



BlueXP alerts documentation

BlueXP alerts

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BlueXP alerts documentation

Release notes

What's new with BlueXP alerts

Learn what's new in BlueXP alerts.

7 October 2024

BlueXP alerts list page

You can quickly identify ONTAP clusters that have low capacity or low performance, gauge the extent of availability, and identify security risks. You can view alerts related to capacity, performance, protection, availability, security, and configuration.

Alerts details

You can drill into alert details and find recommendations.

View cluster details linked to System Manager

With BlueXP alerts, you can view alerts associated with your ONTAP storage environment and drill into the details that are linked to ONTAP System Manager.

[Learn about BlueXP alerts.](#)

Get started

Learn about BlueXP alerts

BlueXP alerts is a service that enables you to view issues or potential risks in your NetApp on-premises ONTAP environments using the standard BlueXP Connector. With the service, you can drill into details using ONTAP System Manager.

What you can do with BlueXP alerts

The BlueXP alerts service helps you stay informed about risks or potential risk in your ONTAP storage environment. The service shows you some non-EMS alerts and some EMS alerts. The BlueXP alerts service provides information about these severities and impact areas:

- **Severities:** Critical, Warning, Informational
- **Impact areas:** Capacity, Performance, Protection, Availability, Security, Configuration



The Notifications option in the upper right of the BlueXP UI monitors the status of operations that BlueXP is performing to help you identify issues that you need to address. You can have these notifications sent to your email. The Notifications option does not include the alerts from BlueXP alerts service.

Benefits of using BlueXP alerts

BlueXP alerts offers the following benefits:

- Get alerts about your ONTAP storage across clusters.
- View alerts in the same BlueXP UI that you use for other services.
- Drill into alerts on ONTAP clusters — start from BlueXP alerts and see details in NetApp System Manager.

Cost

The full version of BlueXP alerts can be used with a NetApp ONTAP license.

Licensing

The BlueXP alerts service requires a NetApp ONTAP 9.10 or greater license.

You do not need to have a trial license for this service.

The service can be deployed in the BlueXP standard (public) mode only.

How BlueXP alerts works

The BlueXP alerts service is a core component of BlueXP. The BlueXP alerts service monitors ONTAP clusters and receives alert data from ONTAP.

BlueXP alerts is available only in the BlueXP SaaS environment. It is not available in a local connector UI.

Supported working environments and data sources

Use BlueXP alerts to check on issues in the following working environments and data sources.

Working environments supported

An on-premises ONTAP NAS or SAN working environment is supported.

Cloud Volumes ONTAP working environments are not supported at this time.

Data sources supported

The service provides alerts regarding certain events that occur in ONTAP. They are a combination of EMS and metric-based alerts.

BlueXP alerts prerequisites

Get started with BlueXP alerts by verifying the readiness of your operational environment.

To use BlueXP alerts, you'll need these prerequisites:

- ONTAP 9.10 and later. The on-premises working environment must be discovered in the BlueXP canvas.
 - Cluster admin ONTAP permissions

The license does not need to be entered in BlueXP digital wallet.

- In BlueXP:
 - A BlueXP working environment with NetApp on-premises NAS or SAN storage
 - A BlueXP Connector for an on-premises region must be set up in BlueXP. Refer to [BlueXP documentation to configure the Connector](#).

If a cluster is removed from a BlueXP Connector, the alerts related to that cluster remain for 90 days. Also, if you change the Connector, the alerts remain associated with the original cluster and Connector for 90 days. If you return to the original Connector, you will again see those alerts.

- A BlueXP organization with at least one active Connector connecting to on-premises ONTAP clusters. All source and working environments must be in the same BlueXP organization.
- A BlueXP user in that organization with Organization Admin privileges for discovering resources
- [Standard BlueXP requirements](#)

Quick start for BlueXP alerts

Here's an overview of the steps needed to get started with BlueXP alerts. The links within each step take you to a page that provides more details.



Review prerequisites

[Ensure your environment meets these requirements.](#)

2

Set up the alerts service

Configure a [Connector in BlueXP](#).

3

What's next?

After you set up the service, here's what you might do next.

- [View storage issues and potential risks on the Alerts list page](#).
- [View alert details in ONTAP System Manager](#).

Set up BlueXP alerts

To use BlueXP alerts, perform a few steps to set it up.

Before you begin, review [prerequisites](#) to ensure that your environment is ready.

Review [standard BlueXP requirements](#).

Access to cluster resources

To view the alerts, the logged in user must be part of the BlueXP organization and should have the required access to the cluster resource.

Create a BlueXP Connector

You should reach out to your NetApp Sales Rep to try out or use this service. Then, when you use the BlueXP Connector, it will include the appropriate capabilities for the alerts service.

To create a Connector in BlueXP before using the service, refer to the BlueXP documentation that describes [how to create a BlueXP Connector](#).

After you set up the Connector and add the working environment, wait about 15 minutes for the initial discovery.

Access BlueXP alerts

You use NetApp BlueXP to log in to the BlueXP alerts service.

To log in to BlueXP, you can use your NetApp Support Site credentials or you can sign up for a NetApp cloud login using your email and a password. [Learn more about logging in](#).

Steps

1. Open a web browser and go to the [BlueXP console](#).

The NetApp BlueXP login page appears.

2. Log in to BlueXP.
3. From the BlueXP left navigation, select **Monitoring > Alerts**.

The Alerts list page appears.

Alerts
This feature currently only supports ONTAP alerts.

Alerts (104) | Filters applied (1) [Reset](#)

Triggered time	Severity	Status (1)	Name	Source type	Source name
September 27, 2024, 7:02 AM	Critical	Active	HA Interconnect Down	Cluster	[Redacted]
September 27, 2024, 7:02 AM	Critical	Active	HA Interconnect Down	Cluster	[Redacted]
September 27, 2024, 6:19 AM	Critical	Active	Volume state offline	Volume	de-[Redacted]
September 27, 2024, 6:16 AM	Critical	Active	Aggregate state is not online	Aggregate	[Redacted]
September 27, 2024, 6:16 AM	Critical	Active	Aggregate state is not online	Aggregate	[Redacted]
September 27, 2024, 6:11 AM	Informational	Active	Storage VM Anti-ransomware Monitoring	Storage VM	[Redacted]

Use BlueXP alerts

Use BlueXP alerts

Using BlueXP alerts, you can view storage issues and see details with links directly to ONTAP System Manager.

- [View storage issues or potential risks from the Alerts list page.](#)
- [View alert details that are linked in ONTAP System Manager](#)

View potential risks in ONTAP storage using the Alerts list page

The BlueXP alerts service provides at-a-glance information about the potential risks in your ONTAP environment. You can quickly identify ONTAP clusters that have low capacity or low performance, gauge the extent of availability, determine availability, and identify security risks.

The BlueXP alerts service provides information about these severities and impact areas:

- **Severities:** Critical, Warning, Informational
- **Impact areas:** Capacity, Performance, Availability, Protection, Security, Configuration

Alerts you might see

Here are some of the alerts that the service displays.

The EMS severity maps to the BlueXP alerts service severity in the following ways:

EMS alert severity:	BlueXP alert severity:
alert or emergency	critical
error	None
Low	warning
notice	informational
informational	informational

List of alerts

Critical severity alerts:

- Aggregate state is not online
- Disk failure
- SnapMirror lag time is high
- Volume state offline
- Volume used percentage breach

EMS alerts:

- Antivirus server busy
- AWS credentials not initialized
- Cloud tier unreachable
- Disk out of service
- Disk shelf power supply discovered
- Disk shelves power supply removed
- FabricPool mirror replication resync completed
- FabricPool space usage limit nearly reached
- FabricPool space usage limit reached
- FC target port commands exceeded
- Giveback of storage pool failed
- HA interconnect down
- LUN destroyed
- LUN offline
- Main unit fan failed
- Main unit fan in warning state
- Max sessions per user exceeded
- Max times open per file exceeded
- MetroCluster automatic unplanned switchover disabled
- MetroCluster monitoring
- NetBIOS name conflict
- NFSv4 sore pool exhausted
- Node panic
- Node root volume space low
- Nonexistent admin share
- Non-responsive antivirus server
- No registered scan engine
- No Vscan connection

- NVMe namespace destroyed
- NVMe namespace offline
- NVMe namespace online
- NVMe-oF license grace period active
- NVMe-oF license grace period expired
- NVMe-oF license grace period start
- NVRAM battery low
- Object store host unresolvable
- Object store Intercluster LIF down
- Object store signature mismatch
- QoS monitor memory maxed out
- Ransomware activity detected
- Relocation of storage pool failed
- ONTAP Mediator added
- ONTAP Mediator not accessible
- ONTAP Mediator unreachable
- ONTAP Mediator removed
- REaddir timeout
- SAN "active-active" state changed
- Service processor heartbeat missed
- Service processor heartbeat stopped
- Service processor offline
- Service processor not configured
- Shadow copy failed
- SFP in FC target adapter receiving low power
- SFP in FC target adapter transmitting low power
- Shelf fan failed
- SMB CA certificate expired
- SMB CA certificate expiring
- SMB client certificate expired
- SMB client certificate expiring
- SMB relationship out of sync
- SMB server certificate expired
- SMB server certificate expiring
- SnapMirror relationship out of sync
- Storage switch power supplies failed
- Storage VM anti-ransomware monitoring

- Storage VM stop succeeded
- System cannot operate due to main unit fan failure
- Too many CIFS authentications
- Unassigned disks
- Unauthorized user access to admin share
- Virus detected
- Volume anti-ransomware monitoring
- Volume automatic resizing succeeded
- Volume offline
- Volume restricted

For details on ONTAP alerts, refer to the ONTAP documentation and System Manager insights at [System Manager insights into capacity, security, and configuration issues](#).

View ONTAP storage issues

Steps

1. From the BlueXP left navigation, select **Monitoring > Alerts**.

After discovery, the Alerts list page shows a list of alerts in your ONTAP environment.

There might be a delay between an event happening and BlueXP alerts showing it.

2. From the Alerts list page, you can view and do any of the following:
 - Change the sort order by clicking the up or down arrow for a column.
 - Change the filter in the columns to show only the information you want.



For example, you might want to see only those alerts related to capacity. To do so, click on the filter icon on the Impact area column, select **Capacity**, and select **Apply**.

The screenshot shows the 'Alerts' page with a table of alerts. The table has columns: Triggered time, Severity, Status (1), Name, Source type, Source name, and Impact Area. A filter dropdown is open for the Impact Area column, showing options: Availability, Capacity, Configuration, and Performance. The 'Capacity' option is selected. The table contains several rows of alerts, including 'HA Interconnect Down', 'Volume state offline', and 'Aggregate state is not online'.

- Download a CSV file containing the alerts information.

You can download up to 1000 alerts. The file includes data based on the filters that were set.

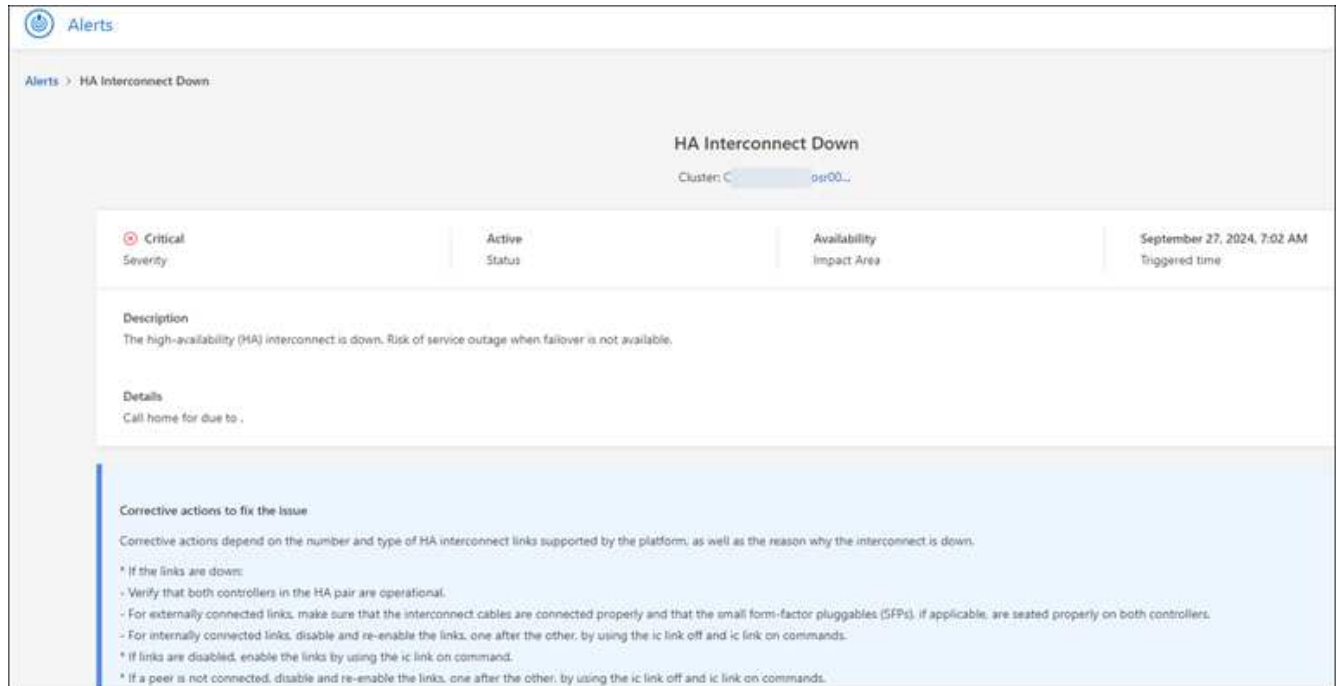
- Select an alert and drill into the alert details on that cluster. See [View alert details](#).

View alert details in your ONTAP storage environment

With BlueXP alerts, you can view alerts associated with your ONTAP storage environment and drill into the details.

View alert details

1. From the Alerts list page, select an alert.



2. Scroll down to find suggested corrective actions.
3. Scroll down to find additional alerts that are related to the object on which the alert was raised.

View details about the cluster in ONTAP System Manager

1. From the Alerts list page, select an alert.
2. From the alert, click on the cluster name at the top of the page.

ONTAP System Manager now shows you information about the cluster.

DASHBOARD

INSIGHTS

STORAGE

NETWORK

EVENTS & JOBS

PROTECTION

HOSTS

CLUSTER

Overview

Settings

Disks

Overview

Overview

NAME
smci-vsrm20

DNS DOMAINS

VERSION

NetApp Release Mightysquirrel__9.15.0: Tue Oct 24 12:22:53 UTC 2023

NAME SERVERS

UUID

4e1...

MANAGEMENT INTERFACES

LOCATION

rtp

DATE AND TIME

October 25, 2023, 2:59 AM Etc/UTC

Nodes

Initialize SnapLock Compliance Clock

Refresh

Show / Hide

Nodes	Name	Serial Number	Up Time	Utilization	Management IP	Service Processor IP	System ID
smci-vsrm20-02 / smci-vsrm20-01							

Frequently asked questions for BlueXP alerts

This FAQ can help if you're just looking for a quick answer to a question.

Access to BlueXP alerts

What's the BlueXP alerts URL?

For the URL, in a browser, enter: <https://console.bluexp.netapp.com/> to access the BlueXP console.

Do you need a license to use BlueXP alerts?

The BlueXP alerts service requires a NetApp ONTAP 9.10 or greater license. The license does not need to be entered in BlueXP digital wallet.

You do not need to have a trial license for this service.

How do you enable BlueXP alerts?

BlueXP alerts does not require any enablement. The alerts option is automatically enabled on the BlueXP left navigation.

To get going, when you use the BlueXP Connector, it will include the appropriate capabilities for the service.

Does BlueXP alerts available in standard, restricted, and private modes?

The service can be deployed in the BlueXP standard (public) only.

For an explanation about these modes across all BlueXP services, refer to [BlueXP deployment modes](#).

How are access permissions handled?

Only BlueXP organization admins have the ability to initiate the BlueXP alerts service and discover workloads (because this involves committing to usage of a resource).

Alerts are shown to logged in users depending on their access to the cluster's resource in that BlueXP organization.

[Learn about BlueXP organizations](#).

View alerts

How long do I need to wait before I start getting alerts?

Wait a maximum of 15 minutes for initial discovery and after that a maximum of 5 minutes for alerts to appear. This varies from alert to alert.

*Why can't I see the alerts for ONTAP using direct mode without a BlueXP Connector?

BlueXP alerts is available only using the on-premises standard BlueXP Connector. Using the direct mode does not monitor the clusters and does not display the alerts.

Why are some alerts disappearing from the Alerts list page?

The alerting feature keeps some alerts in an Active state and closes them after either the counter condition is met or a time period is reached. This varies from alert to alert.

To see all the alerts, select the Status column filter and select the Closed option.

Display of information

What device resolution is best?

The recommended device resolution for BlueXP alerts is 1920x1080 or better.

Which browser should I use?

Any modern browser will work.

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