Event details page

Active IQ Unified Manager

NetApp
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Table of Contents

Event details page . . . 1
- Learn about the Event details page in Active IQ Unified Manager . . . 1
  - Command buttons . . . 1
- Learn about the Event Information section in Active IQ Unified Manager . . . 2
- Learn about Suggested Actions in Active IQ Unified Manager . . . 5
- Learn about System Diagnosis in Active IQ Unified Manager . . . 5

Event details page

Learn about the Event details page in Active IQ Unified Manager

From the Event details page, you can view the details of a selected event, such as the event severity, impact level, impact area, and event source. You can also view additional information about possible remediations to resolve the issue.

- **Event Name**

  The name of the event and the time the event was last seen.

  For non-performance events, while the event is in the New or Acknowledged state the last seen information is not known and is therefore hidden.

- **Event Description**

  A brief description of the event.

  In some cases a reason for the event being triggered is provided in the event description.

- **Component in Contention**

  For dynamic performance events, this section displays icons that represent the logical and physical components of the cluster. If a component is in contention, its icon is circled and highlighted red.

  See *Cluster components and why they can be in contention* for a description of the components that are displayed here.

The Event Information, System Diagnosis, and Suggested Actions sections are described in other topics.

Command buttons

The command buttons enable you to perform the following tasks:

- **Notes icon**

  Enables you to add or update a note about the event, and review all notes left by other users.

Actions menu

- **Assign to Me**

  Assigns the event to you.

- **Assign to Others**

  Opens the Assign Owner dialog box, which enables you to assign or reassign the event to other users.

  When you assign an event to a user, the user's name and the time when the event was assigned are added in the events list for the selected events.

You can also unassign events by leaving the ownership field blank.

- **Acknowledge**

  Acknowledges the selected events so that you do not continue to receive repeat alert notifications.

  When you acknowledge an event, your user name and the time that you acknowledged the event are added in the events list (Acknowledged By) for the selected events. When you acknowledge an event, you take responsibility for managing that event.

- **Mark As Resolved**

  Enables you to change the event state to Resolved.

  When you resolve an event, your user name and the time that you resolved the event are added in the events list (Resolved By) for the selected events. After you have taken corrective action for the event, you must mark the event as resolved.

- **Add Alert**

  Displays the Add Alert dialog box, which enables you to add an alert for the selected event.

Learn about the Event Information section in Active IQ Unified Manager

You use the Event Information section on the Event details page to view the details about a selected event, such as the event severity, impact level, impact area, and event source.

Fields that are not applicable to the event type are hidden. You can view the following event details:

- **Event Trigger Time**

  The time at which the event was generated.

- **State**

  The event state: New, Acknowledged, Resolved, or Obsolete.

- **Obsoleted Cause**

  The actions that caused the event to be obsoleted, for example, the issue was fixed.

- **Event Duration**

  For active (new and acknowledged) events, this is the time between detection and the time when the event was last analyzed. For obsolete events, this is the time between detection and when the event was resolved.

  This field is displayed for all performance events, and for other event types only after they have been resolved or obsoleted.

- **Last Seen**

  The date and time at which the event was last seen as active.

For performance events this value may be more recent than the Event Trigger Time as this field is updated after each new collection of performance data as long as the event is active. For other types of events, when in the New or Acknowledged state, this content is not updated and the field is therefore hidden.

- **Severity**

  The event severity: Critical ( ), Error ( ), Warning ( ), and Information ( ).

- **Impact Level**

  The event impact level: Incident, Risk, Event, or Upgrade.

- **Impact Area**

  The event impact area: Availability, Capacity, Performance, Protection, Configuration, or Security.

- **Source**

  The name of the object on which the event has occurred.

  When viewing the details for a shared QoS policy event, up to three of the workload objects that are consuming the most IOPS or MBps are listed in this field.

  You can click the source name link to display the health or performance details page for that object.

- **Source Annotations**

  Displays the annotation name and value for the object to which the event is associated.

  This field is displayed only for health events on clusters, SVMs, and volumes.

- **Source Groups**

  Displays the names of all the groups of which the impacted object is a member.

  This field is displayed only for health events on clusters, SVMs, and volumes.

- **Source Type**

  The object type (for example, SVM, Volume, or Qtree) with which the event is associated.

- **On Cluster**

  The name of the cluster on which the event occurred.

  You can click the cluster name link to display the health or performance details page for that cluster.

- **Affected Objects Count**

  The number of objects affected by the event.

  You can click the object link to display the inventory page populated with the objects that are currently affected by this event.

  This field is displayed only for performance events.

- **Affected Volumes**

  The number of volumes that are being affected by this event.

  This field is displayed only for performance events on nodes or aggregates.

- **Triggered Policy**

  The name of the threshold policy that issued the event.

  You can hover your cursor over the policy name to see the details of the threshold policy. For adaptive QoS policies the defined policy, block size, and allocation type (allocated space or used space) is also displayed.

  This field is displayed only for performance events.

- **Rule Id**

  For Active IQ platform events, this is the number of the rule that was triggered to generate the event.

- **Acknowledged by**

  The name of the person who acknowledged the event and the time that the event was acknowledged.

- **Resolved by**

  The name of the person who resolved the event and the time that the event was resolved.

- **Assigned to**

  The name of the person who is assigned to work on the event.

- **Alert Settings**

  The following information about alerts is displayed:

  - If there are no alerts associated with the selected event, an **Add alert** link is displayed.

    You can open the Add Alert dialog box by clicking the link.

  - If there is one alert associated with the selected event, the alert name is displayed.

    You can open the Edit Alert dialog box by clicking the link.

  - If there is more than one alert associated with the selected event, the number of alerts is displayed.

    You can open the Alert Setup page by clicking the link to view more details about these alerts.

  Alerts that are disabled are not displayed.

- **Last Notification Sent**

  The date and time at which the most recent alert notification was sent.

- **Send by**

The mechanism that was used to send the alert notification: email or SNMP trap.

- **Previous Script Run**

  The name of the script that was executed when the alert was generated.

Learn about Suggested Actions in Active IQ Unified Manager

The Suggested Actions section of the Event details page provides possible reasons for the event and suggests a few actions so that you can try to resolve the event on your own. The suggested actions are customized based on the type of event or type of threshold that has been breached.

This area is displayed only for some types of events.

In some cases there are **Help** links provided on the page that reference additional information for many suggested actions, including instructions for performing a specific action. Some of the actions may involve using Unified Manager, ONTAP System Manager, OnCommand Workflow Automation, ONTAP CLI commands, or a combination of these tools.

You should consider the actions suggested here as only a guidance in resolving this event. The action you take to resolve this event should be based on the context of your environment.

If you want to analyze the object and event in more detail, click the **Analyze Workload** button to display the Workload Analysis page.

There are certain events that Unified Manager can diagnose thoroughly and provide a single resolution. When available, those resolutions are displayed with a **Fix It** button. Click this button to have Unified Manager fix the issue causing the event.

For Active IQ platform events, this section may contain a link to a NetApp Knowledgebase article, when available, that describes the issue and possible resolutions. In sites with no external network access, a PDF of the Knowledgebase article is opened locally; the PDF is part of the rules file that you manually download to the Unified Manager instance.

Learn about System Diagnosis in Active IQ Unified Manager

The System Diagnosis section of the Event details page provides information that can help you diagnose issues that may have been responsible for the event.

This area is displayed only for some events.

Some performance events provide charts that are relevant to the particular event that has been triggered. Typically this includes and IOPS or MBps chart and a latency chart for the previous ten days. When arranged this way you can see which storage components are most affecting latency, or being affected by latency, when the event is active.

For dynamic performance events, the following charts are displayed:

- Workload Latency - Displays the history of latency for the top victim, bully, or shark workloads at the component in contention.

- Workload Activity - Displays details about the workload usage of the cluster component in contention.
- Resource Activity - Display historical performance statistics for the cluster component in contention.

Other charts are displayed when some cluster components are in contention.

Other events provide a brief description of the type of analysis the system is performing on the storage object. In some cases there will be one or more lines; one for each component that has been analyzed, for system-defined performance policies that analyze multiple performance counters. In this scenario, a green or red icon displays next to the diagnosis to indicate whether an issue was found, or not, in that particular diagnosis.

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