OneCollect 1.0

Installation and Administration Guide

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NetApp®

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Overview of OneCollect

OneCollect is a data collection tool. This tool enables you to collect data from storage area network (SAN), network attached storage (NAS) environments. In addition, diagnostic content related to your environment can be either sent to NetApp for further analysis or analyzed on premises.

You can use OneCollect to collect data from storage systems, hosts, and switches. You can also extend the profiles available in the OneCollect tool to collect data from new types of systems. You can send the collected data back to NetApp for better support and assessment of operations, such as nondisruptive upgrades and data migration. OneCollect supports data collection through multiple data collection protocols. OneCollect posts the data that is collected to AutoSupport.

You can extend the behavior of OneCollect by using the following built-in plug-ins.

- ONTAP
- E-Series
- FlexPod
- MetroCluster
- ONTAP 7-Mode

For more information about Solution-based and Device-based collection types, see *Supported device types and protocols for data collection.* on page 6

Solution-based collection profile and device-based collection profile are two types of data collection profiles. Solution-based collection profile is a predefined environment. Device-based collection profile allows the user to create their own environment.

OneCollect compiles data about all the host operating systems, switches, storage arrays and other devices, which comprise most systems found in a typical enterprise ecosystem. Typical systems include Windows, Linux, VMware, FreeBSD, Solaris, AIX, HP-UX, Cisco IOS/NXOS/SANOS/UCS, Brocade, NetApp Data ONTAP, E-Series, and others. You can view the raw data from each collection. OneCollect uses Telnet, SSH, and HTTPS protocols for communicating with systems and devices.

To perform data collection against remote hosts, it is necessary that you provide administrative credentials. If you decide to store credentials, OneCollect provides password-protected encryption (passphrase) to keep your credentials confidential. The credentials are stored in a database and encrypted using Advanced Encryption Standard (AES).

As you start using OneCollect, it is important that you understand some of the basic terms that you can expect to see throughout the OneCollect user interface.

Persona	**Description**
General	Collects basic commands for the target device
Diagnostic	Collects additional diagnostic commands and logs from the device other than the ones that run in General mode
SnapDrive	Collects SnapDrive specific diagnostic logs
SnapManager	Collects SnapManager specific logs
SnapManager for Oracle (SMO)	Collects SnapManager for Oracle specific logs
SnapManager for SAP (SMSAP)	Collects SnapManager for SAP specific logs

Orchestrator	Runs commands or collects logs related to VMware orchestrator

Note: For generating report or parsing in the Unified Parser, NetApp recommends using Diagnostic persona in OneCollect to collect all the required commands and logs.

Installing and setting up OneCollect

Before you can start collecting data using OneCollect, you must download and install OneCollect. After installing, you can add a plug-in to extend the data collection capabilities of the tool.

System requirements for OneCollect

You must ensure that you have the required host system configuration, operating system, and browser to run the OneCollect tool.

OneCollect can run on the following operating systems:

- Windows 7 (64-bit)
- Windows 8 (64-bit)
- Windows 10 (64-bit)
- Windows 2008 R2 Server (64-bit)
- Windows 2012 R2 Server (64-bit)
- Mac OS X 10.10 and later (64-bit)
- Red Hat Enterprise Linux (RHEL) 6.3 and later (64-bit)
- UBUNTU 7.0 and later (64-bit)

OneCollect supports the following browsers:

- Mozilla FireFox 35 and later
- Google Chrome 43 and later
- Apple Safari 9.1 and later
- Microsoft Internet Explorer 10 and 11 (64-bit)

Supported device types and protocols for data collection

OneCollect provides two profiles that help you in collecting data from devices and solutions. You should learn more about these profiles to help you decide which one to use.

Each profile contains the credentials for the database associated with the profile. The credentials enable OneCollect to connect to and work with the database. The stored credentials include the user name and password for accessing the host, the repository, the database, and the required information.

Device-based collection types

Type	Sub-type	Supported persona	Supported protocol
Hybrid switch	Cisco nexus 5000/6000/9000 switch	Diagnostic and General	SSH
Hybrid switch	Cisco nexus 7000 switch	Diagnostic and General	SSH

Ethernet switch	Cisco switch	Diagnostic and General	SSH
Ethernet switch	NetApp switch	Diagnostic and General	ShellSSH
FC (Fibre Channel) switch	Cisco switch	Diagnostic and General	SSH
FC switch	Brocade switch	Diagnostic	SSH
FC switch	QLogic switch	Diagnostic	SSH
FC switch	McData switch	Diagnostic	SSH
FC switch	McData i10k switch	Diagnostic	SSH
Host	Cisco UCS	General	UCSM XML API
Host	AIX	Diagnostic and General	SSH
Host	Linux (RedHat Enterprise, SuSe)	General, Diagnostic, SnapDrive, SMO, SMSAP,Orchestrator	SSH
Host	Solaris	Diagnostic and General	SSH
Host	HPUX	Diagnostic and General	SSH
Host	PowerVM	Ios, Base	SSH
Host	ESXi	General	SSH
Host	Windows	Diagnostic, DMR, SnapManager	WMI
Storage Controller	Data ONTAP 7-Mode	General, Diagnostic	Ontapi, HTTP(s), SSH
Storage Controller	ONTAP	General, Dblade, Diagnostic	Ontapi, HTTP(s), SSH
Storage Controller	SolidFire	General	SolidFire Element OS API
Storage Controller	E-Series-SMCli	General	SMCli
Storage Controller	E-Series-WebServices Proxy	General	E-Series WebServices API

Solution-based collection types

Profile	**Sub-profile**	**Corresponding device**	**Supported protocol**
ONTAP	Network	• Cluster Node • Cluster Switch • Management Switch	• HTTPS, SSH • SSH • ShellSSH

FlexPod	FlexPod-clustered Data ONTAP	• Cisco UCS Cluster • Cluster Node • Cluster Switch • Nexus Switch • vCenter Server (vCenter)	• UCSM XML API • HTTPS, SSH • SSH • SSH • HTTP API
FlexPod	FlexPod-7-Mode	• Cisco UCS Cluster • Storage Controller • Nexus Switch	• UCSM XML API • HTTPS, SSH • SSH
FlexPod	FlexPod-SolidFire	• Cisco UCS Cluster • SolidFire Cluster • Nexus switch	• UCSM XML API • SolidFire Element OS API • SSH
ONTAP 7 Mode	Network	Storage Controller	• HTTPS • SSH
MetroCluster	Two-node configuration	• Cluster Node/ Simulation Node • Fabric switch • Atto bridges	• SSH, HTTP(s), Telnet • Telnet
MetroCluster	Four-node configuration	• Cluster Node/ Simulation Node • Fabric switch	• SSH, HTTP(s), Telnet • SSH, Telnet
MetroCluster	All MetroCluster configurations	• Cluster Node/ Simulation Node • Fabric switch • Atto bridges	• SSH, HTTP(s), Telnet • SSH • Telnet

Installing OneCollect on Windows

You can install OneCollect either on your system or you can host it in a central server that can be accessed by multiple users.

Before you begin

- You must ensure that you have the required host system configuration, operating system, and browser to run the OneCollect tool.
  System requirements for OneCollect on page 6

- You must have downloaded the OneCollect executable binary for your platform.
  http://mysupport.netapp.com/tools/info/ECMLP2671381I.html?productID=62128

Steps

1. Install the tool by completing the steps in the installation wizard.

   The default installation folder for OneCollect on Windows operating system is as follows:

Operating system	Default installation folder
Windows 64-bit	C:\Program Files (x86)\NetApp\OneCollect

   You can change the default installation path to either a folder or drive of your choice.

2. Launch OneCollect from the URL: *http://localhost:8044/OC/#/*

   Note: To configure the application to run on a different port, modify PORT value in the CONFIG file located in the <user_home_directory>\Netapp\OneCollect\Config and restart the application (for example, PORT = 8040). To host the OneCollect server centrally to be accessed from remote hosts, you can edit the config file and append the IP address to bind to as prefix to port (for example: PORT = 0.0.0.0:8044 will make it open to all hosts on all IPs. Alternatively, PORT = <dedicated_IP>:8044 will make it available on the specific IP configured on host).

After you finish

If you want to run OneCollect automatically during system startup, perform the following steps:

1. Navigate to `<Install_directory>\NetApp\OneCollect\>`, right-click ‘onecollect.exe’ and select copy.
2. Find the **Startup** folder in **All Programs** and right-click it.
3. Click **Open**, and it opens up in the Windows Explorer.
4. Right-click anywhere inside that window and click the shortcut.
   OneCollect shortcut should pop up in the folder, and the next time you log into Windows, OneCollect automatically starts up.

Installing OneCollect on Mac OS X

You can install OneCollect on your Mac OS X system.

Before you begin

You must be running either Mac OS X 10.10.x or Mac OS X10.11.x on your system.

Steps

1. Browse to the directory in which you have downloaded the tar.gz installer.
2. Extract it by running `tar tar -xzf onecollect1.0_mac64.tar.gz`.

   Note: If you are downloading OneCollect using the Chrome browser, it automatically extracts in to a .tar file. In this case, run `tar -xf onecollect 1.0_mac64.tar.gz`.

3. Change directory (cd) to the extracted folder.
4. Type ./onecollect, if you have admin privileges or sudo ./onecollect. If you do not have admin privileges, then press Enter.

Use ‘nohup ./onecollect &’ to run process in the background. OneCollect will start running on port 8044. Ensure that the port is free before running OneCollect. Database will be saved in your home directory under `NetApp/onecollect/Db` folder.

Note: To configure the application to run on a different port, modify PORT value in the CONFIG file located in the <user_home_directory>/Netapp/OneCollect/Config and restart the application (for example, PORT = 8040). To host the OneCollect server centrally to be accessed from remote hosts, you can edit the config file and append the IP address to bind to as prefix to port (for example: PORT = 0.0.0.0:8044 will make it open to all hosts on all IPs. Alternatively, PORT = <dedicated_IP>:8044 will make it available on the specific IP configured on host).

After you finish

If you want to run OneCollect automatically during system startup, perform the following steps:

1. Choose **Apple** menu > **System Preferences**, and click **Users & Groups**.
2. Select the user and click **Login Items**.
3. Click the **Add** button ‘+’ under the list on the right, select ‘onecollect’ from `<install_dir>/onecollect`.
4. Click **Add**.

Installing OneCollect on Linux

You can install OneCollect on your Linux system through the command-line interface. You must perform this task if you are installing OneCollect for the first time.

Before you begin

- Your Linux host system must be running the supported software versions: later than RHEL (later than 6.4), and Ubuntu (later than 12.0).
- You must have downloaded the OneCollect executable binary for your platform.
- You must have the necessary privileges to install the application.

Steps

1. Browse to the directory where you have downloaded the tar.gz installer.
2. Extract it using `tar` command : `tar -xzf onecollect1.0_linux64.tar.gz`.

   Note: If you are downloading OneCollect using the Chrome browser, it automatically extracts in to a .tar file. In this case, run `tar -xf onecollect 1.0_linux64.tar.gz`.

3. Change directory (cd) to the extracted folder.
4. Type ./onecollect if you have admin privileges or sudo ./onecollect if you do not have admin privileges, then press Enter.

   Use ‘nohup ./onecollect &’ to run process in the background. OneCollect will start running on port 8044. Ensure that the port is free before running OneCollect. Database will be saved in your home directory under `NetApp/onecollect/Db` folder.

   Note: To configure the application to run on a different port, see *Installing OneCollect on Mac OS X* on page 9.

If you are not installing the application as root, use `sudo` while running the commands mentioned in the preceding steps.

After you finish

If you want to run OneCollect automatically during system startup, perform the following steps:

1. Edit the rc.local file (vi /etc/rc.local).
2. Add a line at the end of file to start the OneCollect process (nohup /path_to_onecollect/onecollect &).
3. Modify the permission for rc.local (chmod +x /etc/rc/local)
   The OneCollect process will start up automatically in the next reboot.

Editing data collection preferences

You can edit user settings—such as the AutoSupport, collection, encryption, and Email notification.

About this task

When you modify the settings, the changes are applied immediately.

Steps

1. Click **Settings** on the upper-right corner.
2. In the **Basic Settings** dialog box, modify the appropriate settings.

If you want to...	Then...
Modify AutoSupport settings —AutoSupport Settings	You can either enable or disable AutoSupport. Configure proxy to access the Internet (for AutoSupport posting).
Enable or disable Telnet — Collection Settings	You can either enable or disable Telnet across all data collection (to avoid flags/alerts in a secure environment).
Set up encryption option — Encryption Settings	You can set one-time passphrase to encrypt saved credentials for the device.
Set up email notification — Email Notification	You can configure SMTP to enable email notification for completed jobs. Optionally, you can enable email notification for scheduled jobs. The email will contain details about the devices that are part of job, job status, and parameters that could be used to search and view the OneCollect AutoSupport (if posted) in SmartSolve.

3. Click **Save**.

Upgrading OneCollect

You can upgrade to a different version of OneCollect or reinstall the same version on Windows, Mac, or Linux system. You can use one of the two options for upgrading OneCollect.

About this task

When you upgrade OneCollect and install it on your system, you will get two options:

Steps

1. Select one of the options to upgrade OneCollect on your Windows system.

If you want to...	Then...
Perform a clean install	Click **Yes** for clean installation. The installer will delete the database and perform a clean installation.
Perform an upgrade	Click **No** to upgrade. The installer will retain the database files, which in turn retains the user preferences.

2. Select one of the options to upgrade OneCollect on Mac or Linux system.

If you want to...	Then...
Perform a clean install	**a.** You must delete database and Config file by running `rm -rf ~\NetApp\OneCollect`. **b.** Delete the older install directory. **c.** Install the new version by running `./onecollect` from the extracted installer package under `<download path>\NetApp\OneCollect>`.
Perform an upgrade	**a.** Delete the older install directory. **b.** Install the new version by running `./onecollect` from the extracted installer package under `<download path>\NetApp\OneCollect>`.

Collecting and uploading data from devices using OneCollect

The OneCollect tool enables you to collect diagnostic, SAN, NAS, and performance data from hosts, switches, and storage systems. OneCollect provides additional content, which can be sent back to NetApp or analyzed on premises to understand customers' environment. You can use three different profiles to collect data. In addition, you can schedule a data collection job, edit the saved job, view the collected data, and upload the collected data to AutoSupport.

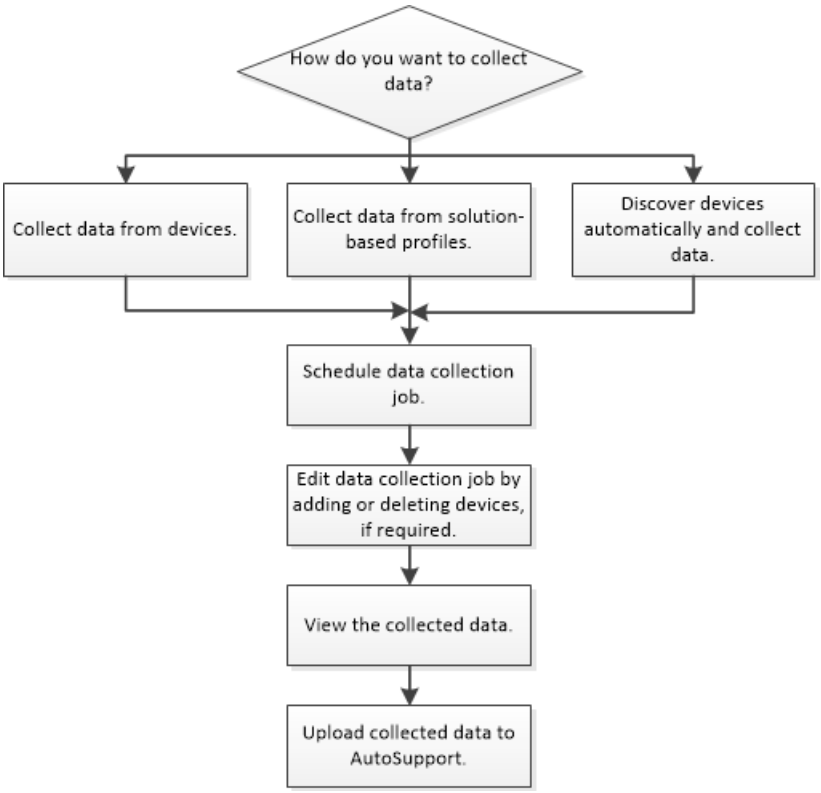
Collecting data using OneCollect

OneCollect enables you to collect data from different types of devices and solutions.

About this task

Using OneCollect, you can collect data by configuring a new collection profile:

- **Device or Component Based** profile: This helps you collect data from single or multiple homogenous/heterogeneous set of devices that could be storage controllers, switches, or hosts. You need to enter the credentials of the device or component for collecting data.
- **Auto Discover** profile: This helps you automatically discover devices in an IP, IP range, or subnet and collecting data.
- **Solution Based** profile: This helps you collect data from a set of preconfigured solution stacks.



Collecting data using the device-based collection method

You can collect data from storage controllers, hypervisors, hosts, and switches (FC and Ethernet switches). You can also collect data either from one device or multiple homogeneous and heterogeneous devices.

Steps

1. Click **New Data Collection**.

If you want to...	Then...
Manually enter device details	Add the components and choose the device type and subtype and its relevant credentials.
Automatically load device credentials from a file	Load devices and browse a file that has device details in a predefined format (Import_Credentials.csv).The csv template can be found in the OneCollect install directory.

   For optimal performance, NetApp recommends adding a maximum of 25 devices.

2. Click **Next** to validate the project.
3. On the **Validate** page, verify whether the credentials are valid and devices are available for data collection.
4. Click **Next** to view the summary of devices from which the data will be collected.

   You can also click **View** icon to check all the commands that would be run on the system and exclude any command from the list by clearing the checkboxes.

5. Click **Save & Collect** if you want to save the project for future reference or click **Collect** to proceed with data collection.

Collecting data using the solution-based collection method

Solution-based profile is a predefined profile. By using this profile, you can configure data collection for solutions, such as E-Series, FlexPod, ONTAP 7-Mode, and other solutions.

About this task

To perform a minimal data collection, you should enter the credentials for switch, node, cluster, and server.

Steps

1. Click **New Data Collection**.
2. Choose **Solution Based** option.
3. From the **Profile** drop-down list, select the required profile, for example, **ONTAP**.
4. From the **Persona** drop-down list, select **General**.

   For more information about **Personas**, see

   Overview of OneCollect on page 4.

5. From the **Sub profile** drop-down list, select **Network**.
6. To validate, click **Next**.
7. Click **Next** to view the summary of devices from which the data will be collected.

You can also click **View** icon to check all the commands that would be run on the system and exclude any command from the list by clearing the checkboxes.

8. Click **Save & Collect** if you want to save the project for future reference or click **Collect** to proceed with data collection.

Discovering devices automatically and collecting data

You can automatically discover devices in an IP, IP range, or subnet by using OneCollect. OneCollect uses Simple Network Management Protocol (SNMP) v2 for automatic discovery. If the discovery is successful, OneCollect also identifies the device type and its operating system.

About this task

You can collect data by using two methods:

Step

1. Click **Auto Discover**.

If you want to...	Then...
Auto discover - IP, IP range, and subnet	**a.** Enter the IP, IP Range , or subnet in the field. For example, 10.238.192.90-100; subnet 10.238.190.0/24. **b.** Click **Discover**. All the discovered devices for which SNMP was successful, device type and subtype get loaded. You can select the check boxes to add devices for collecting and saving data. If SNMP failed, you can manually map the device type and subtype if you recognize the system. **c.** Select the devices that you want for data collection. **d.** Enter the credentials. **e.** Validate the devices. **f.** Click **Save and Collect**.
Import devices	**a.** Click **Import Devices** option. **b.** Click **OK**. **c.** Load the devices from the csv template. **Note:** The csv template can be found in the OneCollect install directory. The devices will be displayed in a tabular format for editing and updating. You can update the credentials for multiple devices in the list given using **Update Credentials** link. Validating the credentials is optional, if you are sure about the credentials and devices added, you can either click **Save and Collect** or **Collect**.

Scheduling a data collection job

You can create scheduled backup job by selecting an entire job start time and recurrence pattern for the saved job. You can also view all backup jobs on the Open Saved Project page.

Before you begin

OneCollect must have at least one of the jobs saved for scheduling a job.

Steps

1. Select a saved job.
2. Enter the exact time that you want scheduler to set for the saved job.
3. Click **Save**.
4. In the **Recurrence Pattern** pane, enter the details in the respective fields.

If you want to...	Then...
Set the interval	**a.** Under the **Trigger Every** field, enter the time in the **Hours** and **Minutes** fields. **b.** Enter the occurrence of the job in the **Occurrence** field for the job to be scheduled. **c.** Click **Schedule**.
Set for daily schedule	**a.** In the **Job Start Time** pane, enter the **Start** time. **b.** Enter the frequency of days in the **Recur every_days** field for the job to be scheduled. **c.** Enter the occurrence of the job in the **Occurrence** field for the job to be scheduled. **d.** Click **Schedule**.
Set for weekly schedule	**a.** In the **Job Start Time** pane, enter the **Start** time. **b.** Select either one day of the week or you can also select all the days of the week. **c.** Enter the occurrence of the job in the **Occurrence** field for the job to be scheduled. **d.** Click **Schedule**.

5. Monitor the job progress and execution logs for scheduled jobs.

Editing a saved job

You can edit a job even after you have saved the job.

Steps

1. In the **Scheduled Jobs** page, under the **Action** column, click the **Edit** icon.

2. In the **Configure** page, modify the information that you want, and click **Next**.
3. You can either click **Save & Collect** or click **Next**.

   In this step, you have an option to skip validation.
4. In the **Save Project** pop-up, enter the name of the job that you want it to be accessed later.
5. Click **OK**.

Viewing collected data

You can view the collected data from hosts, switches, and storage systems.

Steps

1. To view collected data, go to homepage.
2. Click **View** icon.

   The raw viewer will be launched.
3. View collected data in an .xml format.

   You can also view the path of the file.
4. Expand the plus (+) sign to view a realtime log console.

Collecting and uploading data to AutoSupport

It collects and sends the collected data of your systems and sends messages to NetApp technical support. You can change the AutoSupport schedule, download AutoSupport messages for troubleshooting, and send an immediate AutoSupport message to NetApp technical support.

About this task

You can generate and send an AutoSupport message that contains collected demographic data.

Steps

1. Open OneCollect.
2. Select **New Data Collection**.
3. Select **Device/Component based** profile.
4. Add ONTAP, Host, and Switch (2 or 3) devices for data collection.
5. Click **Save & Collect**.
6. Enter the passphrase and click **OK**.
7. Monitor job progress and execution log.
8. Open the collected data in raw viewer.

If you want to...	Then
Upload from files	**a.** Select **Upload From Files** option. If you have the login credentials, you can directly upload the files collected from OneCollect instances to **Upload to AutoSupport**. If you do not have the login credentials, you can send the OneCollect data files to a NetApp field engineer, who can then upload them to ASUP. This feature helps you to upload files that were collected on a system that do not have the Internet access. You can copy the files on the pen drive and upload them later to AutoSupport. **b.** Enter details in the **Case ID** text box, also provide a description in the **Comments** text box. However, this is optional. **Note:** OneCollect supports only those files that are collected using OneCollect.
Upload from jobs	**a.** Click **Upload From Jobs** option. **b.** Select the **Job Name** is your saved job. **c.** Enter details in the **Case ID** text box, also provide a description in the **Comments** text box. However, this is optional. **d.** Click **Upload ASUP** button. **e.** For validation, enter your user credentials in the **NetApp User Login** dialog box. Your uploaded data has been sent to NetApp.

Uninstalling OneCollect and plug-ins

You can uninstall OneCollect or the OneCollect plug-ins to troubleshoot issues if they persist.

Before you begin

OneCollect database file is available under `<user_home_directory>\Netapp\OneCollect\Db>`. To either avoid accidental deletion or losing your data forever, it is advised to back up the database before you uninstall OneCollect or its plug-ins.

Step

1. Proceed to the user directory and delete the NetApp and OneCollect folders.

If you want to...	Then..
Uninstall OneCollect	On Windows: **a.** Click **Control Panel**. **b.** Select **Programs and Features**. **c.** In the wizard, right-click OneCollect and select **Uninstall**. On Mac and Linux: **a.** Kill the OneCollect process. **b.** Delete the OneCollect directory.
Uninstall OneCollect plug-in	Delete the plug-ins folder from the `<user_home_directory>\Netapp\OneCollect\plug-ins>`.

You have successfully uninstalled OneCollect and OneCollect plug-ins from your system.

Troubleshooting

You can find information about how to troubleshoot some of the issues that you might come across when you use the OneCollect plug-ins. You can find details of the issue, possible cause, and workaround for the issue.

Resolving OneCollect launching error

OneCollect does not launch on Windows, Mac or Linux system after installation.

About this task

To launch OneCollect on either Windows, Mac, or Linux system, perform the following steps:

Step

1. In a browser, manually enter the URL:

   http://localhost:8044/oc/

If you want to...	Then...
Resolve OneCollect launching error on Windows	**a.** Check whether the OneCollect process is running in the Task Manager in Windows. **b.** If the process is not running, go to the installation directory, by default `<C:\Program Files (x86)\NetApp\OneCollect>` and launch the OneCollect process by clicking onecollect.exe. If it still does not work, the port might be used by other application (check `netstat -an`). **c.** To rectify this issue, edit the CONFIG file in the user directory `<user home directory>\NetApp\OneCollect\Config>` and set the PORT number to an available port. Restart OneCollect. If you are trying to access OneCollect from the other systems, make sure the firewall allows the port used by OneCollect.
Resolve OneCollect launching error on Mac and Linux	**a.** Check whether the process is running by executing `ps aux | grep onecollect`. **b.** If the process is not running, go to the installation directory, by default `<install_dir>/OneCollect>` and launch the OneCollect process by running `./onecollect`. If it still does not work, the port might be used by other application (check `netstat -an`). **c.** To rectify this issue, edit the CONFIG file in the user directory `<user home directory>/NetApp/OneCollect/Config>` and set the PORT number to an available port. Restart OneCollect. If you are trying to access OneCollect from the other systems, make sure the firewall allows the port used by OneCollect.

Backing up the database

The device credentials, saved jobs, and user preferences are saved in the database.

About this task

If you want to delete OneCollect, it is advised to back up the database to avoid losing your saved data.

Steps

1. Navigate to `<user_home_directory>\Netapp\OneCollect\Db>`.
2. Back up the database folder.

Changing the default timeout for command execution

You can change the default timeout for command execution using the COLLECTION_TIMEOUT variable in the Config file.

Steps

1. Open the Config file.
   - Windows: `<user_home_directory>\NetApp\OneCollect\Config`
   - Mac and Linux: `<user_home_directory>/NetApp/OneCollect/Config`
2. Change the value of COLLECTION_TIMEOUT to the desired time value (in seconds).
3. Save the file.
4. Restart the server.

   The framework will include the new timeout value.

Restarting the OneCollect server

You can restart the server on a host using either Windows, Mac, or Linux.

Before you begin

You should have uninstalled OneCollect from the system.

Step

1. Use one of the following methods to restart the OneCollect server.

If you want to...	Then...
Restart OneCollect on Windows system	**a.** Right-click and select **Start Task Manager**. **b.** Click **Processes** tab and select onecollect.exe. **c.** Click **End Process**.

If you want to...	Then...
Restart OneCollect on Mac and Linux systems	**a.** Search for OneCollect process using `ps aux | grep onecollect`. **b.** Note down the process ID of OneCollect and kill the process using `kill <pid>`. **c.** Restart the process by running `./onecollect` from the OneCollect install directory.

Sending the feedback

You must notify NetApp technical support if you want to send us your feedback, report a problem, or need assistance in using the OneCollect.

Steps

1. Click **Help** > **Report a Problem**.

   You will be directed to the *NetApp OneCollect Community Forum*.

2. If you are a new user, register on the NetApp Community Forum.
3. If you are an existing user, sign in.
4. Enter the subject in the **Subject** line.
5. You must provide the description of your feedback, problem, or query related to OneCollect in the **Body** section.
6. Add a file, if any, to the **Attachment** section.
7. You must either type OneCollect in the **Label** field or click OneCollect link provided under the **Choose a Label** section.
8. Click **Post** to send your feedback to NetApp.

Searching for the result and log files

After you have successfully collected data, the result and log files are saved.

About this task

You can access the result and log files as listed in the table below:

Type of file	File location
Log File	`<user home dir>/OneCollectData/LogFiles>`
Result file	`<user home dir>/OneCollectData/JobFiles>`

On Mac

`/Users/<username>`

On Linux

`/home/<username>(~)`

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