Manage notifications

SANtricity software

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Manage notifications

Learn about the SANtricity System Manager problem notifications

SANtricity System Manager uses icons and several other methods to notify you that problems exist with the storage array.

Icons

System Manager uses these icons to indicate the status of the storage array and its components.

Icon	Description
	Optimal
	Non-optimal or failed
	Needs attention or fixing
	Caution

System Manager displays these icons in various locations.

- The Notifications area on the Home page displays the failed icon and a message.
- The Home page icon in the navigation area displays the failed icon.
- On the Components page, the graphics for drives and controllers display the failed icon.

Alerts and LEDs

In addition, System Manager notifies you of problems in other ways.

- System Manager sends SNMP notifications or email error messages.
- The Service Action Required LEDs on the hardware come on.

When you receive notification of a problem, use the Recovery Guru to help you fix the problem. Where necessary, use the hardware documentation with the recovery steps to replace failed components.

View and act on operations in progress in SANtricity System Manager

To view and take action on long-running operations, use the Operations in Progress page.

About this task

For each operation listed on the Operations in Progress page, a percentage of completion and estimated time

remaining to complete the operation are shown. In some cases, you can stop an operation or place it at a higher or lower priority. You can also clear a completed Volume Copy operation from the list.

Steps

1. On the Home page, select **Show operations in progress**.

   The Operations in Progress page appears.

2. If desired, use the links in the Actions column to stop or change priority for an operation.

   > Read all cautionary text provided in the dialog boxes, particularly when stopping an operation.

   You can stop a volume copy operation or change its priority.

3. Once a volume copy operation is complete, you can select **Clear** to remove it from the list.

   At the top of the Home page, an informational message and yellow wrench icon appear when an operation is complete. This message includes a link that allows you to clear the operation from the Operations in Progress page.

Operations that appear on the Operations in Progress page include the following:

Operation	Possible status of the operation	Actions you can take
Volume copy	Completed	Clear
Volume copy	In progress	• Change priority • Stop
Volume copy	Pending	Clear
Volume copy	Failed	• Clear • Re-copy
Volume copy	Stopped	• Clear • Re-copy
Volume create (thick pool volumes larger than 64TiB only)	In progress	*none*
Volume delete (thick pool volumes larger than 64TiB only)	In progress	*none*
Asynchronous mirror group initial synchronization	In progress	Suspend

Operation	Possible status of the operation	Actions you can take
Asynchronous mirror group initial synchronization	Suspended	Resume
Synchronous mirroring	In progress	Suspend
Synchronous mirroring	Suspended	Resume
Snapshot image rollback	In progress	Cancel
Snapshot image rollback	Pending	Cancel
Snapshot image rollback	Paused	• Cancel • Resume
Drive evacuation	In progress	Cancel (depends on the drive evacuation type)
Add capacity to pool or volume group	In progress	*none*
Change a RAID level for a volume	In progress	*none*
Reduce capacity for a pool	In progress	*none*
Thin volume reclamation	In progress	*none*
Check the time remaining on an instant availability format (IAF) operation for pool volumes	In progress	*none*
Check the data redundancy of a volume group	In progress	*none*
Defragment a volume group	In progress	*none*
Initialize a volume	In progress	*none*
Increase capacity for a volume	In progress	*none*
Change segment size for a volume	In progress	*none*
Drive copy	In progress	*none*
Data reconstruction	In progress	*none*

Operation	Possible status of the operation	Actions you can take
Copyback	In progress	*none*
Drive Erase	In progress	*none*
Remote storage import	In progress	• Change priority • Stop
Remote storage import	Stopped	• Resume • Disconnect
Remote storage import	Failed	• Resume • Disconnect
Remote storage import	Completed	Disconnect

Recover from problems using the SANtricity System Manager Recovery Guru

The Recovery Guru is a component of SANtricity System Manager that diagnoses storage array problems and recommends recovery procedures to fix the problems.

Steps

1. Select **Home**.
2. Click the link labeled **Recover from *n* problems** in the center-top of the window.

   The Recovery Guru dialog box appears.

3. Select the first problem shown in the summary list, and then follow the instructions in the recovery procedure to correct the problem. Where necessary, use the replacement instructions to replace failed components. Repeat this step for each listed problem.

   Multiple problems within a storage array can be related. In this case, the order in which the problems are corrected can affect the outcome. Select and correct the problems in the order that they are listed in the summary list.

   Multiple failures for a power-supply canister are grouped and listed as one problem in the summary list. Multiple failures for a fan canister are also listed as one problem.

4. To make sure that the recovery procedure was successful, click **Recheck**.

   If you selected a problem for an asynchronous mirror group or a member of an asynchronous mirror group, click **Clear** first to clear the fault from the controller, and then click **Recheck** to remove the event from the Recovery Guru.

   If all of the problems have been corrected, the storage array icon eventually transitions from Needs Attention to Optimal. For some problems, a Fixing icon appears while an operation, such as reconstruction,

is in progress.

5. **Optional:** To save the Recovery Guru information to a file, click the **Save** icon.

   The file is saved in the Downloads folder for your browser with the name `recovery-guru-failure-yyyy-mm-dd-hh-mm-ss-mmm.html`.

6. To print the Recovery Guru information, click the **Print** icon.

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