



## **Monitor and report**

### SnapCenter Plug-in for VMware vSphere

NetApp  
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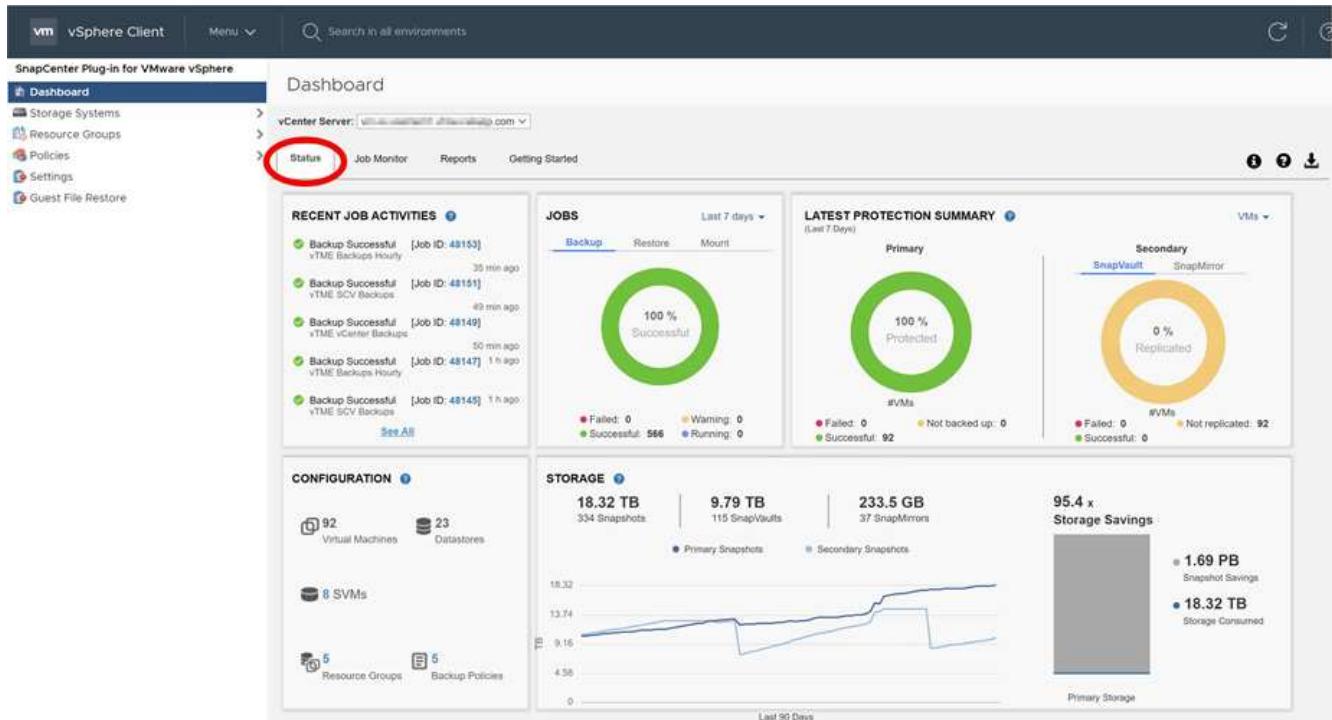
# Monitor and report

## View status information

You can view status information on the vSphere web client Dashboard. Status information is updated once an hour.

### Steps

1. In the left Navigator pane of the vSphere web client, click **Dashboard**, select a vCenter Server, and then click the **Status** tab.



2. View overview status information or click a link for more details, as listed in the following table.

This dashboard tile...	Displays the following information...
Recent job activities	<p>The three to five most recent backup, restore, and mount jobs.</p> <ul style="list-style-type: none"><li>Click on a job ID to see more details about that job.</li><li>Click <b>See all</b> to go to the Job Monitor tab for more details on all jobs.</li></ul>
Jobs	<p>A count of each job type (backup, restore, and mount) performed within the selected time window. Hover the cursor over a section of the chart to see more details for that category.</p>

This dashboard tile...	Displays the following information...
Latest Protection Summary	<p>Summaries of the data protection status of primary and secondary VMs or datastores within the selected time window.</p> <ul style="list-style-type: none"> <li>Click the drop-down menu to select <b>VMs</b> or <b>Datastores</b>.</li> <li>For secondary storage, select <b>SnapVault</b> or <b>SnapMirror</b>.</li> <li>Hover the cursor over a section of a chart to see the count of VMs or Datastores in that category. In the Successful category, the most recent backup is listed for each resource.</li> <li>You can change the time window by editing the configuration file. The default is 7 days. For more information, see <a href="#">Customize your configuration</a>.</li> <li>Internal counters are updated after each primary or secondary backup. The dashboard tile is refreshed every six hours. The refresh time cannot be changed.</li> </ul> <p>Note: If you use a mirror-vault protection policy, then the counters for the protection summary are displayed in the SnapVault summary chart, not in the SnapMirror chart.</p>
Configuration	The total number of each type of object managed by the SnapCenter Plug-in for VMware vSphere.
Storage	<p>The total number of Snapshot copies, SnapVault, and SnapMirror Snapshot copies, generated and the amount of storage used for primary and secondary Snapshot copies. The line graph separately plots primary and secondary storage consumption on a day-by-day basis over a rolling 90-day period. Storage information is updated once every 24 hours at 1:08 A.M.</p> <p>Storage Savings is the ratio of logical capacity (Snapshot copy savings plus storage consumed) to the physical capacity of primary storage. The bar chart illustrates the storage savings.</p> <p>Hover the cursor over a line on the chart to see detailed day-by-day results.</p>

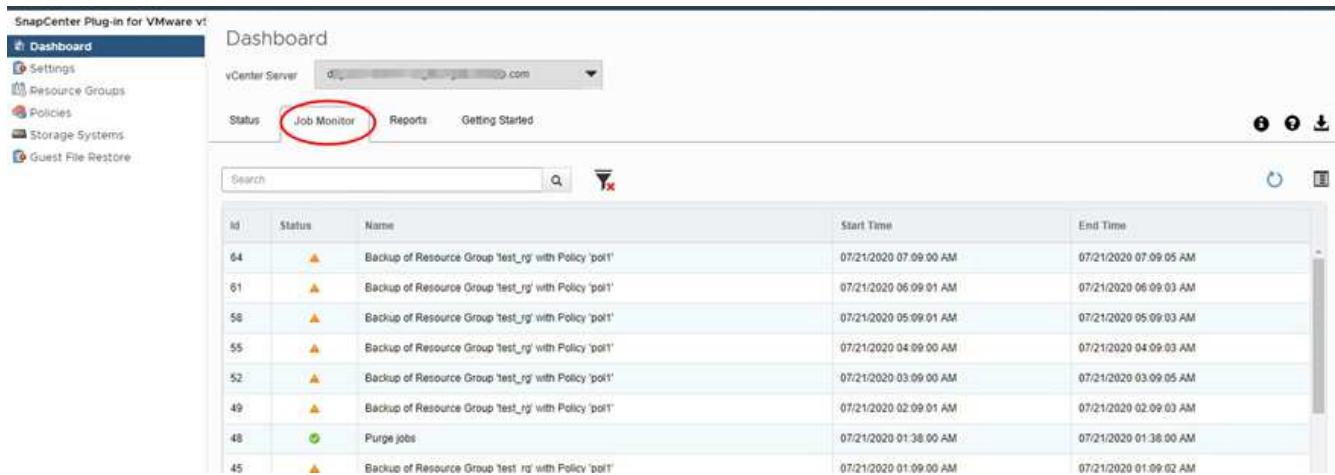
## Monitor jobs

After performing any data protection operation using the VMware vSphere web client, you

can monitor the job status from the Job Monitor tab in the Dashboard and view job details.

## Steps

1. In the left Navigator pane of the vSphere web client, click **Dashboard**, select a vCenter Server, and then click the **Job Monitor** tab.



ID	Status	Name	Start Time	End Time
64	▲	Backup of Resource Group 'test_rg' with Policy 'pol1'	07/21/2020 07:09:00 AM	07/21/2020 07:09:05 AM
61	▲	Backup of Resource Group 'test_rg' with Policy 'pol1'	07/21/2020 06:09:01 AM	07/21/2020 06:09:03 AM
58	▲	Backup of Resource Group 'test_rg' with Policy 'pol1'	07/21/2020 05:09:01 AM	07/21/2020 05:09:03 AM
55	▲	Backup of Resource Group 'test_rg' with Policy 'pol1'	07/21/2020 04:09:00 AM	07/21/2020 04:09:03 AM
52	▲	Backup of Resource Group 'test_rg' with Policy 'pol1'	07/21/2020 03:09:00 AM	07/21/2020 03:09:05 AM
49	▲	Backup of Resource Group 'test_rg' with Policy 'pol1'	07/21/2020 02:09:01 AM	07/21/2020 02:09:03 AM
48	●	Purge jobs	07/21/2020 01:38:00 AM	07/21/2020 01:38:00 AM
45	▲	Backup of Resource Group 'test_rg' with Policy 'pol1'	07/21/2020 01:09:00 AM	07/21/2020 01:09:02 AM

The Job Monitor tab lists each job and its status, start time, and end time. If the job names are long, you might need to scroll to the right to view the start and end times. The display is refreshed every 30 seconds.

- Click the  refresh icon in the toolbar to refresh the display on-demand.
- Click the  filter icon to select the time range, type, tag, and status of jobs you want displayed. The filter is case sensitive.
- Click the  refresh icon in the Job Details window to refresh the display while the job is running.

If the Dashboard does not display job information, see the [KB article: SnapCenter vSphere web client dashboard does not display jobs](#).

## Download job logs

You can download the job logs from the Job Monitor tab on the Dashboard of the SnapCenter VMware vSphere web client.

If you encounter unexpected behavior while using the VMware vSphere web client, you can use the log files to identify the cause and resolve the problem.

 The default value for retaining job logs is 30 days; the default value for retaining jobs is 90 days. Job logs and jobs that are older than the configured retention are purged every six hours. You can use the Configuration `jobs/cleanup` REST APIs to modify how long jobs and job logs are retained. You cannot modify the purge schedule.

## Steps

1. In the left Navigator pane of the vSphere web client, click **Dashboard**, select a vCenter Server, and then click the **Job Monitor** tab.

The screenshot shows the 'Job Monitor' tab selected in the top navigation bar. The main content area displays a table of jobs with columns for Id, Status, Name, Start Time, and End Time. The table lists several backup jobs for a resource group named 'test\_rg' using policy 'pol1'. The last job listed is a 'Purge job'. The top right corner of the dashboard has a red circle around a download icon (a downward arrow inside a square).

ID	Status	Name	Start Time	End Time
64	▲	Backup of Resource Group 'test_rg' with Policy 'pol1'	07/21/2020 07:09:00 AM	07/21/2020 07:09:05 AM
61	▲	Backup of Resource Group 'test_rg' with Policy 'pol1'	07/21/2020 06:09:01 AM	07/21/2020 06:09:03 AM
58	▲	Backup of Resource Group 'test_rg' with Policy 'pol1'	07/21/2020 05:09:01 AM	07/21/2020 05:09:03 AM
55	▲	Backup of Resource Group 'test_rg' with Policy 'pol1'	07/21/2020 04:09:00 AM	07/21/2020 04:09:03 AM
52	▲	Backup of Resource Group 'test_rg' with Policy 'pol1'	07/21/2020 03:09:00 AM	07/21/2020 03:09:05 AM
49	▲	Backup of Resource Group 'test_rg' with Policy 'pol1'	07/21/2020 02:09:01 AM	07/21/2020 02:09:03 AM
48	●	Purge job	07/21/2020 01:38:00 AM	07/21/2020 01:38:00 AM
45	▲	Backup of Resource Group 'test_rg' with Policy 'pol1'	07/21/2020 01:09:00 AM	07/21/2020 01:09:02 AM

2. Click the  download icon in the Job Monitor title bar.

You might need to scroll to the right to see the icon.

You can also double-click a job to access the Job Details window and then click **Download Job Logs**.

## Result

Job logs are located on the Linux VM host where the SnapCenter VMware plug-in is deployed. The default job log location is `/var/log/netapp`.

If you tried to download job logs but the log file named in the error message has been deleted, you might encounter the following error: `HTTP ERROR 500 Problem accessing /export-scv-logs`. To correct this error, check the file access status and permissions for the file named in the error message and correct the access problem.

## Access reports

You can request reports for one or more jobs from the dashboard.

The Reports tab contains information on the jobs that are selected on the Jobs page in the Dashboard. If no jobs are selected, the Reports tab is blank.

### Steps

- In the left Navigator pane of the vSphere web client, click **Dashboard**, select a vCenter Server, and then click the **Reports** tab.
- For Backup Reports, you can do the following:
  - Modify the report

Click the  filter icon to modify the time range, job status type, resource groups, and policies to be included in the report.

- Generate a detailed report

Double-click any job to generate a detailed report for that job.

- Optional: On the Reports tab, click **Download** and select the format (HTML or CSV).

You can also click the  download icon to download plug-in logs.

## Types of reports from the VMware vSphere Web Client

The VMware vSphere web client for SnapCenter provides customizable report options that provide you with details about your data protection jobs and plug-in resource status. You can generate reports for primary protection only.



Backup schedules are executed in the time zone in which the SnapCenter VMware plug-in is deployed. vCenter reports data in the time zone in which the vCenter is located. Therefore, if the SnapCenter VMware plug-in and the vCenter are in different time zones, data in the VMware vSphere web client Dashboard might not be the same as the data in the reports.

The Dashboard displays information on migrated backups only after backups post-migration are performed.

Report type	Description
Backup Report	<p>Displays overview data about backup jobs. Click a section/status on the graph to see a list of jobs with that status on the <b>Reports</b> tab.</p> <p>For each job, the report lists the job ID, corresponding resource group, backup policy, start time and duration, status, and job details which includes the job name (Snapshot copy name) if the job completed, and any warning or error messages.</p> <p>You can download the Report table in HTML or CSV format. You can also download the Job Monitor job logs for all the jobs (not just the jobs in the report). Deleted backups are not included in the report.</p>
Mount Report	<p>Displays overview data about mount jobs. Click a section/status on the graph to see a list of jobs with that status on the <b>Reports</b> tab.</p> <p>For each job, the report lists the job ID, job status, job name, and job start and end times. The job name includes the Snapshot copy name.</p> <p>For example: Mount Backup &lt;snapshot-copy-name&gt;</p> <p>You can download the Report table in HTML or CSV format.</p> <p>You can also download the Job Monitor job logs for all the jobs (not just the jobs in the report).</p>

Report type	Description
Restore Report	<p>Displays overview status information about restore jobs. Click a section/status on the graph to see a list of jobs with that status on the Reports tab.</p> <p>For each job, the report lists the job ID, job status, job name, and job start and end times. The job name includes the Snapshot copy name. For example: Restore Backup &lt;snapshot-copy-name&gt;</p> <p>You can download the Report table in HTML or CSV format. You can also download the Job Monitor job logs for all the jobs (not just the jobs in the report).</p>
Last Protection Status of VMs or Datastores Report	<p>Displays overview information about the protection status, during the configured number of days, for VMs and datastores managed by the SnapCenter VMware plug-in. The default is 7 days. To modify the value in the properties file, see <a href="#">Modify configuration default values</a>.</p> <p>Click a section/status on the primary protection chart to see a list of VMs or datastores with that status on the <b>Reports</b> tab.</p> <p>The VM or Datastores Protection Status Report for protected VMs and datastores displays the names of VMs or datastores that have been backed up during the configured number of days, the latest Snapshot copy name, and the start and end times for the latest backup run.</p> <p>The VM or Datastores Protection Status Report for unprotected VMs or datastores displays the names of VMs or datastores that do not have any successful backups during the configured number of days.</p> <p>You can download the Report table in HTML or CSV format. You can also download the Job Monitor job logs for all the jobs (not just the jobs in the report). This report is refreshed every hour when the plug-in cache is refreshed. Therefore, the report might not display VMs or datastores that were recently backed up.</p>

## Generate a support bundle from the SnapCenter Plug-in for VMware vSphere GUI

### Before you begin

To log on to the SnapCenter Plug-in for VMware vSphere management GUI, you must know the IP address and the log in credentials.

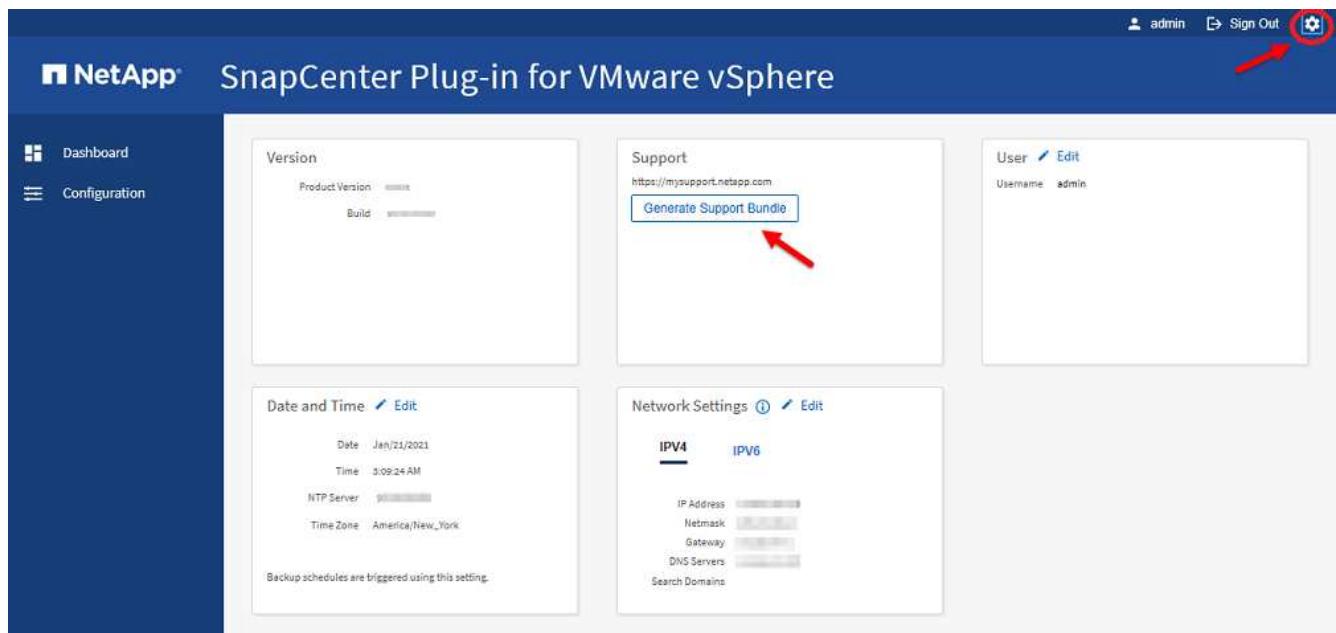
- The IP address was displayed when the SnapCenter VMware plug-in was deployed.
- Use the log in credentials provided during the deployment of the SnapCenter VMware plug-in or as later modified.

## Steps

1. Log in to the SnapCenter Plug-in for VMware vSphere GUI.

Use the format <https://<OVA-IP-address>:8080>.

2. Click the Settings icon in the top toolbar.



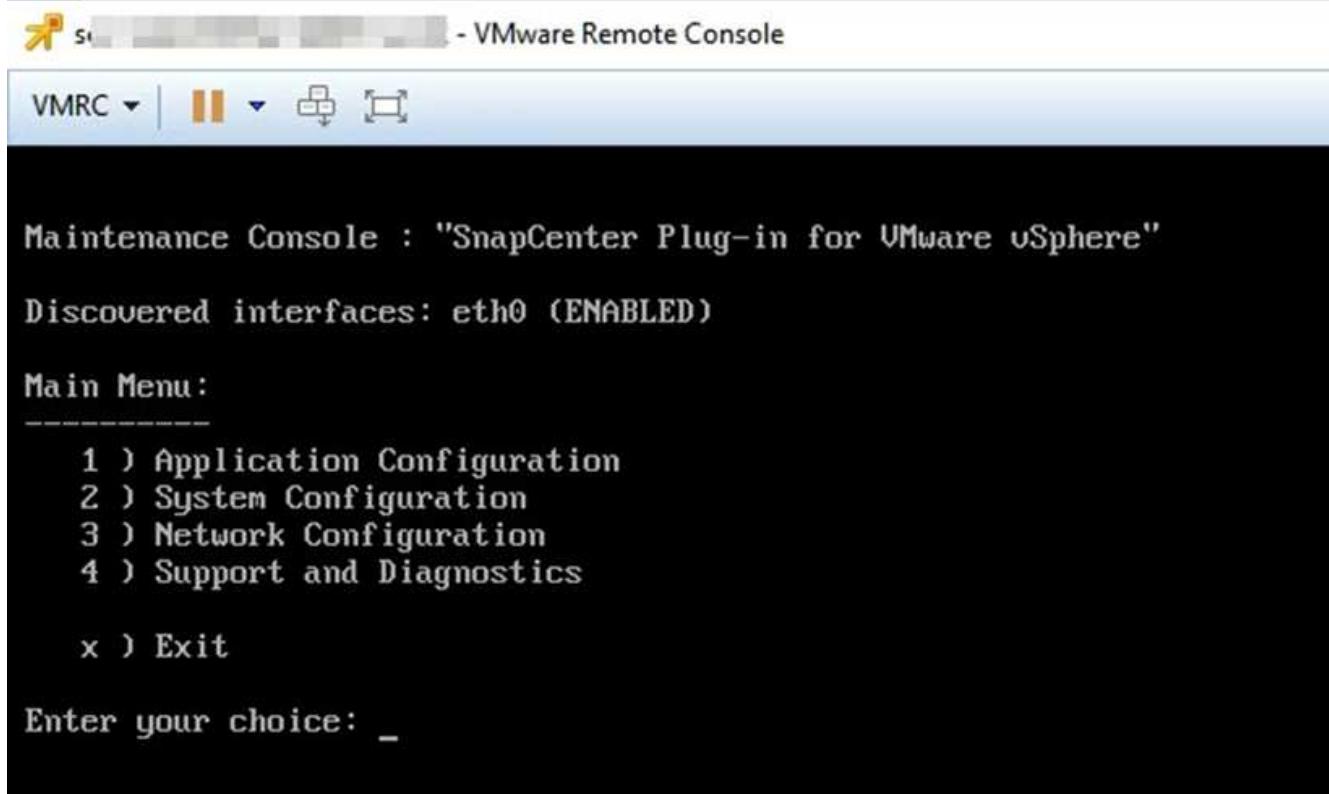
3. On the **Settings** page, in the **Support** section, click **Generate Support Bundle**.
4. After the support bundle is generated, click the link that is provided to download the bundle to NetApp.

## Generate a support bundle from the maintenance console

### Steps

1. From the VMware vSphere web client, select the VM where the SnapCenter VMware plug-in is located.
2. Right-click the VM, then on the **Summary** tab of the virtual appliance click **Launch Remote Console** or **Launch Web Console** to open a maintenance console window, and then log on.

For information on accessing and logging on to the maintenance console, see [Access the Maintenance Console](#).



```
Maintenance Console : "SnapCenter Plug-in for VMware vSphere"
Discovered interfaces: eth0 (ENABLED)

Main Menu:
-----
1 ) Application Configuration
2 ) System Configuration
3 ) Network Configuration
4 ) Support and Diagnostics

x ) Exit

Enter your choice: _
```

3. From the Main Menu, enter option **4) Support and Diagnostics**.
4. From the Support and Diagnostics Menu, enter option **1) Generate support bundle**.

To access the support bundle, on the Support and Diagnostics Menu enter option **2) Access Diagnostic Shell**. In the console, navigate to `/support/support/<bundle_name>.tar.gz`.

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