



Troubleshooting installations

OnCommand Insight

NetApp
June 10, 2024

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.

Refer to the OnCommand Insight licenses section for information on functionality controlled by each license.

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.

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.