



OnCommand™ Insight Balance Prerequisite Pre-Call Guide

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1 DOWNLOAD THE INSIGHT BALANCE VIRTUAL APPLIANCE IMAGE

You can download the Insight Balance software and generate your Insight Balance license from the NetApp NOW site.

2 CONVERT THE INSIGHT BALANCE APPLIANCE

Within the Insight Balance 3.6 zip file, you will find our **VAInstallationGuide.pdf**. This guide will show graphical directions on how to install the Insight Balance VA on your ESX/ESXi server (It is Netapp best practice to use the VM Converter as it allows us to properly allocate resources). You will also find our **ConfigGuide.pdf** included in the zip file. This will give you some insight on how to configure Insight Balance.

3 SCHEDULE A PRE-CONFIGURATION CONFERENCE CALL (PRECALL)

NetApp recommends coordinating a brief conference call (precall) 1 or 2 days prior to the configuration/install date to review your environment and discuss any questions on the requirements below for configuring your Insight Balance product. A representative will be in contact to schedule a mutually convenient time for both parties.

4 PREPARE AN INSIGHT BALANCE PROXY SERVER (SEE “VAINSTALLATIONGUIDE.PDF” FOR REQUIREMENTS)

1. Prepare a Windows 2K3 VM for Insight Balance Proxy service with the latest version of 32-bit java installed. (Available at www.Java.com)
2. Flash player 10 should be installed on desktop viewing Insight Balance (Available at www.Adobe.com)
3. Prepare credentials and permissions for devices to be monitored.

Listed are the most common Insight Balance permission and credential requirements. For complete and detailed requirements, please refer to the Insight Balance **Configguide.pdf** document.

Credential	Requirement
vCenter	Requires a Virtual Center user that has “Read-only” permissions at the datacenter level.
ESX	Requires a local user account and must have the Browse Datastore privilege on each ESX server. (Please see the ConfigGuide.pdf for setup)
Windows	Can be a local administrative account, a group user or domain user which must have local administrative privileges on each server being monitored.
RHEL 4/5	A Valid username and password with Read-Only permissions on the server and Sudo access to run privileged commands on the server. Insight Balance uses an SSH login via password or key exchange to communicate with Linux servers. (Please refer to the ConfigGuide.pdf for sudoers setup)
IBM LPAR & Virtual IOS	(Please see the ConfigGuide.pdf for setup)

Credential	Requirement
IBM AIX 5.2 & 5.3	A Valid username and password with Read-Only permissions on the server and Sudo access to run privileged commands on the server. Insight Balance uses an SSH login via password or key exchange to communicate with AIX servers. (Please refer to the ConfigGuide.pdf for sudoers setup)
HP-UX 11.11 / 11.23	A Valid username and password with Read-Only permissions on the server and Sudo access to run privileged commands on the server. Insight Balance uses an SSH login via password or key exchange to communicate with HP-UX servers. (Please refer to the ConfigGuide.pdf for sudoers setup)
Solaris 8/9/10	A Valid username and password for a sudoers account on the server with entries in the sudoers file (or equivalent in PowerBroker). (Please refer to the ConfigGuide.pdf for setup)
SUSE Linux	A Valid username and password on the server and Sudo access to run privileged commands on the server. Insight Balance uses a key exchange to communicate with Linux servers so you will need to set up RSA Authentication. (Please refer to the ConfigGuide.pdf for sudoers setup)
MSSQL	Requires a local MSSQL user using SQL Authentication with public and db_datareader permissions on each db listed under user mapping (please make sure SQL is running in mixed mode).
Oracle	A valid login and password with select any dictionary and create session on ALL databases.
EVA	A valid username and password with SSSU installed on the same Windows server used for the Insight Balance Windows proxy.
EVA Stats	For Eva Statistics collection, please make sure that EVA Perf 8.0.1 or greater is installed on the same Windows server used for the Insight Balance Windows Proxy.
NetApp	A valid username and password on each filer with all roles listed in the ConfigGuide.pdf – Using OnTap 7.2.6 or greater. (Please see ConfigGuide.pdf for proper setup on NetApp Arrays)
EMC CLARiiON	A valid username and password with global scope is also required. NaviSECCLI must be installed on the same Windows server as the Insight Balance proxy, which must be at version 6.26 or greater.
DMX/VMAX	(Please see ConfigGuide.pdf for Symmetrix configuration)
EqualLogic	Requires SNMP community name, which defaults to public as the password. A username/login is not required. You will need to add a second to the Insight Balance appliance to reflect the network the EqualLogic array is on.
Hitachi	High Command Device Manager (HDvM) 5.1 or greater for Hitachi Proxy. If you have USP/NSC arrays with LUSE LUNs, you have the optional capability of array stats collection. You will need the Hitachi export tool which is located on the disk set that came with your array.
IBM TotalStorage DS4K FASTT	Requires Engenio/LSI SMI-S CIM Agent accessible on the IP network by the machine hosting Insight Balance
IBM DS6k, 8K ESS Storage	Requires DS Open API SMI-S CIM Agent accessible on the IP network by the machine hosting Insight Balance. (Please see ConfigGuide.pdf for DS6 and 8K configuration)

Credential	Requirement
IBM XIV	Requires embedded SMI-S CIM Agent (version 10.1 or 10.2) accessible on the IP network by the machine hosting Insight Balance.
Dot Hill	Dot Hill SCCLI package must be installed on the same server that holds the Insight Balance proxy. This server must be accessible by the Insight Balance appliance via IP.
IBM SVC	(Please see the ConfigGuide.pdf for proper setup)
3PAR	To discover 3PAR, the embedded 3PAR SMI-S server must be accessible on the IP network by the Insight Balance machine. Note: The 3PAR CIM server is disabled by default. To enable the 3PAR SMI-S server, start the InForm CLI and run the following command: <i>startcim</i>
Brocade/Cisco	Requires the SNMP community name, which generally defaults to public, as the password. A username/login is not required when configuring credentials.
MS-Clusters	The Cluster Management IP otherwise known as the cluster alias IP will be required to monitor both MS Cluster nodes (Please see ConfigGuide.pdf for configuration requirements) *Note* Microsoft added an additional security feature to Windows 2008 called User Account Control (UAC). This feature must be disabled when using a local user account of Insight Balance (e.g., other than the default administrator account or a domain account).

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