Manage AutoSupport

SANtricity 11.7

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AutoSupport feature overview

The AutoSupport feature monitors the health of a storage array and sends automatic dispatches to technical support.

Technical support uses the AutoSupport data reactively to speed the diagnosis and resolution of customer issues and proactively to detect and avoid potential issues.

AutoSupport data includes information about a storage array's configuration, status, performance, and system events. The AutoSupport data does not contain any user data. Dispatches can be sent immediately or on a schedule (daily and weekly).

Key benefits

Some key benefits of the AutoSupport feature include:

- Expedited case resolution times
- Sophisticated monitoring for faster incident management
- Automated reporting according to a schedule, as well as automated reporting about critical events
- Automated hardware replacement requests for selected components such as drives
- Nonintrusive alerting to notify you of a problem and provide information for technical support to take corrective action
- AutoSupport analysis tools that monitor dispatches for known configuration issues

Individual AutoSupport features

The AutoSupport feature is made up of three individual features that you enable separately.

- **Basic AutoSupport** — Allows your storage array to automatically collect and send data to technical support.
- **AutoSupport OnDemand** — Allows technical support to request retransmission of a previous AutoSupport dispatch when needed for troubleshooting an issue. All transmissions are initiated from the storage array, not from the AutoSupport server. The storage array checks in periodically with the AutoSupport server to determine if there are any pending retransmission requests and responds accordingly.
- **Remote Diagnostics** — Allows technical support to request a new, up-to-date AutoSupport dispatch when needed for troubleshooting an issue. All transmissions are initiated from the storage array, not from the AutoSupport server. The storage array checks in periodically with the AutoSupport server to determine if there are any pending new requests and responds accordingly.

Difference between AutoSupport and Collect Support Data

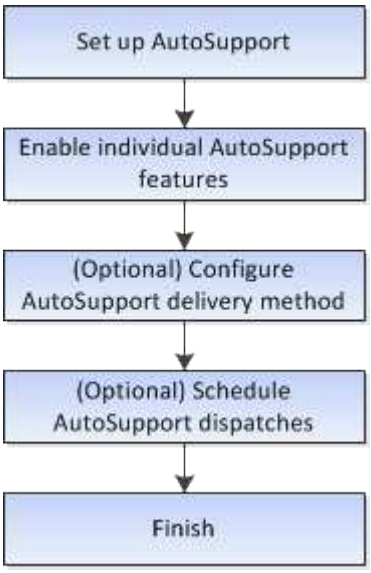
Two methods of collecting support data exist in the storage array:

- **AutoSupport feature** — Data is automatically collected.
- **Collect Support Data option** — Data must be collected and sent manually.

The AutoSupport feature is easier to use because data is collected and sent automatically. AutoSupport data can be used proactively to prevent problems before they occur. The AutoSupport feature speeds troubleshooting because technical support already has access to the data. For these reasons, the AutoSupport feature is the preferred data collection method to use.

Workflow for the AutoSupport feature

In System Manager, you configure the AutoSupport feature by following these steps.



Enable or disable AutoSupport features

You enable the AutoSupport feature and the individual AutoSupport features during initial setup or you can enable or disable them later.

Before you begin

If you want to enable either AutoSupport OnDemand or Remote Diagnostics, the AutoSupport delivery method must be set to HTTPS.

About this task

You can disable the AutoSupport feature at any time, but you are strongly advised to leave it enabled. Enabling the AutoSupport feature can significantly speed problem determination and resolution should a problem occur on your storage array.

The AutoSupport feature is made up of three individual features that you enable separately.

- **Basic AutoSupport** — Allows your storage array to automatically collect and send data to technical support.
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- **Remote Diagnostics** — Allows technical support to request a new, up-to-date AutoSupport dispatch when needed for troubleshooting an issue. All transmissions are initiated from the storage array, not from the AutoSupport server. The storage array checks in periodically with the AutoSupport server to determine if

there are any pending new requests and responds accordingly.

Steps

1. Select **Support › Support Center › AutoSupport** tab.
2. Select **Enable/Disable AutoSupport Features**.
3. Select the check boxes next to the AutoSupport features that you want to enable.

   The features depend on each other as indicated by the indentation of the items in the dialog box. For example, you must enable AutoSupport OnDemand before you can enable Remote Diagnostics.

4. Click **Save**.

   If you disable AutoSupport, a notification appears on the Home page. You can dismiss the notification by clicking **Ignore**.

Configure AutoSupport delivery method

The AutoSupport feature supports the HTTPS, HTTP, and SMTP protocols for delivering dispatches to technical support.

Before you begin

- The AutoSupport feature must be enabled. You can see whether it is enabled on the AutoSupport page.
- A DNS server must be installed and configured in your network. The DNS server address must be configured in System Manager (this task is available from the Hardware page).

About this task

Review the different protocols:

- **HTTPS** — Allows you to connect directly to the destination technical support server using HTTPS. If you want to enable either AutoSupport OnDemand or Remote Diagnostics, the AutoSupport delivery method must be set to HTTPS.
- **HTTP** — Allows you to connect directly to the destination technical support server using HTTP.
- **Email** — Allows you to use an email server as the delivery method for sending AutoSupport dispatches.

> **Differences between the HTTPS/HTTP and Email methods**. The Email delivery method, which uses SMTP, has some important differences from the HTTPs and HTTP delivery methods. First, the size of the dispatches for the Email method are limited to 5MB, which means that some ASUP data collections will not be dispatched. Second, the AutoSupport OnDemand feature is available only on HTPP and HTTPS methods.

Steps

1. Select **Support › Support Center › AutoSupport** tab.
2. Select **Configure AutoSupport Delivery Method**.

   A dialog box appears, which lists the dispatch delivery methods.

3. Select the desired delivery method, and then select the parameters for that delivery method. Do one of the following:

- If you selected HTTPS or HTTP, select one of the following delivery parameters:
  - **Directly** — This delivery parameter is the default selection. Choosing this option allows you to connect directly to the destination technical support system using the HTTPS or HTTP protocol.
  - **Via Proxy server** — Choosing this option allows you to specify the HTTP proxy server details required for establishing connection with the destination technical support system. You must specify the host address and port number. However, you only need to enter the host authentication details (user name and password) if required.
  - **Via Proxy auto-configuration script (PAC)** — Specify the location of a Proxy Auto-Configuration (PAC) Script file. A PAC file allows the system to automatically choose the appropriate proxy server for establishing a connection with the destination technical support system.
- If you selected Email, enter the following information:
  - The mail server address as a fully qualified domain name, IPv4 address, or IPv6 address.
  - The email address that appears in the From field of the AutoSupport dispatch email.
  - **Optional; if you want to perform a configuration test**: The email address where a confirmation is sent when the AutoSupport system receives the test dispatch.
  - If you want to encrypt messages, select either **SMTPS** or **STARTTLS** for the encryption type, and then select the port number for encrypted messages. Otherwise, select **None**.
  - If needed, enter a user name and password for authentication with the outgoing sender and the mail server.

4. If you have a firewall that blocks delivery of these ASUP dispatches, add the following URL to your whitelist: `https://support.netapp.com/put/AsupPut/`
5. Click **Test Configuration** to test the connection to the technical support server using the specified delivery parameters. If you enabled the AutoSupport On-Demand feature, the system will also test the connection for AutoSupport OnDemand dispatch delivery.

   If the configuration test fails, check your configuration settings and run the test again. If the test continues to fail, contact technical support.

6. Click **Save**.

Schedule AutoSupport dispatches

System Manager automatically creates a default schedule for AutoSupport dispatches. If you prefer, you can specify your own schedule.

Before you begin

The AutoSupport feature must be enabled. You can see whether it is enabled on the AutoSupport page.

About this task

- **Daily time** — Daily dispatches are collected and sent every day during the time range that you specify. System Manager selects a random time during the range. All times are in Coordinated Universal Time (UTC), which might be different from the storage array's local time. You must convert your storage array's local time into UTC.
- **Weekly day** — Weekly dispatches are collected and sent once a week. System Manager selects a random day from the days that you specify. Deselect any days on which you do not want to allow a weekly dispatch to occur. System Manager selects a random day from the days that you allow.
- **Weekly time** — Weekly dispatches are collected and sent once a week during the time range that you

specify. System Manager selects a random time during the range. All times are in Coordinated Universal Time (UTC), which might be different from the storage array's local time. You must convert your storage array's local time into UTC.

Steps

1. Select **Support › Support Center › AutoSupport** tab.
2. Select **Schedule AutoSupport Dispatches**.

   The Schedule AutoSupport Dispatches wizard appears.

3. Follow the steps in the wizard.

Send AutoSupport dispatches

System Manager allows you to send AutoSupport dispatches to technical support, without waiting for a scheduled dispatch.

Before you begin

The AutoSupport feature must be enabled. You can see whether it is enabled on the AutoSupport page.

About this task

This operation collects support data and automatically sends it to technical support, so they can troubleshoot issues.

Steps

1. Select **Support › Support Center › AutoSupport** tab.
2. Select **Send AutoSupport Dispatch**.

   The Send AutoSupport Dispatch dialog box appears.

3. Confirm the operation by selecting **Send**.

View AutoSupport status

The AutoSupport page shows you whether the AutoSupport feature and the individual AutoSupport features are currently enabled.

Steps

1. Select **Support › Support Center › AutoSupport** tab.
2. Look at the right side of the page just below the tabs to see whether the basic AutoSupport feature is enabled.
3. Hover your cursor over the question mark to see whether individual AutoSupport features are enabled.

View AutoSupport log

The AutoSupport log provides information about status, dispatch history, and errors encountered during the delivery of AutoSupport dispatches.

About this task

Multiple log files can exist. When the current log file reaches 200 KB, it is archived and a new log file is created. The archived log file name is `ASUPMessages.n`, where *n* is an integer from 1 to 9. If multiple log files exist, you can choose to view the most current log or a previous log.

- **Current log** — Shows a list of the latest captured events.
- **Archived log** — Shows a list of earlier events.

Steps

1. Select **Support › Support Center › AutoSupport** tab.
2. Select **View AutoSupport Log**.

   A dialog box appears, which lists the current AutoSupport log.

3. If you want to see previous AutoSupport logs, select the **Archived** radio button, and then select a log from the **Select AutoSupport log** drop-down list.

   The Archived option appears only if archived logs exist on the storage array.

   The selected AutoSupport log appears in the dialog box.

4. **Optional:** To search the AutoSupport log, type a term in the **Find** box, and click **Find**.

   Click **Find** again to search for additional occurrences of the term.

Enable AutoSupport maintenance window

Enable the AutoSupport maintenance window to suppress automatic ticket creation on error events. Under normal operation mode, the storage array uses AutoSupport to open a case with Support if there is an issue.

Steps

1. Select **Support › Support Center › AutoSupport** tab.
2. Select **Enable AutoSupport Maintenance window**.
3. Enter the email address to receive a confirmation that the maintenance window request has been processed.

   Depending on your configuration, you may be able to enter up to five email addresses. If you want to add more than one address, select **Add another email** to open another field.

4. Specify the duration (in hours) to enable the maintenance window.

   The maximum supported duration is 72 hours.

5. Click **Yes**.

   AutoSupport automatic ticket creation on error events is temporarily suppressed for the specified duration window.

After you finish

The maintenance window does not begin until the storage array's request is processed by the AutoSupport servers. Wait until you have received a confirmation email before performing any maintenance activities on your storage array.

Disable AutoSupport maintenance window

Disable the AutoSupport maintenance window to allow automatic ticket creation on error events. When AutoSupport maintenance window is disabled, the storage array will use AutoSupport to open a case with Support if there is an issue.

Steps

1. Select **Support › Support Center › AutoSupport** tab.
2. Select **Disable AutoSupport Maintenance window**.
3. Enter the email address to receive a confirmation that the disable maintenance window request has been processed.

   Depending on your configuration, you may be able to enter up to five email addresses. If you want to add more than one address, select **Add another email** to open another field.

4. Click **Yes**.

   AutoSupport automatic ticket creation on error events is enabled.

After you finish

The maintenance window will not end until the storage array's request has been processed by the AutoSupport servers. Wait until you have received a confirmation email before proceeding.

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