Troubleshooting setup issues

OnCommand Insight

NetApp
October 24, 2024

This PDF was generated from https://docs.netapp.com/us-en/oncommand-insight/dwh/forcing-an-update-of-annotations-for-data-warehouse.html on October 24, 2024. Always check docs.netapp.com for the latest.

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Troubleshooting setup issues

There are several common issues with annotations, builds, and reports that you may face during setup. You can troubleshoot these issues by following the steps outlined.

Why I cannot see my annotations

If you cannot see annotations in Data Warehouse, you might need to force an update of annotations and then initiate a Data Warehouse build.

Missing annotations affect the way data is imported into Data Warehouse and is displayed in the reports. For example, if the annotation “Tier” is not available, you will not be able to group storage systems by tier in Data Warehouse reports.

Forcing an update of annotations for Data Warehouse

You can initiate an update of annotations from OnCommand Insight to Data Warehouse.

About this task

You can update annotations using one of two options:

- Including deleted objects: This includes data about devices that no longer exist such as hosts, storage arrays, or switches that were removed. This is needed if you want to build Data Warehouse data with historical data points.
- Not including deleted objects: Choose this option if you want to exclude deleted objects.

Steps

1. Log in to the OnCommand Insight Portal as administrator `https://hostname`, where `hostname` is the name of the system where OnCommand Insight is installed.
2. Click on **Admin** > **Troubleshooting**. At the bottom of the page, click on **Advanced Troubleshooting**.
3. In the **Actions** tab, click **Update DWH Annotations (include deleted)**.

Generating a manual Data Warehouse build

After forcing an annotations update (running transient data) in OnCommand Insight, you need to initiate a Data Warehouse build. You can wait until the next scheduled build or initiate a build now.

Steps

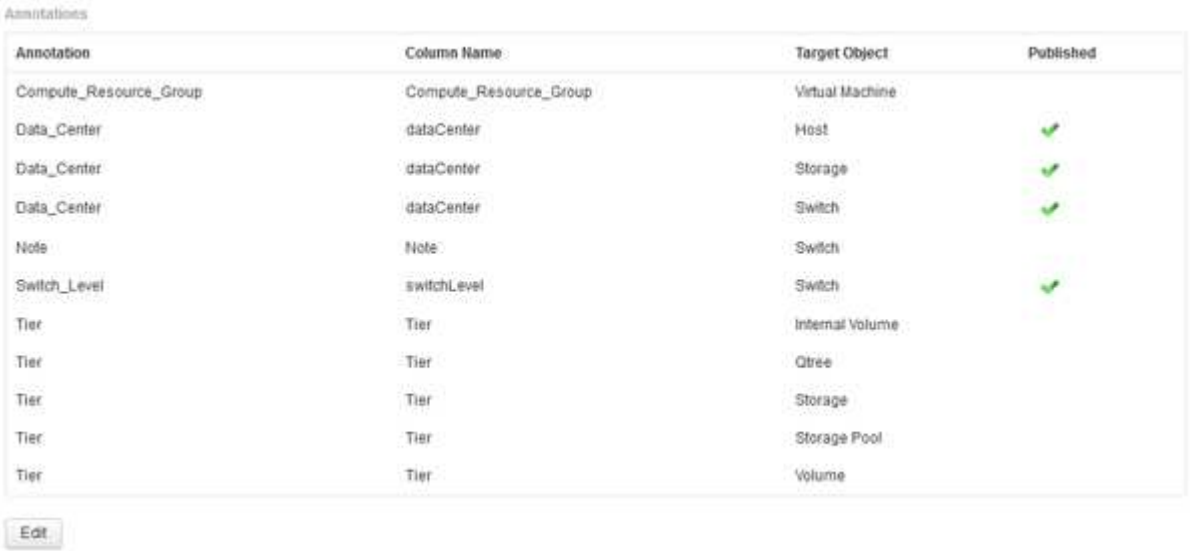
1. Log in as an administrator to the Data Warehouse Portal at `https://hostname/dwh`, where `hostname` is the name of the system where OnCommand Insight Data Warehouse is installed.
2. From the navigation pane on the left, click **Schedule**.
3. Click **Build now**.

Importing user-defined annotations into Data Warehouse

After forcing an annotation update in OnCommand Insight, you need to select the annotations you want in Data Warehouse and initiate a Data Warehouse build. You can wait until the next scheduled build or initiate a build now.

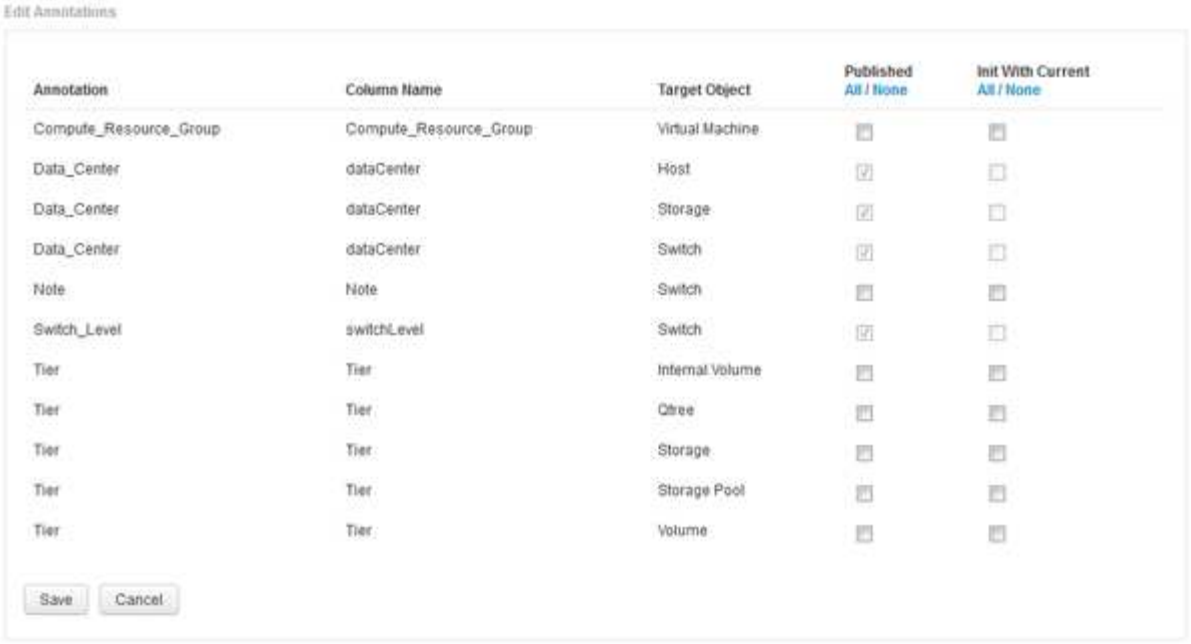
Steps

1. Log in as an administrator 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 **Annotations**.



   The list displays a row for every annotation type and a target object to which the annotation can be assigned. A check mark in the Published column indicates that the annotation was already selected for the particular target object and is already available through the Data Warehouse data marts.

3. Click **Edit** to edit how annotations will be imported from OnCommand Insight.



4. To edit the annotation process, do the following:
   - Select **Published** to add annotations retrieved from OnCommand Insight into the Data Warehouse database. Click **All** to select all annotations on all objects. Click **None** to ensure that all options are not selected.

     Uncheck this option to remove the annotation column from the specific object's inventory table and associated data marts. If any custom-designed reports use annotation data, the reports do not run successfully.

   - Check **Init with Current** to initialize historical data in Data Warehouse dimension tables with the current annotation value. Click **All** to select all annotations on all objects. Click **None** to ensure that all options are not selected. This check box is disabled after an annotation is published; the check box is enabled for annotations that are not published. For example, if a host is annotated with annotation type "floor" and gets the value "1", and there are 3 rows for that host in the host_dimension table, then selecting **Init with Current** associates the value "1" in the "floor" column for all 3 rows in the host_dimension table. If **Init with Current** is not selected, then only the latest row for that host will have the value "1" in the floor column.
5. Click **Save**.

   A warning message appears indicating that this will cause changes to the structure of the data or data loss, if you are removing annotations.

6. To continue, click **Yes**.

   Data Warehouse initiates an asynchronous annotations job that applies the requested changes. You can see the job in the Jobs page. You can also see the changes in the Data Warehouse database schema.

What to do with failing historical build points

You can build from history, omitting any failed builds by enabling the **Skip history build failures** option.

If you do this, the build from history continues. If a build fails and this option is enabled, Data Warehouse continues building and ignores any failed builds. In such cases, there is no data point in the historical data for any skipped builds. If you do not enable this option and the build fails, all subsequent jobs are aborted.

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