



Configuring your ASUP processing

OnCommand Insight

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Configuring your ASUP processing

All NetApp products are equipped with automated capabilities to provide the best possible support for customers. The automated support (ASUP) periodically sends predefined and specific information to Customer Support. You can control the information to be forwarded to NetApp, and how often it is sent.

Before you begin

You must configure OnCommand Insight to forward data before any data is sent.

About this task

ASUP data is forwarded using the HTTPS protocol.

Steps

1. On the Insight toolbar, click **Admin**.
2. Click **Setup**.
3. Click the **ASUP & Proxy** tab.
4. In the **ASUP** section, select **Enable ASUP** to activate the ASUP facility.
5. If you want to change your corporate information, update the following fields:
 - **Company name**
 - **Site name**
 - **What to send**: Logs, configuration data, performance data
6. Click **Test Connection** to ensure that the connection that you specified works.
7. Click **Save**.
8. In the **Proxy** section, choose whether to **Enable Proxy**, and specify your proxy **host**, **port**, and **user** information.
9. Click **Test Connection** to ensure that the proxy that you specified works.
10. Click **Save**.

What's included in the Autosupport (ASUP) package

The Autosupport package contains the database backup as well as extended information.

The Autosupport package includes the following:

- Inventory data
- Performance data (if selected for inclusion in ASUP)
- Data sources and data source settings
- Integration packs

- Remote acquisition units
- ASUP/proxy settings
- Backup location settings
- Archive location settings
- Notification settings
- Users
- Performance policies
- Business entities and applications
- Device resolution rules and settings
- Dashboards and widgets
- Customized asset page dashboards and widgets
- Queries
- Annotations and annotation rules
- Logs
- Licenses
- Acquisition / data source status
- MySQL status
- System information

The Autosupport package does not include:

- Security tool settings / vault information (backed up via separate CLI process)
- Performance data (if not selected for inclusion in ASUP)



If you choose to include performance data in the ASUP, the most recent seven days of data is included. The remaining data will be in the archive if you have that feature enabled. Archive data is not included in ASUP.

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