Send a support bundle through web UI and maintenance console

Active IQ Unified Manager

NetApp
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Send a support bundle through web UI and maintenance console

Send a support bundle through the web UI and maintenance console in Active IQ Unified Manager

You should send a support bundle when the issue that you have requires more detailed diagnosis and troubleshooting than an AutoSupport message provides. You can send a support bundle to technical support using the Unified Manager web Ui and maintenance console.

Unified Manager stores a maximum of two full support bundles and three lightweight support bundles at one time.

Related information

Unified Manager user roles and capabilities

Send AutoSupport messages to technical support in Active IQ Unified Manager

The AutoSupport page enables you to send predefined and on-demand AutoSupport messages to your technical support team to ensure a correct operation of your environment, and to assist you in maintaining the integrity of your environment. AutoSupport is enabled by default and it should not be disabled, for you to receive the benefits of NetAppActive IQ.

You can send diagnostic system information and detailed data about the Unified Manager server in a message as and when required, schedule a message to be sent periodically, or even generate and send support bundles to the technical support team.

> A user with a storage administrator role can generate and send on-demand AutoSupport messages and support bundles to technical support. However, only an administrator or maintenance user can enable or disable periodic AutoSupport and configure the HTTP settings as described in the Setting up HTTP proxy server section. In an environment that needs to use an HTTP proxy server, the configuration should be complete before a storage administrator can send on-demand AutoSupport messages and support bundles to technical support.

Send on-demand AutoSupport messages

You can generate and send an on-demand message to technical support, or to a specified email recipient, or to both.

Steps

1. Navigate to **General** > **AutoSupport**, and perform one or both of the following actions:
2. If you want to send the AutoSupport message to technical support, select the **Send to Technical Support** check box.

3. If you want to send the AutoSupport message to a specific email recipient, select the **Send to Email Recipient** check box, and enter the email address of the recipient.
4. Click **Save**.
5. Click **Generate and Send AutoSupport**.

Enable periodic AutoSupport

You can send specific, predefined messages to technical support for issue diagnosis and resolution periodically. This functionality is enabled by default. If disabled, an administrator or maintenance user can enable the settings.

Steps

1. Navigate to **General** > **AutoSupport**.
2. In the Periodic AutoSupport section, select the **Enable Sending AutoSupport Data Periodically to Active IQ** check box.
3. If required, define the name, port, and authentication information for the HTTP proxy server as described in Setting up HTTP proxy server section.
4. Click **Save**.

Upload on-demand support bundle

You can generate and send a support bundle to technical support based on the requirement for troubleshooting. Unified Manager stores only the two most recently generated support bundles. Older support bundles are deleted from the system.

Because some types of support data can use a large amount of cluster resources or take a long time to complete, when you select the full support bundle, you can include or exclude specific data types to reduce the support bundle size. You also have the option to create a lightweight support bundle that contains just 30 days of logs and configuration database records — it excludes performance data, acquisition recording files, and server heap dump.

Steps

1. Navigate to **General** > **AutoSupport**.
2. In the On-Demand Support Bundle section, click **Generate and Send Support Bundle**.
3. To send a light support bundle to technical support, in the Generate and Send Support Bundle pop-up, select the**Generate light support bundle** check box.
4. Alternately, to send a full support bundle, select the **Generate full support bundle** check box. Select the specific data types to include or exclude in the support bundle.

   Even if you do not select any data type, the support bundle is still generated with other Unified Manager data.

5. Select the **Send the bundle to technical support** check box to generate and send the bundle to technical support. If you do not select this check box, the bundle is generated and stored locally in the Unified Manager server. The generated support bundle is available for later use in the /support directory on VMware systems, in `/opt/netapp/data/support/` on Linux systems, and in `ProgramData\NetApp\OnCommandAppData\ocum\support` on Windows systems.
6. Click **Send**.

Set up HTTP proxy server

You can designate a proxy to provide the internet access in order to send AutoSupport content to support if your environment does not provide direct access from the Unified Manager server. This section is available for only administrator and maintenance users.

- **Use HTTP proxy**

  Check this box to identify the server being used as the HTTP proxy.

  Enter the host name or IP address of the proxy server, and the port number used to connect to the server.

- **Use authentication**

  Check this box if you need to provide authentication information to access the server being used as the HTTP proxy.

  Enter the user name and the password required to authenticate with the HTTP proxy.

HTTP proxies that provide only Basic Authentication are not supported.

Access the maintenance console in Active IQ Unified Manager

If the Unified Manager user interface is not in operation, or if you need to perform functions that are not available in the user interface, you can access the maintenance console to manage your Unified Manager system.

Before you begin

You must have installed and configured Unified Manager.

After 15 minutes of inactivity, the maintenance console logs you out.

When installed on VMware, if you have already logged in as the maintenance user through the VMware console, you cannot simultaneously log in using Secure Shell.

Step

1. Follow these steps to access the maintenance console:

On this operating system…	Follow these steps…
VMware	a. Using Secure Shell, connect to the IP address or fully qualified domain name of the Unified Manager virtual appliance. b. Log in to the maintenance console using your maintenance user name and password.

On this operating system…	Follow these steps…
Linux	a. Using Secure Shell, connect to the IP address or fully qualified domain name of the Unified Manager system. b. Log in to the system with the maintenance user (umadmin) name and password. c. Enter the command `maintenance_console` and press Enter.
Windows	a. Log in to the Unified Manager system with administrator credentials. b. Launch PowerShell as a Windows administrator. c. Enter the command `maintenance_console` and press Enter.

The Unified Manager maintenance console menu is displayed.

Generate and upload a support bundle from Active IQ Unified Manager

You can generate a support bundle, containing diagnostic information, so that you can send it to technical support for troubleshooting help.

Starting with Unified Manager 9.8, if your Unified Manager server is connected to the internet, you can also upload the support bundle to NetApp from the maintenance console.

Before you begin

You must have access to the maintenance console as the maintenance user.

Because some types of support data can use a large amount of cluster resources or take a long time to complete, when you select the full support bundle you can specify data types to include or exclude to reduce the support bundle size. You also have the option to create a lightweight support bundle that contains just 30 days of logs and configuration database records — it excludes performance data, acquisition recording files, and server heap dump.

Unified Manager stores only the two most recently generated support bundles. Older support bundles are deleted from the system.

Steps

1. In the maintenance console **Main Menu**, select **Support/Diagnostics**.
2. Select **Generate Light Support Bundle** or **Generate Support Bundle** depending on the level of details you want to have in the support bundle.
3. If you choose the full support bundle, select or deselect the following data types to include or exclude in the support bundle:

    - **database dump**

      A dump of the MySQL Server database.

- **heap dump**

  A snapshot of the state of the main Unified Manager server processes. This option is disabled by default and should be selected only when requested by customer support.

- **acquisition recordings**

  A recording of all communications between Unified Manager and the monitored clusters.

> If you deselect all data types, the support bundle is still generated with other Unified Manager data.

4. Type `g`, and then press Enter to generate the support bundle.

   Since the generation of a support bundle is a memory intensive operation, you are prompted to verify that you are sure you want to generate the support bundle at this time.

5. Type `y`, and then press Enter to generate the support bundle.

   If you do not want to generate the support bundle at this time, type `n`, and then press Enter.

6. If you included database dump files in the full support bundle, you are prompted to specify the time period for which you want performance statistics included. Including performance statistics can take a lot of time and space, so you can also dump the database without including performance statistics:

   a. Enter the starting date in the format YYYYMMDD.

      For example, enter `20210101` for January 1, 2021. Enter `n` if you do not want performance statistics to be included.

   b. Enter the number of days of statistics to include, beginning from 12 a.m. on the specified starting date.

      You can enter a number from 1 through 10.

   If you are including performance statistics, the system displays the period of time for which performance statistics will be collected.

7. After the support bundle is created you are prompted whether you want to upload it to NetApp. Type `y`, and then press Enter.

   You are prompted to enter your support case number.

8. If you have a case number already, enter the number and press Enter. Otherwise just press Enter.

   The support bundle is uploaded to NetApp.

If your Unified Manager server is not connected to the internet, or if you are unable to upload the support bundle for any other reason, then you can retrieve it and send it manually. You can retrieve it using an SFTP client or by using UNIX or Linux CLI commands. On Windows installations you can use Remote Desktop (RDP) to retrieve the support bundle.

The generated support bundle resides in the /support directory on VMware systems, in /opt/netapp/data/support/ on Linux systems, and in ProgramData\NetApp\OnCommandAppData\ocum\support on Windows systems.

Related information

Unified Manager user roles and capabilities

Retrieve the support bundle using a Windows client in Active IQ Unified Manager

If you are a Windows user, you can download and install a tool to retrieve the support bundle from your Unified Manager server. You can send the support bundle to technical support for a more detailed diagnosis of an issue. Filezilla or WinSCP are examples of tools you can use.

Before you begin

You must be the maintenance user to perform this task.

You must use a tool that supports SCP or SFTP.

Steps

1. Download and install a tool to retrieve the support bundle.
2. Open the tool.
3. Connect to your Unified Manager management server over SFTP.

   The tool displays the contents of the /support directory and you can view all existing support bundles.
4. Select the destination directory for the support bundle you want to copy.
5. Select the support bundle you want to copy and use the tool to copy the file from the Unified Manager server to your local system.

Retrieve the support bundle using a UNIX or Linux client in Active IQ Unified Manager

If you are a UNIX or Linux user, you can retrieve the support bundle from your vApp by using the command-line interface (CLI) on your Linux client server. You can use either SCP or SFTP to retrieve the support bundle.

Before you begin

You must be the maintenance user to perform this task.

You must have generated a support bundle using the maintenance console and have the support bundle name available.

Steps

1. Access the CLI through Telnet or the console, using your Linux client server.
2. Access the `/support` directory.
3. Retrieve the support bundle and copy it to the local directory using the following command:

If you are using…	Then use the following command…
SCP	`scp <maintenance-user>@<vApp-name-or-ip>:/support/support_bundle_file_name.7z <destination-directory>`
SFTP	`sftp <maintenance-user>@<vApp-name-or-ip>:/support/support_bundle_file_name.7z <destination-directory>`

The name of the support bundle is provided to you when you generate it using the maintenance console.

4. Enter the maintenance user password.

Examples

The following example uses SCP to retrieve the support bundle:

```
        `$ scp
admin@10.10.12.69:/support/support_bundle_20160216_145359.7z .`
Password: `<maintenance_user_password>`
support_bundle_20160216_145359.7z   100%  119MB  11.9MB/s   00:10
```

The following example uses SFTP to retrieve the support bundle:

```
        `$ sftp
admin@10.10.12.69:/support/support_bundle_20160216_145359.7z .`
Password: `<maintenance_user_password>`
Connected to 10.228.212.69.
Fetching /support/support_bundle_20130216_145359.7z to
./support_bundle_20130216_145359.7z
/support/support_bundle_20160216_145359.7z
```

Send a support bundle to technical support from Active IQ Unified Manager

When an issue requires more detailed diagnosis and troubleshooting information than an AutoSupport message provides, you can send a support bundle to technical support.

Before you begin

You must have access to the support bundle to send it to technical support.

You must have a case number generated through the technical support web site.

Steps

1. Log in to the NetApp Support Site.

2. Upload the file.

   How to upload a file to NetApp

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