



NETAPP WHITE PAPER

NetApp Synergy Support FAQ

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NETAPP SYNERGY FAQ AND TROUBLESHOOTING

Basic information to assist in getting NetApp Synergy installed and running.

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INTRODUCTION

The information provided here is intended to enable a person to download and install NetApp Synergy, to provide initial trouble shooting procedures, and to provide direction to other resources.

1 NETAPP SYNERGY 101

WHAT IS NETAPP SYNERGY?

NetApp Synergy is a convergence of two storage modeling tools. One designed and used by Systems Engineers (originally called *Clovis*), and a tool used by Professional Services called Storage Design Studio.

The NetApp Synergy framework allows for the development of additional tool plug-ins.

For more information refer to the [NetApp Synergy User Guide](#).

<http://synergy.netapp.com/> → Support and FAQ → **User Guide** link



SYSTEM REQUIREMENTS

- Windows XP SP2 or SP3, or Windows Vista 32 bit
- Microsoft .Net 2.0 Framework
- 1 GB RAM
- 100 MB Available disk space
- 1024 X 768 Screen Resolution

NETAPP SYNERGY CONTACTS

License Administration email: xdl-netappsynergy-entitlements

Support email: xdl-netappsynergy-support

Community email: xdl-synergy-community

PLUG-IN FEATURES

The various plug-ins and or groups of plug-ins require a license key. License keys are granted based on various user groups. The group you are in determines which features you are granted licenses for.

NETAPP SYNERGY TOOLKIT (OLD NAME: CLOVIS)

Clovis is a series of a series of modeling and visualization tools which are easy to use and can help you explore multiple solutions for any provisioning challenge.

- My Portfolio – a collection of projects and solutions where you can store all of your solutions in one place so you can collaborate with other Synergy users.
- Reference Hardware – a list of supported reference configurations for hardware, software, and services.
- Capacity Modeling – a set of tools used to build a configuration.
- Environmental Modeling – comprised of the Green Visualizer tool, this application allows you to analyze energy and space requirements for your configuration. This tool also shows you basic data center fundamentals so you can properly size and adjust configuration settings.
- Performance Modeling – consisting of three performance and sizing tools, these applications allow you to resize applications, databases, and Exchange 2003/2007 deployments.
- Org Chart Builder – a tool that allows you to build an org chart and map relationships between individuals in an organization.
- Tools – a set of options that allow you to perform administrative functions like checking for software updates, adding license keys, and log into the NetApp Partner Center.

STORAGE DESIGN STUDIO (SDS)

A new plug-in which allows building of very accurate, detailed models of a NetApp Storage System, and representing most aspects of a storage deployment.

- Hardware configuration
- Sizing of all storage containers (aggregates, volumes, LUNs, etc.)
- Mapping of storage containers to hosts

Create the Command Line Interface (CLI) scripts necessary to implement the model.

Generate high quality documentation which includes multiple Visio drawings and MS-Word documents.

DOWNLOADING

The NetApp Synergy installation program is available at <http://synergy.netapp.com/index.htm> to make it easier for anyone to install the application such as partners. This is not the same as being able to run the application. There are a wide variety of security features to prevent abuse of the software. Software activation, license keys, and active logging are some of the bigger security features that help protect this technology.

The following steps outline the download process. It is recommended to download first then install separately.

1. Open your browser to <http://synergy.netapp.com/index.htm>
2. Click **Downloads** in the lower left of the screen. Figure 1-1



Figure 1-1

3. Review the disclaimer, notice the Release version and then click the **DOWNLOAD** button for the **NetApp Synergy** package. Figure 1-2

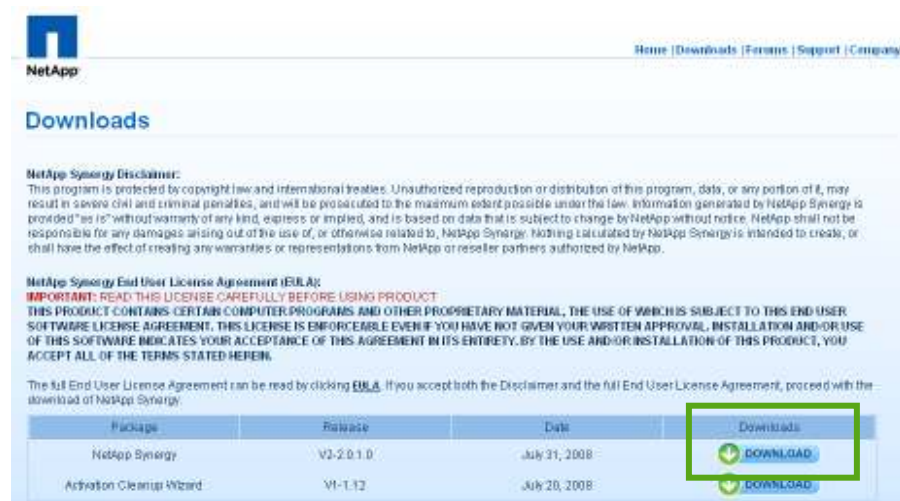


Figure 1-2

- Depending on the version and security settings of your browser, you may be prompted in the upper portion of the screen with a message as below. If so, click on the message bar and choose **Download File**. Figure 1-3



Figure 1-3

Or you may see the following prompt, choose **Save**. Figure 1-4

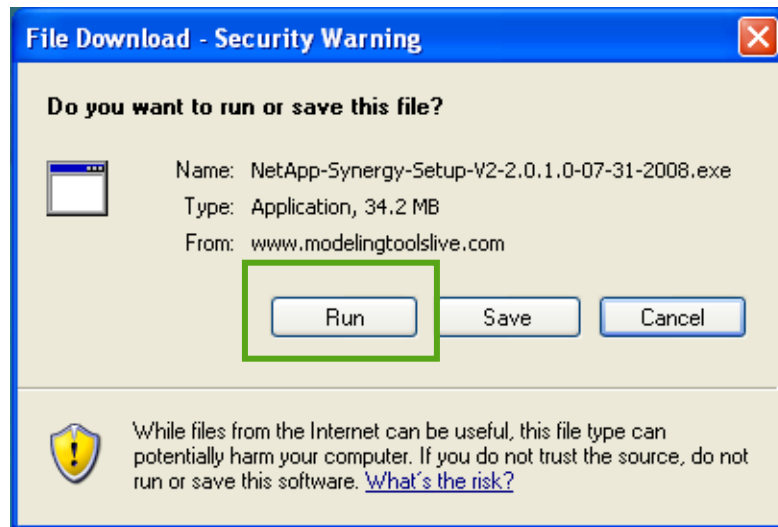


Figure 1-4

Once the download is complete you should have a file called "NetApp-Synergy-Setup-V2-2.0.1.0-07-31-2008.exe" or the same name with the later version specified. Figure 1-5



Figure 1-5

INSTALLING

Installation is relatively simple. The following screen prints will demonstrate the process.

Clovis does not need to be uninstalled before installing NetApp Synergy. The installer will offer to migrate your 'My Portfolio'.

IMPORTANT

Check the installation file version. Make sure it is NetApp Synergy 2.0.0.8 or higher. Versions lower than 2.0.0.8 do not contain all features of 2.0.0.8 and later. Figure 1-6

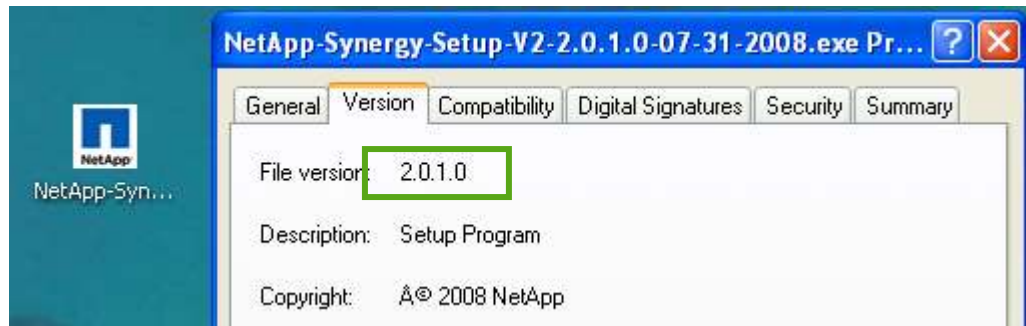


Figure 1-6

1. Run the installation "NetApp-Synergy-Setup-V2-2.0.1.0-07-31-2008.exe" Figure 1-7

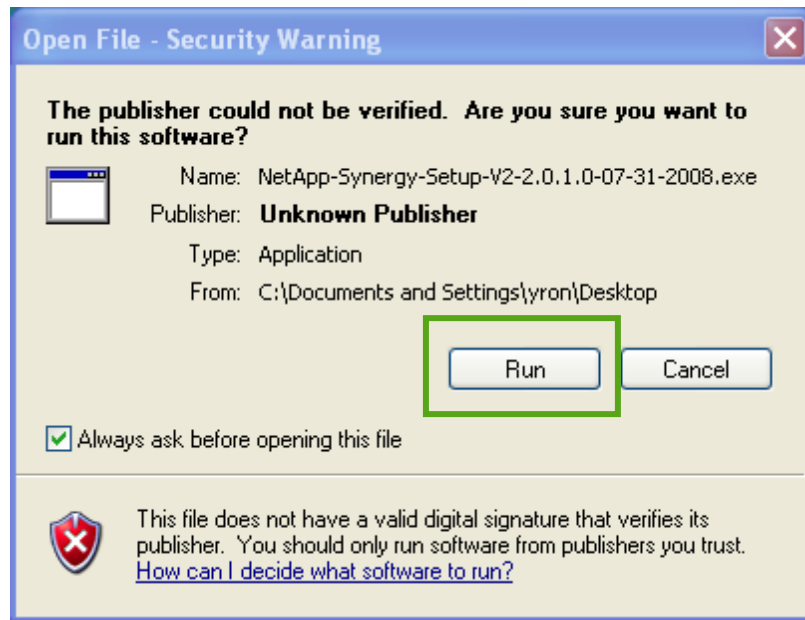


Figure 1-7

2. Double check the version of the installation. Figure 1-8

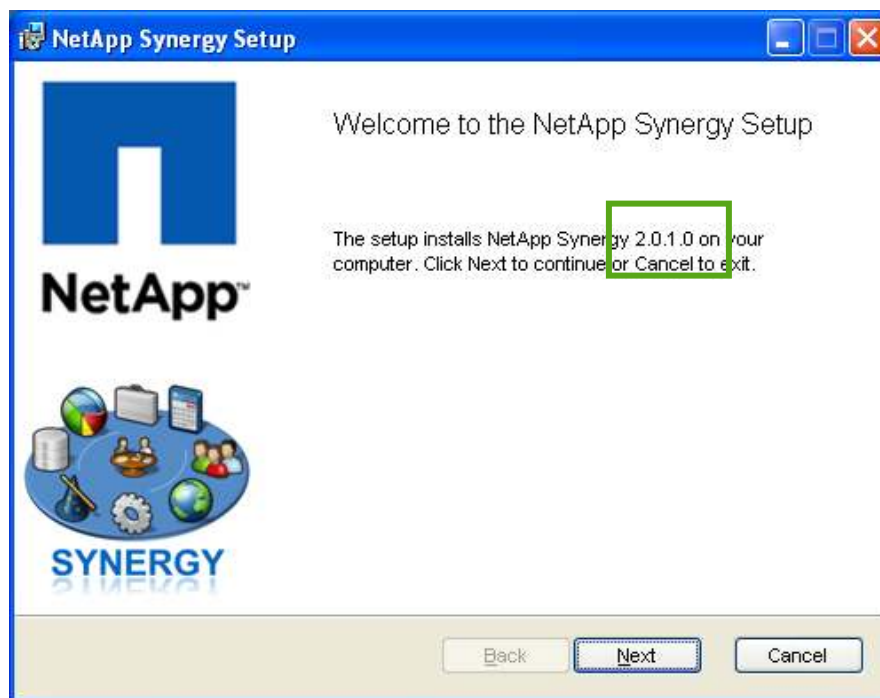


Figure 1-8

3. Review the end-user license agreement, then check the acceptance box and click **Next**. Figure 1-9

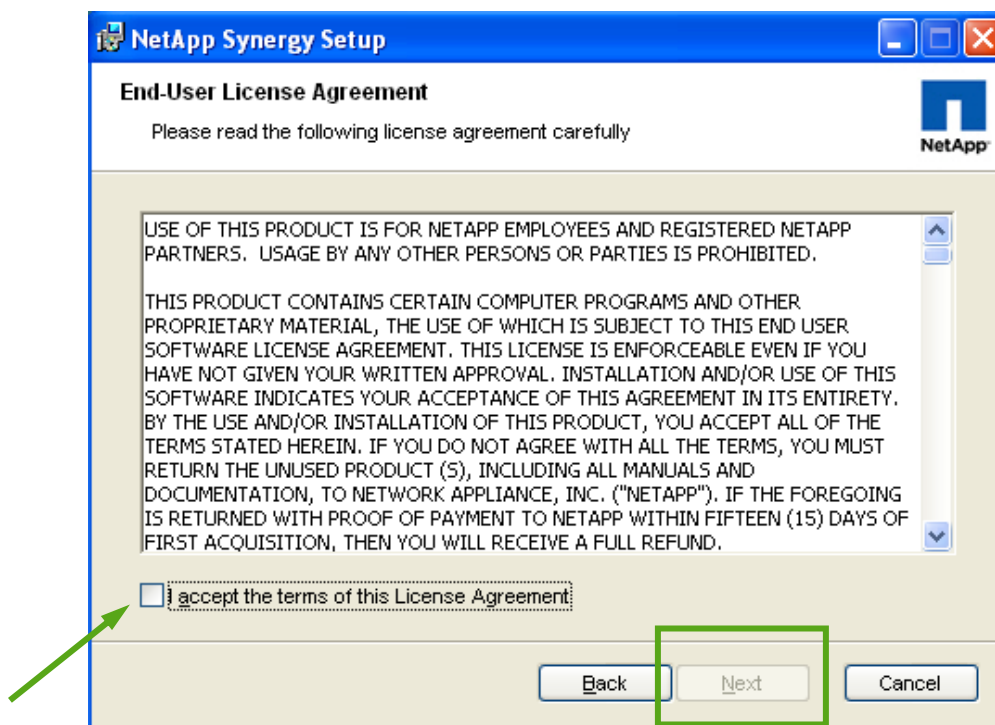


Figure 1-9

4. View the Installation Overview, click **Next**. Figure 1-10

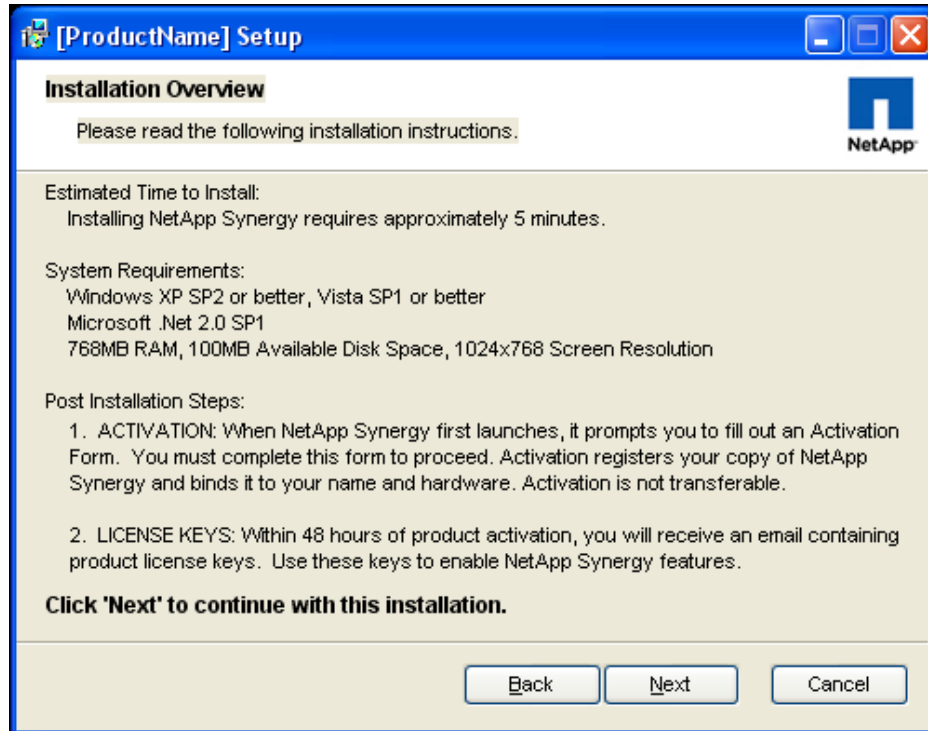


Figure 1-10

5. Backup before Installing, only applies if you have a previous installation of NetApp Synergy or Clovis. Figure 1-11

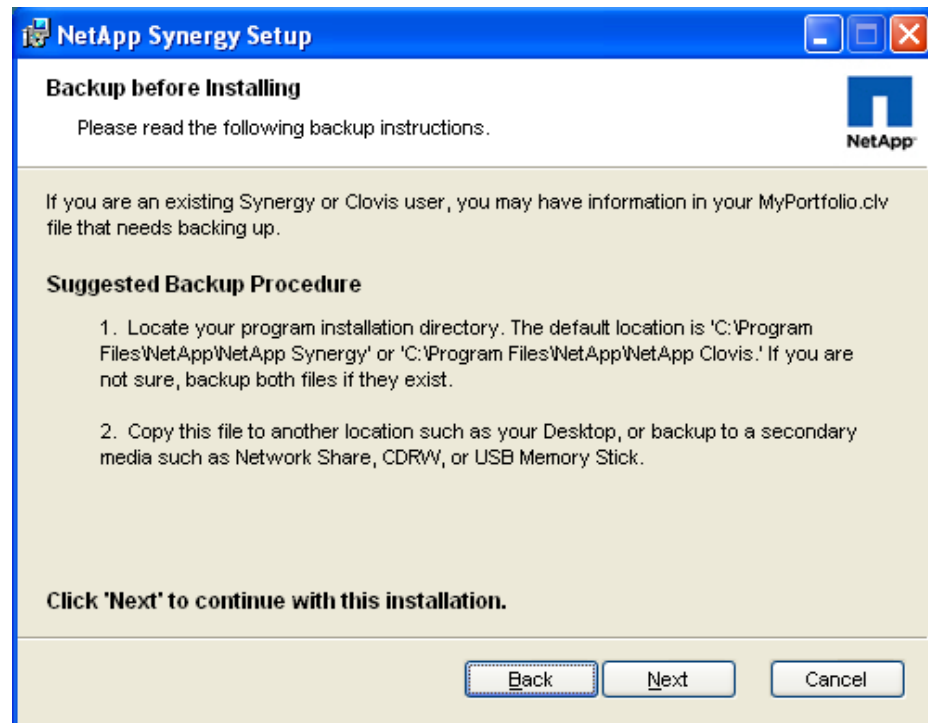


Figure 1-11

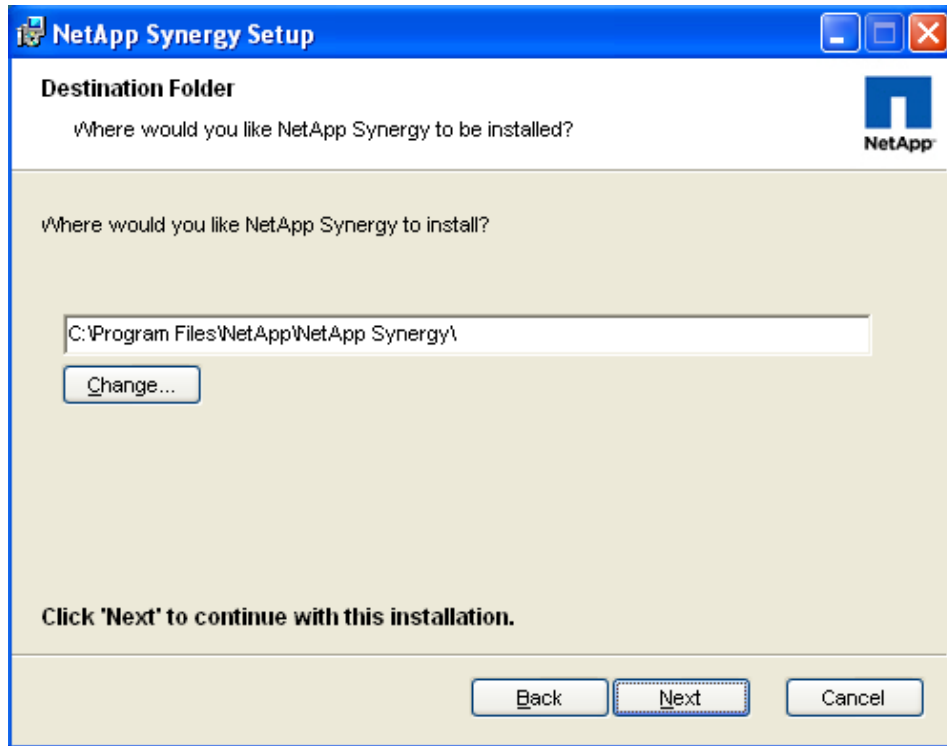


Figure 1-12

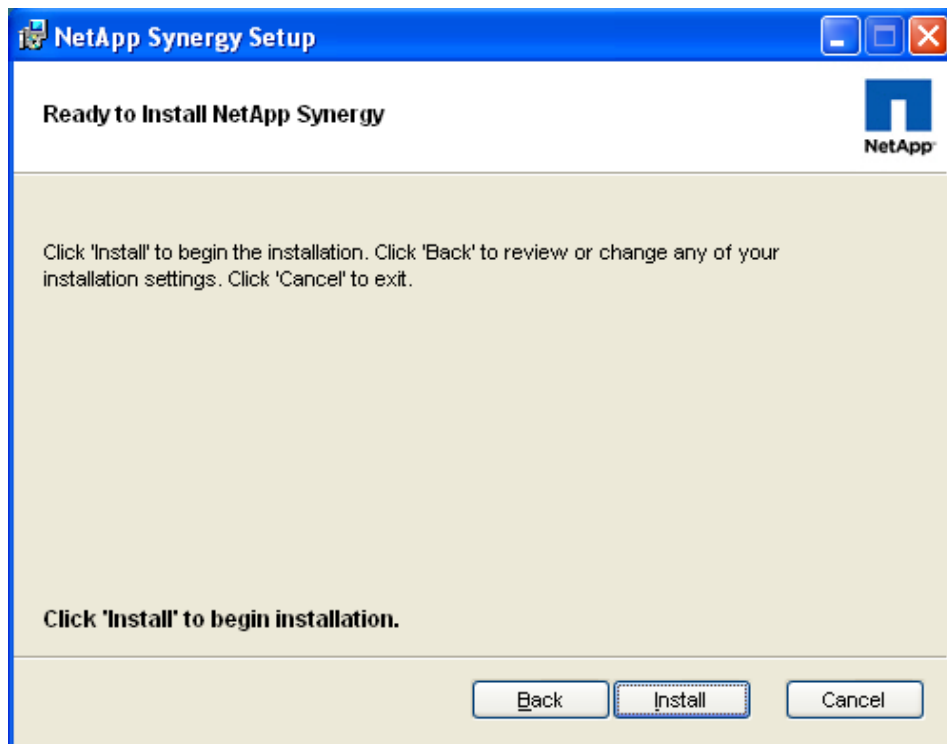


Figure 1-13

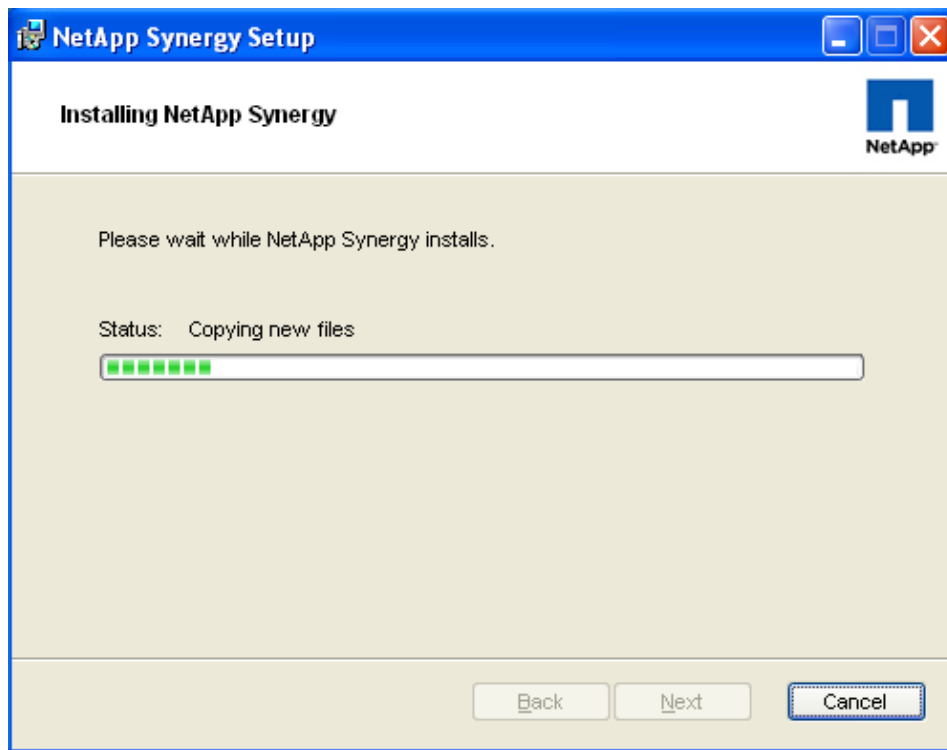


Figure 1-14

Once the installation is complete you should now have: Start → All Programs → NetApp → NetApp Synergy → NetApp Synergy. Figure 1-15



Figure 1-15

And there should be a short cut on the desktop. Figure 1-16



Figure 1-16

REGISTERING

The first time you launch NetApp Synergy, you will not be able to use the tool. The installation needs to be registered and the license keys entered. During this process it is important to disconnect any external devices, as they can interfere with the proper identification of the computer where NetApp Synergy is installed.

IMPORTANT

Disconnect any external devices before registering NetApp Synergy. NetApp Synergy installation, registration, and licensing are user and computer specific. Because of this proper registration for licensing requires all external devices be disconnected during installation and registration. External devices includes (but not limited to): External hard drive, printer, PDA, cell phone, wireless card (internal wireless card is okay), etc.

1. Launch NetApp Synergy, a message will show that the installation is not yet registered. Click **Register Now**. Figure 1-17

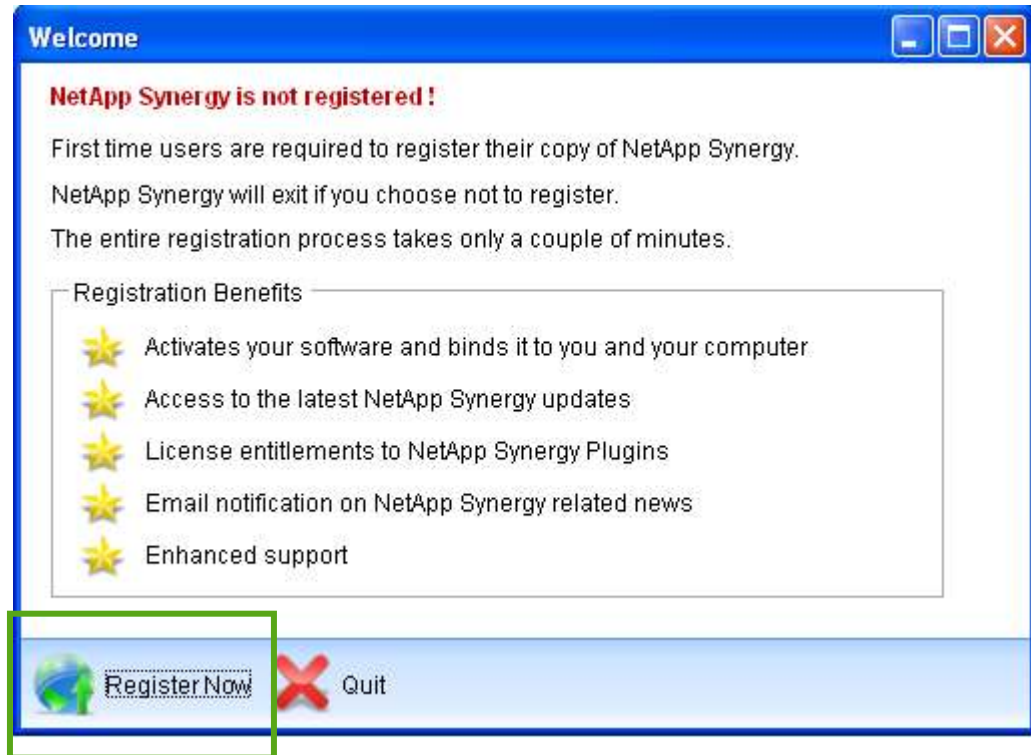


Figure 1-17

2. Fill in the Activation form, and click **Activate Synergy**. Figure 1-18

Activation Form

Customer Information

Please complete this registration form to activate your copy of NetApp Synergy.

* Required Fields

You must have an active Internet connection to complete your registration.

First Name * **Last Name *** **Email Address ***

Phone Number **FAX Number** **Mobile Phone Number**

Company * **Address 1 *** **Address 2**

City * **State *** **ZIP ***

Country *

* Please enter a valid email address, as this is where we will send your license key.
* Personal email addresses are not allowed for registration.

☐ I Agree to the End User License Agreement (EULA) and Terms of Usage

[Read EULA](#)

 **Activate Synergy**

Figure 1-18

Thank You

Thank you for registering with us. Your NetApp Synergy license key will be sent to you within 48 hours. You will need to install the license key to use this product.

If you do not receive the key in 48 hours, please do not hesitate to [contact us](#).

 **Done**

Figure 1-19

3. The licensing team will review the registration, and validate rights to NetApp Synergy.
 4. The licensing team will generate the appropriate license keys and email them to you.
- Figure 1-20

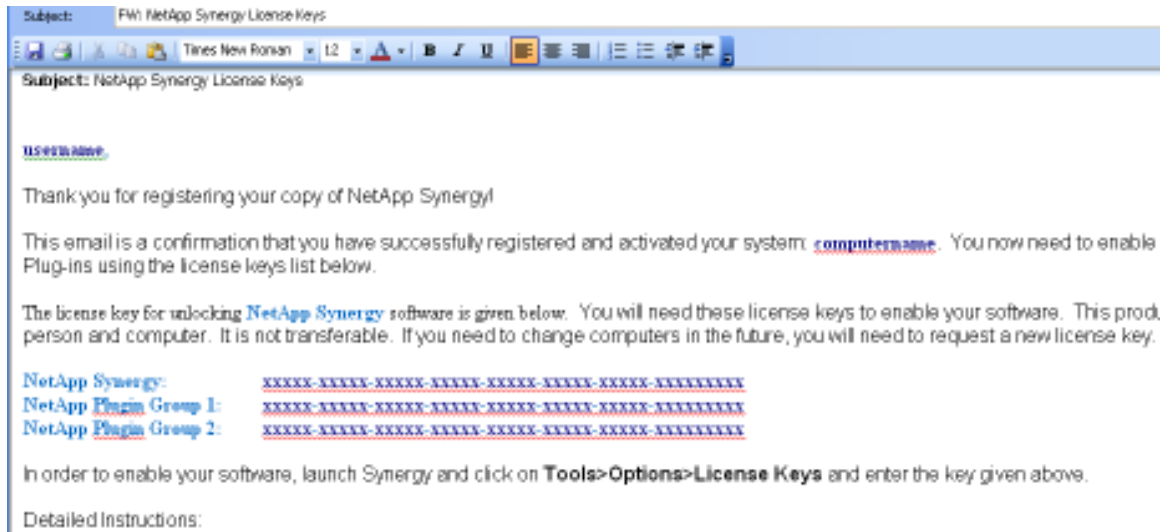


Figure 1-20

APPLY LICENSES

1. Launch NetApp Synergy, a message will show that there are no valid license keys, click **Add License Key**. Figure 1-21

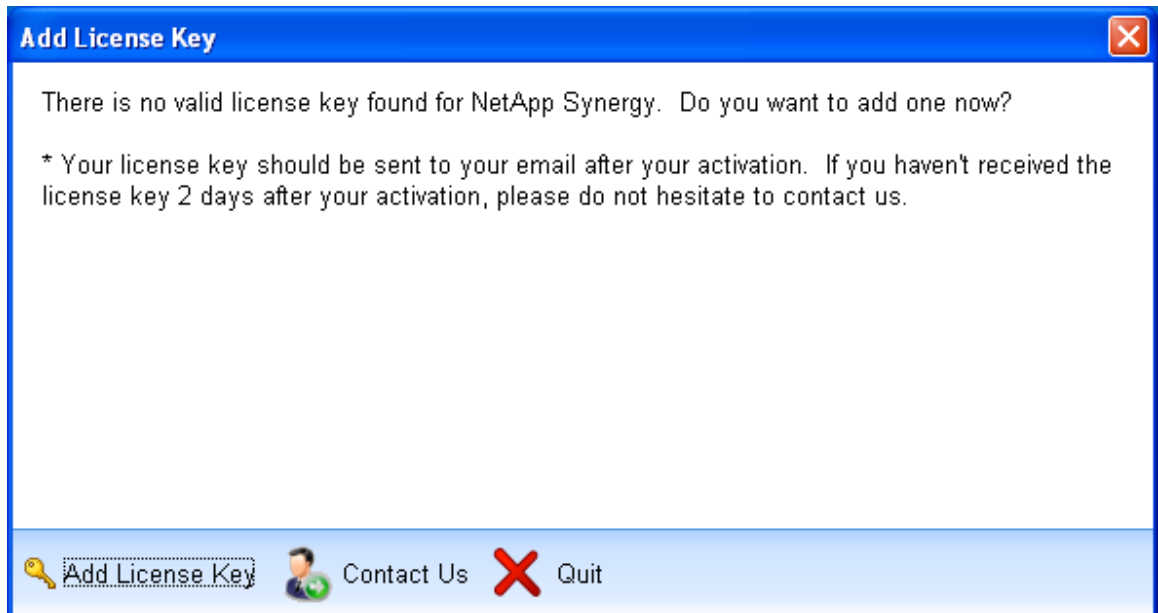


Figure 1-21

2. The Options dialog opens, and the License Keys tab is automatically selected. Figure 1-22

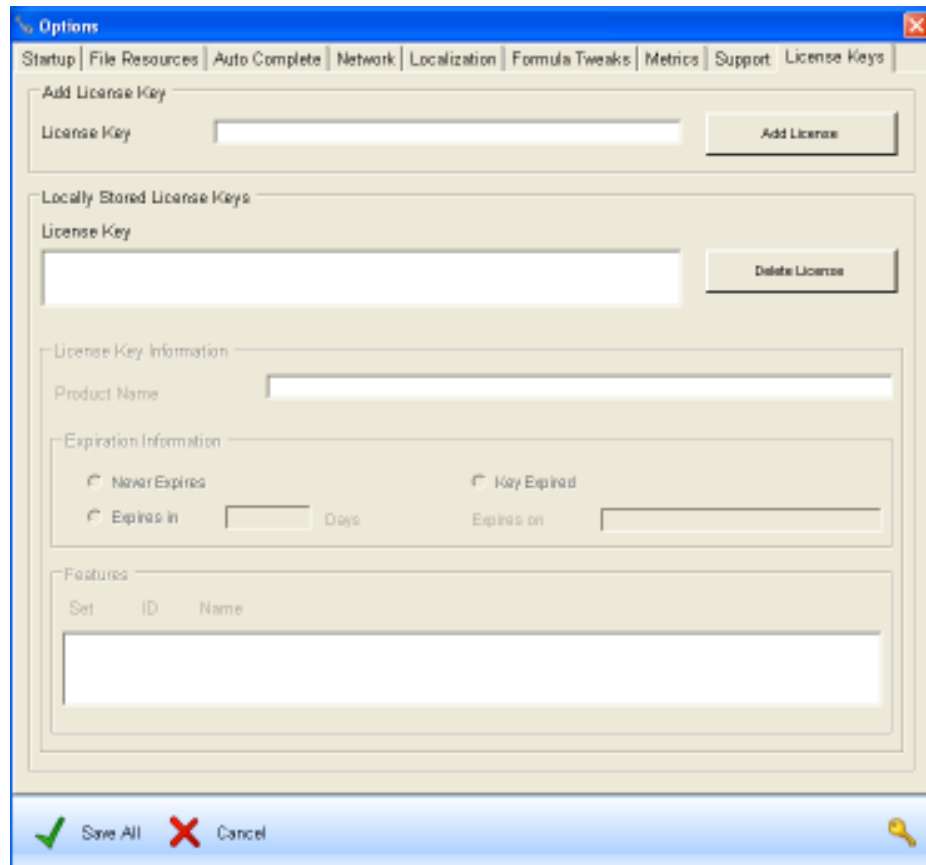


Figure 1-22

- Put the [NetApp Synergy](#) license into the **Add License Key** → **License Key** box, then click **Add License**. Figure 1-23

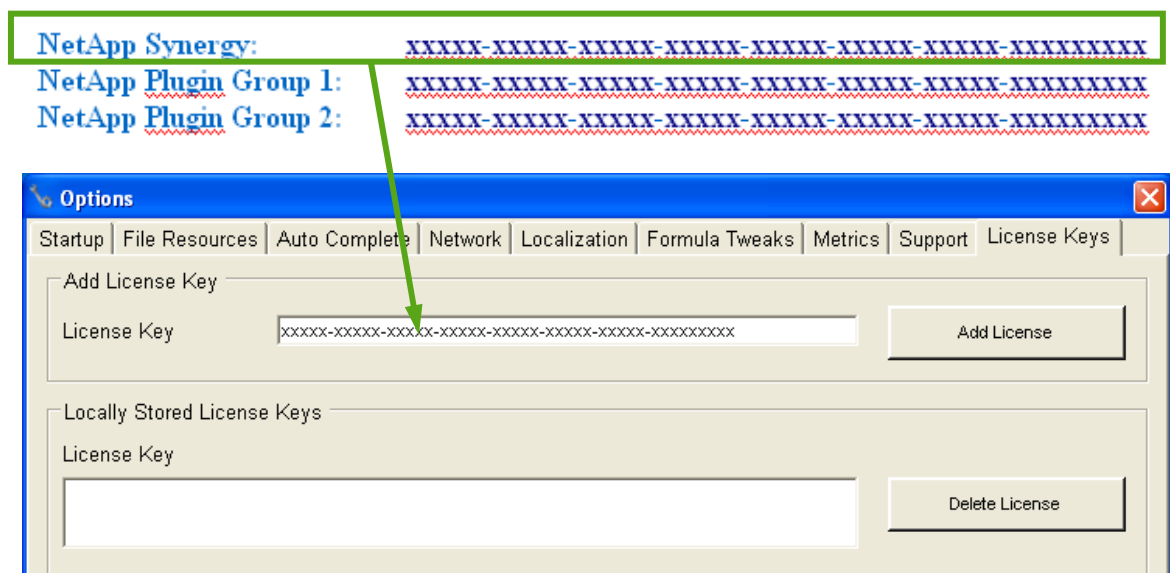


Figure 1-23

Verify the License Key Information shows Product Name “NetApp Synergy 2.0” and for your reference notice the Expiration Information. Figure 1-24

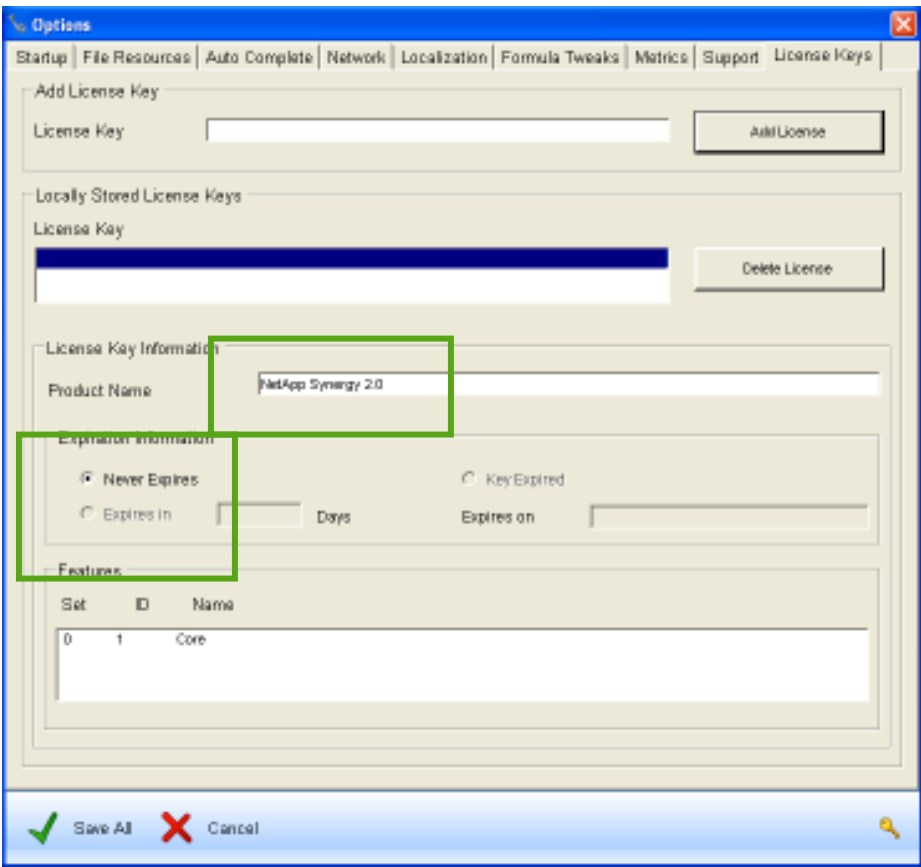


Figure 1-25

4. Repeat for NetApp Plugin Group 1, and NetApp Plugin Group 2. Figure 1-25

NetApp Plugin Group 1: XXXX-XXXX-XXXX-XXXX-XXXX-XXXX-XXXX-XXXX-XXXX-XXXX
NetApp Plugin Group 2: XXXX-XXXX-XXXX-XXXX-XXXX-XXXX-XXXX-XXXX-XXXX-XXXX

Figure 1-25

5. Click **Save All**. NetApp Synergy should now launch. Figure 26



Figure 1-26

2 GENERAL TROUBLESHOOTING

This section covers the most common issue with NetApp Synergy, which is the invalid license. And the most common resolutions for this issue, which are:

- Disconnect any external devices
- Re-install with latest version
- Re-register

The following are the basic items to check for initial NetApp Synergy troubleshooting.

WHAT IS THE VERSION OF NETAPP SYNERGY?

Check the version of NetApp Synergy executable.

1. Look in the directory: C:\Program Files\NetApp\NetApp Synergy
2. Right click on the 'NetApp Synergy.exe' file → Properties
3. Look at the Version tab

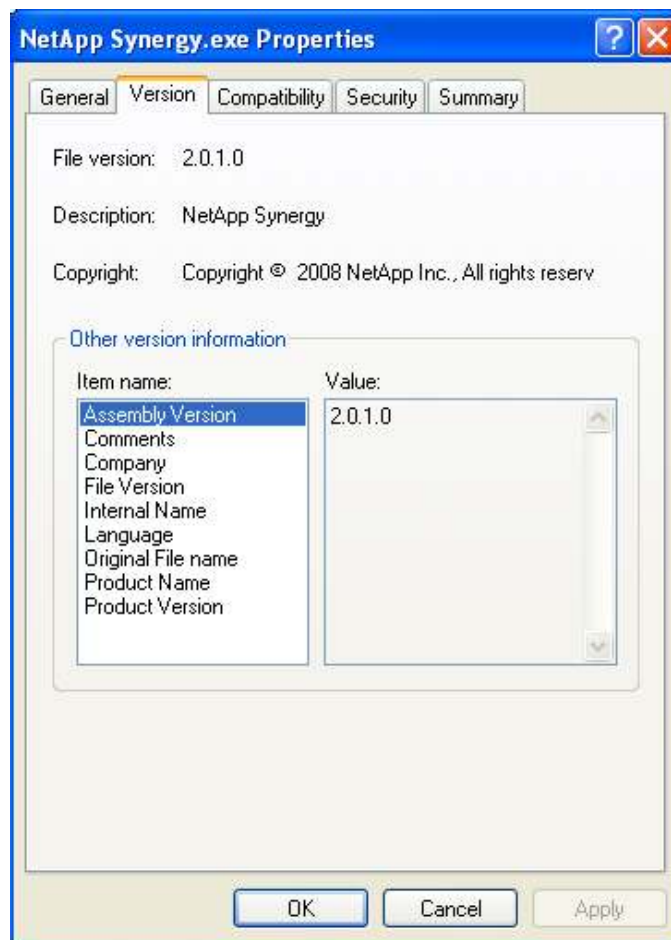


Figure 2-1

If it is earlier than 2.0.0.8, upgrade the installation and re-register. See [Upgrade and Re-Register](#).

EXTERNAL DEVICE

If you had an external device connected during the registration process, and it is not connected now, you could have issues with running NetApp Synergy. External devices includes (but not limited to): External hard drive, printer, PDA, cell phone, wireless card, etc.

It is preferable to disconnect any external devices prior to running the activation/registration process. If you are getting the error, "license key is invalid... does not correspond to your computer" then see Problem/Resolution: [Error License Invalid Does Not Correspond To Computer](#)

VERIFY COMPUTER MAC ADDRESS

Collect computer MAC address for Entitlements team investigation

1. On the computer open a command prompt
2. Use "ipconfig /all"
3. Save the output in text format
4. Get the license file, "netapp.lic" from: C:\Documents and Settings\<username>\Application Data\NetApp, Inc\NetApp Synergy\licenses
5. Provide the ipconfig /all output and the netapp.lic file to the Entitlements team via email, xdl-synergy-entitlements

3 GETTING SUPPORT

LICENSE RELATED ISSUES

If there are errors or other issues or questions related to the license keys send an email to NetApp Synergy License Administration: xdl-netappsynergy-entitlements

OTHER ISSUES - NETAPP EMPLOYEES

Use URL : <http://sepolabs.netapp.com/projects/Raptor>

Or from NetApp Synergy go to **Help** → **Technical Support**, figure 00a.

Click the **RFE and Bug Ticketing System** button, , figure 00b.



Figure 00a.

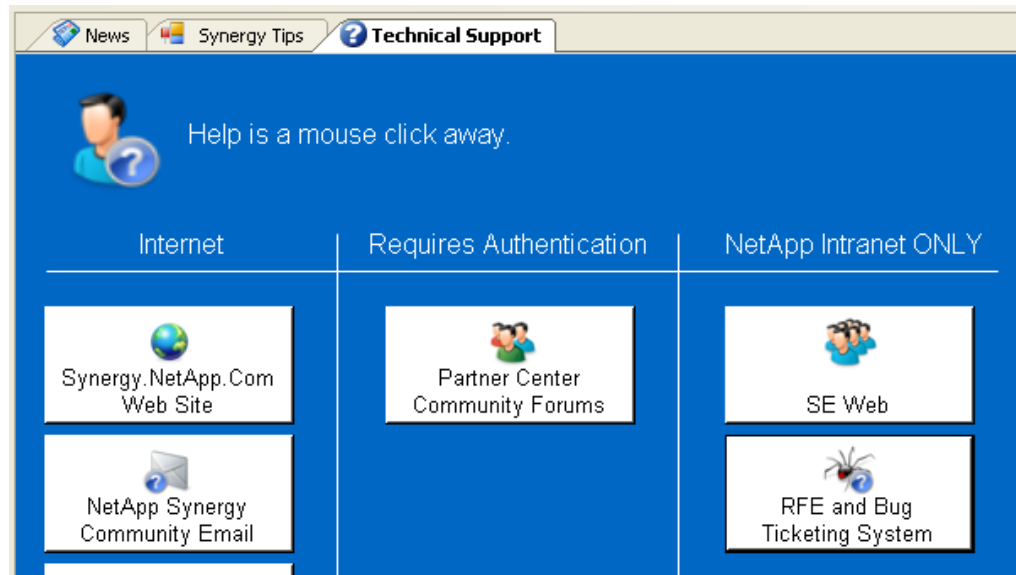


Figure 00b.

OTHER ISSUES - NETAPP PARTNERS

If you are a NetApp Partner using NetApp Synergy, and have a support question or issue please send an email to the NetApp Synergy Support distribution list: xdl-netappsynergy-support

4 PROBLEM / RESOLUTION

This section is devoted to describing specific problems and resolutions beyond the General Troubleshooting section.

ERROR LICENSE INVALID DOES NOT CORRESPOND TO COMPUTER

PROBLEM SUMMARY:

You are getting error: "license key is invalid... does not correspond to your computer."



Figure 4-1

PROBLEM DESCRIPTION / SYMPTOMS:

Scenario 1

- Install NetApp Synergy version 2.0.0.8 or later
- Register NetApp Synergy
- Receive license keys
- Attempt to apply license key gets the error

Scenario 2

- Install NetApp Synergy version 2.0.0.8 or later
- Register NetApp Synergy
- Receive and apply license keys
- NetApp Synergy working okay
- After some time, attempt to launch NetApp Synergy
- Gets error: "license key is invalid... does not correspond to your computer."

CAUSE:

Scenario 1: An external device has been connected after registering and before attempting to apply the license keys.

Scenario 2: An external device was connected during registration, the same device was connected while applying the license keys and during initial Synergy use, then the external device was disconnected.

RESOLUTION:

Scenario 1: Disconnect the external device, and apply the license key.

Scenario 2A: Reconnect the external device, and launch NetApp Synergy. Or...

Scenario 2B: Keep all external devices disconnected, [re-register](#), and apply new keys.

SYNERGY UPGRADE NO VALID LICENSE

PROBLEM DESCRIPTION:

After upgrading NetApp Synergy from version 2.0.0.6 to 2.0.1.0 you get an error when trying to launch: "There is no valid license key found for NetApp Synergy. Do you want to add one now? ..."

- You had NetApp Synergy version 2.0.0.6 installed and working
- Downloaded and installed NetApp Synergy version 2.0.1.0
- Launching NetApp Synergy gives the message: "There is no valid license key found for NetApp Synergy. Do you want to add one now? ..."

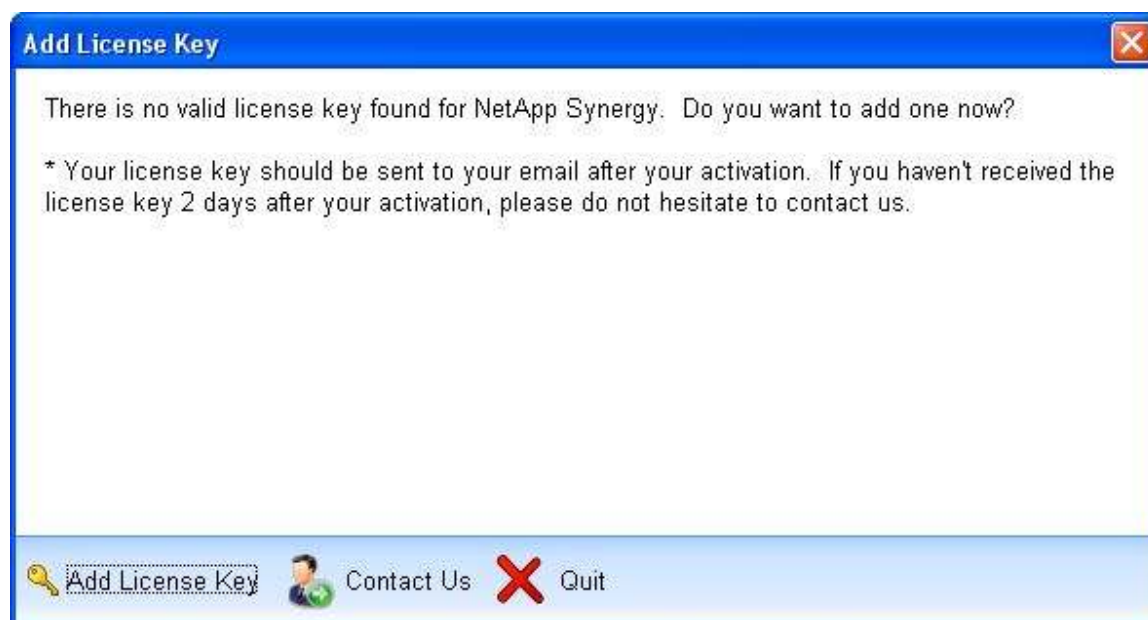


Figure 4-2

- When you click Add License Key and enter the license key which was working with the previous NetApp Synergy version, you see the error: "license key is invalid... does not correspond to your computer." See figure 4-1 in previous entry.

CAUSE:

Upgrading from version 2.0.0.6 and earlier to version 2.0.0.8 and later requires re-registration as the earlier versions do not have the same registration processing.

RESOLUTION:

Re-register and apply the new license keys.

LICENSE EXPIRE 12 AM

PROBLEM SUMMARY:

"License will expire on 12:00:00 AM" error when try to run NetApp Synergy

PROBLEM DESCRIPTION / SYMPTOMS:

- Install NetApp Synergy version 2.0.1.0
- Register NetApp Synergy
- Receive and apply license keys
- Attempt to launch NetApp Synergy
- Get error message "Your NetApp Synergy license will be expired on 12:00:00 AM. Please contact us at to renew your license."

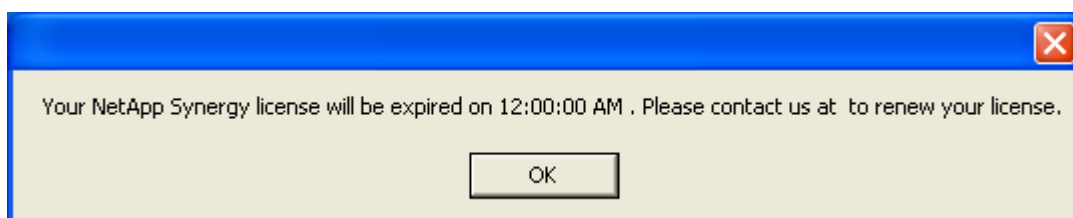


Figure 4-3

CAUSE:

Bad license key.

RESOLUTION:

Send an email to xdl-netappsynergy-entitlements to request a new set of license keys. Include the license keys you received earlier, and the computer name for identification and validating the keys are in deed bad.

UPGRADE WINDOWS OS NO VALID LICENSE

PROBLEM SUMMARY:

You have NetApp Synergy installed and working on computerA with OS Windows XP. You upgrade computerA's OS to Windows Vista. When you attempt to launch NetApp Synergy you get an error saying there is no valid license key.

CAUSE:

An OS upgrade makes changes in the system settings which NetApp Synergy licenses depend on. NetApp Synergy licenses are looking for the previous settings, cannot find them, and returns the error.

RESOLUTION:

[Re-register](#) and apply the new license keys.

ADD STORAGE DESIGN STUDIO INVALID KEY

PROBLEM DESCRIPTION:

You have an existing installation of NetApp Synergy. When you try to apply Storage Design Studio license key, you receive an error saying the key is invalid. The other keys (NetApp Synergy, Plug-in Group 1, and Plug-in Group2) are working without error.

CAUSE:

The existing NetApp Synergy is version 2.0.1.0 or earlier. The versions before 2.1.0.5 do not have Storage Design Studio.

RESOLUTION:

Upgrade to version 2.1.0.5 or later.

1. Launch NetApp Synergy
2. Go to Help > Check for Software Updates
3. Click Check for Updates icon
4. Check the Welcome to the NetApp Synergy Setup dialog shows version 2.1.0.5
5. Review the End-User License Agreement, check the box, and click Next
6. Review the Installation Overview
7. Backup is only required if you have existing NetApp Synergy Portfolio

NetApp Synergy should now have Storage Design Studio under the Capacity Modeling section, and you should be able to apply the Storage Design Studio license keys.

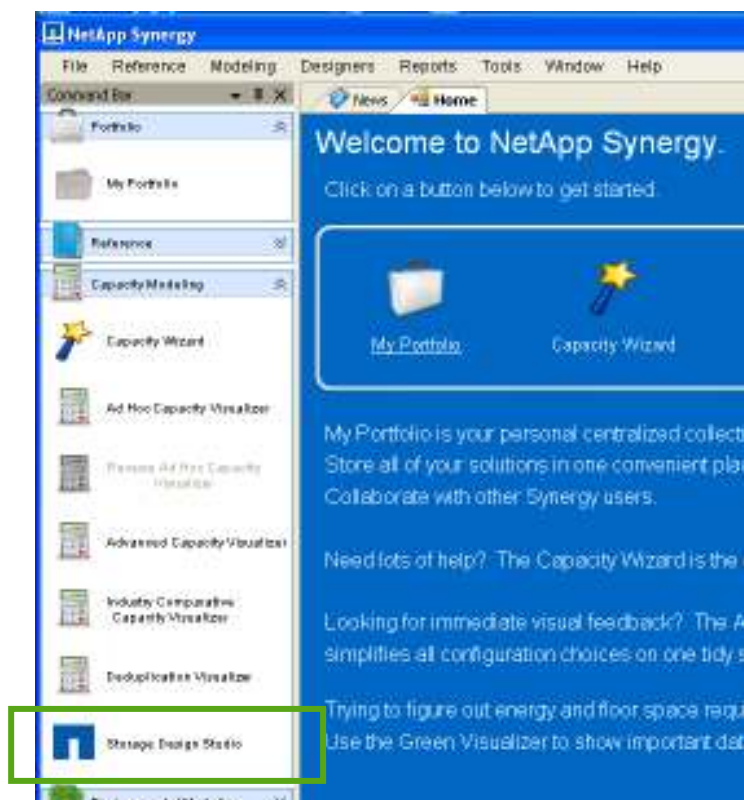


Figure 4-4

5 TIPS AND TRICKS

Tips and Tricks is an 'open' section. It can include "How To" or "How it works" articles, and other information relevant to the use and or functionality of NetApp Synergy.

WHY CAN I NOT SELECT SAS DRIVES

In Capacity Wizard, step 4 of 6, "What kinds of disk storage do you want to use?", the radio button for SAS Disk is disabled.



Figure 5-1

Capacity Wizard simplifies capacity planning and makes some educated guesses on your behalf. It is particularly useful for very simple storage calculations. If you need more granular control, you will want to use the Ad Hoc Capacity Visualizer.



Figure 5-2

HOW TO UPGRADE ONLY

Follow these steps to re-install NetApp Synergy. If you are upgrading from NetApp Synergy version 2.0.0.6 or earlier, go to **Upgrade and Re-Register** below.

1. Shutdown NetApp Synergy if it is already running on your computer
2. Download [NetApp Synergy V2-2.1.0.5](#) and save it to your desktop. See screen prints above in chapter **2 NETAPP SYNERGY 101** → [DOWNLOADING](#)
3. Double click and run the NetApp Synergy V2-2.1.0.5 installer
4. Launch NetApp Synergy

HOW TO RE-REGISTER

Follow these steps to re-register NetApp Synergy.

1. Disconnect any external device connected to your computer
2. Shutdown NetApp Synergy if it is already running on your computer
3. Download [Activation Cleanup Wizard](#) and save it to your desktop. See screen prints above in chapter **2 NETAPP SYNERGY 101** → **DOWNLOADING**
4. Double click and run the Activation Cleanup Wizard. See steps in [Clean Up Process](#)
5. Launch NetApp Synergy
6. You will be prompted to register. Go ahead and fill out the form as before
7. When you receive your license keys by mail, apply these new keys in NetApp Synergy

UPGRADE AND RE-REGISTER

Follow these steps to re-install and re-register with the latest version of NetApp Synergy. If you are upgrading from NetApp Synergy 2.0.0.8 or later, you do not need to re-register and get new license keys, see **Upgrade Only** instructions above.

1. Disconnect any external device connected to your computer
2. Shutdown NetApp Synergy if it is already running on your computer
3. Download [NetApp Synergy V2-2.1.0.5](#) and save it to your desktop. See screen prints above in chapter **2 NETAPP SYNERGY 101** → **DOWNLOADING**
4. Download **Activation Cleanup Wizard** and save it to your desktop. See screen prints above in chapter **2 NETAPP SYNERGY 101** → **DOWNLOADING**
5. Double click and run the Activation Cleanup Wizard. See steps in **ActivationClean Up Process** below.
6. Double click and run the NetApp Synergy V2-2.1.0.5 installer
7. Launch NetApp Synergy
8. You will be prompted to register. Go ahead and fill out the form as before
9. When you receive your license keys by mail, apply these new keys in NetApp Synergy

ACTIVATION CLEAN UP PROCESS

Activation clean up is required before re-registration.

Warning: The affects of the activation clean up process are not reversible.

1. Download [Activation Cleanup Wizard](#) and save it to your desktop. See screen prints above in chapter **2 NETAPP SYNERGY 101 → DOWNLOADING**
2. Run NetAppSynergyActivationCleanupWizard.exe

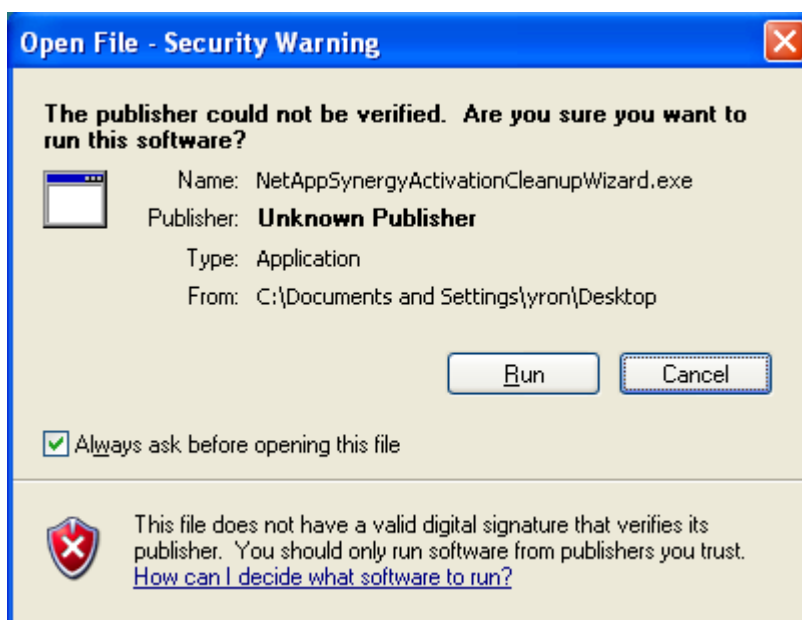


Figure 5-3



Figure 5-4

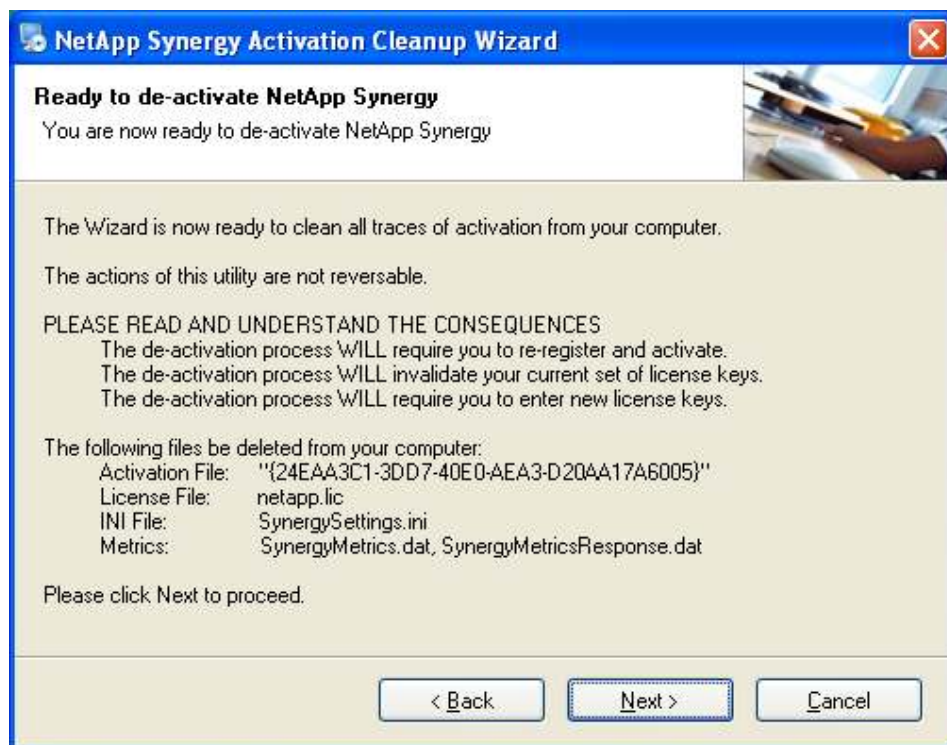


Figure 5-5



Figure 5-6

HOW TO UN-INSTALL

Un-installation of NetApp Synergy is not required to upgrade version. But if you wish to remove it, the process is quite simple.

UN-INSTALL PROCESS

To delete NetApp Synergy, uninstall via the Control Panel's **Add Remove Programs**.

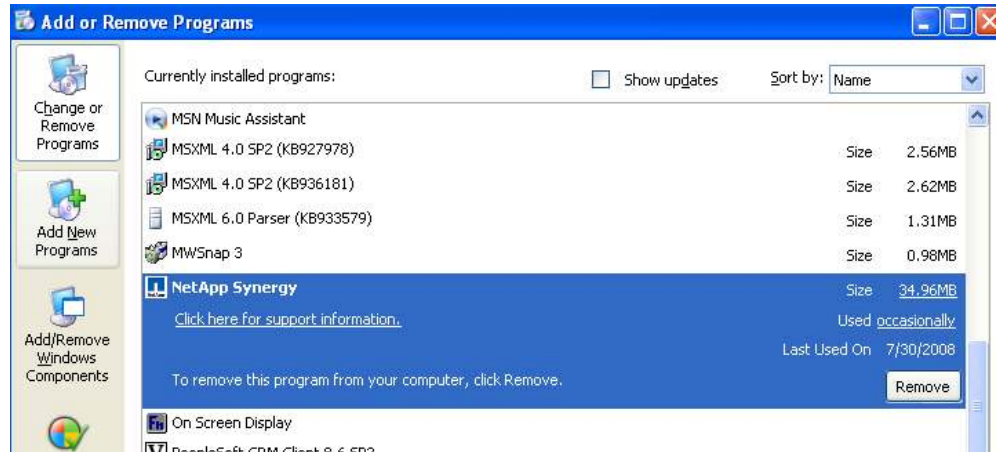


Figure 5-7

IF YOU DO NOT WISH TO KEEP 'MY PORTFOLIO' OR LICENSE KEYS, THEN DELETE THE FOLLOWING DIRECTORIES:

'My Portfolio' –

C:\Program Files\NetApp\NetApp Synergy

License keys –

C:\Documents and Settings\<username>\Application Data\NetApp, Inc\NetApp Synergy\licenses

TO REMOVE ACTIVATION CODES, RUN THE ACTIVATION CLEANUP WIZARD

See [Activation Clean Up Process](#)