



Issue resolution with ASUP

OnCommand Insight

NetApp

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Issue resolution with ASUP

You can send ASUP logs to technical support for assistance in troubleshooting. ASUP for Data Warehouse is configured to run automatically. In the Data Warehouse Portal, you can disable the automatic send process, choose to include a backup of the Data Warehouse database, or initiate a transmittal to ASUP.

The information in the logs is forwarded to technical support by using HTTPS protocol. No data is forwarded using ASUP unless you first configure it on the Insight Server.

Data Warehouse sends the logs to the OnCommand Insight Server that is the first connector listed in the Data Warehouse Portal Connectors page. The automatic process sends the following files:

- Data Warehouse logs, which includes the following:
 - boot.log (including backups)
 - dwh.log (including backups such as dwh.log.1)
 - dhw_troubleshoot.log
 - dwh_upgrade.log (including backups)
 - WildFly.log (including backups)
 - ldap.log (including backups)
 - SQL dump of the Data Warehouse management database
 - mysql: my.cnf, .err and slow query logs
 - full innodb status
- Cognos logs, which include the following:
 - cognos-logs.zip

Contains the Cognos log files from the <install>\cognos\c10_64\logs directory. It also contains the logs generated by Cognos as well as the OnCommand InsightAP.log file that contains all logging from users logging in to and out of OnCommand Insight reporting.

- DailyBackup.zip

Contains the backup of the reporting artifacts in the Public Folders. The contents of My Folders is not included in this.

- cognos_version_site_name_content_store.zip

Contains a full backup of the Cognos Content Store.

You can generate a troubleshooting report manually. The Troubleshooting Report .zip file contains the following Data Warehouse information:

- boot.log (including backups)
- dwh.log (including backups such as dwh.log.1)
- dwh_upgrade.log (including backups)
- wildfly.log (including backups)

- ldap.log (including backups)
- dump files in c:\Program Files\SANscreen\wildfly\standalone\log\dwh\
- SQL dump of the Data Warehouse management database
- mysql: my.cnf, .err and slow query logs
- full innodb status



ASUP does not automatically send a backup of the OnCommand Insight database to technical support.

Disabling automatic ASUP transmissions

All NetApp products are equipped with automated capabilities to provide the best possible support to troubleshoot issues that occur in your environment. ASUP periodically sends predefined, specific, information to Customer Support. By default, ASUP is enabled for Data Warehouse; however, you can disable it if you no longer want the information sent.

Steps

1. From the navigation pane on the left, click **Troubleshooting**.
2. Click **Disable** to prevent ASUP from sending a daily report.

A message displays saying ASUP is disabled.

Including a backup of the Data Warehouse database

By default, ASUP sends only the Data Warehouse log files to technical support for assistance in troubleshooting; however, you can also choose to include a backup of the Data Warehouse database and select the type of data that is sent.

Steps

1. Log in to the Data Warehouse portal at <https://hostname/dwh>, where hostname is the name of the system where OnCommand Insight Data Warehouse is installed.
2. From the navigation pane on the left, click **Troubleshooting**.
3. To specify that ASUP should include a backup of the Data Warehouse database, click the **Include DWH Database Backup** list and select one of the following options for the type of data that the backup should include:
 - All (including Performance)
 - All Except Performance
 - Inventory Only
4. Click **Update**.

Sending Insight logs to ASUP

You can send ASUP logs to technical support for assistance in troubleshooting. ASUP for Data Warehouse is configured to run automatically. In the Data Warehouse portal, you can disable the automatic send process, choose to include a backup of the Data Warehouse database, or initiate a transmittal to ASUP. When you request an ASUP report, the report request appears as a job in the Data Warehouse portal Jobs page.

About this task

The job is managed by the job queue similar to the processing of other jobs. If an ASUP job is in a Pending or Running state already, an error message appears indicating that the ASUP report request cannot be added to the job request, because the job queue contains pending or running requests.

Steps

1. Log in to the Data Warehouse portal at `https://hostname/dwh`, where `hostname` is the name of the system where OnCommand Insight Data Warehouse is installed.
2. From the navigation pane on the left, click **Troubleshooting**.
3. In the **OnCommand Insight ASUP** section of the **Troubleshooting** page, click **Download DWH Troubleshooting Report** to retrieve the troubleshooting report.
4. To send the report to the OnCommand Insight Server listed as the first connector in the Data Warehouse Portal **Connectors** page, click **Send Now**.

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