



# **Preparing a special troubleshooting report**

## OnCommand Insight

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# 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.

The screenshot shows the 'Send / Collect data' section with three buttons: 'Backup' (description: 'Backup the database (configuration and performance) into a ZIP file.'), 'Bundle logs' (description: 'Collect all log files (including acquisition recordings) and bundle them into a ZIP file. Can be used to send data back to NetApp support when troubleshooting an issue with the software.'), and 'Send ASUP now' (description: 'Forces an ad-hoc ASUP report. Can be used to allow NetApp support to get the latest support data when troubleshooting an issue with the software.'). Below this is the 'Restore a database' section with a 'Select backup' dropdown (set to 'No file selected'), a 'Restore' button, and a warning message: 'Warning: Your current database will be discarded!'. At the bottom is the 'Other tasks' section with links: 'Couldn't find what you are looking for? Connect to the old OnCommand Insight Portal' and 'Need to send anonymous data back? Open the [scrub utilities](#)'.

## 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 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**.

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