



Adding a missing disk model

OnCommand Insight

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Adding a missing disk model

If acquisition fails due to an unknown disk model, you can add the missing disk model to the `new_disk_models.txt` file and run acquisition again.

About this task

As part of a poll of a storage device by OnCommand Insight acquisition, the disk models on the storage device are read. If a vendor has added new disk models to their array that Insight doesn't know about, or if there is a mismatch between the model number Insight looks for and the one returned by the storage device, acquisition of that data source will fail with an error. In order to prevent these errors, it is necessary to update the disk model information known to Insight. New disk models are added to Insight with updates, patches and maintenance releases. However, you may decide to update this information manually instead of waiting for a patch or update.

Because OnCommand Insight reads the disk model file every five minutes, any new data model information you enter is updated automatically. You do not need to restart the server for the changes to take effect, but you can opt to restart the server and any remote acquisition units (RAUs) to have the changes take effect before the next update.

Disk model updates are added to the `new_disk_models.txt` file located in the `<SANScreenInstallDir>\wildfly\standalone\deployments\datasources.war` directory. Understand the information needed to describe your new disk model before updating the `new_disk_models.txt` file. Inaccurate information in the file produces incorrect system data and could result in failed acquisition.

Follow these instructions to manually update Insight disk models:

Steps

1. Locate the proper information for your disk model.
2. Using a text editor, open the `new_disk_models.txt` file.
3. Add the required information for the new data source.
4. Save the file in the `<SANScreenInstallDir>\wildfly\standalone\deployments\datasources.war` directory on your server.
5. Back up the `new_disk_models.txt` file to a safe location. During any subsequent OnCommand Insight upgrade, this file will be overwritten. If your disk model information is not present in the upgraded file, you will need to re-enter it.

Locating required information for new disk model

To locate the disk model information, identify the vendor and model number and run an Internet search.

About this task

Locating disk model information is as simple as running an internet search. Be sure to note the vendor name

and disk model number before searching.

Steps

1. It is recommended to use an advanced internet search for the vendor, model, and document type “PDF” to find the vendor’s data sheet and/or installation guide for the drive. These data sheets are usually the best source for vendor disk information.
2. Vendor specifications do not always provide all of the necessary information based on the full model number. It is often useful to search for different parts of the model number string on the vendor’s site to locate all of the information.
3. Locate the disk vendor name, full model number, disk size and speed, and the interface type in order to define the new disk model in OnCommand Insight You can use the following table as a guide to help note this information as you find it:

For this field:	Which is:	Enter this:
Model number (aka Key)	Required	
Vendor	Required	
Disk speed (RPM)	Required	
Size (in GB)	Required	
Interface Type (select one)	Required	ATA, SATA, SATA2, SATA3, FC, SAS, FATA, SSD, OTHER
Seek time in ms	Optional	
Maximum transfer rate in MB/sec	Optional	
Interface transfer rate in MB/sec	Optional	
Link to vendor/model information	Optional but recommended	

4. Enter that information into the `new_disk_models.txt` file. See [Content of the new_disk_models.txt file](#) for format, order, and examples.

Content of the new_disk_models.txt file

The `new_disk_models.txt` file has required and optional fields. The fields are comma separated, so do not use commas *within* the fields.

All fields are required except for seek time, transfer rates and `additional_info`. If available, include the vendor/model website link in the `additional_info` field.

Using a text editor, enter the following information in this order, separated by commas, for each new disk model you wish to add:

1. **key**: use the model number (required)
2. **vendor**: name (required)
3. **model number**: full number (usually the same value as in "key") (required)
4. **rpm of the disk**: for example 10000 or 15000 (required)
5. **size**: capacity in GB (required)
6. **interface type**: ATA, SATA, FC, SAS, FATA, SSD, OTHER (required)
7. **seek time**: in ms (optional)
8. **potential transfer rate**: the potential transfer rate in MB/sec. Maximum transfer rate of the disk itself. (optional)
9. **interface transfer rate**: the rate to and from the host in MB/sec (optional).
10. **Additional Info**: Any additional information you want to capture. Best practice is to enter the link to the vendor page where the specs are found, for reference (optional)

For any optional fields left blank, be sure to include the comma.

Examples (each on one line with no spaces):

```
ST373405,Seagate,ST373405,10000,73,FC,5.3,64,160,http://www.seagate.com/staticfiles/support/disc/manuals/enterprise/cheetah/73(LP)/100109943e.pdf
```

```
SLR5B-M400SS,HITACHI,SLR5B-M400SS,1000000,400,SSD,,,,,
```

```
X477_THARX04TA07,TOSHIBA,X477_THARX04TA07,7200,4000,SATA,9.5,,,https://storage.toshiba.eu/export/sites/toshiba-sdd/media/products/datasheets/MG03ACAxxxY.pdf
```

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