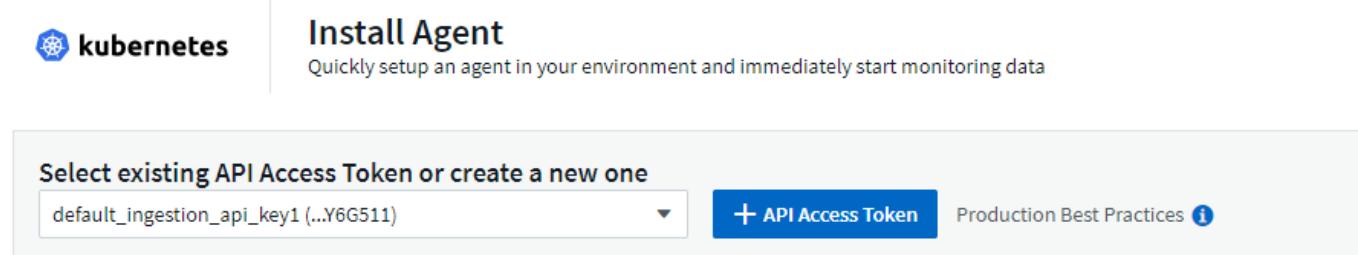
```
enableAutoUpgrade: false
```

```
docker-repo: <docker repo of the enterprise/corp docker repo>
dockerRepoSecret: <optional: name of the docker secret of enterprise/corp
docker repo, this secret should be already created on the k8s cluster in
the same namespace>
```

In the `spec:` section, make the following changes:

```
spec:
  telegraf:
    - name: ksm
      substitutions:
        - key: k8s.gcr.io
          value: <same as "docker-repo" field above>
```

Script-Based Installation



The screenshot shows the "Install Agent" wizard for Kubernetes. It has two main sections: "Select existing API Access Token or create a new one" and "Installation Instructions".

Select existing API Access Token or create a new one

- A dropdown menu shows "default_ingestion_api_key1 (..Y6G511)".
- A blue button "+ API Access Token" is available for creating a new token.
- A link "Production Best Practices" with a help icon is present.

Installation Instructions

Numbered steps are listed:

- 1 **kube-state-metrics** must be installed and running. Note that some variants of Kubernetes may require additional security considerations. For environments operating behind a proxy server, follow the instructions to [configure proxy support to install and run Telegraf](#).
- 2 **Copy Agent Installer Snippet**
This snippet has a unique key and is valid for 24 hours. Already have an agent in your environment? [View Troubleshooting](#)
[+ Reveal Agent Installer Snippet](#)
- 3 Open a terminal window and paste the snippet in a Bash shell on the target Kubernetes cluster (requires curl, sudo and kubectl).
- 4 **Complete Setup**

Steps to install Script-based agent on Kubernetes:

1. Choose an Agent Access Key.
2. Click the **Copy Agent Installer Snippet** button in the installation dialog. You can optionally click the [+Reveal Agent Installer Snippet](#) button if you want to view the command block.
3. Paste the command into a *bash* window.
4. Optionally, you can override the namespace or provide the cluster name as part of the install command by modifying the command block to add one or both of the following before the final `./$installerName`

- CLUSTER_NAME=<Cluster Name>
- NAMESPACE=<Namespace>

Here it is in place in the command block:

```
installerName=cloudinsights-kubernetes.sh ... &&
CLUSTER_NAME=<cluster_name> NAMESPACE=<new_namespace> sudo -E -H
./$installerName --download --install
```



CLUSTER_NAME is the name of the Kubernetes cluster from Cloud Insights collects metrics, while *NAMESPACE* is the namespace to which the Telegraf agent will be deployed. The specified namespace will be created if it does not already exist.

5. When ready, execute the command block.
6. The command will download the appropriate agent installer, install it, and set a default configuration. If you have not explicitly set the *namespace*, you will be prompted to enter it. When finished, the script will restart the agent service. The command has a unique key and is valid for 24 hours.
7. When finished, click **Complete Setup**.

Configuring Proxy Support for Kubernetes - Script-Based



The steps below outline the actions needed to set the *http_proxy/https_proxy* environment variables. For some proxy environments, users may also need to set the *no_proxy* environment variable.

For systems residing behind a proxy, perform the following to set the *https_proxy* and/or *http_proxy* environment variable(s) for the current user **PRIOR** to installing the Telegraf agent:

```
export https_proxy=<proxy_server>:<proxy_port>
```

AFTER installing the Telegraf agent, add and set the appropriate *https_proxy* and/or *http_proxy* environment variable(s) to the *telegraf-ds* daemonset and *telegraf-rs* replicaset.

```
kubectl edit ds telegraf-ds
```

```
...
env:
- name: https_proxy
  value: <proxy_server>:<proxy_port>
- name: HOSTIP
  valueFrom:
    fieldRef:
      apiVersion: v1
      fieldPath: status.hostIP
...

```

```
kubectl edit rs telegraf-rs
```

```
...
env:
- name: https_proxy
  value: <proxy_server>:<proxy_port>
- name: HOSTIP
  valueFrom:
    fieldRef:
      apiVersion: v1
      fieldPath: status.hostIP
...

```

Then, restart Telegraf:

```
kubectl delete pod telegraf-ds-*
kubectl delete pod telegraf-rs-*
```

DaemonSet, ReplicaSet, and Stopping/Starting the agent

A DaemonSet and ReplicaSet will be created on the Kubernetes cluster to run the required Telegraf agents/pods. By default, these Telegraf agents/pods will be scheduled on both master and non-master nodes.

To facilitate stopping and restarting of the agent, generate the Telegraf DaemonSet YAML and ReplicaSet YAML using the following commands. Note that these commands are using the default namespace "ci-monitoring". If you have set your own namespace, substitute that namespace in these and all subsequent commands and files:

If you have set your own namespace, substitute that namespace in these and all subsequent commands and files:

```
kubectl --namespace ci-monitoring get ds telegraf-ds -o yaml >
/tmp/telegraf-ds.yaml
kubectl --namespace ci-monitoring get rs telegraf-rs -o yaml >
/tmp/telegraf-rs.yaml
```

You can then use the following commands to stop and start the Telegraf service:

```
kubectl --namespace ci-monitoring delete ds telegraf-ds
kubectl --namespace ci-monitoring delete rs telegraf-rs
```

```
kubectl --namespace ci-monitoring apply -f /tmp/telegraf-ds.yaml
kubectl --namespace ci-monitoring apply -f /tmp/telegraf-rs.yaml
```

Configuring the Agent to Collect Data from Kubernetes

Note: The default namespace for Script-based installation is *ci-monitoring*. For Operator-based installation, the default namespace is *netapp-monitoring*. In commands involving namespace, be sure to specify the correct namespace for your installation.

The pods in which the agents run need to have access to the following:

- hostPath
- configMap
- secrets

These Kubernetes objects are automatically created as part of the Kubernetes agent install command provided in the Cloud Insights UI. Some variants of Kubernetes, such as OpenShift, implement an added level of security that may block access to these components. The *SecurityContextConstraint* is not created as part of the Kubernetes agent install command provided in the Cloud Insights UI, and must be created manually. Once created, restart the Telegraf pod(s).

```
apiVersion: v1
kind: SecurityContextConstraints
metadata:
  name: telegraf-hostaccess
  creationTimestamp:
  annotations:
    kubernetes.io/description: telegraf-hostaccess allows hostpath
volume mounts for restricted SAs.
  labels:
    app: ci-telegraf
  priority: 10
  allowPrivilegedContainer: true
  defaultAddCapabilities: []
  requiredDropCapabilities: []
  allowedCapabilities: []
  allowedFlexVolumes: []
  allowHostDirVolumePlugin: true
  volumes:
    - hostPath
    - configMap
    - secret
  allowHostNetwork: false
  allowHostPorts: false
  allowHostPID: false
  allowHostIPC: false
  seLinuxContext:
    type: MustRunAs
  runAsUser:
    type: RunAsAny
  supplementalGroups:
    type: RunAsAny
  fsGroup:
    type: RunAsAny
  readOnlyRootFilesystem: false
  users:
    - system:serviceaccount:ci-monitoring:monitoring-operator
  groups: []
```

Installing the kube-state-metrics server



Operator-based install handles the installation of kube-state-metrics. Skip this section if you are performing Operator-based installation.



It is strongly recommended to use kube-state-metrics version 2.0 or later in order to take advantage of the full feature set including the ability to link Kubernetes persistent volumes (PVs) to backend storage devices. Note also that with kube-state-metrics version 2.0 and above, Kubernetes object labels are not exported by default. To configure kube-state-metrics to export Kubernetes object labels, you must specify a metric labels "allow" list. Refer to the [--metric-labels-allowlist](#) option in the [kube-state-metrics documentation](#).

Use the following steps to install the kube-state-metrics server (required if you are performing script-based installation):

Steps

1. Create a temporary folder (for example, `/tmp/kube-state-yaml-files/`) and copy the .yaml files from <https://github.com/kubernetes/kube-state-metrics/tree/master/examples/standard> to this folder.
2. Run the following command to apply the .yaml files needed for installing kube-state-metrics:

```
kubectl apply -f /tmp/kube-state-yaml-files/
```

kube-state-metrics Counters

Use the following links to access information for the kube state metrics counters:

1. [ConfigMap Metrics](#)
2. [DaemonSet Metrics](#)
3. [Deployment Metrics](#)
4. [Ingress Metrics](#)
5. [Namespace Metrics](#)
6. [Node Metrics](#)
7. [Persistent Volume Metrics](#)
8. [Persistant Volume Claim Metrics](#)
9. [Pod Metrics](#)
10. [ReplicaSet metrics](#)
11. [Secret metrics](#)
12. [Service metrics](#)
13. [StatefulSet metrics](#)

Uninstalling the Agent

Note that these commands are using the default namespace "ci-monitoring". If you have set your own namespace, substitute that namespace in these and all subsequent commands and files.

To uninstall the script-based agent on Kubernetes, do the following:

If the monitoring namespace is being used solely for Telegraf:

```
kubectl --namespace ci-monitoring delete  
ds,rs,cm,sa,clusterrole,clusterrolebinding -l app=ci-telegraf
```

```
kubectl delete ns ci-monitoring
```

If the monitoring namespace is being used for other purposes in addition to Telegraf:

```
kubectl --namespace ci-monitoring delete  
ds,rs,cm,sa,clusterrole,clusterrolebinding -l app=ci-telegraf
```

For Operator-based installation run the following commands:

```
kubectl delete ns netapp-monitoring  
kubectl delete agent agent-monitoring-netapp  
kubectl delete crd agents.monitoring.netapp.com  
kubectl delete role agent-leader-election-role  
kubectl delete clusterrole agent-manager-role agent-proxy-role agent-metrics-reader  
kubectl delete clusterrolebinding agent-manager-rolebinding agent-proxy-rolebinding agent-cluster-admin-rolebinding
```

If a Security Context Constraint was previously-created manually for a script-based Telegraf installation:

```
kubectl delete scc telegraf-hostaccess
```

Upgrading the Agent

Note that these commands are using the default namespace "ci-monitoring". If you have set your own namespace, substitute that namespace in these and all subsequent commands and files.

To upgrade the telegraf agent, do the following:

1. Back up the existing configurations:

```
kubectl --namespace ci-monitoring get cm -o yaml > /tmp/telegraf-  
configs.yaml
```

1. Uninstall the Agent (see above for instructions)
2. [Install the new agent](#).

Verifying Checksums

The Cloud Insights agent installer performs integrity checks, but some users may want to perform their own verifications before installing or applying downloaded artifacts. To perform a download-only operation (as opposed to the default download-and-install), these users can edit the agent installation command obtained from the UI and remove the trailing “install” option.

Follow these steps:

1. Copy the Agent Installer snippet as directed.
2. Instead of pasting the snippet into a command window, paste it into a text editor.
3. Remove the trailing “--install” (Linux/Mac) or “-install” (Windows) from the command.
4. Copy the entire command from the text editor.
5. Now paste it into your command window (in a working directory) and run it.

Non-Windows (these examples are for Kubernetes; actual script names may vary):

- Download and install (default):

```
installerName=cloudinsights-kubernetes.sh ... && sudo -E -H  
./$installerName --download --install
```

- Download-only:

```
installerName=cloudinsights-kubernetes.sh ... && sudo -E -H  
./$installerName --download
```

Windows:

- Download and install (default):

```
!$($installerName=".\\cloudinsights-windows.ps1") ... -and  
$(&$installerName -download -install)
```

- Download-only:

```
!$($installerName=".\\cloudinsights-windows.ps1") ... -and  
$(&$installerName -download)
```

The download-only command will download all required artifacts from Cloud Insights to the working directory. The artifacts include, but may not be limited to:

- an installation script
- an environment file

- YAML files
- a signed checksum file (sha256.signed)
- a PEM file (netapp_cert.pem) for signature verification

The installation script, environment file, and YAML files can be verified using visual inspection.

The PEM file can be verified by confirming its fingerprint to be the following:

```
E5:FB:7B:68:C0:8B:1C:A9:02:70:85:84:C2:74:F8:EF:C7:BE:8A:BC
```

More specifically,

- Non-Windows:

```
openssl x509 -fingerprint -sha1 -noout -inform pem -in netapp_cert.pem
```

- Windows:

```
Import-Certificate -FilePath .\netapp_cert.pem -CertStoreLocation
Cert:\CurrentUser\Root
```

The signed checksum file can be verified using the PEM file:

- Non-Windows:

```
openssl smime -verify -in sha256.signed -CAfile netapp_cert.pem -purpose
any
```

- Windows (after installing the certificate via Import-Certificate above):

```
Get-AuthenticodeSignature -FilePath .\sha256.ps1 $result = Get-
AuthenticodeSignature -FilePath .\sha256.ps1 $signer =
$result.SignerCertificate Add-Type -Assembly System.Security
[Security.Cryptography.X509Certificates.X509Certificate2UI]::DisplayCert
ificate($signer)
```

Once all of the artifacts have been satisfactorily verified, the agent installation can be initiated by running:

Non-Windows:

```
sudo -E -H ./<installation_script_name> --install
```

Windows:

```
.\cloudinsights-windows.ps1 -install
```

Troubleshooting Agent Installation

Some things to try if you encounter problems setting up an agent:

| Problem: | Try this: |
|--|---|
| I already installed an agent using Cloud Insights | If you have already installed an agent on your host/VM, you do not need to install the agent again. In this case, simply choose the appropriate Platform and Key in the Agent Installation screen, and click on Continue or Finish . |
| I already have an agent installed but not by using the Cloud Insights installer | Remove the previous agent and run the Cloud Insights Agent installation, to ensure proper default configuration file settings. When complete, click on Continue or Finish . |
| I do not see a hyperlink/connection between my Kubernetes Persistent Volume and the corresponding back-end storage device. My Kubernetes Persistent Volume is configured using the hostname of the storage server. | Follow the steps to uninstall the existing Telegraf agent, then re-install the latest Telegraf agent. You must be using Telegraf version 2.0 or later. |

| Problem: | Try this: |
|--|---|
| <p>I'm seeing messages in the logs resembling the following:</p> <pre>E0901 15:21:39.962145 1 reflector.go:178] k8s.io/kube-state-metrics/internal/store/builder.go:352: Failed to list *v1.MutatingWebhookConfiguration: the server could not find the requested resource E0901 15:21:43.168161 1 reflector.go:178] k8s.io/kube-state-metrics/internal/store/builder.go:352: Failed to list *v1.Lease: the server could not find the requested resource (get leases.coordination.k8s.io) etc.</pre> | <p>These messages may occur if you are running kube-state-metrics version 2.0.0 or above with Kubernetes version 1.17 or below.</p> <p>To get the Kubernetes version:</p> <pre>kubectl version</pre> <p>To get the kube-state-metrics version:</p> <pre>kubectl get deploy/kube-state-metrics -o jsonpath='{..image}'</pre> <p>To prevent these messages from happening, users can modify their kube-state-metrics deployment to disable the following Leases:</p> <pre>mutatingwebhookconfigurations validatingwebhookconfigurations volumeattachments resources</pre> <p>More specifically, they can use the following CLI argument:</p> <pre>resources=certificatesigningrequests,configmaps,cron jobs,daemonsets, deployments,endpoints,horizontalpodautoscalers,ingr esses,jobs,limitranges, namespaces,networkpolicies,nodes,persistentvolume claims,persistentvolumes, poddisruptionbudgets,pods,replicasets,replicationcont rollers,resourcequotas, secrets,services,statefulsets,storageclasses</pre> <p>The default resource list is:</p> <pre>"certificatesigningrequests,configmaps,cronjobs,daem onsets,deployments, endpoints,horizontalpodautoscalers,ingresses,jobs,lea ses,limitranges, mutatingwebhookconfigurations,namespaces,networ kpolicies,nodes, persistentvolumeclaims,persistentvolumes,poddisrupti onbudgets,pods,replicasets, replicationcontrollers,resourcequotas,secrets,servic es, statefulsets,storageclasses, validatingwebhookconfigurations,volumeattachments"</pre> |

| Problem: | Try this: |
|--|--|
| <p>I installed or upgraded Telegraf on Kubernetes, but the Telegraf pods are not starting up. The Telegraf ReplicaSet or DaemonSet is reporting a failure resembling the following:</p> <pre data-bbox="132 333 816 466">Error creating: pods "telegraf-rs-" is forbidden": unable to validate against any security context constraint: [spec.volumes[2]: Invalid value: "hostPath": hostPath volumes are not allowed to be used]</pre> | <p>Create a Security Context Constraint (refer to the Configuring the Agent to Collect Data from Kubernetes section above) if one does not already exist.</p> <p>Ensure the namespace and service account specified for the Security Context Constraint matches the namespace and service account for the Telegraf ReplicaSet and DaemonSet.</p> <pre data-bbox="816 502 1504 846">kubectl describe scc telegraf-hostaccess grep serviceaccount kubectl -n ci-monitoring --describe rs telegraf-rs grep -i "Namespace:" kubectl -n ci-monitoring describe rs telegraf-rs grep -i "Service Account:" kubectl -n ci-monitoring --describe ds telegraf-ds grep -i "Namespace:" kubectl -n ci-monitoring describe ds telegraf-ds grep -i "Service Account:"</pre> |
| <p>I see error messages from Telegraf resembling the following, but Telegraf does start up and run:</p> <pre data-bbox="132 967 816 1691">Oct 11 14:23:41 ip-172-31-39-47 systemd[1]: Started The plugin-driven server agent for reporting metrics into InfluxDB. Oct 11 14:23:41 ip-172-31-39-47 telegraf[1827]: time="2021-10-11T14:23:41Z" level=error msg="failed to create cache directory. /etc/telegraf/.cache/snowflake, err: mkdir /etc/telegraf/.ca che: permission denied. ignored\n" func="gosnowflake.(*defaultLogger).Errorf" file="log.go:120" Oct 11 14:23:41 ip-172-31-39-47 telegraf[1827]: time="2021-10-11T14:23:41Z" level=error msg="failed to open. Ignored. open /etc/telegraf/.cache/snowflake/ocsp_response_cache.json: no such file or directory\n" func="gosnowflake.(*defaultLogger).Errorf" file="log.go:120" Oct 11 14:23:41 ip-172-31-39-47 telegraf[1827]: 2021-10-11T14:23:41Z !! Starting Telegraf 1.19.3</pre> | <p>This is a known issue. Refer to This GitHub article for more details. As long as Telegraf is up and running, users can ignore these error messages.</p> |

| Problem: | Try this: |
|---|--|
| <p>On Kubernetes, my Telegraf pod(s) are reporting the following error: "Error in processing mountstats info: failed to open mountstats file: /hostfs/proc/1/mountstats, error: open /hostfs/proc/1/mountstats: permission denied"</p> | <p>If SELinux is enabled and enforcing, it is likely preventing the Telegraf pod(s) from accessing the /proc/1/mountstats file on the Kubernetes nodes. To relax this restriction, do ONE of the following:</p> <ul style="list-style-type: none"> • For script-based installations, edit the telegraf DS (kubectl edit ds telegraf-ds), and change "privileged: false" to "privileged: true" • For operator-based installation, edit the agent (kubectl edit agent agent-monitoring-netapp), and change "privileged-mode: false" to "privileged-mode: true" |
| <p>On Kubernetes, my Telegraf ReplicaSet pod is reporting the following error:</p> <pre>[inputs.prometheus] Error in plugin: could not load keypair /etc/kubernetes/pki/etcd/server.crt:/etc/kubernetes/pki/ etcd/server.key: open /etc/kubernetes/pki/etcd/server.crt: no such file or directory</pre> | <p>The Telegraf ReplicaSet pod is intended to run on a node designated as a master or for etcd. If the ReplicaSet pod is not running on one of these nodes, you will get these errors. Check to see if your master/etc nodes have taints on them. If they do, add the necessary tolerations to the Telegraf ReplicaSet, telegraf-rs.</p> <p>For example, edit the ReplicaSet...</p> <pre>kubectl edit rs telegraf-rs</pre> <p>...and add the appropriate tolerations to the spec. Then, restart the ReplicaSet pod.</p> |

Additional information may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

Configuring Data Collectors

You configure Data Collectors in your Cloud Insights environment to collect data from devices in the data center.

Before you begin

- You must have configured an Acquisition Unit before you can start collecting data.
- You need credentials for the devices from which you are collecting Data.
- Device network addresses, account information, and passwords are required for all devices you are collecting data from.

Steps

1. From the Cloud Insights menu, click **Admin > Data Collectors**

The system displays the available Data Collectors arranged by vendor.

2. Click **+ Collector** on the required vendor and select the data collector to configure.

In the dialog box you can configure the data collector and add an Acquisition Unit.

3. Enter a name for the data collector.

Names can contain letters (a-z), numbers (0-9), dashes (-), underscores (_), apostrophes ('), and periods (.).

4. Enter the Acquisition Unit to associate with this data collector.
5. Enter the required fields in the Configuration screen.
6. When prompted to configure notifications, choose to alert by Email, Webhook, or both, and choose the alert types on which to notify (Critical, Warning, Informational, and/or Resolved). You can choose to notify to the Global Monitor Recipient list (configured in **Admin > Notifications**), or specify additional recipients. When ready to continue, click **Complete Setup**.

Customize notifications for this collector

ONTAP Default monitors are preconfigured to send email notifications to “**Global Monitor Recipient List**”, you can add additional email addresses for this data collector.

By Email Notify team on Send to

By Email Critical, Warning, Informa... Global Monitor Recipient List
 Other Email Recipients

By Webhook Enable webhook notification to add recipients

When viewing a data collector landing page, you can modify the notifications by clicking the pencil icon in the "Notifications" field of the data collector summary section.

Summary

| | | | | |
|---|--|---|---|------|
| Name testttony | Notifications Global Monitor Recipient List | Type NetApp ONTAP Data Management Software | Inventory Recent Status Error. Message ID: 6D441563 | Note |
| Acquisition Unit WIN2K19IMAGE installed by eugene | | Types of Data Collected Inventory, Performance | Performance Recent Status Stand-by | |

1. Click **Advanced Configuration** to add additional configuration fields. (Not all data collectors require advanced configuration.)
2. Click **Test Configuration** to verify that the data collector is properly configured.
3. Click **Add Collector** to save the configuration and add the data collector to your Cloud Insights tenant.

After adding a new data collector, Cloud Insights initiates three polls:

- 1st inventory poll: immediately
- 1st performance data poll to establish a baseline: immediately after inventory poll
- 2nd performance poll: within 15 seconds after completion of 1st performance poll

Polling then proceeds according to the configured inventory and performance poll intervals.

Determining data collector acquisition status

Because data collectors are the primary source of information for Cloud Insights, it is imperative that you ensure that they remain in a running state.

Data collector status is displayed in the upper right corner of any asset page as the message "Acquired N minutes ago", where N indicates the most recent acquisition time of the asset's data collector(s). The acquisition time/date is also displayed.

Clicking on the message displays a table with data collector name, status, and last successful acquisition time. If you are signed in as an Administrator, clicking on the data collector name link in the table takes you to detail page for that data collector.

Managing configured data collectors

The Installed Data Collectors page provides access to the data collectors that have been configured for Cloud Insights. You can use this page to modify existing data collectors.

Steps

1. In the Cloud Insights menu, click **Admin > Data Collectors**

The Available Data Collectors screen is displayed.

2. Click **Installed Data Collectors**

A list of all of the installed Data Collectors is displayed. The list provides collector name, status, the IP address the collector is accessing, and when data was last acquired from the device. Action that can be performed on this screen include:

- Control polling
- Change data collector credentials
- Clone data collectors

Controlling Data Collector polling

After making a change to a data collector, you might want it to poll immediately to check your changes, or you might want to postpone the data collection on a data collector for one, three, or five days while you work on a problem.

Steps

1. In the Cloud Insights menu, click **Admin > Data Collectors**
2. Click **Installed Data Collectors**
3. Select the check box to the left of the Data Collector you want to change
4. Click **Bulk Actions** and select the polling action you want to take.

Bulk actions can be performed simultaneously on multiple Data Collectors. Select the data collectors, and chose the action to perform from the **Bulk Action** menu.

Editing data collector information

You can edit existing data collector setup information.

To edit a single data collector:

1. In the Cloud Insights menu, click **Admin > Data Collectors** to open the list of installed Data Collectors.
2. In the options menu to the right of the data collector you want to modify, click **Edit**.

The Edit Collector dialog is opened.

3. Enter the changes and click **Test Configuration** to test the new configuration or click **Save** to save the configuration.

You can also edit multiple data collectors:

1. Select the check box to the left of each data collector you want to change.
2. Click the **Bulk Actions** button and choose **Edit** to open the Edit data Collector dialog.
3. Modify the fields as above.



The data collectors selected must be the same vendor and model, and reside on the same Acquisition Unit.

When editing multiple data collectors, the Data Collector Name field shows “Mixed” and cannot be edited. Other fields such as user name and password show “Mixed” and can be edited. Fields that share the same value across the selected data collectors show the current values and can be edited.

When editing multiple data collectors, the **Test Configuration** button is not available.

Cloning data collectors

Using the clone facility, you can quickly add a data source that has the same credentials and attributes as another data source. Cloning allows you to easily configure multiple instances of the same device type.

Steps

1. In the Cloud Insights menu, click **Admin > Data Collectors**.
2. Click **Installed Data Collectors**.
3. Click the check box to the left of the data collector you want to copy.
4. In the options menu to the right of the selected data collector, click **Clone**.

The Clone Data Collector dialog is displayed.

5. Enter new information in the required fields.
6. Click **Save**.

After you finish

The clone operation copies all other attributes and settings to create the new data collector.

Performing bulk actions on data collectors

You can simultaneously edit some information for multiple data collectors. This feature allows you to initiate a poll, postpone polling, and resume polling on multiple data collectors. In addition, you can delete multiple data collectors.

Steps

1. In the Cloud Insights menu, click **Admin > Data Collectors**
2. Click **Installed Data Collectors**

3. Click the check box to the left of the data collectors you want to modify.
4. In the options menu to the right, click the option you want to perform.

After you finish

The operation you selected is performed on the data collectors. When you chose to delete data collectors, a dialog is displayed requiring you to confirm the action.

Researching a failed data collector

If a data collector has failure message and a High or Medium Impact, you need to research this problem using the data collector summary page with its linked information.

Use the following steps to determine the cause of failed data collectors. Data collector failure messages are displayed on the **Admin** menu and on the **Installed Data Collectors** page.

Steps

1. Click **Admin > Data Collectors > Installed Data Collectors**.
2. Click the linked Name of the failing data collector to open the Summary page.
3. On the Summary page, check the Comments area to read any notes that might have been left by another engineer who might also be investigating this failure.
4. Note any performance messages.
5. Move your mouse pointer over the segments of the Event Timeline graph to display additional information.
6. Select an error message for a Device and displayed below the Event Timeline and click the Error details icon that displays to the right of the message.

The Error details include the text of the error message, most likely causes, information in use, and suggestions of what can be tried to correct the problem.

7. In the Devices Reported By This Data Collector area, you might filter the list to display only devices of interest, and you can click the linked **Name** of a device to display the asset page for that device.
8. When you return to the data collector summary page, check the **Show Recent Changes** area at the bottom of the page to see if recent changes could have caused the problem.

Importing from the Dashboard Gallery

Cloud Insights provides a number of Recommended Dashboards to provide business insights into your data. Each dashboard contains widgets designed to help answer a particular question or solve a particular problem relevant to the data currently being collected in your environment.

To import a dashboard from the gallery, do the following:

1. Select **Dashboard > Show all Dashboards**
2. Click on **+From Gallery**

A list of **Recommended Dashboards** is displayed. Each dashboard is named with a particular question the dashboard can help you solve. Dashboards are available to help answer questions around different types of objects, including AWS, NetApp, Storage, VMware, and others

3. Select one or more dashboards from the list and click **Add Dashboards**. These dashboards now show in your dashboard list.

In addition to the Recommended Dashboards, you can also choose to import **Additional Dashboards** that are not relevant to your current data. For example, if you have no storage data collectors currently installed but are planning on configuring some in the future, you may still choose to import the storage-relevant dashboards. These dashboards will be available for display but may not show any relevant data until at least one storage data collector is configured.

User Accounts and Roles

Cloud Insights provides up to four user account roles: Account Owner, Administrator, User, and Guest. Each account is assigned specific permission levels as noted in the table below. (Note that *User* and *Guest* roles are not available in the Cloud Secure feature.). Users are either [invited](#) to Cloud Insights and assigned a specific role, or can sign in via [Single Sign-On \(SSO\) Authorization](#) with a default role. SSO Authorization is available as a feature in Cloud Insights Premium Edition.

Permission levels

You use an account that has Administrator privileges to create or modify user accounts. Each user account is assigned a role for each Cloud Insights feature from the following permission levels.

| Role | Monitoring | Cloud Secure | Reporting |
|---------------|--|--|---|
| Account Owner | <p>Can modify subscriptions, view billing and usage information, and perform all Administrator functions for Monitoring & Optimization, Cloud Secure, and Reporting.</p> <p>Owners can also invite and manage users, as well as manage SSO Authentication and Identity Federation settings.</p> <p>The first Account Owner is created when you register for Cloud Insights.</p> <p>It is strongly recommended to have at least two Account Owners for each Cloud Insights environment.</p> | | |
| Administrator | <p>Can perform all Monitoring & Optimization functions, all user functions, as well as management of data collectors, Monitoring & Optimization API tokens, and notifications.</p> <p>An Administrator can also invite other users but can only assign Monitor and Optimize roles.</p> | <p>Can perform all Cloud Secure functions, including those for Alerts, Forensics, data collectors, automated response policies, and API tokens for Cloud Secure.</p> <p>An Administrator can also invite other users but can only assign Cloud Secure roles.</p> | <p>Can perform all User/Author functions including managing Reporting API tokens, as well as all administrative tasks such as configuration of reports, and the shutdown and restart of reporting tasks.</p> <p>An Administrator can also invite other users but can only assign Reporting roles.</p> |

| Role | Monitoring | Cloud Secure | Reporting |
|-------|---|---|--|
| User | Can view and modify dashboards, queries, alerts, annotations, annotation rules, and applications, and manage device resolution. | Can view and manage Alerts and view Forensics. User role can change alert status, add a note, take snapshots manually, and manage restrict user access. | Can perform all Guest/Consumer functions as well as create and manage reports and dashboards. |
| Guest | Has read-only access to asset pages, dashboards, alerts, and can view and run queries. | Can view Alerts and Forensics. Guest role cannot change alert status, add a note, take snapshots manually, or restrict user access. | Can view, schedule, and run reports and set personal preferences such as those for languages and time zones. Guests/Consumers cannot create reports or perform administrative tasks. |

Best practice is to limit the number of users with Administrator permissions. The greatest number of accounts should be user or guest accounts.

Cloud Insights Permissions by User Role

The following table shows the Cloud Insights permissions granted to each user role.

| Feature | Administrator/ Account Owner | User | Guest |
|---|---------------------------------|------|-------|
| Acquisition Units: Add/Modify/Delete | Y | N | N |
| Alerts*: Create/Modify/Delete | Y | Y | N |
| Alerts*: View | Y | Y | Y |
| Annotation Rules: Create/Run/Modify/Delete | Y | Y | N |
| Annotations: Create/Modify/Assign/Vie w/Remove/Delete | Y | Y | N |
| API Access*: Create/Rename/Disable/R evoke | Y | N | N |
| Applications: Create/View/Modify/Delet e | Y | Y | N |
| Asset Pages: Modify | Y | Y | N |
| Asset Pages: View | Y | Y | Y |
| Audit: View | Y | N | N |

| | | | |
|--|---|---|---|
| Cloud Cost | Y | N | N |
| Cloud Secure* | Y | N | N |
| Dashboards: Create/Modify/Delete | Y | Y | N |
| Dashboards: View | Y | Y | Y |
| Data Collectors: Add/Modify/Poll/Delete | Y | N | N |
| Notifications: View/Modify | Y | N | N |
| Queries: Create/Modify/Delete | Y | Y | N |
| Queries: View/Run | Y | Y | Y |
| Device Resolution | Y | Y | N |
| Reports*: View/Run | Y | Y | Y |
| Reports*: Create/Modify/Delete/Schedule | Y | Y | N |
| Subscription: View/Modify | Y | N | N |
| User Management: Invite/Add/Modify/Deactivate | Y | N | N |

*Requires Premium Edition

Creating Accounts by Inviting Users

Creating a new user account is achieved through Cloud Central. A user can respond to the invitation sent through email, but if the user does not have an account with Cloud Central, the user needs to sign up with Cloud Central so that they can accept the invitation.

Before you begin

- The user name is the email address of the invitation.
- Understand the user roles you will be assigning.
- Passwords are defined by the user during the sign up process.

Steps

- Log into Cloud Insights
- In the menu, click **Admin > User Management**

The User Management screen is displayed. The screen contains a list of all of the accounts on the system.

- Click **+ User**

The **Invite User** screen is displayed.

- Enter an email address or multiple addresses for invitations.

Note: When you enter multiple addresses, they are all created with the same role. You can only set multiple users to the same role.

1. Select the user's role for each feature of Cloud Insights.



The features and roles you can choose from depend on which features you have access to in your particular Administrator role. For example, if you have Admin role only for Reporting, you will be able to assign users to any role in Reporting, but will not be able to assign roles for Monitor and Optimize or Cloud Secure.

Invite Users

You can invite people to join by sending them an invitation link. Inviting users is the easiest way to get your team to collaborate. Invitations expire after 14 days

test@net.com X

Monitor & Optimize Role
Guest

Cloud Secure Role
Administrator

Cancel Invite

2. Click **Invite**

The invitation is sent to the user. Users will have 14 days to accept the invitation. Once a user accepts the invitation, they will be taken to the NetApp Cloud Portal, where they will sign up using the email address in the invitation. If they have an existing account for that email address, they can simply sign in and will then be able to access their Cloud Insights environment.

Modifying an existing user's role

To modify an existing user's role, including adding them as a **secondary account owner**, follow these steps.

1. Click **Admin > User Management**. The screen displays a list of all of the accounts on the system.
2. Click the user name of the account you want to change.
3. Modify the user's role in each Cloud Insights feature set as needed.

4. Click Save Changes.

To assign a Secondary Account Owner

You must be logged in as an account owner for Monitor & Optimize in order to assign the account owner role to another user.

1. Click **Admin > User Management**.
2. Click the user name of the account you want to change.
3. In the User dialog, click on **Assign as Owner**.
4. Save the changes.

The screenshot shows a user profile for 'Daniel'. At the top, there's a close button (X). Below it, the user's name 'Daniel' is displayed. Underneath the name, there are two columns: 'Email' (user.name@netapp.com) and 'Last Login' (a year ago). A link 'Learn about the permissions provided by each role' is present. The 'Owner Role' section contains a button labeled 'Assign as Owner'. Below that, the 'Monitor & Optimize Role' is set to 'Administrator'. The 'Cloud Secure Role' is also set to 'Administrator'. At the bottom right, there are 'Delete User', 'Cancel', and 'Save Changes' buttons.

You can have as many account owners as you wish, but best practice is to limit the owner role to only select people.

Deleting Users

A user with the Administrator role can delete a user (for example, someone no longer with the company) by clicking on the user's name and clicking *Delete User* in the dialog. The user will be removed from the Cloud Insights environment.

Note that any dashboards, queries, etc. that were created by the user will remain available in the Cloud Insights environment even after the user is removed.

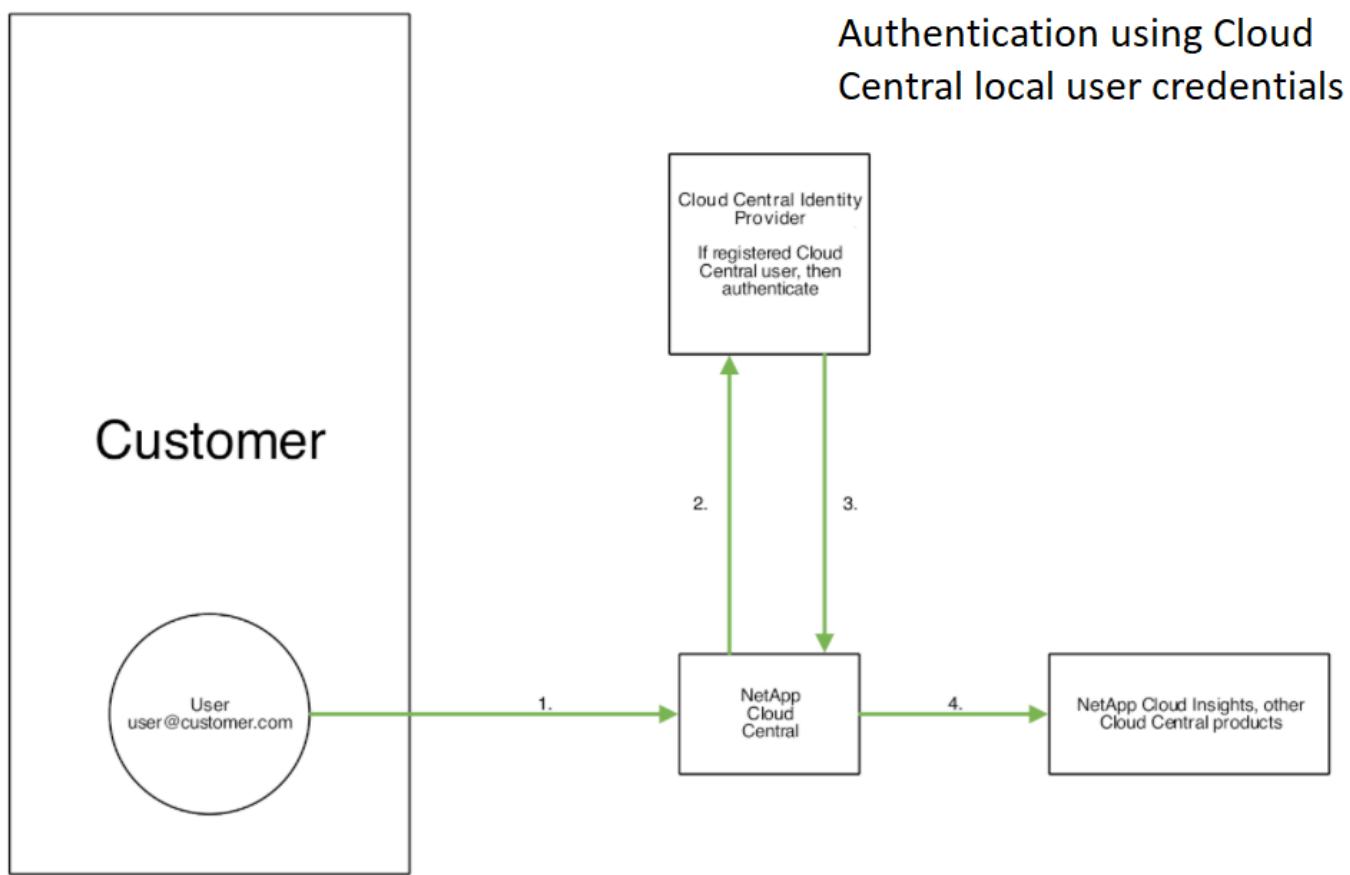
Single Sign-On (SSO) and Identity Federation

Enabling Identity Federation for SSO In Cloud Insights

With Identity Federation:

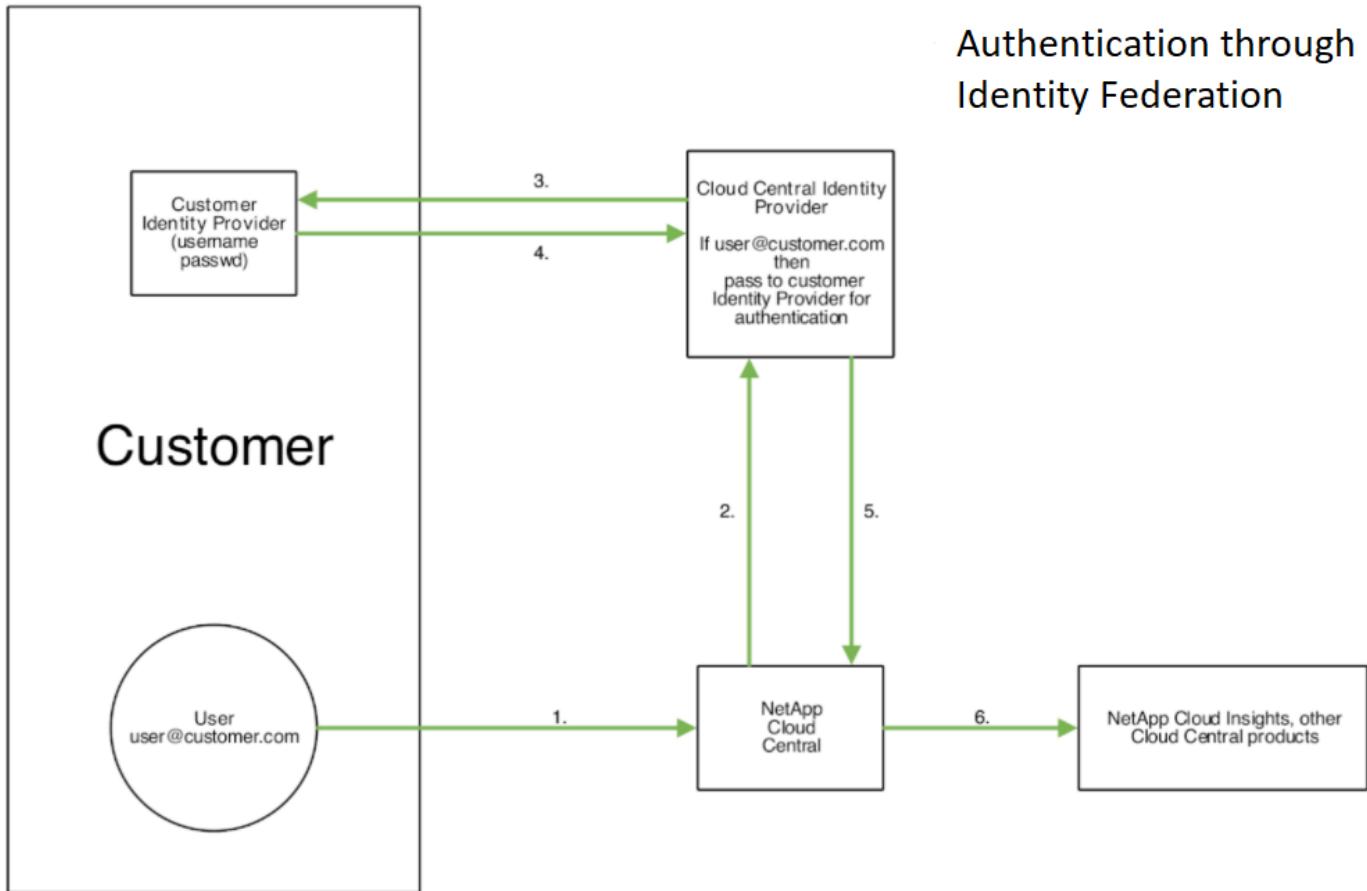
- Authentication is delegated to the customer's identity management system, using the customer's credentials from your corporate directory, and automation policies such as Multi-Factor Authentication (MFA).
- Users log in once to all NetApp Cloud Services (Single Sign On).

User accounts are managed in NetApp Cloud Central for all Cloud Services. By default, authentication is done using Cloud Central local user profile. Below is a simplified overview of that process:



However, some customers would like to use their own identity provider to authenticate their users for Cloud Insights and their other NetApp Cloud Central Services. With Identity Federation, NetApp Cloud Central accounts are authenticated using credentials from your corporate directory.

The following is a simplified example of that process:



In the above diagram, when a user accesses Cloud Insights, that user is directed to the customer's identity management system for authentication. Once the account is authenticated, the user is directed to the Cloud Insights tenant URL.

Cloud Central uses Auth0 to implement Identity Federation and integrate with services like Active Directory Federation Services (ADFS) and Microsoft Azure Active Directory (AD). For more information on Identity Federation setup and configuration, see Cloud Central documentation on [Identity Federation](#).

It is important to understand that changing identity federation in Cloud Central will apply not only to Cloud Insights but to all NetApp Cloud Services. The customer should discuss this change with the NetApp team of each Cloud Central product they own to make sure the configuration they are using will work with Identity Federation or if adjustments need to be made on any accounts. The customer will need to involve their internal SSO team in the change to identity federation as well.

It is also important to realize that once identity federation is enabled, that any changes to the company's identity provider (such moving from SAML to Microsoft AD) will likely require troubleshooting/changes/attention in Cloud Central to update the profiles of the users.

Single Sign-On (SSO) User Auto-Provisioning

In addition to inviting users, administrators can enable **Single Sign-On (SSO) User Auto-Provisioning** access to Cloud Insights for all users in their corporate domain, without having to invite them individually. With SSO enabled, any user with the same domain email address can log into Cloud Insights using their corporate credentials.



SSO User Auto-Provisioning is available in Cloud Insights Premium Edition, and must be configured before it can be enabled for Cloud Insights. SSO User Auto-Provisioning configuration includes [Identity Federation](#) through NetApp Cloud Central as described in the section above. Federation allows single sign-on users to access your NetApp Cloud Central accounts using credentials from your corporate directory, using open standards such as Security Assertion Markup Language 2.0 (SAML) and OpenID Connect (OIDC).

To configure *SSO User Auto-Provisioning*, on the **Admin > User Management** page, click the **Request Federation** button. Once configured, administrators can then enable SSO user login. When an administrator enables *SSO User Auto-Provisioning*, they choose a default role for all SSO users (such as Guest or User). Users who log in through SSO will have that default role.

The screenshot shows the 'User Management' page with a single user listed:

| Name | Email | Monitor & Optimize Role | Reporting Role | Last Login |
|------------------------|----------------------|-------------------------|----------------|------------|
| (caitest12@netapp.com) | caitest12@netapp.com | Administrator | Guest | None |

Occasionally, an administrator will want to promote a single user out of the default SSO role (for example, to make them an administrator). They can accomplish this on the **Admin > User Management** page by clicking on the right-side menu for the user and selecting *Assign Role*. Users who are assigned an explicit role in this way continue to have access to Cloud Insights even if *SSO User Auto-Provisioning* is subsequently disabled.

If the user no longer requires the elevated role, you can click the menu to *Remove User*. The user will be removed from the list. If *SSO User Auto-Provisioning* is enabled, the user can continue log in to Cloud Insights through SSO, with the default role.

You can choose to hide SSO users by unchecking the **Show SSO Users** checkbox.

However, do not enable *SSO User Auto-Provisioning* if either of these are true:

- Your organization has more than one Cloud Insights tenant
- Your organization does not want any/every user in the federated domain to have some level of automatic access to the Cloud Insights tenant. *At this point in time, we do not have the ability to use groups to control role access with this option.*

Switching to other Cloud Central products

You can switch to other NetApp cloud products by clicking on the **Cloud Central** menu and selecting from the NetApp Cloud products listed. You can also choose to go to the Cloud Central portal itself.



Cloud Insights

NetApp Cloud Central



Cloud Volumes Service



Cloud Volumes ONTAP



Cloud Sync



SaaS Backup



Cloud Tiering



Cloud Backup Service

You will be automatically authenticated and signed in to the selected cloud product.

Cloud Insights Data Collector List

Cloud Insights supports a variety of Data Collectors from many vendors and services.

Data Collectors are categorized by these types:

- Infrastructure: Acquired from vendor devices such as storage arrays, switches, hypervisors, or backup devices.
- Service: Acquired from services such as Kubernetes or Docker. Also called *Integration*.

Alphabetical list of Data Collectors supported by Cloud Insights:

| Data Collector | Type |
|--|----------------|
| ActiveMQ | Service |
| Amazon EC2 and EBS | Infrastructure |
| Amazon FSx for NetApp ONTAP | Infrastructure |
| Apache | Service |
| Azure NetApp Files | Infrastructure |
| Azure VMs and VHD | Infrastructure |
| Brocade Network Advisor (BNA) | Infrastructure |
| Brocade Fibre Channel Switches | Infrastructure |
| Cisco MDS Fabric Switches | Infrastructure |
| Consul | Service |
| Couchbase | Service |
| CouchDB | Service |
| Dell EMC Data Domain | Infrastructure |
| Dell EMC ECS | Infrastructure |
| Dell EMC PowerScale (previously Isilon) | Infrastructure |
| Dell EMC PowerStore | Infrastructure |
| Dell EMC Recoverpoint | Infrastructure |
| Dell EMC ScaleIO | Infrastructure |
| Dell EMC Unity | Infrastructure |
| Dell EMC VMAX/PowerMax Family of Devices | Infrastructure |
| Dell EMC VNX Block Storage | Infrastructure |
| Dell EMC VNX File | Infrastructure |
| Dell EMC VNX Unified | Infrastructure |
| Dell EMC VPLEX | Infrastructure |
| Dell EMC XtremIO | Infrastructure |

| Data Collector | Type |
|--|----------------|
| Dell XC Series | Infrastructure |
| Docker | Service |
| Elasticsearch | Service |
| Flink | Service |
| Fujitsu ETERNUS DX | Infrastructure |
| Google Compute and Storage | Infrastructure |
| Hadoop | Service |
| HAProxy | Service |
| Hitachi Content Platform (HCP) | Infrastructure |
| Hitachi Vantara Command Suite | Infrastructure |
| Hitachi Vantara NAS Platform | Infrastructure |
| Hitachi Ops Center | Infrastructure |
| HP Enterprise Alletra 6000 (previously Nimble) Storage | Infrastructure |
| HP Enterprise Alletra 9000 / Primera (previously 3PAR) Storage | Infrastructure |
| HP Enterprise Command View | Infrastructure |
| Huawei OceanStor and Dorado Devices | Infrastructure |
| IBM Cleversafe | Infrastructure |
| IBM CS Series | Infrastructure |
| IBM PowerVM | Infrastructure |
| IBM SAN Volume Controller (SVC) | Infrastructure |
| IBM System Storage DS8000 Series | Infrastructure |
| IBM XIV and A9000 Storages | Infrastructure |
| Infinidat InfiniBox | Infrastructure |
| Java | Service |
| Kafka | Service |
| Kapacitor | Service |
| Kibana | Service |
| Kubernetes | Service |
| Lenovo HX Series | Infrastructure |
| macOS | Service |
| Memcached | Service |
| Microsoft Azure NetApp Files | Infrastructure |

| Data Collector | Type |
|--|----------------|
| Microsoft Hyper-V | Infrastructure |
| MongoDB | Service |
| MySQL | Service |
| NetApp Astra Data Store | Infrastructure |
| NetApp Cloud Volumes ONTAP | Infrastructure |
| NetApp Cloud Volumes Services for AWS | Infrastructure |
| NetApp Cloud Connection for ONTAP 9.9+ | Infrastructure |
| NetApp Data ONTAP 7-Mode | Infrastructure |
| NetApp E-Series | Infrastructure |
| Amazon FSx for NetApp ONTAP | Infrastructure |
| NetApp HCI Virtual Center | Infrastructure |
| NetApp ONTAP Data Management Software | Infrastructure |
| NetApp ONTAP Select | Infrastructure |
| NetApp SolidFire All-Flash Array | Infrastructure |
| NetApp StorageGRID | Infrastructure |
| Netstat | Service |
| Nginx | Service |
| Node | Service |
| Nutanix NX Series | Infrastructure |
| OpenStack | Infrastructure |
| OpenZFS | Service |
| Oracle ZFS Storage Appliance | Infrastructure |
| PostgreSQL | Service |
| Puppet Agent | Service |
| Pure Storage FlashArray | Infrastructure |
| Red Hat Virtualization | Infrastructure |
| Redis | Service |
| RethinkDB | Service |
| RHEL & CentOS | Service |
| Ubuntu & Debian | Service |
| VMware vSphere | Infrastructure |
| Windows | Service |
| ZooKeeper | Service |

Subscribing to Cloud Insights

Getting started with Cloud Insights is as easy as three simple steps:

- Sign up for an account on [NetApp Cloud Central](#) to get access to all of NetApp's Cloud offerings.
- Register for a [free trial](#) of Cloud Insights to explore the features available.
- **Subscribe** to Cloud Insights for on-going, uninterrupted access to your data via [NetApp Sales](#) direct or AWS Marketplace ([Standard Edition](#) or [Premium Edition](#)).

During the registration process, you can choose the global region to host your Cloud Insights environment. For more information, read about Cloud Insights [Information and Region](#).

Editions

The features and functionality available to you in Cloud Insights depend on the Edition to which you subscribe. The Editions available are explained here.

- **Basic Edition** is free and available to existing NetApp customers with an active NetApp support account.
 -  Inactive Cloud Insights Basic Edition environments are deleted and their resources are reclaimed. An environment is considered inactive if there is no user activity for 30 consecutive days, or if there is no data ingested for 7 consecutive days. Cloud Insights will send a notification and provide a grace period of four days before an environment is deleted.
 -  The features, data retention times, and objects or metrics collected in Cloud Insights Basic Edition are subject to change with or without notice.
- **Standard Edition** is available via subscription and offers all the features of Basic Edition plus more.
- **Premium Edition** offers additional benefits such as Business Intelligence and Reporting, as well as Cloud Secure Auditing and Threat Detection.

Key Features

Here are the key features available in Basic, Standard, and Premium Edition:

| Key Feature | Basic Edition | Standard Edition | Premium Edition |
|---|---------------|------------------|-----------------|
| Data Retention | 7 Days | 90 Days | 13 Months |
| Infrastructure & Storage Metrics | NetApp Only | Multi-Vendor | Multi-Vendor |
| Customizable Dashboards | [check] | [check] | [check] |
| Forum, Documentation, and Training Videos | [check] | [check] | [check] |
| Live Chat and Technical Support | - | [check] | [check] |
| VM Metrics | - | [check] | [check] |
| Cloud Metrics | - | [check] | [check] |

| | | | |
|--|---|---------|---------|
| Service Metrics | - | [check] | [check] |
| Monitors and Alerting | - | [check] | [check] |
| API Access | - | - | [check] |
| Single Sign-On (SSO) | - | - | [check] |
| Cloud Secure User Data Access Auditing | - | - | [check] |
| Cloud Secure Insider Threat Detection with AI/ML | - | - | [check] |
| Business Intelligence and Reporting* | - | - | [check] |

*Available for environments of 500 managed units and larger

While using Cloud Insights, if you see a padlock icon , it means the feature is not available in your current Edition, or is available in a limited form. Upgrade for full access to the feature.

Trial Version

When you sign up for Cloud Insights and your environment is active, you enter into a free, 30-day trial of Cloud Insights. During this trial you can explore all the features that Cloud Insights Standard Edition has to offer, in your own environment.

At any time during your trial period, you can subscribe to Cloud Insights. Subscribing to Cloud Insights ensures uninterrupted access to your data as well as extended **product support** options.

Cloud Insights displays a banner when your free trial is nearing its end. Within that banner is a *View Subscription* link, which opens the **Admin > Subscription** page. Non-Admin users will see the banner but will not be able to go to the Subscription page.

 If you need additional time to evaluate Cloud Insights and your trial is set to expire in 4 days or less, you can extend your trial for an additional 30 days. You can extend the trial only once. You cannot extend if your trial has expired.

What if My Trial has Expired?

If your free trial has expired and you have not yet subscribed to Cloud Insights, you will have limited functionality until you subscribe.

Subscription Options

To subscribe, go to **Admin > Subscription**. In addition to the **Subscribe** buttons, you will be able to see your installed data collectors and calculate your estimated pricing. For a typical environment, you can click the self-serve AWS Marketplace **Subscribe Now** button. If your environment includes or is expected to include 1,000 or more Managed Units, you are eligible for Volume Pricing.

| | Basic Free Available Only for NetApp Customers | Standard \$42 / mo* 7 Managed Units at \$6 MU/mo Billed Annually | Premium \$63 / mo* 7 Managed Units at \$9 MU/mo Billed Annually |
|--|---|--|---|
| Key Features | | Contact Sales Or Subscribe Via Amazon Marketplace | Contact Sales Or Subscribe Via Amazon Marketplace |
| Data Retention | 7 Days | 90 Days | 13 Months |
| Infrastructure and Storage Metrics | NetApp Only | Multi-Vendor | Multi-Vendor |
| Customizable Dashboards | ✓ | ✓ | ✓ |
| Real-time Dashboards | ✓ | ✓ | ✓ |
| Forum, Documentation and Training Videos | ✓ | ✓ | ✓ |
| Live Chat and Technical Support | — | ✓ | ✓ |
| VM Metrics | — | ✓ | ✓ |
| Cloud Metrics | — | ✓ | ✓ |
| Service Metrics | — | ✓ | ✓ |
| Monitors and Alerting | — | ✓ | ✓ |
| API Access | — | — | ✓ |
| Single Sign-On (SSO) | — | — | ✓ |
| Cloud Secure User Data Access Auditing | — | — | ✓ |
| Cloud Secure Insider Threat Detection with AI/ML | — | — | ✓ |
| Business Intelligence and Reporting | — | — | Requires at least 500 MUs |

Pricing

Cloud Insights is priced per **Managed Unit**. Usage of your Managed Units is calculated based on the number of **hosts or virtual machines** and amount of **unformatted capacity** being managed in your infrastructure environment.

- 1 Managed Unit = 2 hosts (any virtual or physical machine)
- 1 Managed Unit = 4 TiB of unformatted capacity of physical or virtual disks

Note that the following data collectors are metered at a different Raw TiB to Managed Unit rate. Every 40TiB of unformatted capacity on these data collectors is charged as 1 Managed Unit (MU):

- Dell EMC ECS
- Hitachi Content Platform
- IBM Cleversafe
- NetApp StorageGrid

If your environment includes or is expected to include 1,000 or more Managed Units, you are eligible for **Volume Pricing** and will be prompted to Contact NetApp Sales to subscribe. See [below](#) for more details.

Estimate Your Subscription Cost

The Subscription Calculator gives you an estimated list-price monthly Cloud Insights cost based on the number of hosts and amount of unformatted capacity being reported by your data collectors. The current values are pre-populated in the *Hosts* and *Unformatted Capacity* fields. You can enter different values to assist you with planning for estimated future growth.

Your estimated list price cost will change based on your subscription term.



The calculator is for estimation only. Your exact pricing will be set when you subscribe.

How Do I Subscribe?

If your Managed Unit count is less than 1,000, you can subscribe via NetApp Sales, or [self-subscribe](#) via AWS Marketplace.

Subscribe through NetApp Sales direct

If your expected Managed Unit count is 1,000 or greater, click on the [Contact Sales](#) button to subscribe through the NetApp Sales Team.

You must provide your Cloud Insights **Serial Number** to your NetApp sales representative so that your paid subscription can be applied to your Cloud Insights environment. The Serial Number uniquely identifies your Cloud Insights trial environment and can be found on the [Admin > Subscription](#) page.

Self-Subscribe through AWS Marketplace



You must be an Account Owner or Administrator in order to apply an AWS Marketplace subscription to your existing Cloud Insights trial account. Additionally, you must have an Amazon Web Services (AWS) account.

Clicking on the **Subscribe Now** button opens the AWS [Cloud Insights](#) subscription page, where you can complete your subscription. Note that values you entered in the calculator are not populated in the AWS subscription page; you will need to enter the total Managed Units count on this page.

After you have entered the total Managed Units count and chosen either 12-month or 36-month subscription term, click on **Set Up Your Account** to finish the subscription process.

Once the AWS subscription process is complete, you will be taken back to your Cloud Insights environment. Or, if the environment is no longer active (for example, you have logged out), you will be taken to the Cloud Central sign-in page. When you sign in to Cloud Insights again, your subscription will be active.



After clicking on **Set Up Your account** on the AWS Marketplace page, you must complete the AWS subscription process within one hour. If you do not complete it within one hour, you will need to click on **Set Up Your Account** again to complete the process.

If there is a problem and the subscription process fails to complete correctly, you will still see the "Trial Version" banner when you log into your environment. In this event, you can go to [Admin > Subscription](#) and repeat the subscription process.

View Your Subscription Status

Once your subscription is active, you can view your subscription status and Managed Unit usage from the **Admin > Subscription** page.

The screenshot shows the 'Subscription Details' tab selected. On the left, under 'Active Entitlement Summary', it displays the NetApp Serial Number (95030018085431676774) and Edition (Premium). It also shows a note about total Managed Units valid through February 8th, 2023. On the right, under 'Usage Management', there are links for 'Modify Subscription' (with a NetApp icon), 'Estimate Cost' (with a calculator icon), and '+ Entitlement ID'.

The Subscription Details tab displays the following:

- Current subscription or active Edition
- Details about your subscription
- Links to modify your subscription or estimate cost changes

View your Usage Management

The Usage Management tab shows an overview of Managed Unit usage, as well as a list of the Data Collectors installed in your environment and the breakdown of Managed Units for each.



The Unformatted Capacity Managed Unit count reflects a sum of the total raw capacity in the environment and is rounded up to the nearest Managed Unit.



The sum of Managed Units may differ slightly from the Data Collectors count in the summary section. This is because Managed Unit counts are rounded up to the nearest Managed Unit. The sum of these numbers in the Data Collectors list may be slightly higher than the total Managed Units in the status section. The summary section reflects your actual Managed Unit count for your subscription.

In the event that your usage is nearing or exceeding your subscribed amount, you can delete data collectors in this list by clicking on the "three dots" menu and selecting *Delete*.

What Happens if I Exceed My Subscribed Usage?

Warnings are displayed when your Managed Unit usage exceeds 80%, 90%, and 100% of your total subscribed amount:

| When usage exceeds: | This happens / Recommended action: |
|---------------------|---|
| 80% | An informational banner is displayed. No action is necessary. |

| | |
|-------------|---|
| 90% | A warning banner is displayed. You may want to increase your subscribed Managed Unit count. |
| 100% | An error banner is displayed and you will have limited functionality until you do one of the following: * Modify your subscription to increase the subscribed Managed Unit count * Remove Data Collectors so that your Managed Unit usage is at or below your subscribed amount |

Subscribe Directly and Skip the Trial

You can also subscribe to Cloud Insights directly from the [AWS Marketplace](#), without first creating a trial environment. Once your subscription is complete and your environment is set up, you will immediately be subscribed.

Adding an Entitlement ID

If you own a valid NetApp product that is bundled with Cloud Insights, you can add that product serial number to your existing Cloud Insights subscription. For example, if you have purchased NetApp Astra, and Cloud Insights is bundled with the Astra deal, the Astra license serial number can be used to identify the subscription in Cloud Insights. Cloud Insights refers to this as an *Entitlement ID*.

To add an entitlement ID to your Cloud Insights subscription, on the **Admin > Subscription** page, click **+Entitlement ID**.

Subscription Summary

NetApp Serial Number: 95001014387268156333
Active Edition: Premium
[+ Entitlement ID](#)

Usage and Entitlement



Hosts: 1,388 Managed Units (2,776 Hosts)

Unformatted Capacity: 3,734 Managed Units (14,934 TB)

Subscription Details

36 Months (Premium Edition)

Expires: March 3rd, 2022



[Modify Subscription](#)

[Estimate Cost](#)

Automatic Device Resolution

Automatic Device Resolution Overview

You need to identify all of the devices you want to monitor with Cloud Insights.

Identification is necessary in order to accurately track performance and inventory in your environment. Typically the majority of devices discovered in your environment are identified through *Automatic Device Resolution*.

After you configure data collectors, devices in your environment including switches, storage arrays, and your virtual infrastructure of hypervisors and VMs are identified. However, this does not normally identify 100% of the devices in your environment.

After data collector type devices have been configured, best practice is to leverage device resolution rules to help identify the remaining unknown devices in your environment. Device resolution can help you resolve unknown devices as the following device types:

- Physical hosts
- Storage arrays
- Tapes

Devices remaining as unknown after device resolution are considered generic devices, which you can also show in queries and on dashboards.

The rules created in turn will automatically identify new devices with similar attributes as they are added to your environment. In some cases, device resolution also allows for manual identification bypassing the device resolution rules for undiscovered devices within Cloud Insights.

Incomplete identification of devices can result in issues including:

- Incomplete paths
- Unidentified multipath connections
- The inability to group applications
- Inaccurate topology views
- Inaccurate data in the Data warehouse and reporting

The device resolution feature (Manage > Device resolution) includes the following tabs, each of which plays a role in device resolution planning and viewing results:

- **Fibre Channel Identify** contains a list WWNs and port information of Fibre Channel devices that were not resolved through automatic device resolution. The tab also identifies the percentage of devices that have been identified.
- **IP Address Identify** contains a list of devices accessing CIFS shares and NFS shares that were not identified through automatic device resolution. The tab also identifies the percentage of devices that have been identified.
- **Auto resolution rules** contains the list of rules that are run when performing Fibre channel device resolution. These are rules you create to resolve unidentified Fibre channel devices.
- **Preferences** provides configuration options that you use to customize device resolution for your

environment.

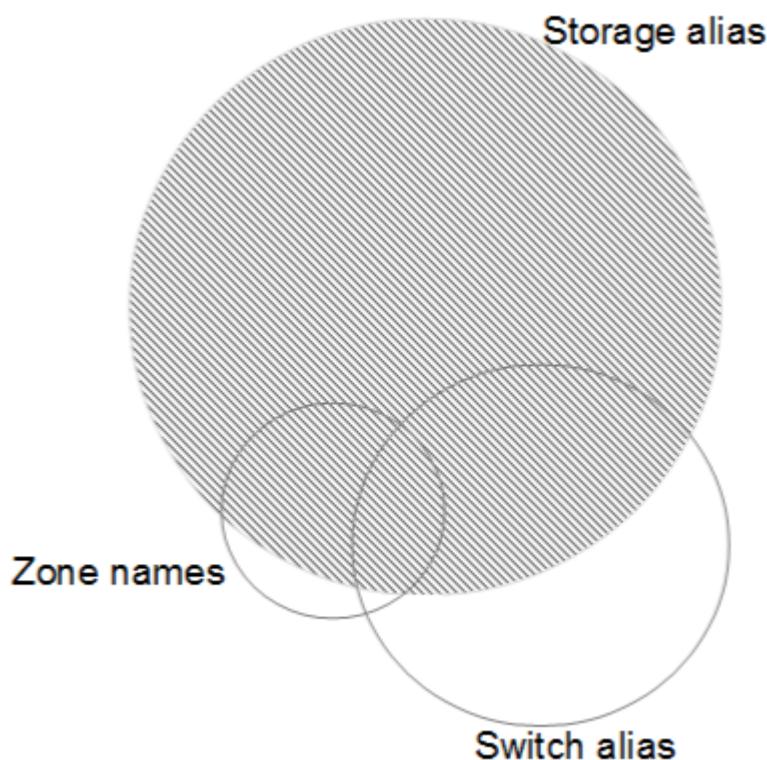
Before You Begin

You need to know how your environment is configured before you define the rules for identifying devices. The more you know about your environment the easier it will be to identify devices.

You need to answer questions similar to the following to help you create accurate rules:

- Does your environment have naming standards for zones or hosts and what percentage of these are accurate?
- Does your environment use a switch alias or storage alias and do they match the host name?
- How often do naming schemes change in your environment?
- Have there been any acquisitions or mergers that introduced different naming schemes?

After analyzing your environment, you should be able to identify what naming standards exist that you can expect to reliability encounter. The information you gathered might be represented graphically in a figure similar to the following:



In this example the largest number of devices are reliably represented by storage aliases. Rules that identify hosts using storage aliases should be written first, rules using switch aliases should be written next , and the last rules created should use zone aliases. Due to the overlap of the use of zone aliases and switch aliases, some storage alias rules might identify additional devices, leaving less rules required for zone aliases and switch aliases.

Steps to Identifying devices

Typically, you would use a workflow similar to the following to identify devices in your environment. Identification is an iterative process and might require multiple steps of planning and refining rules.

- Research environment
- Plan rules
- Create/Revise rules
- Review results
- Create additional rules or Manually Identify devices
- Done



If you have unidentified devices (otherwise known as unknown or generic devices) in your environment and you subsequently configure a data source that identifies those devices upon polling, they will no longer be displayed or counted as generic devices.

Related:

[Creating Device Resolution Rules](#)

[Fibre Channel Device Resolution](#)

[IP Device Resolution](#)

[Setting Device Resolution Preferences](#)

Device Resolution rules

You create device resolution rules to identify hosts, storage, and tapes that are not automatically identified currently by Cloud Insights. The rules that you create identify devices currently in your environment and also identify similar devices as they are added to your environment.

Creating Device Resolution Rules

When you create rules you start by identifying the source of information that the rule runs against, the method used to extract information, and whether DNS lookup is applied to the results of the rule.

| | |
|--|---|
| Source that is used to identify the device | * SRM aliases for hosts * Storage alias containing an embedded host or tape name * Switch alias containing an embedded host or tape name * Zone names containing an embedded host name |
| Method that is used to extract the device name from the source | * As is (extract a name from an SRM) * Delimiters * Regular expressions |
| DNS lookup | Specifies if you use DNS to verify the host name |

You create rules in the Auto Resolution Rules tab. The following steps describe the rule creation process.

Procedure

1. Click **Manage > Device Resolution**
2. In the **Auto resolution rules** tab, click **+ Host Rule** or **+ Tape Rule**.

The **Resolution Rule** screen is displayed.



Click the *View matching criteria* link for help with and examples for creating regular expressions.

3. In the **Type** list select the device you want to identify.

You can select *Host* or *Tape*.

4. In the **Source** list, select the source you want to use to identify the host.

Depending on the source you chose, Cloud Insights displays the following response:

- Zones** lists the zones and WWN that need to be identified by Cloud Insights.
 - SRM** lists the unidentified aliases that need to be identified by Cloud Insights
 - Storage alias** lists storage aliases and WWN that need to be identified by Cloud Insights
 - Switch alias** lists the switch aliases that need to be identified by Cloud Insights
5. In the **Method** list select the method you want to employ to identify the host.

| Source | Method |
|---------------|--|
| SRM | As is, Delimiters, Regular expressions |
| Storage alias | Delimiters, Regular expressions |
| Switch alias | Delimiters, Regular expressions |
| Zones | Delimiters, Regular expressions |

- Rules using Delimiters require the delimiters and the minimum length of the host name. The minimum length of the host name is number of characters that Cloud Insights should use to identify a host. Cloud Insights performs DNS lookups only for host names that are this long or longer.

For rules using Delimiters, the input string is tokenized by the delimiter and a list of host name candidates is created by making several combinations of the adjacent token. The list is then sorted, largest to smallest. For example, for an input string of *vipsnq03_hba3_emc3_12ep0* the list would result in the following:

- *vipsnq03_hba3_emc3_12ep0*
- *vipsnq03_hba3_emc3*
- *hba3 emc3_12ep0*
- *vipsnq03_hba3*
- *emc3_12ep0*
- *hba3_emc3*
- *vipsnq03*
- *12ep0*

- emc3
 - hba3
- Rules using Regular expressions require a regular expression, the format, and cases sensitivity selection.
6. Click **Run AR** to run all rules, or click the down-arrow in the button to run the rule you created (and any other rules that have been created since the last full run of AR).

The results of the rule run are displayed in the **FC identify** tab.

Starting an automatic device resolution update

A device resolution update commits manual changes that have been added since the last full automatic device resolution run. Running an update can be used to commit and run only the new manual entries made to the device resolution configuration. No full device resolution run is performed.

Procedure

1. Log into the Cloud Insights web UI.
2. Click **Manage > Device Resolution**
3. In the **Device Resolution** screen, click the down-arrow in the **Run AR** button.
4. Click **Update** to start the update.

Rule-assisted manual identification

This feature is used for special cases where you want to run a specific rule or a list of rules (with or without a one-time reordering) to resolve unknown hosts, storage, and tape devices.

Before you begin

You have a number of devices that have not been identified and you also have multiple rules that successfully identified other devices.



If your source only contains part of a host or device name, use a regular expression rule and format it to add the missing text.

Procedure

1. Log into the Cloud Insights web UI.
2. Click **Manage > Device Resolution**
3. Click the **Fibre Channel Identify** tab.

The system displays the devices along with their resolution status.

4. Select multiple unidentified devices.
5. Click **Bulk Actions** and select **Set host resolution** or **Set tape resolution**.

The system displays the Identify screen which contains a list of all of the rules that successfully identified devices.

6. Change the order of the rules to an order that meets your needs.

The order of the rules are changed in the Identify screen, but are not changed globally.

7. Select the method that that meets your needs.

Cloud Insights executes the host resolution process in the order in which the methods appear, beginning with those at the top.

When rules that apply are encountered, rule names are shown in the rules column and identified as manual.

Related:

[Fibre Channel Device Resolution](#)

[IP Device Resolution](#)

[Setting Device Resolution Preferences](#)

Fibre Channel device resolution

The Fibre Channel Identify screen displays the WWN and WWPN of fibre channel devices whose hosts have not been identified by automatic device resolution. The screen also displays any devices that have been resolved by manual device resolution.

Devices that have been resolved by manual resolution contain a status of *OK* and identify the rule used to identify the device. Missing devices have a status of *Unidentified*. Devices that are specifically excluded from identification have a status of *Excluded*. The total coverage for identification of devices is listed on this page.

You perform bulk actions by selecting multiple devices on the left-hand side of the Fibre Channel Identify screen. Actions can be performed on a single device by hovering over a device and selecting the *Identify* or *Unidentify* buttons on the far right of the list.

The *Total Coverage* link displays a list of the number of devices identified/number of devices available for your configuration:

- SRM alias
- Storage alias
- Switch alias
- Zones
- User defined

Adding a Fibre Channel device manually

You can manually add a fibre channel device to Cloud Insights using the *Manual Add* feature available in the device resolution Fibre Channel Identify tab. This process might be used for pre-identification of a device that is expected to be discovered in the future.

Before you begin

To successfully add a device identification to the system you need to know the WWN or IP address and the device name.

About this task

You can add a Host, Storage, Tape or Unknown fibre channel device manually.

Procedure

1. Log in to the Cloud Insights web UI

2. Click **Manage > Device Resolution**
3. Click the **Fibre Channel Identify** tab.
4. Click the **Add** button.

The **Add Device** dialog is displayed

5. Enter the WWN or IP address, the device name, and select the device type.

The device you enter is added to the list of devices in the Fibre Channel Identify tab. The Rule is identified as *Manual*.

Importing Fibre Channel device identification from a .CSV file

You can manually import fibre channel device identification into Cloud Insights device resolution using a list of devices in a .CSV file.

1. Before you begin

You must have a correctly formatted .CSV file in order to import device identifications directly into device resolution. The .CSV file for fibre channel devices requires the following information:

| WWN | IP | Name | Type |
|-----|----|------|------|
|-----|----|------|------|

The data fields must be enclosed in quotes, as shown in the example below.

```
"WWN", "IP", "Name", "Type"  
"WWN:2693", "ADDRESS2693|IP2693", "NAME-2693", "HOST"  
"WWN:997", "ADDRESS997|IP997", "NAME-997", "HOST"  
"WWN:1860", "ADDRESS1860|IP1860", "NAME-1860", "HOST"
```



As a best practice, it is recommended to first export the Fibre Channel Identify information to a .CSV file, make your desired changes in that file, and then import the file back into Fibre Channel Identify. This ensures that the expected columns are present and in the proper order.

To import Fibre Channel Identify information:

1. Log into the Cloud Insights web UI.
2. Click **Manage > Device Resolution**
3. Select the **Fibre Channel Identify** tab.
4. Click the **Identify > Identify from file** button.
5. Navigate to the folder containing your .CSV files for import and select the desired file.

The devices you enter are added to the list of devices in the Fibre Channel Identify tab. The “Rule” is identified as *Manual*.

Exporting Fibre Channel device identifications to a .CSV file

You can export existing fibre channel device identifications to a .CSV file from the Cloud Insights device

resolution feature. You might want to export a device identification so that you can modify it and then import it back into Cloud Insights where it is then used to identify devices that are similar to those originally matching the exported identification.

About this task

This scenario might be used when devices have similar attributes that can be easily edited in the .CSV file and then imported back into the system.

When you export a Fibre Channel device identification to a .CSV file, the file contains the following information in the order shown:

| WWN | IP | Name | Type |
|-----|----|------|------|
|-----|----|------|------|

Procedure

1. Log into the Cloud Insights web UI.
2. Click **Manage > Device Resolution**
3. Select the **Fibre Channel Identify** tab.
4. Select the Fibre Channel device or devices whose identification you want to export.
5. Click the **Export**  button.

Select whether to open the .CSV file or save the file.

Related:

[IP Device Resolution](#)

[Creating Device Resolution Rules](#)

[Setting Device Resolution Preferences](#)

IP device resolution

The IP Identify screen displays any iSCSI and CIFS or NFS shares that have been identified by automatic device resolution or by manual device resolution. Unidentified devices are also shown. The screen includes the IP address, Name, Status, iSCSI node, and share name for devices. The percentage of devices that have been successfully identified is also displayed.

| IP identify (10) | | | | | | Total coverage 20% (2/10) |
|--------------------------|---------------|---------------|-----------------|--------|---|--|
| | Address | IP | Name | Status | iSCSI node | Share name |
| <input type="checkbox"/> | 1.1.1.1 | 1.1.1.1 | LA3-CNS-SQL-06A | OK | | /vol/ServerLogs_STG/ |
| <input type="checkbox"/> | 0.0.0.0/0 | | | | | /vol/ServerLogs_STG/ |
| <input type="checkbox"/> | 10.56.100.18 | | | | iqn.1991-05.com.microsoft:la3-cns-sql-06b.cns.comcastnets.com | |
| <input type="checkbox"/> | 10.56.100.19 | | | | iqn.1991-05.com.microsoft:jec206435977i7.tfayd.com | /vol/wc_sc_libraries_prod/libraries_qtree/ |
| <input type="checkbox"/> | 100.54.18.100 | 100.54.18.100 | ushapip00096lb | OK | | |

Adding IP devices manually

You can manually add an IP device to Cloud Insights using the manual add feature available in the IP Identify screen.

Procedure

1. Log in to the Cloud insights web UI.
2. Click **Manage > Device resolution**
3. Click the **IP Address Identify** tab.
4. Click the **Add** button.

The Add Device dialog is displayed

5. Enter the address, IP address, and a unique device name.

Result

The device you enter is added to the list of devices in the IP Address Identify tab.

Importing IP device identification from a .CSV file

You can manually import IP device identifications into the Device Resolution feature using a list of device identifications in a .CSV file.

1. Before you begin

You must have a correctly formatted .CSV file in order to import device identifications directly into the Device Resolution feature. The .CSV file for IP devices requires the following information:

| Address | IP | Name |
|---------|----|------|
|---------|----|------|

The data fields must be enclosed in quotes, as shown in the example below.

```
"Address", "IP", "Name"  
"ADDRESS6447", "IP6447", "NAME-6447"  
"ADDRESS3211", "IP3211", "NAME-3211"  
"ADDRESS593", "IP593", "NAME-593"
```



As a best practice, it is recommended to first export the IP Address Identify information to a .CSV file, make your desired changes in that file, and then import the file back into IP Address Identify. This ensures that the expected columns are present and in the proper order.

Exporting IP device identification to a .CSV file

You can export existing IP device identifications to a .CSV file from the Cloud Insights device resolution feature. You might want to export a device identification so that you can modify it and then import it back into Cloud Insights where it is then used to identify devices that are similar to those originally matching the exported identification.

About this task

This scenario might be used when devices have similar attributes that can be easily edited in the .CSV file and then imported back into the system.

When you export an IP device identification to a .CSV file, the file contains the following information in the order shown:

| | | |
|---------|----|------|
| Address | IP | Name |
|---------|----|------|

Procedure

1. Log into the Cloud Insights web UI.
2. Click **Manage > Device Resolution**
3. Select the **IP Address Identify** tab.
4. Select the IP device or devices whose identification you want to export.
5. Click the **Export**  button.

Select whether to open the .CSV file or save the file.

Related:

[Fibre Channel device resolution](#)
[Creating Device Resolution Rules](#)
[Setting Device Resolution Preferences](#)

Setting options in the Preferences tab

The device resolution preferences tab lets you create an auto resolution schedule, specify storage and tape vendors to include or exclude from identification, and set DNS lookup options.

Auto resolution schedule

An auto resolution schedule can specify when automatic device resolution is run:

| Option | Description |
|-----------------------------|---|
| Every | Use this option to run automatic device resolution on intervals of days, hours, or minutes. |
| Every day | Use this option to run automatic device resolution daily at a specific time. |
| Manually | Use this option to only run automatic device resolution manually. |
| On every environment change | Use this option to run automatic device resolution whenever there is a change in the environment. |

If you specify *Manually*, nightly automatic device resolution is disabled.

DNS processing options

DNS processing options allow you to select the following features:

- When DNS lookup result processing is enabled, you can add a list of DNS names to append to resolved devices.
- You can select Auto resolution of IPs: to enables automatic host resolution for iSCSI initiators and hosts accessing NFS shares by using DNS lookup. If this is not specified, only FC-based resolution is performed.

- You can choose to allow underscores in host names and to use a "connected to" alias instead of the standard port alias in results.

Including or excluding specific storage and tape vendors

You can include or exclude specific storage and tape vendors for automatic resolution. You might want to exclude specific vendors if you know, for example, that a specific host will become a legacy host and should be excluded from your new environment. You can also re-add vendors that you earlier excluded but no longer want excluded.



Device resolution rules for tape only work for WWNs where the Vendor for that WWN is set to *Included as Tape only* in the Vendors preferences.

See also: [Regular Expression Examples](#)

Regular expression examples

If you have selected the regular expression approach as your source naming strategy, you can use the regular expression examples as guides for your own expressions used in the Cloud Insights automatic resolution methods.

Formatting regular expressions

When creating regular expressions for Cloud Insights automatic resolution, you can configure output format by entering values in a field named *FORMAT*.

The default setting is \1, which means that a zone name that matches the regular expression is replaced by the contents of the first variable created by the regular expression. In a regular expression, variable values are created by parenthetical statements. If multiple parenthetical statements occur, the variables are referenced numerically, from left to right. The variables can be used in the output format in any order. Constant text can also be inserted in the output, by adding it to the *FORMAT* field.

For example, you might have the following zone names for this zone naming convention:

```
[Zone number]_[data center]_[hostname]_[device type]_[interface number]
```

- S123_Miami_hostname1_filer_FC1
- S14_Tampa_hostname2_switch_FC4
- S3991_Boston_hostname3_windows2K_FC0
- S44_Raleigh_hostname4_solaris_FC1

And you might want the output to be in the following format:

```
[hostname]-[data center]-[device type]
```

To do this, you need to capture the host name, data center, and device type fields in variables, and use them in the output. The following regular expression would do this:

```
. * ? _ ( [a-zA-Z0-9] + ) _ ( [a-zA-Z0-9] + ) _ ( [a-zA-Z0-9] + ) _ . *
```

Because there are three sets of parentheses, the variables \1, \2 and \3 would be populated.

You could then use the following format to receive output in your preferred format:

```
\2-\1-\3
```

Your output would be as follows:

```
hostname1-Miami-filer  
hostname2-Tampa-switch  
hostname3-Boston-windows2K  
hostname4-Raleigh-solaris
```

The hyphens between the variables provide an example of constant text that is inserted in the formatted output.

Example 1 showing zone names

In this example, you use the regular expression to extract a host name from the zone name. You could create a regular expression if you have something similar to the following zone names:

- S0032_myComputer1Name-HBA0
- S0434_myComputer1Name-HBA1
- S0432_myComputer1Name-HBA3

The regular expression that you could use to capture the host name would be:

```
S [0-9] + _ ( [a-zA-Z0-9] * ) [ _ - ] HBA [0-9]
```

The outcome is a match of all zones beginning with S that are followed by any combination of digits , followed by an underscore, the alphanumeric hostname (myComputer1Name), an underscore or hyphen, the capital letters HBA, and a single digit (0-9). The hostname alone is stored in the \1 variable.

The regular expression can be broken into its components:

- "S" represents the zone name and begins the expression. This matches only an "S" at the beginning of the zone name.
- The characters [0-9] in brackets indicate that what follows "S" must be a digit between 0 and 9, inclusive.
- The + sign indicates that the occurrence of the information in the preceding brackets has to exist 1 or more times.
- The _ (underscore) means that the digits after S must be followed immediately by only an underscore character in the zone name. In this example, the zone naming convention uses the underscore to separate the zone name from the host name.

- After the required underscore, the parentheses indicate that the pattern contained within will be stored in the \1 variable.
- The bracketed characters [a-zA-Z0-9] indicate that the characters being matched are all letters (regardless of case) and numbers.
- The * (asterisk) following the brackets indicates that the bracketed characters occur 0 or more times.
- The bracketed characters [-] (underscore and dash) indicate that the alphanumeric pattern must be followed by an underscore or a dash.
- The letters HBA in the regular expression indicate that this exact sequence of characters must occur in the zone name.
- The final set of bracketed characters [0-9] match a single digit from 0 through 9, inclusive.

Example 2

In this example, skip up to the first underscore "", then match E and everything after that up to the second "", and then skip everything after that.

Zone: Z_E2FHDBS01_E1NETAPP

Hostname: E2FHDBS01

RegEx: .?(E.?).*

Example 3

The parentheses "()" around the last section in the Regular Expression (below) identifies which part is the hostname. If you wanted VSAN3 to be the host name, it would be: _([a-zA-Z0-9]).*

Zone: A_VSAN3_SR48KENT_A_CX2578_SPA0

Hostname: SR48KENT

RegEx: _[a-zA-Z0-9]+_([a-zA-Z0-9]).*

Example 4 showing a more complicated naming pattern

You could create a regular expression if you have something similar to the following zone names:

- myComputerName123-HBA1_Symm1_FA3
- myComputerName123-HBA2_Symm1_FA5
- myComputerName123-HBA3_Symm1_FA7

The regular expression that you could use to capture these would be:

```
( [a-zA-Z0-9]* ) _.*
```

The \1 variable would contain only myComputerName123 after being evaluated by this expression.

The regular expression can be broken into its components:

- The parentheses indicate that the pattern contained within will be stored in the \1 variable.

- The bracketed characters [a-zA-Z0-9] mean that any letter (regardless of case) or digit will match.
- The * (asterisk) following the brackets indicates that the bracketed characters occur 0 or more times.
- The _ (underscore) character in the regular expression means that the zone name must have an underscore immediately following the alphanumeric string matched by the preceding brackets.
- The . (period) matches any character (a wildcard).
- The * (asterisk) indicates that the preceding period wildcard may occur 0 or more times.

In other words, the combination .* indicates any character, any number of times.

Example 5 showing zone names without a pattern

You could create a regular expression if you have something similar to the following zone names:

- myComputerName_HBA1_Symm1_FA1
- myComputerName123_HBA1_Symm1_FA1

The regular expression that you could use to capture these would be:

```
(.*?)_.*
```

The \1 variable would contain *myComputerName* (in the first zone name example) or *myComputerName123* (in the second zone name example). This regular expression would thus match everything prior to the first underscore.

The regular expression can be broken into its components:

- The parentheses indicate that the pattern contained within will be stored in the \1 variable.
- The .* (period asterisk) match any character, any number of times.
- The * (asterisk) following the brackets indicates that the bracketed characters occur 0 or more times.
- The ? character makes the match non-greedy. This forces it to stop matching at the first underscore, rather than the last.
- The characters _.* match the first underscore found and all characters that follow it.

Example 6 showing computer names with a pattern

You could create a regular expression if you have something similar to the following zone names:

- Storage1_Switch1_myComputerName123A_A1_FC1
- Storage2_Switch2_myComputerName123B_A2_FC2
- Storage3_Switch3_myComputerName123T_A3_FC3

The regular expression that you could use to capture these would be:

```
.*?_.*?_( [a-zA-Z0-9]*[ABT] )_.*
```

Because the zone naming convention has more of a pattern, we could use the above expression, which will

match all instances of a hostname (myComputerName in the example) that ends with either an A, a B, or a T, placing that hostname in the \1 variable.

The regular expression can be broken into its components:

- The .* (period asterisk) match any character, any number of times.
- The ? character makes the match non-greedy. This forces it to stop matching at the first underscore, rather than the last.
- The underscore character matches the first underscore in the zone name.
- Thus, the first .*?_ combination matches the characters Storage1_ in the first zone name example.
- The second .*?_ combination behaves like the first, but matches Switch1_ in the first zone name example.
- The parentheses indicate that the pattern contained within will be stored in the \1 variable.
- The bracketed characters [a-zA-Z0-9] mean that any letter (regardless of case) or digit will match.
- The * (asterisk) following the brackets indicates that the bracketed characters occur 0 or more times.
- The bracketed characters in the regular expression [ABT] match a single character in the zone name which must be A, B, or T.
- The _ (underscore) following the parentheses indicates that the [ABT] character match must be followed up an underscore.
- The .* (period asterisk) match any character, any number of times.

The result of this would therefore cause the \1 variable to contain any alphanumeric string which:

- was preceded by some number of alphanumeric characters and two underscores
- was followed by an underscore (and then any number of alphanumeric characters)
- had a final character of A, B or T, prior to the third underscore.

Example 7

Zone: myComputerName123_HBA1_Symm1_FA1

Hostname: myComputerName123

RegExp: ([a-zA-Z0-9]+)_.*

Example 8

This example finds everything before the first _.

Zone: MyComputerName_HBA1_Symm1_FA1

MyComputerName123_HBA1_Symm1_FA1

Hostname: MyComputerName

RegExp: (.?)_.

Example 9

This example finds everything after the 1st _ and up to the second _.

Zone: Z_MyComputerName_StorageName

Hostname: MyComputerName

RegExp: .?(.?).*?

Example 10

This example extracts "MyComputerName123" from the zone examples.

Zone: Storage1_Switch1_MyComputerName123A_A1_FC1

Storage2_Switch2_MyComputerName123B_A2_FC2

Storage3_Switch3_MyComputerName123T_A3_FC3

Hostname: MyComputerName123

RegExp: .?.?([a-zA-Z0-9]+)[ABT]_.

Example 11

Zone: Storage1_Switch1_MyComputerName123A_A1_FC1

Hostname: MyComputerName123A

RegExp: .?.?([a-zA-Z0-9]+).*?

Example 12

The ^ (circumflex or caret) **inside square brackets** negates the expression, for example, [^Ff] means anything except uppercase or lowercase F, and [^a-z] means everything except lowercase a to z, and in the case above, anything except the _. The format statement adds in the "-" to the output host name.

Zone: mhs_apps44_d_A_10a0_0429

Hostname: mhs-apps44-d

RegExp: ()_([AB]).*Format in Cloud Insights: \1-\2 ([^_]_)
()_([^_]).*Format in Cloud Insights: \1-\2-\3

Example 13

In this example, the storage alias is delimited by "\" and the expression needs to use "\\\" to define that there are actually "\\" being used in the string, and that those are not part of the expression itself.

Storage Alias: \\Hosts\\E2DOC01C1\\E2DOC01N1

Hostname: E2DOC01N1

RegExp: \\.?\\\\.?\\\\(.*)?

Example 14

This example extracts "PD-RV-W-AD-2" from the zone examples.

Zone: PD_D-PD-RV-W-AD-2_01

Hostname: PD-RV-W-AD-2

RegExp: -(.^-\d).*

Example 15

The format setting in this case adds the "US-BV-" to the hostname.

Zone: SRV_USBVM11_F1

Hostname: US-BV-M11

RegExp: SRV_USBV([A-Za-z0-9]+)_F[12]

Format: US-BV-\1

Creating Dashboards

Dashboards Overview

Cloud Insights provides users the flexibility to create operational views of infrastructure data, by allowing you to create custom dashboards with a variety of widgets, each of which provides extensive flexibility in displaying and charting your data.



The examples in these sections are for explanation purposes only and do not cover every possible scenario. The concepts and steps herein can be used to create your own dashboards to highlight the data specific to your particular needs.

Creating a Dashboard

You create a new dashboard in one of two places:

- **Dashboards > [+New dashboard]**
- **Dashboards > Show all dashboards > click the [+Dashboard] button**

Dashboard Controls

The Dashboard screen has several controls:

- **Time selector:** allows you to view dashboard data for a range of time from the last 15 minutes to the last 30 days, or a custom time range of up to 31 days. You can choose to override this global time range in individual widgets.
- **Edit button:** Selecting this will enable Edit mode, which allows you to make changes to the dashboard. New dashboards open in Edit mode by default.
- **Save button:** Allows you to save or delete the dashboard.

You can rename the current dashboard by typing a new name before clicking **Save**.

- **Add Widget button**, which allows you to add any number of tables, charts, or other widgets to the dashboard.

Widgets can be resized and relocated to different positions within the dashboard, to give you the best view of your data according to your current needs.

Widget types

You can choose from the following widget types:

- **Table widget:** A table displaying data according to filters and columns you choose. Table data can be combined in groups that can be collapsed and expanded.

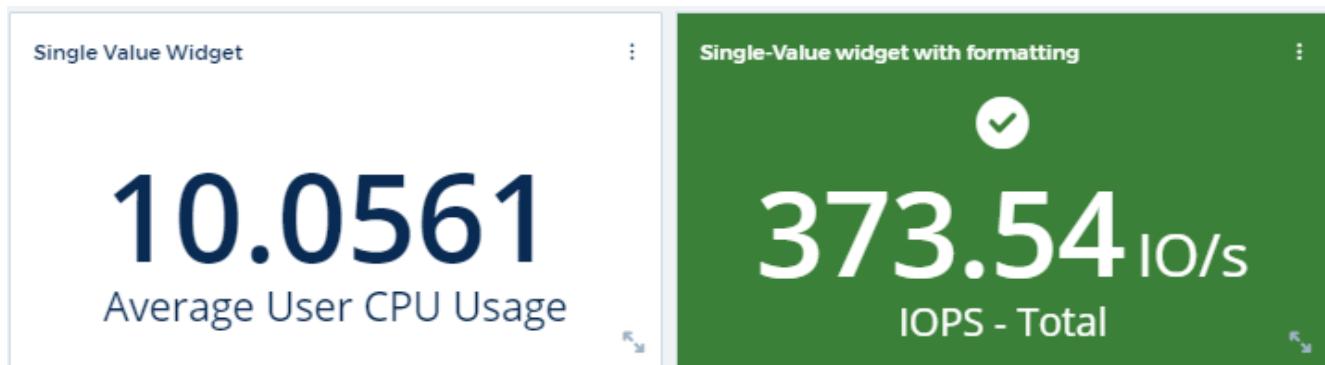
GroupBy Date

4 items found in 2 groups

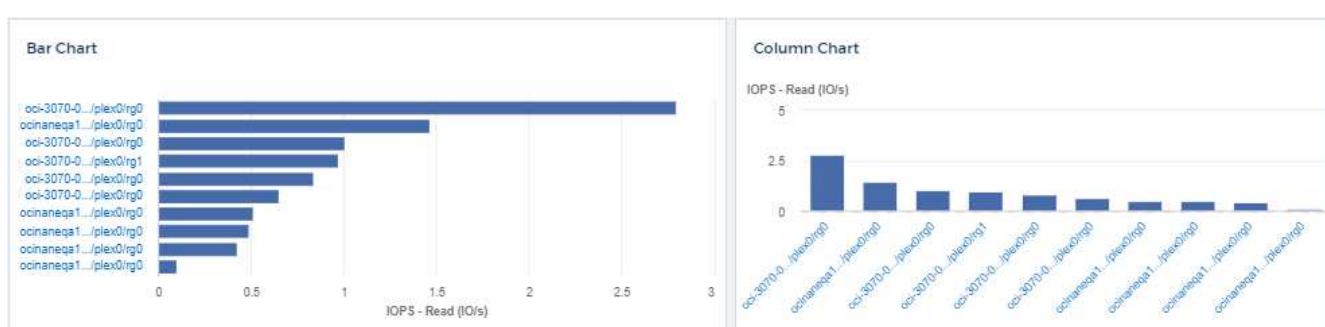
| Active Date | Storage Node | Cache Hit Ratio - Total (%) | IOPS - Total (IO...) | IOPS - Write (I...) | Latency |
|----------------|---------------|-----------------------------|----------------------|---------------------|---------|
| 06/01/2020 (1) | ocinaneqa1-01 | N/A | N/A | N/A | N/A |
| 06/01/2020 | ocinaneqa1-01 | N/A | N/A | N/A | N/A |
| N/A (3) | -- | N/A | N/A | N/A | N/A |

- **Line, Spline, Area, Stacked Area Charts:** These are time-series chart widgets on which you can display performance and other data over time.

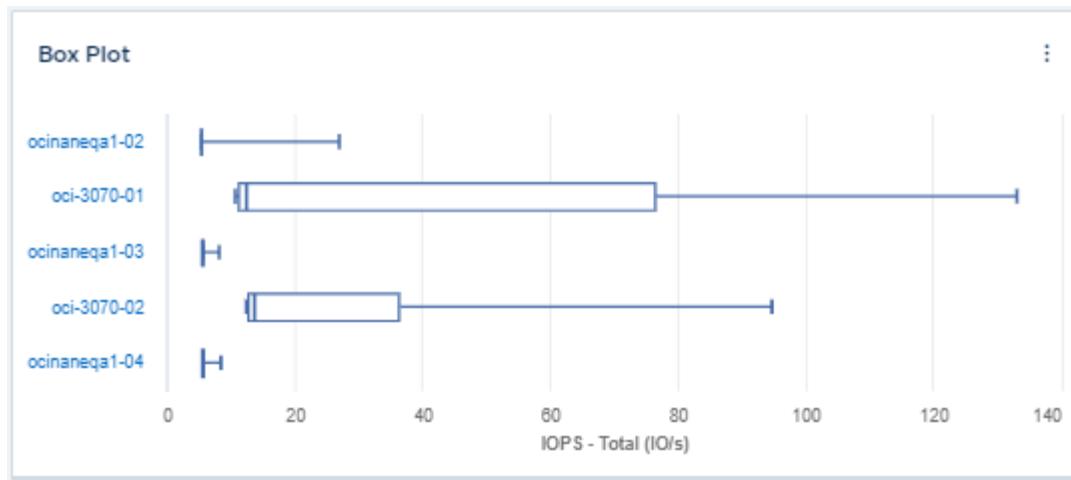
- **Single Value widget:** A widget allowing you to display a single value that can be derived either directly from a counter or calculated using a query or expression. You can define color formatting thresholds to show whether the value is in expected, warning, or critical range.



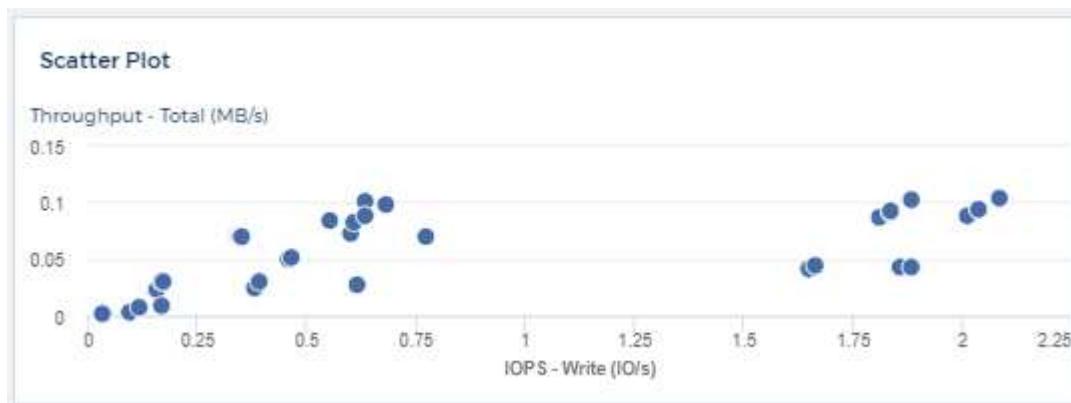
- **Gauge widget:** Displays single-value data in a traditional (solid) gauge or bullet gauge, with colors based on "Warning" or "Critical" values you [customize](#).
- **Bar, Column Charts:** Displays top or bottom N values, for example, Top 10 storages by capacity or bottom 5 volumes by IOPS.



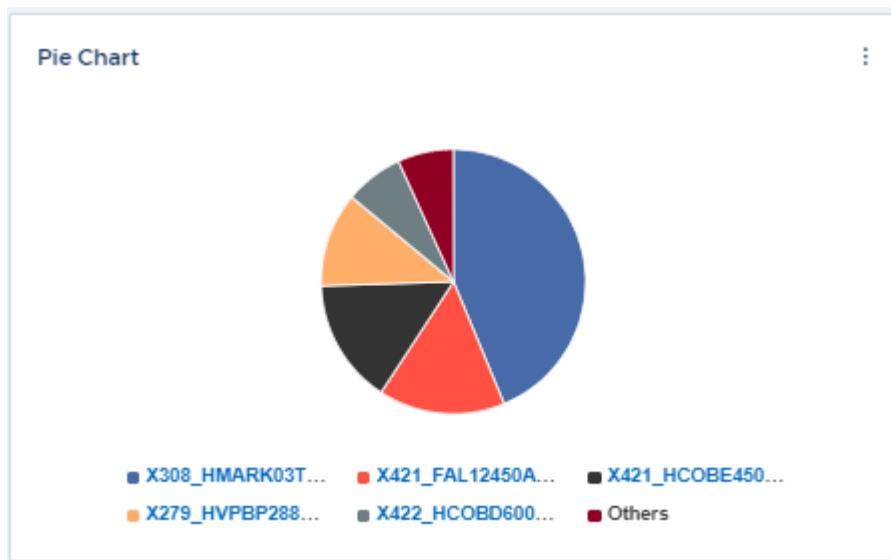
- **Box Plot Chart:** A plot of the min, max, median, and the range between lower and upper quartile of data in a single chart.



- **Scatter Plot Chart:** Plots related data as points, for example, IOPS and latency. In this example, you can quickly locate assets with high throughput and low IOPS.



- **Pie Chart:** a traditional pie chart to display data as a piece of the total.



- **Note widget:** Up to 1000 characters of free text.

Note Widget (with link)

This is a note. You can type any text you like in here, for example, to give details about the purpose of a particular dashboard.

You can also include [links](#) in your note.

- **Alerts Table:** Displays up to the last 1,000 alerts.

For more detailed explanations of these and other Dashboard Features, [click here](#).

Setting a Dashboard as your Home Page

You can choose which dashboard to set as your environment's **home page** using either of the following methods:

- Go to **Dashboards > Show All Dashboards** to display the list of dashboards in your environment. Click on the options menu to the right of the desired dashboard and select **Set as Home Page**.
- Click on a dashboard from the list to open the dashboard. Click the drop-down menu in the upper corner and select **Set as Home Page**.

Dashboard Features

Dashboards and widgets allow great flexibility in how data is displayed. Here are some concepts to help you get the most from your custom dashboards.

Widget Naming

Widgets are automatically named based on the object, metric, or attribute selected for the first widget query. If you also choose a grouping for the widget, the "Group by" attributes are included in the automatic naming (aggregation method and metric).

The screenshot shows the Grafana Query Editor interface. At the top, there is a text input field containing the text "Avg cpu.time_idle by agent_node_ip". Below this, there is a section for defining the query. It includes a checkbox labeled "A) Query" followed by a dropdown menu containing the text "agent.node.cpu.time_idle". There are also buttons for "Transform" (set to "None"), "Filter By", and "Group". The "Group" button is currently active, with "Avg" selected as the aggregation method and "agent_node_ip" listed as the grouping attribute.

Selecting a new object or grouping attribute updates the automatic name.

If you do not want to use the automatic widget name, you can simply type a new name.

Widget Placement and Size

All dashboard widgets can be positioned and sized according to your needs for each particular dashboard.

Duplicating a Widget

In dashboard Edit mode, click the menu on the widget and select **Duplicate**. The widget editor is launched, pre-filled with the original widget's configuration and with a "copy" suffix in the widget name. You can easily make any necessary changes and Save the new widget. The widget will be placed at the bottom of your dashboard, and you can position it as needed. Remember to Save your dashboard when all changes are complete.



Displaying Widget Legends

Most widgets on dashboards can be displayed with or without legends. Legends in widgets can be turned on or off on a dashboard by either of the following methods:

- When displaying the dashboard, click the **Options** button on the widget and select **Show Legends** in the menu.

As the data displayed in the widget changes, the legend for that widget is updated dynamically.

When legends are displayed, if the landing page of the asset indicated by the legend can be navigated to, the legend will display as a link to that asset page. If the legend displays "all", clicking the link will display a query page corresponding to the first query in the widget.

Transforming Metrics

Cloud Insights provides different **transform** options for certain metrics in widgets (specifically, those metrics called "Custom" or Integration Metrics, such as from Kubernetes, ONTAP Advanced Data, Telegraf plugins, etc.), allowing you to display the data in a number of ways. When adding transformable metrics to a widget, you are presented with a drop-down giving the following transform choices:

None

Data is displayed as is, with no manipulation.

Rate

Current value divided by the time range since the previous observation.

Cumulative

The accumulation of the sum of previous values and the current value.

Delta

The difference between the previous observation value and the current value.

Delta rate

Delta value divided by the time range since the previous observation.

Cumulative Rate

Cumulative value divided by the time range since the previous observation.

Note that transforming metrics does not change the underlying data itself, but only the way that data is displayed.

Dashboard widget queries and filters

Queries

The Query in a dashboard widget is a powerful tool for managing the display of your data. Here are some things to note about widget queries.

Some widgets can have up to five queries. Each query will plot its own set of lines or graphs in the widget. Setting rollup, grouping, top/bottom results, etc. on one query does not affect any other queries for the widget.

You can click on the eye icon to temporarily hide a query. The widget display updates automatically when you hide or show a query. This allows you to check your displayed data for individual queries as you build your widget.

The following widget types can have multiple queries:

- Area chart
- Stacked area chart
- Line chart
- Spline chart
- Single value widget

The remaining widget types can have only a single query:

- Table
- Bar chart
- Box plot
- Scatter plot

Filtering in dashboard widget queries

Here are some things you can do to get the most out of your filters.

Exact Match Filtering

If you enclose a filter string in double quotes, Insight treats everything between the first and last quote as an exact match. Any special characters or operators inside the quotes will be treated as literals. For example, filtering for "*" will return results that are a literal asterisk; the asterisk will not be treated as a wildcard in this case. The operators AND, OR, and NOT will also be treated as literal strings when enclosed in double quotes.

You can use exact match filters to find specific resources, for example hostname. If you want to find only the hostname 'marketing' but exclude 'marketing01', 'marketing-boston', etc., simply enclose the name "marketing" in double quotes.

Wildcards and Expressions

When you are filtering for text or list values in queries or dashboard widgets, as you begin typing you are presented with the option to create a **wildcard filter** based on the current text. Selecting this option will return all results that match the wildcard expression. You can also create **expressions** using NOT or OR, or you can select the "None" option to filter for null values in the field.

The screenshot shows a search interface for Kubernetes pods. At the top, there is a search bar containing 'kubernetes.pod'. Below it, a 'Filter By' section has 'pod_name' selected. A dropdown menu is open over the filter input, showing the value 'ingest'. The menu includes options: 'Create wildcard containing "ingest"', 'ci-service-datalake-ingestion-85b5bdfd6d-2qbwr', 'service-foundation-ingest-767dfd5bfc-vxd5p', and 'None'. The text '71 items found' is visible below the filter section, and 'Table Row Grouping' is at the bottom left.

Filters based on wildcards or expressions (e.g. NOT, OR, "None", etc.) display in dark blue in the filter field. Items that you select directly from the list are displayed in light blue.

The screenshot shows a search interface with a top navigation bar containing the text "kubernetes.pod". Below this is a filter bar with the following settings:

- Filter By: pod_name
- Value: *ingest*
- Match Type: X
- Result: ci-service-audit-5f775dd975-brfdc
- Remove Filter: X
- More Filters: ▾
- Add Filter: +
- Help: ?

Below the filter bar is a "Group" section with the same "pod_name" filter applied.

Underneath the search bar, it says "3 items found". A "Table Row Grouping" section is shown with the following data:

| pod_name |
|--|
| ci-service-audit-5f775dd975-brfdc |
| ci-service-datalake-ingestion-85b5bdfd6d-2qbwr |
| service-foundation-ingest-767dfd5bfc-vxd5p |

Note that Wildcard and Expression filtering works with text or lists but not with numerics, dates or booleans.

Advanced Text Filtering with Contextual Type-Ahead Suggestions

Filtering in widget queries is *contextual*; when you select a filter value or values for a field, the other filters for that query will show values relevant to that filter.

For example, when setting a filter for a specific object *Name*, the field to filter for *Model* will only show values relevant to that object *Name*.

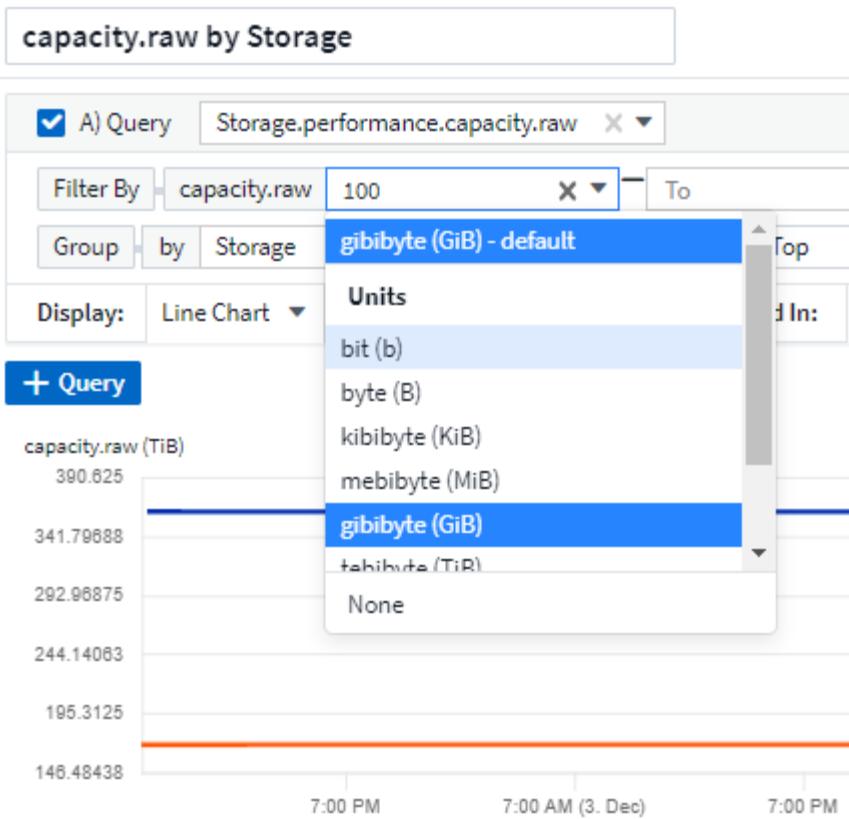
Contextual filtering also applies to dashboard page variables (text-type attributes or annotations only). When you select a filer value for one variable, any other variables using related objects will only show possible filter values based on the context of those related variables.

Note that only Text filters will show contextual type-ahead suggestions. Date, Enum (list), etc. will not show type-ahead suggestions. That said, you *can* set a filter on an Enum (i.e. list) field and have other text fields be filtered in context. For example, selecting a value in an Enum field like Data Center, then other filters will show only the models/names in that data center), but not vice-versa.

The selected time range will also provide context for the data shown in filters.

Choosing the filter units

As you type a value in a filter field, you can select the units in which to display the values on the chart. For example, you can filter on raw capacity and choose to display in the default GiB, or select another format such as TiB. This is useful if you have a number of charts on your dashboard showing values in TiB and you want all your charts to show consistent values.



Additional Filtering Refinements

The following can be used to further refine your filters.

- An asterisk enables you to search for everything. For example,

```
vol*rhel
```

displays all resources that start with "vol" and end with "rhel".

- The question mark enables you to search for a specific number of characters. For example,

```
BOS-PRD??-S12
```

displays *BOS-PRD12-S12*, *BOS-PRD13-S12*, and so on.

- The OR operator enables you to specify multiple entities. For example,

```
FAS2240 OR CX600 OR FAS3270
```

finds multiple storage models.

- The NOT operator allows you to exclude text from the search results. For example,

NOT EMC*

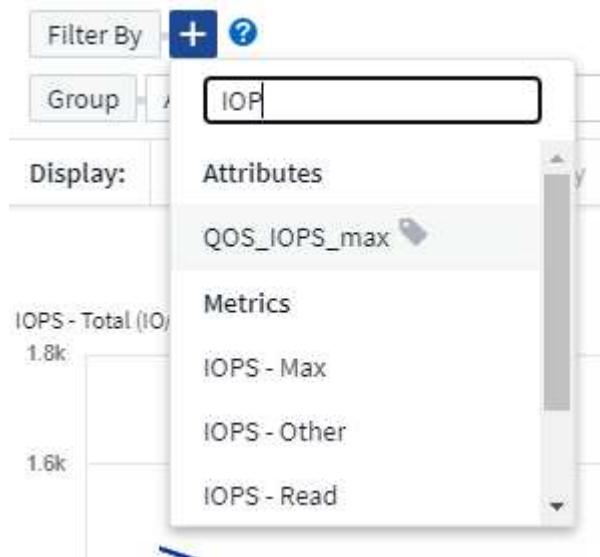
finds everything that does not start with "EMC". You can use

NOT *

to display fields that contain no value.

Identifying objects returned by queries and filters

The objects returned by queries and filters look similar to those shown in the following illustration. Objects with 'tags' assigned to them are annotations while the objects without tags are performance counters or object attributes.



Grouping and Aggregation

Grouping (Rolling Up)

Data displayed in a widget is grouped (sometimes called rolled-up) from the underlying data points collected during acquisition. For example, if you have a line chart widget showing Storage IOPS over time, you might want to see a separate line for each of your data centers, for a quick comparison. You can choose to group this data in one of several ways:

- **Average:** displays each line as the *average* of the underlying data.
- **Maximum:** displays each line as the *maximum* of the underlying data.
- **Minimum:** displays each line as the *minimum* of the underlying data.
- **Sum:** displays each line as the *sum* of the underlying data.
- **Count:** displays a *count* of objects that have reported data within the specified time frame. You can choose the *Entire Time Window* as determined by the dashboard time range (or the widget time range, if set to override the dashboard time), or a *Custom Time Window* that you select.

Steps

To set the grouping method, do the following.

1. In your widget's query, choose an asset type and metric (for example, *Storage*) and metric (such as *Performance IOPS Total*).
2. For **Group**, choose a roll up method (such as *Average*) and select the attributes or metrics by which to roll up the data (for example, *Data Center*).

The widget updates automatically and shows data for each of your data centers.

You can also choose to group *all* of the underlying data into the chart or table. In this case, you will get a single line for each query in the widget, which will show the average, min, max, sum, or count of the chosen metric or metrics for all of the underlying assets.

Clicking the legend for any widget whose data is grouped by "All" opens a query page showing the results of the first query used in the widget.

If you have set a filter for the query, the data is grouped based on the filtered data.

Note that when you choose to group a widget by any field (for example, *Model*), you will still need to Filter by that field in order to properly display the data for that field on the chart or table.

Aggregating data

You can further align your time-series charts (line, area, etc.) by aggregating data points into minute, hour, or day buckets before that data is subsequently rolled up by attribute (if chosen). You can choose to aggregate data points according to their *Average*, *Maximum*, *Minimum*, *Sum*, or *Count*.

A small interval combined with a long time range may result in an "Aggregation interval resulted in too many data points." warning. You might see this if you have a small interval and increase the dashboard time frame to 7 days. In this case, Insight will temporarily increase the aggregation interval until you select a smaller time frame.

You can also aggregate data in the bar chart widget and single-value widget.

Most asset counters aggregate to *Average* by default. Some counters aggregate to *Max*, *Min*, or *Sum* by default. For example, port errors aggregate to *Sum* by default, where storage IOPS aggregate to *Average*.

Showing Top/Bottom Results

In a chart widget, you can show either the **Top** or **Bottom** results for rolled up data, and choose the number of results shown from the drop-down list provided. In a table widget, you can sort by any column.

Chart widget top/bottom

In a chart widget, when you choose to rollup data by a specific attribute, you have the option of viewing either the top N or bottom N results. Note that you cannot choose the top or bottom results when you choose to rollup by *all* attributes.

You can choose which results to display by choosing either **Top** or **Bottom** in the query's **Show** field, and selecting a value from the list provided.

Table widget show entries

In a table widget, you can select the number of results shown in the table results. You are not given the option to choose top or bottom results because the table allows you to sort ascending or descending by any column on demand.

You can choose the number of results to show in the table on the dashboard by selecting a value from the query's **Show entries** field.

Grouping in Table Widget

Data in a table widget can be grouped by any available attribute, allowing you to see an overview of your data, and to drill-down into it for more detail. Metrics in the table are rolled up for easy viewing in each collapsed row.

Table widgets allow you to group your data based on the attributes you set. For example, you might want your table to show total storage IOPS grouped by the data centers in which those storages live. Or you might want to display a table of virtual machines grouped according to the hypervisor that hosts them. From the list, you can expand each group to view the assets in that group.

Grouping is only available in the Table widget type.

Grouping example (with rollup explained)

Table widgets allow you to group data for easier display.

In this example, we will create a table widget showing all VMs grouped by Data Center.

Steps

1. Create or open a dashboard, and add a **Table** widget.
2. Select *Virtual Machine* as the asset type for this widget.
3. Click on the Column Selector and choose *Hypervisor name* and *IOPS - Total*.

Those columns are now displayed in the table.

4. Let's disregard any VM's with no IOPS, and include only VMs that have total IOPS greater than 1. Click the **Filter by [+]** button and select *IOPS - Total*. Click on *Any*, and in the **from** field, type **1**. Leave the **to** field empty. Hit Enter or click off the filter field to apply the filter.

The table now shows all VMs with Total IOPS greater than or equal to 1. Notice that there is no grouping in the table. All VMs are shown.

5. Click the **Group by [+]** button.

You can group by any attribute or annotation shown. Choose *All* to display all VMs in a single group.

Any column header for a performance metric displays a "three dot" menu containing a **Roll up** option. The default roll up method is *Average*. This means that the number shown for the group is the average of all the Total IOPS reported for each VM inside the group. You can choose to roll this column up by *Average*, *Sum*, *Minimum* or *Maximum*. Any column that you display that contains performance metrics can be rolled up individually.



6. Click **All** and select *Hypervisor name*.

The VM list is now grouped by Hypervisor. You can expand each hypervisor to view the VMs hosted by it.

7. Click **Save** to save the table to the dashboard. You can resize or move the widget as desired.
8. Click **Save** to save the dashboard.

Performance data roll up

If you include a column for performance data (for example, *IOPS - Total*) in a table widget, when you choose to group the data you can then choose a roll up method for that column. The default roll up method is to display the average (avg) of the underlying data in the group row. You can also choose to display the sum, minimum, or maximum of the data.

Dashboard time range selector

You can select the time range for your dashboard data. Only data relevant to the selected time range will be displayed in widgets on the dashboard. You can select from the following time ranges:

- Last 15 Minutes
- Last 30 Minutes
- Last 60 Minutes
- Last 2 Hours
- Last 3 Hours (this is the default)
- Last 6 Hours
- Last 12 Hours
- Last 24 Hours
- Last 2 Days
- Last 3 Days
- Last 7 Days

- Last 30 Days
- Custom time range

The Custom time range allows you to select up to 31 consecutive days. You can also set the Start Time and End Time of day for this range. The default Start Time is 12:00 AM on the first day selected and the default End Time is 11:59 PM on the last day selected. Clicking **Apply** will apply the custom time range to the dashboard.

Overriding Dashboard Time in Individual widgets

You can override the main dashboard time range setting in individual widgets. These widgets will display data based on their set time frame, not the dashboard time frame.

To override the dashboard time and force a widget to use its own time frame, in the widget's edit mode set the **Override dashboard time** to **On** (check the box), and select a time range for the widget. **Save** the widget to the dashboard.

The widget will display its data according to the time frame set for it, regardless of the time frame you select on the dashboard itself.

The time frame you set for one widget will not affect any other widgets on the dashboard.

Primary and Secondary Axis

Different metrics use different units of measurements for the data they report in a chart. For example, when looking at IOPS, the unit of measurement is the number of I/O operations per second of time (IO/s), while Latency is purely a measure of time (milliseconds, microseconds, seconds, etc.). When charting both metrics on a single line chart using a single set of values for the Y-Axis, the latency numbers (typically a handful of milliseconds) are charted on the same scale with the IOPS (typically numbering in the thousands), and the latency line gets lost at that scale.

But it is possible to chart both sets of data on a single meaningful graph, by setting one unit of measurement on the primary (left-side) Y-axis, and the other unit of measurement on the secondary (right-side) Y-axis. Each metric is charted at its own scale.

Steps

This example illustrates the concept of Primary and Secondary axes in a chart widget.

1. Create or open a dashboard. Add a line chart, spline chart, area chart or stacked area chart widget to the dashboard.
2. Select an asset type (for example *Storage*) and choose *IOPS - Total* for your first metric. Set any filters you like, and choose a roll-up method if desired.

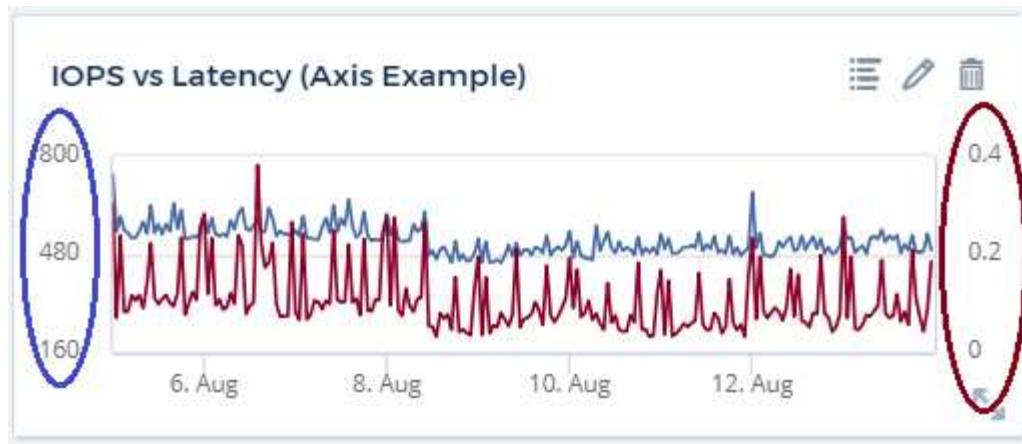
The IOPS line is displayed on the chart, with its scale shown on the left.

3. Click **[+Query]** to add a second line to the chart. For this line, choose *Latency - Total* for the metric.

Notice that the line is displayed flat at the bottom of the chart. This is because it is being drawn *at the same scale* as the IOPS line.

4. In the Latency query, select **Y-Axis: Secondary**.

The Latency line is now drawn at its own scale, which is displayed on the right side of the chart.



Expressions in widgets

In a dashboard, any time series widget (line, spline, area, stacked area), Single-Value, or Gauge Widget allows you to build expressions from metrics you choose, and show the result of those expressions in a single graph. The following examples use expressions to solve specific problems. In the first example, we want to show Read IOPS as a percentage of Total IOPS for all storage assets in our environment. The second example gives visibility into the "system" or "overhead" IOPS that occur in your environment—those IOPS that are not directly from reading or writing data.

You can use variables in expressions (for example, `$Var1 * 100`)

Expressions Example: Read IOPS percentage

In this example, we want to show Read IOPS as a percentage of Total IOPS. You can think of this as the following formula:

$$\text{Read Percentage} = (\text{Read IOPS} / \text{Total IOPS}) \times 100$$

This data can be shown in a line graph on your dashboard. To do this, follow these steps:

Steps

1. Create a new dashboard, or open an existing dashboard in edit mode.
2. Add a widget to the dashboard. Choose **Area chart**.

The widget opens in edit mode. By default, a query is displayed showing *IOPS - Total* for *Storage* assets. If desired, select a different asset type.

3. Click the **Convert to Expression** link on the right.

The current query is converted to Expression mode. Notice that you cannot change the asset type while in Expression mode. While you are in Expression mode, the link changes to **Revert to Query**. Click this if you wish to switch back to Query mode at any time. Be aware that switching between modes will reset fields to their defaults.

For now, stay in Expression mode.

4. The **IOPS - Total** metric is now in the alphabetic variable field "**a**". In the "**b**" variable field, click **Select** and choose **IOPS - Read**.

You can add up to a total of five alphabetic variables for your expression by clicking the + button following the variable fields. For our Read Percentage example, we only need Total IOPS ("a") and Read IOPS ("b").

5. In the **Expression** field, you use the letters corresponding to each variable to build your expression. We know that Read Percentage = (Read IOPS / Total IOPS) x 100, so we would write this expression as:

```
(b / a) * 100
```

6. The **Label** field identifies the expression. Change the label to "Read Percentage", or something equally meaningful for you.
7. Change the **Units** field to "%" or "Percent".

The chart displays the IOPS Read percentage over time for the chosen storage devices. If desired, you can set a filter, or choose a different rollup method. Be aware that if you select Sum as the rollup method, all percentage values are added together, which potentially may go higher than 100%.

8. Click **Save** to save the chart to your dashboard.

You can also use expressions in Line chart, Spline chart, or Stacked Area chart widgets.

Expressions example: "System" I/O

Example 2: Among the metrics collected from data sources are read, write, and total IOPS. However, the total number of IOPS reported by a data source sometimes includes "system" IOPS, which are those IO operations that are not a direct part of data reading or writing. This system I/O can also be thought of as "overhead" I/O, necessary for proper system operation but not directly related to data operations.

To show these system I/Os, you can subtract read and write IOPS from the total IOPS reported from acquisition. The formula might look like this:

```
System IOPS = Total IOPS - (Read IOPS + Write IOPS)
```

This data can then be shown in a line graph on your dashboard. To do this, follow these steps:

Steps

1. Create a new dashboard, or open an existing dashboard in edit mode.
2. Add a widget to the dashboard. Choose **Line chart**.

The widget opens in edit mode. By default, a query is displayed showing *IOPS - Total* for *Storage assets*. If desired, select a different asset type.

3. In the **Roll Up** field, choose *Sum by All*.

The Chart displays a line showing the sum of total IOPS.

4. Click the *Duplicate this Query* icon  to create a copy of the query.

A duplicate of the query is added below the original.

5. In the second query, click the **Convert to Expression** button.

The current query is converted to Expression mode. Click **Revert to Query** if you wish to switch back to Query mode at any time. Be aware that switching between modes will reset fields to their defaults.

For now, stay in Expression mode.

6. The *IOPS - Total* metric is now in the alphabetic variable field "a". Click on *IOPS - Total* and change it to *IOPS - Read*.

7. In the "b" variable field, click **Select** and choose *IOPS - Write*.

8. In the **Expression** field, you use the letters corresponding to each variable to build your expression. We would write our expression simply as:

```
a + b
```

In the Display section, choose **Area chart** for this expression.

9. The **Label** field identifies the expression. Change the label to "System IOPS", or something equally meaningful for you.

The chart displays the total IOPS as a line chart, with an area chart showing the combination of read and write IOPS below that. The gap between the two shows the IOPS that are not directly related to data read or write operations. These are your "system" IOPS.

10. Click **Save** to save the chart to your dashboard.

To use a variable in an expression, simply type the variable name, for example, `$var1 * 100`. Only numeric variables can be used in expressions.

Variables

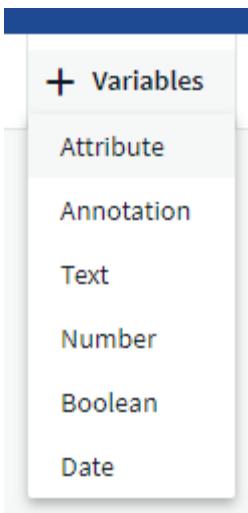
Variables allow you to change the data displayed in some or all widgets on a dashboard at once. By setting one or more widgets to use a common variable, changes made in one place cause the data displayed in each widget to update automatically.

Dashboard variables come in several types, can be used across different fields, and must follow rules for naming. These concepts are explained here.

Variable types

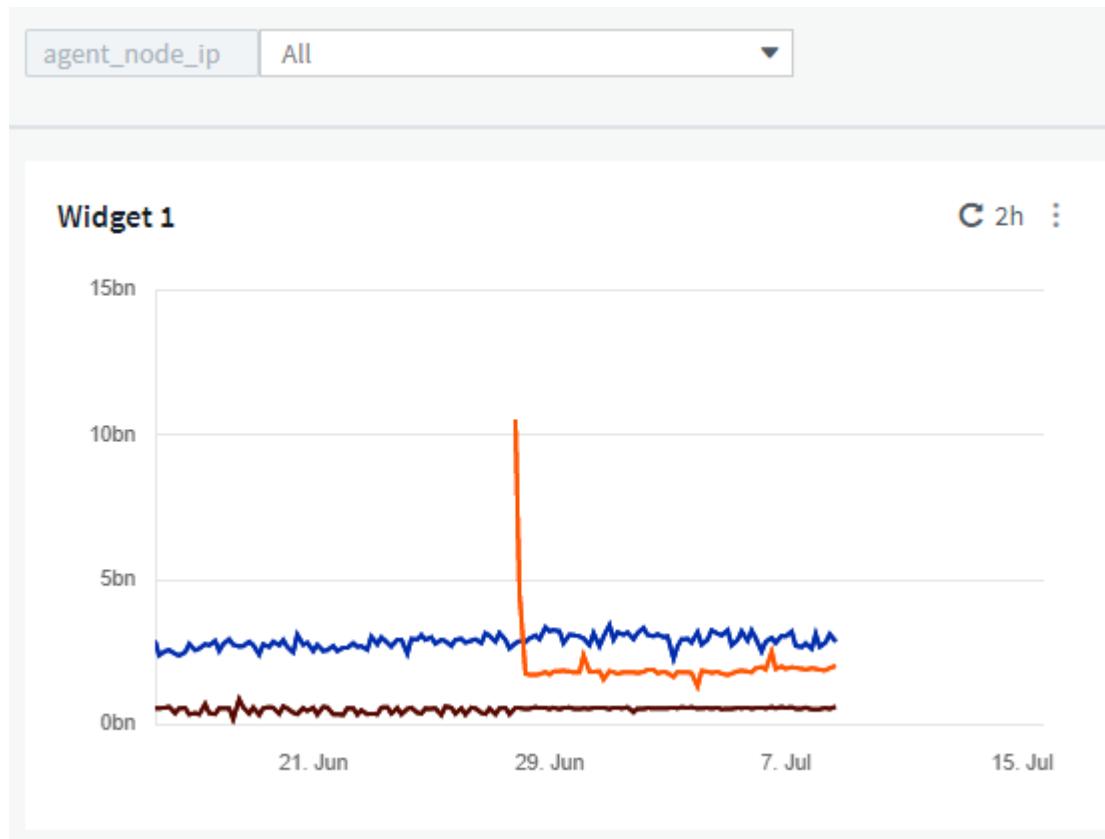
A variable can be one the following types:

- **Attribute:** Use an object's attributes or metrics to filter
- **Annotation:** Use a pre-defined [Annotation](#) to filter widget data.
- **Text:** An alphanumeric string.
- **Numerical:** A number value. Use by itself, or as a "from" or "to" value, depending on your widget field.
- **Boolean:** Use for fields with values of True/False, Yes/No, etc. For the boolean variable, the choices are Yes, No, None, Any.
- **Date:** A date value. Use as a "from" or "to" value, depending on your widget's configuration.

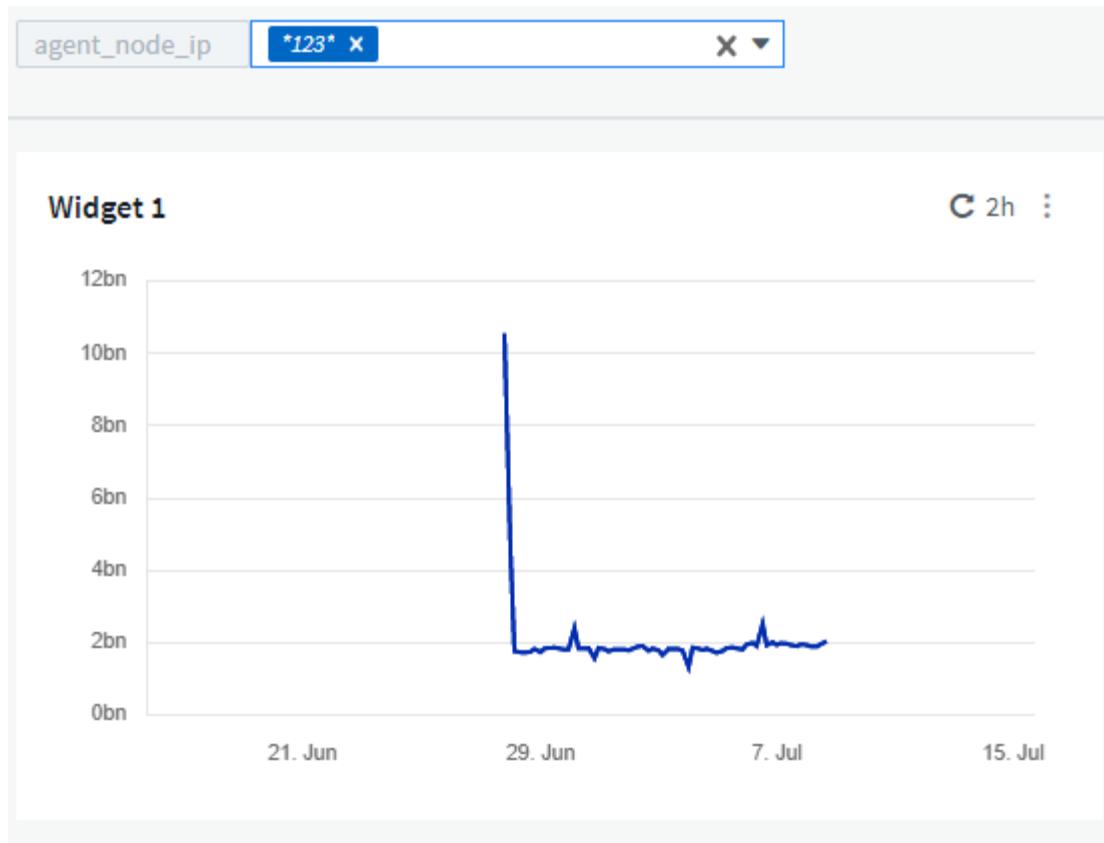


Attribute variables

Selecting an Attribute type variable allows you to filter for widget data containing the specified attribute value or values. The example below shows a line widget displaying free memory trends for Agent nodes. We have created a variable for Agent Node IPs, currently set to show all IPs:



But if you temporarily want to see only nodes on individual subnets in your environment, you can set or change the variable to a specific Agent Node IP or IPs. Here we are viewing only the nodes on the "123" subnet:



You can also set a variable to filter on *all* objects with a particular attribute regardless of object type, for example objects with an attribute of "vendor", by specifying `*.vendor` in the variable field. You do not need to type the `*.`; Cloud Insights will supply this if you select the wildcard option.

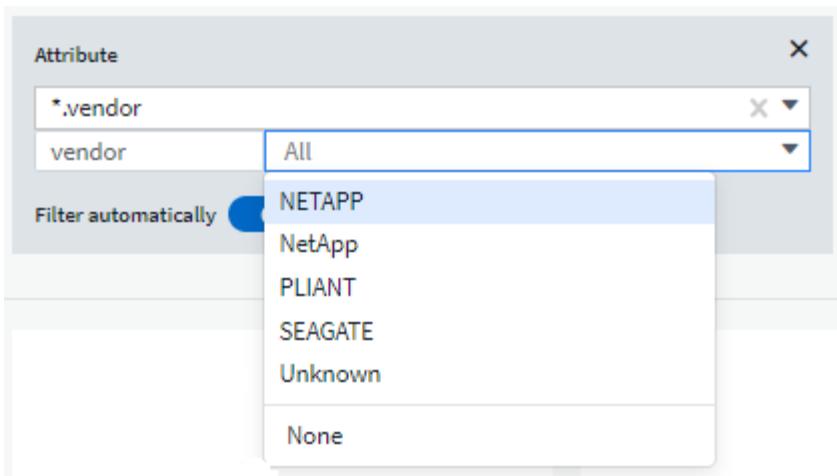
Attribute

vendor

Objects containing "vendor"

- Disk.vendor
- GenericDevice.vendor
- Storage.vendor
- StoragePool.vendorTier
- Switch.vendor
- Tape.vendor
- InternalVolume.storage.vendor
- netapp_ontap.disk_constituent.vendor

When you drop-down the list of choices for the variable value, the results are filtered so show only the available vendors based on the objects on your dashboard.



If you edit a widget on your dashboard where the attribute filter is relevant (meaning, the widget's objects contain any `*.vendor` attribute), it shows you that the attribute filter is automatically applied.

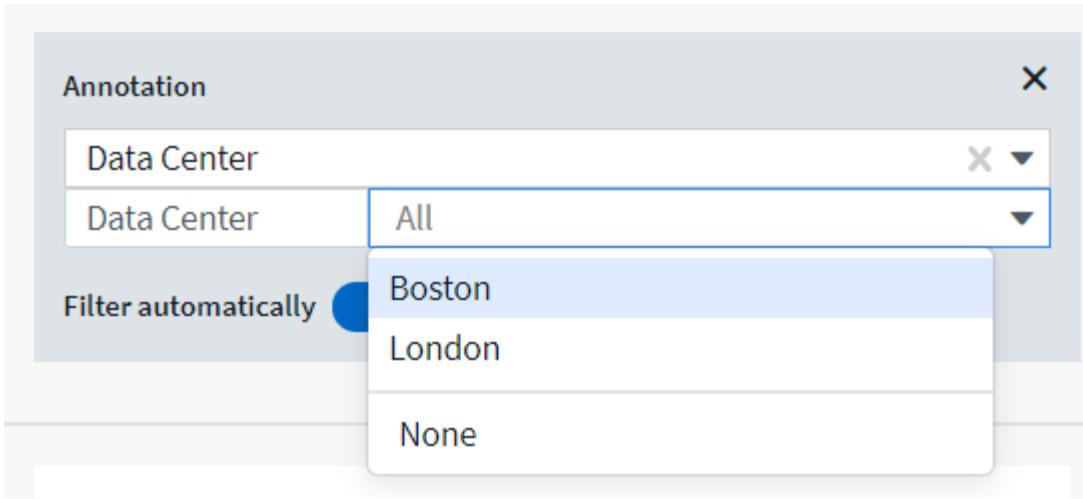
A screenshot of a dashboard configuration screen. At the top, there's a title "Count of Storages". Below it is a query editor for "Storage.performance.iops.total". The "Filter By" section shows "name All" and "vendor NETAPP". A tooltip appears over the "vendor" field stating "This is an automatically applied filter from dashboard variables". Below the query editor are sections for "Formatting", "Description", "Calculation", and "Decimal Places". At the bottom left is a blue "+ Query" button.

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Applying variables is as easy as changing the attribute data of your choice.

Annotation variables

Choosing an Annotation variable allows you to filter for objects associated with that annotation, for example, those belonging to the same Data Center.



Text, Number, Date, or Boolean variable

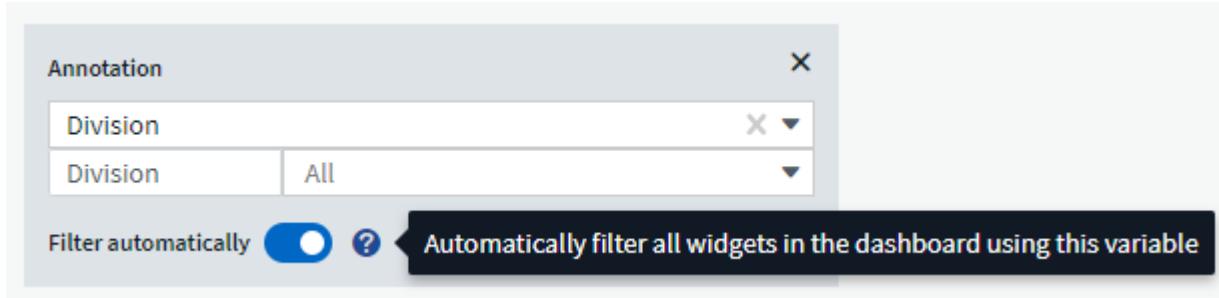
You can create generic variables that are not associated with a particular attribute by selecting a variable type of *Text*, *Number*, *Boolean*, or *Date*. Once the variable has been created, you can select it in a widget filter field. When setting a filter in a widget, in addition to specific values that you can select for the filter, any variables that have been created for the dashboard are displayed in the list—these are grouped under the "Variables" section in the drop-down and have names starting with "\$". Choosing a variable in this filter will allow you to search for values that you enter in the variable field on the dashboard itself. Any widgets using that variable in a filter will be updated dynamically.

The screenshot shows a table titled "Disk" with 324 items found. The table has a "Disk" column and a "Name" column. The "Name" column contains entries like "0a.16", "0a.17", "0a.18", etc. A dropdown menu is open over the "Name" column, showing "All" selected. Below the table, a sidebar lists "Variables" with entries "\$agent_node_ip", "\$var1", and "None".

Variable Filter Scope

When you add an Annotation or Attribute variable to your dashboard, the variable can be applied to *all* widgets on the dashboard, meaning that all widgets on your dashboard will display results filtered according to the

value you set in the variable.



Note that only Attribute and Annotation variables can be filtered automatically like this. Non-Annotation or -Attribute variables cannot be automatically filtered. Individual widgets must each be configured to use variables of these types.

To disable automatic filtering so that the variable only applies to the widgets where you have specifically set it, click the "Filter automatically" slider to disable it.

To set a variable in an individual widget, open the widget in edit mode and select the specific annotation or attribute in the *Filter By* field. With an Annotation variable, you can select one or more specific values, or select the Variable name (indicated by the leading "\$") to allow typing in the variable at the dashboard level. The same applies to Attribute variables. Only those widgets for which you set the variable will show the filtered results.

Filtering in variables is *contextual*; when you select a filter value or values for a variable, the other variables on your page will show only values relevant to that filter.

For example, when setting a variable filter to a specific storage *Model*, any variables set to filter for storage *Name* will only show values relevant to that Model.

To use a variable in an expression, simply type the variable name as part of the expression, for example, `$var1 * 100`. Only Numeric variables can be used in expressions. You cannot use numeric Annotation or Attribute variables in expressions.

Filtering in variables is *contextual*; when you select a filter value or values for a variable, the other variables on your page will show only values relevant to that filter.

For example, when setting a variable filter to a specific storage *Model*, any variables set to filter for storage *Name* will only show values relevant to that Model.

Variable naming

Variables names:

- Must include only the letters a-z, the digits 0-9, period (.), underscore (_), and space ().
- Cannot be longer than 20 characters.
- Are case-sensitive: `$CityName` and `$cityname` are different variables.
- Cannot be the same as an existing variable name.
- Cannot be empty.

Formatting Gauge Widgets

The Solid and Bullet Gauge widgets allow you to set thresholds for *Warning* and/or *Critical* levels, providing clear representation of the data you specify.

Widget 12

Override Dashboard Time Clock icon X

✓ A) Query Storage.performance.iops.total Delete icon

Filter By + Add icon

Group Avg Time aggregate by Avg Less Options

Formatting: If value is > Warning 500 IO/s and/or Critical 1000 IO/s Showing In Range as green

| | | | |
|--------------------------|---------------|--------------------|----------------|
| Description IOPS - Total | Calculation A | Min Value Optional | Max Value 1200 |
|--------------------------|---------------|--------------------|----------------|

Display: Bullet Gauge Decimal Places: 2 Color: Units Displayed In: Auto Format

904.21 IO/s IOPS - Total Warning icon

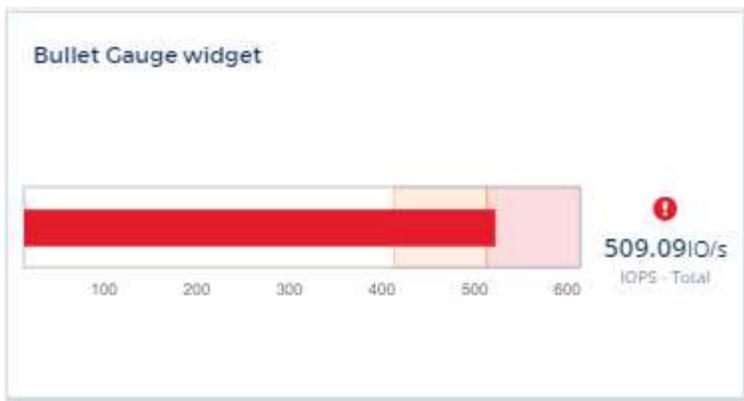
Cancel Save

To set formatting for these widgets, follow these steps:

1. Choose whether you want to highlight values greater than (>) or less than (<) your thresholds. In this example, we will highlight values greater than (>) the threshold levels.
2. Choose a value for the "Warning" threshold. When the widget displays values greater than this level, it displays the gauge in orange.
3. Choose a value for the "Critical" threshold. Values greater than this level will cause the gauge to display in red.

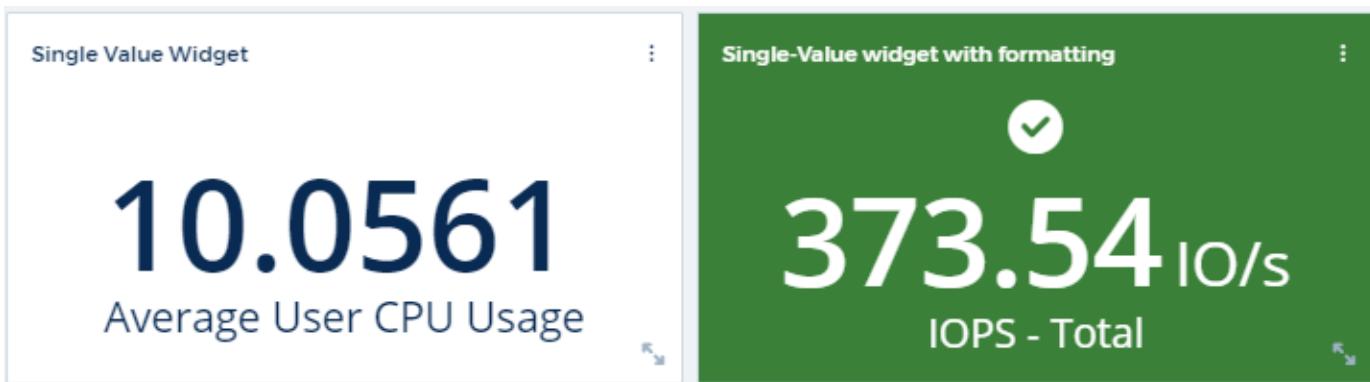
You can optionally choose a minimum and maximum value for the gauge. Values below minimum will not display the gauge. Values above maximum will display a full gauge. If you do not choose minimum or maximum values, the widget selects optimal min and max based on the widget's value.





Formatting Single-Value Widget

In the Single-Value widget, in addition to setting Warning (orange) and Critical (red) thresholds, you can choose to have "In Range" values (those below Warning level) shown with either green or white background.

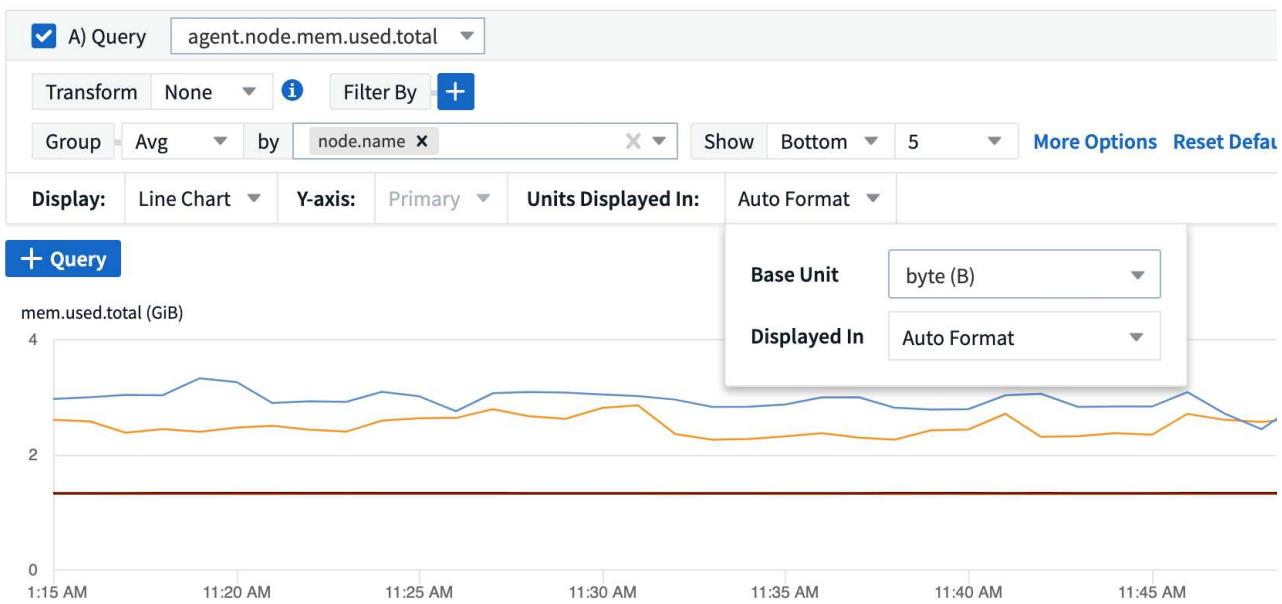


Clicking the link in either a single-value widget or a gauge widget will display a query page corresponding to the first query in the widget.

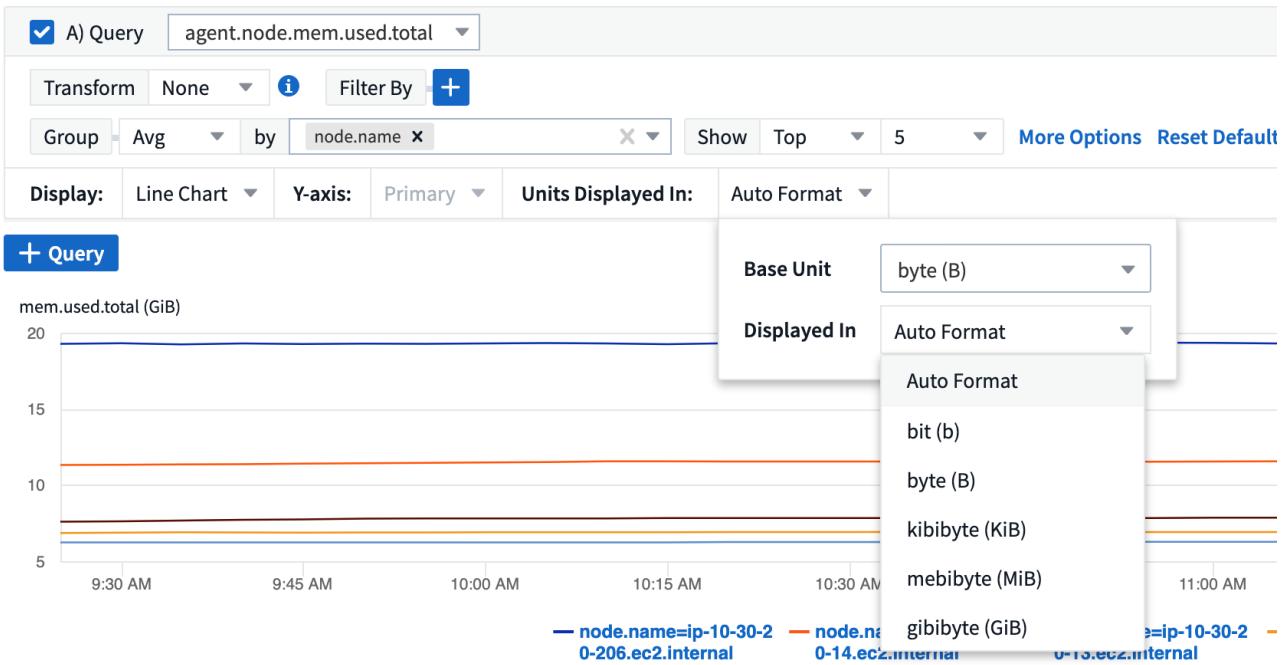
Choosing the Unit for Displaying Data

Most widgets on a dashboard allow you to specify the Units in which to display values, for example *Megabytes*, *Thousands*, *Percentage*, *Milliseconds (ms)*, etc. In many cases, Cloud Insights knows the best format for the data being acquired. In cases where the best format is not known, you can set the format you want.

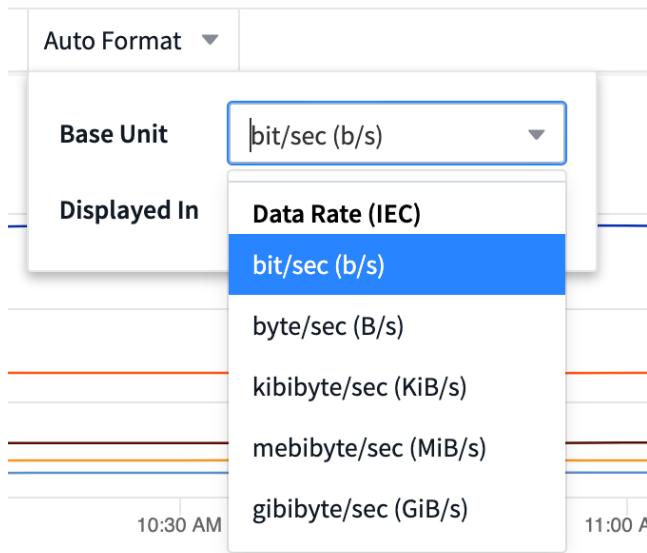
In the line chart example below, the data selected for the widget is known to be in *bytes* (the base IEC Data unit: see the table below), so the Base Unit is automatically selected as 'byte (B)'. However, the data values are large enough to be presented as gibibytes (GiB), so Cloud Insights by default auto-formats the values as GiB. The Y-axis on the graph shows 'GiB' as the display unit, and all values are displayed in terms of that unit.



If you want to display the graph in a different unit, you can choose another format in which to display the values. Since the base unit in this example is *byte*, you can choose from among the supported "byte-based" formats: bit (b), byte (B), kibibyte (KiB), mebibyte (MiB), gibibyte (GiB). The Y-Axis label and values change according to the format you choose.



In cases where the base unit is not known, you can assign a unit from among the [available units](#), or type in your own. Once you assign a base unit, you can then select to display the data in one of the appropriate supported formats.



To clear out your settings and start again, click on **Reset Defaults**.

A word about Auto-Format

Most metrics are reported by data collectors in the smallest unit, for example as a whole number such as 1,234,567,890 bytes. By default, Cloud Insights will automatically format the value for the most readable display. For example a data value of 1,234,567,890 bytes would be auto formatted to 1.23 *Gibabytes*. You can choose to display it in another format, such as *Mebibytes*. The value will display accordingly.



Cloud Insights uses American English number naming standards. American "billion" is equivalent to "thousand million".

Widgets with multiple queries

If you have a time-series widget (i.e. line, spline, area, stacked area) that has two queries where both are plotted on the primary Y-Axis, the base unit is not shown at the top of the Y-Axis. However, if your widget has a query on the primary Y-Axis and a query on the secondary Y-Axis, the base units for each are shown.



If your widget has three or more queries, base units are not shown on the Y-Axis.

Available Units

The following table shows all the available units by category.

| Category | Units |
|----------|-------|
|----------|-------|

| | |
|------------------|---|
| Currency | cent dollar |
| Data(IEC) | bit byte kibibyte mebibyte gibibyte tebibyte pebibyte exbibyte |
| DataRate(IEC) | bit/sec byte/sec kibibyte/sec mebibyte/sec gibibyte/sec tebibyte/sec pebibyte/sec |
| Data(Metric) | kilobyte megabyte gigabyte terabyte petabyte exabyte |
| DataRate(Metric) | kilobyte/sec megabyte/sec gigabyte/sec terabyte/sec petabyte/sec exabyte/sec |
| IEC | kibi mebi gibi tebi pebi exbi |
| Decimal | whole number thousand million billion trillion |
| Percentage | percentage |
| Time | nanosecond microsecond millisecond second minute hour |

| | |
|-------------|---|
| Temperature | celsius fahrenheit |
| Frequency | hertz kilohertz megahertz gigahertz |
| CPU | nanocores microcores millicores cores kilocores megacores gigacores teracores petacores exacores |
| Throughput | I/O ops/sec ops/sec requests/sec reads/sec writes/sec ops/min reads/min writes/min |

TV Mode and Auto-Refresh

Data in widgets on Dashboards and Asset Landing Pages auto-refresh according a refresh interval determined by the Dashboard Time Range selected (or widget time range, if set to override the dashboard time). The refresh interval is based on whether the widget is time-series (line, spline, area, stacked area chart) or non-time-series (all other charts).

| Dashboard Time Range | Time-Series Refresh Interval | Non-Time-Series Refresh Interval |
|----------------------|------------------------------|----------------------------------|
| Last 15 Minutes | 10 Seconds | 1 Minute |
| Last 30 Minutes | 15 Seconds | 1 Minute |
| Last 60 Minutes | 15 Seconds | 1 Minute |
| Last 2 Hours | 30 Seconds | 5 Minutes |
| Last 3 Hours | 30 Seconds | 5 Minutes |
| Last 6 Hours | 1 Minute | 5 Minutes |
| Last 12 Hours | 5 Minutes | 10 Minutes |
| Last 24 Hours | 5 Minutes | 10 Minutes |
| Last 2 Days | 10 Minutes | 10 Minutes |
| Last 3 Days | 15 Minutes | 15 Minutes |
| Last 7 Days | 1 Hour | 1 Hour |

| | | |
|--------------|---------|---------|
| Last 30 Days | 2 Hours | 2 Hours |
|--------------|---------|---------|

Each widget displays its auto-refresh interval in the upper-right corner of the widget.

Auto-refresh is not available for Custom dashboard time range.

When combined with **TV Mode**, auto-refresh allows for near-real-time display of data on a dashboard or asset page. TV Mode provides an uncluttered display; the navigation menu is hidden, providing more screen real estate for your data display, as is the Edit button. TV Mode ignores typical Cloud Insights timeouts, leaving the display live until logged out manually or automatically by authorization security protocols.



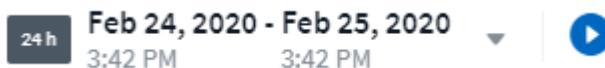
Because NetApp Cloud Central has its own user login timeout of 7 days, Cloud Insights must log out with that event as well. You can simply log in again and your dashboard will continue to display.

- To activate TV Mode, click the **TV Mode** button.
-



To disable TV Mode, click the **Exit** button in the upper left of the screen.

You can temporarily suspend auto-refresh by clicking the Pause button in the upper right corner. While paused, the dashboard time range field will display the paused data's active time range. Your data is still being acquired and updated while auto-refresh is paused. Click the Resume button to continue auto-refreshing of data.



Dashboard Groups

Grouping allows you to view and manage related dashboards. For example, you can have a dashboard group dedicated to the storage in your environment. Dashboard groups are managed on the **Dashboards > Show All Dashboards** page.

Dashboard Groups (3)

| | |
|---------------------|---|
| All Dashboards (60) | + |
| My Dashboards (11) | ◀ |
| Storage Group (7) | ⋮ |

Dashboards (7)

| Name ↑ |
|---|
| Dashboard - Storage Cost |
| Dashboard - Storage IO Detail |
| Dashboard - Storage Overview |
| Gauges Storage Performance |
| Storage Admin - Which nodes are in high demand? |
| Storage Admin - Which pools are in high demand? |
| Storage IOPs |

Two groups are shown by default:

- **All Dashboards** lists all the dashboards that have been created, regardless of owner.
- **My Dashboards** lists only those dashboards created by the current user.

The number of dashboards contained in each group is shown next to the group name.

To create a new group, click the "+" **Create New Dashboard Group** button. Enter a name for the group and click **Create Group**. An empty group is created with that name.

To add dashboards to the group, click the *All Dashboards* group to show all dashboards in your environment, or click *My Dashboards* if you only want to see the dashboards you own, and do one of the following:

- To add a single dashboard, click the menu to the right of the dashboard and select *Add to Group*.
- To add multiple dashboards to a group, select them by clicking the checkbox next to each dashboard, then click the **Bulk Actions** button and select *Add to Group*.

Remove dashboards from the current group in the same manner by selecting *Remove From Group*. You can not remove dashboards from the *All Dashboards* or *My Dashboards* group.



Removing a dashboard from a group does not delete the dashboard from Cloud Insights. To completely remove a dashboard, select the dashboard and click *Delete*. This removes it from any groups to which it belonged and it is no longer available to any user.

Pin your Favorite Dashboards

You can further manage your dashboards by pinning favorite ones to the top of your dashboard list. To pin a dashboard, simply click the thumbtack button displayed when you hover over a dashboard in any list.

Dashboard pin/unpin is an individual user preference and independent of the group (or groups) to which the dashboard belongs.

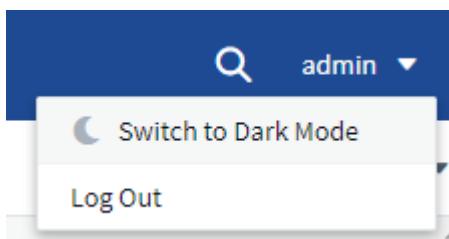
Dashboards (7)

| <input type="checkbox"/> | Name ↑ |
|--------------------------|---|
| | Dashboard - Storage Overview |
| | Storage Admin - Which nodes are in high demand? |
| | Storage IOPs |
| | Dashboard - Storage Cost |
| | Dashboard - Storage IO Detail |
| | Gauges Storage Performance |
| | Storage Admin - Which pools are in high demand? |

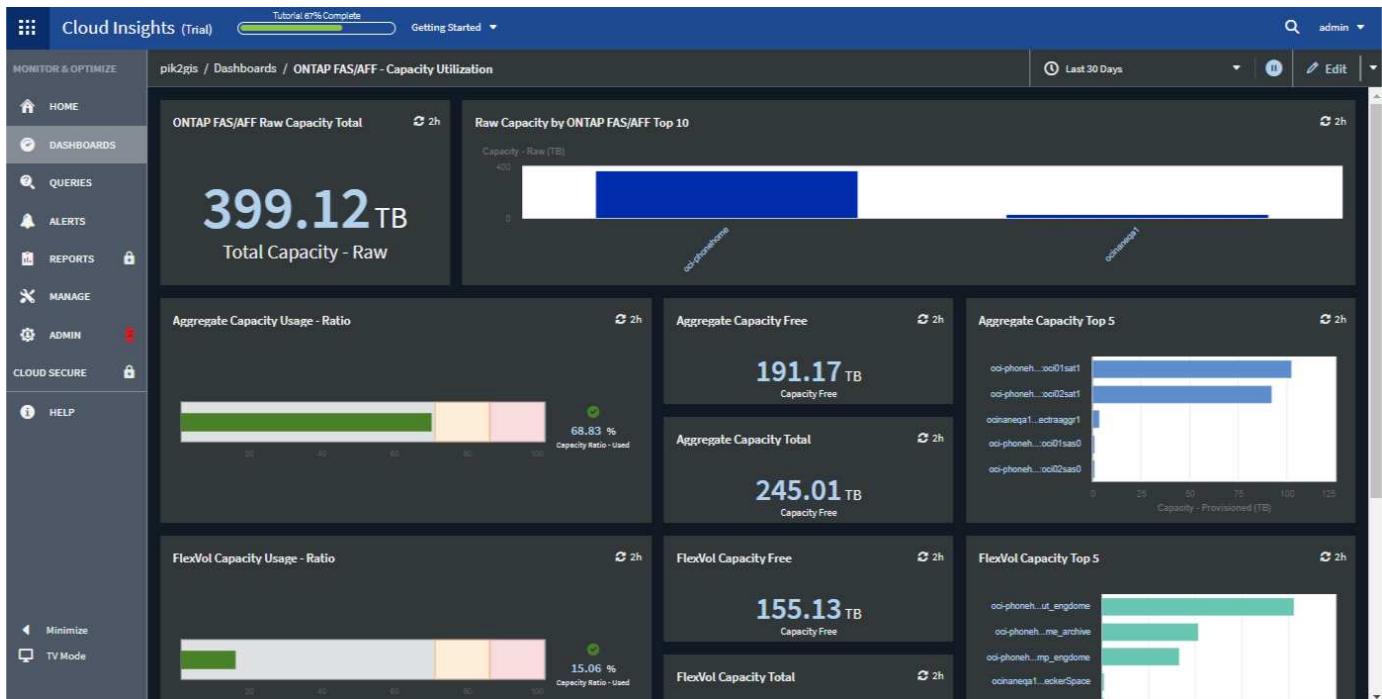
Dark Theme

You can choose to display Cloud Insights using either a light theme (the default), which displays most screens using a light background with dark text, or a dark theme which displays most screens using a dark background with light text.

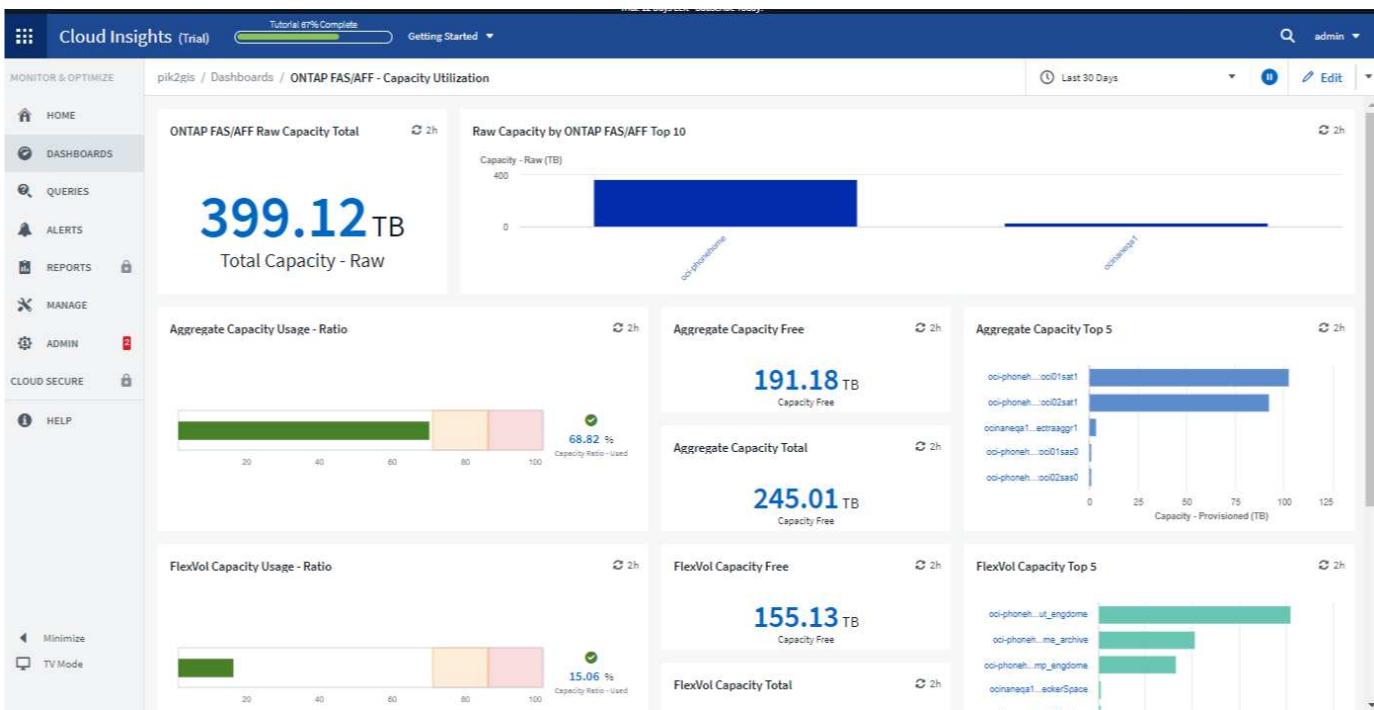
To switch between light and dark themes, click the username button in the upper right corner of the screen and choose the desired theme.



Dark Theme Dashboard view:



Light Theme Dashboard view:



Some screen areas, such as certain widget charts, still show light backgrounds even while viewed in dark theme.

Line Chart interpolation

Different data collectors often poll their data at different intervals. For example, data collector A may poll every 15 minutes while data collector B polls every five minutes. When a line chart widget (also spline, area, and stacked area charts) is aggregating this data from multiple data collectors into a single line (for example, when the widget is grouping by "all"), and refreshing the line every five minutes, data from collector B may be shown accurately while data from collector A may have gaps, thus affecting the aggregate until collector A polls again.

To alleviate this, Cloud Insights interpolates data when aggregating, using the surrounding data points to take a "best guess" at data until data collectors poll again. You can always view each data collector's object data individually by adjusting the widget's grouping.

Sample Dashboards

Dashboard Example: Virtual Machine Performance

There are many challenges facing IT operations today. Administrators are being asked to do more with less, and having full visibility into your dynamic data centers is a must. In this example, we will show you how to create a dashboard with widgets that give you operational insights into the virtual machine (VM) performance in your environment. By following this example, and creating widgets to target your own specific needs, you can do things like visualizing backend storage performance compared to frontend virtual machine performance, or viewing VM latency versus I/O demand.

About this task

Here we will create a Virtual Machine Performance dashboard containing the following:

- a table listing VM names and performance data
- a chart comparing VM Latency to Storage Latency
- a chart showing Read, Write and Total IOPS for VMs
- a chart showing Max Throughput for your VMs

This is just a basic example. You can customize your dashboard to highlight and compare any performance data you choose, in order to target for your own operational best practices.

Steps

1. Log in to Insight as a user with administrative permissions.
2. From the **Dashboards** menu, select **[+New dashboard]**.

The **New dashboard** page opens.

3. At the top of the page, enter a unique name for the dashboard, for example "VM Performance by Application".
4. Click **Save** to save the dashboard with the new name.
5. Let's start adding our widgets. If necessary, click the **Edit** icon to enable Edit mode.
6. Click the **Add Widget** icon and select **Table** to add a new table widget to the dashboard.

The Edit Widget dialog opens. The default data displayed is for all storages in your environment.

Table Widget

1,746 items found in 71 groups

| Hypervisor Name ↑ | Virtual Machine | Capacity - Total (GB) | IOPS - Total (IO/s) | Latency - Total (ms) |
|---|-----------------|-----------------------|---------------------|----------------------|
| 10.197.143.53 (9) | -- | 1,690.58 | 1.80 | 12.04 |
| 10.197.143.54 (7) | -- | 1,707.60 | 4.62 | 12.69 |
| 10.197.143.57 (11) | -- | 1,509.94 | 1.14 | 1.15 |
| 10.197.143.58 (10) | -- | 1,818.34 | 5.83 | 2.57 |
| AzureComputeDefaultAvailabilitySet (363) | -- | N/A | N/A | N/A |
| anandh9162020113920-rg-avset.anandh91620201 | -- | N/A | N/A | N/A |
| anandh916202013287-rg-avset.anandh91620201 | -- | N/A | N/A | N/A |
| anandh91720201288-rg-avset.anandh91720201 | -- | N/A | N/A | N/A |
| anjaliVngrun48-rg-avset.anjaliVngrun48-rg.398 | -- | N/A | N/A | N/A |
| anjaliVngrun50-rg-avset.anjaliVngrun50-rg.398 | -- | N/A | N/A | N/A |
| batutiscanaryHA97a-rg-avset.batutiscanaryha97 | -- | N/A | N/A | N/A |
| batutiscanaryHA97b-rg-avset.batutiscanaryha97 | -- | N/A | N/A | N/A |

1. We can customize this widget. In the Name field at the top, delete "Widget 1" and enter "Virtual Machine Performance table".
2. Click the asset type drop-down and change *Storage* to *Virtual Machine*.

The table data changes to show all virtual machines in your environment.

3. Let's add a few columns to the table. Click the Gear icon on the right and select *Hypervisor name*, *IOPS - Total*, and *Latency - Total*. You can also try typing the name into the search to quickly display the desired field.

These columns are now displayed in the table. You can sort the table by any of these columns. Note that the columns are displayed in the order in which they were added to the widget.

- For this exercise we will exclude VMs that are not actively in use, so let's filter out anything with less than 10 total IOPS. Click the **[+]** button next to **Filter by** and select **IOPS - Total**. Click on **Any** and enter "10" in the **from** field. Leave the **to** field empty. Click outside the filter field or press Enter to set the filter.

The table now shows only VMs with 10 or more total IOPS.

- We can further collapse the table by grouping results. Click the **[+]** button next to **Group by** and select a field to group by, such as *Application* or *Hypervisor name*. Grouping is automatically applied.

The table rows are now grouped according to your setting. You can expand and collapse the groups as needed. Grouped rows show rolled up data for each of the columns. Some columns allow you to choose the roll up method for that column.

The screenshot shows a dashboard titled "Virtual Machine Performance Table". At the top, there are filtering options: "Virtual Machine" dropdown, "Override dashboard time" checkbox, "Last 24 hours" dropdown, and a close button. Below these are buttons for "Filter by" (set to "IOPS - Total (IO/s) >= 10"), "Group by" (set to "Hypervisor name"), and a delete button. The main table displays 181 items found in 4 groups. The columns are: Hypervisor name (sorted), Name, Hypervisor name, IOPS - Total (ms) (with a dropdown menu showing "Roll Up by" and "Avg"), and Latency - Total (ms). The data rows are:

| Hypervisor name | Name | Hypervisor name | IOPS - Total (ms) | Latency - Total (ms) |
|-------------------|-----------|-----------------|-------------------|----------------------|
| + us-east-1d (62) | | us-east-1d | 1.94 | |
| + us-east-1c (80) | | us-east-1c | 0.80 | |
| + us-east-1b (1) | TBDemoEnv | us-east-1b | 32.66 | 0.70 |
| + us-east-1a (38) | | us-east-1a | 121.22 | 0.81 |

At the bottom right of the table area are "Cancel" and "Save" buttons.

- When you have customized the table widget to your satisfaction, click the **Save** button.

The table widget is saved to the dashboard.

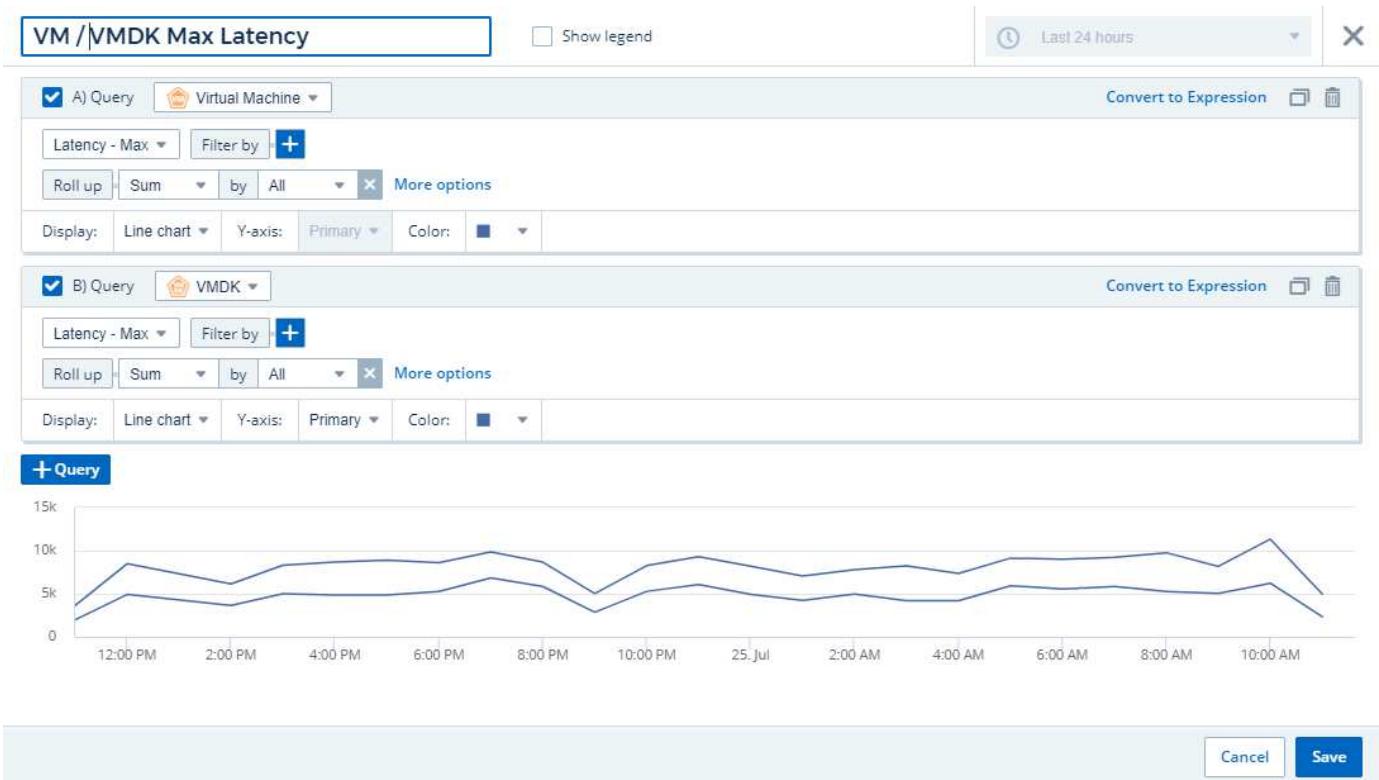
You can resize the widget on the dashboard by dragging the lower-right corner. Make the widget wider to show all the columns clearly. Click **Save** to save the current dashboard.

Next we will add some charts to show our VM Performance. Let's create a line chart comparing VM latency with VMDK latency.

- If necessary, click the **Edit** icon on the dashboard to enable Edit mode.
- Click the **[Add widget]** icon and select *Line Chart* to add a new line chart widget to the dashboard.
- The **Edit Widget** dialog opens. Name this widget "VM / VMDK Max Latency"
- Select **Virtual Machine** and choose *Latency - Max*. Set any filters you wish, or leave **Filter by** empty. For **Roll up**, choose *Sum* by *All*. Display this data as a *Line Chart*, and leave **Y-Axis** as *Primary*.
- Click the **[+Query]** button to add a second data line. For this line, select **VMDK** and *Latency - Max*. Set any filters you wish, or leave **Filter by** empty. For **Roll up**, choose *Sum* by *All*. Display this data as a *Line*

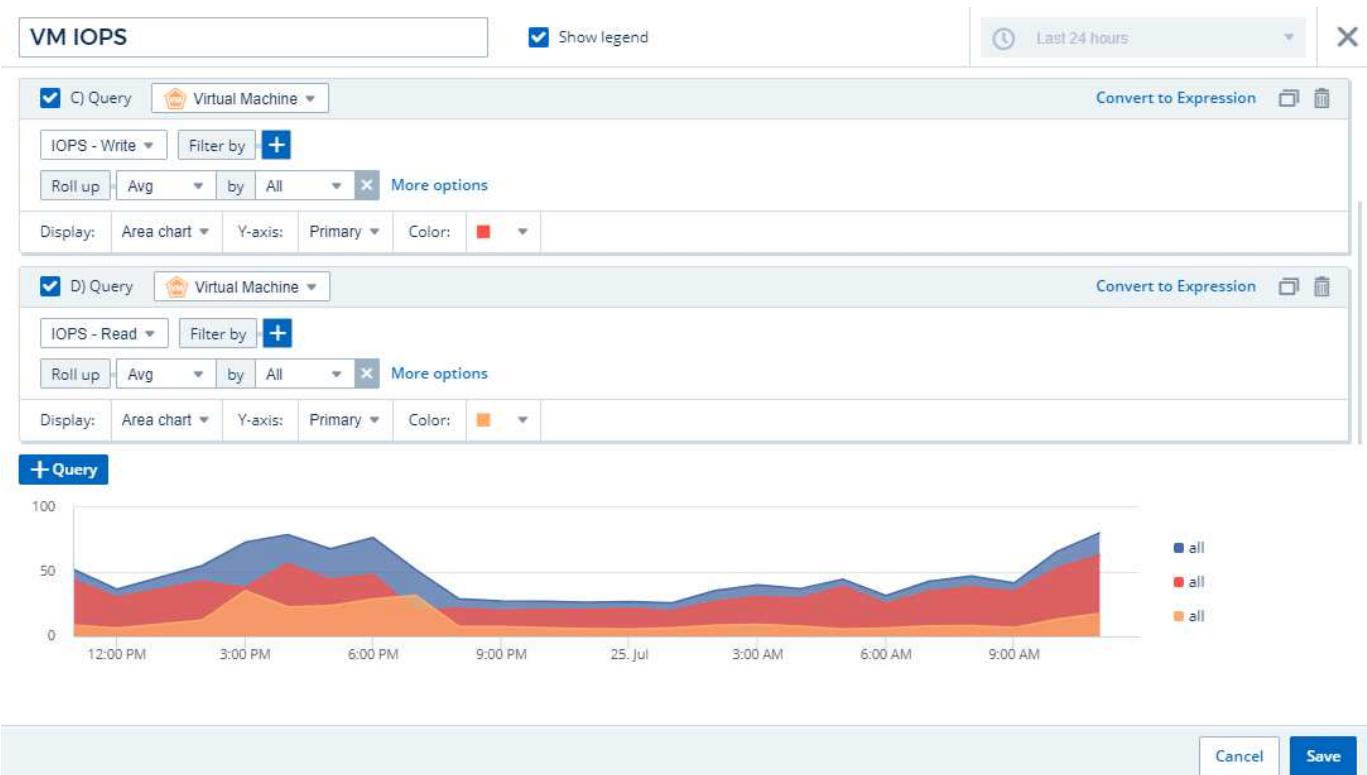
Chart, and leave *Y-Axis* as *Primary*.

6. Click **[Save]** to add this widget to the dashboard.



Next we will add a chart showing VM Read, Write and Total IOPS in a single chart.

1. Click the **[Add widget]** icon and select *Area Chart* to add a new area chart widget to the dashboard.
2. The Edit Widget dialog opens. Name this widget "VM IOPS"
3. Select **Virtual Machine** and choose *IOPS - Total*. Set any filters you wish, or leave **Filter by** empty. for **Roll up**, choose *Sum by All*. Display this data as an *Area Chart*, and leave *Y-Axis* as *Primary*.
4. Click the **[+Query]** button to add a second data line. For this line, select **Virtual Machine** and choose *IOPS - Read*.
5. Click the **[+Query]** button to add a third data line. For this line, select **Virtual Machine** and choose *IOPS - Write*.
6. Click **Show legend** to display a legend for this widget on the dashboard.



1. Click **[Save]** to add this widget to the dashboard.

Next we will add a chart showing VM Throughput for each Application associated with the VM. We will use the Roll Up feature for this.

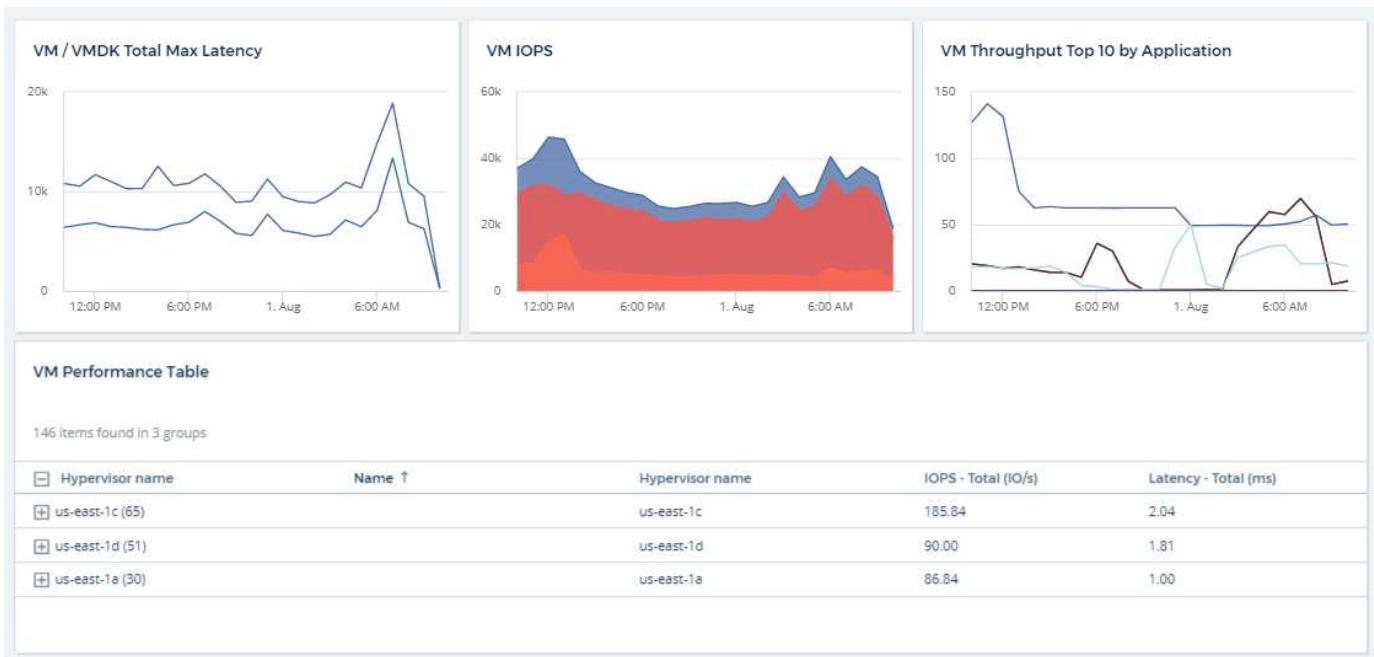
1. Click the **[Add widget]** icon and select *Line Chart* to add a new line chart widget to the dashboard.
2. The Edit Widget dialog opens. Name this widget "VM Throughput by Application"
3. Select Virtual Machine and choose Throughput - Total. Set any filters you wish, or leave Filter by empty. For Roll up, choose "Max" and select by "Application" or "Name". Show the Top 10 applications. Display this data as a Line Chart, and leave Y-Axis as Primary.
4. Click **[Save]** to add this widget to the dashboard.

You can move widgets on the dashboard by holding down the mouse button anywhere in the top of the widget and dragging it to a new location.

You can resize widgets by dragging the lower-right corner.

Be sure to **[Save]** the dashboard after you make your changes.

Your final VM Performance Dashboard will look something like this:



Best Practices for Dashboards and Widgets

Tips and tricks to help you get the most out of the powerful features of dashboards and widgets.

Finding the Right Metric

Cloud Insights acquires counters and metrics using names that sometimes differ from data collector to data collector.

When searching for the right metric or counter for your dashboard widget, keep in mind that the metric you want could be under a different name from the one you are thinking of. While drop-down lists in Cloud Insights are usually alphabetical, sometimes a term may not show up in the list where you think it should. For example, terms like "raw capacity" and "used capacity" do not appear together in most lists.

Best practice: Use the search feature in fields such as Filter by or places like the column selector to find what you are looking for. For example, searching for "cap" will show all metrics with "capacity" in their names, no matter where they occur in the list. You can then easily select the metrics you want from that shorter list.

Here are a few alternative phrases you can try when searching for metrics:

| When you want to find: | Try also searching for: |
|------------------------|--|
| CPU | Processor |
| Capacity | Used capacity Raw capacity Provisioned capacity Storage pools capacity <other asset type> capacity Written capacity |

| | |
|-----------------|---|
| Disk Speed | Lowest disk speed Least performing disk type |
| Host | Hypervisor Hosts |
| Hypervisor | Host Is hypervisor |
| Microcode | Firmware |
| Name | Alias Hypervisor name Storage name <other asset type> name Simple name Resource name Fabric Alias |
| Read / Write | Partial R/W Pending writes IOPS - Write Written capacity Latency - Read Cache utilization - read |
| Virtual Machine | VM Is virtual |

This is not a comprehensive list. These are examples of possible search terms only.

Finding the Right Assets

The assets you can reference in widget filters and searches vary from asset type to asset type.

In dashboards and asset pages, the asset type around which you are building your widget determines the other asset type counters for which you can filter or add a column. Keep the following in mind when building your widget:

| | |
|----------------------------|--|
| This asset type / counter: | Can be filtered for under these assets: |
| Virtual Machine | VMDK |
| Datastore(s) | Internal Volume VMDK Virtual Machine Volume |
| Hypervisor | Virtual Machine Is hypervisor Host |
| Host(s) | Internal Volume Volume Cluster Host Virtual Machine |

| | |
|--------|------|
| Fabric | Port |
|--------|------|

This is not a comprehensive list.

Best practice: If you are filtering for a particular asset type that does not appear in the list, try building your query around an alternate asset type.

Scatter Plot Example: Knowing your Axis

Changing the order of counters in a scatter plot widget changes the axes on which the data is displayed.

About this task

This example will create a scatter plot that will allow you to see under-performing VMs that have high latency compared to low IOPS.

Steps

1. Create or open a dashboard in edit mode and add a **Scatter Plot Chart** widget.
2. Select an asset type, for example, *Virtual Machine*.
3. Select the first counter you wish to plot. For this example, select *Latency - Total*.

Latency - Total is charted along the X-axis of the chart.

4. Select the second counter you wish to plot. For this example, select *IOPS - Total*.

IOPS - Total is charted along the Y-axis in the chart. VMs with higher latency display on the right side of the chart. Only the top 100 highest-latency VMs are displayed, because the **Top by X-axis** setting is current.



- Now reverse the order of the counters by setting the first counter to *IOPS - Total* and the second to *Latency - Total*.

Latency- Total is now charted along the Y-axis in the chart, and *IOPS - Total* along the X-axis. VMs with higher IOPS now display on the right side of the chart.

Note that because we haven't changed the **Top by X-Axis** setting, the widget now displays the top 100 highest-IOPS VMs, since this is what is currently plotted along the X-axis.



You can choose for the chart to display the Top N by X-axis, Top N by Y-axis, Bottom N by X-axis, or Bottom N by Y-axis. In our final example, the chart is displaying the Top 100 VMs that have the highest total IOPS. If we change it to **Top by Y-axis**, the chart will once again display the top 100 VMs that have the highest total latency.

Note that in a scatter plot chart, you can click on a point to drill down to the asset page for that resource.

Kubernetes Explorer

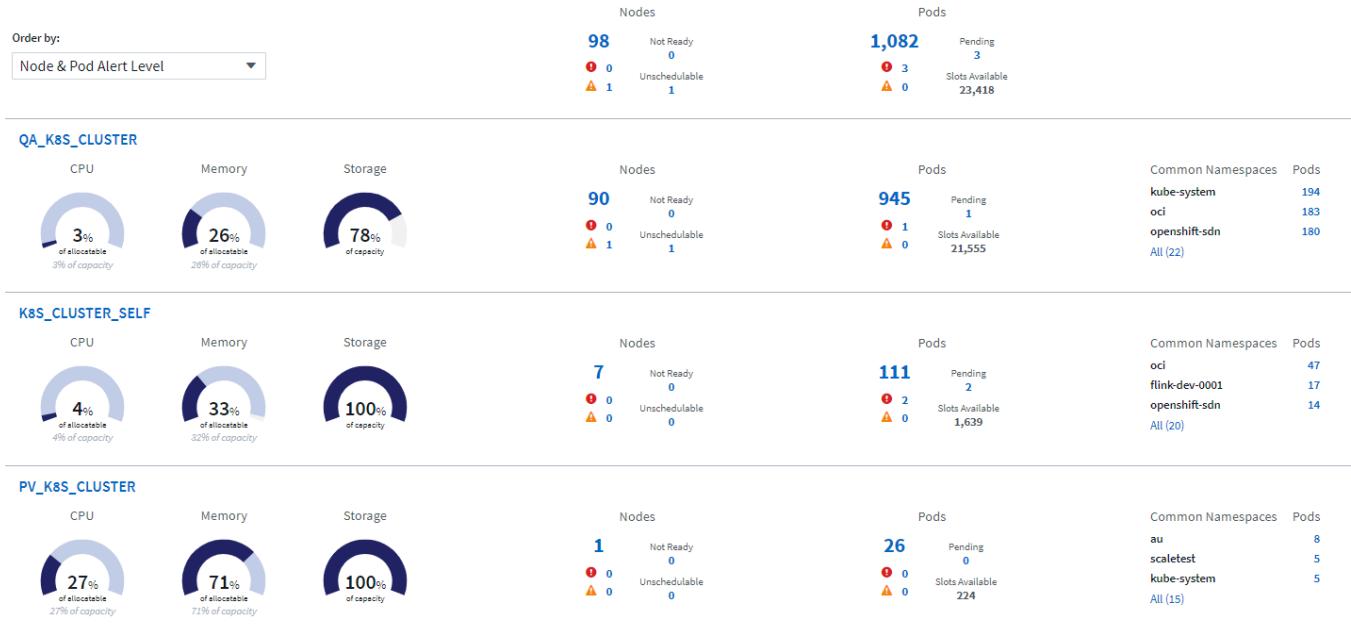
Kubernetes Cluster Overview

The Cloud Insights Kubernetes Explorer is a powerful tool for displaying the overall health and usage of your Kubernetes clusters and allows you to easily drill down into areas of investigation.

Clicking on **Dashboards > Kubernetes Explorer** opens the Kubernetes Cluster overview page. This overview page contains a wide variety of at-a-glance information.



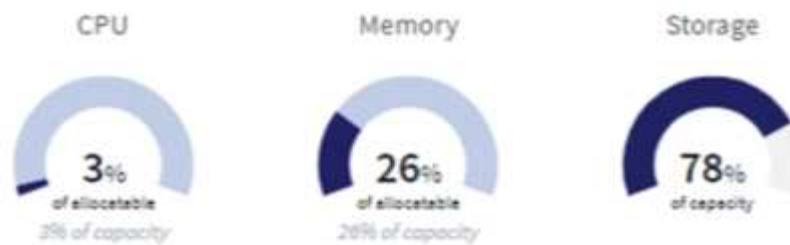
Numbers displayed in blue in the various sections of this and subsequent Kubernetes Explorer pages (for example, node/pod status, namespace counts, etc.) are links to related query pages that show the details behind those numbers.



Cluster Usage overview

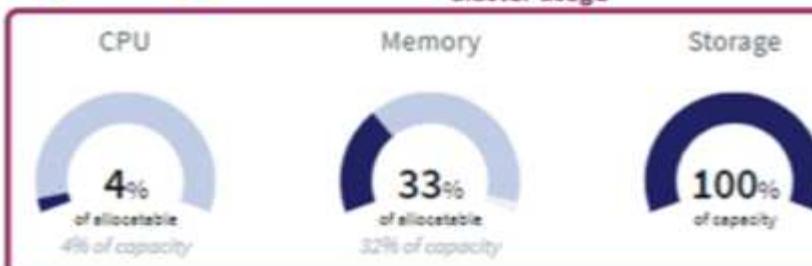
Cluster List

QA_K8S_CLUSTER

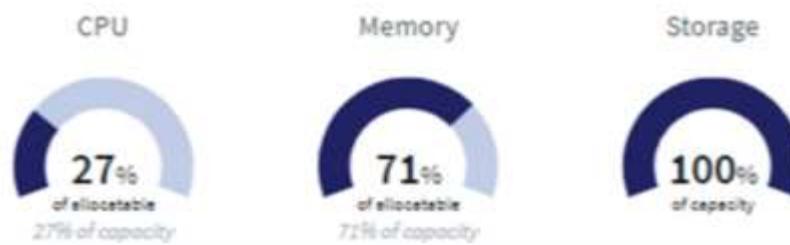


K8S_CLUSTER_SELF

Cluster usage



PV_K8S_CLUSTER



The cluster list displays the following usage information for each cluster in your environment:

- CPU: percentage of total CPU capacity in use
- Memory: percentage of total memory used
- Storage: percentage of total storage in use

You can sort the cluster list by any of the following factors:

- Node & Pod Alert Level (default)
- Cluster Name
- Number of Nodes
- Most Utilized by Compute
- Least Utilized by Compute
- Most Utilized by Storage
- Least Utilized by Storage

Clicking on a Cluster Name will open the [detail page](#) for that cluster

Node and Pod Status



Namespaces

To the right of the screen is a list of the top three namespaces utilized in each cluster. Click the **All** link to see all namespaces for the cluster.

Clicking on a namespace will open the Namespace Detail Page.

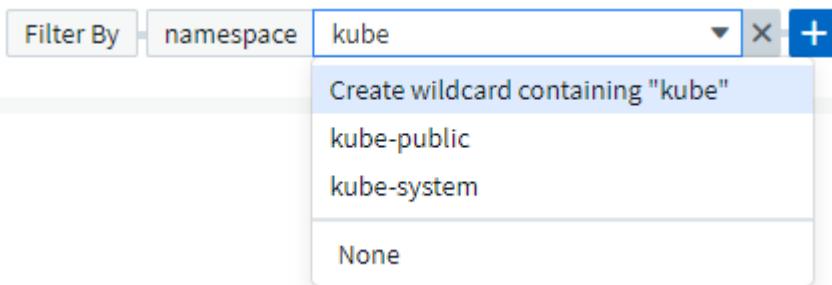
| Top Namespaces | |
|-------------------|-----------------------------|
| Common Namespaces | Pods |
| kube-system | 194 |
| oci | 183 |
| openshift-sdn | 180 |
| All (22) | Click to see all namespaces |

| Common Namespaces | Pods |
|-------------------|------|
| oci | 47 |
| flink-dev-0001 | 17 |
| openshift-sdn | 14 |
| All (20) | |

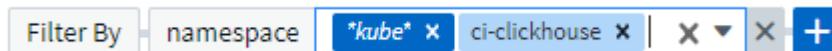
| Common Namespaces | Pods |
|-------------------|------|
| au | 8 |
| scaletest | 5 |
| kube-system | 5 |
| All (15) | |

Refining the Filter

When you are filtering, as you begin typing you are presented with the option to create a **wildcard filter** based on the current text. Selecting this option will return all results that match the wildcard expression. You can also create **expressions** using NOT or AND, or you can select the "None" option to filter for null values in the field.



Filters based on wildcards or expressions (e.g. NOT, AND, "None", etc.) display in dark blue in the filter field. Items that you select directly from the list are displayed in light blue.



Kubernetes filters are contextual, meaning for example that if you are on a specific node page, the pod_name filter only lists pods related to that node. Moreover, if you apply a filter for a specific namespace, then the pod_name filter will list only pods on that node *and* in that namespace.

Note that Wildcard and Expression filtering works with text or lists but not with numerics, dates or booleans.

Kubernetes Cluster Detail Page

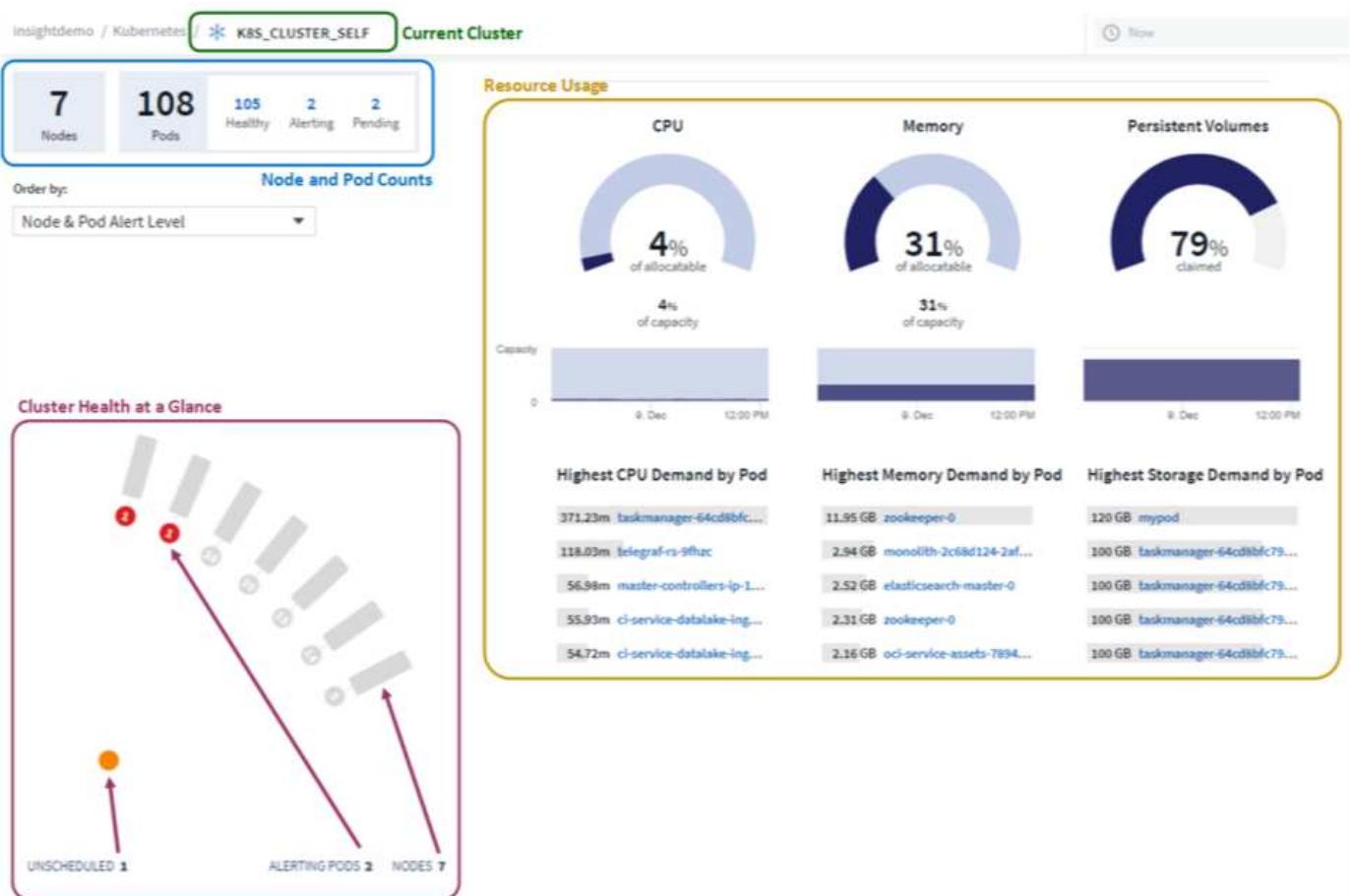
The Kubernetes cluster detail page displays detailed information about your Kubernetes cluster.

The detail page is comprised of three distinct but linked landing pages showing cluster, node, and pod information. The "Resource Usage" section changes to show the details of the selected item (cluster, node, or pod). You can see the current page type and name at the top of the screen. The current page is shown in the following hierarchy: *Site Name / Kubernetes / Cluster / Node / Pod*. You can click any part of this "breadcrumb" trail to go directly to that specific page.

My_CI_Site / Kubernetes /  My_Cluster /  ip-10-30-12-200 /  ds-4dbmk

Cluster Overview

The cluster overview page provides useful information at a glance:



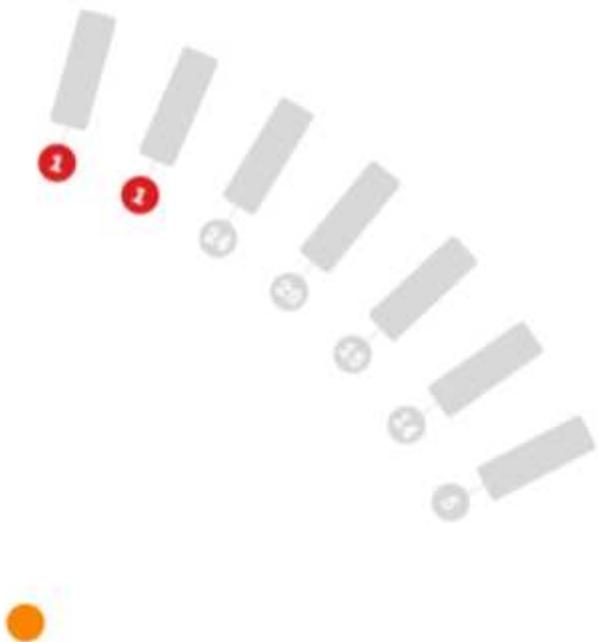
Node and Pod Counts

The Node/Pod counts at the top of the page show you the total number of nodes and pods in the cluster, as well as a breakdown of how many pods are currently alerting or pending.



It is possible that the three pod sub-counts (healthy, alerting, pending) can add up to more than the displayed total number of pods. This can happen because the *pending* count includes *all* pending pods, both unscheduled and scheduled (in other words, unattached and attached to nodes).

The Cluster "Wheel"



UN SCHEDULED 1

ALERTING PODS 2 NODES 7

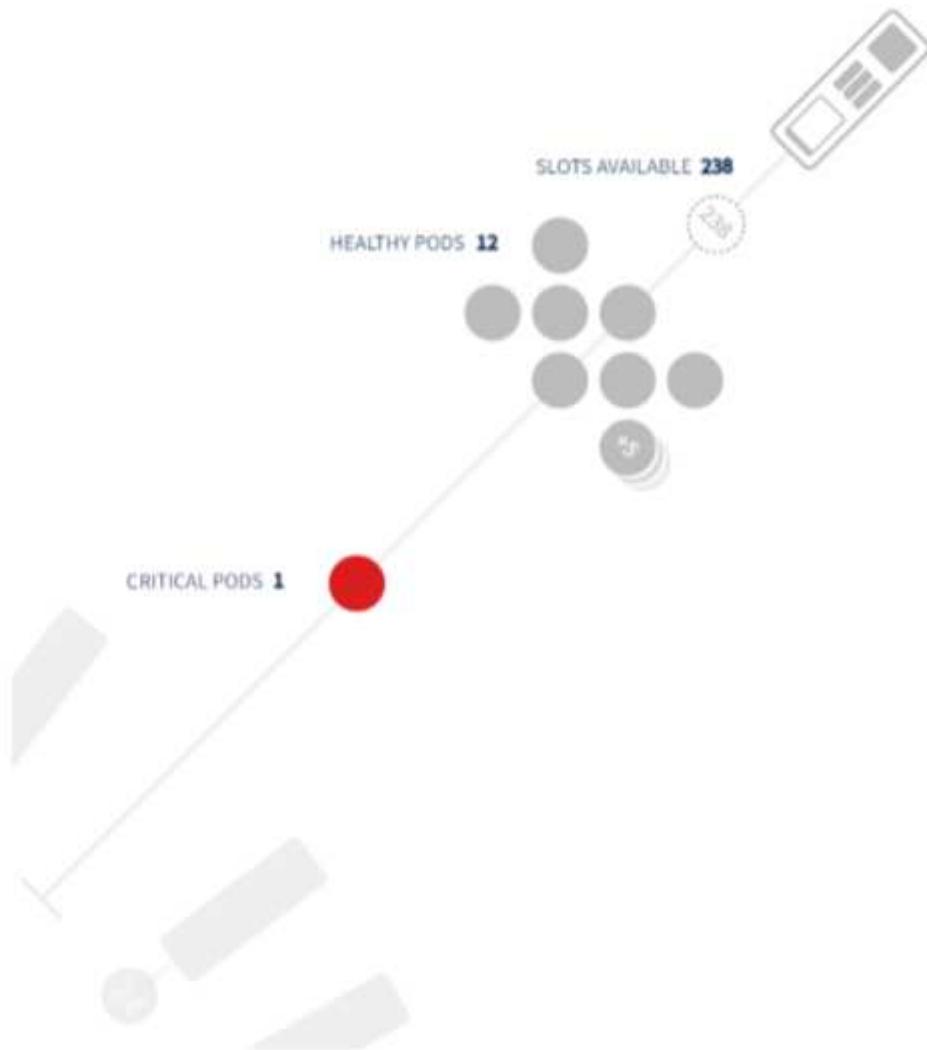
The Cluster "Wheel" section provides node and pod health at a glance, which you can drill into for more information. If your cluster contains more nodes than can be displayed in this area of the page, you will be able to turn the wheel using the buttons available.

Alerting pods or nodes are displayed in red. "Warning" areas are displayed in orange. Pods that are unscheduled (that is, unattached) will display in the lower corner of the Cluster "Wheel".

Hovering over a pod (circle) or Node (bar) will extend the view of the node.



Clicking on the pod or node in that view will zoom in to the expanded Node view.



From here, you can hover over an element to display details about that element. For example, hovering over the critical pod in this example displays details about that pod.

CRITICAL PODS 1

| CPU | Memory |
|-----------|------------------|
| demo-pod2 | Critical Pending |
| demo-pod2 | Healthy Running |
| test123 | Critical Waiting |

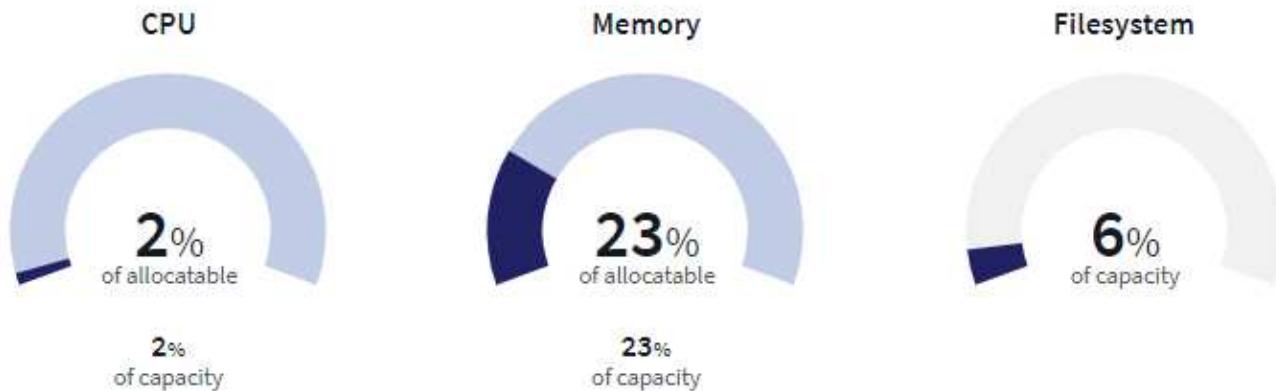
You can view Filesystem, Memory, and CPU information by hovering over the Node elements.



Detail Section

Each page of the Kubernetes Explorer displays a set of usage graphs that may include CPU, Memory, and Storage. Below these graphs are summaries and lists of the top objects in each category, with links to underlying details. For example, *Node* shows pods and containers, *Pod* shows PVCs and related objects and containers, etc. The following illustration shows an example of the detailed information on a *Node* page:

Labels
- Node IP
10.30.23.207



| Pods | | | | |
|--|-----------|--|--------------------|-----------------|
| Containers | | | | |
| Status ↑ | | Name | Healthy Containers | Namespace |
| ! Critical | Pending | demo-pod2 | 1 of 2 | k8wheel |
| ● Healthy | Running | ci-exclusive-node-scheduler-6dc4dd96-s6h9t | 2 of 2 | kafka-lake-0001 |
| ● Healthy | Running | ci-service-apikey-7676fd5f7d-ptmh9 | 1 of 1 | oci |
| ● Healthy | Running | ci-service-notifications-7f594c4bbd-4p7hz | 1 of 1 | oci |
| ● Healthy | Running | ci-service-webui-rest-5d454c8648-98llk | 1 of 1 | oci |
| ● Healthy | Succeeded | job-odata-2c68d124-2af5-4b6b-864f-f04c04e77de5-75fnf | 1 of 1 | oci |

Resources experiencing alerts will show at the top of the lists. Click on the affected resource to drill into it for more detail.

A note about the gauges

The Memory and CPU gauges show three colors, since they show *used* in relation to both *allocatable capacity* and *total capacity*. Storage gauges only show two colors because they only show a single pair of values: *used* in relation to *total*.

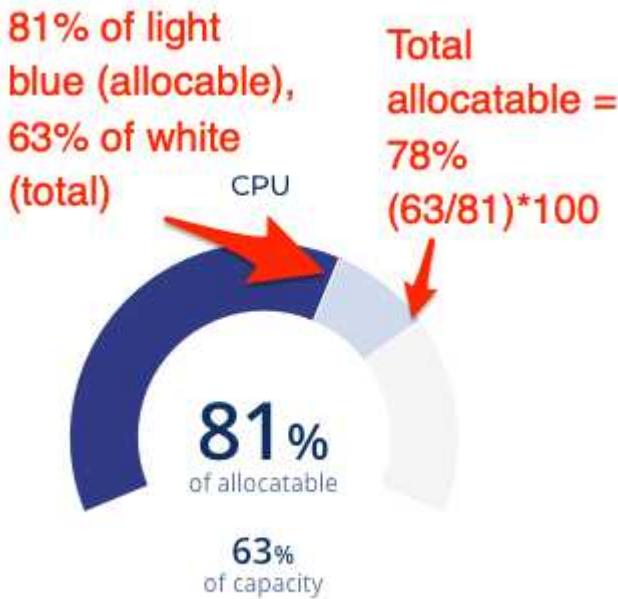
Keep the following in mind when reading the gauges.

The dark blue band shows the amount used.

- When viewed against the *light blue band*, the dark blue shows used as the % of allocatable amount. This

matches the "% of allocatable" value shown (81 in the example below).

- When viewed against the *white background*, the dark blue shows used as the % of total capacity. This matches the "% of capacity" value shown (63 in this example).



Working with Queries

Assets used in queries

Queries enable you to monitor and troubleshoot your network by searching the assets and metrics in your environment at a granular level based on user-selected criteria (for example, annotations).

Note that annotation rules, which automatically assign annotations to assets, *require* a query.

You can query the physical or virtual inventory assets (and their associated metrics) in your environment, or the metrics provided with integration such as Kubernetes or ONTAP Advanced Data.

Inventory Assets

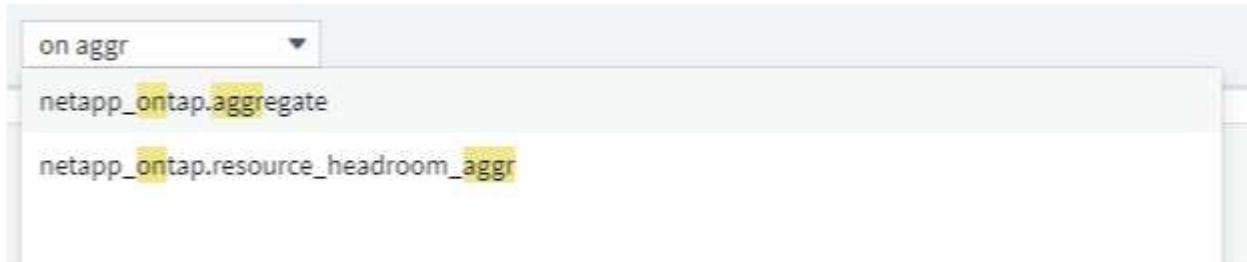
The following asset types can be used in queries, dashboard widgets, and custom asset landing pages. The fields and counters available for filters, expressions, and display will vary among asset types. Not all assets can be used in all widget types.

- Application
- Datastore
- Disk
- Fabric
- Generic Device
- Host
- Internal Volume
- iSCSI Session
- iSCSI Network Portal
- Path
- Port
- Qtree
- Quota
- Share
- Storage
- Storage Node
- Storage Pool
- Storage Virtual Machine (SVM)
- Switch
- Tape
- VMDK
- Virtual Machine
- Volume

- Zone
- Zone Member

Integration Metrics

In addition to querying for inventory assets and their associated performance metrics, you can query for **integration data** metrics as well, such as those generated by Kubernetes or Docker, or provided with ONTAP Advanced Metrics.



Creating Queries

Queries enable you to search the assets in your environment at a granular level, allowing to filter for the data you want and sort the results to your liking.

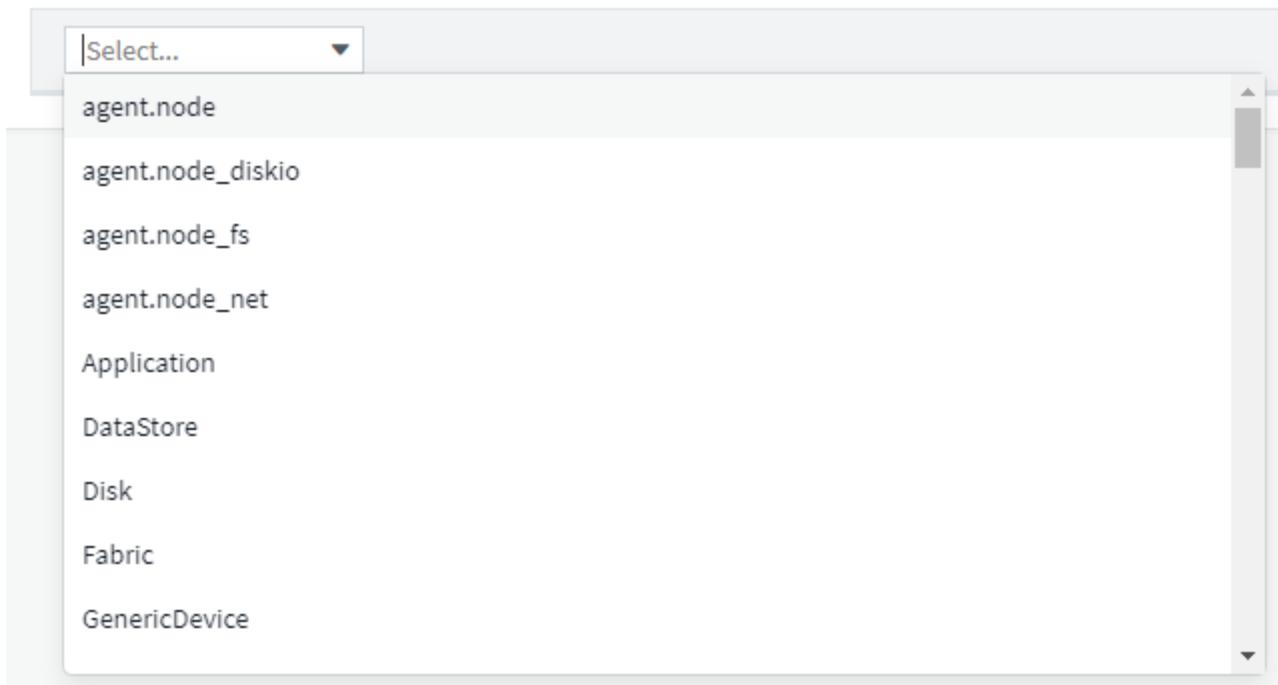
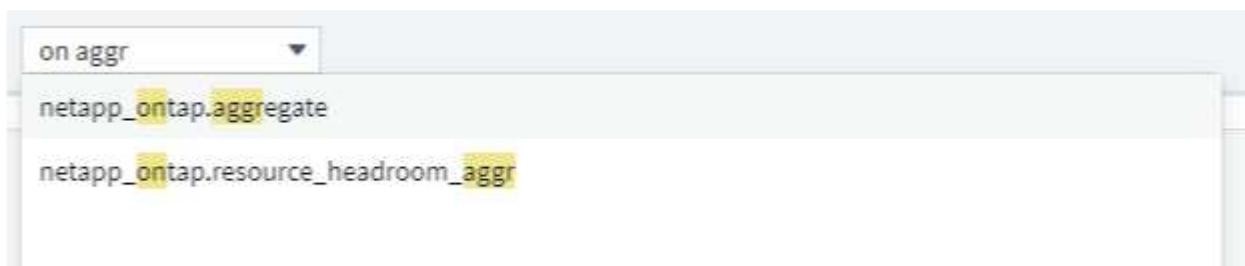
For example, you can create a query for *volumes*, add a filter to find particular *storages* associated with the selected volumes, add another filter to find a particular *annotation* such as "Tier 1" on the selected storages, and finally add another filter to find all storages with *IOPS - Read (IO/s)* greater than 25. When the results are displayed, you can then sort the columns of information associated with the query in ascending or descending order.

Note: When a new data collector is added which acquires assets, or any annotation or application assignments are made, you can query for those new assets, annotations, or applications only after the queries are indexed. Indexing occurs at a regularly scheduled interval or during certain events such as running annotation rules.

Creating a Query is very simple:

1. Navigate to **Queries > *+New Query**.
2. From the 'Select...' list, select the object type you want to query for. You can scroll through the list or you can start typing to more quickly find what you're searching for.

Scroll list:

**Type-to-Search:**

You can add filters to further narrow down your query by clicking the **+** button in the **Filter By** field. Group rows by object or attribute. When working with integration data (Kubernetes, ONTAP Advanced Metrics, etc.), you can group by multiple attributes, if desired.

netapp_ontap.aggregate

Filter By cluster_name ci- +

Group aggr_name x

5 items found

| Table Row Grouping | | Metrics & Attributes | |
|--------------------|--|----------------------|----------------|
| aggr_name | | cp_read_blocks | cluster_name ↓ |
| oci02sat0 | | 0.59 | oci-phonehome |
| oci02sat1 | | 0.15 | oci-phonehome |
| oci02sat2 | | 212.64 | oci-phonehome |
| oci01sat0 | | 0.39 | oci-phonehome |
| oci01sat1 | | 48.89 | oci-phonehome |

The query results list shows a number of default columns, depending on the object type searched for. To add, remove, or change the columns, click the gear icon on the right of the table. The available columns vary based on the asset/metric type.

netapp_ontap.aggregate

Filter By +

Group aggr_name x

14 items found

| Table Row Grouping | | Metrics & Attributes | |
|---------------------|--|----------------------|---|
| aggr_name | | cp_read_blocks | agent_version ↑ |
| aggr0_optimus_02 | | 1.72 | Apache-HttpClient/4.5.14 (Java/Java-SE/1.8.0_292) |
| aggr1_optimus_02 | | 408.84 | Apache-HttpClient/4.5.14 (Java/Java-SE/1.8.0_292) |
| ocinaneqa1_04_aggr0 | | 6.19 | Apache-HttpClient/4.5.14 (Java/Java-SE/1.8.0_292) |
| ocinaneqa1_03_aggr0 | | 6.48 | Apache-HttpClient/4.5.14 (Java/Java-SE/1.8.0_292) |
| oci02sat0 | | 1.04 | Apache-HttpClient/4.5.14 (Java/Java-SE/1.8.0_292) |

Show Selected Only
 agent_version
 aggr_name
 cluster_location
 cluster_name
 cluster_serial_number
 cluster_version

After you have configured your query to show you the results you want, you can click the **Save** button to save the query for future use. Give it a meaningful and unique name.

More on Filtering

Wildcards and Expressions

When you are filtering for text or list values in queries or dashboard widgets, as you begin typing you are presented with the option to create a **wildcard filter** based on the current text. Selecting this option will return all results that match the wildcard expression. You can also create **expressions** using NOT or OR, or you can select the "None" option to filter for null values in the field.

kubernetes.pod X ▼

Filter By pod_name ingest X ▼ X + ?

Group pod_name X

Create wildcard containing "ingest"
ci-service-datalake-ingestion-85b5bdfd6d-2qbwr
service-foundation-ingest-767dfd5bfc-vxd5p
None

71 items found

Table Row Grouping

Filters based on wildcards or expressions (e.g. NOT, OR, "None", etc.) display in dark blue in the filter field. Items that you select directly from the list are displayed in light blue.

kubernetes.pod X ▼

Filter By pod_name *ingest* X ci-service-audit-5f775dd975-brfdc X ▼ X + ?

Group pod_name X ▼

3 items found

Table Row Grouping

pod_name

ci-service-audit-5f775dd975-brfdc

ci-service-datalake-ingestion-85b5bdfd6d-2qbwr

service-foundation-ingest-767dfd5bfc-vxd5p

Note that Wildcard and Expression filtering works with text or lists but not with numerics, dates or booleans.

Refining Filters

You can use the following to refine your filter:

| Filter | What it does | Example | Result |
|--------|--------------|---------|--------|
|--------|--------------|---------|--------|

| | | | |
|-------------------|---|-----------------------------|---|
| * (Asterisk) | enables you to search for everything | vol*rhel | returns all resources that start with "vol" and end with "rhel" |
| ? (question mark) | enables you to search for a specific number of characters | BOS-PRD??-S12 | returns BOS-PRD12-S12, BOS-PRD23-S12, and so on |
| OR | enables you to specify multiple entities | FAS2240 OR CX600 OR FAS3270 | returns any of FAS2440, CX600, or FAS3270 |
| NOT | allows you to exclude text from the search results | NOT EMC* | returns everything that does not start with "EMC" |
| <i>None</i> | searches for NULL values in all fields | <i>None</i> | returns results where the target field is empty |
| Not * | searches for NULL values in <i>text-only</i> fields | Not * | returns results where the target field is empty |

If you enclose a filter string in double quotes, Insight treats everything between the first and last quote as an exact match. Any special characters or operators inside the quotes will be treated as literals. For example, filtering for "*" will return results that are a literal asterisk; the asterisk will not be treated as a wildcard in this case. The operators OR and NOT will also be treated as literal strings when enclosed in double quotes.

What do I do now that I have query results?

Querying provides a simple place to add annotations or assign applications to assets. Note that you can only assign applications or annotations to your inventory assets (Disk, Storage, etc.). Integration metrics cannot take on annotation or application assignments.

To assign an annotation or application to the assets resulting from your query, simply select the asset(s) using the check box column on the left of the results table, then click the **Bulk Actions** button on the right. Choose the desired action to apply to the selected assets.

The screenshot shows the 'Query Results' interface. At the top, there's a search bar with 'Volume' and a dropdown, followed by a 'Filter By' button, a 'Name' input field, an 'Any' dropdown, and a '+' button. Below this is a table titled 'Query Results (5) | 2 Selected'. The table has columns: Name, Storage Pools, Capacity - Raw (GB), and Mapped Ports. The selected assets are DmoESX_optimus:mc_Dm... and DmoSAN_optimus:hoffma... Both have 'Add Annotation' and 'Add Application' options in the bulk actions menu. The other assets listed are DmoSAN_optimus:mc_D..., oci-3070-01:/vol/vfiler_lun..., and spectrav1:sjimmy!scsi:/v..., which have 'Remove Annotation' and 'Remove Application' options. The 'Bulk Actions' dropdown also includes 'OS:windows' and 'OS:linux' options.

| Name ↑ | Storage Pools | Capacity - Raw (GB) | Mapped Ports |
|--|----------------------------|---------------------|--------------|
| DmoESX_optimus:mc_Dm... | optimus-02:aggr1_optimu... | N/A | |
| <input checked="" type="checkbox"/> DmoSAN_optimus:hoffma... | optimus-02:aggr1_optimu... | N/A | |
| <input checked="" type="checkbox"/> DmoSAN_optimus:mc_D... | optimus-02:aggr1_optimu... | N/A | |
| oci-3070-01:/vol/vfiler_lun... | oci-3070-01:aggr5 | N/A | OS:windows |
| spectrav1:sjimmy!scsi:/v... | ocinaneqa1-01:spectraaggr1 | N/A | OS:linux |

Annotation Rules require query

If you are configuring [Annotation Rules](#), each rule must have an underlying query to work with. But as you've seen above, queries can be made as broad or as narrow as you need.

Viewing queries

You can view your queries to monitor your assets and change how your queries display the data related to your assets.

Steps

1. Log in to your Cloud Insights tenant.
2. Click **Queries** and select **Show all queries**.

You can change how queries display by doing any of the following:

3. You can enter text in the filter box to search to display specific queries.
4. You can change the sort order of the columns in the table of queries to either ascending (up arrow) or descending (down arrow) by clicking the arrow in the column header.
5. To resize a column, hover the mouse over the column header until a blue bar appears. Place the mouse over the bar and drag it right or left.
6. To move a column, click on the column header and drag it right or left.

When scrolling through the query results, be aware that the results may change as Cloud Insights automatically polls your data collectors. This may result in some items being missing, or some items appearing out of order depending on how they are sorted.

Exporting query results to a .CSV file

You can export the results of any query to a .CSV file, which will allow you to analyze the data or import it into another application.

Steps

1. Log in to your Cloud Insights tenant.
2. Click **Queries** and select **Show all queries**.

The Queries page is displayed.

3. Click a query.
4. Click  to export the query results to a .CSV file.
5. When prompted, do one of the following:
 - a. Click **Open with** and then **OK** to open the file with Microsoft Excel and save the file to a specific location.
 - b. Click **Save file** and then **OK** to save the file to your Downloads folder.

All of the attributes for the objects in the columns currently selected for display are exported to the file, regardless of whether those attributes are being displayed.

When exporting query results, be aware that all rows in the results table will be exported, not just those selected or displayed on the screen, up to a maximum of 10,000 rows.

Note: When a comma appears in an asset name, the export encloses the name in quotes, preserving the asset name and the proper .csv format.

When opening an exported .CSV file with Excel, if you have an object name or other field that is in the format

NN:NN (two digits followed by a colon followed by two more digits), Excel will sometimes interpret that name as a Time format, instead of Text format. This can result in Excel displaying incorrect values in those columns. For example, an object named "81:45" would show in Excel as "81:45:00".

To work around this, import the .CSV into Excel using the following steps:

1. Open a new sheet in Excel.
2. On the "Data" tab, choose "From Text".
3. Locate the desired .CSV file and click "Import".
4. In the Import wizard, choose "Delimited" and click Next.
5. Choose "Comma" for the delimiter and click Next.
6. Select the desired columns and choose "Text" for the column data format.
7. Click Finish.

Your objects should show in Excel in the proper format.

Modifying or Deleting a Query

Modifying a Query

You can change the criteria that are associated with a query when you want to change the search criteria for the assets that you are querying.

Steps

1. Click **Queries** and select **Show all queries**.

The Queries page is displayed.

2. Click the query name
3. To add a criteria to the query, click  and select a criteria from the list.
4. To remove a filter from the query, click the X next to the filter to remove.

When you have made all necessary changes, do one of the following:

- Click the **Save** button to save the query with the name that was used initially.
- Click the drop-down next to the **Save** button and select **Save As** to save the query with another name. This does not overwrite the original query.
- Click the drop-down next to the **Save** button and select **Rename** to change the query name that you had used initially. This overwrites the original query.
- Click the drop-down next to the **Save** button and select **Discard Changes** to revert the query back to the last saved changes.

Deleting a Query

To delete a query, click **Queries** and select **Show all queries**, and do one of the following:

1. Click on the "three dot" menu to the right of the query and click **Delete**.

2. Click on the query name and select **Delete** from the **Save** drop-down menu.

Assigning multiple applications to or removing multiple applications from assets

You can assign multiple [applications](#) to or remove multiple applications from assets by using a query instead of having to manually assign or remove them.



You can use these steps to add or remove [annotations](#) in the same way.

Before you begin

You must have already created a query that finds all the assets that you want to edit.

Steps

1. Click **Queries** and select **Show all queries**.

The Queries page displays.

2. Click the name of the query that finds the assets.

The list of assets associated with the query displays.

3. Select the desired assets in the list or click the top checkbox to select All.

The **Bulk Actions** button displays.

- 4.

To add an application to the selected assets, click **Bulk Actions** and select **Add Application**.

5. Select one or more applications.

You can select multiple applications for hosts, internal volumes, qtrees, and virtual machines; however, you can select only one application for a volume or a share.

6. Click **Save**.

- 7.

To remove an application assigned to the assets, click **Bulk Actions** and select **Remove Application**.

8. Select the application or applications you want to remove.

9. Click **Delete**.

Any new applications you assign override any applications on the asset that were derived from another asset. For example, volumes inherit applications from hosts, and when new applications are assigned to a volume, the new application takes precedence over the derived application.

After you click **Save** on a bulk add or **Remove** on a bulk delete action, Cloud Insights informs you that the action will take some time. You can dismiss this message; the action will continue in the background.



For environments with large amounts of related assets, inheritance of application assignments to those assets could take several minutes. Please allow more time for inheritance to occur if you have many related assets.

Copying table values

You can copy values in tables to the clipboard for use in search boxes or other applications.

About this task

There are two methods you can use to copy values from tables or query results to the clipboard.

Steps

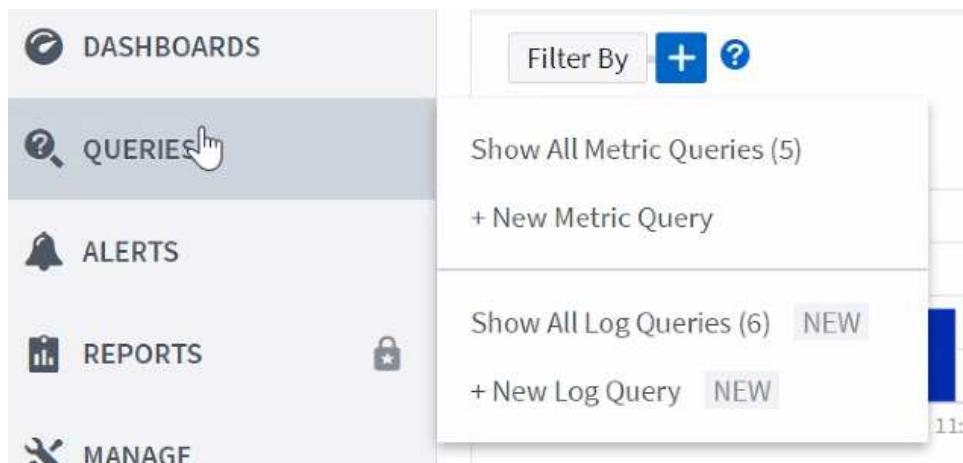
1. Method 1: Highlight the desired text with the mouse, copy it, and paste it into search fields or other applications.
2. Method 2: For single-value fields, hover over the field and click the clipboard icon  that appears. The value is copied to the clipboard for use in search fields or other applications.

Note that only values that are links to assets can be copied using this method. Only fields that include single values (i.e. non-lists) have the copy icon.

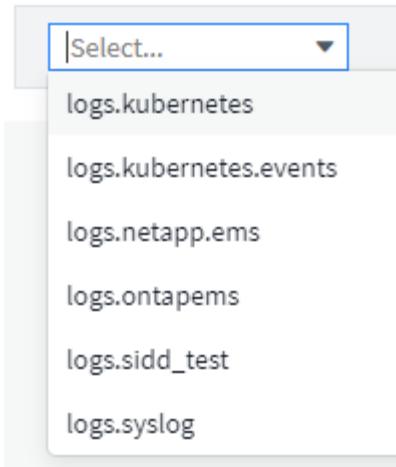
Log Explorer

The Cloud Insights Log Explorer is a powerful tool for querying system logs. In addition to helping with investigations, you can also save a log query in a Monitor to provide alerts when those particular log triggers are activated.

To begin exploring logs, click **Queries > +New Log Query**.



Select an available log from the list.



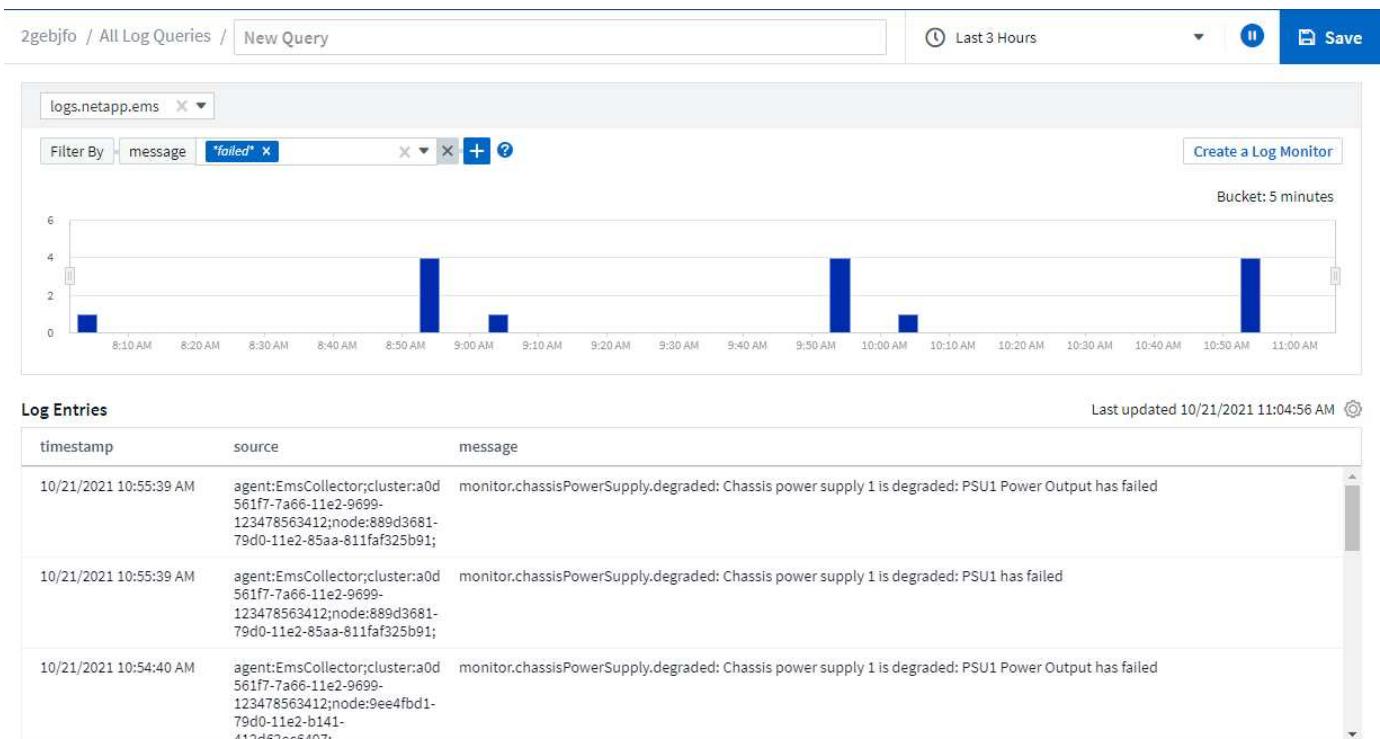
The types of logs available for querying may vary based on your environment. Additional log types may be added over time.

You can set filters to further refine the results of the query. For example, to find all log messages showing a failure, set a filter for *Messages* containing the word "failed".



You can begin typing the desired text in the filter field; Cloud Insights will prompt you to create a wildcard search containing the string as you type.

The results are displayed in a graph showing the number of log instances in each time period shown. Below the graph are the log entries themselves. The graph and the entries refresh automatically based on the selected time range.



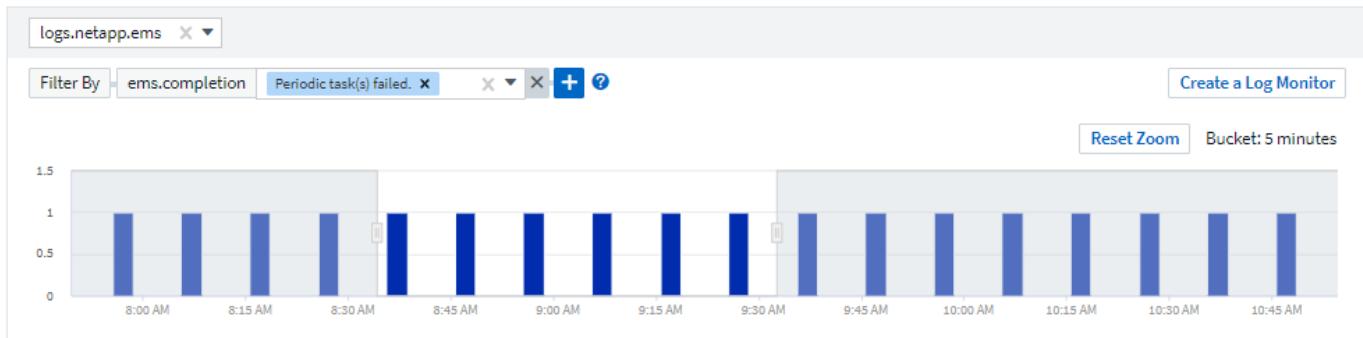
The Log Graph

The graph shows the number of log entries, grouped into *buckets*, which are based on the selected dashboard

time range. The buckets for each time range are as follows:

| Dashboard Time Range | Bucket size |
|----------------------|-------------|
| Last 15 Minutes | 10 Seconds |
| Last 30 Minutes | 15 Seconds |
| Last 60 Minutes | 30 Seconds |
| Last 2 Hours | 1 Minute |
| Last 3 Hours | 5 Minutes |
| Last 6 Hours | 5 Minutes |
| Last 12 Hours | 10 Minutes |
| Last 24 Hours | 15 Minutes |
| Last 2 Days | 30 Minutes |
| Last 3 Days | 45 Minutes |
| Last 7 Days | 2 Hours |
| Last 30 Days | 1 Day |

To zoom in the graph, simply drag the sliders from either side. To pan the zoomed area, click and hold in the white area and move left or right. Click *Reset Zoom* to reset the zoom level.



Note that when zooming the graph or scrolling the table, dashboard auto-refresh will pause and the time range will show the frozen time. To resume refresh, click the *Resume* button . This will also reset the zoom level.

At any point, you can click on *Create a Log Monitor* to create a new Monitor based on the current filter.

Log Details

Clicking anywhere in a log entry in the list will open a detail pane for that entry. Here you can explore more information about the event.

Click on "Add Filter" to add the selected field to the current filter. The log entry list will update based on the new filter.

Log Details



timestamp

09/20/2021 9:03:36 PM

message

2021-09-20T15:33:36Z E! [processors.execd] stderr: "Total time to process mountstats file: /hostfs/proc/1/mountstats, was: 0s"

id: 227814532095936770

node_name: ci-auto-dsacq-insights-1.cloudinsights-dev.netapp.com

Add Filter



source: telegraf-ds-dfcc5

type: logs.kubernetes

kubernetes

kubernetes.annotations.openshift.io_scc:

kubernetes.container_hash: ci-registry.name.openenglab.netapp.com:8022/telegraf@sha256:00h45a7cc0761c

Troubleshooting

Here you will find suggestions for troubleshooting problems with Log Queries.

| Problem: | Try this: |
|--|---|
| I don't see "debug" messages in my log query | Debug log messaging is not collected. To capture messages you want, change the relevant message severity to <i>informational</i> , <i>error</i> , <i>alert</i> , <i>emergency</i> , or <i>notice</i> level. |

Working with Annotations

Defining annotations

When customizing Cloud Insights to track data for your corporate requirements, you can define specialized notes, called annotations, and assign them to your assets.

You can assign annotations to assets with information such as asset end of life, data center, building location, storage tier, or volume service level.

Using annotations to help monitor your environment includes the following high-level tasks:

- Creating or editing definitions for all annotation types.
- Displaying asset pages and associating each asset with one or more annotations.

For example, if an asset is being leased and the lease expires within two months, you might want to apply an end-of-life annotation to the asset. This helps prevent others from using that asset for an extended time.

- Creating rules to automatically apply annotations to multiple assets of the same type.
- Filter assets by their annotations.

Default annotation types

Cloud Insights provides some default annotation types. These annotations can be used to filter or group data.

You can associate assets with default annotation types such as the following:

- Asset life cycle, such as birthday, sunset, or end of life
- Location information about a device, such as data center, building, or floor
- Classification of assets, such as by quality (tiers), by connected devices (switch level), or by service level
- Status, such as hot (high utilization)

The following table lists the Cloud Insights-provided annotation types.

| Annotation types | Description | Type |
|------------------------|--|---------|
| Alias | User-friendly name for a resource | Text |
| Compute Resource Group | Group assignment used by the Host and VM Filesystems data collector | List |
| Data Center | Physical location | List |
| Hot | Devices under heavy use on a regular basis or at the threshold of capacity | Boolean |
| Note | Comments associated with a resource | Text |
| Service Level | A set of supported service levels that you can assign to resources. Provides an ordered options list for internal volumes, qtree, and volumes. Edit service levels to set performance policies for different levels. | List |

| | | |
|--------------------|--|------|
| Sunset | Threshold set after which no new allocations can be made to that device. Useful for planned migrations and other pending network changes. | Date |
| Switch Level | Predefined options for setting up categories for switches. Typically, these designations remain for the life of the device, although you can edit them. Available only for switches. | List |
| Tier | Can be used to define different levels of service within your environment. Tiers can define the type of level, such as speed needed (for example, gold or silver). This feature is available only on internal volumes, qtrees, storage arrays, storage pools, and volumes. | List |
| Violation Severity | Rank (for example, major) of a violation (for example, missing host ports or missing redundancy), in a hierarchy of highest to lowest importance. | List |



Alias, Data Center, Hot, Service Level, Sunset, Switch Level, Tier, and Violation Severity are system-level annotations, which you cannot delete or rename; you can change only their assigned values.

Creating custom annotations

Using annotations, you can add custom business-specific data that matches your business needs to assets. While Cloud Insights provides a set of default annotations, you might find that you want to view data in other ways. The data in custom annotations supplements device data already collected, such as storage manufacturer, number volumes, and performance statistics. The data you add using annotations is not discovered by Cloud Insights.

Steps

1. In the Cloud Insights menu, click **Manage > Annotations**.

The Annotations page displays the list of annotations.

2. Click **+Add**

3. Enter a **Name** and **Description** of the annotation.

You can enter up to 255 characters in these fields.

4. Click **Type** and then select one of the following options that represents the type of data allowed in this annotation:

Annotation types

Boolean

Creates a drop-down list with the choices of yes and no. For example, the "Direct Attached" annotation is Boolean.

Date

This creates a field that holds a date. For example, if the annotation will be a date, select this.

List

Creates either of the following:

- A drop-down fixed list

When others are assigning this annotation type on a device, they cannot add more values to the list.

- A drop-down flexible list

If you select the Add new values on the fly option when you create this list, when others are assigning this annotation type on a device, they can add more values to the list.

Number

Creates a field where the user assigning the annotation can enter a number. For example, if the annotation type is "Floor", the user could select the Value Type of "number" and enter the floor number.

Text

Creates a field that allows free-form text. For example, you might enter "Language" as the annotation type, select "Text" as the value type, and enter a language as a value.



After you set the type and save your changes, you cannot change the type of the annotation. If you need to change the type, you have to delete the annotation and create a new one.

1. If you select List as the annotation type, do the following:

- a. Select **Add new values on the fly** if you want the ability to add more values to the annotation when on an asset page, which creates a flexible list.

For example, suppose you are on an asset page and the asset has the City annotation with the values Detroit, Tampa, and Boston. If you selected the **Add new values on the fly** option, you can add additional values to City like San Francisco and Chicago directly on the asset page instead of having to go to the Annotations page to add them. If you do not choose this option, you cannot add new annotation values when applying the annotation; this creates a fixed list.

- b. Enter a value and description in **Value** and **Description** fields.
- c. Click **Add** to add additional values.
- d. Click the Trash icon to delete a value.

2. Click **Save**

Your annotations appear in the list on the Annotations page.

After you finish

In the UI, the annotation is available immediately for use.

Using annotations

You create annotations and assign them to assets you monitor. Annotations are notes that provide information about an asset, such as physical location, end of life, storage tier, or volume service levels.

Defining annotations

Using annotations, you can add custom business-specific data that matches your business needs to assets. While Cloud Insights provides a set of default annotations, such as asset life cycle (birthday or end of life), building or data center location, and tier, you might find that you want to view data in other ways.

The data in custom annotations supplements device data already collected, such as switch manufacturer, number of ports, and performance statistics. The data you add using annotations is not discovered by Cloud Insights.

Before you begin

- List any industry terminology to which environment data must be associated.
- List corporate terminology to which environment data must be associated.
- Identify any default annotation types that you might be able to use.
- Identify which custom annotations you need to create. You need to create the annotation before it can be assigned to an asset.

Use the following steps to create an annotation.

Steps

1. In the Cloud Insights menu, click **Manage > Annotations**
2. Click **+ Annotation** to create a new annotation.
3. Enter a Name, Description, and type for the new annotation.

For example, enter the following to create a text annotation that defines the physical location of an asset in Data Center 4:

- Enter a name for the annotation, such as "Location"
- Enter a description of what the annotation is describing, such as "Physical location is Data Center 4"
- Enter the 'type' of annotation it is, such as "Text".

Manually assigning annotations to assets

Assigning annotations to assets helps you sort, group, and report on assets in ways that are relevant to your business. Although you can assign annotations to assets of a particular type automatically using annotation rules, you can assign annotations to an individual asset by using its asset page.

Before you begin

- You must have created the annotation you want to assign.

Steps

1. Log in to your Cloud Insights environment.
2. Locate the asset to which you want to apply the annotation.
 - You can locate assets by querying, choosing from a dashboard widget, or search. When you have located the asset you want, click the link to open the asset's landing page.
3. On the asset page, in the User Data section, click **+ Annotation**.
4. The Add Annotation dialog box displays.
5. Select an annotation from the list.

6. Click **Value** and do either of the following, depending on type of annotation you selected:

- If the annotation type is list, date, or Boolean, select a value from the list.
- If the annotation type is text, type a value.

7. Click **Save**.

If you want to change the value of the annotation after you assign it, click the annotation field and select a different value.

If the annotation is of list type for which the *Add new values on the fly* option is selected, you can type a new value in addition to selecting an existing value.

Assigning annotations using annotation rules

To automatically assign annotations to assets based on criteria that you define, you configure annotation rules. Cloud Insights assigns the annotations to assets based on these rules. Cloud Insights also provides two default annotation rules, which you can modify to suit your needs or remove if you do not want to use them.

Creating annotation rules

As an alternative to manually applying annotations to individual assets, you can automatically apply annotations to multiple assets using annotation rules. Annotations set manually on an individual asset pages take precedence over rule-based annotations when Insight evaluates the annotation rules.

Before you begin

You must have created a query for the annotation rule.

About this task

Although you can edit the annotation types while you are creating the rules, you should have defined the types ahead of time.

Steps

1. Click **Manage > Annotation rules**

The Annotation Rules page displays the list of existing annotation rules.

2. Click **+ Add**.

3. Do the following:

- a. In the **Name** box, enter a unique name that describes the rule.

This name will appear in the Annotation Rules page.

- b. Click **Query** and select the query that is used to apply the annotation to assets.

- c. Click **Annotation** and select the annotation you want to apply.

- d. Click **Value** and select a value for the annotation.

For example, if you choose Birthday as the annotation, you specify a date for the value.

- e. Click **Save**

- f. Click **Run all rules** if you want to run all the rules immediately; otherwise, the rules are run at a regularly scheduled interval.

Creating annotation rules

You can use annotation rules to automatically apply annotations to multiple assets based on criteria that you define. Cloud Insights assigns the annotations to assets based on these rules. Annotations set manually on an individual asset pages take precedence over rule-based annotations when Cloud Insight evaluates the annotation rules.

Before you begin

You must have created a query for the annotation rule.

Steps

1. In the Cloud Insights menu click **Manage > Annotation rules**.
2. Click **+ Rule** to add a new annotation rule.

The Add Rule dialog is displayed.

3. Do the following:
 - a. In the **Name** box, enter a unique name that describes the rule.

The name appears in the Annotation Rules page.

- b. Click **Query** and select the query that Cloud Insights uses to identify the assets the annotation applies to.
- c. Click **Annotation** and select the annotation you want to apply.
- d. Click **Value** and select a value for the annotation.

For example, if you choose Birthday as the annotation, you specify a date for the value.

- e. Click **Save**
- f. Click **Run all rules** if you want to run all the rules immediately; otherwise, the rules are run at a regularly scheduled interval.



In a large Cloud Insights environment, you may notice that running annotation rules seems to take a while to complete. This is because the indexer runs first and must complete prior to running the rules. The indexer is what gives Cloud Insights the ability to search or filter for new or updated objects and counters in your data. The rules engine waits until the indexer completes its update before applying the rules.

Modifying annotation rules

You can modify an annotation rule to change the rule's name, its annotation, the annotation's value, or the query associated with the rule.

Steps

1. In the Cloud Insights menu, Click **Manage > Annotation rules**.

The Annotation Rules page displays the list of existing annotation rules.

2. Locate the Annotation Rule you want to modify.

You can filter the annotation rules by entering a value in the filter box or click a page number to browse through the annotation rules by page.

3. Click the menu icon for the rule that you want to modify.
4. Click **Edit**

The Edit Rule dialog is displayed.

5. Modify the annotation rule's name, annotation, value, or query.

Changing the Order of Rules

Annotation rules are processed from the top of the rules list to the bottom. To change the order in which a rule is processed, do the following:

Steps

1. Click on the menu icon for the rule you want to move.
2. Click **Move Up** or **Move Down** as needed until the rule appears in the location you want.

Deleting annotation rules

You might want to delete annotation rules that are no longer used.

Steps

1. In the Cloud Insights menu, Click **Manage > Annotation rules**.

The Annotation Rules page displays the list of existing annotation rules.

2. Locate the Annotation Rule you want to delete.

You can filter the annotation rules by entering a value in the filter box or click a page number to browse through the annotation rules by page.

3. Click the menu icon for the rule that you want to delete.

4. Click **Delete**

A confirmation message is displayed, prompting whether you want to delete the rule.

5. Click **OK**

Importing Annotations

Cloud Insights includes an API for importing annotations or applications from a CSV file, and assigning them to objects you specify.



The Cloud Insights API is available in **Cloud Insights Premium Edition**.

Importing

The **Admin > API Access** links contain [documentation](#) for the **Assets/Import** API. This documentation contains information on the .CSV file format.

ASSETS.import

PUT /assets/import Import assets from a CSV file.

Import annotations and applications from the given CSV file. The format of the CSV file is following:

```
Project , , <Annotation Type> [, <Annotation Type> ...] [, Application] [, Tenant] [, Line_Of_Business] [, Business_Unit] [, Project]
<Object Type Value 1>, <Object Name or Key 1>, <Annotation Value> [, <Annotation Value> ...] [, <Application>] [, <Tenant>] [, <Line_Of_Business>] [, <Business_Unit>] [, Project]
<Object Type Value 2>, <Object Name or Key 2>, <Annotation Value> [, <Annotation Value> ...] [, <Application>] [, <Tenant>] [, <Line_Of_Business>] [, <Business_Unit>] [, Project]
<Object Type Value 3>, <Object Name or Key 3>, <Annotation Value> [, <Annotation Value> ...] [, <Application>] [, <Tenant>] [, <Line_Of_Business>] [, <Business_Unit>] [, Project]
...
<Object Type Value N>, <Object Name or Key N>, <Annotation Value> [, <Annotation Value> ...] [, <Application>] [, <Tenant>] [, <Line_Of_Business>] [, <Business_Unit>] [, Project]
```

.CSV File Format

The general format of the CSV file is as follows. The first line of the file defines the import fields and specifies the order of the fields. This is followed by separate lines for each annotation or application. You do not need to define every field. However, the subsequent annotation lines must follow the same order as the definition line.

```
[Object Type] , [Object Name or ID] , Annotation Type [, Annotation Type,
...] [, Application] [, Tenant] [, Line_Of_Business] [, Business_Unit] [, Project]
```

See the API Documentation for examples of .CSV files.

You can import and assign annotations from a .CSV file from within the API swagger itself. Simply choose the file to use and click the *Execute* button:

Parameters Cancel

No parameters

Request body multipart/form-data

CSV file to import

data
string(\$binary) No file chosen

Execute Clear

Responses

Import Behavior

During the import operation, data is added, merged, or replaced, depending on the objects and object types that are being imported. While importing, keep in mind the following behaviors.

- Adds an annotation or application if none exists with the same name in the target system.
- Merges an annotation if the annotation type is a list, and an annotation with the same name exists in the target system.
- Replaces an annotation if the annotation type is anything other than a list, and an annotation with the same name exists in the target system.

Note: If an annotation with the same name but with a different type exists in the target system, the import fails. If objects depend on the failed annotation, those objects may show incorrect or unwanted information. You must check all annotation dependencies after the import operation is complete.

- If an annotation value is empty then that annotation is removed from the object. Inherited annotations are not affected.
- Date type annotation values must be passed in as unix time in milliseconds.
- When annotating volumes or internal volumes, the object name is a combination of storage name and volume name using the "->" separator. For example: <Storage Name>-><Volume Name>
- If an object name contains a comma, the whole name must be in double quotes. For example: "NetApp1,NetApp2"->023F
- When attaching annotating to storages, switches, and ports, the 'Application' column will be ignored.
- Tenant, Line_Of_Business, Business_Unit, and/or Project makes a business entity. As with all business entities, any of the values can be empty.

The following object types can be annotated.

| OBJECT TYPE | NAME OR KEY |
|----------------|--|
| Host | id-><id> or <Name> or <IP> |
| VM | id-><id> or <Name> |
| StoragePool | id-><id> or <Storage Name>-><Storage Pool Name> |
| InternalVolume | id-><id> or <Storage Name>-><Internal Volume Name> |
| Volume | id-><id> or <Storage Name>-><Volume Name> |
| Storage | id-><id> or <Name> or <IP> |
| Switch | id-><id> or <Name> or <IP> |
| Port | id-><id> or <WWN> |
| Qtree | id-><id> or <Storage Name>-><Internal Volume Name>-><Qtree Name> |
| Share | id-><id> or <Storage Name>-><Internal Volume Name>-><Share Name>-><Protocol>[-><Qtree Name (optional in case of default Qtree)>] |

Working with Applications

Tracking asset usage by application

Understanding the applications used in your company's environment helps you to keep track of asset usage and cost.

Before you can track data associated with the applications running in your environment, you must first define those applications and associate them with the appropriate assets. You can associate applications with the following assets: hosts, virtual machines, volumes, internal volumes, qtrees, shares, and hypervisors.

This topic provides an example of tracking the usage of virtual machines that the Marketing Team uses for its Exchange email.

You might want to create a table similar to the following to identify applications used in your environment and note the group or business unit using each applications.

| Tenant | Line of Business | Business Unit | Project | Applications |
|--------|------------------|---------------|--------------|--|
| NetApp | Data Storage | Legal | Patents | Oracle Identity Manager, Oracle On Demand, PatentWiz |
| NetApp | Data Storage | Marketing | Sales Events | Exchange, Oracle Shared DataBase, BlastOff Event Planner |

The table shows that that Marketing Team uses the Exchange application. We want to track their virtual machine utilization for Exchange, so that we can predict when we will need to add more storage. We can associate the Exchange application with all of Marketing's virtual machines:

1. Create an application named *Exchange*
2. Go to **Queries > +New Query** to create a new query for virtual machines (or select an existing VM query, if applicable).

Assuming the Marketing team's VMs all have a name containing the string “mkt”, create your query to filter VM name for “mkt”.

3. Select the VMs.
4. Associate the VMs with the *Exchange* application using **Bulk Actions > Add Applications**.
5. Select the desired application and click **Save**.
6. When finished, **Save** the query.

Creating Applications

To track data associated with specific applications running in your environment, you can define the applications in Cloud Insights.

Before you begin

If you want to associate the application with a business entity, you must create the business entity before you define the application.

About this task

Cloud Insights allows you to track data from assets associated with applications for things like usage or cost reporting.

Steps

In the Cloud Insights menu, click **Manage > Applications**.

+

The Add Application dialog box displays.

- a. Enter a unique name for the application.
- b. Select a priority for the application.
- c. Click **Save**.

After you finish

After defining an application, it can be assigned to assets.

Assigning applications to assets

This procedure assigns the application to a host as an example. You can assign host, virtual machine, volume, or internal volumes to an application.

Steps

1. Locate the asset to which you want to assign to the application:
2. Click **Queries > +New Query** and search for Host.
3. Click the check box on the left of the Host you want to associate with the application.
4. Click **Bulk Actions > Add Application**.
5. Select the Application you are assigning the asset to.

Any new applications you assign override any applications on the asset that were derived from another asset. For example, volumes inherit applications from hosts, and when new applications are assigned to a volume, the new application takes precedence over the derived application.



For environments with large amounts of related assets, inheritance of application assignments to those assets could take several minutes. Please allow more time for inheritance to occur if you have many related assets.

After you finish

After assigning the host to the application you can assign the remaining assets to the application. To access the landing page for the application, click **Manage > Application** and select the application you created.

Monitors and Alerts

Alerting with Monitors

You create monitors to set thresholds that trigger alerts to notify you about issues related to the resources in your network. For example, you can create a monitor to alert for *node write latency* for any of a multitude of protocols.



Monitors and Alerting is available in Cloud Insights Standard Edition and higher.

Monitors allow you to set thresholds on metrics generated by "infrastructure" objects such as storage, VM, EC2, and ports, as well as for "integration" data such as those collected for Kubernetes, ONTAP advanced metrics, and Telegraf plugins. These *metric* monitors alert you when warning-level or critical-level thresholds are crossed.

You can also create monitors to trigger warning-, critical-, or informational-level alerts when specified *log events* are detected.

Cloud Insights provides a number of [System-Defined Monitors](#) as well, based on your environment.

Metric or Log Monitor?

1. From the Cloud Insights menu, click **Alerts > Manage Monitors**

The Monitors list page is displayed, showing currently configured monitors.

2. To modify an existing monitor, click the monitor name in the list.
3. To add a monitor, Click **+ Monitor**.

The screenshot shows the 'Add Monitor' interface. At the top right is a blue button labeled '+ Monitor'. Below it, there are two main sections: 'Metric Monitor' and 'Log Monitor'.
Metric Monitor: This section contains the text 'Set the high and low parameters that will trigger an alert if exceeded'. It features a line graph with a red dashed horizontal line representing a threshold. A blue line represents a metric that fluctuates over time. A cursor points to a point where the blue line crosses the red threshold, which is highlighted with a red circle containing a white exclamation mark. To the right of the graph, the text 'Use when you know the upper and lower operating range' is displayed.
Log Monitor: This section contains the text 'Monitor logs and configure alerts'. It features a line graph with three horizontal threshold lines: red at the top, orange in the middle, and green at the bottom. Red circles with exclamation marks are placed above the red and orange lines. A grey circle with an information icon is placed below the green line. To the right of the graph, the text 'Use when you want to trigger alerts in response to log activity' is displayed.

When you add a new monitor, you are prompted to create a Metric Monitor or a Log Monitor.

- Metric monitors alert on infrastructure- or performance-related triggers

- Log monitors alert on log-related activity

After you choose your monitor type, the Monitor Configuration dialog is displayed. Configuration varies depending on which type of monitor you are creating.

Metric Monitor

1. In the drop-down, search for and choose an object type and metric to monitor.

You can set filters to narrow down which object attributes or metrics to monitor.

1 Select a metric to monitor

When working with integration data (Kubernetes, ONTAP Advanced Data, etc.), metric filtering removes the individual/unmatched data points from the plotted data series, unlike infrastructure data (storage, VM, ports etc.) where filters work on the aggregated value of the data series and potentially remove the entire object from the chart.



To create a multi-condition monitor (e.g., IOPS > X and latency > Y), define the first condition as a threshold and the second condition as a filter.

Define the Conditions of the Monitor.

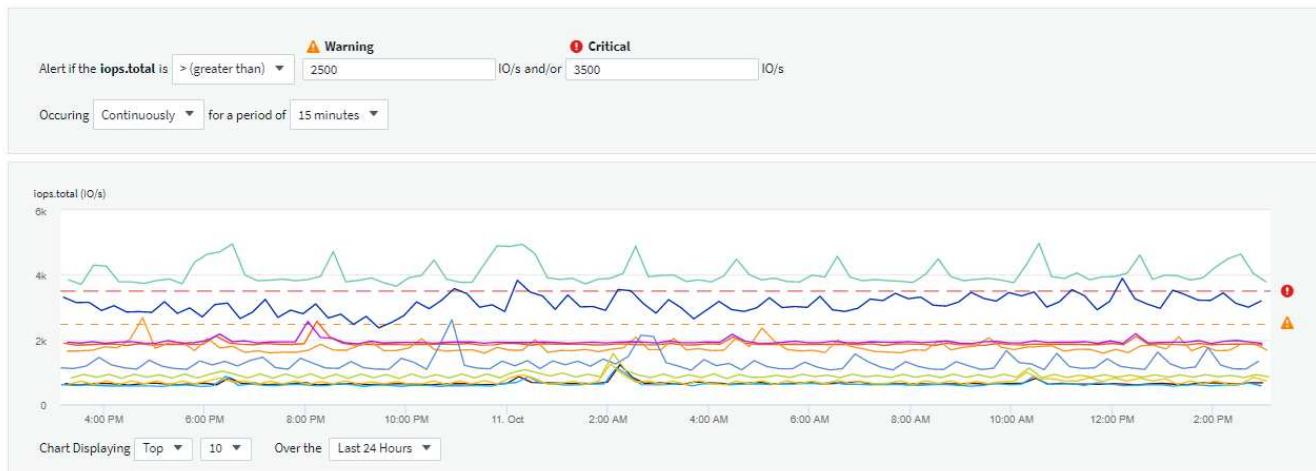
1. After choosing the object and metric to monitor, set the Warning-level and/or Critical-level thresholds.
2. For the *Warning* level, enter 200 for our example. The dashed line indicating this Warning level displays in the example graph.
3. For the *Critical* level, enter 400. The dashed line indicating this Critical level displays in the example graph.

The graph displays historical data. The Warning and Critical level lines on the graph are a visual

representation of the Monitor, so you can easily see when the Monitor might trigger an alert in each case.

4. For the occurrence interval, choose *Continuously* for a period of *15 Minutes*.

You can choose to trigger an alert the moment a threshold is breached, or wait until the threshold has been in continuous breach for a period of time. In our example, we do not want to be alerted every time the Total IOPS peaks above the Warning or Critical level, but only when a monitored object continuously exceeds one of these levels for at least 15 minutes.



Log Monitor

When creating a **Log monitor**, first choose which log to monitor from the available log list. You can then filter based on the available attributes as above.

For example, you might choose to filter for "object.store.unavailable" message type in the logs.netapp.ems source:



The Log Monitor filter cannot be empty.

Define the alert behavior

Choose how you want to alert when a log alert is triggered. You can set the monitor to alert with *Warning*, *Critical*, or *Informational* severity, based on the filter conditions you set above.

Create an alert at severity when the conditions above occur

Associate this alert with objects identified internally by whose value found in the log in the column is an

Define the alert resolution behavior

You can choose how an log monitor alert is resolved. You are presented with three choices:

- **Resolve instantly:** The alert is immediately resolved with no further action needed
- **Resolve based on time:** The alert is resolved after the specified time has passed
- **Resolve based on log entry:** The alert is resolved when a subsequent log activity has occurred. For

example, when an object is logged as "available".

- Resolve instantly
- Resolve based on time
- Resolve based on log entry

Log Source: logs.netapp.ems

Filter By: ems.ems_message_type "object.store.available"

Select notification type and recipients

In the *Set up team notification(s)* section, you can choose whether to alert your team via email or Webhook.

3 Set up team notification(s) (alert your team via email, or Webhook)

Add Delivery Method ▾

- Email
- Webhook

Alerting via Email:

Specify the email recipients for alert notifications. If desired, you can choose different recipients for warning or critical alerts.

3 Set up team notification(s)

✉ Email

Notify team on: Critical, Resolved

Critical, Resolved

Critical

Warning

Resolved

✉ Email

Notify team on: Warning

Add Recipients (Required): user_1@email.com, user_2@email.com

Add Recipients (Required): user_3@email.com

Alerting via Webhook:

Specify the webhook(s) for alert notifications. If desired, you can choose different webhooks for warning or

critical alerts.

3 Set up team notification(s) (alert your team via email, or Webhook)

| | | | |
|------------|----------------|---|---|
| By Webhook | Notify team on | Slack | Use Webhook(s) |
| | Critical | | Slack <input checked="" type="checkbox"/> Teams <input checked="" type="checkbox"/> |
| | Notify team on | Use Webhook(s) | |
| | Resolved | Slack <input checked="" type="checkbox"/> Teams <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| | Notify team on | Use Webhook(s) | |
| | Warning | Slack <input checked="" type="checkbox"/> Teams <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

Setting Corrective Actions or Additional Information

You can add an optional description as well as additional insights and/or corrective actions by filling in the **Add an Alert Description** section. The description can be up to 1024 characters and will be sent with the alert. The insights/corrective action field can be up to 67,000 characters and will be displayed in the summary section of the alert landing page.

In these fields you can provide notes, links, or steps to take to correct or otherwise address the alert.

4 Add an alert description (optional)

| | |
|-------------------------------------|---|
| Add a description | Enter a description that will be sent with this alert (1024 character limit) |
| Add insights and corrective actions | Enter a url or details about the suggested actions to fix the issue raised by the alert |

Save your Monitor

1. If desired, you can add a description of the monitor.
2. Give the Monitor a meaningful name and click **Save**.

Your new monitor is added to the list of active Monitors.

Monitor List

The Monitor page lists the currently configured monitors, showing the following:

- Monitor Name

- Status
- Object/metric being monitored
- Conditions of the Monitor

You can choose to temporarily pause monitoring of an object type by clicking the menu to the right of the monitor and selecting **Pause**. When you are ready to resume monitoring, click **Resume**.

You can copy a monitor by selecting **Duplicate** from the menu. You can then modify the new monitor and change the object/metric, filter, conditions, email recipients, etc.

If a monitor is no longer needed, you can delete it by selecting **Delete** from the menu.

Monitor Groups

Grouping allows you to view and manage related monitors. For example, you can have a monitor group dedicated to the storage in your environment, or monitors relevant to a certain recipient list.

The screenshot shows a user interface for managing monitor groups. At the top, there's a header "Monitor Groups (5)" with a blue plus sign button and a back arrow button. Below the header is a search bar with the placeholder "Search groups...". The main area displays four groups: "All Monitors (5)", "Custom Monitors (5)", "Agent Monitors (3)", and "ONTAP Aggregate Monitors (2)". Each group entry includes a three-dot menu icon to its right.

The following monitor groups are shown. The number of monitors contained in a group is shown next to the group name.

- **All Monitors** lists all monitors.
- **Custom Monitors** lists all user-created monitors.
- **Suspended Monitors** will list any system monitors that have been suspended by Cloud Insights.
- Cloud Insights will also show a number of **System Monitor Groups**, which will list one or more groups of [system-defined monitors](#), including ONTAP Infrastructure and Workload monitors.



Custom monitors can be paused, resumed, deleted, or moved to another group. System-defined monitors can be paused and resumed but can not be deleted or moved.

Suspended Monitors

This group will only be shown if Cloud Insights has suspended one or more monitors. A monitor may be suspended if it is generating excessive or continuous alerts. If the monitor is a custom monitor, modify the conditions to prevent the continuous alerting, and then resume the monitor. The monitor will be removed from

the Suspended Monitors group when the issue causing the suspension is resolved.

System-Defined Monitors

These groups will show monitors provided by Cloud Insights, as long as your environment contains the devices and/or log availability required by the monitors.

System-Defined monitors cannot be modified, moved to another group, or deleted. However, you can duplicate a system monitor and modify or move the duplicate.

System monitors may include monitors for ONTAP Infrastructure (storage, volume, etc.) or Workloads (i.e. log monitors), or other groups. NetApp is constantly evaluating customer need and product functionality, and will update or add to system monitors and groups as needed.

Custom Monitor Groups

You can create your own groups to contain monitors based on your needs. For example, you may want a group for all of your storage-related monitors.

To create a new custom monitor group, click the "+" **Create New Monitor Group** button. Enter a name for the group and click **Create Group**. An empty group is created with that name.

To add monitors to the group, go to the *All Monitors* group (recommended) and do one of the following:

- To add a single monitor, click the menu to the right of the monitor and select *Add to Group*. Choose the group to which to add the monitor.
- Click on the monitor name to open the monitor's edit view, and select a group in the *Associate to a monitor group* section.

5 Associate to a monitor group (optional)

ONTAP Monitors



Remove monitors by clicking on a group and selecting *Remove from Group* from the menu. You can not remove monitors from the *All Monitors* or *Custom Monitors* group. To delete a monitor from these groups, you must delete the monitor itself.



Removing a monitor from a group does not delete the monitor from Cloud Insights. To completely remove a monitor, select the monitor and click *Delete*. This also removes it from the group to which it belonged and it is no longer available to any user.

You can also move a monitor to a different group in the same manner, selecting *Move to Group*.

To pause or resume all monitors in a group at once, select the menu for the group and click *Pause* or *Resume*.

Use the same menu to rename or delete a group. Deleting a group does not delete the monitors from Cloud Insights; they are still available in *All Monitors*.

The screenshot shows the 'Monitor Groups' section of a monitoring tool. At the top, there are buttons for creating a new group (+) and navigating back (left arrow). Below this is a search bar with the placeholder 'Agent Monitors' and a clear button (X). A list of monitor groups is displayed: 'All Monitors (4)' (selected), 'Custom Monitors (4)', and 'Agent Monitors (3)'. Overlaid on the 'Agent Monitors (3)' group is a context menu with four options: 'Pause', 'Resume', 'Rename', and 'Delete'. The 'Delete' option is highlighted in red.

Two groups are shown by default:

- **All Monitors** lists all monitors.
- **Custom Monitors** lists only user-created monitors.
- **Suspended Monitors** will be shown only if a monitor has been suspended by the system.

System-Defined Monitors

Cloud Insights includes a number of system-defined monitors for both metrics and logs. The system monitors available are dependent on the data collectors present in your environment. Because of that, the monitors available in Cloud Insights may change as data collectors are added or their configurations changed.

View the [System-Defined Monitors](#) page for descriptions of monitors included with Cloud Insights.

More Information

- [Viewing and Dismissing Alerts](#)

Viewing and Managing Alerts from Monitors

Cloud Insights displays alerts when [monitored thresholds](#) are exceeded.



Monitors and Alerting is available in Cloud Insights Standard Edition and higher.

Viewing and Managing Alerts

To view and manage alerts, do the following.

1. Navigate to the **Alerts > All Alerts** page.
2. A list of up to the most recent 1,000 alerts is displayed. You can sort this list on any field by clicking the column header for the field. The list displays the following information. Note that not all of these columns

are displayed by default. You can select columns to display by clicking on the "gear" icon  :

- **Alert ID:** System-generated unique alert ID
- **Triggered Time:** The time at which the relevant Monitor triggered the alert
- **Current Severity** (Active alerts tab): The current severity of the active alert
- **Top Severity** (Resolved alerts tab); The maximum severity of the alert before it was resolved
- **Monitor:** The monitor configured to trigger the alert
- **Triggered On:** The object on which the monitored threshold was breached
- **Status:** Current alert status, *New* or *In Process*
- **Active Status:** *Active* or *Resolved*
- **Condition:** The threshold condition that triggered the alert
- **Metric:** The object's metric on which the monitored threshold was breached
- **Monitor Status:** Current status of the monitor that triggered the alert
- **Has Corrective Action:** The alert has suggested corrective actions. Open the alert page to view these.

You can manage an alert by clicking the menu to the right of the alert and choosing one of the following:

- **In Process** to indicate that the alert is under investigation or otherwise needs to be kept open
- **Dismiss** to remove the alert from the list of active alerts.

You can manage multiple alerts by selecting the checkbox to the left of each Alert and clicking *Change Selected Alerts Status*.

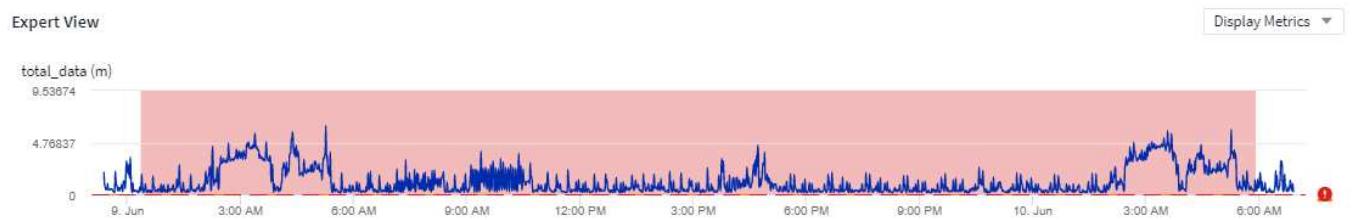
Clicking on an Alert ID opens the Alert Detail Page.

Alert Detail Page

The Alert Detail Page provides additional detail about the alert, including a *Summary*, an *Expert View* showing graphs related to the object's data, any *Related Assets*, and *Comments* entered by alert investigators.

Alert Summary

| | |
|---|--|
| Monitor: | Metric: |
| Volume Total Data | netapp_ontap.workload_volume.total_data |
| Triggered On: | Condition: |
| cluster_name:tawny aggr_name:Multiple_Values | Average total_data is > (greater than) 0m and/or 0m all the time in 2-hour window. |
| Duration / Time Triggered: | Filters Applied: |
| 1d 6h / Jun 9, 2020 2:22 AM | cluster_name: Any |
| Top Severity: | Status: |
| Critical | New |



Related Alerts

1 item found

| Alert ID | Active Status | Triggered Time ↓ | Top Severity | Monitor | Triggered On | Status |
|----------|---------------|----------------------------------|--------------|-------------------|---|--------|
| AL-46769 | Resolved | a day ago Jun 9, 2020 2:22 AM | Critical | Volume Total Data | cluster_name:tawny aggr_name:Multiple_Values | New |

Comments

There are no comments yet on this alert.

+ Comment

"Permanently Active" Alerts

It is possible to configure a monitor in such a way for the condition to **always** exist on the monitored object—for example, IOPS > 1 or latency > 0. These are often created as 'test' monitors and then forgotten. Such monitors create alerts that stay permanently open on the constituent objects, which can cause system stress and stability issues over time.

To prevent this, Cloud Insights will automatically close any "permanently active" alert after 7 days. Note that the underlying monitor conditions may (probably will) continue to exist, causing a new alert to be issued almost immediately, but this closing of "always active" alerts alleviates some of the system stress that can otherwise occur.

Configuring Email Notifications

You can configure an email list for subscription-related notifications, as well as a global email list of recipients for notification of performance policy threshold violations.

To configure notification email recipient settings, go to the **Admin > Notifications** page.

Subscription Notification Recipients

Subscription Notification Recipients

Send subscription related notifications to the following:

All Account Owners
 All Administrators
 Additional Email Addresses

Enter email addresses separated by commas.

Save

To configure recipients for subscription-related event notifications, go to the "Subscription Notification Recipients" section.

You can choose to have email notifications sent for subscription-related events to any or all of the following recipients:

- All Account Owners
- All Administrators
- Additional Email Addresses that you specify

The following are examples of the types of notifications that might be sent, and user actions you can take.

| Notification: | User Action: |
|--|--|
| Trial or subscription has been updated | Review subscription details on the Subscription page |
| Subscription will expire in 90 days Subscription will expire in 30 days | No action needed if "Auto Renewal" is enabled Contact NetApp sales to renew the subscription |
| Trial ends in 2 days | Renew trial from the Subscription page. You can renew a trial one time. Contact NetApp sales to purchase a subscription |
| Trial or subscription has expired Account will stop collecting data in 48 hours Account will be deleted after 48 hours | Contact NetApp sales to purchase a subscription |

Global Recipient List for Alerts

Email notifications of alerts are sent to the alert recipient list for every action on the alert. You can choose to send alert notifications to a global recipient list.

To configure global alert recipients, click on **Admin > Notifications** and choose the desired recipients in the **Global Monitor Notification Recipients** section.

Global Monitor Notification Recipients

Default email recipients for monitor related notifications:

- All Account Owners
- All Administrators
- Additional Email Addresses

You can always override the global recipients list for an individual monitor when creating or modifying the monitor.

Global Recipient List for Performance Policy Notifications

Global Performance Policy Recipients

Default email recipients for Performance Policy related notifications:

| | |
|---|--|
| Recipients Enter email addresses separated by commas. | Email Signature Email signature added to messages sent by Cloud Insights |
|---|--|

Save

To add recipients to the global performance policy notification email list, go to the "Global Performance Policy Recipients" section and enter email addresses separated by commas. Emails sent as alerts from performance policy threshold violations will be sent to all recipients on the list.

If you make a mistake, you can click on [x] to remove a recipient from the list.

You can also add an optional signature block that will be attached to the email notifications sent.



You can override the global list for a specific policy when you configure that policy.

System Monitors

Cloud Insights includes a number of system-defined monitors for both metrics and logs. The system monitors available are dependent on the data collectors present in your environment. Because of that, the monitors available in Cloud Insights may change as data collectors are added or their configurations changed.



System Monitors are in *Paused* state by default. Before resuming the monitor, you must ensure that *Advanced Counter Data Collection* and *Enable ONTAP EMS log collection* are enabled in the Data Collector. These options can be found in the ONTAP Data Collector under *Advanced Configuration*:

- [Enable ONTAP EMS log collection](#)
- [Opt in for Advanced Counter Data Collection rollout.](#)

Two groups are shown by default:

- **All Monitors** lists all monitors.
- **Custom Monitors** lists only user-created monitors.

The number of monitors contained in a group is shown next to the group name.



Custom monitors can be paused, resumed, deleted, or moved to another group. System-defined monitors can be paused and resumed but can not be deleted or moved.

Custom Monitor Groups

To create a new custom monitor group, click the "+" **Create New Monitor Group** button. Enter a name for the group and click **Create Group**. An empty group is created with that name.

To add monitors to the group, go to the *All Monitors* group (recommended) and do one of the following:

- To add a single monitor, click the menu to the right of the monitor and select *Move to Group*. Choose the group to which to add the monitor.
- To add multiple monitors, select the ones you want to move, and click *Bulk Actions*. Choose *Move to group*. You cannot move system-defined monitors.
- Click on the monitor name to open the monitor's edit view, and select a group in the *Associate to a monitor group* section.

5

Associate to a monitor group (optional)

ONTAP Monitors



Remove monitors by clicking on a group and selecting *Remove from Group* from the menu. You can not remove monitors from the *All Monitors* or *Custom Monitors* group, or from any of the system-defined monitor groups. To delete a monitor from these groups, you must delete the monitor itself.



Removing a monitor from a group does not delete the monitor from Cloud Insights. To completely remove a monitor, select the monitor and click *Delete*. This also removes it from any group to which it belonged and it is no longer available to any user.

You can also move a monitor to a different group in the same manner, selecting *Move to Group*. You cannot move monitors from the system-defined monitor groups; to move a monitor from one of these groups, you must first *Duplicate* the monitor, and then move the duplicated monitor to the desired group.

To pause or resume all monitors in a group at once, select the menu for the group and click *Pause* or *Resume*.

Use the same menu to rename or delete a group. Deleting a group does not delete the monitors from Cloud Insights; they are still available in *All Monitors*. You cannot delete system-defined monitor groups.

The screenshot shows the 'Monitor Groups' interface with a search bar and a '+' button. Below it, a list of monitor groups is shown: 'All Monitors (4)' (selected), 'Custom Monitors (4)', and 'Agent Monitors (3)'. For the 'Agent Monitors (3)' group, a context menu is open, displaying options: 'Pause' (grayed out), 'Resume' (green), 'Rename' (grayed out), and 'Delete' (red). The 'Delete' option is highlighted with a red background.

|Global Volume IOPS|CRITICAL|IOPS thresholds on volumes can be used to alert an administrator when volumes exceed predefined performance expectations, potentially impacting other volumes. Activating this monitor will generate alerts appropriate for the typical IOPS profile of volumes on AFF systems. This monitor will cover all volumes in your environment. The warning and critical threshold values can be adjusted based on your monitoring goals by duplicating this monitor and setting thresholds appropriate for FAS, CVO and ONTAP Select. A duplicated monitor can be further targeted to a subset of the clusters, SVMs or specific volumes in your environment.|Immediate actions are required to minimize service disruption if critical threshold is breached:

1. Introduce QoS IOPS limits for the volume
2. Review the application driving the workload on the volume for anomalies...

Plan to take the following actions soon if warning threshold is breached:

1. Introduce QoS IOPS limits for the volume
2. Review the application driving the workload on the volume for anomalies

|Global Volume Throughput|CRITICAL|MBPS thresholds on volumes can be used to alert an administrator when volumes exceed predefined performance expectations, potentially impacting other volumes. Activating this monitor will generate alerts appropriate for the typical throughput profile of volumes on AFF systems. This monitor will cover all volumes in your environment. The warning and critical threshold values can be adjusted based on your monitoring goals by duplicating this monitor and setting thresholds appropriate for FAS, CVO and ONTAP Select. A duplicated monitor can be further targeted to a subset of the clusters, SVMs or specific volumes in your environment.|Immediate actions are required to minimize service disruption if critical threshold is breached:

1. Introduce QoS MBPS limits for the volume
2. Review the application driving the workload on the volume for anomalies...

Plan to take the following actions soon if warning threshold is breached:

1. Introduce QoS MBPS limits for the volume
2. Review the application driving the workload on the volume for anomalies

| Monitor Name | Severity | Description | Corrective Action |
|--------------|----------|-------------|-------------------|
|--------------|----------|-------------|-------------------|

| | | | |
|--------------------------------------|----------|---|--|
| Acquisition Unit Failed | CRITICAL | Monitor that detects Acquisition Unit failures | |
| Acquisition Unit Shutdown | WARNING | Monitor that detects when an Acquisition Unit shuts down. Will resolve when the Acquisition Unit comes back online. | |
| ADS Volume Capacity Full | CRITICAL | A volume stores application and customer data. More the data stored on the cluster volume, less is the storage capacity available for future data. When the data storage capacity of a volume reaches the total storage capacity, the volume cannot store more data. Monitoring the volume for used storage capacity ensures continuity of data services. | Consider the following actions to be taken to minimize service disruption when critical threshold is breached: 1. Increase the space of the volume 2. Delete unwanted data If warning threshold is breached, then immediately increase the space of the volume to accommodate the growth. |
| Antivirus Server Busy | WARNING | The antivirus server is too busy to accept any new scan requests. | If this message occurs frequently, ensure that there are enough antivirus servers to handle the virus scan load generated by the SVM. |
| AWS Credentials for IAM Role Expired | CRITICAL | Cloud Volume ONTAP has become inaccessible. The Identity and Access Management (IAM) role-based credentials have expired. The credentials are acquired from the Amazon Web Services (AWS) metadata server using the IAM role, and are used to sign API requests to Amazon Simple Storage Service (Amazon S3). | Perform the following: 1. Log in to the AWS EC2 Management Console. 2. Navigate to the Instances page. 3. Find the instance for the Cloud Volumes ONTAP deployment and check its health. 4. Verify that the AWS IAM role associated with the instance is valid and has been granted proper privileges to the instance. |

| | | | |
|--|----------|--|--|
| AWS Credentials for IAM Role Not Found | CRITICAL | The cloud credentials thread cannot acquire the Amazon Web Services (AWS) Identity and Access Management (IAM) role-based credentials from the AWS metadata server. The credentials are used to sign API requests to Amazon Simple Storage Service (Amazon S3). Cloud Volume ONTAP has become inaccessible. | Perform the following: 1. Log in to the AWS EC2 Management Console. 2. Navigate to the Instances page. 3. Find the instance for the Cloud Volumes ONTAP deployment and check its health. 4. Verify that the AWS IAM role associated with the instance is valid and has been granted proper privileges to the instance. |
| AWS Credentials for IAM Role Not Valid | CRITICAL | The Identity and Access Management (IAM) role-based credentials are not valid. The credentials are acquired from the Amazon Web Services (AWS) metadata server using the IAM role, and are used to sign API requests to Amazon Simple Storage Service (Amazon S3). Cloud Volume ONTAP has become inaccessible. | Perform the following: 1. Log in to the AWS EC2 Management Console. 2. Navigate to the Instances page. 3. Find the instance for the Cloud Volumes ONTAP deployment and check its health. 4. Verify that the AWS IAM role associated with the instance is valid and has been granted proper privileges to the instance. |
| AWS Credentials Not Initialized | INFO | This event occurs when a module attempts to access Amazon Web Services (AWS) Identity and Access Management (IAM) role-based credentials from the cloud credentials thread before they are initialized. | Wait for the cloud credential thread, as well as the system, to complete initialization. |
| AWS IAM Role Not Found | CRITICAL | The Identity and Access Management (IAM) roles thread cannot find an Amazon Web Services (AWS) IAM role on the AWS metadata server. The IAM role is required to acquire role-based credentials used to sign API requests to Amazon Simple Storage Service (Amazon S3). Cloud Volume ONTAP has become inaccessible. | Perform the following: 1. Log in to the AWS EC2 Management Console. 2. Navigate to the Instances page. 3. Find the instance for the Cloud Volumes ONTAP deployment and check its health. 4. Verify that the AWS IAM role associated with the instance is valid. |

| | | | |
|-------------------------------------|----------|---|--|
| AWS IAM Role Not Valid | CRITICAL | The Amazon Web Services (AWS) Identity and Access Management (IAM) role on the AWS metadata server is not valid. The Cloud Volume ONTAP has become inaccessible. | Perform the following: 1. Log in to the AWS EC2 Management Console. 2. Navigate to the Instances page. 3. Find the instance for the Cloud Volumes ONTAP deployment and check its health. 4. Verify that the AWS IAM role associated with the instance is valid and has been granted proper privileges to the instance. |
| AWS Metadata Server Connection Fail | CRITICAL | The Identity and Access Management (IAM) roles thread cannot establish a communication link with the Amazon Web Services (AWS) metadata server. Communication should be established to acquire the necessary AWS IAM role-based credentials used to sign API requests to Amazon Simple Storage Service (Amazon S3). Cloud Volume ONTAP has become inaccessible. | Perform the following: 1. Log in to the AWS EC2 Management Console. 2. Navigate to the Instances page. 3. Find the instance for the Cloud Volumes ONTAP deployment and check its health. |

| | | | |
|------------------------|----------|---|---|
| Cloud Tier Unreachable | CRITICAL | A storage node cannot connect to Cloud Tier object store API. Some data will be inaccessible. | If you use on-premises products, perform the following corrective actions: 1. Verify that your intercluster LIF is online and functional by using the "network interface show" command. 2. Check the network connectivity to the object store server by using the "ping" command over the destination node intercluster LIF. 3. Ensure the following: a. The configuration of your object store has not changed. b. The login and connectivity information is still valid. Contact NetApp technical support if the issue persists. If you use Cloud Volumes ONTAP, perform the following corrective actions: 1. Ensure that the configuration of your object store has not changed. 2. Ensure that the login and connectivity information is still valid. Contact NetApp technical support if the issue persists. |
| Cluster Capacity Full | CRITICAL | An ADS cluster stores application and customer data. More the data stored in the cluster, less the storage availability for future data. When the storage capacity reaches the total cluster capacity, the cluster is unable to store more data. Monitoring the cluster capacity ensures continuity of data services. | Consider the following corrective actions to be taken to minimize service disruption when critical threshold is breached: 1. Increasing the space allocated to the cluster 2. Deleting unwanted data If threshold warning is breached, then immediately consider increasing the space allocated to the cluster to accommodate the growth. |
| Collector Failed | WARNING | Monitor that detects Data Collector failures | |
| Collector Warning | WARNING | Monitor that detects Data Collector failures | |

| | | | |
|---|----------|---|---|
| Disk Out of Service | INFO | This event occurs when a disk is removed from service because it has been marked failed, is being sanitized, or has entered the Maintenance Center. | |
| FabricPool Space Usage Limit Nearly Reached | WARNING | The total cluster-wide FabricPool space usage of object stores from capacity-licensed providers has nearly reached the licensed limit. | Perform the following corrective actions: 1. Check the percentage of the licensed capacity used by each FabricPool storage tier by using the "storage aggregate object-store show-space" command. 2. Delete Snapshot copies from volumes with the tiering policy "snapshot" or "backup" by using the "volume snapshot delete" command to clear up space. 3. Install a new license on the cluster to increase the licensed capacity. |
| FabricPool Space Usage Limit Reached | CRITICAL | The total cluster-wide FabricPool space usage of object stores from capacity-licensed providers has reached the license limit. | Perform the following corrective actions: 1. Check the percentage of the licensed capacity used by each FabricPool storage tier by using the "storage aggregate object-store show-space" command. 2. Delete Snapshot copies from volumes with the tiering policy "snapshot" or "backup" by using the "volume snapshot delete" command to clear up space. 3. Install a new license on the cluster to increase the licensed capacity. |

| | | | |
|----------------------------------|---------|--|---|
| FC Target Port Commands Exceeded | WARNING | <p>The number of outstanding commands on the physical FC target port exceeds the supported limit. The port does not have sufficient buffers for the outstanding commands. It is overrun or the fan-in is too steep because too many initiator I/Os are using it.</p> | <p>Perform the following corrective actions:</p> <ol style="list-style-type: none"> 1. Evaluate the host fan-in on the port, and perform one of the following actions: <ol style="list-style-type: none"> a. Reduce the number of hosts that log in to this port. b. Reduce the number of LUNs accessed by the hosts that log in to this port. c. Reduce the host command queue depth. 2. Monitor the "queue_full" counter on the "fcp_port" CM object, and ensure that it does not increase. For example: statistics show -object fcp_port -counter queue_full -instance port.portname -raw 3. Monitor the threshold counter and ensure that it does not increase. For example: statistics show -object fcp_port -counter threshold_full -instance port.portname -raw |
|----------------------------------|---------|--|---|

| | | | |
|-------------------------------------|----------|---|--|
| Fiber Channel Port Utilization High | CRITICAL | <p>Fiber Channel Protocol ports are used to receive and transfer the SAN traffic between the customer host system and the ONTAP LUNs. If the port utilization is high, then it will become a bottleneck and it will ultimately affect the performance of sensitive Fiber Channel Protocol workloads. A warning alert indicates that planned action should be taken to balance network traffic. A critical alert indicates that service disruption is imminent and emergency measures should be taken to balance network traffic to ensure service continuity.</p> | <p>If critical threshold is breached, consider immediate actions to minimize service disruption:</p> <ol style="list-style-type: none"> Move workloads to another lower utilized FCP port. Limit the traffic of certain LUNs only to essential work, either via QoS policies in ONTAP or host-side configuration to lighten the utilization of the FCP ports. <p>If warning threshold is breached, Plan to take the following actions:</p> <ol style="list-style-type: none"> Configure more FCP ports to handle the data traffic so that the port utilization gets distributed among more ports. Move workloads to another lower utilized FCP port. Limit the traffic of certain LUNs only to essential work, either via QoS policies in ONTAP or host-side configuration to lighten the utilization of the FCP ports. |
| Flexgroup Constituent Full | CRITICAL | <p>A constituent within a FlexGroup volume is full, which might cause a potential disruption of service. You can still create or expand files on the FlexGroup volume. However, none of the files that are stored on the constituent can be modified. As a result, you might see random out-of-space errors when you try to perform write operations on the FlexGroup volume.</p> | <p>It is recommended that you add capacity to the FlexGroup volume by using the "volume modify -files +X" command. Alternatively, delete files from the FlexGroup volume. However, it is difficult to determine which files have landed on the constituent.</p> |

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| Flexgroup Constituent Nearly Full | WARNING | A constituent within a FlexGroup volume is nearly out of space, which might cause a potential disruption of service. Files can be created and expanded. However, if the constituent runs out of space, you might not be able to append to or modify the files on the constituent. | It is recommended that you add capacity to the FlexGroup volume by using the "volume modify -files +X" command. Alternatively, delete files from the FlexGroup volume. However, it is difficult to determine which files have landed on the constituent. |
| Flexgroup Constituent Nearly Out of Inodes | WARNING | A constituent within a FlexGroup volume is almost out of inodes, which might cause a potential disruption of service. The constituent receives lesser create requests than average. This might impact the overall performance of the FlexGroup volume, because the requests are routed to constituents with more inodes. | It is recommended that you add capacity to the FlexGroup volume by using the "volume modify -files +X" command. Alternatively, delete files from the FlexGroup volume. However, it is difficult to determine which files have landed on the constituent. |
| Flexgroup Constituent Out of Inodes | CRITICAL | A constituent of a FlexGroup volume has run out of inodes, which might cause a potential disruption of service. You cannot create new files on this constituent. This might lead to an overall imbalanced distribution of content across the FlexGroup volume. | It is recommended that you add capacity to the FlexGroup volume by using the "volume modify -files +X" command. Alternatively, delete files from the FlexGroup volume. However, it is difficult to determine which files have landed on the constituent. |

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| Giveback of Aggregate Failed | CRITICAL | This event occurs during the migration of an aggregate as part of a storage failover (SFO) giveback, when the destination node cannot reach the object stores. | Perform the following corrective actions: 1. Verify that your intercluster LIF is online and functional by using the "network interface show" command. 2. Check network connectivity to the object store server by using the "ping" command over the destination node intercluster LIF. 3. Verify that the configuration of your object store has not changed and that login and connectivity information is still accurate by using the "aggregate object-store config show" command. Alternatively, you can override the error by specifying false for the "require-partner-waiting" parameter of the giveback command. Contact NetApp technical support for more information or assistance. |
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| HA Interconnect Down | WARNING | The high-availability (HA) interconnect is down. Risk of service outage when failover is not available. | Corrective actions depend on the number and type of HA interconnect links supported by the platform, as well as the reason why the interconnect is down. * If the links are down: - Verify that both controllers in the HA pair are operational. - For externally connected links, make sure that the interconnect cables are connected properly and that the small form-factor pluggables (SFPs), if applicable, are seated properly on both controllers. - For internally connected links, disable and re-enable the links, one after the other, by using the "ic link off" and "ic link on" commands. * If links are disabled, enable the links by using the "ic link on" command. * If a peer is not connected, disable and re-enable the links, one after the other, by using the "ic link off" and "ic link on" commands. Contact NetApp technical support if the issue persists. |
| LUN Destroyed | INFO | This event occurs when a LUN is destroyed. | |

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| Lun Latency High | CRITICAL | <p>LUNs are objects that serve the IO traffic often driven by performance sensitive applications such as databases. High LUN latencies means that the applications themselves might suffer and be unable to accomplish their tasks. A warning alert indicates that planned action should be taken to move the LUN to appropriate Node or Aggregate. A critical alert indicates that service disruption is imminent and emergency measures should be taken to ensure service continuity.</p> <p>Following are expected latencies based on media type - SSD up to 1-2 milliseconds; SAS up to 8-10 milliseconds and SATA HDD 17-20 milliseconds</p> | <p>If critical threshold is breached, consider following immediate actions to minimize service disruption: If the LUN or its volume has a QoS policy associated with it, then evaluate its threshold limits and validate if they are causing the LUN workload to get throttled. If warning threshold is breached, plan to take the following actions:</p> <ol style="list-style-type: none"> 1. If aggregate is also experiencing high utilization, move the LUN to another aggregate. 2. If the node is also experiencing high utilization, move the volume to another node or reduce the total workload of the node. 3. If the LUN or its volume has a QoS policy associated with it, evaluate its threshold limits and validate if they are causing the LUN workload to get throttled. |
| LUN Offline | INFO | This message occurs when a LUN is brought offline manually. | Bring the LUN back online. |
| Main Unit Fan Failed | WARNING | One or more main unit fans have failed. The system remains operational. However, if the condition persists for too long, the overtemperature might trigger an automatic shutdown. | Reseat the failed fans. If the error persists, replace them. |
| Main Unit Fan in Warning State | INFO | This event occurs when one or more main unit fans are in a warning state. | Replace the indicated fans to avoid overheating. |

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| Max Sessions Per User Exceeded | WARNING | <p>You have exceeded the maximum number of sessions allowed per user over a TCP connection. Any request to establish a session will be denied until some sessions are released.</p> | <p>Perform the following corrective actions:</p> <ol style="list-style-type: none"> 1. Inspect all the applications that run on the client, and terminate any that are not operating properly. 2. Reboot the client. 3. Check if the issue is caused by a new or existing application: <ol style="list-style-type: none"> a. If the application is new, set a higher threshold for the client by using the "cifs option modify -max-opens -same-file-per-tree" command. In some cases, clients operate as expected, but require a higher threshold. You should have advanced privilege to set a higher threshold for the client. b. If the issue is caused by an existing application, there might be an issue with the client. Contact NetApp technical support for more information or assistance. |
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| Max Times Open Per File Exceeded | WARNING | <p>You have exceeded the maximum number of times that you can open the file over a TCP connection. Any request to open this file will be denied until you close some open instances of the file. This typically indicates abnormal application behavior.</p> | <p>Perform the following corrective actions:</p> <ol style="list-style-type: none"> 1. Inspect the applications that run on the client using this TCP connection. The client might be operating incorrectly because of the application running on it. 2. Reboot the client. 3. Check if the issue is caused by a new or existing application: <ol style="list-style-type: none"> a. If the application is new, set a higher threshold for the client by using the "cifs option modify -max-opens -same-file-per-tree" command. In some cases, clients operate as expected, but require a higher threshold. You should have advanced privilege to set a higher threshold for the client. b. If the issue is caused by an existing application, there might be an issue with the client. Contact NetApp technical support for more information or assistance. |
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| NetBIOS Name Conflict | CRITICAL | <p>The NetBIOS Name Service has received a negative response to a name registration request, from a remote machine. This is typically caused by a conflict in the NetBIOS name or an alias. As a result, clients might not be able to access data or connect to the right data-serving node in the cluster.</p> | <p>Perform any one of the following corrective actions:</p> <ul style="list-style-type: none"> * If there is a conflict in the NetBIOS name or an alias, perform one of the following: <ul style="list-style-type: none"> - Delete the duplicate NetBIOS alias by using the "vserver cifs delete -aliases alias -vserver vserver" command. - Rename a NetBIOS alias by deleting the duplicate name and adding an alias with a new name by using the "vserver cifs create -aliases alias -vserver vserver" command. * If there are no aliases configured and there is a conflict in the NetBIOS name, then rename the CIFS server by using the "vserver cifs delete -vserver vserver" and "vserver cifs create -cifs -server netbiosname" commands. <p>NOTE: Deleting a CIFS server can make data inaccessible.</p> <p>* Remove NetBIOS name or rename the NetBIOS on the remote machine.</p> |
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| Network Port Utilization High | CRITICAL | <p>Network ports are used to receive and transfer the NFS, CIFS, and iSCSI protocol traffic between the customer host systems and the ONTAP volumes. If the port utilization is high then it will become a bottleneck and it will ultimately affect the performance of NFS, CIFS and iSCSI workloads. A warning alert indicates that planned action should be taken to balance network traffic. A critical alert indicates that service disruption is imminent and emergency measures should be taken to balance network traffic to ensure service continuity.</p> | <p>If critical threshold is breached, consider following immediate actions to minimize service disruption: 1. Limit the traffic of certain volumes only to essential work, either via QoS policies in ONTAP or host-side analysis to decrease the utilization of the network ports. 2. Configure one or more volumes to use another lower utilized network port. If warning threshold is breached, plan to take the following actions: 1. Configure more network ports to handle the data traffic so that the port utilization gets distributed among more ports. 2. Configure one or more volumes to use another lower utilized network port.</p> |
| NFSv4 Store Pool Exhausted | CRITICAL | A NFSv4 store pool has been exhausted. | If the NFS server is unresponsive for more than 10 minutes after this event, contact NetApp technical support. |
| No Registered Scan Engine | CRITICAL | The antivirus connector notified ONTAP that it does not have a registered scan engine. This might cause data unavailability if the "scan-mandatory" option is enabled. | Perform the following corrective actions: 1. Ensure that the scan engine software installed on the antivirus server is compatible with ONTAP. 2. Ensure that scan engine software is running and configured to connect to the antivirus connector over local loopback. |
| No Vscan Connection | CRITICAL | ONTAP has no Vscan connection to service virus scan requests. This might cause data unavailability if the "scan-mandatory" option is enabled. | Ensure that the scanner pool is properly configured and the antivirus servers are active and connected to ONTAP. |

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| Node High Latency | CRITICAL | <p>Node latency has reached the levels where it might affect the performance of the applications on the node. Lower node latency ensures consistent performance of the applications. The expected latencies based on media type are: SSD up to 1-2 milliseconds; SAS up to 8-10 milliseconds and SATA HDD 17-20 milliseconds.</p> | <p>If critical threshold is breached, then immediate actions should be taken to minimize service disruption:</p> <ol style="list-style-type: none"> 1. Suspend scheduled tasks, Snapshots or SnapMirror replication 2. Lower the demand of lower priority workloads via QoS limits 3. Inactivate non-essential workloads <p>Consider immediate actions when warning threshold is breached:</p> <ol style="list-style-type: none"> 1. Move one or more workloads to a different storage location 2. Lower the demand of lower priority workloads via QoS limits 3. Add more storage nodes (AFF) or disk shelves (FAS) and redistribute workloads 4. Change workload characteristics (block size, application caching etc) |
| Node Performance Limit | CRITICAL | <p>Node performance utilization has reached the levels where it might affect the performance of the IOs and the applications supported by the node. Low node performance utilization ensures consistent performance of the applications.</p> | <p>Immediate actions should be taken to minimize service disruption if critical threshold is breached:</p> <ol style="list-style-type: none"> 1. Suspend scheduled tasks, Snapshots or SnapMirror replication 2. Lower the demand of lower priority workloads via QoS limits 3. Inactivate non-essential workloads <p>Consider the following actions if warning threshold is breached:</p> <ol style="list-style-type: none"> 1. Move one or more workloads to a different storage location 2. Lower the demand of lower priority workloads via QoS limits 3. Add more storage nodes (AFF) or disk shelves (FAS) and redistribute workloads 4. Change workload characteristics (block size, application caching etc) |

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| Node Root Volume Space Low | CRITICAL | <p>The system has detected that the root volume is dangerously low on space. The node is not fully operational. Data LIFs might have failed over within the cluster, because of which NFS and CIFS access is limited on the node.</p> <p>Administrative capability is limited to local recovery procedures for the node to clear up space on the root volume.</p> | <p>Perform the following corrective actions:</p> <ol style="list-style-type: none"> 1. Clear up space on the root volume by deleting old Snapshot copies, deleting files you no longer need from the /mroot directory, or expanding the root volume capacity. 2. Reboot the controller. <p>Contact NetApp technical support for more information or assistance.</p> |
| Nonexistent Admin Share | CRITICAL | Vscan issue: a client has attempted to connect to a nonexistent ONTAP_ADMIN\$ share. | Ensure that Vscan is enabled for the mentioned SVM ID. Enabling Vscan on a SVM causes the ONTAP_ADMIN\$ share to be created for the SVM automatically. |
| Non-responsive AntiVirus Server | INFO | This event occurs when ONTAP® detects a non-responsive antivirus (AV) server and forcibly closes its Vscan connection. | Ensure that the AV server installed on the AV connector can connect to the Storage Virtual Machine (SVM) and receive the scan requests. |
| NVMe Namespace Destroyed | INFO | This event occurs when an NVMe namespace is destroyed. | |

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| NVMe Namespace Latency High | CRITICAL | NVMe Namespaces are objects that serve the I/O traffic often driven by performance sensitive applications such as databases. High NVMe Namespaces latency means that the applications themselves may suffer and be unable to accomplish their tasks. A warning alert indicates that planned action should be taken to move the LUN to appropriate Node or Aggregate. A critical alert indicates that service disruption is imminent and emergency measures should be taken to ensure service continuity. | If critical threshold is breached, consider immediate actions to minimize service disruption: If the NVMe namespace or its volume has a QoS policy assigned to them, then evaluate its limit thresholds in case they are causing the NVMe namespace workload to get throttled. If warning threshold is breached, consider to take the following actions: 1. If aggregate is also experiencing high utilization, move the LUN to another aggregate. 2. If the node is also experiencing high utilization, move the volume to another node or reduce the total workload of the node. 3. If the NVMe namespace or its volume has a QoS policy assigned to them, evaluate its limit thresholds in case they are causing the NVMe namespace workload to get throttled. |
| NVMe Namespace Offline | INFO | This event occurs when an NVMe namespace is brought offline manually. | |
| NVMe Namespace Online | INFO | This event occurs when an NVMe namespace is brought online manually. | |
| NVMe Namespace Out of Space | CRITICAL | An NVMe namespace has been brought offline because of a write failure caused by lack of space. | Add space to the volume, and then bring the NVMe namespace online by using the "vserver nvme namespace modify" command. |

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| NVMe-oF Grace Period Active | WARNING | This event occurs on a daily basis when the NVMe over Fabrics (NVMe-oF) protocol is in use and the grace period of the license is active. The NVMe-oF functionality requires a license after the license grace period expires. NVMe-oF functionality is disabled when the license grace period is over. | Contact your sales representative to obtain an NVMe-oF license, and add it to the cluster, or remove all instances of NVMe-oF configuration from the cluster. |
| NVMe-oF Grace Period Expired | WARNING | The NVMe over Fabrics (NVMe-oF) license grace period is over and the NVMe-oF functionality is disabled. | Contact your sales representative to obtain an NVMe-oF license, and add it to the cluster. |
| NVMe-oF Grace Period Start | WARNING | The NVMe over Fabrics (NVMe-oF) configuration was detected during the upgrade to ONTAP 9.5 software. NVMe-oF functionality requires a license after the license grace period expires. | Contact your sales representative to obtain an NVMe-oF license, and add it to the cluster. |
| NVRAM Battery Low | WARNING | The NVRAM battery capacity is critically low. There might be a potential data loss if the battery runs out of power. Your system generates and transmits an AutoSupport or "call home" message to NetApp technical support and the configured destinations if it is configured to do so. The successful delivery of an AutoSupport message significantly improves problem determination and resolution. | Perform the following corrective actions: 1. View the battery's current status, capacity, and charging state by using the "system node environment sensors show" command. 2. If the battery was replaced recently or the system was non-operational for an extended period of time, monitor the battery to verify that it is charging properly. 3. Contact NetApp technical support if the battery runtime continues to decrease below critical levels, and the storage system shuts down automatically. |

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| Object Store Host Unresolvable | CRITICAL | The object store server host name cannot be resolved to an IP address. The object store client cannot communicate with the object-store server without resolving to an IP address. As a result, data might be inaccessible. | Check the DNS configuration to verify that the host name is configured correctly with an IP address. |
| Object Store Intercluster LIF Down | CRITICAL | The object-store client cannot find an operational LIF to communicate with the object store server. The node will not allow object store client traffic until the intercluster LIF is operational. As a result, data might be inaccessible. | Perform the following corrective actions: 1. Check the intercluster LIF status by using the "network interface show -role intercluster" command. 2. Verify that the intercluster LIF is configured correctly and operational. 3. If an intercluster LIF is not configured, add it by using the "network interface create -role intercluster" command. |
| Object Store Signature Mismatch | CRITICAL | The request signature sent to the object store server does not match the signature calculated by the client. As a result, data might be inaccessible. | Verify that the secret access key is configured correctly. If it is configured correctly, contact NetApp technical support for assistance. |

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| ONTAP Volume Capacity Full | CRITICAL | <p>Storage capacity of a volume is necessary to store application and customer data. The more data stored in the ONTAP volume the less storage availability for future data. If the data storage capacity within a volume reaches the total storage capacity may lead to the customer being unable to store data due to lack of storage capacity. Monitoring the volume used storage capacity ensures data services continuity.</p> | <p>If critical threshold is breached, consider following immediate actions to minimize service disruption: 1. Increase the space of the volume to accommodate the growth. 2. Delete unwanted data to free up space. 3. If snapshot copies occupy more space than the snapshot reserve, delete old Snapshots or enable Volume Snapshot Autodelete. If warning threshold is breached, plan to take the following immediate actions: 1. Increase the space of the volume in order to accommodate the growth. 2. If snapshot copies occupy more space than the snapshot reserve, delete old Snapshots or enabling Volume Snapshot Autodelete.</p> |
| Persistent Volume Capacity Full | CRITICAL | <p>Storage capacity of a persistent volume is necessary to store application and customer data. The more data stored in the persistent volume the less storage availability for future data. If the data storage capacity within a persistent volume reaches the total storage capacity may lead to the customer being unable to store data due to lack of storage capacity. Monitoring the persistent volume used storage capacity ensures data services continuity.</p> | <p>If critical threshold is breached, consider immediate actions to minimize service disruption: 1. Increase the space of the volume in order to accommodate the growth. 2. Delete unwanted data to free up space. If warning threshold is breached, immediately increase the space of the volume to accommodate the growth.</p> |

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| Persistent Volume IOPS | CRITICAL | <p>IOPS thresholds on persistent volumes can be used to alert an administrator when persistent volumes exceed predefined performance expectations. Activating this monitor will generate alerts appropriate for the typical IOPS profile of persistence volumes. This monitor will cover all persistent volumes in your environment. The warning and critical threshold values can be adjusted based on your monitoring goals by duplicating this monitor and setting thresholds appropriate for your workload. If critical threshold is breached, plan Immediate actions to minimize service disruption : 1. Introduce QoS IOPS limits for the volume. 2. Review the application driving the workload on the volume for anomalies. If warning threshold is breached, plan the following immediate actions: 1. Introduce QoS IOPS limits for the volume. 2. Review the application driving the workload on the volume for anomalies.</p> | |
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| Persistent Volume Latency High | CRITICAL | <p>High persistent volume latencies means that the applications themselves may suffer and be unable to accomplish their tasks. Monitoring persistent volume latencies is critical to maintain application consistent performance. The following are expected latencies based on media type - SSD up to 1-2 milliseconds; SAS up to 8-10 milliseconds and SATA HDD 17-20 milliseconds.</p> | <p>If critical threshold is breached, consider immediate actions to minimize service disruption: If the volume has a QoS policy assigned to it, evaluate its limit thresholds in case they are causing the volume workload to get throttled. If warning threshold is breached, plan the following immediate actions: 1. If storage pool is also experiencing high utilization, move the volume to another storage pool. 2. If the volume has a QoS policy assigned to it, evaluate its limit thresholds in case they are causing the volume workload to get throttled. 3. If the controller is also experiencing high utilization, move the volume to another controller or reduce the total workload of the controller.</p> |
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| Persistent Volume Throughput | CRITICAL | <p>MBPS thresholds on persistent volumes can be used to alert an administrator when persistent volumes exceed predefined performance expectations, potentially impacting other persistent volumes.</p> <p>Activating this monitor will generate alerts appropriate for the typical throughput profile of persistent volumes on SSDs. This monitor will cover all persistent volumes in your environment. The warning and critical threshold values can be adjusted based on your monitoring goals by duplicating this monitor and setting thresholds appropriate for your storage class. A duplicated monitor can be further targeted to a subset of the persistent volumes in your environment.</p> | <p>If critical threshold is breached, plan immediate actions to minimize service disruption: 1. Introduce QoS MBPS limits for the volume. 2. Review the application driving the workload on the volume for anomalies.</p> <p>If warning threshold is breached, plan to take the following immediate actions: 1. Introduce QoS MBPS limits for the volume. 2. Review the application driving the workload on the volume for anomalies.</p> |
| QoS Monitor Memory Maxed Out | CRITICAL | <p>This event occurs when a QoS subsystem's dynamic memory reaches its limit for the current platform hardware. As a result, some QoS features might operate in a limited capacity.</p> | <p>Delete some active workloads or streams to free up memory. Use the "statistics show -object workload -counter ops" command to determine which workloads are active. Active workloads show non-zero ops. Then use the "workload delete <workload_name>" command multiple times to remove specific workloads. Alternatively, use the "stream delete -workload <workload name> *" command to delete the associated streams from the active workload.</p> |

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| QTree Capacity Full | CRITICAL | A qtree is a logically defined file system that can exist as a special subdirectory of the root directory within a volume. Each qtree has a default space quota or a quota defined by a quota policy to limit amount of data stored in the tree within the volume capacity. A warning alert indicates that planned action should be taken to increase the space. A critical alert indicates that service disruption is imminent and emergency measures should be taken to free up space to ensure service continuity. | If critical threshold is breached, consider immediate actions to minimize service disruption : 1. Increase the space of the qtree in order to accommodate the growth. 2. Delete unwanted data to free up space. If critical threshold is breached, plan to take the following immediate actions: 1. Increase the space of the qtree in order to accommodate the growth. 2. Delete unwanted data to free up space. |
| QTree Capacity Hard Limit | CRITICAL | A qtree is a logically defined file system that can exist as a special subdirectory of the root directory within a volume. Each qtree has a space quota measured in KBytes that it can use to store data in order to control the growth of user data in volume and not exceed its total capacity. A qtree maintains a soft storage capacity quota that provides alert to the user proactively before reaching the total capacity quota limit in the qtree and being unable to store data anymore. Monitoring the amount of data stored within a qtree ensures that the user receives uninterrupted data service. | If critical threshold is breached, consider immediate actions to minimize service disruption: 1. Increase the tree space quota in order to accommodate the growth. 2. Instruct the user to delete unwanted data in the tree to free up space. |

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| QTree Capacity Soft Limit | WARNING | <p>A qtree is a logically defined file system that can exist as a special subdirectory of the root directory within a volume. Each qtree has a space quota measured in KBytes that it can use to store data in order to control the growth of user data in volume and not exceed its total capacity. A qtree maintains a soft storage capacity quota that provides alert to the user proactively before reaching the total capacity quota limit in the qtree and being unable to store data anymore. Monitoring the amount of data stored within a qtree ensures that the user receives uninterrupted data service.</p> | <p>If warning threshold is breached, consider the following immediate actions: 1. Increase the tree space quota in order to accommodate the growth 2. Instruct the user to delete unwanted data in the tree to free up space</p> |
| QTree Files Hard Limit | CRITICAL | <p>A qtree is a logically defined file system that can exist as a special subdirectory of the root directory within a volume. Each qtree has a quota of the number of files that it can contain in order to maintain a manageable file system size within the volume. A qtree maintains a hard file number quota beyond which new files in the tree are denied. Monitoring the number of files within a qtree ensures that the user receives uninterrupted data service.</p> | <p>If critical threshold is breached, consider immediate actions to minimize service disruption : 1. Increase the file count quota for the qtree. 2. Delete unwanted files from the qtree file system.</p> |

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| QTree Files Soft Limit | WARNING | A qtree is a logically defined file system that can exist as a special subdirectory of the root directory within a volume. Each qtree has a quota of the number of files that it can contain in order to maintain a manageable file system size within the volume. A qtree maintains a soft file number quota in order to be able to alert the user proactively before reaching the limit of files in the qtree and being unable to store any additional files. Monitoring the number of files within a qtree ensures that the user receives uninterrupted data service. | If warning threshold is breached, plan to take the following immediate actions: 1. Increase the file count quota for the qtree. 2. Delete unwanted files from the qtree file system. |
| Ransomware Activity Detected | CRITICAL | To protect the data from the detected ransomware, a Snapshot copy has been taken that can be used to restore original data. Your system generates and transmits an AutoSupport or "call home" message to NetApp technical support and any configured destinations. AutoSupport message improves problem determination and resolution. | Refer to the "FINAL-DOCUMENT-NAME" to take remedial measures for ransomware activity. |

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| REaddir Timeout | CRITICAL | A REaddir file operation has exceeded the timeout that it is allowed to run in WAFL. This can be because of very large or sparse directories. Corrective action is recommended. | Perform the following corrective actions: 1. Find information specific to recent directories that have had REaddir file operations expire by using the following 'diag' privilege nodeshell CLI command: wafl readdir notice show. 2. Check if directories are indicated as sparse or not: a. If a directory is indicated as sparse, it is recommended that you copy the contents of the directory to a new directory to remove the sparseness of the directory file. b. If a directory is not indicated as sparse and the directory is large, it is recommended that you reduce the size of the directory file by reducing the number of file entries in the directory. |
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| Relocation of Aggregate Failed | CRITICAL | This event occurs during the relocation of an aggregate, when the destination node cannot reach the object stores. | Perform the following corrective actions: 1. Verify that your intercluster LIF is online and functional by using the "network interface show" command. 2. Check network connectivity to the object store server by using the "ping" command over the destination node intercluster LIF. 3. Verify that the configuration of your object store has not changed and that login and connectivity information is still accurate by using the "aggregate object-store config show" command. Alternatively, you can override the error by using the "override-destination-checks" parameter of the relocation command. Contact NetApp technical support for more information or assistance. |
| SAN "active-active" State Changed | WARNING | The SAN pathing is no longer symmetric. Pathing should be asymmetric only on ASA, because AFF and FAS are both asymmetric. | Try and enable the "active-active" state. Contact customer support if the problem persists. |

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| Service Processor Not Configured | WARNING | This event occurs on a weekly basis, to remind you to configure the Service Processor (SP). The SP is a physical device that is incorporated into your system to provide remote access and remote management capabilities. You should configure the SP to use its full functionality. | Perform the following corrective actions: 1. Configure the SP by using the "system service-processor network modify" command. 2. Optionally, obtain the MAC address of the SP by using the "system service-processor network show" command. 3. Verify the SP network configuration by using the "system service-processor network show" command. 4. Verify that the SP can send an AutoSupport email by using the "system service-processor autosupport invoke" command. NOTE: AutoSupport email hosts and recipients should be configured in ONTAP before you issue this command. |
| Service Processor Offline | CRITICAL | ONTAP is no longer receiving heartbeats from the Service Processor (SP), even though all the SP recovery actions have been taken. ONTAP cannot monitor the health of the hardware without the SP. The system will shut down to prevent hardware damage and data loss. Set up a panic alert to be notified immediately if the SP goes offline. | Power-cycle the system by performing the following actions: 1. Pull the controller out from the chassis. 2. Push the controller back in. 3. Turn the controller back on. If the problem persists, replace the controller module. |

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|-------------------------------------|----------|---|--|
| Shadow Copy Failed | CRITICAL | A Volume Shadow Copy Service (VSS), a Microsoft Server backup and restore service operation, has failed. | Check the following using the information provided in the event message: * Is shadow copy configuration enabled? * Are the appropriate licenses installed? * On which shares is the shadow copy operation performed? * Is the share name correct? * Does the share path exist? * What are the states of the shadow copy set and its shadow copies? |
| Shelf Fan Failed | CRITICAL | The indicated cooling fan or fan module of the shelf has failed. The disks in the shelf might not receive enough cooling airflow, which might result in disk failure. | Perform the following corrective actions: 1. Verify that the fan module is fully seated and secured. NOTE: The fan is integrated into the power supply module in some disk shelves. 2. If the issue persists, replace the fan module. 3. If the issue still persists, contact NetApp technical support for assistance. |
| SnapMirror Relationship Out of Sync | CRITICAL | This event occurs when a SnapMirror® Sync relationship status changes from "in-sync" to "out-of-sync". I/O restrictions are imposed on the source volume based on the mode of replication. Client read or write access to the volume is not allowed for relationships of the "strict-sync-mirror" policy type. Data protection is affected. | Check the network connection between the source and destination volumes. Monitor the SnapMirror Sync relationship status using the "snapmirror show" command. "Auto-resync" attempts to bring the relationship back to the "in-sync" status. |

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|-----------------------------|----------|--|---|
| Snapshot Reserve Space Full | CRITICAL | <p>Storage capacity of a volume is necessary to store application and customer data. A portion of that space, called snapshot reserved space, is used to store snapshots which allow data to be protected locally. The more new and updated data stored in the ONTAP volume the more snapshot capacity is used and less snapshot storage capacity will be available for future new or updated data. If the snapshot data capacity within a volume reaches the total snapshot reserve space it may lead to the customer being unable to store new snapshot data and reduction in the level of protection for the data in the volume. Monitoring the volume used snapshot capacity ensures data services continuity.</p> | <p>If critical threshold is breached, consider immediate actions to minimize service disruption: 1. Configure snapshots to use data space in the volume when the snapshot reserve is full. 2. Delete some older unwanted snapshots to free up space. If warning threshold is breached, plan to take the following immediate actions: 1. Increase the snapshot reserve space within the volume to accommodate the growth. 2. Configure snapshots to use data space in the volume when the snapshot reserve is full.</p> |
| Storage Capacity Limit | CRITICAL | <p>When a storage pool (aggregate) is filling up, I/O operations slow down and finally stop resulting in storage outage incident. A warning alert indicates that planned action should be taken soon to restore minimum free space. A critical alert indicates that service disruption is imminent and emergency measures should be taken to free up space to ensure service continuity.</p> | <p>If critical threshold is breached, immediately consider the following actions to minimize service disruption: 1. Delete Snapshots on non-critical volumes. 2. Delete Volumes or LUNs that are non-essential workloads and that may be restored from off storage copies. If warning threshold is breached, plan the following immediate actions: 1. Move one or more volumes to a different storage location. 2. Add more storage capacity. 3. Change storage efficiency settings or tier inactive data to cloud storage.</p> |

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| Storage Performance Limit | CRITICAL | <p>When a storage system reaches its performance limit, operations slow down, latency goes up and workloads and applications may start failing. ONTAP evaluates the storage pool utilization due to workloads and estimates what percent of performance has been consumed. A warning alert indicates that planned action should be taken to reduce storage pool load to ensure that there will be enough storage pool performance left to service workload peaks. A critical alert indicates that a performance brownout is imminent and emergency measures should be taken to reduce storage pool load to ensure service continuity.</p> | <p>If critical threshold is breached, consider following immediate actions to minimize service disruption:</p> <ol style="list-style-type: none"> 1. Suspend scheduled tasks such as Snapshots or SnapMirror replication. 2. Idle non-essential workloads. If warning threshold is breached, take the following actions immediately: <ol style="list-style-type: none"> 1. Move one or more workloads to a different storage location. 2. Add more storage nodes(AFF) or disk shelves(FAS) and redistribute workloads. 3. Change workload characteristics(block size, application caching). |
| Storage Switch Power Supplies Failed | WARNING | <p>There is a missing power supply in the cluster switch. Redundancy is reduced, risk of outage with any further power failures.</p> | <p>Perform the following corrective actions:</p> <ol style="list-style-type: none"> 1. Ensure that the power supply mains, which supplies power to the cluster switch, is turned on. 2. Ensure that the power cord is connected to the power supply. <p>Contact NetApp technical support if the issue persists.</p> |
| Storage VM Anti-ransomware Monitoring Disabled | WARNING | <p>The anti-ransomware monitoring for the storage VM is disabled. Enable anti-ransomware to protect the storage VM.</p> | |
| Storage VM Anti-ransomware Monitoring Enabled (Learning Mode) | INFO | <p>The anti-ransomware monitoring for the storage VM is enabled in learning mode.</p> | |

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| Storage VM High Latency | CRITICAL | <p>Storage VM (SVM) latency has reached the levels where it might affect the performance of the applications on the storage VM. Lower storage VM latency ensures consistent performance of the applications. The expected latencies based on media type are: SSD up to 1-2 milliseconds; SAS up to 8-10 milliseconds and SATA HDD 17-20 milliseconds.</p> | <p>If critical threshold is breached, then immediately evaluate the threshold limits for volumes of the storage VM with a QoS policy assigned, to verify whether they are causing the volume workloads to get throttled Consider following immediate actions when warning threshold is breached:</p> <ol style="list-style-type: none"> 1. If aggregate is also experiencing high utilization, move some volumes of the storage VM to another aggregate. 2. For volumes of the storage VM with a QoS policy assigned, evaluate the threshold limits if they are causing the volume workloads to get throttled 3. If the node is experiencing high utilization, move some volumes of the storage VM to another node or reduce the total workload of the node |
| System Cannot Operate Due to Main Unit Fan Failure | CRITICAL | <p>One or more main unit fans have failed, disrupting system operation. This might lead to a potential data loss.</p> | Replace the failed fans. |
| Too Many CIFS Authentication | WARNING | <p>Many authentication negotiations have occurred simultaneously. There are 256 incomplete new session requests from this client.</p> | <p>Investigate why the client has created 256 or more new connection requests. You might have to contact the vendor of the client or of the application to determine why the error occurred.</p> |
| Unassigned Disks | INFO | <p>System has unassigned disks - capacity is being wasted and your system may have some misconfiguration or partial configuration change applied.</p> | <p>Perform the following corrective actions:</p> <ol style="list-style-type: none"> 1. Determine which disks are unassigned by using the "disk show -n" command. 2. Assign the disks to a system by using the "disk assign" command. |

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| Unauthorized User Access to Admin Share | WARNING | A client has attempted to connect to the privileged ONTAP_ADMIN\$ share even though their logged-in user is not an allowed user. | Perform the following corrective actions: 1. Ensure that the mentioned username and IP address is configured in one of the active Vscan scanner pools. 2. Check the scanner pool configuration that is currently active by using the "vserver vscan scanner pool show-active" command. |
| User Quota Capacity Hard Limit | CRITICAL | ONTAP recognizes the users of Unix or Windows systems that have the rights to access volumes, files or directories within a volume. As a result ONTAP allows the customers to configure storage capacity for their users or groups of users of their Linux or Windows systems. The user or group policy quota limits the amount of space the user can utilize for their own data. A hard limit of this quota allows notification of the user when the amount of capacity used within the volume is right before reaching the total capacity quota. Monitoring the amount of data stored within a user or group quota ensures that the user receives uninterrupted data service. | If critical threshold is breached, consider following immediate actions to minimize service disruption: 1. Increase the space of the user or group quota in order to accommodate the growth. 2. Instruct the user or group to delete unwanted data to free up space. |

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| User Quota Capacity Soft Limit | WARNING | <p>ONTAP recognizes the users of Unix or Windows systems that have the rights to access volumes, files or directories within a volume. As a result ONTAP allows the customers to configure storage capacity for their users or groups of users of their Linux or Windows systems. The user or group policy quota limits the amount of space the user can utilize for their own data. A soft limit of this quota allows proactive notification of the user when the amount of capacity used within the volume is reaching the total capacity quota.</p> <p>Monitoring the amount of data stored within a user or group quota ensures that the user receives uninterrupted data service.</p> | If warning threshold is breached, plan to take the following immediate actions: 1. Increase the space of the user or group quota in order to accommodate the growth. 2. Delete unwanted data to free up space. |
| User Quota Files Hard Limit | CRITICAL | <p>The number of files created within the volume has reached the critical limit and additional files cannot be created.</p> <p>Monitoring the number of files stored ensures that the user receives uninterrupted data service.</p> | Immediate actions are required to minimize service disruption if critical threshold is breached. Consider taking following actions: 1. Increase the file count quota for the specific user 2. Delete unwanted files to reduce the pressure on the files quota for the specific user |
| User Quota Files Soft Limit | WARNING | <p>The number of files created within the volume has reached the threshold limit of the quota and is near to the critical limit. You cannot create additional files if quota reaches the critical limit.</p> <p>Monitoring the number of files stored by a user ensures that the user receives uninterrupted data service.</p> | Consider immediate actions if warning threshold is breached: 1. Increase the file count quota for the specific user quota 2. Delete unwanted files to reduce the pressure on the files quota for the specific user |

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|---|---------|--|--|
| Virus Detected | WARNING | A Vscan server has reported an error to the storage system. This typically indicates that a virus has been found. However, other errors on the Vscan server can cause this event. Client access to the file is denied. The Vscan server might, depending on its settings and configuration, clean the file, quarantine it, or delete it. | Check the log of the Vscan server reported in the "syslog" event to see if it was able to successfully clean, quarantine, or delete the infected file. If it was not able to do so, a system administrator might have to manually delete the file. |
| Volume Anti-ransomware Monitoring Disabled | WARNING | The anti-ransomware monitoring for the volume is disabled. Enable anti-ransomware to protect the volume. | |
| Volume Anti-ransomware Monitoring Disabling | WARNING | The anti-ransomware monitoring for the volume is disabling. | |
| Volume Anti-ransomware Monitoring Enabled | INFO | The anti-ransomware monitoring for the volume is enabled. | |
| Volume Anti-ransomware Monitoring Enabled (Learning Mode) | INFO | The anti-ransomware monitoring for the volume is enabled in learning mode. | |
| Volume Anti-ransomware Monitoring Paused | WARNING | The anti-ransomware monitoring for the volume is paused. | |
| Volume Anti-ransomware Monitoring Paused (Learning Mode) | WARNING | The anti-ransomware monitoring for the volume is paused in learning mode. | |
| Volume Automatic Resizing Failed | WARNING | The automatic resizing of the volume has failed. The volume might run out of space if you do not take corrective actions. | Analyze why automatic resize failed: Did the volume reach its maximum capacity? Is the storage pool (aggregate) out of space? Increase the maximum capacity of the volume when you automatically resize it. |

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| Volume Automatic Resizing Succeeded | INFO | This event occurs when the automatic resizing of a volume is successful. It happens when the "autosize grow" option is enabled, and the volume reaches the grow threshold percentage. | |
| Volume Cache Miss Ratio | CRITICAL | Volume Cache Miss Ratio is the percentage of read requests from the client applications that are returned from the disk instead of being returned from the cache. This means that the volume has reached the set threshold. | If critical threshold is breached, then immediate actions should be taken to minimize service disruption: 1. Move some workloads off of the node of the volume to reduce the IO load 2. If not already on the node of the volume, increase the WAFL cache by purchasing and adding a Flash Cache 3. Lower the demand of lower priority workloads on the same node via QoS limits Consider immediate actions when warning threshold is breached: 1. Move some workloads off of the node of the volume to reduce the IO load 2. If not already on the node of the volume, increase the WAFL cache by purchasing and adding a Flash Cache 3. Lower the demand of lower priority workloads on the same node via QoS limits 4. Change workload characteristics (block size, application caching etc) |

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|---------------------|----------|---|--|
| Volume Inodes Limit | CRITICAL | Volumes that store files use index nodes (inode) to store file metadata. When a volume exhausts its inode allocation no more files can be added to it. A warning alert indicates that planned action should be taken to increase the number of available inodes. A critical alert indicates that file limit exhaustion is imminent and emergency measures should be taken to free up inodes to ensure service continuity. | If critical threshold is breached, consider immediate actions to minimize service disruption: 1. Increase the inodes value for the volume. If the inodes value is already at the max, then split the volume into two or more volumes because the file system has grown beyond the maximum size. 2. Use FlexGroup as it helps to accommodate large file systems. If warning threshold is breached, plan to take the following immediate actions: 1. Increase the inodes value for the volume. If the inodes value is already at the max, then split the volume into two or more volumes because the file system has grown beyond the maximum size 2. Use FlexGroup as it helps to accommodate large file systems. |
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| Volume Latency High | CRITICAL | Volumes are objects that serve the I/O traffic often driven by performance sensitive applications including devOps applications, home directories, and databases. High volume latencies means that the applications themselves may suffer and be unable to accomplish their tasks. Monitoring volume latencies is critical to maintain application consistent performance. The following are expected latencies based on media type - SSD up to 1-2 milliseconds; SAS up to 8-10 milliseconds and SATA HDD 17-20 milliseconds. | If critical threshold is breached, consider immediate actions to minimize service disruption: If the volume has a QoS policy assigned to it, evaluate its limit thresholds in case they are causing the volume workload to get throttled. If warning threshold is breached, consider the following immediate actions: 1. If aggregate is also experiencing high utilization, move the volume to another aggregate. 2. If the volume has a QoS policy assigned to it, evaluate its limit thresholds in case they are causing the volume workload to get throttled. 3. If the node is also experiencing high utilization, move the volume to another node or reduce the total workload of the node. |
| Volume Qtree Quota Overcommit | CRITICAL | Volume Qtree Quota Overcommit specifies the percentage at which a volume is considered to be overcommitted by the qtree quotas. The set threshold for the qtree quota is reached for the volume. Monitoring the volume qtree quota overcommit ensures that the user receives uninterrupted data service. | If critical threshold is breached, then immediate actions should be taken to minimize service disruption: 1. Increase the space of the volume 2. Delete unwanted data When warning threshold is breached, then consider increasing the space of the volume. |
| WAFL Quota Qtree Exceeded | INFO | This event occurs when a tree quota has exceeded on a volume. This event is not repeated for this tree for a set amount of time or until a "quota resize" is performed. The amount of time is specified by the "quota logmsg" command. | Reduce the usage in this tree or increase the quota and run the "quota resize" command. |

API Commands

Each of the REST API commands comprises the API's URL, an HTTP action, URL parameters, and an expected API responses.

The Cloud Insights APIs can be generally separated into the following sections:

admin

Provides an entry point to the system for administrative operations in Cloud Insights. Allowed roles are Any, User, and Administrator and includes the following:

- admin/acquisitionUnits
- admin/certificates
- admin/datasources
- admin/licenses
- admin/patches
- admin/users

ASSETS Category

Assets

Lets you enumerate top-level objects and retrieve a specific object or an object hierarchy from a system when you know the object unique ID or full name.

- /assets/<asset_type>
- /assets/annotations
- /assets/applications
- /assets/businessEntities
- /assets/dataStores
- /assets/devices
- /assets/disks
- /assets/fabrics
- /assets/fileSystems
- /assets/genericDevices
- /assets/hosts
- /assets/iSCSINetworkPortal
- /assets/iSCSISessions
- /assets/internalVolumes
- /assets/paths
- /assets/ports
- /assets/qtrees
- /assets/quotas
- /assets/risks

- /assets/shares
- /assets/storageNodes
- /assets/storagePools
- /assets/storageVirtualMachines
- /assets/storages
- /assets-switches
- /assets/tapes
- /assets/virtualMachines
- /assets/vmdks
- /assets/volumes
- /assets/zones
- /assets/zoneMembers

Queries

Retrieve and manage queries.

- /queries
- /query (to run an ad-hoc query)

login

Perform user session management.

Search

Locate a specific object without knowing the object's unique ID or full name.

- /search

DATA_COLLECTION Category

Data Collectors

Retrieve and manage data collectors

- /collector/datasourceTypes
- /collector/datasources

| Performance Metric | Description |
|--------------------|--|
| IOPS | Number of input/output requests per second |
| Latency | Average time, in milliseconds, it takes to complete an IO request |
| Cache hit ratio | Percentage of requests satisfied from cache |
| Utilization | Percent of theoretical maximum for average utilization of the resource in specified time frame. The range is 0 to 100. |
| Throughput | Number of bytes transferred in MB/second |
| IO density | Number of IO per second per terabyte of used capacity. IO density is used only for storage, volume and internal volume assets. |

The following table describes performance metrics available for different type of objects:

| | IOPS | Latency | Throughput | Cache Hit | Utilization | IO Density |
|-----------------|------|---------|------------|-----------|-------------|------------|
| Disk | X | | X | | X | |
| Storage Pool | X | | X | | X | |
| Internal Volume | X | X | X | | | X |
| Volume | X | X | X | X | | X |
| StorageNode | X | X | X | X | X | |
| Storage | X | X | X | | | X |
| Data Store | X | X | X | | | |
| VMDK | X | X | X | | | |
| VM | X | X | X | | X | |
| Host | X | X | X | | X | |

The following table describes performance metrics available for switches:

| Category | REST Name | Unit | Range | Description |
|---------------------|--------------------------|------|-------|--|
| Traffic Utilization | trafficUtilization.rx | % | 0-100 | Receive traffic utilization. Calculated as 100 * total bytes received / receive capacity during the sampling period. |
| Traffic Utilization | trafficUtilization.tx | % | 0-100 | Transmit traffic utilization. Calculated as 100 * total bytes transmitted / transmit capacity during the sampling period |
| Traffic Utilization | trafficUtilization.total | % | 0-100 | Total traffic utilization. Calculated as 100 * total bytes received and transmitted / port capacity during the sampling period. |
| Traffic Utilization | trafficUtilization.rxMax | % | 0-100 | Maximum of trafficUtilization.tx during the sampling period. |

| Category | REST Name | Unit | Range | Description |
|-----------------|------------------------|--------------|--------------|--|
| Traffic Rate | trafficRate.rx | MiB/s | ≥ 0 | Traffic received during the sampling period. |
| Traffic Rate | trafficRate.tx | MiB/s | ≥ 0 | Traffic transmitted during the sampling period. |
| Traffic Frame | trafficFrameRate.rx | frames/s | ≥ 0 | Number of FC frames received per second during the sampling period. |
| Traffic Frame | trafficFrameRate.tx | frames/s | ≥ 0 | Number of FC frames transmitted per second during the sampling period. |
| Traffic Frame | trafficFrameRate.total | frames | ≥ 0 | Number of FC frames transmitted and received per second during the sampling period. |
| Traffic Frame | trafficFrameSizeAvg.rx | Bytes/frame | 0-2,148 | Average length of received FC frames during the sampling period. |
| Zero BB Credit | bbCreditZero.rx | none (count) | ≥ 0 | Number of times the receive buffer-to-buffer credit count transitioned to zero during the sampling period. It represents the number of times the attached port had to stop transmitting because this port was out of credits to provide. |
| Zero BB Credit | bbCreditZero.tx | none (count) | ≥ 0 | Number of times the transmit buffer-to-buffer credit count transitioned to zero during the sampling period. |
| Zero BB Credit | bbCreditZero.total | none (count) | ≥ 0 | Number of times the transmit and receive buffer-to-buffer credit counts transitioned to zero during the sampling period. |

| Category | REST Name | Unit | Range | Description |
|-----------------|-----------------------------|--------------|--------------|--|
| Zero BB Credit | bbCreditZeroMs.tx | ms | ≥ 0 | Time in milliseconds during which the transmit buffer-to-buffer credit count was zero during the sample period. |
| Port Errors | portErrors.timeoutDiscardTx | none (count) | ≥ 0 | Number of receive link resets during the sample period. Represents the number of link resets issued by the attached port to this port. |
| Port Errors | portErrors.linkResetRx | none(count) | ≥ 0 | Number of receive link resets during the sample period. Represents the number of link resets issued by the attached port to this port. |
| Port Errors | portErrors.syncLoss | none (count) | ≥ 0 | Number of loss of synchronization failures during the sample period. |
| Port Errors | portErrors.signalLoss | none (count) | ≥ 0 | Number of signal losses during the sample period. |
| Port Errors | portErrors.class3Discard | none (count) | ≥ 0 | Number of class 3 FC frames discarded during the sample period. |
| Port Errors | portErrors.frameTooLong | none(count) | ≥ 0 | Number of FC frames discarded by this port during the sample period because their length exceeded the agreed to maximum limit. |

| Category | REST Name | Unit | Range | Description |
|-----------------|-------------------------------------|--------------|--------------|--|
| Port Errors | portErrors.frameTooShort | none(count) | ≥ 0 | Number of FC frames discarded by this port during the sample period because their actual length was less than the length given in the frame header. |
| Port Errors | portErrors.linkFailure | none (count) | ≥ 0 | Number of link failures detected by this port during the sample period. |
| Port Errors | portErrors.crc | none (count) | ≥ 0 | Number of frames with invalid CRCs detected by this port during the sample period. |
| Port Errors | portErrors.encln (Brocade only) | none (count) | ≥ 0 | The number of 8b/10b encoding errors that have occurred inside frame boundaries. This counter is generally a zero value, although occasional errors may occur on a normal link and give a nonzero result. |
| Port Errors | portErrors.encOut (Brocade only) | none (count) | ≥ 0 | The number of 8b/10b encoding errors that have occurred outside frames boundaries. This counter may become a nonzero value during link initialization but indicates a problem if it increments faster than the link-bit error rate allows (approximately once every 20 minutes for 1 Gb/s). This is usually caused by corrupted primitive sequences. |

| Category | REST Name | Unit | Range | Description |
|-------------|------------------|--------------|-------|--|
| Port Errors | portErrors.total | none (count) | ≥0 | Total number of errors detected by this port during the sample period. Is equal to the sum of all error counters defined above (with portErrors. prefix in REST name). |

Allocating Resources to Business Units or Departments

Cloud Insights incorporates a method of metadata tagging called Annotations. Business Units, Lines of Business, Tenants, and Projects can be assigned to data center resources for richer business context around assets, capacity planning, troubleshooting and reporting.

API return style

You can perform any of the following optional tasks:

- Use the filter box to show only specific alerts.
- Change the sort order of the columns in a table to either ascending (up arrow) or descending (down arrow) by clicking the arrow in the column header.
- Click the asset name in any description to display its asset page; a red circle indicates issues that need further investigation.
- You can click the performance policy, which displays the Edit Policy dialog box, to review the performance policy and make changes to the policy if necessary.

If you determine the issue is no longer a cause for concern, click the "three dots" menu on the right and select "Dismiss Violation" to remove a violation from the list.

///

Hints and Tips to Search for Assets and Alerts

Multiple search techniques can be used to search for data or objects in your monitored environment.

- **Wildcard search**

You can perform multiple character wildcard search using the * character. For example, *applic*n* would return *application*.

- **Phrases used in search**

A phrase is a group of words surrounded by double quotation marks; for example, "VNX LUN 5". You can use double quotes to search for documents that contain spaces in their names or attributes.

- **Boolean Operators**

Using Boolean operators OR, AND, and NOT, you can combine multiple terms to form a more complex

query.

OR

The OR operator is the default conjunction operator.

If there is no Boolean operator between two terms, the OR operator is used.

The OR operator links two terms and finds a matching document if either of the terms exists in a document.

For example, *storage OR netapp* searches for documents that contain either *storage* or *netapp*.

High scores are given to documents that match most of the terms.

AND

You can use the AND operator to find documents in which both the search terms exist in a single document. For example, *storage AND netapp* searches for documents that contain both *storage* and *netapp*.

You can use the symbol **&&** instead of the word AND.

NOT

When you use the NOT operator, all the documents that contain the term after NOT are excluded from the search results. For example, *storage NOT netapp* searches for documents that contains only *storage* and not *netapp*.

You can use the symbol **!** instead of the word NOT.

Search is case-insensitive.

Search using indexed terms

Searches that match more of the indexed terms result in higher scores.

The search string is split into separate search terms by space. For example, the search string "storage aurora netapp" is split into three keywords: "storage", "aurora", and "netapp". The search is performed using all three terms. The documents that match most of these terms will have the highest score. The more information you provide, the better are the search results. For example, you can search for a storage by its name and model.

The UI displays the search results across categories, with the three top results per category. If you did not find an object that you were expecting, you can include more terms in the search string to improve the search results.

The following table provides a list of indexed terms that can be added to the search string.

| Category | Indexed terms |
|----------|--------------------------------------|
| Storage | "storage" name vendor model |

| Category | Indexed terms |
|-----------------|---|
| StoragePool | "storagepool" name name of the storage IP addresses of the storage serial number of the storage storage vendor storage model names for all associated internal volumes names for all associated disks |
| Internal Volume | "internalvolume" name name of the storage IP addresses of the storage serial number of the storage storage vendor storage model name of the storage pool names of all associated shares names of all associated applications |
| Volume | "volume" name label names of all internal volumes name of the storage pool name of the storage IP addresses of the storage serial number of the storage storage vendor storage model |
| Storage Node | "storagenode" name name of the storage IP addresses of the storage serialnumber of the storage storage vendor storage model |
| Host | "host" name IP addresses names of all associated applications |
| Datastore | "datastore" name virtual center IP names of all volumes names of all internal volumes |

| Category | Indexed terms |
|-------------------------------|---|
| Virtual Machines | "virtualmachine" name DNS name IP addresses name of the host IP addresses of the host names of all datastores names of all associated applications |
| Switches (regular and NPV) | "switch" IP address wwn name serial number model domain ID name of the fabric wwn of the fabric |
| Application | "application" name tenant line of business business unit project |
| Tape | "tape" IP address name serial number vendor |
| Port | "port" wwn name |
| Fabric | "fabric" wwn name |
| Storage Virtual Machine (SVM) | "storagevirtualmachine" name UUID |

Reporting

Cloud Insights Reporting Overview

Cloud Insights reporting is a business intelligence tool that enables you to view pre-defined reports or create custom reports.



The Reporting feature is available in Cloud Insights [Premium Edition](#).

With Cloud Insights reporting you can perform the following tasks:

- Run a pre-defined report
- Create a custom report
- Customize a report's format and delivery method
- Schedule reports to run automatically
- Email reports
- Use colors to represent thresholds on data

Cloud Insights Reporting can generate custom reports for areas like chargeback, consumption analysis, and forecasting, and can help answer questions such as the following:

- What inventory do I have?
- Where is my inventory?
- Who is using our assets?
- What is the chargeback for allocated storage for a business unit?
- How long until I need to acquire additional storage capacity?
- Are business units aligned along the proper storage tiers?
- How is storage allocation changing over a month, quarter, or year?

Accessing Cloud Insights Reporting

You can access Cloud Insights Reporting by clicking the **Reports** link in the menu.

You will be taken to the Reporting interface. Cloud Insights uses IBM Cognos Analytics for its reporting engine. Log in using your Reporting credentials.

What is ETL?

When working with Reporting, you will hear the terms "Data Warehouse" and "ETL". ETL stands for "Extract, Transform, and Load". The ETL process retrieves data collected in Cloud Insights, and transforms the data into a format for use in Reporting. "Data Warehouse" refers to the collected data available for Reporting.

The ETL process includes these individual processes:

- **Extract:** Takes data from Cloud Insights.
- **Transform:** Applies business logic rules or functions to the data as it is extracted from Cloud Insights.

- **Load:** Saves the transformed data into the data warehouse for use in Reporting.

Cloud Insights Reporting User Roles

If you have Cloud Insights Premium Edition with Reporting, every Cloud Insights user in your environment also has a Single Sign-On (SSO) login to the Reporting application (i.e. Cognos). Simply click the **Reports** link in the menu and you will automatically be logged in to Reporting.

Your user role in Cloud Insights determines your Reporting user role:

| Cloud Insights Role | Reporting Role | Reporting Permissions |
|---------------------|----------------|---|
| Guest | Consumer | Can view, schedule, and run reports and set personal preferences such as those for languages and time zones. Consumers cannot create reports or perform administrative tasks. |
| User | Author | Can perform all Consumer functions as well as create and manage reports and dashboards. |
| Administrator | Administrator | Can perform all Author functions as well as all administrative tasks such as configuration of reports and the shutdown and restart of reporting tasks. |

The following table shows the functions available to each Reporting role.

| Feature | Consumer | Author | Administrator |
|--------------------------------------|----------|--------|---------------|
| View reports in the Team Content tab | Yes | Yes | Yes |
| Run reports | Yes | Yes | Yes |
| Schedule reports | Yes | Yes | Yes |
| Upload external files | No | Yes | Yes |
| Create Jobs | No | Yes | Yes |
| Create stories | No | Yes | Yes |
| Create reports | No | Yes | Yes |
| Create Packages and Data Modules | No | Yes | Yes |
| Perform administrative tasks | No | No | Yes |

Setting Reporting (Cognos) email preferences



If you change your user email preferences within Cloud Insights Reporting (i.e. the Cognos application), those preferences are active *only for the current session*. Logging out of Cognos and back in again will reset your email preferences.

Important note for existing customers

If you are new to Cloud Insights with Reporting, welcome! There is nothing more you need to do to begin enjoying Reporting.

If you are a current Premium Edition customer, SSO is not automatically enabled for your environment. When you enable SSO, the administrator user for the reporting portal (Cognos) ceases to exist. This means that any reports that are in the *My Content* folder are removed and must be reinstalled or re-created in *Team Content*. Additionally, scheduled reports will need to be configured once SSO is enabled.

What steps should I take to prepare my existing environment for enabling SSO?

To ensure your reports are retained, migrate all reports from *My Content* to *Team Content* using the following steps. You must do this prior to enabling SSO in your environment:

1. Create a new folder in *Team Content*
 - a. If multiple users have been created, please create a separate folder for each user to avoid overwriting reports with duplicate names
2. Navigate to *My Content*
3. Select all of the reports you wish to retain.
4. In the upper right corner of the menu, select "Copy or move"
5. Navigate to the newly created folder in *Team Content*
6. Paste the reports to the newly created folder using the "Copy to" or "Move to" buttons
7. Once SSO is enabled for Cognos, log into Cloud Insights with the email address used to create your account.
8. Navigate to the *Team Content* folder within Cognos, and Copy or Move the previously saved reports back to *My Content*.

Predefined Reports Made Easy

Cloud Insights Reporting includes predefined reports that address a number of common reporting requirements, providing critical insight that stakeholders need to make informed decisions about their storage infrastructure.



The Reporting feature is available in Cloud Insights [Premium Edition](#).

You can generate pre-defined reports from the Cloud Insights Reporting Portal, email them to other users, and even modify them. Several reports enable you to filter by device, business entity, or tier. The reporting tools use IBM Cognos as a foundation and give you many data presentation options.

The pre-defined reports show your inventory, storage capacity, chargeback, performance, storage efficiency, and cloud cost data. You can modify these pre-defined reports and save your modifications.

You can generate reports in various formats, including HTML, PDF, CSV, XML, and Excel.

Cloud Insights accommodates multiple tenancy in reporting by enabling you to associate users with business units. With this feature, administrators can separate data or reports according to the attributes of a user or his/her affiliation.

Navigating to Pre-defined Reports

When you open the Reporting Portal, the *Team Content* folder is the starting point for you to select the type of information that you require in the Cloud Insights reports.

1. In the left navigation pane, click **Team Content** and select the information category that you want to use.
2. Click **Reports** to access the pre-defined reports.

Using predefined reports to answer common questions

The following predefined reports are available in **Team content > Reports**.

Application Service Level Capacity and Performance

The Application Service Level Capacity and Performance report provides a high level overview of your applications. You can use this information for capacity planning or for a migration plan.

Chargeback

The Chargeback report provides storage capacity chargeback and accountability information by hosts, application, and business entities, and includes both current and historical data.

To prevent double counting do not include ESX servers, only monitor the VMs.

Data Sources

The Data Sources report shows all the data sources that are installed on your site, the status of the data source (success/failure), and status messages. The report provides information about where to start

troubleshooting data sources. Failed data sources impact the accuracy of reporting and the general usability of the product.

ESX vs VM Performance

The ESX vs VM Performance report provides a comparison of ESX servers and VMs, showing average and peak IOPs, throughput, and latency and utilizations for ESX servers and VMs. To prevent double counting, exclude the ESX servers; only include the VMs.

An updated version of this report is available at the NetApp Storage Automation Store.

Fabric Summary

The Fabric Summary report identifies switches and switch information, including port counts, firmware versions, and license status. The report does not include NPV switch ports.

Host HBAs

The Host HBAs report provides an overview of the hosts in the environment and provides the vendor, model, and firmware version of HBAs, and the firmware level of the switches to which they are connected. This report can be used to analyze firmware compatibility when planning a firmware upgrade for a switch or an HBA.

Host Service Level Capacity and Performance

The Host Service Level Capacity and Performance report provides an overview of storage utilization by host for block only applications.

Host Summary

The Host Summary report provides an overview of storage utilization by each selected host with information for Fibre Channel and iSCSI hosts. The report enables you to compare ports and paths, the Fibre Channel and iSCSI capacity, and violation counts.

License Details

The License Details report shows the entitled quantity of resources you are licensed for across all sites with active licenses. The report also shows a summation of actual quantity across all the sites with active licenses. The summation may include overlaps of storage arrays managed by multiple servers.

Mapped but not Masked Volumes

The Mapped but not Masked Volumes report lists the volumes whose logical unit number (LUN) has been mapped for use by a particular host, but is not masked to that host. In some cases these could be decommissioned LUNs that have been unmasked. Unmasked volumes can be accessed by any host, making them vulnerable to data corruption.

NetApp Capacity and Performance

The NetApp Capacity and Performance report provides global data for allocated, utilized, and committed capacity with trending and performance data for NetApp capacity.

Scorecard

The Scorecard report provides a summary and general status of all assets acquired by Cloud Insights. Status is indicated with green, yellow, and red flags:

- Green indicates normal condition
- Yellow indicates a potential issue in the environment
- Red indicates an issue that requires attention

All of the fields in the report are described in the Data Dictionary provided with the report.

Storage Summary

The Storage Summary report provides a global summary of used and unused capacity data for raw, allocated, storage pools, and volumes. This report provides an overview of all of the storage discovered.

VM Capacity and Performance

Describes the virtual machine (VM) environment and its capacity usage. VM tools must be enabled to view some data, such as when VMs were powered down.

VM Paths

The VM Paths report provides data store capacity data and performance metrics for which virtual machine is running on which host, which hosts are accessing which shared volumes, what the active access path is, and what comprises capacity allocation and usage.

HDS Capacity by Thin Pool

The HDS Capacity by Thin Pool report shows the amount of usable capacity on a storage pool that is thin provisioned.

NetApp Capacity by Aggregate

The NetApp Capacity by Aggregate report shows raw total, total, used, available, and committed space of aggregates.

Symmetrix Capacity by Thick Array

The Symmetrix Capacity by Thick Array report shows raw capacity, useable capacity, free capacity, mapped, masked, and total free capacity.

Symmetrix Capacity by Thin Pool

The Symmetrix Capacity by Thin Pool report shows raw capacity, useable capacity, used capacity, free capacity, used percentage, subscribed capacity, and subscription rate.

XIV Capacity by Array

The XIV Capacity by Array report shows used and unused capacity for the array.

XIV Capacity by Pool

The XIV Capacity by Pool report shows used and unused capacity for storage pools.

Storage Manager Dashboard

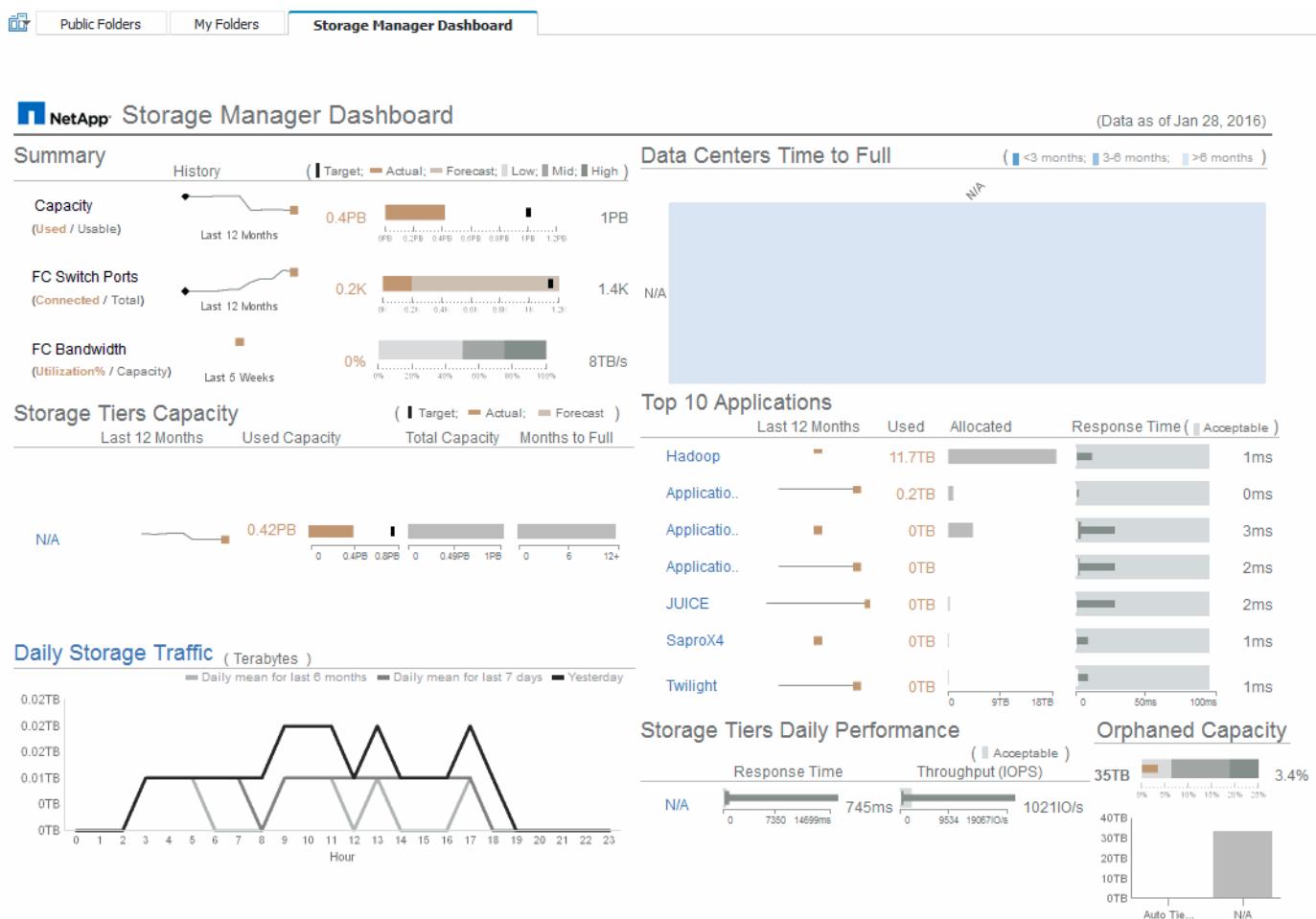
The Storage Manager Dashboard provides you with a centralized visualization that enables you to compare and contrast resource usage over time against the acceptable ranges and previous days of activity. Showing only the key performance metrics for your storage services, you can make decisions about how to maintain your data centers.



The Reporting feature is available in Cloud Insights Premium Edition.

The dashboard comprises seven components that contain contextual information on certain aspects of your storage environment. You can drill down on the aspects of your storage services to perform an in-depth analysis of a section that interests you most.

Summary



This component shows the used versus usable storage capacity, total switch ports versus the number of switch ports connected, and total connected switch port utilization versus the total bandwidth, and how each of these trend over time. You can view the actual utilization compared against the low, mid, and high ranges, which enables you to compare and contrast usage between projections and your desired actuals, based on a target. For capacity and switch ports, you can configure this target. The forecast is based on an extrapolation of the current growth rate and the date you set. When the forecasted used capacity, which is based on future usage projection date, exceeds the target, an alert (solid red circle) appears next to Capacity.

Storage Tiers Capacity

This component shows the tier capacity used versus the capacity allocated to the tier, which indicates how the used capacity increases or decreases over a 12-month period and how many months are remaining to full capacity. Capacity usage is shown with values provided for actual usage, the usage forecast, and a target for capacity, which you can configure. When the forecasted used capacity, which is based on future usage projection date, exceeds the target capacity, an alert (solid red circle) appears next to a tier.

You can click any tier to display the Storage Pools Capacity and Performance Details report, which shows free versus used capacities, number of days to full, and performance (IOPS and Response Time) details for all the pools in the selected tier. You can also click any storage or storage pool name in this report to display the asset page summarizing the current state of that resource.

Daily Storage Traffic

This component shows how the environment is performing, if there is any large growth, changes, or potential issues compared to the previous six months. It also shows the average traffic versus the traffic for the previous seven days, and for the previous day. You can visualize any abnormalities in the way the infrastructure is performing because it provides information that highlights both cyclical (previous seven days) and seasonal variations (previous six months).

You can click the title (Daily Storage Traffic) to display the Storage Traffic Details report, which shows the heat map of the hourly storage traffic for the previous day for each storage system. Click any storage name in this report to display the asset page summarizing the current state of that resource.

Data Centers Time to Full

This component shows all the data centers versus all of the tiers and how much capacity remains in each data center for each tier of storage based on forecasted growth rates. Tier capacity level is shown in blue; the darker the color, the lesser time the tier at the location has left before it is full.

You can click a section of a tier to display the Storage Pools Days to Full Details report, which shows total capacity, free capacity, and number of days to full for all the pools in the selected tier and the data center. Click any storage or storage pool name in this report to display the asset page summarizing the current state of that resource.

Top 10 Applications

This component shows the top 10 applications based on the used capacity. Regardless of how the tier organizes the data, this area displays the current used capacity and share of the infrastructure. You can visualize the range of user experience for the previous seven days to see if consumers experience acceptable (or, more importantly, unacceptable) response times.

This area also shows trending, which indicates if the applications meet their performance service level objectives (SLO). You can view the previous week's minimum response time, the first quartile, the third quartile, and the maximum response time, with a median shown against an acceptable SLO, which you can configure. When the median response time for any application is out of the acceptable SLO range, an alert (solid red circle) appears next to the application. You can click an application to display the asset page summarizing the current state of that resource.

Storage Tiers Daily Performance

This component shows a summary of the tier's performance for response time and IOPS for the previous seven days. This performance is compared against a SLO, which you can configure, enabling you to see if there is opportunity to consolidate tiers, realign workloads delivered from those tiers, or identify issues with

particular tiers. When median response time or median IOPS is out of the acceptable SLO range, an alert (solid red circle) appears next to a tier.

You can click a tier name to display the Storage Pools Capacity and Performance Details report, which shows free versus used capacities, number of days to full, and performance (IOPS and response time) details for all the pools in the selected tier. Click any storage or storage pool in this report to display the asset page summarizing the current state of that resource.

Orphaned Capacity

This component shows the total orphaned capacity and orphaned capacity by tier, comparing it against acceptable ranges for total usable capacity and showing the actual capacity that is orphaned. Orphaned capacity is defined by configuration and by performance. Storage orphaned by configuration describes a situation in which there is storage allocated to a host. However, the configuration has not been performed properly and the host cannot access the storage. Orphaned by performance is when the storage is correctly configured to be accessed by a host. However, there has been no storage traffic.

The horizontal stacked bar shows the acceptable ranges. The darker the gray, the more unacceptable the situation is. The actual situation is shown with the narrow bronze bar that shows the actual capacity that is orphaned.

You can click a tier to display the Orphaned Storage Details report, which shows all the volumes identified as orphaned by configuration and performance for the selected tier. Click any storage, storage pool, or volume in this report to display the asset page summarizing the current state of that resource.

Creating a Report (Example)

Use the steps in this example to generate a simple report on physical capacity of storage and storage pools in a number of data centers.

Steps

1. In the toolbar, click **[+]**
2. Click **Report**
3. Click **Templates > Blank**
4. Click **Themes > Cool Blue > OK**

The Source and Data tabs is displayed

5. Click **Source > [+]**
6. In the **Open file** dialog, click **Team content > Packages**

A list of available packages is displayed.

7. Click **Storage and Storage Pool Capacity > Open**
8. Click **[+]**

The available styles for your report are displayed.

9. Click **List**

Add appropriate names for List and Query

10. Click **OK**
11. Expand *Physical Capacity*
12. Expand to the lowest level of *Data Center*
13. Drag *Data Center* to the Reporting palate.
14. Expand *Capacity (MB)*
15. Drag *Capacity (MB)* to the Reporting palate.
16. Drag *Used Capacity (MB)* to the Reporting palate.
17. Run the report by clicking  and selecting an output type.

Result

A report similar to the following is created:

| | Data Center | Capacity (MB) | Used Capacity (MB) |
|--|--|----------------------|---------------------------|
| | Asia | 122,070,096.00 | 45,708,105.00 |
| | BLR | 100,709,506.00 | 54,982,204.00 |
| | Boulder | 22,883,450.00 | 12,011,075.00 |
| | DC01 | 1,707,024,715.00 | 1,407,609,686.00 |
| | DC02 | 732,370,688.00 | 732,370,688.00 |
| | DC03 | 314,598,162.00 | 65,448,975.00 |
| | DC04 | 573,573,884.00 | 282,645,615.00 |
| | DC05 | 89,245,458.00 | 62,145,011.00 |
| | DC06 | 19,455,433,799.00 | 11,283,487,744.00 |
| | DC08 | 100,709,506.00 | 44,950,171.00 |
| | DC10 | 112,916,718.00 | 43,346,818.00 |
| | DC14 | 23,565,735,054.00 | 17,357,431,924.00 |
| | DC56 | 137,549,084.00 | 10,657,793.00 |
| | Europe | 743,942,208.00 | 240,369,325.00 |
| | HIO | 9,823,036,853.00 | 4,216,750,338.00 |
| | London | 0.00 | 0.00 |
| | N/A | 9,049,939,023.00 | 5,887,911,992.00 |
| | RTP | 12,386,326,262.00 | 5,638,948,477.00 |
| | SAC | 9,269,642,330.00 | 6,197,549,437.00 |
| | ↑ Top ↑ Page up ↓ Page down ↓ Bottom | | |

Managing Reports

You can customize a report's output format and delivery, set report properties or schedules, and email reports.



The Reporting feature is available in Cloud Insights Premium Edition.

Customizing a report's output format and delivery

You can customize the format and delivery method of reports.

1. In the Cloud Insights Reporting Portal, mouse over the report you want to customize and click [...].

The screenshot shows a list of four reports on the left:

- Storage Infrastructure Executive Summary (4/29/2019 8:30 PM)
- Virtual Machine Remediation (4/29/2019 8:30 PM) - This item has a blue selection bar and three dots at the end of its row.
- Weekly Compute Consumption (4/29/2019 8:31 PM)
- Weekly Storage Consumption (4/29/2019 8:31 PM)

A context menu is open on the right side of the second report, listing the following options:

- Run as
- Edit report
- Create report view
- View versions
- Properties
- Create a new job
- Copy or move
- Create shortcut
- Share
- Delete

1. Click **Properties > Schedule**

< Back

Create schedule

Period

| | | |
|--------------------------------------|------------|---------|
| Start | 2018-04-06 | 1:49 PM |
| End | 2018-07-06 | 1:49 PM |
| <input type="checkbox"/> No end date | | |

Run every 1 week(s)

On day(s) M T W T F S S

Daily time interval

Options

Format HTML >

Delivery Save >

Prompts Set values >

Languages English (United States) >

1. You can set the following options:

- Schedule when you want reports to run.
- Format the report output.
- Delivery: print, save, or email the report.
- Languages define the language the report is delivered in.

2. Click **Create** to produce the report using the selections you made.

Copying a report to the clipboard

Use this process to copy a report to the clipboard.

1. In the toolbar, click **[+]**
2. Click **Report**
3. Click the **Pages** icon . The Report icon **Report** is displayed

4. Left click the Report icon. Report options are displayed.

5. Click **Copy Report to Clipboard**.

Opening reports (xml) from the clipboard

You can open a report specification that was previously copied to the clipboard.

About this task

You enter the Reporting user interface by creating a new report or opening an existing report

1. In the toolbar, click **[+]**

2. Click **Report**

3. Click the **Pages** icon  . The Report icon  **Report** is displayed

4. Left click the Report icon. Report options are displayed.

5. Click **Open report from clipboard**.

Troubleshooting

Here you will find suggestions for troubleshooting problems with Reporting.

| Problem: | Try this: |
|---|--|
| When scheduling a report to be sent via email, the name of the user logged in is pre-populated to the email's "To" field. However, the name is in the form of "firstname lastname" (first name, space, last name). Since this is not a valid email address, the email will fail to send when the scheduled report is run. | When scheduling the report to be sent via email, clear the pre-populated name and enter a valid, properly-formatted email address in the "To" field. |

Creating Custom Reports

You can use the report authoring tools to create custom reports. After creating reports, you can save them and run them on a regular schedule. The results of reports can be automatically sent by email to yourself and others.



The Reporting feature is available in Cloud Insights [Premium Edition](#).

The examples in this section show the following process, which can be used for any of the Cloud Insights Reporting data models:

- Identifying a question to be answered with a report
- Determining the data needed to support the results
- Selecting data elements for the report

Before designing your custom report, you need to complete some prerequisite tasks. If you do not complete these, reports could be inaccurate or incomplete.

For example, if you do not finish the device identification process, your capacity reports will not be accurate.

Or, if you do not finish setting annotations (such as tiers, business units, and data centers), your custom reports might not accurately report data across your domain or might show "N/A" for some data points.

Before you design your reports, complete the following tasks:

- Configure all [data collectors](#) properly.
- Enter annotations (such as tiers, data centers, and business units) on devices and resources in your environment. It is beneficial to have annotations stable before generating reports, because Cloud Insights Reporting collects historical information.

Report Creation Process

The process of creating custom (also called "ad hoc") reports involves several tasks:

- Plan the results of your report.
- Identify data to support your results.
- Select the data model (for example, Chargeback data model, Inventory data model, and so on) that contains the data.
- Select data elements for the report.
- Optionally format, sort, and filter report results.

Planning the Results of Your Custom Report

Before you open the report authoring tools, you might want to plan the results you want from the report. With report authoring tools, you can create reports easily and might not need a great deal of planning; however, it is a good idea to get a sense from the report requestor about the report requirements.

- Identify the exact question you want to answer. For example:
 - How much capacity do I have left?
 - What are the chargeback costs per business unit?
 - What is the capacity by tier to ensure that business units are aligned at the proper tier of storage?
 - How can I forecast power and cooling requirements? (Add customized metadata by adding annotations to resources.)
- Identify the data elements that you need to support the answer.
- Identify the relationships between data that you want to see in the answer. Do not include illogical relationships in your question, for example, "I want to see the ports that relate to capacity."
- Identify any calculations needed on data.
- Determine what types of filtering are needed to limit the results.
- Determine if you need to use current or historical data.
- Determine if you need to set access privileges on reports to limit the data to specific audiences.
- Identify how the report will be distributed. For example, should it be emailed on a set schedule or included in the Team content folder area?
- Determine who will maintain the report. This might affect the complexity of the design.
- Create a mockup of the report.

Tips for designing reports

Several tips might be helpful when you are designing reports.

- Determine whether you need to use current or historical data.

Most reports only need to report on the latest data available in the Cloud Insights.

- Cloud Insights Reporting provides historical information on capacity and performance, but not on inventory.
- Everybody sees all data; however, you might need to limit data to specific audiences.

To segment the information for different users, you can create reports and set access permissions on them.

Reporting data models

Cloud Insights includes several data models from which you can either select predefined reports or create your own custom report.

Each data model contains a simple data mart and an advanced data mart:

- The simple data mart provides quick access to the most commonly used data elements and includes only the last snapshot of Data Warehouse data; it does not include historical data.
- The advanced data mart provides all values and details available from the simple data mart and includes access to historical data values.

Capacity data model

Enables you to answer questions about storage capacity, file system utilization, internal volume capacity, port capacity, qtree capacity, and virtual machine (VM) capacity. The Capacity data model is a container for several capacity data models. You can create reports answering various types of questions using this data model:

Storage and Storage Pool Capacity data model

Enables you to answer questions about storage capacity resource planning, including storage and storage pools, and includes both physical and virtual storage pool data. This simple data model can help you answer questions related to capacity on the floor and the capacity usage of storage pools by tier and data center over time.

If you are new to capacity reporting, you should start with this data model because it is a simpler, targeted data model. You can answer questions similar to the following using this data model:

- What is the projected date for reaching the capacity threshold of 80% of my physical storage?
- What is the physical storage capacity on an array for a given tier?
- What is my storage capacity by manufacturer and family as well as by data center?
- What is the storage utilization trend on an array for all of the tiers?
- What are my top 10 storage systems with the highest utilization?
- What is the storage utilization trend of the storage pools?
- How much capacity is already allocated?
- What capacity is available for allocation?

File System Utilization data model

This data model provides visibility about capacity utilization by hosts at the file system level. Administrators can determine allocated and used capacity per file system, determine the type of file system, and identify trending statistics by file system type. You can answer the following questions using this data model:

- What is the size of the file system?
- Where is the data kept and how is it accessed, for example, local or SAN?
- What are the historical trends for the file system capacity? Then, based on this, what can we anticipate for future needs?

Internal Volume Capacity data model

Enables you to answer questions about internal volume used capacity, allocated capacity, and capacity usage over time:

- Which internal volumes have a utilization higher than a predefined threshold?
- Which internal volumes are in danger of running out of capacity based on a trend?
- What is the used capacity versus the allocated capacity on our internal volumes?

Port Capacity data model

Enables you to answer questions about switch port connectivity, port status, and port speed over time. You can answer questions similar the following to help you plan for purchases of new switches:

How can I create a port consumption forecast that predicts resource (port) availability (according to data center, switch vendor and port speed)?

- Which ports are likely to run out of capacity, providing data speed, data center, vendor and number of Host and storage ports?
- What are the switch port capacity trends over time?
- What are the port speeds?
- What type of port capacity is needed and which organization is about to run out of a certain port type or vendor?
- What is the optimal time to purchase that capacity and make it available?

Qtree Capacity data model

Enables you to trend qtree utilization (with data such as used versus allocated capacity) over time. You can view the information by different dimensions—for example, by business entity, application, tier, and service level. You can answer the following questions using this data model:

- What is the used capacity for qtrees versus the limits set per application or business entity?
- What are the trends of our used and free capacity so that we can do capacity planning?
- Which business entities are using the most capacity?
- Which applications consume the most capacity?

VM Capacity data model

Enables you to report your virtual environment and its capacity usage. This data model lets you report on changes in capacity usage over time for VMs and data stores. The data model also provides thin provisioning

and virtual machine chargeback data.

- How can I determine capacity chargeback based on capacity provisioned to VMs and data stores?
- What capacity is not used by VMs and which portion of unused is free, orphaned, or other?
- What do we need to purchase based on consumption trends?
- What are my storage efficiency savings achieved by using storage thin provisioning and deduplication technologies?

Capacities in the VM Capacity data model are taken from virtual disks (VMDKs). This means that the provisioned size of a VM using the VM Capacity data model is the size of its virtual disks. This is different from the provisioned capacity in the Virtual Machines view in Cloud Insights, which shows the provisioned size for the VM itself.

Volume Capacity data model

Enables you to analyze all aspects of the volumes in your environment and organize data by vendor, model, tier, service level, and data center.

You can view the capacity related to orphaned volumes, unused volumes, and protection volumes (used for replication). You can also see different volume technologies (iSCSI or FC), and compare virtual volumes to non-virtual volumes for array virtualization issues.

You can answer questions similar to the following with this data model:

- Which volumes have a utilization higher than a predefined threshold?
- What is the trend in my data center for orphan volume capacity?
- How much of my data center capacity is virtualized or thin provisioned?
- How much of my data center capacity must be reserved for replication?

Chargeback data model

Enables you to answer questions about used capacity and allocated capacity on storage resources (volumes, internal volumes, and qtrees). This data model provides storage capacity chargeback and accountability information by hosts, application, and business entities, and includes both current and historical data. Report data can be categorized by service level and storage tier.

You can use this data model to generate chargeback reports by finding the amount of capacity that is used by a business entity. This data model enables you to create unified reporting of multiple protocols (including NAS, SAN, FC, and iSCSI).

- For storage without internal volumes, chargeback reports show chargeback by volumes.
- For storage with internal volumes:
 - If business entities are assigned to volumes, chargeback reports show chargeback by volumes.
 - If business entities are not assigned to volumes but assigned to qtrees, chargeback reports show chargeback by qtrees.
 - If business entities are not assigned to volumes and not assigned to qtrees, chargeback reports show the internal volume.
 - The decision whether to show chargeback by volume, qtree or internal volume is made per each internal volume, so it is possible for different internal volumes in the same storage pool to show chargeback at different levels.

Capacity facts are purged after a default time interval. For details, see Data Warehouse processes.

Reports using the Chargeback data model might display different values than reports using the Storage Capacity data model.

- For storage arrays that are not NetApp storage systems, the data from both data models is the same.
- For NetApp and Celerra storage systems, the Chargeback data model uses a single layer (of volumes, internal volumes, or qtrees) to base its charges, while the Storage Capacity data model uses multiple layers (of volumes and internal volumes) to base its charges.

Inventory data model

Enables you to answer questions about inventory resources including hosts, storage systems, switches, disks, tapes, qtrees, quotas, virtual machines and servers, and generic devices. The Inventory data model includes several submarts that enable you to view information about replications, FC paths, iSCSI paths, NFS paths, and violations. The Inventory data model does not include historical data. Questions you can answer with this data

- What assets do I have and where are they?
- Who is using the assets?
- What types of devices do I have and what are components of those devices?
- How many hosts per OS do I have and how many ports exist on those hosts?
- What storage arrays per vendor exist in each data center?
- How many switches per vendor do I have in each data center?
- How many ports are not licensed?
- What vendor tapes are we using and how many ports exist on each tape? Are all the generic devices identified before we begin working on reports?
- What are the paths between hosts and storage volumes or tapes?
- What are the paths between generic devices and storage volumes or tapes?
- How many violations of each type do I have per data center?
- For each replicated volume, what are the source and target volumes?
- Do I have any firmware incompatibilities or port speed mismatches between Fibre Channel host HBAs and switches?

Performance data model

Enables you to answer questions about performance for volumes, application volumes, internal volumes, switches, applications, VMs, VMDKs, ESX versus VM, hosts, and application nodes. Using this data model, you can create reports that answer several types of performance management questions:

- What volumes or internal volumes have not been used or accessed during a specific period?
- Can we pinpoint any potential misconfiguration for storage for an application (unused)?
- What was the overall access behavior pattern for an application?
- Are tiered volumes assigned appropriately for a given application?
- Could we use cheaper storage for an application currently running without impact to application performance?

- What are the applications that are producing more accesses to currently configured storage?

When you use the switch performance tables, you can obtain the following information:

- Is my host traffic through connected ports balanced?
- Which switches or ports are exhibiting a high number of errors?
- What are the most used switches based on port performance?
- What are the underutilized switches based on port performance?
- What is the host trending throughput based on port performance?
- What is the performance utilization for last X days for one specified host, storage system, tape, or switch?
- Which devices are producing traffic on a specific switch (for example, which devices are responsible for use of a highly utilized switch)?
- What is the throughput for a specific business unit in our environment?

When you use the disk performance tables, you can obtain the following information:

- What is the throughput for a specified storage pool based on disk performance data?
- What is the highest used storage pool?
- What is the average disk utilization for a specific storage?
- What is the trend of usage for a storage system or storage pool based on disk performance data?
- What is the disk usage trending for a specific storage pool?

When you use VM and VMDK performance tables, you can obtain the following information:

- Is my virtual environment performing optimally?
- Which VMDKs are reporting the highest workloads?
- How can I use the performance reported from VMDs mapped to different datastores to make decisions about re-tiering.

The Performance data model includes information that helps you determine the appropriateness of tiers, storage misconfigurations for applications, and last access times of volumes and internal volumes. This data model provides data such as response times, IOPs, throughput, number of writes pending, and accessed status.

Storage Efficiency data model

Enables you to track the storage efficiency score and potential over time. This data model stores measurements of not only the provisioned capacity, but also the amount that is used or consumed (the physical measurement). For example, when thin provisioning is enabled, Cloud Insights indicates how much capacity is taken from the device. You can also use this model to determine efficiency when deduplication is enabled. You can answer various questions using the Storage Efficiency data mart:

- What is our storage efficiency savings as a result of implementing thin provisioning and deduplication technologies?
- What are the storage savings across data centers?
- Based on historical capacity trends, when do we need to purchase additional storage?
- What would be the capacity gain if we enabled technologies such as thin provisioning and deduplication?

- Regarding storage capacity, am I at risk now?

Data model fact and dimension tables

Each data model includes both fact and dimension tables.

- Fact tables: Contain data that is measured, for example, quantity, raw and usable capacity. Contain foreign keys to dimension tables.
- Dimension tables: Contain descriptive information about facts, for example, data center and business units. A dimension is a structure, often composed of hierarchies, that categorizes data. Dimensional attributes help describe the dimensional values.

Using different or multiple dimension attributes (seen as columns in the reports), you construct reports that access data for each dimension described in the data model.

Colors used in data model elements

Colors on data model elements have different indications.

- Yellow assets: Represent measurements.
- Non-yellow assets: Represent attributes. These values do not aggregate.

Using multiple data models in one report

Typically, you use one data model per report. However, you can write a report that combines data from multiple data models.

To write a report that combines data from multiple data models, choose one of the data models to use as the base, then write SQL queries to access the data from the additional data marts. You can use the SQL Join feature to combine the data from the different queries into a single query that you can use to write the report.

For example, say you want the current capacity for each storage array and you want to capture custom annotations on the arrays. You could create the report using the Storage Capacity data model. You could use the elements from the Current Capacity and dimension tables and add a separate SQL query to access the annotations information in the Inventory data model. Finally, you could combine the data by linking the Inventory storage data to the Storage Dimension table using the storage name and the join criteria.

Access the Reporting Database via API

Cloud Insights' powerful API allows users to query the Cloud Insights Reporting database directly, without going through the Cognos Reporting environment.



This documentation refers to the Cloud Insights Reporting feature, which is available in the [Premium Edition](#).

Odata

The Cloud Insights Reporting API follows the [OData v4](#) (Open Data Protocol) standard for its querying of the Reporting database.

For more information or to learn more, check out [this tutorial](#) on OData.

All requests will start with the url <https://<Cloud Insights URL>/rest/v1/dwh-management/odata>

Generating an APIKey

Read more about [Cloud Insights APIs](#).

To generate an API key, do the following:

- Log into your Cloud Insights environment and select **Admin > API Access**.
- Click “+ API Access Token”.
- Enter a Name & Description.
- For type, choose *Data Warehouse*.
- Set Permissions as Read/Write.
- Set a desired Expiration date.
- Click “Save”, then **copy the key and save it** somewhere safe. You will not be able to access the full key later.

APIkeys are good for Sync or Async.

Direct query of tables

With the API Key in place, direct queries of the Reporting database are now possible. Long URLs may be simplified to `https://.../odata/` for display purposes rather than the full `https://<Cloud Insights URL>/rest/v1/dwh-management/odata/`

Try simple queries like

- `https://<Cloud Insights URL>/rest/v1/dwh-management/odata/dwh_custom`
- `https://<Cloud Insights URL>/rest/v1/dwh-management/odata/dwh_inventory`
- `https://<Cloud Insights URL>/rest/v1/dwh-management/odata/dwh_inventory/storage`
- `https://<Cloud Insights URL>/rest/v1/dwh-management/odata/dwh_inventory/disk`
- `https://.../odata/dwh_custom/custom_queries`

REST API Examples

The URL for all calls is `https://<Cloud Insights URL>/rest/v1/dwh-management/odata`.

- GET `/{schema}/**` - Retrieves data from the Reporting Database, requires at least *Guest* role.

Format: `https://<Cloud Insights URL>/rest/v1/dwh-management/odata/<schema_name>/<query>`

Example:

```
https://<domain>/rest/v1/dwh-
management/odata/dwh_inventory/fabric?$count=true&$orderby=name
```

Result:

```
{
  "@odata.context": "$metadata#fabric",
  "@odata.count": 2,
  "value": [
    {
      "id": 851,
      "identifier": "10:00:50:EB:1A:40:3B:44",
      "wwn": "10:00:50:EB:1A:40:3B:44",
      "name": "10:00:50:EB:1A:40:3B:44",
      "vsanEnabled": "0",
      "vsanId": null,
      "zoningEnabled": "0",
      "url": "https://<domain>/web/#/assets/fabrics/941716"
    },
    {
      "id": 852,
      "identifier": "10:00:50:EB:1A:40:44:0C",
      "wwn": "10:00:50:EB:1A:40:44:0C",
      "name": "10:00:50:EB:1A:40:44:0C",
      "vsanEnabled": "0",
      "vsanId": null,
      "zoningEnabled": "0",
      "url": "https://<domain>/web/#/assets/fabrics/941836"
    }
  ]
}
```

Helpful Hints

Keep the following in mind when working with Reporting API queries.

- The query payload must be a valid JSON string
- The query payload must be contained in a single line
- Double quotes must be escaped, i.e. \"
- Tabs are supported as \t
- Avoid comments
- Lower-case table names are supported

Additionally:

- 2 Headers are required:
 - Name “X-CloudInsights-ApiKey”
 - Attribute Value “<apikey>”

Your API key will be specific to your Cloud Insights environment.

How historical data is retained for Reporting

Cloud Insights retains historical data for use in Reporting based on the data marts and granularity of the data, as shown in the following table.

| Data mart | Measured object | Granularity | Retention period |
|-------------------|--|------------------------|---------------------------|
| Performance marts | Volumes and internal volumes | Hourly | 14 days |
| Performance marts | Volumes and internal volumes | Daily | 13 months |
| Performance marts | Application | Hourly | 13 months |
| Performance marts | Host | Hourly | 13 months |
| Performance marts | Switch performance for port | Hourly | 35 days |
| Performance marts | Switch performance for host, storage, and tape | Hourly | 13 months |
| Performance marts | Storage node | Hourly | 14 days |
| Performance marts | Storage node | Daily | 13 months |
| Performance marts | VM performance | Hourly | 35 days |
| Performance marts | VM performance | Daily | 13 months |
| Performance marts | Hypervisor performance | Hourly | 35 days |
| Performance marts | Hypervisor performance | Daily | 13 months |
| Performance marts | VMDK performance | Hourly | 35 days |
| Performance marts | VMDK performance | Daily | 13 months |
| Performance marts | Disk performance | Hourly | 14 days |
| Performance marts | Disk performance | Daily | 13 months |
| Capacity marts | All (except individual volumes) | Daily | 13 months |
| Capacity marts | All (except individual volumes) | Monthly representative | 14 months and beyond |
| Inventory marts | Individual volumes | Current state | 1 day (or until next ETL) |

Cloud Insights Reporting Schema Diagrams

This document provides the schema diagrams for the Reporting Database. You can also download a file containing the [schema tables](#).

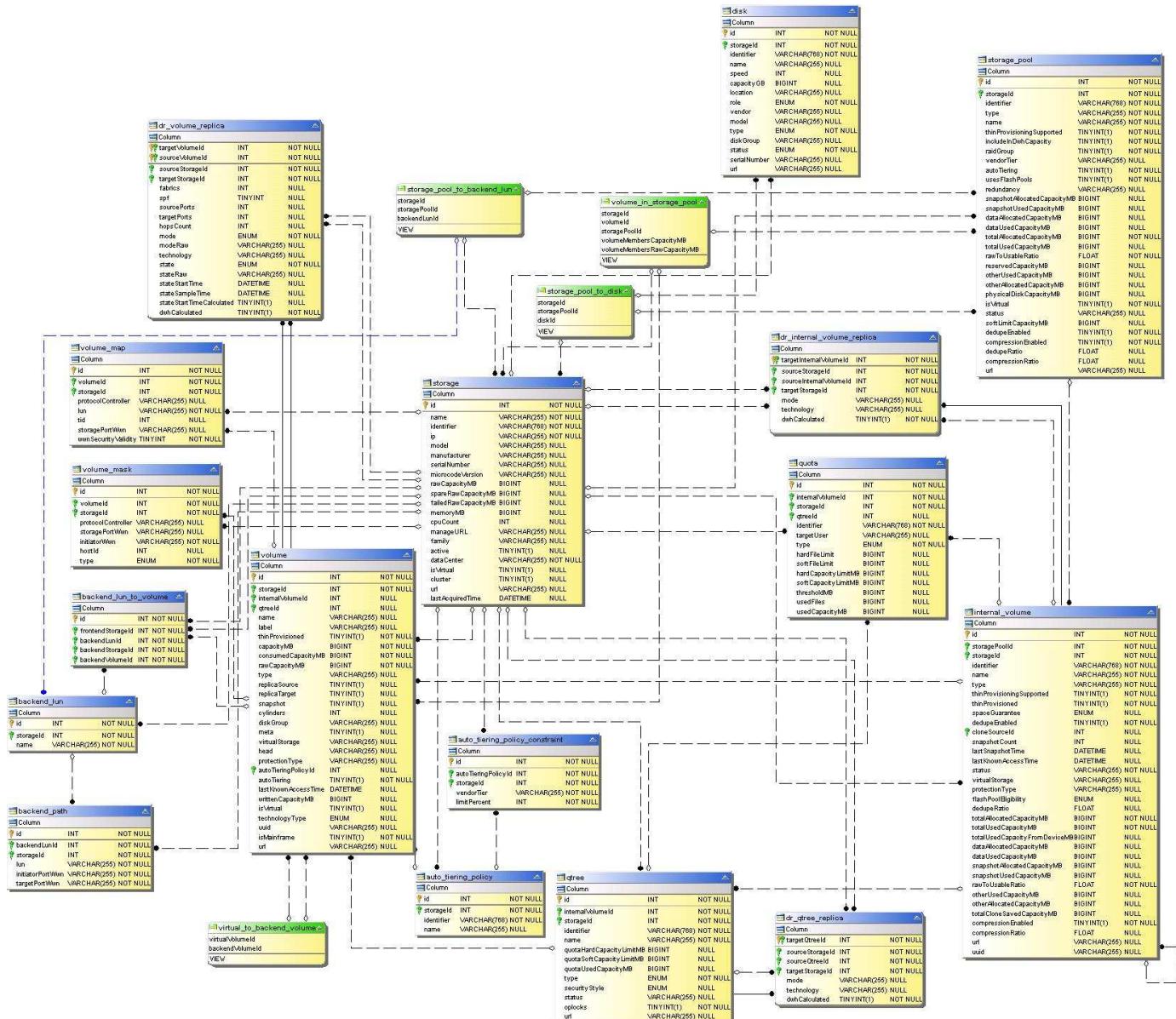


The Reporting feature is available in Cloud Insights Premium Edition.

Inventory Datamart

The following images describe the inventory datamart.

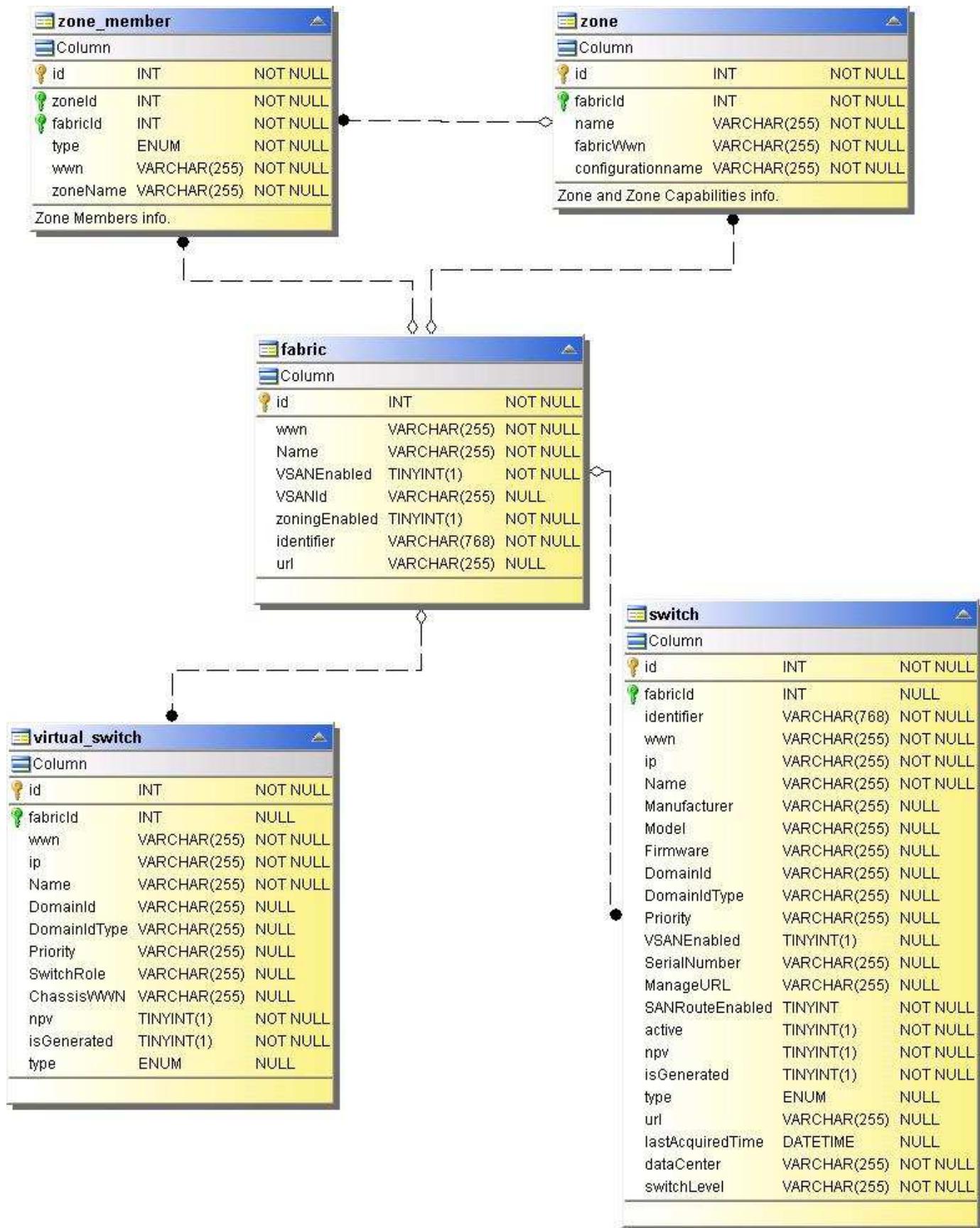
Storage



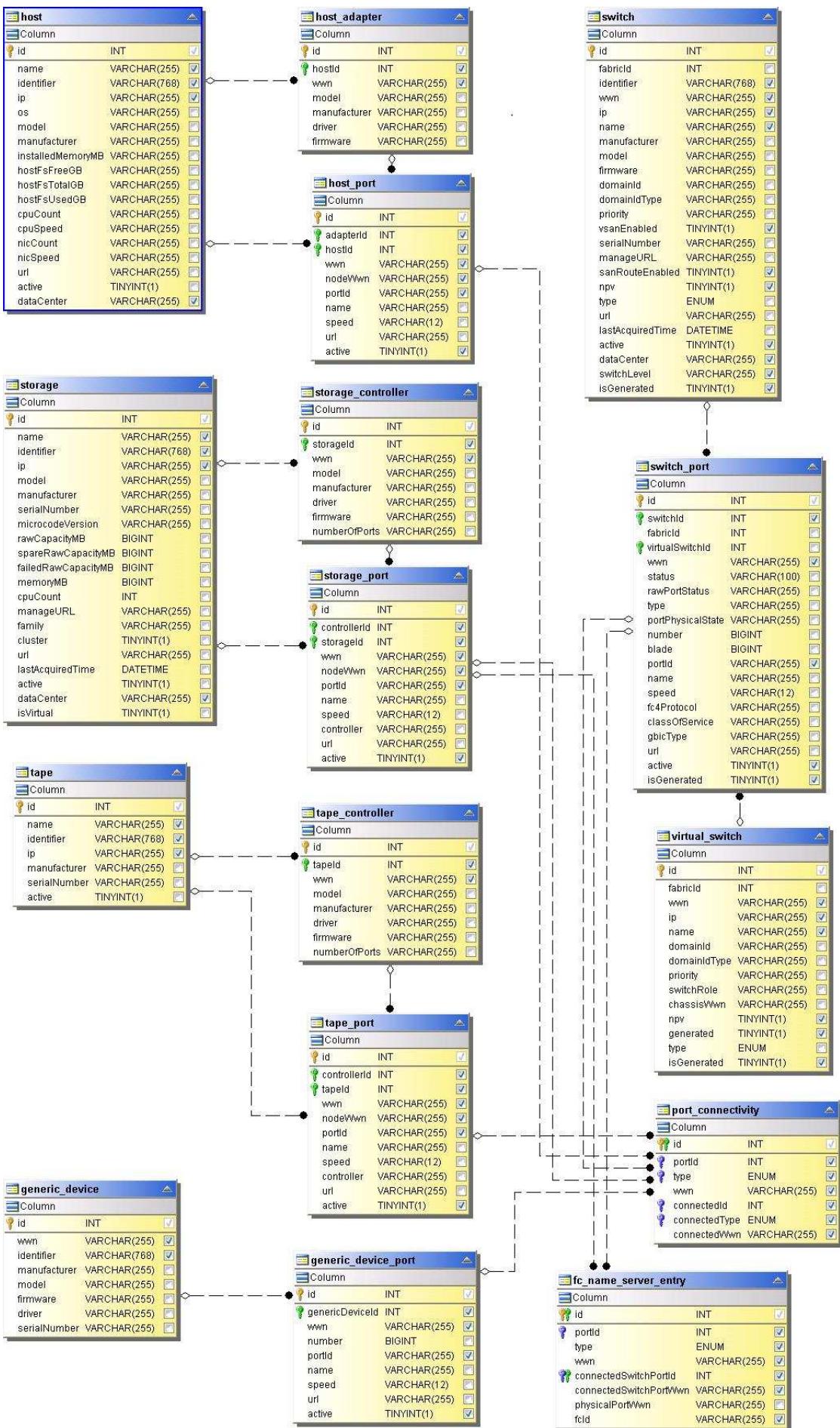
Storage Node

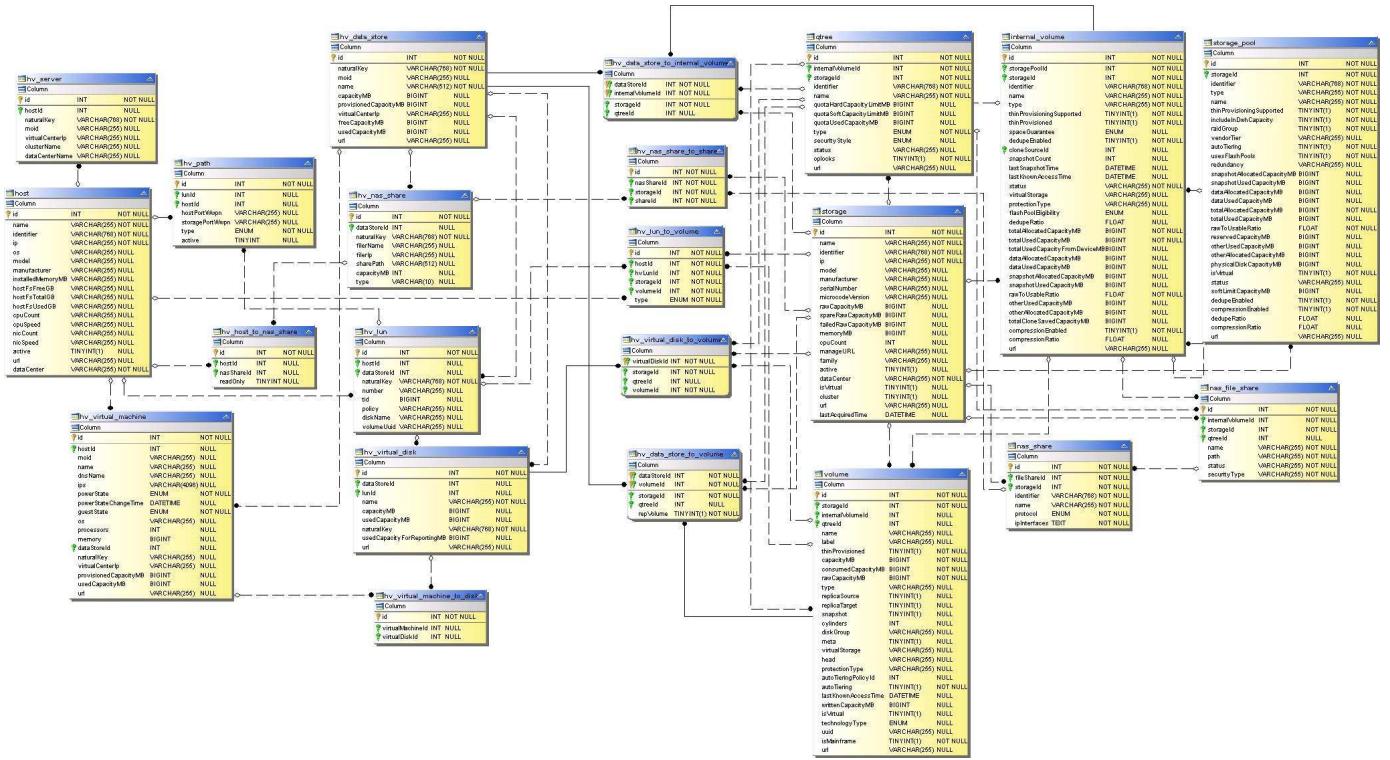


SAN Fabric

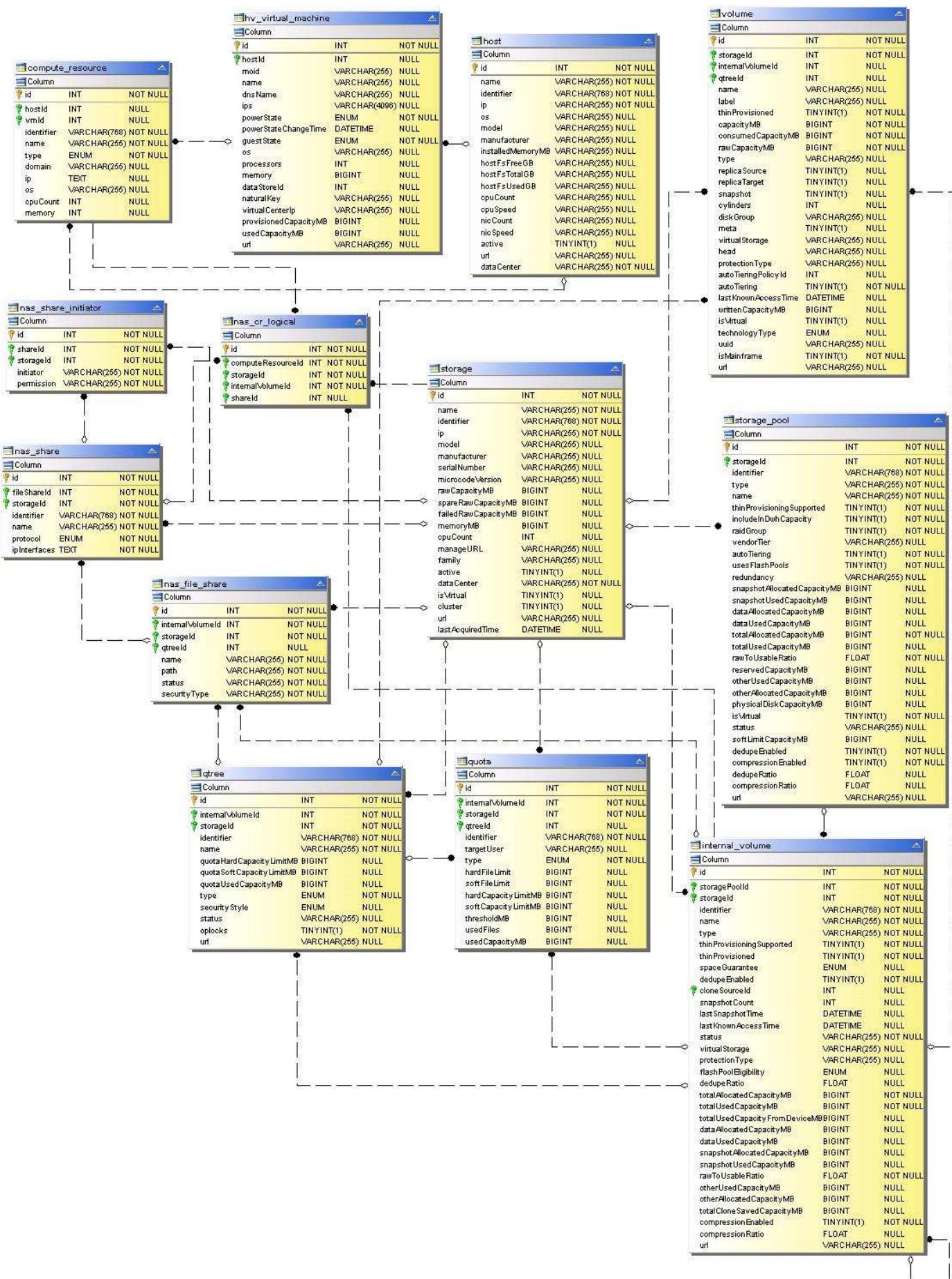


Port Connectivity

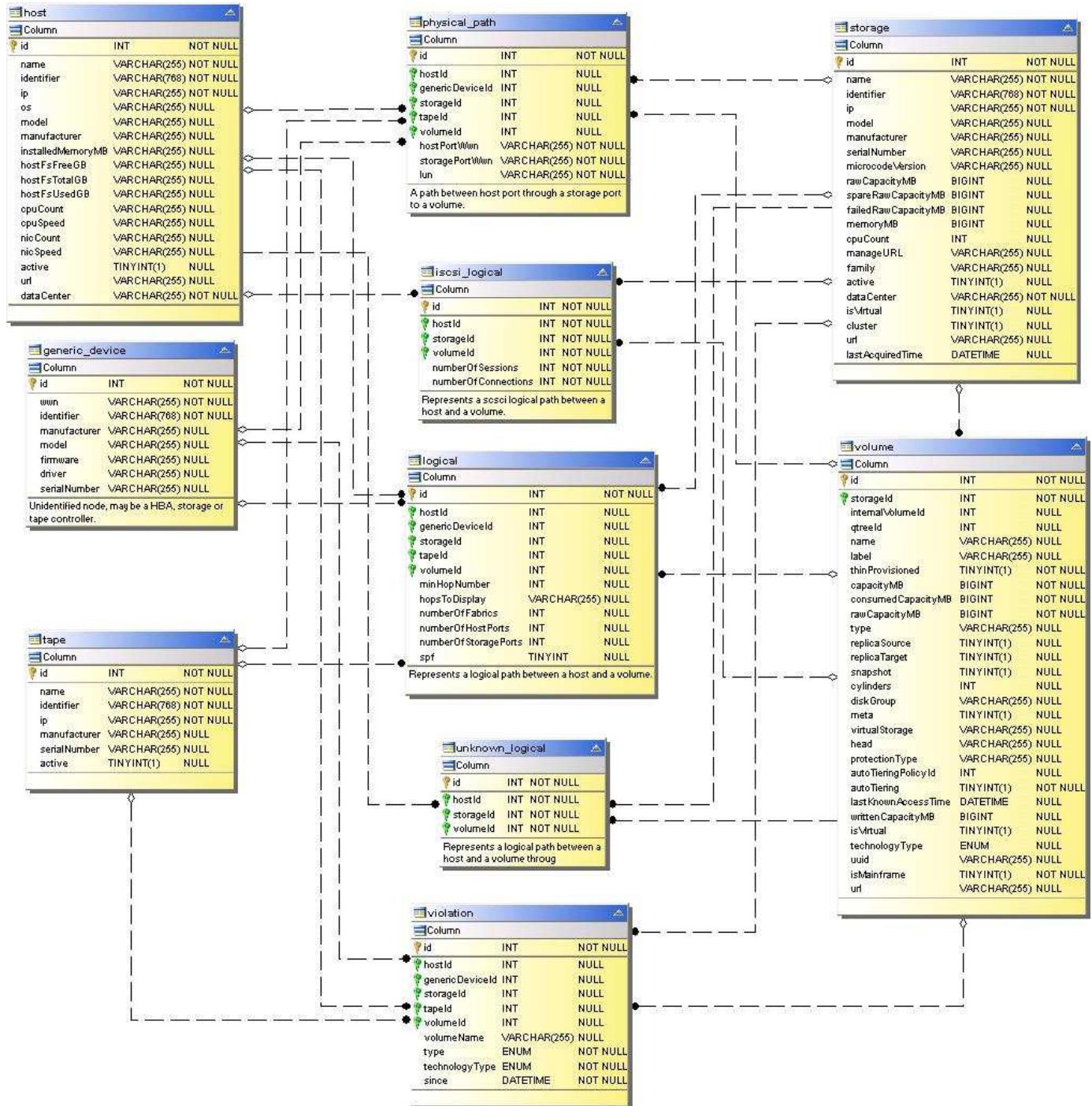




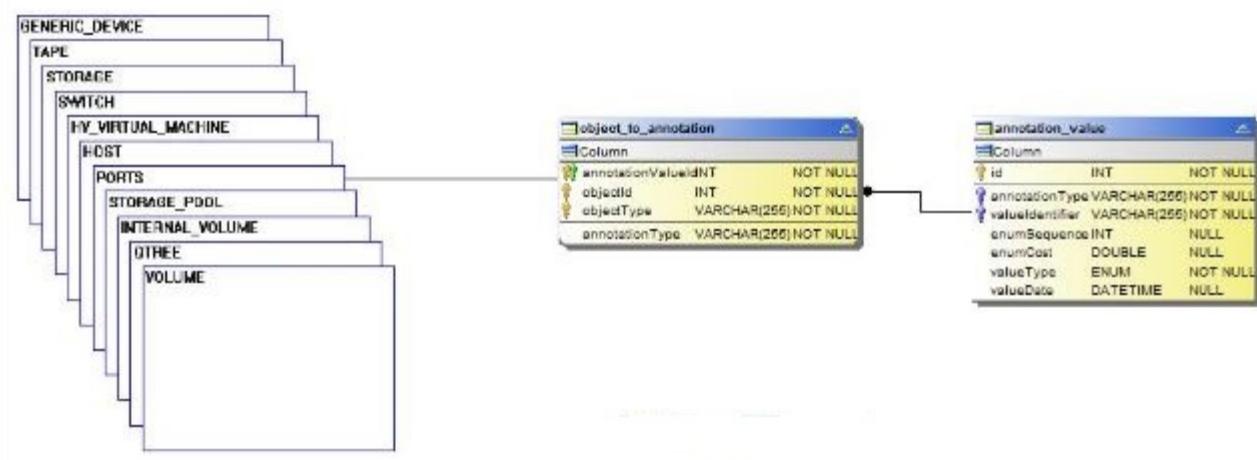
NAS



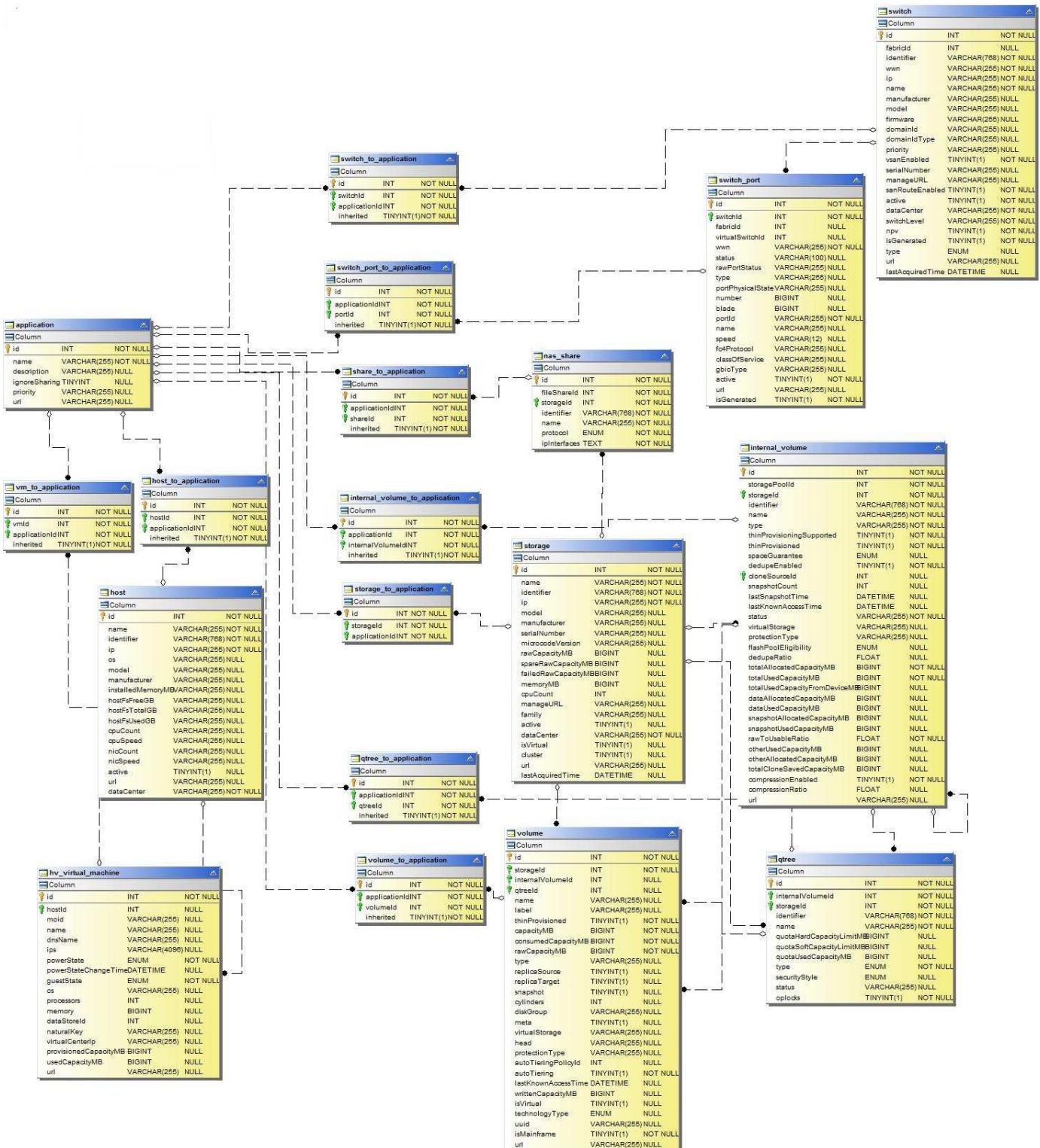
Paths and Violations



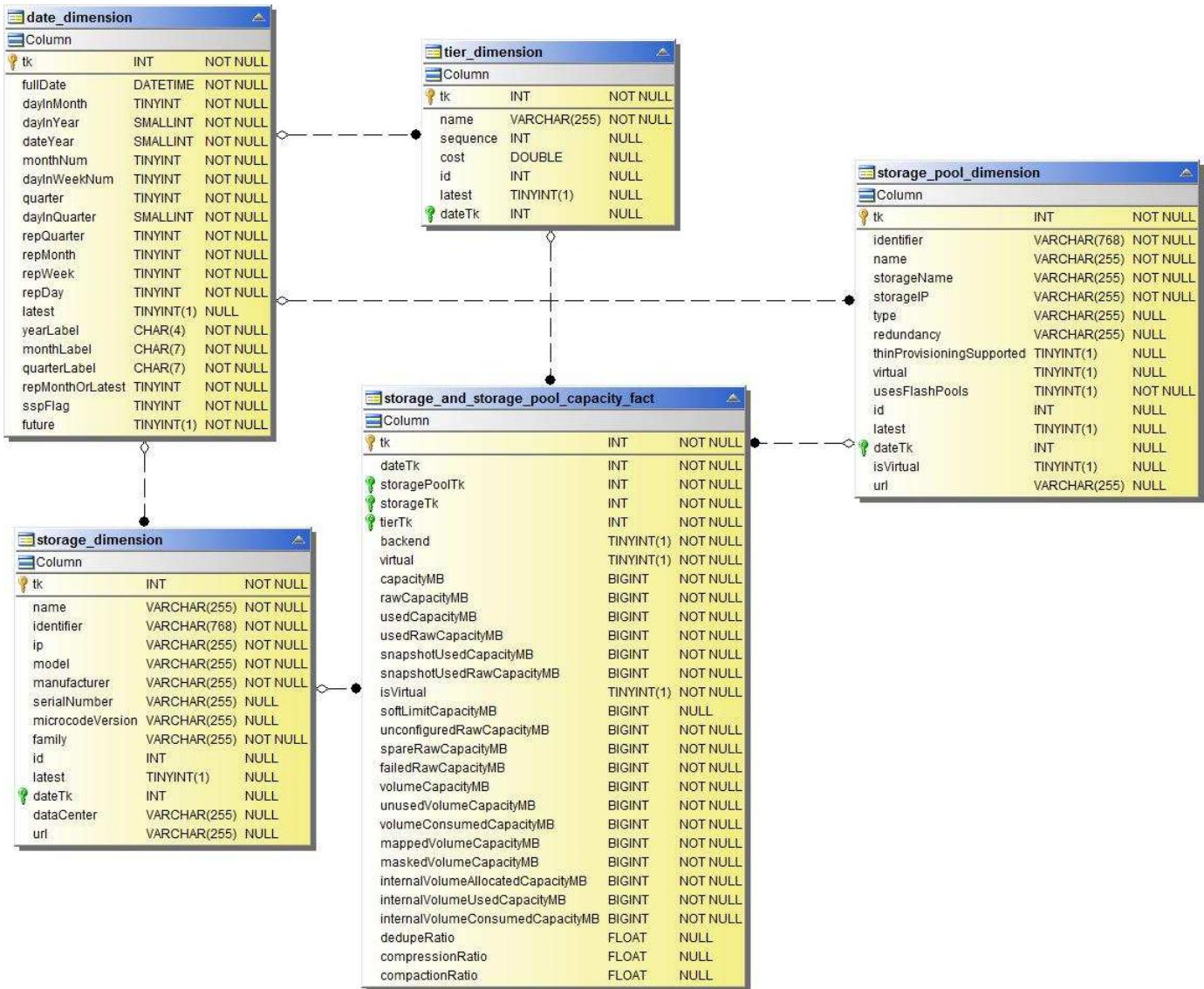
Annotations



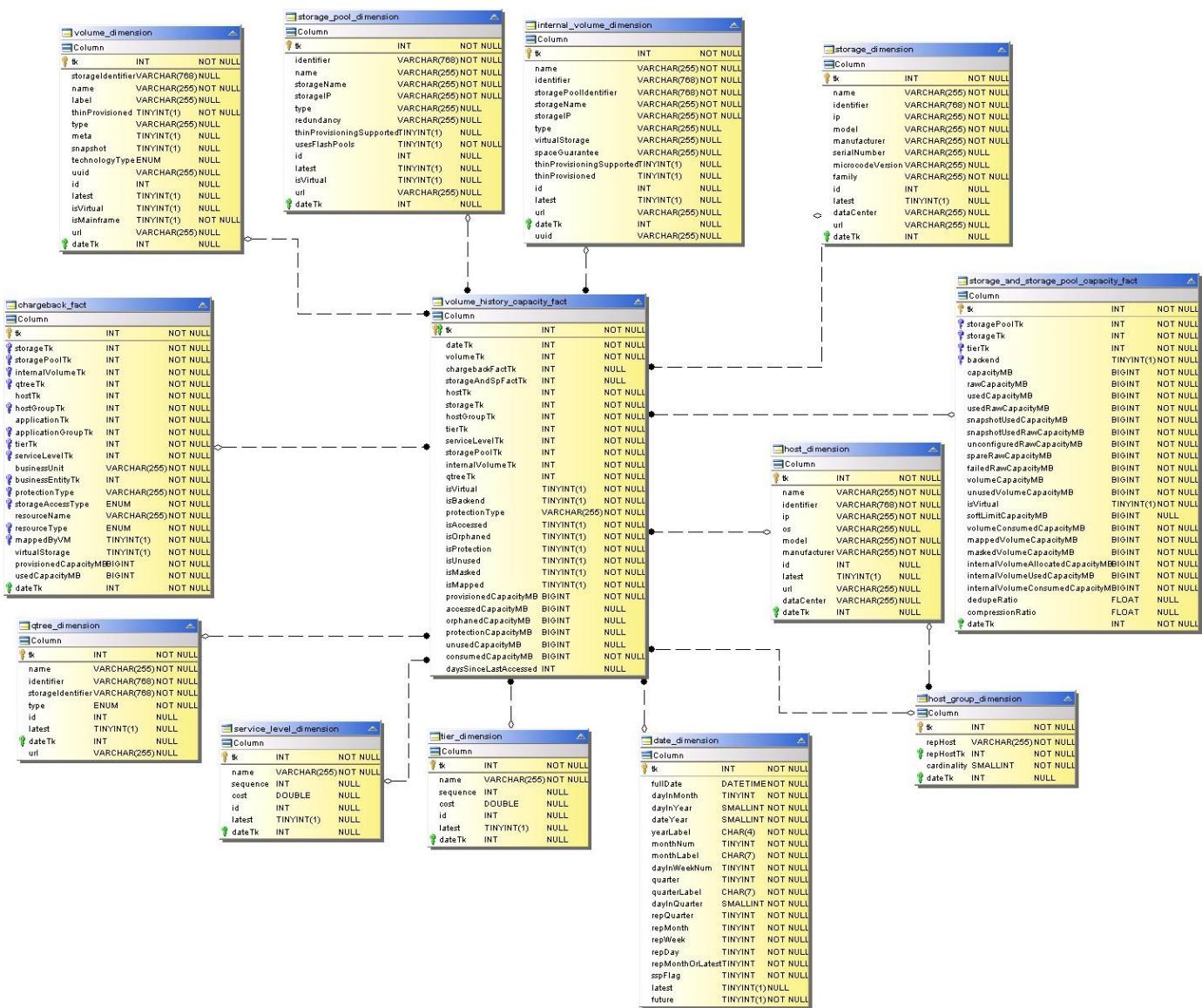
Applications



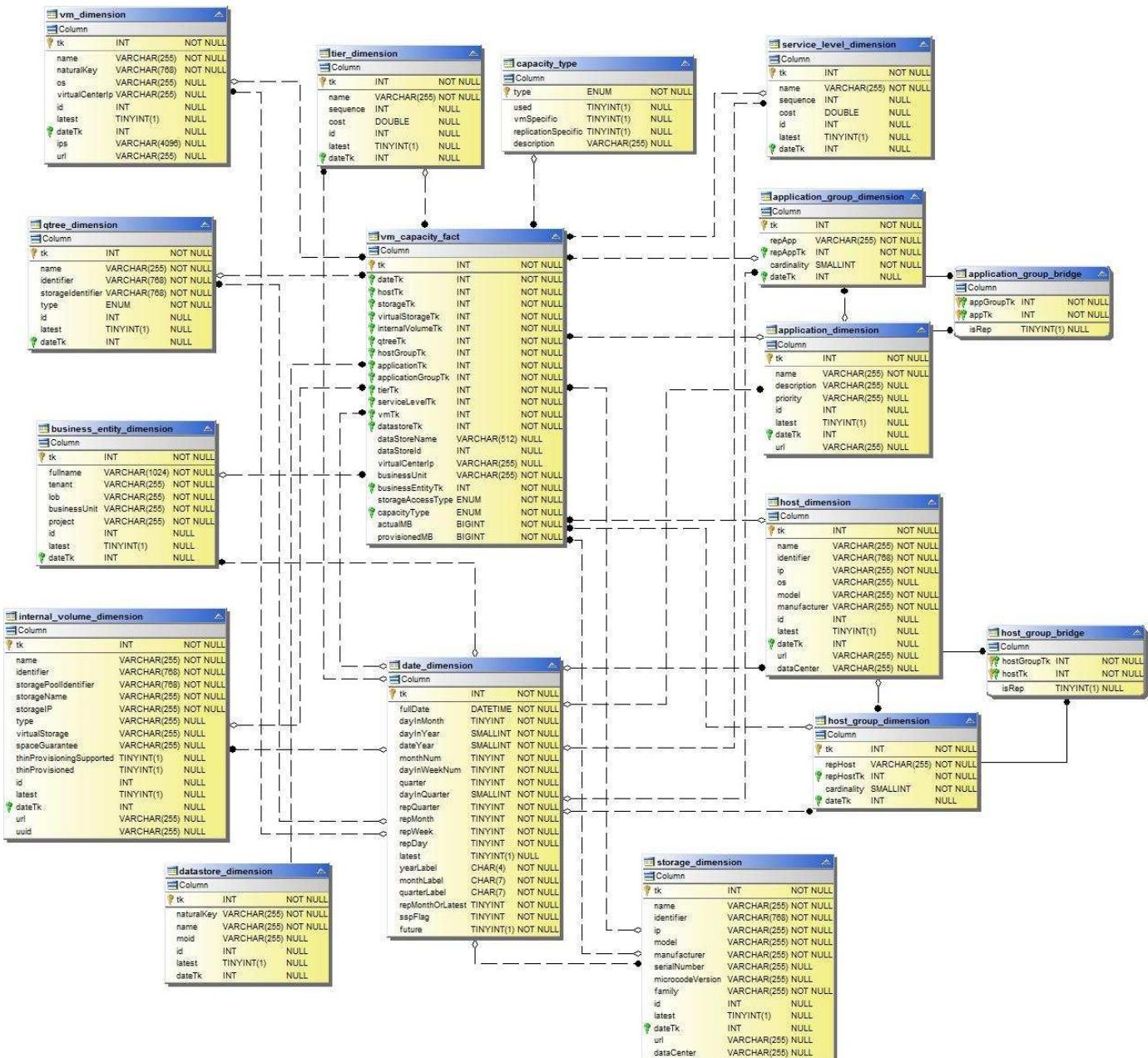
Storage and Storage Pool Capacity



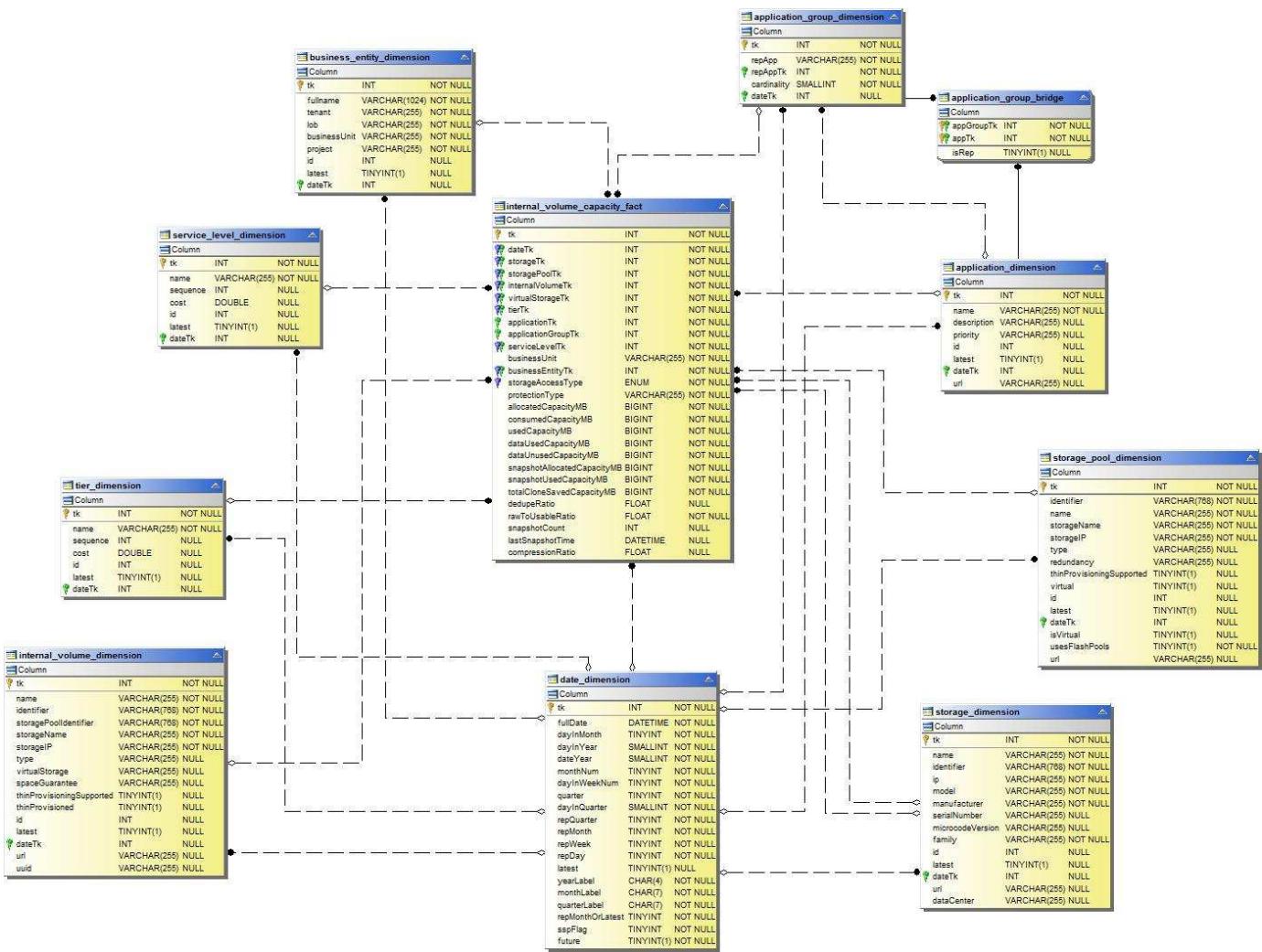
Volume Capacity



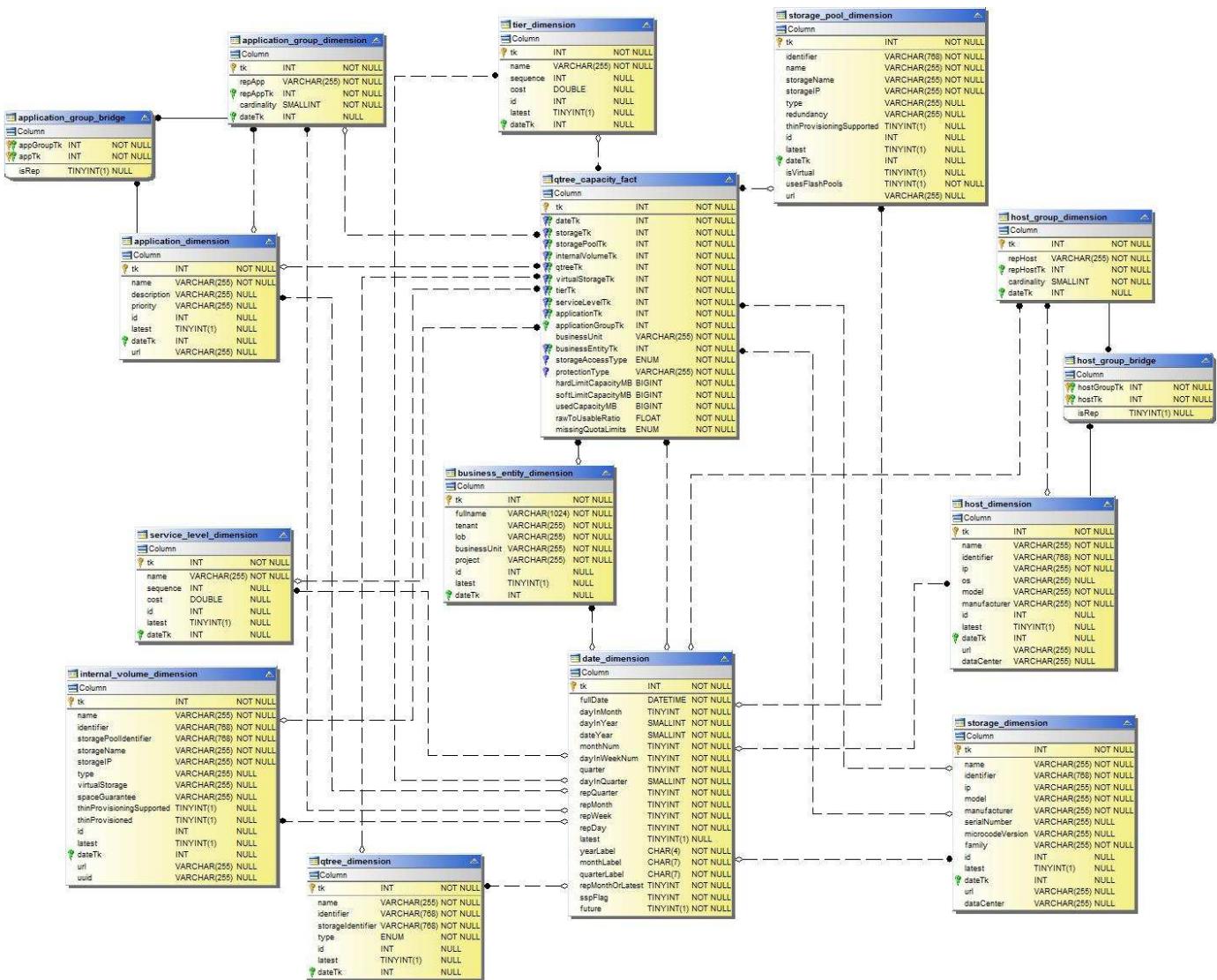
VM Capacity



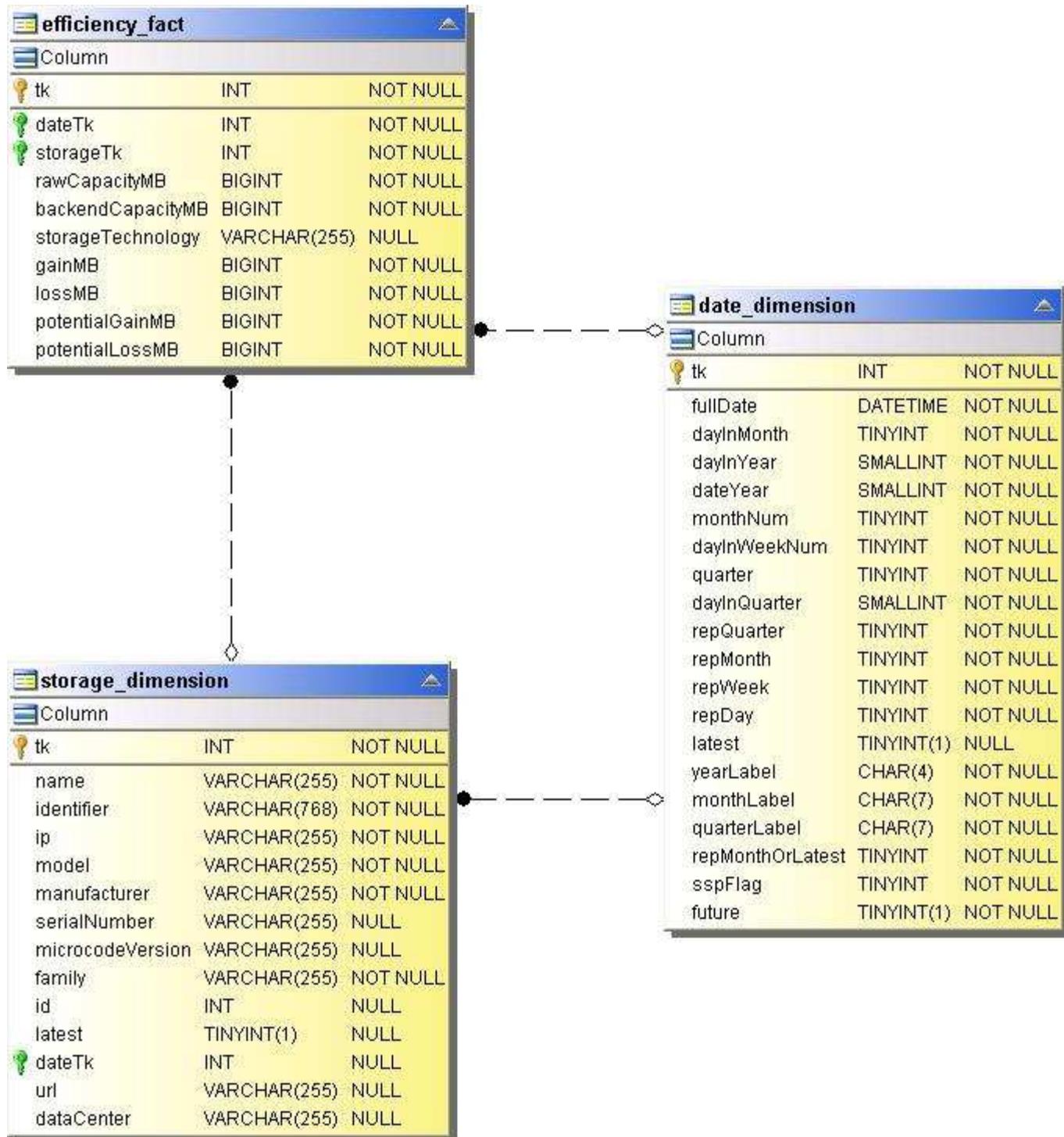
Internal Volume Capacity



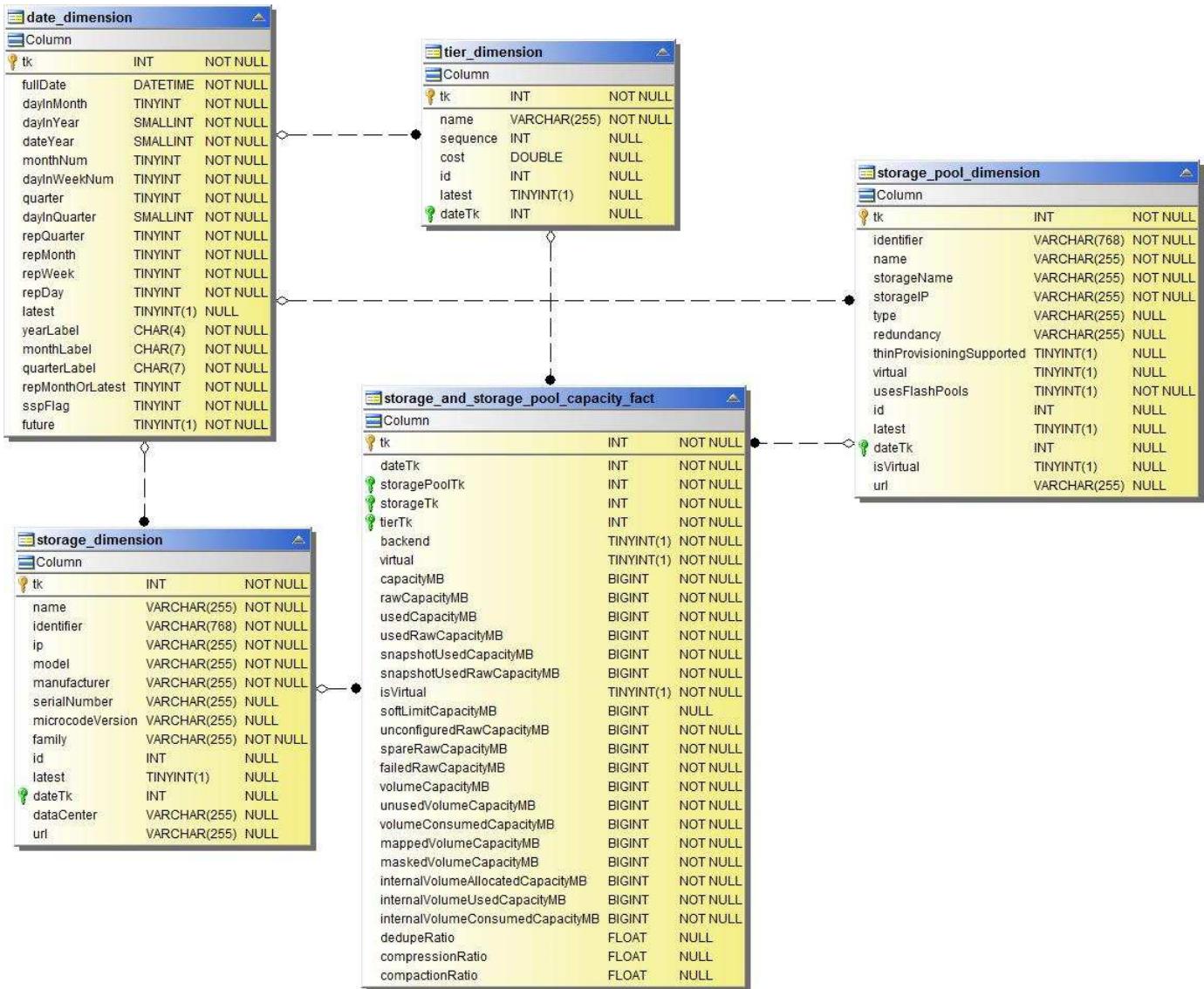
Qtree Capacity



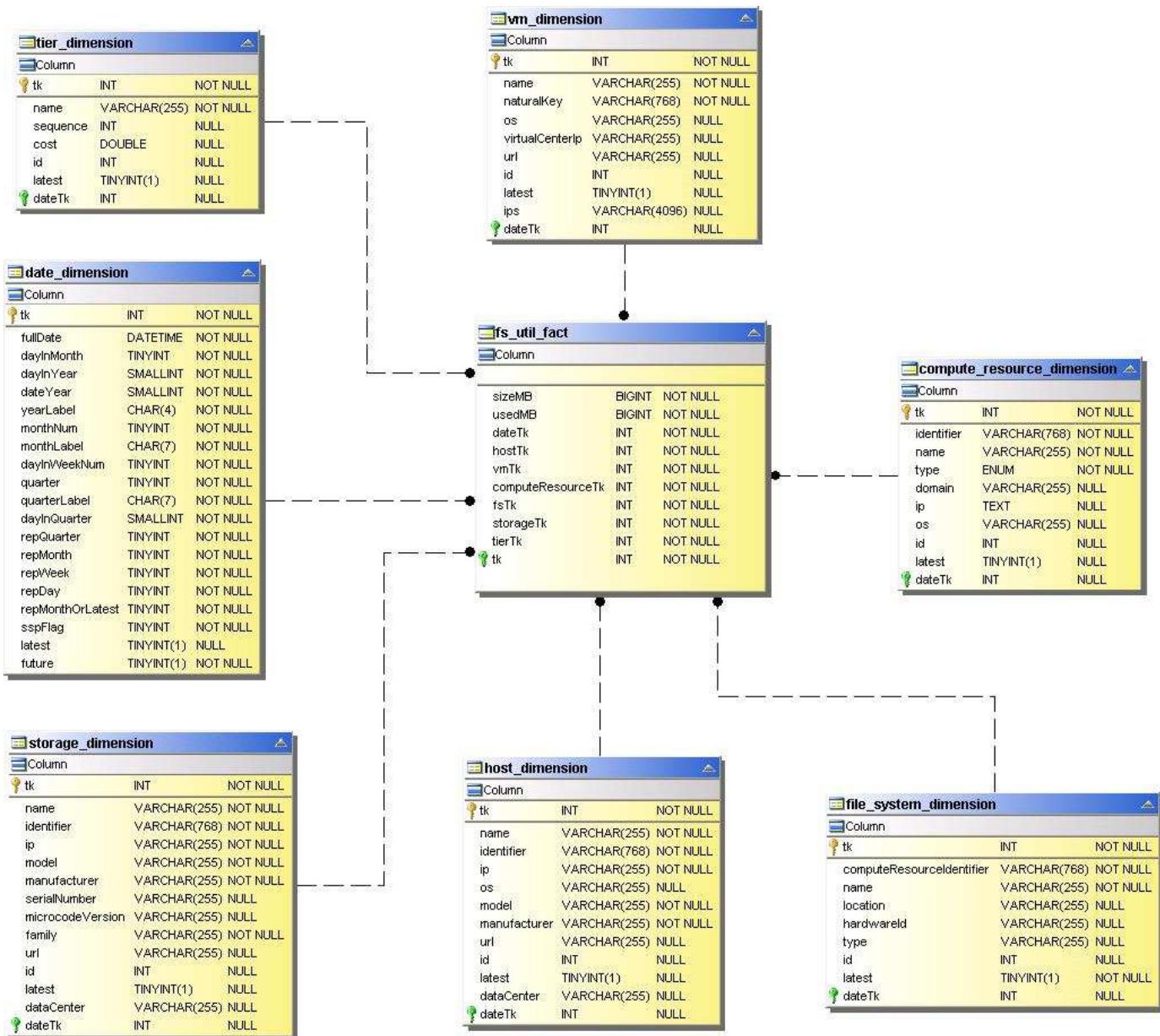
Storage Capacity Efficiency



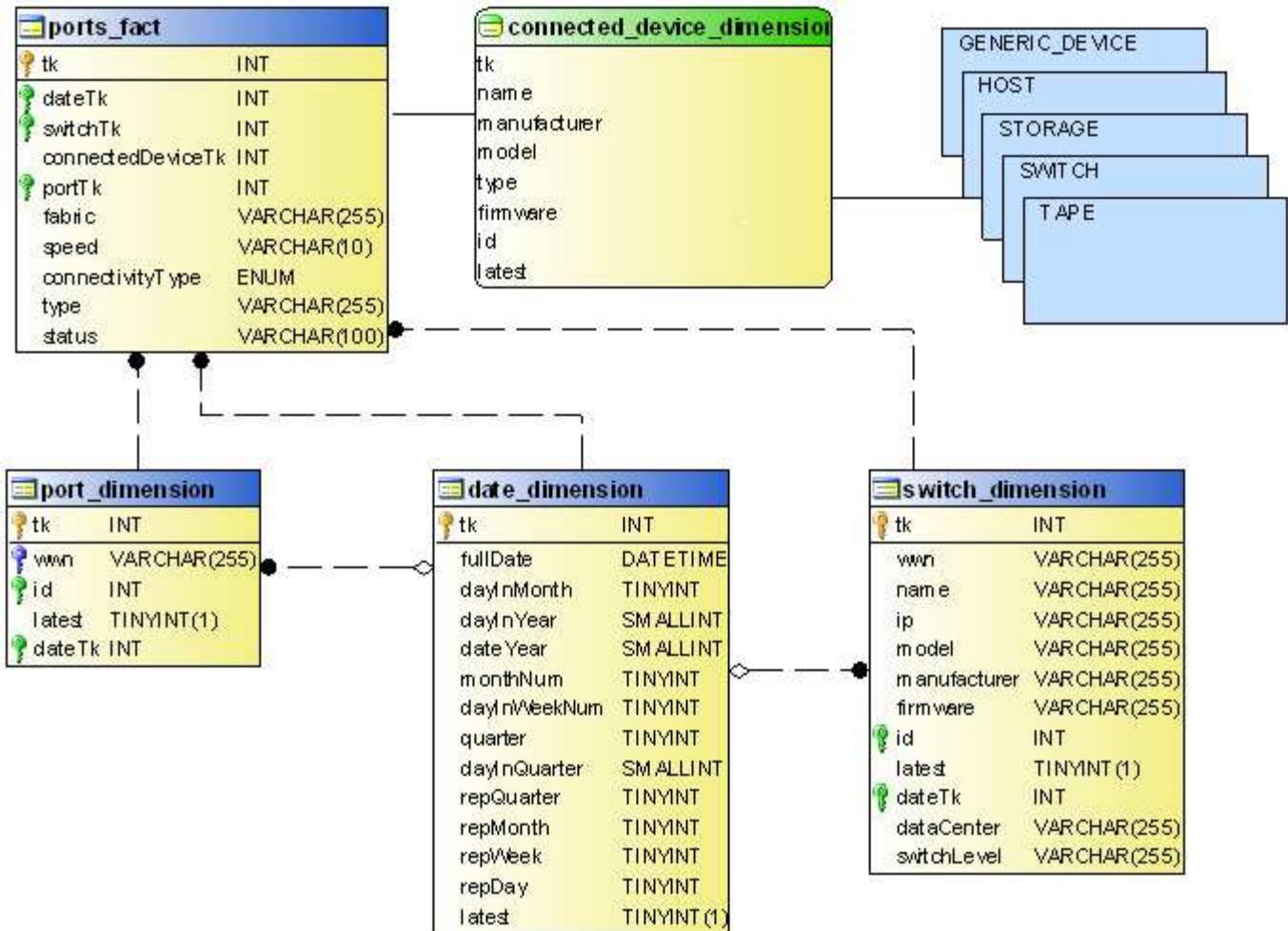
Storage and Storage Pool Capacity



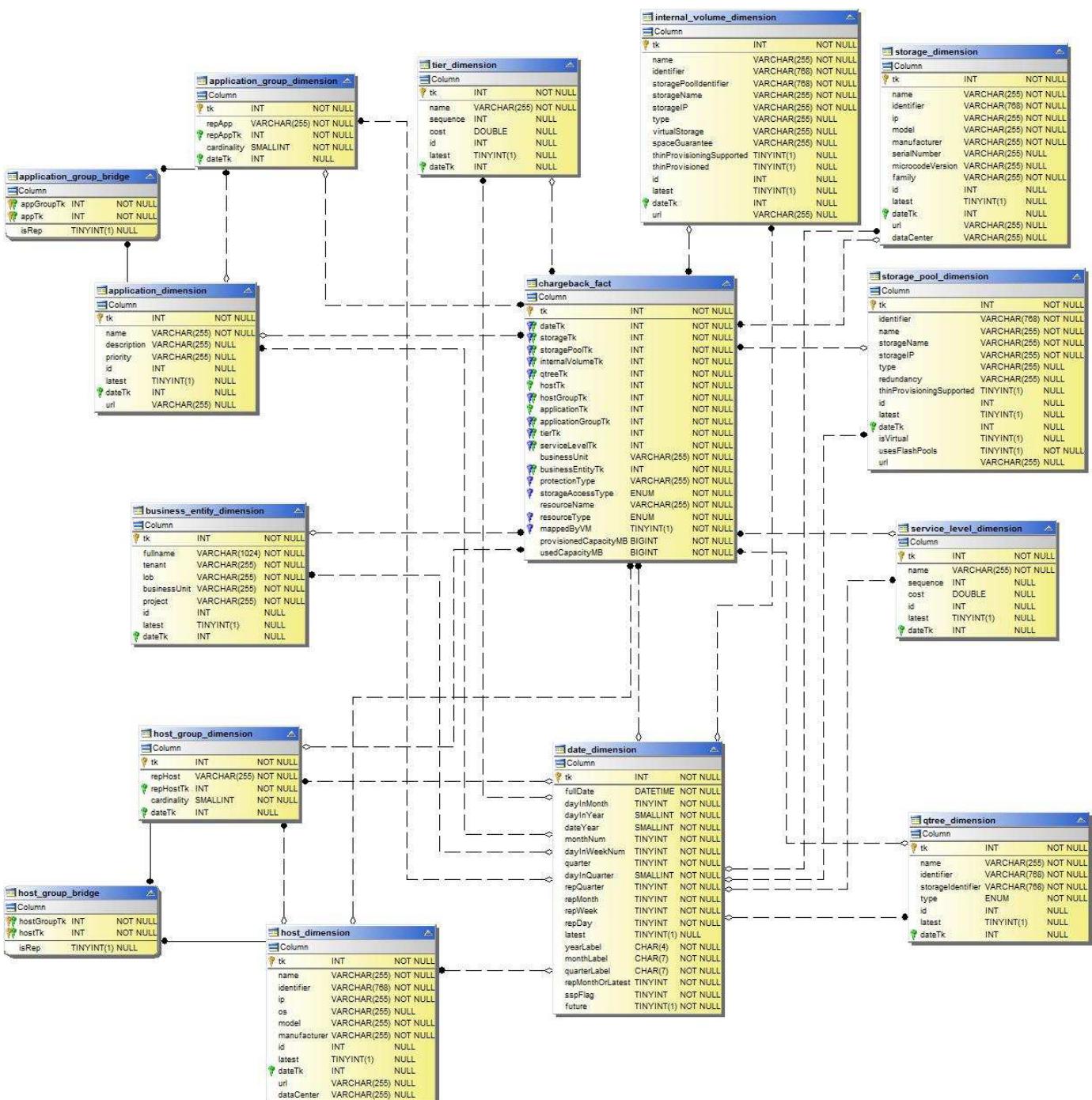
File System Utilization



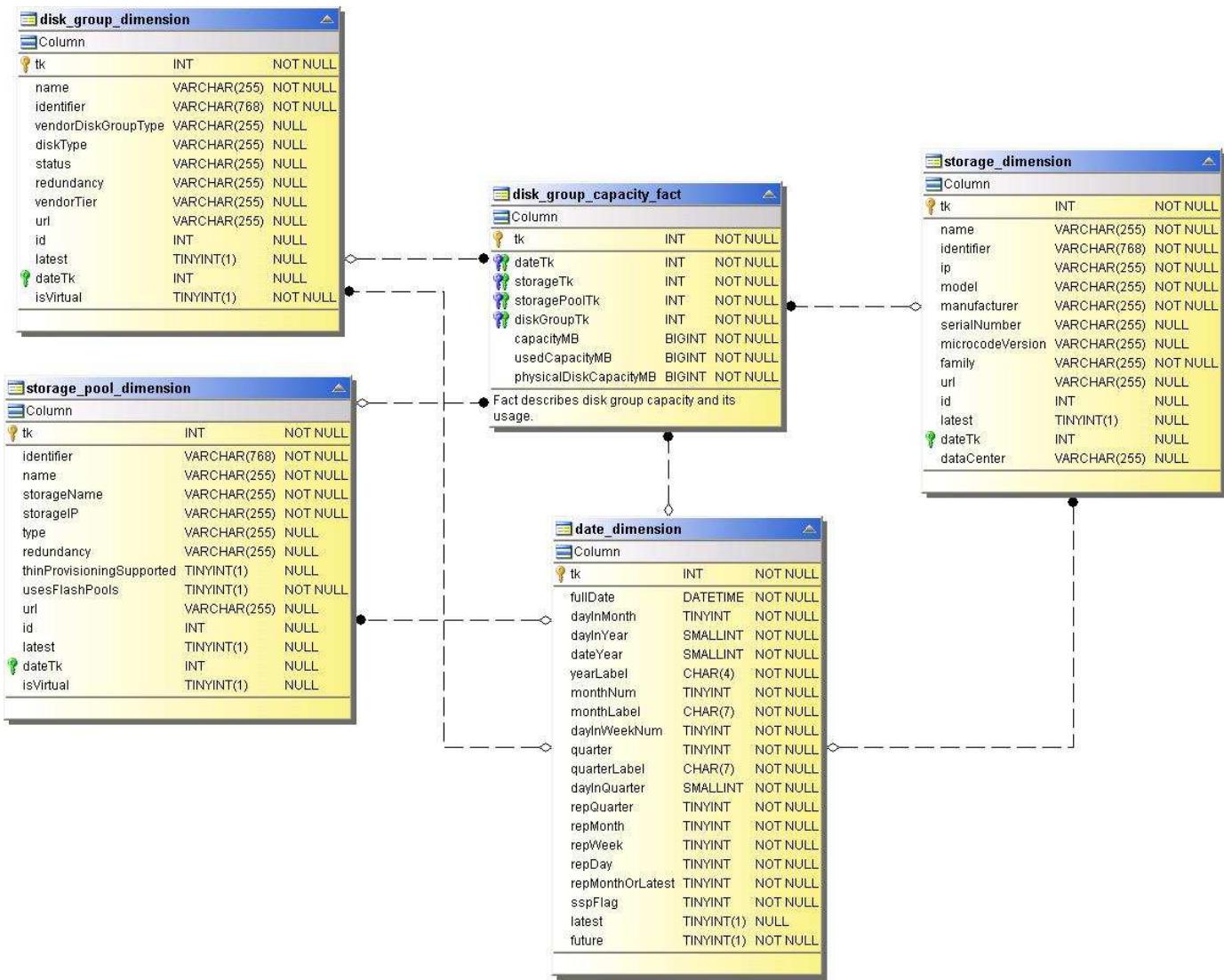
Port Capacity



Chargeback



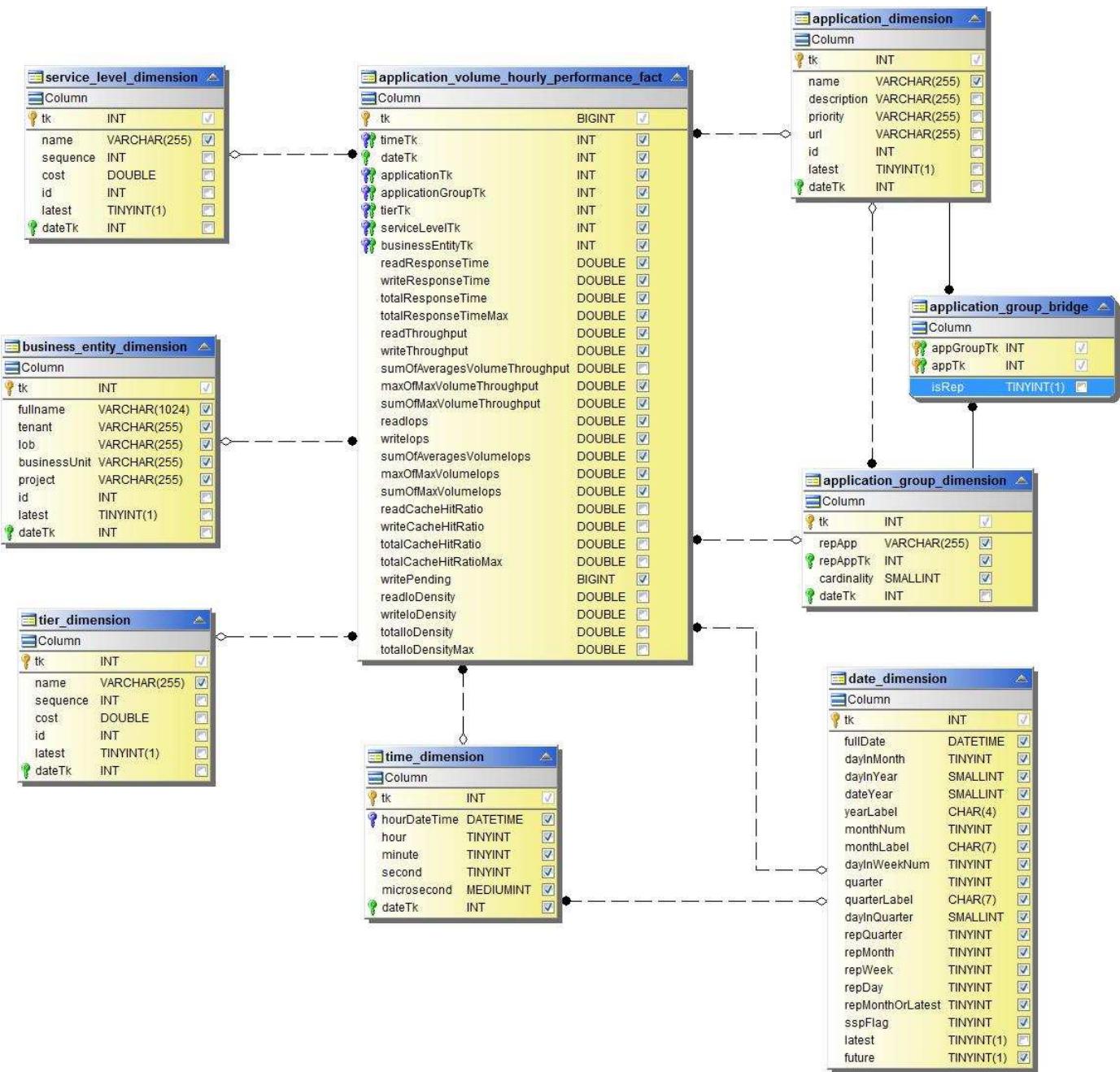
Disk Group Capacity



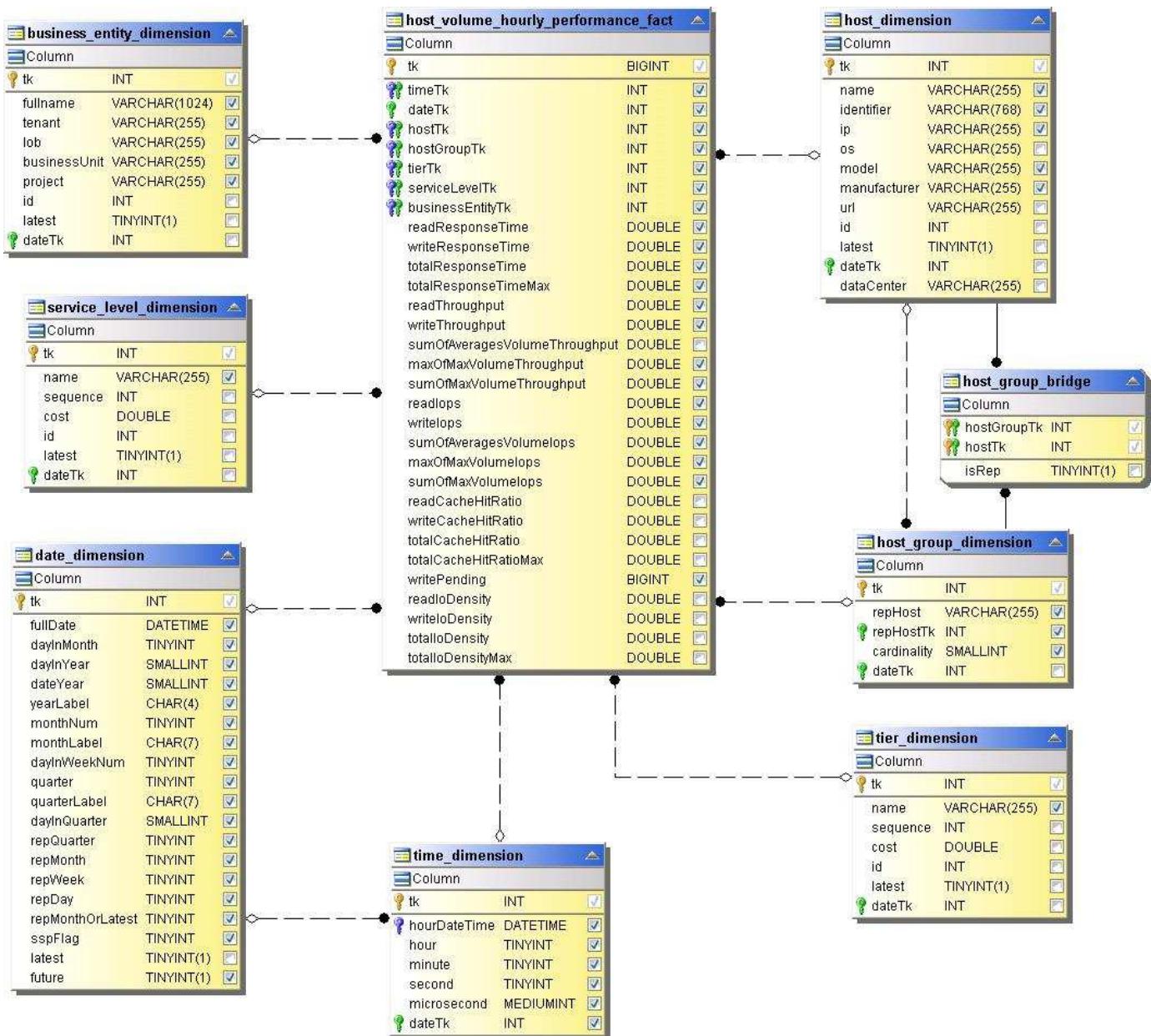
Performance Datamart

The following images describe the performance datamart.

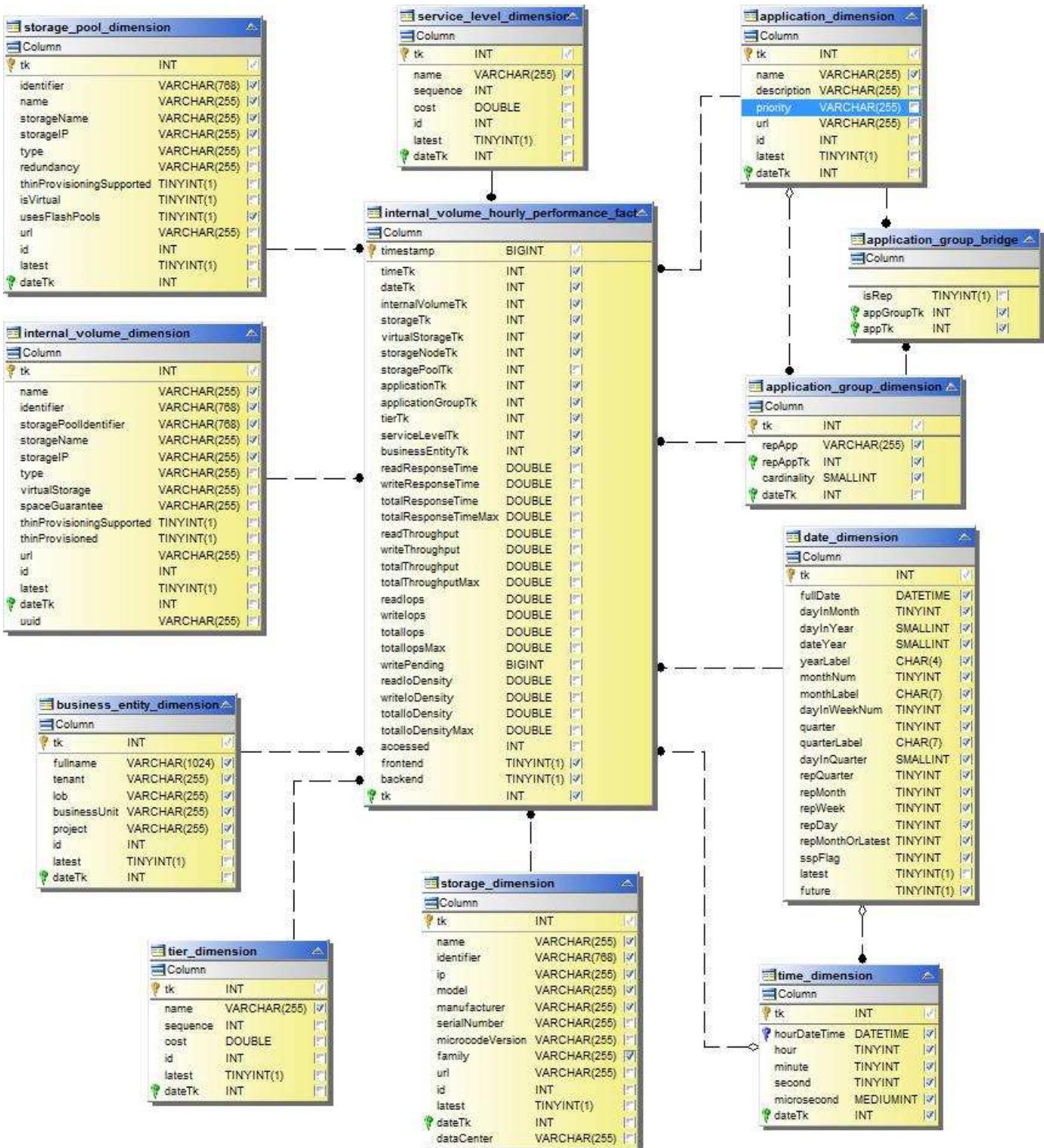
Application Volume Hourly Performance



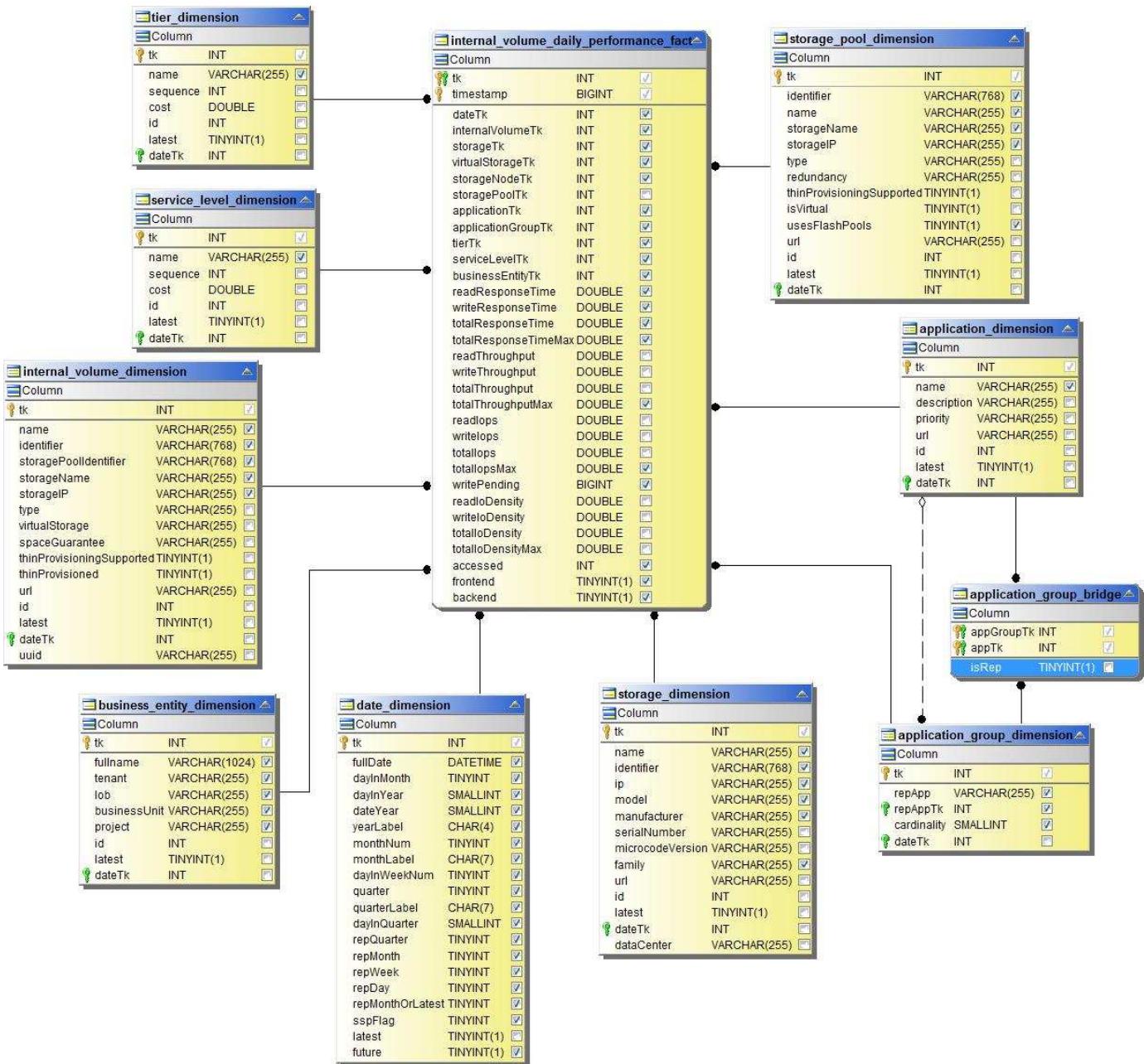
Internal Volume Hourly Performance



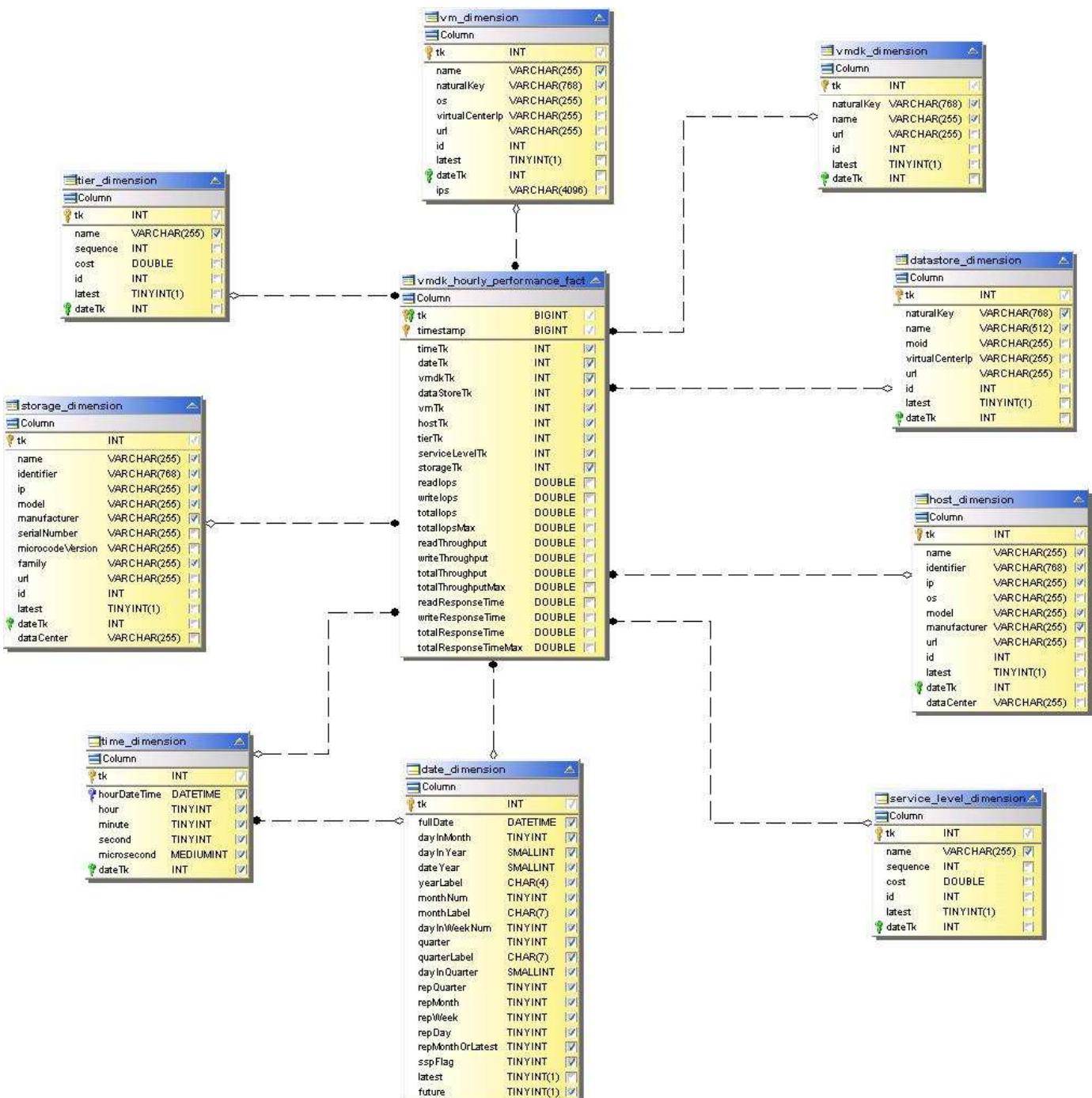
Internal Volume Hourly Performance



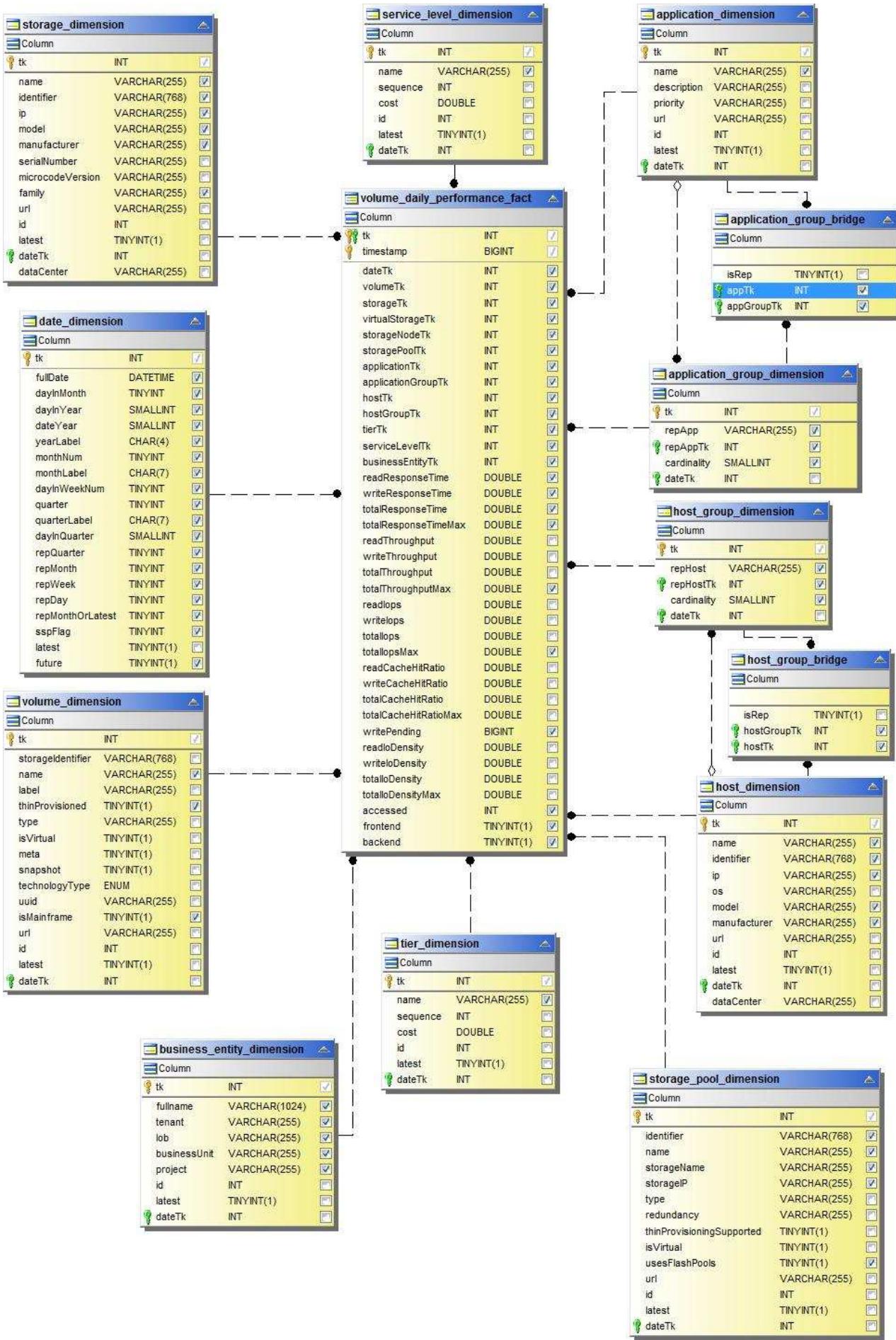
Internal Volume Daily Performance



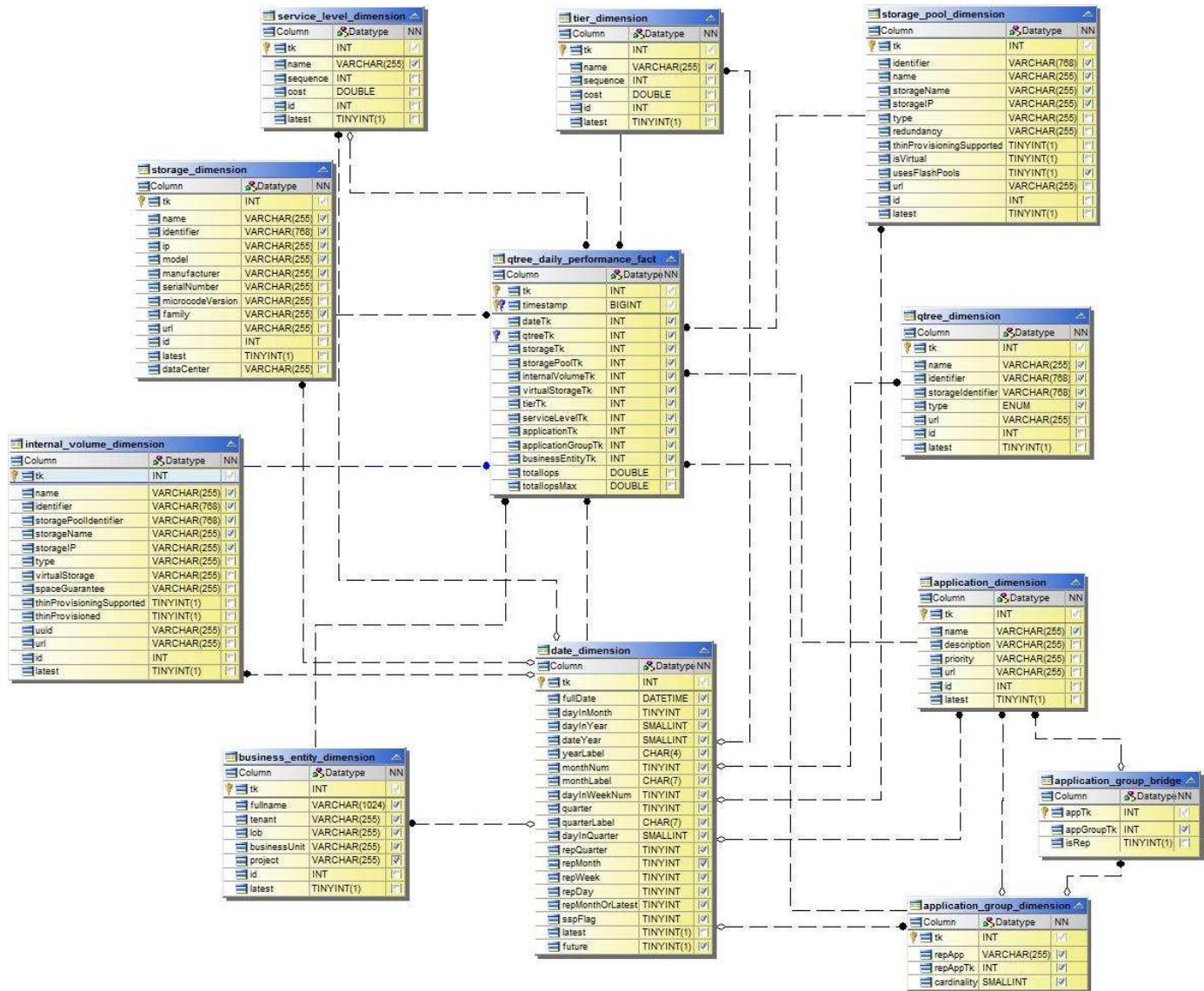
Volume Hourly Performance



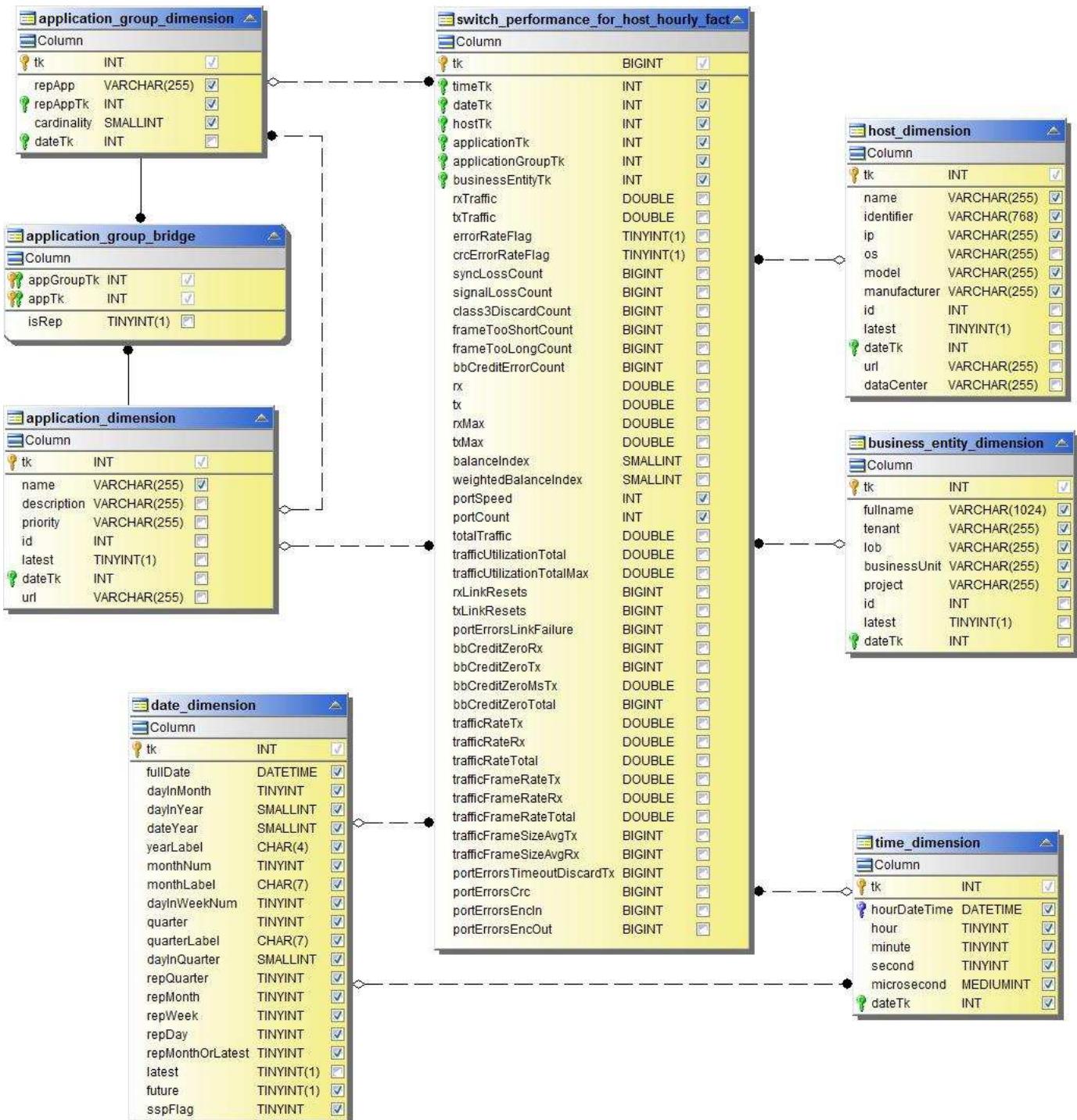
Volume Daily Performance



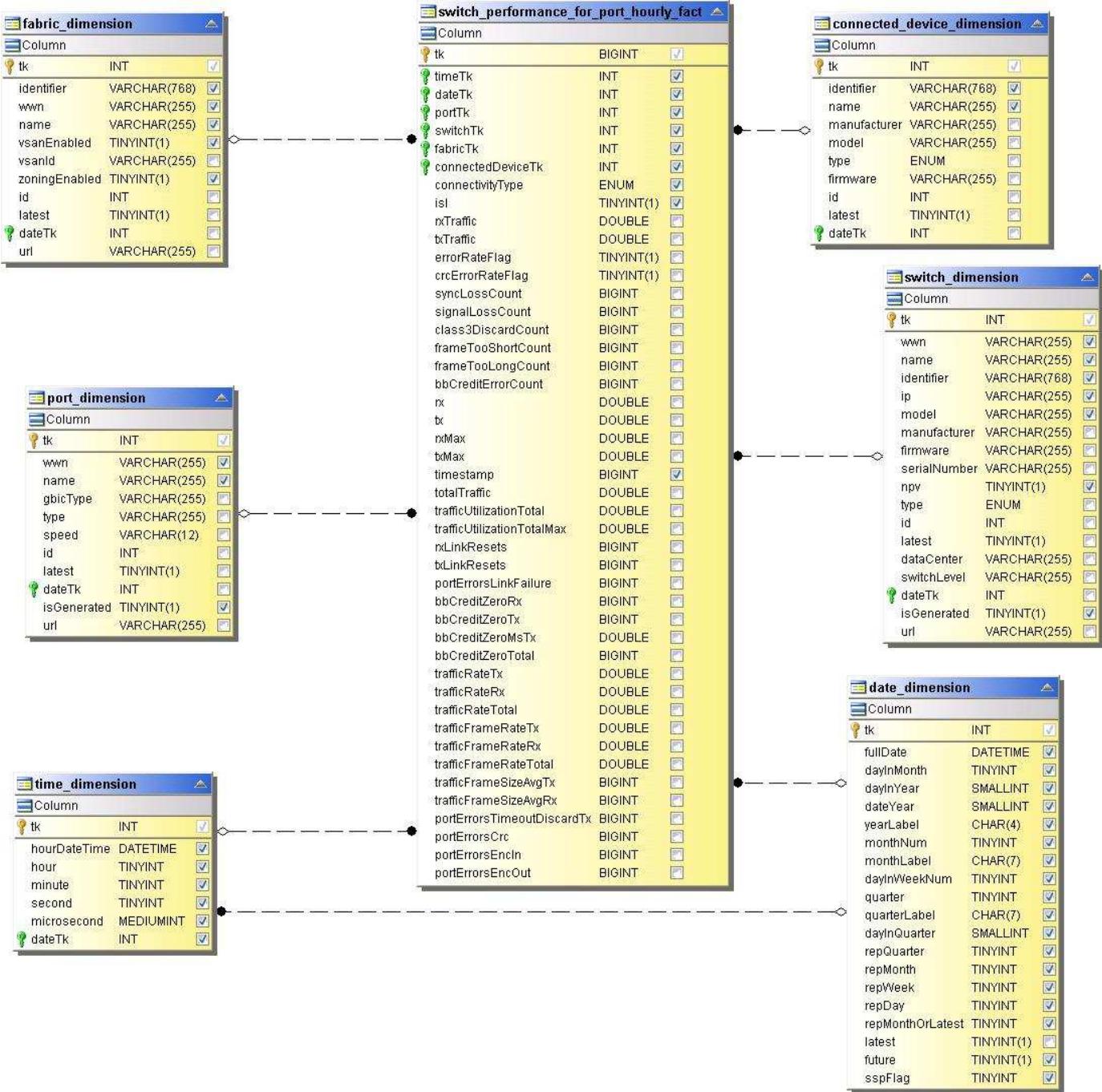
Qtree Daily Performance



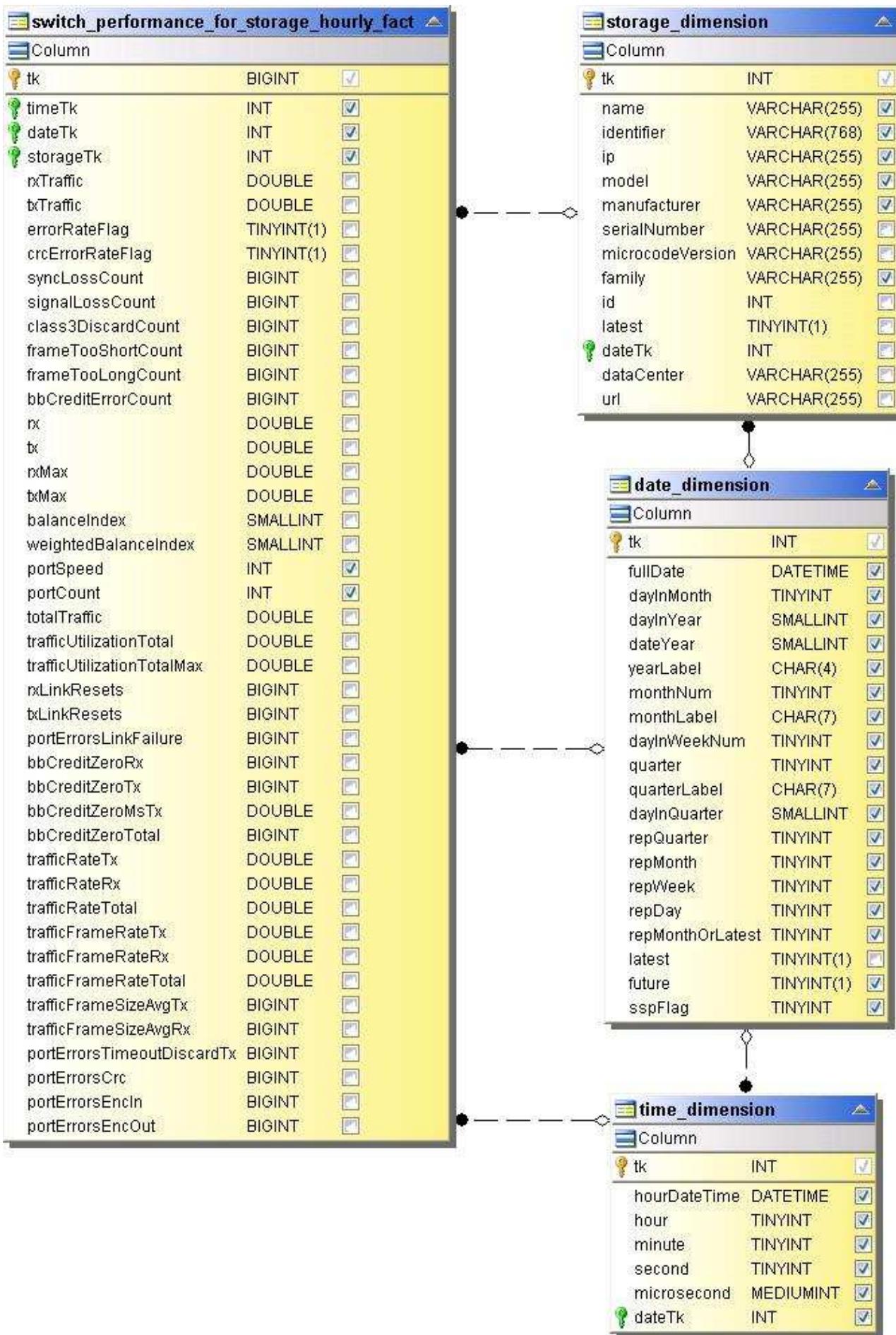
Switch Hourly Performance for Host



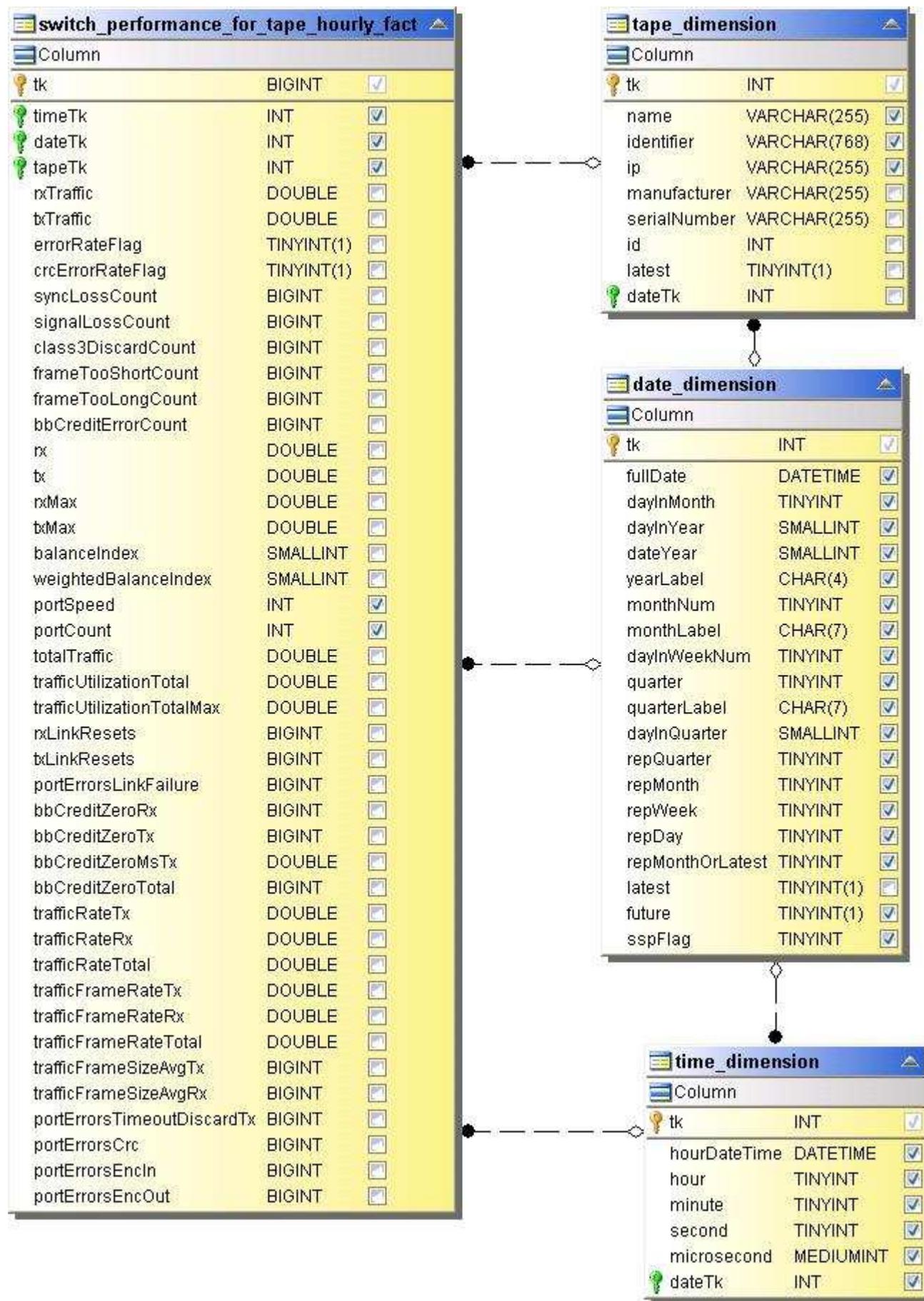
Switch Hourly Performance for Port



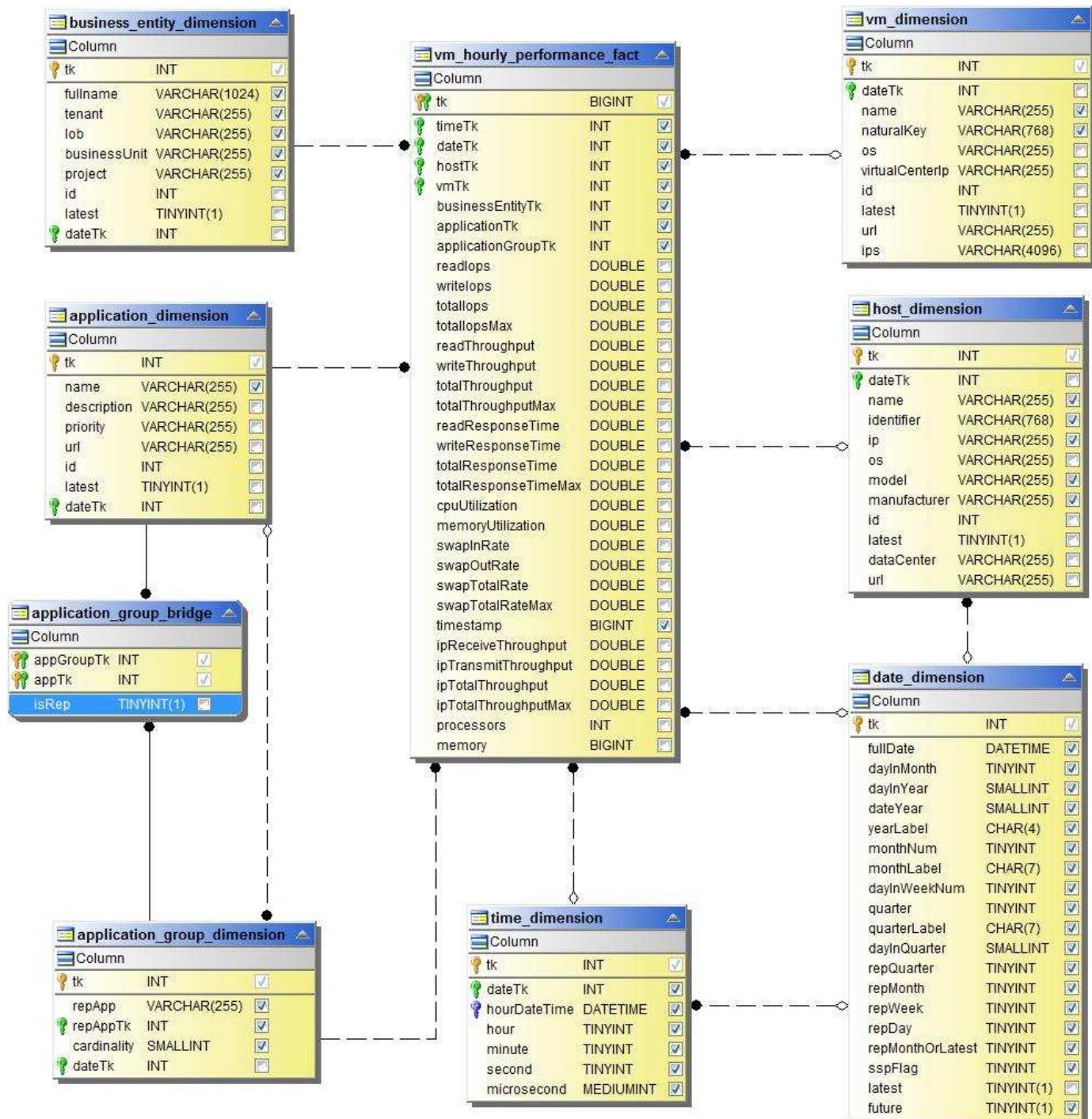
Switch Hourly Performance for Storage



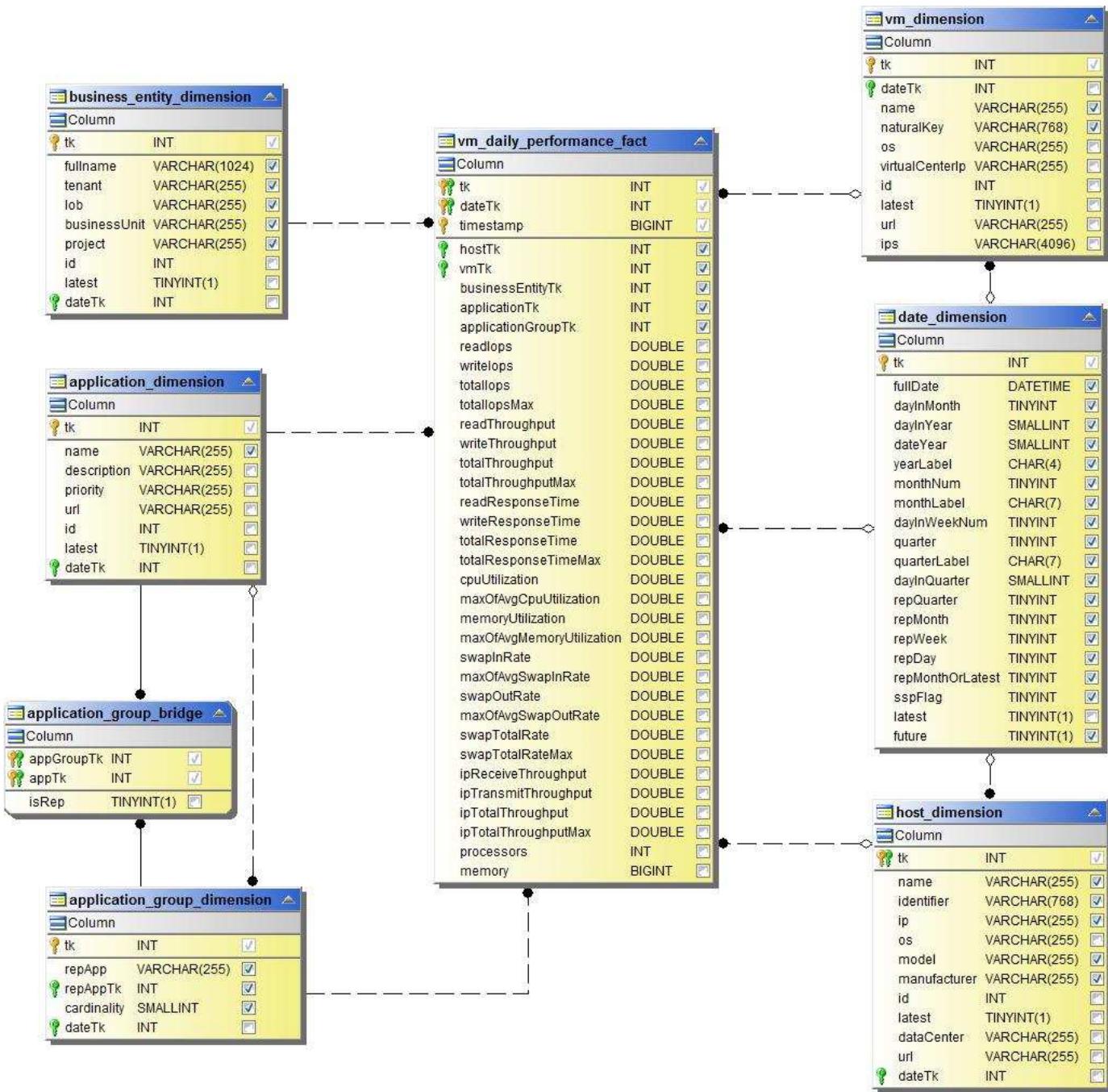
Switch Hourly Performance for Tape



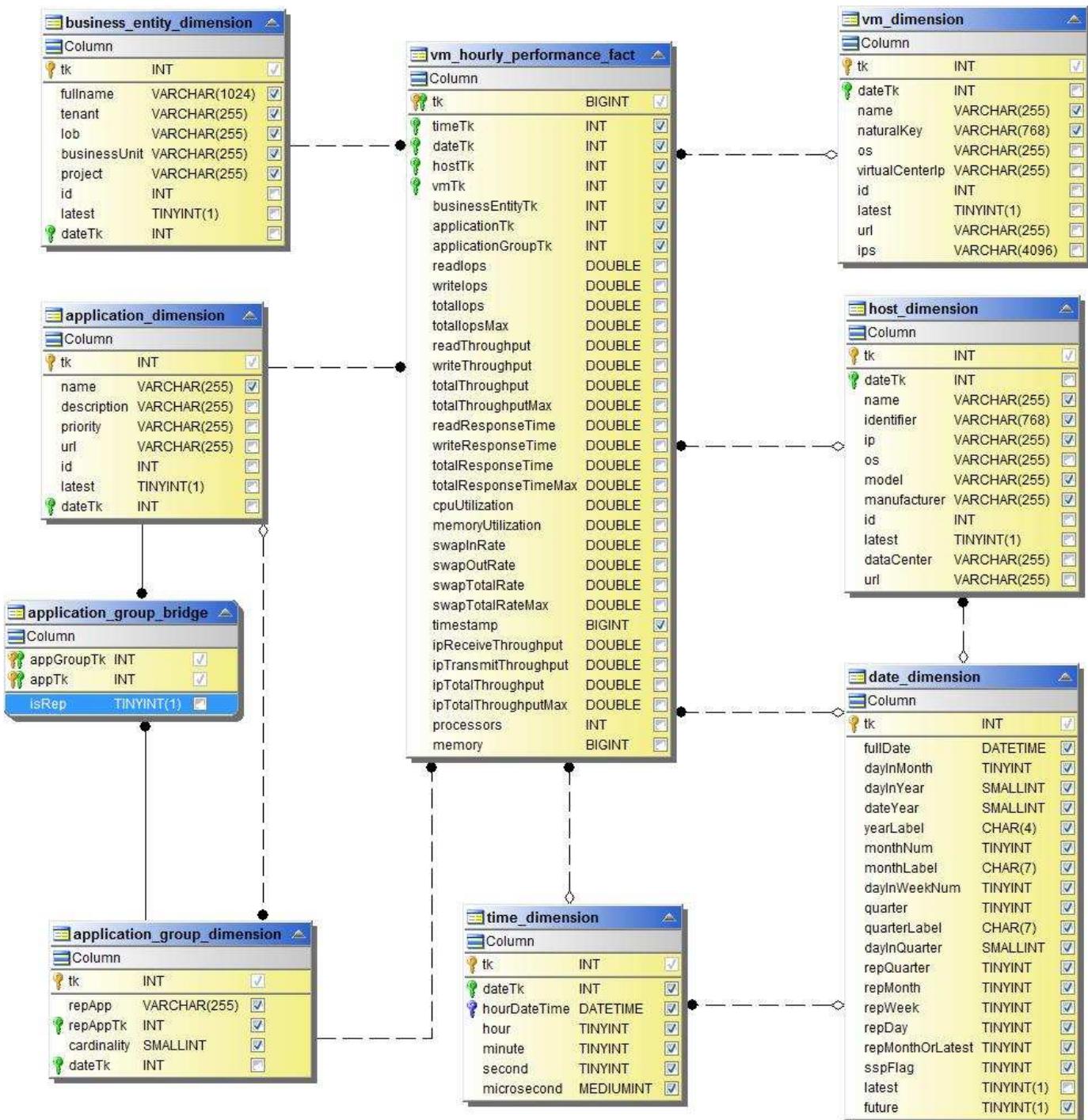
VM Performance



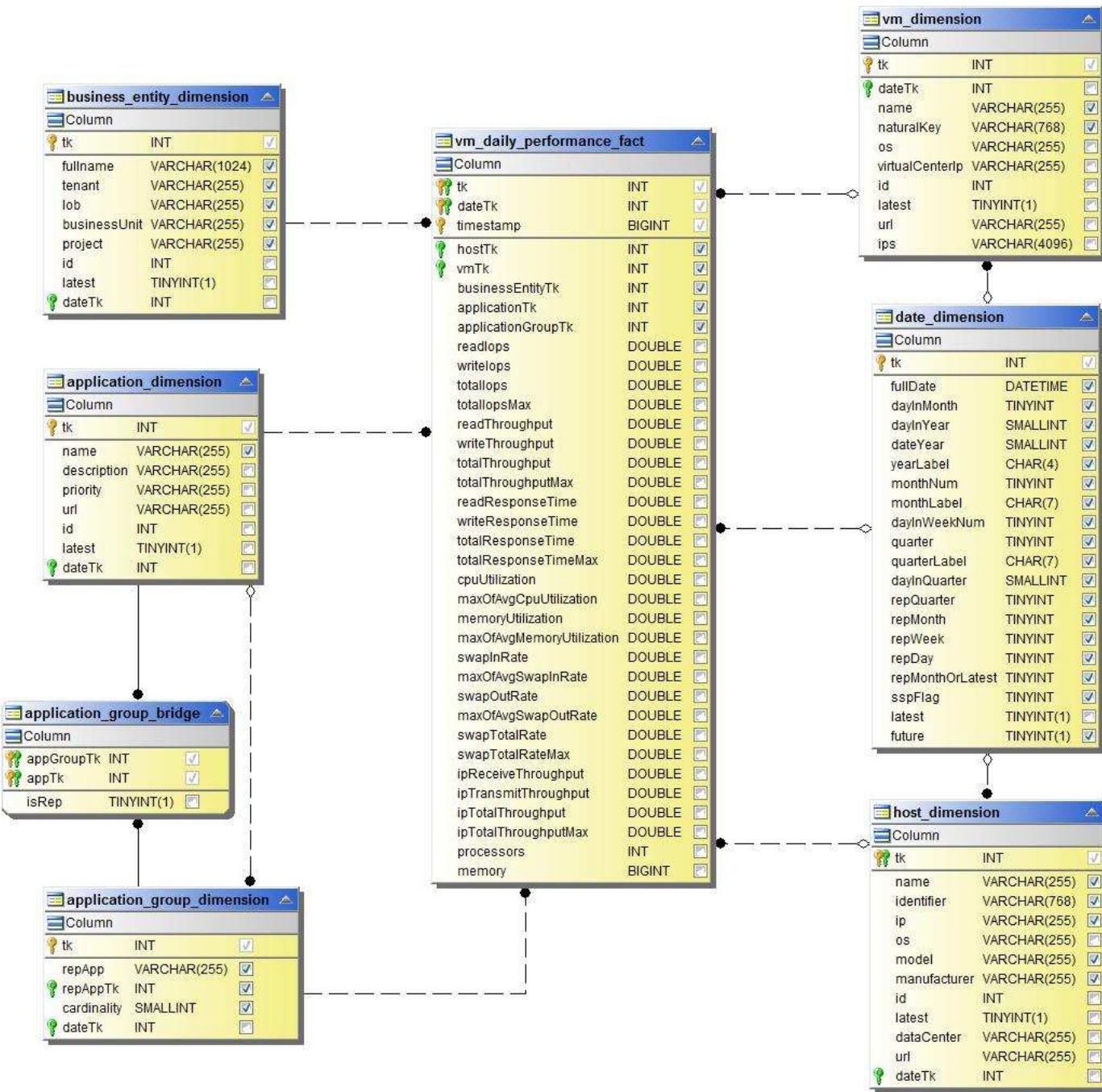
VM Daily Performance for Host



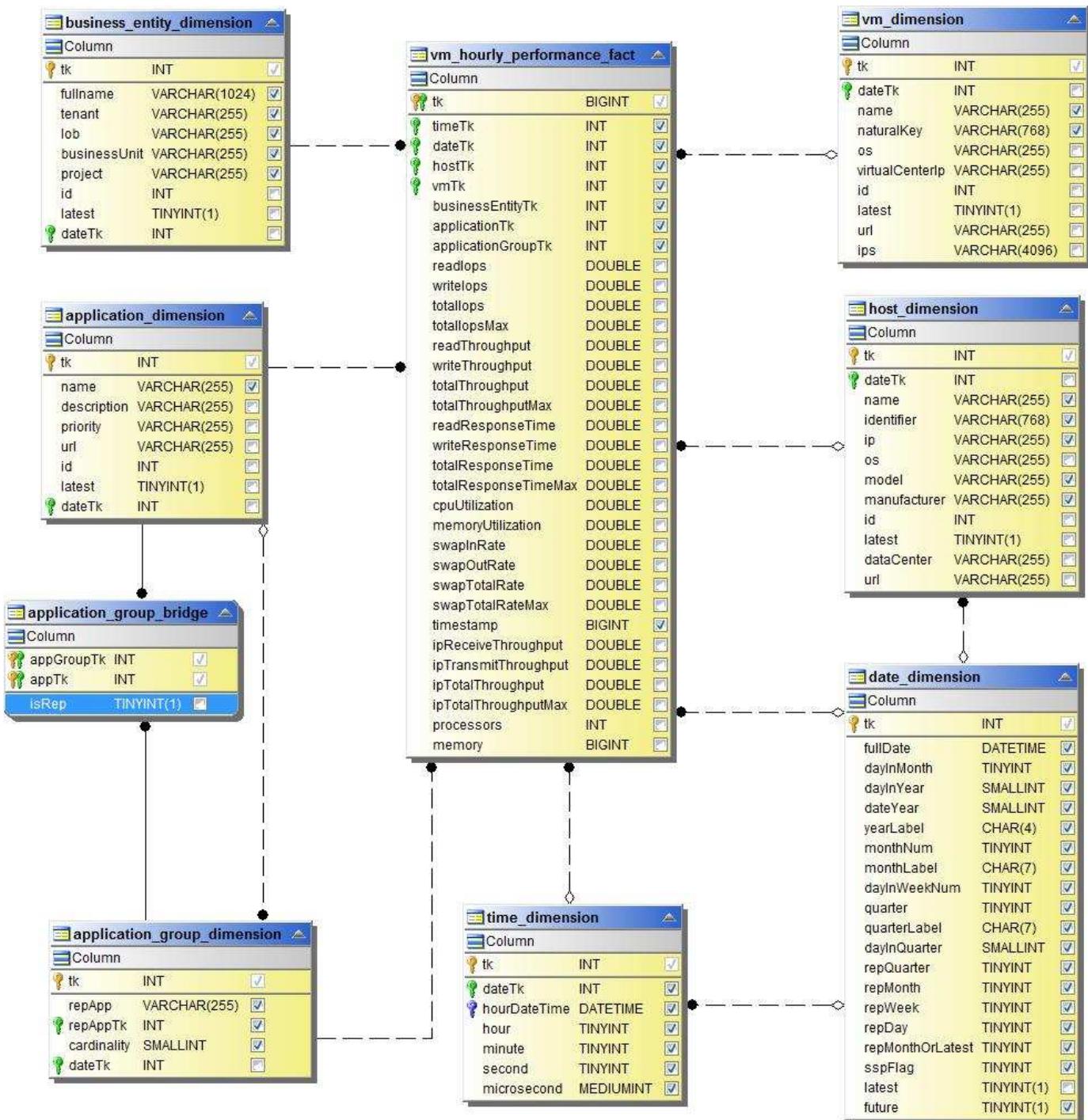
VM Hourly Performance for Host



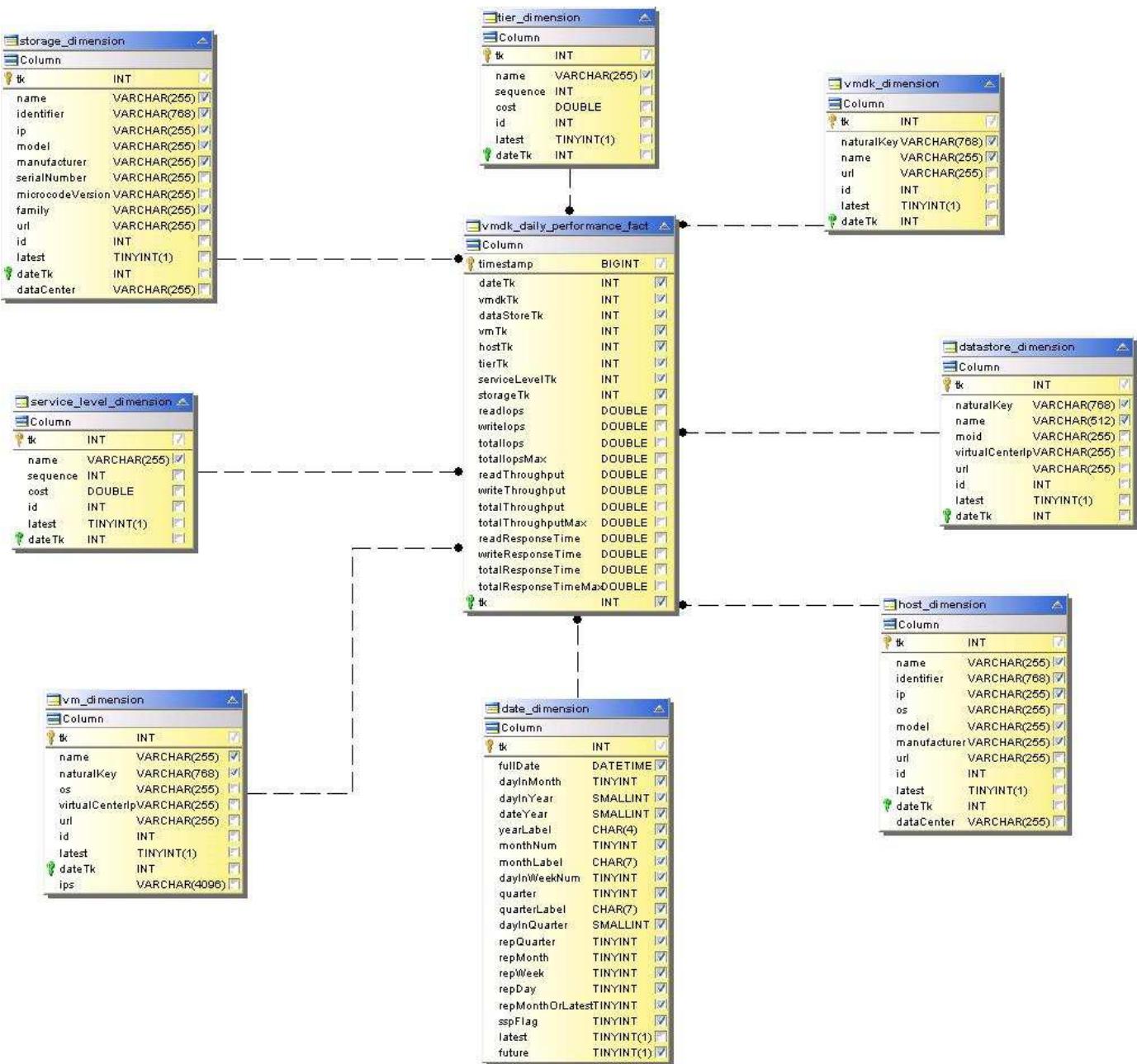
VM Daily Performance for Host



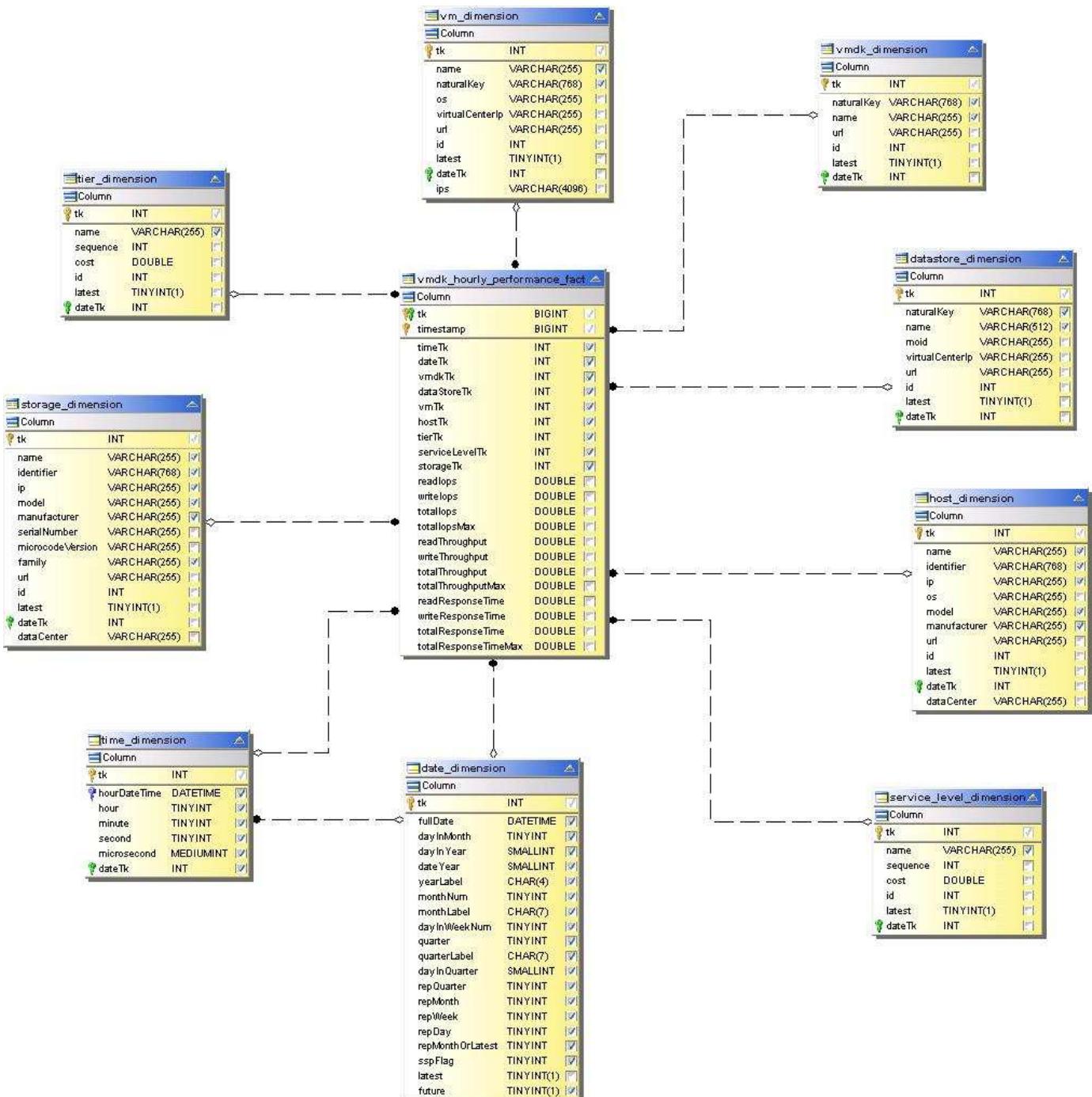
VM Hourly Performance for Host



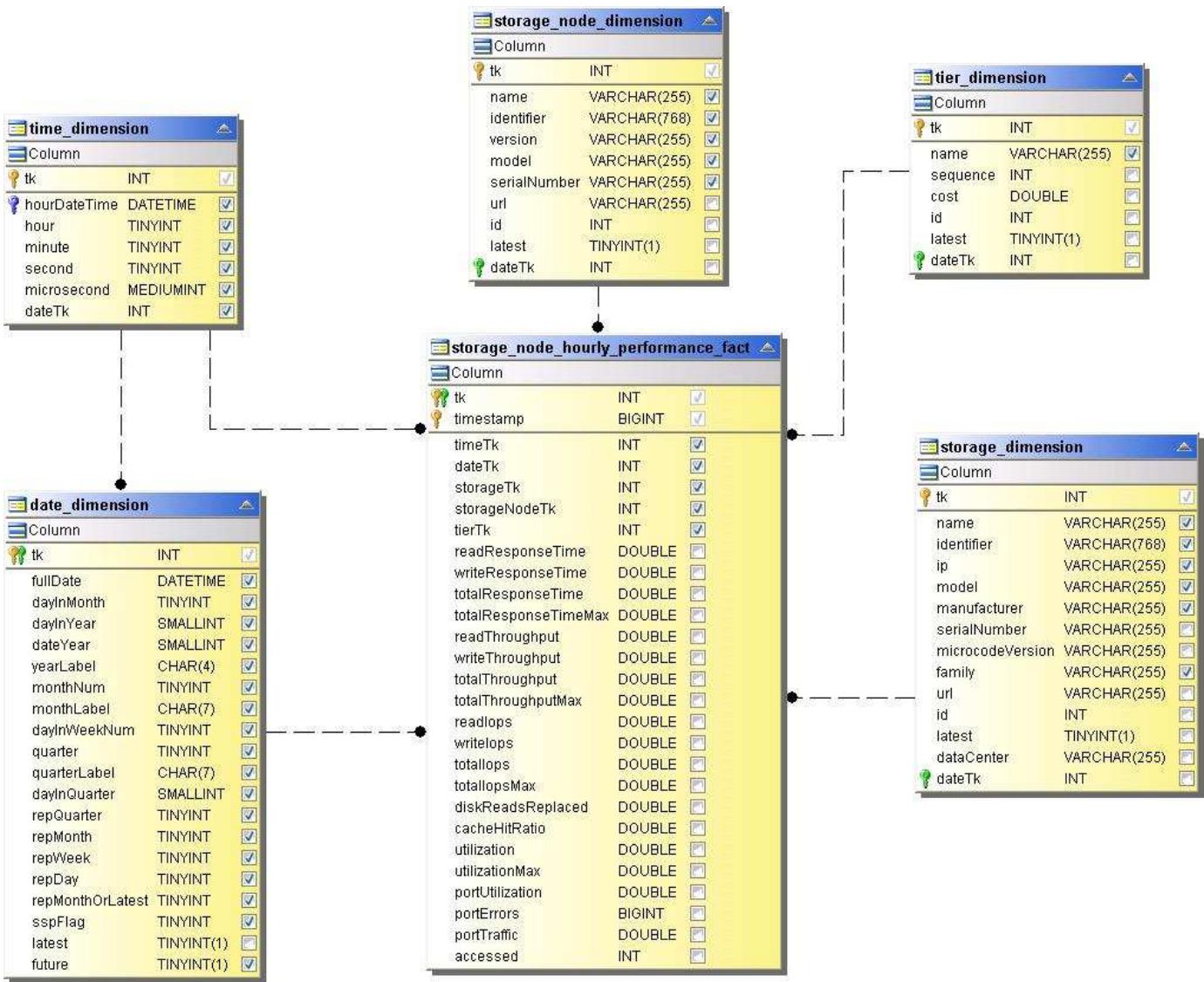
VMDK Daily Performance



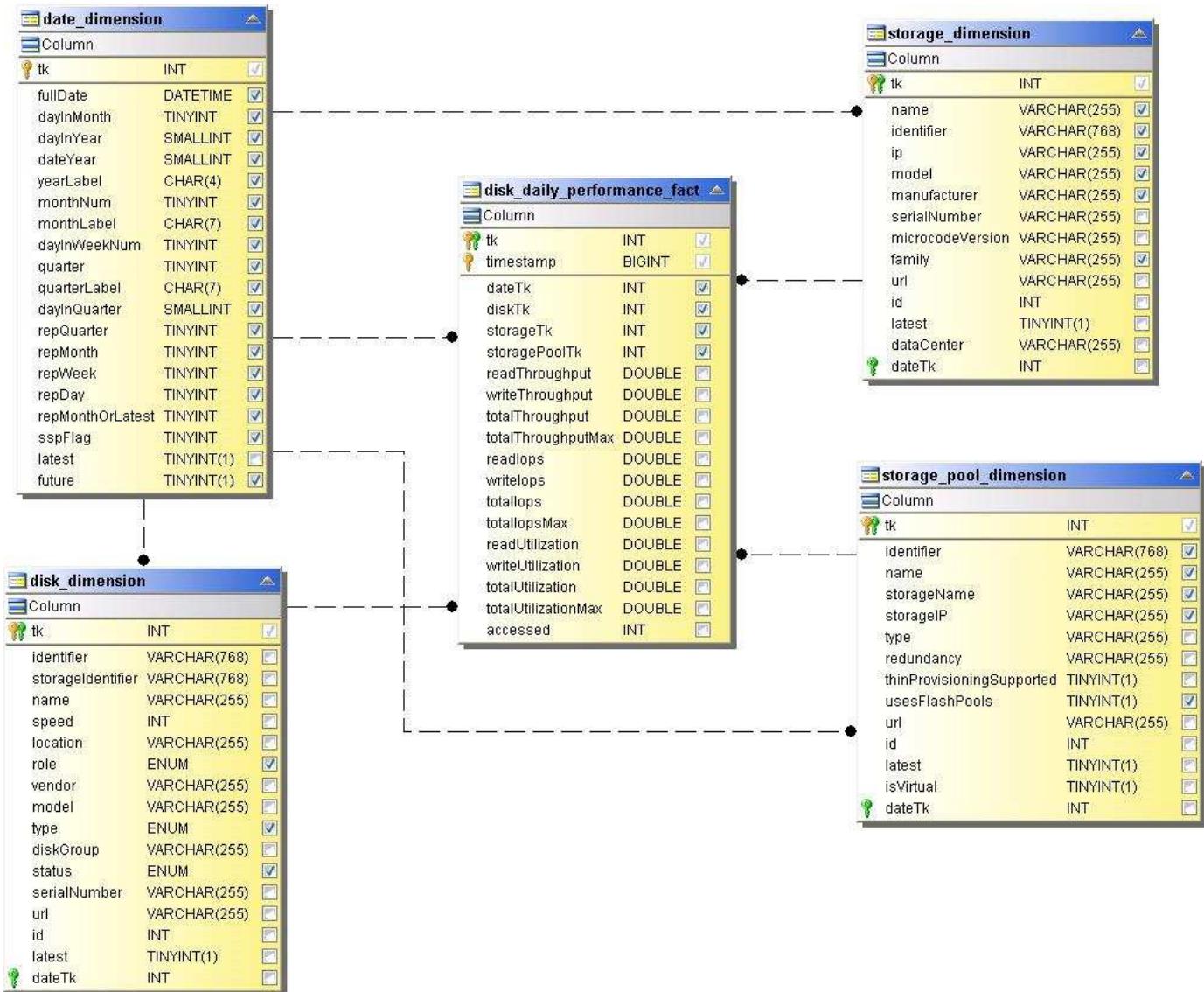
VMDK Hourly Performance



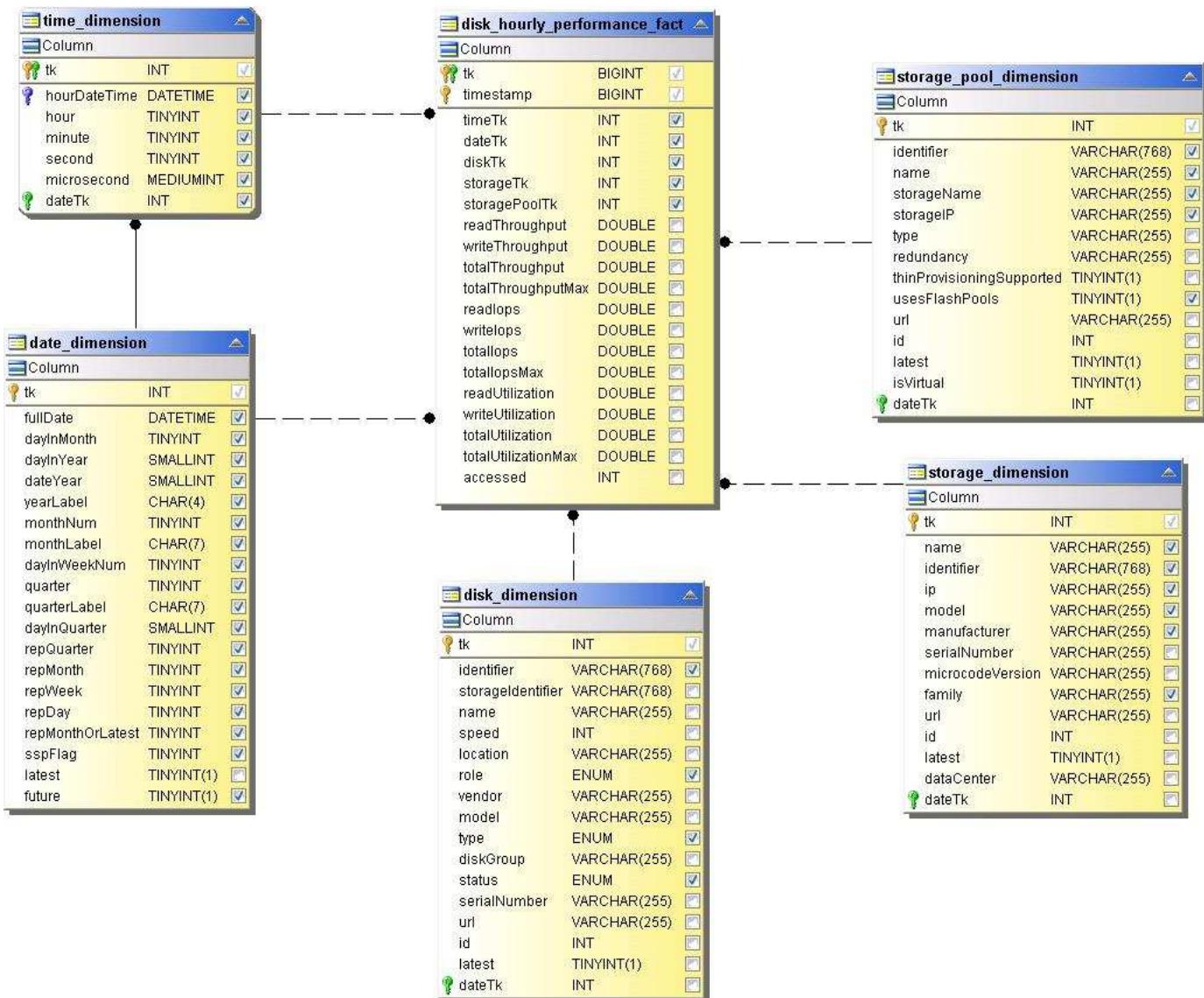
Storage Node Hourly Performance



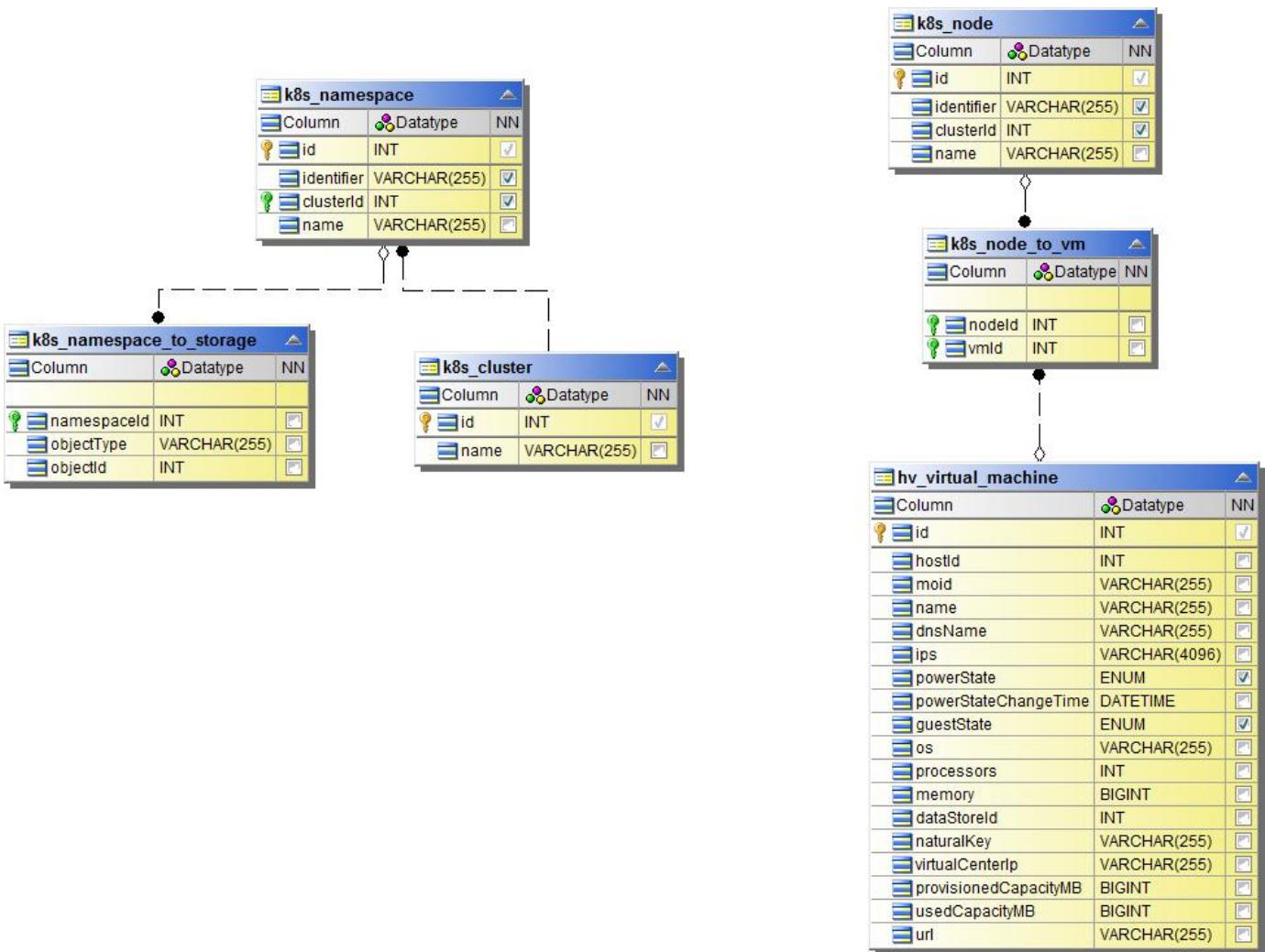
Disk Daily Performance



Disk Hourly Performance



Kubernetes



Cloud Insights Schemas for Reporting

These schema tables and diagrams are provided here as a reference for Cloud Insights Reporting.

[Schema Tables](#) in .PDF format. Click the link to open, or right-click and choose Save as... to download.

Schema Diagrams



The Reporting feature is available in Cloud Insights [Premium Edition](#).

Cloud Secure

About Cloud Secure

Cloud Secure helps protect your data with actionable intelligence on insider threats. It provides centralized visibility and control of all corporate data access across hybrid cloud environments to ensure security and compliance goals are met.

Visibility

Gain centralized visibility and control of user access to your critical corporate data stored on-premise or in the cloud.

Replace tools and manual processes that fail to provide timely and accurate visibility into data access and control. Cloud Secure uniquely operates on both cloud and on-premise storage systems to give you real-time alerts of malicious user behavior.

Protection

Protect organizational data from being misused by malicious or compromised users through advanced machine learning and anomaly detection.

Alerts you to any abnormal data access through advanced machine learning and anomaly detection of user behavior.

Compliance

Ensure corporate compliance by auditing user data access to your critical corporate data stored on-premise or in the cloud.

Getting Started

Getting Started with Cloud Secure

There are configuration tasks that need to be completed before you can start using Cloud Secure to monitor user activity.

The Cloud Secure system uses an agent to collect access data from storage systems and user information from Directory Services servers.

You need to configure the following before you can start collecting data:

| Task | Related information |
|--------------------|--|
| Configure an Agent | Agent Requirements Add Agent Video: Agent Deployment |

| | |
|--------------------------------------|--|
| Configure a User Directory Connector | Add User Directory Connector Video: Active Directory Connection |
| Configure data collectors | Click Admin > Data Collectors Click the data collector you want to configure. See the Data Collector Vendor Reference section of the documentation. Video: ONTAP SVM Connection |
| Create Users Accounts | Manage User Accounts |
| Troubleshooting | Video: Troubleshooting |

Agent Requirements

You must [install an Agent](#) in order to acquire information from your data collectors. Before you install the Agent, you should ensure that your environment meets operating system, CPU, memory, and disk space requirements.

| Component | Linux Requirement |
|----------------------|---|
| Operating system | A computer running a licensed version of one of the following: Red Hat Enterprise Linux 7.x, 8.x 64-bit CentOS 7.x 64-bit CentOS 8 Stream This computer should be running no other application-level software. A dedicated server is recommended. |
| Commands | The 'sudo su -' command is required for installation, running scripts, and uninstall. |
| CPU | 4 CPU cores |
| Memory | 16 GB RAM |
| Available disk space | Disk space should be allocated in this manner: /opt/netapp 25-30 GB |
| Network | 100 Mbps to 1 Gbps Ethernet connection, static IP address, IP connectivity to all devices, and a required port to the Cloud Secure instance (80 or 443). |

Please note: The Cloud Secure agent can be installed in the same machine as a Cloud Insights acquisition unit and/or agent. However, it is a best practice to install these in separate machines. In the event that these are installed on the same machine, please allocate disk space as shown below:

| | |
|----------------------|--|
| Available disk space | 50-55 GB For Linux, disk space should be allocated in this manner: /opt/netapp 25-30 GB /var/log/netapp 25 GB |
|----------------------|--|

Additional recommendations

- It is strongly recommended to synchronize the time on both the ONTAP system and the Agent machine using **Network Time Protocol (NTP)** or **Simple Network Time Protocol (SNTP)**.

Cloud Network Access Rules

For **US-based** Cloud Secure environments:

| Protocol | Port | Destination | Direction | Description |
|----------|------|---|-----------|-----------------------------------|
| TCP | 443 | <site_name>.cs01.cloudinsights.netapp.com <site_name>.c01.cloudinsights.netapp.com <site_name>.c02.cloudinsights.netapp.com | Outbound | Access to Cloud Insights |
| TCP | 443 | gateway.c01.cloudinsights.netapp.com agentlogin.cs01.cloudinsights.netapp.com | Outbound | Access to authentication services |

For **Europe-based** Cloud Secure environments:

| Protocol | Port | Destination | Direction | Description |
|----------|------|--|-----------|--------------------------|
| TCP | 443 | <site_name>.cs01-eu-1.cloudinsights.netapp.com <site_name>.c01-eu-1.cloudinsights.netapp.com <site_name>.c02-eu-1.cloudinsights.netapp.com | Outbound | Access to Cloud Insights |

| Protocol | Port | Destination | Direction | Description |
|----------|------|---|-----------|-----------------------------------|
| TCP | 443 | gateway.c01.cloudinsights.netapp.com agentlogin.cs01-eu-1.cloudinsights.netapp.com | Outbound | Access to authentication services |

For **APAC-based Cloud Secure environments:**

| Protocol | Port | Destination | Direction | Description |
|----------|------|--|-----------|-----------------------------------|
| TCP | 443 | <site_name>.cs01-ap-1.cloudinsights.netapp.com <site_name>.c01-ap-1.cloudinsights.netapp.com <site_name>.c02-ap-1.cloudinsights.netapp.com | Outbound | Access to Cloud Insights |
| TCP | 443 | gateway.c01.cloudinsights.netapp.com agentlogin.cs01-ap-1.cloudinsights.netapp.com | Outbound | Access to authentication services |

In-network rules

| Protocol | Port | Destination | Direction | Description |
|----------|--------------------------------------|---------------------------|------------------|---|
| TCP | 389(LDAP) 636 (LDAPs / start-tls) | LDAP Server URL | Outbound | Connect to LDAP |
| TCP | 443 | SVM Management IP Address | Outbound | API communication with ONTAP |
| TCP | 35000 - 55000 | SVM data LIF IP Addresses | Inbound/Outbound | Communication with ONTAP for Fpolicy events |
| TCP | 7 | SVM data LIF IP Addresses | Outbound | Bidirectional between ONTAP and Cloud Secure. Agent pings the SVM Lifs. |

Related:

See the [Event Rate Checker](#) documentation for information about sizing.

Cloud Secure Agent Installation

Cloud Secure collects user activity data using one or more agents. Agents connect to devices in your environment and collect data that is sent to the Cloud Secure SaaS layer for analysis. See [Agent Requirements](#) to configure an agent VM.

Before You Begin

- The sudo privilege is required for installation, running scripts, and uninstall.

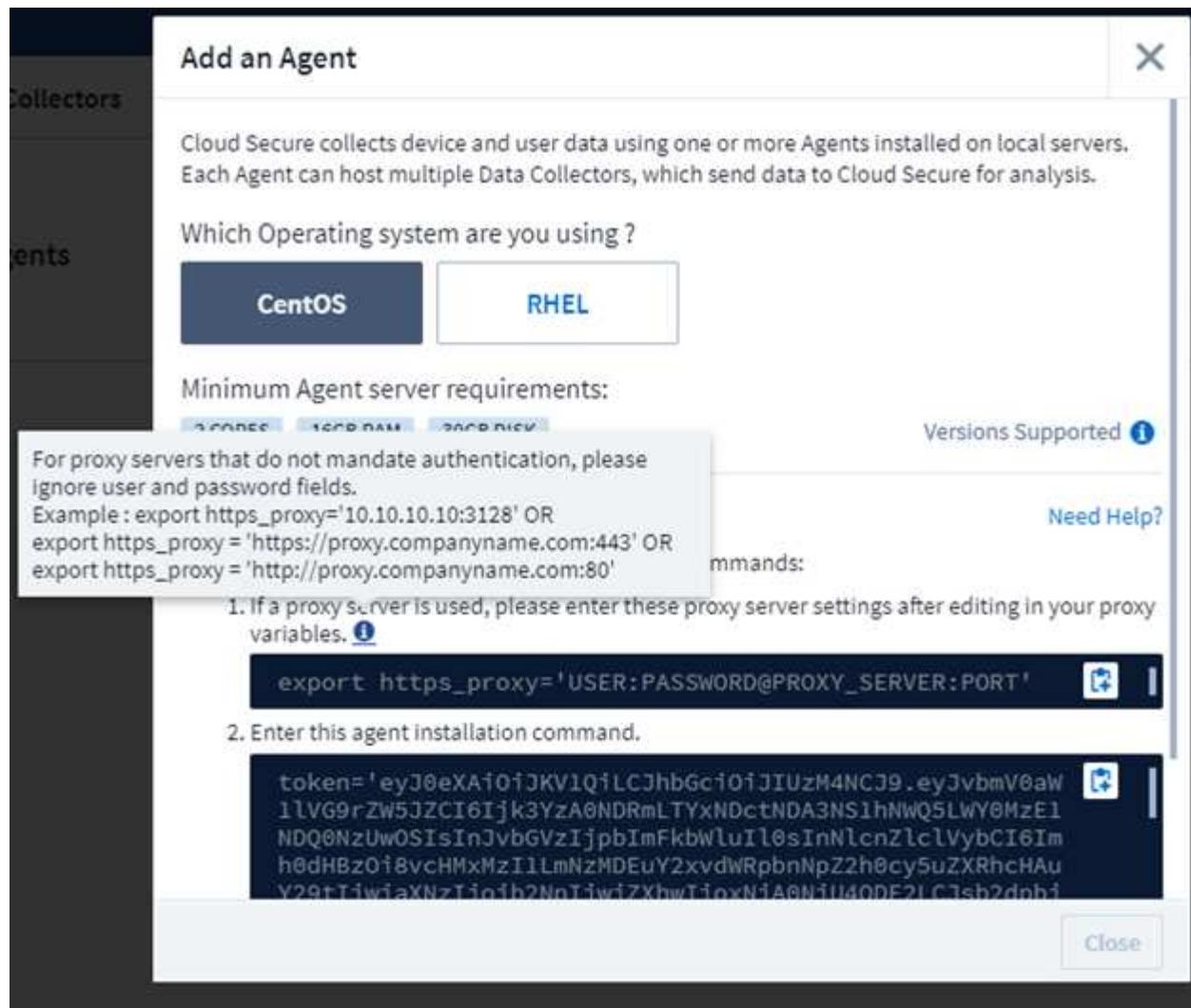
Steps to Install Agent

1. Log in as Administrator or Account Owner to your Cloud Secure environment.
2. Click **Admin > Data Collectors > Agents > +Agent**

The system displays the Add an Agent page:

The screenshot shows a web-based configuration interface for adding a new agent. At the top, a header bar contains the title "Add an Agent" and a close button (an "X"). Below the header, a descriptive text block states: "Cloud Secure collects device and user data using one or more Agents installed on local servers. Each Agent can host multiple Data Collectors, which send data to Cloud Secure for analysis." Underneath this text, a question "Which Operating system are you using ?" is displayed. Two rectangular buttons are shown side-by-side: "CentOS" and "RHEL". In the bottom right corner of the main content area, there is a small "Close" button.

3. Select the operating system on which you are installing the agent.
4. Verify that the agent server meets the minimum system requirements.
5. To verify that the agent server is running a supported version of Linux, click *Versions Supported (i)*.
6. If your network is using proxy server, please set the proxy server details by following the instructions in the Proxy section.



7. Click the Copy to Clipboard icon to copy the installation command.
8. Run the installation command in a terminal window.
9. The system displays the following message when the installation completes successfully:



After You Finish

1. You need to configure a [User Directory Collector](#).
2. You need to configure one or more Data Collectors.

Network Configuration

Run the following commands on the local system to open ports that will be used by Cloud Secure. If there is a security concern regarding the port range, you can use a lesser port range, for example 35000:35100. Each SVM uses two ports.

Steps

1. `sudo firewall-cmd --permanent --zone=public --add-port=35000-55000/tcp`

```
2. sudo firewall-cmd --reload
```

Follow the next steps according to your platform:

CentOS 7.x / RHEL 7.x:

```
1. sudo iptables-save | grep 35000
```

Sample output:

```
-A IN_public_allow -p tcp -m tcp --dport 35000:55000 -m conntrack -ctstate NEW,UNTRACKED -j ACCEPT
```

CentOS 8.x / RHEL 8.x:

```
1. sudo firewall-cmd --zone=public --list-ports | grep 35000 (for CentOS 8)
```

Sample output:

```
35000-55000/tcp
```

Troubleshooting Agent Errors

Known problems and their resolutions are described in the following table.

| Problem: | Resolution: |
|---|---|
| Agent installation fails to create the /opt/netapp/cloudsecure/agent/logs/agent.log folder and the install.log file provides no relevant information. | This error occurs during bootstrapping of the agent. The error is not logged in log files because it occurs before logger is initialized. The error is redirected to standard output, and is visible in the service log using the journalctl -u cloudsecure-agent.service command. This command can be used for troubleshooting the issue further. |
| Agent installation fails with 'This linux distribution is not supported. Exiting the installation'. | The supported platforms for Cloud Secure 1.0.0 are RHEL 7.x / CentOS 7.x. Ensure that you are not installing the agent on a RHEL 6.x or CentOS 6.x system. |
| Agent Installation failed with the error: "-bash: unzip: command not found" | Install unzip and then run the installation command again. If Yum is installed on the machine, try "yum install unzip" to install unzip software. After that, re-copy the command from the Agent installation UI and paste it in the CLI to execute the installation again. |

| Problem: | Resolution: |
|--|---|
| Agent was installed and was running. However agent has stopped suddenly. | <p>SSH to the Agent machine. Check the status of the agent service via <code>sudo systemctl status cloudsecure-agent.service</code>.</p> <ol style="list-style-type: none"> Check if the logs shows a message “Failed to start Cloud Secure daemon service” . Check if <code>cssys</code> user exists in the Agent machine or not. Execute the following commands one by one with root permission and check if the <code>cssys</code> user and group exists. <code>sudo id cssys</code> <code>sudo groups cssys</code> If none exists, then a centralized monitoring policy may have deleted the <code>cssys</code> user. Create <code>cssys</code> user and group manually by executing the following commands. <code>sudo useradd cssys</code> <code>sudo groupadd cssys</code> Restart the agent service after that by executing the following command: <code>sudo systemctl restart cloudsecure-agent.service</code> If it is still not running, please check the other troubleshooting options. |
| Unable to add more than 50 Data collectors to an Agent. | Only 50 Data collectors can be added to an Agent. This can be a combination of all the collector types, for example, Active Directory, SVM and other collectors. |
| UI shows Agent is in NOT_CONNECTED state. | <p>Steps to restart the Agent.</p> <ol style="list-style-type: none"> SSH to the Agent machine. Restart the agent service after that by executing the following command: <code>sudo systemctl restart cloudsecure-agent.service</code> Check the status of the agent service via <code>sudo systemctl status cloudsecure-agent.service</code>. Agent should go to CONNECTED state. |
| Agent VM is behind Zscaler proxy and the agent installation is failing. Because of Zscaler proxy's SSL inspection, the Cloud Secure certificates are presented as it is signed by Zscaler CA so the agent is not trusting the communication. | Disable SSL inspection in the Zscaler proxy for the *.cloudinsights.netapp.com url. If Zscaler does SSL inspection and replaces the certificates, Cloud Secure will not work. |

| Problem: | Resolution: |
|---|--|
| While installing the agent, the installation hangs after unzipping. | <p>"chmod 755 -Rf" command is failing. The command fails when the agent installation command is being run by a non-root sudo user that has files in the working directory, belonging to another user, and permissions of those files cannot be changed. Because of the failing chmod command, the rest of the installation does not execute.</p> <ol style="list-style-type: none"> 1. Create a new directory named "cloudsecure". 2. Go to that directory. 3. Copy and paste the full "token=..... ./cloudsecure-agent-install.sh" installation command and press enter. 4. Installation should be able to proceed. |
| If the Agent is still not able to connect to SaaS, please open a case with NetApp Support. Provide the Cloud Insights serial number to open a case, and attach logs to the case as noted. | <p>To attach logs to the case:</p> <ol style="list-style-type: none"> 1. Execute the following script with root permission and share the output file (cloudsecure-agent-symptoms.zip). <ol style="list-style-type: none"> a. /opt/netapp/cloudsecure/agent/bin/cloudsecure-agent-symptom-collector.sh 2. Execute the following commands one by one with root permission and share the output. <ol style="list-style-type: none"> a. id cssys b. groups cssys c. cat /etc/os-release |

Deleting a Cloud Secure Agent

When you delete a Cloud Secure Agent, all the data collectors associated with the Agent must be deleted first.

Deleting an Agent



Deleting an Agent deletes all of the Data Collectors associated with the Agent. If you plan to configure the data collectors with a different agent you should create a backup of the Data Collector configurations before you delete the Agent.

Before you begin

1. Make sure all the data collectors associated with the agent are deleted from the Cloud Secure portal.

Note: Ignore this step if all the associated collectors are in STOPPED state.

Steps to delete an Agent:

1. SSH into the agent VM and execute the following command. When prompted, enter "y" to continue.

```
sudo /opt/netapp/cloudsecure/agent/install/cloudsecure-agent-uninstall.sh  
Uninstall CloudSecure Agent? [y|N] :
```

2. Click **Admin > Data Collectors > Agents**

The system displays the list of configured Agents.

3. Click the options menu for the Agent you are deleting.

4. Click **Delete**.

The system displays the **Delete Agent** page.

5. Click **Delete** to confirm the deletion.

Configuring an Active Directory (AD) User Directory Collector

Cloud Secure can be configured to collect user attributes from Active Directory servers.

Before you begin

- You must be a Cloud Insights Administrator or Account Owner to perform this task.
- You must have the IP address of the server hosting the Active Directory server.
- An Agent must be configured before you configure a User Directory connector.

Steps to Configure a User Directory Collector

1. In the Cloud Secure menu, click:

Admin > Data Collectors > User Directory Collectors > + User Directory Collector and select **Active Directory**

The system displays the Add User Directory screen.

Configure the User Directory Collector by entering the required data in the following tables:

| Name | Description |
|-----------------------|---|
| Name | Unique name for the user directory. For example <i>GlobalADCollector</i> |
| Agent | Select a configured agent from the list |
| Server IP/Domain Name | IP address or Fully-Qualified Domain Name (FQDN) of server hosting the active directory |

| | |
|---------------|--|
| Forest Name | <p>Forest level of the directory structure. Forest name allows both of the following formats:</p> <p><i>x.y.z</i> ⇒ direct domain name as you have it on your SVM. [Example: hq.companyname.com]</p> <p><i>DC=x,DC=y,DC=z</i> ⇒ Relative distinguished names [Example: DC=hq,DC= companyname,DC=com]</p> <p>Or you can specify as the following:</p> <p><i>OU=engineering,DC=hq,DC= companyname,DC=com</i> [to filter by specific OU engineering]</p> <p><i>CN=username,OU=engineering,DC=companyname,DC=netapp, DC=com</i> [to get only specific user with <username> from OU <engineering>]</p> <p><i>CN=Acrobat Users,CN=Users,DC=hq,DC=companyname,DC=com,O= companyname,L=Boston,S=MA,C=US</i> [to get all Acrobat Users within the Users in that organization]</p> <p>Trusted Active Directory domains are also supported.</p> |
| Bind DN | User permitted to search the directory. For example: <i>username@companyname.com</i> or <i>username@domainname.com</i> |
| BIND password | Directory server password (i.e. password for username used in Bind DN) |
| Protocol | ldap, ldaps, ldap-start-tls |
| Ports | Select port |

Add to table once link is provided:

For more details about forest names, please refer to this xref://

Enter the following Directory Server required attributes if the default attribute names have been modified in LDAP Directory Server. Most often these attributes names are *not* modified in LDAP Directory Server, in which case you can simply proceed with the default attribute name.

| | |
|--------------|------------------------------------|
| Attributes | Attribute name in Directory Server |
| Display Name | name |
| UNIXID | uidnumber |
| User Name | uid |

Click Include Optional Attributes to add any of the following attributes:

| | |
|---------------|------------------------------------|
| Attributes | Attribute Name in Directory Server |
| Email Address | mail |

| | |
|------------------|------------------|
| Telephone Number | telephonenumber |
| Role | title |
| Country | co |
| State | state |
| Department | departmentnumber |
| Photo | photo |
| ManagerDN | manager |
| Groups | memberOf |

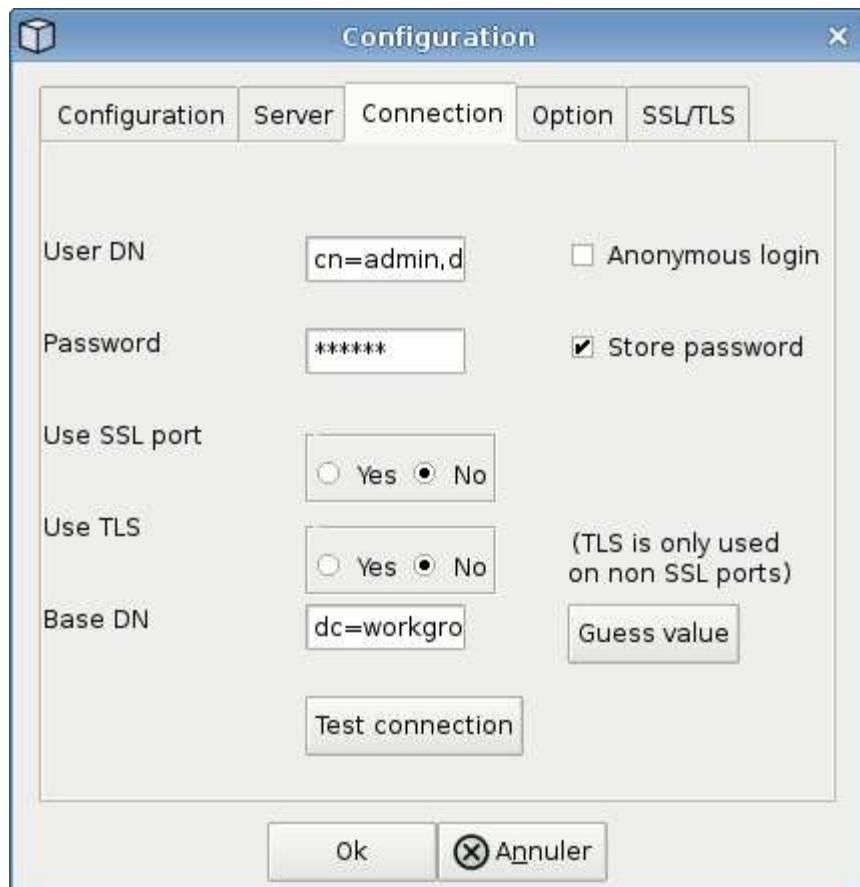
Testing Your User Directory Collector Configuration

You can validate LDAP User Permissions and Attribute Definitions using the following procedures:

- Use the following command to validate Cloud Secure LDAP user permission:

```
ldapsearch -D "uid=john,cn=users,cn=accounts,dc=dorp,dc=company,dc=com"
-W -x -LLL -o ldif-wrap=no -b "cn=accounts,dc=dorp,dc=company,dc=com" -H
ldap://vmwipaapp08.dorp.company.com
```

- Use LDAP Explorer to navigate an LDAP database, view object properties and attributes, view permissions, view an object's schema, execute sophisticated searches that you can save and re-execute.
 - Install LDAP Explorer (<http://ldaptool.sourceforge.net/>) or Java LDAP Explorer (<http://jxplorer.org/>) on any windows machine which can connect to the LDAP Server.
 - Connect to the LDAP server using the username/password of the LDAP directory server.



Troubleshooting LDAP Directory Collector Configuration Errors

The following table describes known problems and resolutions that can occur during collector configuration:

| Problem: | Resolution: |
|---|--|
| Adding an LDAP Directory connector results in the 'Error' state. Error says, "Invalid credentials provided for LDAP server". | Incorrect Bind DN or Bind Password or Search Base provided. Edit and provide the correct information. |
| Adding an LDAP Directory connector results in the 'Error' state. Error says, "Failed to get the object corresponding to DN=DC=hq,DC=domainname,DC=com provided as forest name." | Incorrect Search Base provided. Edit and provide the correct forest name. |
| The optional attributes of domain user are not appearing in the Cloud Secure User Profile page. | This is likely due to a mismatch between the names of optional attributes added in CloudSecure and the actual attribute names in Active Directory. Fields are case sensitive. Edit and provide the correct optional attribute name(s). |
| Data collector in error state with "Failed to retrieve LDAP users. Reason for failure: Cannot connect on the server, the connection is null" | Restart the collector by clicking on the <i>Restart</i> button. |

| Problem: | Resolution: |
|---|--|
| Adding an LDAP Directory connector results in the 'Error' state. | <p>Ensure you have provided valid values for the required fields (Server, forest-name, bind-DN, bind-Password).</p> <p>Ensure bind-DN input is always provided as uid=ldapuser,cn=users,cn=accounts,dc=domain,dc=companyname,dc=com.</p> |
| Adding an LDAP Directory connector results in the 'RETRYING' state. Shows error "Failed to determine the health of the collector hence retrying again" | <p>Ensure correct Server IP and Search Base is provided</p> <p>////</p> |
| While adding LDAP directory the following error is shown: "Failed to determine the health of the collector within 2 retries, try restarting the collector again(Error Code: AGENT008)" | Ensure correct Server IP and Search Base is provided |
| Adding an LDAP Directory connector results in the 'RETRYING' state. Shows error "Unable to define state of the collector, reason Tcp command [Connect(localhost:35012,None,List(),Some(,seconds),true)] failed because of java.net.ConnectionException:Connection refused." | <p>Incorrect IP or FQDN provided for the AD Server. Edit and provide the correct IP address or FQDN.</p> <p>////</p> |
| Adding an LDAP Directory connector results in the 'Error' state. Error says, "Failed to establish LDAP connection". | <p>Incorrect IP or FQDN provided for the LDAP Server. Edit and provide the correct IP address or FQDN.</p> <p>Or</p> <p>Incorrect value for Port provided. Try using the default port values or the correct port number for the LDAP server.</p> |
| Adding an LDAP Directory connector results in the 'Error' state. Error says, "Failed to load the settings. Reason: Datasource configuration has an error. Specific reason: /connector/conf/application.conf: 70: ldap.Idap-port has type STRING rather than NUMBER" | Incorrect value for Port provided. Try using the default port values or the correct port number for the AD server. |
| I started with the mandatory attributes, and it worked. After adding the optional ones, the optional attributes data is not getting fetched from AD. | This is likely due to a mismatch between the optional attributes added in CloudSecure and the actual attribute names in Active Directory. Edit and provide the correct mandatory or optional attribute name. |
| After restarting the collector, when will the LDAP sync happen? | LDAP sync will happen immediately after the collector restarts. It will take approximately 15 minutes to fetch user data of approximately 300K users, and is refreshed every 12 hours automatically. |
| User Data is synced from LDAP to CloudSecure. When will the data be deleted? | User data is retained for 13months in case of no refresh. If the tenant is deleted then the data will be deleted. |

| Problem: | Resolution: |
|--|---|
| <p>LDAP Directory connector results in the 'Error' state. "Connector is in error state. Service name: usersLdap. Reason for failure: Failed to retrieve LDAP users. Reason for failure: 80090308: LdapErr: DSID-0C090453, comment: AcceptSecurityContext error, data 52e, v3839"</p> | <p>Incorrect forest name provided. See above on how to provide the correct forest name.</p> |
| <p>Telephone number is not getting populated in the user profile page.</p> | <p>This is most likely due to an attribute mapping problem with the Active Directory.</p> <ol style="list-style-type: none"> 1. Edit the particular Active Directory collector which is fetching the user's information from Active Directory. 2. Notice under optional attributes, there is a field name "Telephone Number" mapped to Active Directory attribute 'telephonenumber'. 4. Now, please use the Active Directory Explorer tool as described above to browse the LDAP Directory server and see the correct attribute name. 3. Make sure that in LDAP Directory there is an attribute named 'telephonenumber' which has indeed the telephone number of the user. 5. Let us say in LDAP Directory it has been modified to 'phonenumber'. 6. Then Edit the CloudSecure User Directory collector. In optional attribute section, replace 'telephonenumber' with 'phonenumber'. 7. Save the Active Directory collector, the collector will restart and get the telephone number of the user and display the same in the user profile page. |
| <p>If encryption certificate (SSL) is enabled on the Active Directory (AD) Server, the Cloud Secure User Directory Collector can not connect to the AD Server.</p> | <p>Disable AD Server encryption before Configuring a User Directory Collector. Once the user detail is fetched it will be there for 13 months. If the AD server gets disconnected after fetching the user details, the newly added users in AD won't get fetched. To fetch again the user directory collector needs to be connected to AD.</p> |

Amazon FSx for NetApp ONTAP Configuration

This data collector gathers file and user access data from Amazon FSx for NetApp ONTAP. This data collector will be made available incrementally throughout the Cloud Insights service regions. Contact your sales person if you do not see the icon for this collector in your Cloud Insights Environment.

Agent Machine Configuration

Use the following steps to configure the machine to be used as a Cloud Secure Agent:

1. Log in to the AWS console and navigate to EC2-Instances page and select Launch instance.

2. Select a RHEL or CentOS AMI with the appropriate version as mentioned in the [Requirements](#).
3. Create the Agent box in the same VPC and Subnet that the Amazon FSx for NetApp ONTAP instance resides in.

Or the Agent box should be in a VPC which has connectivity to the Amazon FSx for NetApp ONTAP VPC.

Make sure that bidirectional communication is present between the Agent and Amazon FSx for NetApp ONTAP.

4. Select t2.xlarge (4 vcpus and 16 GB RAM) as allocated resources.
 - a. Create the EC2 instance.
5. Install the required Linux packages using the YUM package manager:
 - a. Install wget and unzip native Linux packages.

Install the Cloud Secure Agent

1. Log in as Administrator or Account Owner to your Cloud Insights environment.
2. Navigate to Cloud Secure Admin > Data Collectors and click the Agents tab.
3. Click +Agent and specify RHEL as the target platform.
4. Copy the Agent Installation command.
5. Paste the Agent Installation command into the RHEL EC2 instance you are logged in to.

This installs the Cloud Secure agent, providing all of the Agent prerequisites are met.

For detailed steps please refer to the Cloud Secure [Agent Installation](#) page,

Configuring the ONTAP SVM Data Collector

Cloud Secure uses data collectors to collect file and user access data from devices.

Before you begin

- This data collector is supported with the following:
 - Data ONTAP 9.2 and later versions. For best performance, use a Data ONTAP version where [this issue](#) is fixed.
 - SMB protocol version 3.1 and earlier
 - NFS protocol version 4.0 and earlier
 - Flexgroup is supported from ONTAP 9.4 and later versions
- Only data type SVMs are supported. SVMs with infinite volumes are not supported.
- SVM has several sub-types. Of these, only *default* and *sync_source* are supported.
- An Agent [must be configured](#) before you can configure data collectors.
- Make sure that you have a properly configured User Directory Connector, otherwise events will show encoded user names and not the actual name of the user (as stored in Active Directory) in the “Activity Forensics” page.
- For optimal performance, you should configure the FPolicy server to be on the same subnet as the storage system.

- You must add an SVM using one of the following two methods:
 - By Using Cluster IP, SVM name, and Cluster Management Username and Password. *This is the recommended method.*
 - SVM name must be exactly as is shown in ONTAP and is case-sensitive.
 - By Using SVM Vserver Management IP, Username, and Password
 - If you are not able or not willing to use the full Administrator Cluster/SVM Management Username and Password, you can create a custom user with lesser privileges as mentioned in the “[A note about permissions](#)” section below. This custom user can be created for either SVM or Cluster access.
 - o You can also use an AD user with a role that has at least the permissions of csrole as mentioned in “[A note about permissions](#)” section below. Also refer to the [ONTAP documentation](#).

- Ensure the correct applications are set for the SVM by executing the following command:

```
clustershell::> security login show -vserver <vservername> -user-or
-group-name <username>
```

Example output:

```
Vserver: svmname
User/Group          Authentication           Second
Name    Application Method   Role Name   Acct  Authentication
-----  -----  -----  -----  -----
vsadmin    http     password    vsadmin    no    none
vsadmin    ontapi   password    vsadmin    no    none
vsadmin    ssh      password    vsadmin    no    none
3 entries were displayed.
```

- Ensure that the SVM has a CIFS server configured:

```
clustershell::> vserver cifs show
```

The system returns the Vserver name, CIFS server name and additional fields.

- Set a password for the SVM vsadmin user. If using custom user or cluster admin user, skip this step.
`clustershell::> security login password -username vsadmin -vserver svmname`
- Unlock the SVM vsadmin user for external access. If using custom user or cluster admin user, skip this step.
`clustershell::> security login unlock -username vsadmin -vserver svmname`
- Ensure the firewall-policy of the data LIF is set to ‘mgmt’ (not ‘data’). Skip this step if using a dedicated management lif to add the SVM.
`clustershell::> network interface modify -lif <SVM_data_LIF_name> -firewall-policy mgmt`
- When a firewall is enabled, you must have an exception defined to allow TCP traffic for the port using the Data ONTAP Data Collector.

See [Agent requirements](#) for configuration information. This applies to on-premise Agents and Agents installed in the Cloud.

- When an Agent is installed in an AWS EC2 instance to monitor a Cloud ONTAP SVM, the Agent and

Storage must be in the same VPC. If they are in separate VPCs, there must be a valid route between the VPC's.

A Note About Permissions

Permissions when adding via Cluster Management IP:

If you cannot use the Cluster management administrator user to allow Cloud Secure to access the ONTAP SVM data collector, you can create a new user named "csuser" with the roles as shown in the commands below. Use the username "csuser" and password for "csuser" when configuring the Cloud Secure data collector to use Cluster Management IP.

To create the new user, log in to ONTAP with the Cluster management Administrator username/password, and execute the following commands on the ONTAP server:

```
security login role create -role csrole -cmddirname DEFAULT -access none
security login role create -role csrole -cmddirname "network interface"
-access readonly
security login role create -role csrole -cmddirname version -access
readonly
security login role create -role csrole -cmddirname volume -access
readonly
security login role create -role csrole -cmddirname vserver -access
readonly
security login role create -role csrole -cmddirname "vserver fpolicy"
-access all
security login role create -role csrole -cmddirname "volume snapshot"
-access all -query "-snapshot cloudsecure_"
security login role create -role csrole -cmddirname "event catalog"
-access all
security login role create -role csrole -cmddirname "event filter" -access
all
security login role create -role csrole -cmddirname "event notification
destination" -access all
security login role create -role csrole -cmddirname "event notification"
-access all
security login role create -role csrole -cmddirname "security certificate"
-access all
security login create -user-or-group-name csuser -application ontapi
-authmethod password -role csrole
security login create -user-or-group-name csuser -application ssh
-authmethod password -role csrole
security login role create -role csrole -cmddirname "vserver export-policy
rule" -access all -query "-policyname cloudsecure_"
```

Permissions when adding via Vserver Management IP:

If you cannot use the Cluster management administrator user to allow Cloud Secure to access the ONTAP SVM data collector, you can create a new user named “csuser” with the roles as shown in the commands below. Use the username “csuser” and password for “csuser” when configuring the Cloud Secure data collector to use Vserver Management IP.

To create the new user, log in to ONTAP with the Cluster management Administrator username/password, and execute the following commands on the ONTAP server. For ease, copy these commands to a text editor and replace the <vservername> with your Vserver name before and executing these commands on ONTAP:

```
security login role create -vserver <vservername> -role csrole -cmddirname
DEFAULT -access none
security login role create -vserver <vservername> -role csrole -cmddirname
"network interface" -access readonly
security login role create -vserver <vservername> -role csrole -cmddirname
version -access readonly
security login role create -vserver <vservername> -role csrole -cmddirname
volume -access readonly
security login role create -vserver <vservername> -role csrole -cmddirname
vserver -access readonly
security login role create -vserver <vservername> -role csrole -cmddirname
"vserver fpolicy" -access all
security login role create -vserver <vservername> -role csrole -cmddirname
"volume snapshot" -access all
security login create -user-or-group-name csuser -application ontapi
-authmethod password -role csrole -vserver <vservername>
security login role create -vserver <vservername> -role csrole -cmddirname
"vserver export-policy rule" -access all -query "-policyname
cloudsecure_*
```

Configure the data collector

Steps for Configuration

1. Log in as Administrator or Account Owner to your Cloud Insights environment.
2. Click **Admin > Data Collectors > +Data Collectors**

The system displays the available Data Collectors.

3. Hover over the **NetApp SVM tile** and click ***+Monitor**.

The system displays the ONTAP SVM configuration page. Enter the required data for each field.

Configuration

| Field | Description |
|-------|--|
| Name | Unique name for the Data Collector |
| Agent | Select a configured agent from the list. |

| | |
|--|---|
| Connect via Management IP for: | Select either Cluster IP or SVM Management IP |
| Cluster / SVM Management IP Address | The IP address for the cluster or the SVM, depending on your selection above. |
| SVM Name | The Name of the SVM (this field is required when connecting via Cluster IP) |
| Username | User name to access the SVM/Cluster When adding via Cluster IP the options are: 1. Cluster-admin 2. 'csuser' 3. AD-user having similar role as csuser. When adding via SVM IP the options are: 4. vsadmin 5. 'csuser' 6. AD-username having similar role as csuser. |
| Password | Password for the above user name |
| Filter Shares/Volumes | Choose whether to include or exclude Shares / Volumes from event collection |
| Enter complete share names to exclude/include | Comma-separated list of shares to exclude or include (as appropriate) from event collection |
| Enter complete volume names to exclude/include | Comma-separated list of volumes to exclude or include (as appropriate) from event collection |
| Monitor Folder Access | When checked, enables events for folder access monitoring. Note that folder create/ rename and delete will be monitored even without this option selected. Enabling this will increase the number of events monitored. |
| Set ONTAP Send Buffer size | Sets the ONTAP Fpolicy send buffer size. If an ONTAP version prior to 9.8p7 is used and performance issue is seen, then the ONTAP send buffer size can be altered to get improved ONTAP performance. Contact NetApp Support if you do not see this option and wish to explore it. |
| Set ONTAP Send Buffer size | Sets the ONTAP Fpolicy send buffer size. If ONTAP versions prior to 9.8p7 is used and ONTAP performance issue is hit, then the ONTAP send buffer size can be altered to get improved ONTAP performance. This is a hidden feature and enabled per customer basis on request. |

After you finish

- In the Installed Data Collectors page, use the options menu on the right of each collector to edit the data collector. You can restart the data collector or edit data collector configuration attributes.

Troubleshooting

Known problems and their resolutions are described in the following table.

In the case of an error, click on *more detail* in the *Status* column for detail about the error.

Installed Data Collectors

| Name | Status | Type | Agent |
|---------|--|-----------|----------|
| 9.8_vs1 | ! Error more detail | ONTAP SVM | agent-11 |

| Problem: | Resolution: |
|--|--|
| <p>Data Collector runs for some time and stops after a random time, failing with: "Error message: Connector is in error state. Service name: audit. Reason for failure: External fpolicy server overloaded."</p> | <p>The event rate from ONTAP was much higher than what the Agent box can handle. Hence the connection got terminated.</p> <p>Check the peak traffic in CloudSecure when the disconnection happened. This you can check from the CloudSecure > Activity Forensics > All Activity page.</p> <p>If the peak aggregated traffic is higher than what the Agent Box can handle, then please refer to the Event Rate Checker page on how to size for Collector deployment in an Agent Box.</p> <p>If the Agent was installed in the Agent box prior to 4 March 2021, run the following commands in the Agent box:</p> <pre>echo 'net.core.rmem_max=8388608' >> /etc/sysctl.conf echo 'net.ipv4.tcp_rmem = 4096 2097152 8388608' >> /etc/sysctl.conf sysctl -p</pre> <p>Restart the collector from the UI after resizing.</p> |

| Problem: | Resolution: |
|---|--|
| <p>Collector reports Error Message: "No local IP address found on the connector that can reach the data interfaces of the SVM".</p> | <p>This is most likely due to a networking issue on the ONTAP side. Please follow these steps:</p> <ol style="list-style-type: none"> 1. Ensure that there are no firewalls on the SVM data lif or the management lif which are blocking the connection from the SVM. 2. When adding an SVM via a cluster management IP, please ensure that the data lif and management lif of the SVM are pingable from the Agent VM. In case of issues, check the gateway, netmask and routes for the lif. <p>You can also try logging in to the cluster via ssh using the cluster management IP, and ping the Agent IP. Make sure that the agent IP is pingable:</p> <pre>network ping -vserver <vserver name> -destination <Agent IP> -lif <Lif Name> -show-detail</pre> <p>If not pingable, make sure the network settings in ONTAP are correct, so that the Agent machine is pingable.</p> <ol style="list-style-type: none"> 3. If you have tried connecting via Cluster IP and it is not working, try connecting directly via SVM IP. Please see above for the steps to connect via SVM IP. 4. While adding the collector via SVM IP and vsadmin credentials, check if the SVM Lif has Data plus Mgmt role enabled. In this case ping to the SVM Lif will work, however SSH to the SVM Lif will not work. If yes, create an SVM Mgmt Only Lif and try connecting via this SVM management only Lif. 5. If it is still not working, create a new SVM Lif and try connecting through that Lif. Make sure that the subnet mask is correctly set. 6. Advanced Debugging: <ol style="list-style-type: none"> a) Start a packet trace in ONTAP. b) Try to connect a data collector to the SVM from CloudSecure UI. c) Wait till the error appears. Stop the packet trace in ONTAP. d) Open the packet trace from ONTAP. It is available at this location <p><a href="https://<cluster_mgmt_ip>/spi/<clusternname>/etc/log/packet_traces/">https://<cluster_mgmt_ip>/spi/<clusternname>/etc/log/packet_traces/</p> <ol style="list-style-type: none"> e) Make sure there is a SYN from ONTAP to the Agent box. f) If there is no SYN from ONTAP then it is an issue |

| Problem: | Resolution: |
|---|--|
| <p>Message: "Failed to determine ONTAP type for [hostname: <IP Address>. Reason: Connection error to Storage System <IP Address>: Host is unreachable (Host unreachable)"</p> | <ol style="list-style-type: none"> 1. Verify that the correct SVM IP Management address or Cluster Management IP has been provided. 2. SSH to the SVM or the Cluster to which you are intending to connect. Once you are connected ensure that the SVM or the Cluster name is correct. |

| Problem: | Resolution: |
|---|---|
| <p>Error Message: "Connector is in error state. Service.name: audit. Reason for failure: External fpolicy server terminated."</p> | <p>1. It is most likely that a firewall is blocking the necessary ports in the agent machine. Verify the port range 35000-55000/tcp is opened for the agent machine to connect from the SVM. Also ensure that there are no firewalls enabled from the ONTAP side blocking communication to the agent machine.</p> <p>2. Type the following command in the Agent box and ensure that the port range is open.</p> <pre>sudo iptables-save grep 3500*</pre> <p>Sample output should look like:</p> <pre>-A IN_public_allow -p tcp -m tcp --dport 35000 -m conntrack -ctstate NEW -j ACCEPT</pre> <p>3. Login to SVM, enter the following commands and check that no firewall is set to block the communication with ONTAP.</p> <pre>system services firewall show system services firewall policy show</pre> <p>Check firewall commands on the ONTAP side.</p> <p>4. SSH to the SVM/Cluster which you want to monitor. Ping the Agent box from the SVM data lif (with CIFS, NFS protocols support) and ensure that ping is working:</p> <pre>network ping -vserver <vserver name> -destination <Agent IP> -lif <Lif Name> -show-detail</pre> <p>If not pingable, make sure the network settings in ONTAP are correct, so that the Agent machine is pingable.</p> <p>5. If a single SVM is added twice added to a tenant via 2 data collectors, then this error will be shown. Delete one of the data collectors thru the UI. Then restart the other data collector thru the UI. Then the data collector will show "RUNNING" status and will start receiving events from SVM.</p> <p>Basically, in a tenant, 1 SVM should be added only once, via 1 data collector. 1 SVM should not be added twice via 2 data collectors.</p> <p>6. In instances where the same SVM was added in two different Cloud Secure environments (tenants), the last one will always succeed. The second collector will configure fpolicy with its own IP address and kick out the first one. So the collector in the first one will</p> |

| Problem: | Resolution: |
|--|---|
| No events seen in activity page. | <p>1. Check if ONTAP collector is in “RUNNING” state. If yes, then ensure that some cifs events are being generated on the cifs client VMs by opening some files.</p> <p>2. If no activities are seen, please login to the SVM and enter the following command. <i><SVM>event log show -source fpolicy</i> Please ensure that there are no errors related to fpolicy.</p> <p>3. If no activities are seen, please login to the SVM. Enter the following command <i><SVM>fpolicy show</i> Check if the fpolicy policy named with prefix “cloudsecure_” has been set and status is “on”. If not set, then most likely the Agent is unable to execute the commands in the SVM. Please ensure all the prerequisites as described in the beginning of the page have been followed.</p> |
| SVM Data Collector is in error state and Error message is “Agent failed to connect to the collector” | <p>1. Most likely the Agent is overloaded and is unable to connect to the Data Source collectors.</p> <p>2. Check how many Data Source collectors are connected to the Agent.</p> <p>3. Also check the data flow rate in the “All Activity” page in the UI.</p> <p>4. If the number of activities per second is significantly high, install another Agent and move some of the Data Source Collectors to the new Agent.</p> |
| SVM Data Collector shows error message as “fpolicy.server.connectError: Node failed to establish a connection with the FPolicy server “12.195.15.146” (reason: “Select Timed out”)” | <p>Firewall is enabled in SVM/Cluster. So fpolicy engine is unable to connect to fpolicy server.</p> <p>CLIs in ONTAP which can be used to get more information are:</p> <p style="margin-left: 40px;">event log show -source fpolicy which shows the error</p> <p style="margin-left: 40px;">event log show -source fpolicy -fields event,action,description which shows more details.</p> <p>Check firewall commands on the ONTAP side.</p> |
| Error Message: “Connector is in error state. Service name:audit. Reason for failure: No valid data interface (role: data,data protocols: NFS or CIFS or both, status: up) found on the SVM.” | <p>Ensure there is an operational interface (having role as data and data protocol as CIFS/NFS).</p> |

| Problem: | Resolution: |
|---|---|
| <p>The data collector goes into Error state and then goes into RUNNING state after some time, then back to Error again. This cycle repeats.</p> | <p>This typically happens in the following scenario:</p> <ol style="list-style-type: none"> 1. There are multiple data collectors added. 2. The data collectors which show this kind of behavior will have 1 SVM added to these data collectors. Meaning 2 or more data collectors are connected to 1 SVM. 3. Ensure 1 data collector connects to only 1 SVM. 4. Delete the other data collectors which are connected to the same SVM. |
| <p>Connector is in error state. Service name: audit. Reason for failure: Failed to configure (policy on SVM svmname). Reason: Invalid value specified for 'shares-to-include' element within 'fpolicy.policy.scope-modify': "Federal"</p> | <p>The share names need to be given without any quotes. Edit the ONTAP SVM DSC configuration to correct the share names.</p> <p><i>Include and exclude shares</i> is not intended for a long list of share names. Use filtering by volume instead if you have a large number of shares to include or exclude.</p> |
| <p>There are existing fpolicies in the Cluster which are unused. What should be done with those prior to installation of Cloud Secure?</p> | <p>It is recommended to delete all existing unused fpolicy settings even if they are in disconnected state. Cloud Secure will create fpolicy with the prefix "cloudsecure_". All other unused fpolicy configurations can be deleted.</p> <p>CLI command to show fpolicy list:</p> <p><i>fpolicy show</i></p> <p>Steps to delete fpolicy configurations:</p> <pre> <i>fpolicy disable -vserver <svmname> -policy-name <policy_name></i> <i>fpolicy policy scope delete -vserver <svmname> -policy-name <policy_name></i> <i>fpolicy policy delete -vserver <svmname> -policy-name <policy_name></i> <i>fpolicy policy event delete -vserver <svmname> -event-name <event_list></i> <i>fpolicy policy external-engine delete -vserver <svmname> -engine-name <engine_name></i> </pre> |
| <p>After enabling Cloud Secure, ONTAP performance is impacted: Latency becomes sporadically high, IOPs become sporadically low.</p> | <p>Ensure that you are using a Data ONTAP version where this issue is fixed. The minimum version of ONTAP recommended is 9.8P7.</p> <p>If an ONTAP version prior to 9.8p7 is used and this performance issue is seen, then the ONTAP send buffer size can be altered to get improved ONTAP performance. Contact NetApp Support if you wish to explore this option and do not see this setting when adding a new data collector or editing an existing one.</p> |

| Problem: | Resolution: |
|---|---|
| <p>Data collector is in error, shows this error message. “Error: Connector is in error state. Service name: audit. Reason for failure: Failed to configure policy on SVM svm_test. Reason: Missing value for zapi field: events. “</p> | <p>Start with a new SVM with only NFS service configured.</p> <p>Add an ONTAP SVM data collector in Cloud Secure. CIFS is configured as an allowed protocol for the SVM while adding the ONTAP SVM Data Collector in Cloud Secure.</p> <p>Wait until the Data collector in Cloud Secure shows an error.</p> <p>Since the CIFS server is NOT configured on the SVM, this error as shown in the left is shown by Cloud Secure.</p> <p>Edit the ONTAP SVM data collector and un-check CIFs as allowed protocol. Save the data collector. It will start running with only NFS protocol enabled.</p> |
| <p>Data Collector shows the error message: “Error: Failed to determine the health of the collector within 2 retries, try restarting the collector again (Error Code: AGENT008)“.</p> | <p>On the Data Collectors page, scroll to the right of the data collector giving the error and click on the 3 dots menu. Select <i>Edit</i>.</p> <p>Enter the password of the data collector again.</p> <p>Save the data collector by pressing on the <i>Save</i> button.</p> <p>Data Collector will restart and the error should be resolved.</p> |

If you are still experiencing problems, reach out to the support links mentioned in the **Help > Support** page.

Configuring the Cloud Volumes ONTAP Data Collector

Cloud Secure uses data collectors to collect file and user access data from devices.

Cloud Volumes ONTAP Storage Configuration

See the OnCommand Cloud Manager Documentation to configure a single-node / HA AWS instance to host the Cloud Secure Agent:

<https://docs.netapp.com/us-en/occm/index.html>

After the configuration is complete, follow the steps to setup your SVM:

https://docs.netapp.com/us-en/cloudinsights/task_add_collector_svm.html

Agent Machine Configuration

Use the following steps to configure the machine to be used as a Cloud Secure Agent:

Steps

1. Log in to the AWS console and navigate to EC2-Instances page and select *Launch instance*.
2. Select a RHEL or CentOS AMI with the appropriate version as mentioned in this page:
https://docs.netapp.com/us-en/cloudinsights/concept_cs_agent_requirements.html
3. Select the VPC and Subnet that the Cloud ONTAP instance resides in.
4. Select *t2.xlarge* (4 vcpus and 16 GB RAM) as allocated resources.
 - a. Create the EC2 instance.

5. Install the required Linux packages using the YUM package manager:

- a. Install *wget* and *unzip* native Linux packages.

Install the Cloud Secure Agent

1. Log in as Administrator or Account Owner to your Cloud Insights environment.
2. Navigate to Cloud Secure **Admin > Data Collectors** and click the **Agents** tab.
3. Click **+Agent** and specify RHEL as the target platform.
4. Copy the Agent Installation command.
5. Paste the Agent Installation command into the RHEL EC2 instance you are logged in to.
This installs the Cloud Secure agent, providing all of the [Agent Prerequisites](#) are met.

For detailed steps please refer to this xref:./

https://docs.netapp.com/us-en/cloudinsights/task_cs_add_agent.html#steps-to-install-agent

User Management

Cloud Secure user accounts are managed through Cloud Insights.

Cloud Insights provides four user account levels: Account Owner, Administrator, User, and Guest. Each account is assigned specific permission levels. A User account that has Administrator privileges can create or modify users, and assign each user one of the following Cloud Secure roles:

| Role | Cloud Secure Access |
|---------------|--|
| Administrator | Can perform all Cloud Secure functions, including those for Alerts, Forensics, data collectors, automated response policies, and APIs for Cloud Secure. An Administrator can also invite other users but can only assign Cloud Secure roles. |
| User | Can view and manage Alerts and view Forensics. User role can change alert status, add a note, take snapshots manually, and restrict user access. |
| Guest | Can view Alerts and Forensics. Guest role cannot change alert status, add a note, take snapshots manually, or restrict user access. |

Steps

1. Log into Cloud Secure
2. In the menu, click **Admin > User Management**

You will be forwarded to Cloud Insights's User Management page.

3. Select the desired role for each user.

While adding a new user, simply select the desired role (usually User or Guest).

More information on User accounts and roles can be found in the Cloud Insights [User Role](#) documentation.

SVM Event Rate Checker

The Event Rate Checker is used to check the NFS/SMB combined event rate in the SVM before installing an ONTAP SVM data collector, to see how many SVMs one Agent machine will be able to monitor.

Requirements:

- Cluster IP
- Cluster admin username and password



When running this script no ONTAP SVM Data Collector should be running for the SVM for which event rate is being determined.

Steps:

1. Install the Agent by following the instructions in CloudSecure.
2. Once the agent is installed, run the `server_data_rate_checker.sh` script as a sudo user:

```
/opt/netapp/cloudsecure/agent/install/svm_event_rate_checker.sh
```

3. This script requires `sshpass` to be installed in the linux machine. There are two ways to install it:
 - a. Run the following command:

```
linux_prompt> yum install sshpass
```

- b. If that does not work, then download `sshpass` to the linux machine from the web and run the following command:

```
linux_prompt> rpm -i sshpass
```

4. Provide the correct values when prompted. See below for an example.
5. The script will take approximately 5 minutes to run.
6. After the run is complete, the script will print the event rate from the SVM. You can check Event rate per SVM in the console output:

```
"Svm svm_rate is generating 100 events/sec".
```

1. Each Ontap SVM Data Collector can be associated with a single SVM, which means each data collector will be able to receive the number of events which a single SVM generates.

Keep the following in mind:

- A) A single Agent machine can handle the following:

| Agent Machine Configuration | Number of SVM Data Collectors | Max event Rate which the Agent Machine can handle |
|-----------------------------|-------------------------------|---|
| 4 core, 16GB | 10 data collectors | 20K events/sec |
| 4 core, 32GB | 20 data collectors | 20K events/sec |

B) To calculate your total events, add the Events generated for all SVMs for that agent.

C) If the script is not run during peak hours or if peak traffic is difficult to predict, then keep an event rate buffer of 30%.

B + C Should be less than A, otherwise the Agent machine will fail to monitor.

In other words, the number of data collectors which can be added to a single agent machine should comply to the formula below:

Sum of all Event rate of all Data Source Collectors + Buffer Event rate of 30% < 20000 events/second

Example

Let us say we have three SVMs generating event rates of 100, 200, and 300 events per second, respectively.

We apply the formula:

(100+200+300) + [(100+200+300)*30%] = 600+180 = 780events/sec
 780 events/second is < 20000 events/second, so the 3 SVMs can be monitored via one agent box.

Console output is available in the Agent machine in the file name *fpolicy_stat_<SVM Name>.log* in the present working directory.

The script may give erroneous results in the following cases:

- Incorrect credentials, IP, or SVM name are provided.
- An already-existing fpolicy with same name, sequence number, etc. will give error.
- The script is stopped abruptly while running.

An example script run is shown below:

```
[root@ci-cs-data agent]#
/opt/netapp/cloudsecure/agent/install/svm_event_rate_checker.sh
```

```
Enter the cluster ip: 10.192.139.166
Enter the username to SSH: admin
Enter the password:
Getting event rate for NFS and SMB events.
Available SVMs in the Cluster
-----
QA_SVM
Stage_SVM
Qa-fas8020
Qa-fas8020-01
Qa-fas8020-02
audit_svm
svm_rate
vs_new
vs_new2
```

```
-----
Enter [1/5] SVM name to check (press enter to skip): svm_rate
Enter [2/5] SVM name to check (press enter to skip): audit_svm
Enter [3/5] SVM name to check (press enter to skip):
Enter [4/5] SVM name to check (press enter to skip):
Enter [5/5] SVM name to check (press enter to skip):
Running check for svm svm_rate...
Running check for svm audit_svm...
Waiting 5 minutes for stat collection
Stopping sample svm_rate_sample
Stopping sample audit_svm_sample
fpolicy stats of svm svm_rate is saved in fpolicy_stat_svm_rate.log
Svm svm_rate is generating 100 SMB events/sec and 100 NFS events/sec
Overall svm svm_rate is generating 200 events/sec
fpolicy stats of svm audit_svm is saved in fpolicy_stat_audit_svm.log
Svm audit_svm is generating 200 SMB events/sec and 100 NFS events/sec
Overall svm audit_svm is generating 300 events/sec
```

```
[root@ci-cs-data agent]#
```

Troubleshooting

Question: If I run this script on an SVM that is already configured for Cloud Secure, does it just use the existing fpolicy config on the SVM or does it setup a temporary one and run the process?

Answer: The Event Rate Checker can run fine even for an SVM already configured for Cloud Secure. There should be no impact.

Question: Can I increase the number of SVMs on which the script can be run?

Answer: Yes. Simply edit the script and change the max number of SVMs from 5 to any desirable number.

Question: If I increase the number of SVMs, will it increase the time of running of the script?

Answer: No. The script will run for a max of 5 minutes, even if the number of SVMs is increased.

Question: Can I increase the number of SVMs on which the script can be run?

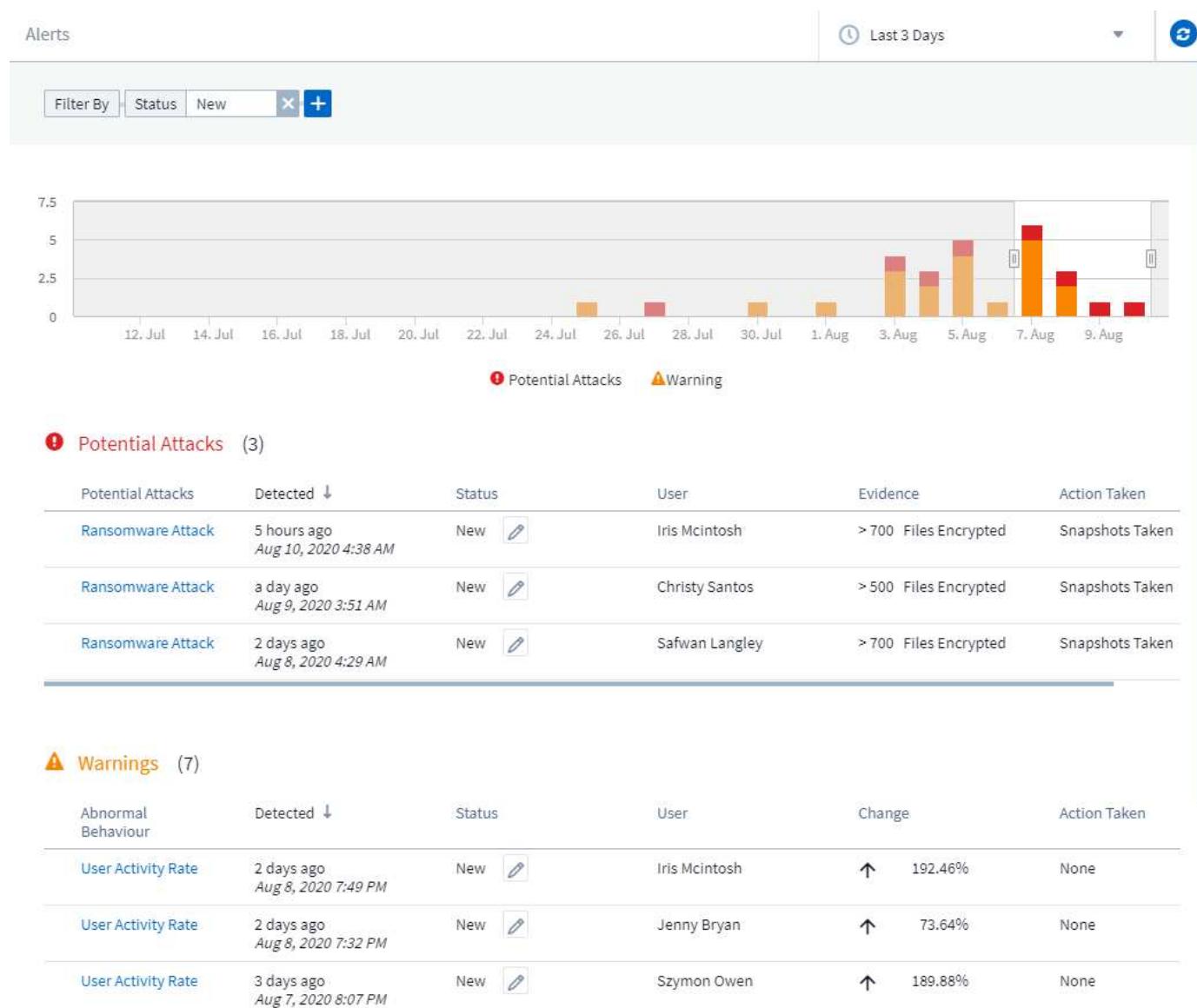
Answer: Yes. You need to edit the script and change the max number of SVMs from 5 to any desirable number.

Question: If I increase the number of SVMs, will it increase the time of running of the script?

Answer: No. The script will run for a max of 5mins, even if the number of SVMs are increased.

Alerts

The Cloud Secure Alerts page shows a timeline of recent attacks and/or warnings and allows you to view details for each issue.



Alert

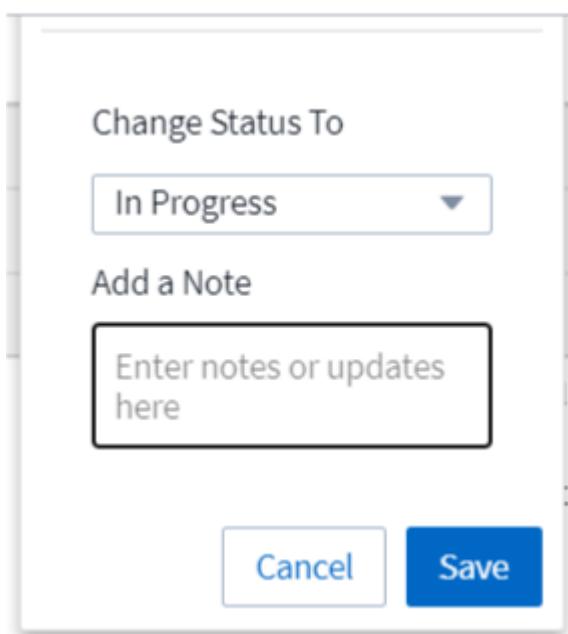
The Alert list displays a graph showing the total number of Potential Attacks and/or Warnings that have been raised in the selected time range, followed by a list of the attacks and/or warnings that occurred in that time range. You can change the time range by adjusting the start time and end time sliders in the graph.

The following is displayed for each alert:

Potential Attacks:

- The *Potential Attack* type (for example, Ransomware or Sabotage)
- The date and time the potential attack was *Detected*
- The *Status* of the alert:
 - **New:** This is the default for new alerts.
 - **In Progress:** The alert is under investigation by a team member or members.
 - **Resolved:** The alert has been marked as resolved by a team member.
 - **Dismissed:** The alert has been dismissed as false positive or expected behavior.

An administrator can change the status of the alert and add a note to assist with investigation.



- The *User* whose behavior triggered the alert
- *Evidence* of the attack (for example, a large number of files was encrypted)
- The *Action Taken* (for example, a snapshot was taken)

Warnings:

- The *Abnormal Behavior* that triggered the warning
- The date and time the behavior was *Detected*
- The *Status* of the alert (New, In progress, etc.)
- The *User* whose behavior triggered the alert

- A description of the *Change* (for example, an abnormal increase in file access)
- The *Action Taken*

Filter Options

You can filter Alerts by the following:

- The *Status* of the alert
- Specific text in the *Note*
- The type of *Attacks/Warnings*
- The *User* whose actions triggered the alert/warning

The Alert Details page

You can click an alert link on the Alerts list page to open a detail page for the alert. Alert details may vary according to the type of attack or alert. For example, a Ransomware Attack detail page may show the following information:

Summary section:

- Attack type (Ransomware, Sabotage) and Alert ID (assigned by Cloud Secure)
- Date and Time the attack was detected
- Action Taken (for example, an automatic snapshot was taken. Time of snapshot is shown immediately below the summary section))
- Status (New, In Progress, etc.)

Attack Results section:

- Counts of Affected Volumes and Files
- An accompanying summary of the detection
- A graph showing file activity during the attack

Related Users section:

This section shows details about the user involved in the potential attack, including a graph of Top Activity for the user.

Alerts page (this example shows a potential ransomware attack):

Filter By

**① Potential Attacks (1)**

| Potential Attacks | Detected ↓ | Status | User | Evidence | Action Taken |
|-------------------|------------------------------------|--------|-------------------|-----------------------|--------------|
| Ransomware Attack | 5 days ago Jul 11, 2020 4:02 AM | New | Kristjan Egilsson | > 700 Files Encrypted | None |

⚠ Warnings (0)

| Abnormal Behaviour | Detected ↓ | Status | User | Change | Action Taken |
|--------------------|------------|--------|------|--------|--------------|
| No Data Available | | | | | |

Detail page (this example shows a potential ransomware attack):



POTENTIAL ATTACK: AL_305
Ransomware Attack

Detected
5 days ago
Jul 11, 2020 4:02 AM

Action Taken
None

Status
New

Total Attack Results

1 Affected Volumes | 0 Deleted Files | 4173 Encrypted Files

4173 Files have been copied, deleted, and potentially encrypted by 1 user account.

This is potentially a sign of ransomware attack.
The extension "crypt" was added to each file.

Encrypted Files

Activity per minute



Related Users



Kristjan Egilsson
Accountant
Finance

4173
Encrypted Files

Detected
5 days ago
Jul 11, 2020 4:02 AM

Action Taken
None

Username
us035

Email
Egilsson@netapp.com

Phone
387224312607

Department
Finance

Manager
Lyndsey Maddox

[View Activity Detail](#)

Top Activity Types
Activity per minute
Last access location: 10.197.144.115



Take a Snapshot Action

Cloud Secure protects your data by automatically taking a snapshot when malicious activity is detected, ensuring that your data is safely backed up.

You can define [automated response policies](#) that take a snapshot when ransomware attack or other abnormal user activity is detected.

You can also take a snapshot manually from the alert page.

Automatic Snapshot taken:



POTENTIAL ATTACK: AL_307
Ransomware Attack

Detected
4 days ago
Jul 26, 2020 3:38 AM

Action Taken
Snapshots Taken

Status
In Progress

Last snapshots taken by
Amit Schwartz
Jul 30, 2020 2:54 PM

How To:
Restore Entities

Re-Take Snapshots

Total Attack Results

| Affected Volumes | Deleted Files | Encrypted Files |
|------------------|---------------|-----------------|
| 1 | 0 | 5148 |

5148 Files have been copied, deleted, and potentially encrypted by 1 user account.

This is potentially a sign of ransomware attack.
The extension "crypt" was added to each file.

Encrypted Files
Activity per minute

Related Users

Ewen Hall
Developer
Engineering

5148
Encrypted Files

Detectd
4 days ago
Jul 26, 2020 3:38 AM

Action Taken
Snapshots Taken

Abhi Basu Thakur

Manual Snapshot:

Cloud Insights

MONITOR & OPTIMIZE Alerts / *Nabilah Howell* had an abnormal change in activity rate

Jul 23, 2020 - Jul 26, 2020
1:44 AM - 1:44 AM

CLOUD SECURE ALERTS FORENSICS ADMIN HELP

Alert Detail

WARNING: AL_306
Nabilah Howell had an abnormal change in activity rate.

Detectd
5 days ago
Jul 25, 2020 1:44 PM

Action Taken
None

Status
New

Recommendation: Setup an Automated Response Policy
An Automated Response Policy will trigger measures to contain the damage automatically when a future attack is detected. Try it now.

Nabilah Howell's Activity Rate Change

| Typical | Alert |
|-----------------------------|---------------------------|
| 122.8 Activities Per Minute | 210 Activities Per Minute |

↑ 71%

Nabilah Howell's activity rate grew 71% over their typical average.

Activity Rate
Activity per 5 minutes

Alert Notifications

Email notifications of alerts are sent to an alert recipient list for every action on the alert. To configure alert recipients, click on **Admin > Notifications** and enter an email addresses for each recipient.

Retention Policy

Alerts and Warnings are retained for 13 months. Alerts and Warnings older than 13 months will be deleted. If the Cloud Secure environment is deleted, all data associated with the environment is also deleted.

Troubleshooting

| Problem: | Try This: |
|--|--|
| For snapshots taken by Cloud Secure (CS), is there a purging/archiving period for CS snapshots? | No. There is no purging/archiving period set for CS snapshots. The user needs to define purging policy for CS snapshots. Please refer to the ONTAP documentation on how to setup the policies. |
| There is a situation where, ONTAP takes hourly snapshots per day. Will Cloud Secure (CS) snapshots affect it? Will CS snapshot take the hourly snapshot place? Will the default hourly snapshot get stopped? | Cloud Secure snapshots will not affect the hourly snapshots. CS snapshots will not take the hourly snapshot space and that should continue as before. The default hourly snapshot will not get stopped. |
| What will happen if the maximum snapshot count is reached in ONTAP? | If the maximum Snapshot count is reached, subsequent Snapshot taking will fail and Cloud Secure will show an error message noting that Snapshot is full. User needs to define Snapshot policies to delete the oldest snapshots, otherwise snapshots will not be taken. In ONTAP 9.3 and earlier, a volume can contain up to 255 Snapshot copies. In ONTAP 9.4 and later, a volume can contain up to 1023 Snapshot copies. See the ONTAP Documentation for information on setting Snapshot deletion policy . |
| Cloud Secure is unable to take snapshots at all. | Make sure that the role being used to create snapshots has proper rights assigned . Make sure <i>csrole</i> is created with proper access rights for taking snapshots: <code>security login role create -vserver <vservername> -role csrole -cmddirname "volume snapshot" -access all</code> |
| Snapshots are failing for older alerts on SVMs which were removed from Cloud Secure and subsequently added back again. For new alerts which occur after SVM is added again, snapshots are taken. | This is a rare scenario. In the event you experience this, log in to ONTAP and take the snapshots manually for the older alerts. |
| In the <i>Alert Details</i> page, the message “Last attempt failed” error is seen below the <i>Take Snapshot</i> button. Hovering over the error displays “Invoke API command has timed out for the data collector with id”. | This can happen when a data collector is added to Cloud Secure via SVM Management IP, if the LIF of the SVM is in <i>disabled</i> state in ONTAP. Enable the particular LIF in ONTAP and trigger <i>Take Snapshot manually</i> from Cloud Secure. The Snapshot action will then succeed. |

Forensics

Forensics - All Activity

The All Activity page helps you understand the actions performed on entities in the Cloud Secure environment.

Examining All Activity Data

Click **Forensics > Activity Forensics** and click the **All Activity** tab to access the All Activity page. This page provides an overview of activities in your environment, highlighting the following information:

- A graph showing *Activity History* (accessed per minute/per 5 minutes/per 10 minutes based on selected global time range)

You can zoom the graph by dragging out a rectangle in the graph. The entire page will be loaded to display the zoomed time range. When zoomed in, a button is displayed that lets the user zoom out.

- A chart of *Activity Types*. To obtain activity history data by activity type, click on corresponding x-axis label link.
- A chart of Activity on *Entity Types*. To obtain activity history data by entity type, click on corresponding x-axis label link.
- A list of the *All Activity* data

The **All Activity** table shows the following information. Note that not all of these columns are displayed by default. You can select columns to display by clicking on the "gear" icon .

- The **time** an entity was accessed including the year, month, day, and time of the last access.
- The **user** that accessed the entity with a link to the [User information](#).
- The **activity** the user performed. Supported types are:
 - **Change Group Ownership** - Group Ownership is of file or folder is changed. For more details about group ownership please see [this link](#).
 - **Change Owner** - Ownership of file or folder is changed to another user.
 - **Change Permission** - File or folder permission is changed.
 - **Create** - Create file or folder.
 - **Delete** - Delete file or folder. If a folder is deleted, *delete* events are obtained for all the files in that folder and subfolders.
 - **Read** - File is read.
 - **Read Metadata** - Only on enabling folder monitoring option. Will be generated on opening a folder on Windows or Running “ls” inside a folder in Linux.
 - **Rename** - Rename file or folder.
 - **Write** - Data is written to a file.
 - **Write Metadata** - File metadata is written, for example, permission changed.
 - **Other Change** - Any other event which are not described above. All unmapped events are mapped to “Other Change” activity type. Applicable to files and folders.
- The **Path** to the entity with a link to the [Entity Detail Data](#)
- The **Entity Type**, including entity (i.e. file) extension (.doc, .docx, .tmp, etc.)
- The **Device** where the entities reside
- The **Protocol** used to fetch events.
- The **Original Path** used for rename events when the original file was renamed. This column is not visible in the table by default. Use the column selector to add this column to the table.

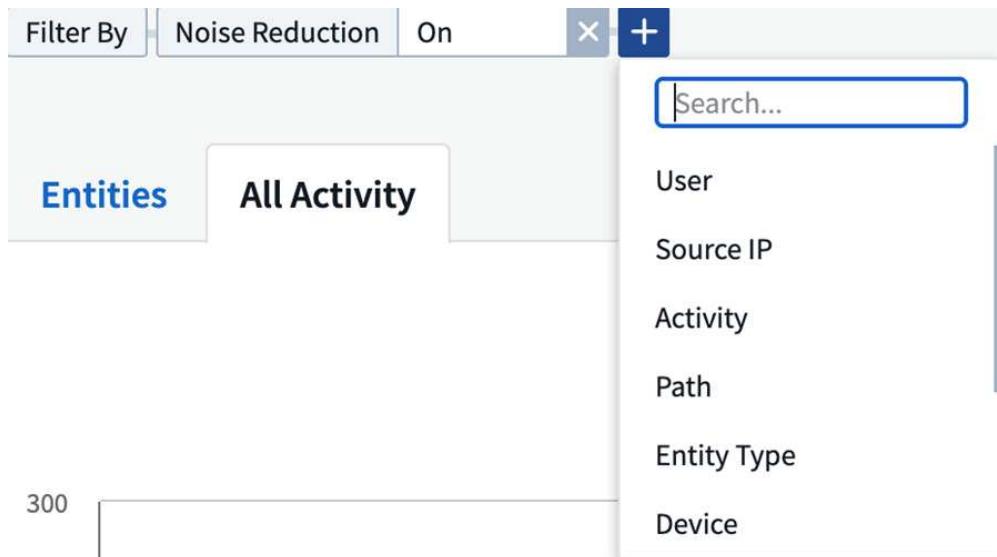
- The **Volume** where the entities reside. This column is not visible in the table by default. Use the column selector to add this column to the table.

Filtering Forensic Activity History Data

There are two methods you can use to filter data.

1. Hover over the field in the table and click the filter icon that appears. The value is added to the appropriate filters in the top *Filter By* list.
2. Filter data by typing in the *Filter By* field:

Select the appropriate filter from the top ‘Filter By’ widget by clicking the [+] button:



Enter the search text

Press Enter or click outside of the filter box to apply the filter.

You can filter Forensic Activity data by the following fields:

- The **Activity** type.
- **Source IP** from which the entity was accessed. You must provide a valid source IP address in double quotes, for example “10.1.1.1”. Incomplete IPs such as “10.1.1.”, “10.1..*”, etc. will not work.
- **Protocol** to fetch protocol-specific activities.
- **Username** of the user performing the activity. You need to provide the exact Username to filter. Search with partial username, or partial username prefixed or suffixed with '*' will not work.
- **Noise Reduction** to filter out newly-created files created by the user (i.e. in the last 2 hours). It is also used to filter temporary files (for example, .tmp files) accessed by the user.

The following fields are subject to special filtering rules:

- **Entity Type**, using entity (file) extension
- **Path** of the entity
- **User** performing the activity

- **Device** (SVM) where entities reside
- **Volume** where entities reside
- The **Original Path** used for rename events when the original file was renamed.

The preceding fields are subject to the following when filtering:

- Exact value should be within quotes: Example: "searchtext"
- Wildcard strings must contain no quotes: Example: searchtext, *searchtext*, will filter for any strings containing 'searchtext'.
- String with a prefix, Example: searchtext* , will search any strings which start with 'searchtext'.

Sorting Forensic Activity History Data

You can sort activity history data by *Time*, *User*, *Source IP*, *Activity*, *Path* and *Entity Type*. By default, the table is sorted by descending *Time* order, meaning the latest data will be displayed first. Sorting is disabled for *Device* and *Protocol* fields.

Exporting All Activity

You can export the activity history to a .CSV file by clicking the *Export* button above the Activity History table. Note that only the top 10,000 records are exported.

Column Selection for All Activity

The *All activity* table shows select columns by default. To add, remove, or change the columns, click the gear icon on the right of the table and select from the list of available columns.



Activity History Retention

Activity history is retained for 13 months for active Cloud Secure environments.

Troubleshooting

| Problem | Try This |
|---------|----------|
| | |

| | |
|--|---|
| <p>In the “All Activities” table, under the ‘User’ column, the user name is shown as: "ldap:HQ.COMPANYNAME.COM:S-1-5-21-3577637-1906459482-1437260136-1831817" or "ldap:default:80038003"</p> | <p>Possible reasons could be:</p> <ol style="list-style-type: none"> 1. No User Directory Collectors have been configured yet. To add one, go to Admin > Data Collectors > User Directory Collectors and click on +User Directory Collector. Choose <i>Active Directory</i> or <i>LDAP Directory Server</i>. 2. A User Directory Collector has been configured, however it has stopped or is in error state. Please go to Admin > Data Collectors > User Directory Collectors and check the status. Refer to the User Directory Collector troubleshooting section of the documentation for troubleshooting tips. <p>After configuring properly, the name will get automatically resolved within 24 hours.</p> <p>If it still does not get resolved, check if you have added the correct User Data Collector. Make sure that the user is indeed part of the added Active Directory/LDAP Directory Server.</p> |
| <p>Some NFS events are not seen in UI.</p> | <p>Check the following:</p> <ol style="list-style-type: none"> 1. A user directory collector for AD server with POSIX attributes set should be running with the unixid attribute enabled from UI. 2. Any user doing NFS access should be seen when searched in the user page from UI 3. Raw events (Events for whom the user is not yet discovered) are not supported for NFS 4. Anonymous access to the NFS export will not be monitored. 5. Make sure NFS version used is lesser than NFS4.1. |

Forensic Entities Page

The Forensics Entities page provides detailed information about entity activity in your environment.

Examining Entity Information

Click **Forensics > Activity Forensics** and click the *Entities* tab to access the Entities page.

This page provides an overview of entity activity in your environment, highlighting the following information:

- * A graph showing *Unique Entities* accessed per minute
- * A chart of *Entity Types Accessed*
- * A breakdown of the *Common Paths*
- * A list of the *Top 50 Entities* out of the total number of entities

Entities All Activity

Unique Entities
Entities per minute

Entity Types Accessed

| Type | Percentage |
|-------|------------|
| crypt | 42.3% |
| docx | 21.28% |
| tmp | 14.12% |
| xlsx | 10.74% |
| log | 5.55% |
| Other | 6.01% |

Common Paths

| Path | Percentage |
|--------------------------------------|------------|
| ...oGroupShares2/eng_cifs_volume/hr/ | 21.02% |
| development/ | 20.96% |
| financial/ | 18.93% |
| sales/ | 14.63% |
| productmanagement/ | 12.58% |
| merger/ | 11.88% |

Preview Top 50 Entities of 12386

| Name | Entity Type | Device | Path | Activities ↓ |
|--------------------------|-------------|------------------|---|--------------|
| Tech Tower.pptx | ppbx | demoGroupShares2 | /ENG_CIFS_volume/Sales/Tech Tower.pptx | 39 |
| Kevin_Obrien.xlsx | xlsx | demoGroupShares2 | /ENG_CIFS_volume/Sales/Kevin_Obrien.xlsx | 37 |
| Harrison_Ware.docx | docx | demoGroupShares2 | /ENG_CIFS_volume/Sales/Harrison_Ware.docx | 35 |
| Matter Shop Lifters.pptx | ppbx | demoGroupShares2 | /ENG_CIFS_volume/Sales/Matter_Shop_Lifters.pptx | 35 |

Clicking on an entity in the list opens an overview page for the entity, showing a profile of the entity with details like name, type, device name, most accessed location IP, and path, as well as the entity behavior such as the user, IP, and time the entity was last accessed.

Forensics / Entities / Kevin_Obrien.xlsx

Entity Overview
[Edit](#)

Entity Profile

| | | |
|---------------------------|--|--|
| Name Kevin_Obrien.xlsx | Most Accessed Location 10.197.144.115 | Size 91 KB |
| Type xlsx | Device Name demoGroupShares2 | Path /ENG_CIFS_volume/Sales/Kevin_Obrien.xlsx |

Entity Behaviour

| | |
|--|--------------------------|
| Recent Activity | Operations (last 7 days) |
| Last accessed : 12 minutes ago Aug 24, 2020 2:02 PM | Read : 89 |
| Last accessed by : Tyrique Ray | Read Metadata : 22 |
| Last accessed from : 10.197.144.115 | Other Activities : 43 |

Forensic User Overview

Information for each user is provided in the User Overview. Use these views to understand user characteristics, associated entities, and recent activities.

User Profile

User Profile information includes contact information and location of the user. The profile provides the following information:

- Name of the user
- Email address of the user
- User's Manager
- Phone contact for the user
- Location of the user

User Behavior

The user behavior information identifies recent activities and operations performed by the user. This information includes:

- Recent activity
 - Last access location
 - Activity graph
 - Alerts
- Operations for the last seven days
 - Number of operations

Refresh Interval

The User list is refreshed every 12 hours.

Retention Policy

If not refreshed again, the User list is retained for 13 months. After 13 months, the data will be deleted. If your Cloud Secure environment is deleted, all data associated with the environment is deleted.

Automated Response Policies

Response Policies trigger actions such as taking a snapshot or restricting user access in the event of an attack or abnormal user behavior.

You can set policies on specific devices or all devices. To set a response policy, select **Admin > Automated Response Policies** and click the appropriate *Policy button. You can create policies for Attacks or for Warnings.

Add Attack Policy



Policy Name*

For Ransomware Attacks

Currently Cloud Secure discovers and tracks possible Ransomware attacks.

Coming Soon: Tracking for additional attack types, including Identity Theft, Sabotage, and Snooping.

On Device



Actions

Take Snapshot ?

You must save the policy with a unique name.

To disable an automated response action (for example, Take Snapshot), simply un-check the action and save the policy.

When an alert is triggered against the specified devices (or all devices, if selected), the automated response policy takes a snapshot of your data. You can see snapshot status on the [Alert detail page](#).

See the [Restrict User Access](#) page for more details on restricting user access by IP.

You can modify or pause an Automated Response Policy by choosing the option in the policy's drop-down menu.

Cloud Secure will automatically delete snapshots once per day based on the Snapshot Purge settings.

Snapshot Purge Settings



Define purge periods to automatically delete snapshots taken by Cloud Secure.

Attack Automated Response

Delete Snapshot after

Warning Automated Response

Delete Snapshot after

User Created

Delete Snapshot after

Restricting User Access

Once an attack is detected, Cloud Secure can stop the attack by restricting user access to the file system. Access can be restricted automatically, using Automated Response Policies or manually from the alert or user details pages.

When restricting user access, you should define the access limit type (Block or Read-only) and time-period. After the selected time period ends, user access is automatically restored.

Access restriction is supported for both SMB and NFS protocols.

Restriction happens via IP address of the host machines, meaning the machines from which the user has accessed the storage. Those machine IP addresses will be blocked from accessing any of the Storage Virtual Machines (SVMs) monitored by Cloud Secure.

For example, let's say Cloud Secure manages 10 SVMs and the Automatic Response Policy is configured for four of those SVMs. If the attack originates in one of the four SVMs, the user's access will be restricted in all 10 SVMs. A Snapshot is still taken on the originating SVM.

If there are four SVMs with one SVM configured for CIFS, one configured for NFS, and the remaining two configured for both NFS and CIFS, all the SVMs will be blocked if the attack originates in any of the four SVMs.

Prerequisites for User Access Restriction

Customers must configure export policies for SMB and NFS for this feature to work. Follow the steps below if NFS and SMB are configured in the Data Source Collector.

For NFS, export policies are configured by default. By default, an export policy is created when NFS service is

created in the SVM.

For SMB, the export policies must be configured.

If you are NOT using cluster/svm credentials but using a csuser then follow the steps below first, to allow Cloud Secure to create a custom export policy rule.

For csuser with cluster credentials, do the following from the ONTAP command line:

```
security login role create -role csrole -cmddirname "vserver export-policy rule" -access all
```

For csuser with SVM credentials, do the following from the ONTAP command line, inserting the correct <vservername>:

```
security login role create -vserver <vservername> -role csrole -cmddirname "vserver export-policy rule" -access all
```

Below are the commands to configure a default export policy.

Copy the commands to a text editor and replace the <vserver> name with the name of your vserver. Then copy each line one at a time and execute it in the ONTAP console.

Note that you must first switch to advanced mode before running the commands.

 This is particularly helpful for running PoCs. In the machines where you want to test, SMB can be configured as shown below. During PoCs, in the Data Source Collectors, enable only SMB/CIFs protocol and disable NFS protocol.

```
set -privilege advanced
```

```
cifs options modify -is-exportpolicy-enabled true -vserver <vserver>
```

```
export-policy rule create -vserver <vserver> -policyname default -protocol cifs -clientmatch 0.0.0.0/0 -rorule any -rwrule any
```

 The clientmatch is either a specific address or a subnet (for example 10.0.3.212 or 192.168.5.0/24), a hostname, or a netgroup, like @netgroup. If you want an export policy to apply to all possible IP4 addresses, set the clientmatch to 0.0.0.0/0.

To check if the *exportpolicy* and *exportpolicy rule* have been configured correctly, run the following commands after running the above commands.

```
cifs options show -fields is-exportpolicy-enabled -vserver <vserver>
```

```
export-policy show -vserver <vserver>
```

```
export-policy rule show -policyname default -vserver <vserver>
```

How to enable the feature?

- In Cloud Secure, navigate to **Admin > Automated Response Policies > Response Policy Settings > Access Limitation**.
- Set “Enable Restrict User Access” to *enabled*.

How to set up Automatic user access restriction?

- Create a new Attack Policy or edit an existing Attack policy.
- Select the SVMs on which the attack policy should be monitored.
- Click on the checkbox “Restrict User IP File Access”. The feature will be enabled when this is selected.
- Under “Limit User Access” select what mode of restriction should be applied.
- Under “Time Period” select the time until which the restriction should be applied.
- To test automatic restriction,, you can simulate an attack via a [simulated script](#).

How to know if there are restricted users in the system?

- In the alert lists page, a banner on the top of screen will be displayed in case any user is restricted.
- Clicking on the banner will take you to the “Users” page. In that the list of restricted users can be seen.
- In the “Users” page, there in a column named “IP Access”. In that column, the current state of user restriction will be displayed.

Restrict and manage user access manually

- You can go to the alert details or user details screen and then manually restrict or un-restrict a user from those screens.

User Restrict Access History

In the alert details and user details page, in the user panel, you can view an audit of the user’s restrict access limitation history: Time, Action (Block, Read-only, restore), duration, action taken by, manual/automatic, and affected IPs.

How to disable the feature?

At any time, you can disable the feature. If there are restricted users in the system, you must restore their access first.

- In Cloud Secure, navigate to **Admin > Automated Response Policies > Response Policy Settings > Access Limitation**
- De-select “Enable Restrict User Access” to disable.

The feature will be hidden from all pages.

Manually Restore IPs

Use the following steps to manually restore any IPs from ONTAP if your Cloud Secure trial expires, or if the agent/collector is down.

1. List all export policies on an SVM.

```
contrail-qa-fas8020::> export-policy rule show -vserver <svm name>
      Policy          Rule   Access     Client           RO
Vserver    Name       Index  Protocol Match      Rule
-----
-----
svm_s_____a default      1      nfs3,      cloudsecure_rule, never
                           nfs4,      10.19.12.216
                           cifs
svm_s_____a default      4      cifs,      0.0.0.0/0      any
                           nfs
svm_s_____a test         1      nfs3,      cloudsecure_rule, never
                           nfs4,      10.19.12.216
                           cifs
svm_s_____a test         3      cifs,      0.0.0.0/0      any
                           nfs,
                           flexcache
4 entries were displayed.
```

2. Delete the all rules across all policies on the SVM which have “cloudsecure_rule” as Client Match by specifying its respective RuleIndex. CloudSecure rule will usually be at 1.

```
contrail-qa-fas8020::*> export-policy rule delete -vserver <svm name>
-policyname * -ruleindex 1
```

3. Ensure cloudsecure rule is deleted (optional step to confirm)

```
contrail-qa-fas8020::*> export-policy rule show -vserver <svm name>
      Policy          Rule   Access     Client           RO
Vserver    Name       Index  Protocol Match      Rule
-----
-----
svm_suchitra default      4      cifs,      0.0.0.0/0      any
                           nfs
svm_suchitra test         3      cifs,      0.0.0.0/0      any
                           nfs,
                           flexcache
2 entries were displayed.
```

Troubleshooting

| Problem | Try This |
|--|---|
| Some of the users are not getting restricted, though there is an attack. | <ol style="list-style-type: none">1. Make sure that the Data Collector and Agent for the SVMs are in <i>Running</i> state. Cloud Secure won't be able to send commands if the Data Collector and Agent are stopped.2. This is because the user may have accessed the storage from a machine with a new IP which has not been used before. Restricting happens via IP address of the host through which the user is accessing the storage. Check in the UI (Alert Details > Access Limitation History for This User > Affected IPs) for the list of IP addresses which are restricted. If the user is accessing storage from a host which has an IP different from the restricted IPs, then the user will still be able to access the storage through the non-restricted IP. If the user is trying to access from the hosts whose IPs are restricted, then the storage won't be accessible. |
| Manually clicking on Restrict Access gives "IP addresses of this user have already been restricted". | The IP to be restricted is already being restricted from another user. |
| Restrict Access fails with warning "Export policy usage for SMB protocol is disabled for the SVM. Enable use of export-policy to use restrict user access feature" | Ensure <code>-is-exportpolicy-enabled</code> option is true for the vserver as mentioned in the Prerequisites. |

Cloud Secure: Simulating an Attack

You can use the instructions on this page to simulate an attack for testing or demonstrating Cloud Secure using the included Cloud Secure Ransomware Simulation script.

Things to note before you begin

- The ransomware simulation script works on Linux only.
- The script is provided with the Cloud Secure agent installation files. It is available on any machine that has a Cloud Secure agent installed.
- You can run the script on the Cloud Secure agent machine itself; there is no need to prepare another Linux machine. However, if you prefer to run the script on another system, simply copy the script and run it there.

Have at least 1,000 sample files

This script should run on an SVM with a folder that has files to encrypt. We recommend having at least 1,000 files within that folder and any sub-folders. The files must not be empty.

Do not create the files and encrypt them using the same user. Cloud Secure considers this a low-risk activity and will therefore not generate an alert (i.e. the same user modifies files he/she/they just created).

See below for instructions to [programmatically create non-empty files](#).

Prepare the system

First, mount the target volume to machine. You can mount either an NFS mount or CIFs export.

To mount NFS export in Linux:

```
mount -t nfs -o vers=4.0 10.193.177.158:/svmvol1 /mntpt  
mount -t nfs -o vers=4.0 Vserver data IP>:/nfsvol /destinationlinuxfolder
```

Do not mount NFS version 4.1; it is not supported by Fpolicy.

To mount CIFs in Linux:

```
mount -t cifs //10.193.77.91/sharedfolderincluster  
/root/destinationfolder/ -o username=raisa
```

Next, set up a Data Collector:

1. Configure the Cloud Secure agent if not already done.
2. Configure SVM data collector if not already done.

Run the Ransomware Simulator script

1. Log in (ssh) to the Cloud Secure agent machine.
2. Navigate to: `/opt/netapp/cloudsecure/agent/install`
3. Call the simulator script without parameters to see usage:

```
# pwd  
/opt/netapp/cloudsecure/agent/install  
# ./ransomware_simulator.sh  
Error: Invalid directory provided.  
Usage: ./ransomware_simulator.sh [-e] [-d] [-i <input_directory>]  
      -e to encrypt files (default)  
      -d to restore files  
      -i <input_directory> - Files under the directory to be encrypted
```

```
Encrypt command example: ./ransomware_simulator.sh -e -i  
/mnt/audit/reports/  
Decrypt command example: ./ransomware_simulator.sh -d -i  
/mnt/audit/reports/
```

Encrypt your test files

To encrypt the files, run the following command:

```
# ./ransomware_simulator.sh -e -i /root/for/
Encryption key is saved in /opt/netapp/cloudsecure/cloudsecure-agent-
1.251.0/install/encryption-key,
which can be used for restoring the files.
Encrypted /root/for/File000.txt
Encrypted /root/for/File001.txt
Encrypted /root/for/File002.txt
...
```

Restore files

To decrypt, run the following command:

```
[root@scspa2527575001 install]# ./ransomware_simulator.sh -d -i /root/for/
File /root/for/File000.txt is restored.
File /root/for/File001.txt is restored.
File /root/for/File002.txt is restored.
...
```

Run the script multiple times

After generating a ransomware attack for a user, switch to another user in order to generate an additional attack.

Cloud Secure learns user behavior and will not alert on repeated ransomware attacks within a short duration for the same user.

Create files programmatically

Before creating the files, you must first stop the data collector processing.

Perform the steps below before you add the data collector to the Agent. If you have already added the data collector, just edit the data collector, enter an invalid password, and save it. This will temporarily put the data collector in error state. NOTE: Be sure you note the original password!

Before running the simulation, you must first add files to be encrypted. You can either manually copy the files to be encrypted into the target folder, or use a script (see the example below) to programmatically create the files. Whichever method you use, copy at least 1,000 files.

If you choose to programmatically create the files, do the following:

1. Log into the Agent box.
2. Mount an NFS export from the SVM of the filer to the Agent machine. Cd to that folder.
3. In that folder create a file named createfiles.sh
4. Copy the following lines to that file.

```
for i in {000..1000}
do
    echo hello > "File${i}.txt"
done
echo 3 > /proc/sys/vm/drop_caches ; sync
```

5. Save the file.
6. Ensure execute permission on the file:

```
chmod 777 ./createfiles.sh
```

7. Execute the script:

```
./createfiles.sh
```

1000 files will be created in the current folder.

8. Re-enable the data collector

If you disabled the data collector in step 1, edit the data collector, enter the correct password, and save. Make sure that the data collector is back in running state.

Configuring Alert Email Notifications

Email notifications of alerts are sent to the alert recipient list for every action on the alert.

To configure alert recipients, click on **Admin > Notifications** and enter an email addresses for each recipient.

Admin / Notifications

Global Recipient List

Send Policy Alerts to the following email addresses

admin@company.com X alert_list@company.com X

Save

Cloud Secure API

The Cloud Secure API enables NetApp customers and independent software vendors (ISVs) to integrate Cloud Secure with other applications, such as CMDB's or other ticketing systems.

Requirements for API Access:

- An API Access Token model is used to grant access.
- API Token management is performed by Cloud Secure users with the Administrator role.

API Documentation (Swagger)

The latest API information is found by logging in to Cloud Secure and navigating to **Admin > API Access**. Click the **API Documentation** link.

The API Documentation is Swagger-based, which provides a brief description and usage information for the API and allows you to try it out in your environment.

API Access Tokens

Before using the Cloud Secure API, you must create one or more **API Access Tokens**. Access tokens grant read permissions. You can also set the expiration for each access token.

To create an Access Token:

- Click **Admin > API Access**
- Click **+API Access Token**
- Enter **Token Name**
- Specify **Token Expiration**

 Your token will only be available for copying to the clipboard and saving during the creation process. Tokens can not be retrieved after they are created, so it is highly recommended to copy the token and save it in a secure location. You will be prompted to click the Copy API Access Token button before you can close the token creation screen.

You can disable, enable, and revoke tokens. Tokens that are disabled can be enabled.

Tokens grant general purpose access to APIs from a customer perspective, managing access to APIs in the scope of their own environment.

The application receives an Access Token after a user successfully authenticates and authorizes access, then passes the Access Token as a credential when it calls the target API. The passed token informs the API that the bearer of the token has been authorized to access the API and perform specific actions based on the scope that was granted during authorization.

The HTTP header where the Access Token is passed is **X-CloudInsights-ApiKey**:

For example, use the following to retrieve storage assets:

```
curl https://<tenant_host_name>/rest/v1/cloudsecure/activities -H 'X-CloudInsights-ApiKey: <API_Access_Token>'
```

Where *<API_Access_Token>* is the token you saved during API access key creation.

Detailed information can be found in the *API Documentation* link under **Admin > API Access**.

Active IQ

NetApp [Active IQ](#) provides a series of visualizations, analytics, and other support-related services to NetApp customers for their hardware / software systems. The data reported by Active IQ can enhance troubleshooting of system problems and also provide insight into optimization and predictive analysis related to your devices.

Cloud Insights collects the **Risks** for any NetApp Clustered Data ONTAP storage system that is monitored and reported by Active IQ. Risks reported for the storage systems are collected automatically by Cloud Insights as part of its data collection from those devices. You must add the appropriate data collector to Cloud Insights to collect Active IQ risk information.

Cloud Insights will not show risk data for ONTAP systems that are not monitored and reported by Active IQ.

The risks reported are shown in Cloud Insights on the *storage* and *storage node* asset landing pages, in the "Risks" table. The table shows Risk Detail, Category of risk, and Potential Impact of the risk, and also provides a link to the Active IQ page summarizing all risks for the storage node (NetApp Support account sign-in required).

| Risks | | | | |
|---|--|----------------------|---|---|
| 108 items found | | | | |
| Object ↑ | Risk Detail | Category | Potential Impact | Source |
|  tawny01 | The following certificates have expired or are expiring within 30 days: Expired: 53CF9553, 53C504D4, 53D671B4, Expiring within 30 days: None | System Configuration | Clients may not be able to connect to the cluster over secure (SSL based) protocols. |  Active IQ |
|  tawny01 | None of the NIS servers configured for SVM(s) tawny_svm_oc_markc can be contacted. | CIFS Protocol | Potential CIFS and NFS outages may occur. |  Active IQ |
|  tawny01 | ONTAP version 8.3.2 has entered the Self-Service Support period. | ONTAP | Self-Service Support is the time period where NetApp does not provide support for a version of a software product, but related documentation is still available on the NetApp Support Site. |  Active IQ |

A count of reported risks is also shown in the landing page's Summary widget, with a link to the appropriate Active IQ page. On a *storage* landing page, the count is a sum of risks from all underlying storage nodes.

| Storage Summary | | | |
|-------------------------------|--|--|--|
| Model: FAS6210 | Microcode Version: 8.3.2 clustered Data ONTAP | Management: HTTPS://10.197.143.25:443 | |
| Vendor: NetApp | Raw Capacity: 80,024.3 GB | FC Fabrics Connected: 0 | |
| Family: FAS6200 | Latency - Total: 0.77 ms | Performance Policies: | |
| Serial Number: 1-80-000013 | IOPS - Total: 1,819.19 I/O/s. | Risks: |  108 risks detected  by Active IQ |
| IP: 10.197.143.25 | Throughput - Total: 41.69 MB/s | | |

Opening the Active IQ page

When clicking on the link to an Active IQ page, if you are not currently signed in to your Active IQ account, you must perform the following steps to view the Active IQ page for the storage node.

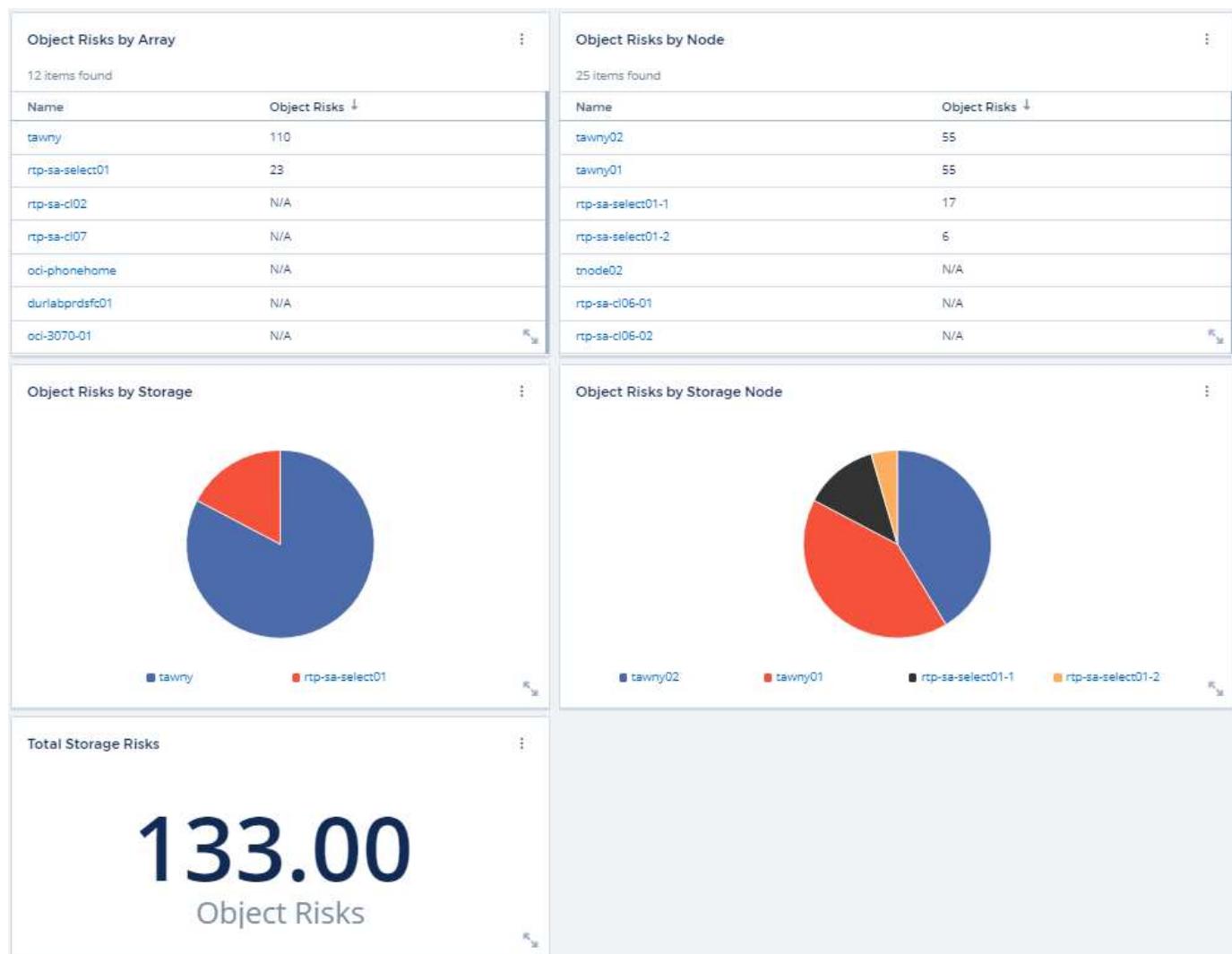
1. In the Cloud Insights Summary widget or Risks table, click the "Active IQ" link.
2. Sign in to your NetApp Support account. You are taken directly to the storage node page in Active IQ.

Querying for Risks

In Cloud Insights, you can add the **Object Risks** column to a storage or storage node query. If the returned result includes Active IQ-Monitored storage systems, the Object Risks column will display the number of risks for the storage system or node.

Dashboards

You can build widgets (e.g. pie chart, table widget, bar, column, scatter plot, and single value widgets) in order to visualize object risks for storage and storage nodes for NetApp Clustered Data ONTAP systems monitored by Active IQ. "Object Risks" can be selected as a column or metric in these widgets where Storage or Storage Node is the object of focus.



Troubleshooting

Troubleshooting General Cloud Insights Problems

Here you will find suggestions for troubleshooting Cloud insights.

See also [Troubleshooting Linux Acquisition Unit Problems](#) and [Troubleshooting Windows Acquisition Unit Problems](#).

Login issues:

| Problem: | Try this: |
|---|---|
| Cloud Insights logs out every 5 minutes | Enable 3rd party cookie acceptance from <code>/*.jauth0.com</code> in your browser settings. For example in Chrome's incognito mode, the default browser settings block third-party cookies. Try the following: Enter "chrome://settings/cookies" in browser URL. Select "Allow all cookies" option. |
| I have a Cloud Central account but am unable to login to Cloud Central. | Contact saas.support@netapp.com . This is specifically for Cloud Central issues or questions. For all other Cloud Insights issues, contact NetApp support . |
| I got invited to Cloud Insights but I get a "not authorized" message. | Verify that you have signed up for a Cloud Central account, or that your organization uses SSO login with Cloud Central. Verify your Cloud Central profile email address matches email address shown in your Cloud Insights welcome email. If the email does not match, request a new invitation with the correct email address. |
| I logged out from Cloud Central or Cloud Secure and was automatically logged out from Cloud Insights. | Single Sign-On (SSO) across NetApp Cloud logs out all Cloud Insights, Cloud Secure, and Reporting sessions. If you have access to multiple Cloud Insights accounts, logging out from any one logs out all active sessions. Log back in to access your account. |
| I was automatically logged out after several days. | NetApp Cloud accounts require reauthentication every few days (current Cloud Central setting is 7 days). Log back in to access your account. |
| I receive an error message "no longer authorized to login". | Contact your account administrator to verify access to Cloud Insights. Verify your Cloud Central profile email address matches email address shown in your Cloud Insights welcome email |

| | |
|--------------------|--|
| Other login errors | <p>Try incognito mode in Chrome, or clear browser history, cookies, and cache.</p> <p>Try with a different browser profile (i.e. Chrome - add Person).</p> |
|--------------------|--|

If you have an active Cloud Insights subscription you can use these support options:

[Phone Support Ticket](#)

For more information, see the [Cloud Insights Support Documentation](#).

Troubleshooting Acquisition Unit Problems on Linux

Here you will find suggestions for troubleshooting problems with Acquisition Units on a Linux server.

| Problem: | Try this: |
|--|---|
| AU status on the Admin > Data Collectors page in the Acquisition Units tab displays "Certificate Expired" or "Certificate Revoked". | <p>Click on the menu to the right of the AU and select Restore Connection. Follow the instructions to restore your Acquisition Unit:</p> <ol style="list-style-type: none"> 1. Stop the Acquisition Unit (AU) service. You can click the <i>Copy Stop Command</i> button to quickly copy the command to the clipboard, then paste this command into a command prompt on the acquisition unit machine. 2. Create a file named "token" in the <code>/var/lib/netapp/cloudinsights/acq/conf</code> folder on the AU. 3. Click the <i>Copy Token</i> button, and paste this token into the file you created. 4. Restart the AU service. Click the <i>Copy Restart Command</i> button, and paste the command into a command prompt on the AU. |
| Installation fails on SELinux | When the AU is installed on SELinux, SE should be either disabled or set to permissive mode. Once the installation is complete, enforcing mode can be enabled. |
| Server Requirements not met | Ensure that your Acquisition Unit server or VM meets requirements |

| | |
|--|--|
| Network Requirements not met | <p>Ensure that your Acquisition Unit server/VM can access your Cloud Insights environment (<code><environment-name>.c01.cloudinsights.netapp.com</code>) through SSL connection over port 443. Try the following commands:</p> <pre><code>ping <environment-name>.c01.cloudinsights.netapp.com traceroute <environment-name>.c01.cloudinsights.netapp.com curl https://<environment-name>.c01.cloudinsights.netapp.com wget https://<environment-name>.c01.cloudinsights.netapp.com</code></pre> |
| Proxy Server not configured properly | <p>Verify your proxy settings, and uninstall/re-install the Acquisition Unit software if necessary to enter the correct proxy settings.</p> <ol style="list-style-type: none"> 1. Try "curl". Refer to "man curl" information/documentation regarding proxies: --proxy, --proxy-* (that's a wildcard "*" because curl supports many proxy settings). 2. Try "wget". Check documentation for proxy options. |
| Acquisition unit installation failed in Cloud insights with credential errors while starting acquisition service (and visible in the acq.log). | This can be caused by the inclusion of special characters in the proxy credentials. Uninstall the AU (<code>sudo cloudinsights-uninstall.sh</code>) and reinstall without using special characters. |
| Linux: missing library / file not found | Ensure that your Linux Acquisition Unit server/VM has all necessary libraries. For example, you must have the <code>unzip</code> library installed on the server. To install the <code>unzip</code> library, run the command <code>*sudo yum install unzip*</code> before running the Acquisition Unit install script |
| Permission issues | Be sure you are logged in as a user with <code>sudo</code> permissions |
| Acquisition Not Running: | Gather the acq.log from <code>/opt/netapp/cloudinsights/acq/logs</code> (Linux) Restart the Acquisition Service: <code>sudo cloudinsights-service.sh restart acquisition</code> |
| Data Collection Issues: | Send an Error Report from the Data Collector landing page by clicking the "Send Error Report" button |

| | |
|--|---|
| Status: Heartbeat Failed | <p>The Acquisition Unit (AU) sends a heartbeat to Cloud Insights every 60 seconds to renew its lease. If the heartbeat call fails due to network issue or unresponsive Cloud Insights, the AU's lease time isn't updated. When the AU's lease time expires, Cloud Insights shows a status of "Heartbeat Failed".</p> <p>Troubleshoot steps:</p> <ul style="list-style-type: none"> Check the network connection between the Acquisition Unit sever and CloudInsights. Check whether the Acquisition Unit service is running. If the service is not running, start the service. Check the Acquisition Unit log (/var/log/netapp/cloudinsights/acq/acq.log) to see whether there are any errors. |
| I'm seeing a "Heartbeat Error: message | <p>This error can occur if there is a network interruption that causes communication between the Acquisition Unit and the Cloud Insights environment to be interrupted for more than one minute. Verify the connection between the AU and Cloud Insights is stable and active.</p> |

Considerations about Proxies and Firewalls

If your organization requires proxy usage for internet access, you may need to understand your organization's proxy behavior and seek certain exceptions for Cloud Insights to work. Keep the following in mind:

- First, does your organization block access by default, and only allow access to specific web sites/domains by exception? If so, you will need to get the following domain added to the exception list:

*.cloudinsights.netapp.com

Your Cloud Insights Acquisition Unit, as well as your interactions in a web browser with Cloud Insights, will all go to hosts with that domain name.

- Second, some proxies attempt to perform TLS/SSL inspection by impersonating Cloud Insights web sites with digital certificates not generated from NetApp. The Cloud Insights Acquisition Unit's security model is fundamentally incompatible with these technologies. You would also need the above domain name excepted from this functionality in order for the Cloud Insights Acquisition Unit to successfully login to Cloud Insights and facilitate data discovery.

In case where the proxy is set up for traffic inspection, the Cloud Insights environment must be added to an exception list in the proxy configuration. The format and setup of this exception list varies according to your proxy environment and tools, but in general you must add the URLs of the Cloud Insights servers to this exception list in order to allow the AU to properly communicate with those servers.

The simplest way to do this is to add the Cloud Insights domain itself to the exception list:

*.cloudinsights.netapp.com

In the case where the proxy is not set up for traffic inspection, an exception list may or may not be required. If you are unsure whether you need to add Cloud Insights to an exception list, or if you experience difficulties installing or running Cloud Insights due to proxy and/or firewall configuration, talk to your proxy administration team to set up the proxy's handling of SSL interception.

Viewing Proxy endpoints

You can view your proxy endpoints by clicking the **Proxy Settings** link when choosing a data collector during onboarding, or the link under *Proxy Settings* on the **Help > Support** page. A table like the following is displayed. If you have Cloud Secure in your environment, the configured endpoint URLs will also be displayed in this list.

| Proxy Settings | | | | | X |
|--|------|----------|-------------------------------|---------------------------------|---|
| If your organization requires proxy usage for internet access, you need to understand your organization's proxy behavior and seek certain exceptions for Cloud Insights to work. The simplest way is to add the following domains to the exception list: | | | | | |
| Hostname | Port | Protocol | Methods | Endpoint URL Purpose | |
| qtrjkso.proxyserver.cloudinsights-dev.netapp.com | 443 | https | GET, POST, PATCH, PUT, DELETE | Tenant | |
| 00b1100.1234.abcd.12bc.a1b2c3ef56a7.proxyserver.cloudinsights-dev.netapp.com | 443 | https | GET, POST, PATCH, PUT, DELETE | Acquisition Unit Ingestion | |
| aulogin.proxyserver.cloudinsights-dev.netapp.com | 443 | https | GET, POST, PATCH, PUT, DELETE | Acquisition Unit Authentication | |
| portal.proxy.cloud.netapp.com | 443 | https | GET, POST, PATCH, PUT, DELETE | Gateway | |

[Close](#)

Resources

Additional troubleshooting tips may be found in the [NetApp Knowledgebase](#) (support sign-in required).

Additional support information may be found from the Cloud Insights [Support](#) page.

Troubleshooting Acquisition Unit Problems on Windows

Here you will find suggestions for troubleshooting problems with Acquisition Units on a Windows server.

| Problem: | Try this: |
|----------|-----------|
| | |

| | |
|--|--|
| AU status on the Admin > Data Collectors page in the Acquisition Units tab displays "Certificate Expired" or "Certificate Revoked". | <p>Click on the menu to the right of the AU and select Restore Connection. Follow the instructions to restore your Acquisition Unit:</p> <ol style="list-style-type: none"> 1. Stop the Acquisition Unit (AU) service. You can click the <i>Copy Stop Command</i> button to quickly copy the command to the clipboard, then paste this command into a command prompt on the acquisition unit machine. 2. Create a file named "token" in the <i>c:\Program Files\Cloud Insights\Acquisition Unit\conf</i> folder on the AU. 3. Click the <i>Copy Token</i> button, and paste this token into the file you created. 4. Restart the AU service. Click the <i>Copy Restart Command</i> button, and paste the command into a command prompt on the AU. |
| Server Requirements not met | Ensure that your Acquisition Unit server or VM meets requirements |
| Network Requirements not met | <p>Ensure that your Acquisition Unit server/VM can access your Cloud Insights environment (<i><environment-name>.c01.cloudinsights.netapp.com</i>) through SSL connection over port 443. Try the following commands:</p> <pre>ping <environment-name>.c01.cloudinsights.netapp.com traceroute <environment-name>.c01.cloudinsights.netapp.com curl https://<environment-name>.c01.cloudinsights.netapp.com wget https://<environment-name>.c01.cloudinsights.netapp.com</pre> |
| Proxy Server not configured properly | <p>Verify your proxy settings, and uninstall/re-install the Acquisition Unit software if necessary to enter the correct proxy settings.</p> <ol style="list-style-type: none"> 1. Try "curl". Refer to "man curl" information/documentation regarding proxies: --proxy, --proxy-* (that's a wildcard "*" because curl supports many proxy settings). 2. Try "wget". Check documentation for proxy options. |
| Acquisition unit installation failed in Cloud insights with credential errors while starting acquisition service (and visible in the acq.log). | This can be caused by the inclusion of special characters in the proxy credentials. Uninstall the AU (<i>sudo cloudinsights-uninstall.sh</i>) and reinstall without using special characters. |
| Permission issues | Be sure you are logged in as a user with administrator permissions |

| | |
|--|--|
| Acquisition Not Running | You can find information in the acq.log in the <install directory>\Cloud Insights\Acquisition Unit\log folder. Restart the Acquisition via Windows Services |
| Data Collection Issues | Send an Error Report from the Data Collector landing page by clicking the "Send Error Report" button |
| Status: Heartbeat Failed | <p>The Acquisition Unit (AU) sends a heartbeat to Cloud Insights every 60 seconds to renew its lease. If the heartbeat call fails due to network issue or unresponsive Cloud Insights, the AU's lease time isn't updated. When the AU's lease time expires, Cloud Insights shows a status of "Heartbeat Failed".</p> <p>Troubleshoot steps:</p> <ul style="list-style-type: none"> * Check the network connection between the Acquisition Unit sever and CloudInsights. * Check whether the Acquisition Unit service is running. If the service is not running, start the service. * Check the Acquisition Unit log (<Install dir>:\Program Files\Cloud Insights\Acquisition Unit\log\acq.log) to see whether there are any errors. |
| I'm seeing a "Heartbeat Error: message | This error can occur if there is a network interruption that causes communication between the Acquisition Unit and the Cloud Insights environment to be interrupted for more than one minute. Verify the connection between the AU and Cloud Insights is stable and active. |

Considerations about Proxies and Firewalls

If your organization requires proxy usage for internet access, you may need to understand your organization's proxy behavior and seek certain exceptions for Cloud Insights to work. Keep the following in mind:

- First, does your organization block access by default, and only allow access to specific web sites/domains by exception? If so, you will need to add the following domain to your exception list:

*.cloudinsights.netapp.com

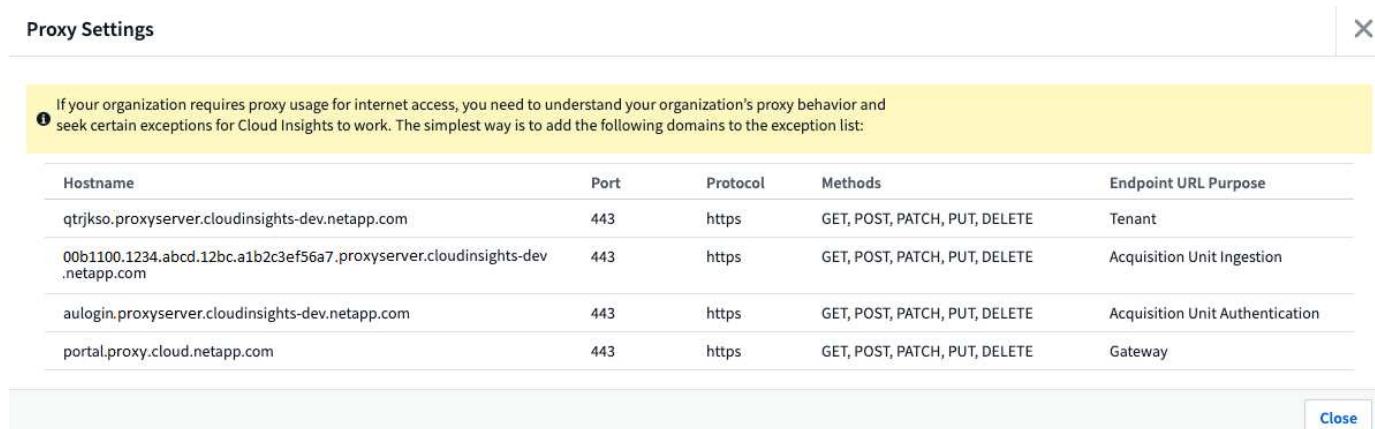
Your Cloud Insights Acquisition Unit, as well as your interactions in a web browser with Cloud Insights, will all go to hosts with that domain name.

- Second, some proxies attempt to perform TLS/SSL inspection by impersonating Cloud Insights web sites with digital certificates not generated from NetApp. The Cloud Insights Acquisition Unit's security model is fundamentally incompatible with these technologies. You would also need the above domain name excepted from this functionality in order for the Cloud Insights Acquisition Unit to successfully login to Cloud Insights and facilitate data discovery.

Viewing Proxy endpoints

You can view your proxy endpoints by clicking the **Proxy Settings** link when choosing a data collector during

onboarding, or the link under *Proxy Settings* on the **Help > Support** page. A table like the following is displayed. If you have Cloud Secure in your environment, the configured endpoint URLs will also be displayed in this list.



The screenshot shows a 'Proxy Settings' dialog box. At the top, there's a note: 'If your organization requires proxy usage for internet access, you need to understand your organization's proxy behavior and seek certain exceptions for Cloud Insights to work. The simplest way is to add the following domains to the exception list:' Below this is a table with columns: Hostname, Port, Protocol, Methods, and Endpoint URL Purpose. The table contains five rows of data:

| Hostname | Port | Protocol | Methods | Endpoint URL Purpose |
|--|------|----------|-------------------------------|---------------------------------|
| qtrjkso.proxyserver.cloudinsights-dev.netapp.com | 443 | https | GET, POST, PATCH, PUT, DELETE | Tenant |
| 00b1100.1234.abcd.12bc.a1b2c3ef56a7.proxyserver.cloudinsights-dev.netapp.com | 443 | https | GET, POST, PATCH, PUT, DELETE | Acquisition Unit Ingestion |
| aulogin.proxyserver.cloudinsights-dev.netapp.com | 443 | https | GET, POST, PATCH, PUT, DELETE | Acquisition Unit Authentication |
| portal.proxy.cloud.netapp.com | 443 | https | GET, POST, PATCH, PUT, DELETE | Gateway |

[Close](#)

Resources

Additional troubleshooting tips may be found in the [NetApp Knowledgebase](#) (support sign-in required).

Additional support information may be found from the Cloud Insights [Support](#) page.

Researching a failed data collector

If a data collector has failure message and a High or Medium Impact, you need to research this problem using the data collector summary page with its linked information.

Use the following steps to determine the cause of failed data collectors. Data collector failure messages are displayed on the **Admin** menu and on the **Installed Data Collectors** page.

Steps

1. Click **Admin > Data Collectors > Installed Data Collectors**.
2. Click the linked Name of the failing data collector to open the Summary page.
3. On the Summary page, check the Comments area to read any notes that might have been left by another engineer who might also be investigating this failure.
4. Note any performance messages.
5. Move your mouse pointer over the segments of the Event Timeline graph to display additional information.
6. Select an error message for a Device and displayed below the Event Timeline and click the Error details icon that displays to the right of the message.

The Error details include the text of the error message, most likely causes, information in use, and suggestions of what can be tried to correct the problem.

7. In the Devices Reported By This Data Collector area, you might filter the list to display only devices of interest, and you can click the linked **Name** of a device to display the asset page for that device.
8. When you return to the data collector summary page, check the **Show Recent Changes** area at the bottom of the page to see if recent changes could have caused the problem.

Reference & Support

Requesting Support

You can access support options in Cloud Insights by clicking on **Help > Support**. The support options available to you depend on whether you are in Trial mode or Subscription mode.

| | |
|---|--|
| Cloud Insights Support NetApp Serial Number: 95021017086014032043 NetApp Subscription Name: 564eba05-c737-4fe3-9883-918f1d703288 Support activation is required to enable support with NetApp through chat, ticket or phone. Activate Support at register.netapp.com . <input type="checkbox"/> Check this box to allow NetApp access to your instance of Cloud Insights. | Contact Us Need help with Cloud Insights? Technical Support: Open a Support Ticket Phone (P1) Sales: Have questions regarding your subscription? Contact Sales . |
| Knowledge Base Search through the Cloud Insights Knowledge Base to find helpful articles. | Documentation Center Visit the Cloud Insights Documentation Center to find step by step instructions to help you get the most out of Cloud Insights. |
| Communities Join the Cloud Insights Community to follow ongoing discussions or create a new one. | Feedback We value your input. Your feedback helps us improve Cloud Insights . |

Activating support entitlement

Cloud Insights offers self-service and email support when running in trial mode. Once you have subscribed to the service, it is strongly recommended that you activate support entitlement. Activating support entitlement enables you to access technical support over the online chat, the web ticketing system, and the phone. The default support mode is self-service until registration is completed. See [details](#) below.

During the initial subscription process, your Cloud Insights instance will generate a 20-digit NetApp serial number starting with "950". This NetApp serial number represents the Cloud Insights subscription associated with your account. You must register the NetApp serial number to activate support entitlement. We offer two options for support registration:

1. User with pre-existing NetApp Support Site (NSS) SSO account (e.g. current NetApp customer)
2. New NetApp customer with no pre-existing NetApp Support Site (NSS) SSO account

Option 1: Steps for a user with a pre-existing NetApp Support Site (NSS) SSO account

Steps

1. Navigate to the NetApp registration website <https://register.netapp.com>
2. Select "I am already registered as NetApp Customer" and choose *Cloud Insights* as the Product Line. Select your Billing Provider (NetApp or AWS) and provide your Serial Number and your NetApp Subscription Name or AWS Customer ID by referring to the "Help > Support" menu within the Cloud Insights user interface:

Cloud Insights Support

NetApp Serial Number:
9501112223344455512

NetApp Subscription Name:
A-000012345

Support activation is required to enable support with NetApp through chat, ticket or phone.
Activate Support at register.netapp.com.

Check this box to allow NetApp access to your instance of Cloud Insights.

3. Complete the Existing Customer Registration form and click **Submit**.

Existing Customer Registration

The fields marked with * are mandatory

First Name*

Test

Last Name*

Cloud2

Company*

NetApp Inc. (VSA Only)

Email Address*

ng-cloudvol-csd1@netapp.com

Product Line*

Cloud Insights ▾

Billing Provider *

NetApp ▾

Cloud Insights Serial # * ⓘ

e.g. 95012235021303893918

NetApp Subscription Name * ⓘ

e.g. A-S0000100

[Add another Serial #](#)

4. If no errors occur, user will be directed to a “Registration Submitted Successfully” page. The email address associated with the NSS SSO username used for registration will receive an email within a couple minutes stating “your product is now eligible for support”.
5. This is a onetime registration for the Cloud Insights NetApp serial number.

Option 2: Steps for a new NetApp customer with no pre-existing NetApp Support Site (NSS) SSO account

Steps

1. Navigate to the NetApp registration website <https://register.netapp.com>
2. Select “I am not a registered NetApp Customer” and complete the required information in example form below:

New Customer Registration

IMPORTANT: After submitting, a confirmation email will be sent to the email address filled-in the form. Please click the validation link in that email to complete the registration.

The fields marked with * are mandatory

| | |
|--|--|
| First Name* | <input type="text"/> |
| Last Name* | <input type="text"/> |
| Company* | <input type="text"/> |
| Email Address* | <input type="text"/> |
| Office Phone* | <input type="text"/> |
| Alternate Phone | <input type="text"/> |
| Address Line 1* | <input type="text"/> |
| Address Line 2 | <input type="text"/> |
| Postal Code / City* | <input type="text"/> <input type="text"/> |
| State/Province / Country* | <input type="text"/> - Select - <input type="button" value="▼"/> |
| NetApp Reference SN | <input type="text"/> |
| If you currently own a NetApp product, please provide the Serial Number for that product here in order to speed-up the validation process | |
| Product Line* | <input type="text"/> Cloud Insights <input type="button" value="▼"/> |
| Billing Provider * | <input type="text"/> NetApp <input type="button" value="▼"/> |
| Cloud Insights Serial # *  | <input type="text"/> e.g. 95012235021303893918 |
| NetApp Subscription Name *  | <input type="text"/> e.g. A-S0000100 |
| Add another Serial # | |

Security check:

Enter the characters shown in the image to verify your



1. Select *Cloud Insights* as the Product Line. Select your Billing Provider (NetApp or AWS) and provide your Serial Number and your NetApp Subscription Name or AWS Customer ID by referring to the “Help > Support” menu within the Cloud Insights user interface:

Cloud Insights Support

NetApp Serial Number:
9501112223344455512

NetApp Subscription Name:
A-000012345

Support activation is required to enable support with NetApp through chat, ticket or phone.
Activate Support at register.netapp.com.

Check this box to allow NetApp access to your instance of Cloud Insights.

2. If no errors occur, user will be directed to a “Registration Submitted Successfully” page. The email address associated with the NSS SSO username used for registration will receive an email within a few hours stating “your product is now eligible for support”.
3. As a new NetApp customer, you will also need to create a NetApp Support Site (NSS) user account for future registrations and access to support portal for technical support chat and web ticketing. This link is located at <https://mysupport.netapp.com/eservice/public/now.do>. You can provide your newly registered Cloud Insights serial number to expedite the process.
4. This is a one-time registration for the Cloud Insights NetApp serial number.

Obtaining Support Information

NetApp provides support for Cloud Insights in a variety of ways. Extensive free self-support options are available 24x7, such as knowledgebase (KB) articles or the NetApp community. For users who are subscribed to any of the Cloud Insights Editions (Basic, Standard, Premium), technical support is available via phone or web ticketing. A NetApp Support Site (NSS) SSO account is required for web ticket along with case management.

Self-Service Support:

These support options are available in Trial mode and are available for free 24x7:

- [Knowledgebase](#)

Clicking the links in this section takes you to the NetApp Knowledgebase, where you can search for articles, [How-to's](#), [FAQ's](#), or [Break Fix](#) information related to Cloud Insights.

- [Documentation](#)

Clicking on the Documentation link takes you to this documentation center.

- [Community](#)

Clicking on the community link takes you to the NetApp Cloud Insights community, where you can connect with peers and experts.

There is also a link to provide [Feedback](#) to help us improve Cloud Insights.

Subscription Support

In addition to the self-support options above, if you have a Cloud Insights subscription or paid support for monitored NetApp products or services, you can work with a NetApp Support Engineer to resolve your problem.



You must register in order to [activate support](#) for NetApp Cloud products. To register, go to NetApp's [Cloud Data Services Support Registration](#).

It is highly recommended that you check the box to allow a NetApp Support Engineer access to your Cloud Insights environment during your support session. This will allow the engineer to troubleshoot the problem and help you resolve it quickly. When your issue is resolved or your support session has ended, you can un-check the box.

You can request support by any of the following methods. You must have an active Cloud Insights subscription to use these support options:

- [Phone](#)
- [Support Ticket](#)

You can also request sales support by clicking on the [Contact Sales](#) link.

Your Cloud Insights serial number is visible within the service from the **Help > Support** menu. If you are experiencing issues accessing the service and have registered a serial number with NetApp previously, you can also view your list of Cloud Insights serial numbers from the NetApp Support Site as follows:

- Login to mysupport.netapp.com
- From the Products > My Products menu tab, use Product Family “SaaS Cloud Insights” to locate all your registered serial numbers:

View Installed Systems

Selection Criteria

► Select: **Serial Number (located on back of unit)** Then, enter Value: **Go!**
 Enter the entire value, or use asterisk (*) for wildcard searches. (Wildcard search does not apply to Serial Numbers)
 Wildcard searches may take some time.
 Enter the Cluster Serial Number value without dashes.

- OR -

► Search Type*: **Serial Numbers for My Location** Product Family (optional): **SAAS CLOUD INSIGHTS**
 City (optional): State/Province (optional):
 US and Canada Only
 Postal Code (optional): Country (optional):
 - Select One - **Go!**

Details

If you see any discrepancies or errors in the information shown below, please submit [Feedback](#) and be sure to include the serial nu

Cloud Insights Data Collector Support Matrix

You can view or download information and details about supported Data Collectors in the [Cloud Insights Data Collector Support Matrix](#).

Cloud Insights Data Collector Support Matrix

The Data Collector Support Matrix provides reference for Data Collectors supported by cloud Insights, including vendor and model information.

The matrix is provided in .PDF format.

Click the link to open.

Right-click and choose Save as... to download a copy.

[Data Collector Support Matrix](#)

Data Collector Reference - Infrastructure

Vendor-Specific Reference

The topics in this section provide vendor-specific reference information. In most cases, configuring a data collector is straightforward. In some cases, you may need additional information or commands to properly configure the data collector.

Click on a **vendor** in the menu to the left to see information for their data collectors.

Configuring the Amazon EC2 data collector

Cloud Insights uses the Amazon EC2 data collector to acquire inventory and performance data from EC2 instances.

Requirements

In order to collect data from Amazon EC2 devices, you must have the following information:

- You must have one of the following:
 - The **IAM Role** for your Amazon EC2 cloud account, if using IAM Role Authentication. IAM Role only applies if your acquisition unit is installed on an AWS instance.
 - The **IAM Access Key ID** and Secret Access Key for your Amazon EC2 cloud account, if using IAM Access Key authentication.
- You must have the "list organization" privilege
- Port 443 HTTPS
- EC2 Instances can be reported as a Virtual Machine, or (less naturally) a Host. EBS Volumes can be reported as both a VirtualDisk used by the VM, as well as a DataStore providing the Capacity for the VirtualDisk.

Access keys consist of an access key ID (for example, AKIAIOSFODNN7EXAMPLE) and a secret access key (for example, wJalrXUtnFEMI/K7MDENG/bPxRfiCYEXAMPLEKEY). You use access keys to sign programmatic requests that you make to EC2 if you use the Amazon EC2 SDKs, REST, or Query API operations. These keys are provided with your contract from Amazon.

Configuration

Enter data into the data collector fields according to the table below:

| Field | Description |
|--|---|
| AWS Region | Choose AWS region |
| IAM Role | For use only when acquired on an AU in AWS. See below for more information on IAM Roles . |
| AWS IAM Access Key ID | Enter AWS IAM Access Key ID. Required if you do not use IAM Role. |
| AWS IAM Secret Access Key | Enter AWS IAM Secret Access Key. Required if you do not use IAM Role. |
| I understand AWS bills me for API requests | Check this to verify your understanding that AWS bills you for API requests made by Cloud Insights polling. |

Advanced Configuration

| Field | Description |
|--|---|
| Include Extra Regions | Specify additional regions to include in polling. |
| Cross Account Role | Role for accessing resources in different AWS accounts. |
| Inventory Poll Interval (min) | The default is 60 |
| Choose 'Exclude' or 'Include' to Apply to Filter VMs by Tags | Specify whether to include or exclude VM's by Tags when collecting data. If 'Include' is selected, the Tag Key field can not be empty. |
| Tag Keys and Values on which to Filter VMs | Click + Filter Tag to choose which VMs (and associated disks) to include/exclude by filtering for keys and values that match keys and values of tags on the VM. Tag Key is required, Tag Value is optional. When Tag Value is empty, the VM is filtered as long as it matches the Tag Key. |
| Performance Poll Interval (sec) | The default is 1800 |
| CloudWatch Agent Metrics Namespace | Namespace in EC2/EBS from which to collect data. Note that if the names of the default metrics in this namespace are changed, Cloud Insights may not be able to collect that renamed data. It is recommended to leave the default metric names. |

IAM Access Key

Access keys are long-term credentials for an IAM user or the AWS account root user. Access keys are used to sign programmatic requests to the AWS CLI or AWS API (directly or using the AWS SDK).

Access keys consist of two parts: an access key ID and a secret access key. When you use *IAM Access Key* authentication (as opposed to *IAM Role* authentication), you must use both the access key ID and secret access key together for authentication of requests. For more information, see the Amazon documentation on [Access Keys](#).

IAM Role

When using *IAM Role* authentication (as opposed to IAM Access Key authentication), you must ensure that the role you create or specify has the appropriate permissions needed to access your resources.

For example, if you create an IAM role named *InstanceEc2ReadOnly*, you must set up the policy to grant EC2 read-only list access permission to all EC2 resources for this IAM role. Additionally, you must grant STS (Security Token Service) access so that this role is allowed to assume roles cross accounts.

After you create an IAM role, you can attach it when you create a new EC2 instance or any existing EC2 instance.

After you attach the IAM role *InstanceEc2ReadOnly* to an EC2 instance, you will be able to retrieve the temporary credential through instance metadata by IAM role name and use it to access AWS resources by any application running on this EC2 instance.

For more information see the Amazon documentaiton on [IAM Roles](#).

Note: IAM role can be used only when the Acquisition Unit is running in an AWS instance.

Mapping Amazon tags to Cloud Insights annotations

The Amazon EC2 data collector includes an option that allows you to populate Cloud Insights annotations with tags configured on EC2. The annotations must be named exactly as the EC2 tags. Cloud Insights will always populate same-named text-type annotations, and will make a "best attempt" to populate annotations of other types (number, boolean, etc). If your annotation is of a different type and the data collector fails to populate it, it may be necessary to remove the annotation and re-create it as a text type.

Note that AWS is case-sensitive, while Cloud Insights is case-insensitive. So if you create an annotation named "OWNER" in Cloud Insights, and tags named "OWNER", "Owner", and "owner" in EC2, all of the EC2 variations of "owner" will map to Cloud Insight's "OWNER" annotation.

Include Extra Regions

In the AWS Data Collector **Advanced Configuration** section, you can set the **Include extra regions** field to include additional regions, separated by comma or semi-colon. By default, this field is set to **us-.***, which collects on all US AWS regions. To collect on *all* regions, set this field to **.***.

If the **Include extra regions** field is empty, the data collector will collect on assets specified in the **AWS Region** field as specified in the **Configuration** section.

Collecting from AWS Child Accounts

Cloud Insights supports collection of child accounts for AWS within a single AWS data collector. Configuration for this collection is performed in the AWS environment:

- You must configure each child account to have an AWS Role that allows the main account ID to access EC2 details from the children account.
- Each child account must have the role name configured as the same string.
- Enter this role name string into the Cloud Insights AWS Data Collector **Advanced Configuration** section, in the **Cross account role** field.

Best Practice: It is highly recommended to assign the AWS predefined *AmazonEC2ReadOnlyAccess* policy to the EC2 main account. Also, the user configured in the data source should have at least the predefined *AWSOrganizationsReadOnlyAccess* policy assigned, in order to query AWS.

Please see the following for information on configuring your environment to allow Cloud Insights to collect from AWS child accounts:

[Tutorial: Delegate Access Across AWS Accounts Using IAM Roles](#)

[AWS Setup: Providing Access to an IAM User in Another AWS Account That You Own](#)

[Creating a Role to Delegate Permissions to an IAM User](#)

Troubleshooting

Additional information on this Data Collector may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

Configuring the Azure compute data collector

Cloud Insights uses the Azure compute data collector to acquire inventory and performance data from Azure compute instances.

Requirements

You need the following information to configure this data collector.

- Port requirement: 443 HTTPS
- Azure OAuth 2.0 Redirect URI (login.microsoftonline.com)
- Azure Management Rest IP (management.azure.com)
- Azure Resource Manager IP (management.core.windows.net)
- Azure Service Principal Application (Client) ID (Reader role required)
- Azure service principal authentication key (user password)
- You need to set up an Azure account for Cloud Insights discovery.

Once the account is properly configured and you register the application in Azure, you will have the credentials required to discover the Azure instance with Cloud Insights. The following link describes how to set up the account for discovery.

<https://docs.microsoft.com/en-us/azure/active-directory/develop/howto-create-service-principal-portal>

Configuration

Enter data into the data collector fields according to the table below:

| Field | Description |
|--|--|
| Azure Service Principal Application (Client) ID (Reader role required) | Sign-in ID to Azure. Requires Reader Role access. |
| Azure tenant ID | Microsoft tenant ID |
| Azure Service Principal Authentication Key | Login authentication key |
| I understand Microsoft bills me for API requests | Check this to verify your understanding that Microsoft bills you for API requests made by Insight polling. |

Advanced Configuration

| Field | Description |
|--|--|
| Inventory Poll Interval (min) | The default is 60 |
| Choose 'Exclude' or 'Include' to Apply to Filter VMs by Tags | Specify whether to include or exclude VM's by Tags when collecting data. If 'Include' is selected, the Tag Key field can not be empty. |

| Field | Description |
|--|---|
| Tag Keys and Values on which to Filter VMs | Click + Filter Tag to choose which VMs (and associated disks) to include/exclude by filtering for keys and values that match keys and values of tags on the VM. Tag Key is required, Tag Value is optional. When Tag Value is empty, the VM is filtered as long as it matches the Tag Key. |
| Performance Poll Interval (sec) | The default is 300 |

Troubleshooting

Additional information on this Data Collector may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

Broadcom

Brocade Network Advisor data collector

Cloud Insights uses the Brocade Network Advisor data collector to acquire inventory and performance data from Brocade switches.

Terminology

Cloud Insights acquires the following inventory information from the Brocade Network Advisor data collector. 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 |
|---------------------------------|---------------------|
| Switch | Switch |
| Port | Port |
| Virtual Fabric, Physical Fabric | Fabric |
| Logical Switch | Logical Switch |

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:

- The Cloud Insights Acquisition Unit will initiate connections to TCP port 443 on the BNA server. BNA server must be running version 14.2.1 or higher.
- Brocade Network Advisor Server IP address
- User name and password to an administrator account
- Port requirement: HTTP/HTTPS 443

Configuration

| Field | Description |
|-----------------------------------|--|
| Brocade Network Advisor Server IP | IP address of the Network Advisor Server |
| User Name | User name for the switch |
| User Name | Administrator user name |
| Password | Administrator password |

Advanced configuration

| Field | Description |
|---------------------------------|---|
| Connection Type | HTTPS (default port 443) or HTTP (default port 80) |
| Override Connection Port | If blank, use the default port in the Connection Type field, otherwise enter the connection port to use |
| Password | Password for the switch |
| Inventory poll interval (min) | The default is 40 |
| Report Access Gateway | Check to include devices in Access Gateway mode |
| Performance Poll Interval (sec) | The default is 1800 |

Troubleshooting

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

Inventory

| Problem: | Try this: |
|--|---|
| Receive a message that more than 1 node is logged into the Access Gateway port, or data collector fails to discover Access Gateway device. | Check that the NPV device is operating correctly and that all connected WWNs are expected. Do not directly acquire the NPV device. Instead, acquisition of the core fabric switch will collect the NPV device data. |

Additional information may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

Brocade FC Switch data collector

Cloud Insights uses the Brocade FC Switch (SSH) data source to discover inventory for Brocade or rebranded switch devices running Factored Operating System (FOS) firmware 4.2 and later. Devices in both FC switch and Access Gateway modes are supported.

Terminology

Cloud Insights acquires the following inventory information from the Brocade FC Switch data collector. 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 |
|---------------------------------|---------------------|
| Switch | Switch |
| Port | Port |
| Virtual Fabric, Physical Fabric | Fabric |
| Zone | Zone |
| Logical Switch | Logical Switch |
| Virtual Volume | Volume |
| LSAN Zone | IVR Zone |

Note: These are common terminology mappings only and might not represent every case for this data collector.

Requirements

- The Cloud Insights Acquisition Unit (AU) will initiate connections to TCP Port 22 on Brocade switches to collect inventory data. The AU will also initiate connections to UDP port 161 for collection of performance data.
- There must be IP connectivity to all switches in the fabric. If you select the Discover all switches in the fabric check box, Cloud Insights identifies all the switches in the fabric; however, it needs IP connectivity to these additional switches to discover them.
- The same account is needed globally across all switches in the fabric. You can use PuTTY (open source terminal emulator) to confirm access.
- Ports 161 and 162 must be open to all switches in the fabric for SNMP performance polling.
- SNMP read-only Community String

Configuration

| Field | Description |
|-----------------------|---|
| Switch IP | IP address or fully-qualified domain name of the EFC Server |
| User Name | User name for the switch |
| Password | Password for the switch |
| SNMP | SNMP version |
| SNMP Community String | SNMP read-only community string used to access the switch |
| SNMP User Name | SNMP user name |
| SNMP Password | SNMP password |

Advanced configuration

| Field | Description |
|--------------------------------------|---|
| Fabric name | Fabric name to be reported by the data collector. Leave blank to report the fabric name as WWN. |
| Inventory Poll Interval (min) | Interval between inventory polls. The default is 15. |
| Excluded Devices | Comma-separated list of device IDs to exclude from polling |
| Admin Domains Active | Select if using Admin Domains |
| Retrieve MPR Data | Select to acquire routing data from your multiprotocol router. |
| Enable Trapping | Select to enable acquisition upon receiving an SNMP trap from the device. If you select enable trapping, you must also activate SNMP. |
| Minimum Time Between Traps (sec) | Minimum time between acquisition attempts triggered by traps. The default is 10. |
| Discover all switches in the fabric | Select to discover all switches in the fabric |
| Choose Favoring HBA vs. Zone Aliases | Choose whether to favor HBA or zone aliases |
| Performance Poll Interval (sec) | Interval between performance polls. The default is 300. |
| SNMP Auth Protocol | SNMP authentication protocol (SNMP v3 only) |
| SNMP Privacy Password | SNMP privacy password (SNMP v3 only) |
| SNMP Retries | Number of SNMP retry attempts |

Troubleshooting

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

Inventory

| Problem: | Try this: |
|--|---|
| Error: "Cloud Insights received Invalid Chassis Role" | Check that the user configured in this data source has been granted the chassis role permission. |
| Error: "Mismatched Chassis IP Address" | Change the data source configuration to use chassis IP address. |
| Receive a message that more than 1 node is logged into the Access Gateway port | Check that the NPV device is operating correctly and that all connected WWNs are expected. Do not directly acquire the NPV device. Instead, acquisition of the core fabric switch will collect the NPV device data. |

Additional information may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

Cisco MDS Fabric Switches data collector

Cloud Insights uses the Cisco MDS Fabric Switches data collector to discover inventory for Cisco MDS Fabric Switches as well as a variety of Cisco Nexus FCoE switches on which the FC service is enabled.

Additionally, you can discover many models of Cisco devices running in NPV mode with this data collector.

Terminology

Cloud Insights acquires the following inventory information from the Cisco FC Switch data collector. 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 |
|-------------------------------|---------------------|
| Switch | Switch |
| Port | Port |
| VSAN | Fabric |
| Zone | Zone |
| Logical Switch | Logical Switch |
| Name Server Entry | Name Server Entry |
| Inter-VSAN Routing (IVR) Zone | IVR Zone |

Note: These are common terminology mappings only and might not represent every case for this data collector.

Requirements

- An IP address of one switch in the fabric or individual switches
- Chassis discovery, to enable fabric discovery
- If using SNMP V2, read-only community string
- Port 161 is used to access the device

Configuration

| Field | Description |
|-----------------------|--|
| Cisco Switch IP | IP address or fully-qualified domain name of the switch |
| SNMP Version | Select V1, V2, or V3. V2 or later is required for performance acquisition. |
| SNMP Community String | SNMP read-only community string used to access the switch (not applicable for SNMP v3) |
| User Name | User name for the switch (SNMP v3 only) |
| Password | Password used for the switch (SNMPv3 only) |

Advanced configuration

| Field | Description |
|----------------------------------|---|
| Inventory Poll Interval (min) | Interval between inventory polls (default 40 minutes) |
| SNMP Auth Protocol | SNMP authentication protocol (SNMPv3 only) |
| SNMP Privacy Protocol | SNMP privacy protocol (SNMPv3 only) |
| SNMP Privacy Password | SNMP Privacy Password |
| SNMP Retries | Number of SNMP retry attempts |
| SNMP Timeout (ms) | SNMP timeout (default 5000 ms) |
| Enable Trapping | Select to enable trapping. If you enable trapping, you must also activate SNMP notifications. |
| Minimum Time Between Traps (sec) | Minimum time between acquisition attempts triggered by traps (default 10 seconds) |
| Discover All Fabric Switches | Select to discover all switches in the fabric |
| Excluded Devices | Comma-separated list of device IPs to exclude from polling |
| Included Devices | Comma-separated list of device IPs to include in polling |
| Check Device Type | Select to accept only those devices that explicitly advertise themselves as Cisco devices |
| First Alias Type | <p>Provide a first preference for resolution of the alias. Choose from the following:</p> <p>Device Alias This is a user-friendly name for a port WWN (pWWN) that can be used in all configuration commands, as required. All switches in the Cisco MDS 9000 Family support Distributed Device Alias Services (device aliases).</p> <p>None Do not report any alias.</p> <p>Port Description A description to help identify the port in a list of ports.</p> <p>Zone Alias (all) A user-friendly name for a port that can be used only for the active configuration. This is the default.</p> |
| Second Alias Type | Provide a second preference for resolution of the alias |
| Third Alias Type | Provide a third preference for resolution of the alias |
| Enable SANTap Proxy Mode Support | Select if your Cisco switch is using SANTap in proxy mode. If you are using EMC RecoverPoint, then you are probably using SANTap. |

| Field | Description |
|---------------------------------|--|
| Performance Poll Interval (sec) | Interval between performance polls (default 300 seconds) |

Troubleshooting

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

Inventory

| Problem: | Try this: |
|--|--|
| Error: Failed to discover chassis - no switches have been discovered | <ul style="list-style-type: none"> • Ping the device with the IP configured • Login to the device using Cisco Device Manager GUI • Login to the device using CLI • Try to run SNMP walk |
| Error: Device is not a Cisco MDS switch | <ul style="list-style-type: none"> • Make sure the data source IP configured for the device is correct • Login to the device using Cisco Device Manager GUI • Login to the device using CLI |
| Error: Cloud Insights is not able to obtain the switch's WWN. | This may not be a FC or FCoE switch, and as such may not be supported. Make sure the IP/FQDN configured in the datasource is truly a FC/FCoE switch. |
| Error: Found more than one nodes logged into NPV switch port | Disable direct acquisition of the NPV switch |
| Error: Could not connect to the switch | <ul style="list-style-type: none"> • Make sure the device is UP • Check the IP address and listening port • Ping the device • Login to the device using Cisco Device Manager GUI • Login to the device using CLI • Run SNMP walk |

Performance

| Problem: | Try this: |
|---|---|
| Error: Performance acquisition not supported by SNMP v1 | <ul style="list-style-type: none"> • Edit Data Source and disable Switch Performance • Modify Data Source and switch configuration to use SNMP v2 or higher |

Additional information may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

Dell

Dell EMC XC Series data collector

Cloud Insights uses this data collector to discover inventory and performance information for the Dell EMC XC Series storage arrays.

Configuration

| Field | Description |
|---------------------------|---------------------------------|
| Prism External IP Address | IP address of the XC server |
| User Name | User name for the XC server |
| Password | Password used for the XC server |

Advanced configuration

| Field | Description |
|---------------------------------|---|
| TCP Port | Port used for TCP communication with the XC server |
| Inventory Poll Interval (min) | Interval between inventory polls. The default is 60 minutes. |
| Performance Poll Interval (min) | Interval between performance polls. The default is 300 seconds. |

Troubleshooting

Additional information may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

Dell EMC

DELL EMC Data Domain data collector

This data collector gathers inventory and performance information from DELL EMC Data Domain deduplication storage systems. To configure this data collector, there are specific configuration instructions and usage recommendations you must follow.

Terminology

Cloud Insights acquires the following inventory information from the Data Domain data collector. 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 |
| Array | Storage |
| FC Port | Port |
| File System | Internal Volume |
| Quota | Quota |
| NFS and CIFS share | FileShare |

Note: These are common terminology mappings only and might not represent every case for this data collector.

Requirements

You need the following information to configure this data collector:

- IP address of the Data Domain device
- Read-only user name and password to the Data Domain storage
- SSH port 22

Configuration

| Field | Description |
|------------|--|
| IP address | The IP address or fully-qualified domain name of the Data Domain storage array |
| User name | The user name for the Data Domain storage array |
| Password | The password for the Data Domain storage array |

Advanced configuration

| Field | Description |
|-------------------------------|--|
| Inventory Poll Interval (min) | Interval between inventory polls. The default is 20. |
| SSH Port | SSH service port |

Troubleshooting

Additional information on this Data Collector may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

Configuring the EMC ECS data collector

This data collector acquires inventory and performance data from EMC ECS storage systems. For configuration, the data collector requires an IP address of the ECS server and an administrative level domain account.

Terminology

Cloud Insights acquires the following inventory information from the ECS data collector. For each asset type acquired, 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 |
|-------------------|---------------------|
| Cluster | Storage |
| Tenant | Storage Pool |
| Bucket | Internal Volume |
| Disk | Disk |

Note: These are common terminology mappings only and might not represent every case for this data collector.

Requirements

- An IP address of the ECS Management Console
- Administrative level domain account for the ECS system
- Port 443 (HTTPS). Requires outbound connectivity to TCP port 443 on the ECS system.
- For performance, read-only username and password for ssh/scp access.
- For performance, port 22 is required.

Configuration

| Field | Description |
|---------------|---|
| ECS Host | IP address or fully-qualified domain name of the ECS system |
| ECS Host Port | Port used for communication with ECS Host |
| ECS Vendor ID | Vendor ID for ECS |
| Password | Password used for ECS |

Advanced configuration

| Field | Description |
|-------------------------------|-----------------------------|
| Inventory Poll Interval (min) | The default is 360 minutes. |

Troubleshooting

Additional information may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

Dell EMC PowerScale data collector

Cloud Insights uses the Dell EMC PowerScale (previously Isilon) SSH data collector to acquire inventory and performance data from PowerScale scale-out NAS storage.

Terminology

Cloud Insights acquires the following inventory information from this data collector. 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 |
|-------------------|---------------------|
| Drive | Disk |
| Cluster | Storage |
| Node | Storage Node |
| File System | Internal Volume |

Note: These are common terminology mappings only and might not represent every case for this data collector.

Requirements

You need the following information to configure this data collector:

- Administrator permissions to the PowerScale storage
- IP address of the PowerScale cluster
- SSH access to port 22

Configuration

| Field | Description |
|------------|---|
| IP address | The IP address or fully-qualified domain name of the PowerScale cluster |
| User Name | User name for the PowerScale cluster |
| Password | Password used for the PowerScale cluster |

Advanced configuration

| Field | Description |
|---------------------------------|---|
| Inventory Poll Interval (min) | Interval between inventory polls. The default is 20. |
| Performance Poll Interval (sec) | Interval between performance polls. The default is 300. |
| SSH Port | SSH service port. The default is 22. |

Troubleshooting

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

Inventory

| Problem: | Try this: |
|--|---|
| "Invalid login credentials" with error messages "Commands not enabled for role-based administration require root user access" | * Verify that the user has permissions to run the following commands on the device: > isi version osrelease > isi status -q > isi status -n > isi devices -d %s > isi license * Verify credentials used in the wizard are matching device credentials |
| "Internal Error" with error messages "Command <Your command> run failed with permission: <Your current permission>. Sudo command run permission issue" | Verify that the user has sudo permissions to run the following command on the device |

Additional information may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

Dell EMC PowerStore data collector

The EMC PowerStore data collector gathers inventory information from EMC PowerStore storage. For configuration, the data collector requires the IP address of the storage processors and a read-only user name and password.

The EMC PowerStore data collector gathers the volume-to-volume replication relationships that PowerStore coordinates across other storage arrays. Cloud Insights shows a storage array for each PowerStore cluster, and collects inventory data for nodes and storage ports on that cluster. No storage pool or volume data is collected.

Terminology

Cloud Insights acquires the following inventory information from this data collector. 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 |
|--|---------------------|
| host | host |
| host_volume_mapping | host_volume_mapping |
| hardware (it has Drives under "extra_details" object): Drives | Disk |
| Appliance | StoragePool |
| Cluster | Storage Array |
| Node | StorageNode |
| fc_port | Port |
| volume | Volume |
| InternalVolume | file_system |

Note: These are common terminology mappings only and might not represent every case for this data collector.

Requirements

The following information is required to configure this data collector:

- IP address or fully-qualified domain name of storage processor
- Read-only user name and password

Configuration

| Field | Description |
|-----------------------|--|
| PowerStore gateway(s) | IP addresses or fully-qualified domain names of PowerStore storage |
| User Name | User name for PowerStore |
| Password | Password used for PowerStore |

Advanced configuration

| Field | Description |
|-----------------------------------|--|
| HTTPS Port | Default is 443 |
| Inventory Poll Interval (minutes) | Interval between inventory polls. The default is 60 minutes. |

Cloud Insight's PowerStore performance collection makes use of PowerStore's 5-minute granularity source data. As such, Cloud Insights polls for that data every five minutes, and this is not configurable.

Troubleshooting

Additional information on this Data Collector may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

Dell EMC RecoverPoint data collector

The EMC RecoverPoint data collector's primary use case is to discover volume-to-volume replication relationships that the RecoverPoint storage appliance facilitates. This collector will also discover the Recoverpoint appliance itself. Please note that Dell/EMC sells a VMware backup solution for VMs--"RecoverPoint for VMs"--which is not supported by this collector

For configuration, the data collector requires the IP address of the storage processors and a read-only user name and password.

The EMC RecoverPoint data collector gathers the volume-to-volume replication relationships that RecoverPoint coordinates across other storage arrays. Cloud Insights shows a storage array for each RecoverPoint cluster, and collects inventory data for nodes and storage ports on that cluster. No storage pool or volume data is collected.

Requirements

The following information is required to configure this data collector:

- IP address or fully-qualified domain name of storage processor
- Read-only user name and password
- REST API access via port 443

Configuration

| Field | Description |
|-------------------------|---|
| Address of RecoverPoint | IP address or fully-qualified domain name of RecoverPoint cluster |
| User Name | User name for the RecoverPoint cluster |
| Password | Password used for the RecoverPoint cluster |

Advanced configuration

| Field | Description |
|-----------------------------------|---|
| TCP Port | TCP Port used to connect to Recoverpoint cluster |
| Inventory Poll Interval (minutes) | Interval between inventory polls. The default is 20 minutes. |
| Excluded Clusters | Comma-separated list of cluster IDs or names to exclude when polling. |

Troubleshooting

Additional information on this Data Collector may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

DELL EMC ScaleIO data collector

The ScaleIO data collector collects inventory information from ScaleIO storage. For configuration, this data collector requires the ScaleIO gateway address and an admin user name and password.

Terminology

Cloud Insights acquires the following inventory information from the ScaleIO data collector. 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 |
|---------------------------------|---------------------|
| MDM (Meta Data Manager) Cluster | Storage |
| SDS (ScaleIO Data Server) | Storage Node |
| Storage Pool | Storage Pool |
| Volume | Volume |
| Device | Disk |

Note: These are common terminology mappings only and might not represent every case for this data collector.

Requirements

- Read-only access to the Admin user account
- Port requirement: HTTPS Port 443

Configuration

| Field | Description |
|--------------------|--|
| ScaleIO Gateway(s) | IP addresses or FQDNs of ScaleIO gateways, separated by comma (,) or semicolon (;) |

| Field | Description |
|-----------|--|
| User Name | Admin user name used to log in to the ScaleIO device |
| Password | Password used to log in to the ScaleIO device |

Advanced configuration

Click the Inventory check box to enable inventory collection.

| Field | Description |
|-------------------------------|--------------------|
| HTTPS port | 443 |
| Inventory poll interval (min) | The default is 60. |
| Connection Timeout (sec) | The default is 60. |

Troubleshooting

Additional information may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

Configuring the EMC Unity data collector

The DELL EMC Unity (formerly VNXe) data collector provides inventory support for VNXe unified storage arrays. Cloud Insights currently supports iSCSI and NAS protocols.

Requirements

- The Unity data collector is CLI based; you must install the Unisphere for Unity CLI, (uemcli.exe) onto the acquisition unit where your VNXe data collector resides.
- uemcli.exe uses HTTPS as the transport protocol, so the acquisition unit will need to be able to initiate HTTPS connections to the Unity.
- IP address or fully-qualified domain name of the Unity device
- You must have at least a read-only user for use by the data collector.
- HTTPS on Port 443 is required
- The EMC Unity data collector provides NAS and iSCSI support for inventory; fibre channel volumes will be discovered, but Cloud Insights does not report on FC mapping, masking, or storage ports.

Terminology

Cloud Insights acquires the following inventory information from the Unity data collector. 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 Array | Storage |
| Processor | Storage Node |
| Storage Pool | Storage Pool |

| Vendor/Model Term | Cloud Insights Term |
|---------------------------------------|------------------------|
| General iSCSI Block info, VMWare VMFS | Share |
| Replication Remote System | Synchronization |
| iSCSI Node | iSCSI Target Node |
| iSCSI Initiator | iSCSI Target Initiator |

Note: These are common terminology mappings only and might not represent every case for this data source.

Configuration

| Field | Description |
|------------------------------------|---|
| Unity Storage | IP address or fully-qualified domain name of the Unity device |
| User Name | User name for the Unity device |
| Password | Password for the Unity device |
| Full Path to the Executable UEMCLI | Full path to the folder containing the <i>uemcli.exe</i> executable |

Advanced configuration

| Field | Description |
|---------------------------------|---|
| Inventory Poll Interval (min) | Interval between inventory polls. The default is 40 minutes |
| Unity CLI Port | Port used for the Unity CLI |
| Performance poll interval (sec) | The default is 300. |

Troubleshooting

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

Inventory

| Problem: | Try this: |
|--|---|
| "Failed to execute external utility" with error messages "Failed to find Unisphere executable uemcli" | <ul style="list-style-type: none"> * Verify correct IP address, username, and password * Confirm that Unisphere CLI is installed on the Cloud Insights Acquisition Unit * Confirm that Unisphere CLI installation directory is correct in the datasource configuration * Confirm that the IP of the VNXe is correct in the configuration of the datasource. From the Cloud Insights Acquisition Unit, open a CMD and change to the configured installation directory: \${INSTALLDIR}. Try to make a connection with the VNXe device by typing: uemcli -d <Your IP> -u <Your ID> /sys/general show |

Additional information may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

Dell EMC VMAX and PowerMax Family of Devices data collector

Cloud Insights discovers EMC VMAX and PowerMax storage arrays by using Solutions Enabler symcli commands in conjunction with an existing Solutions Enabler server in your environment. The existing Solutions Enabler server has connectivity to the VMAX/PowerMax storage array through access to gatekeeper volumes.

Requirements

Before configuring this data collector, you should ensure that Cloud Insights has TCP connectivity to port 2707 on the existing Solutions Enabler server. Cloud Insights discovers all the Symmetrix arrays that are "Local" to this server, as seen in "symcfg list" output from that server.

- The EMC Solutions Enabler (CLI) with SMI-S provider application must be installed on the Acquisition Unit server and the version must match or be earlier than the version running on the Solutions Enabler Server.
- A properly configured {installdir}\EMC\SYMAP\config\netcnfg file is required. This file defines service names for Solutions Enabler servers, as well as the access method (SECURE / NOSECURE /ANY).
- If you require read/write latency at the storage node level, the SMI-S Provider must communicate with a running instance of the UNISPHERE for VMAX application.
- IP address of the managing Solutions Enabler server
- Administrator permissions on the Solutions Enabler (SE) Server
- Read-only user name and password to the SE software
- Solutions Enabler Server 6.5X requirements:
 - MI-S provider 3.3.1 for SMIS-S V1.2 installed
 - After install, run \Program Files\EMC\SYMCLI\bin>storddaemon start storsrvd
- The UNISPHERE for VMAX application must be running and collecting statistics for the EMC VMAX and PowerMax storage arrays that are managed by the SMI-S Provider installation
- Access validation: Verify that the SMI-S provider is running: telnet <se_server> 5988

Terminology

Cloud Insights acquires the following inventory information from the EMC VMAX/PowerMax data source. For each asset type acquired, 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 |
| Disk Group | Disk Group |
| Storage | Array Storage |
| Director | Storage Node |
| Device Pool, Storage Resource Pool (SRP) | Storage Pool |
| Device TDev | Volume |

Note: These are common terminology mappings only and might not represent every case for this data collector.

Configuration

Note: If SMI-S user authentication is not enabled, the default values in the Cloud Insights data collector are ignored.

| Field | Description |
|-----------------------|--|
| Service Name | Service name as specified in <i>netcnfg</i> file |
| Full path to CLI | Full path to the folder containing the Symmetrix CLI |
| SMI-S Host IP Address | IP address of the SMI-S host |

Advanced Configuration

| Field | Description |
|---|--|
| Inventory Poll Interval (min) | Interval between inventory polls. The default is 40 minutes. |
| Choose 'Exclude' or 'Include' to specify a list | Specify whether to include or exclude the array list below when collecting data. |
| Inventory Filter Device List | Comma-separated list of device IDs to include or exclude |

| Field | Description |
|---|---|
| Connection Caching | <p>Choose connection caching method:</p> <ul style="list-style-type: none"> * LOCAL means that the Cloud Insights Acquisition service is running on the Solutions Enabler server, which has Fibre Channel connectivity to the Symmetrix arrays you seek to discover, and has access to gatekeeper volumes. This might be seen in some Remote Acquisition Unit (RAU) configurations. * REMOTE_CACHED is the default and should be used in most cases. This uses the NETCNFG file settings to connect using IP to the Solutions Enabler server, which must have Fibre Channel connectivity to the Symmetrix arrays you seek to discover, and has access to Gatekeeper volumes. * In the event that REMOTE_CACHED options make CLI commands fail, use the REMOTE option. Keep in mind that it will slow down the acquisition process (possibly to hours or even days in extreme cases). The NETCNFG file settings are still used for an IP connection to the Solutions Enabler server that has Fibre Channel connectivity to the Symmetrix arrays being discovered. <p>Note: This setting does not change Cloud Insights behavior with respect to the arrays listed as REMOTE by the "symcfg list" output. Cloud Insights gathers data only on devices shown as LOCAL by this command.</p> |
| SMI-S Protocol | Protocol used to connect to the SMI-S provider. Also displays the default port used. |
| Override SMIS-Port | If blank, use the default port in the Connection Type field, otherwise enter the connection port to use |
| SMI-S User Name | User name for the SMI-S Provider Host |
| SMI-S Password | User name for the SMI-S Provider Host |
| Performance Polling Interval (sec) | Interval between performance polls (default 1000 seconds) |
| choose 'Exclude' or 'Include' to specify a list | Specify whether to include or exclude the array list below when collecting performance data |
| Performance Filter Device List | Comma-separated list of device IDs to include or exclude |

Troubleshooting

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

Inventory

| Problem: | Try this: |
|---|--|
| Error: The feature being requested is not currently licensed | Install the SYMAPI server license. |
| Error: No devices were found | Make sure Symmetrix devices are configured to be managed by the Solutions Enabler server: - Run symcfg list -v to see the list of configured Symmetrix devices. |
| Error: A requested network service was not found in the service file | Make sure the Solutions Enabler Service Name is defined in the netcnfg file for Solutions Enabler. This file is usually located under SYMAPI\config\ in the Solutions Enabler client installation. |
| Error: The remote client/server handshake failed | Check the most recent storsrvd.log* files on the Solutions Enabler host we are trying to discover. |
| Error: Common name in client certificate not valid | Edit the hosts file on the Solutions Enabler server so that the Acquisition Unit's hostname resolves to the IP address as reported in the storsrvd.log on the Solutions Enabler server. |
| Error: The function could not obtain memory | Make sure there is enough free memory available in the system to execute Solutions Enabler |
| Error: Solutions Enabler was unable to serve all data required. | Investigate the health status and load profile of Solutions Enabler |
| Error: • The "symcfg list -tdev" CLI command may return incorrect data when collected with Solutions Enabler 7.x from a Solutions Enabler server 8.x. • The "symcfg list -srp" CLI command may return incorrect data when collected with Solutions Enabler 8.1.0 or earlier from a Solutions Enabler server 8.3 or later. | Be sure you are using the same Solutions Enabler major release |

Additional information may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

Dell EMC VNX Block Storage (NaviCLI) data collector

Cloud Insights uses the Dell EMC VNX Block Storage (NaviSec) data collector (formerly CLARiiON) to acquire inventory and performance data.

Terminology

Cloud Insights acquires the following inventory information from the EMC VNX Block Storage data collector. 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 |

| Vendor/Model Term | Cloud Insights Term |
|-----------------------|---------------------|
| Storage Processor | Storage Node |
| This Pool, RAID Group | Storage Pool |
| LUN | Volume |

Note: These are common terminology mappings only and might not represent every case for this data source.

Requirements

The following requirements must be met in order to collect data:

- An IP address of each VNX block storage processor
- Read-only Navisphere username and password to the VNX block storage arrays
- NaviSecCli must be installed on the Cloud Insights AU
- Access validation: Run NaviSecCLI from the Cloud Insights AU to each array using the username and password.
- Port requirements: 80, 443
- NaviSecCLI version should correspond with the newest FLARE code on your array
- For performance, statistics logging must be enabled.

NaviSphere command line interface syntax

```
naviseccli.exe -h <IP address> -user <user> -password <password> -scope
<scope,use 0 for global scope> -port <use 443 by default> command
```

Configuration

| Field | Description |
|------------------------------|---|
| VNX Block Storage IP Address | IP address or fully-qualified domain name of the VNX block storage |
| User Name | Name used to log into the VNX block storage device. |
| Password | Password used to log into the VNX block storage device. |
| CLI Path to naviseccli.exe | Full path to the folder containing the <i>naviseccli.exe</i> executable |

Advanced Configuration

| Field | Description |
|---------------------------------|---|
| Inventory Poll Interval (min) | Interval between inventory polls. Default is 40 minutes. |
| Scope | The secure client scope. The default is Global. |
| Performance Poll Interval (sec) | Interval between performance polls. The default is 300 seconds. |

Troubleshooting

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

Inventory

| Problem: | Try this: |
|--|--|
| Error: <ul style="list-style-type: none">• Agent Not Running• Failed to find naviseccli• Failed to execute any command | <ul style="list-style-type: none">• Confirm that NaviSphere CLI is installed on the Cloud Insight Acquisition Unit• You have not selected the "Use secure client" option in the data collector configuration wizard and do not have a non-secure version of Navisphere CLI installed.• Confirm that NaviSphere CLI installation directory is correct in the data collector configuration• Confirm that the IP of the VNX block storage is correct in the data collector configuration:• From the Cloud Insights Acquisition Unit:<ul style="list-style-type: none">- Open a CMD.- Change the directory to the configured installation directory- Try to make a connection with the VNX block storage device by typing “navicli -h {ip} getagent” (replace the {ip} with the actual IP) |
| Error: 4.29 emc235848 emc241018 getall Failed to parse host alias info | This is likely caused by a FLARE 29 corruption issue of the host initiator database on the array itself. See EMC knowledge base articles: emc235848, emc241018. You can also check https://now.netapp.com/Knowledgebase/solutionarea.asp?id=kb58128 |
| Error: Unable to retrieve Meta LUNs. Error Executing java -jar navicli.jar | <ul style="list-style-type: none">• Modify the data collector configuration to use the secure client (recommended)• Install navicli.jar in the CLI path to navicli.exe OR naviseccli.exe• Note: navicli.jar is deprecated as of EMC Navisphere version 6.26• The navicli.jar may be available on http://powerlink.emc.com |
| Error: Storage Pools not reporting disks on Service Processor at configured IP address | Configure the data collector with both Service Processor IPs, separated by a comma |

| Problem: | Try this: |
|---|--|
| Error: Revision mismatch error | <ul style="list-style-type: none"> • This is usually caused by updating the firmware on the VNX block storage device, but not updating the installation of NaviCLI.exe. This also might be caused by having different devices with different firmwares, but only one CLI installed (with a different firmware version). • Verify that the device and the host are both running identical versions of the software: <ul style="list-style-type: none"> - From the Cloud Insights Acquisition Unit, open a command line window - Change the directory to the configured installation directory - Make a connection with the CLARiiON device by typing “navicli -h \${ip} getagent” - Look for the version number on the first couple of lines. Example: “Agent Rev: 6.16.2 (0.1)” - Look for and compare the version on the first line. Example: “Navisphere CLI Revision 6.07.00.04.07” |
| Error: Unsupported Configuration - No Fibre Channel Ports | The device is not configured with any Fibre Channel ports. Currently, only FC configurations are supported. Verify this version/firmware is supported. |

Additional information may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

DELL EMC VNX File (formerly Celerra Unified Storage System) data collector

This data collector acquires inventory information from the VNX File Storage System. For configuration, this data collector requires the IP address of the storage processors and a read-only user name and password.

Terminology

Cloud Insights acquires the following inventory information from the VNX File data collector. 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 |
|---|---------------------|
| Celerra Network Server/Celerra Storage Pool | Storage Pool |
| File System | Internal Volume |
| Data Mover | Controller |
| File System mounted on a data mover | File Share |
| CIFS and NFS Exports | Share |
| Disk Volume | Backend LUN |

Note: These are common terminology mappings only and might not represent every case for this data collector.

Requirements

You need the following to configure this data collector:

- The IP address of the storage processor
- Read-only user name and password
- SSH port 22

Configuration

| Field | Description |
|---------------------|--|
| VNX File IP Address | IP address or fully-qualified domain name of the VNX File device |
| User Name | Name used to log in to the VNX File device |
| Password | Password used to log in to the VNX File device |

Advanced configuration

| Field | Description |
|-----------------------------------|--|
| Inventory Poll Interval (minutes) | Interval between inventory polls. The default is 20 minutes. |

Troubleshooting

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

Inventory

| Problem: | Try this: |
|--|--|
| Error: Unable to proceed while DART update in progress | Possible solution: Pause the data collector and wait for the DART upgrade to complete before attempting another acquisition request. |

Additional information may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

Configuring the Dell EMC VNX Unified data collector

For configuration, the Dell EMC VNX Unified (SSH) data collector requires the IP address of the Control Station and a read-only username and password.

Terminology

Cloud Insights acquires the following inventory information from this data collector. 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 |

| Vendor/Model Term | Cloud Insights Term |
|-------------------------------------|---------------------|
| Disk Folder | Disk Group |
| File system | Internal Volume |
| Storage | Storage |
| Storage Processor | Storage Node |
| Storage Pool, RAID Group | Storage Pool |
| LUN | Volume |
| Data Mover | Controller |
| File System mounted on a data mover | File Share |
| CIFS and NFS Exports | Share |
| Disk Volume | Backend LUN |

Requirements

You need the following to configure the VNX (SSH) data collector:

- VNX IP address & Credentials to the Celerra Control Station.
- Read-only username and password.
- The data collector is able to run NaviCLI/NaviSecCLI commands against the backend array utilizing the DART OS NAS heads

Configuration

| Field | Description |
|----------------|--|
| VNX IP Address | IP address or fully-qualified domain name of the VNX Control Station |
| User Name | User name for the VNX Control Station |
| Password | Password for the VNX Control Station |

Advanced configuration

| Field | Description |
|----------------------------------|---|
| Inventory Poll Interval (min) | Interval between inventory polls. The default is 40 minutes. |
| Performance Poll Interval (sec). | Interval between performance polls. The default is 300 seconds. |

Troubleshooting

Additional information on this Data Collector may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

Configuring the EMC VPLEX data collector

This data collector acquires inventory and performance data from EMC VPLEX storage systems. For configuration, the data collector requires an IP address of the VPLEX server and an administrative level domain account.

 Cloud Insights' performance collection from Vplex clusters requires that the performance archive service be operational, in order to populate the .CSV files and logs that Cloud Insights retrieves via SCP-based file copies. NetApp has observed that many Vplex firmware upgrade/management station updates will leave this functionality non-operational. Customers planning such upgrades may want to proactively ask Dell/EMC if their planned upgrade will leave this functionality inoperable, and if so, how can they re-enable it to minimize gaps in performance visibility? Cloud Insight's Vplex performance code will assess on each poll whether all the expected files exist, and if they are being properly updated; if they are missing or stale, Cloud Insights will log performance collection failures.

Terminology

Cloud Insights acquires the following inventory information from the VPLEX data collector. For each asset type acquired, 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 |
|-------------------------------|-------------------------|
| Cluster | Storage |
| Engine | Storage Node |
| Device, System Extent | Backend Storage Pool |
| Virtual Volume | Volume |
| Front-End Port, Back-End Port | Port |
| Distributed Device | Storage Synchronization |
| Storage View | Volume Map, Volume Mask |
| Storage Volume | Backend LUN |
| ITLs | Backend Path |

Note: These are common terminology mappings only and might not represent every case for this data collector.

Requirements

- An IP address of the VPLEX Management Console
- Administrative level domain account for the VPLEX server
- Port 443 (HTTPS). Requires outbound connectivity to TCP port 443 on the VPLEX management station.
- For performance, read-only username and password for ssh/scp access.
- For performance, port 22 is required.

Configuration

| Field | Description |
|--|---|
| IP address of VPLEX Management Console | IP address or fully-qualified domain name of the VPLEX Management Console |
| User Name | User name for VPLEX CLI |
| Password | Password used for VPLEX CLI |
| Performance Remote IP Address | Performance Remote IP address of the VPLEX Management Console |
| Performance Remote User Name | Performance Remote user name of VPLEX Management Console |
| Performance Remote Password | Performance Remote Password of VPLEX Management Console |

Advanced configuration

| Field | Description |
|---------------------------------|---|
| Communication Port | Port used for VPLEX CLI. The default is 443. |
| Inventory Poll Interval (min) | The default is 20 minutes. |
| Number of connection retries | The default is 3. |
| Performance Poll Interval (sec) | Interval between performance polls. The default is 600 seconds. |
| Number of Retries | The default is 2. |

Troubleshooting

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

Inventory

| Problem: | Try this: |
|------------------------------------|---|
| Error: User authentication failed. | Make sure your credentials for this device are correct. |

Performance

| Problem: | Try this: |
|--|---|
| Error: VPLEX performance for version below 5.3 is not supported. | Upgrade VPLEX to 5.3 or above |
| Error: No enough data collected. | <ul style="list-style-type: none">Check collection timestamp in log file and modify polling interval accordinglyWait for longer time |
| Error: Perpetual Log files not being updated. | Please contact EMC support to enable updating the perpetual log files |

| Problem: | Try this: |
|---|--|
| Error: Performance polling interval is too big. | Check collection timestamp in log file \${logfile} and modify polling interval accordingly |
| Error: Performance Remote IP address of VPLEX Management Console is not configured. | Edit the data source to set Performance Remote IP address of VPLEX Management Console. |
| Error: No performance data reported from director | <ul style="list-style-type: none"> • Check that the system performance monitors are running correctly • Please contact EMC support to enable updating the system performance monitor log files |

Additional information may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

Dell EMC XtremeIO data collector

The EMC XtremIO data collector acquires inventory and performance data from the EMC XtremIO storage system.

Requirements

To configure the EMC XtremIO (HTTP) data collector, you must have:

- The XtremIO Management Server (XMS) Host address
- An account with administrator privileges
- Access to port 443 (HTTPS)

Terminology

Cloud Insights acquires the following inventory information from the EMC XtremIO data collector. For each asset type acquired by Cloud Insights, the most common terminology used for this asset is shown. When viewing or troubleshooting this data source, keep the following terminology in mind:

| Vendor/Model Term | Cloud Insights Term |
|---------------------|---------------------|
| Disk (SSD) | Disk |
| Cluster | Storage |
| Controller | Storage Node |
| Volume | Volume |
| LUN Map | Volume Map |
| Target FC Initiator | Volume Mask |

Note: These are common terminology mappings only and might not represent every case for this data source.

Requirements

- The XtremIO Management Server (XMS) Host IP address
- Administrator user name and password for the XtremIO

Configuration

| Field | Description |
|-----------|--|
| XMS Host | IP address or fully-qualified domain name of the XtremIO Management Server |
| User name | User name for the XtremIO Management Server |
| Password | Password for the XtremIO Management Server |

Advanced configuration

| Field | Description |
|---------------------------------|--|
| TCP port | TCP Port used to connect to XTremIO Management Server. The default is 443. |
| Inventory poll interval (min) | Interval between inventory polls. The default is 60 minutes. |
| Performance poll interval (sec) | Interval between performance polls. The default is 300 seconds. |

Troubleshooting

Additional information on this Data Collector may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

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 |
| 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" | Likely caused by: Storage system has page scrolling enabled. Possible solution: * 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" | Likely causes: * Incorrect credentials. * Incorrect IP address. * Network problem. * Storage may be down or unresponsive. Possible solutions: * 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](#).

NetApp Google Compute data collector

This data collector supports inventory and performance collection from Google Compute cloud platform configurations. This collector will seek to discover all the Compute resources within all the Projects within one Google organization. If you have multiple Google organizations you want to discover with Cloud Insights, you will want to deploy one Cloud Insights collector per organization.

Configuration

| Field | Description |
|---|---|
| Organization ID | The organization ID you want to discover with this collector. This field is required if your service account is able to see more than one organization |
| Choose 'Exclude' or 'Include' to filter GCP Projects by IDs | If you want to limit what projects' resources are brought into Cloud Insights. |
| Project IDs | The list of Project IDs that you want to filter in, or out from discovery, depending on the value of the "Choose 'Exclude'"...." value. The default list is empty |
| Client ID | Client ID for the Google Cloud Platform configuration |
| Copy and paste the contents of your Google Credential File here | Copy your Google credentials for the Cloud Platform account to this field |

Advanced configuration

| Field | Description |
|--|---|
| Inventory Poll Interval (min) | Default is 60 minutes |
| Choose 'Exclude' or 'Include' to Apply to Filter VMs by Labels | Specify whether to include or exclude VM's by Labels when collecting data. If 'Include' is selected, the Label Key field can not be empty. |
| Label Keys and Values on which to Filter VMs | Click + Filter Label to choose which VMs (and associated disks) to include/exclude by filtering for keys and values that match keys and values of labels on the VM. Label Key is required, Label Value is optional. When Label Value is empty, the VM is filtered as long as it matches the Label Key. |
| Performance Poll Interval (sec) | Default is 1800 seconds |

Troubleshooting

Additional information on this Data Collector may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

HP Enterprise

HP Enterprise Alletra 9000 / Primera Storage data collector

Cloud Insights uses the HP Enterprise Alletra 9000 / HP Enterprise Primera (previously 3PAR) data collector to discover inventory and performance.

Terminology

Cloud Insights acquires the following inventory information from this data collector. 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:

| Field | Description |
|---------------------------|--------------|
| Physical Disk | Disk |
| Storage System | Storage |
| Controller Node | Storage Node |
| Common Provisioning Group | Storage Pool |
| Virtual Volume | Volume |

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:

- IP address or FQDN of the InServ cluster
- For inventory, read-only user name and password to the StoreServ Server
- For performance, read-write user name and password to the StoreServ Server
- Port requirements: 22 (inventory collection), 5988 or 5989 (performance collection) [Note: Performance is supported for StoreServ OS 3.x+]
- For performance collection confirm that SMI-S is enabled by logging into the array via SSH.

Configuration

| Field | Description |
|--------------------|--|
| Storage IP address | Storage IP address or fully-qualified domain name of the StoreServ cluster |
| User Name | User name for the StoreServ Server |
| Password | Password used for the StoreServ Server |
| SMI-S User Name | User name for the SMI-S Provider Host |
| SMI-S Password | Password used for the SMI-S Provider Host |

Advanced configuration

| Field | Description |
|---------------------------------|--|
| Inventory Poll Interval (min) | Interval between inventory polls. The default is 40 minutes. |
| SMI-S Connectivity | Protocol used to connect to the SMI-S provider |
| Override SMI-S Default Port | If blank, use the default port from SMI-S Connectivity, otherwise enter the connection port to use |
| Performance Poll Interval (sec) | Interval between performance polls. The default is 300 seconds. |

Troubleshooting

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

Inventory

| Problem: | Try this: |
|--|--|
| "showsys" command doesn't return any result. | Run "showsys" and "showversion -a" from the command line and check if the version is supported by the array. |

Performance

| Problem: | Try this: |
|--|--|
| Failed to connect or login. Provider initialization failed. | An all-numeric array name can cause problems with SMI-S server. Try changing the array name. |
| SMI-S user configured does not have any domain | Grant appropriate domain privileges to the configured SMI-S user |
| Cloud Insights states that it cannot connect/login to SMI-S service. | <p>Confirm there is no firewall between the CI AU and the array that would block the CI AU from making TCP connections to 5988 or 5989.</p> <p>Once that is done, and if you have confirmed there is no firewall, you should SSH to the array, and use the "showcim" command to confirm.</p> <p>Verify that:</p> <ul style="list-style-type: none"> * Service is enabled * HTTPS is enabled * HTTPS port should be 5989 <p>If those all are so, you can try to "stopcim" and then a "startcim" to restart the CIM (i.e. SMI-S service).</p> |

Additional information may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

HP Enterprise Command View data collector

The HP Enterprise Command View Advanced Edition data collector supports discovering

XP and P9500 arrays via Command View Advanced Edition (CVAE) server. Cloud Insights communicates with CVAE using the standard Command View API to collect inventory and performance data.

Terminology

Cloud Insights acquires the following inventory information from the HP Enterprise Command View data collector. 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 |
|----------------------|---------------------|
| PDEV | Disk |
| Journal Pool | Disk Group |
| Storage Array | Storage |
| Port Controller | Storage Node |
| Array Group, DP Pool | Storage Pool |
| Logical Unit, LDEV | Volume |

Note: These are common terminology mappings only and might not represent every case for this data collector.

Inventory requirements

You must have the following in order to collect inventory data:

- IP address of the CVAE server
- Read-only user name and password for the CVAE software and peer privileges
- Port requirement: 2001

Performance requirements

The following requirements must be met in order to collect performance data:

- HDS USP, USP V, and VSP performance
 - Performance Monitor must be licensed.
 - Monitoring switch must be enabled.
 - The Export Tool (Export.exe) must be copied to the Cloud Insights AU and extracted to a location. On CI Linux AUs, ensure "cisys" has read and execute permissions.
 - The Export Tool version must match the microcode version of the target array.
- AMS performance:
 - Performance Monitor must be licensed.
 - The Storage Navigator Modular 2 (SNM2) CLI utility be installed on the Cloud Insights AU.
- Network requirements
 - The Export Tools are Java based, and use RMI to speak to the array. These tools may not be firewall-friendly as they may dynamically negotiate source and destination TCP ports on each invocation. Also,

different model array's Export Tools may behave differently across the network - consult HPE for your model's requirements

Configuration

| Field | Description |
|---|---|
| Command View Server | IP address or fully-qualified domain name of the Command View server |
| User Name | User name for the Command View server. |
| Password | Password used for the Command View server. |
| Devices - VSP G1000 (R800), VSP (R700), HUS VM (HM700) and USP storages | Device list for VSP G1000 (R800), VSP (R700), HUS VM (HM700) and USP storages. Each storage requires: * Array's IP: IP address of the storage * User Name: User name for the storage * Password: Password for the storage * Folder Containing Export Utility JAR Files |
| SNM2Devices - WMS/SMS/AMS Storages | Device list for WMS/SMS/AMS storages. Each storage requires: * Array's IP: IP address of the storage * Storage Navigator CLI Path: SNM2 CLI path * Account Authentication Valid: Select to choose valid account authentication * User Name: User name for the storage * Password: Password for the storage |
| Choose Tuning Manager for Performance | Override other performance options |
| Tuning Manager Host | IP address or fully-qualified domain name of tuning manager |
| Tuning Manager Port | Port used for Tuning Manager |
| Tuning Manager Username | User name for Tuning Manager |
| Tuning Manager Password | Password for Tuning Manager |

Note: In HDS USP, USP V, and VSP, any disk can belong to more than one array group.

Advanced configuration

| Field | Description |
|---|--|
| Command View Server Port | Port used for the Command View Server |
| HTTPs Enabled | Select to enable HTTPs |
| Inventory Poll Interval (min) | Interval between inventory polls. The default is 40. |
| Choose 'Exclude' or 'Include' to specify a list | Specify whether to include or exclude the array list below when collecting data. |

| | |
|------------------------------------|--|
| Exclude or Include Devices | Comma-separated list of device ID's or array names to include or exclude |
| Query Host Manager | Select to query host manager |
| Performance Polling Interval (sec) | Interval between performance polls. The default is 300. |

Troubleshooting

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

Inventory

| Problem: | Try this: |
|--|--|
| Error: User does not have enough permission | Use a different user account that has more privilege or increase the privilege of user account configured in the data collector |
| Error: Storages list is empty. Either devices are not configured or the user does not have enough permission | <ul style="list-style-type: none"> * Use DeviceManager to check if the devices are configured. * Use a different user account that has more privilege, or increase the privilege of the user account |
| Error: HDS storage array was not refreshed for some days | Investigate why this array is not being refreshed in HP CommandView AE. |

Performance

| Problem: | Try this: |
|--|---|
| Error: * Error executing export utility * Error executing external command | <ul style="list-style-type: none"> * Confirm that Export Utility is installed on the Cloud Insights Acquisition Unit * Confirm that Export Utility location is correct in the data collector configuration * Confirm that the IP of the USP/R600 array is correct in the configuration of the data collector * Confirm that the User name and password are correct in the configuration of the data collector * Confirm that Export Utility version is compatible with storage array micro code version * From the Cloud Insights Acquisition Unit, open a CMD prompt and do the following: <ul style="list-style-type: none"> - Change the directory to the configured installation directory - Try to make a connection with the configured storage array by executing batch file runWin.bat |
| Error: Export tool login failed for target IP | <ul style="list-style-type: none"> * Confirm that username/password is correct * Create a user ID mainly for this HDS data collector * Confirm that no other data collectors are configured to acquire this array |

| Problem: | Try this: |
|--|---|
| Error: Export tools logged "Unable to get time range for monitoring". | <ul style="list-style-type: none"> * Confirm performance monitoring is enabled on the array. * Try invoking the export tools outside of Cloud Insights to confirm the problem lies outside of Cloud Insights. |
| Error: <ul style="list-style-type: none"> * Configuration error: Storage Array not supported by Export Utility * Configuration error: Storage Array not supported by Storage Navigator Modular CLI | <ul style="list-style-type: none"> * Configure only supported storage arrays. * Use “Filter Device List” to exclude unsupported storage arrays. |
| Error: <ul style="list-style-type: none"> * Error executing external command * Configuration error: Storage Array not reported by Inventory * Configuration error: export folder does not contains jar files | <ul style="list-style-type: none"> * Check Export utility location. * Check if Storage Array in question is configured in Command View server * Set Performance poll interval as multiple of 60 seconds. |
| Error: <ul style="list-style-type: none"> * Error Storage navigator CLI * Error executing auperform command * Error executing external command | <ul style="list-style-type: none"> * Confirm that Storage Navigator Modular CLI is installed on the Cloud Insights Acquisition Unit * Confirm that Storage Navigator Modular CLI location is correct in the data collector configuration * Confirm that the IP of the WMS/SMS/SMS array is correct in the configuration of the data collector * Confirm that Storage Navigator Modular CLI version is compatible with micro code version of storage array configured in the data collector * From the Cloud Insights Acquisition Unit, open a CMD prompt and do the following: <ul style="list-style-type: none"> - Change the directory to the configured installation directory - Try to make a connection with the configured storage array by executing following command “auunitref.exe” |
| Error: Configuration error: Storage Array not reported by Inventory | Check if Storage Array in question is configured in Command View server |
| Error: <ul style="list-style-type: none"> * No Array is registered with the Storage Navigator Modular 2 CLI * Array is not registered with the Storage Navigator Modular 2 CLI * Configuration error: Storage Array not registered with StorageNavigator Modular CLI | <ul style="list-style-type: none"> * Open Command prompt and change directory to the configured path * Run the command “set=STONAVM_HOME=.” * Run the command “auunitref” * Confirm that the command output contains details of the array with IP * If the output does not contain the array details then register the array with Storage Navigator CLI: <ul style="list-style-type: none"> - Open Command prompt and change directory to the configured path - Run the command “set=STONAVM_HOME=.” - Run command “auunitaddauto -ip \${ip}”. Replace \${ip} with real IP |

Additional information may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

HPE Alletra 6000 data collector

The HP Enterprise Alletra 6000 (previously Nimble) data collector supports inventory and performance data for Alletra 6000 storage arrays.

Terminology

Cloud Insights acquires the following inventory information from this collector. 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 |
|-------------------------|---------------------|
| Array | Storage |
| Disk | Disk |
| Volume | Volume |
| Pool | Storage Pool |
| Initiator | Storage Host Alias |
| Controller | Storage Node |
| Fibre Channel Interface | Controller |

Note: These are common terminology mappings only and might not represent every case for this data collector.

Requirements

You must have the following in order to collect inventory and configuration data from the storage array:

- The array must be installed and configured, and reachable from the client through its fully qualified domain name (FQDN) or array management IP address.
- The array must be running NimbleOS 2.3.x or later.
- You must have a valid user name and password to the array with at least "Operator" level role. The "Guest" role does not have sufficient access to understand initiator configurations.
- Port 5392 must be open on the array.

You must have the following in order to collect performance data from the storage array:

- The array must be running NimbleOS 4.0.0 or later
- The array must have volumes configured. The only performance API NimbleOS has is for volumes, and any statistics Cloud Insights reports are derived from the statistics on volumes

Configuration

| Field | Description |
|-----------------------------|--|
| Array Management IP Address | Fully qualified domain name (FQDN) or array management IP address. |
| User Name | User name for the array |

| Field | Description |
|----------|------------------------|
| Password | Password for the array |

Advanced configuration

| Field | Description |
|-------------------------------|--|
| Port | Port used by Nimble REST API. The default is 5392. |
| Inventory Poll Interval (min) | Interval between inventory polls. The default is 60 minutes. |

Note: The default performance poll interval is 300 seconds and can not be changed. This is the only interval supported by HPE Alletra 6000.

Hitachi Data Systems

Hitachi Vantara Command Suite data collector

The Hitachi Vantara Command Suite data collector supports the HiCommand Device Manager server. Cloud Insights communicates with the HiCommand Device Manager server using the standard HiCommand API.

Terminology

Cloud Insights acquires the following inventory information from the Hitachi Vantara Command Suite data collector. 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 |
|-----------------------|---------------------|
| PDEV | Disk |
| Journal Pool | Disk Group |
| Storage Array | Storage |
| Port Controller | Storage Node |
| Array Group, HDS Pool | Storage Pool |
| Logical Unit, LDEV | Volume |

Note: These are common terminology mappings only and might not represent every case for this data collector.

Storage

The following terms apply to objects or references that you might find on HDS storage asset landing pages. Many of these terms apply to other data collectors as well.

- Name – comes directly from HDS HiCommand Device Manager’s “name” attribute via the GetStorageArray XML API call
- Model - comes directly from HDS HiCommand Device Manager’s “arrayType” attribute via the

GetStorageArray XML API call

- Vendor – HDS
- Family - comes directly from HDS HiCommand Device Manager's "arrayFamily" attribute via the GetStorageArray XML API call
- IP – this is the management IP address of the array, not an exhaustive list of all IP addresses on the array
- Raw Capacity – a base2 value representing the sum of the total capacity of all disks in this system, regardless of disk role.

Storage Pool

The following terms apply to objects or references that you might find on HDS storage pool asset landing pages. Many of these terms apply to other data collectors as well.

- Type: The value here will be one of:
 - RESERVED – if this pool is dedicated for purposes other than data volumes, i.e, journaling, snapshots
 - Thin Provisioning – if this is a HDP pool
 - Raid Group – you will not likely see these for a few reasons:

Cloud Insights takes a strong stance to avoid double counting capacity at all costs. On HDS, one typically needs to build Raid Groups from disks, create pool volumes on those Raid Groups, and construct pools (often HDP, but could be special purpose) from those pool volumes. If Cloud Insights reported both the underlying Raid Groups as is, as well as the Pools, the sum of their raw capacity would vastly exceed the sum of the disks.

Instead, Cloud Insights' HDS Command Suite data collector arbitrarily shrinks the size of Raid Groups by the capacity of pool volumes. This may result in Cloud Insights not reporting the Raid Group at all. Additionally, any resulting Raid Groups are flagged in a way such that they are not visible in the Cloud Insights WebUI, but they do flow into the Cloud Insights Data Warehouse (DWH). The purpose of these decisions is to avoid UI clutter for things that most users do not care about – if your HDS array has Raid Groups with 50MB free, you probably cannot use that free space for any meaningful outcome.

- Node - N/A, as HDS pools are not tied to any one specific node
- Redundancy - the RAID level of the pool. Possibly multiple values for a HDP pool comprised of multiple RAID types
- Capacity % - the percent used of the pool for data usage, with the used GB and total logical GB size of the pool
- Over-committed Capacity - a derived value, stating “the logical capacity of this pool is oversubscribed by this percentage by virtue of the sum of the logical volumes exceeding the logical capacity of the pool by this percentage”
- Snapshot - shows the capacity reserved for snapshot usage on this pool

Storage Node

The following terms apply to objects or references that you might find on HDS storage node asset landing pages. Many of these terms apply to other data collectors as well.

- Name – The name of the Front-end director (FED) or Channel Adapter on monolithic arrays, or the name of the controller on a modular array. A given HDS array will have 2 or more Storage Nodes
- Volumes – The Volume table will show any volume mapped to any port owned by this storage node

Inventory Requirements

You must have the following in order to collect inventory data:

- IP address of the HiCommand Device Manager server
- Read-only user name and password for the HiCommand Device Manager software and peer privileges
- Port requirements: 2001 (http) or 2443 (https)
- Log into HiCommand Device Manager software using username and password
- Verify access to HiCommand Device Manager http://<HiCommand_Device_Manager_IP>:2001/service/StorageManager

Performance requirements

The following requirements must be met in order to collect performance data:

- HDS USP, USP V, and VSP performance
 - Performance Monitor must be licensed.
 - Monitoring switch must be enabled.
 - The Export Tool (Export.exe) must be copied to the Cloud Insights AU.
 - The Export Tool version must match the microcode version of the target array.
- AMS performance:
 - NetApp strongly recommends creating a dedicated service account on AMS arrays for Cloud Insights to use to retrieve performance data. Storage Navigator only allows a user account one concurrent login to the array. Having Cloud Insights use the same user account as management scripts or HiCommand may result in Cloud Insights, management scripts, or HiCommand being unable to communicate to the array due to the one concurrent user account login limit
 - Performance Monitor must be licensed.
 - The Storage Navigator Modular 2 (SNM2) CLI utility needs to be installed on the Cloud Insights AU.

Configuration

| Field | Description |
|---|--|
| HiCommand Server | IP address or fully-qualified domain name of the HiCommand Device Manager server |
| User Name | User name for the HiCommand Device Manager server. |
| Password | Password used for the HiCommand Device Manager server. |
| Devices - VSP G1000 (R800), VSP (R700), HUS VM (HM700) and USP storages | Device list for VSP G1000 (R800), VSP (R700), HUS VM (HM700) and USP storages. Each storage requires: <ul style="list-style-type: none">* Array's IP: IP address of the storage* User Name: User name for the storage* Password: Password for the storage* Folder Containing Export Utility JAR Files |

| Field | Description |
|---------------------------------------|---|
| SNM2Devices - WMS/SMS/AMS Storages | Device list for WMS/SMS/AMS storages. Each storage requires: * Array's IP: IP address of the storage * Storage Navigator CLI Path: SNM2 CLI path * Account Authentication Valid: Select to choose valid account authentication * User Name: User name for the storage * Password: Password for the storage |
| Choose Tuning Manager for Performance | Override other performance options |
| Tuning Manager Host | IP address or fully-qualified domain name of tuning manager |
| Override Tuning Manager Port | If blank, use the default port in the Choose Tuning Manager for Performance field, otherwise enter the port to use |
| Tuning Manager Username | User name for Tuning Manager |
| Tuning Manager Password | Password for Tuning Manager |

Note: In HDS USP, USP V, and VSP, any disk can belong to more than one array group.

Advanced configuration

| Field | Description |
|---|--|
| Connection Type | HTTPS or HTTP, also displays the default port |
| HiCommand Server Port | Port used for the HiCommand Device Manager |
| Inventory Poll Interval (min) | Interval between inventory polls. The default is 40. |
| Choose 'Exclude' or 'Include' to specify a list | Specify whether to include or exclude the array list below when collecting data. |
| Filter device List | Comma-separated list of device serial numbers to include or exclude |
| Performance Poll Interval (sec) | Interval between performance polls. The default is 300. |
| Export timeout in seconds | Export utility timeout. The default is 300. |

Troubleshooting

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

Inventory

| Problem: | Try this: |
|---|---|
| Error: User does not have enough permission | Use a different user account that has more privilege or increase the privilege of user account configured in the data collector |

| Problem: | Try this: |
|--|--|
| Error: Storages list is empty. Either devices are not configured or the user does not have enough permission | <ul style="list-style-type: none"> * Use DeviceManager to check if the devices are configured. * Use a different user account that has more privilege, or increase the privilege of the user account |
| Error: HDS storage array was not refreshed for some days | Investigate why this array is not being refreshed in HDS HiCommand. |

Performance

| Problem: | Try this: |
|---|---|
| Error: * Error executing export utility * Error executing external command | <ul style="list-style-type: none"> * Confirm that Export Utility is installed on the Cloud Insights Acquisition Unit * Confirm that Export Utility location is correct in the data collector configuration * Confirm that the IP of the USP/R600 array is correct in the configuration of the data collector * Confirm that the User name and password are correct in the configuration of the data collector * Confirm that Export Utility version is compatible with storage array micro code version * From the Cloud Insights Acquisition Unit, open a CMD prompt and do the following: <ul style="list-style-type: none"> - Change the directory to the configured installation directory - Try to make a connection with the configured storage array by executing batch file runWin.bat |
| Error: Export tool login failed for target IP | <ul style="list-style-type: none"> * Confirm that username/password is correct * Create a user ID mainly for this HDS data collector * Confirm that no other data collectors are configured to acquire this array |
| Error: Export tools logged "Unable to get time range for monitoring". | <ul style="list-style-type: none"> * Confirm performance monitoring is enabled on the array. * Try invoking the export tools outside of Cloud Insights to confirm the problem lies outside of Cloud Insights. |
| Error: * Configuration error: Storage Array not supported by Export Utility * Configuration error: Storage Array not supported by Storage Navigator Modular CLI | <ul style="list-style-type: none"> * Configure only supported storage arrays. * Use "Filter Device List" to exclude unsupported storage arrays. |
| Error: * Error executing external command * Configuration error: Storage Array not reported by Inventory * Configuration error: export folder does not contain jar files | <ul style="list-style-type: none"> * Check Export utility location. * Check if Storage Array in question is configured in HiCommand server * Set Performance poll interval as multiple of 60 seconds. |

| Problem: | Try this: |
|--|---|
| Error: * Error Storage navigator CLI * Error executing auperform command * Error executing external command | * Confirm that Storage Navigator Modular CLI is installed on the Cloud Insights Acquisition Unit * Confirm that Storage Navigator Modular CLI location is correct in the data collector configuration * Confirm that the IP of the WMS/SMS/SMS array is correct in the configuration of the data collector * Confirm that Storage Navigator Modular CLI version is compatible with micro code version of storage array configured in the data collector * From the Cloud Insights Acquisition Unit, open a CMD prompt and do the following: - Change the directory to the configured installation directory - Try to make a connection with the configured storage array by executing following command "auunitref.exe" |
| Error: Configuration error: Storage Array not reported by Inventory | Check if Storage Array in question is configured in HiCommand server |
| Error: * No Array is registered with the Storage Navigator Modular 2 CLI * Array is not registered with the Storage Navigator Modular 2 CLI * Configuration error: Storage Array not registered with StorageNavigator Modular CLI | * Open Command prompt and change directory to the configured path * Run the command "set=STONAVM_HOME=." * Run the command "auunitref" * Confirm that the command output contains details of the array with IP * If the output does not contain the array details then register the array with Storage Navigator CLI: - Open Command prompt and change directory to the configured path - Run the command "set=STONAVM_HOME=." - Run command "auunitaddauto -ip \${ip}". Replace \${ip} with real IP |

Additional information may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

Configuring the Hitachi Vantara NAS data collector

The Hitachi Vantara NAS data collector is an inventory and configuration data collector that supports discovery of HDS NAS clusters. Cloud Insights supports discovering NFS and CIFS shares, file systems (Internal Volumes), and spans (Storage Pools).

Terminology

Cloud Insights acquires the following inventory information from the HNAS data collector. 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 |
|-------------------|---------------------|
| Tier | Disk Group |
| Cluster | Storage |

| Vendor/Model Term | Cloud Insights Term |
|-------------------|---------------------|
| Node | Storage Node |
| Span | Storage Pool |
| System Drive | Backend Lun |
| Files System | Internal Volume |

Note: These are common terminology mappings only and might not represent every case for this data collector.

Requirements

- Device IP address
- Port 22, SSH protocol
- Username and password - privilege level: Supervisor
- Note: This data collector is SSH based, so the AU that hosts it must be able to initiate SSH sessions to TCP 22 on the HNAS itself, or the Systems Management Unit (SMU) that the cluster is connected to.

Configuration

| Field | Description |
|-----------|---|
| HNAS Host | IP address or fully-qualified domain name of HNAS Management Host |
| User Name | User name for HNAS CLI |
| Password | Password used for HNAS CLI |

Advanced configuration

| Field | Description |
|-------------------------------|--|
| Inventory Poll Interval (min) | Interval between inventory polls. The default is 30 minutes. |

Troubleshooting

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

Inventory

| Problem: | Try this: |
|---|--|
| "Error connecting" with error messages "Error setting up shell channel:" or "Error opening shell channel" | Likely caused by network connectivity issues or SSH is misconfigured. Confirm connection with alternate SSH client |
| "Timeout" or "Error retrieving data" with error messages "Command: XXX has timed out." | * Try the command with alternate SSH client * Increase timeout |

| Problem: | Try this: |
|---|--|
| "Error connecting " or "Invalid login credentials" with error messages "Could not communicate with the device:" | <ul style="list-style-type: none"> * Check IP address * Check user name and password * Confirm connection with alternate SSH client |

Additional information may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

Hitachi Ops Center data collector

This data collector uses Hitachi Ops Center's integrated suite of applications to access inventory and performance data of multiple storage devices. For inventory and capacity discovery, your Ops Center installation must include both the "Common Services" and "Administrator" components. For performance collection, you must additionally have "Analyzer" deployed.

Terminology

Cloud Insights acquires the following inventory information from this data collector. 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 |
|------------------------|---------------------------------------|
| Storage Systems | Storage |
| Volume | Volume |
| Parity Groups | Storage Pool(RAID), Disk Groups |
| Disk | Disk |
| Storage Pool | Storage Pool(Thin, SNAP) |
| External Parity Groups | Storage Pool(Backend), Disk Groups |
| Port | Storage Node → Controller Node → Port |
| Host Groups | Volume Mapping and Masking |
| Volume Pairs | Storage Synchronization |

Note: These are common terminology mappings only and might not represent every case for this data collector.

Inventory Requirements

You must have the following in order to collect inventory data:

- IP address of the Ops Center server
- Read-only user name and password for the Ops Center software and peer privileges

Configuration

| Field | Description |
|-------------------------------|--|
| Hitachi Ops Center IP Address | IP address or fully-qualified domain name of the Ops Center server hosting the "Common Services" component |
| User Name | User name for the Ops Center server. |
| Password | Password used for the Ops Center server. |

Advanced configuration

| Field | Description |
|---|--|
| Connection Type | HTTPS (port 443) is the default |
| Override TCP Port | Specify the port to use if not the default |
| Inventory Poll Interval (min) | Interval between inventory polls. The default is 40. |
| Choose 'Exclude' or 'Include' to specify a list | Specify whether to include or exclude the array list below when collecting data. |
| Filter device List | Comma-separated list of device ID's or array names to include or exclude |
| Performance Poll Interval (sec) | Interval between performance polls. The default is 300. |

Additional information may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

Infinidat InfiniBox data collector

The Infinidat InfiniBox (HTTP) data collector is used to collect inventory information from the Infinidat InfiniBox storage system.

Terminology

Cloud Insights acquires the following inventory information from the Infinidat InfiniBox data collector. 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 |
|--------------------|---------------------|
| Storage Pool | Storage Pool |
| Node | Controller |
| Filesystem | Internal Volume |
| Filesystem | File Share |
| Filesystem Exports | Share |

Requirements

The following are requirements when configuring this data collector.

- IP address or FQDN of InfiniBox management Node
- Admin userid and password
- Port 443 via REST API

Configuration

| Field | Description |
|----------------|--|
| InfiniBox Host | IP address or fully-qualified domain name of the InfiniBox Management Node |
| User Name | User name for InfiniBox Management Node |
| Password | Password for the InfiniBox Management Node |

Advanced configuration

| Field | Description |
|-------------------------|---|
| TCP Port | TCP Port used to connect to InfiniBox Server. The default is 443. |
| Inventory Poll Interval | Interval between inventory polls. The default is 60 minutes. |

Troubleshooting

Additional information on this Data Collector may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

Huawei OceanStor data collector

Cloud Insights uses the Huawei OceanStor (REST/HTTPS) data collector to discover inventory and performance for Huawei OceanStor and OceanStor Dorado storage.

Terminology

Cloud Insights acquires the following inventory and performance information from the Huawei OceanStor. 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 |
|----------------------------|---------------------|
| Storage Pool | Storage Pool |
| File System | Internal Volume |
| Controller | Storage Node |
| FC Port (Mapped) | Volume Map |
| Host FC Initiator (Mapped) | Volume Mask |
| NFS/CIFS Share | Share |
| iSCSI Link Target | iSCSI Target Node |

| Vendor/Model Term | Cloud Insights Term |
|----------------------|----------------------|
| iSCSI Link Initiator | iSCSI Initiator Node |
| Disk | Disk |
| LUN | Volume |

Requirements

The following requirements are required to configure this data collector:

- Device IP address
- Credentials to access OceanStor device manager
- Port 8088 must be available

Configuration

| Field | Description |
|---------------------------|---|
| OceanStor Host IP Address | IP address or fully-qualified domain name of the OceanStor Device Manager |
| User Name | Name used to log into the OceanStor Device Manager |
| Password | Password used to log into the OceanStor Device Manager |

Advanced Configuration

| Field | Description |
|----------------------------------|--|
| TCP Port | TCP Port used to connect to OceanStor Device Manager. The default is 8088. |
| Inventory Poll Interval (min) | Interval between inventory polls. The default is 60 minutes. |
| Performance poll interval (sec). | The default is 300 seconds. |

Troubleshooting

Additional information on this Data Collector may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

IBM

IBM Cleversafe data collector

Cloud Insights uses this data collector to discover inventory and performance data for IBM Cleversafe storage systems.

Terminology

Cloud Insights acquires the following inventory information from the IBM Cleversafe data collector. 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 |
|-------------------|---------------------|
| Storage Pool | Storage Pool |
| Container | Internal Volume |
| Container | File Share |
| NFS Share | Share |

Note: These are common terminology mappings only and might not represent every case for this data collector.

Requirements

- The external data services IP address for the cluster
- Administrator user name and password
- Port 9440

Configuration

| Field | Description |
|-------------------------|--|
| Manager IP or host name | IP address or hostname of management node |
| User name | Username for the user account with super user or system administrator role |
| Password | Password for the user account with super user or system administrator role |

Advanced configuration

| Field | Description |
|-------------------------------|-----------------------------------|
| Inventory poll interval (min) | Interval between inventory polls. |
| HTTP Connection Timeout (sec) | HTTP timeout in seconds. |

Troubleshooting

Additional information on this Data Collector may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

IBM CS data collector

Cloud Insights uses this data collector to discover inventory and performance data for IBM CS storage systems.

Terminology

Cloud Insights acquires the following inventory information from the IBM CS data collector. 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 |
|-------------------|---------------------|
| Storage Pool | Storage Pool |
| Container | Internal Volume |
| Container | File Share |
| NFS Share | Share |

Note: These are common terminology mappings only and might not represent every case for this data collector.

Requirements

- The external data services IP address for the cluster
- Administrator user name and password
- Port 9440

Configuration

| Field | Description |
|---------------------------|---|
| Prism External IP Address | The external data services IP address for the cluster |
| User name | User name for the Admin account |
| Password | Password for the Admin account |

Advanced configuration

| Field | Description |
|--------------------------------|--|
| TCP port | TCP Port used to connect to the IBM CS array. The default is 9440. |
| Inventory poll interval (min) | Interval between inventory polls. The default is 60 minutes. |
| Performance poll interval(sec) | Interval between performance polls. The default is 300 seconds. |

Troubleshooting

Additional information on this Data Collector may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

IBM System Storage DS8000 Series data collector

The IBM DS (CLI) data collector supports inventory and performance data acquisition for

DS6xxx and DS8xxx devices.

DS3xxx, DS4xxx, and DS5xxx devices are supported by the [NetApp E-Series data collector](#). You should refer to the Cloud Insights support matrix for supported models and firmware versions.

Terminology

Cloud Insights acquires the following inventory information from the IBM DS data collector. 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 Drive Module | Disk |
| Storage Image | Storage |
| Extent Pool | Storage Node |
| Fixed Block Volume | Volume |
| Host FC Initiator (Mapped) | Volume Mask |

Note: These are common terminology mappings only and might not represent every case for this data collector.

Requirements

You need the following to configure this data collector:

- IP address of each DS array
- Read-only username and password on each DS array
- Third-party software installed on the Cloud Insights AU: IBM *dscli*
- Access validation: Run *dscli* commands using the username and password
- Port requirements: 80, 443, & 1750

Configuration

| Field | Description |
|------------------------------|--|
| DS Storage | IP address or fully-qualified domain name of the DS device |
| User Name | User name for the DS CLI |
| Password | Password for the DS CLI |
| <i>dscli</i> executable path | Full path to the <i>dscli</i> executable |

Advanced configuration

| Field | Description |
|-------------------------------|--|
| Inventory Poll Interval (min) | Interval between inventory polls (min). The default is 40. |
| Storage Display Name | Name of the IBM DS storage array |

| Field | Description |
|---------------------------------|--|
| Inventory Exclude Devices | Comma-separated list of device serial numbers to exclude from inventory collection |
| Performance Poll Interval (sec) | The default is 300. |
| Performance Filter Type | Include: Data collected only from devices on list. Exclude: No data from these devices is collected |
| Performance Filter Device List | Comma-separated list of device IDs to include or exclude from performance collection |

Troubleshooting

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

Inventory

| Problem: | Try this: |
|---|---|
| Error containing: CMUC00192E, CMUC00191E or CMUC00190E | <ul style="list-style-type: none"> * Verify credentials and IP address entered. * Try to communicate with the array through web management console https://\${ip}:8452/DS8000/Console. Replace the \${ip} with data collector configured IP. |
| Error: <ul style="list-style-type: none"> * Cannot run program * Error executing command | <ul style="list-style-type: none"> * From Cloud Insights Acquisition Unit Open a CMD * Open CLI.CFG file in CLI's home dir/lib and check property JAVA_INSTALL, edit the value to match your environment * Display Java version installed on this machine, typing: "java -version" * Ping the IP address of the IBM Storage device specified in CLI command issued. * If all the above worked fine then manually run a CLI command |

Additional information may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

Configuring the IBM PowerVM data collector

The IBM PowerVM (SSH) data collector is used to collect information about virtual partitions running on IBM POWER hardware instances managed by a hardware management console (HMC).

Terminology

Cloud Insights acquires inventory information from the virtual partitions running on IBM POWER hardware instances. For each asset type acquired, the most common terminology used for the asset is shown. When viewing or troubleshooting this data collector, keep the following terminology in mind:

| Vendor/Model Term | Cloud Insights Term |
|-------------------|---------------------|
| hdisk | Virtual Disk |

| Vendor/Model Term | Cloud Insights Term |
|-------------------|---------------------|
| Managed System | Host |
| LPAR, VIO Server | Virtual Machine |
| Volume Group | Data Store |
| Physical Volume | LUN |

Note: These are common terminology mappings only and might not represent every case for this data collector.

Requirements

The following requirements must be met to configure and use this data collector:

- IP address of the Hardware Management Console (HMC)
- User name and password that provide access to Hardware Management Console (HMC) through SSH
- Port requirement SSH-22
- View permission on all management systems and logical partition security domains

The user must also have View permission on HMC configurations and the ability to collect VPD information for the HMC console security grouping. The user must also be allowed Virtual IO Server Command access under the Logical Partition security grouping. It is a best practice to start from a role of an operator and then remove all roles. Read-only users on the HMC do not have privileges to run proxied commands on AIX hosts.

- IBM best practice is to have the devices monitored by two or more HMCs. Be aware that this may cause OnCommand Insight to report duplicated devices, therefore it is highly recommended to add redundant devices to the "Exclude Devices" list in the Advanced Configuration for this data collector.

Configuration

| Field | Description |
|--|--|
| Hardware Management Console (HMC) IP Address | IP address or fully-qualified domain name of the PowerVM Hardware Management Console |
| HMC User | User name for the Hardware Management Console |
| Password | Password used for the Hardware Management Console |

Advanced configuration

| Field | Description |
|-------------------------------|--|
| Inventory Poll Interval (min) | Interval between inventory polls. The default is 20 minutes. |
| SSH Port | Port used for SSH to the PowerVM |
| Password | Password used for the Hardware Management Console |

| Field | Description |
|-------------------|--|
| Number of Retries | Number of inventory retry attempts |
| Exclude Devices | Comma-separated list of device IDs or display names to exclude |

Troubleshooting

Additional information on this Data Collector may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

Configuring the IBM SAN Volume Controller data collector

The IBM SAN Volume Controller (SVC) data collector collects inventory and performance data using SSH, supporting a variety of devices that run the SVC operating system.

The list of supported devices includes models such as the SVC, the v7000, the v5000, and the v3700. Refer to the Cloud Insights support matrix for supported models and firmware versions.

Terminology

Cloud Insights acquires the following inventory information from the IBM SVC data collector. 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 |
|-------------------|------------------------|
| Drive | Disk |
| Cluster | Storage |
| Node | Storage Node |
| Mdisk Group | Storage Pool |
| Vdisk | Volume |
| Mdisk | Backend LUNs and paths |

Note: These are common terminology mappings only and might not represent every case for this data collector.

Inventory Requirements

- IP address of each SVC cluster
- Port 22 available
- Read-only user name and password

Performance Requirements

- SVC Console, which is mandatory for any SVC cluster and required for the SVC discovery foundation package.
- Credentials will require administrative access level only for copying performance files from cluster nodes to the config node.

- Enable data collection by connecting to the SVC cluster by SSH and running: `svctask startstats -interval 1`

Note: Alternatively, enable data collection using the SVC management user interface.

Configuration

| Field | Description |
|----------------------|---|
| Cluster IP Addresses | IP addresses or fully-qualified domain names of the SVC storage |
| Inventory User Name | User name for the SVC CLI |
| Inventory Password | Password for the SVC CLI |

Advanced configuration

| Field | Description |
|---------------------------------|---|
| Inventory Poll Interval (min) | Interval between inventory polls. The default is 40 minutes. |
| Performance Poll Interval (sec) | Interval between performance polls. The default is 300 seconds. |
| To clean up dumped stats files | Select this checkbox to clean up dumped stats files |

Troubleshooting

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

| Problem: | Try this: |
|--|---|
| Error: "The command cannot be initiated because it was not run on the configuration node." | The command must be executed on the configuration node. |

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

| Problem: | Try this: |
|--|---|
| Error: "The command cannot be initiated because it was not run on the configuration node." | The command must be executed on the configuration node. |

Additional information on this Data Collector may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

Configuring the IBM XIV/A9000 data collector

IBM XIV and A9000 (CLI) data collector uses the XIV command-line interface to collect inventory data while performance collection is accomplished by making SMI-S calls to the XIV/A9000 array, which runs a SMI-S provider on port 7778.

Terminology

| Vendor/Model Term | Cloud Insights Term |
|-------------------|---------------------|
| Disk | Disk |
| Storage System | Storage |
| Storage Pool | Storage Pool |
| Volume | Volume |

Requirements

The following requirements must be met to configure and use this data collector:

- Port requirement: TCP port 7778
- Read-only user name and password
- The XIV CLI must be installed on the AU

Performance requirements

The following are requirements for performance collection:

- SMI-S Agent 1.4 or higher
- SMI-S compatible CIMService running on array. Most XIV arrays have a CIMServer installed by default.
- User login must be provided for the CIMServer. The login must have full read access to the array configuration and properties.
- SMI-S namespace. Default is root/ibm. This is configurable in the CIMServer.
- Port Requirements: 5988 for HTTP, 5989 for HTTPS.
- Refer to the following link on how to create an account for SMI-S performance collection:
http://publib.boulder.ibm.com/infocenter/tivihelp/v4r1/index.jsp?topic=%2Fcom.ibm.tpc_V41.doc%2Ffqz0_t_adding_cim_agent.html

Configuration

| Field | Description |
|--------------------------------|--|
| XIV IP address | IP address or fully-qualified domain name of the XIV storage |
| User Name | User name for the XIV storage |
| Password | Password for the XIV storage |
| Full Path to XIV CLI Directory | Full path to the folder containing the XIV CLI |
| SMI-S Host IP Address | IP address of the SMI-S host |

Advanced configuration

| Field | Description |
|---------------------------------|---|
| Inventory Poll Interval (min) | Interval between inventory polls. The default is 40 minutes. |
| SMI-S Protocol | Protocol used to connect to the SMI-S provider. Also displays the default port. |
| Override SMI-S Port | If blank, use the default port in the Connection Type field, otherwise enter the connection port to use |
| Username | User name for the SMI-S Provider Host |
| Password | Password for the SMI-S Provider Host |
| Performance Poll Interval (sec) | Interval between performance polls. The default is 300 seconds. |

Troubleshooting

Additional information on this Data Collector may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

Lenovo data collector

Cloud Insights uses the Lenovo data collector to discover inventory and performance data for Lenovo HX storage systems.

Note: These are common terminology mappings only and might not represent every case for this data collector.

Requirements

- Prism External IP Address
- Administrator user name and password
- TCP Port requirement: 9440

Configuration

| Field | Description |
|---------------------------|---|
| Prism External IP Address | The external data services IP address for the cluster |
| User name | User name for the Admin account |
| Password | Password for the Admin account |

Advanced configuration

| Field | Description |
|-------------------------------|--|
| TCP port | TCP Port used to connect to array. The default is 9440. |
| Inventory poll interval (min) | Interval between inventory polls. The default is 60 minutes. |

| Field | Description |
|---------------------------------|---|
| Performance poll interval (sec) | Interval between performance polls. The default is 300 seconds. |

Troubleshooting

Additional information on this Data Collector may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

Microsoft

Configuring the Azure NetApp Files data collector

Cloud Insights uses the Azure NetApp Files data collector to acquire inventory and performance data.

Requirements

You need the following information to configure this data collector.

- Port requirement: 443 HTTPS
- Azure Management Rest IP (management.azure.com)
- Azure service principal client ID (user account)
- Azure service principal authentication key (user password)
- You need to set up an Azure account for Cloud Insights discovery.

Once the account is properly configured and you register the application in Azure, you will have the credentials required to discover the Azure instance with Cloud Insights. The following link describes how to set up the account for discovery:

<https://docs.microsoft.com/en-us/azure/active-directory/develop/howto-create-service-principal-portal>

Configuration

Enter data into the data collector fields according to the table below:

| Field | Description |
|--|--|
| Azure Service Principal Client ID | Sign-in ID to Azure |
| Azure Tenant ID | Azure Tenant ID |
| Azure Service Principal Authentication Key | Login authentication key |
| I understand Microsoft bills me for API requests | Check this to verify your understanding that Microsoft bills you for API requests made by Insight polling. |

Advanced Configuration

| Field | Description |
|-------------------------------|-------------------|
| Inventory Poll Interval (min) | The default is 60 |

Troubleshooting

- The credentials used by your ANF data collector must not have access to any Azure subscriptions that contain ANF volumes.
- If Reader access causes performance collection to fail, try granting contributor access on a resource group level.

Additional information on this Data Collector may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

Microsoft Hyper-V data collector

The Microsoft Hyper-V data collector acquires inventory and performance data from the virtualized server computing environment.

Terminology

Cloud Insights acquires the following inventory information from the Microsoft Hyper-V (WMI). 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 |
|--|---------------------|
| Virtual Hard Disk | Virtual Disk |
| Host | Host |
| Virtual Machine | Virtual Machine |
| Cluster Shared Volumes (CSV), Partition Volume | Data Store |
| Internet SCSI Device, Multi Path SCSI LUN | LUN |
| Fiber Channel Port | Port |

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:

- The Hyper-V requires port 5985 opened for data collection and remote access/management.
- IP address of Clustering group node
- Local Administrator user & password on the hypervisor
- Administrative-level user account
- Windows Management Instrumentation (WMI) command, which is the default that is installed by Windows.
- Port requirements: Port 135 via WMI & Dynamic TCP ports assigned 1024-65535 for Windows 2003 and older and 49152-65535 for Windows 2008.

- DNS resolution must succeed, even if the data collector is pointed at only an IP address
- Each Hyper-V hypervisor must have “Resource Metering” turned on for every VM, on every host. This allows each hypervisor to have more data available for Cloud Insights on each guest. If this is not set, fewer performance metrics are acquired for each guest. More information on Resource metering can be found in the microsoft documentation:

[Hyper-V Resource Metering Overview](#)

[Enable-VMResourceMetering](#)



The Hyper-V data collector requires a Windows Acquisition Unit.

Configuration

| Field | Description |
|--------------------------|--|
| Physical Host IP Address | The IP address or fully-qualified domain name for the physical host (hypervisor) |
| User Name | Administrator user name for the hypervisor |
| Password | Password for the hypervisor |
| NT Domain | The DNS name used by the nodes in the cluster |

Advanced configuration

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

Troubleshooting

Additional information on this Data Collector may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

NetApp

NetApp Astra Data Store data collector

This data collector acquires inventory and performance data for a single Astra Data Store cluster. In addition to the data collector, the Monitoring Operator will configure *Telegraf* to collect advanced metrics and *Fluent Bit* to collect logs.



These installation instructions and additional information can also be found in the Astra Data Store documentation:

[Monitor metrics with Cloud Insights](#)
[Quick start for Astra Data Store](#)

Terminology

Cloud Insights acquires inventory and performance data from this data collector. For each asset type acquired, the most common terminology used for the asset is shown. When viewing or troubleshooting this data

collector, keep the following terminology in mind:

| Vendor/Model Term | Cloud Insights Term |
|-------------------------------|-------------------------|
| AstraDSVolume | Internal Volume |
| AstraDSNodeInfo.status.drives | Disk |
| AstraDSNodeInfo | Storage Node |
| AstraDSExportPolicy | Share / Share Initiator |
| AstraDSCluster | Storage |

Requirements

- The NetApp Monitoring Operator must be installed in the Kubernetes cluster with Astra Data Store. If this was not installed during the Astra Data Store installation, please install the monitoring operator following the Astra Data Store installation instructions.
- The *kubectl-astrads* kubectl plugin must be installed. If it is not installed, please install the *kubectl-astrads* binary following the Astra Data Store installation instructions.
- The following commands must be available: *awk*, *curl*, *grep* and *jq*.

Installation

The installation script will walk you through installation of the Astra Data Store data collector. Follow the instructions on-screen. Installation will take several minutes to complete. Once complete, it may take a few more minutes before data is shown in Cloud Insights.

The script will walk you through the following steps:

1. Choose an API Access Token.
2. Copy the installer script from the installation dialog and save it as a file named *cloudinsights-ads-monitoring.sh*. You can click the clipboard icon to quickly copy the script to the clipboard.
3. Open a Bash window, change directory to the location of the *cloudinsights-ads-monitoring.sh* script.
4. Copy the permissions command block from the installation dialog. You can click the clipboard icon to quickly copy the command to the clipboard.
5. Paste the permissions command into the Bash window and press Enter.
6. Copy the install command from the installation dialog. You can click the clipboard icon to quickly copy the command to the clipboard.
7. Paste the install command into the Bash window.
8. Replace <KUBERNETES_IP> with the IP address of the Kubernetes API server.
9. Replace <KUBERNETES_TOKEN> with your Kubernetes API token.
10. Press Enter.

The installer script will:

- * Verify the Monitoring Operator is installed and configured.
- * Configure Fluent Bit.
- * Configure Telegraf.
- * Install the Acquisition Unit.
- * Install the Astra Data Store collector once the Acquisition Unit is running.

11. Click *Complete Setup*.

If the installer script exits due to an error, you can rerun it again once the error is resolved. The installer script supports additional parameters such as the Monitoring Operator namespace and Kubernetes API server port if your environment does not use the default settings. A full list of available options is listed below.

Installer script options:

Note that the Cloud Insights domain name and selected API Access Key will be embedded in the installer script when it is downloaded.

```
$ ./cloudinsights-ads-monitoring.sh -h
USAGE: cloudinsights-ads-monitoring.sh [OPTIONS]
Configure monitoring of Astra Data Store by Cloud Insights.

OPTIONS:
  -h                               Display this help message.
  -d ci_domain_name                Cloud Insights tenant domain name.
  -i kubernetes_ip                 Kubernetes API server IP address.
  -k ci_api_key                    Cloud Insights API Access Key.
  -n namespace                      Namespace for monitoring components. (default:
                                    netapp-monitoring)
  -p kubernetes_port               Kubernetes API server port. (default: 6443)
  -r root_pv_dir                   Create 3 Persistent Volumes in this directory for
                                    the Acquisition Unit.
                                    Only specify this option if there is no Storage
Provisioner installed and the PVs do not already exist.
  -s storage_class                 Storage Class name for provisioning Acquisition
Unit PVs. If not specified, the default storage class will be used.
  -t kubernetes_token              Kubernetes API server token.
```

Troubleshooting

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

Astra Data Store data collector

| Problem: | Try this: |
|---|--|
| You see an "Unauthorized" message | Check that the Kubernetes API Token has permission to call APIs in the <code>astrads.netapp.io</code> apiGroup |
| "Unknown host: astrads-metrics-service.astrads-system.svc.cluster.local: Name or service not known" | Verify the collector is installed in an Acquisition Unit pod running inside the ADS Kubernetes cluster. Verify the <code>astrads-metrics-service</code> is running the <code>astrads-system</code> namespace. |

Installation Script

| Problem: | Try this: |
|--|--|
| The monitoring operator is not running in <namespace> namespace. | Follow the Astra Data Store installation instructions to install it |
| Acquisition Unit pod <pod> did not start successfully after 300 seconds. | Get the name of the acquisition unit pod: <code>kubectl get pods --namespace netapp-monitoring grep "au-pod"</code> Check the pod events for errors: <code>kubectl describe pod --namespace netapp-monitoring <POD_NAME></code> |
| Acquisition Unit installation has not finished after 900 seconds | Get the name of the acquisition unit pod: <code>kubectl get pods --namespace netapp-monitoring grep "au-pod"</code> Check the pod logs for errors: <code>kubectl logs --namespace netapp-monitoring <POD_NAME></code> If there are no errors and the logs end with the message "Main - Acquisition is up and running!", the install succeeded but too longer than expected. Rerun the installation script. |
| Failed to retrieve Acquisition Unit id from Cloud Insights | Verify the Acquisition Unit appears in Cloud Insights. Go to Admin > Data Collectors and click on the Acquisition Units tab. Verify the Cloud Insights API key has permission for Acquisition Unit. |

Additional information on this Data Collector may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

NetApp Cloud Connection for ONTAP 9.9+ data collector

This data collector creates a cloud connection to support data collection from ONTAP 9.9+ CVO, AFF, and FAS systems.

Configuration

Cloud Insights collects data from ONTAP 9.9+ using a **cloud connection**, eliminating the need to install an external acquisition unit, simplifying troubleshooting, maintenance, and initial deployment. Configuration of the cloud connection for the ONTAP 9.9+ data collector requires you to copy a **Pairing Code** to the ONTAP System Manager, which will then establish a connection to your Cloud Insights environment. After the connection is established, the data collected is the same as it would be if it was collected through an acquisition unit.

This data collector supports ONTAP 9.9+ CVO, AFF, and FAS systems.

Configure Collector

Quickly add a cloud connection in your environment and immediately start monitoring data

Connect to ONTAP 9.9+ via a Cloud Connection

[Need Help?](#)

- 1** [Generate Token](#)
- 2** [Copy Pairing Code](#)
- 3** In a new tab, login to **ONTAP System Manager (SM)** for the cluster you would like to monitor and navigate to Cluster > Settings > Cloud Connections.
- 4** Click on **Add Cloud Connection** and paste the Pairing Code from step 2.
- 5** The connection will be established automatically with no additional user interaction. Check System Manager for error messages if connection is not established after a few minutes.

Follow these steps to configure the connection:

- Generate a unique token which will be used to establish the connection to the ONTAP system.
- Copy the Pairing Code, which includes the token. You can view the pairing code by clicking on **[+] Reveal Code Snippet**.

Once you copy the pairing code, the data collector configuration screen will reveal a step 6, prompting you to wait for the connection to be established. Nothing more needs to be done on this screen until the connection is established.

6[Return to Data Collectors](#)

Waiting for connection from ONTAP

- In a new browser tab, log into the ONTAP System Manager and navigate to *Cluster > Settings > Cloud Connections*.
- Click *Add Cloud Connection* and paste the pairing code.
- Return to the Cloud Insights browser tab and wait for the connection to be established. Once it is established, a *Complete* button is revealed.
- Click *Complete*.

Troubleshooting

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

| Problem: | Try this: |
|--|---|
| I'm seeing the following error while trying to connect to Azure CVO: "The certificate signing request to broker/manager CA service was not completed." | Verify that your Cloud manager proxy settings are set to the Cloud Manager private IP. Cloud Manager installation may set a different proxy. Once the proxy is set to the correct IP and you reference the proxy in the Cloud Connector dialog, the connection to Cloud Insights should connect successfully. |

Additional information on this Data Collector may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

NetApp Cloud Volumes ONTAP data collector

This data collector supports inventory collection from Cloud Volumes ONTAP configurations.

Configuration

| Field | Description |
|------------------------------|-------------------------------------|
| NetApp Management IP Address | IP address for Cloud Volumens ONTAP |
| User Name | User name for Cloud Volumes ONTAP |
| Password | Password for the above user |

Advanced configuration

| Field | Description |
|-------------------------------------|---|
| Connection Type | HTTPS recommended. Also shows default port. |
| Override Communication Port | Port to use if not default. |
| Inventory Poll Interval (min) | Default is 60 minutes. |
| Inventory Concurrent Thread Count | Number of concurrent threads. |
| Force TLS for HTTPS | Force TLS over HTTPS |
| Automatically Lookup Netgroups | Automatically Lookup Netgroups |
| Netgroup Expansion | Select Shell or File |
| HTTP read timeout seconds | Default is 30 seconds |
| Force responses as UTF-8 | Force responses as UTF-8 |
| Performance Poll Interval (min) | Default is 900 seconds. |
| Performance Concurrent Thread Count | Number of concurrent threads. |
| Advanced Counter Data Collection | Check this to have Cloud Insights collect the advanced metrics from the list below. |

Troubleshooting

Additional information on this Data Collector may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

[Support Matrix](#).

NetApp Cloud Volumes Services for AWS data collector

This data collector supports inventory collection from NetApp Cloud Volumes Services for AWS configurations.

Configuration

| Field | Description |
|----------------------|---|
| Cloud Volumes Region | Region of the NetApp Cloud Volumes Services for AWS |
| API Key | Cloud Volumes API key |
| Secret Key | Cloud Volumes secret key |

Advanced configuration

| Field | Description |
|-------------------------------|-----------------------|
| Inventory Poll Interval (min) | Default is 60 minutes |

Troubleshooting

Additional information on this Data Collector may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

NetApp ONTAP Data Management Software data collector

This data collector acquires inventory and performance data from storage systems running ONTAP using read-only API calls from an ONTAP account. This data collector also creates a record in the cluster application registry to accelerate support.

Terminology

Cloud Insights acquires inventory and performance data from the ONTAP data collector. For each asset type acquired, the most common terminology used for the asset is shown. When viewing or troubleshooting this data collector, keep the following terminology in mind:

| Vendor/Model Term | Cloud Insights Term |
|-------------------|---------------------|
| Disk | Disk |
| Raid Group | Disk Group |
| Cluster | Storage |
| Node | Storage Node |
| Aggregate | Storage Pool |
| LUN | Volume |
| Volume | Internal Volume |

ONTAP Data Management Terminology

The following terms apply to objects or references that you might find on ONTAP Data Management storage asset landing pages. Many of these terms apply to other data collectors as well.

Storage

- Model – A comma-delimited list of the unique, discrete node model names within this cluster. If all the nodes in the clusters are the same model type, just one model name will appear.
- Vendor – same Vendor name you would see if you were configuring a new data source.
- Serial number – The array serial number. On cluster architecture storage systems like ONTAP Data Management, this serial number may be less useful than the individual “Storage Nodes” serial numbers.
- IP – generally will be the IP(s) or hostname(s) as configured in the data source.
- Microcode version – firmware.
- Raw Capacity – base 2 summation of all the physical disks in the system, regardless of their role.
- Latency – a representation of what the host facing workloads are experiencing, across both reads and writes. Ideally, Cloud Insights is sourcing this value directly, but this is often not the case. In lieu of the array offering this up, Cloud Insights is generally performing an IOPs-weighted calculation derived from the individual internal volumes’ statistics.
- Throughput – aggregated from internal volumes.
Management – this may contain a hyperlink for the management interface of the device. Created programmatically by the Cloud Insights data source as part of inventory reporting.

Storage Pool

- Storage – what storage array this pool lives on. Mandatory.
- Type – a descriptive value from a list of an enumerated list of possibilities. Most commonly will be “Aggregate” or “RAID Group”.
- Node – if this storage array’s architecture is such that pools belong to a specific storage node, its name will be seen here as a hyperlink to its own landing page.
- Uses Flash Pool – Yes/No value – does this SATA/SAS based pool have SSDs used for caching acceleration?
- Redundancy – RAID level or protection scheme. RAID_DP is dual parity, RAID_TP is triple parity.
- Capacity – the values here are the logical used, usable capacity and the logical total capacity, and the percentage used across these.
- Over-committed capacity – If by using efficiency technologies you have allocated a sum total of volume or internal volume capacities larger than the logical capacity of the storage pool, the percentage value here will be greater than 0%.
- Snapshot – snapshot capacities used and total, if your storage pool architecture dedicates part of its capacity to segments areas exclusively for snapshots. ONTAP in MetroCluster configurations are likely to exhibit this, while other ONTAP configurations are less so.
- Utilization – a percentage value showing the highest disk busy percentage of any disk contributing capacity to this storage pool. Disk utilization does not necessarily have a strong correlation with array performance – utilization may be high due to disk rebuilds, deduplication activities, etc in the absence of host driven workloads. Also, many arrays’ replication implementations may drive disk utilization while not showing as internal volume or volume workload.
- IOPS – the sum IOPs of all the disks contributing capacity to this storage pool.

Throughput – the sum throughput of all the disks contributing capacity to this storage pool.

Storage Node

- Storage – what storage array this node is part of. Mandatory.
- HA Partner – on platforms where a node will fail over to one and only one other node, it will generally be seen here.
- State – health of the node. Only available when the array is healthy enough to be inventoried by a data source.
- Model – model name of the node.
- Version – version name of the device.
- Serial number – The node serial number.
- Memory – base 2 memory if available.
- Utilization – On ONTAP, this is a controller stress index from a proprietary algorithm. With every performance poll, a number between 0 and 100% will be reported that is the higher of either WAFL disk contention, or average CPU utilization. If you observe sustained values > 50%, that is indicative of undersizing – potentially a controller/node not large enough or not enough spinning disks to absorb the write workload.
- IOPS – Derived directly from ONTAP ZAPI calls on the node object.
- Latency – Derived directly from ONTAP ZAPI calls on the node object.
- Throughput – Derived directly from ONTAP ZAPI calls on the node object.
- Processors – CPU count.

Requirements

The following are requirements to configure and use this data collector:

- You must have access to an Administrator account configured for read-only API calls.
- Account details include username and password.
- Port requirements: 80 or 443
- Account permissions:
 - Read only role name to ontapi application to the default Vserver
 - You may require additional optional write permissions. See the Note About Permissions below.
- ONTAP License requirements:
 - FCP license and mapped/masked volumes required for fibre-channel discovery

Configuration

| Field | Description |
|----------------------|---|
| NetApp Management IP | IP address or fully-qualified domain name of the NetApp cluster |
| User Name | User name for NetApp cluster |
| Password | Password for NetApp cluster |

Advanced configuration

| Field | Description |
|----------------------------------|---|
| Connection type | Choose HTTP (default port 80) or HTTPS (default port 443). The default is HTTPS |
| Override Communication Port | Specify a different port if you do not want to use the default |
| Inventory Poll Interval (min) | Default is 60 minutes. |
| For TLS for HTTPS | Only allow TLS as protocol when using HTTPS |
| Automatically Lookup Netgroups | Enable the automatic netgroup lookups for export policy rules |
| Netgroup Expansion | Netgroup Expansion Strategy. Choose <i>file</i> or <i>shell</i> . The default is <i>shell</i> . |
| HTTP read timeout seconds | Default is 30 |
| Force responses as UTF-8 | Forces data collector code to interpret responses from the CLI as being in UTF-8 |
| Performance Poll Interval (sec) | Default is 900 seconds. |
| Advanced Counter Data Collection | Enable ONTAP integration. Select this to include ONTAP Advanced Counter data in polls. Choose the desired counters from the list. |

A Note About Permissions

Since a number of Cloud Insights' ONTAP dashboards rely on advanced ONTAP counters, you must enable **Advanced Counter Data Collection** in the data collector Advanced Configuration section.

You should also ensure that write permission to the ONTAP API is enabled. This typically requires an account at the cluster level with the necessary permissions.

To create a local account for Cloud Insights at the cluster level, log in to ONTAP with the Cluster management Administrator username/password, and execute the following commands on the ONTAP server:

1. Before you begin, you must be signed in to ONTAP with an *Administrator* account, and *diagnostic-level commands* must be enabled.
2. Create a read-only role using the following commands.

```
security login role create -role ci_READONLY -cmddirname DEFAULT -access
readonly
security login role create -role ci_READONLY -cmddirname security
-access readonly
security login role create -role ci_READONLY -access all -cmddirname
"cluster application-record create"
```

3. Create the read-only user using the following command. Once you have executed the create command, you will be prompted to enter a password for this user.

```
security login create -username ci_user -application ontapi  
-authentication-method password -role ci_READONLY
```

If AD/LDAP account is used, the command should be

```
security login create -user-or-group-name DOMAIN\aduser/adgroup  
-application ontapi -authentication-method domain -role ci_READONLY
```

The resulting role and user login will look something like the following. Your actual output may vary:

```
Role Command/ Access  
Vserver Name Directory Query Level  
-----  
cluster1 ci_READONLY DEFAULT read only  
cluster1 ci_READONLY security readonly
```

```
cluster1::security login> show  
Vserver: cluster1  
Authentication Acct  
UserName Application Method Role Name Locked  
----- ----- ----- ----- -----  
ci_user ontapi password ci_READONLY no
```

Troubleshooting

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

Inventory

| Problem: | Try this: |
|--|--|
| Receive 401 HTTP response or 13003 ZAPI error code and ZAPI returns "Insufficient privileges" or "not authorized for this command" | Check username and password, and user privileges/permissions. |
| Cluster version is < 8.1 | Cluster minimum supported version is 8.1. Upgrade to minimum supported version. |
| ZAPI returns "cluster role is not cluster_mgmt LIF" | AU needs to talk to cluster management IP. Check the IP and change to a different IP if necessary |
| Error: "7 Mode filers are not supported" | This can happen if you use this data collector to discover 7 mode filer. Change IP to point to cdot cluster instead. |

| Problem: | Try this: |
|--|---|
| ZAPI command fails after retry | AU has communication problem with the cluster. Check network, port number, and IP address. User should also try to run a command from command line from the AU machine. |
| AU failed to connect to ZAPI via HTTP | Check whether ZAPI port accepts plaintext. If AU tries to send plaintext to an SSL socket, the communication fails. |
| Communication fails with SSLEException | AU is attempting to send SSL to a plaintext port on a filer. Check whether the ZAPI port accepts SSL, or use a different port. |
| Additional Connection errors: ZAPI response has error code 13001, "database is not open" ZAPI error code is 60 and response contains "API did not finish on time" ZAPI response contains "initialize_session() returned NULL environment" ZAPI error code is 14007 and response contains "Node is not healthy" | Check network, port number, and IP address. User should also try to run a command from command line from the AU machine. |

Performance

| Problem: | Try this: |
|---|--|
| "Failed to collect performance from ZAPI" error | This is usually due to perf stat not running. Try the following command on each node: <i>> system node systemshell -node * -command "spmctl -h cmd -stop; spmctl -h cmd -exec"</i> |

Additional information may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

NetApp Data ONTAP operating in 7-Mode data collector

For storage systems using Data ONTAP software operating in 7-Mode, you use the 7-mode data collector, which uses the CLI to obtain capacity and performance data.

Terminology

Cloud Insights acquires the following inventory information from the NetApp 7-mode data collector. For each asset type acquired, 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 |

| Vendor/Model Term | Cloud Insights Term |
|-------------------|---------------------|
| Raid Group | Disk Group |
| Filer | Storage |
| Filer | Storage Node |
| Aggregate | Storage Pool |
| LUN | Volume |
| Volume | Internal Volume |

Note: These are common terminology mappings only and might not represent every case for this data collector.

Requirements

You need the following to configure and use this data collector:

- IP addresses of the FAS storage controller and partner.
- Port 443
- A custom admin level username and password for controller and partner controller with the following role capabilities for 7-Mode:
 - "api-*": Use this to allow OnCommand Insight to execute all NetApp storage API commands.
 - "login-http-admin": Use this to allow OnCommand Insight to connect to the NetApp storage via HTTP.
 - "security-api-vfiler": Use this to allow OnCommand Insight to execute NetApp storage API commands to retrieve vFiler unit information.
 - "cli-options": Use this to read storage system options.
 - "cli-lun": Access these commands for managing LUNs. Displays the status (LUN path, size, online/offline state, and shared state) of the given LUN or class of LUNs.
 - "cli-df": Use this to display free disk space.
 - "cli-ifconfig": Use this to display interfaces and IP addresses.

Configuration

| Field | Description |
|---|---|
| Address of storage system | IP address or fully-qualified domain name for the NetApp storage system |
| User Name | User name for the NetApp storage system |
| Password | Password for the NetApp storage system |
| Address of HA Partner in Cluster | IP address or fully-qualified domain name for the HA Partner |
| User Name of HA Partner in Cluster | User name for the HA partner |
| Password of HA Partner Filer in Cluster | Password for the HA Partner |

Advanced configuration

| Field | Description |
|---------------------------------|---|
| Inventory Poll Interval (min) | Interval between inventory polls. The default is 20 minutes. |
| Connection Type | HTTPS or HTTP, also displays the default port |
| Override Connection Port | If blank, use the default port in the Connection Type field, otherwise enter the connection port to use |
| Performance Poll Interval (sec) | Interval between performance polls. The default is 300 seconds. |

Storage systems connection

As an alternative to using the default administrative user for this data collector, you can configure a user with administrative rights directly on the NetApp storage systems so that this data collector can acquire data from NetApp storage systems.

Connecting to NetApp storage systems requires that the user, who is specified when acquiring the main pfiler (on which the storage system exist), meet the following conditions:

- The user must be on vfiler0 (root filer/pfiler).

Storage systems are acquired when acquiring the main pfiler.

- The following commands define the user role capabilities:

- "api-*": Use this to allow Cloud Insights to execute all NetApp storage API commands.

This command is required to use the ZAPI.

- "login-http-admin": Use this to allow Cloud Insights to connect to the NetApp storage via HTTP. This command is required to use the ZAPI.
 - "security-api-vfiler": Use this to allow Cloud Insights to execute NetApp storage API commands to retrieve vFiler unit information.
 - "cli-options": For "options" command and used for partner IP and enabled licenses.
 - "cli-lun": Access these command for managing LUNs. Displays the status (LUN path, size, online/offline state, and shared state) of the given LUN or class of LUNs.
 - "cli-df": For "df -s", "df -r", "df -A -r" commands and used to display free space.
 - "cli-ifconfig": For "ifconfig -a" command and used for getting filer IP address.
 - "cli-rdfile": For "rdfile /etc/netgroup" command and used for getting netgroups.
 - "cli-date": For "date" command and used to get full date for getting Snapshot copies.
 - "cli-snap": For "snap list" command and used for getting Snapshot copies.

If cli-date or cli-snap permissions are not provided, acquisition can finish, but Snapshot copies are not reported.

To acquire a 7-Mode data source successfully and generate no warnings on the storage system, you should use one of the following command strings to define your user roles. The second string listed here is a streamlined version of the first:

- login-http-admin,api-* ,security-api-vfile,cli-rdfile,cli-options,cli-df,cli-lun,cli-ifconfig,cli-date,cli-snap,...
- login-http-admin,api-* ,security-api-vfile,cli-

Troubleshooting

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

Inventory

| Problem: | Try this: |
|--|---|
| Receive 401 HTTP response or 13003 ZAPI error code and ZAPI returns “Insufficient privileges” or “not authorized for this command” | Check username and password, and user privileges/permissions. |
| “Failed to execute command” error | <p>Check whether the user has the following permission on the device:</p> <ul style="list-style-type: none"> • api-* • cli-date • cli-df • cli-ifconfig • cli-lun • cli-operations • cli-rdfile • cli-snap • login-http-admin • security-api-vfiler <p>Also check if the ONTAP version is supported by Cloud Insights and verify if the credentials used match device credentials</p> |
| Cluster version is < 8.1 | Cluster minimum supported version is 8.1. Upgrade to minimum supported version. |
| ZAPI returns "cluster role is not cluster_mgmt LIF" | AU needs to talk to cluster management IP. Check the IP and change to a different IP if necessary |
| Error: “7 Mode filers are not supported” | This can happen if you use this data collector to discover 7 mode filer. Change IP to point to cdot filer instead. |
| ZAPI command fails after retry | AU has communication problem with the cluster. Check network, port number, and IP address. User should also try to run a command from command line from the AU machine. |
| AU failed to connect to ZAPI | Check IP/port connectivity and assert ZAPI configuration. |
| AU failed to connect to ZAPI via HTTP | Check whether ZAPI port accepts plaintext. If AU tries to send plaintext to an SSL socket, the communication fails. |
| Communication fails with SSLEException | AU is attempting to send SSL to a plaintext port on a filer. Check whether the ZAPI port accepts SSL, or use a different port. |

| Problem: | Try this: |
|---|---|
| Additional Connection errors: ZAPI response has error code 13001, "database is not open" | Check network, port number, and IP address. User should also try to run a command from command line from the AU machine. |
| ZAPI error code is 60 and response contains "API did not finish on time" | |
| ZAPI response contains "initialize_session() returned NULL environment" | |
| ZAPI error code is 14007 and response contains "Node is not healthy" | |
| Socket timeout error with ZAPI | Check filer connectivity and/or increase timeout. |
| "C Mode clusters are not supported by the 7 Mode data source" error | Check IP and change the IP to a 7 Mode cluster. |
| "Failed to connect to vFiler" error | Check that the acquiring user capabilities include the following at a minimum: api-* security-api-vfiler login-http-admin Confirm that filer is running minimum ONTAPI version 1.7. |

Additional information may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

NetApp E-Series data collector

The NetApp E-Series data collector gathers inventory and performance data. The collector supports firmware 7.x+ using the same configurations and reporting the same data.

Terminology

Cloud insight acquires the following inventory information from the NetApp E-Series data collector. For each asset type acquired, 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 |
| Volume Group | Disk Group |
| Storage Array | Storage |
| Controller | Storage Node |
| Volume Group | Storage Pool |
| Volume | Volume |

Note: These are common terminology mappings only and might not represent every case for this data collector.

E-Series Terminology (Landing Page)

The following terms apply to objects or references that you might find on NetApp E-Series asset landing pages. Many of these terms apply to other data collectors as well.

Storage

- Model – model name of the device.
- Vendor – same Vendor name you would see if you were configuring a new datasource
- Serial number – The array serial number. On cluster architecture storage systems like NetApp Clustered Data Ontap, this serial number may be less useful than the individual “Storage Nodes” serial numbers
- IP – generally will be the IP(s) or hostname(s) as configured in the data source
- Microcode version – firmware
- Raw Capacity – base 2 summation of all the physical disks in the system, regardless of their role
- Latency – a representation of what the host facing workloads are experiencing, across both reads and writes. Ideally, Cloud Insights is sourcing this value directly, but this is often not the case. In lieu of the array offering this up, Cloud Insights is generally performing an IOPs-weighted calculation derived from the individual volumes’ statistics.
- Throughput – the array’s total host facing throughput. Ideally sourced directly from the array, if unavailable, Cloud Insights is summing the volumes’ throughput to derive this value
- Management – this may contain a hyperlink for the management interface of the device. Created programmatically by the Cloud Insights datasource as part of inventory reporting

Storage Pool

- Storage – what storage array this pool lives on. Mandatory
- Type – a descriptive value from a list of an enumerated list of possibilities. Most commonly will be “Thin Provisioning” or “RAID Group”
- Node – if this storage array’s architecture is such that pools belong to a specific storage node, its name will be seen here as a hyperlink to its own landing page
- Uses Flash Pool – Yes/No value
- Redundancy – RAID level or protection scheme. E-Series reports “RAID 7” for DDP pools
- Capacity – the values here are the logical used, usable capacity and the logical total capacity, and the percentage used across these. These values both include E-Series “preservation” capacity, resulting both in numbers and the percentage being higher than what the E-Series own user interface may show
- Over-committed capacity – If via efficiency technologies you have allocated a sum total of volume or internal volume capacities larger than the logical capacity of the storage pool, the percentage value here will be greater than 0%.
- Snapshot – snapshot capacities used and total, if your storage pool architecture dedicates part of its capacity to segments areas exclusively for snapshots
- Utilization – a percentage value showing the highest disk busy percentage of any disk contributing capacity to this storage pool. Disk utilization does not necessarily have a strong correlation with array performance – utilization may be high due to disk rebuilds, deduplication activities, etc in the absence of host driven

workloads. Also, many arrays' replication implementations may drive disk utilization while not showing as volume workload.

- IOPS – the sum IOPs of all the disks contributing capacity to this storage pool. If disk IOPs is not available on a given platform, this value will be sourced from the sum of volume IOPs for all the volumes sitting on this storage pool
- Throughput – the sum throughput of all the disks contributing capacity to this storage pool. If disk throughput is not available on a given platform, this value will be sourced from the sum of volume throughout for all the volumes sitting on this storage pool

Storage Node

- Storage – what storage array this node is part of. Mandatory
- HA Partner – on platforms where a node will fail over to one and only one other node, it will generally be seen here
- State – health of the node. Only available when the array is healthy enough to be inventoried by a data source
- Model – model name of the node
- Version – version name of the device.
- Serial number – The node serial number
- Memory – base 2 memory if available
- Utilization – Generally a CPU utilization number, or in the case of NetApp Ontap, a controller stress index. Utilization is not currently available for NetApp E-Series
- IOPS – a number representing the host driven IOPs on this controller. Ideally sourced directly from the array, if unavailable, it will be calculated by summing all the IOPs for volumes that belong exclusively to this node.
- Latency – a number representing the typical host latency or response time on this controller. Ideally sourced directly from the array, if unavailable, it will be calculated by performing an IOPs weighted calculation from volumes that belong exclusively to this node.
- Throughput – a number representing the host driven throughput on this controller. Ideally sourced directly from the array, if unavailable, it will be calculated by summing all the throughput for volumes that belong exclusively to this node.
- Processors – CPU count

Requirements

- The IP address of each controller on the array
- Port requirement 2463

Configuration

| Field | Description |
|---|--|
| Comma-separated list of Array SANtricity Controller IPs | IP addresses and/or fully-qualified domain names for the array controllers |

Advanced configuration

| Field | Description |
|--|------------------------|
| Inventory Poll Interval (min) | Default is 30 minutes |
| Performance Poll Interval up to 3600 seconds | Default is 300 seconds |

Troubleshooting

Additional information on this data collector may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

Configuring the NetApp HCI Management server data collector

The NetApp HCI Management server data collector collects NetApp HCI Host information and requires read-only privileges on all objects within the Management server.

This data collector acquires from the **NetApp HCI Management server only**. To collect data from the storage system, you must also configure the [NetApp SolidFire](#) data collector.

Terminology

Cloud Insights acquires the following inventory information from this data collector. For each asset type acquired, the most common terminology used for the asset is shown. When viewing or troubleshooting this data collector, keep the following terminology in mind:

| Vendor/Model Term | Cloud Insights Term |
|--------------------|---------------------|
| Virtual disk | Disk |
| Host | Host |
| Virtual machine | Virtual machine |
| Data store | Data store |
| LUN | Volume |
| Fibre channel port | Port |

These are common terminology mappings only and might not represent every case for this data collector.

Requirements

The following information is required to configure this data collector:

- IP address of the NetApp HCI Management server
- Read-only username and password for the NetApp HCI Management server
- Read only privileges on all objects in the NetApp HCI Management server.
- SDK access on the NetApp HCI Management server – normally already set up.
- Port requirements: http-80 https-443
- Validate access:
 - Log into the NetApp HCI Management server using above username and password
 - Verify SDK enabled: telnet <vc_ip> 443

Setup and connection

| Field | Description |
|------------------|------------------------------------|
| Name | Unique name for the data collector |
| Acquisition unit | Name of acquisition unit |

Configuration

| Field | Description |
|-----------------------------------|---|
| NetApp HCI Storage Cluster MVIP | Management Virtual IP Address |
| SolidFire Management Node (mNode) | Management Node IP Address |
| User name | User name used to access the NetApp HCI Management server |
| Password | Password used to access the NetApp HCI Management server |
| VCenter User Name | User name for VCenter |
| VCenter Password | Password for VCenter |

Advanced configuration

In the advanced configuration screen, check the **VM Performance** box to collect performance data. Inventory collection is enabled by default.

The following fields can be configured:

| Field | Description |
|---|---|
| Inventory poll interval (min) | Default is 20 |
| Filter VMs by | Select CLUSTER, DATACENTER, or ESX HOST |
| Choose 'Exclude' or 'Include' to Specify a List | Specify Whether to Include or Exclude VMs |
| Filter Device List | List of VMs to filter (comma separated, or semicolon separated if comma is used in the value) for for Filtering by ESX_HOST, CLUSTER, and DATACENTER Only |
| Performance poll interval (sec) | Default is 300 |

Troubleshooting

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

Inventory

| Problem: | Try this: |
|---|---|
| Error: Include list to filter VMs cannot be empty | If Include List is selected, please list valid DataCenter, Cluster, or Host names to filter VMs |

| Problem: | Try this: |
|--|--|
| Error: Failed to instantiate a connection to VirtualCenter at IP | Possible solutions: * Verify credentials and IP address entered. * Try to communicate with Virtual Center using Infrastructure Client. * Try to communicate with Virtual Center using Managed Object Browser (e.g MOB). |
| Error: VirtualCenter at IP has non-conform certificate that JVM requires | Possible solutions: * Recommended: Re-generate certificate for Virtual Center by using stronger (e.g. 1024-bit) RSA key. * Not Recommended: Modify the JVM java.security configuration to leverage the constraint jdk.certpath.disabledAlgorithms to allow 512-bit RSA key. See JDK 7 update 40 release notes at " http://www.oracle.com/technetwork/java/javase/7u40-relnotes-2004172.html " |

Additional information may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

NetApp SolidFire All-Flash Array data collector

The NetApp SolidFire All-Flash Array data collector supports inventory and performance collection from both iSCSI and Fibre Channel SolidFire configurations.

The SolidFire data collector utilizes the SolidFire REST API. The acquisition unit where the data collector resides needs to be able to initiate HTTPS connections to TCP port 443 on the SolidFire cluster management IP address. The data collector needs credentials capable of making REST API queries on the SolidFire cluster.

Terminology

Cloud Insights acquires the following inventory information from the NetApp SolidFire All-Flash Array data collector. 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 |
|-------------------------------------|---------------------|
| Drive | Disk |
| Cluster | Storage |
| Node | Storage Node |
| Volume | Volume |
| Fibre channel port | Port |
| Volume Access Group, LUN Assignment | Volume Map |
| iSCSI Session | Volume Mask |

Note: These are common terminology mappings only and might not represent every case for this data collector.

Requirements

The following are requirements for configuring this data collector:

- Management Virtual IP Address
- Read-only username and credentials
- Port 443

Configuration

| Field | Description |
|--------------------------------------|--|
| Management Virtual IP Address (MVIP) | Management Virtual IP address of the SolidFire Cluster |
| User Name | Name used to log into the SolidFire cluster |
| Password | Password used to log into the SolidFire cluster |

Advanced configuration

| Field | Description |
|---------------------------------|--------------------------|
| Connection Type | Choose connection type |
| Communication Port | Port used for NetApp API |
| Inventory Poll Interval (min) | Default is 20 minutes |
| Performance Poll Interval (sec) | Default is 300 seconds |

Troubleshooting

When SolidFire reports an error it is displayed in Cloud Insights as follows:

An error message was received from a SolidFire device while trying to retrieve data. The call was <method> (<parameterString>). The error message from the device was (check the device manual): <message>

Where:

- The <method> is an HTTP method, such as GET or PUT.
- The <parameterString> is a comma separated list of parameters that were included in the REST call.
- The <message> is whatever the device returned as the error message.

Additional information on this Data Collector may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

NetApp StorageGRID data collector

The NetApp StorageGRID data collector supports inventory and performance collection from StorageGRID configurations.



StorageGRID is metered at a different Raw TB to Managed Unit rate. Every 40 TB of unformatted StorageGRID capacity is charged as 1 [Managed Unit \(MU\)](#).

Requirements

The following are requirements for configuring this data source:

- StorageGRID Host IP Address
- A username and password for a user that has had the Metric Query and Tenant Access roles assigned
- Port 443

Configuration

| Field | Description |
|-----------------------------|--|
| StorageGRID Host IP Address | Management Virtual IP address of the StorageGRID appliance |
| User Name | Name used to log into the StorageGRID appliance |
| Password | Password used to log into the StorageGRID appliance |

Advanced configuration

| Field | Description |
|---------------------------------|------------------------|
| Inventory Poll Interval (min) | Default is 60 minutes |
| performance Poll Interval (sec) | Default is 900 seconds |

Single Sign-On (SSO)

The [StorageGRID](#) firmware versions have corresponding API versions; 3.0 API and newer versions support single sign-on (SSO) login.

| Firmware version | API version | Support single sign on (SSO) |
|------------------|-------------|------------------------------|
| 11.1 | 2 | No |
| 11.2 | 3.0 | Yes |
| 11.5 | 3.3 | Yes |

Troubleshooting

Additional information on this Data Collector may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

Nutanix NX data collector

Cloud Insights uses the Nutanix data collector to discover inventory and performance data for Nutanix NX storage systems.

Terminology

Cloud Insights acquires the following inventory information from the Nutanix data collector. 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 |
|-------------------|---------------------|
| Storage Pool | Storage Pool |
| Nutanix Container | Internal Volume |
| Nutanix Container | File Share |
| NFS Share | Share |

Note: These are common terminology mappings only and might not represent every case for this data collector.

Requirements

- The external data services IP address for the cluster
- Read-only user name and password, unless volume_groups are in use, in which case, Admin user name and password are required
- Port requirement: HTTPS 443

Configuration

| Field | Description |
|---------------------------|---|
| Prism External IP Address | The external data services IP address for the cluster |
| User name | User name for the Admin account |
| Password | Password for the Admin account |

Advanced configuration

| Field | Description |
|--------------------------------|---|
| TCP port | TCP Port used to connect to Nutanix array. The default is 9440. |
| Inventory poll interval (min) | Interval between inventory polls. The default is 60 minutes. |
| Performance poll interval(sec) | Interval between performance polls. The default is 300 seconds. |

Troubleshooting

Additional information on this Data Collector may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

OpenStack data collector

The OpenStack (REST API / KVM) data collector acquires inventory data for all OpenStack instances, and optionally, VM performance data.

Requirements

- IP address of the OpenStack controller
- OpenStack admin role credential and sudo access to the Linux KVM hypervisor. If you are not using the admin account or admin equivalent privileges, you will need to use trial and error to identify the default policies to relax for your data collector userid.
- The OpenStack Ceilometer module must be installed and configured for performance collection. Configuring the Ceilometer is done by editing the nova.conf file for each hypervisor and then restarting the Nova Compute service on each hypervisor. The option name changes for different releases of OpenStack:
 - Icehouse
 - Juno
 - Kilo
 - Liberty
 - Mitaka
 - Newton
 - Ocata
- For CPU stats, “compute_monitors=ComputeDriverCPUMonitor” needs to be turned on in /etc/nova/nova.conf on compute nodes.
- Port requirements:
 - 5000 for http and 13000 for https, for the Keystone service
 - 22 for KVM SSH
 - 8774 for Nova Compute Service
 - 8776 for Cinder Block Service
 - 8777 for Ceilometer Performance Service
 - 9292 for Glance Image Service

Note The port binds to the specific service, and the service may run on the controller or another host in larger environments.

Configuration

| Field | Description |
|--|---|
| OpenStack Controller IP Address | IP address or fully-qualified domain name of the OpenStack Controller |
| OpenStack Administrator | User name for an OpenStack Admin |
| OpenStack Password | Password used for the OpenStack Admin |
| OpenStack Administrator Tenant | OpenStack Administrator Tenant name |
| KVM Sudo User | KVM Sudo User name |
| Choose 'Password' or 'OpenSSH Key File' to specify credential type | Credential type used to connect to the device via SSH |
| Full Path to Inventory Private Key | Full Path to Inventory Private Key |
| KVM Sudo Password | KVM Sudo Password |

Advanced configuration

| Field | Description |
|---|---|
| Enable hypervisor inventory discovery through SSH | Check this to enable hypervisor inventory discovery through SSH |
| OpenStack Admin URL port | OpenStack Admin URL port |
| Use HTTPS | Check to use secure HTTP |
| SSH Port | Port used for SSH |
| SSH Process Retries | Number of inventory retry attempts |
| Inventory Poll Interval (min) | Interval between inventory polls. The default is 20 minutes. |

Troubleshooting

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

Inventory

| Problem: | Try this: |
|---|--|
| "Configuration error" with error messages start with "Policy doesn't allow" or "You are not authorized" | * Check ip address * Check User name and password |

Additional information may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

Oracle ZFS Storage Appliance data collector

Cloud Insights uses the Oracle ZFS Storage Appliance data collector to gather inventory and performance data.

Terminology

Cloud Insights acquires inventory information with the Oracle ZFS data collector. 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 (SSD) | Disk |
| Cluster | Storage |
| Controller | Storage Node |
| LUN | Volume |
| LUN Map | Volume Map |
| Initiator,Target | Volume Mask |
| Share | Internal Volume |

Note: These are common terminology mappings only and might not represent every case for this data source.

Requirements

- Host names for the ZFS Controller-1 and the ZFS Controller-2
- Administrator user name and password
- Port requirement: 215 HTTP/HTTPS

Configuration

| Field | Description |
|---------------------------|---|
| ZFS Controller-1 Hostname | Host name for storage controller 1 |
| ZFS Controller-2 Hostname | Host name for storage controller 2 |
| User name | User name for the storage system administrator user account |
| Password | Password for the administrator user account |

Advanced configuration

| Field | Description |
|---------------------------------|---|
| Connection Type | HTTPS or HTTP, also displays the default port |
| Override Connection Port | If blank, use the default port in the Connection Type field, otherwise enter the connection port to use |
| Inventory poll interval | The default is 60 seconds |
| Performance Poll Interval (sec) | The default is 300. |

Troubleshooting

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

Inventory

| Problem: | Try this: |
|---|--|
| "Invalid login credentials" | validate Zfs user account and password |
| "Configuration error" with error message "REST Service is disabled" | Verify REST service is enabled on this device. |

| Problem: | Try this: |
|--|--|
| <p>"Configuration error " with error message "User unauthorized for command"</p> | <p>Likely due to certain roles (for example, 'advanced_analytics') are not included for the configured user <userName>.</p> <p>Possible Solution:</p> <ul style="list-style-type: none"> * Correct the Analytics (statistic) scope for the user \${user} with the read only role: - From the Configuration → Users screen, put your mouse over the role and double click to allow editing - Select "Analytics" from the Scope drop down menu. A list of the possible properties appears. - Click the top most check box and it will select all three properties. - Click the Add button on the right side. - Click the Apply button at the top right of the pop-up window. The pop-up window will close. |

Additional information may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

Pure Storage FlashArray data collector

Cloud Insights uses the Pure Storage FlashArray data collector to gather inventory and performance data.

Terminology

For each asset type acquired by Cloud Insights, the most common terminology used for the asset is shown. When viewing or troubleshooting this data collector, keep the following terminology in mind:

| Vendor/Model Term | Cloud Insights Term |
|-------------------|---------------------|
| Drive (SSD) | Disk |
| Array | Storage |
| Controller | Storage Node |
| Volume | Volume |
| LUN Map | Volume Map |
| Initiator,Target | Volume Mask |

Note: These are common terminology mappings only and might not represent every case for this data collector.

Requirements

- Storage system IP address
- User name and password for the Administrator account of the Pure storage system.
- Port requirement: HTTP/HTTPS 80/443

Configuration

| Field | Description |
|---|----------------------------------|
| FlashArray Host IP Address | IP address of the storage system |
| User name | User name with admin privileges |
| Password for the admin privileged account | Password |

Advanced configuration

| Field | Description |
|---------------------------------|---|
| Connection type | Choose HTTP or HTTPS. Also displays the default port. |
| Override TCP port | If blank, use the default port in the Connection Type field, otherwise enter the connection port to use |
| Inventory poll interval (min) | The default is 60 minutes |
| Performance Poll Interval (sec) | The default is 300 |

Troubleshooting

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

Inventory

| Problem: | Try this: |
|--|---|
| "Invalid login credentials" with error messages "Policy doesn't allow" or "You are not authorized" | Validate Pure user account and password via Pure http interface |

Additional information may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

Red Hat Virtualization data collector

Cloud Insights uses the Red Hat Virtualization data collector to gather inventory data from virtualized Linux and Microsoft Windows workloads.

Terminology

For each asset type acquired by Cloud Insights, the most common terminology used for the asset is shown. When viewing or troubleshooting this data collector, keep the following terminology in mind:

| Vendor/Model Term | Cloud Insights Term |
|-------------------|---------------------|
| Disk | Virtual Disk |
| Host | Host |
| Virtual Machine | Virtual Machine |
| Storage Domain | Data Store |

| Vendor/Model Term | Cloud Insights Term |
|-------------------|---------------------|
| Logical Unit | LUN |

Note: These are common terminology mappings only and might not represent every case for this data collector.

Requirements

- IP address of the RHEV server over port 443 via REST API
- Read-only username and password
- RHEV Version 3.0+

Configuration

| Field | Description |
|---|----------------------------------|
| RHEV Server IP Address | IP address of the storage system |
| User name | User name with admin privileges |
| Password for the admin privileged account | Password |

Advanced configuration

| Field | Description |
|-------------------------------|---|
| HTTPS Communication Port | Port used for HTTPS communication to RHEV |
| Inventory poll interval (min) | The default is 20 minutes. |

Troubleshooting

Additional information on this Data Collector may be found from the [Support](#) page or in the [Data Collector Support Matrix](#).

Configuring the VMware vSphere data collector

The data collector for VMware vSphere collects ESX Host information and requires read-only privileges on all objects within the Virtual Center.

Terminology

Cloud Insights acquires the following inventory information from the VMware vSphere data collector. For each asset type acquired, the most common terminology used for the asset is shown. When viewing or troubleshooting this data collector, keep the following terminology in mind:

| Vendor/Model Term | Cloud Insights Term |
|-------------------|---------------------|
| Virtual disk | Disk |
| Host | Host |
| Virtual machine | Virtual machine |

| Vendor/Model Term | Cloud Insights Term |
|--------------------|---------------------|
| Data store | Data store |
| LUN | Volume |
| Fibre channel port | Port |

These are common terminology mappings only and might not represent every case for this data collector.

Requirements

The following information is required to configure this data collector:

- IP address of the Virtual Center server
- Read-only username and password in Virtual Center
- We require read only privileges on all objects within Virtual Center.
- SDK access on the Virtual Center server – normally already setup.
- Port requirements: http-80 https-443
- Validate access:
 - Log into Virtual Center Client using above username and password
 - Verify SDK enabled: telnet <vc_ip> 443

Setup and connection

| Field | Description |
|------------------|------------------------------------|
| Name | Unique name for the data collector |
| Acquisition unit | Name of acquisition unit |

Configuration

| Field | Description |
|---------------------------|---|
| Virtual center IP Address | IP address of the Virtual Center |
| User name | User name used to access the Virtual Center |
| Password | Password used to access the Virtual Center |

Advanced configuration

In the advanced configuration screen, check the **VM Performance** box to collect performance data. Inventory collection is enabled by default.

The following fields can be configured:

| Field | Description |
|-------------------------------|---|
| Inventory poll interval (min) | Default is 20 |
| Filter VMs | Select CLUSTER, DATACENTER, or ESX HOST |

| | |
|---|--|
| Choose 'Exclude' or 'Include' to Specify a List | Create a filter list (CLUSTER, DATACENTER, and/or ESX_HOST) |
| Number of retries | Default is 3 |
| Communication port | Default is 443 |
| Filter Device List... | <p>This list must consist of exact string matches - if you intend to filter by ESX_HOST, you must build a comma delimited list of the exact "names" of your ESX hosts as reported in both Cloud Insights and vSphere. These "names" may be either IP addresses, simple hostnames, or fully qualified domain names (FQDNs) - this is determined by how these hosts were named when they were originally added to vSphere.</p> <p>When filtering by CLUSTER, use the Cloud Insights-style cluster names as reported by CI on hypervisors - Cloud Insights prepends the vSphere cluster name with the vSphere datacenter name and a backslash - "DC1\clusterA" is the cluster name Cloud Insights would report on a hypervisor in clusterA within data center DC1</p> |
| Performance poll interval (sec) | Default is 300 |

Troubleshooting

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

Inventory

| Problem: | Try this: |
|--|--|
| Error: Include list to filter VMs cannot be empty | If Include List is selected, please list valid DataCenter, Cluster, or Host names to filter VMs |
| Error: Failed to instantiate a connection to VirtualCenter at IP | <p>Possible solutions:</p> <ul style="list-style-type: none"> * Verify credentials and IP address entered. * Try to communicate with Virtual Center using VMware Infrastructure Client. * Try to communicate with Virtual Center using Managed Object Browser (e.g MOB). |
| Error: VirtualCenter at IP has non-conform certificate that JVM requires | <p>Possible solutions:</p> <ul style="list-style-type: none"> * Recommended: Re-generate certificate for Virtual Center by using stronger (e.g. 1024-bit) RSA key. * Not Recommended: Modify the JVM java.security configuration to leverage the constraint jdk.certpath.disabledAlgorithms to allow 512-bit RSA key. See JDK 7 update 40 release notes at "http://www.oracle.com/technetwork/java/javase/7u40-relnotes-2004172.html" |

Data Collector Reference - Services

Node Data Collection

Cloud Insights gathers metrics from the node on which you install an agent.

Installation

1. From **Admin > Data Collectors**, choose an operating system/platform. Note that installing any integration data collector (Kubernetes, Docker, Apache, etc.) will also configure node data collection.
2. Follow the instructions to configure the agent. The instructions vary depending on the type of Operating System or Platform you are using to collect data.

Objects and Counters

The following objects and their counters are collected as Node metrics:

| Object: | Identifiers: | Attributes: | Datapoints: |
|-----------------|-------------------------------------|---|---|
| Node Filesystem | Node UUID Device Path Type | Node IP Node Name Node OS Mode | Free Inodes Free Inodes Total Inodes Used Total Used Total Used |
| Node Disk | Node UUID Disk | Node IP Node Name Node OS | IO Time Total IOPS In Progress Read Bytes (per sec) Read Time Total Reads (per sec) Weighted IO Time Total Write Bytes (per sec) Write Time Total Writes (per sec) Current Disk Queue Length Write Time Read Time IO Time |
| Node CPU | Node UUID CPU | Node IP Node Name Node OS | System CPU Usage User CPU Usage Idle CPU Usage Processor CPU Usage Interrupt CPU Usage DPC CPU Usage |

| Object: | Identifiers: | Attributes: | Datapoints: |
|---------|--------------|---------------------------------|--|
| Node | Node UUID | Node IP Node Name Node OS | Kernel Boot Time Kernel Context Switches (per sec) Kernel Entropy Available Kernel Interrupts (per sec) Kernel Processes Forked (per sec) Memory Active Memory Available Total Memory Available Memory Buffered Memory Cached Memory Commit Limit Memory Committed As Memory Dirty Memory Free Memory High Free Memory High Total Memory Huge Page Size Memory Huge Pages Free Memory Huge Pages Total Memory Low Free Memory Low Total Memory Mapped Memory Page Tables Memory Shared Memory Slab Memory Swap Cached Memory Swap Free Memory Swap Total Memory Total Memory Used Total Memory Used Memory Vmalloc Chunk Memory Vmalloc Total Memory Vmalloc Used Memory Wired Memory Writeback Total Memory Writeback Tmp Memory Cache Faults Memory Demand Zero Faults Memory Page Faults Memory Pages Memory Nonpaged Memory Paged Memory Cache Core Memory Standby Cache Normal Memory Standby Cache Reserve Memory Transition Faults Processes Blocked Processes Dead |

| Object: | Identifiers: | Attributes: | Datapoints: |
|--------------|--------------------------------|---------------------------------|--|
| Node Network | Network Interface Node UUID | Node Name Node IP Node OS | Bytes Received Bytes Sent Packets Outbound Discarded Packets Outbound Errors Packets Received Discarded Packets Received Errors Packets Received Packets Sent |

Setup

Setup and Troubleshooting information can be found on the [Configuring an Agent](#) page.

MacOS Memory Usage

Cloud Insights (via Telegraf) and macOS report different numbers for memory usage. Both Telegraf and the Mac activity monitor use metrics gathered from `vm_stat`, however the total memory usage is calculated differently for each.

Telegraf calculates *Memory Used Total* as follows:

$$\text{Memory Used Total} = \text{Memory Total} - \text{Memory Available Total}$$

Where *Memory Available Total* is derived from the sum of "Pages free" and "Pages inactive" in `vm_stat`.

The **Mac activity monitor**, on the other hand, calculates Memory Used as follows:

$$\text{Memory Used} = \text{App Memory} + \text{Wired Memory} + \text{Compressed}$$

Where:

- *App Memory* is derived from the difference between "Anonymous pages" and "Pages purgeable" in `vm_stat`,
- *Wired Memory* is derived from "Pages wired down" in `vm_stat`, and
- *Compressed* is derived from "Pages occupied by compressor" in `vm_stat`.

ActiveMQ Data Collector

Cloud Insights uses this data collector to gather metrics from ActiveMQ.

Installation

1. From **Admin > Data Collectors**, click **+Data Collector**. Under **Services**, choose ActiveMQ.

Select the Operating System or Platform on which the Telegraf agent is installed.

2. If you haven't already installed an Agent for collection, or you wish to install an Agent for a different Operating System or Platform, click *Show Instructions* to expand the [Agent installation](#) instructions.
3. Select the Agent Access Key for use with this data collector. You can add a new Agent Access Key by clicking the **+ Agent Access Key** button. Best practice: Use a different Agent Access Key only when you want to group data collectors, for example, by OS/Platform.
4. Follow the configuration steps to configure the data collector. The instructions vary depending on the type of Operating System or Platform you are using to collect data.



ActiveMQ Configuration

Gathers ActiveMQ metrics.

What Operating System or Platform Are You Using?

Need Help?

Windows



Select existing Agent Access Key or create a new one

Default (405fb5ec-d4cb-4404-977b-71fa931e1ad3)



+ Agent Access Key

*Please ensure that you have a Telegraf Agent in your environment before configuring. [Show Instructions](#)

Follow Configuration Steps

Need Help?

- 1 Copy the contents below into a new .conf file under the C:\Program Files\telegraf\telegraf.d\ folder. For example, copy the contents to the C:\Program Files\telegraf\telegraf.d\cloudinsights-activemq.conf file.

```
[[inputs.activemq]]  
## Required ActiveMQ Endpoint, port  
## USER-ACTION: Provide address of ActiveMQ, HTTP port for ActiveMQ  
server = "<INSERT_ACTIVEMQ_ADDRESS>"  
port = <INSERT_ACTIVEMQ_PORT>
```



- 2 Replace <INSERT_ACTIVEMQ_ADDRESS> with the applicable ActiveMQ server address. Please specify a real machine address, and refrain from using a loopback address.
- 3 Replace <INSERT_ACTIVEMQ_PORT> with the applicable ActiveMQ server HTTP port.
- 4 Replace <INSERT_ACTIVEMQ_USERNAME> and <INSERT_ACTIVEMQ_PASSWORD> with the applicable ActiveMQ credentials.
- 5 Modify 'webadmin' if needed (if ActiveMQ server changes web admin root path).
- 6 Modify 'Namespace' if needed for server disambiguation (to avoid name clashes).
- 7 Restart the Telegraf service.

```
Stop-Service -Name telegraf -ErrorAction SilentlyContinue; Start-Service -Name telegraf
```



Setup

Information may be found in the [ActiveMQ documentation](#)

Objects and Counters

The following objects and their counters are collected:

| Object: | Identifiers: | Attributes: | Datapoints: |
|---------------------|---|--|---|
| ActiveMQ Queue | Namespace Queue Port Server | Node Name Node IP Node UUID | Consumer Count Dequeue Count Enqueue Count Queue Size |
| ActiveMQ Subscriber | Client ID Connection ID Port Server Namespace | Is Active Destination Node Name Node IP Node UUID Node OS Selector Subscription | Dequeue Count Dispatched Count Dispatched Queue Size Enqueue Count Pending Queue Size |
| ActiveMQ Topic | Topic Port Server Namespace | Node Name Node IP Node UUID Node OS | Consumer Count Dequeue Count Enqueue Count Size |

Troubleshooting

Additional information may be found from the [Support](#) page.

Apache Data Collector

This data collector allows collection of data from Apache servers in your environment.

Pre-requisites

- You must have your Apache HTTP Server set up and properly running
- You must have sudo or administrator permissions on your agent host/VM
- Typically, the Apache *mod_status* module is configured to expose a page at the '/server-status?auto' location of the Apache server. The *ExtendedStatus* option must be enabled in order to collect all available fields. For information about how to configure your server, see the Apache module documentation: https://httpd.apache.org/docs/2.4/mod/mod_status.html#enable

Installation

1. From **Admin > Data Collectors**, click **+Data Collector**. Under **Services**, choose Apache.

Select the Operating System or Platform on which the Telegraf agent is installed.

2. If you haven't already installed an Agent for collection, or you wish to install an Agent for a different Operating System or Platform, click *Show Instructions* to expand the **Agent installation** instructions.
3. Select the Agent Access Key for use with this data collector. You can add a new Agent Access Key by clicking the **+ Agent Access Key** button. Best practice: Use a different Agent Access Key only when you want to group data collectors, for example, by OS/Platform.

4. Follow the configuration steps to configure the data collector. The instructions vary depending on the type of Operating System or Platform you are using to collect data.



Apache Configuration

Gathers Apache metrics.

What Operating System or Platform Are You Using?

Ubuntu & Debian

Select existing Agent Access Key or create a new one

Default (405fb5ec-d4cb-4404-977b-71fa931e1ad3)

+ Agent Access Key

*Please ensure that you have a Telegraf Agent in your environment before configuring. [Show Instructions](#)

Follow Configuration Steps

1 Ensure that the Apache HTTP Server system you're going to gather metrics on has the 'mod_status' module enabled and exposed. For details refer to the following document.

2 Copy the contents below into a new .conf file under the /etc/telegraf/telegraf.d/ directory. For example, copy the contents to the /etc/telegraf/telegraf.d/cloudinsights-apache.conf file.

```
[[inputs.apache]]  
## An array of URLs to gather from, must be directed at the machine  
## readable version of the mod_status page including the auto query string.  
## USER-ACTION: Provide address of apache server, port for apache server, confirm path for  
server-status.  
## Example: [[inputs.apache]] urls = ["http://192.168.1.10:80/server-status"]
```

3 Replace <INSERT_APACHE_ADDRESS> with the applicable Apache server address. Please specify a real machine address, and refrain from using a loopback address.

4 Replace <INSERT_APACHE_PORT> with the applicable Apache server port.

5 Modify the '/server-status' path in accordance to the Apache server configuration.

6 Restart the Telegraf service.

```
systemctl restart telegraf
```

Setup

Telegraf's plugin for Apache's HTTP Server relies on the 'mod_status' module to be enabled. When this is enabled, Apache's HTTP Server will expose an HTML endpoint that can be viewed on your browser or scraped for extraction of status of all Apache's HTTP Server configuration.

Compatibility:

Configuration was developed against Apache's HTTP Server version 2.4.38.

Enabling mod_status:

Enabling and exposing the 'mod_status' modules involves two steps:

- Enabling module
- Exposing stats from module

Enabling module:

The loading of modules is controlled by the config file under '/usr/local/apache/conf/httpd.conf'. Edit the config file and uncomment the following lines:

```
LoadModule status_module modules/mod_status.so
```

```
Include conf/extra/httpd-info.conf
```

Exposing stats from module:

The exposing of 'mod_status' is controlled by the config file under '/usr/local/apache2/conf/extra/httpd-info.conf'. Make sure you have the following in that configuration file (at least, other directives will be there):

```
# Allow server status reports generated by mod_status,
# with the URL of http://servername/server-status
<Location /server-status>
    SetHandler server-status
</Location>

#
# ExtendedStatus controls whether Apache will generate "full" status
# information (ExtendedStatus On) or just basic information
(ExtendedStatus
# Off) when the "server-status" handler is called. The default is Off.
#
ExtendedStatus On
```

For detailed instructions on the 'mod_status' module, see the [Apache documentation](#)

Objects and Counters

The following objects and their counters are collected:

| Object: | Identifiers: | Attributes: | Datapoints: |
|---------|------------------|---|--|
| Apache | Namespace Server | Node IP Node Name Port Parent Server Config Generation Parent Server MPM Generation Server Uptime Is Stopping | Busy Workers Bytes per Request Bytes per Second CPU Children System CPU Children User CPU Load CPU System CPU User Asynchronous Connections Closing Asynchronous Connections Keep Alive Asynchronous Connections Writing Connections Total Duration per Request Idle Workers Load Average (last 1m) Load Average (last 15m) Load Average (last 5m) Processes Requests per Second Total Accesses Total Duration Total KBytes Scoreboard Closing Scoreboard DNS Lookups Scoreboard Finishing Scoreboard Idle Cleanup Scoreboard Keep Alive Scoreboard Logging Scoreboard Open Scoreboard Reading Scoreboard Sending Scoreboard Starting Scoreboard Waiting |

Troubleshooting

Additional information may be found from the [Support](#) page.

Consul Data Collector

Cloud Insights uses this data collector to gather metrics from Consul.

Installation

- From **Admin > Data Collectors**, click **+Data Collector**. Under **Services**, choose Consul.

If you haven't configured an Agent for collection, you are prompted to [install an agent](#) in your environment.

If you have an agent already configured, select the appropriate Operating System or Platform and click

Continue.

- Follow the instructions in the Consul Configuration screen to configure the data collector. The instructions vary depending on the type of Operating System or Platform you are using to collect data.

Setup

Information may be found in the [Consul documentation](#).

Objects and Counters for consul

The following objects and their counters are collected:

| Object: | Identifiers: | Attributes: | Datapoints: |
|---------|---------------------------------------|--|--------------------------------|
| Consul | Namespace Check ID Service Node | Node IP Node OS Node UUID Node Name Service Name Check Name Service ID Status | Critical Passing Warning |

Troubleshooting

Additional information may be found from the [Support](#) page.

Couchbase Data Collector

Cloud Insights uses this data collector to gather metrics from Couchbase.

Installation

- From **Admin > Data Collectors**, click **+Data Collector**. Under **Services**, choose Couchbase.
Select the Operating System or Platform on which the Telegraf agent is installed.
- If you haven't already installed an Agent for collection, or you wish to install an Agent for a different Operating System or Platform, click *Show Instructions* to expand the [Agent installation](#) instructions.
- Select the Agent Access Key for use with this data collector. You can add a new Agent Access Key by clicking the **+ Agent Access Key** button. Best practice: Use a different Agent Access Key only when you want to group data collectors, for example, by OS/Platform.
- Follow the configuration steps to configure the data collector. The instructions vary depending on the type of Operating System or Platform you are using to collect data.



Couchbase

Couchbase Configuration

Gathers Couchbase metrics.

What Operating System or Platform Are You Using?

[Need Help?](#)

Windows



Select existing Agent Access Key or create a new one

Default (405fb5ec-d4cb-4404-977b-71fa931e1ad3)



[+ Agent Access Key](#)

*Please ensure that you have a Telegraf Agent in your environment before configuring. [Show Instructions](#)

Follow Configuration Steps

[Need Help?](#)

- 1 Copy the contents below into a new .conf file under the C:\Program Files\telegraf\telegraf.d\ folder. For example, copy the contents to the C:\Program Files\telegraf\telegraf.d\cloudinsights-couchbase.conf file.

```
## Read metrics from one or many couchbase clusters
[[inputs.couchbase]]
  ## specify servers via a url matching:
  ## [protocol://[:password]@address[:port]
  ## e.g.
```



- 2 Replace <INSERT_USERNAME> and <INSERT_PASSWORD> with couchbase server account credentials.

- 3 Replace <INSERT_COUCHBASE_ADDRESS> with the applicable Couchbase address. Please specify a real machine address, and refrain from using a loopback address.

- 4 Replace <INSERT_COUCHBASE_PORT> with the applicable Couchbase port.

- 5 Restart the Telegraf service.

```
Stop-Service -Name telegraf -ErrorAction SilentlyContinue; Start-Service -Name telegraf
```



Setup

Information may be found in the [Couchbase documentation](#).

Objects and Counters

The following objects and their counters are collected:

| Object: | Identifiers: | Attributes: | Datapoints: |
|------------------|--|----------------------|--|
| Couchbase Node | Namespace Cluster Couchbase Node Hostname | Node Name Node IP | Memory Free Memory Total |
| Couchbase Bucket | Namespace Bucket Cluster | Node Name Node IP | Data Used Data Fetches Disk Used Item Count Memory Used Operations Per Second Quota Used |

Troubleshooting

Additional information may be found from the [Support](#) page.

CouchDB Data Collector

Cloud Insights uses this data collector to gather metrics from CouchDB.

Installation

- From **Admin > Data Collectors**, click **+Data Collector**. Under **Services**, choose CouchDB. Select the Operating System or Platform on which the Telegraf agent is installed.
- If you haven't already installed an Agent for collection, or you wish to install an Agent for a different Operating System or Platform, click *Show Instructions* to expand the [Agent installation](#) instructions.
- Select the Agent Access Key for use with this data collector. You can add a new Agent Access Key by clicking the **+ Agent Access Key** button. Best practice: Use a different Agent Access Key only when you want to group data collectors, for example, by OS/Platform.
- Follow the configuration steps to configure the data collector. The instructions vary depending on the type of Operating System or Platform you are using to collect data.



CouchDB Configuration

Gathers CouchDB metrics.

What Operating System or Platform Are You Using?

[Need Help?](#)

RHEL & CentOS

Select existing Agent Access Key or create a new one

Default (405fb5ec-d4cb-4404-977b-71fa931e1ad3)

[+ Agent Access Key](#)

*Please ensure that you have a Telegraf Agent in your environment before configuring. [Show Instructions](#)

Follow Configuration Steps

[Need Help?](#)

- 1 Copy the contents below into a new .conf file under the /etc/telegraf/telegraf.d/ directory. For example, copy the contents to the /etc/telegraf/telegraf.d/cloudinsights-couchdb.conf file.

```
## Read CouchDB Stats from one or more servers
[[inputs.couchdb]]
    ## Works with CouchDB stats endpoints out of the box
    ## Multiple Hosts from which to read CouchDB stats:
    ## USER-ACTION: Provide comma-separated list of couchdb IP(s) and port(s).
    ## Example: [[inputs.couchdb]]
```

- 2 Replace <INSERT_COUCHDB_ADDRESS> with the applicable CouchDB address. Please specify a real machine address, and refrain from using a loopback address.

- 3 Replace <INSERT_COUCHDB_PORT> with the applicable CouchDB port.

- 4 Modify the URL if CouchDB monitoring is exposed at different path

- 5 Restart the Telegraf service.

```
systemctl restart telegraf
```

Setup

Information may be found in the [CouchDB documentation](#).

Objects and Counters

The following objects and their counters are collected:

| Object: | Identifiers: | Attributes: | Datapoints: |
|---------|------------------|----------------------|--|
| CouchDB | Namespace Server | Node Name Node IP | Authentication Cache Hits Authentication Cache Miss Database Reads Database Writes Databases Open Open OS Files Max Request Time Min Request Time Httpd Request Methods Copy Httpd Request Methods Delete Httpd Request Methods Get Httpd Request Methods Head Httpd Request Methods Post Httpd Request Methods Put Status Codes 200 Status Codes 201 Status Codes 202 Status Codes 301 Status Codes 304 Status Codes 400 Status Codes 401 Status Codes 403 Status Codes 404 Status Codes 405 Status Codes 409 Status Codes 412 Status Codes 500 |

Troubleshooting

Additional information may be found from the [Support](#) page.

Docker Data Collector

Cloud Insights uses this data collector to gather metrics from Docker.

Installation

- From **Admin > Data Collectors**, click **+Data Collector**. Under **Services**, choose Docker.

If you haven't configured an Agent for collection, you are prompted to [install an agent](#) in your environment.

If you have an agent already configured, select the appropriate Operating System or Platform and click **Continue**.

2. Follow the instructions in the Docker Configuration screen to configure the data collector. The instructions vary depending on the type of Operating System or Platform you are using to collect data.

The screenshot shows the 'Docker Configuration' screen for 'Gathers Docker metrics.' It includes sections for selecting the operating system (RHEL & CentOS), choosing an Agent Access Key (Default), and configuration steps for Telegraf. The configuration steps section contains numbered steps 1-4 and a command to restart the service.

Docker Configuration
Gathers Docker metrics.

What Operating System or Platform Are You Using? Need Help?

RHEL & CentOS

Select existing Agent Access Key or create a new one

Default (405fb5ec-d4cb-4404-977b-71fa931e1ad3) + Agent Access Key

*Please ensure that you have a Telegraf Agent in your environment before configuring. Show Instructions

Follow Configuration Steps Need Help?

- 1 Copy the contents below into a new .conf file under the /etc/telegraf/telegraf.d/ directory. For example, copy the contents to the /etc/telegraf/telegraf.d/cloudinsights-docker.conf file.

```
[[inputs.docker]]  
## Docker Endpoint  
## To use TCP, set endpoint = "tcp://[ip]:[port]". By default, Docker uses port 2375 for  
unencrypted and 2376 for encrypted  
## To use environment variables (ie, docker-machine), set endpoint = "ENV"
```
- 2 Replace <INSERT_DOCKER_ENDPOINT> with the applicable Docker endpoint.
- 3 Modify 'Namespace' if needed for server disambiguation (to avoid name clashes).
- 4 Restart the Telegraf service.
`systemctl restart telegraf`

Setup

The Telegraf input plugin for Docker collects metrics through a specified UNIX socket or a TCP endpoint.

Compatibility

Configuration was developed against Docker version 1.12.6.

Setting Up

Accessing Docker through a UNIX socket

If the Telegraf agent is running on baremetal, add the telegraf Unix user to the docker Unix group by running the following:

```
sudo usermod -aG docker telegraf
```

If the Telegraf agent is running within a Kubernetes pod, expose the Docker Unix socket by mapping the socket into the pod as a volume and then mounting that volume to /var/run/docker.sock. For example, add the following to the PodSpec:

```
volumes:  
...  
- name: docker-sock  
hostPath:  
path: /var/run/docker.sock  
type: File
```

Then, add the following to the Container:

```
volumeMounts:  
...  
- name: docker-sock  
mountPath: /var/run/docker.sock
```

Note that the Cloud Insights installer provided for the Kubernetes platform takes care of this mapping automatically.

Access Docker through a TCP endpoint

By default, Docker uses port 2375 for unencrypted access and port 2376 for encrypted access.

Objects and Counters

The following objects and their counters are collected:

| Object: | Identifiers: | Attributes: | Datapoints: |
|----------------|----------------------------|--|--|
| Docker Engine | Namespace Docker Engine | Node Name Node IP Node UUID Node OS Kubernetes Cluster Docker Version Unit | Memory Containers Containers Paused Containers Running Containers Stopped CPUs Go Routines Images Listener Events Used File Descriptors Data Available Data Total Data Used Metadata Available Metadata Total Metadata Used Pool Blocksize |

| Object: | Identifiers: | Attributes: | Datapoints: |
|------------------|--|--|---|
| Docker Container | Namespace Container Name Docker Engine | Kubernetes Container Hash Kubernetes Container Ports Kubernetes Container Restart Count Kubernetes Container Termination Message Path Kubernetes Container Termination Message Policy Kubernetes Pod Termination Grace Period Container Image Container Status Container Version Node Name Kubernetes Container Log Path Kubernetes Container Name Kubernetes Docker Type Kubernetes Pod Name Kubernetes Pod Namespace Kubernetes Pod UID Kubernetes Sandbox ID Node IP Node UUID Docker Version Kubernetes IO Config Seen Kubernetes IO Config Source OpenShift IO SCC Kubernetes Description Kubernetes Display Name OpenShift Tags Kompose Service Pod Template Hash Controller Revision Hash Pod Template Generation License Schema Build Date Schema License Schema Name Schema URL Schema VCS URL Schema Vendor Schema Version Schema Schema Version Maintainer Customer Pod | Memory Active Anonymous Memory Active File Memory Cache Memory Hierarchical Limit Memory Inactive Anonymous Memory Inactive File Memory Limit Memory Mapped File Memory Max Usage Memory Page Fault Memory Page Major Fault Memory Paged In Memory Paged Out Memory Resident Set Size Memory Resident Set Size Huge Memory Total Active Anonymous Memory Total Active File Memory Total Cache Memory Total Inactive Anonymous Memory Total Inactive File Memory Total Mapped File Memory Total Page Fault Memory Total Page Major Fault Memory Total Paged In Memory Total Paged Out Memory Total Resident Set Size Memory Total Resident Set Size Huge Memory Total Unevictable Memory Unevictable Memory Usage Memory Usage Percent Exit Code OOM Killed PID Started At Failing Streak |

| Object: | Identifiers: | Attributes: | Datapoints: |
|------------------------------|--|---|--|
| Docker Container Block IO | Namespace Container Name Device Docker Engine | Kubernetes Container Hash Kubernetes Container Ports Kubernetes Container Restart Count Kubernetes Container Termination Message Path Kubernetes Container Termination Message Policy Kubernetes Pod Termination Grace Period Container Image Container Status Container Version Node Name Kubernetes Container Log Path Kubernetes Container Name Kubernetes Docker Type Kubernetes Pod Name Kubernetes Pod Namespace Kubernetes Pod UID Kubernetes Sandbox ID Node IP Node UUID Docker Version Kubernetes Config Seen Kubernetes Config Source OpenShift SCC Kubernetes Description Kubernetes Display Name OpenShift Tags Schema Schema Version Pod Template Hash Controller Revision Hash Pod Template Generation Kompose Service Schema Build Date Schema License Schema Name Schema Vendor Customer Pod Kubernetes StatefulSet Pod Name Tenant Webconsole Build Date License Vendor | IO Service Bytes Recursive Async IO Service Bytes Recursive Read IO Service Bytes Recursive Sync IO Service Bytes Recursive Total IO Service Bytes Recursive Write IO Serviced Recursive Async IO Serviced Recursive Read IO Serviced Recursive Sync IO Serviced Recursive Total IO Serviced Recursive Write |

| Object: | Identifiers: | Attributes: | Datapoints: |
|--------------------------|---|---|--|
| Docker Container Network | Namespace Container Name Network Docker Engine | Container Image Container Status Container Version Node Name Node IP Node UUID Node OS K8s Cluster Docker Version Container ID | RX Dropped RX Bytes RX Errors RX Packets TX Dropped TX Bytes TX Errors TX Packets |

| Object: | Identifiers: | Attributes: | Datapoints: |
|----------------------|---|---|---|
| Docker Container CPU | Namespace Container Name CPU Docker Engine | Kubernetes Container Hash Kubernetes Container Ports Kubernetes Container Restart Count Kubernetes Container Termination Message Path Kubernetes Container Termination Message Policy Kubernetes Pod Termination Grace Period Kubernetes Config Seen Kubernetes Config Source OpenShift SCC Container Image Container Status Container Version Node Name Kubernetes Container Log Path Kubernetes Container name Kubernetes Docker Type Kubernetes Pod Name Kubernetes Pod Namespace Kubernetes Pod UID Kubernetes Sandbox ID Node IP Node UUID Node OS Kubernetes Cluster Docker Version Kubernetes Description Kubernetes Display Name OpenShift Tags Schema Version Pod Template Hash Controller Revision Hash Pod Template Generation Kompose Service Schema Build Date Schema License Schema Name Schema Vendor Customer Pod Kubernetes StatefulSet Pod Name Tenant Webconsole Build Date | Throttling Periods Throttling Throttled Periods Throttling Throttled Time Usage In Kernel Mode Usage In User Mode Usage Percent Usage System Usage Total |

Troubleshooting

| Problem: | Try this: |
|--|--|
| I do not see my Docker metrics in Cloud Insights after following the instructions on the configuration page. | <p>Check the Telegraf agent logs to see if it reports the following error:</p> <p>E! Error in plugin [inputs.docker]: Got permission denied while trying to connect to the Docker daemon socket</p> <p>If it does, take the necessary steps to provide the Telegraf agent access to the Docker Unix socket as specified above.</p> |

Additional information may be found from the [Support](#) page.

Elasticsearch Data Collector

Cloud Insights uses this data collector to gather metrics from Elasticsearch.

1. From **Admin > Data Collectors**, click **+Data Collector**. Under **Services**, choose Elasticsearch.
Select the Operating System or Platform on which the Telegraf agent is installed.
2. If you haven't already installed an Agent for collection, or you wish to install an Agent for a different Operating System or Platform, click *Show Instructions* to expand the **Agent installation** instructions.
3. Select the Agent Access Key for use with this data collector. You can add a new Agent Access Key by clicking the **+ Agent Access Key** button. Best practice: Use a different Agent Access Key only when you want to group data collectors, for example, by OS/Platform.
4. Follow the configuration steps to configure the data collector. The instructions vary depending on the type of Operating System or Platform you are using to collect data.



Elasticsearch Configuration

Gathers Elasticsearch metrics.

What Operating System or Platform Are You Using?

[Need Help?](#)

Ubuntu & Debian



Select existing Agent Access Key or create a new one

Default (405fb5ec-d4cb-4404-977b-71fa931e1ad3)



[+ Agent Access Key](#)

*Please ensure that you have a Telegraf Agent in your environment before configuring. [Show Instructions](#)

Follow Configuration Steps

[Need Help?](#)

- 1 Copy the contents below into a new .conf file under the /etc/telegraf/telegraf.d/ directory. For example, copy the contents to the /etc/telegraf/telegraf.d/cloudinsights-elasticsearch.conf file.

```
[[inputs.elasticsearch]]  
## USER-ACTION: Provide comma-separated list of Elasticsearch servers.  
## Note that for scenarios in which metrics from multiple Elasticsearch clusters are being  
## sent to Cloud Insights, the Elasticsearch cluster names must be unique.  
## Please specify actual machine IP address, and refrain from using a loopback address
```



- 2 Replace <INSERT_ESPRESSO_ADDRESS> with the applicable Elasticsearch address. Please specify a real machine address, and refrain from using a loopback address.

- 3 Replace <INSERT_ESPRESSO_PORT> with the applicable Elasticsearch port.

- 4 Restart the Telegraf service.

```
systemctl restart telegraf
```



Setup

Information may be found in the [Elasticsearch documentation](#).

Objects and Counters

The following objects and their counters are collected:

| Object: | Identifiers: | Attributes: | Datapoints: |
|-----------------------|-------------------|--|---|
| Elasticsearch Cluster | Namespace Cluster | Node IP Node Name Cluster Status | Master Node Count Total Node Count Filesystem Data Available (bytes) Filesystem Data Free (bytes) Filesystem Data Total (bytes) JVM Threads OS Allocated Processors OS Available Processors OS Mem Free (bytes) OS Mem Free OS Mem Total (bytes) OS Mem Used (bytes) OS Mem Used Process CPU Indices Completion Size (bytes) Indices Count Indices Docs Count Indices Docs Deleted Indices Field Data Evictions Indices Field Data Memory Size (bytes) Indices Query Cache Count Indices Cache Size Indices Segments Count Indices Segments Doc Values Memory (bytes) Indices Shards Index Primaries Avg Indices Shards Index Primaries Max Indices Shards Index Primaries Min Indices Shards Index Replication Avg Indices Shards Index Replication Max Indices Shards Index Replication Min Indices Shards Avg Indices Shards Max Indices Shards Primaries Indices Shards Replication Indices Shards Total Indices Store Size (bytes) |

| Object: | Identifiers: | Attributes: | Datapoints: |
|--------------------|---|-------------|--|
| Elasticsearch Node | Namespace Cluster ES Node ID ES Node IP ES Node | Zone ID | Machine Learning Enabled Machine Learning Memory Machine Learning Max Open Jobs X-Pack Installed Breakers Accounting Estimated Size (bytes) Breakers Accounting Limit Size (bytes) Breakers Accounting Overhead Breakers Accounting Tripped Breakers Field Data Estimated Size (bytes) Breakers Field Data Limit Size (bytes) Breakers Field Data Overhead Breakers Field Data Tripped Breakers In-Flight Sstimated Size (bytes) Breakers In-Flight Limit Size (bytes) Breakers In-Flight Overhead Breakers In-Flight Tripped Breakers Parent Estimated Size (bytes) Breakers Parent Limit Size (bytes) Breakers Parent Overhead Breakers Parent Tripped Breakers Request Estimated Size (bytes) Breakers Request Limit Size (bytes) Breakers Request Overhead Breakers Request Tripped Filesystem Data Available (bytes) Filesystem Data Free (bytes) Filesystem Data Total (bytes) Filesystem IO Stats Devices Ops Filesystem IO Stats Devices Read (kb) |

Troubleshooting

Additional information may be found from the [Support](#) page.

Flink Data Collector

Cloud Insights uses this data collector to gather metrics from Flink.

Installation

1. From **Admin > Data Collectors**, click **+Data Collector**. Under **Services**, choose Flink.

Select the Operating System or Platform on which the Telegraf agent is installed.

2. If you haven't already installed an Agent for collection, or you wish to install an Agent for a different Operating System or Platform, click *Show Instructions* to expand the [Agent installation](#) instructions.
3. Select the Agent Access Key for use with this data collector. You can add a new Agent Access Key by clicking the **+ Agent Access Key** button. Best practice: Use a different Agent Access Key only when you want to group data collectors, for example, by OS/Platform.
4. Follow the configuration steps to configure the data collector. The instructions vary depending on the type of Operating System or Platform you are using to collect data.



Flink Configuration

Gathers Flink metrics.

What Operating System or Platform Are You Using?

[Need Help?](#)

Windows

Select existing Agent Access Key or create a new one

Default (405fb5ec-d4cb-4404-977b-71fa931e1ad3)

[+ Agent Access Key](#)

*Please ensure that you have a Telegraf Agent in your environment before configuring. [Show Instructions](#)

Follow Configuration Steps

[Need Help?](#)

- 1 Install Jolokia on your Flink JobManager(s) and Flink Task Manager(s). For details refer to the following document.
[Install Jolokia](#)
- 2 Copy the contents below into a new .conf file under the C:\Program Files\telegraf\telegraf.d\ folder. For example, copy the contents to the C:\Program Files\telegraf\telegraf.d\cloudinsights-flink.conf file.

```
## #####  
## JobManager  
## #####  
[[inputs.jolokia2_agent]]  
  ## USER-ACTION: Provide address(es) of flink Job Manager(s), port for jolokia, add one URL  
  ## Example: [[{"url": "http://192.168.1.10:8081"}]]
```
- 3 Replace <INSERT_FLINK_JOBMANAGER_ADDRESS> with the applicable Flink Job Manager address(es). Please specify a real machine address, and refrain from using a loopback address.
- 4 Replace <INSERT_FLINK_TASKMANAGER_ADDRESS> with the applicable Flink Task Manager address(es). Please specify a real machine address, and refrain from using a loopback address.
- 5 Replace <INSERT_JOLOKIA_PORT> with the applicable jolokia port.
- 6 Modify 'Namespace' if needed for server disambiguation (to avoid name clashes).
- 7 Modify 'Cluster' if needed for Flink cluster designation.
- 8 Restart the Telegraf service.

```
Stop-Service -Name telegraf -ErrorAction SilentlyContinue; Start-Service -Name telegraf
```



Setup

A full Flink deployment involves the following components:

JobManager: The Flink primary system. Coordinates a series of TaskManagers. In a High Availability setup, system will have more than one JobManager.

TaskManager: This is where Flink operators are executed.

The Flink plugin is based on the telegraf's Jolokia plugin. As such a requirement to gather info from all Flink components, JMX needs to be configured and exposed via Jolokia on all components.

Compatibility

Configuration was developed against Flink version 1.7.0.

Setting Up

Jolokia Agent Jar

For all individual components, a version the Jolokia agent jar file must be downloaded. The version tested against was [Jolokia agent 1.6.0](#).

Instructions below assume that downloaded jar file (jolokia-jvm-1.6.0-agent.jar) is placed under location '/opt/flink/lib/'.

JobManager

To configure JobManager to expose the Jolokia API, you can setup the following environment variable on your nodes then restart the JobManager:

```
export FLINK_ENV_JAVA_OPTS="-javaagent:/opt/flink/lib/jolokia-jvm-1.6.0-agent.jar=port=8778,host=0.0.0.0"
```

You can choose a different port for Jolokia (8778). If you have an internal IP to lock Jolokia onto you can replace the "catch all" 0.0.0.0 by your own IP. Notice this IP needs to be accessible from the telegraf plugin.

TaskManager

To configure TaskManager(s) to expose the Jolokia API, you can setup the following environment variable on your nodes then restart the TaskManager:

```
export FLINK_ENV_JAVA_OPTS="-javaagent:/opt/flink/lib/jolokia-jvm-1.6.0-agent.jar=port=8778,host=0.0.0.0"
```

You can choose a different port for Jolokia (8778). If you have an internal IP to lock Jolokia onto you can replace the "catch all" 0.0.0.0 by your own IP. Notice this IP needs to be accessible from the telegraf plugin.

Objects and Counters

The following objects and their counters are collected:

| Object: | Identifiers: | Attributes: | Datapoints: |
|--------------------|------------------------------------|--|--|
| Flink Task Manager | Cluster Namespace Server | Node Name Task Manager ID Node IP | Network Available Memory Segments Network Total Memory Segments Garbage Collection PS MarkSweep Count Garbage Collection PS MarkSweep Time Garbage Collection PS Scavenge Count Garbage Collection PS Scavenge Time Heap Memory Committed Heap Memory Init Heap Memory Max Heap Memory Used Thread Count Daemon Thread Count Peak Thread Count Thread Count Total Started |
| Flink Job | Cluster Namespace server Job ID | Node Name Job Name Node IP Last Checkpoint External Path Restarting Time | Downtime Full Restarts Last Checkpoint Alignment Buffered Last Checkpoint Duration Last Checkpoint Size Number of Completed Checkpoints Number of Failed Checkpoints Number of in Progress Checkpoints Number of Checkpoints Uptime |

| Object: | Identifiers: | Attributes: | Datapoints: |
|-------------------|--------------------------------|----------------------|---|
| Flink Job Manager | Cluster Namespace Server | Node Name Node IP | Garbage Collection PS MarkSweep Count Garbage Collection PS MarkSweep Time Garbage Collection PS Scavenge Count Garbage Collection PS Scavenge Time Heap Memory Committed Heap Memory Init Heap Memory Max Heap Memory Used Number Registered Task Managers Number Running Jobs Task Slots Available Task Slots Total Thread Count Daemon Thread Count Peak Thread Count Thread Count Total Started |

| Object: | Identifiers: | Attributes: | Datapoints: |
|----------------|---|---|---|
| Flink Task | Cluster Namespace Job ID Task ID | Server Node Name Job Name Sub Task Index Task Attempt ID Task Attempt Number Task Name Task Manager ID Node IP Current Input Watermark | Buffers In Pool Usage Buffers In Queue Length Buffers Out Pool Usage Buffers Out Queue Length Number Buffers In Local Number Buffers In Local Per Second Count Number Buffers in Local Per Second Rate Number Buffers In Remote Number Buffers In Remote Per Second Count Number Buffers In Remote Per Second Rate Number Buffers Out Number Buffers Out Per Second Count Number Buffers Out Per Second Rate Number Bytes In Local Number Bytes In Local Per Second Count Number Bytes In Local Per Second Rate Number Bytes In Remote Number Bytes In Remote Per Second Count Number Bytes In Remote Per Second Rate Number Bytes Out Number Bytes Out Per Second Count Number Bytes Out Per Second Rate Number Records In Number Records In Per Second Count Number Records In Per Second Rate Number Records Out Number Records Out Per Second Count Number Records Out Per Second Rate |

| Object: | Identifiers: | Attributes: | Datapoints: |
|---------------------|--|---|--|
| Flink Task Operator | Cluster Namespace Job ID Operator ID Task ID | Server Node Name Job Name Operator Name Sub Task Index Task Attempt ID Task Attempt Number Task Name Task Manager ID Node IP | Current Input Watermark Current Output Watermark Number Records In Number Records In Per Second Count Number Records In Per Second Rate Number Records Out Number Records Out Per Second Count Number Records Out Per Second Rate Number Late Records Dropped Assigned Partitions Bytes Consumed Rate Commit Latency Avg Commit Latency Max Commit Rate Commits Failed Commits Succeeded Connection Close Rate Connection Count Connection Creation Rate Count Fetch Latency Avg Fetch Latency Max Fetch Rate Fetch Size Avg Fetch Size Max Fetch Throttle Time Avg Fetch Throttle Time Max Heartbeat Rate Incoming Byte Rate IO Ratio IO Time Avg (ns) IO Wait Ratio IO Wait Time Avg (ns) Join Rate Join Time Avg Last Heartbeat Ago Network IO Rate Outgoing Byte Rate Records Consumed Rate Records Lag Max Records per Request Avg Request Rate Request Size Avg Request Size Max Response Rate Select Rate Sync Rate Sync Time Avg Heartbeat Response Time |

Troubleshooting

Additional information may be found from the [Support](#) page.

Hadoop Data Collector

Cloud Insights uses this data collector to gather metrics from Hadoop.

Installation

1. From **Admin > Data Collectors**, click **+Data Collector**. Under **Services**, choose Hadoop.
Select the Operating System or Platform on which the Telegraf agent is installed.
2. If you haven't already installed an Agent for collection, or you wish to install an Agent for a different Operating System or Platform, click *Show Instructions* to expand the [Agent installation](#) instructions.
3. Select the Agent Access Key for use with this data collector. You can add a new Agent Access Key by clicking the **+ Agent Access Key** button. Best practice: Use a different Agent Access Key only when you want to group data collectors, for example, by OS/Platform.
4. Follow the configuration steps to configure the data collector. The instructions vary depending on the type of Operating System or Platform you are using to collect data.

The screenshot shows the 'Hadoop Configuration' page. At the top, there's a logo for 'hadoop' and a brief description: 'Gathers Hadoop metrics.' Below this, a section titled 'What Operating System or Platform Are You Using?' has a dropdown menu set to 'Ubuntu & Debian'. To the right of the dropdown is a 'Need Help?' link. Another section below asks to 'Select existing Agent Access Key or create a new one', featuring a dropdown menu with 'Default (405fb5ec-d4cb-4404-977b-71fa931e1ad3)' and a blue button labeled '+ Agent Access Key'. A note at the bottom states: '*Please ensure that you have a Telegraf Agent in your environment before configuring' followed by a link to 'Show Instructions'.

Follow Configuration Steps

Need Help?

- 1 Install Jolokia on your Hadoop NameNode, Secondary NameNode, DataNode(s), ResourceManager, NodeManager(s) and JobHistoryServer. For details refer to the following document.
- 2 Copy the contents below into a new .conf file under the /etc/telegraf/telegraf.d/ directory. For example, copy the contents to the /etc/telegraf/telegraf.d/cloudinsights-hadoop.conf file.

```
#####
# NAMENODE      #
#####
[[inputs.jolokia2_agent]]
## USER-ACTION: Provide address(es) of Hadoop NameNode, port for jolokia
##
```
- 3 Replace <INSERT_HADOOP_NAMENODE_ADDRESS> with the applicable Hadoop NameNode address. Please specify a real machine address, and refrain from using a loopback address. Replace corresponding <INSERT_JOLOKIA_PORT> with the NameNode's assigned Jolokia port.
- 4 Replace <INSERT_HADOOP_SECONDARYNAMENODE_ADDRESS> with the applicable Hadoop Secondary NameNode address. Please specify a real machine address, and refrain from using a loopback address. Replace corresponding <INSERT_JOLOKIA_PORT> with the Secondary NameNode's assigned Jolokia port.
- 5 Replace <INSERT_HADOOP_DATANODE_ADDRESS> with the applicable Hadoop DataNode address(es). Please specify a real machine address, and refrain from using a loopback address. Replace corresponding <INSERT_JOLOKIA_PORT> with the DataNode's assigned Jolokia port.
- 6 Replace <INSERT_HADOOP_RESOURCEMANAGER_ADDRESS> with the applicable Hadoop ResourceManager address. Please specify a real machine address, and refrain from using a loopback address. Replace corresponding <INSERT_JOLOKIA_PORT> with the ResourceManager's assigned Jolokia port.
- 7 Replace <INSERT_HADOOP_NODEMANAGER_ADDRESS> with the applicable Hadoop NodeManager address(es). Please specify a real machine address, and refrain from using a loopback address. Replace corresponding <INSERT_JOLOKIA_PORT> with the NodeManager's assigned Jolokia port.
- 8 Replace <INSERT_HADOOP_JOBHISTORYSERVER_ADDRESS> with the applicable Hadoop Job History Server address. Please specify a real machine address, and refrain from using a loopback address. Replace corresponding <INSERT_JOLOKIA_PORT> with the Job History Server's assigned Jolokia port.
- 9 Modify 'Namespace' if needed for server disambiguation (to avoid name clashes).
- 10 Modify 'Cluster' if needed for Hadoop cluster designation.
- 11 Restart the Telegraf service.

```
systemctl restart telegraf
```

Setup

A full Hadoop deployment involves the following components:

- NameNode: The Hadoop Distributed File System (HDFS) primary system. Coordinates a series of DataNodes.

- Secondary NameNode: a warm failover for the main NameNode. In Hadoop the promotion to NameNode does not occur automatically. Secondary NameNode gathers information from NameNode to be ready to be promoted when needed.
- DataNode: Actual owner for data.
- ResourceManager: The compute primary system (Yarn). Coordinates a series of NodeManagers.
- NodeManager: The resource for compute. Actual location for running of applications.
- JobHistoryServer: Responsible for servicing all job history related requests.

The Hadoop plugin is based on the telegraf's Jolokia plugin. As such as a requirement to gather info from all Hadoop components, JMX needs to be configured and exposed via Jolokia on all components.

Compatibility

Configuration was developed against Hadoop version 2.9.2.

Setting Up

Jolokia Agent Jar

For all individual components, a version the Jolokia agent jar file must be downloaded. The version tested against was [Jolokia agent 1.6.0](#).

Instructions below assume that downloaded jar file (jolokia-jvm-1.6.0-agent.jar) is placed under location '/opt/hadoop/lib/'.

NameNode

To configure NameNode to expose the Jolokia API, you can setup the following in <HADOOP_HOME>/etc/hadoop/hadoop-env.sh:

```
export HADOOP_NAMENODE_OPTS="$HADOOP_NAMENODE_OPTS
-javaagent:/opt/hadoop/lib/jolokia-jvm-1.6.0
-agent.jar=port=7800,host=0.0.0.0 -Dcom.sun.management.jmxremote
-Dcom.sun.management.jmxremote.port=8000
-Dcom.sun.management.jmxremote.ssl=false
-Dcom.sun.management.jmxremote.password.file=$HADOOP_HOME/conf/jmxremote.password"
```

You can choose a different port for JMX (8000 above) and Jolokia (7800). If you have an internal IP to lock Jolokia onto you can replace the "catch all" 0.0.0.0 by your own IP. Notice this IP needs to be accessible from the telegraf plugin. You can use the option '-Dcom.sun.management.jmxremote.authenticate=false' if you don't want to authenticate. Use at your own risk.

Secondary NameNode

To configure the Secondary NameNode to expose the Jolokia API, you can setup the following in <HADOOP_HOME>/etc/hadoop/hadoop-env.sh:

```
export HADOOP_SECONDARYNAMENODE_OPTS="$HADOOP_SECONDARYNAMENODE_OPTS  
-javaagent:/opt/hadoop/lib/jolokia-jvm-1.6.0  
-agent.jar=port=7802,host=0.0.0.0 -Dcom.sun.management.jmxremote  
-Dcom.sun.management.jmxremote.port=8002  
-Dcom.sun.management.jmxremote.ssl=false  
-Dcom.sun.management.jmxremote.password.file=$HADOOP_HOME/conf/jmxremote.p  
assword"
```

You can choose a different port for JMX (8002 above) and Jolokia (7802). If you have an internal IP to lock Jolokia onto you can replace the "catch all" 0.0.0.0 by your own IP. Notice this IP needs to be accessible from the telegraf plugin. You can use the option '
-Dcom.sun.management.jmxremote.authenticate=false' if you don't want to authenticate. Use at your own risk.

DataNode

To configure the DataNodes to expose the Jolokia API, you can setup the following in <HADOOP_HOME>/etc/hadoop/hadoop-env.sh:

```
export HADOOP_DATANODE_OPTS="$HADOOP_DATANODE_OPTS  
-javaagent:/opt/hadoop/lib/jolokia-jvm-1.6.0  
-agent.jar=port=7801,host=0.0.0.0 -Dcom.sun.management.jmxremote  
-Dcom.sun.management.jmxremote.port=8001  
-Dcom.sun.management.jmxremote.ssl=false  
-Dcom.sun.management.jmxremote.password.file=$HADOOP_HOME/conf/jmxremote.p  
assword"
```

You can choose a different port for JMX (8001 above) and Jolokia (7801). If you have an internal IP to lock Jolokia onto you can replace the "catch all" 0.0.0.0 by your own IP. Notice this IP needs to be accessible from the telegraf plugin. You can use the option '
-Dcom.sun.management.jmxremote.authenticate=false' if you don't want to authenticate. Use at your own risk.

ResourceManager

To configure the ResourceManager to expose the Jolokia API, you can setup the following in <HADOOP_HOME>/etc/hadoop/hadoop-env.sh:

```
export YARN_RESOURCEMANAGER_OPTS="$YARN_RESOURCEMANAGER_OPTS  
-javaagent:/opt/hadoop/lib/jolokia-jvm-1.6.0  
-agent.jar=port=7803,host=0.0.0.0 -Dcom.sun.management.jmxremote  
-Dcom.sun.management.jmxremote.port=8003  
-Dcom.sun.management.jmxremote.ssl=false  
-Dcom.sun.management.jmxremote.password.file=$HADOOP_HOME/conf/jmxremote.p  
assword"
```

You can choose a different port for JMX (8003 above) and Jolokia (7803). If you have an internal IP to lock Jolokia onto you can replace the "catch all" 0.0.0.0 by your own IP. Notice this IP needs to be accessible from the telegraf plugin. You can use the option '
-Dcom.sun.management.jmxremote.authenticate=false' if you don't want to authenticate. Use at your own risk.

NodeManager

To configure the NodeManagers to expose the Jolokia API, you can setup the following in <HADOOP_HOME>/etc/hadoop/hadoop-env.sh:

```
export YARN_NODEMANAGER_OPTS="$YARN_NODEMANAGER_OPTS  
-javaagent:/opt/hadoop/lib/jolokia-jvm-1.6.0  
-agent.jar=port=7804,host=0.0.0.0 -Dcom.sun.management.jmxremote  
-Dcom.sun.management.jmxremote.port=8004  
-Dcom.sun.management.jmxremote.ssl=false  
-Dcom.sun.management.jmxremote.password.file=$HADOOP_HOME/conf/jmxremote.p  
assword"
```

You can choose a different port for JMX (8004 above) and Jolokia (7804). If you have an internal IP to lock Jolokia onto you can replace the "catch all" 0.0.0.0 by your own IP. Notice this IP needs to be accessible from the telegraf plugin. You can use the option '
-Dcom.sun.management.jmxremote.authenticate=false' if you don't want to authenticate. Use at your own risk.

JobHistoryServer

To configure the JobHistoryServer to expose the Jolokia API, you can setup the following in <HADOOP_HOME>/etc/hadoop/hadoop-env.sh:

```

export HADOOP_JOB_HISTORYSERVER_OPTS="$HADOOP_JOB_HISTORYSERVER_OPTS
-javaagent:/opt/hadoop/lib/jolokia-jvm-1.6.0
-agent.jar=port=7805,host=0.0.0.0 -Dcom.sun.management.jmxremote
-Dcom.sun.management.jmxremote.port=8005
-Dcom.sun.management.jmxremote.password.file=$HADOOP_HOME/conf/jmxremote.p
assword"

```

You can choose a different port for JMX (8005 above) and Jolokia (7805). If you have an internal IP to lock Jolokia onto you can replace the "catch all" 0.0.0.0 by your own IP. Notice this IP needs to be accessible from the telegraf plugin. You can use the option '`-Dcom.sun.management.jmxremote.authenticate=false`' if you don't want to authenticate. Use at your own risk.

Objects and Counters

The following objects and their counters are collected:

| Object: | Identifiers: | Attributes: | Datapoints: |
|---------------------------|--------------------------|---|--|
| Hadoop Secondary NameNode | Cluster Namespace Server | Node Name Node IP Compile Info Version | GC Count GC Copies Count GC Marks Sweep Compact Count GC Number Info Threshold Exceeded GC Number Warning Threshold Exceeded GC Time GC Copy Time GC Marks Sweep Compact Time GC Total Extra Sleep Time Logs Error Count Logs Fatal Count Logs Info Count Logs Warn Count Memory Heap Committed Memory Heap Max Memory Heap Used Memory Max Memory Non Heap Committed Memory Non Heap Max Memory Non Heap Used Threads Blocked Threads New Threads Runnable Threads Terminated Threads Timed Waiting Threads Waiting |

| Object: | Identifiers: | Attributes: | Datapoints: |
|--------------------|--------------------------|----------------------|--|
| Hadoop NodeManager | Cluster Namespace Server | Node Name Node IP | Containers Allocated Memory Allocate Memory Allocated Oportunistic Virtual Cores Allocated Oportunistic Virtual Cores Allocated Memory Available Virtual Cores Available Directories Bad Local Directories Bad Log Cache Size Before Clean Container Launch Duration Avg Time Container Launch Duration Number Of Operations Containers Completed Containers Failed Containers Inititing Containers Killed Containers Launched Containers Reiniting Containers Rolled Back on Failure Containers Running Disk Utilization Good Local Directories Disk Utilization Good Log Directories Bytes Deleted Private Bytes Deleted Public Containers Running Opportunistic Bytes Deleted Total Shuffle Connections Shuffle Output Bytes Shuffle Outputs Failed Shuffle Outputs Ok GC Count GC Copies Count GC Marks Sweep Compact Count GC Number Info Threshold Exceeded GC Number Warning Threshold Exceeded GC Time GC Copy Time GC Marks Sweep Compact Time GC Total Extra Sleep Time Logs Error Count Logs Fatal Count |

| Object: | Identifiers: | Attributes: | Datapoints: |
|------------------------|--------------------------|----------------------|---|
| Hadoop ResourceManager | Cluster Namespace Server | Node Name Node IP | ApplicationMaster Launch Delay Avg ApplicationMaster Launch Delay Number ApplicationMaster Register Delay Avg ApplicationMaster Register Delay Number NodeManager Active Number NodeManager Decommissioned Number NodeManager Decommissioning Number NodeManager Lost Number NodeManager Rebooted Number NodeManager Shutdown Number NodeManager Healthy Number NodeManager Memory Limit NodeManager Virtual Cores Limit Used Capacity Active Applications Active Users Aggregate Containers Allocated Aggregate Containers Preempted Aggregate Containers Released Aggregate Memory Seconds Preempted Aggregate Node Local Containers Allocated Aggregate Off Switch Containers Allocated Aggregate Ack Local Containers Allocated Aggregate Virtual Cores Seconds Preempted Containers Allocated Memory Allocated Virtual Cores Allocated Application Attempt First Container Allocation Delay Avg Time Application Attempt First Container Allocation Delay Number |

| Object: | Identifiers: | Attributes: | Datapoints: |
|-----------------|--------------------------------|---|--|
| Hadoop DataNode | Cluster Namespace Server | Node Name Node IP Cluster ID Version | Transceiver Count Transmits in Progress Cache Capacity Cache Used Capacity DFS Used Estimated Capacity Lost Total Last Volume Failure Rate Blocks Number Cached Blocks Number Failed to Cache Blocks Number Failed to Uncache Volumes Number Failed Capacity Remaining GC Count GC Copies Count GC Marks Sweep Compact Count GC Number Info Threshold Exceeded GC Number Warning Threshold Exceeded GC Time GC Copy Time GC Marks Sweep Compact Time GC Total Extra Sleep Time Logs Error Count Logs Fatal Count Logs Info Count Logs Warn Count Memory Heap Committed Memory Heap Max Memory Heap Used Memory Max Memory Non Heap Committed Memory Non Heap Max Memory Non Heap Used Threads Blocked Threads New Threads Runnable Threads Terminated Threads Timed Waiting Threads Waiting |

| Object: | Identifiers: | Attributes: | Datapoints: |
|-----------------|--------------------------------|--|---|
| Hadoop NameNode | Cluster Namespace Server | Node Name Node IP Transaction ID Last Written Time Since Last Loaded Edits HA State File System State Block Pool ID Cluster ID Compile Info Distinct Version Count Version | Block Capacity Blocks Total Capacity Total Capacity Used Capacity Used Non DFS Blocks Corrupt Estimated Capacity Lost Total Blocks Excess Heartbeats Expired Files Total File System Lock Queue Length Blocks Missing Replication with Factor One Clients Active Data Nodes Dead Data Nodes Decommissioning Dead Data Nodes Decommissioning Live Data Nodes Decommissioning Encryption Zones Number Data Nodes Entering Maintenance Files Under Construction Data Nodes Dead in Maintenance Data Nodes Live in Maintenance Data Nodes Live Storages Stale Replication Pending Timeouts Data Node Message Pending Blocks Pending Deletion Blocks Pending Replication Blocks Misreplicated Postponed Blocks Scheduled Replication Snapshots Snapshottable Directories Data Nodes Stale Files Total Load Total Sync Count Total Transactions Since Last Checkpoint |

| Object: | Identifiers: | Attributes: | Datapoints: |
|-------------------------|--------------------------------|----------------------|--|
| Hadoop JobHistoryServer | Cluster Namespace Server | Node Name Node IP | GC Count GC Copies Count GC Marks Sweep Compact Count GC Number Info Threshold Exceeded GC Number Warning Threshold Exceeded GC Time GC Copy Time GC Marks Sweep Compact Time GC Total Extra Sleep Time Logs Error Count Logs Fatal Count Logs Info Count Logs Warn Count Memory Heap Committed Memory Heap Max Memory Heap Used Memory Max Memory Non Heap Committed Memory Non Heap Max Memory Non Heap Used Threads Blocked Threads New Threads Runnable Threads Terminated Threads Timed Waiting Threads Waiting |

Troubleshooting

Additional information may be found from the [Support](#) page.

HAProxy Data Collector

Cloud Insights uses this data collector to gather metrics from HAProxy.

Installation

- From **Admin > Data Collectors**, click **+Data Collector**. Under **Services**, choose HAProxy.

Select the Operating System or Platform on which the Telegraf agent is installed.

- If you haven't already installed an Agent for collection, or you wish to install an Agent for a different Operating System or Platform, click *Show Instructions* to expand the [Agent installation](#) instructions.
- Select the Agent Access Key for use with this data collector. You can add a new Agent Access Key by clicking the **+ Agent Access Key** button. Best practice: Use a different Agent Access Key only when you want to group data collectors, for example, by OS/Platform.

4. Follow the configuration steps to configure the data collector. The instructions vary depending on the type of Operating System or Platform you are using to collect data.



HAProxy Configuration

Gathers HAProxy metrics.

What Operating System or Platform Are You Using?

Ubuntu & Debian

Select existing Agent Access Key or create a new one

Default (405fb5ec-d4cb-4404-977b-71fa931e1ad3) [+ Agent Access Key](#)

*Please ensure that you have a Telegraf Agent in your environment before configuring [Show Instructions](#)

Follow Configuration Steps

1 Ensure that the HAProxy system you're going to gather metrics on has 'stats enable' option. For details refer to the following document.

2 Copy the contents below into a new .conf file under the /etc/telegraf/telegraf.d/ directory. For example, copy the contents to the /etc/telegraf/telegraf.d/cloudinsights-haproxy.conf file.

```
# Read metrics of HAProxy, via socket or HTTP stats page
[[inputs.haproxy]]
  ## An array of address to gather stats about. Specify an ip or hostname
  ## with optional port, ie localhost, 10.10.3.33:1936, etc.
  ## Make sure you specify the complete path to the stats endpoint
  ## e.g. stats.socket or stats.http://localhost:1936/stats
```

3 Replace <INSERT_HAPROXY_ADDRESS> with the applicable HAProxy server address. Please specify a real machine address, and refrain from using a loopback address.

4 Replace <INSERT_HAPROXY_PORT> with the applicable HAProxy server port.

5 Modify the 'haproxy?stats' path in accordance to the HAProxy server configuration.

6 Modify 'username' and 'password' in accordance to the HAProxy server configuration (if credentials are required).

7 Modify 'Namespace' if needed for server disambiguation (to avoid name clashes).

8 Restart the Telegraf service.

```
systemctl restart telegraf
```

Setup

Telegraf's plugin for HAProxy relies on HAProxy Stats enablement. This is a configuration built into HAProxy but it is not enabled out of the box. When enabled, HAProxy will expose an HTML endpoint that can be viewed on your browser or scraped for extraction of status of all HAProxy configurations.

Compatibility:

Configuration was developed against HAProxy version 1.9.4.

Setting Up:

To enable stats, edit your haproxy configuration file and add the the following lines after the 'defaults' section, using your own user/password and/or haproxy URL:

```
stats enable
stats auth myuser:mypassword
stats uri /haproxy?stats
```

The following is a simplified example configuration file with stats enabled:

```

global
  daemon
  maxconn 256

defaults
  mode http
  stats enable
  stats uri /haproxy?stats
  stats auth myuser:mypassword
  timeout connect 5000ms
  timeout client 50000ms
  timeout server 50000ms

frontend http-in
  bind *:80
  default_backend servers

frontend http-in9080
  bind *:9080
  default_backend servers_2

backend servers
  server server1 10.128.0.55:8080 check ssl verify none
  server server2 10.128.0.56:8080 check ssl verify none

backend servers_2
  server server3 10.128.0.57:8080 check ssl verify none
  server server4 10.128.0.58:8080 check ssl verify none

```

For complete and up to date instructions, see the [HAProxy documentation](#).

Objects and Counters

The following objects and their counters are collected:

| Object: | Identifiers: | Attributes: | Datapoints: |
|------------------|-------------------------------|--|--|
| HAProxy Frontend | Namespace Address Proxy | Node IP Node Name Proxy ID Mode Process id Sessions Rate Limit Server id Sessions Limit Status | Bytes In Bytes Out Cache Hits Cache Lookups Compression Bytes Bypassed Compression Bytes In Compression Bytes Out Compression Responses Connection Rate Connection Rate Max Connections Total Requests Denied by Connection Rule Requests Denied by Security Concerns Responses Denied by Security Concerns Requests Denied by Session Rule Requests Errors Responses 1xx Responses 2xx Responses 3xx Responses 4xx Responses 5xx Responses Other Requests Intercepted Sessions Rate Sessions Rate Max Requests Rate Requests Rate Max Requests Total Sessions Sessions Max Sessions Total Requests Rewrites |

| Object: | Identifiers: | Attributes: | Datapoints: |
|----------------|--------------------------------|--|---|
| HAProxy Server | Namespace Address Proxy Server | Node IP Node Name Check Time to Finish Check Fall Configuration Check Health Value Check Rise Configuration Check Status Proxy ID Last Change Time Last Session Time Mode Process id Server id Status Weight | Active Servers Backup Servers Bytes In Bytes Out Check Downs Check Fails Client Aborts Connections Connection Average Time Downtime Total Denied Responses Connection Errors Response Errors Responses 1xx Responses 2xx Responses 3xx Responses 4xx Responses 5xx Responses Other Server Selected Total Queue Current Queue Max Queue Average Time Sessions per Second Sessions per Second Max Connection Reuse Response Time Average Sessions Sessions Max Server Transfer Aborts Sessions Total Sessions Total Time Average Requests Redispatches Requests Retries Requests Rewrites |

| Object: | Identifiers: | Attributes: | Datapoints: |
|-----------------|-------------------------------|--|--|
| HAProxy Backend | Namespace Address Proxy | Node IP Node Name Proxy ID Last Change Time Last Session Time Mode Process id Server id Sessions Limit Status Weight | Active Servers Backup Servers Bytes In Bytes Out Cache Hits Cache Lookups Check Downs Client Aborts Compression Bytes Bypassed Compression Bytes In Compression Bytes Out Compression Responses Connections Connection Average Time Downtime Total Requests Denied by Security Concerns Responses Denied by Security Concerns Connection Errors Response Errors Responses 1xx Responses 2xx Responses 3xx Responses 4xx Responses 5xx Responses Other Server Selected Total Queue Current Queue Max Queue Average Time Sessions per Second Sessions per Second Max Requests Total Connection Reuse Response Time Average Sessions Sessions Max Server Transfer Aborts Sessions Total Sessions Total Time Average Requests Redispatches Requests Retries Requests Rewrites |

Troubleshooting

Additional information may be found from the [Support](#) page.

JVM Data Collector

Cloud Insights uses this data collector to gather metrics from JVM.

Installation

1. From **Admin > Data Collectors**, click **+Data Collector**. Under **Services**, choose JVM.
Select the Operating System or Platform on which the Telegraf agent is installed.
2. If you haven't already installed an Agent for collection, or you wish to install an Agent for a different Operating System or Platform, click *Show Instructions* to expand the **Agent installation** instructions.
3. Select the Agent Access Key for use with this data collector. You can add a new Agent Access Key by clicking the **+ Agent Access Key** button. Best practice: Use a different Agent Access Key only when you want to group data collectors, for example, by OS/Platform.
4. Follow the configuration steps to configure the data collector. The instructions vary depending on the type of Operating System or Platform you are using to collect data.



Java Configuration

Gathers JVM metrics.

What Operating System or Platform Are You Using?

[Need Help?](#)

RHEL & CentOS



Select existing Agent Access Key or create a new one

Default (405fb5ec-d4cb-4404-977b-71fa931e1ad3)



[+ Agent Access Key](#)

*Please ensure that you have a Telegraf Agent in your environment before configuring. [Show Instructions](#)

Follow Configuration Steps

[Need Help?](#)

- 1 Install Jolokia on your JVMs. For details refer to the following document.
- 2 Copy the contents below into a new .conf file under the /etc/telegraf/telegraf.d/ directory. For example, copy the contents to the /etc/telegraf/telegraf.d/cloudinsights-jvm.conf file.

```
# Read JMX metrics through Jolokia
[[inputs.jolokia2_agent]]
  # USER-ACTION: Provide address(es) of JVM, port for jolokia, add one URL for each JVM in
  # your cluster
  # Please specify actual machine IP address, and refrain from using a loopback address (i.e.
  # 127.0.0.1)
```



- 3 Replace <INSERT_JVM_ADDRESS> with the applicable JVM address. Please specify a real machine address, and refrain from using a loopback address.
- 4 Replace <INSERT_JOLOKIA_PORT> with the applicable JVM jolokia port.
- 5 Modify 'Namespace' if needed for server disambiguation (to avoid name clashes).
- 6 Restart the Telegraf service.

```
systemctl restart telegraf
```



Setup

Information may be found in [JVM documentation](#).

Objects and Counters

The following objects and their counters are collected:

| Object: | Identifiers: | Attributes: | Datapoints: |
|---------|------------------|--|--|
| JVM | Namespace JVM | OS Architecture OS Name OS Version Runtime Specification Runtime Specification Vendor Runtime Specification Version Uptime Runtime VM Name Runtime VM Vendor Runtime VM Version Node Name Node IP | Class Loaded Class Loaded Total Class Unloaded Memory Heap Committed Memory Heap Init Memory Heap Used Max Memory Heap Used Memory Non Heap Committed Memory Non Heap Init Memory Non Heap Max Memory Non Heap Used Memory Objects Pending Finalization OS Processors Available OS Committed Virtual Memory Size OS Free Physical Memory Size OS Free Swap Space Size OS Max File Descriptor Count OS Open File Descriptors Count OS Processor CPU Load OS Processor CPU Time OS System CPU Load OS System Load Average OS Total Physical Memory Size OS Total Swap Space Size Thread Daemon Count Thread Peak Count Thread Count Thread Total Started Count Garbage Collector Copy Collection Count Garbage Collector Copy Collection Time Garbage Collector Mark- sweep Collection Count Garbage Collector Mark- sweep Collection Time Garbage Collector G1 Old Generation Collection Count Garbage Collector G1 Old Generation Collection Time Garbage Collector G1 Young Generation |

Troubleshooting

Additional information may be found from the [Support](#) page.

Kafka Data Collector

Cloud Insights uses this data collector to gather metrics from Kafka.

Installation

1. From **Admin > Data Collectors**, click **+Data Collector**. Under **Services**, choose Kafka.

Select the Operating System or Platform on which the Telegraf agent is installed.

2. If you haven't already installed an Agent for collection, or you wish to install an Agent for a different Operating System or Platform, click *Show Instructions* to expand the [Agent installation](#) instructions.
3. Select the Agent Access Key for use with this data collector. You can add a new Agent Access Key by clicking the **+ Agent Access Key** button. Best practice: Use a different Agent Access Key only when you want to group data collectors, for example, by OS/Platform.
4. Follow the configuration steps to configure the data collector. The instructions vary depending on the type of Operating System or Platform you are using to collect data.



Kafka Configuration

Gathers Kafka metrics.

What Operating System or Platform Are You Using?

[Need Help?](#)

Windows



Select existing Agent Access Key or create a new one

Default (405fb5ec-d4cb-4404-977b-71fa931e1ad3)



+ Agent Access Key

*Please ensure that you have a Telegraf Agent in your environment before configuring. [Show Instructions](#)

Follow Configuration Steps

[Need Help?](#)

- 1 Install Jolokia on your Kafka brokers. For details refer to the following document.
[Install Jolokia](#)
- 2 Copy the contents below into a new .conf file under the C:\Program Files\telegraf\telegraf.d\ folder. For example, copy the contents to the C:\Program Files\telegraf\telegraf.d\cloudinsights-kafka.conf file.

```
# Read JMX metrics through Jolokia
[[inputs.jolokia2_agent]]
  ## USER-ACTION: Provide address(es) of kafka broker(s), port for jolokia, add one URL for
  each broker in your cluster
  ## Please specify actual machine IP address, and refrain from using a loopback address (i.e.
  #>127.0.0.1:8080
```

- 3 Replace <INSERT_KAFKA_BROKER_ADDRESS> with the applicable Kafka broker address. Please specify a real machine address, and refrain from using a loopback address.
- 4 Replace <INSERT_JOLOKIA_PORT> with the applicable Kafka broker jolokia port.
- 5 Modify 'Namespace' if needed for server disambiguation (to avoid name clashes).
- 6 Modify 'Cluster' if needed for Kafka cluster designation.
- 7 Restart the Telegraf service.

```
Stop-Service -Name telegraf -ErrorAction SilentlyContinue; Start-Service -Name telegraf
```



Setup

The Kafka plugin is based on the telegraf's Jolokia plugin. As such as a requirement to gather info from all Kafka brokers, JMX needs to be configured and exposed via Jolokia on all components.

Compatibility

Configuration was developed against Kafka version 0.11.0.2.

Setting up

All the instructions below assume your install location for kafka is '/opt/kafka'. You can adapt instructions below to reflect your install location.

Jolokia Agent Jar

A version the Jolokia agent jar file must be [downloaded](#). The version tested against was Jolokia agent 1.6.0.

Instructions below assume that the downloaded jar file (jolokia-jvm-1.6.0-agent.jar) is placed under the location '/opt/kafka/libs/'.

Kafka Brokers

To configure Kafka Brokers to expose the Jolokia API, you can add the following in <KAFKA_HOME>/bin/kafka-server-start.sh, just before the 'kafka-run-class.sh' call:

```
export JMX_PORT=9999
export RMI_HOSTNAME=`hostname -I`
export KAFKA_JMX_OPTS="-javaagent:/opt/kafka/libs/jolokia-jvm-1.6.0-
agent.jar=port=8778,host=0.0.0.0
-Dcom.sun.management.jmxremote.password.file=/opt/kafka/config/jmxremote.p
assword -Dcom.sun.management.jmxremote.ssl=false
-Djava.rmi.server.hostname=$RMI_HOSTNAME
-Dcom.sun.management.jmxremote.rmi.port=$JMX_PORT"
```

Note that example above is using 'hostname -I' to setup the 'RMI_HOSTNAME' environment variable. In multiple IP machines, this will need to be tweaked to gather the IP you care about for RMI connections.

You can choose a different port for JMX (9999 above) and Jolokia (8778). If you have an internal IP to lock Jolokia onto you can replace the "catch all" 0.0.0.0 by your own IP. Notice this IP needs to be accessible from the telegraf plugin. You can use the option '-Dcom.sun.management.jmxremote.authenticate=false' if you don't want to authenticate. Use at your own risk.

Objects and Counters

The following objects and their counters are collected:

| Object: | Identifiers: | Attributes: | Datapoints: |
|--------------|--------------------------------|----------------------|---|
| Kafka Broker | Cluster Namespace Broker | Node Name Node IP | Replica Manager Fetcher Max Lag Zookeeper Client Connections Zookeeper Client Connections (15m rate) Zookeeper Client Connections (5m rate) Zookeeper Client Connections (mean rate) Zookeeper Client Connections (1m rate) Replica Manager Partition Count Thread Count Daemon Thread Count Peak Thread Count Current Thread Count Total Started Offline Partitions Produce Requests Total Time (50th Percentile) Produce Requests Total Time (75th Percentile) Produce Requests Total Time (95th Percentile) Produce Requests Total Time (98 Percentile) Produce Requests Total Time (999th Percentile) Produce Requests Total Time (99th Percentile) Produce Requests Total Time Produce Requests Total Time Max Produce Requests Total Time Mean Produce Requests Total Time Min Produce Requests Total Time Stddev Replica Manager ISR Shrinks Replica Manager ISR Shrinks (15m rate) Replica Manager ISR Shrinks (5m rate) Replica Manager ISR Shrinks (mean rate) Replica Manager ISR Shrinks (1m rate) Request Handler Avg Idle Request Handler Avg Idle |

Troubleshooting

Additional information may be found from the [Support](#) page.

Kibana Data Collector

Cloud Insights uses this data collector to gather metrics from Kibana.

Installation

1. From **Admin > Data Collectors**, click **+Data Collector**. Under **Services**, choose Kibana.
Select the Operating System or Platform on which the Telegraf agent is installed.
2. If you haven't already installed an Agent for collection, or you wish to install an Agent for a different Operating System or Platform, click *Show Instructions* to expand the [Agent installation](#) instructions.
3. Select the Agent Access Key for use with this data collector. You can add a new Agent Access Key by clicking the **+ Agent Access Key** button. Best practice: Use a different Agent Access Key only when you want to group data collectors, for example, by OS/Platform.
4. Follow the configuration steps to configure the data collector. The instructions vary depending on the type of Operating System or Platform you are using to collect data.



Kibana Configuration

Gathers Kibana metrics.

What Operating System or Platform Are You Using?

[Need Help?](#)

Ubuntu & Debian



Select existing Agent Access Key or create a new one

Default (405fb5ec-d4cb-4404-977b-71fa931e1ad3)



[+ Agent Access Key](#)

*Please ensure that you have a Telegraf Agent in your environment before configuring. [Show Instructions](#)

Follow Configuration Steps

[Need Help?](#)

- 1 Copy the contents below into a new .conf file under the /etc/telegraf/telegraf.d/ directory. For example, copy the contents to the /etc/telegraf/telegraf.d/cloudinsights-kibana.conf file.

```
[[inputs.kibana]]  
## specify a list of one or more Kibana servers  
## USER-ACTION: Provide address of kibana server(s), port(s) for kibana server  
## Please specify actual machine IP address, and refrain from using a loopback address (i.e.  
localhost or 127.0.0.1).  
##
```



- 2 Replace <INSERT_KIBANA_ADDRESS> with the applicable Kibana server address. Please specify a real machine address, and refrain from using a loopback address.

- 3 Replace <INSERT_KIBANA_PORT> with the applicable Kibana server port.

- 4 Replace 'username' and 'pa\$\$word' with the applicable Kibana server authentication credentials as needed, and uncomment the lines.

- 5 Modify 'Namespace' if needed for server disambiguation (to avoid name clashes).

- 6 Restart the Telegraf service.

```
systemctl restart telegraf
```



Setup

Information may be found in the [Kibana documentation](#).

Objects and Counters

The following objects and their counters are collected:

| Object: | Identifiers: | Attributes: | Datapoints: |
|---------|-------------------|---|--|
| Kibana | Namespace Address | Node IP Node Name Version Status | Concurrent Connections Heap Max Heap Used Requests per Second Response Time Average Response Time Max Uptime |

Troubleshooting

Additional information may be found from the [Support](#) page.

Memcached Data Collector

Cloud Insights uses this data collector to gather metrics from Memcached.

Installation

1. From **Admin > Data Collectors**, click **+Data Collector**. Under **Services**, choose Memcached.
Select the Operating System or Platform on which the Telegraf agent is installed.
2. If you haven't already installed an Agent for collection, or you wish to install an Agent for a different Operating System or Platform, click *Show Instructions* to expand the [Agent installation](#) instructions.
3. Select the Agent Access Key for use with this data collector. You can add a new Agent Access Key by clicking the **+ Agent Access Key** button. Best practice: Use a different Agent Access Key only when you want to group data collectors, for example, by OS/Platform.
4. Follow the configuration steps to configure the data collector. The instructions vary depending on the type of Operating System or Platform you are using to collect data.



Memcached Configuration

Gathers Memcached metrics.

What Operating System or Platform Are You Using?

[Need Help?](#)

Windows



Select existing Agent Access Key or create a new one

Default (405fb5ec-d4cb-4404-977b-71fa931e1ad3)



[+ Agent Access Key](#)

*Please ensure that you have a Telegraf Agent in your environment before configuring. [Show Instructions](#)

Follow Configuration Steps

[Need Help?](#)

- 1 Copy the contents below into a new .conf file under the C:\Program Files\telegraf\telegraf.d\ folder. For example, copy the contents to the C:\Program Files\telegraf\telegraf.d\cloudinsights-memcached.conf file.

```
[[inputs.memcached]]  
## USER-ACTION: Provide comma-separated list of Memcached IP(s) and port(s).  
## Please specify actual machine IP address, and refrain from using a loopback address  
(i.e. localhost or 127.0.0.1).  
## When configuring with multiple Memcached servers, enter them in the format ["server1"  
" " " " ]
```



- 2 Replace <INSERT_MEMCACHED_ADDRESS> with the applicable Memcached server address. Please specify a real machine address, and refrain from using a loopback address.

- 3 Replace <INSERT_MEMCACHED_PORT> with the applicable Memcached server port.

- 4 Restart the Telegraf service.

```
Stop-Service -Name telegraf -ErrorAction SilentlyContinue; Start-Service -Name telegraf
```



Setup

Information may be found in the [Memcached wiki](#).

Objects and Counters

The following objects and their counters are collected:

| Object: | Identifiers: | Attributes: | Datapoints: |
|-----------|------------------|----------------------|---|
| Memcached | Namespace Server | Node IP Node Name | Accepting Connections Handled Authentication Requests Failed Authentications Bytes Used Bytes Read (per sec) Bytes Written (per sec) CAS Badval CAS Hits CAS Misses Flush Reqs (per sec) Get Reqs (per sec) Set Reqs (per sec) Touch Reqs (per sec) Connection Yields (per sec) Connection Structures Open Connections Current Stored Items Decr Requests Hits (per sec) Decr Requests Misses (per sec) Delete Requests Hits (per sec) Delete Requests Misses (per sec) Items Evicted Valid Evictions Expired Items Get Hits (per sec) Get Misses (per sec) Used Hash Bytes Hash Is Expanding Hash Power Level Incr Requests Hits (per sec) Incr Requests Misses (per sec) Server Max Bytes Listen Disabled Num Reclaimed Worker Threads Count Total Opened Connections Total Items Stored Touch Hits Touch Misses Server Uptime |

Troubleshooting

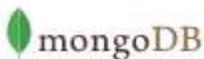
Additional information may be found from the [Support](#) page.

MongoDB Data Collector

Cloud Insights uses this data collector to gather metrics from MongoDB.

Installation

1. From **Admin > Data Collectors**, click **+Data Collector**. Under **Services**, choose MongoDB.
Select the Operating System or Platform on which the Telegraf agent is installed.
2. If you haven't already installed an Agent for collection, or you wish to install an Agent for a different Operating System or Platform, click *Show Instructions* to expand the **Agent installation** instructions.
3. Select the Agent Access Key for use with this data collector. You can add a new Agent Access Key by clicking the **+ Agent Access Key** button. Best practice: Use a different Agent Access Key only when you want to group data collectors, for example, by OS/Platform.
4. Follow the configuration steps to configure the data collector. The instructions vary depending on the type of Operating System or Platform you are using to collect data.



MongoDB Configuration

Gathers MongoDB metrics.

What Operating System or Platform Are You Using?

[Need Help?](#)

RHEL & CentOS

Select existing Agent Access Key or create a new one

Default (405fb5ec-d4cb-4404-977b-71fa931e1ad3)

[+ Agent Access Key](#)

*Please ensure that you have a Telegraf Agent in your environment before configuring. [Show Instructions](#)

Follow Configuration Steps

[Need Help?](#)

- 1 Open mongod.conf. Locate the line beginning with "bindIp", and append the address of the node on which the Telegraf agent resides. After saving the change, restart the MongoDB server.
- 2 Copy the contents below into a new .conf file under the /etc/telegraf/telegraf.d/ directory. For example, copy the contents to the /etc/telegraf/telegraf.d/cloudinsights-mongodb.conf file.

```
[[inputs.mongodb]]  
  ## An array of URLs of the form:  
  ##   "mongodb://" [user ":" pass "@" host [ ":" port]  
  ## For example:  
  ##   mongodb://user:auth_key@10.10.3.38:27017,  
  ##   ...  
  ##   ...
```

- 3 Replace <INSERT_MONGODB_ADDRESS> with the applicable MongoDB server address. Please specify a real machine address, and refrain from using a loopback address.
- 4 Replace <INSERT_MONGODB_PORT> with the applicable MongoDB port.
- 5 Restart the Telegraf service.

```
systemctl restart telegraf
```

Setup

Information may be found in the [MongoDB documentation](#).

Objects and Counters

The following objects and their counters are collected:

| Object: | Identifiers: | Attributes: | Datapoints: |
|------------------|--|-------------|-------------|
| MongoDB | Namespace Hostname | | |
| MongoDB Database | Namespace Hostname Database name | | |

Troubleshooting

Information may be found from the [Support](#) page.

MySQL Data Collector

Cloud Insights uses this data collector to gather metrics from MySQL.

Installation

1. From **Admin > Data Collectors**, click **+Data Collector**. Under **Services**, choose MySQL.
Select the Operating System or Platform on which the Telegraf agent is installed.
2. If you haven't already installed an Agent for collection, or you wish to install an Agent for a different Operating System or Platform, click *Show Instructions* to expand the [Agent installation](#) instructions.
3. Select the Agent Access Key for use with this data collector. You can add a new Agent Access Key by clicking the **+ Agent Access Key** button. Best practice: Use a different Agent Access Key only when you want to group data collectors, for example, by OS/Platform.
4. Follow the configuration steps to configure the data collector. The instructions vary depending on the type of Operating System or Platform you are using to collect data.



MySQL Configuration

Gathers MySQL metrics.

What Operating System or Platform Are You Using?

[Need Help?](#)

Windows



Select existing Agent Access Key or create a new one

Default (405fb5ec-d4cb-4404-977b-71fa931e1ad3)



Agent Access Key

*Please ensure that you have a Telegraf Agent in your environment before configuring. [Show Instructions](#)

Follow Configuration Steps

[Need Help?](#)

- 1 Copy the contents below into a new .conf file under the C:\Program Files\telegraf\telegraf.d\ folder. For example, copy the contents to the C:\Program Files\telegraf\telegraf.d\cloudinsights-mysql.conf file.

```
[[inputs.mysql]]  
## USER-ACTION: Provide comma-separated list of MySQL credentials, IP(s), and port(s)  
## e.g. servers = ["user:passwd@tcp(127.0.0.1:3306)/?tls=false"]  
## Please specify actual machine IP address, and refrain from using a loopback address  
(i.e. localhost or 127.0.0.1).  
##
```



- 2 Review and verify the contents of the configuration file.
- 3 Replace <INSERT_USERNAME> and <INSERT_PASSWORD> with the applicable MySQL credentials.
- 4 Replace <INSERT_PROTOCOL> with the applicable MySQL connection protocol. The typical protocol is tcp.
- 5 Replace <INSERT_MYSQL_ADDRESS> with the applicable MySQL server address. Please specify a real machine address, and refrain from using a loopback address.
- 6 Replace <INSERT_MYSQL_PORT> with the applicable MySQL server port. The typical port is 3306.
- 7 Modify the 'tls' parameter in accordance to the MySQL server configuration.
- 8 Restart the Telegraf service.

```
Stop-Service -Name telegraf -ErrorAction SilentlyContinue; Start-Service -Name telegraf
```



Setup

Information may be found in the [MySQL documentation](#).

Objects and Counters

The following objects and their counters are collected:

| Object: | Identifiers: | Attributes: | Datapoints: |
|---------|---------------------------|----------------------|--|
| MySQL | Namespace MySQL Server | Node IP Node Name | Aborted Clients (per sec) Aborted Connects (per sec) RX Bytes (per sec) TX Bytes (per sec) Commands Admin (per sec) Commands Alter Event Commands Alter Function Commands Alter Instance Commands Alter Procedure Commands Alter Server Commands Alter Table Commands Alter Tablespace Commands Alter User Commands Analyze Commands Assign To Keycache Commands Begin Commands Binlog Commands Call Procedure Commands Change DB Commands Change Master Commands Change Repl Filter Commands Check Commands Checksum Commands Commit Commands Create DB Commands Create Event Commands Create Function Commands Create Index Commands Create Procedure Commands Create Server Commands Create Table Commands Create Trigger Commands Create UDF Commands Create User Commands Create View Commands Dealloc SQL Connection Errors Accept Created Tmp Disk Tables Delayed Errors Flush Commands Handler Commit Innodb Buffer Pool Bytes Data Key Blocks Not Flushed |

Troubleshooting

Additional information may be found from the [Support](#) page.

Netstat Data Collector

Cloud Insights uses this data collector to gather Netstat metrics.

Installation

1. From **Admin > Data Collectors**, click **+Data Collector**. Under **Services**, choose Netstat.
Select the Operating System or Platform on which the Telegraf agent is installed.
2. If you haven't already installed an Agent for collection, or you wish to install an Agent for a different Operating System or Platform, click *Show Instructions* to expand the [Agent installation](#) instructions.
3. Select the Agent Access Key for use with this data collector. You can add a new Agent Access Key by clicking the **+ Agent Access Key** button. Best practice: Use a different Agent Access Key only when you want to group data collectors, for example, by OS/Platform.
4. Follow the configuration steps to configure the data collector. The instructions vary depending on the type of Operating System or Platform you are using to collect data.

netstat

Netstat Configuration

Gathers netstat metrics of the host where telegraf agent is installed.

What Operating System or Platform Are You Using?

[Need Help?](#)



Windows



Select existing Agent Access Key or create a new one

Default (405fb5ec-d4cb-4404-977b-71fa931e1ad3)



[+ Agent Access Key](#)

*Please ensure that you have a Telegraf Agent in your environment before configuring. [Show Instructions](#)

Follow Configuration Steps

[Need Help?](#)

- 1 Copy the contents below into a new .conf file under the C:\Program Files\telegraf\telegraf.d\ folder. For example, copy the contents to the C:\Program Files\telegraf\telegraf.d\cloudinsights-netstat.conf file.

```
# Read TCP metrics such as established, time wait and sockets counts.  
[[inputs.netstat]]  
# no configuration  
[inputs.netstat.tags]  
CloudInsights = "true"
```



- 2 Restart the Telegraf service.

```
Stop-Service -Name telegraf -ErrorAction SilentlyContinue; Start-Service -Name telegraf
```



Setup

Objects and Counters

The following objects and their counters are collected:

| Object: | Identifiers: | Attributes: | Datapoints: |
|---------|--------------|----------------------|-------------|
| Netstat | Node UUID | Node IP Node Name | |

Troubleshooting

Additional information may be found from the [Support](#) page.

Nginx Data Collector

Cloud Insights uses this data collector to gather metrics from Nginx.

Installation

1. From **Admin > Data Collectors**, click **+Data Collector**. Under **Services**, choose Nginx.
Select the Operating System or Platform on which the Telegraf agent is installed.
2. If you haven't already installed an Agent for collection, or you wish to install an Agent for a different Operating System or Platform, click *Show Instructions* to expand the **Agent installation** instructions.
3. Select the Agent Access Key for use with this data collector. You can add a new Agent Access Key by clicking the **+ Agent Access Key** button. Best practice: Use a different Agent Access Key only when you want to group data collectors, for example, by OS/Platform.
4. Follow the configuration steps to configure the data collector. The instructions vary depending on the type of Operating System or Platform you are using to collect data.

The screenshot shows the 'Nginx Configuration' page. At the top, there's a logo for NGINX and a brief description: 'Gathers Nginx metrics.' Below this, a section titled 'What Operating System or Platform Are You Using?' contains a dropdown menu set to 'Ubuntu & Debian'. To the right of the dropdown is a 'Need Help?' link. Further down, a section titled 'Select existing Agent Access Key or create a new one' features a dropdown menu showing 'Default (405fb5ec-d4cb-4404-977b-71fa931e1ad3)' and a blue button labeled '+ Agent Access Key'. At the bottom of the page, a note reads: '*Please ensure that you have a Telegraf Agent in your environment before configuring. [Show Instructions](#)'.

Follow Configuration Steps

Need Help?

- 1 If you already have a URL enabled to provide Nginx metrics, go directly to the plugin configuration.
- 2 Nginx metrics are available through a status page when the HTTP stub status module is enabled. Refer to the below link for verifying/enabling `http_stub_status_module`.
http://nginx.org/en/docs/http/ngx_http_stub_status_module.html

- 3 After verifying the module is enabled, modify the Nginx configuration to set up a locally-accessible URL for the status page:

```
server {  
    listen <PORT NUMBER>;  
    Please specify actual machine IP address, and refrain from using a loopback address (i.e.  
localhost or 127.0.0.1)  
    server_name <IP ADDRESS>;  
    location /nginx_status {  
        ...  
    }  
}
```

- 4 Reload the configuration:

```
nginx -s reload
```

- 5 Copy the contents below into a new .conf file under the `/etc/telegraf/telegraf.d/` directory. For example, copy the contents to the `/etc/telegraf/telegraf.d/cloudinsights-nginx.conf` file.

```
[[inputs.nginx]]  
## USER-ACTION: Provide Nginx status url.  
## Please specify actual machine IP address where nginx_status is enabled, and refrain from  
## using a loopback address (i.e. localhost or 127.0.0.1).  
## When configuring with multiple Nginx servers, enter them in the format ["url1", "url2",  
## ...]
```

- 6 Replace `<INSERT_NGINX_ADDRESS>` with the applicable Nginx address. Please specify a real machine address, and refrain from using a loopback address.

- 7 Replace `<INSERT_NGINX_PORT>` with the applicable Nginx port.

- 8 Restart the Telegraf service.

```
systemctl restart telegraf
```

Setup

Nginx metric collection requires that Nginx `http_stub_status_module` be enabled.

Additional information may be found in the [Nginx documentation](#).

Objects and Counters

The following objects and their counters are collected:

| Object: | Identifiers: | Attributes: | Datapoints: |
|---------|---------------------|------------------------------|---|
| Nginx | Namespace Server | Node IP Node Name Port | Accepts Active Handled Reading Requests Waiting Writing |

Troubleshooting

Additional information may be found from the [Support](#) page.

PostgreSQL Data Collector

Cloud Insights uses this data collector to gather metrics from PostgreSQL.

Installation

1. From **Admin > Data Collectors**, click **+Data Collector**. Under **Services**, choose PostgreSQL.
Select the Operating System or Platform on which the Telegraf agent is installed.
2. If you haven't already installed an Agent for collection, or you wish to install an Agent for a different Operating System or Platform, click *Show Instructions* to expand the [Agent installation](#) instructions.
3. Select the Agent Access Key for use with this data collector. You can add a new Agent Access Key by clicking the **+ Agent Access Key** button. Best practice: Use a different Agent Access Key only when you want to group data collectors, for example, by OS/Platform.
4. Follow the configuration steps to configure the data collector. The instructions vary depending on the type of Operating System or Platform you are using to collect data.



PostgreSQL

PostgreSQL Configuration

Gathers PostgreSQL metrics.

What Operating System or Platform Are You Using?

[Need Help?](#)

RHEL & CentOS



Select existing Agent Access Key or create a new one

Default (405fb5ec-d4cb-4404-977b-71fa931e1ad3)

[+ Agent Access Key](#)

*Please ensure that you have a Telegraf Agent in your environment before configuring. [Show Instructions](#)

Follow Configuration Steps

[Need Help?](#)

- 1 Copy the contents below into a new .conf file under the /etc/telegraf/telegraf.d/ directory. For example, copy the contents to the /etc/telegraf/telegraf.d/cloudinsights-postgresql.conf file.

```
[[inputs.postgresql]]  
# USER-ACTION: Provide credentials for access, address of PostgreSQL server, port for  
PostgreSQL server, one DB for access  
address = "postgres://<INSERT_USERNAME>:<INSERT_PASSWORD>@<INSERT_POSTGRESQL_ADDRESS>:  
<INSERT_POSTGRESQL_PORT>/<INSERT_DB>"
```

- 2 Replace <INSERT_USERNAME> and <INSERT_PASSWORD> with the applicable PostgreSQL credentials.
- 3 Replace <INSERT_POSTGRESQL_ADDRESS> with the applicable PostgreSQL address. Please specify a real machine address, and refrain from using a loopback address.
- 4 Replace <INSERT_POSTGRESQL_PORT> with the applicable PostgreSQL port.
- 5 Replace <INSERT_DB> with the applicable PostgreSQL database.
- 6 Modify 'Namespace' if needed for server disambiguation (to avoid name clashes).
- 7 Restart the Telegraf service.

```
systemctl restart telegraf
```



Setup

Information may be found in the [PostgreSQL documentation](#).

Objects and Counters

The following objects and their counters are collected:

| Object: | Identifiers: | Attributes: | Datapoints: |
|---------------------|---------------------------------|--------------------------------------|---|
| PostgreSQL Server | Namespace Database Server | Node Name Node IP | Buffers Allocated Buffers Backend Buffers Backend File Sync Buffers Checkpoint Buffers Clean Checkpoints Sync Time Checkpoints Write Time Checkpoints Requests Checkpoints Timed Max Written Clean |
| PostgreSQL Database | Namespace Database Server | Database OID Node Name Node IP | Blocks Read Time Blocks Write Time Blocks Hits Blocks Reads Conflicts Deadlocks Client Number Temp Files Bytes Temp Files Number Rows Deleted Rows Fetched Rows Inserted Rows Returned Rows Updated Transactions Committed Transactions Rollbacked |

Troubleshooting

Additional information may be found from the [Support](#) page.

Puppet Agent Data Collector

Cloud Insights uses this data collector to gather metrics from Puppet Agent.

Installation

- From **Admin > Data Collectors**, click **+Data Collector**. Under **Services**, choose Puppet.
Select the Operating System or Platform on which the Telegraf agent is installed.
- If you haven't already installed an Agent for collection, or you wish to install an Agent for a different Operating System or Platform, click *Show Instructions* to expand the [Agent installation](#) instructions.
- Select the Agent Access Key for use with this data collector. You can add a new Agent Access Key by clicking the **+ Agent Access Key** button. Best practice: Use a different Agent Access Key only when you want to group data collectors, for example, by OS/Platform.
- Follow the configuration steps to configure the data collector. The instructions vary depending on the type of Operating System or Platform you are using to collect data.



Puppet Agent Configuration

Gathers Puppet agent metrics.

What Operating System or Platform Are You Using?

[Need Help?](#)

Windows

Select existing Agent Access Key or create a new one

Default (405fb5ec-d4cb-4404-977b-71fa931e1ad3)

[+ Agent Access Key](#)

*Please ensure that you have a Telegraf Agent in your environment before configuring. [Show Instructions](#)

Follow Configuration Steps

[Need Help?](#)

- 1 Copy the contents below into a new .conf file under the C:\Program Files\telegraf\telegraf.d\ folder. For example, copy the contents to the C:\Program Files\telegraf\telegraf.d\cloudinsights-puppetagent.conf file.

```
## Reads last_run_summary.yaml file and converts to measurements
[[inputs.puppetagent]]
  ## Location of puppet last run summary file
  ## USER-ACTION: Modify the location if last_run_summary.yaml is on different path
  location = "/var/lib/puppet/state/last_run_summary.yaml"
```

- 2 Modify 'location' if last_run_summary.yaml is on different path

- 3 Modify 'Namespace' if needed for puppet agent disambiguation (to avoid name clashes).

- 4 Restart the Telegraf service.

```
Stop-Service -Name telegraf -ErrorAction SilentlyContinue; Start-Service -Name telegraf
```



Setup

Information may be found in the [Puppet documentation](#)

Objects and Counters

The following objects and their counters are collected:

| Object: | Identifiers: | Attributes: | Datapoints: |
|---------|--------------|-------------|-------------|
| | | | |

| | | | |
|--------------|------------------------|--|--|
| Puppet Agent | Namespace Node UUID | Node Name Location Node IP Version Configstring Version Puppet | Changes Total Events Failure Events Success Events Total Resources Changed Resources Failed Resources Failed To Restart Resources Outofsync Resources Restarted Resources Scheduled Resources Skipped Resources Total Time Anchor Time Configretrieval Time Cron Time Exec Time File Time Filebucket Time Lastrun Time Package Time Schedule Time Service Time Sshauthorizedkey Time Total Time User |
|--------------|------------------------|--|--|

Troubleshooting

Additional information may be found from the [Support](#) page.

Redis Data Collector

Cloud Insights uses this data collector to gather metrics from Redis. Redis is an open source, in-memory data structure store used as a database, cache, and message broker, supporting the following data structures: strings, hashes, lists, sets, and more.

Installation

- From **Admin > Data Collectors**, click **+Data Collector**. Under **Services**, choose Redis.

Select the Operating System or Platform on which the Telegraf agent is installed.

- If you haven't already installed an Agent for collection, or you wish to install an Agent for a different Operating System or Platform, click *Show Instructions* to expand the **Agent installation** instructions.
- Select the Agent Access Key for use with this data collector. You can add a new Agent Access Key by clicking the **+ Agent Access Key** button. Best practice: Use a different Agent Access Key only when you want to group data collectors, for example, by OS/Platform.
- Follow the configuration steps to configure the data collector. The instructions vary depending on the type of Operating System or Platform you are using to collect data.



Redis Configuration

Gathers Redis metrics.

What Operating System or Platform Are You Using?

Need Help?

Windows



Select existing Agent Access Key or create a new one

Default (405fb5ec-d4cb-4404-977b-71fa931e1ad3)



+ Agent Access Key

*Please ensure that you have a Telegraf Agent in your environment before configuring. [Show Instructions](#)

Follow Configuration Steps

Need Help?

- Configure Redis to accept connections from the address of the node on which the Telegraf agent resides. Open the Redis configuration file.

```
vi /etc/redis.conf
```



- Locate the line that begins with 'bind 127.0.0.1', and append the address of the node on which the Telegraf agent resides

```
bind 127.0.0.1 <NODE_IP_ADDRESS>
```



- Copy the contents below into a new .conf file under the C:\Program Files\telegraf\telegraf.d\ folder. For example, copy the contents to the C:\Program Files\telegraf\telegraf.d\cloudinsights-redis.conf file.

```
# Read metrics from one or many redis servers
[[inputs.redis]]
  ## specify servers via a url matching:
  ## [protocol://[:password]@address[:port]
  ## e.g.
  ## -----
```



- Replace <INSERT_REDIS_ADDRESS> with the applicable Redis address. Please specify a real machine address, and refrain from using a loopback address.

- Replace <INSERT_REDIS_PORT> with the applicable Redis port.

- Restart the Telegraf service.

```
Stop-Service -Name telegraf -ErrorAction SilentlyContinue; Start-Service -Name telegraf
```



Setup

Information may be found in the [Redis documentation](#).

Objects and Counters

The following objects and their counters are collected:

| Object: | Identifiers: | Attributes: | Datapoints: |
|---------|------------------|-------------|-------------|
| Redis | Namespace Server | | |

Troubleshooting

Additional information may be found from the [Support](#) page.

Object Icon Reference

A quick reference for object icons used in Cloud Insights.

| Storage | Networking | Compute | Application | Misc. |
|-----------------------|----------------------|-----------------|-------------|-----------|
| Backend Storage Array | Fabric | Datastore | Application | Unknown |
| Backend Volume | iSCSI Network Portal | Host | | Generic |
| Disk | iSCSI Session | Virtual Machine | | Violation |
| Internal Volume | NAS | VMDK | | Failure |
| Masking | NPV Switch | | | |
| Path | NPV Chassis | | | |
| Q-Tree | Port | | | |
| Quota | Switch | | | |
| Share | Zone | | | |
| Storage | Zone Members | | | |
| Storage Node | | | | |
| Storage Pool | | | | |
| Tape | | | | |
| Volume | | | | |
| Virtual Storage Array | | | | |
| Virtual Volume | | | | |

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