



Data collection utility

Snapdrive for Unix

NetApp
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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, onAIX, 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 toNetApp 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.
```

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