Preparing a special troubleshooting report

OnCommand Insight

NetApp
March 08, 2024

This PDF was generated from https://docs.netapp.com/us-en/oncommand-insight/config-admin/manually-backing-up-the-oci-database.html on March 08, 2024. Always check docs.netapp.com for the latest.

Table of Contents

Preparing a special troubleshooting report 1
Manually backing up the OnCommand Insight database 1
Bundling logs for Support 1
Sending information to NetApp Support 1
Scrubbing data for transfer to support 2

Preparing a special troubleshooting report

Insight sends information to NetApp Customer Support automatically through the ASUP system you set up after installing the software. However, you might want to create a troubleshooting report and open a case with the Support team for a specific problem.

You can use tools in Insight to perform a manual Insight backup, bundle the logs, and send that information to NetApp Customer Support.

Manually backing up the OnCommand Insight database

If you enabled weekly backups for the OnCommand Insight database, you are automatically generating copies that you can use to restore the database, if necessary. If you need to create a backup before a restore operation, or to send to NetApp technical support for assistance, you can create a backup `.zip` file manually.

Steps

1. On the Insight toolbar, click **Admin**.
2. Click **Troubleshooting**.
3. In the Send/Collect data section, click **Backup**.
4. Click **Save File**.
5. Click **OK**.

Bundling logs for Support

When troubleshooting a problem with Insight software, you can quickly generate a zip file (using the "gz" format) of the logs and acquisition recordings to send to NetApp Customer Support.

Steps

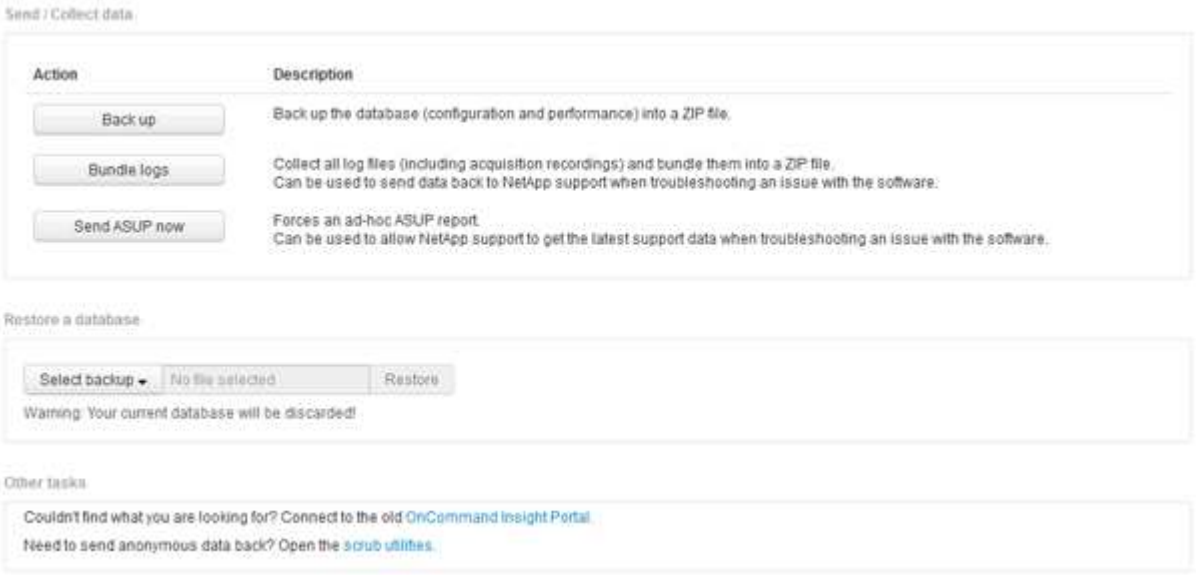
1. On the Insight toolbar, click **Admin**.
2. Click **Troubleshooting**.
3. In the Send / Collect data section, click **Bundle logs**.
4. Click **Save File**.
5. Click **OK**.

Sending information to NetApp Support

The NetApp automated support (ASUP) facility sends troubleshooting information directly to the NetApp Customer Support team. You can force a special report to be sent.

Steps

1. On the Insight toolbar, click **Admin**.
2. Click **Setup**.
3. Click the **Backup/ASUP** tab.
4. In the Send/Collect data area, click **Send ASUP now** to submit your logs, recordings, and backup to NetApp Support.



Scrubbing data for transfer to support

Customers who have secure environments need to communicate with NetApp Customer Service to troubleshoot problems that arise without compromising their database information. The OnCommand Insight Scrub utilities allow you set up a comprehensive dictionary of keywords and patterns so that you can "cleanse" sensitive data and send scrubbed files to Customer Support.

Steps

1. In the web UI, click **Admin** and select **Troubleshooting**.
2. At the bottom of the page in the Other tasks area, click the **Scrub utilities** link.

   There are several scrub sections: Lookup in Dictionary, Scrub data, and Build dictionary, Custom keywords, and Regular expressions.

3. a. In the**Lookup in dictionary** section, Enter a code to display the value it replaces, or enter a value to see the code that replaces it. Note: before you can do a lookup, you must **Build** the dictionary to identify values to scrub from the support data.
4. To add your own keywords to scrub from the support data, in the **Custom keywords** section, click **Actions › Add custom keyword**. Enter a keyword and click **Save**. The keyword is added to the dictionary.
5. Expand **Patterns (regexp)**. Click **Add** to get the dialog box for entering a new pattern.
6. To use a regular expression to to identify words or phrases to scrub, enter a pattern or patterns in the

Regular expressions section. Click **Actions › Add regular expression**, enter a Name for the pattern and the Regular expression in the fields and click **Save**. The information has been added to the dictionary.

Patterns must be encompassed by round parentheses to identify a regular expression capturing group.

7. In the**Build dictionary** section, click **Build** to initiate compilation of the dictionary of all words identified as sensitive from the OnCommand Insight database.

   On completion, you see a prompt informing you the revised dictionary is available. The Database description includes a line indicating how many keywords are in the dictionary. Check your keywords in the dictionary for accuracy. If you find problems and want to rebuild the dictionary, click **Reset** on the Database block to remove all keywords collected from the OnCommand Insight database from the dictionary. As the prompt advises, no other keywords will be deleted. Return to the Scrub utilities and enter your Custom Keywords again.

8. After you create a Scrub dictionary, you can use it to scrub a log, XML, or other text file to make the data anonymous.
9. To scrub a log, XML, or other text file, in the **Scrub data** section, Browse to locate the file and click **Scrub file**.

Copyright information

Copyright © 2024 NetApp, Inc. All Rights Reserved. Printed in the U.S. No part of this document covered by copyright may be reproduced in any form or by any means—graphic, electronic, or mechanical, including photocopying, recording, taping, or storage in an electronic retrieval system—without prior written permission of the copyright owner.

Software derived from copyrighted NetApp material is subject to the following license and disclaimer:

THIS SOFTWARE IS PROVIDED BY NETAPP “AS IS” AND WITHOUT ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE HEREBY DISCLAIMED. IN NO EVENT SHALL NETAPP BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

NetApp reserves the right to change any products described herein at any time, and without notice. NetApp assumes no responsibility or liability arising from the use of products described herein, except as expressly agreed to in writing by NetApp. The use or purchase of this product does not convey a license under any patent rights, trademark rights, or any other intellectual property rights of NetApp.

The product described in this manual may be protected by one or more U.S. patents, foreign patents, or pending applications.

LIMITED RIGHTS LEGEND: Use, duplication, or disclosure by the government is subject to restrictions as set forth in subparagraph (b)(3) of the Rights in Technical Data -Noncommercial Items at DFARS 252.227-7013 (FEB 2014) and FAR 52.227-19 (DEC 2007).

Data contained herein pertains to a commercial product and/or commercial service (as defined in FAR 2.101) and is proprietary to NetApp, Inc. All NetApp technical data and computer software provided under this Agreement is commercial in nature and developed solely at private expense. The U.S. Government has a non-exclusive, non-transferrable, nonsublicensable, worldwide, limited irrevocable license to use the Data only in connection with and in support of the U.S. Government contract under which the Data was delivered. Except as provided herein, the Data may not be used, disclosed, reproduced, modified, performed, or displayed without the prior written approval of NetApp, Inc. United States Government license rights for the Department of Defense are limited to those rights identified in DFARS clause 252.227-7015(b) (FEB 2014).

Trademark information

NETAPP, the NETAPP logo, and the marks listed at http://www.netapp.com/TM are trademarks of NetApp, Inc. Other company and product names may be trademarks of their respective owners.