



## **Data collection utility**

### **Snapdrive for Unix**

NetApp  
June 20, 2025

This PDF was generated from [https://docs.netapp.com/us-en/snapdrive-unix/aix/concept\\_about\\_the\\_data\\_collection\\_utility.html](https://docs.netapp.com/us-en/snapdrive-unix/aix/concept_about_the_data_collection_utility.html) on June 20, 2025. Always check [docs.netapp.com](https://docs.netapp.com) for the latest.

# Table of Contents

- Data collection utility . . . . . 1
  - About the data collection utility . . . . . 1
  - Tasks performed by snapdrive.dc . . . . . 1
  - Executing the data collection utility . . . . . 2
  - Examples of using snapdrive.dc . . . . . 2

# Data collection utility

SnapDrive Data collection utility is a troubleshooting tool that gathers information to diagnose the problems.

SnapDrive for UNIX provides a data collection utility (`snapdrive.dc`) that collects diagnostic information about SnapDrive for UNIX, SnapDrive configuration checker, and your system setup.

## About the data collection utility

SnapDrive for UNIX provides a data collection utility (`snapdrive.dc`) that collects diagnostic information about SnapDrive for UNIX, SnapDrive configuration checker, and your system setup.

It does this by running NetApp diagnostic utilities and copying SnapDrive for UNIX log files to a special directory. Then it creates a compressed file containing this information that you can send to NetApp technical support for analysis.

In SnapDrive 5.0 for UNIX, the `-dump` and `-dumpall` options are implemented. The `-dump` option collects the first log of the SnapDrive command, and the `-dumpall` option collects all the logs of the SnapDrive command. When you perform the SnapDrive operations using the `-dump` or `-dumpall` option, `snapdrive.dc` is generated and lists the compressed file location. The tar file collects all the log information of the SnapDrive commands, you can untar, and retrieve the file from the respective location.

The `-dump` or `-dumpall` option is implemented for SnapDrive commands such as `snapdrive storage show`, `snapdrive storage create`, `snapdrive storage delete`, `snapdrive snap create`, `snapdrive snap connect`, `snapdrive snap disconnect`, `snapdrive snap restore`, `snapdrive clone split estimate`, and `snapdrive clone split start` operations.



It does not copy the file containing login information for the storage systems. It also does not make any configuration changes.

## Tasks performed by `snapdrive.dc`

The data collection utility runs the NetApp diagnostic utilities, copies SnapDrive for UNIX log files, and creates a compressed file that is used for analysis.

The `snapdrive.dc` utility performs the following tasks:

- Runs the `host_info` and `filer_info` utilities to collect information about the host and the storage systems connected to the host, and saves this information in a compressed file. The `host_info` utility and `filer_info` utility comes along with SnapDrive for UNIX installation package.

For example, on AIX, it is the `aix_info` utility.

- Creates a directory called `/tmp/netapp/ntap_snapdrive_name`. The tool places copies of the following files in the directory:
  - SnapDrive for UNIX version, as indicated by running the `snapdrive version` command

- The `snapdrive.conf` file
- The audit log files
- The trace log files
- The recovery log files
- The files created by the `host_info` utility
- Creates a compressed file of the directory contents and displays a message stating you send this file to NetApp technical support.

## Related information

[AIX Host Utilities 6.0 Installation and Setup Guide](#)

# Executing the data collection utility

You need to complete few steps to run the data collection utility.

Ensure that you are logged in as a root user.

## Steps

1. Change to the SnapDrive for UNIX diagnostic directory. The path is: `install_directory/diag`

`install_directory` is the SnapDrive for UNIX installation directory for your host operating system. This directory can vary depending on your host operating system.

2. At the command prompt, enter the following command:

```
snapdrive.dc [-d directory] [-n file_name] [-f]
```

`-d directory` specifies the location for the compressed file that this utility creates. The default location is `/tmp/netapp`.

`-n file_name` specifies a string to be included in the name for the directory and compressed output file. If you supply a value for this argument, the `snapdrive.dc` utility creates a directory called `ntap_snapdrive_name` and a file name called `ntap_snapdrive_name.tar.Z`. The default path name is `/tmp/netapp/ntap_snapdrive_info.tar.Z`

3. Send the `directory/ntap_snapdrive_name.tar.Z` file to NetApp technical support for analysis.

# Examples of using snapdrive.dc

This is an example of the data collection command.

This example uses the command-line options to specify a directory and a name for the resulting file.

```
# snapdrive.dc -d . -n mysystem
```

```
...
```

```
Compressed file is ./ntap_snapdrive_mysystem.tar.Z.
```

```
Please send this file to technical support for analysis.
```

## Copyright information

Copyright © 2025 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.