



Troubleshooting installations

OnCommand Insight

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Table of Contents

Troubleshooting installations	1
Missing licenses	1
Submitting an online technical support request	1

Troubleshooting installations

OnCommand Insight installations are generally managed through the installation wizards. However, customers might experience problems during upgrades or with conflicts due to computer environments.

You should also be certain that you install all of the necessary OnCommand Insight licenses for installing the software.

Missing licenses

Different licenses are required for different OnCommand Insight functionality. What you see displayed in OnCommand Insight is controlled by your installed licenses. Refer to the OnCommand Insight licenses section for information on functionality controlled by each license.

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Submitting an online technical support request

If you have problems with the Insight installation, as a registered support customer, you can submit an online technical support request.

Before you begin

Using your corporate email address, you must register as a support customer to obtain online support services. Registration is performed through the support site (<http://support.netapp.com>).

About this task

To assist customer support in solving the installation problem, you should gather as much information as possible, including these items:

- Insight serial number
- Description of the problem
- All Insight log files
- Screen capture of any error messages

Steps

1. Create a .zip file of the information you gathered to create a troubleshooting package.
2. Log in to the support site at mysupport.netapp.com and select **Technical Assistance**.
3. Click **Open a Case**.
4. Follow the instructions to your package of data.

After you finish

You can use **Check Case Status** on the Technical Assistance page to follow your request.

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