NetApp

Get started

Digital Advisor

NetApp
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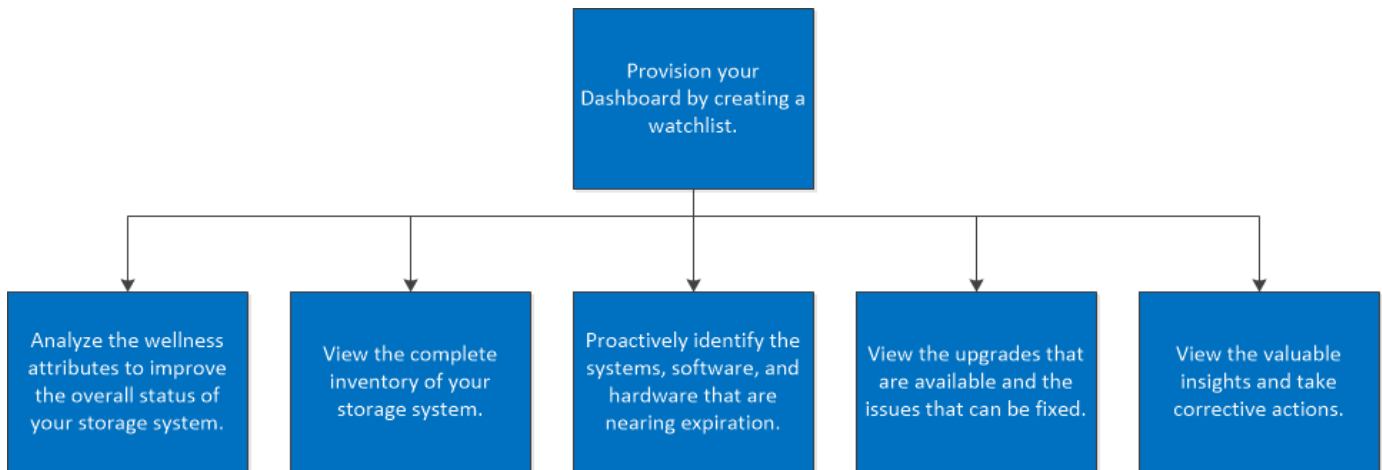# Table of Contents

Get started

Quick start for Digital Advisor

Digital Advisor has been enhanced and redesigned to help you perform tasks more effectively. The user interface has been developed to guide you to perform your desired goals.

You can look at the following diagram to understand the workflows of Digital Advisor.

You can view the following video to get started with Digital Advisor:
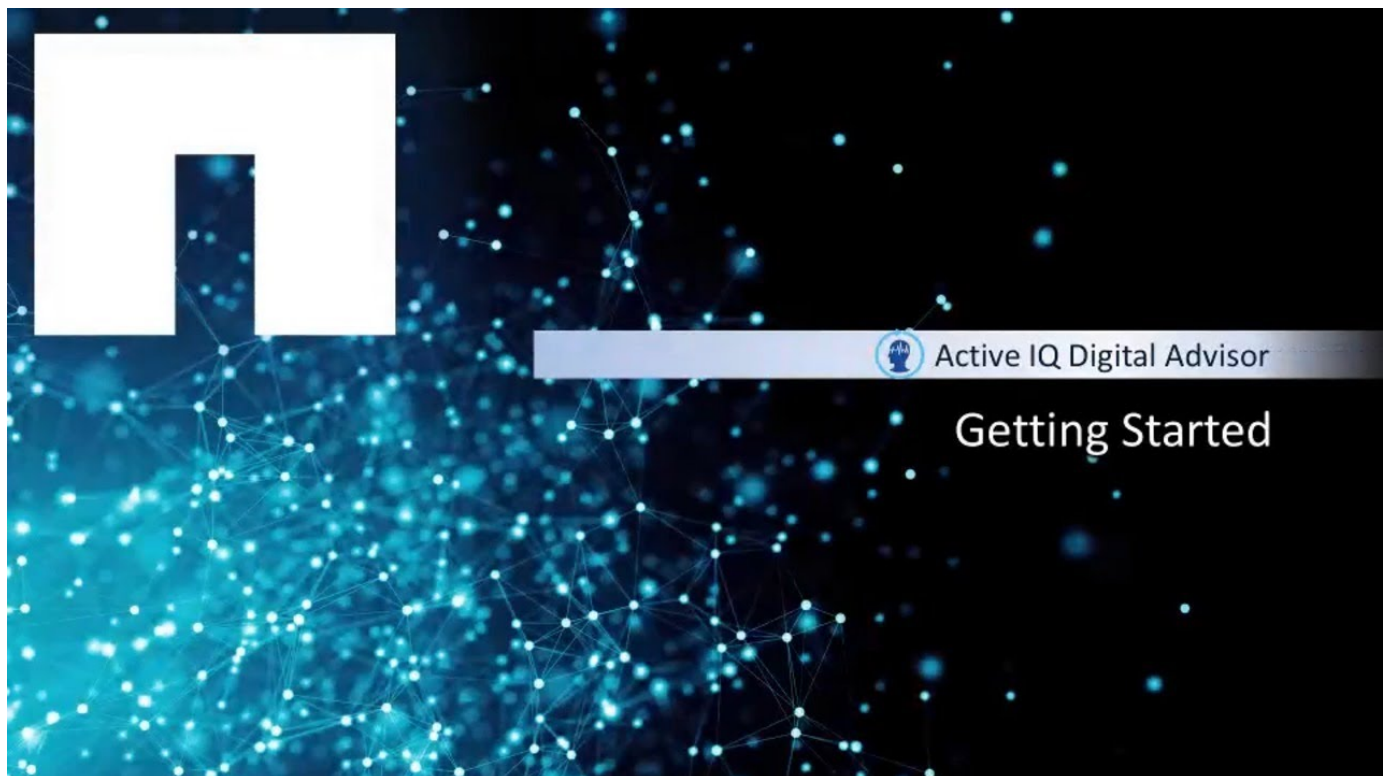
All Digital Advisor widgets are not supported on all platforms. Digital Advisor identifies the platform of your storage system and displays only the set of tasks that can be performed on your storage system.

Read the following information to be aware of the widgets that are supported on your storage system.

Widget	Customer	Cluster	Node
Wellness	Supported on all platforms	Supported on all platforms	Supported on all platforms
Renewals	Supported on all platforms	Supported on all platforms	Supported on all platforms
Capacity Additions	Supported only on clustered Data ONTAP	Supported only on clustered Data ONTAP	Supported only on clustered Data ONTAP
Inventory	Supported on all platforms	Supported only on clustered Data ONTAP	Supported only on clustered Data ONTAP
Upgrades	Supported only on clustered Data ONTAP	Supported only on clustered Data ONTAP	Supported only on clustered Data ONTAP

Learn about Digital Advisor features

You can view the overall status of your storage system, high-level information about the wellness of the system, inventory, planning, upgrades, and valuable insights at a watchlist level using Digital Advisor.

When you access Digital Advisor for the first time, you can either create a watchlist or search for a customer name, site name, group name, StorageGRID, hostname, cluster, serial number, or system ID.

You should also be aware of the colors applied to the cards, which indicate the severity and type of risks.

The following are some of the features of Digital Advisor:

- View multiple watchlists, actionable and useful at-a-glance views of information.

- Gain insights regarding all the risks to your storage system and the actions to mitigate the risks.

- Mitigate risks using Active IQ Unified Manager.

- Upgrade your storage system.

- View the sustainability score, and projected usage of power, direct carbon, and heat. Based on the sustainability score, assess the overall efficiency of your storage systems and align with the NetApp's recommended actions to improve the score. Learn more.

- View data reduction ratio, the logical space used, the physical space used, and the total data saved for storage systems running ONTAP 9.1 and later.

- Analyze the performance of your storage devices by viewing the graphical format of performance data.

- Get information about the hardware and software that have expired or are near-expiration within the next 6 months.

- Update your ONTAP firmware using Ansible.

- Get details about systems that have exceeded 90% capacity or are nearing 90% capacity.

- View detailed physical and logical configuration information, including a summary of the cluster and node configuration, the local tier and volume information, the network interface and port information, a stack diagram detailing information about the disks and shelves, and a few cable visualizations.

- Provide cross-stack information and insights that are beneficial for troubleshooting, upgrade assessments, solution validation, and migration.

- Check the compatibility of hosts, and provide upgrade recommendations for host operating systems, drivers, and .

- Arrive at exactly what you want to find in a smarter and faster manner.

> (i) You can upgrade the support offering from the **Configuration** widget on the system dashboard to gain insights on your install base and receive personalized support.

Access Digital Advisor in NetApp Console

Digital Advisor is now fully integrated with NetApp Console. You can now manage your clusters and access all the features of Digital Advisor from the Console user interface (UI).

Using the Console, IT experts and cloud architects can centrally manage their hybrid multi-cloud infrastructure. All you need is a NetApp Support Site (NSS) account to access Digital Advisor in the Console.

NetApp Console

Digital Advisor is accessible through the NetApp Console.

The NetApp Console provides centralized management of NetApp storage and data services across on-premises and cloud environments at enterprise grade. The Console is required to access and use NetApp data services. As a management interface, it enables you to manage many storage resources from one interface. Console administrators can control access to storage and services for all systems within the enterprise.

You don't need a license or subscription to start using NetApp Console and you only incur charges when you need to deploy Console agents in your cloud to ensure connectivity to your storage systems or NetApp data services. However, some NetApp data services accessible from the Console are licensed or subscription-based.

Learn more about the NetApp Console.

You can access Digital Advisor from the Console to manage your cluster.

Steps

1. Open a web browser and go to the Console.

2. Select **Log in with your NetApp Support Site Credentials** and enter your credentials.

   If you have previously created a Console login using an email and password, then you'll need to continue using that login option instead.

3. When prompted, log in with your NetApp Support Site credentials.

   This login is different from the login completed in step 2. In step 2, you logged in to the Console. Now you're logging in to Digital Advisor.

Result

All your existing watchlists and configurations show up and you can now use Digital Advisor like you typically do.

Learn about Digital Advisor

As you start using Digital Advisor, it is important that you understand some of the basic terms that you can expect to see throughout the Digital Advisor.

- **Watchlist:** Provides you the flexibility to access systems inside Digital Advisor that have already been selected. You can use watchlists to add systems from either one or more customers.

  ◦ **Wellness Dashboard:** Provides an overall status of the systems in the watchlist.

  ◦ **Widgets:** Displays small applications on the Dashboard that provide you a quick summary of the status of the systems.

  ◦ **Risks:** Displays a list of systems with their respective issues. It has different severity levels:

    ▪ High risks

    ▪ Medium risks

    ▪ No risks

  ◦ **Unique Risks:** Displays the risk names and number of systems for a specific risk category.

  ◦ **Actions:** Displays the number of unique actions that you can take to fix the issues.

  ◦ **Color-coded risk status**: Displays risk levels and their color codes that are classified into 3 levels on the basis of their severity levels. The use of colors allows a faster assessment of the levels of risk involved.

Color	Severity
	High
	Medium
	No risks

- **Wellness widget:** Displays information about the performance, efficiency, capacity, configuration settings, security vulnerabilities, and others. It proactively determines the systems that have either exceeded the capacity or are near exceeding 90% capacity. In addition, it provides information about software and hardware that have either expired or set to expire in the next 6 months.

  ◦ **Security & Ransomware Defense:** Provides information about risks and corrective actions associated with security vulnerabilities, ransomware detection, prevention, and recovery.

  ◦ **Performance & Efficiency:** Displays information about the performance and efficiency of the storage system.

  ◦ **Availability & Protection:** Displays information about the availability and protection of the storage system.

  ◦ **Capacity:** Consists of risks with a capacity attribute for impact area values.

  ◦ **Configuration:** Consists of risks with a configuration attribute for impact area values sorted with the highest impact on the top.

  ◦ **Sustainability:** Displays number of recommended actions to improve the sustainability score at the

customer, watchlist, site, and group levels.

- ◦ **Wellness History:** Displays information about system risks occurring in the past three months, so that you can learn how they are faring overtime.

- ◦ **Acknowledge Risks (Ack):** Allows you to acknowledge the risks and systems that have been impacted. You can acknowledge these risks and familiarize yourself with the actions that you can perform to mitigate these risks.

- ◦ **Unacknowledge Risks (un-ack):** Allows you to unacknowledge the risks and systems that have been acknowledged.

- ◦ **Fix It:** Fixes the risks to the system using Active IQ United Manager (UM) 9.7 or higher. Click this button to launch UM and perform the steps to mitigate the risks.

- **Inventory widget:** Displays a rollup of total systems you own. This includes both Digital Advisor enabled and non-enabled products.

  - ◦ **Generate a report:** Generates the report of the selected watchlist and emails the report to a maximum of 5 recipients.

- **Planning widget:** Displays information about the capacity addition, software, and hardware that needs to be renewed.

  - ◦ **Capacity Additions:** Identifies systems that have exceeded or are nearing 90% capacity and GRID sites that have exceeded or are nearing 70% capacity. You can raise a request to increase the capacity of your storage system.

  - ◦ **Renewals:** Provides information about the software and hardware that has expired or are near expiration in the next 6 months.

- **Upgrades widget:** Provides the number of upgrades that are available for ONTAP and E-Series systems:

  - ◦ For ONTAP systems, you can view information about the number of systems that require an upgrade, and then request for an upgrade plan.

  - ◦ For E-Series systems, you can only view information about the number of systems that require an upgrade.

- **Storage Efficiency:** Identifies the storage efficiency ratio and savings of your storage system with and without Snapshot copies for AFF systems, non-AFF systems, or both.

- **Performance graph:** Enables you to analyze the performance of your storage devices by viewing the graphical format of performance data. You can view detailed performance graphs of the ONTAP cluster for the selected node.

- **Valuable Insights widget:** Provides information about the number of support cases, pending software upgrades, storage efficiency savings, risks mitigated, and others. It also proactively lists the risk notifications from the Wellness attribute.

- **AutoSupport:** Enables you to view AutoSupport instances at a high level or in detail. The details include system details, possible reasons for the issue, and suggested actions.

  To access the AutoSupport feature, log in to Digital Advisor and search for a cluster or hostname. The AutoSupport option is available on the left pane.

- **Quick Links:** Provides the list of applications that can be launched using Digital Advisor.

  - ◦ **ClusterViewer:** Enables you to see detailed physical and logical configuration information. The details are presented in several easy-to-view tables across multiple tabs that include a summary of the cluster and node configuration, the local tier and volume information, the network interface and port information, a stack diagram detailing information about the disks and shelves, and a few cable visualizations. You can also download the cable visualizations graphics in the SVG format.

The ClusterViewer feature is not supported on E-Series systems.

- **API Services:** Allows you to pull data of interest and integrate it directly into your company's workflow.
- **AutoSupport Upload:** Enables you to analyze the defects or issues in ONTAP and E-Series systems. The defects or issues are reviewed and fixed manually by Support Site personnel.
- **System Firmware:** Enables you to view information about the system firmware that is shipped along with each major and patch version of ONTAP.
  - **Search:** Allows you to search for systems based on various categories, such as customer name, serial number, cluster, site name, group name, hostname, and others.
- **Customer:** Allows you to view and manage a customer's installed base. Customer Dashboard is the central portal in Digital Advisor.
- **Cluster:** Provides information about ONTAP clusters. The Dashboard also consolidates health, capacity, storage efficiency, and performance insights.
- **Serial Number:** Provides information about the serial number that is assigned to the customer.

Learn about AutoSupport in Digital Advisor

AutoSupport is a telemetry mechanism that proactively monitors the health of your system and automatically sends configuration, status, performance, and system events data to NetApp.

This data is used by NetApp Technical Support to speed the diagnosis and resolution of issues, and by Digital Advisor to proactively detect and avoid potential issues. It can also be sent to your internal support organization and a support partner.

> ⓘ   Digital Advisor displays AutoSupport related data only for systems whose AutoSupport data is the less than 60 days old.

For ONTAP systems, AutoSupport is enabled by default when you configure your storage system for the first time. You should set up AutoSupport on ONTAP systems to control how the AutoSupport information is sent to technical support and your internal support organization.

If you do not want to enable AutoSupport, you can use the AutoSupport Upload feature to manually upload AutoSupport data to receive recommendations and insights into your storage ecosystem.

> ⓘ   AutoSupport data does not contain any user data.

For more information about AutoSupport, refer to the appropriate documentation:

- ONTAP (FAS and AFF)
- StorageGRID
- SANtricity (E-Series and EF-Series)
- Element (NetApp HCI and SolidFire)
- Technical Report - ONTAP AutoSupport and AutoSupport On Demand
- Technical Report - Security and Privacy of NetApp Telemetry Data

Log in to Digital Advisor

You can log in to Digital Advisor from a web-based console for viewing the overall status of your storage system.

Before you begin

You must have a valid NetApp Support site credential to log in to Digital Advisor. If you do not have an account and are getting started, see the following KB article to create an account:
How to register for NetApp Support Site account as a Customer or a Guest user.

Steps

1. Go to the Digital Advisor login page.

   Digital Advisor shows systems with a valid support contract. If contracts expire, a grace period of 90 days is given in which systems continue to be visible. Thereafter, systems are not searchable or visible within Digital Advisor.

2. Provide your username and password and click **Sign In**.

Provision watchlist

Learn about watchlists in Digital Advisor

Watchlists are used to access preselected systems inside Digital Advisor quickly and easily. If you view a certain customer or a set of systems frequently, we recommend you create watchlists. You can create up to 100 watchlists and each watchlist can contain up to 15,000 systems by category or 500 systems by serial numbers.

When you access Digital Advisor for the first time, you can either create a watchlist or search for a customer name, site name, group name, StorageGRID, hostname, cluster, serial number, system ID, or Keystone subscription.

You should also be aware of the colors applied to the cards, which indicate the severity and type of risks.

Create a watchlist in Digital Advisor

You can create a watchlist to access a set of storage systems quickly and easily. You can add the storage systems based on category or serial number.

ⓘ You can add a maximum of 15,000 storage systems under a category and 500 storage systems under a serial number.

Steps

1. From the left pane, click **Watchlists**

   The **Manage Watchlist** screen is displayed.

2. Click **Create Watchlist**.

3. Provide a name for the watchlist.

4. Select one of the following options to add storage systems to the watchlist:

   ◦ **Category**: This option enables you to add the entire inventory associated with a specific category, such as customer, site, group, or Keystone subscriptions, to your watchlist.

   > (i) The **Keystone Subscriptions** option allows you to include any subscription numbers associated with Keystone subscriptions. On searching by a watchlist, you can view the subscriptions in the **Keystone Subscriptions** widget on the Digital Advisor dashboard. For more information, see Search by Keystone watchlists.

   ◦ **Serial Number**: This option enables you to include inventory in your watchlist based on specified serial numbers. You can either input the serial number directly or select serial numbers from categories like customer, site, or group.

5. Click **Create Watchlist**.

   The watchlist dashboard is displayed.

Manage a watchlist in Digital Advisor

You can view the dashboard for different watchlists, edit the details of an existing watchlist, and delete a watchlist.

Steps

1. From the left pane, click **Watchlists**.

   The **Manage Watchlist** screen is displayed.

2. Click the name of the watchlist to view the dashboard details of the watchlist.

3. Click **Edit** to update the details of the watchlist.

4. Click **Delete** to delete the watchlist.