



# Cloud Insights documentation

Cloud Insights

NetApp

April 07, 2022

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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.

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

### 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.

## 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   |
|--|---|
| Restrict User Access automatic response action | <p>When an attack is detected, Cloud Secure can stop the attack by restricting user access to the file system (full block, or set to read-only access). Access can be restricted automatically, using Automated Response Policies or manually from the alert or user details pages.</p> <p><a href="#">Read More</a></p>              |
| Shared Resource Under Stress                   | <p>The Shared Resource Under Stress insight allows you to identify:</p> <ul style="list-style-type: none"><li>- Shared Storage Resources which are under stress due to high demand from one or more individual workloads</li><li>- Demanding and impacted workloads on the shared resource</li></ul> <p><a href="#">Read More</a></p> |

## 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 + ?

|                  |           |            |                 |
|------------------|-----------|------------|-----------------|
| <b>5</b><br>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-85447c776...   |

**Highest Memory Demand by Pod**

|           |                          |
|-----------|--------------------------|
| 0.1 GiB   | folding-at-home-16353... |
| <0.01 GiB | db-backup-85447c776...   |

**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<br>n_1ops | 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

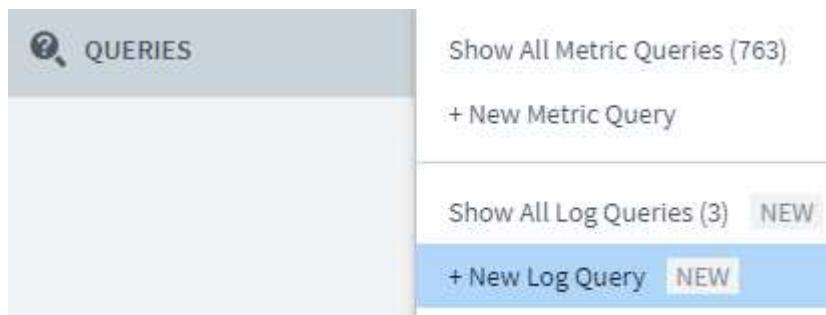
### Deeper integration for ONTAP systems

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          |

## 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.

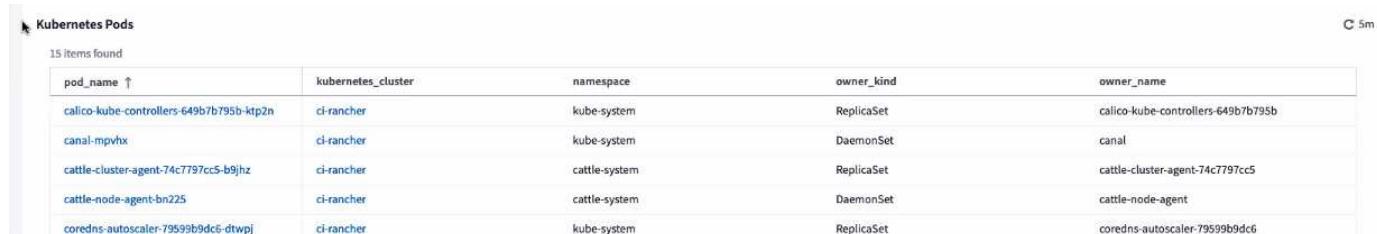
The screenshot shows the configuration interface for an Adaptive Dashboard. On the left, a sidebar titled 'Variables' lists several types: Attribute, Annotation, Text, Number, Boolean, and Date. The 'Attribute' type is selected. A modal dialog box is open, titled 'Attribute', with a search input field containing 'ontap name'. Below the input field, a dropdown menu shows the text 'Objects containing "aggr\_name"'. A list of matching attribute names is displayed, all of which include the prefix 'netapp\_ontap.' followed by the suffix '\_name': aggregate.aggr\_name, aggregate.cluster\_name, aggregate.node\_name, aggregate.owner\_name, cifs\_node.cluster\_name, cifs\_node.node\_name, cifs\_vserver.cluster\_name, and cluster.cluster\_name.

## 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". The table has a header row with columns: pod\_name ↑, kubernetes\_cluster, namespace, owner\_kind, and owner\_name. There are 15 items found. The data rows are:

| 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

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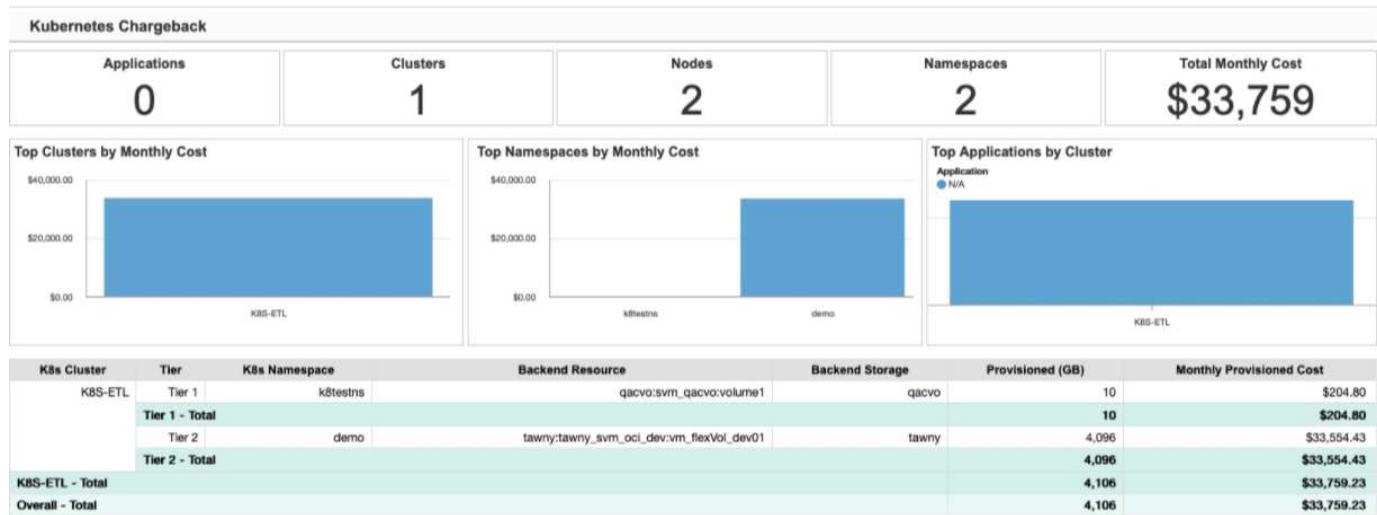
## October 2021

### 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.

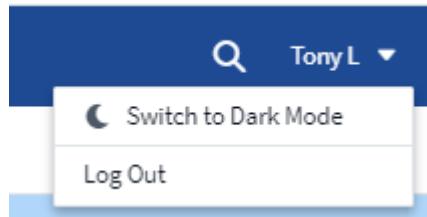
## K8s Data for Reporting

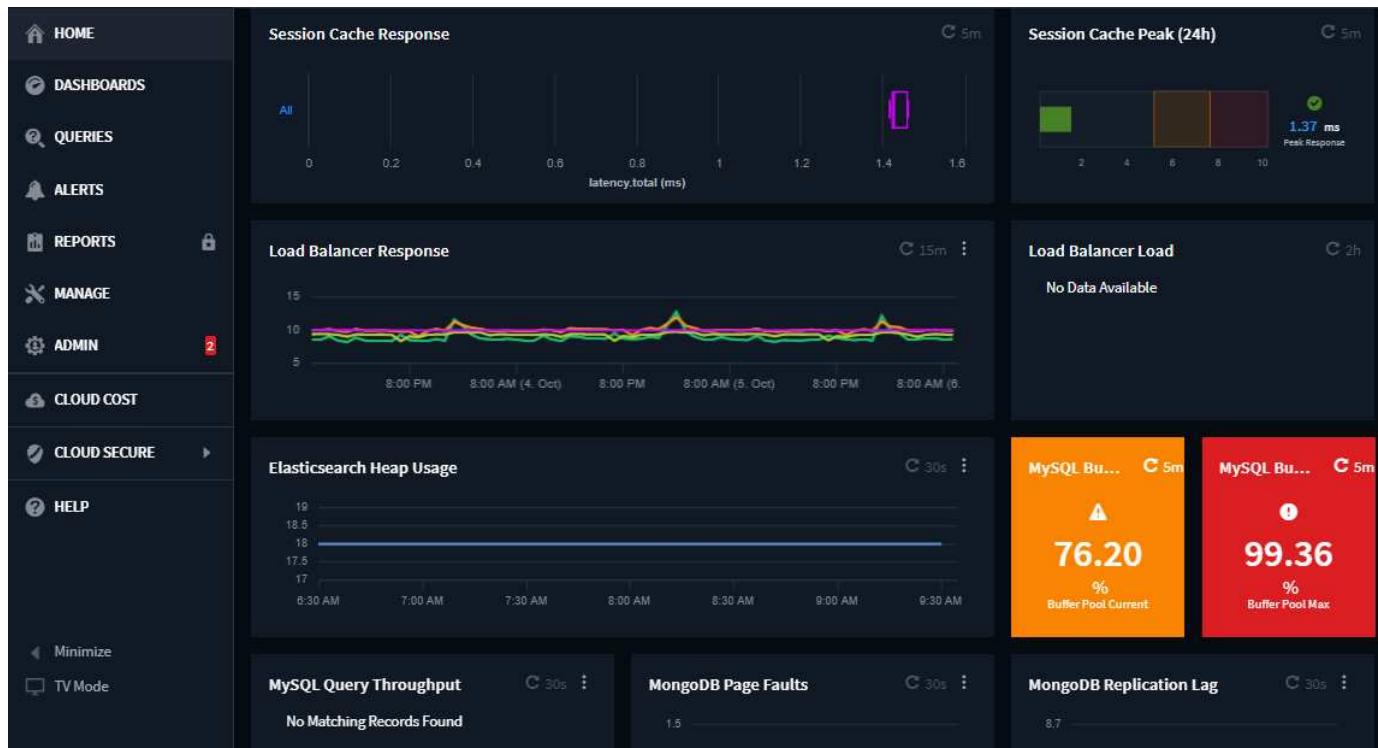
Kubernetes data is now available for use in Reporting, allowing you to create chargeback or other reports. In order for Kubernetes chargeback data to be passed to Reporting, you must have an active connection to, and Cloud Insights must be receiving data from, your Kubernetes cluster as well as its back-end 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 with the text "StoragePool.performance.utilization.read". Below it is a filter interface. The "Filter By" dropdown is set to "name" and contains the value "sas1". A tooltip for this dropdown says "Create wildcard containing "sas1"". Below the dropdown are two buttons: a blue "+" button and a blue question mark "?" button. To the left of the dropdown are two buttons: "Group" and "Avg". Below the "Group" button is a "Unit Displayed In" button. A dropdown menu is open over the "name" field, listing "Create wildcard containing "sas1"" (which is highlighted in blue), "tawny03:tawny03sas1", "tawny04:tawny04sas1", and "None".

## 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.

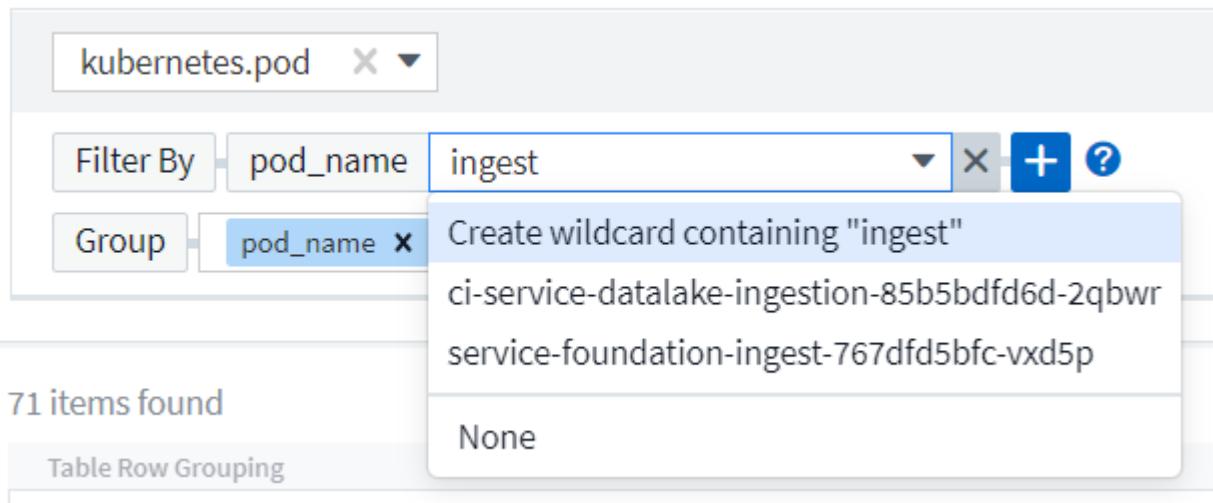
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## June 2021

### 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 



### Virtual Machine Summary

 5m

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

## 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 title bar with the text 'Snapshot Purge Settings' and a close button (X). Below the title, a sub-instruction reads '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 two buttons: 'Cancel' and 'Save'.

## 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 that is a search bar with placeholder text "Search groups...". The main list contains four items: "All Monitors (5)", "Custom Monitors (5)", "Agent Monitors (3)", and "ONTAP Aggregate Monitors (2)". Each item 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

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### 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](mailto:ng-cloudinsights-customerfeedback@netapp.com).

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**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.

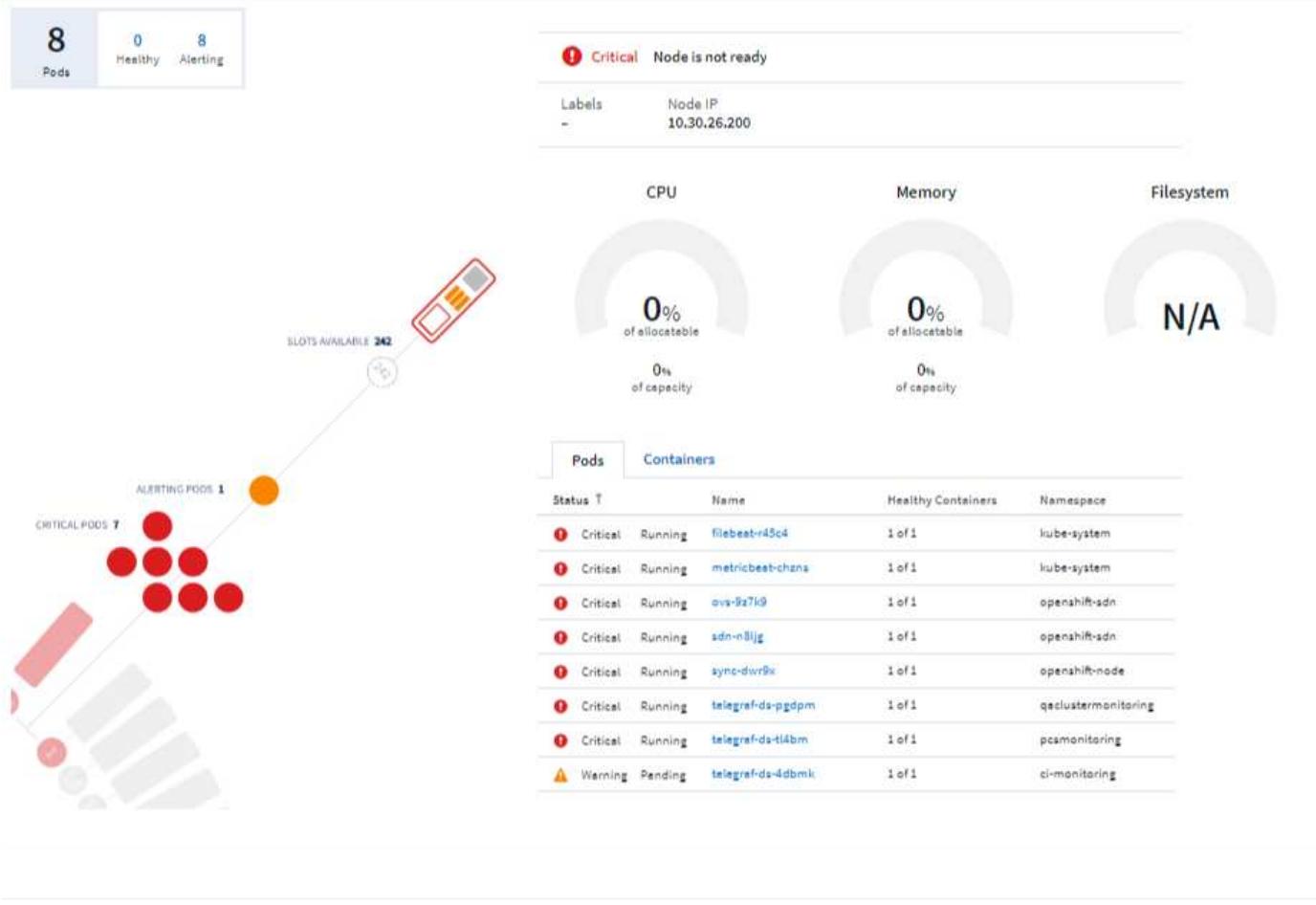
| Previous Metric Name                          | New Metric Name                                  |
|---|--|
| netapp_ontap.disk_constituent.total_transfers | netapp_ontap.disk_constituent.total_iops         |
| netapp_ontap.disk.total_transfers             | netapp_ontap.disk.total_iops                     |
| 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 interface. At the top, there is a search bar containing 'agent.node\_fs' and a 'Filter By' section with a '+' button and a 'Group' dropdown set to 'agent\_node\_name'. Below this is a table titled '3 items found'. The table has two columns: 'Table Row Grouping' and 'Metrics & Attributes'. The data rows are:

| Table Row Grouping | Metrics & Attributes            |
|--------------------|---------------------------------|
| agent_node_name    | agent_node_os                   |
| WIN2K12R2IMAGE     | Microsoft Windows               |
| WIN2K19IMAGE       | Microsoft Windows               |
| ci-qa-chunge-qauu  | Red Hat Enterprise Linux Server |

Each row contains two metrics: 'free' and 'inodes\_used'.

### 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 interface. At the top, there is a search bar containing 'agent.node' and a 'Filter By' section with a '+' button and a 'Group' dropdown set to 'agent\_node\_name'. Below this is a table titled '8 items found'. The table has two columns: 'Table Row Grouping' and 'Metrics & Attributes'. The data rows are:

| Table Row Grouping        | Metrics & Attributes |
|---------------------------|----------------------|
| agent_node_name ↑         | mem.used (GiB)       |
| ci-qa-avinashp-k8-bakra-1 | 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**

|  |                                |   |  |   |
|--|--------------------------------|---|--|---|
|  <b>Ewen Hall</b><br>Developer<br>Engineering | <b>5148</b><br>Encrypted Files | <b>Detected</b><br>4 days ago<br>Jul 26, 2020 3:38 AM | <b>Action Taken</b><br>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.

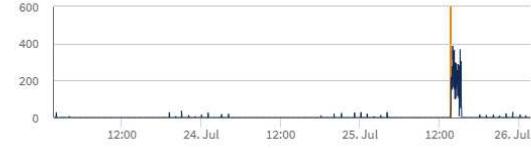
[Take Snapshots](#) [How To: Restore Entities](#)

**Nabilah Howell's Activity Rate Change**

| Typical                     | Alert  |
|-----------------------------|--|
| 122.8 Activities Per Minute | 210 Activities Per Minute  <b>↑ 71%</b> |

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<br>Capacity - Failed Raw |

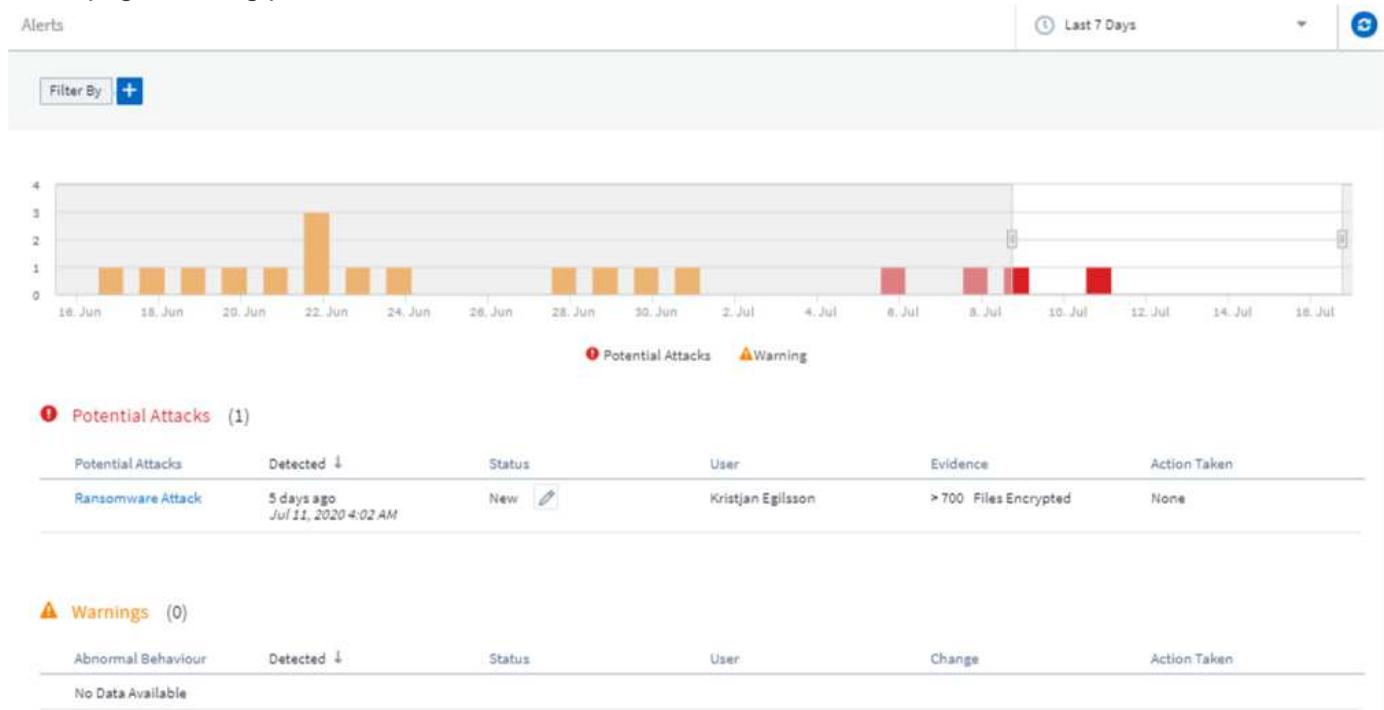
| Object Type     | Counter   |
|-----------------|---|
| Storage Pool    | Data Capacity - Used<br>Data Capacity - Total<br>Other Capacity - Used<br>Other Capacity - Total<br>Capacity - Raw<br>Capacity - Soft Limit |
| Internal Volume | Data Capacity - Used<br>Data Capacity - Total<br>Other Capacity - Used<br>Other Capacity - Total<br>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

index\_0.index\_0 Filter By Group agent\_version

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

index\_0.index\_0 Filter By Group agent\_version name protocol\_name

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- |

- 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

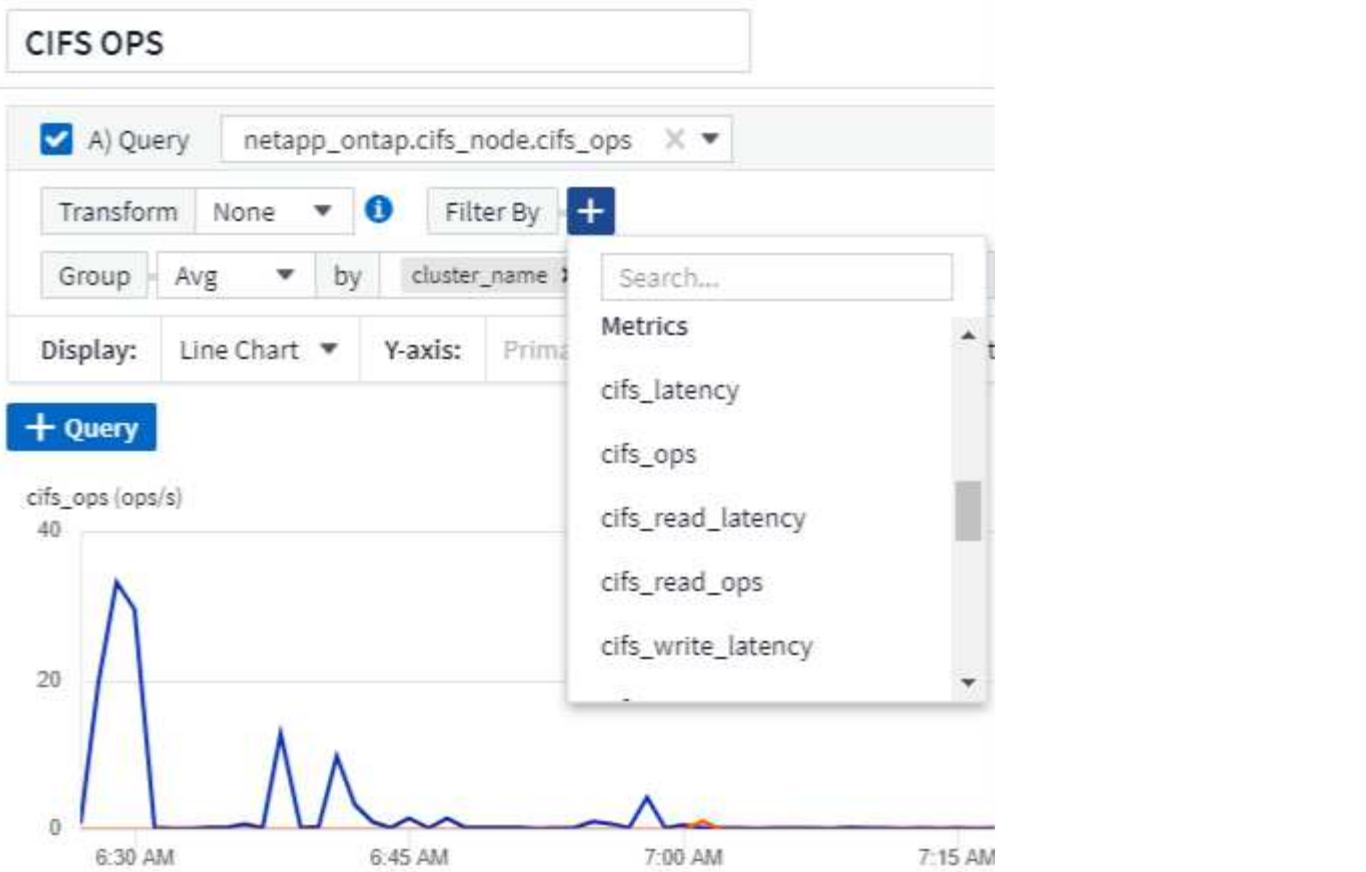
1h

4 items found in 2 groups

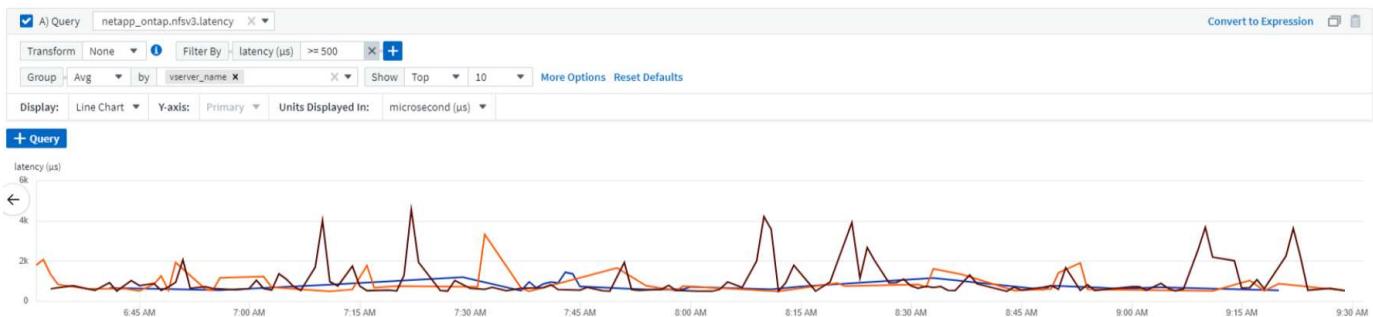
| Active Date    | Storage Node  | Cache Hit Ratio - Total (%) | IOPS - Total (IOPS) | IOPS - Write (IOPS) | Latency |
|----------------|---------------|-----------------------------|---------------------|---------------------|---------|
| 06/01/2020 (1) | ocinaneqa1-01 | N/A                        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

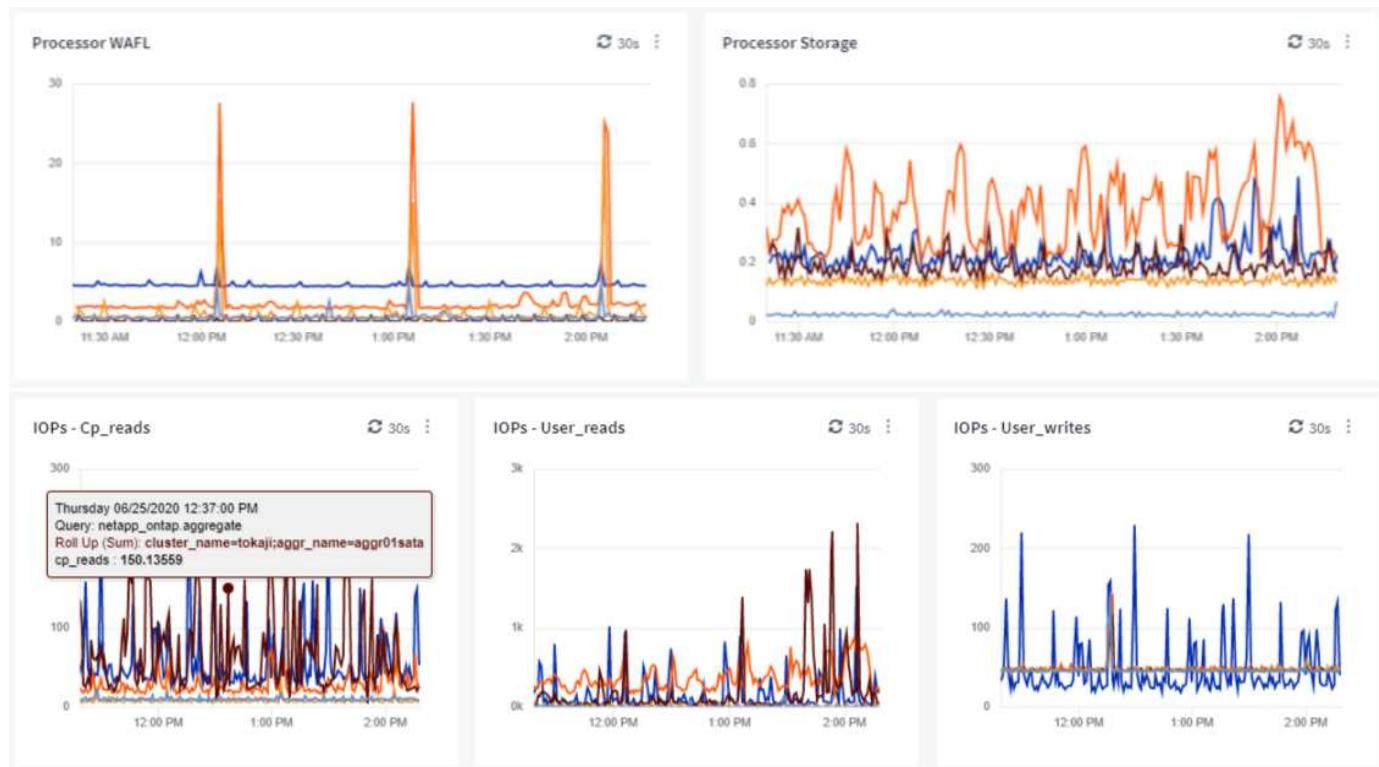
Cloud Insights takes advantage of NetApp's ONTAP-specific **Advanced Counter Data**, which provides a host of counters and metrics collected from ONTAP devices. ONTAP Advanced Counter Data is available to all NetApp ONTAP customers. These metrics enable customized and wide-ranging visualization in Cloud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

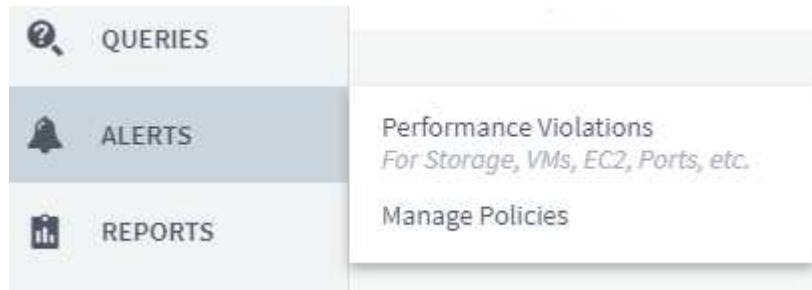
### Learn More

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

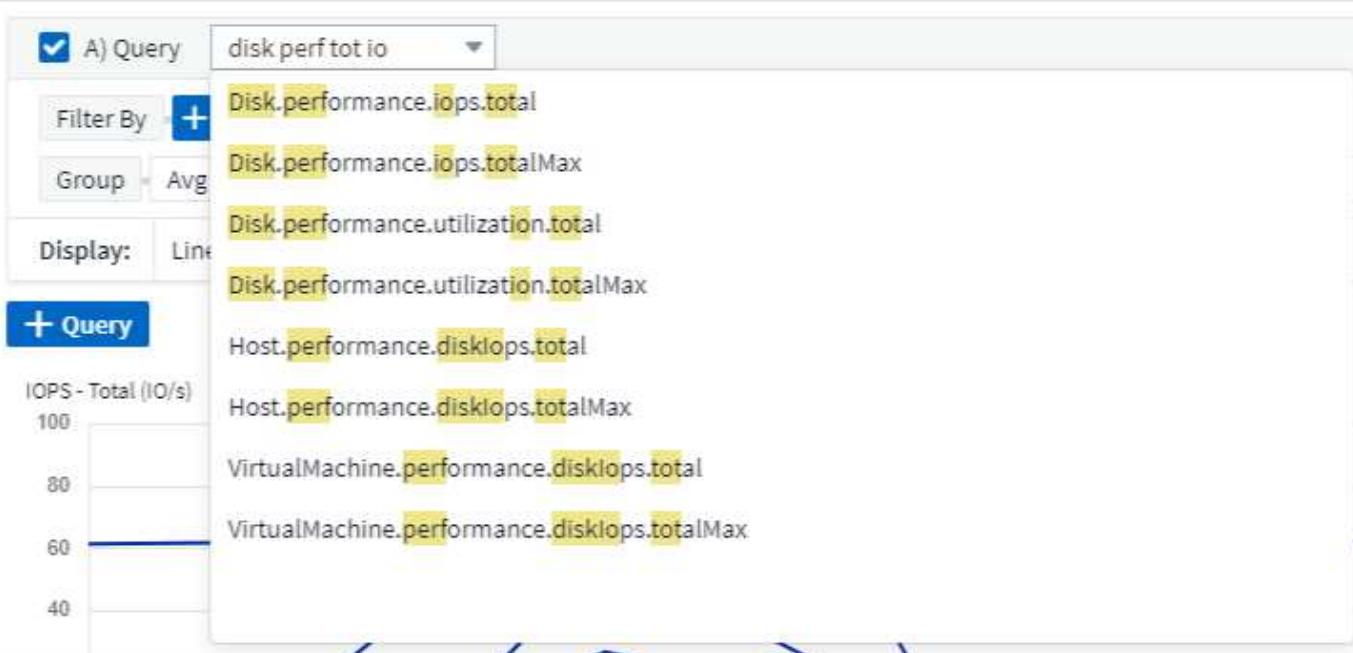
Reporting a data collector error is easier with the *Send Error Report* button on the data collector page. Clicking the button sends basic information about the error to NetApp and prompts investigation into the problem. Once pressed, Cloud Insights acknowledges that NetApp has been notified, and the 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:

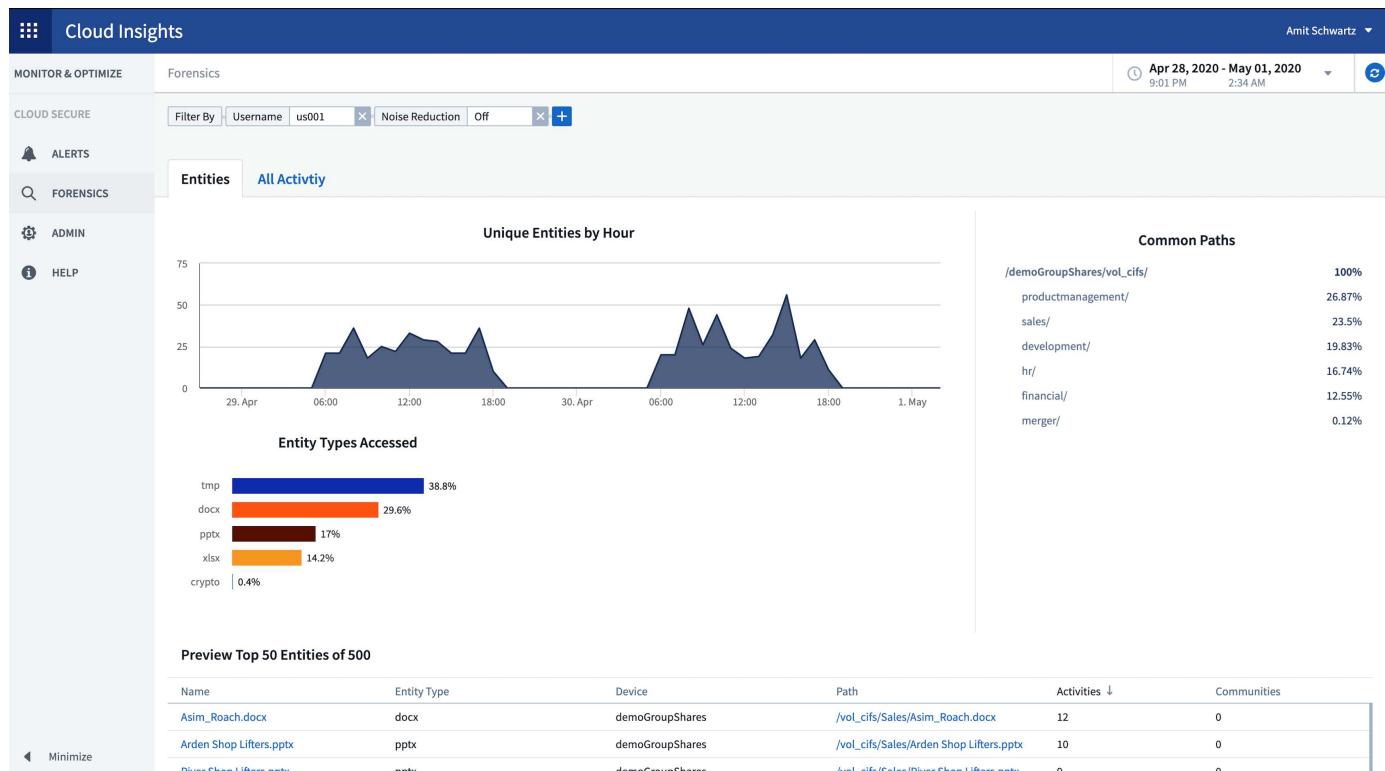
- Cloud Insights Consumers: can run and view reports
- Cloud Insights Authors: can perform the Consumer functions as well as create and manage reports and dashboards
- Cloud Insights Administrators: can perform the Author functions as well as all administrative tasks

## 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)

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 ↑  |
|-------------------------------------|---|
| <span style="color: #ccc;">★</span> | <a href="#">Dashboard - Storage Overview</a>                    |
| <span style="color: #ccc;">★</span> | <a href="#">Storage Admin - Which nodes are in high demand?</a> |
| <span style="color: #ccc;">★</span> | <a href="#">Storage IOPs</a>                                    |
|                                     | <a href="#">Dashboard - Storage Cost</a>                        |
|                                     | <a href="#">Dashboard - Storage IO Detail</a>                   |
|                                     | <a href="#">Gauges Storage Performance</a>                      |
|                                     | <a href="#">Storage Admin - Which pools are in high demand?</a> |

## 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.

**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] [, 
<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>]

```

## 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.

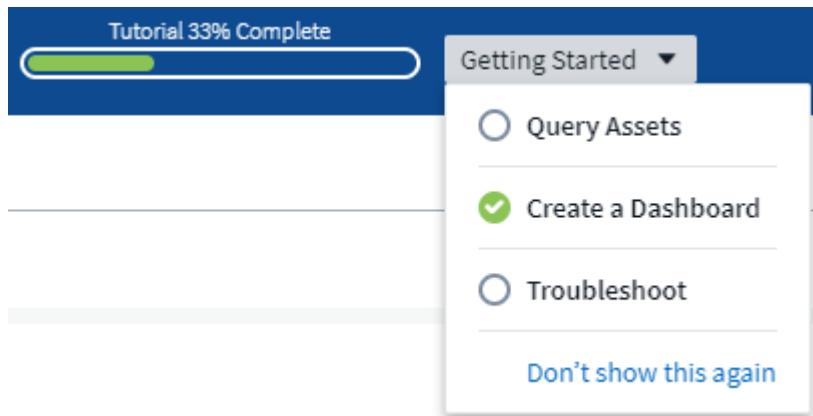
## January 2020

### 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](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

Production Best Practices

[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"> <li>* Centos (64-bit): 7.2 through 7.9, 8.1 through 8.4</li> <li>* Debian (64-bit): 9 and 10</li> <li>* Oracle Enterprise Linux (64-bit): 7.5 through 7.9, 8.1 through 8.4</li> <li>* Red Hat Enterprise Linux (64-bit): 7.2 through 7.9, 8.1 through 8.4</li> <li>* Ubuntu Server: 18.04 and 20.04 LTS</li> </ul> <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"> <li>* Microsoft Windows 10 64-bit</li> <li>* Microsoft Windows Server 2012</li> <li>* Microsoft Windows Server 2012 R2</li> <li>* Microsoft Windows Server 2016</li> <li>* Microsoft Windows Server 2019</li> </ul> <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:<br/>         /opt/netapp 10 GB<br/>         /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.<br/>         /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

Production Best Practices

[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   |      |          |                               |                                 | 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

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<br>xp-linux     | Connection Status<br>OK - Need Help? | Operating System<br>Linux | Note |
| IP<br>10.197.120.145 | Last Reported<br>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 'Select existing API Access Token or create a new one' contains the option 'KEY1 (...Zqlk0c)'. To its right is a blue button with a plus sign and the text '+ API Access Token'. Below this section is a 'Installation Instructions' box. It contains a numbered step 1 with a 'Copy Agent Installer Snippet' button, a note about the snippet being valid for 24 hours, and a 'View Troubleshooting' link. Step 1 also includes a 'Reveal Agent Installer Snippet' link. Step 2 is 'Open a PowerShell window as administrator and paste the snippet'. Step 3 is a green 'Complete Setup' button. In the top right corner of the 'Installation Instructions' box, there's a 'Need Help?' link.

## 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 Telegraf setup interface for RHEL & CentOS. It features a Linux penguin icon and the text "RHEL & CentOS". The main heading is "Install Agent" with the sub-instruction "Quickly setup an agent in your environment and immediately start monitoring data". Below this is a section titled "Select existing API Access Token or create a new one" containing a dropdown menu with the value "default\_ingestion\_api\_key1 (...xEKVyK)" and a "Production Best Practices" link. Step 1 is "For environments operating behind a proxy server, follow the instructions to [configure proxy support to install and run Telegraf](#)". Step 2 is "Copy Agent Installer Snippet", which includes a snippet key and a "Reveal Agent Installer Snippet" link. Step 3 is "Open a terminal window and paste the snippet in a Bash shell (requires curl, sudo, ping, sha256sum, and dmidecode)". Step 4 is "Complete Setup". A "Need Help?" link is also present.

## 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)   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  This snippet has a unique key and is valid for 24 hours. Already have an agent in your environment? [View Troubleshooting](#)
- 3 Open a terminal window and paste the snippet in a Bash shell (requires sudo, shasum, and curl).
- 4

**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 has been tested and is expected to work with the following:
  - AWS EKS 1.18 - 1.21
  - OpenShift 4.6 - 4.8
  - Rancher 2.4 - 2.6.
- 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" page from the Kubernetes documentation. It includes a sidebar with the Kubernetes logo and navigation links like "Dashboard", "Documentation", "API Reference", "Community", and "Help". The main content area has a heading "Install Agent" with the sub-instruction "Quickly setup an agent in your environment and immediately start monitoring data". A dropdown menu titled "Select existing API Access Token or create a new one" contains the option "default\_ingestion\_api\_key1 (...Y6G511)". Below it are buttons for "+ API Access Token" and "Production Best Practices". Step 1 is described as installing "kube-state-metrics" and handling proxy support. Step 2 involves copying an "Agent Installer Snippet". Step 3 is opening a terminal to paste the snippet. Step 4 is "Complete Setup". A "Need Help?" link is also present.

**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 <b>Continue or Finish</b> . |
| 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 <b>Continue or Finish</b> .  |
| 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="132 333 817 466">Error creating: pods "telegraf-rs-" is forbidden": unable to validate against any security context constraint:<br/>[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="817 502 1504 846">kubectl describe scc telegraf-hostaccess  grep serviceaccount<br/>kubectl -n ci-monitoring --describe rs telegraf-rs   grep -i "Namespace:"<br/>kubectl -n ci-monitoring describe rs telegraf-rs   grep -i "Service Account:"<br/>kubectl -n ci-monitoring --describe ds telegraf-ds   grep -i "Namespace:"<br/>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="132 967 817 1691">Oct 11 14:23:41 ip-172-31-39-47 systemd[1]: Started The plugin-driven server agent for reporting metrics into InfluxDB.<br/>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.<br/>/etc/telegraf/.cache/snowflake, err: mkdir /etc/telegraf/.ca<br/>che: permission denied. ignored\n"<br/>func="gosnowflake.(*defaultLogger).Errorf"<br/>file="log.go:120"<br/>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<br/>/etc/telegraf/.cache/snowflake/ocsp_response_cache.j<br/>son: no such<br/>file or directory\n"<br/>func="gosnowflake.(*defaultLogger).Errorf"<br/>file="log.go:120"<br/>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 <a href="#">This GitHub article</a> 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:<br/>     "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"> <li>• For script-based installations, edit the telegraf DS (kubectl edit ds telegraf-ds), and change "privileged: false" to "privileged: true"</li> <li>• For operator-based installation, edit the agent (kubectl edit agent agent-monitoring-netapp), and change "privileged-mode: false" to "privileged-mode: true"</li> </ul> |
| <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  
Critical, Warning, Informa... ▾

Send to  
 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<br>testttony                                       | Notifications<br>Global Monitor Recipient List | Type<br>NetApp ONTAP Data Management Software     | Inventory Recent Status<br>Error. Message ID:<br>6D441563 | Note |
| Acquisition Unit<br>WIN2K19IMAGE installed by<br>eugene |  | Types of Data Collected<br>Inventory, Performance | Performance Recent Status<br>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 a 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 &amp; 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 &amp; Optimization functions, all user functions, as well as management of data collectors, Monitoring &amp; 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/<br>Account Owner | User | Guest |
|---|---------------------------------|------|-------|
| Acquisition Units:<br>Add/Modify/Delete                     | Y                               | N    | N     |
| Alerts*: Create/Modify/Delete                               | Y                               | Y    | N     |
| Alerts*: View   | Y                               | Y    | Y     |
| Annotation Rules:<br>Create/Run/Modify/Delete               | Y                               | Y    | N     |
| Annotations:<br>Create/Modify/Assign/Vie<br>w/Remove/Delete | Y                               | Y    | N     |
| API Access*: Create/Rename/Disable/R<br>evoke               | Y                               | N    | N     |
| Applications:<br>Create/View/Modify/Delet<br>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:<br>Create/Modify/Delete              | Y | Y | N |
| Dashboards: View                                 | Y | Y | Y |
| Data Collectors:<br>Add/Modify/Poll/Delete       | Y | N | N |
| Notifications: View/Modify                       | Y | N | N |
| Queries:<br>Create/Modify/Delete                 | Y | Y | N |
| Queries: View/Run                                | Y | Y | Y |
| Device Resolution                                | Y | Y | N |
| Reports*: View/Run                               | Y | Y | Y |
| Reports*:<br>Create/Modify/Delete/Schedule       | Y | Y | N |
| Subscription: View/Modify                        | Y | N | N |
| User Management:<br>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'. It includes fields for Email (user.name@netapp.com) and Last Login (a year ago). Below the profile, there's a link to learn about permissions. Under 'Owner Role', the 'Assign as Owner' button is highlighted. For 'Monitor & Optimize Role', 'Administrator' is selected. For 'Cloud Secure Role', 'Administrator' is also selected. At the bottom, there are 'Delete User', 'Cancel', and 'Save Changes' buttons.

Daniel

Email: user.name@netapp.com | Last Login: a year ago

Learn about the permissions provided by each role [↗](#)

Owner Role

**Assign as Owner**

Monitor & Optimize Role

Administrator

Cloud Secure Role

Administrator

Delete User      Cancel      Save Changes

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.

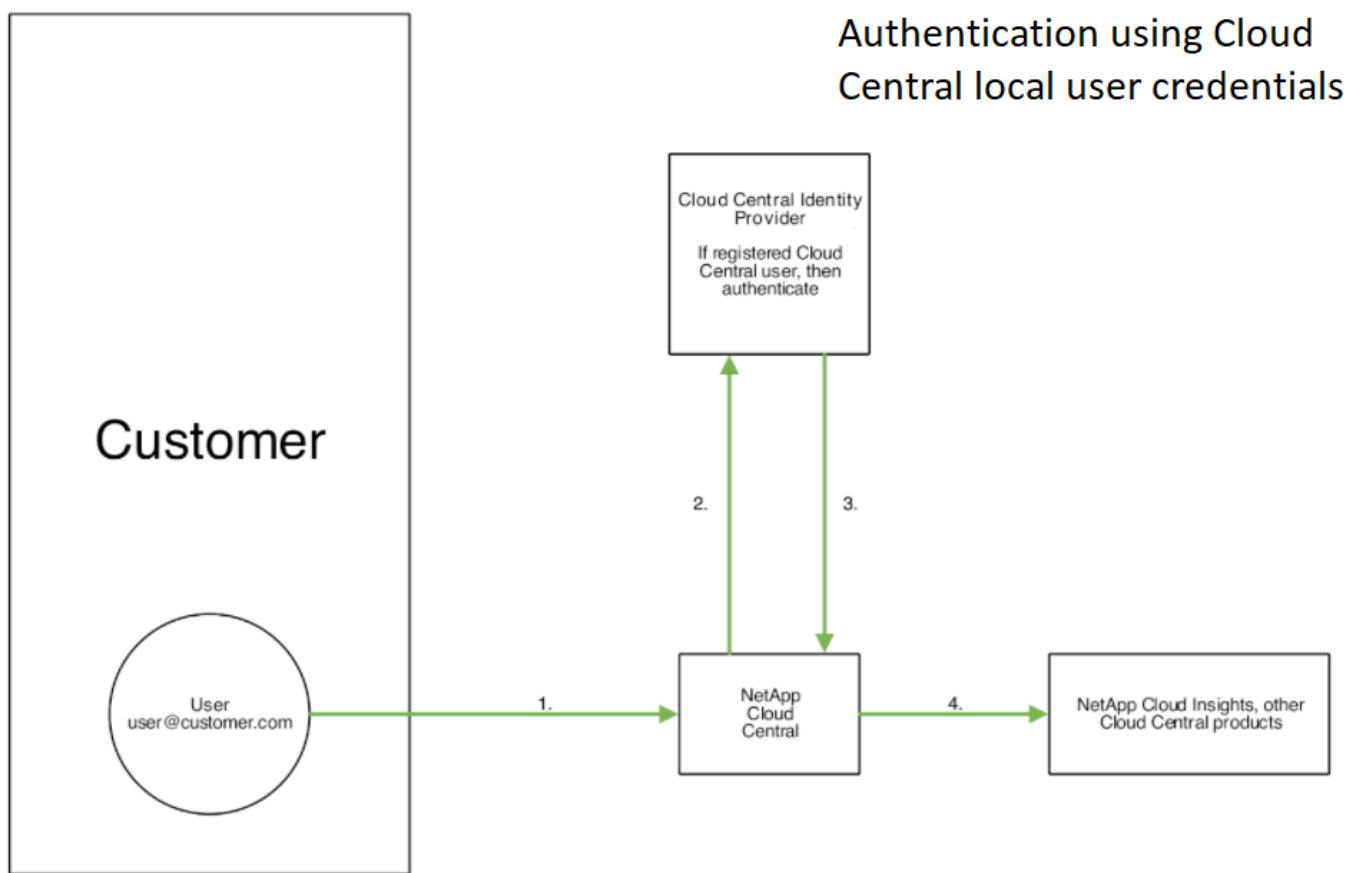
## Single Sign-On (SSO) and Identity Federation

### Enabling Identity Federation for SSO In Cloud Insights

With Identity Federation:

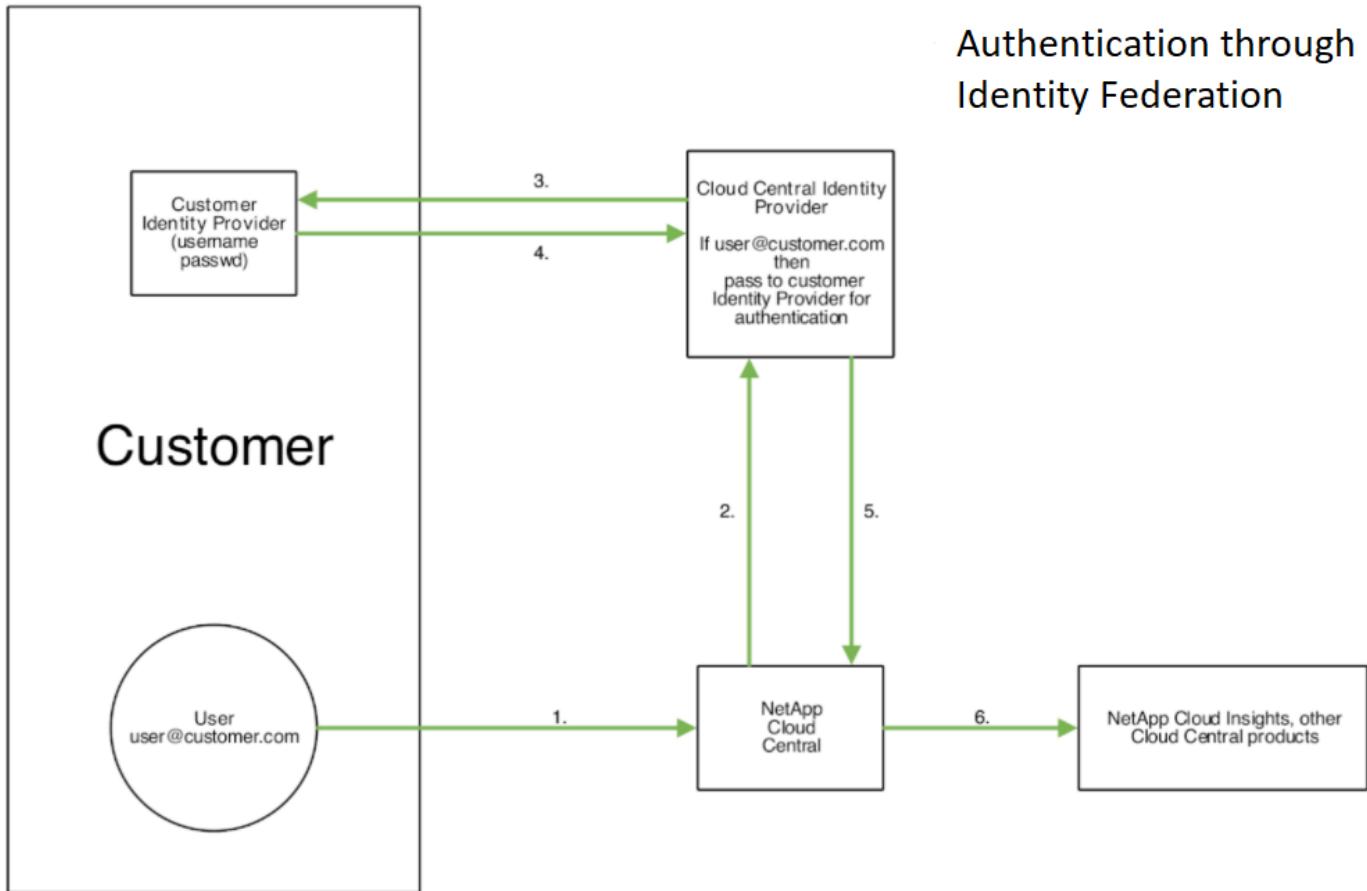
- Authentication is delegated to the customer's identity management system, using the customer's credentials from your corporate directory, and automation policies such as Multi-Factor Authentication (MFA).
- Users log in once to all NetApp Cloud Services (Single Sign On).

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. The user has the name '(caitest12@netapp.com)', email 'caitest12@netapp.com', role 'Administrator', reporting role 'Guest', and last login 'None'. There is a blue 'Request Federation' button at the top right.

| 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<br><b>Free</b><br>Available Only for NetApp Customers | Standard<br><b>\$42 / mo*</b><br>7 Managed Units at \$6 MU/mo<br>Billed Annually | Premium<br><b>\$63 / mo*</b><br>7 Managed Units at \$9 MU/mo<br>Billed Annually |
|--|---|--|---|
| Key Features                                     |   | <a href="#">Contact Sales</a><br>Or Subscribe Via Amazon Marketplace             | <a href="#">Contact Sales</a><br>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.

# Subscription Mode

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

The screenshot shows the 'Subscription Summary' page. At the top right, it displays the NetApp Serial Number (1234568796059595050) and Active Edition (Standard). Below this, the 'Usage and Entitlement' section shows 38 out of 50 Managed Units used, with a progress bar from 0 to 50. It also lists 13 Hosts and 25 Unformatted Capacity Managed Units (50 TB). The 'Subscription Details' section indicates Multiple Active Subscriptions and a total of 50 Managed Units valid through March 20, 2021. A blue button labeled 'View/Modify Managed Units' is visible at the bottom left.

The Subscription status page displays the following:

- Current subscription or active Edition
- Details about your subscription(s)
- Current Managed Unit usage, including breakdown counts for hosts and capacity



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.

## 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:<br>* Modify your subscription to increase the subscribed Managed Unit count<br>* Remove Data Collectors so that your Managed Unit usage is at or below your subscribed amount |

## Installed Data Collectors

Click on the **View Data Collectors** button to expand the list of installed Data Collectors.

| Installed Data Collectors (9) |       | Bulk Actions ▾ |                     | Filter...          |                       |   |
|-------------------------------|-------|----------------|---------------------|--------------------|-----------------------|---|
|                               | Name  | Type           | Total Managed Units | Host Managed Units | Storage Managed Units |   |
|                               | aws   | Amazon EC2     | 734                 | 733                | 1                     | ⋮ |
|                               | aws2  | Amazon EC2     | 732                 | 731                | 1                     | ⋮ |
|                               | vm1   | VMware vSphere | 116                 | 116                |                       | ⋮ |
|                               | vm_2_ | VMware vSphere | 21                  | 21                 |                       | ⋮ |
|                               | vm_2  | VMware vSphere | 21                  | 21                 |                       | ⋮ |

The Data Collectors section shows the Data Collectors installed in your environment and the breakdown of Managed Units for each.



The sum of Managed Units may differ slightly from the Data Collectors count in the status 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 Status 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**.

## 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

5,122 out of 18,000 Managed Units



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.

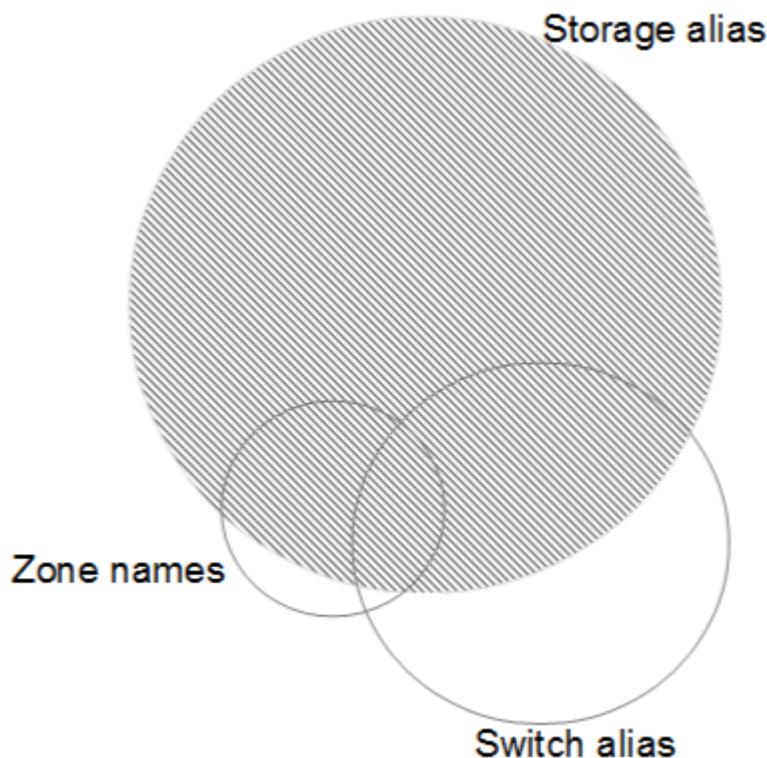
## Before You Begin

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<br>* Storage alias containing an embedded host or tape name<br>* Switch alias containing an embedded host or tape name<br>* 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)<br>* Delimiters<br>* 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<br>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:

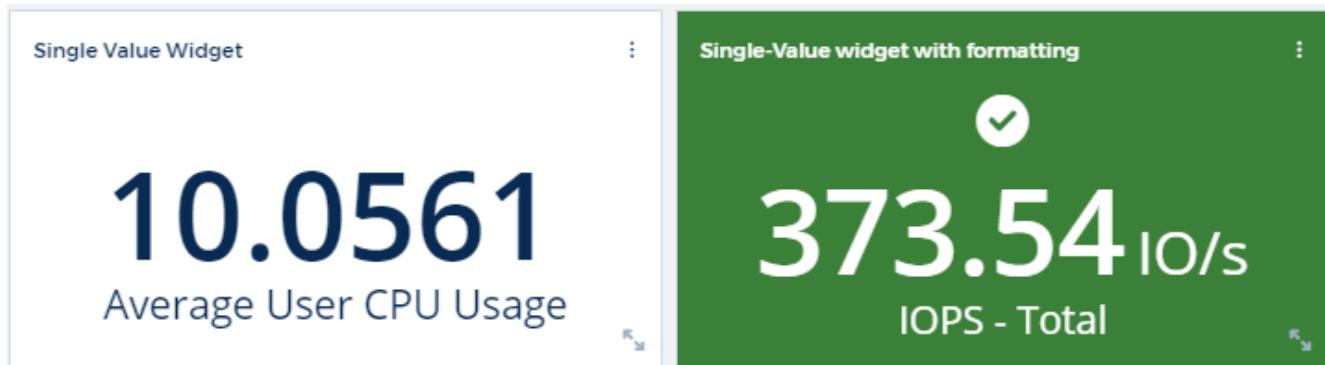
- **Table widget:** A table displaying data according to filters and columns you choose. Table data can be combined in groups that can be collapsed and expanded.

GroupBy Date

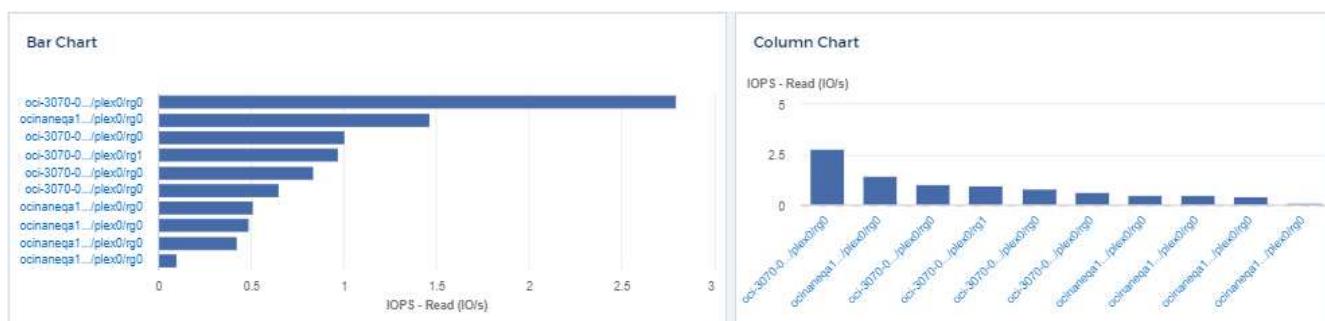
4 items found in 2 groups

| 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     |

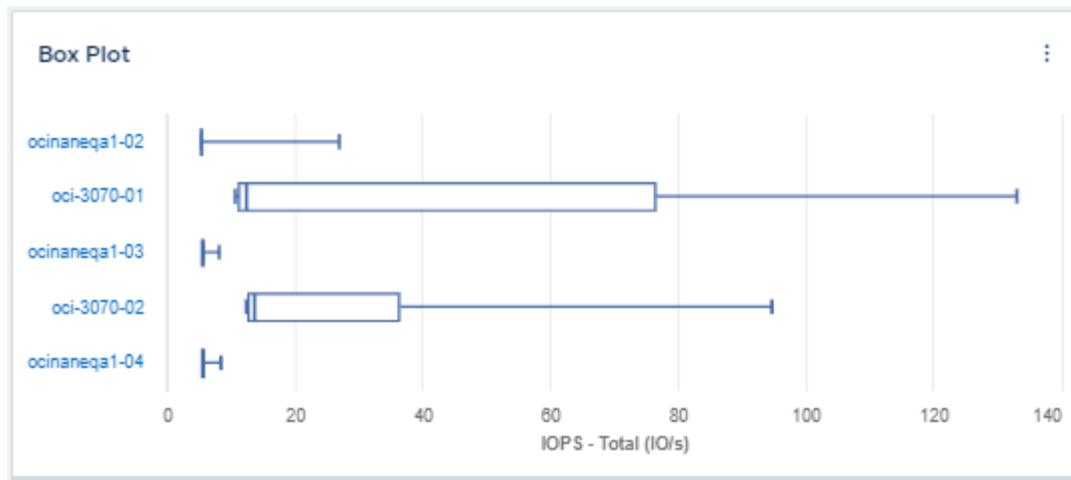
- **Line, Spline, Area, Stacked Area Charts:** These are time-series chart widgets on which you can display performance and other data over time.
- **Single Value widget:** A widget allowing you to display a single value that can be derived either directly from a counter or calculated using a query or expression. You can define color formatting thresholds to show whether the value is in expected, warning, or critical range.



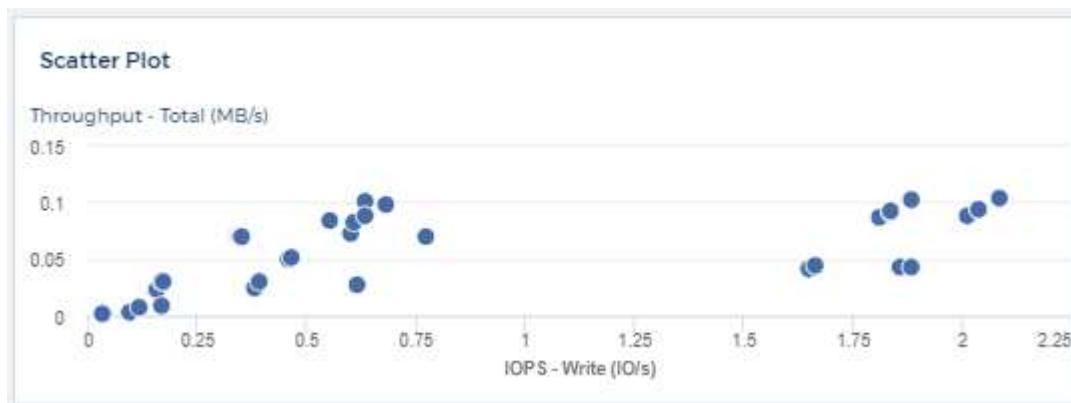
- **Gauge widget:** Displays single-value data in a traditional (solid) gauge or bullet gauge, with colors based on "Warning" or "Critical" values you [customize](#).
- **Bar, Column Charts:** Displays top or bottom N values, for example, Top 10 storages by capacity or bottom 5 volumes by IOPS.



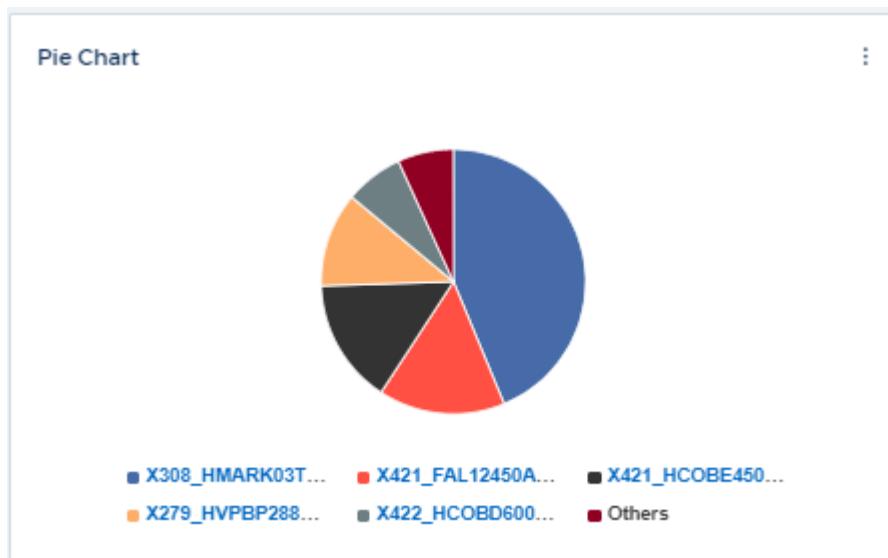
- **Box Plot Chart:** A plot of the min, max, median, and the range between lower and upper quartile of data in a single chart.



- **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 query: "Avg cpu.time\_idle by agent\_node\_ip". Below the input field, there is a section labeled "A) Query" with a dropdown menu showing "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" selected as the grouping attribute. The entire query string "Avg cpu.time\_idle by agent\_node\_ip" is highlighted in blue, indicating it is the current selection.

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.

kubernetes.pod X ▾

Filter By pod\_name ingest ▼ 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.

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 configuration:

- Filter By: pod\_name
- Value: \*ingest\*
- Result: ci-service-audit-5f775dd975-brfdc

Below the filter bar is a "Group" section with the same "pod\_name" field selected.

Under the heading "3 items found", there is a "Table Row Grouping" section. The first row is a header with the column name "pod\_name". The subsequent rows list three items:

| 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*.

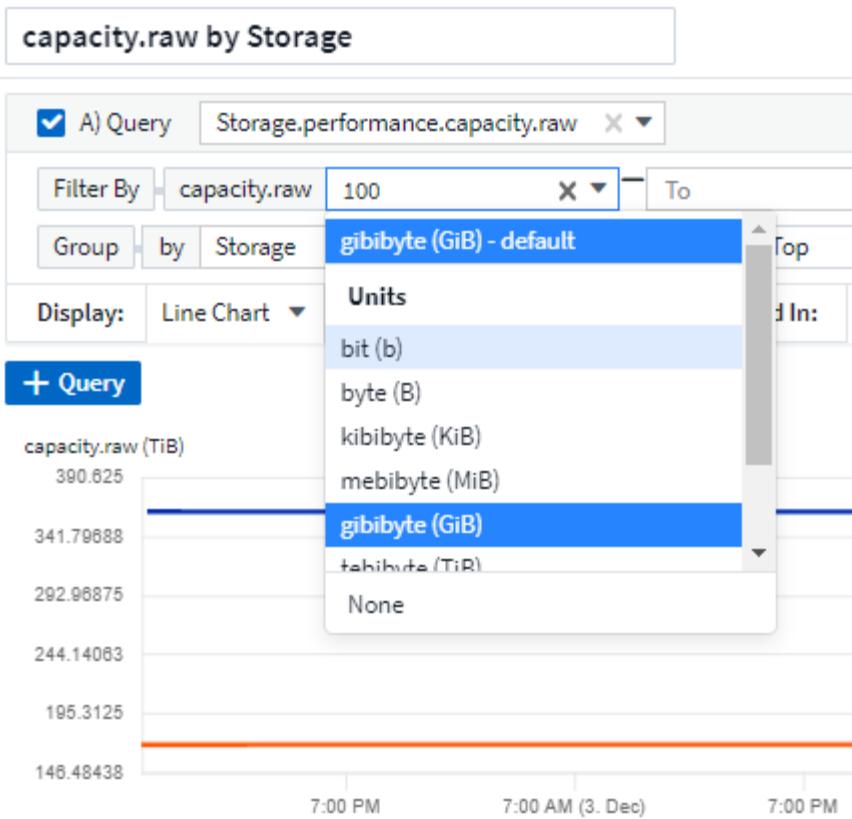
Contextual filtering also applies to dashboard page variables (text-type attributes or annotations only). When you select a filer value for one variable, any other variables using related objects will only show possible filter values based on the context of those related variables.

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\*

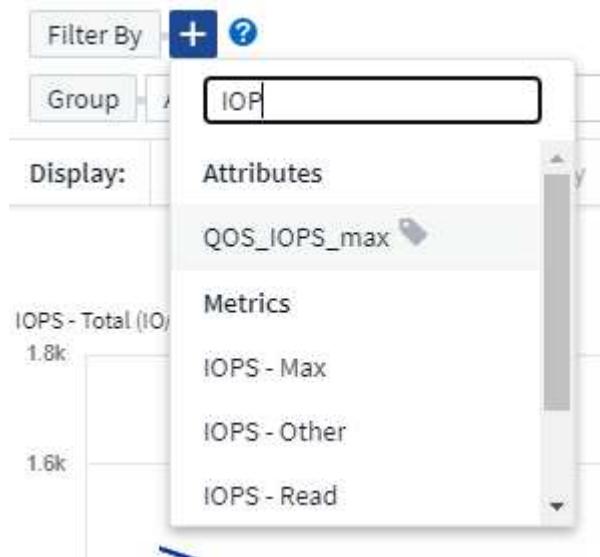
finds everything that does not start with "EMC". You can use

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:

- **Avg:** displays each line as the *average* of the underlying data.
- **Max:** displays each line as the *maximum* of the underlying data.
- **Min:** 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 *Avg*) 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 *Avg*, *Max*, *Min*, or *Sum*, or by the *Last* data point collected during the chosen interval. To choose an aggregation method, click on **More options** in the widget's query section.

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 *Avg* 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 *Avg*.

## 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 *Avg*. 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 *Avg*, *Sum*, *Min* or *Max*. 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.

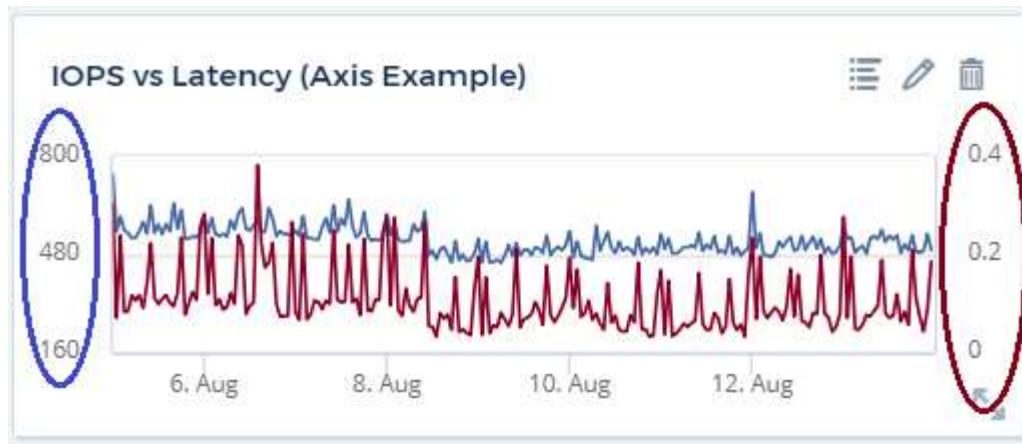
The IOPS line is displayed on the chart, with its scale shown on the left.

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

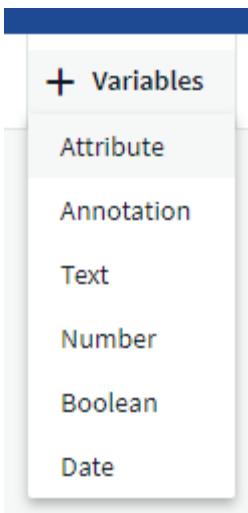
Variables allow you to change the data displayed in some or all widgets on a dashboard at once. By setting one or more widgets to use a common variable, changes made in one place cause the data displayed in each widget to update automatically.

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

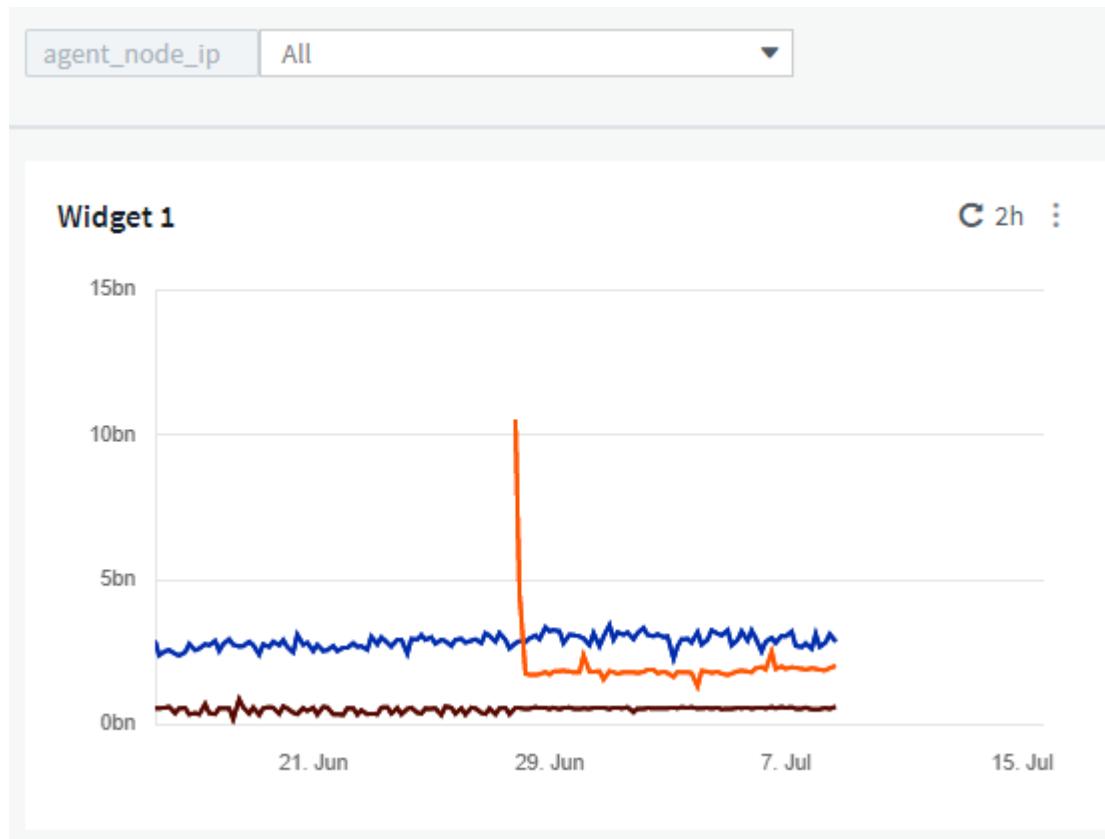
A variable can be one the following types:

- **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.

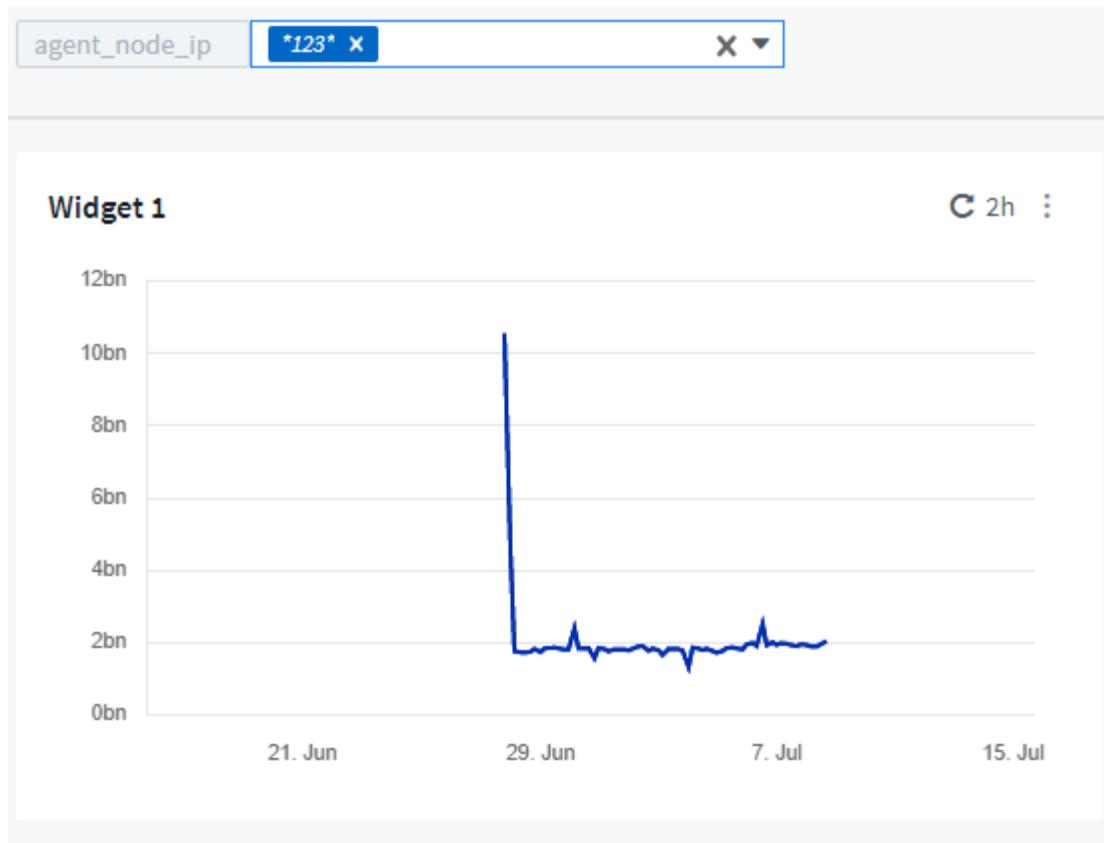


### Attribute variables

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:



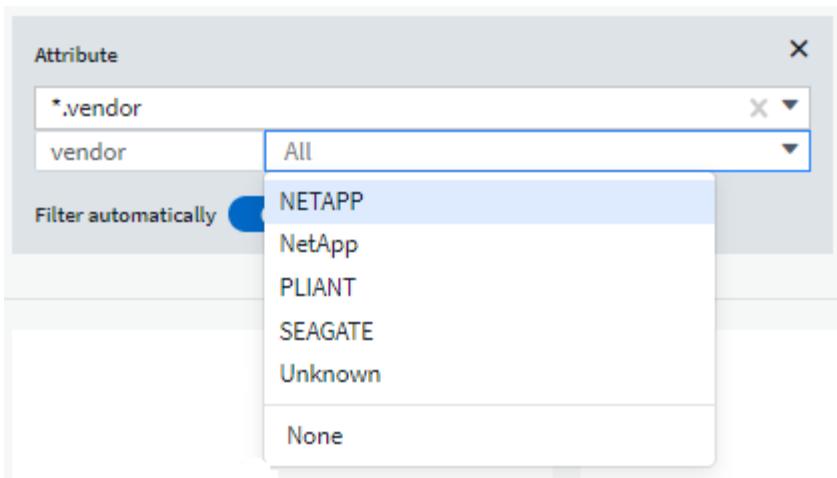
But if you temporarily want to see only nodes on individual subnets in your environment, you can set or change the variable to a specific Agent Node IP or IPs. Here we are viewing only the nodes on the "123" subnet:



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.

The screenshot shows a dropdown menu titled "Attribute" with the search term "vendor" entered. The results list includes "Objects containing 'vendor'" and a list of object types followed by their ".vendor" attribute: "Disk.vendor", "GenericDevice.vendor", "Storage.vendor", "StoragePool.vendorTier", "Switch.vendor", "Tape.vendor", "InternalVolume.storage.vendor", and "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.

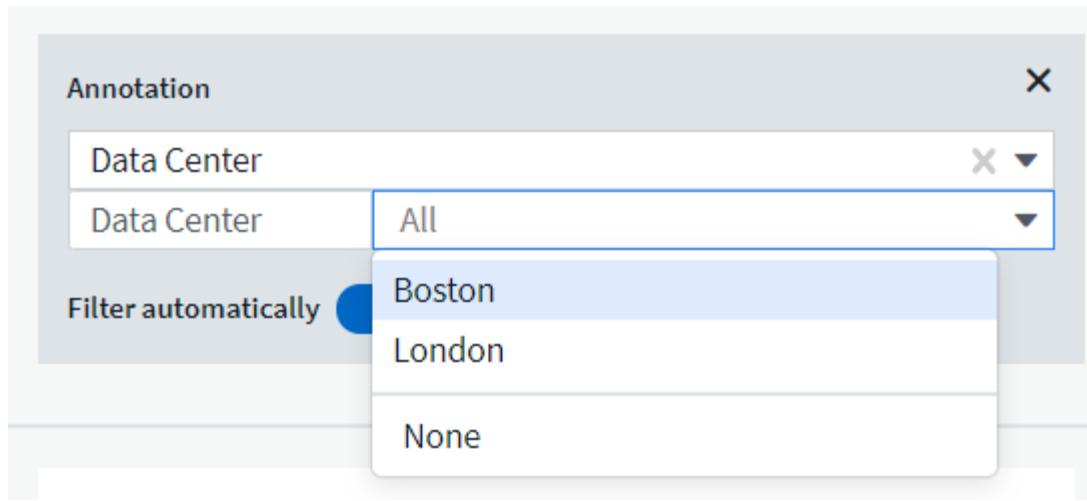
A screenshot of a dashboard configuration screen for a "Count of Storages" widget. The query is set to "Storage.performance.iops.total". In the "Filter By" section, there is a "name" field set to "All" and a "vendor" field set to "NETAPP". A tooltip indicates that this is an automatically applied filter from a dashboard variable. Below the filter section are sections for "Formatting" (with options like "If value is &gt;"), "Description" (e.g. "Total IOPS"), "Calculation" (set to "A"), and "Decimal Places" (set to 0). The "Units Displayed In" dropdown is set to "Whole Number". A "Reset Defaults" button is also present.

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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

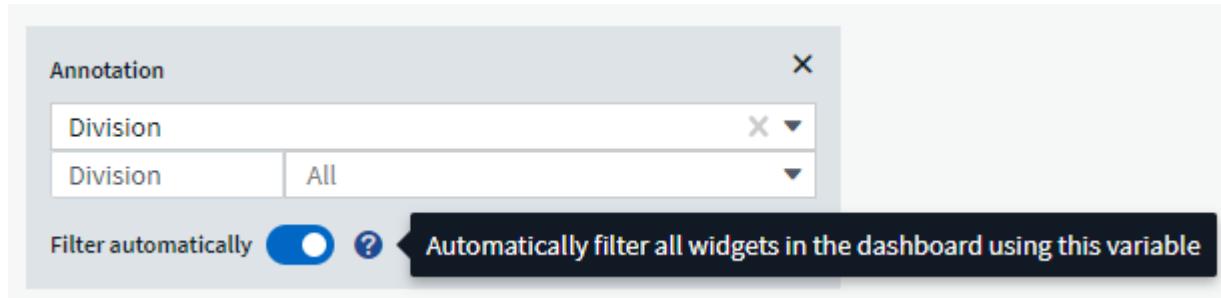
You can create generic variables that are not associated with a particular attribute by selecting a variable type of *Text*, *Number*, *Boolean*, or *Date*. Once the variable has been created, you can select it in a widget filter field. When setting a filter in a widget, in addition to specific values 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 is currently filtered by "All". A dropdown menu is open over the "Name" column, showing a list of items starting with "0a.16", followed by "0a.17", "0a.18", "0a.19", "0a.20", "0a.21", "0a.22", and "0a.23". Below this list, there is a section titled "Variables" containing "\$agent\_node\_ip" and "\$var1". At the bottom of the list is the option "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.

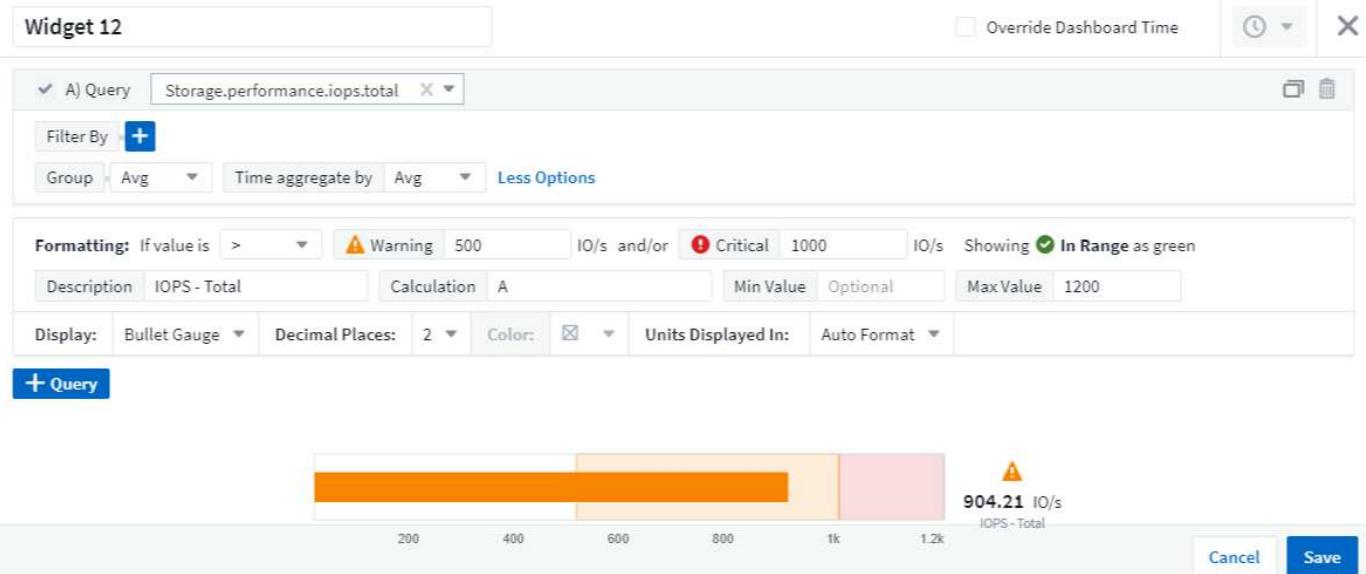
#### Variable naming

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.

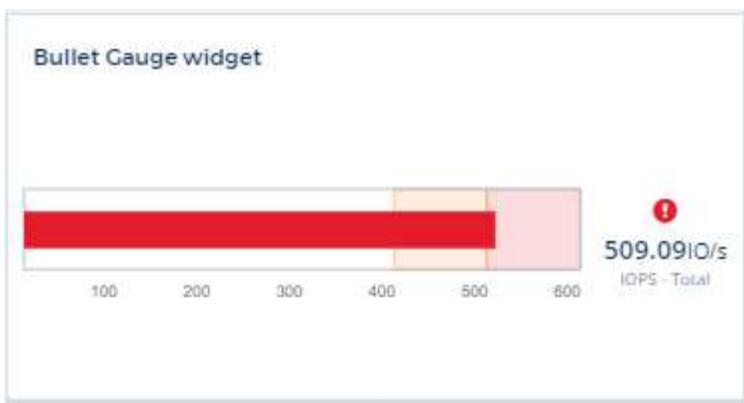


To set formatting for these widgets, follow these steps:

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.

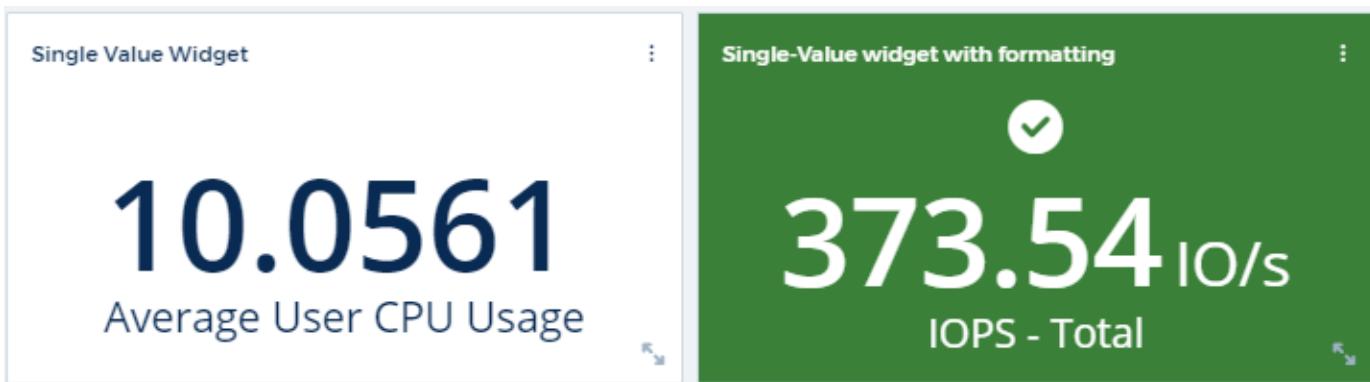
You can optionally choose a minimum and maximum value for the gauge. Values below minimum will not display the gauge. Values above maximum will display a full gauge. If you do not choose minimum or maximum values, the widget selects optimal min and max based on the widget's value.





## 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.

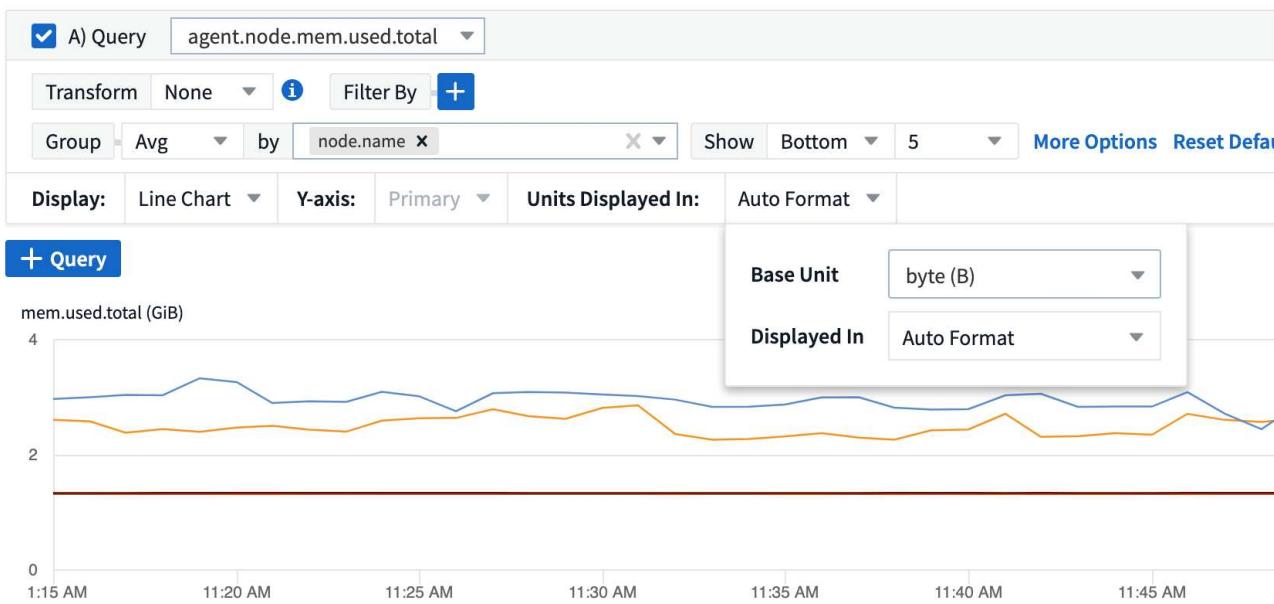


Clicking the link in either a single-value widget or a gauge widget will display a query page corresponding to the first query in the widget.

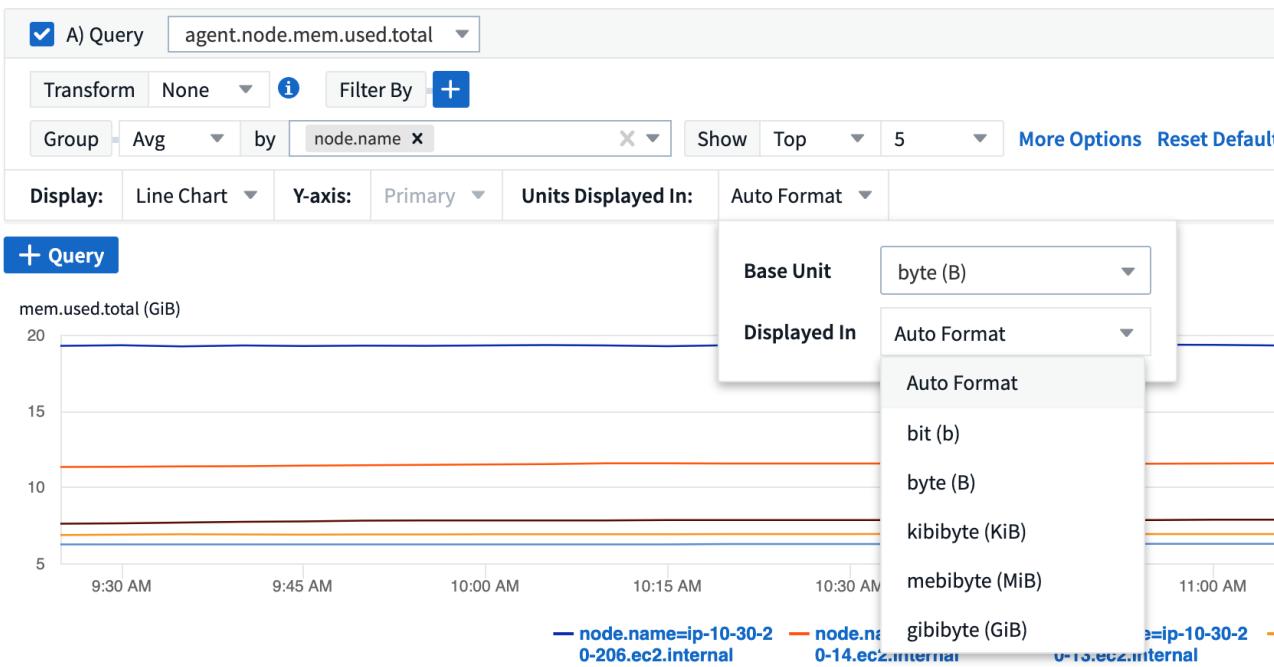
## Choosing the Unit for Displaying Data

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.

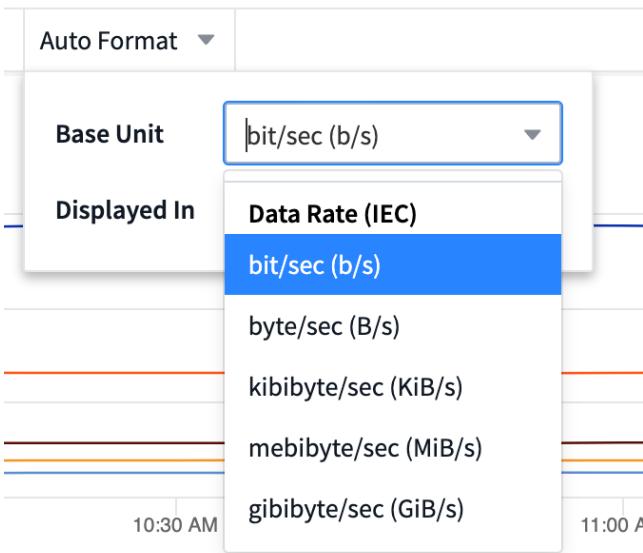
In the line chart example below, the data selected for the widget is known to be in *bytes* (the base IEC Data unit: see the table below), so the Base Unit is automatically selected as 'byte (B)'. However, the data values are large enough to be presented as gibibytes (GiB), so Cloud Insights by default 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

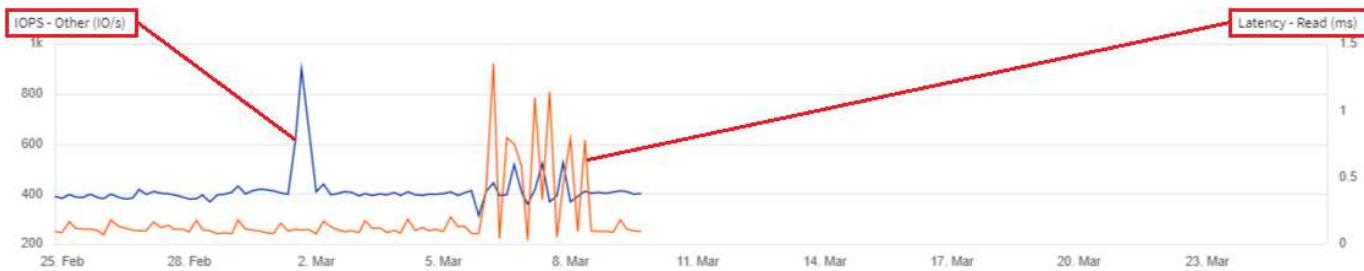
Most metrics are reported by data collectors in the smallest unit, for example as a whole number such as 1,234,567,890 bytes. By default, Cloud Insights will automatically format the value for the most readable display. For example a data value of 1,234,567,890 bytes would be auto formatted to 1.23 *Gibabytes*. 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<br>dollar  |
| Data(IEC)        | bit<br>byte<br>kibibyte<br>mebibyte<br>gibibyte<br>tebibyte<br>pebibyte<br>exbibyte                 |
| DataRate(IEC)    | bit/sec<br>byte/sec<br>kibibyte/sec<br>mebibyte/sec<br>gibibyte/sec<br>tebibyte/sec<br>pebibyte/sec |
| Data(Metric)     | kilobyte<br>megabyte<br>gigabyte<br>terabyte<br>petabyte<br>exabyte                                 |
| DataRate(Metric) | kilobyte/sec<br>megabyte/sec<br>gigabyte/sec<br>terabyte/sec<br>petabyte/sec<br>exabyte/sec         |
| IEC              | kibi<br>mebi<br>gibi<br>tebi<br>pebi<br>exbi  |
| Decimal          | whole number<br>thousand<br>million<br>billion<br>trillion  |
| Percentage       | percentage  |
| Time             | nanosecond<br>microsecond<br>millisecond<br>second<br>minute<br>hour                                |

|             |  |
|-------------|--|
| Temperature | celsius<br>fahrenheit  |
| Frequency   | hertz<br>kilohertz<br>megahertz<br>gigahertz   |
| CPU         | nanocores<br>microcores<br>millicores<br>cores<br>kilocores<br>megacores<br>gigacoress<br>teracores<br>petacores<br>exacores |
| Throughput  | I/O ops/sec<br>ops/sec<br>requests/sec<br>reads/sec<br>writes/sec<br>ops/min<br>reads/min<br>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.



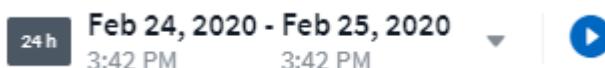
Because NetApp Cloud Central has its own user login timeout of 7 days, Cloud Insights must log out with that event as well. You can simply log in again and your dashboard will continue to display.

- 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 ↑  |
|---|
| <a href="#">Dashboard - Storage Cost</a>                        |
| <a href="#">Dashboard - Storage IO Detail</a>                   |
| <a href="#">Dashboard - Storage Overview</a>                    |
| <a href="#">Gauges Storage Performance</a>                      |
| <a href="#">Storage Admin - Which nodes are in high demand?</a> |
| <a href="#">Storage Admin - Which pools are in high demand?</a> |
| <a href="#">Storage IOPs</a>                                    |

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.

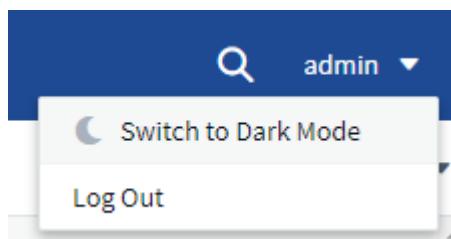
### Dashboards (7)

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

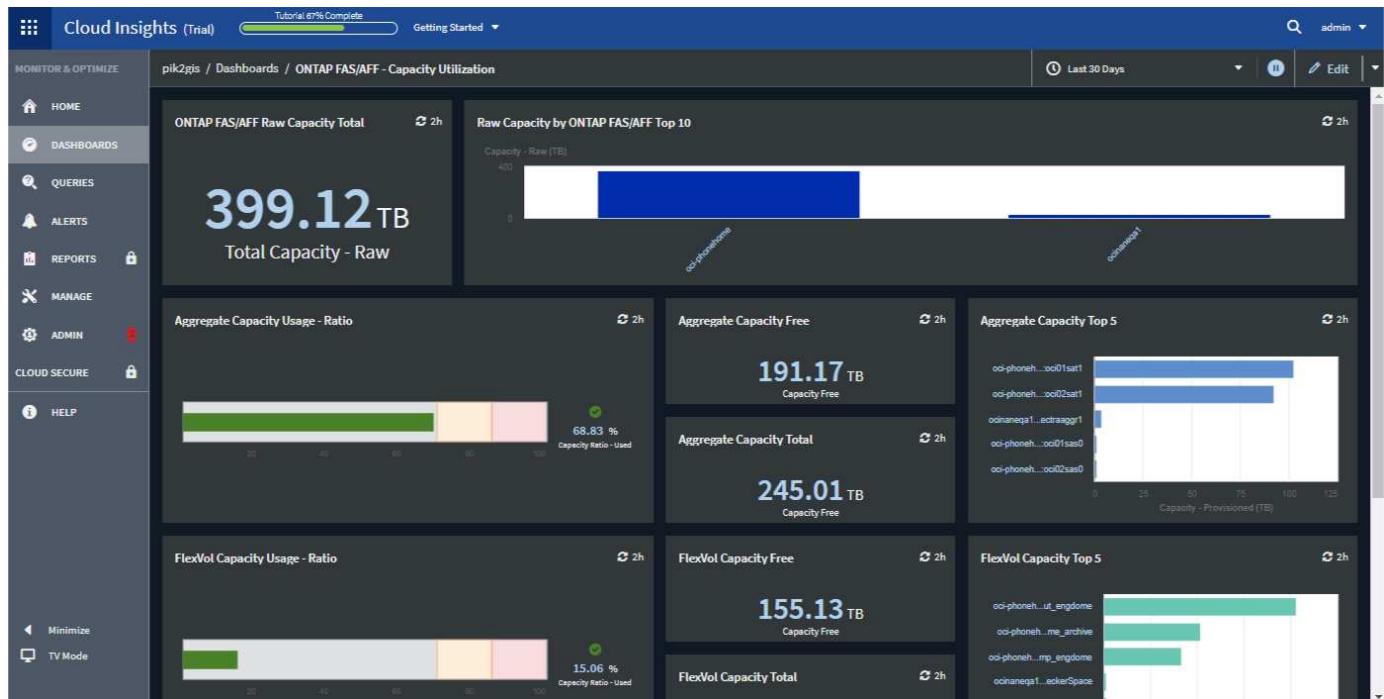
## Dark Theme

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.

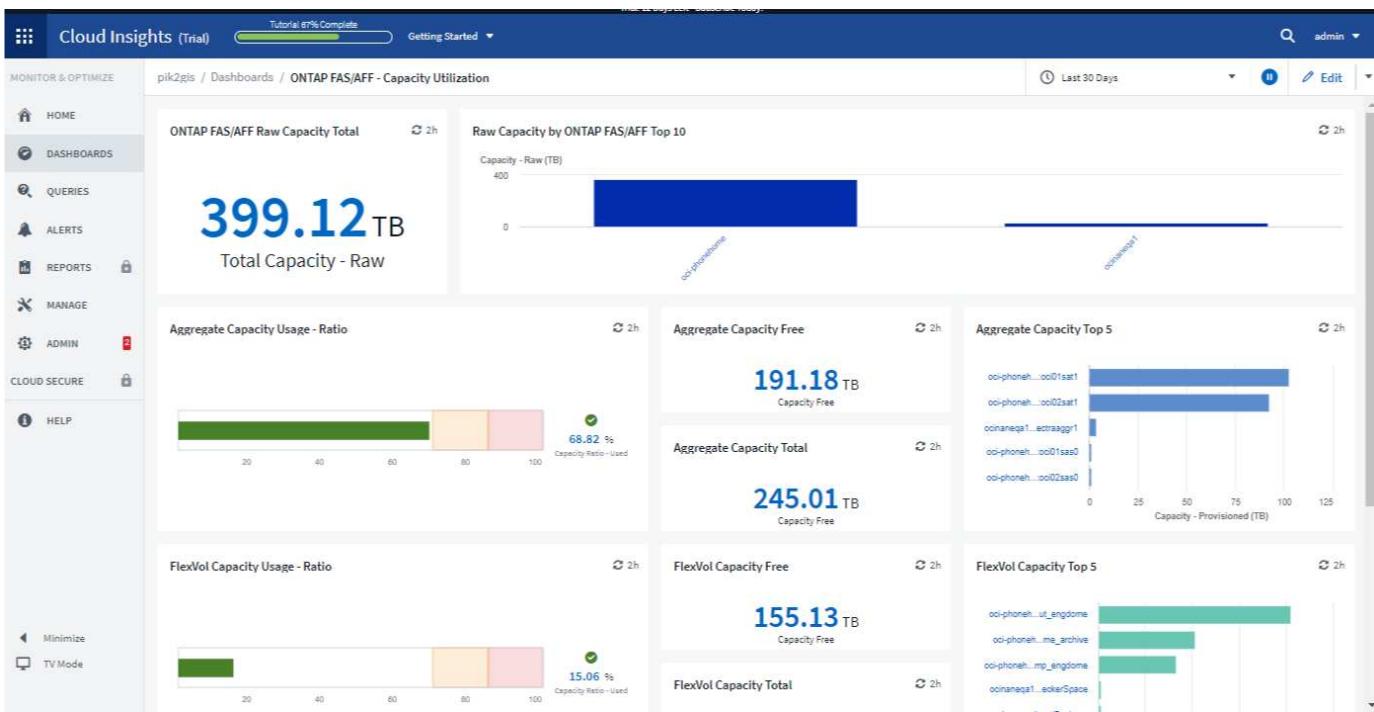
To switch between light and dark themes, click the username button in the upper right corner of the screen and choose the desired theme.



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                                  |                 |                       |                     |                      |  | 10m |
|---|-----------------|-----------------------|---------------------|----------------------|--|-----|
| 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 filter and time range controls: "Override dashboard time" (unchecked), "Last 24 hours" (selected), and a close button. Below these are filter buttons: "Virtual Machine" (selected), "Filter by" (set to "IOPS - Total (IO/s) >= 10"), "Group by" (set to "Hypervisor name"), and a clear 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.

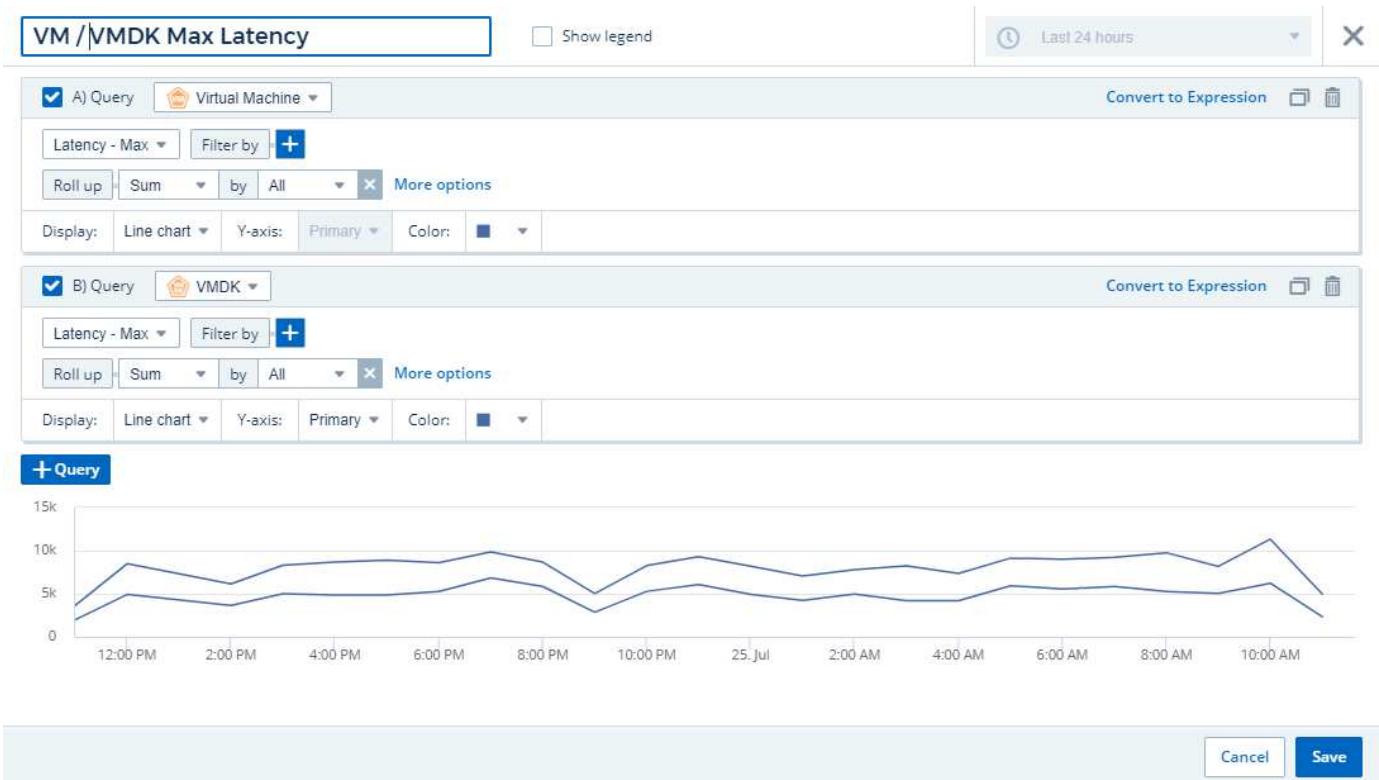
You can resize the widget on the dashboard by dragging the lower-right corner. Make the widget wider to show all the columns clearly. Click **Save** to save the current dashboard.

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*

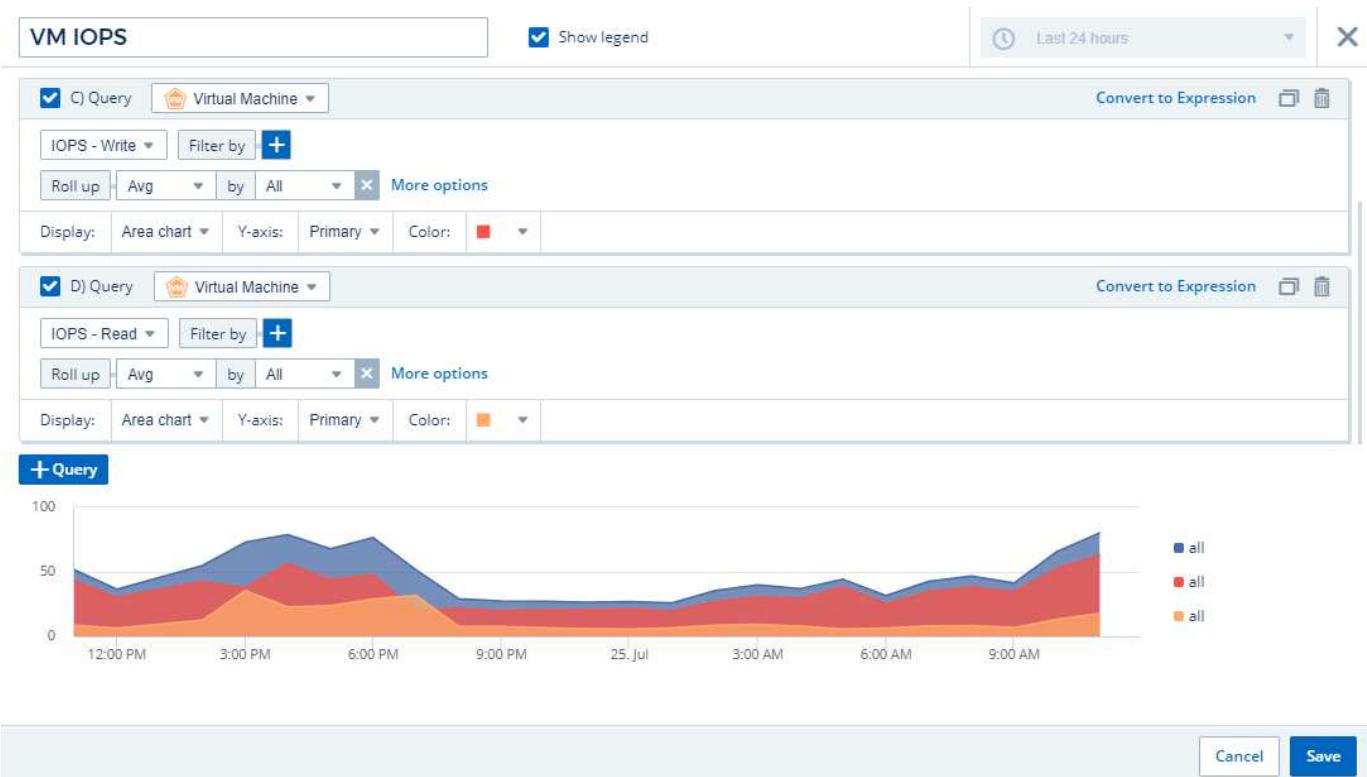
*Chart*, and leave *Y-Axis* as *Primary*.

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<br>Raw capacity<br>Provisioned capacity<br>Storage pools capacity<br><other asset type> capacity<br>Written capacity |

|                 |   |
|-----------------|---|
| Disk Speed      | Lowest disk speed<br>Least performing disk type   |
| Host            | Hypervisor<br>Hosts   |
| Hypervisor      | Host<br>Is hypervisor   |
| Microcode       | Firmware  |
| Name            | Alias<br>Hypervisor name<br>Storage name<br><other asset type> name<br>Simple name<br>Resource name<br>Fabric Alias |
| Read / Write    | Partial R/W<br>Pending writes<br>IOPS - Write<br>Written capacity<br>Latency - Read<br>Cache utilization - read     |
| Virtual Machine | VM<br>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<br>VMDK<br>Virtual Machine<br>Volume         |
| Hypervisor                 | Virtual Machine<br>Is hypervisor<br>Host                     |
| Host(s)                    | Internal Volume<br>Volume<br>Cluster Host<br>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

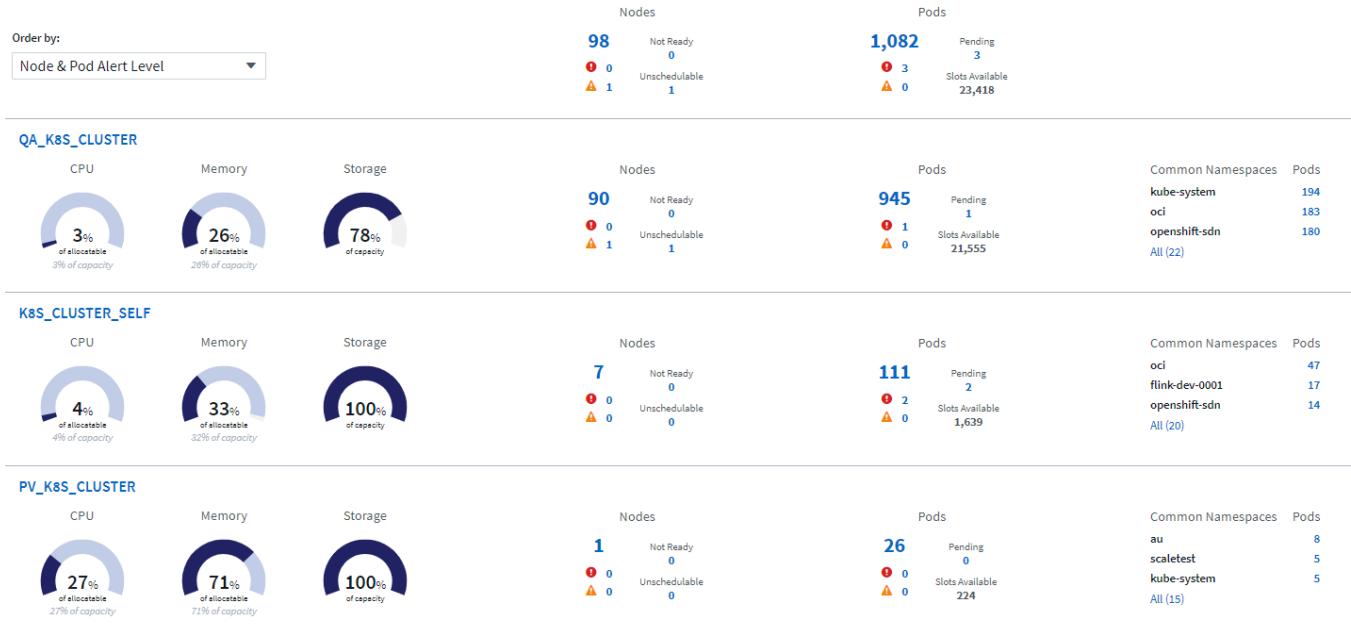
## Kubernetes Cluster Overview

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.



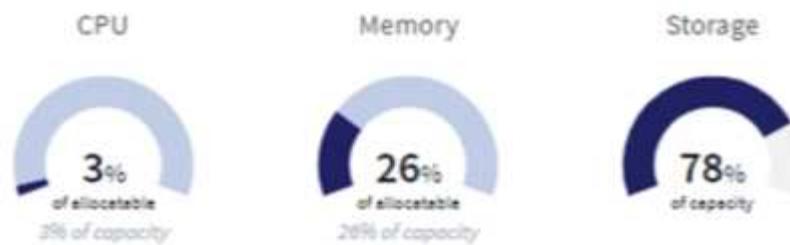
Numbers displayed in blue in the various sections of this and subsequent Kubernetes Explorer pages (for example, node/pod status, namespace counts, etc.) are links to related query pages that show the details behind those numbers.



### Cluster Usage overview

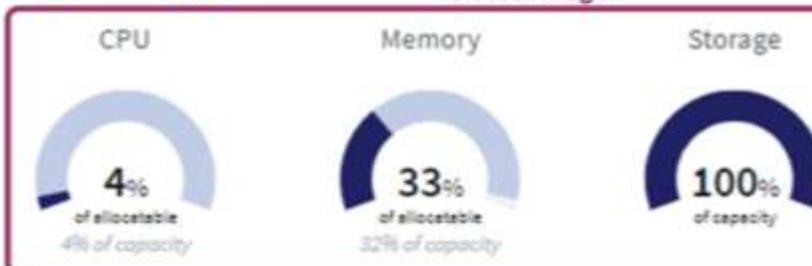
## Cluster List

### QA\_K8S\_CLUSTER

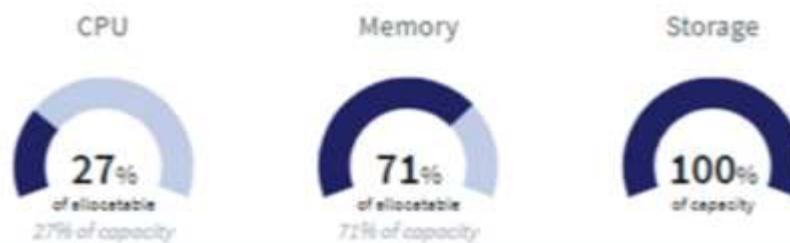


### K8S\_CLUSTER\_SELF

#### 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)          | <a href="#">Click to see all namespaces</a> |

---

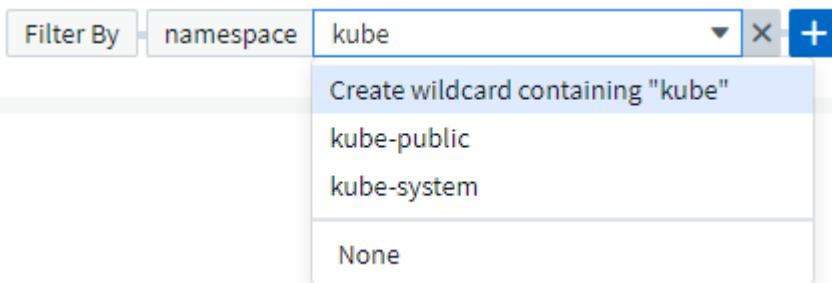
| Common Namespaces | Pods |
|-------------------|------|
| oci               | 47   |
| flink-dev-0001    | 17   |
| openshift-sdn     | 14   |
| All (20)          |      |

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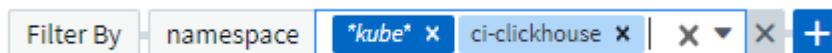
| Common Namespaces | Pods |
|-------------------|------|
| au                | 8    |
| scaletest         | 5    |
| kube-system       | 5    |
| All (15)          |      |

## 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

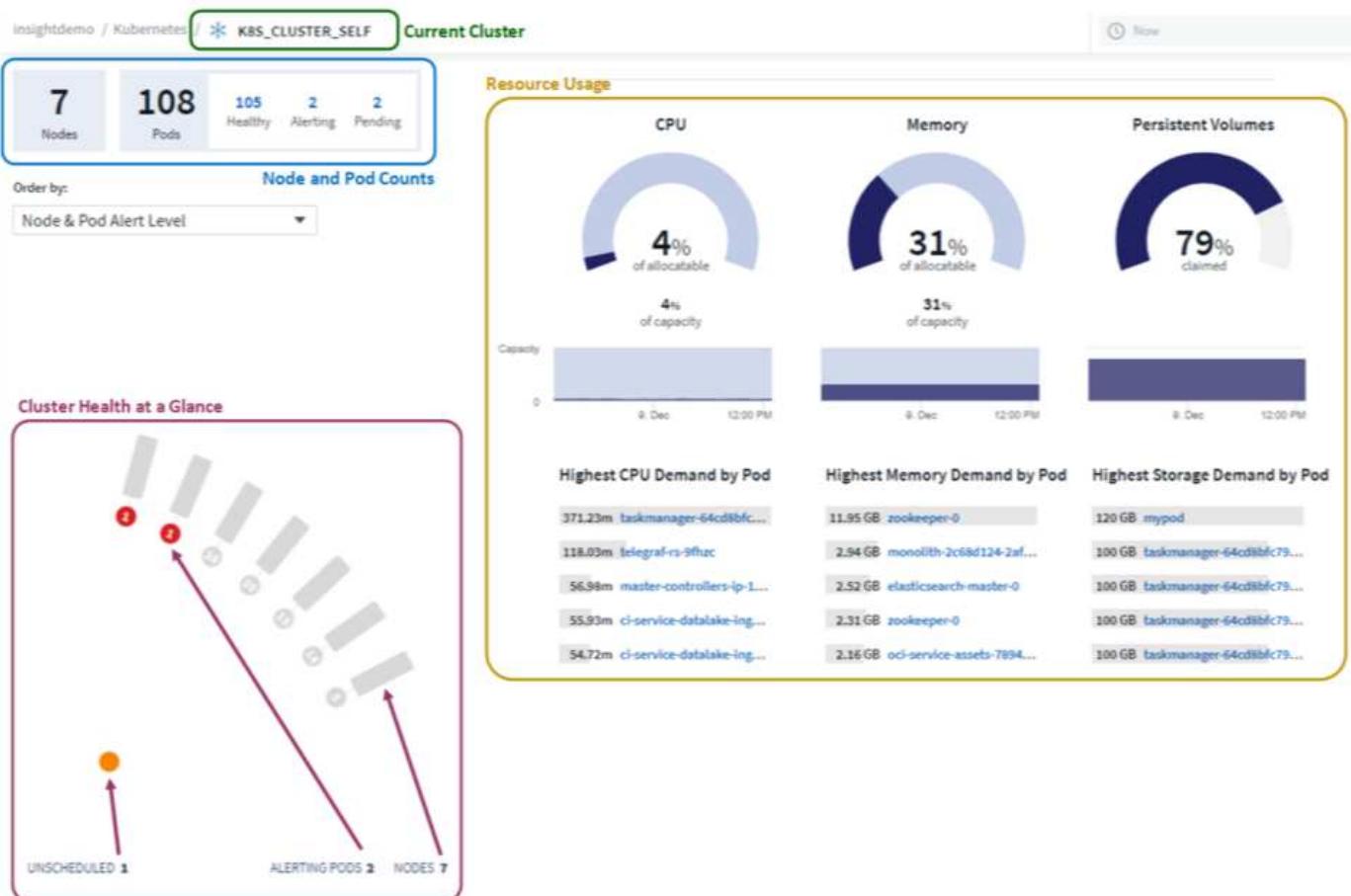
The Kubernetes cluster detail page displays detailed information about your Kubernetes cluster.

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:



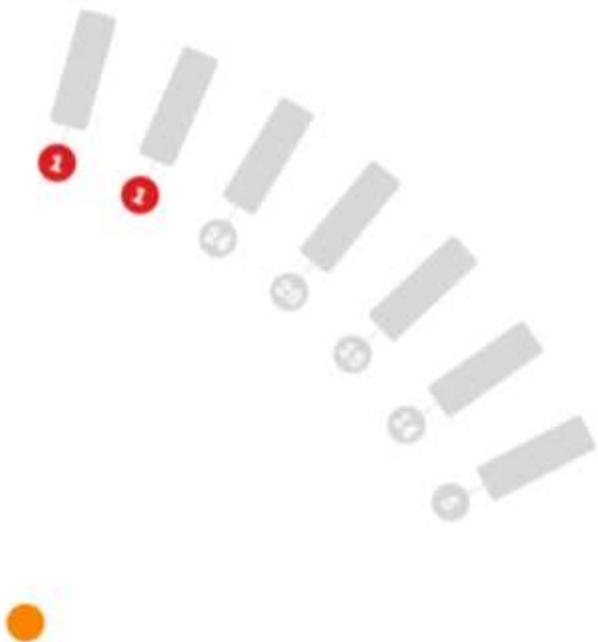
## Node and Pod Counts

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

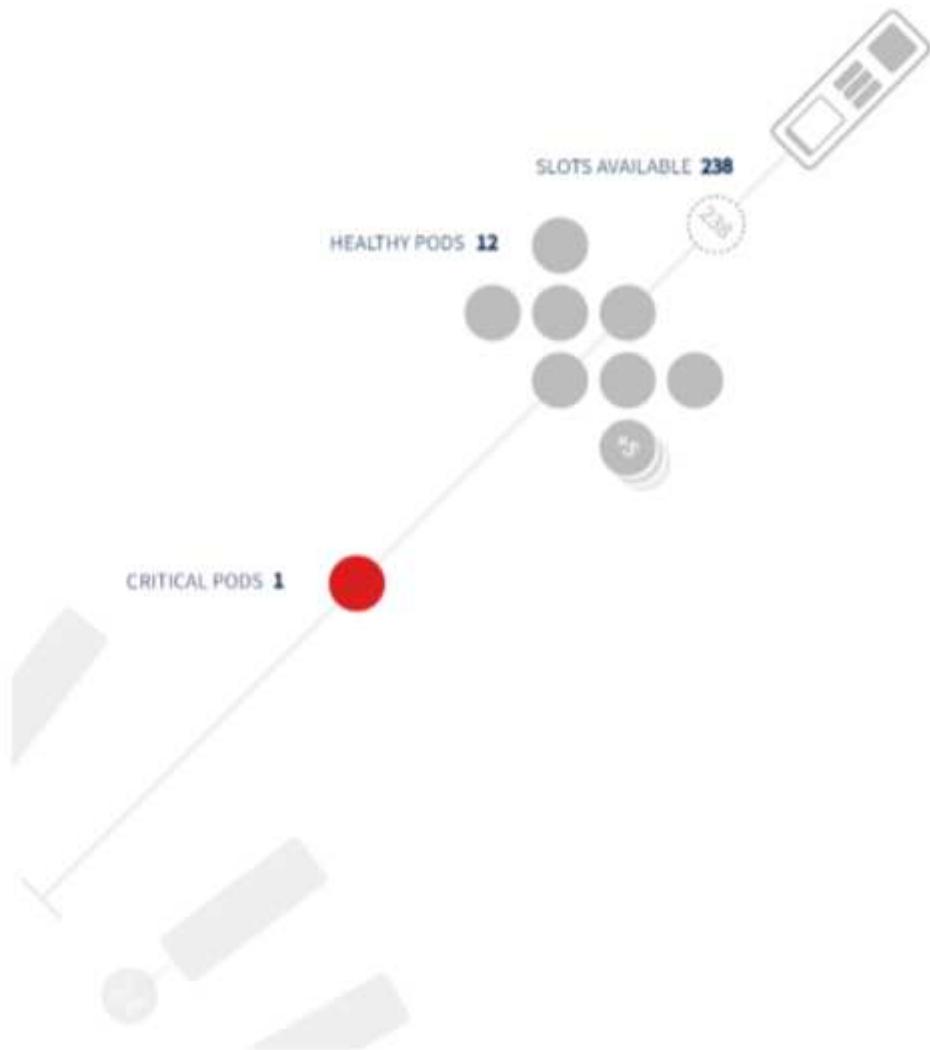
The Cluster "Wheel" section provides node and pod health at a glance, which you can drill into for more information. If your cluster contains more nodes than can be displayed in this area of the page, you will be able to turn the wheel using the buttons available.

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

Pod  
demo-pod2  
Critical Pending

Container  
demo-pod2  
Healthy Running

Container  
test123  
Critical Waiting

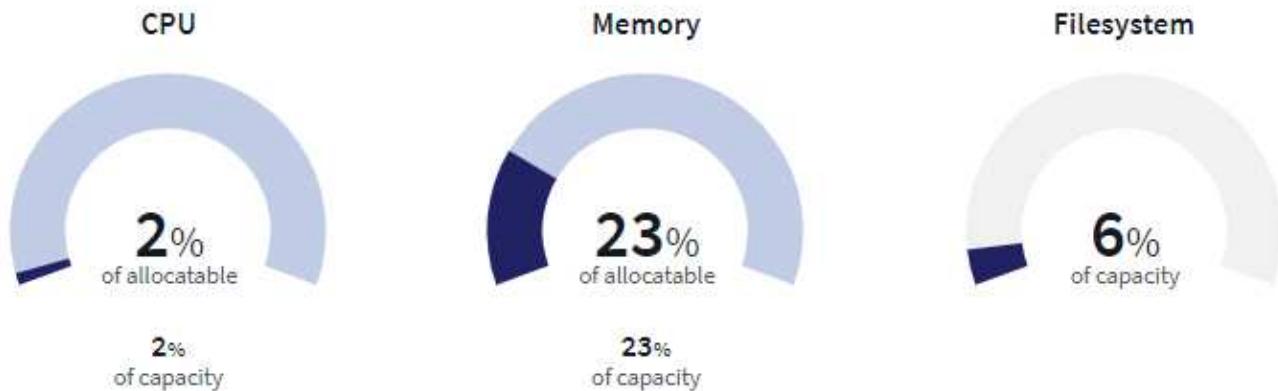
You can view Filesystem, Memory, and CPU information by hovering over the Node elements.



## 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       |
| <span style="color: red;">!</span> Critical  | Pending   | demo-pod2  | 1 of 2             | k8wheel         |
| <span style="color: green;">●</span> Healthy | Running   | ci-exclusive-node-scheduler-6dc4dd96-s6h9t           | 2 of 2             | kafka-lake-0001 |
| <span style="color: green;">●</span> Healthy | Running   | ci-service-apikey-7676fd5f7d-ptmh9                   | 1 of 1             | oci             |
| <span style="color: green;">●</span> Healthy | Running   | ci-service-notifications-7f594c4bbd-4p7hz            | 1 of 1             | oci             |
| <span style="color: green;">●</span> Healthy | Running   | ci-service-webui-rest-5d454c8648-98llk               | 1 of 1             | oci             |
| <span style="color: green;">●</span> 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*.

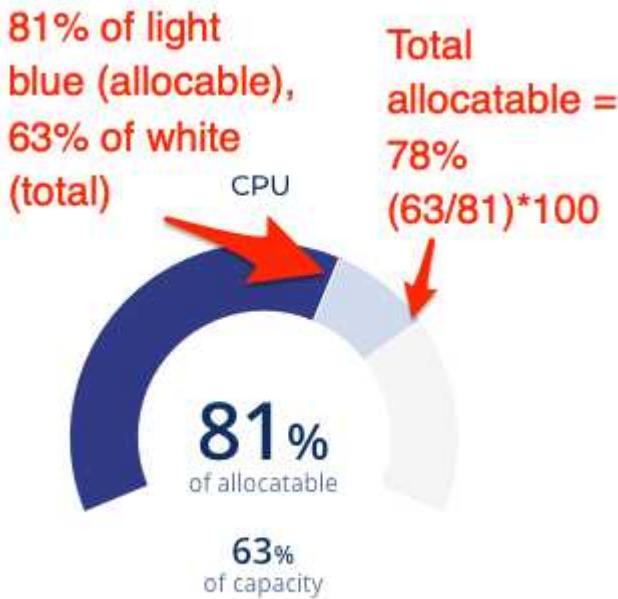
Keep the following in mind when reading the gauges.

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

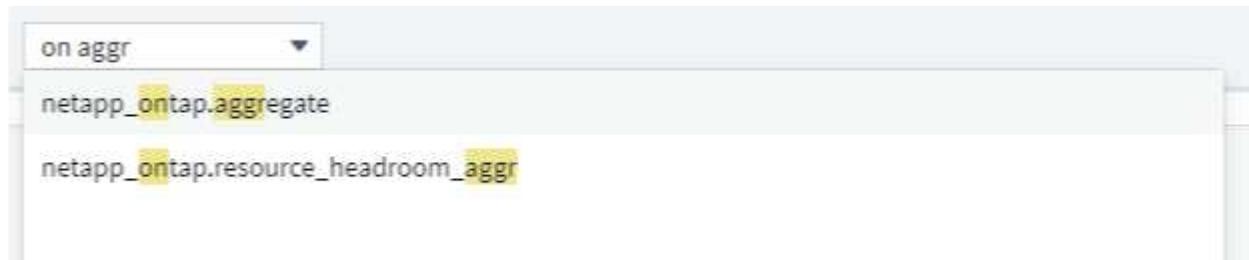
The following asset types can be used in queries, dashboard widgets, and custom asset landing pages. The fields and counters available for filters, expressions, and display will vary among asset types. Not all assets can be used in all widget types.

- 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.

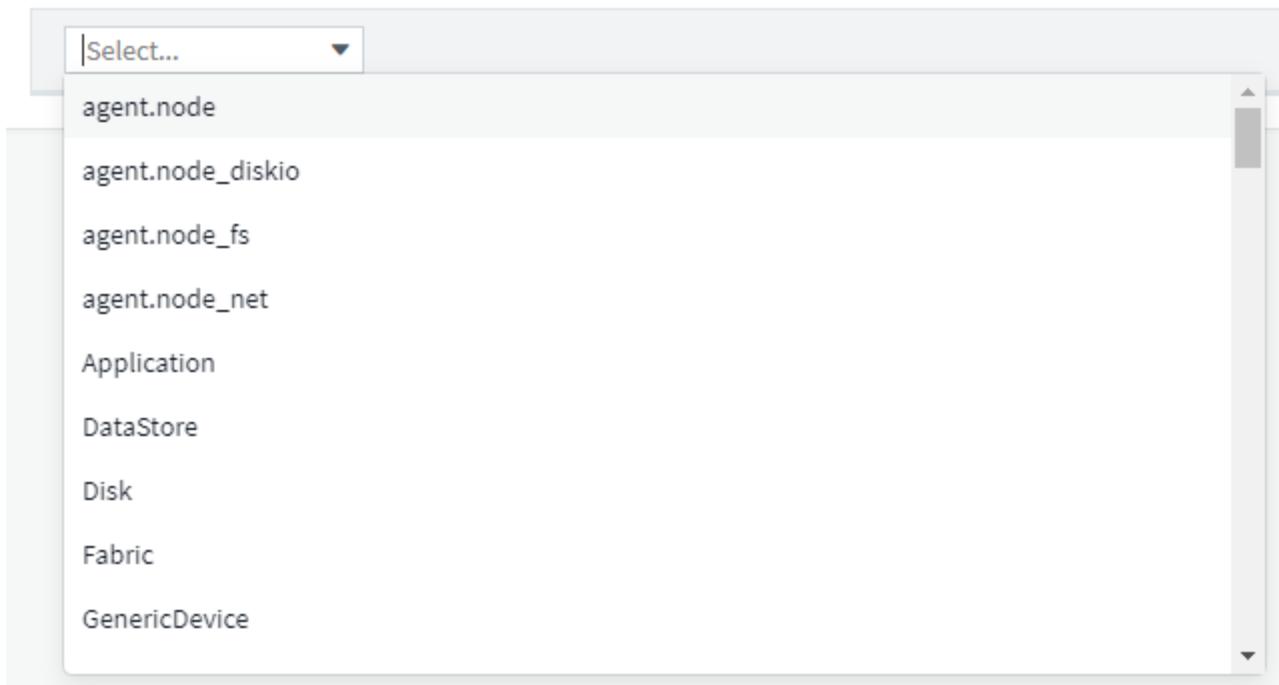
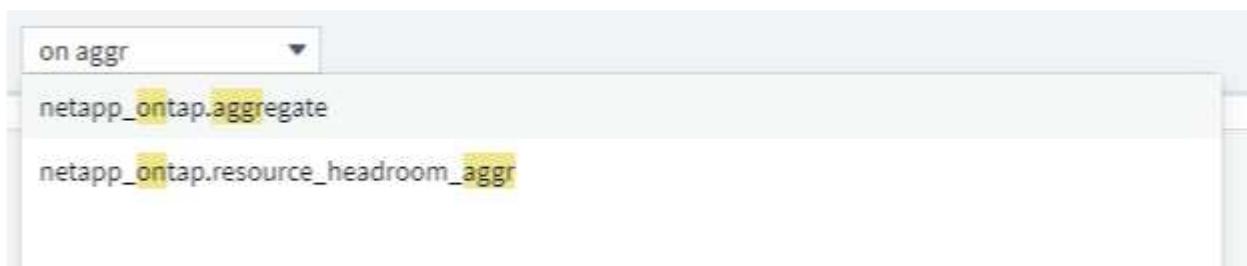
For example, you can create a query for *volumes*, add a filter to find particular *storages* associated with the selected volumes, add another filter to find a particular *annotation* such as "Tier 1" on the selected storages, and finally add another filter to find all storages with *IOPS - Read (IO/s)* 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 X ▾

Filter By cluster\_name ci- X +

Group aggr\_name X 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 X ▾

Filter By +

Group aggr\_name X X ▾

14 items found

| Table Row Grouping  |                | Metrics & Attributes                    |
|---------------------|----------------|---|
| aggr_name           | cp_read_blocks | agent_version ↑                         |
| aggr0_optimus_02    | 1.72           | Apache-HttpClient/4.1.1 (java/1.6.0_26) |
| aggr1_optimus_02    | 408.84         | Apache-HttpClient/4.1.1 (java/1.6.0_26) |
| ocinaneqa1_04_aggr0 | 6.19           | Apache-HttpClient/4.1.1 (java/1.6.0_26) |
| ocinaneqa1_03_aggr0 | 6.48           | Apache-HttpClient/4.1.1 (java/1.6.0_26) |
| oci02sat0           | 1.04           | Apache-HttpClient/4.1.1 (java/1.6.0_26) |

- 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 + ?

Group pod\_name X Create wildcard containing "ingest"

71 items found

Table Row Grouping

None

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 ▾ X + ?

Group pod\_name X 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 labeled 'Volume' and a filter section with 'Filter By' dropdowns for 'Name' and 'Any', along with a clear ('X') and a plus ('+') 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 'Add Application' option for the selected assets is highlighted.

| 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

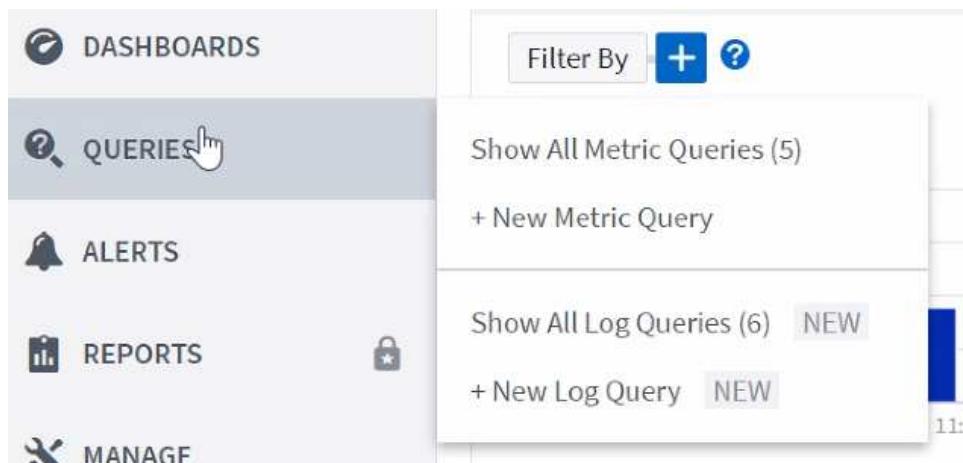
1. Method 1: Highlight the desired text with the mouse, copy it, and paste it into search fields or other applications.
2. Method 2: For single-value fields, hover over the field and click the clipboard icon  that appears. The value is copied to the clipboard for use in search fields or other applications.

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.

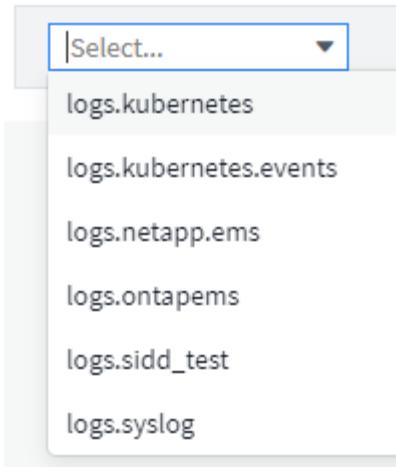
# Log Explorer

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.



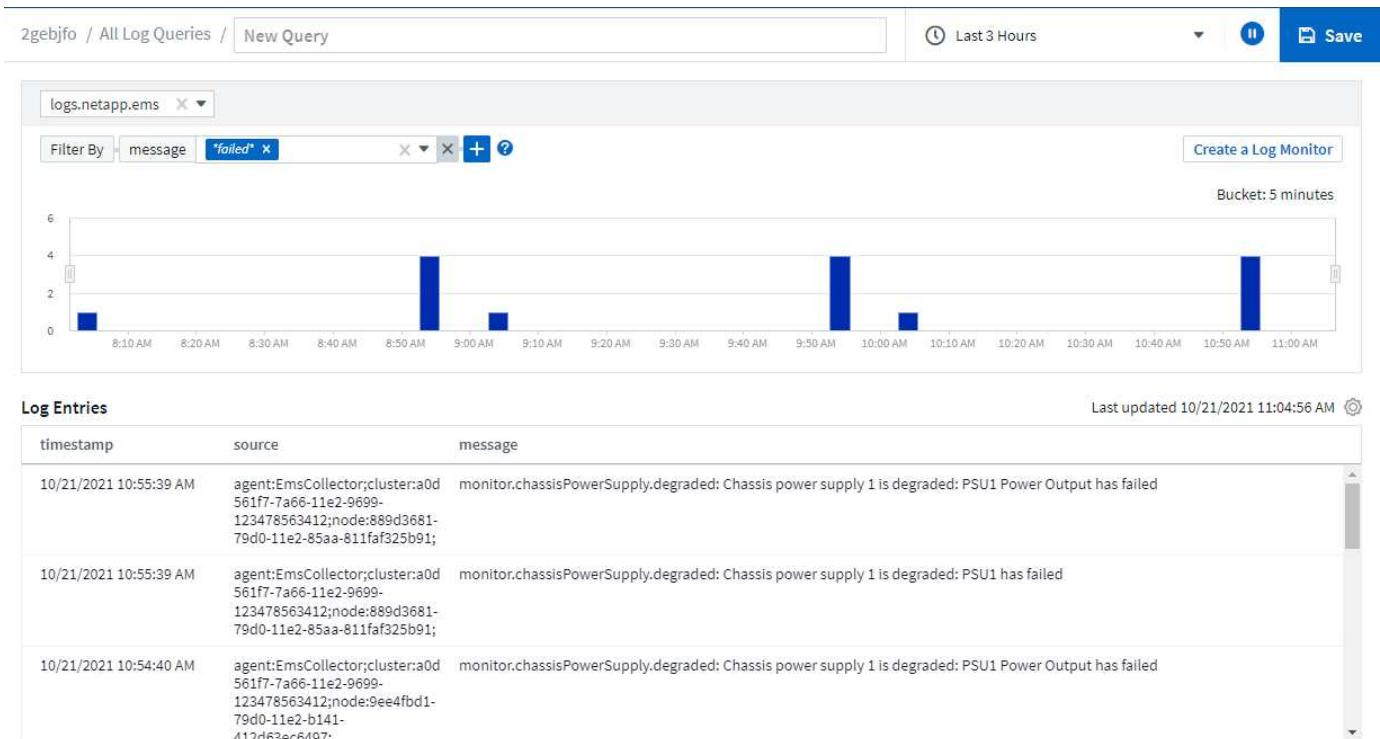
The types of logs available for querying may vary based on your environment. Additional log types may be added over time.

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.



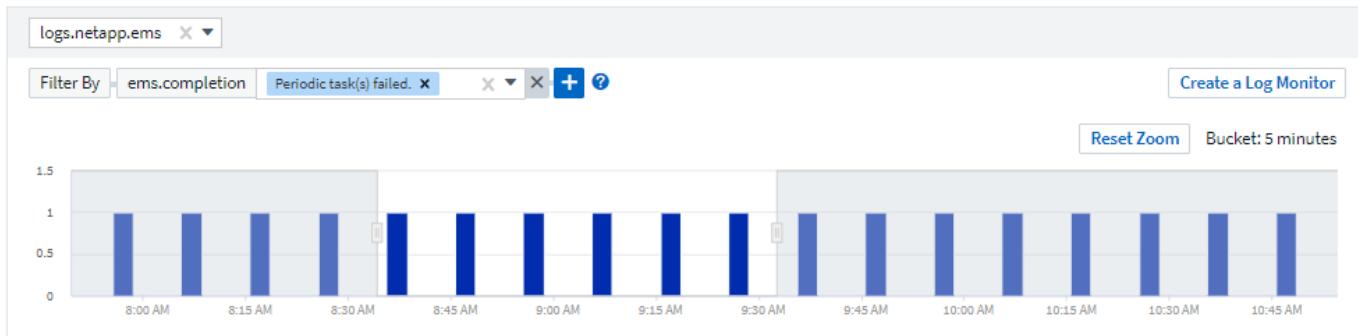
### The Log Graph

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 Choose File No file chosen  
string(\$binary)

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 cursor points to a point on the line graph where the metric value has crossed the threshold, indicated by a red exclamation mark icon above the line. To the right, 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 lines representing different alert levels: red (highest), yellow, and green (lowest). Red exclamation mark icons are placed above the red and yellow lines, while a grey info icon is placed above the green line. To the right, 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

The screenshot shows a search bar at the top containing the text "netapp\_ontap.aggregate.cp\_reads". Below the search bar is a "Filter By" dropdown menu with options "Group" and "Unit Display". A large modal window titled "Metrics" is open, displaying a list of metrics. The visible metrics are: cp\_read\_blocks, cp\_reads, data\_compaction\_space\_saved, data\_compaction\_space\_saved\_percent, and size\_total. The "cp\_reads" metric is highlighted with a light blue background.

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.

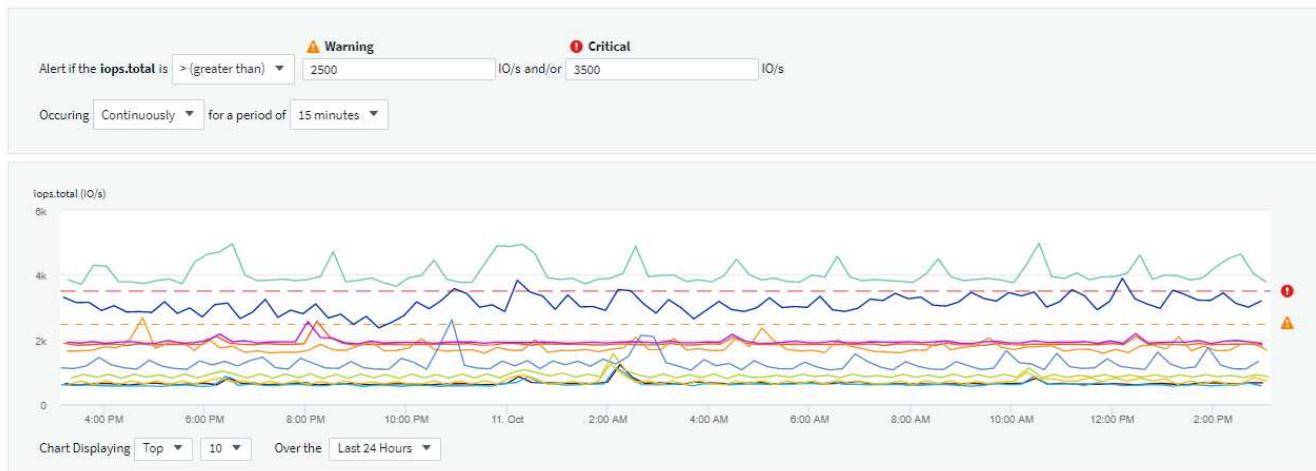
1. After choosing the object and metric to monitor, set the Warning-level and/or Critical-level thresholds.
2. For the *Warning* level, enter 200 for our example. The dashed line indicating this Warning level displays in the example graph.
3. For the *Critical* level, enter 400. The dashed line indicating 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" X X ▼ +

#### 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  
 Warning  
 Resolved

Add Recipients (Required): user\_1@email.com X user\_2@email.com X

Email

Notify team on: Warning

Add Recipients (Required): user\_3@email.com X

#### 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)'. An ellipsis menu icon is located next to the 'Agent Monitors' group. A context menu is open over the 'Agent Monitors' group, listing four options: 'Pause', 'Resume', 'Rename', and 'Delete' (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*.

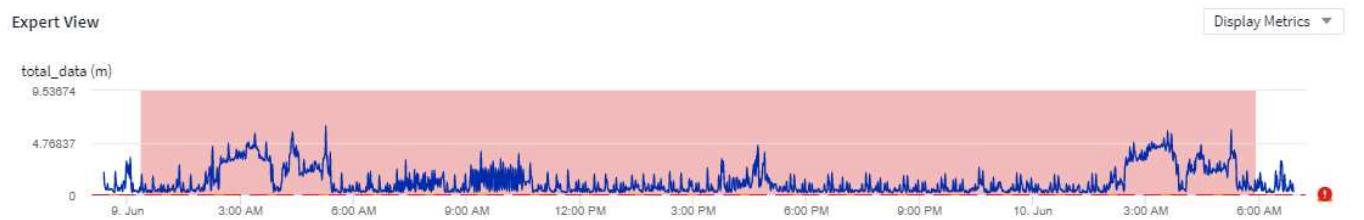
Clicking on an Alert ID opens the Alert Detail Page.

### **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<br>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<br>Jun 9, 2020 2:22 AM | Critical     | Volume Total Data | cluster_name:tawny<br>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 <a href="#">Subscription</a> page   |
| Subscription will expire in 90 days<br>Subscription will expire in 30 days   | No action needed if "Auto Renewal" is enabled<br>Contact <a href="#">NetApp sales</a> to renew the subscription  |
| Trial ends in 2 days   | Renew trial from the <a href="#">Subscription</a> page. You can renew a trial one time.<br>Contact <a href="#">NetApp sales</a> to purchase a subscription |
| Trial or subscription has expired<br>Account will stop collecting data in 48 hours<br>Account will be deleted after 48 hours | Contact <a href="#">NetApp sales</a> 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:

|   |  |
|---|--|
| <b>Recipients</b><br>Enter email addresses separated by commas. | <b>Email Signature</b><br>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.

## Monitor Descriptions

System-defined monitors are comprised of pre-defined metrics and conditions, as well as default descriptions and corrective actions, which can not be modified. You *can* modify the notification recipient list for system-defined monitors. To view the metrics, conditions, description and corrective actions, or to modify the recipient list, open a system-defined monitor group and click the monitor name in the list.

System-defined monitor groups cannot be modified or removed.

The following system-defined monitors are available, in the noted groups.

- **ONTAP Infrastructure** includes monitors for infrastructure-related issues in ONTAP clusters.
- **ONTAP Workload Examples** includes monitors for workload-related issues.
- Monitors in both group default to *Paused* state.

Below are the system monitors currently included with Cloud Insights:

### Metric Monitors

| Monitor Name | CI Severity | Monitor Description | Corrective Action |
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| 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"> <li>1. Move workloads to another lower utilized FCP port.</li> <li>2. 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....</li> </ol> <p>If warning threshold is breached, plan to take the following actions:</p> <ol style="list-style-type: none"> <li>1. Configure more FCP ports to handle the data traffic so that the port utilization gets distributed among more ports.</li> <li>2. Move workloads to another lower utilized FCP port.</li> <li>3. 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.</li> </ol> |
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| Lun Latency High | CRITICAL | <p>LUNs are objects that serve the I/O 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 actions to minimize service disruption:</p> <p>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....</p> <p>If warning threshold is breached, plan to take the following actions:</p> <ol style="list-style-type: none"> <li>1. If aggregate is also experiencing high utilization, move the LUN to another aggregate.</li> <li>2. If the node is also experiencing high utilization, move the volume to another node or reduce the total workload of the node.</li> <li>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.</li> </ol> |
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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 becomes 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:</p> <ol style="list-style-type: none"> <li>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.</li> <li>2. Configure one or more volumes to use another lower utilized network port....</li> </ol> <p>If warning threshold is breached, consider the following immediate actions:</p> <ol style="list-style-type: none"> <li>1. Configure more network ports to handle the data traffic so that the port utilization gets distributed among more ports.</li> <li>2. Configure one or more volumes to use another lower utilized network port.</li> </ol> |
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| NVMe Namespace Latency High | CRITICAL | <p>NVMe Namespaces are objects that serve the I/O traffic that is 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.</p> | <p>If critical threshold is breached, consider immediate actions to minimize service disruption:</p> <p>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....</p> <p>If warning threshold is breached, consider to take the following actions:</p> <ol style="list-style-type: none"> <li>1. If aggregate is also experiencing high utilization, move the LUN to another aggregate.</li> <li>2. If the node is also experiencing high utilization, move the volume to another node or reduce the total workload of the node.</li> <li>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.</li> </ol> |
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| QTree Capacity Full       | 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 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.</p>   | <p>If critical threshold is breached, consider immediate actions to minimize service disruption:</p> <ol style="list-style-type: none"> <li>1. Increase the space of the qtree in order to accommodate the growth.</li> <li>2. Delete unwanted data to free up space....</li> </ol> <p>If warning threshold is breached, plan to take the following immediate actions:</p> <ol style="list-style-type: none"> <li>1. Increase the space of the qtree in order to accommodate the growth.</li> <li>2. Delete unwanted data to free up space.</li> </ol> |
| QTree Capacity 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 space quota measured in KBytes that is used 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 critical threshold is breached, consider following immediate actions to minimize service disruption:</p> <ol style="list-style-type: none"> <li>1. Increase the tree space quota in order to accommodate the growth</li> <li>2. Instruct the user to delete unwanted data in the tree to free up space</li> </ol>  |

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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:</p> <ol style="list-style-type: none"> <li>1. Increase the tree space quota to accommodate the growth.</li> <li>2. Instruct the user to delete unwanted data in the tree to free up space.</li> </ol> |
| 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 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:</p> <ol style="list-style-type: none"> <li>1. Increase the file count quota for the qtree.</li> <li>2. Delete unwanted files from the qtree file system.</li> </ol>                 |

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| QTree Files 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 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 to provide alert to 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.</p>   | <p>If warning threshold is breached, plan to take the following immediate actions:</p> <ol style="list-style-type: none"> <li>1. Increase the file count quota for the qtree.</li> <li>2. Delete unwanted files from the qtree file system.</li> </ol>   |
| 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 is available for future new or updated data. If the snapshot data capacity within a volume reaches the total snapshot reserve space, it might 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:</p> <ol style="list-style-type: none"> <li>1. Configure snapshots to use data space in the volume when the snapshot reserve is full.</li> <li>2. Delete some older unwanted snapshots to free up space....</li> </ol> <p>If warning threshold is breached, plan to take the following immediate actions:</p> <ol style="list-style-type: none"> <li>1. Increase the snapshot reserve space within the volume to accommodate the growth.</li> <li>2. Configure snapshots to use data space in the volume when the snapshot reserve is full.</li> </ol> |

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| 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:</p> <ol style="list-style-type: none"> <li>1. Delete Snapshots on non-critical volumes.</li> <li>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:</li> <li>1. Move one or more volumes to a different storage location.</li> <li>2. Add more storage capacity.</li> <li>3. Change storage efficiency settings or tier inactive data to cloud storage.</li> </ol>                                       |
| 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 for 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"> <li>1. Suspend scheduled tasks such as Snapshots or SnapMirror replication.</li> <li>2. Idle non-essential workloads....</li> </ol> <p>If warning threshold is breached, take the following actions immediately:</p> <ol style="list-style-type: none"> <li>1. Move one or more workloads to a different storage location.</li> <li>2. Add more storage nodes (AFF) or disk shelves(FAS) and redistribute workloads</li> <li>3. Change workload characteristics(block size, application caching).</li> </ol> |

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| User Quota Capacity Hard Limit | CRITICAL | <p>ONTAP recognizes the users of Unix or Windows systems who 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.</p> | <p>If critical threshold is breached, consider following immediate actions to minimize service disruption:</p> <ol style="list-style-type: none"> <li>1. Increase the space of the user or group quota in order to accommodate the growth.</li> <li>2. Instruct the user or group to delete unwanted data to free up space.</li> </ol> |
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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 to the user when the amount of capacity used within the volume is 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.</p> | <p>If warning threshold is breached, plan to take the following immediate actions:</p> <ol style="list-style-type: none"> <li>1. Increase the space of the user or group quota in order to accommodate the growth.</li> <li>2. Delete unwanted data to free up space.</li> </ol> |
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| 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:</p> <ol style="list-style-type: none"> <li>1. Increase the space of the volume to accommodate the growth.</li> <li>2. Delete unwanted data to free up space.</li> <li>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:</li> </ol> <ol style="list-style-type: none"> <li>1. Increase the space of the volume in order to accommodate the growth</li> <li>2. If snapshot copies occupy more space than the snapshot reserve, delete old Snapshots or enabling Volume Snapshot Autodelete.....</li> </ol> |
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| Volume Inodes Limit | CRITICAL | <p>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.</p> | <p>If critical threshold is breached, consider following immediate actions to minimize service disruption:</p> <ol style="list-style-type: none"> <li>1. Increase the inodes value for the volume. If the inodes value is already at the max value, then split the volume into two or more volumes because the file system has grown beyond the maximum size.</li> <li>2. Use FlexGroup as it helps to accommodate large file systems....</li> </ol> <p>If warning threshold is breached, plan to take the following immediate actions:</p> <ol style="list-style-type: none"> <li>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.</li> <li>2. Use FlexGroup as it helps to accommodate large file systems</li> </ol> |
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| Volume Latency High | CRITICAL    | <p>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.</p> <p>Monitoring volume latencies is critical to maintain application consistent performance.</p> <p>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 following immediate actions to minimize service disruption:</p> <p>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....</p> <p>If warning threshold is breached, consider the following immediate actions:</p> <ol style="list-style-type: none"> <li>1. If aggregate is also experiencing high utilization, move the volume to another aggregate.</li> <li>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.</li> <li>3. If the node is also experiencing high utilization, move the volume to another node or reduce the total workload of the node.</li> </ol> |
| Monitor Name        | CI Severity | Monitor Description   | Corrective Action   |

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| Node High Latency | WARNING / 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"> <li>1. Suspend scheduled tasks, Snapshots or SnapMirror replication</li> <li>2. Lower the demand of lower priority workloads via QoS limits</li> <li>3. Inactivate non-essential workloads</li> </ol> <p>Consider immediate actions when warning threshold is breached:</p> <ol style="list-style-type: none"> <li>1. Move one or more workloads to a different storage location</li> <li>2. Lower the demand of lower priority workloads via QoS limits</li> <li>3. Add more storage nodes (AFF) or disk shelves (FAS) and redistribute workloads</li> <li>4. Change workload characteristics (block size, application caching etc)</li> </ol> |
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| Node Performance Limit | WARNING / 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"> <li>1. Suspend scheduled tasks, Snapshots or SnapMirror replication</li> <li>2. Lower the demand of lower priority workloads via QoS limits</li> <li>3. Inactivate non-essential workloads</li> </ol> <p>Consider the following actions if warning threshold is breached:</p> <ol style="list-style-type: none"> <li>1. Move one or more workloads to a different storage location</li> <li>2. Lower the demand of lower priority workloads via QoS limits</li> <li>3. Add more storage nodes (AFF) or disk shelves (FAS) and redistribute workloads</li> <li>4. Change workload characteristics (block size, application caching etc)</li> </ol> |
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| Storage VM High Latency     | WARNING / 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</p> <p>Consider following immediate actions when warning threshold is breached:</p> <ol style="list-style-type: none"> <li>1. If aggregate is also experiencing high utilization, move some volumes of the storage VM to another aggregate.</li> <li>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</li> <li>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</li> </ol> |
| 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. Monitoring the number of files stored ensures that the user receives uninterrupted data service.</p>  | <p>Immediate actions are required to minimize service disruption if critical threshold is breached....Consider taking following actions:</p> <ol style="list-style-type: none"> <li>1. Increase the file count quota for the specific user</li> <li>2. Delete unwanted files to reduce the pressure on the files quota for the specific user</li> </ol>   |

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| User Quota Files Soft Limit | WARNING            | 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. Monitoring the number of files stored by a user ensures that the user receives uninterrupted data service. | Consider immediate actions if warning threshold is breached:<br>1. Increase the file count quota for the specific user quota<br>2. Delete unwanted files to reduce the pressure on the files quota for the specific user   |
| Volume Cache Miss Ratio     | WARNING / CRITICAL | <p>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.</p>   | <p>If critical threshold is breached, then immediate actions should be taken to minimize service disruption:</p> <ol style="list-style-type: none"> <li>1. Move some workloads off of the node of the volume to reduce the IO load</li> <li>2. If not already on the node of the volume, increase the WAFL cache by purchasing and adding a Flash Cache</li> <li>3. Lower the demand of lower priority workloads on the same node via QoS limits</li> </ol> <p>Consider immediate actions when warning threshold is breached:</p> <ol style="list-style-type: none"> <li>1. Move some workloads off of the node of the volume to reduce the IO load</li> <li>2. If not already on the node of the volume, increase the WAFL cache by purchasing and adding a Flash Cache</li> <li>3. Lower the demand of lower priority workloads on the same node via QoS limits</li> <li>4. Change workload characteristics (block size, application caching etc)</li> </ol> |

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| Volume Qtree Quota Overcommit | WARNING / CRITICAL | <p>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.</p> | <p>If critical threshold is breached, then immediate actions should be taken to minimize service disruption:</p> <ol style="list-style-type: none"> <li>1. Increase the space of the volume</li> <li>2. Delete unwanted data</li> </ol> <p>When warning threshold is breached, then consider increasing the space of the volume.</p> |
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### Log Monitors (not time-resolved)

| Monitor Name                    | Severity | Description   | Corrective Action   |
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| 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 credentials thread, as well as the system, to complete initialization. |

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| 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: ...Verify that your intercluster LIF is online and functional by using the "network interface show" command....Check the network connectivity to the object store server by using the "ping" command over the destination node intercluster LIF....Ensure the following:...The configuration of your object store has not changed....The login and connectivity information is still valid....Contact NetApp technical support if the issue persists.<br><br>If you use Cloud Volumes ONTAP, perform the following corrective actions: ...Ensure that the configuration of your object store has not changed.... Ensure that the login and connectivity information is still valid....Contact NetApp technical support if the issue persists. |
| 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. | None.  |

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| FlexGroup Constituent Full                 | CRITICAL | 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. | 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 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. |

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| 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.  |
| LUN Offline                         | INFO     | This event 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.  |
| 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:...View the battery's current status, capacity, and charging state by using the "system node environment sensors show" command....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....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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| Service Processor Not Configured | WARNING  | <p>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.</p>   | <p>Perform the following corrective actions:...Configure the SP by using the "system service-processor network modify" command....Optionally, obtain the MAC address of the SP by using the "system service-processor network show" command....Verify the SP network configuration by using the "system service-processor network show" command....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.</p> |
| Service Processor Offline        | CRITICAL | <p>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.</p> | <p>Power-cycle the system by performing the following actions:...Pull the controller out from the chassis....Push the controller back in....Turn the controller back on....If the problem persists, replace the controller module.</p>  |

|  |          |   |  |
|--|----------|---|--|
| Shelf Fans 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:...Verify that the fan module is fully seated and secured.<br>NOTE: The fan is integrated into the power supply module in some disk shelves....If the issue persists, replace the fan module....If the issue still persists, contact NetApp technical support for assistance. |
| System Cannot Operate Due to Main Unit Fan Failure | CRITICAL | One or more main unit fans have failed, disrupting system operation. This might lead to a potential data loss.  | Replace the failed fans.   |
| Unassigned Disks                                   | INFO     | System has unassigned disks - capacity is being wasted and your system may have some misconfiguration or partial configuration change applied.                        | Perform the following corrective actions:...Determine which disks are unassigned by using the "disk show -n" command....Assign the disks to a system by using the "disk assign" command.   |

### Log Monitors Resolved by Time

| Monitor Name          | Severity | Description   | Corrective Action   |
|-----------------------|----------|---|---|
| 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:...Log in to the AWS EC2 Management Console....Navigate to the Instances page....Find the instance for the Cloud Volumes ONTAP deployment and check its health....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:...Log in to the AWS EC2 Management Console....Navigate to the Instances page....Find the instance for the Cloud Volumes ONTAP deployment and check its health....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:...Log in to the AWS EC2 Management Console....Navigate to the Instances page....Find the instance for the Cloud Volumes ONTAP deployment and check its health....Verify that the AWS IAM role associated with the instance is valid and has been granted proper privileges to the instance. |

|                                     |          |  |  |
|-------------------------------------|----------|--|--|
| 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:...Log in to the AWS EC2 Management Console....Navigate to the Instances page....Find the instance for the Cloud Volumes ONTAP deployment and check its health....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:...Log in to the AWS EC2 Management Console....Navigate to the Instances page....Find the instance for the Cloud Volumes ONTAP deployment and check its health....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:...Log in to the AWS EC2 Management Console....Navigate to the Instances page....Find the instance for the Cloud Volumes ONTAP deployment and check its health....   |

|   |          |  |  |
|---|----------|--|--|
| 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:...Check the percentage of the licensed capacity used by each FabricPool storage tier by using the "storage aggregate object-store show-space" command....Delete Snapshot copies from volumes with the tiering policy "snapshot" or "backup" by using the "volume snapshot delete" command to clear up space....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:...Check the percentage of the licensed capacity used by each FabricPool storage tier by using the "storage aggregate object-store show-space" command....Delete Snapshot copies from volumes with the tiering policy "snapshot" or "backup" by using the "volume snapshot delete" command to clear up space....Install a new license on the cluster to increase the licensed capacity. |

|                              |          |  |  |
|------------------------------|----------|--|--|
| 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:...Verify that your intercluster LIF is online and functional by using the "network interface show" command....Check network connectivity to the object store server by using the "ping" command over the destination node intercluster LIF. ...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. |
|------------------------------|----------|--|--|

|                      |         |  |  |
|----------------------|---------|--|--|
| HA Interconnect Down | WARNING | <p>The high-availability (HA) interconnect is down. Risk of service outage when failover is not available.</p> | <p>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.</p> <p>...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.</p> <p>...If links are disabled, enable the links by using the "ic link on" command.</p> <p>...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.</p> |
|----------------------|---------|--|--|

|                                |         |   |   |
|--------------------------------|---------|---|---|
| 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:<br/>...Inspect all the applications that run on the client, and terminate any that are not operating properly....Reboot the client....Check if the issue is caused by a new or existing application:...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.<br/>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. ...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.</p> |
|--------------------------------|---------|---|---|

|                                  |         |   |   |
|----------------------------------|---------|---|---|
| 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:...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....Reboot the client....Check if the issue is caused by a new or existing application:...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. ...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.</p> |
|----------------------------------|---------|---|---|

|                            |          |  |  |
|----------------------------|----------|--|--|
| NetBIOS Name Conflict      | CRITICAL | 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. | Perform any one of the following corrective actions:...If there is a conflict in the NetBIOS name or an alias, perform one of the following:...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.<br>NOTE: Deleting a CIFS server can make data inaccessible. ...Remove NetBIOS name or rename the NetBIOS on the remote machine. |
| 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:...Ensure that the scan engine software installed on the antivirus server is compatible with ONTAP....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.   |
| Node Root Volume Space Low  | CRITICAL | 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.<br>Administrative capability is limited to local recovery procedures for the node to clear up space on the root volume. | Perform the following corrective actions:...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....Reboot the controller....Contact NetApp technical support for more information or assistance. |
| 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.   |
| 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.  |
| 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.   |
| 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:...Check the intercluster LIF status by using the "network interface show -role intercluster" command....Verify that the intercluster LIF is configured correctly and operational....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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| 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:...Find information specific to recent directories that have had REaddir file operations expire by using the following 'diag' privilege nodeshell CLI command:<br>wafl readdir notice show....Check if directories are indicated as sparse or not:...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. ....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. |
|-----------------|----------|---|---|

|                                |          |  |   |
|--------------------------------|----------|--|---|
| 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:...Verify that your intercluster LIF is online and functional by using the "network interface show" command....Check network connectivity to the object store server by using the "ping" command over the destination node intercluster LIF. ...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. |
| 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?   |

|   |         |  |  |
|---|---------|--|--|
| Storage Switch Power Supplies Failed    | WARNING | There is a missing power supply in the cluster switch. Redundancy is reduced, risk of outage with any further power failures.  | Perform the following corrective actions:...Ensure that the power supply mains, which supplies power to the cluster switch, is turned on....Ensure that the power cord is connected to the power supply....Contact NetApp technical support if the issue persists.                   |
| Too Many CIFS Authentication            | WARNING | Many authentication negotiations have occurred simultaneously. There are 256 incomplete new session requests from this client.   | 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.  |
| 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:...Ensure that the mentioned username and IP address is configured in one of the active Vscan scanner pools....Check the scanner pool configuration that is currently active by using the "vserver vscan scanner pool show-active" command. |
| 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.                                   |

### Anti-Ransomware Log Monitors

| Monitor Name | Severity | Description | Corrective Action |
|--------------|----------|-------------|-------------------|
|--------------|----------|-------------|-------------------|

|   |          |  |   |
|---|----------|--|---|
| Storage VM Anti-ransomware Monitoring Disabled                | WARNING  | The anti-ransomware monitoring for the storage VM is disabled. Enable anti-ransomware to protect the storage VM.   | None  |
| Storage VM Anti-ransomware Monitoring Enabled (Learning Mode) | INFO     | The anti-ransomware monitoring for the storage VM is enabled in learning mode.   | None  |
| Volume Anti-ransomware Monitoring Enabled                     | INFO     | The anti-ransomware monitoring for the volume is enabled.  | None  |
| Volume Anti-ransomware Monitoring Disabled                    | WARNING  | The anti-ransomware monitoring for the volume is disabled. Enable anti-ransomware to protect the volume.   | None  |
| Volume Anti-ransomware Monitoring Enabled (Learning Mode)     | INFO     | The anti-ransomware monitoring for the volume is enabled in learning mode.   | None  |
| Volume Anti-ransomware Monitoring Paused (Learning Mode)      | WARNING  | The anti-ransomware monitoring for the volume is paused in learning mode.  | None  |
| Volume Anti-ransomware Monitoring Paused                      | WARNING  | The anti-ransomware monitoring for the volume is paused.   | None  |
| Volume Anti-ransomware Monitoring Disabling                   | WARNING  | The anti-ransomware monitoring for the volume is disabling.  | None  |
| 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.<br>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. |

## Astra Data Store (ADS) Monitors

| Monitor Name          | CI Severity                           | Monitor Description   | Corrective Action   |
|-----------------------|---------------------------------------|---|---|
| Cluster Capacity Full | Warning @ > 85 %<br>Critical @ > 95 % | The Storage capacity of an ADS cluster is used to store application and customer data. The more data stored in the cluster the less storage availability for future data....When the storage capacity within a cluster reaches the total cluster capacity, the cluster will be unable to store more data. Monitoring the cluster physical capacity ensures data services continuity.  | Immediate actions are required to minimize service disruption if critical threshold is breached:...1. Consider increasing the space allocated to the cluster in order to accommodate the growth...2. Consider deleting data that is not needed anymore to free up space...Plan to take the following actions soon if warning threshold is breached:...1. Consider increasing the space allocated to the cluster in order to accommodate the growth. |
| Volume Capacity Full  | Warning @ < 15%<br>Critical @ < 5 %   | The Storage capacity for a volume is used to store application and customer data. The more data stored on the cluster volume the less storage availability for future data....When the data storage capacity used within a volume reaches the total storage capacity, the volume will be unable to store more data due to lack of available storage capacity....Monitoring the volume used storage capacity ensures data services continuity. | Immediate actions are required to minimize service disruption if critical threshold is breached:...1. Consider increasing the space of the volume in order to accommodate the growth...2. Consider deleting data that is not needed anymore to free up space...Plan to take the following actions soon if warning threshold is breached:...1. Consider increasing the space of the volume in order to accommodate the growth.                       |

## FSx for NetApp ONTAP Monitors

| Monitor Name | CI Severity | Monitor Description | Corrective Action |
|--------------|-------------|---------------------|-------------------|
|--------------|-------------|---------------------|-------------------|

|                             |  |  |  |
|-----------------------------|--|--|--|
| FSx Volume Capacity is Full | Warning @ > 85 %...Critical @ > 95 %                 | <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.</p> <p>Monitoring the volume used storage capacity ensures data services continuity.</p> | <p>Immediate actions are required to minimize service disruption if critical threshold is breached:...1. Consider deleting data that is not needed anymore to free up space</p>  |
| FSx Volume High Latency     | Warning @ > 1000 $\mu$ s...Critical @ > 2000 $\mu$ s | <p>Volumes are objects that serve the IO 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.</p> <p>Monitoring volume latencies is critical to maintain application consistent performance.</p>  | <p>Immediate actions are required to minimize service disruption if critical threshold is breached:...1. 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.....Plan to take the following actions soon if warning threshold is breached:...1. 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....2. If the node is also experiencing high utilization, move the volume to another node or reduce the total workload of the node.</p> |

|                                   |                                       |   |   |
|-----------------------------------|---------------------------------------|---|---|
| FSx Volume Inodes Limit           | Warning @ > 85 %...Critical @ > 95 %  | <p>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</p> | <p>Immediate actions are required to minimize service disruption if critical threshold is breached:...1. Consider increasing the inodes value for the volume. If the inodes value is already at the max, then consider splitting the volume into two or more volumes because the file system has grown beyond the maximum size.....Plan to take the following actions soon if warning threshold is breached:...1. Consider increasing the inodes value for the volume. If the inodes value is already at the max, then consider splitting the volume into two or more volumes because the file system has grown beyond the maximum size</p> |
| FSx Volume Qtree Quota Overcommit | Warning @ > 95 %...Critical @ > 100 % | <p>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.</p>   | <p>If critical threshold is breached, then immediate actions should be taken to minimize service disruption:</p> <ol style="list-style-type: none"> <li>1. Delete unwanted data...When warning threshold is breached, then consider increasing the space of the volume.</li> </ol>  |

|                                    |                                      |  |   |
|------------------------------------|--------------------------------------|--|---|
| FSx Snapshot Reserve Space is Full | Warning @ > 90 %...Critical @ > 95 % | <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>Immediate actions are required to minimize service disruption if critical threshold is breached:...1. Consider configuring snapshots to use data space in the volume when the snapshot reserve is full...2. Consider deleting some older snapshots that may not be needed anymore to free up space.....Plan to take the following actions soon if warning threshold is breached:...1. Consider increasing the snapshot reserve space within the volume to accommodate the growth...2. Consider configuring snapshots to use data space in the volume when the snapshot reserve is full</p> |
|------------------------------------|--------------------------------------|--|---|

|                             |                                       |  |  |
|-----------------------------|---------------------------------------|--|--|
| FSx Volume Cache Miss Ratio | Warning @ > 95 %...Critical @ > 100 % | <p>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.</p> | <p>If critical threshold is breached, then immediate actions should be taken to minimize service disruption:</p> <ol style="list-style-type: none"> <li>1. Move some workloads off of the node of the volume to reduce the IO load</li> <li>2. Lower the demand of lower priority workloads on the same node via QoS limits...Consider immediate actions when warning threshold is breached:           <ol style="list-style-type: none"> <li>1. Move some workloads off of the node of the volume to reduce the IO load</li> <li>2. Lower the demand of lower priority workloads on the same node via QoS limits</li> <li>3. Change workload characteristics (block size, application caching etc)</li> </ol> </li> </ol> |
|-----------------------------|---------------------------------------|--|--|

## More Information

- [Viewing and Dismissing Alerts](#)

# Cloud Insights API

The Cloud Insights API enables NetApp customers and independent software vendors (ISVs) to integrate Cloud Insights with other applications, such as CMDB's or other ticketing systems.



The Cloud Insights API is available in **Cloud Insights Premium Edition**.

## Requirements for API Access

- An API Access Token model is used to grant access.
- API Token management is performed by Cloud Insights users with the Administrator role.

## API Documentation (Swagger)

The latest API information is found by logging in to Cloud Insights and navigating to **Admin > API Access**. Click the **API Documentation** link.

The screenshot shows the 'API Access' section of the Cloud Insights Admin interface. At the top right is a dropdown menu labeled 'API Documentation'. Below it is a grid of six categories: 'Getting Started' (graduation cap icon), 'All Categories' (bar chart icon), 'Assets' (server and database icons), 'Data Collection' (cloud with up arrow icon), 'Data Ingestion' (cloud with funnel icon), and 'Data Warehouse' (cloud with database icon). Each category has a small 'X' icon in the top right corner.

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.

## ASSETS.annotations

▼

POST

/assets/annotations Create annotation definition



### Parameters

Try it out

No parameters

### Request body

application/json

Request body should include required name, type, optional description and enumValues (if enum type). Enums should contain name and label. Example:

```
{  
    "name": "StorageLocation",  
    "type": "FIXED_ENUM",  
    "description": "Storage Location",  
    "enumValues": [  
        {  
            "name": "PT_LISBON",  
            "label": "Lisbon (Portugal)"  
        },  
        {  
            "name": "US_WALTHAM",  
            "label": "Waltham (USA)"  
        }  
    ]  
}
```

[Example Value](#) | [Schema](#)

{}

## API Access Tokens

Before using the Cloud Insights API, you must create one or more **API Access Tokens**. Access tokens are used for specified API categories, and can grant read and/or write permissions. You can also set the expiration for each access token. All APIs under the specified categories are valid for the access token. Each token is void of a username or password.

To create an Access Token:

- Click **Admin > API Access**
- Click **+API Access Token**
  - Enter Token Name
  - Select API Categories
  - Specify the permissions granted for this API access
  - 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 tenant. Customer administrators may grant and revoke these keys without direct involvement from Cloud Insights back end personnel.

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 specified by 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 storages assets:

```
curl https://<tenant_host_name>/rest/v1/assets/storages -H 'X-CloudInsights-ApiKey: <API_Access_Token>'
```

Where *<API\_Access\_Token>* is the token you saved during API access key creation.

## API Categories

The Cloud Insights API is category-based, and currently contains the following categories:

- ASSETS category contains asset, query, and search APIs.
  - Assets: Enumerate top-level objects and retrieve a specific object or an object hierarchy.
  - Query: Retrieve and manage Cloud Insights queries.
  - Import: Import annotations or applications and assign them to objects
  - Search: Locate a specific object without knowing the object's unique ID or full name.
- DATA COLLECTION category is used to retrieve and manage data collectors.
- DATA INGESTION category is used to retrieve and manage ingestion data and custom metrics, such as from Telegraf agents

Additional categories and/or APIs may become available over time. You can find the latest API information in the [API Swagger documentation](#).

## Inventory Traversal

This section describes how to traverse a hierarchy of Cloud Insights objects.

### Top Level Objects

Individual objects are identified in requests by unique URL (called “self” in JSON) and require knowledge of object type and internal id. For some of the top level objects (Hosts, Storages, and so on), REST API provides access to the complete collection.

The general format of an API URL is:

```
https://<tenant>/rest/v1/<category>/<object>
```

For example, to retrieve all storages from a tenant named *mysite.c01.cloudinsights.netapp.com*, the request URL is:

```
https://mysite.c01.cloudinsights.netapp.com/rest/v1/assets/storages
```

## Children and Related Objects

Top level objects, such as Storage, can be used to traverse to other children and related objects. For example, to retrieve all disks for a specific storage, concatenate the storage “self” URL with “/disks”, for example:

```
https://<tenant>/rest/v1/assets/storages/4537/disks
```

## Expands

Many API commands support the **expand** parameter, which provides additional details about the object or URLs for related objects.

The one common expand parameter is *expands*. The response contains a list of all available specific expands for the object.

For example, when you request the following:

```
https://<tenant>/rest/v1/assets/storages/2782?expand=_expands
```

The API returns all available expands for the object as follows:

```
{
  "id": "1247936",
  "self": "/rest/v1/assets/storages/1247936",
  "name": "amsprdclu01",
  "simpleName": "amsprdclu01",
  "naturalKey": "5DF483F0-1729-11DC-9A79-123478563412",
  "ip": "10.64.0.132",
  "serialNumber": "1-80-000011",
  "model": "FAS3270,FAS6290",
  "vendor": "NetApp",
  "microcodeVersion": "8.1.3 clustered Data ONTAP",
  "capacity": {
    "description": "Storage Capacity",
    "unitType": "MB",
    "total": {
      "value": 8.23185105E8
    },
    "storagePools": {
      "value": 5.43220974E8
    }
  },
  "isActive": true,
  "createTime": "2013-05-07T16:52:21-0700",
  "family": "FAS3200,FAS6200",
  "managementUrl": null,
  "virtualizedType": "STANDARD",
  "protocols": [
    "NAS",
    "NFS",
    "CIFS",
    "FC",
    "ISCSI"
  ],
  "_expands": {
    "performance": {
      "url": "/rest/v1/assets/storages/1247936/performance",
      "name": "Performance Data"
    },
    "storageNodes": {
      "url": "/rest/v1/assets/storages/1247936/storageNodes",
      "name": "Storage Storage Nodes"
    },
    "storagePools": {
      "url": "/rest/v1/assets/storages/1247936/storagePools",
      "name": "Storage Storage Pools"
    },
    "storageResources": {
      "url": "/rest/v1/assets/storages/1247936/storageResources",
      "name": "Storage Storage Resources"
    },
    "internalVolumes": {
      "url": "/rest/v1/assets/storages/1247936/internalVolumes",
      "name": "Storage Internal Volumes"
    },
    "volumes": {
      "url": "/rest/v1/assets/storages/1247936/volumes",
      "name": "Storage Volumes"
    },
    "disks": {
      "url": "/rest/v1/assets/storages/1247936/disks",
      "name": "Disks"
    },
    "datasources": {
      "url": "/rest/v1/assets/storages/1247936/datasources",
      "name": "Storage Datasources"
    },
    "ports": {
      "url": "/rest/v1/assets/storages/1247936/ports",
      "name": "Storage Ports"
    },
    "annotations": {
      "url": "/rest/v1/assets/storages/1247936/annotations",
      "name": "Storage Annotations"
    },
    "qtrees": {
      "url": "/rest/v1/assets/storages/1247936/qtrees",
      "name": "Qtrees"
    }
  }
}
```

Each expand contains data, a URL, or both. The expand parameter supports multiple and nested attributes, for example:

```
https://<tenant>/rest/v1/assets/storages/2782?expand=performance,storageResources.storage
```

Expand allows you to bring in a lot of related data in one response. NetApp advises that you do not request too much information at one time; this can cause performance degradation.

To discourage this, requests for top-level collections cannot be expanded. For example, you cannot request expand data for all storage objects at once. Clients are required to retrieve the list of objects and then choose specific objects to expand.

## Performance Data

Performance data is gathered across many devices as separate samples. Every hour (the default), Cloud Insights aggregates and summarizes performance samples.

The API allows access to both the samples and the summarized data. For an object with performance data, a performance summary is available as `expand=performance`. Performance history time series are available through nested `expand=performance.history`.

Examples of Performance Data objects include:

- StoragePerformance
- StoragePoolPerformance
- PortPerformance
- DiskPerformance

A Performance Metric has a description and category and contains a collection of performance summaries. For example, Latency, Traffic, and Rate.

A Performance Summary has a description, unit, sample start time, sample end time, and a collection of summarized values (current, min, max, avg, etc.) calculated from a single performance counter over a time range (1 hour, 24 hours, 3 days, and so on).

<https://tenant.cloudinsights.netapp.com/rest/v1/assets/storages/1/performance?expand=history>

#### Details

#### Response body

```
{  
    "self": "/rest/v1/assets/storages/1/performance", ← Self  
    "cacheHitRatio": { ← Performance Metric  
        "read": {  
            "description": "Cache Hit Ratio - Read",  
            "unitType": "%",  
            "start": null,  
            "end": null,  
            "current": null,  
            "min": null,  
            "max": null,  
            "avg": null,  
            "sum": null,  
            "isDownsampled": false  
        },  
        "write": {  
            "description": "Cache Hit Ratio - Write",  
            "unitType": "%",  
            "start": null,  
            "end": null,  
            "current": null,  
            "min": null,  
            "max": null,  
            "avg": null  
        }  
    },  
    "history": [ ← History  
        [  
            1578418848140, ← Timestamp  
            { ← Counter Values  
                "latency.total": 1.30578,  
                "latency.read": 3.64681,  
                "ioDensity.read": 9.62065,  
                "iops.write": 686.35502,  
                "ioDensity.total": 31.36259,  
                "capacity.raw": 80024.92772,  
                "throughput.read": 7.32371,  
                "iops.total": 1488.7974,  
                "latency.write": 0.39495,  
                "ioDensity.write": 14.45856,  
                "iops.read": 456.69703,  
                "capacity.storagePools": 56058.1041,  
                "throughput.write": 14.59581,  
                "throughput.total": 21.91953  
            }  
        ],  
        [  
            1578419748198,  
            {  
                "latency.total": 1.30578,  
                "latency.read": 3.64681,  
                "ioDensity.read": 9.62065,  
                "iops.write": 686.35502,  
                "ioDensity.total": 31.36259,  
                "capacity.raw": 80024.92772,  
                "throughput.read": 7.32371,  
                "iops.total": 1488.7974,  
                "latency.write": 0.39495,  
                "ioDensity.write": 14.45856,  
                "iops.read": 456.69703,  
                "capacity.storagePools": 56058.1041,  
                "throughput.write": 14.59581,  
                "throughput.total": 21.91953  
            }  
        ]  
    ]  
}
```

#### Response body

```
}  
},  
"history": [ ← History  
    [  
        1578418848140, ← Timestamp  
        { ← Counter Values  
            "latency.total": 1.30578,  
            "latency.read": 3.64681,  
            "ioDensity.read": 9.62065,  
            "iops.write": 686.35502,  
            "ioDensity.total": 31.36259,  
            "capacity.raw": 80024.92772,  
            "throughput.read": 7.32371,  
            "iops.total": 1488.7974,  
            "latency.write": 0.39495,  
            "ioDensity.write": 14.45856,  
            "iops.read": 456.69703,  
            "capacity.storagePools": 56058.1041,  
            "throughput.write": 14.59581,  
            "throughput.total": 21.91953  
        }  
    ],  
    [  
        1578419748198,  
        {  
            "latency.total": 1.30578,  
            "latency.read": 3.64681,  
            "ioDensity.read": 9.62065,  
            "iops.write": 686.35502,  
            "ioDensity.total": 31.36259,  
            "capacity.raw": 80024.92772,  
            "throughput.read": 7.32371,  
            "iops.total": 1488.7974,  
            "latency.write": 0.39495,  
            "ioDensity.write": 14.45856,  
            "iops.read": 456.69703,  
            "capacity.storagePools": 56058.1041,  
            "throughput.write": 14.59581,  
            "throughput.total": 21.91953  
        }  
    ]  
]
```

The resulting Performance Data dictionary has the following keys:

- "self" is the object's unique URL

- “history” is the list of pairs of timestamp and map of counters values
- Every other dictionary key (“diskThroughput” and so on) is the name of a performance metric.

Each performance data object type has a unique set of performance metrics. For example, the Virtual Machine performance object supports “diskThroughput” as a performance metric. Each supported performance metric is of a certain “performanceCategory” presented in the metric dictionary. Cloud Insights supports several performance metric categories listed later in this document. Each performance metric dictionary will also have the “description” field that is a human-readable description of this performance metric and a set of performance summary counter entries.

The Performance Summary counter is the summarization of performance counters. It presents typical aggregated values like min, max, and avg for a counter and also the latest observed value, time range for summarized data, unit type for counter and thresholds for data. Only thresholds are optional; the rest of attributes are mandatory.

Performance summaries are available for these types of counters:

- Read – Summary for read operations
- Write – Summary for write operations
- Total – Summary for all operations. It may be higher than the simple sum of read and write; it may include other operations.
- Total Max – Summary for all operations. This is the maximum total value in the specified time range.

## Object Performance Metrics

The API can return detailed metrics for objects in your environment, for example:

- Storage Performance Metrics such as IOPS (Number of input/output requests per second), Latency, or Throughput.
- Switch Performance Metrics, such as Traffic Utilization, BB Credit Zero data, or Port Errors.

See the [API Swagger documentation](#) for information on metrics for each object type.

## Performance History Data

History data is presented in performance data as a list of timestamp and counter maps pairs.

History counters are named based on the performance metric object name. For example, the virtual machine performance object supports “diskThroughput” so the history map will contain keys named “diskThroughput.read”, “diskThroughput.write” and “diskThroughput.total”.



Timestamp is in UNIX time format.

The following is an example of a performance data JSON for a disk:

```

"performance": {
    "self": "/rest/v1/assets/disks/4013931/performance",
    "iops": {
        "performanceCategory": "IOPS",
        "description": "Disk IOPS",
        "read": {
            "description": "Disk Read Iops",
            "unitType": "IO/s",
            "start": 1399305599999,
            "end": 1402604368055,
            "current": 1,
            "min": 0,
            "max": 6,
            "avg": 0.5532
        },
        [...]
    },
    "total": {
        "description": "Disk Total Throughput",
        "unitType": "MB/s",
        "start": 1399305599999,
        "end": 1402604368055,
        "current": 0,
        "min": 0,
        "max": 2,
        "avg": 0.1702
    }
},
"history": [
    [
        1399300412690,
        {
            "utilization.total": 12,
            "iops.total": 26,
            "iops.write": 22,
            "iops.read": 4,
            "throughput.read": 0,
            "utilization.read": 2.12,
            "throughput.total": 5,
            "utilization.write": 10.24,
            "throughput.write": 5
        }
    ]
]
}

```

## Objects with Capacity Attributes

Objects with capacity attributes use basic data types and the CapacityItem for representation.

### CapacityItem

CapacityItem is a single logical unit of capacity. It has “value” and “highThreshold” in units defined by its parent object. It also supports an optional breakdown map that explains how the capacity value is constructed. For example, the total capacity of a 100 TB storagePool would be a CapacityItem with a value of 100. The breakdown may show 60 TB allocated for “data” and 40 TB for “snapshots”.

#### Note

“highThreshold” represents system defined thresholds for the corresponding metrics, which a client can use to generate alerts or visual cues on values that are out of acceptable configured ranges.

The following shows the capacity for StoragePools with multiple capacity counters:

## StoragePoolCapacity

```
Model properties:  
{  
    description: string  
    unitType: 'MB' or 'GB' or 'TB' or 'KiB' or 'MiB' or 'TiB'  
    total: CapacityItem  
    used: CapacityItem  
    provisioned: CapacityItem  
    reservedCapacity: CapacityItem  
    softLimit: Double  
    rawToUsableRatio: Double  
    isDedupeEnabled: boolean  
    dedupeSavings: NumericValueWithUnit  
    isCompressionEnabled: boolean  
    compressionSavings: NumericValueWithUnit  
    isThinProvisioningSupported: boolean  
}
```

[close](#)

## Using Search to Look Up Objects

The search API is a simple entry point to the system. The only input parameter to the API is a free-form string and the resulting JSON contains a categorized list of results. Categories are different asset types from the Inventory, such as storages, hosts, dataStores, and so on. Each category would contain a list of objects of the category type that match the search criteria.

Cloud Insights is an extensible (wide open) solution that allows integrations with third party orchestration, business management, change control and ticketing systems as well as custom CMDB integrations.

Cloud Insight's RESTful API is a primary point of integration that allows simple and effective movement of data as well as allows users to gain seamless access to their data.

# Notification using Webhooks

Webhooks allow users to send alert notifications to various applications using a customized webhook channel.

Many commercial applications support webhooks as a standard input interface, for example: Slack, PagerDuty, Teams, and Discord all support webhooks. By supporting a generic, customizable webhook channel, Cloud Insights can support many of these delivery channels. Information on webhooks can be found on these application websites. For example, Slack provides [this useful guide](#).

You can create multiple webhook channels, each channel targeted for a different purpose; separate applications, different recipients, etc.

The webhook channel instance is comprised of the following elements:

|                               |  |
|-------------------------------|--|
| Name                          | Unique name  |
| URL                           | Webhook target URL, including the <i>http://</i> or <i>https://</i> prefix along with the url params   |
| Method                        | GET, POST - Default is POST  |
| Custom Header                 | Specify any custom header lines here   |
| Message Body                  | Put the body of your message here  |
| Default Alert Parameters      | Lists the default parameters for the webhook   |
| Custom Parameters and Secrets | Custom parameters and secrets allow you to add unique parameters and secure elements such as passwords |

## Creating a Webhook

To create a Cloud Insights webhook, go to **Admin > Notifications** and select the **Webhooks** tab.

The following image shows an example webhook configured for Slack:

## Edit a Webhook

### Name

### Template Type

### URL

### Method

### Custom Header

```
Content-Type: application/json  
Accept: application/json
```

### Message Body

```
{  
  "blocks": [  
    {  
      "type": "section",  
      "text": {  
        "type": "mrkdwn",  
        "text": "*Cloud Insights Alert - %%alertId%%*  
Severity - *%%severity%%*"  
      }  
    },  
  ]  
}
```

Cloud Insights webhooks comprise a number of default parameters. Additionally, you can create your own custom parameters or secrets.

## Default Alert Parameters

| Name                      | Description   |
|---------------------------|---|
| %%alertDescription%%      | Alert description   |
| %%alertId%%               | Alert ID  |
| %%alertRelativeUrl%%      | Relative URL to the Alert page. To build alert link use <a href="https://%%cloudInsightsHostName%%/%%alertRelativeUrl%%">https://%%cloudInsightsHostName%%/%%alertRelativeUrl%%</a> |
| %%metricName%%            | Monitored metric  |
| %%monitorName%%           | Monitor name  |
| %%objectType%%            | Monitored object type   |
| %%severity%%              | Alert severity level  |
| %%alertCondition%%        | Alert condition   |
| %%triggerTime%%           | Alert trigger time in GMT ('Tue, 27 Oct 2020 01:20:30 GMT')   |
| %%triggerTimeEpoch%%      | Alert trigger time in Epoch format (milliseconds)   |
| %%triggeredOn%%           | Triggered On (key:value pairs separated by commas)  |
| %%value%%                 | Metric value that triggered the alert   |
| %%cloudInsightsLogoUrl%%  | Cloud Insights logo URL   |
| %%cloudInsightsHostname%% | Cloud Insights Hostname (concatenate with relative URL to build alert link)   |

## Custom Parameters and Secrets i

| Name   | Value | Description |
|--|-------|-------------|
| No Data Available  |       |             |
| <a href="#" style="background-color: #0070C0; color: white; padding: 5px 10px; border-radius: 5px; text-decoration: none;">+ Parameter</a> |       |             |

### Parameters: What are they and how do I use them?

Alert Parameters are dynamic values populated per alert. For example, the %%TriggeredOn%% parameter will be replaced with the object on which the alert was triggered.

### Custom Parameters and Secrets

In this section you can add any custom parameters and/or secrets you wish. For security reasons, if a secret is defined only the webhook creator can modify this webhook channel. It is read-only for others. You can use secrets in URL/Headers as %%<secret\_name>%%.

## Choosing Webhook Notification in a Monitor

To choose the webhook notification in a [monitor](#), go to **Alerts > Manage Monitors** and select the desired monitor, or add a new monitor. In the *Set up team notifications* section, choose *Webhook* as the delivery method. Select the alert levels (Critical, Warning, Resolved), then choose the desired webhook.

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

The screenshot shows a configuration interface for setting up team notifications. On the left, there's a section labeled "By Webhook" with a dropdown menu set to "Notify team on: Critical, Warning, Resolved". To the right, there's a section labeled "Use Webhook" with a dropdown menu set to "Please Select". Below this dropdown is a search bar with the placeholder "Search...". Underneath the search bar is a list of two webhook options: "ci-alerts-notifications-dev" and "ci-alerts-notifications-qa".

## Webhook Examples:

- Webhooks for [Slack](#)
- Webhooks for [PagerDuty](#)
- Webhooks for [Teams](#)
- Webhooks for [Discord](#)

# Monitoring your Environment

## Auditing

To identify changes both expected (for tracking) or unexpected (for troubleshooting), you can view an audit trail of the Cloud Insights system events and user activities.

### Viewing Audited Events

To View the Audit page, click **Admin > Audit** in the menu. The Audit page is displayed, providing the following details for each audit entry:

- **Time** - Date and time of the event or activity
- **User** - The User who initiated the activity
- **Role** - The user's role in Cloud Insights (guest, user, administrator)
- **IP** - The IP address associated with the event
- **Action** - Type of activity, for example Login, Create, Update
- **Category** - The category of activity
- **Details** - Details of the activity

### Displaying audit entries

There are a number of different ways to view audit entries:

- You can display audit entries by choosing a particular time period (1 hour, 24 hours, 3 days, etc.).
- You can change the sort order of entries to either ascending (up arrow) or descending (down arrow) by clicking the arrow in the column header.

By default, the table displays the entries in descending time order.

- You can use the filter fields to show only the entries you want in the table. Click the [+] button to add additional filters.

The screenshot shows the Audit page interface. At the top, there is a navigation bar with tabs for 'Filter By', 'Category' (set to 'Management'), 'User' (set to 'Tony'), 'Action' (set to 'Any'), and a '+' button for adding filters. A dropdown menu is open next to the '+' button, listing several audit actions: Create, Delete, Update, Enable, Disable, and Accept. The 'Create', 'Delete', and 'Update' checkboxes are checked. Below the navigation bar is a table titled 'Audit (15)'. The table has columns for Time, User, Role, and IP. One row is visible, showing the date '12/09/2020 10:16:42 AM', the user 'Tony Lavoie', the role 'admin', and the IP '216.240.22.25'. The table also includes a 'Details' column which is currently empty.

## More on Filtering

You can use any of 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"               |
| None              | searches for blank/NULL/None in any field where selected  | None                        | returns results where the target field is not empty             |
| Not *             | as with None above, but you can also use this form to search for NULL values in <i>text-only</i> fields | Not *                       | returns results where the target field is not empty.            |
| ""                | searches for an exact match   | "NetApp*"                   | returns results containing the exact literal string NetApp*     |

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.

## Audited Events and Actions

The events and actions audited by Cloud insights can be categorized in the following broad areas:

- **User account:** Log in, log out, role change, etc.

Example: *User Tony Lavoie logged in from 10.1.120.15, user agent Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/85.0.4183.121 Safari/537.36, login method(s) Cloud Central Portal Login*

- **Acquisition Unit:** create, delete, etc.

Example: *Acquisition unit AU-Boston-1 removed.*

- **Data Collector:** add, remove, modify, postpone/resume, change acquisition unit, start/stop, etc.

Example: *Datasource FlexPod Lab removed, vendor NetApp, model ONTAP Data Management Software, ip 192.168.106.5.*

- **Application:** add, assign to object, remove, etc.

Example: *Internal Volume **ocisedev:t1appSVM01:t1appFlexVol01** added to application **Test App**.*

- **Annotation:** add, assign, remove, annotation rule actions, annotation value changes, etc.

Example: *Annotation value **Boston** added to annotation type **SalesOffice**.*

- **Query:** add, remove, etc.

Example: *Query **TL Sales Query** is added.*

- **Monitor:** add, remove, etc.

Example: *Monitor Aggr Size - CI Alerts Notifications Dev updated*

- **Notification:** change email, etc.

Example: *Recipient **ci-alerts-notifications-dl** created*

## Exporting Audit Events

You can export the results of your Audit display to a .CSV file, which will allow you to analyze the data or import it into another application.

### Steps

1. On the Audit page, set the desired time range and any filters you want. Cloud Insights will export only the Audit entries that match the filtering and time range you have set.
2. Click the *Export* button  in the upper right of the table.

The displayed Audit events will be exported to a .CSV file, up to a maximum of 10,000 rows.

## Retention of Audit Data

The amount of time Cloud Insights retains Audit data is based on your Edition:

- Basic Edition: Audit data is retained for 30 days
- Standard and Premium Editions: Audit data is retained for 1 year plus 1 day

Audit entries older than the retention time are automatically purged. No user interaction is needed.

## Troubleshooting

Here you will find suggestions for troubleshooting problems with Audit.

| Problem:  | Try this:   |
|---|---|
| I see Audit messages telling me that a monitor has been exported. | Export of a custom monitor configuration is typically used by NetApp engineers during development and testing of new features. If you did not expect to see this message, please consider exploring the actions of the user named in the audited action or contact support. |

# Asset Page Information

## Asset Page Overview

Asset pages summarize the current status of an asset and contain links to additional information about the asset and its related assets.

### Types of Asset Pages

Cloud Insights provides asset pages for the following assets:

- Virtual machine
- Storage Virtual Machine (SVM)
- Volume
- Internal volume
- Host (including Hypervisor)
- Storage pool
- Storage
- Datastore
- Application
- Storage node
- Qtree
- Disk
- VMDK
- Port
- Switch
- Fabric

### Changing the Time Range of Displayed Data

By default, an asset page displays the last 24 hours of data; however, you can change the segment of data displayed by selecting another fixed time range or a custom range of time to view less or more data.

You can change the time segment of displayed data by using an option that is located on every asset page, regardless of asset type. To change the time range, click the displayed time range in the top bar and choose from among the following time segments:

- 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 asset page.

## Add Custom Widgets

You can add your own widgets to any asset page. Widgets you add will appear on asset pages for all objects of that type. For example, adding a custom widget to a storage asset page will display that widget on asset pages for all storage assets.

## Filtering for Objects In-Context

When configuring a widget on an asset's landing page, you can set *in-context* filters to show only objects directly related to the current asset. By default, when you add a widget, *all* objects of the selected type in your environment are displayed. In-context filters allow you to display only the data relevant to your current asset.

On most asset landing pages, widgets allow you to filter for objects related to the current asset. In filter dropdowns, object types that display a link icon  can be filtered in-context to the current asset.

For example, on a Storage asset page, you can add a Bar Chart widget to show the top IOPS on internal volumes only on that storage. By default, when you add a widget, *all* internal volumes in your environment are displayed.

To show only internal volumes on the current storage asset, do the following:

### Steps

1. Open an asset page for any **Storage** asset.
2. Click **Edit** to open the asset page in Edit mode.
3. Click **Add Widget** and select *Bar Chart*.
4. Select **Internal Volume** for the object type to display on the bar chart. Notice that the internal volume object type has a link icon  beside it. The "linked" icon is enabled by default.



5. Choose *IOPS - Total* and set any additional filters you like.
6. Collapse the **Roll Up** field by clicking the [X] beside it. The **Show** field is displayed.
7. Choose to show Top 10.
8. Save the widget.

The bar chart shows only the internal volumes that reside on the current storage asset.

The widget will be displayed on the asset pages for all storage objects. When the in-context link is enabled in the widget, the bar chart shows data for internal volumes related only to the currently-displayed storage asset.

To unlink the object data, edit the widget and click the link icon next to the object type. The link becomes disabled and the chart displays data for *all* objects in your environment.

You can also use [special variables in widgets](#) to display asset-related information on landing pages.

## Asset Page Summary section

The Summary section of an asset page displays general information about an asset, including whether any metrics or performance policies are cause for concern. Potential problem areas are indicated by a red circle.

## Virtual Machine Summary

C 5m

|   |   |  |
|---|---|--|
| Power State:<br>On                                | Latency - Total:<br>6.35 ms   | Hypervisor Name:<br>us-east-1a   |
| Guest State:<br>Running                           | IOPS - Total:<br><span style="color: red;">!</span> 316.59 IO/s   | Hypervisor IP:<br>US-EAST-1A-052113251141  |
| Datastore:<br><a href="#">i-00cc58b5c47a69271</a> | Throughput - Total:<br>68.81 MB/s   | Hypervisor OS:<br>Amazon AWS EC2   |
| CPU Utilization - Total:<br>13.82 %               | DNS Name:<br><a href="#">ip-10-30-23-12.ec2.internal</a>  | Hypervisor FC Fabrics:<br>0  |
| Memory Utilization - Total:<br>N/A                | IP:<br>10.30.23.12  | Hypervisor CPU Utilization:<br>N/A   |
| Memory:<br>32.0 GB                                | OS:<br>CentOS Linux 7 x86_64 HVM<br>EBS ENA 1901_01-b7ee8a69-<br>ee97-4a49-9e68-afaaee216db2e-<br>ami-05713873c6794f575.4<br>x86_64 | Hypervisor Memory<br>Utilization:<br>N/A   |
| Capacity - Total:<br>200.0 GB                     | Processors:<br>8  | Alert Monitors:<br><a href="#">High Latency VMs</a><br><a href="#">Instance CPU Under-utilized</a> |
| Capacity - Used:<br>N/A                           |   | <a href="#">View Topology</a>  |

Note: The information displayed in the Summary section varies, depending on the type of asset you are viewing.

You can click any of the asset links to view their asset pages. For example, if you are viewing a storage node, you can click a link to view the asset page of the storage it is associated with.

You can view the metrics associated with the asset. A red circle next to a metric indicates that you might need to diagnose and resolve potential problems.



You may notice that volume capacity might show greater than 100% on some storage assets. This is due to metadata related to the capacity of the volume being part of the consumed capacity data reported by the asset.

If applicable, you can click an alert link to view the alert and monitor associated with the asset.

## Topology

On certain asset pages, the summary section contains a link to view the topology of the asset and its connections.

Topology is available for the following asset types:

- Application
- Disk
- Fabric
- Host
- Internal Volume
- Port
- Switch
- Virtual Machine
- VMDK
- Volume

**Internal Volume**

|                   |                     |                           |                            |
|-------------------|---------------------|---------------------------|----------------------------|
| Storage:          | barbados1,barbados2 | Latency - Total:          | 0.02 ms                    |
| Storage Pool:     | barbados1:agg1      | Storage Pool Utilization: | 0.68 %                     |
| Status:           | Online              | IOPS - Total:             | 0.13 IO/s                  |
| Type:             | FlexVol             | Datastore:                |                            |
| UUID:             |                     | Deduplication Savings:    | 0.0 %                      |
| SVM/Filer:        | vfiler0             | Thin Provisioned:         | No                         |
| Capacity - Total: | 1.0 GB              | Replication Source(s):    |                            |
| Capacity - Used:  | 0.0 GB              | Performance Policies:     | Find High Latency FlexVols |
| Snapshot:         | <0.1 GB             |                           |                            |

[View Topology](#)

**Topology**

```

graph LR
    H((H)) --> NAS[NAS]
    NAS --> S((S))
    
```

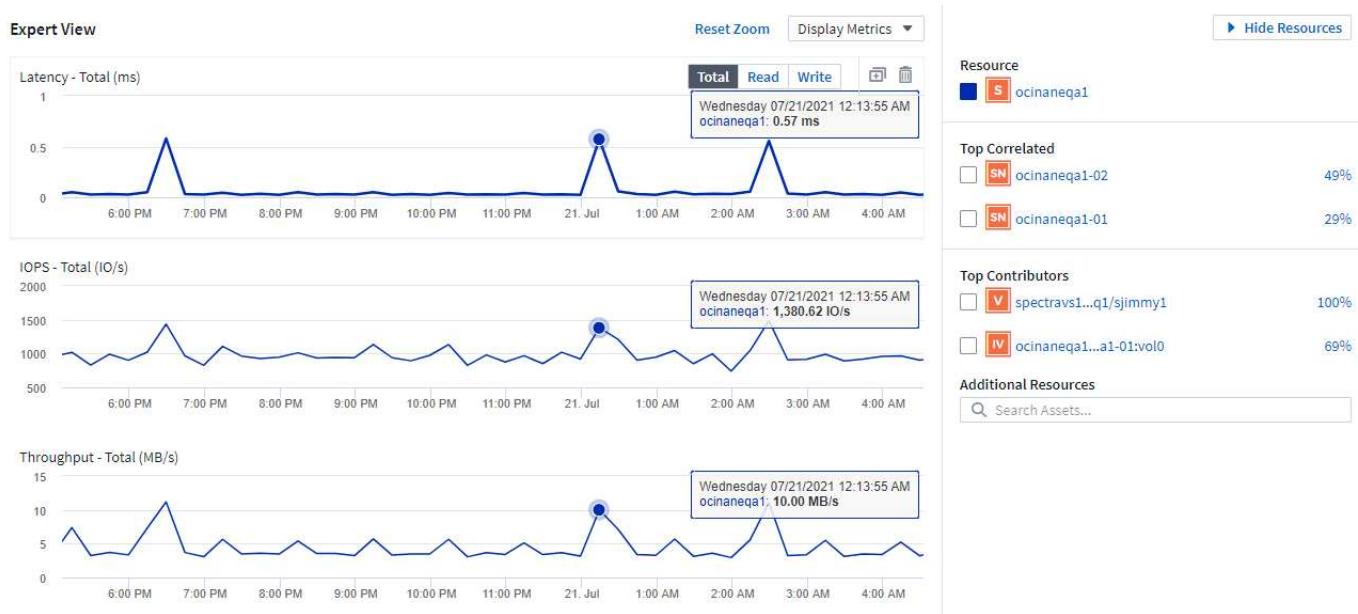
[Close](#)

## Expert View

The Expert View section of an asset page enables you to view a performance sample for the base asset based on any number of applicable metrics in context with a chosen time period in the performance chart and any assets related to it.

## Using the Expert View section

The following is an example of the Expert View section in a storage asset page:



You can select the metrics you want to view in the performance chart for the time period selected. Click on the **Display Metrics** drop-down and choose from the metrics listed.

The **Resources** section shows the name of the base asset and the color representing the base asset in the performance chart. If the **Top Correlated** section does not contain an asset you want to view in the performance chart, you can use the **Search Assets** box in the **Additional Resources** section to locate the asset and add it to the performance chart. As you add resources, they appear in the Additional resources section.

Also shown in the Resources section, when applicable, are any assets related to the base asset in the following categories:

- Top correlated

Shows the assets that have a high correlation (percentage) with one or more performance metrics to the base asset.

- Top contributors

Shows the assets that contribute (percentage) to the base asset.

- Greedy

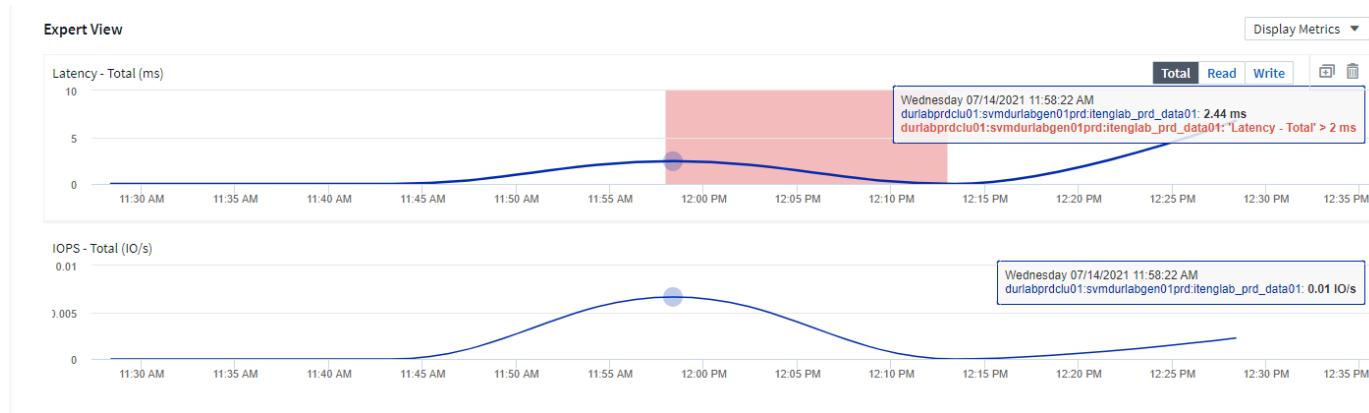
Shows the assets that take away system resources from the asset through sharing the same resources, such as hosts, networks, and storage.

- Degraded

Shows the assets that are depleted of system resources due to this asset.

## Alerts in Expert View

Alerts are also displayed in the Expert View section of an asset landing page, showing the time and duration of the alert as well as the monitor condition that triggered it.



## Expert View metric definitions

The Expert View section of an asset page displays several metrics based on the time period selected for the asset. Each metric is displayed in its own performance chart. You can add or remove metrics and related assets from the charts depending on what data you want to see. The metrics you can choose will vary depending on asset type.

| Metric                                 | Description  |
|--|--|
| BB credit zero Rx, Tx                  | Number of times the receive/transmit buffer-to-buffer credit count transitioned to zero during the sampling period. This metric represents the number of times the attached port had to stop transmitting because this port was out of credits to provide. |
| BB credit zero duration Tx             | Time in milliseconds during which the transmit BB credit was zero during the sampling interval.  |
| Cache hit ratio (Total, Read, Write) % | Percentage of requests that result in cache hits. The higher the number of hits versus accesses to the volume, the better is the performance. This column is empty for storage arrays that do not collect cache hit information.                           |
| Cache utilization (Total) %            | Total percentage of cache requests that result in cache hits   |
| Class 3 discards                       | Count of Fibre Channel Class 3 data transport discards.  |
| CPU utilization (Total) %              | Amount of actively used CPU resources, as a percentage of total available (over all virtual CPUs).   |
| CRC error                              | Number of frames with invalid cyclic redundancy checks (CRCs) detected by the port during the sampling period  |
| Frame rate                             | Transmit frame rate in frames per second (FPS)   |

|                                    |   |
|------------------------------------|---|
| Frame size average (Rx, Tx)        | Ratio of traffic to frame size. This metric enables you to identify whether there are any overhead frames in the fabric.  |
| Frame size too long                | Count of Fibre Channel data transmission frames that are too long.  |
| Frame size too short               | Count of Fibre Channel data transmission frames that are too short.   |
| I/O density (Total, Read, Write)   | Number of IOPS divided by used capacity (as acquired from the most recent inventory poll of the data source) for the Volume, Internal Volume or Storage element. Measured in number of I/O operations per second per TB.  |
| IOPS (Total, Read, Write)          | Number of read/write I/O service requests passing through the I/O channel or a portion of that channel per unit of time (measured in I/O per sec)   |
| IP throughput (Total, Read, Write) | Total: Aggregated rate at which IP data was transmitted and received in megabytes per second.   |
| Read: IP Throughput (Receive):     | Average rate at which IP data was received in megabytes per second.   |
| Write: IP Throughput (Transmit):   | Average rate at which IP data was transmitted in megabytes per second.  |
| Latency (Total, Read, Write)       | Latency (R&W): Rate at which data is read or written to the virtual machines in a fixed amount of time. The value is measured in megabytes per second.  |
| Latency:                           | Average response time from the virtual machines in a data store.  |
| Top Latency:                       | The highest response time from the virtual machines in a data store.  |
| Link failure                       | Number of link failures detected by the port during the sampling period.  |
| Link reset Rx, Tx                  | Number of receive or transmit link resets during the sampling period. This metric represents the number of link resets that were issued by the attached port to this port.  |
| Memory utilization (Total) %       | Threshold for the memory used by the host.  |
| Partial R/W (Total) %              | Total number of times that a read/write operation crosses a stripe boundary on any disk module in a RAID 5, RAID 1/0, or RAID 0 LUN. Generally, stripe crossings are not beneficial, because each one requires an additional I/O. A low percentage indicates an efficient stripe element size and is an indication of improper alignment of a volume (or a NetApp LUN). For CLARiiON, this value is the number of stripe crossings divided by the total number of IOPS. |

|   |   |
|---|---|
| Port errors                               | Report of port errors over the sampling period/given time span.   |
| Signal loss count                         | Number of signal loss errors. If a signal loss error occurs, there is no electrical connection, and a physical problem exists.  |
| Swap rate (Total Rate, In rate, Out rate) | Rate at which memory is swapped in, out, or both from disk to active memory during the sampling period. This counter applies to virtual machines.   |
| Sync loss count                           | Number of synchronization loss errors. If a synchronization loss error occurs, the hardware cannot make sense of the traffic or lock onto it. All the equipment might not be using the same data rate, or the optics or physical connections might be of poor quality. The port must resynchronize after each such error, which impacts system performance. Measured in KB/sec. |
| Throughput (Total, Read, Write)           | Rate at which data is being transmitted, received, or both in a fixed amount of time in response to I/O service requests (measured in MB per sec).  |
| Timeout discard frames - Tx               | Count of discarded transmit frames caused by timeout.   |
| Traffic rate (Total, Read, Write)         | Traffic transmitted, received, or both received during the sampling period, in mebibytes per second.  |
| Traffic utilization (Total, Read, Write)  | Ratio of traffic received/transmitted/total to receive/transmit/total capacity, during the sampling period.   |
| Utilization (Total, Read, Write) %        | Percentage of available bandwidth used for transmission (Tx) and reception (Rx).  |
| Write pending (Total)                     | Number of write I/O service requests that are pending.  |

## Using the Expert View section

The Expert view section enables you to view performance charts for an asset based on any number of applicable metrics during a chosen time period, and to add related assets to compare and contrast asset and related asset performance over different time periods.

### Steps

1. Locate an asset page by doing either of the following:
  - Search for and select a specific asset.
  - Select an asset from a dashboard widget.
  - Query for a set of assets and select one from the results list.

The asset page displays. By default, the performance chart shows two metrics for time period selected for the asset page. For example, for a storage, the performance chart shows latency and total IOPS by default. The Resources section displays the resource name and an Additional resources section, which enables you to search for assets. Depending on the asset, you might also see assets in the Top correlated, Top contributor, Greedy, and Degraded sections. If there are no assets relevant to these

sections, they are not displayed.

2. You can add a performance chart for a metric by clicking **Display Metrics** and selecting the metrics you want displayed.

A separate chart is displayed for each metric selected. The chart displays the data for the selected time period. You can change the time period by clicking on another time period in the top right corner of the asset page, or by zooming in on any chart.

Click on **Display Metrics** to de-select any chart. The performance chart for the metric is removed from Expert View.

3. You can position your cursor over the chart and change the metric data that displays for that chart by clicking any of the following, depending on the asset:

- Read, Write, or Total
- Tx, Rx, or Total

Total is the default.

You can drag your cursor over the data points in the chart to see how the value of the metric changes over the time period selected.

4. In the Resources section, you can add any related assets to the performance charts:

- You can select a related asset in the **Top Correlated**, **Top Contributors**, **Greedy**, and **Degraded** sections to add data from that asset to the performance chart for each selected metric.

After you select the asset, a color block appears next to the asset to denote the color of its data points in the chart.

5. Click on **Hide Resources** to hide the additional resources pane. Click on **Resources** to show the pane.

- For any asset shown, you can click the asset name to display its asset page, or you can click the percentage that the asset correlates or contributes to the base asset to view more information about the asset's relation to the base asset.

For example, clicking the linked percentage next to a top correlated asset displays an informational message comparing the type of correlation that asset has with the base asset.

- If the Top correlated section does not contain an asset you want to display in a performance chart for comparison purposes, you can use the Search assets box in the Additional resources section to locate other assets.

After you select an asset, it displays in the additional resources section. When you no longer want to view information about the asset, click .

## User Data Section

The User Data section of an asset page displays and enables you to change any user-defined data such as applications and annotations.

### Using the User Data section to assign or modify applications

You can assign applications running in your environment to certain assets (host, virtual machines, volumes,

internal volumes, qtrees, and hypervisors). The User Data section enables you to add, change, or remove the applications assigned to an asset. For all of these asset types except for volumes, you can assign more than one application.

### Steps

1. Locate an asset page by doing any of the following:
  - a. Query for a list of assets and then select one from the list.
  - b. On a Dashboard, locate an asset name and click it.
  - c. Perform a search and choose an asset from the results.

The asset page displays. The User Data section of the page shows currently-assigned applications or annotations.

To change the application assigned, or to assign an application or additional applications, drop down the **Application** list and select the application(s) you want to assign to the asset. You can type to search for an application, or select one from the list.

To remove an application, drop down the application list and un-check the application.

### Using the User Data section to assign or modify 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. The User Data section of an asset page displays annotations assigned to an asset and also enables you to change the annotations assigned to that asset.

### Steps

1. To add an annotation to the asset, in the User Data section of the asset page, click **+Annotation**.
2. Select an annotation from the list.
3. Click Value and do either of the following, depending on type of annotation you selected:
  - a. If the annotation type is list, date, or Boolean, select a value from the list.
  - b. If the annotation type is text, type a value.
4. Click Save.

The annotation is assigned to the asset. You can later filter assets by annotation using a query.

If you want to change the value of the annotation after you assign it, drop down the annotation list and enter 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 to add a new value in addition to selecting an existing value.

## Asset Page Related Alerts section

You can use the Related Alerts section of an asset page to see any alerts that occur in your environment as a result of a monitor assigned to an asset. Monitors generate alerts based on conditions you set, and enable you to identify the implication and analyze the impact and root cause of the problem in a manner that enables rapid and effective correction.

The following example shows a typical Related Alerts section that displays on an asset page:

| Related Alerts |               |  |              |               |   |        |
|----------------|---------------|--|--------------|---------------|---|--------|
| 16 items found |               |  |              |               |   |        |
| Alert ID       | Active Status | Triggered Time ↓                       | Top Severity | Monitor       | Triggered On                            | Status |
| AL-146777      | Resolved      | 5 minutes ago<br>Jul 28, 2021 4:01 PM  | ⚠ Warning    | Workload IOPS | workload_volume_name: podAuVol-wid12074 | New    |
| AL-146748      | Resolved      | 11 minutes ago<br>Jul 28, 2021 3:55 PM | ⚠ Warning    | Workload IOPS | workload_volume_name: podAuVol-wid12074 | New    |
| AL-146711      | Resolved      | 23 minutes ago<br>Jul 28, 2021 3:43 PM | ❗ Critical   | Workload IOPS | workload_volume_name: podAuVol-wid12074 | New    |
| AL-146704      | Resolved      | 25 minutes ago                         | ⚠ Warning    | Workload IOPS | workload_volume_name: podAuVol-wid12074 | New    |

The Related Alerts section enables you to view and manage the alerts that occur in your network as the result of monitor conditions assigned to an asset.

## Steps

- Locate an asset page by doing any of the following:
  - Type the name of the asset in the Search area, and then select the asset from the list.
  - In a dashboard widget, click on the name of an asset.
  - Query for a set of assets and select one from the results list.

The asset page displays. The Related Alerts section displays the time the alert was triggered as well as current status of the alert and the monitor that triggered it. You can click the Alert ID to open the landing page for the alert for further investigation.

## Prefix and suffix search

As soon as you start typing a search string, the search engine does a prefix and suffix search to find the best match.

Exact matches are given a higher score than a prefix or suffix match. The score is calculated based on the distance of the search term from the actual search result. For example, we have three storages: "aurora", "aurora1", and "aurora11". Searching for "aur" will return all three storages. However, the search result for "aurora" will have the highest score because it has the closest distance to the prefix search string.

The search engine also searches for terms in reverse order, which allows you to perform a suffix search. For example, when you type "345" in the search box, the search engine searches for "345".

The report data available to you is controlled by several things, including the following:

- Login access to the Reporting Portal, which is defined by roles.
- The setup of the Cloud Insights Data Warehouse, which stores the data for the reports.

## AWS Cloud Cost Data

The Cloud cost report provides a consolidated view of all assets so you can track, analyze and optimize usage and cost of cloud-based as well as on-prem services as they dynamically scale in your environment.

The report provides infrastructure-to-cost correlation, giving clear and actionable reporting to ensure right-sizing through focused capacity planning and waste detection.

- POST /{schema}/\*\* - Write data and create queries in dwh\_custom schema of Data Warehouse database through ODATA protocol, requires ADMIN role

Format: `https://<Cloud Insights URL>/rest/v1/dwh-management/odata/<schema_name>/<table_name>`. The body contains the record in JSON format

Example: add a new record to the storage table: `https://<Cloud Insights URL>/rest/v1/dwh-management/odata/dwh_custom/storage`, Request body: `{"storageId": 123, "storageName": "storage123"}`

Creating queries: POST `https://<Cloud Insights URL>/rest/v1/dwh-management/odata/dwh_custom/custom_queries` -d `{"queryName": "<query_name>", "querySql": "<query_sql>"}`

- PATCH `/{schema}/**` - Modify data and modify queries in dwh\_custom schema of Data Warehouse database through ODATA protocol, requires ADMIN role

Format: `https://<Cloud Insights URL>/rest/v1/dwh-management/odata/<schema_name>/<table_name>('<record_id>')`. The body contains the record in JSON format

Example: modify a record in the storage table: `https://<Cloud Insights URL>/rest/v1/dwh-management/odata/dwh_custom/storage('123')`, Request body: `{"storageId": 123, "storageName": "storage123"}`

Modifying queries: PATCH `https://<Cloud Insights URL>/rest/v1/dwh-management/odata/dwh_custom/custom_queries('queryName')` -d `{"queryName": "<query_name>", "querySql": "<query_sql>"}`

- DELETE `/{schema}/**` - Delete data and delete queries in dwh\_custom schema of Data Warehouse database through ODATA protocol, requires ADMIN role

Format: `https://<Cloud Insights URL>/rest/v1/dwh-management/odata/<schema_name>/<table_name>('<record_id>')`

Example: delete a record from the storage table: `https://<Cloud Insights URL>/rest/v1/dwh-management/odata/dwh_custom/storage('123')`

Deleting queries: DELETE `https://<Cloud Insights URL>/rest/v1/dwh-management/odata/dwh_custom/custom_queries('queryName')`

Removed from Table:

## |Agent outbound URLs (port 433)|

[https://<site\\_name>.cs01.cloudinsights.netapp.com](https://<site_name>.cs01.cloudinsights.netapp.com)

You can use a broader range to specify the tenant ID: [https://\\*.cs01.cloudinsights.netapp.com/](https://*.cs01.cloudinsights.netapp.com/)

<https://gateway.cs01.cloudinsights.netapp.com>

<https://agentlogin.cs01.cloudinsights.netapp.com>

- The Docker CE package must be installed on the VM hosting the agent.

To determine if the Docker CE package is installed, use the following command:

```
sudo rpm -qa | grep -i docker-ce
```

If the package is installed, the command returns the package name, for example:

```
docker-ce-18.03.1.ce-1.el7.centos.x86_64
```

- The Docker-client-xx or Docker-common-xx native RHEL Docker packages are not supported. These packages do not support the `docker run cli` format that Cloud Secure supports.

Use the following commands to determine if these packages are installed:

```
sudo rpm -qa | grep -i docker-client
```

```
sudo rpm -qa | grep -i docker-common
```

## Steps to Install Docker

1. Install the required dependencies:

```
sudo yum install yum-utils device-mapper-persistent-data lvm2
```

2. Add docker stable repository to your system:

```
sudo yum-config-manager --add-repo
```

```
https://download.docker.com/linux/centos/docker-ce.repo
```

3. To use the latest version of Docker CE, enable repositories that are disabled by default:

```
sudo yum-config-manager --enable docker-ce-edge
```

4. Install the latest version of Docker CE using the following command:

```
sudo yum install docker-ce
```

(Version must be higher than 17.06)

5. Start Docker

```
sudo systemctl start docker
```

6. Use the following command to automatically start Docker on system reboot:

```
sudo systemctl enable docker
```

## Docker Installation Reference

For additional installation information, see:

\* <https://docs.docker.com/install/linux/docker-ce/centos/>

\* <https://getstart.blog/2018/03/24/docker-ce-installation-on-red-hat-7/>

## Steps to Install Docker on a VM Without Full Access to the Internet

### Steps

## 1. Uninstall existing docker installation:

```
sudo rpm -qa | grep docker  
sudo rpm -e <rpms>
```

## 2. Install Docker-ce

- Download all required rpms and copy them to the VM on which the agent is to be installed.

```
https://download.docker.com/linux/centos/docker-ce.repo  
sudo yum-config-manager --add-repo <repo_file>  
https://download.docker.com/linux/centos/7/x86_64/stable/Packages/doc  
ker-ce-18.09.0-3.el7.x86_64.rpm  
https://download.docker.com/linux/centos/7/x86_64/stable/Packages/doc  
ker-ce-cli-18.09.0-3.el7.x86_64.rpm  
https://download.docker.com/linux/centos/7/x86_64/stable/Packages/con  
tainerd.io-1.2.6-3.3.el7.x86_64.rpm  
sudo rpm -i <rpms>  
sudo systemctl enable docker  
sudo systemctl start docker
```

## Java Requirement

OpenJDK Java is required. Use the following command to determine if OpenJDK Java is installed:

```
sudo rpm -qa | grep -i openjdk
```

Install OpenJDK Java using the following command:

```
sudo yum install -y java-1.8.0-openjdk
```

The IBM Java package, found in some RHEL versions, must be uninstalled. Use the following command to verify the Java version:

```
sudo java - (or) sudo rpm -qa | grep -I java
```

If the command returns information similar to 'IBM J9 VM (build 2.9.x)' you need to remove the package:

```
sudo update-alternatives --remove java /usr/lib/jvm/jdk[version]/bin/java
```

## Steps to Install an Agent from a Non-Root Account

You can perform an installation from a non-Root user account using the following steps:

- Add a local user and set the password: (where username is the name you choose)

```
sudo useradd username  
sudo passwd username password (enter the password for the local user)
```

- Uncomment the following lines in /etc/sudoers

- %wheel ALL=(ALL) ALL
- %wheel ALL=(ALL) NOPASSWD: ALL

- Add the local user you created to the wheel group:

```
sudo usermod -aG wheel username
```

4. Create an installation folder in the local user's home directory and install the Cloud Secure Agent from within the folder:

```
sudo cd /home/username/
sudo mkdir install; cd install/
```

5. Install the Cloud Secure Agent using the Curl command taken from the Web UI.

Provide a -k in the Curl command if your RHEL platform performs a strict certificate check. For CentOS systems, the -k option is not required.

```
[mylocal1@contrail-eng-kirana-kirana-nane-vm12 install]$ token='eyJ0eXAiJKV1QiLCJhbGciOiJIUzIwMjYtMDA5OC05NzU2LTI0YmQyYTEzMmU2YilsImRvY2tlcJlcG9zaXRvcnkiOjJvY2ktcmVnaXN0cnkub2NpLmNsB3Vklm5hbmUub3BlbmVuZ2xhYi5uZXRhchHAuY29tOjUwMDAiLCJyb2xlcyI6WyJhZG1pbijdLCJzZXJ2ZXJVcmwiOjodHRwczovL2F2NDE3Mi5kZXJuY2xvdWRzzWN1cmUubmV0YXBwLmNvbSlsImlzcyI6Im9jaSlsImV4cCI6MTU1OTU1OTc4MiwbG9naW4iOjJhZ2VudC5INGE4NTNiMS03Nzk3LTQ0MDYtOWVmNC03ZDg5YzExZWU0MzYiLCJpYXQiOjE1NTk1NTI1ODIsInV1aWQiOjJINGE4NTNiMS03Nzk3LTQ0MDYtOWVmNC03ZDg5YzExZWU0MzYiLCJ0ZW5hbhbnQiOjI3M2NhN2MzM01YzhILTQ50TQtYWQ2YS02NTU0MTAzOTJhZTkiLCJhZ2VudExvZ2luVXJsIjoiaHR0cHM6Ly9hZ2VudGxvZ2luLmRldi5jbG91ZHNIY3VyZS5uZXRhchHAuY29tIn0.9M9ioV_QxjeI58G9qL3_P6RPXxytnoqDL_i7EACnq0LGHlcGRkqSLZyDW7MJabPu' installerName=cloudsecure-linux-agent-installer-1.0.zip && curl -k -H "Authorization: Bearer $token" -o $installerName
https://av4172.dev.cloudsecure.netapp.com/rest/v1/agents/installers/linux/1.0 && unzip $installerName -d . && chmod 755 -Rf . && sudo /bin/bash -c "TOKEN=$token ./cloudsecure-agent-install.sh"
% Total % Received % Xferd Average Speed Time Time Current
Dload Upload Total Spent Left Speed
100 39.1M 100 39.1M 0 0 26.7M 0 0:00:01 0:00:01 --:--:-- 26.8M
Archive: cloudsecure-linux-agent-installer-1.0.zip
inflating: ./cloudsecure-agent-install.sh
setup cloud secure agent directory ownership
Updating ownership for directory /var/log/netapp/cloudsecure/agent.
Updating ownership for directory /var/log/netapp/cloudsecure/backup/vault.
Updating ownership for directory /opt/netapp/cloudsecure.
Updating ownership for directory /var/lib/netapp/cloudinsights.
Setting systemd services for cloudsecure-agent.
Starting CloudSecure Agent services.
Welcome to CloudSecure ® 1.0.0
Agent
Installation: /opt/netapp/cloudsecure/agent
Installation logs: /var/log/netapp/cloudsecure/install
Agent Logs: /opt/netapp/cloudsecure/agent/logs
```

To uninstall:

```
sudo cloudsecure-agent-uninstall.sh --help
```

```
[mylocal1@contrail-eng-name-name-nane-vm12 install]$ cd /opt/netapp/cloudsecure/agent/logs
```

## Files Created During Installation

- Installation directory:

/opt/netapp/cloudsecure/agent

- Installation logs:

```
/var/log/netapp/cloudsecure/install  
/opt/netapp/cloud-secure/logs
```

- Agent Logs:

- You can use the following command to verify the agent installed correctly:

```
sudo grep -irn register /opt/netapp/cloudsecure/agent/logs/agent.log
```

- Use the following script to uninstall the agent:

```
sudo cloudsecure-agent-uninstall.sh
```

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 Active Directory. Most often these attributes names are *not* modified in Active Directory, in which case you can simply proceed with the default attribute name.

| Attributes   | Attribute name in Directory Server |
|--------------|------------------------------------|
| Display Name | name                               |
| SID          | objectsid                          |
| User Name    | sAMAccountName                     |

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       | department                         |
| Photo            | thumbnailphoto                     |
| ManagerDN        | manager                            |
| Groups           | memberOf                           |

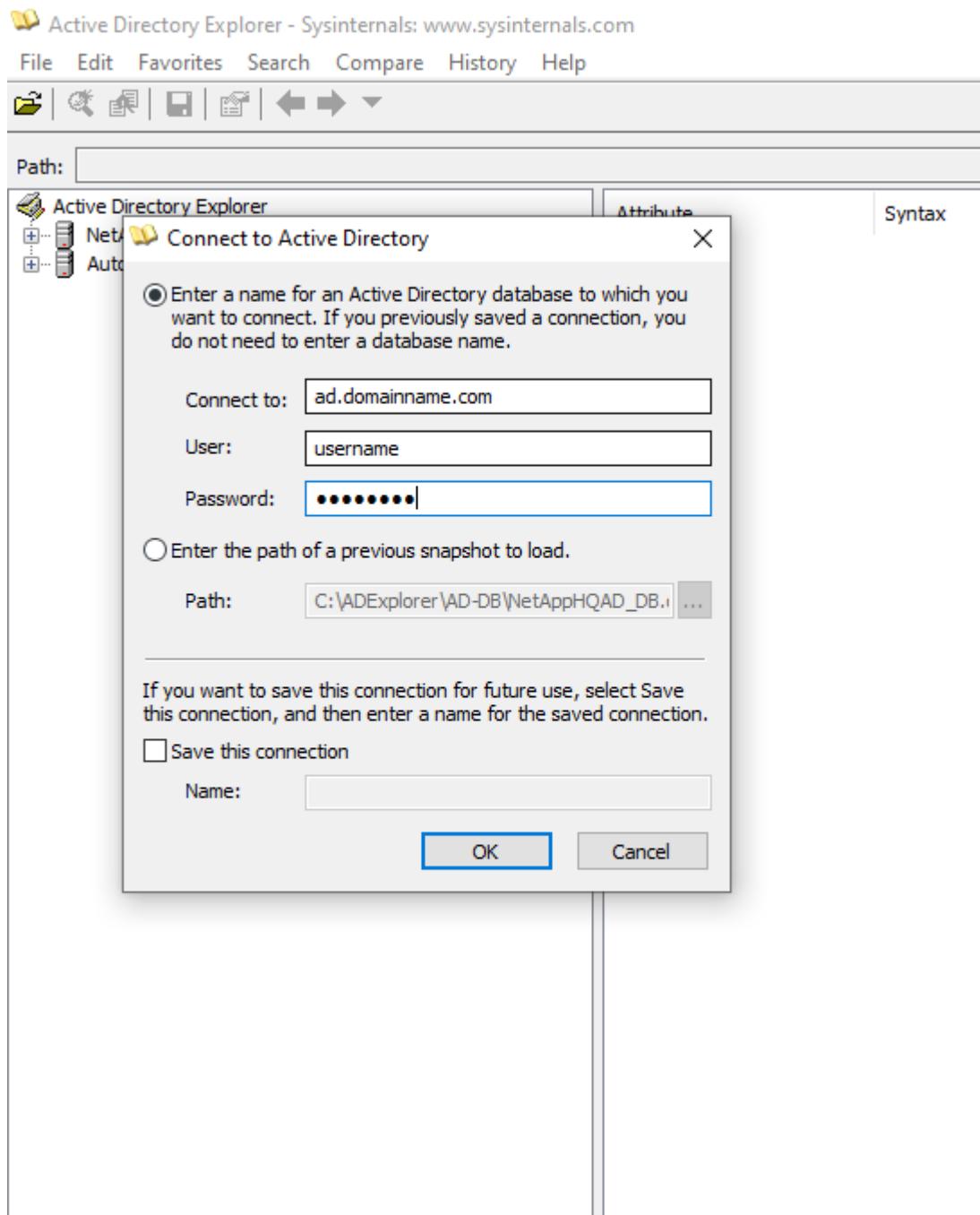
## Testing Your User Directory Collector Configuration

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 -o ldif-wrap=no -LLL -x -b "dc=netapp,dc=com" -h 10.235.40.29 -p 389 -D Administrator@netapp.com -W
```

- Use AD Explorer to navigate an AD database, view object properties and attributes, view permissions, view an object's schema, execute sophisticated searches that you can save and re-execute.
  - Install [AD Explorer](#) on any windows machine which can connect to the AD Server.
  - Connect to the AD server using the username/password of the AD directory server.



## Troubleshooting User Directory Collector Configuration Errors

The following table describes known problems and resolutions that can occur during collector configuration:

| Problem:   | Resolution:  |
|--|--|
| Adding a User Directory connector results in the 'Error' state. Error says, "Invalid credentials provided for LDAP server".  | Incorrect username or password provided. Edit and provide the correct user name and password.  |
| Adding a User Directory connector results in the 'Error' state. Error says, "Failed to get the object corresponding to<br>DN=DC=hq,DC=domainname,DC=com provided as forest name."  | Incorrect forest name 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. 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.  |
| Adding a User Directory connector results in the 'Error' state.  | Ensure you have provided valid values for the required fields (Server, forest-name, bind-DN, bind-Password).<br>Ensure bind-DN input is always provided as 'Administrator@<domain_forest_name>' or as a user account with domain admin privileges. |
| Adding a User 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." | Incorrect IP or FQDN provided for the AD Server. Edit and provide the correct IP address or FQDN.  |
| Adding a User Directory connector results in the 'Error' state. Error says, "Failed to establish LDAP connection".   | Incorrect IP or FQDN provided for the AD Server. Edit and provide the correct IP address or FQDN.  |
| Adding a User 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.ldap-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 AD sync happen?  | AD 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.   |

| Problem:   | Resolution:  |
|--|--|
| User Data is synced from AD 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.  |
| User Directory connector results in the 'Error' state.<br>"Connector is in error state. Service name: usersLdap.<br>Reason for failure: Failed to retrieve LDAP users.<br>Reason for failure: 80090308: LdapErr: DSID-0C090453, comment: AcceptSecurityContext error, data 52e, v3839" | Incorrect forest name provided. See above on how to provide the correct forest name.   |
| Telephone number is not getting populated in the user profile page.  | <p>This is most likely due to an attribute mapping problem with the Active Directory.</p> <ol style="list-style-type: none"> <li>1. Edit the particular Active Directory collector which is fetching the user's information from Active Directory.</li> <li>2. Notice under optional attributes, there is a field name "Telephone Number" mapped to Active Directory attribute 'telephonenumber'.</li> <li>4. Now, please use the Active Directory Explorer tool as described above to browse the Active Directory and see the correct attribute name.</li> <li>3. Make sure that in Active Directory there is an attribute named 'telephonenumber' which has indeed the telephone number of the user.</li> <li>5. Let us say in Active Directory it has been modified to 'phonenumber'.</li> <li>6. Then Edit the CloudSecure User Directory collector. In optional attribute section, replace 'telephonenumber' with 'phonenumber'.</li> <li>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.</li> </ol> |
| 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>Disable AD Server encryption before Configuring a User Directory Collector.</p> <p>Once the user detail is fetched it will be there for 13 months.</p> <p>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>   |

## Configuring an LDAP Directory Server Collector

You configure Cloud Secure to collect user attributes from LDAP 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 LDAP Directory server.
- An Agent must be configured before you configure an LDAP 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 **LDAP Directory Server**

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>GlobalLDAPCollector</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 LDAP Directory Server   |
| Search Base           | <p>Search Base of the LDAP server<br/>     Search Base allows both of the following formats:</p> <p><i>x.y.z</i> ⇒ direct domain name as you have it on your SVM. [Example: <i>hq.companyname.com</i>]</p> <p><i>DC=x,DC=y,DC=z</i> ⇒ Relative distinguished names [Example: <i>DC=hq,DC= companyname,DC=com</i>]</p> <p>Or you can specify as the following:</p> <p><i>OU=engineering,DC=hq,DC= companyname,DC=com</i><br/>     [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 &lt;username&gt; from OU &lt;engineering&gt;]</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> |
| Bind DN               | User permitted to search the directory. For example:<br><i>uid=ldapuser,cn=users,cn=accounts,dc=domain,dc=companyname,dc=com</i><br><i>uid=john,cn=users,cn=accounts,dc=dorp,dc=company,dc=com</i> for a user <a href="mailto:john@dorp.company.com">john@dorp.company.com</a> .<br><br><i>dorp.company.com</i>  |
| --accounts            | --users  |
| --john                | --anna   |
| BIND password         | Directory server password (i.e. password for username used in Bind DN)   |

|          |                             |
|----------|-----------------------------|
| Protocol | ldap, ldaps, ldap-start-tls |
| Ports    | Select port                 |

|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."

|Incorrect IP or FQDN provided for the AD Server. Edit and provide the correct IP address or FQDN.

```
security login show -vserver svmname
Vserver: svmname
Authentication Acct ls-Nsswitch
User/Group Name Application Method Role Name Locked Group
vsadmin http password vsadmin yes no
vsadmin ontapi password vsadmin yes no
vsadmin ssh password vsadmin yes no
3 entries were displayed.
```

If you cannot use the "vsadmin" user, create the following roles for the data collector using the "causer" user:

```
security login show -vserver svmname
security login role create -vserver svmname -role carole -cmddirname DEFAULT
-access none
security login role create -vserver svmname -role carole -cmddirname "network
interface" -access readonly
security login role create -vserver svmname -role carole -cmddirname version
-access readonly
security login role create -vserver svmname -role carole -cmddirname volume
-access readonly
security login role create -vserver svmname -role carole -cmddirname vserver
-access readonly
security login role create -vserver svmname -role carole -cmddirname "vserver
fpolicy" -access all
security login create -user-or-group-name causer -application ontapi -authmethod
password -role carole -vserver svmname
```

Note that if the data collector is added using "causer", [alert response snapshots](#) cannot be taken by default. To enable snapshots for causer, the commands above must also include the "**volume snapshot**" line below:

```
security login show -vserver svmname
security login role create -vserver svmname -role carole -cmddirname DEFAULT
-access none
security login role create -vserver svmname -role carole -cmddirname "network
interface" -access readonly
security login role create -vserver svmname -role carole -cmddirname version
-access readonly
security login role create -vserver svmname -role carole -cmddirname volume
-access readonly
```

```
security login role create -vserver svmname -role carole -cmddirname vserver  
-access readonly  
security login role create -vserver svmname -role carole -cmddirname "vserver  
fpolicy" -access all  
security login role create -vserver <vservername> -role carole -cmddirname  
"volume snapshot" -access all  
security login create -user-or-group-name causer -application ontapi -authmethod  
password -role carole -vserver svmname
```

a. Install **selinux** (dependency package for the docker-ce):

```
wget http://mirror.centos.org/centos/7/extras/x86_64/Packages/container-  
selinux-2.68-1.el7.noarch.rpm  
yum install -y container-selinux-2.68-1.el7.noarch.rpm
```

1. Install the docker-ce (not the native docker) package. You must use a version higher than 17.03:  
[https://download.docker.com/linux/centos/7/x86\\_64/stable/Packages/](https://download.docker.com/linux/centos/7/x86_64/stable/Packages/)
2. SSH to the Redhat EC2 VM:

```
ssh -i "your_new_pem.pem" <ec2_hostname_or_IP>  
sudo su -
```

3. Perform a docker login after installing the required AWS CLI package:

```
curl "https://s3.amazonaws.com/aws-cli/awscli-bundle.zip" -o "awscli-  
bundle.zip"  
unzip awscli-bundle.zip  
sudo ./awscli-bundle/install -i /usr/local/aws -b /usr/local/bin/aws  
/usr/local/bin/aws --version  
aws configure --profile collector_READONLY  
aws ecr get-login --no-include-email --region us-east-1 --profile  
collector_READONLY  
docker login -u AWS -p <token_generated_above> <ECR_hostname>
```

4. Use the following command to verify the steps completed successfully and the **cs-ontap-dsc** image can be successfully pulled:

```
docker pull 376015418222.dkr.ecr.us-east-1.amazonaws.com/cs-ontap-  
dsc:1.25.0
```

## 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](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?

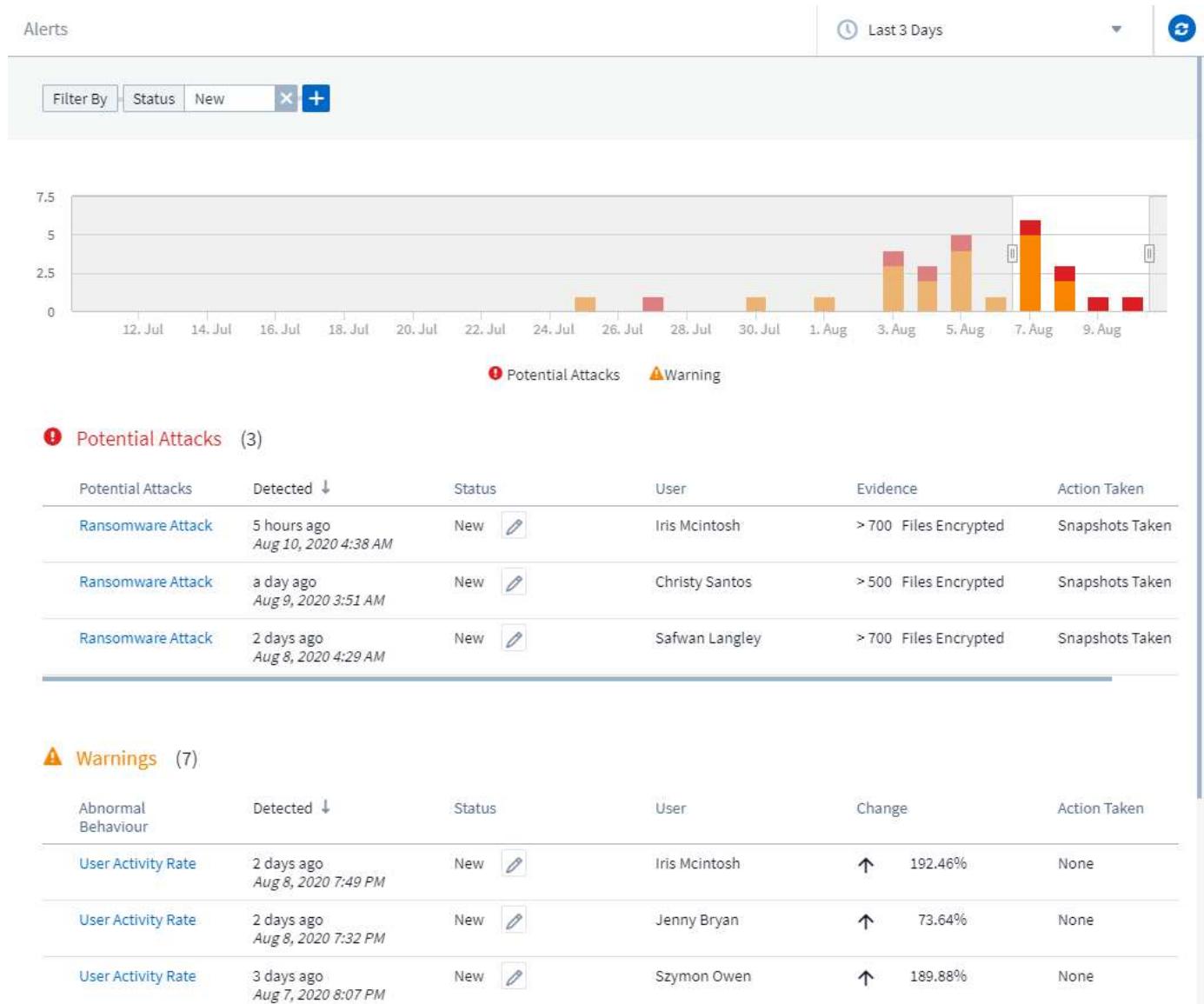
Answer: Yes. You need to edit the script and change the max number of SVMs from 5 to any desirable number.

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.

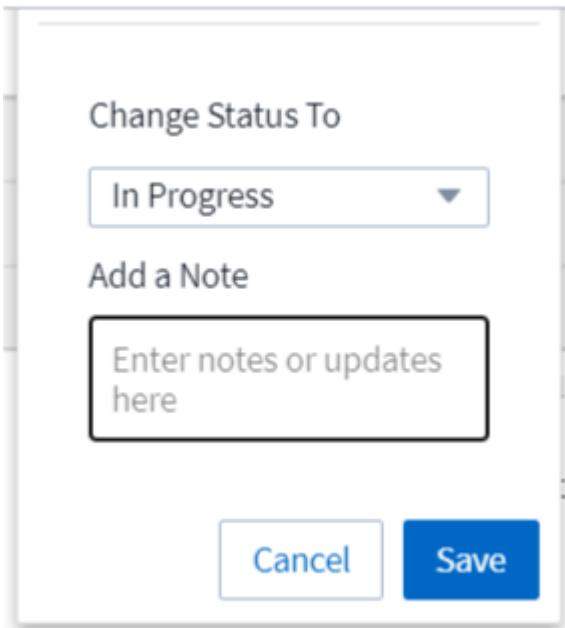
The following is displayed for each alert:

### 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.)

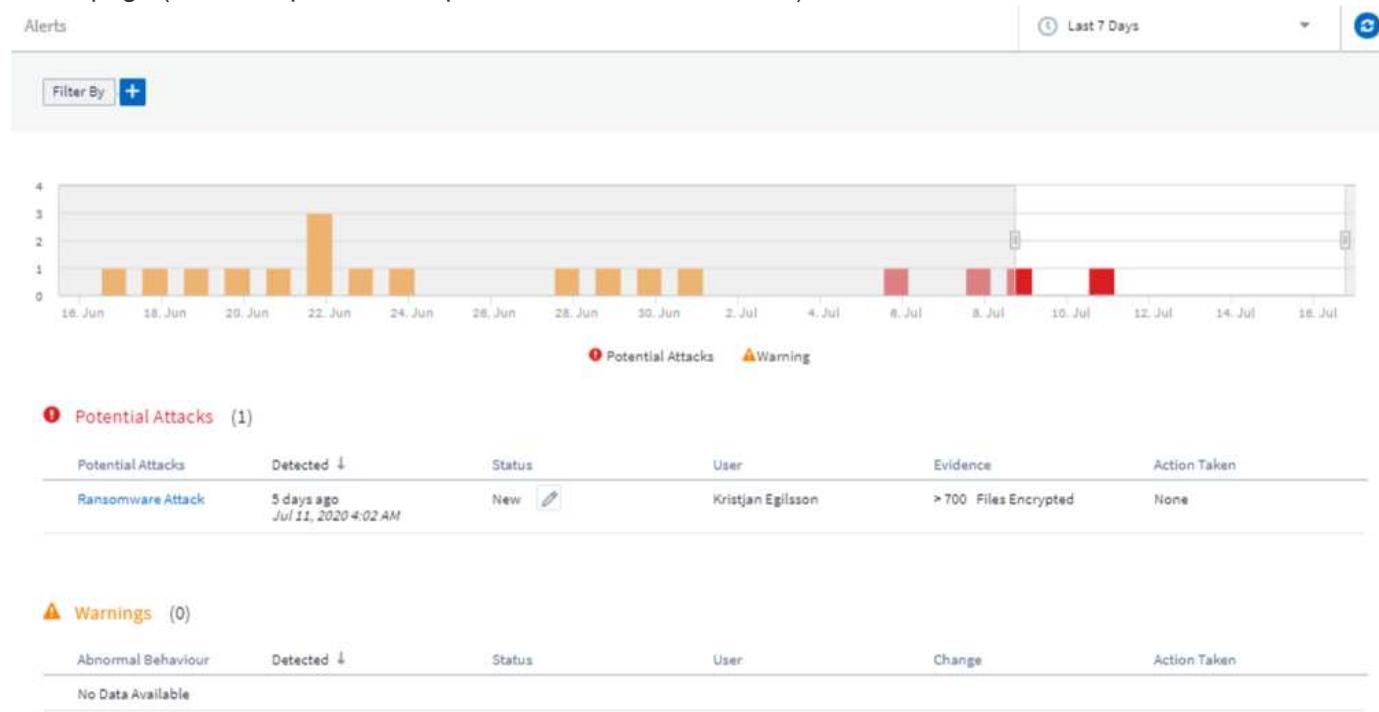
### Attack Results section:

- 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):



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

Write Read Metadata Others



## 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

**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.

**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

## 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 <a href="#">ONTAP documentation</a> 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?  | <p>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.</p> <p>User needs to define Snapshot policies to delete the oldest snapshots, otherwise snapshots will not be taken.</p> <p>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.</p> <p>See the ONTAP Documentation for information on <a href="#">setting Snapshot deletion policy</a>.</p> |
| Cloud Secure is unable to take snapshots at all.   | <p>Make sure that the role being used to create snapshots has <a href="#">proper rights assigned</a>.</p> <p>Make sure <code>csrole</code> is created with proper access rights for taking snapshots:</p> <pre>security login role create -vserver &lt;vservername&gt; -role csrole -cmddirname "volume snapshot" -access all</pre>  |
| Situations 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”. | <p>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.</p> <p>Enable the particular LIF in ONTAP and trigger <i>Take Snapshot manually</i> from Cloud Secure. The Snapshot action will then succeed.</p>   |

# 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.

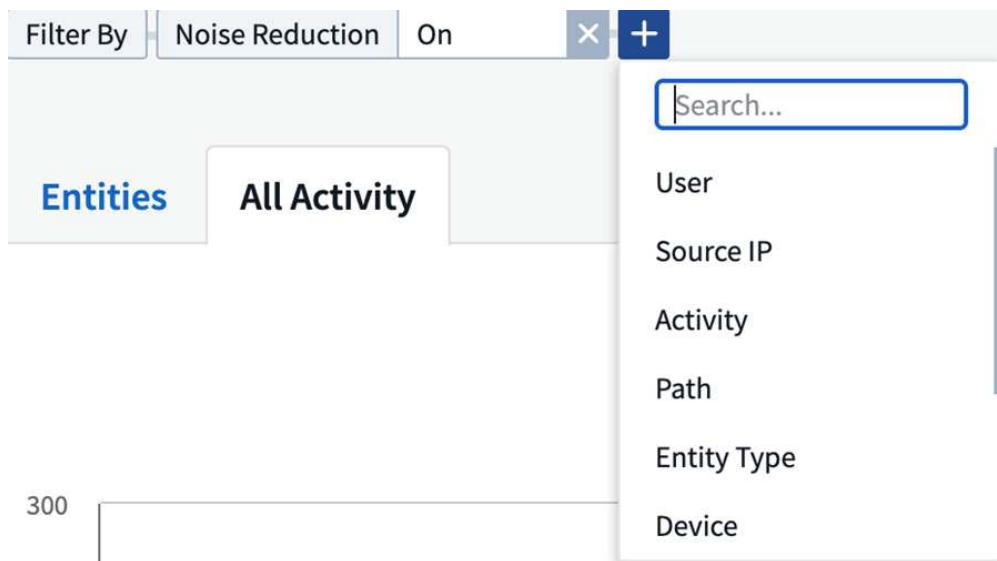
- The **Path** to the entity with a link to the [Entity Detail Data](#)
- The **Entity Type**, including entity (i.e. file) extension (.doc, .docx, .tmp, etc.)
- The **Device** where the entities reside
- The **Protocol** used to fetch events.
- The **Original Path** used for rename events when the original 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:</p> <p>“ldap:HQ.COMPANYNAME.COM:S-1-5-21-3577637-1906459482-1437260136-1831817”</p> <p>or</p> <p>“ldap:default:80038003”</p> | <p>Possible reasons could be:</p> <ol style="list-style-type: none"> <li>1. No User Directory Collectors have been configured yet. To add one, go to <b>Admin &gt; Data Collectors &gt; User Directory Collectors</b> and click on <b>+User Directory Collector</b>. Choose <i>Active Directory</i> or <i>LDAP Directory Server</i>.</li> <li>2. A User Directory Collector has been configured, however it has stopped or is in error state. Please go to <b>Admin &gt; Data Collectors &gt; User Directory Collectors</b> and check the status. Refer to the <a href="#">User Directory Collector troubleshooting</a> section of the documentation for troubleshooting tips.</li> </ol> <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"> <li>1. A user directory collector for AD server with POSIX attributes set should be running with the unixid attribute enabled from UI.</li> <li>2. Any user doing NFS access should be seen when searched in the user page from UI</li> <li>3. Raw events (Events for whom the user is not yet discovered) are not supported for NFS</li> <li>4. Anonymous access to the NFS export will not be monitored.</li> <li>5. Make sure NFS version used is lesser than NFS4.1.</li> </ol>  |

## 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<br>Kevin_Obrien.xlsx | Most Accessed Location<br>10.197.144.115 | Size<br>91 KB                                    |
| Type<br>xlsx              | Device Name<br>demoGroupShares2          | Path<br>/ENG_CIFS_volume/Sales/Kevin_Obrien.xlsx |

### Entity Behaviour

|  |                          |
|--|--------------------------|
| Recent Activity  | Operations (last 7 days) |
| Last accessed : 12 minutes ago<br>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 X

---

Policy Name\*  
Unique New 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  
All Devices ▼

+ Another Device

---

Actions  
 Take Snapshot !

---

Cancel Save

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> -policynname 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 -policynname 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 is 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.   | <p>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.</p> <p>2. This is because the user may have accessed the storage from a machine with a new IP which has not been used before.<br/>Restricting happens via IP address of the host through which the user is accessing the storage. Check in the UI (Alert Details &gt; Access Limitation History for This User &gt; 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.</p> |
| 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 

alert\_list@company.com 

**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.  |    |
|  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.   |  |
|  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. |  |

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:<br>FAS6210             | Microcode Version:<br>8.3.2 clustered Data ONTAP | Management:<br><a href="https://10.197.143.25:443">HTTPS://10.197.143.25:443</a> |  |
| Vendor:<br>NetApp             | Raw Capacity:<br>80,024.3 GB                     | FC Fabrics Connected:<br>0   |  |
| Family:<br>FAS6200            | Latency - Total:<br>0.77 ms                      | Performance Policies:  |  |
| Serial Number:<br>1-80-000013 | IOPS - Total:<br>1,819.19 IO/s                   | Risks:   |  108 risks detected<br>by  |
| IP:<br>10.197.143.25          | Throughput - Total:<br>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.

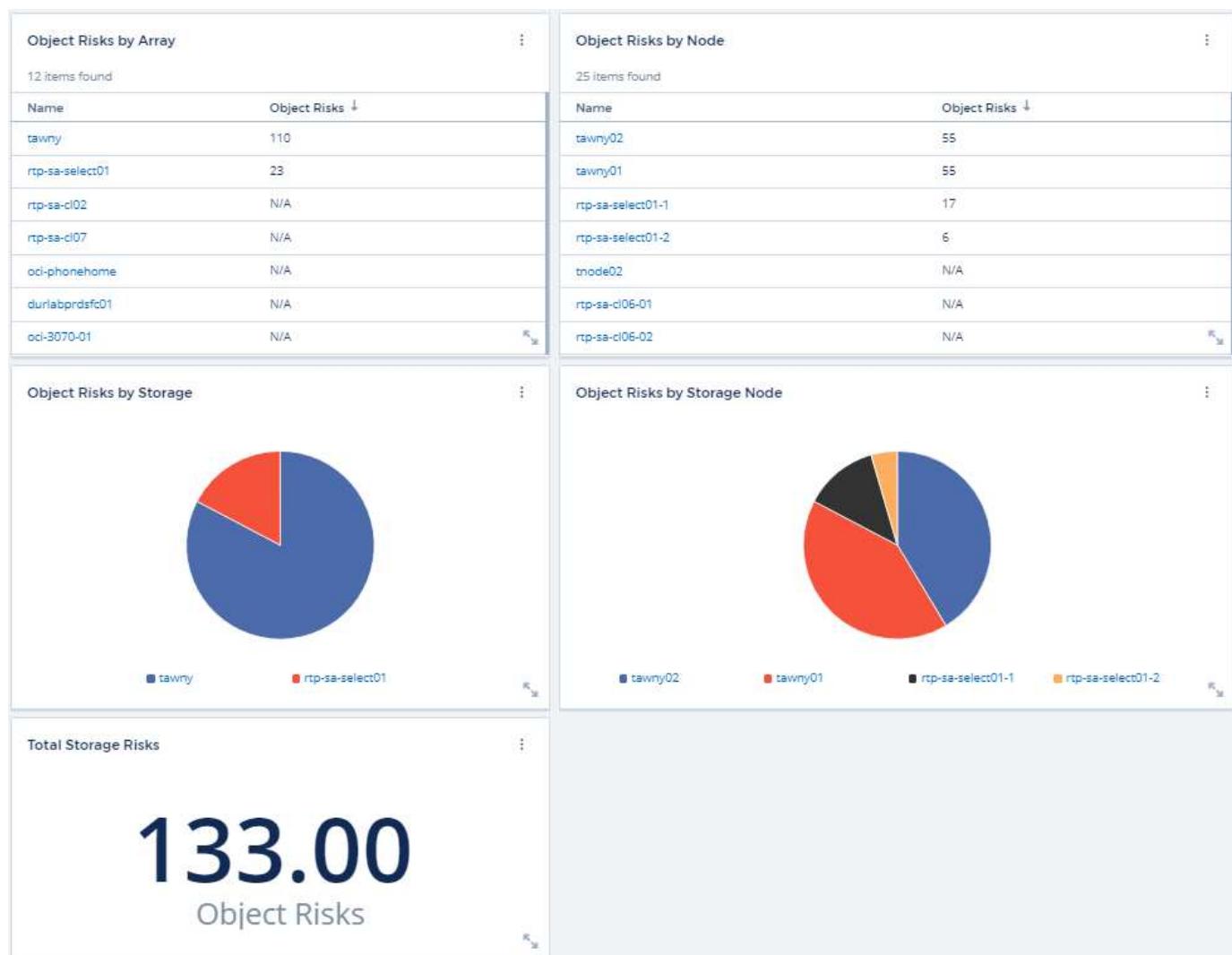
1. In the Cloud Insights Summary widget or Risks table, click the "Active IQ" link.
2. Sign in to your NetApp Support account. You are taken directly to the storage node page in Active IQ.

## 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 <i>/*.jauth0.com</i> in your browser settings. For example in Chrome's incognito mode, the default browser settings block third-party cookies. Try the following:<br>Enter "chrome://settings/cookies" in browser URL.<br>Select "Allow all cookies" option.                                    |
| I have a Cloud Central account but am unable to login to Cloud Central.                               | Contact <a href="mailto:saaS.support@netapp.com">saas.support@netapp.com</a> . This is specifically for Cloud Central issues or questions. For all other Cloud Insights issues, contact <a href="#">NetApp support</a> .  |
| 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.<br><br>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.<br><br>Verify your Cloud Central profile email address matches email address shown in your Cloud Insights welcome email  |
| Other login errors  | Try incognito mode in Chrome, or clear browser history, cookies, and cache.<br><br>Try with a different browser profile (i.e. Chrome - add Person).   |

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 <b>Admin &gt; Data Collectors</b> page in the <b>Acquisition Units</b> tab displays "Certificate Expired" or "Certificate Revoked". | <p>Click on the menu to the right of the AU and select <b>Restore Connection</b>. Follow the instructions to restore your Acquisition Unit:</p> <ol style="list-style-type: none"><li>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.</li><li>2. Create a file named "token" in the <code>/var/lib/netapp/cloudinsights/acq/conf</code> folder on the AU.</li><li>3. Click the <i>Copy Token</i> button, and paste this token into the file you created.</li><li>4. Restart the AU service. Click the <i>Copy Restart Command</i> button, and paste the command into a command prompt on the AU.</li></ol> |
| 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 <a href="#">requirements</a>  |
| Network Requirements not met   | <p>Ensure that your Acquisition Unit server/VM can access your Cloud Insights environment (<code>&lt;environment-name&gt;.c01.cloudinsights.netapp.com</code>) through SSL connection over port 443. Try the following commands:</p> <pre>ping &lt;environment-name&gt;.c01.cloudinsights.netapp.com traceroute &lt;environment-name&gt;.c01.cloudinsights.netapp.com curl https://&lt;environment-name&gt;.c01.cloudinsights.netapp.com wget https://&lt;environment-name&gt;.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"> <li>1. Try "curl". Refer to "man curl" information/documentation regarding proxies: --proxy, --proxy-* (that's a wildcard "*" because curl supports many proxy settings).</li> <li>2. Try "wget". Check documentation for proxy options.</li> </ol>  |
| 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.   |
| Linux: missing library / file not found  | Ensure that your Linux Acquisition Unit server/VM has all necessary libraries. For example, you must have the <i>unzip</i> library installed on the server. To install the <i>unzip</i> library, run the command <i>*sudo yum install unzip*</i> before running the Acquisition Unit install script   |
| Permission issues  | Be sure you are logged in as a user with <i>sudo</i> permissions  |
| Acquisition Not Running:   | Gather the acq.log from<br><i>/opt/netapp/cloudinsights/acq/logs</i> (Linux)<br>Restart the Acquisition Service: <i>sudo cloudinsights-service.sh restart acquisition</i>   |
| 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> <p>Check the network connection between the Acquisition Unit sever and CloudInsights.<br/>Check whether the Acquisition Unit service is running.<br/>If the service is not running, start the service.<br/>Check the Acquisition Unit log<br/>(<i>/var/log/netapp/cloudinsights/acq/acq.log</i>) to see whether there are any errors.</p> |
| 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 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.

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            |
|--|------|----------|-------------------------------|---------------------------------|
| qtrjks0.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 <b>Admin &gt; Data Collectors</b> page in the <b>Acquisition Units</b> tab displays "Certificate Expired" or "Certificate Revoked". | <p>Click on the menu to the right of the AU and select <b>Restore Connection</b>. Follow the instructions to restore your Acquisition Unit:</p> <ol style="list-style-type: none"><li>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.</li><li>2. Create a file named "token" in the <i>c:\Program Files\Cloud Insights\Acquisition Unit\conf</i> folder on the AU.</li><li>3. Click the <i>Copy Token</i> button, and paste this token into the file you created.</li><li>4. Restart the AU service. Click the <i>Copy Restart Command</i> button, and paste the command into a command prompt on the AU.</li></ol> |
| Server Requirements not met  | Ensure that your Acquisition Unit server or VM meets <a href="#">requirements</a>   |
| Network Requirements not met   | Ensure that your Acquisition Unit server/VM can access your Cloud Insights environment (<environment-name>.c01.cloudinsights.netapp.com) through SSL connection over port 443. Try the following commands:<br><br><i>ping &lt;environment-name&gt;.c01.cloudinsights.netapp.com<br/>traceroute &lt;environment-name&gt;.c01.cloudinsights.netapp.com<br/>curl https://&lt;environment-name&gt;.c01.cloudinsights.netapp.com<br/>wget https://&lt;environment-name&gt;.c01.cloudinsights.netapp.com</i>  |

|  |  |
|--|--|
| 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"> <li>1. Try "curl". Refer to "man curl" information/documentation regarding proxies: --proxy, --proxy-* (that's a wildcard "*" because curl supports many proxy settings).</li> <li>2. Try "wget". Check documentation for proxy options.</li> </ol>   |
| 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"> <li>* Check the network connection between the Acquisition Unit sever and CloudInsights.</li> <li>* Check whether the Acquisition Unit service is running. If the service is not running, start the service.</li> <li>* Check the Acquisition Unit log (&lt;Install dir&gt;:\Program Files\Cloud Insights\Acquisition Unit\log\acq.log) to see whether there are any errors.</li> </ul> |
| 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.

| 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.

# 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.

|   |  |
|---|--|
| <b>Cloud Insights Support</b><br><br>NetApp Serial Number: 95021017086014032043      NetApp Subscription Name: 564eba05-c737-4fe3-9883-918f1d703288<br><br>Support activation is required to enable support with NetApp through chat, ticket or phone.<br>Activate Support at <a href="https://register.netapp.com">register.netapp.com</a> .<br><br><input type="checkbox"/> Check this box to allow NetApp access to your instance of Cloud Insights. | <b>Contact Us</b><br><br>Need help with Cloud Insights?<br><br>Technical Support: <a href="#">Open a Support Ticket</a>   Phone (P1)<br><br>Sales:<br>Have questions regarding your subscription?<br><a href="#">Contact Sales</a> . |
| <b>Knowledge Base</b><br><br>Search through the <a href="#">Cloud Insights Knowledge Base</a> to find helpful articles.   | <b>Documentation Center</b><br><br>Visit the <a href="#">Cloud Insights Documentation Center</a> to find step by step instructions to help you get the most out of 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](https://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

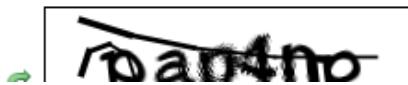
**IMPORTANT:** After submitting, a confirmation email will be sent to the email address filled-in the form. Please click the validation link in that email to complete the registration.

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<br>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                                 |
| <a href="#">Add another Serial #</a>   |  |

### 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](http://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](https://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\*:  Product Family (optional):  
 Serial Numbers for My Location  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 <a href="#">IAM Roles</a> . |
| AWS IAM Access Key ID | Enter AWS IAM Access Key ID. Required if you do not use IAM Role.   |

| Field                                      | Description   |
|--|---|
| 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 <b>+ Filter Tag</b> 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](#)

## 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 |

| Field  | Description   |
|--|---|
| 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 <b>+ Filter Tag</b> 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)  |

| Field    | Description                                |
|----------|--|
| 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><b>Device Alias</b><br/> 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><b>None</b><br/> Do not report any alias.</p> <p><b>Port Description</b><br/> A description to help identify the port in a list of ports.</p> <p><b>Zone Alias (all)</b><br/> 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  |

| Field                            | Description   |
|----------------------------------|---|
| 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. |
| 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"> <li>Ping the device with the IP configured</li> <li>Login to the device using Cisco Device Manager GUI</li> <li>Login to the device using CLI</li> <li>Try to run SNMP walk</li> </ul>  |
| Error: Device is not a Cisco MDS switch                              | <ul style="list-style-type: none"> <li>Make sure the data source IP configured for the device is correct</li> <li>Login to the device using Cisco Device Manager GUI</li> <li>Login to the device using CLI</li> </ul>   |
| 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"> <li>Make sure the device is UP</li> <li>Check the IP address and listening port</li> <li>Ping the device</li> <li>Login to the device using Cisco Device Manager GUI</li> <li>Login to the device using CLI</li> <li>Run SNMP walk</li> </ul> |

### Performance

| Problem:  | Try this:   |
|---|---|
| Error: Performance acquisition not supported by SNMP v1 | <ul style="list-style-type: none"> <li>Edit Data Source and disable Switch Performance</li> <li>Modify Data Source and switch configuration to use SNMP v2 or higher</li> </ul> |

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     |

| Vendor/Model Term  | Cloud Insights Term |
|--------------------|---------------------|
| 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:  |
|---|--|
| <p>"Invalid login credentials" with error messages<br/>           "Commands not enabled for role-based administration require root user access"</p>                       | <ul style="list-style-type: none"> <li>* Verify that the user has permissions to run the following commands on the device:               <ul style="list-style-type: none"> <li>&gt; isi version osrelease</li> <li>&gt; isi status -q</li> <li>&gt; isi status -n</li> <li>&gt; isi devices -d %s</li> <li>&gt; isi license</li> </ul> </li> <li>* Verify credentials used in the wizard are matching device credentials</li> </ul> |
| <p>"Internal Error" with error messages "Command &lt;Your command&gt; run failed with permission: &lt;Your current permission&gt;. Sudo command run permission issue"</p> | <p>Verify that the user has sudo permissions to run the following command on the device</p>  |

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):<br>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        |

| Vendor/Model Term | Cloud Insights Term |
|-------------------|---------------------|
| 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 (;) |
| 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           |
| 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<br>"Failed to find Unisphere executable uemcli" | * Verify correct IP address, username, and password<br>* Confirm that Unisphere CLI is installed on the Cloud Insights Acquisition Unit<br>* Confirm that Unisphere CLI installation directory is correct in the datasource configuration<br>* 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 sstorage 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>netcfg</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"> <li>* 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.</li> <li>* 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.</li> <li>* 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.</li> </ul> <p><b>Note:</b> 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 SYMAP API server license.  |
| Error: No devices were found  | Make sure Symmetrix devices are configured to be managed by the Solutions Enabler server:<br>- Run <code>symcfg list -v</code> 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 <code>netcnfg</code> file for Solutions Enabler. This file is usually located under <code>SYMAP\config</code> in the Solutions Enabler client installation. |
| Error: The remote client/server handshake failed  | Check the most recent <code>storsrvd.log*</code> files on the Solutions Enabler host we are trying to discover.  |
| Error: Common name in client certificate not valid  | Edit the <code>hosts</code> file on the Solutions Enabler server so that the Acquisition Unit's hostname resolves to the IP address as reported in the <code>storsrvd.log</code> 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:<br>• The "symcfg list -tdev" CLI command may return incorrect data when collected with Solutions Enabler 7.x from a Solutions Enabler server 8.x.<br>• 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                |

| Vendor/Model Term     | Cloud Insights Term |
|-----------------------|---------------------|
| Storage               | Storage             |
| 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

```
navisecccli.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 navisecccli.exe  | Full path to the folder containing the <i>navisecccli.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.          |

| Field                           | Description   |
|---------------------------------|---|
| 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:<br>• Agent Not Running<br>• Failed to find naviseccli<br>• Failed to execute any command | <ul style="list-style-type: none"> <li>Confirm that NaviSphere CLI is installed on the Cloud Insight Acquisition Unit</li> <li>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.</li> <li>Confirm that NaviSphere CLI installation directory is correct in the data collector configuration</li> <li>Confirm that the IP of the VNX block storage is correct in the data collector configuration:</li> <li>From the Cloud Insights Acquisition Unit: <ul style="list-style-type: none"> <li>Open a CMD.</li> <li>Change the directory to the configured installation directory</li> <li>Try to make a connection with the VNX block storage device by typing "navicli -h {ip} getagent" (replace the {ip} with the actual IP)</li> </ul> </li> </ul> |
| 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 <a href="https://now.netapp.com/Knowledgebase/solutionarea.asp?id=kb58128">https://now.netapp.com/Knowledgebase/solutionarea.asp?id=kb58128</a>   |
| Error: Unable to retrieve Meta LUNs. Error Executing java -jar navicli.jar                      | <ul style="list-style-type: none"> <li>Modify the data collector configuration to use the secure client (recommended)</li> <li>Install navicli.jar in the CLI path to navicli.exe OR naviseccli.exe</li> <li>Note: navicli.jar is deprecated as of EMC Navisphere version 6.26</li> <li>The navicli.jar may be available on <a href="http://powerlink.emc.com">http://powerlink.emc.com</a></li> </ul>   |
| 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"> <li>• 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).</li> <li>• Verify that the device and the host are both running identical versions of the software: <ul style="list-style-type: none"> <li>- From the Cloud Insights Acquisition Unit, open a command line window</li> <li>- Change the directory to the configured installation directory</li> <li>- Make a connection with the CLARiiON device by typing “navicli -h \${ip} getagent”</li> <li>- Look for the version number on the first couple of lines. Example: “Agent Rev: 6.16.2 (0.1)”</li> <li>- Look for and compare the version on the first line. Example: “Navisphere CLI Revision 6.07.00.04.07”</li> </ul> </li> </ul> |
| 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                |
| 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"> <li>• Check collection timestamp in log file and modify polling interval accordingly</li> <li>• Wait for longer time</li> </ul> |
| Error: Perpetual Log files not being updated.                    | Please contact EMC support to enable updating the perpetual log files  |

| <b>Problem:</b>   | <b>Try this:</b>   |
|---|--|
| 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"> <li>• Check that the system performance monitors are running correctly</li> <li>• Please contact EMC support to enable updating the system performance monitor log files</li> </ul> |

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

## Dell EMC XtremIO 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:

| <b>Vendor/Model Term</b> | <b>Cloud Insights Term</b> |
|--------------------------|----------------------------|
| 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.<br>Possible solution:<br>* Try to disable page scrolling by running the following command:<br>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:<br>* Incorrect credentials.<br>* Incorrect IP address.<br>* Network problem.<br>* Storage may be down or unresponsive.<br>Possible solutions:<br>* Verify credentials and IP address entered.<br>* 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 <b>+ Filter Label</b> 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. | 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.<br>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.<br><br>Verify that: <ul style="list-style-type: none"><li>* Service is enabled</li><li>* HTTPS is enabled</li><li>* HTTPS port should be 5989</li></ul> If those all are so, you can try to "stopcim" and then a "startcim" to restart the CIM (i.e. SMI-S service). |

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:<br><br>* Array's IP: IP address of the storage<br>* User Name: User name for the storage<br>* Password: Password for the storage<br>* Folder Containing Export Utility JAR Files  |
| SNM2Devices - WMS/SMS/AMS Storages                                      | Device list for WMS/SMS/AMS storages. Each storage requires:<br><br>* Array's IP: IP address of the storage<br>* Storage Navigator CLI Path: SNM2 CLI path<br>* Account Authentication Valid: Select to choose valid account authentication<br>* User Name: User name for the storage<br>* 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 | * Use DeviceManager to check if the devices are configured.<br>* 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:<br>* Error executing export utility<br>* Error executing external command | * Confirm that Export Utility is installed on the Cloud Insights Acquisition Unit<br>* Confirm that Export Utility location is correct in the data collector configuration<br>* Confirm that the IP of the USP/R600 array is correct in the configuration of the data collector<br>* Confirm that the User name and password are correct in the configuration of the data collector<br>* Confirm that Export Utility version is compatible with storage array micro code version<br>* From the Cloud Insights Acquisition Unit, open a CMD prompt and do the following:<br>- Change the directory to the configured installation directory<br>- Try to make a connection with the configured storage array by executing batch file runWin.bat |
| Error: Export tool login failed for target IP                                    | * Confirm that username/password is correct<br>* Create a user ID mainly for this HDS data collector<br>* 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"> <li>* Confirm performance monitoring is enabled on the array.</li> <li>* Try invoking the export tools outside of Cloud Insights to confirm the problem lies outside of Cloud Insights.</li> </ul>   |
| Error:<br><ul style="list-style-type: none"> <li>* Configuration error: Storage Array not supported by Export Utility</li> <li>* Configuration error: Storage Array not supported by Storage Navigator Modular CLI</li> </ul>  | <ul style="list-style-type: none"> <li>* Configure only supported storage arrays.</li> <li>* Use “Filter Device List” to exclude unsupported storage arrays.</li> </ul>   |
| Error:<br><ul style="list-style-type: none"> <li>* Error executing external command</li> <li>* Configuration error: Storage Array not reported by Inventory</li> <li>* Configuration error: export folder does not contains jar files</li> </ul>   | <ul style="list-style-type: none"> <li>* Check Export utility location.</li> <li>* Check if Storage Array in question is configured in Command View server</li> <li>* Set Performance poll interval as multiple of 60 seconds.</li> </ul>   |
| Error:<br><ul style="list-style-type: none"> <li>* Error Storage navigator CLI</li> <li>* Error executing auperform command</li> <li>* Error executing external command</li> </ul>   | <ul style="list-style-type: none"> <li>* Confirm that Storage Navigator Modular CLI is installed on the Cloud Insights Acquisition Unit</li> <li>* Confirm that Storage Navigator Modular CLI location is correct in the data collector configuration</li> <li>* Confirm that the IP of the WMS/SMS/SMS array is correct in the configuration of the data collector</li> <li>* Confirm that Storage Navigator Modular CLI version is compatible with micro code version of storage array configured in the data collector</li> <li>* From the Cloud Insights Acquisition Unit, open a CMD prompt and do the following: <ul style="list-style-type: none"> <li>- Change the directory to the configured installation directory</li> <li>- Try to make a connection with the configured storage array by executing following command “auunitref.exe”</li> </ul> </li> </ul> |
| Error: Configuration error: Storage Array not reported by Inventory  | Check if Storage Array in question is configured in Command View server   |
| Error:<br><ul style="list-style-type: none"> <li>* No Array is registered with the Storage Navigator Modular 2 CLI</li> <li>* Array is not registered with the Storage Navigator Modular 2 CLI</li> <li>* Configuration error: Storage Array not registered with StorageNavigator Modular CLI</li> </ul> | <ul style="list-style-type: none"> <li>* Open Command prompt and change directory to the configured path</li> <li>* Run the command “set=STONAVM_HOME=.”</li> <li>* Run the command “auunitref”</li> <li>* Confirm that the command output contains details of the array with IP</li> <li>* If the output does not contain the array details then register the array with Storage Navigator CLI: <ul style="list-style-type: none"> <li>- Open Command prompt and change directory to the configured path</li> <li>- Run the command “set=STONAVM_HOME=.”</li> <li>- Run command “auunitaddauto -ip \${ip}”. Replace \${ip} with real IP</li> </ul> </li> </ul>   |

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](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.                           |

| Field   | Description   |
|---|---|
| Devices - VSP G1000 (R800), VSP (R700), HUS VM (HM700) and USP storages | <p>Device list for VSP G1000 (R800), VSP (R700), HUS VM (HM700) and USP storages. Each storage requires:</p> <ul style="list-style-type: none"> <li>* Array's IP: IP address of the storage</li> <li>* User Name: User name for the storage</li> <li>* Password: Password for the storage</li> <li>* Folder Containing Export Utility JAR Files</li> </ul>  |
| SNM2Devices - WMS/SMS/AMS Storages                                      | <p>Device list for WMS/SMS/AMS storages. Each storage requires:</p> <ul style="list-style-type: none"> <li>* Array's IP: IP address of the storage</li> <li>* Storage Navigator CLI Path: SNM2 CLI path</li> <li>* Account Authentication Valid: Select to choose valid account authentication</li> <li>* User Name: User name for the storage</li> <li>* Password: Password for the storage</li> </ul> |
| 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                                      |
| Error: Storages list is empty. Either devices are not configured or the user does not have enough permission | * Use DeviceManager to check if the devices are configured.<br>* 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:<br>* Error executing export utility<br>* Error executing external command | * Confirm that Export Utility is installed on the Cloud Insights Acquisition Unit<br>* Confirm that Export Utility location is correct in the data collector configuration<br>* Confirm that the IP of the USP/R600 array is correct in the configuration of the data collector<br>* Confirm that the User name and password are correct in the configuration of the data collector<br>* Confirm that Export Utility version is compatible with storage array micro code version<br>* From the Cloud Insights Acquisition Unit, open a CMD prompt and do the following:<br>- Change the directory to the configured installation directory<br>- Try to make a connection with the configured storage array by executing batch file runWin.bat |
| Error: Export tool login failed for target IP                                    | * Confirm that username/password is correct<br>* Create a user ID mainly for this HDS data collector<br>* Confirm that no other data collectors are configured to acquire this array  |
| Error: Export tools logged "Unable to get time range for monitoring".            | * Confirm performance monitoring is enabled on the array.<br>* Try invoking the export tools outside of Cloud Insights to confirm the problem lies outside of Cloud Insights.   |

| Problem:   | Try this:   |
|--|---|
| Error:<br>* Configuration error: Storage Array not supported by Export Utility<br>* Configuration error: Storage Array not supported by Storage Navigator Modular CLI  | * Configure only supported storage arrays.<br>* Use “Filter Device List” to exclude unsupported storage arrays.   |
| Error:<br>* Error executing external command<br>* Configuration error: Storage Array not reported by Inventory<br>* Configuration error: export folder does not contains jar files   | * Check Export utility location.<br>* Check if Storage Array in question is configured in HiCommand server<br>* Set Performance poll interval as multiple of 60 seconds.  |
| Error:<br>* Error Storage navigator CLI<br>* Error executing auperform command<br>* Error executing external command   | * Confirm that Storage Navigator Modular CLI is installed on the Cloud Insights Acquisition Unit<br>* Confirm that Storage Navigator Modular CLI location is correct in the data collector configuration<br>* Confirm that the IP of the WMS/SMS/SMS array is correct in the configuration of the data collector<br>* Confirm that Storage Navigator Modular CLI version is compatible with micro code version of storage array configured in the data collector<br>* From the Cloud Insights Acquisition Unit, open a CMD prompt and do the following:<br>- Change the directory to the configured installation directory<br>- 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:<br>* No Array is registered with the Storage Navigator Modular 2 CLI<br>* Array is not registered with the Storage Navigator Modular 2 CLI<br>* Configuration error: Storage Array not registered with StorageNavigator Modular CLI | * Open Command prompt and change directory to the configured path<br>* Run the command “set=STONAVM_HOME=.”<br>* Run the command “auunitref”<br>* Confirm that the command output contains details of the array with IP<br>* If the output does not contain the array details then register the array with Storage Navigator CLI:<br>- Open Command prompt and change directory to the configured path<br>- Run the command “set=STONAVM_HOME=.”<br>- 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             |
| 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<br>* Increase timeout  |
| "Error connecting" or "Invalid login credentials" with error messages "Could not communicate with the device:" | * Check IP address<br>* Check user name and password<br>* 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          |

| Vendor/Model Term  | Cloud Insights Term |
|--------------------|---------------------|
| 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        |

| Vendor/Model Term          | Cloud Insights Term  |
|----------------------------|----------------------|
| 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    |
| 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.       |

| 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](#).

## 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   |
| 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.<br>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"> <li>* Verify credentials and IP address entered.</li> <li>* Try to communicate with the array through web management console <a href="https://\${ip}:8452/DS8000/Console">https://\${ip}:8452/DS8000/Console</a>. Replace the \${ip} with data collector configured IP.</li> </ul>   |
| Error:<br><ul style="list-style-type: none"> <li>* Cannot run program</li> <li>* Error executing command</li> </ul> | <ul style="list-style-type: none"> <li>* From Cloud Insights Acquisition Unit Open a CMD</li> <li>* Open CLI.CFG file in CLI's home dir/lib and check property JAVA_INSTALL, edit the value to match your environment</li> <li>* Display Java version installed on this machine, typing: "java -version"</li> <li>* Ping the IP address of the IBM Storage device specified in CLI command issued.</li> <li>* If all the above worked fine then manually run a CLI command</li> </ul> |

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        |
| 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  |

| Field    | Description                                       |
|----------|---|
| 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              |
| 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](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                                |

| Field                          | Description                                    |
|--------------------------------|--|
| 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                       |

| Field    | Description                    |
|----------|--------------------------------|
| 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.    |
| 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.<br>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><br>Check the pod events for errors: <code>kubectl describe pod --namespace netapp-monitoring &lt;POD_NAME&gt;</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><br>Check the pod logs for errors: <code>kubectl logs --namespace netapp-monitoring &lt;POD_NAME&gt;</code><br>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.<br>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.

**NetApp**  
Cloud Connection for ONTAP 9.9+

**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](#).

## 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        |

| Vendor/Model Term | Cloud Insights Term |
|-------------------|---------------------|
| 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.  |
| 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:<br><br>ZAPI response has error code 13001, “database is not open”<br><br>ZAPI error code is 60 and response contains “API did not finish on time”<br><br>ZAPI response contains “initialize_session() returned NULL environment”<br><br>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 | <p>This is usually due to perf stat not running. Try the following command on each node:</p> <pre data-bbox="817 1727 1493 1788">&gt; system node systemshell -node * -command “spmctl -h cmd –stop; spmctl -h cmd –exec”</pre> |

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                |
| 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"> <li>• api-*</li> <li>• cli-date</li> <li>• cli-df</li> <li>• cli-ifconfig</li> <li>• cli-lun</li> <li>• cli-operations</li> <li>• cli-rdfile</li> <li>• cli-snap</li> <li>• login-http-admin</li> <li>• security-api-vfiler</li> </ul> <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.  |

| 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   | 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.  |
| Additional Connection errors:<br><br>ZAPI response has error code 13001, “database is not open”<br><br>ZAPI error code is 60 and response contains “API did not finish on time”<br><br>ZAPI response contains “initialize_session() returned NULL environment”<br><br>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.  |
| 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:<br>api-*<br>security-api-vfiler<br>login-http-admin<br>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 throughput 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  |
| Error: Failed to instantiate a connection to VirtualCenter at IP         | Possible solutions:<br><ul style="list-style-type: none"> <li>* Verify credentials and IP address entered.</li> <li>* Try to communicate with Virtual Center using Infrastructure Client.</li> <li>* Try to communicate with Virtual Center using Managed Object Browser (e.g MOB).</li> </ul>   |
| Error: VirtualCenter at IP has non-conform certificate that JVM requires | Possible solutions:<br><ul style="list-style-type: none"> <li>* Recommended: Re-generate certificate for Virtual Center by using stronger (e.g. 1024-bit) RSA key.</li> <li>* 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 "<a href="http://www.oracle.com/technetwork/java/javase/7u40-relnotes-2004172.html">http://www.oracle.com/technetwork/java/javase/7u40-relnotes-2004172.html</a>"</li> </ul> |

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<br>* 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 |

| Field                           | Description   |
|---------------------------------|---|
| 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.  |
| "Configuration error" with error message "User unauthorized for command" | Likely due to certain roles (for example, 'advanced_analytics') are not included for the configured user <userName>. Possible Solution:<br><ul style="list-style-type: none"> <li>* Correct the Analytics (statistic) scope for the user \${user} with the read only role:</li> <li>- From the Configuration → Users screen, put your mouse over the role and double click to allow editing</li> <li>- Select "Analytics" from the Scope drop down menu. A list of the possible properties appears.</li> <li>- Click the top most check box and it will select all three properties.</li> <li>- Click the Add button on the right side.</li> <li>- Click the Apply button at the top right of the pop-up window. The pop-up window will close.</li> </ul> |

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             |

| Vendor/Model Term | Cloud Insights Term |
|-------------------|---------------------|
| 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          |
| 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     |
| 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 |

| Problem:   | Try this:  |
|--|--|
| Error: Failed to instantiate a connection to VirtualCenter at IP         | <p>Possible solutions:</p> <ul style="list-style-type: none"> <li>* Verify credentials and IP address entered.</li> <li>* Try to communicate with Virtual Center using VMware Infrastructure Client.</li> <li>* Try to communicate with Virtual Center using Managed Object Browser (e.g MOB).</li> </ul>  |
| Error: VirtualCenter at IP has non-conform certificate that JVM requires | <p>Possible solutions:</p> <ul style="list-style-type: none"> <li>* Recommended: Re-generate certificate for Virtual Center by using stronger (e.g. 1024-bit) RSA key.</li> <li>* 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 "<a href="http://www.oracle.com/technetwork/java/javase/7u40-relnotes-2004172.html">http://www.oracle.com/technetwork/java/javase/7u40-relnotes-2004172.html</a>"</li> </ul> |

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

# 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<br>Device<br>Path<br>Type | Node IP<br>Node Name<br>Node OS<br>Mode | Free<br>Inodes Free<br>Inodes Total<br>Inodes Used<br>Total<br>Used Total<br>Used   |
| Node Disk       | Node UUID<br>Disk                   | Node IP<br>Node Name<br>Node OS         | IO Time Total<br>IOPS In Progress<br>Read Bytes (per sec)<br>Read Time Total<br>Reads (per sec)<br>Weighted IO Time Total<br>Write Bytes (per sec)<br>Write Time Total<br>Writes (per sec)<br>Current Disk Queue Length<br>Write Time<br>Read Time<br>IO Time |
| Node CPU        | Node UUID<br>CPU                    | Node IP<br>Node Name<br>Node OS         | System CPU Usage<br>User CPU Usage<br>Idle CPU Usage<br>Processor CPU Usage<br>Interrupt CPU Usage<br>DPC CPU Usage   |

| Object: | Identifiers: | Attributes:                     | Datapoints:  |
|---------|--------------|---------------------------------|--|
| Node    | Node UUID    | Node IP<br>Node Name<br>Node OS | Kernel Boot Time<br>Kernel Context Switches (per sec)<br>Kernel Entropy Available<br>Kernel Interrupts (per sec)<br>Kernel Processes Forked (per sec)<br>Memory Active<br>Memory Available Total<br>Memory Available<br>Memory Buffered<br>Memory Cached<br>Memory Commit Limit<br>Memory Committed As<br>Memory Dirty<br>Memory Free<br>Memory High Free<br>Memory High Total<br>Memory Huge Page Size<br>Memory Huge Pages Free<br>Memory Huge Pages Total<br>Memory Low Free<br>Memory Low Total<br>Memory Mapped<br>Memory Page Tables<br>Memory Shared<br>Memory Slab<br>Memory Swap Cached<br>Memory Swap Free<br>Memory Swap Total<br>Memory Total<br>Memory Used Total<br>Memory Used<br>Memory Vmalloc Chunk<br>Memory Vmalloc Total<br>Memory Vmalloc Used<br>Memory Wired<br>Memory Writeback Total<br>Memory Writeback Tmp<br>Memory Cache Faults<br>Memory Demand Zero Faults<br>Memory Page Faults<br>Memory Pages<br>Memory Nonpaged<br>Memory Paged<br>Memory Cache Core<br>Memory Standby Cache Normal<br>Memory Standby Cache Reserve<br>Memory Transition Faults<br>Processes Blocked<br>Processes Dead |

| Object:      | Identifiers:                   | Attributes:                     | Datapoints:  |
|--------------|--------------------------------|---------------------------------|--|
| Node Network | Network Interface<br>Node UUID | Node Name<br>Node IP<br>Node OS | Bytes Received<br>Bytes Sent<br>Packets Outbound<br>Discarded<br>Packets Outbound Errors<br>Packets Received<br>Discarded<br>Packets Received Errors<br>Packets Received<br>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<br>Queue<br>Port<br>Server                      | Node Name<br>Node IP<br>Node UUID  | Consumer Count<br>Dequeue Count<br>Enqueue Count<br>Queue Size                                    |
| ActiveMQ Subscriber | Client ID<br>Connection ID<br>Port<br>Server<br>Namespace | Is Active<br>Destination<br>Node Name<br>Node IP<br>Node UUID<br>Node OS<br>Selector<br>Subscription | Dequeue Count<br>Dispatched Count<br>Dispatched Queue Size<br>Enqueue Count<br>Pending Queue Size |
| ActiveMQ Topic      | Topic<br>Port<br>Server<br>Namespace                      | Node Name<br>Node IP<br>Node UUID<br>Node OS   | Consumer Count<br>Dequeue Count<br>Enqueue Count<br>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](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<br>Server | Node IP<br>Node Name<br>Port<br>Parent Server Config<br>Generation<br>Parent Server MPM<br>Generation<br>Server Uptime<br>Is Stopping | Busy Workers<br>Bytes per Request<br>Bytes per Second<br>CPU Children System<br>CPU Children User<br>CPU Load<br>CPU System<br>CPU User<br>Asynchronous<br>Connections Closing<br>Asynchronous<br>Connections Keep Alive<br>Asynchronous<br>Connections Writing<br>Connections Total<br>Duration per Request<br>Idle Workers<br>Load Average (last 1m)<br>Load Average (last 15m)<br>Load Average (last 5m)<br>Processes<br>Requests per Second<br>Total Accesses<br>Total Duration<br>Total KBytes<br>Scoreboard Closing<br>Scoreboard DNS Lookups<br>Scoreboard Finishing<br>Scoreboard Idle Cleanup<br>Scoreboard Keep Alive<br>Scoreboard Logging<br>Scoreboard Open<br>Scoreboard Reading<br>Scoreboard Sending<br>Scoreboard Starting<br>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**.

2. 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<br>Check ID<br>Service Node | Node IP<br>Node OS<br>Node UUID<br>Node Name<br>Service Name<br>Check Name<br>Service ID<br>Status | Critical<br>Passing<br>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

1. From **Admin > Data Collectors**, click **+Data Collector**. Under **Services**, choose Couchbase.  
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.



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<br>Cluster<br>Couchbase Node<br>Hostname | Node Name<br>Node IP | Memory Free<br>Memory Total  |
| Couchbase Bucket | Namespace<br>Bucket<br>Cluster                     | Node Name<br>Node IP | Data Used<br>Data Fetches<br>Disk Used<br>Item Count<br>Memory Used<br>Operations Per Second<br>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: couchdb://192.168.1.1:5984,couchdb://192.168.1.2:5984
```

- 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<br>Node IP | Authentication Cache Hits<br>Authentication Cache Miss<br>Database Reads<br>Database Writes<br>Databases Open<br>Open OS Files<br>Max Request Time<br>Min Request Time<br>Httpd Request Methods Copy<br>Httpd Request Methods Delete<br>Httpd Request Methods Get<br>Httpd Request Methods Head<br>Httpd Request Methods Post<br>Httpd Request Methods Put<br>Status Codes 200<br>Status Codes 201<br>Status Codes 202<br>Status Codes 301<br>Status Codes 304<br>Status Codes 400<br>Status Codes 401<br>Status Codes 403<br>Status Codes 404<br>Status Codes 405<br>Status Codes 409<br>Status Codes 412<br>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 with the following details:

- Docker Configuration**: Gathers Docker metrics.
- What Operating System or Platform Are You Using?**: 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**:
  - 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"
```
  - Replace <INSERT\_DOCKER\_ENDPOINT> with the applicable Docker endpoint.
  - Modify 'Namespace' if needed for server disambiguation (to avoid name clashes).
  - 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:

| <b>Object:</b> | <b>Identifiers:</b>        | <b>Attributes:</b>   | <b>Datapoints:</b>   |
|----------------|----------------------------|--|--|
| Docker Engine  | Namespace<br>Docker Engine | Node Name<br>Node IP<br>Node UUID<br>Node OS<br>Kubernetes Cluster<br>Docker Version<br>Unit | Memory<br>Containers<br>Containers Paused<br>Containers Running<br>Containers Stopped<br>CPUs<br>Go Routines<br>Images<br>Listener Events<br>Used File Descriptors<br>Data Available<br>Data Total<br>Data Used<br>Metadata Available<br>Metadata Total<br>Metadata Used<br>Pool Blocksize |

| Object:          | Identifiers:                                 | Attributes:  | Datapoints:   |
|------------------|--|--|---|
| Docker Container | Namespace<br>Container Name<br>Docker Engine | Kubernetes Container Hash<br>Kubernetes Container Ports<br>Kubernetes Container Restart Count<br>Kubernetes Container Termination Message Path<br>Kubernetes Container Termination Message Policy<br>Kubernetes Pod Termination Grace Period<br>Container Image<br>Container Status<br>Container Version<br>Node Name<br>Kubernetes Container Log Path<br>Kubernetes Container Name<br>Kubernetes Docker Type<br>Kubernetes Pod Name<br>Kubernetes Pod Namespace<br>Kubernetes Pod UID<br>Kubernetes Sandbox ID<br>Node IP<br>Node UUID<br>Docker Version<br>Kubernetes IO Config<br>Seen<br>Kubernetes IO Config Source<br>OpenShift IO SCC<br>Kubernetes Description<br>Kubernetes Display Name<br>OpenShift Tags<br>Kompose Service<br>Pod Template Hash<br>Controller Revision Hash<br>Pod Template Generation License<br>Schema Build Date<br>Schema License<br>Schema Name<br>Schema URL<br>Schema VCS URL<br>Schema Vendor<br>Schema Version<br>Schema Schema Version<br>Maintainer<br>Customer Pod | Memory Active<br>Anonymous<br>Memory Active File<br>Memory Cache<br>Memory Hierarchical Limit<br>Memory Inactive<br>Anonymous<br>Memory Inactive File<br>Memory Limit<br>Memory Mapped File<br>Memory Max Usage<br>Memory Page Fault<br>Memory Page Major Fault<br>Memory Paged In<br>Memory Paged Out<br>Memory Resident Set Size<br>Memory Resident Set Size Huge<br>Memory Total Active<br>Anonymous<br>Memory Total Active File<br>Memory Total Cache<br>Memory Total Inactive<br>Anonymous<br>Memory Total Inactive File<br>Memory Total Mapped File<br>Memory Total Page Fault<br>Memory Total Page Major Fault<br>Memory Total Paged In<br>Memory Total Paged Out<br>Memory Total Resident Set Size<br>Memory Total Resident Set Size Huge<br>Memory Total Unevictable<br>Memory Unevictable<br>Memory Usage<br>Memory Usage Percent<br>Exit Code<br>OOM Killed<br>PID<br>Started At<br>Failing Streak |

| Object:                      | Identifiers:   | Attributes:   | Datapoints:  |
|------------------------------|--|---|--|
| Docker Container Block<br>IO | Namespace<br>Container Name<br>Device<br>Docker Engine | Kubernetes Container Hash<br>Kubernetes Container Ports<br>Kubernetes Container Restart Count<br>Kubernetes Container Termination Message Path<br>Kubernetes Container Termination Message Policy<br>Kubernetes Pod Termination Grace Period<br>Container Image<br>Container Status<br>Container Version<br>Node Name<br>Kubernetes Container Log Path<br>Kubernetes Container Name<br>Kubernetes Docker Type<br>Kubernetes Pod Name<br>Kubernetes Pod Namespace<br>Kubernetes Pod UID<br>Kubernetes Sandbox ID<br>Node IP<br>Node UUID<br>Docker Version<br>Kubernetes Config Seen<br>Kubernetes Config Source<br>OpenShift SCC<br>Kubernetes Description<br>Kubernetes Display Name<br>OpenShift Tags<br>Schema Schema Version<br>Pod Template Hash<br>Controller Revision Hash<br>Pod Template Generation<br>Kompose Service<br>Schema Build Date<br>Schema License<br>Schema Name<br>Schema Vendor<br>Customer Pod<br>Kubernetes StatefulSet<br>Pod Name<br>Tenant<br>Webconsole<br>Build Date<br>License<br>Vendor | IO Service Bytes<br>Recursive Async<br>IO Service Bytes<br>Recursive Read<br>IO Service Bytes<br>Recursive Sync<br>IO Service Bytes<br>Recursive Total<br>IO Service Bytes<br>Recursive Write<br>IO Serviced Recursive Async<br>IO Serviced Recursive Read<br>IO Serviced Recursive Sync<br>IO Serviced Recursive Total<br>IO Serviced Recursive Write |

| <b>Object:</b>           | <b>Identifiers:</b>                                     | <b>Attributes:</b>  | <b>Datapoints:</b>   |
|--------------------------|---|---|--|
| Docker Container Network | Namespace<br>Container Name<br>Network<br>Docker Engine | Container Image<br>Container Status<br>Container Version<br>Node Name<br>Node IP<br>Node UUID<br>Node OS<br>K8s Cluster<br>Docker Version<br>Container ID | RX Dropped<br>RX Bytes<br>RX Errors<br>RX Packets<br>TX Dropped<br>TX Bytes<br>TX Errors<br>TX Packets |

| Object:              | Identifiers:  | Attributes:   | Datapoints:   |
|----------------------|---|---|---|
| Docker Container CPU | Namespace<br>Container Name<br>CPU<br>Docker Engine | Kubernetes Container Hash<br>Kubernetes Container Ports<br>Kubernetes Container Restart Count<br>Kubernetes Container Termination Message Path<br>Kubernetes Container Termination Message Policy<br>Kubernetes Pod Termination Grace Period<br>Kubernetes Config Seen<br>Kubernetes Config Source<br>OpenShift SCC<br>Container Image<br>Container Status<br>Container Version<br>Node Name<br>Kubernetes Container Log Path<br>Kubernetes Container name<br>Kubernetes Docker Type<br>Kubernetes Pod Name<br>Kubernetes Pod Namespace<br>Kubernetes Pod UID<br>Kubernetes Sandbox ID<br>Node IP<br>Node UUID<br>Node OS<br>Kubernetes Cluster Docker Version<br>Kubernetes Description<br>Kubernetes Display Name<br>OpenShift Tags<br>Schema Version<br>Pod Template Hash<br>Controller Revision Hash<br>Pod Template Generation<br>Kompose Service<br>Schema Build Date<br>Schema License<br>Schema Name<br>Schema Vendor<br>Customer Pod<br>Kubernetes StatefulSet<br>Pod Name<br>Tenant<br>Webconsole<br>Build Date | Throttling Periods<br>Throttling Throttled Periods<br>Throttling Throttled Time<br>Usage In Kernel Mode<br>Usage In User Mode<br>Usage Percent<br>Usage System<br>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<br>Node Name<br>Cluster Status | Master Node Count<br>Total Node Count<br>Filesystem Data Available (bytes)<br>Filesystem Data Free (bytes)<br>Filesystem Data Total (bytes)<br>JVM Threads<br>OS Allocated Processors<br>OS Available Processors<br>OS Mem Free (bytes)<br>OS Mem Free<br>OS Mem Total (bytes)<br>OS Mem Used (bytes)<br>OS Mem Used<br>Process CPU<br>Indices Completion Size (bytes)<br>Indices Count<br>Indices Docs Count<br>Indices Docs Deleted<br>Indices Field Data<br>Evictions<br>Indices Field Data<br>Memory Size (bytes)<br>Indices Query Cache Count<br>Indices Cache Size<br>Indices Segments Count<br>Indices Segments Doc Values Memory (bytes)<br>Indices Shards Index<br>Primaries Avg<br>Indices Shards Index<br>Primaries Max<br>Indices Shards Index<br>Primaries Min<br>Indices Shards Index<br>Replication Avg<br>Indices Shards Index<br>Replication Max<br>Indices Shards Index<br>Replication Min<br>Indices Shards Avg<br>Indices Shards Max<br>Indices Shards Primaries<br>Indices Shards<br>Replication<br>Indices Shards Total<br>Indices Store Size (bytes) |

| Object:            | Identifiers:  | Attributes: | Datapoints:  |
|--------------------|---|-------------|--|
| Elasticsearch Node | Namespace<br>Cluster<br>ES Node ID<br>ES Node IP<br>ES Node | Zone ID     | Machine Learning Enabled<br>Machine Learning Memory<br>Machine Learning Max Open Jobs<br>X-Pack Installed<br>Breakers Accounting Estimated Size (bytes)<br>Breakers Accounting Limit Size (bytes)<br>Breakers Accounting Overhead<br>Breakers Accounting Tripped<br>Breakers Field Data Estimated Size (bytes)<br>Breakers Field Data Limit Size (bytes)<br>Breakers Field Data Overhead<br>Breakers Field Data Tripped<br>Breakers In-Flight Sstimated Size (bytes)<br>Breakers In-Flight Limit Size (bytes)<br>Breakers In-Flight Overhead<br>Breakers In-Flight Tripped<br>Breakers Parent Estimated Size (bytes)<br>Breakers Parent Limit Size (bytes)<br>Breakers Parent Overhead<br>Breakers Parent Tripped<br>Breakers Request Estimated Size (bytes)<br>Breakers Request Limit Size (bytes)<br>Breakers Request Overhead<br>Breakers Request Tripped<br>Filesystem Data Available (bytes)<br>Filesystem Data Free (bytes)<br>Filesystem Data Total (bytes)<br>Filesystem IO Stats Devices Ops<br>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 as 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:

| <b>Object:</b>     | <b>Identifiers:</b>                | <b>Attributes:</b>   | <b>Datapoints:</b>   |
|--------------------|------------------------------------|--|--|
| Flink Task Manager | Cluster Namespace Server           | Node Name<br>Task Manager ID<br>Node IP  | Network Available<br>Memory Segments<br>Network Total Memory Segments<br>Garbage Collection PS<br>MarkSweep Count<br>Garbage Collection PS<br>MarkSweep Time<br>Garbage Collection PS<br>Scavenge Count<br>Garbage Collection PS<br>Scavenge Time<br>Heap Memory Committed<br>Heap Memory Init<br>Heap Memory Max<br>Heap Memory Used<br>Thread Count Daemon<br>Thread Count Peak<br>Thread Count<br>Thread Count Total<br>Started |
| Flink Job          | Cluster Namespace server<br>Job ID | Node Name<br>Job Name<br>Node IP<br>Last Checkpoint External Path<br>Restarting Time | Downtime<br>Full Restarts<br>Last Checkpoint<br>Alignment Buffered<br>Last Checkpoint Duration<br>Last Checkpoint Size<br>Number of Completed Checkpoints<br>Number of Failed Checkpoints<br>Number of in Progress Checkpoints<br>Number of Checkpoints<br>Uptime  |

| <b>Object:</b>    | <b>Identifiers:</b>            | <b>Attributes:</b>   | <b>Datapoints:</b>  |
|-------------------|--------------------------------|----------------------|---|
| Flink Job Manager | Cluster<br>Namespace<br>Server | Node Name<br>Node IP | Garbage Collection PS<br>MarkSweep Count<br>Garbage Collection PS<br>MarkSweep Time<br>Garbage Collection PS<br>Scavenge Count<br>Garbage Collection PS<br>Scavenge Time<br>Heap Memory Committed<br>Heap Memory Init<br>Heap Memory Max<br>Heap Memory Used<br>Number Registered Task Managers<br>Number Running Jobs<br>Task Slots Available<br>Task Slots Total<br>Thread Count Daemon<br>Thread Count Peak<br>Thread Count<br>Thread Count Total<br>Started |

| <b>Object:</b> | <b>Identifiers:</b>                       | <b>Attributes:</b>  | <b>Datapoints:</b>  |
|----------------|---|---|---|
| Flink Task     | Cluster<br>Namespace<br>Job ID<br>Task ID | Server<br>Node Name<br>Job Name<br>Sub Task Index<br>Task Attempt ID<br>Task Attempt Number<br>Task Name<br>Task Manager ID<br>Node IP<br>Current Input Watermark | Buffers In Pool Usage<br>Buffers In Queue Length<br>Buffers Out Pool Usage<br>Buffers Out Queue Length<br>Number Buffers In Local<br>Number Buffers In Local Per Second Count<br>Number Buffers in Local Per Second Rate<br>Number Buffers In Remote<br>Number Buffers In Remote Per Second Count<br>Number Buffers In Remote Per Second Rate<br>Number Buffers Out<br>Number Buffers Out Per Second Count<br>Number Buffers Out Per Second Rate<br>Number Bytes In Local<br>Number Bytes In Local Per Second Count<br>Number Bytes In Local Per Second Rate<br>Number Bytes In Remote<br>Number Bytes In Remote Per Second Count<br>Number Bytes In Remote Per Second Rate<br>Number Bytes Out<br>Number Bytes Out Per Second Count<br>Number Bytes Out Per Second Rate<br>Number Records In<br>Number Records In Per Second Count<br>Number Records In Per Second Rate<br>Number Records Out<br>Number Records Out Per Second Count<br>Number Records Out Per Second Rate |

| <b>Object:</b>      | <b>Identifiers:</b>                                      | <b>Attributes:</b>  | <b>Datapoints:</b>   |
|---------------------|--|---|--|
| Flink Task Operator | Cluster<br>Namespace<br>Job ID<br>Operator ID<br>Task ID | Server<br>Node Name<br>Job Name<br>Operator Name<br>Sub Task Index<br>Task Attempt ID<br>Task Attempt Number<br>Task Name<br>Task Manager ID<br>Node IP | Current Input Watermark<br>Current Output Watermark<br>Number Records In<br>Number Records In Per Second Count<br>Number Records In Per Second Rate<br>Number Records Out<br>Number Records Out Per Second Count<br>Number Records Out Per Second Rate<br>Number Late Records Dropped<br>Assigned Partitions<br>Bytes Consumed Rate<br>Commit Latency Avg<br>Commit Latency Max<br>Commit Rate<br>Commits Failed<br>Commits Succeeded<br>Connection Close Rate<br>Connection Count<br>Connection Creation Rate<br>Count<br>Fetch Latency Avg<br>Fetch Latency Max<br>Fetch Rate<br>Fetch Size Avg<br>Fetch Size Max<br>Fetch Throttle Time Avg<br>Fetch Throttle Time Max<br>Heartbeat Rate<br>Incoming Byte Rate<br>IO Ratio<br>IO Time Avg (ns)<br>IO Wait Ratio<br>IO Wait Time Avg (ns)<br>Join Rate<br>Join Time Avg<br>Last Heartbeat Ago<br>Network IO Rate<br>Outgoing Byte Rate<br>Records Consumed Rate<br>Records Lag Max<br>Records per Request Avg<br>Request Rate<br>Request Size Avg<br>Request Size Max<br>Response Rate<br>Select Rate<br>Sync Rate<br>Sync Time Avg<br>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. Further down, a section titled 'Select existing Agent Access Key or create a new one' shows a dropdown menu with 'Default (405fb5ec-d4cb-4404-977b-71fa931e1ad3)' selected 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' followed by a link '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<br>Namespace<br>Server | Node Name<br>Node IP<br>Compile Info<br>Version | GC Count<br>GC Copies Count<br>GC Marks Sweep<br>Compact Count<br>GC Number Info<br>Threshold Exceeded<br>GC Number Warning<br>Threshold Exceeded<br>GC Time<br>GC Copy Time<br>GC Marks Sweep<br>Compact Time<br>GC Total Extra Sleep Time<br>Logs Error Count<br>Logs Fatal Count<br>Logs Info Count<br>Logs Warn Count<br>Memory Heap Committed<br>Memory Heap Max<br>Memory Heap Used<br>Memory Max<br>Memory Non Heap<br>Committed<br>Memory Non Heap Max<br>Memory Non Heap Used<br>Threads Blocked<br>Threads New<br>Threads Runnable<br>Threads Terminated<br>Threads Timed Waiting<br>Threads Waiting |

| Object:            | Identifiers:             | Attributes:          | Datapoints:  |
|--------------------|--------------------------|----------------------|--|
| Hadoop NodeManager | Cluster Namespace Server | Node Name<br>Node IP | Containers Allocated<br>Memory Allocate<br>Memory Allocated<br>Oportunistic<br>Virtual Cores Allocated<br>Oportunistic<br>Virtual Cores Allocated<br>Memory Available<br>Virtual Cores Available<br>Directories Bad Local<br>Directories Bad Log<br>Cache Size Before Clean<br>Container Launch<br>Duration Avg Time<br>Container Launch<br>Duration Number Of Operations<br>Containers Completed<br>Containers Failed<br>Containers Inititing<br>Containers Killed<br>Containers Launched<br>Containers Reiniting<br>Containers Rolled Back on Failure<br>Containers Running<br>Disk Utilization Good<br>Local Directories<br>Disk Utilization Good Log Directories<br>Bytes Deleted Private<br>Bytes Deleted Public<br>Containers Running Opportunistic<br>Bytes Deleted Total<br>Shuffle Connections<br>Shuffle Output Bytes<br>Shuffle Outputs Failed<br>Shuffle Outputs Ok<br>GC Count<br>GC Copies Count<br>GC Marks Sweep<br>Compact Count<br>GC Number Info<br>Threshold Exceeded<br>GC Number Warning<br>Threshold Exceeded<br>GC Time<br>GC Copy Time<br>GC Marks Sweep<br>Compact Time<br>GC Total Extra Sleep Time<br>Logs Error Count<br>Logs Fatal Count |

| Object:                | Identifiers:             | Attributes:          | Datapoints:   |
|------------------------|--------------------------|----------------------|---|
| Hadoop ResourceManager | Cluster Namespace Server | Node Name<br>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<br>Namespace<br>Server | Node Name<br>Node IP<br>Cluster ID<br>Version | Transceiver Count<br>Transmits in Progress<br>Cache Capacity<br>Cache Used<br>Capacity<br>DFS Used<br>Estimated Capacity Lost<br>Total<br>Last Volume Failure Rate<br>Blocks Number Cached<br>Blocks Number Failed to Cache<br>Blocks Number Failed to Uncache<br>Volumes Number Failed<br>Capacity Remaining<br>GC Count<br>GC Copies Count<br>GC Marks Sweep<br>Compact Count<br>GC Number Info<br>Threshold Exceeded<br>GC Number Warning<br>Threshold Exceeded<br>GC Time<br>GC Copy Time<br>GC Marks Sweep<br>Compact Time<br>GC Total Extra Sleep Time<br>Logs Error Count<br>Logs Fatal Count<br>Logs Info Count<br>Logs Warn Count<br>Memory Heap Committed<br>Memory Heap Max<br>Memory Heap Used<br>Memory Max<br>Memory Non Heap Committed<br>Memory Non Heap Max<br>Memory Non Heap Used<br>Threads Blocked<br>Threads New<br>Threads Runnable<br>Threads Terminated<br>Threads Timed Waiting<br>Threads Waiting |

| Object:         | Identifiers:                   | Attributes:  | Datapoints:   |
|-----------------|--------------------------------|--|---|
| Hadoop NameNode | Cluster<br>Namespace<br>Server | Node Name<br>Node IP<br>Transaction ID Last Written<br>Time Since Last Loaded Edits<br>HA State<br>File System State<br>Block Pool ID<br>Cluster ID<br>Compile Info<br>Distinct Version Count<br>Version | Block Capacity<br>Blocks Total<br>Capacity Total<br>Capacity Used<br>Capacity Used Non DFS<br>Blocks Corrupt<br>Estimated Capacity Lost Total<br>Blocks Excess<br>Heartbeats Expired<br>Files Total<br>File System Lock Queue Length<br>Blocks Missing<br>Replication with Factor One<br>Clients Active<br>Data Nodes Dead<br>Data Nodes<br>Decommissioning Dead<br>Data Nodes<br>Decommissioning Live<br>Data Nodes<br>Decommissioning<br>Encryption Zones Number<br>Data Nodes Entering Maintenance<br>Files Under Construction<br>Data Nodes Dead in Maintenance<br>Data Nodes Live in Maintenance<br>Data Nodes Live<br>Storages Stale<br>Replication Pending<br>Timeouts<br>Data Node Message Pending<br>Blocks Pending Deletion<br>Blocks Pending<br>Replication<br>Blocks Misreplicated<br>Postponed<br>Blocks Scheduled<br>Replication<br>Snapshots<br>Snapshottable Directories<br>Data Nodes Stale<br>Files Total<br>Load Total<br>Sync Count Total<br>Transactions Since Last Checkpoint |

| Object:                 | Identifiers:                   | Attributes:          | Datapoints:  |
|-------------------------|--------------------------------|----------------------|--|
| Hadoop JobHistoryServer | Cluster<br>Namespace<br>Server | Node Name<br>Node IP | GC Count<br>GC Copies Count<br>GC Marks Sweep<br>Compact Count<br>GC Number Info<br>Threshold Exceeded<br>GC Number Warning<br>Threshold Exceeded<br>GC Time<br>GC Copy Time<br>GC Marks Sweep<br>Compact Time<br>GC Total Extra Sleep Time<br>Logs Error Count<br>Logs Fatal Count<br>Logs Info Count<br>Logs Warn Count<br>Memory Heap Committed<br>Memory Heap Max<br>Memory Heap Used<br>Memory Max<br>Memory Non Heap<br>Committed<br>Memory Non Heap Max<br>Memory Non Heap Used<br>Threads Blocked<br>Threads New<br>Threads Runnable<br>Threads Terminated<br>Threads Timed Waiting<br>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

Need Help?

- 1 Ensure that the HAProxy system you're going to gather metrics on has 'stats enable' option. For details refer to the following document.  
[View 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, 10.10.3.33:1938, etc.
  ## Make sure you specify the complete path to the stats endpoint
  ## <-->---->----->---->---->---->---->
```
- 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:

| <b>Object:</b>   | <b>Identifiers:</b>           | <b>Attributes:</b>   | <b>Datapoints:</b>   |
|------------------|-------------------------------|--|--|
| HAProxy Frontend | Namespace<br>Address<br>Proxy | Node IP<br>Node Name<br>Proxy ID<br>Mode<br>Process id<br>Sessions Rate Limit<br>Server id<br>Sessions Limit<br>Status | Bytes In<br>Bytes Out<br>Cache Hits<br>Cache Lookups<br>Compression Bytes<br>Bypassed<br>Compression Bytes In<br>Compression Bytes Out<br>Compression Responses<br>Connection Rate<br>Connection Rate Max<br>Connections Total<br>Requests Denied by<br>Connection Rule<br>Requests Denied by<br>Security Concerns<br>Responses Denied by<br>Security Concerns<br>Requests Denied by<br>Session Rule<br>Requests Errors<br>Responses 1xx<br>Responses 2xx<br>Responses 3xx<br>Responses 4xx<br>Responses 5xx<br>Responses Other<br>Requests Intercepted<br>Sessions Rate<br>Sessions Rate Max<br>Requests Rate<br>Requests Rate Max<br>Requests Total<br>Sessions<br>Sessions Max<br>Sessions Total<br>Requests Rewrites |

| <b>Object:</b> | <b>Identifiers:</b>                     | <b>Attributes:</b>   | <b>Datapoints:</b>   |
|----------------|---|--|--|
| HAProxy Server | Namespace<br>Address<br>Proxy<br>Server | Node IP<br>Node Name<br>Check Time to Finish<br>Check Fall Configuration<br>Check Health Value<br>Check Rise Configuration<br>Check Status<br>Proxy ID<br>Last Change Time<br>Last Session Time<br>Mode<br>Process id<br>Server id<br>Status<br>Weight | Active Servers<br>Backup Servers<br>Bytes In<br>Bytes Out<br>Check Downs<br>Check Fails<br>Client Aborts<br>Connections<br>Connection Average Time<br>Downtime Total<br>Denied Responses<br>Connection Errors<br>Response Errors<br>Responses 1xx<br>Responses 2xx<br>Responses 3xx<br>Responses 4xx<br>Responses 5xx<br>Responses Other<br>Server Selected Total<br>Queue Current<br>Queue Max<br>Queue Average Time<br>Sessions per Second<br>Sessions per Second Max<br>Connection Reuse<br>Response Time Average<br>Sessions<br>Sessions Max<br>Server Transfer Aborts<br>Sessions Total<br>Sessions Total Time<br>Average<br>Requests Redispatches<br>Requests Retries<br>Requests Rewrites |

| Object:         | Identifiers:                  | Attributes:  | Datapoints:  |
|-----------------|-------------------------------|--|--|
| HAProxy Backend | Namespace<br>Address<br>Proxy | Node IP<br>Node Name<br>Proxy ID<br>Last Change Time<br>Last Session Time<br>Mode<br>Process id<br>Server id<br>Sessions Limit<br>Status<br>Weight | Active Servers<br>Backup Servers<br>Bytes In<br>Bytes Out<br>Cache Hits<br>Cache Lookups<br>Check Downs<br>Client Aborts<br>Compression Bytes<br>Bypassed<br>Compression Bytes In<br>Compression Bytes Out<br>Compression Responses<br>Connections<br>Connection Average Time<br>Downtime Total<br>Requests Denied by<br>Security Concerns<br>Responses Denied by<br>Security Concerns<br>Connection Errors<br>Response Errors<br>Responses 1xx<br>Responses 2xx<br>Responses 3xx<br>Responses 4xx<br>Responses 5xx<br>Responses Other<br>Server Selected Total<br>Queue Current<br>Queue Max<br>Queue Average Time<br>Sessions per Second<br>Sessions per Second Max<br>Requests Total<br>Connection Reuse<br>Response Time Average<br>Sessions<br>Sessions Max<br>Server Transfer Aborts<br>Sessions Total<br>Sessions Total Time<br>Average<br>Requests Redispatches<br>Requests Retries<br>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<br>JVM | OS Architecture<br>OS Name<br>OS Version<br>Runtime Specification<br>Runtime Specification<br>Vendor<br>Runtime Specification<br>Version<br>Uptime<br>Runtime VM Name<br>Runtime VM Vendor<br>Runtime VM Version<br>Node Name<br>Node IP | Class Loaded<br>Class Loaded Total<br>Class Unloaded<br>Memory Heap Committed<br>Memory Heap Init<br>Memory Heap Used Max<br>Memory Heap Used<br>Memory Non Heap<br>Committed<br>Memory Non Heap Init<br>Memory Non Heap Max<br>Memory Non Heap Used<br>Memory Objects Pending<br>Finalization<br>OS Processors Available<br>OS Committed Virtual<br>Memory Size<br>OS Free Physical Memory<br>Size<br>OS Free Swap Space<br>Size<br>OS Max File Descriptor<br>Count<br>OS Open File Descriptors<br>Count<br>OS Processor CPU Load<br>OS Processor CPU Time<br>OS System CPU Load<br>OS System Load Average<br>OS Total Physical Memory<br>Size<br>OS Total Swap Space<br>Size<br>Thread Daemon Count<br>Thread Peak Count<br>Thread Count<br>Thread Total Started<br>Count<br>Garbage Collector Copy<br>Collection Count<br>Garbage Collector Copy<br>Collection Time<br>Garbage Collector Mark-<br>sweep Collection Count<br>Garbage Collector Mark-<br>sweep Collection Time<br>Garbage Collector G1 Old<br>Generation Collection<br>Count<br>Garbage Collector G1 Old<br>Generation Collection<br>Time<br>Garbage Collector G1<br>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<br>Namespace<br>Broker | Node Name<br>Node IP | Replica Manager Fetcher<br>Max Lag<br>Zookeeper Client Connections<br>Zookeeper Client Connections (15m rate)<br>Zookeeper Client Connections (5m rate)<br>Zookeeper Client Connections (mean rate)<br>Zookeeper Client Connections (1m rate)<br>Replica Manager Partition Count<br>Thread Count Daemon<br>Thread Count Peak<br>Thread Count Current<br>Thread Count Total<br>Started<br>Offline Partitions<br>Produce Requests Total Time (50th Percentile)<br>Produce Requests Total Time (75th Percentile)<br>Produce Requests Total Time (95th Percentile)<br>Produce Requests Total Time (98 Percentile)<br>Produce Requests Total Time (999th Percentile)<br>Produce Requests Total Time (99th Percentile)<br>Produce Requests Total Time<br>Produce Requests Total Time Max<br>Produce Requests Total Time Mean<br>Produce Requests Total Time Min<br>Produce Requests Total Time Stddev<br>Replica Manager ISR Shrinks<br>Replica Manager ISR Shrinks (15m rate)<br>Replica Manager ISR Shrinks (5m rate)<br>Replica Manager ISR Shrinks (mean rate)<br>Replica Manager ISR Shrinks (1m rate)<br>Request Handler Avg Idle<br>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<br>Node Name<br>Version<br>Status | Concurrent Connections<br>Heap Max<br>Heap Used<br>Requests per Second<br>Response Time Average<br>Response Time Max<br>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<br>Node Name | Accepting Connections<br>Handled Authentication Requests<br>Failed Authentications<br>Bytes Used<br>Bytes Read (per sec)<br>Bytes Written (per sec)<br>CAS Badval<br>CAS Hits<br>CAS Misses<br>Flush Reqs (per sec)<br>Get Reqs (per sec)<br>Set Reqs (per sec)<br>Touch Reqs (per sec)<br>Connection Yields (per sec)<br>Connection Structures<br>Open Connections<br>Current Stored Items<br>Decr Requests Hits (per sec)<br>Decr Requests Misses (per sec)<br>Delete Requests Hits (per sec)<br>Delete Requests Misses (per sec)<br>Items Evicted<br>Valid Evictions<br>Expired Items<br>Get Hits (per sec)<br>Get Misses (per sec)<br>Used Hash Bytes<br>Hash Is Expanding<br>Hash Power Level<br>Incr Requests Hits (per sec)<br>Incr Requests Misses (per sec)<br>Server Max Bytes<br>Listen Disabled Num<br>Reclaimed<br>Worker Threads Count<br>Total Opened Connections<br>Total Items Stored<br>Touch Hits<br>Touch Misses<br>Server Uptime |

## Troubleshooting

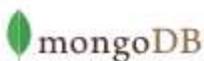
Additional information may be found from the [Support](#) page.

## 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@18.10.3.36:27017,  
## mongodb://18.10.3.36:27017
```

- 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<br>Hostname                  |             |             |
| MongoDB Database | Namespace<br>Hostname<br>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

- From **Admin > Data Collectors**, click **+Data Collector**. Under **Services**, choose MySQL.  
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.



## 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<br>MySQL Server | Node IP<br>Node Name | Aborted Clients (per sec)<br>Aborted Connects (per sec)<br>RX Bytes (per sec)<br>TX Bytes (per sec)<br>Commands Admin (per sec)<br>Commands Alter Event<br>Commands Alter Function<br>Commands Alter Instance<br>Commands Alter Procedure<br>Commands Alter Server<br>Commands Alter Table<br>Commands Alter Tablespace<br>Commands Alter User<br>Commands Analyze<br>Commands Assign To Keycache<br>Commands Begin<br>Commands Binlog<br>Commands Call Procedure<br>Commands Change DB<br>Commands Change Master<br>Commands Change Repl Filter<br>Commands Check<br>Commands Checksum<br>Commands Commit<br>Commands Create DB<br>Commands Create Event<br>Commands Create Function<br>Commands Create Index<br>Commands Create Procedure<br>Commands Create Server<br>Commands Create Table<br>Commands Create Trigger<br>Commands Create UDF<br>Commands Create User<br>Commands Create View<br>Commands Dealloc SQL<br>Connection Errors Accept<br>Created Tmp Disk Tables<br>Delayed Errors<br>Flush Commands<br>Handler Commit<br>Innodb Buffer Pool Bytes Data<br>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<br>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. On the left, 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, another 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](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<br>Server | Node IP<br>Node Name<br>Port | Accepts<br>Active<br>Handled<br>Reading<br>Requests<br>Waiting<br>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 &amp; 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<br>Database<br>Server | Node Name<br>Node IP                 | Buffers Allocated<br>Buffers Backend<br>Buffers Backend File Sync<br>Buffers Checkpoint<br>Buffers Clean<br>Checkpoints Sync Time<br>Checkpoints Write Time<br>Checkpoints Requests<br>Checkpoints Timed<br>Max Written Clean   |
| PostgreSQL Database | Namespace<br>Database<br>Server | Database OID<br>Node Name<br>Node IP | Blocks Read Time<br>Blocks Write Time<br>Blocks Hits<br>Blocks Reads<br>Conflicts<br>Deadlocks<br>Client Number<br>Temp Files Bytes<br>Temp Files Number<br>Rows Deleted<br>Rows Fetched<br>Rows Inserted<br>Rows Returned<br>Rows Updated<br>Transactions Committed<br>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?](#)

### 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<br>Node UUID | Node Name<br>Location<br>Node IP<br>Version Configstring<br>Version Puppet | Changes Total<br>Events Failure<br>Events Success<br>Events Total<br>Resources Changed<br>Resources Failed<br>Resources Failed To Restart<br>Resources Outofsync<br>Resources Restarted<br>Resources Scheduled<br>Resources Skipped<br>Resources Total<br>Time Anchor<br>Time Configretrieval<br>Time Cron<br>Time Exec<br>Time File<br>Time Filebucket<br>Time Lastrun<br>Time Package<br>Time Schedule<br>Time Service<br>Time Sshauthorizedkey<br>Time Total<br>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<br>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       |             | 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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