



PROFESSIONAL SERVICES TECH NOTE #029

Premium AutoSupport

The Concept

Premium AutoSupport is an AutoSupport visualization tool for FAS and V-Series systems available on the NOW website (part of the My NetApp Products submenu). Many of you may remember receiving Martini Reports which could only be created by a NetApp engineer. The Premium AutoSupport tool is the successor to the Martini Report and allows you to create reports anytime you want.

Examples

The Premium AutoSupport Tool displays the following types of information:

1. Performance – charts trending data for protocols, network, CPU and disk along a moveable timeline
2. Upgrade Advisor – launches the tool NetApp engineers use to plan an ONTAP upgrade
3. EMS Log Viewer - Displays warnings from the Event Monitoring Service. Useful for troubleshooting.
4. Visualizations – This is where the Martini Reports charts for disk, aggregate and volume usage lives.
5. Configurations – Select an AutoSupport to be a 'Golden Template' and then detect and monitor system changes that deviate from the baseline.
6. Raw AutoSupport Data – Breaks the raw AutoSupport message into understandable chunks
7. Health Check – A summary of serious error conditions, conditions which are outside the default settings or best practices, and notification of outdated firmware.

What It Means To You

The two greatest uses of the Premium AutoSupport tool is the ability to visualize statistical information and for trend analysis. Rather than replacing Operations Manager (aka DFM), it complements it by providing an alternative graphical depiction of system data. The amount of detail you see is based on the level of your support contract. SupportEdge Premium customers have access to the same views as NetApp employees and partners.

Update: Operations Manager/DFM 4.0 taps into Premium AutoSupport to provide these visualizations.

More Information

More information on what Premium AutoSupport and how to use it can be found on the NOW website:
https://now.netapp.com/NOW/knowledge/docs/olio/autosupport/prem_asup.shtml

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