



## OnCommand<sup>®</sup> Report 1.2

### OnCommand Report Installation and Administration Guide



NetApp, Inc.  
495 East Java Drive  
Sunnyvale, CA 94089  
U.S.

Telephone: +1(408) 822-6000  
Fax: +1(408) 822-4501  
Support telephone: +1 (888) 463-8277  
Web: [www.netapp.com](http://www.netapp.com)  
Feedback: [doccomments@netapp.com](mailto:doccomments@netapp.com)

Part number: 215-08038\_A0  
August 2013



# Contents

<b>Understanding OnCommand Report .....</b>	<b>5</b>
OnCommand Report features .....	5
What you can do with OnCommand Report .....	5
Questions you can answer with OnCommand Report .....	6
OnCommand Report architecture .....	6
Where to find more information about OnCommand Report .....	8
Videos for OnCommand Report .....	8
OnCommand Report on the web .....	8
OnCommand Report documentation .....	8
<b>Planning your OnCommand Report deployment .....</b>	<b>10</b>
Installation prerequisites for OnCommand Report .....	10
Web browser requirements .....	12
Data ONTAP versions that OnCommand Report supports .....	12
Server requirements .....	13
Information you need about your servers .....	15
<b>Deploying OnCommand Report .....</b>	<b>16</b>
Downloading the OnCommand Report installer .....	16
Installing OnCommand Report on Windows Server 2008 .....	17
Installing OnCommand Report on a Windows Server 2003 .....	17
List of ports used by OnCommand Report .....	18
Configure Server panel .....	19
Uninstalling OnCommand Report .....	20
<b>Completing OnCommand Report upgrade tasks .....</b>	<b>21</b>
Preparing to migrate report schedule .....	21
Upgrading OnCommand Report .....	22
Migrating report schedules .....	23
<b>Configuring OnCommand Report .....</b>	<b>25</b>
Logging in to the OnCommand Report Administration Console .....	25
Getting started with OnCommand Report .....	26
Obtaining your license key .....	27
Validating your license key .....	27
User accounts in OnCommand Report .....	28

Creating OnCommand Unified Manager database users .....	29
Adding user accounts .....	30
Editing user accounts .....	31
Changing passwords for user accounts .....	33
Deleting user accounts .....	33
Enabling and configuring LDAP .....	34
Auditing user activity .....	34
Configuring your servers for data acquisition .....	35
Adding information about your servers .....	36
Testing the connection to your servers .....	38
Setting the polling time for your DFM servers .....	40
Initiating data acquisition from your servers .....	41
Editing information about your OnCommand Unified Manager servers .....	41
Deleting information about your servers .....	42
Updating reports with acquired data .....	43
Monitoring reporting data status with the ETL option .....	43
Configuring AutoSupport for troubleshooting help .....	44
Configuring OnCommand Report to send emails .....	45
Backing up the OnCommand Report database .....	45
Restoring the database .....	46
Exporting custom reports .....	46
Importing custom reports .....	47
Reconfiguring OnCommand Report .....	48
<b>Monitoring the status of data acquisition .....</b>	<b>49</b>
OnCommand Unified Manager servers view .....	50
<b>Troubleshooting OnCommand Report installations .....</b>	<b>52</b>
Troubleshooting data acquisition .....	53
Restarting the OnCommand Report server .....	56
Sending AutoSupport information to technical support .....	56
Displaying OnCommand Report logs .....	57
<b>Copyright information .....</b>	<b>58</b>
<b>Trademark information .....</b>	<b>59</b>
<b>How to send your comments .....</b>	<b>60</b>
<b>Index .....</b>	<b>61</b>

# Understanding OnCommand Report

---

OnCommand Report provides comprehensive reporting of your NetApp storage infrastructure. You can consolidate data from your DataFabric Manager or OnCommand Unified Manager servers and then view predesigned reports and create your own custom reports. These reports can help you optimize your storage and improve capacity planning.

## OnCommand Report features

OnCommand Report (OCR) provides comprehensive reporting of your NetApp storage infrastructure. You can consolidate data from your DataFabric Manager or OnCommand Unified Manager server and then view predesigned reports or create your own custom reports. These reports help you optimize your storage and improve capacity planning.

You can use OnCommand Report to perform the following actions:

- View inventory and capacity information such as growth, capacity utilization, overcommitted capacity, deduplication space savings, and thin provisioning.
- View information about nodes, clusters, Vservers, and resource groups.
- Consolidate data from multiple OnCommand Unified Manager or DataFabric Manager servers.
- Create and customize reports.
- Group data in reports by using resource groups supported by the DataFabric Manager or OnCommand Unified Manager server.

OnCommand Report operates as agent-less software that runs on Microsoft Windows.

## What you can do with OnCommand Report

Storage administrators and managers use OnCommand Report (OCR) to gain insight into storage resources in their environments, assess the impact of growth and capacity utilization statistics, and improve resource utilization.

OnCommand Report enables storage administrators to accomplish the following tasks:

- Gain global visibility into storage network assets such as clusters, nodes, aggregates, vFiler units, disks, volumes, and controllers to understand their availability, relationship, and usage at a resource group or an enterprise level.
- Improve capacity planning by identifying free and used capacity.
- Make correct storage-related decisions based on accurate reports.

## Questions you can answer with OnCommand Report

Administrators can use OnCommand Report (OCR) to answer many questions that can help them understand their storage environment better.

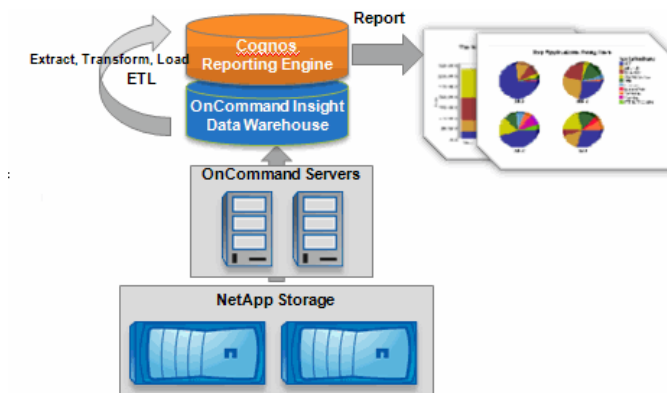
You can answer these questions with OnCommand Report:

- How much storage do we have, what are the attributes of these storage objects, and what is their status?
- How much purchased storage are we actually using?
- Where are the wasted or unused licenses that we can recover?
- What CIFS shares and NFS exports do we have?
- What is the distribution of assets in our environment?

## OnCommand Report architecture

OnCommand Report (OCR) acquires and consolidates data from multiple OnCommand Unified Manager or DataFabric Manager servers. The data from these servers includes inventory information about your NetApp storage. You can manage and view the data using the Administration Console and OnCommand Report.

The following illustration shows the OnCommand Report architecture:



OnCommand Report is comprised of the following main components:

### OnCommand Report Server

The OnCommand Report server obtains data from OnCommand Unified Manager or DataFabric Manager servers and provides access to the Administration Console and OnCommand Report. The server can obtain data

from multiple OnCommand Unified Manager or DataFabric Manager servers at the same time.

To obtain data from your servers, OnCommand Report performs the following actions:

- Remotely accesses and acquires data from your server databases by accessing read-only views
- Consolidates the data in the OnCommand Report database
- Extracts, transforms, and loads the data into the data warehouse three hours from the start of acquiring the data from the OnCommand Unified Manager or DataFabric Manager servers. For example, if data acquisition starts at 3:00 p.m. then ETL starts at 6:00 p.m.

The data warehouse is a repository that the reporting engine uses to access data. After the data is in the data warehouse, it is available for use in reports.

### **Administration Console**

The Administration Console is a web-based interface that helps you perform the following tasks:

- Validating your license
- Configuring data acquisition from your OnCommand Unified Manager or DataFabric Manager servers
- Troubleshooting data acquisition
- Monitoring the status of data acquisition
- Configuring user accounts
- Configuring AutoSupport (ASUP) for troubleshooting help
- Backing up and restoring the database

### **OnCommand Report**

OnCommand Report is a web-based interface that helps you perform the following tasks:

- Viewing predesigned reports and create your own custom reports by using Query Studio
- Scheduling reports for email distribution
- Making backups of custom reports
- Restoring custom reports

## Where to find more information about OnCommand Report

Find more information about OnCommand Report on the NetApp web site and in the OnCommand Report documentation.

### Videos for OnCommand Report

You can access how-to videos that show you how to perform some actions in OnCommand Report (OCR). The videos are located on the OnCommand Report Customer Community, a private forum for customers.

To access the demonstration videos on the Support site, use this link: [OnCommand Report videos](#).

**Note:** You need a user name and password for this community. To obtain them, click the **Join now** link.

- Installing OnCommand Report
- Configuring OnCommand Report
- Viewing predesigned reports
- Creating custom reports

#### Related concepts

[Configuring OnCommand Report](#) on page 25

#### Related tasks

[Deploying OnCommand Report](#) on page 16

### OnCommand Report on the web

For comprehensive, up-to-date information about OnCommand Report, you must use these NetApp web site resources.

- OnCommand Report product web site at:  
<http://www.netapp.com/us/products/management-software/oncommand-report.html>
- The NetApp Support Site at: [support.netapp.com](http://support.netapp.com)
- OnCommand Report community at: [https://communities.netapp.com/community/products\\_and\\_solutions/storage\\_management\\_software/oncommand-report](https://communities.netapp.com/community/products_and_solutions/storage_management_software/oncommand-report)

### OnCommand Report documentation

The OnCommand Report (OCR) product documentation is available in the Administration Console as a Help system and on the NetApp Support Site as PDF files.

To display the Help system, open the Administration Console and click the **Help** link at the top of the page. The Help contains configuration instructions along with information about the predesigned reports and creating custom reports.



The NetApp Support Site provides links to download the OnCommand Report software and the PDF versions of these two guides:

<b><i>OnCommand Report Installation and Administration Guide</i></b>	Lists the prerequisites needed to install OnCommand Report. Explains how to install licenses, configure your servers for data acquisition, and troubleshoot problems.
<b><i>OnCommand Report User Guide</i></b>	Provides an overview of the OnCommand Report product, describes how to use the many predesigned reports, and explains how to create your own report using the Query Studio report authoring tool.

**Note:** The most current and previously released product documentation is available in the [\*OnCommand Report product documentation\*](#) on the Support Site.

## Planning your OnCommand Report deployment

You need to perform several steps before you can install OnCommand Report.

Planning your deployment involves the following steps:

- Review installation prerequisites.
- Review web browser requirements.
- Review the storage systems that OnCommand Report supports.
- Review your OnCommand Unified Manager (UM) or DataFabric Manager (DFM) server requirements.
- Gather information about your OnCommand Unified Manager or DataFabric Manager servers.

## Installation prerequisites for OnCommand Report

Before you install OnCommand Report, you must ensure that the host meets the installation prerequisites.

Component	Requirement
Operating system	One of the following operating systems: <ul style="list-style-type: none"><li>• Windows Server 2003 Enterprise Edition or Standard Edition (64-bit)</li><li>• Windows Server 2008 Enterprise Edition or Standard Edition (64-bit)</li><li>• Windows Server 2008 R2 Enterprise Edition or Standard Edition (64-bit)</li></ul> These operating systems are supported on a physical machine or a virtual machine. You must run the virtual machine on VMware ESX server version 4.0 or higher.
CPU	<ul style="list-style-type: none"><li>• For 300 storage systems: 2.4 GHz Dual core Pentium processors or equivalent</li><li>• For 300 to 600 storage systems: 2.4 GHz Quad Core Pentium processors or equivalent</li></ul>
Memory	<ul style="list-style-type: none"><li>• For 300 storage systems: 8 GB</li><li>• For 300 to 600 storage systems: 16 GB</li></ul>

Component	Requirement
Disk space	<p>14 GB</p> <p><b>Note:</b> If OnCommand Report is installed on a drive other than where the operating system is installed, then OnCommand Report requires 4 GB disk space in the system drive (where the operating system is installed) and 10 GB space in the other drive (where OnCommand Report is installed).</p> <p>For example, if C drive is the system drive and you install OnCommand Report in D drive, then C drive must have a minimum of 4 GB space available and D drive must have a minimum of 10 GB space available.</p>
Software	<p>You must not install OnCommand Report on a host that runs any of the following:</p> <ul style="list-style-type: none"> <li>• OnCommand Unified Manager server</li> <li>• OnCommand Insight (previously known as SANscreen)</li> </ul>
Network	<ul style="list-style-type: none"> <li>• A network connection to the hosts where your OnCommand Unified Manager servers are installed.</li> <li>• Access to the following ports: <ul style="list-style-type: none"> <li>• 80</li> <li>• 443</li> <li>• 3306</li> <li>• 8080</li> <li>• 9300</li> </ul> </li> </ul> <p><b>Note:</b> You can change these ports by choosing a custom installation. You must ensure that these ports are not used by any other applications in the system. For more information about the ports, see <i>List of ports used by OnCommand Report</i>.</p>
Permissions	A user account with administrator-level privileges to install OnCommand Report.
Remote connectivity	Internet connectivity to allow WebEx access or a remote desktop connection to facilitate installation and post-installation support.
Accessibility	HTTP or FTP access to the internet.
Virus scan	You must disable antivirus scans before you install OnCommand Report. You must reenale the scans after the installation is complete.

For the latest information about OnCommand Report installation requirements, see the *Interoperability Matrix Tool*.

### Related references

*List of ports used by OnCommand Report* on page 18

### Related information

*Interoperability Matrix Tool:* <http://support.netapp.com/matrix/>

## Web browser requirements

You must use a supported web browser to access OnCommand Report.

The following web browsers are supported:

- Microsoft Internet Explorer 8
- Mozilla Firefox 3.5 and 3.6

The minimum recommended screen resolution for the computer that you use to access OnCommand Report is 1280 x 800.

For the latest information about currently supported web browsers, see the *Interoperability Matrix Tool*.

### Related information

*Interoperability Matrix Tool:* <http://support.netapp.com/matrix/>

## Data ONTAP versions that OnCommand Report supports

You can use OnCommand Report to view and create reports that include data from specific storage systems.

OnCommand Report can report on NetApp storage systems that use the following versions:

- Data ONTAP 7.x
- Data ONTAP 8.x
- Clustered Data ONTAP

For the latest information about currently supported Data ONTAP versions, see the *Interoperability Matrix Tool*.

### Related information

*Interoperability Matrix Tool:* <http://support.netapp.com/matrix/>

## Server requirements

OnCommand Report can acquire data from your OnCommand Unified Manager (UM) or Data Fabric Manager (DFM) servers that meet specific requirements.

Requirement	Description
Supported version	OnCommand Report supports OnCommand Unified Manager (UM) 5.0 - 5.2.
Number of storage systems	<p>You can configure OnCommand Report to collect data from any number of OnCommand Unified Manager or Data Fabric Manager servers. It is best if you configure OnCommand Report to collect data for no more than 600 storage systems.</p> <p><b>Note:</b> To identify the number of storage systems for which OnCommand Report currently has data, you can view the Storage Systems detail report or you can add the Storage Count data element to a report. For information about reports, see the <i>OnCommand Report User Guide</i>.</p>
Database user account	You must ensure that each server has a database user account that is enabled for database access. OnCommand Report uses this account to access read-only views from the OnCommand Unified Manager database. For information about how to manage database user accounts, see the <i>OnCommand Unified Manager Operations Manager Administration Guide</i> .

Requirement	Description
Enabled database views	<p>OnCommand Report requires access to the following read-only views in the OnCommand Unified Manager (UM) or Data Fabric Manager (DFM) database. These views are enabled by default. If you have disabled the views, you need to reenable them. For information about how to manage database views, see the <i>OnCommand Unified Manager Operations Manager Administration Guide</i>.</p> <p>The following are the read-only views in the OnCommand Unified Manager (UM) or Data Fabric Manager (DFM) database:</p> <ul style="list-style-type: none"> <li>• aggregateView</li> <li>• cifsShareView</li> <li>• commentNamesView</li> <li>• diskView</li> <li>• hostView</li> <li>• igroupView</li> <li>• interfaceView</li> <li>• lunIGroupMapView</li> <li>• lunView</li> <li>• nfsExportView</li> <li>• objCommentView</li> <li>• objectView</li> <li>• plexView</li> <li>• qtreeView</li> <li>• raidGroupView</li> <li>• resGroupMembersView</li> <li>• snapReserveView</li> <li>• snapshotView</li> <li>• storageSystemView</li> <li>• userAliasView</li> <li>• userMapView</li> <li>• userQuotaView</li> <li>• vFilerView</li> <li>• volumeView</li> </ul>

For the latest information about currently supported OnCommand Unified Manager (UM) or Data Fabric Manager (DFM) versions, see the *Interoperability Matrix Tool*.

#### Related information

*Interoperability Matrix Tool:* <http://support.netapp.com/matrix/>

## Information you need about your servers

After you install OnCommand Report, you must configure it to acquire data from your OnCommand Unified Manager (UM) or DataFabric Manager (DFM) servers. You must gather this information about each of your UM or DFM servers, so that you can enter it during initial product configuration.

To acquire data from your OnCommand Unified Manager or DataFabric Manager servers, OnCommand Report requires the following information about each server:

- IP address or a fully qualified domain name
- Port for the OnCommand Unified Manager or DataFabric Manager server's database (the default port is 2638)
- User name and password for your read-only database user account (if the default OnCommand Report "dbuser" account has been removed)
- Version

### Related tasks

[\*Creating OnCommand Unified Manager database users\*](#) on page 29

[\*Adding information about your servers\*](#) on page 36

## Deploying OnCommand Report

---

To deploy OnCommand Report, you need to download the product installer and then run the installation wizard. After the installation, you can open OnCommand Report to perform the configuration tasks.

### About this task

You must have administrator-level access privileges to download and install this product. Otherwise, an error message is displayed.

**Note:** You might want to run the [Installing OnCommand Report video](#) to see a demonstration of the installation process.

### Related concepts

[Configuring OnCommand Report](#) on page 25

### Related references

[Videos for OnCommand Report](#) on page 8

## Downloading the OnCommand Report installer

Download the OnCommand Report installer from the NetApp Support Site.

### Before you begin

You must have a login to the NetApp Support Site at [support.netapp.com](https://support.netapp.com).

### Steps

1. Log in to the host where you want to install OnCommand Report.
2. Download the installation file from the NetApp Support Site at [support.netapp.com](https://support.netapp.com).

### After you finish

Install OnCommand Report.



## Installing OnCommand Report on Windows Server 2008

You must run the installation wizard to install OnCommand Report on Windows Server 2008 and Windows Server 2008 R2.

### Before you begin

Installation prerequisites must be met.

### About this task

When you run the installation wizard, you can select a typical installation or a custom installation. If you need to modify the default ports that OnCommand Report uses, select the custom installation; otherwise, select the typical installation.

### Steps

1. Log in to the host where you want to install OnCommand Report as a user with administrator-level privileges.
2. Open the Administrator command prompt.

**Note:** This is different from a normal command prompt.

3. Navigate to the directory where you downloaded the installation file.
4. Type the following file name:  
`OnCommand Report-{arch}-{version}-{build}.msi`
5. Click **Enter**.
6. Complete the steps in the installation wizard to install OnCommand Report.

### After you finish

Configure OnCommand Report.

## Installing OnCommand Report on a Windows Server 2003

You must run the installation wizard to install OnCommand Report. You must use this procedure when installing OnCommand Report on a system other than Windows Server 2008.

### Before you begin

Installation prerequisites must be met.

**About this task**

When you run the installation wizard, you can select a typical installation or a custom installation. If you need to modify the default ports that OnCommand Report uses, select the custom installation; otherwise, select the typical installation.

**Steps**

1. Log in to the host where you want to install OnCommand Report as a user with administrator-level privileges.
2. Navigate to the directory where you downloaded the installation file.
3. Run `OnCommand Report-{arch}-{version}-{build}.msi`.
4. Complete the steps in the installation wizard to install OnCommand Report.

**After you finish**

Configure OnCommand Report.

**Related concepts**

[Configuring your servers for data acquisition](#) on page 35

**Related tasks**

[Getting started with OnCommand Report](#) on page 26

[Logging in to the OnCommand Report Administration Console](#) on page 25

[Validating your license key](#) on page 27

**Related references**

[Installation prerequisites for OnCommand Report](#) on page 10

**List of ports used by OnCommand Report**

OnCommand Report uses several ports, and you must ensure that these ports are not used by any other applications in the system.

The following table provides a list of the default ports used by OnCommand Report:

Port Number	Can be modified
1090	No
1091	No
1098	No
1099	Yes

Port Number	Can be modified
1527	No
4446	No
4712	No
4713	No
5445	No
5455	No
5500	No
5501	No
8009	No
8080	Yes
8083	No
9300	Yes
9334	No
9362	No
9399	No

**Note:** For information about the ports that can be modified, see *Configure Server panel* topic.

### Related tasks

[Installing OnCommand Report on a Windows Server 2003](#) on page 17

## Configure Server panel

You can use the Configure Server panel to modify the ports that OnCommand Report uses. This panel appears when you select a custom installation.

You can modify the following ports:

- Portal Port (HTTP)** Used to access the Administration Console through a Web browser through HTTP. You use the Administration Console to configure OnCommand Report. The default port is 80.
- Secured Portal Port (HTTPS)** Used to access the Administration Console through a Web browser through HTTPS. The default port is 443.

<b>Internal Database Port (SQL)</b>	Used internally as an access point to the MySQL database that is installed with OnCommand Report. The default port is 3306.
<b>Reporting HTTP Server Port</b>	Used to access OnCommand Report through a Web browser. You use OnCommand Report to view and create reports. The default port is 8080.
<b>Reporting Engine Port</b>	Used to access the reporting engine that enables you to view and create reports. The default port is 9300.

# Uninstalling OnCommand Report

You can uninstall OnCommand Report.

## About this task

The steps needed to uninstall OnCommand Report vary slightly depending on the type of Windows operating system you have, as shown in the steps below.

## Steps

1. Log in to the host as a user with administrator-level privileges.
2. Click **Start > Control Panel**.
3. Select the program settings for your operating system:

If the operating system is...	Then...
Windows Server 2003	Select <b>Add or Remove Programs</b>
Windows Server 2008	Select <b>Programs and Features</b>

4. Uninstall OnCommand Report *version*.

## Completing OnCommand Report upgrade tasks

---

To complete the OnCommand Report upgrade, you must manually back up the existing report schedules, upgrade to the next version of OnCommand Report, and then manually restore the existing report schedules.

You must back up the report schedules because OnCommand Report does not automatically back up report schedules and restore them during an upgrade.

### Related tasks

[Upgrading OnCommand Report](#) on page 22

[Preparing to migrate report schedule](#) on page 21

[Migrating report schedules](#) on page 23

## Preparing to migrate report schedule

OnCommand Report does not automatically back up report schedules during the upgrade. You must manually back up the existing report schedules before upgrading OnCommand Report.

### Steps

1. Log in to OnCommand Report using the administrator credentials.
2. In the **Welcome** page, click **Administer OnCommand Report content**.
3. In the **Administration** page, click the **Status** tab, and then click **Schedules** in the left pane.
4. In the left pane, click **Advanced** options.
5. From the Type list, select **Query**, and then click **Apply**.

A list of existing report schedules is displayed in the right pane.

6. In the report schedule you want to migrate, click the drop-down list, and then click **Set properties** to view the location of the report.

You must make a note of the report location that you want to manually migrate after the version upgrade and click **OK**.

7. In the report schedule that you want to migrate, click the drop-down list, and then click **Modify the schedule**.

You must make a note of the schedule properties from the Schedules page, such as Frequency, Options, Start time, End time, and Prompt values.

8. Click **OK**.

### Related concepts

[Completing OnCommand Report upgrade tasks](#) on page 21

### Related tasks

[Migrating report schedules](#) on page 23

[Upgrading OnCommand Report](#) on page 22

## Upgrading OnCommand Report

To upgrade OnCommand Report to the latest release you must fulfill several prerequisites, and download and install the software.

### Before you begin

- Installation prerequisites must have been met. For more information about the prerequisites, see *Installation requirements for OnCommand Report*.
- You must have administrator-level access privileges to install this product.
- Ensure that you have completed the prerequisites for migrating report schedules.
- Ensure that you have saved the custom reports within your OnCommand Report *version*.
- Ensure that you have used Microsoft Windows files and folders naming conventions for your custom report names.

If prerequisites are not met, then during the upgrade, the custom reports will not be backed up.

### About this task

#### Note:

- The following restrictions apply:
  - You cannot back up custom reports saved in the `My Folders` and dashboard style custom reports. Also, you cannot back up the report email scheduling configuration settings from the report generation interface.
  - If you make any changes to the predesigned reports, those changes are not restored after the upgrade.

### Steps

1. Log in to the host where you want to install the new version of OnCommand Report.
2. Download the installation file from the NetApp Support Site at [support.netapp.com](http://support.netapp.com).
3. Navigate to the directory where you downloaded the installation file and run

```
OnCommand Report-{arch}-{version}-{build}.msi
```

4. Start the installation wizard and follow the prompts on the wizard to complete the installation.

The **Backup and Restore database** option is enabled by default. To change the backup location, click **Browse**. If you disable the **Backup and Restore database** option, then you will lose your data.

**Note:** Backing up the database can take several minutes.

### Related concepts

[Completing OnCommand Report upgrade tasks](#) on page 21

### Related tasks

[Reconfiguring OnCommand Report](#) on page 48

[Preparing to migrate report schedule](#) on page 21

[Migrating report schedules](#) on page 23

### Related references

[Installation prerequisites for OnCommand Report](#) on page 10

## Migrating report schedules

OnCommand Report does not automatically restore report schedules during the upgrade. You must manually restore the existing report schedules after upgrading OnCommand Report.

### Before you begin

Ensure that you backed up your database and schedule.

### Steps

1. Log in to OnCommand Report using the administrator credentials.
2. In the **Welcome** page, click **OnCommand Report content**.
3. Navigate to the report that you want to set the schedule for, and click the **Schedule** icon on the right side of the pane.
4. Enter the schedule properties that you noted down while preparing to migrate the report schedules and click **OK**.

Schedule properties could include any of the following options: Frequency, Options, Start time, End time, and Prompt values.

### Related concepts

[Completing OnCommand Report upgrade tasks](#) on page 21

**Related tasks**

*[Upgrading OnCommand Report](#)* on page 22

*[Preparing to migrate report schedule](#)* on page 21



# Configuring OnCommand Report

---

You can use the Administration Console to configure OnCommand Report so that users can view and create reports in the report generation interface.

You can perform the following tasks to configure OnCommand Report:

- Validating your license
- Creating a read-only database user for server configuration
- Configuring your servers for data acquisition
- Managing user accounts
- Backing up and restoring data
- Triggering manual data acquisition
- Triggering the manual extract, transform, and load (ETL) operation
- Configuring AutoSupport for troubleshooting help

**Note:** You might want to see the [OnCommand Report Configuration Process video](#) for a demonstration of the configuration that begins after the license is installed.

## Related references

[Videos for OnCommand Report](#) on page 8

# Logging in to the OnCommand Report Administration Console

You can access the OnCommand Report Administration Console through a web browser. You can use the Administration Console to configure OnCommand Report.

## Before you begin

Web browser requirements must be met.

## About this task

OnCommand Report ships with the following default user account:

- User name: admin
- Password: admin123

You must use this user account when you log in to the Administration Console for the first time. You should change the password for this user account after you log in.

### Steps

1. Enter the following URL in your web browser: `http://host:http_port`  
*host* is the IP address or host name of the host where OnCommand Report is installed.  
*http\_port* is the port that uses an HTTP connection. This port is known as the portal port. The default port is 80.
2. At the login screen, enter your user name and password.  
The Administration Console opens.

## Getting started with OnCommand Report

After you install OnCommand Report, you must configure it so that you can start viewing and creating reports.

### About this task

You must log out of the OnCommand Report portal and log in again every time the services are restarted.

### Steps

1. Log in to the Administration Console.
2. Select **Configure > License**.
3. In the **License Configuration** dialog box, enter your license key and click **OK**.
4. When you see the prompt to restart services, click **OK**.  
The services are restarted and you are redirected to the login page.
5. Log back into the Administration Console.
6. Select **Configure > DataFabric Manager server**.
7. In the **Edit Configuration** dialog box, add information about one or more OnCommand Unified Manager servers.

### Related concepts

[\*Configuring OnCommand Report\*](#) on page 25

[\*Configuring your servers for data acquisition\*](#) on page 35

### Related tasks

[\*Validating your license key\*](#) on page 27

[\*Creating OnCommand Unified Manager database users\*](#) on page 29

[\*Initiating data acquisition from your servers\*](#) on page 41

*Adding user accounts* on page 30

*Configuring OnCommand Report to send emails* on page 45

## Obtaining your license key

To use OnCommand Report, you must obtain either an evaluation license key or a production license key.

### Step

1. Choose the type of license key you want to obtain:

If you want...	Then do the following
An evaluation license	Place a request at OnCommand Customer Community
A production license	Contact your NetApp sales representative

### Related information

*OnCommand Report Customer Community: [https://communities.netapp.com/community/netapp\\_partners\\_network/storage\\_management\\_software/oncommandinsight?view=overview](https://communities.netapp.com/community/netapp_partners_network/storage_management_software/oncommandinsight?view=overview)*

## Validating your license key

You need to validate your license key to complete the OnCommand Report installation.

### Before you begin

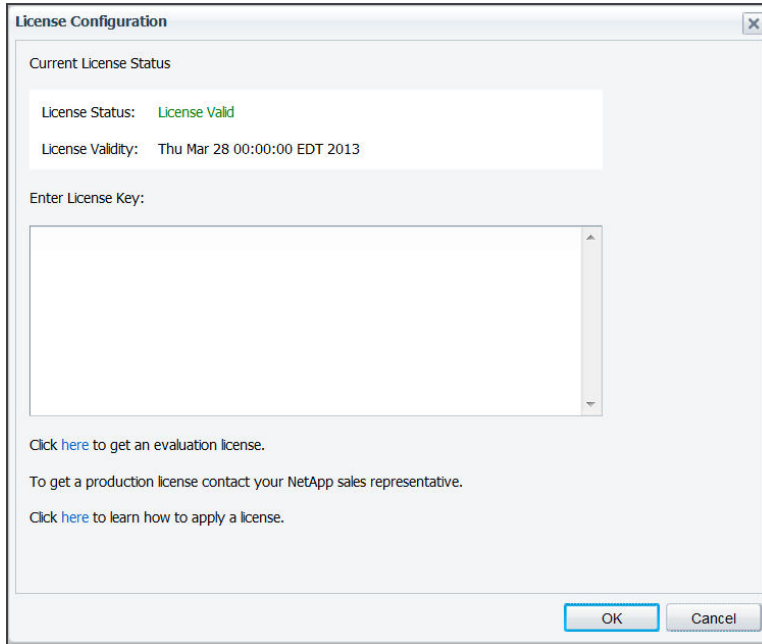
You must have an evaluation license key or a production license key.

### Steps

1. From the Administration Console, select **Configure > License**.
2. Select **Configure > License**.

The License Configuration dialog box displays:

- **License Status** displays the current status of the license key you entered.
  - **License Validity** displays the date your license will expire.
3. Copy your new license key number into the **Enter License Key** area.
  4. Click **OK**.



## User accounts in OnCommand Report

You can use the OnCommand Report Administration console to create user accounts and assign roles so that users can view and create reports in the report generation interface.

OnCommand Report includes the following types of users:

### **Admin**

The user who manages user accounts and performs advanced functions. An Admin can perform the following tasks:

- Log in to OnCommand Report Administration Console.
- Manage user accounts and assign roles.
- Enable and disable LDAP.
- Modify predesigned reports.
- Create custom reports and save them.
- Use advanced authoring features such as: creating complex filters, formatting style, and formatting multi-lingual support.
- View current, past and up-coming activities, and manage schedules.
- Manage content for exports, imports, consistency, and report updates.
- Access Query Studio and Business Insight Advanced to create and edit reports.

- Configure printers.
- Access public folders.

**Server Administrator**

The members of the LDAP group who are assigned with the Server Administrator role. A Server Administrator can perform the following tasks:

- Log into OnCommand Report Administration Console.
- Manage reporting user accounts and assign roles.
- Manage OnCommand Unified Manager servers
- Enable and disable LDAP.
- Make backup of database and restore it.
- View logs, audit logs, and ETL jobs.
- Configure and manage AutoSupport.

**Note:** The Server Administrator cannot modify or delete a user assigned with the **Admin** role or view reports in the report generation interface.

**Report Author**

View predesigned reports.

Save predesigned reports in public folders and modify them.

Create custom reports in Query Studio and save them in public folders.

Schedule reports.

**Report Viewer**

View predesigned reports.

View custom reports.

This table provides information about the maximum number of user accounts you can assign a role to.

User role	Maximum accounts
Admin	1
Report Author	2
Report Viewer	10

## Creating OnCommand Unified Manager database users

You can use the command-line interface on your OnCommand Unified Manager server to create database users. If you have removed the default "dbuser" and password, you must create a read-only database user to connect to your server and acquire data for OnCommand Report.

### Before you begin

You must ensure that you have the access privileges to create a database user.

**Steps**

1. To create a new database user, enter the following command:

```
dfm database user create -u DBUserName -p Password
```

**Note:** The user name must start with alphabetic or @ or \_ (underscore) characters. After the first character, user name can include alphanumeric or @, \_, \$, # characters.

2. To enable database access to the new user, enter the following command:

```
dfm database access enable -u DBUserName
```

**Note:** DB users have read-only access to database views and to query the views.

For more information about adding local users to the host, see *OnCommand Unified Manager Operations Manager Administration Guide*.

**Related tasks**

[Adding information about your servers](#) on page 36

**Adding user accounts**

You can use the OnCommand Report Administration Console to add a new user account. Having a different user account for each person provides a way of controlling the access rights, individual preferences, and accountability.

**Before you begin**

The following information must be defined for each user:

- Unique user name code
- Password
- Report role defining the user's access privileges to view or author reports

**Steps**

1. In the Administration Console, click **Configure > Users**.
2. In the **General Settings** tab, click **Add**.
3. In the **Add User** dialog box, enter this user account information:
  - **User Name** - enter an alphanumeric (including a-z, A-Z, and 0-9) and unique name code. This code name is used to log into OnCommand Report and is case-sensitive.
  - **Role** - select from among the role choices on the pull-down menu.
  - **New Password** - enter a password that complies with your company's requirements.
  - **Confirm Password**
4. Click **OK**.

**Related concepts**

*User accounts in OnCommand Report* on page 28

**Related tasks**

*Enabling and configuring LDAP* on page 34

**Editing user accounts**

You can use the OnCommand Report Administration Console to modify an existing user account.

**Steps**

1. In the Administration Console, click **Configure > Users**.
2. In the **General Settings** tab, click the **User Name** that you want to modify and click **Edit**.
3. In the Edit User dialog box, modify the information.
4. Click **OK**.

**Manage Users dialog box**

You can use the Manage Users dialog box to add user accounts, edit user accounts, and delete user accounts. You can also use this dialog box to enable and configure LDAP.

**General Settings**

<b>User Name</b>	The name assigned to the new user (alphanumeric, including a-z, A-Z, and 0-9). This name is used to log into OnCommand Report and is case-sensitive.
<b>Role</b>	The role that defines the access privileges for the user.
<b>Add</b>	Enables you to add user accounts.
<b>Edit</b>	Enables you to edit existing user accounts.
<b>Delete</b>	Enables you to delete existing user accounts.

**LDAP Settings**

<b>User Principal Name</b>	The attribute that identifies each user in the LDAP server. The default name is userPrincipalName, which is globally unique. OnCommand Report matches the contents of this attribute with the user name. The default value for Active Directory is sAMAccountName.
<b>Role</b>	The LDAP attribute that identifies the user role (defaults to memberOf).
<b>Distinguished Name</b>	The LDAP attribute that identifies the user distinguished name (defaults to distinguishedName).

<b>Referral</b>	Indicates whether to follow the path to other domains if there are multiple domains in the enterprise. You must always use the default (follow).
<b>Timeout (msec)</b>	The length of time to wait for a response from the LDAP server before timing out, in milliseconds (defaults to 2 seconds, which is adequate in all cases and should not be modified).
<b>LDAP Servers</b>	The IP address or DNS name to identify the LDAP server, typically provided in this format: <code>ldap://&lt;ldap-server-address&gt;:port</code> , or use the default port: <code>ldap://&lt;ldap-server-address&gt;</code>
<b>Domain</b>	The LDAP node where OnCommand Report should start looking for the LDAP users (typically the top-level domain for the organization). For example: <code>DC=domain,DC=com</code>
<b>Server Administrators</b>	<p>The group within the active directory server whose members are allowed to work with admin portal.</p> <p>The value of the role attribute that identifies the user as having Administrator privileges.</p> <p><b>Note:</b> If you want to modify the value for this field, you must disable LDAP first and then re-enable it.</p>
<b>Report Authors</b>	<p>The group within the active directory server whose members are allowed to work with reports in the author role.</p> <p>The value of the role Attribute that identifies the user as having Report Author privileges.</p> <p><b>Note:</b> If you want to modify the value for this field, you must disable LDAP first and then re-enable it.</p>
<b>Report Viewers</b>	<p>The group within the active directory server whose members are allowed to work with reports in the viewer role.</p> <p>The value of the role Attribute that identifies the user as having Guest privileges.</p> <p><b>Note:</b> If you want to modify the value for this field, you must disable LDAP first and then re-enable it.</p>
<b>Directory Lookup User</b>	The name of the user who has credentials to perform the lookup task in the active directory.
<b>User Password</b>	The password of the directory lookup user.
<b>Confirm User Password</b>	The option to confirm the password of the directory lookup user.



## Changing passwords for user accounts

You can use the OnCommand Report Administration Console to change the password for a user account defined on the local server.

### Steps

1. In the Administration console, select **Configure > Users**.
2. Click the **User Name** that you want to modify and click **Edit**.  
The **Old Password** option is available only when you change the password for the **Administrator** user role.
3. To change the password for a **Report Author** or a **Report Viewer**, select the **Change Password** check box.
4. In the **New Password** field, enter the new password.
5. In the **Confirm Password** field, enter the same password as entered into the **New Password** field.
6. Click **OK**.

### Related concepts

[User accounts in OnCommand Report](#) on page 28

## Deleting user accounts

You can use the OnCommand Report Administration Console to delete an existing user account. You cannot delete the administrative user.

### Steps

1. In the Administration Console, click **Configure > Users**.
2. In the **General Settings** tab, click the **User Name**, and click **Delete**.
3. When you see the prompt to confirm the deletion, click **Yes**.
4. Click **OK**.

## Enabling and configuring LDAP

The LDAP server authenticates users, grants administrative access, assigns group membership, and applies permission settings to LDAP users. For LDAP authentication to work, you must configure the OnCommand Report server to work with your existing LDAP servers.

### About this task

You can also import LDAP certificates. The import options enable the OnCommand Report server to import SSL certificates from the LDAP server. The SSL certificates make LDAP traffic confidential and secure.

### Steps

1. In the Administration Console, click **Configure > Users**.
2. In the **Manage Users** dialog box, click the **LDAP Settings** tab.
3. Select the **Enable LDAP** check box.
4. Enter the information in the **Main Attributes** section.

The LDAP Settings window contains default values, and these values are valid for the Active Directory.

5. Select the **Import Certificate From Server** check box to import the LDAP certificates.
6. Enter the information in the **Groups** section.
7. In the **Directory lookup** section, enter the user name and password, and confirm the password.  
You must do this only if you have modified the default values in the **Attributes** section, else the LDAP settings will not be saved.
8. Click **OK**.

### Related tasks

[Adding user accounts](#) on page 30

## Auditing user activity

You can view the actions that users have performed in the Administration Console. For example, you can identify the user who deleted OnCommand Unified Manager server connection information.

### Steps

1. From the Administration Console, click the **Troubleshooting** tab.
2. In the left pane, click **Audit Logs**

The Audit Logs view appears.

## Audit Logs view

You can use the Audit Logs view to view the actions that users have performed in the Administration Console.

### Audit Logs list

The Audit Logs list displays the actions that were performed in the Administration Console:

**Audit ID** The ID of the action that was performed.

**Action** The action that the user performed, which is any of the following:

- DataFabric Manager server added
- DataFabric Manager server name updated
- DataFabric Manager server password updated
- DataFabric Manager server removed
- DataFabric Manager server updated

**User Name** The name of the user who performed the action.

**Time** The date and time that the action took place. The date is displayed in the format of MM/DD/YY. Time is displayed according to the time zone setting on the host where OnCommand Report is installed. Time is displayed in the format of HH:MM AM/PM

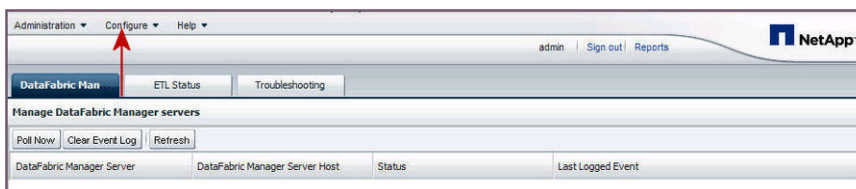
**Description** A description of the action.

## Configuring your servers for data acquisition

You can consolidate data from multiple DataFabric Manager (DFM) servers and the reports that are based on that data. To do this, you must configure your servers.

After installing OnCommand Report and entering your license key, check to be certain that you have the default "dbuser" available. If you have deleted the default "dbuser" and password, you must create a read-only database user on your DFM server for the configuration process.

To configure OnCommand Report, open the **Configure** menu to define your servers and perform these tasks:



- Add information about your OnCommand Unified Manager servers (or DFM servers) to OnCommand Report.
- Test the connection from the servers to OnCommand Report.
- Set the daily polling time to perform data acquisition.

### Related tasks

[\*Creating OnCommand Unified Manager database users\*](#) on page 29

[\*Adding information about your servers\*](#) on page 36

[\*Testing the connection to your servers\*](#) on page 38

[\*Setting the polling time for your DFM servers\*](#) on page 40

[\*Editing information about your OnCommand Unified Manager servers\*](#) on page 41

## Adding information about your servers

Before you generate reports, you must configure OnCommand Report with information about your servers. After you provide this information, OnCommand Report can acquire data from your servers.

### Before you begin

You must have the default "dbuser" available, or create a read-only database user on your server.

### Steps

1. In the Administration Console, select **Configure > DataFabric Manager server**.

The Edit Configuration dialog box opens.

2. Click **Add**.

**Add DataFabric Manager Server**

Name:

Host:

Port:

User Name:

Password:

Version:

☒ Test connection

In the Port, User Name, and Password fields enter information relevant to the DataFabric Manager server database.

3. In the **Add DataFabric Manager Server** dialog box, enter this information describing your servers:
  - **Name** of the DFM server. The name must be unique, and no longer than 255 alphanumeric characters.
  - **IP** address or host name of the DFM machine where you installed OnCommand Report.
4. The next three fields fill in automatically, as shown in the illustration above. Check these entries and make any changes to the default values that are required due to changes you made during installation.
 

The default port number is 2638. The default "dbuser" username and password are preset for this process. If you removed the default database user, you must enter the user name and password for a read-only database user that you defined in your OnCommand Unified Manager servers.
5. Select the **Version** of your DFM from the pull-down list.
6. Select the **Test Connection** option.
7. Click **OK**.

## Result

OnCommand Report tests the connection. If the test is successful, your server information is displayed in the Edit Configuration table with a green check in the Connection Status column. If the

test is not successful, a red X is displayed in the Connection Status column. Return to the Add DataFabric Manager Server dialog box and check the information you entered for accuracy.

**Related tasks**

*[Creating OnCommand Unified Manager database users](#)* on page 29

**Related references**

*[Server requirements](#)* on page 13

*[Information you need about your servers](#)* on page 15

**Add DataFabric Manager Server dialog box**

You can use the Add DataFabric Manager dialog box to add a new OnCommand Unified Manager server. OnCommand Report uses this information to acquire data from the DFM servers.

**Content**

<b>Name</b>	Enter a name for the OnCommand Unified Manager server. Names must be unique and are restricted to 255 alphanumeric characters.
<b>Host</b>	Enter the host name or IP address of the host where the OnCommand Unified Manager server is installed.
<b>Port</b>	Enter the port for the OnCommand Unified Manager server's database. The default port is 2638.
<b>User Name</b>	Enter the user name for the database account on the OnCommand Unified Manager server.
<b>Password</b>	Enter the password for the user that you specified.
<b>Version</b>	Select the version of the OnCommand Unified Manager server.
<b>Test connection</b>	Lets you disable the option to test the status of the connection between OnCommand Report and the OnCommand Unified Manager server.

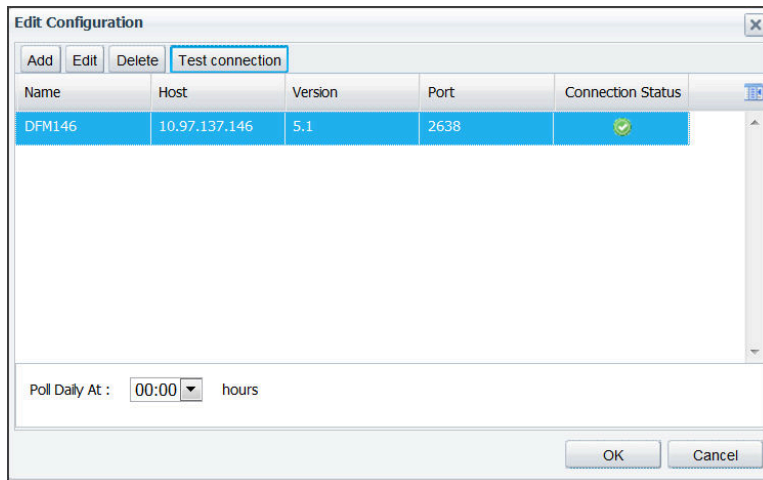
**Testing the connection to your servers**

You can test the connection from OnCommand Report to your OnCommand Unified Manager servers. You might do this after you add a new OnCommand Unified Manager server or to troubleshoot issues with an existing OnCommand Unified Manager server.

**Steps**

1. From the Administration Console, click **Configure > DataFabric Manager server**.
2. In the **Edit Configuration** dialog box, select the server name.
3. Click **Test connection**.

The Connection Status column displays the results of the test. A check mark indicates that the connection was established, as shown in this example.



## Edit Configuration dialog box

You can use the Edit Configuration dialog box to manage information about your OnCommand Unified Manager servers. OnCommand Report uses this information to acquire data from the servers.

You can perform the following tasks from this dialog box:

- Add information about a new OnCommand Unified Manager server
- Modify information about a OnCommand Unified Manager server
- Delete information about a OnCommand Unified Manager server
- Test the connection from OnCommand Report to a OnCommand Unified Manager server
- Set the data acquisition schedule

## Options

- Add** Enables you to add information about your OnCommand Unified Manager server.
- Edit** Enables you to edit information about a OnCommand Unified Manager server.
- Delete** Enables you to delete the selected row from the table. After you delete a row and save your changes, OnCommand Report no longer acquires data from the OnCommand Unified Manager server.
- Test connection** Enables you to test the connection between OnCommand Report and the OnCommand Unified Manager servers.

**Poll Daily At** Enables you to set the time of day that OnCommand Report acquires data from all OnCommand Unified Manager servers.

### Table of servers

<b>Name</b>	Name for the OnCommand Unified Manager server. Names must be unique and are restricted to 255 alphanumeric characters.
<b>Host</b>	The host name or IP address of the host where the OnCommand Unified Manager server is installed.
<b>Version</b>	The version of the OnCommand Unified Manager server. See the Interoperability Matrix Tool for information about supported versions.
<b>Port</b>	The port for the OnCommand Unified Manager server's database. The default port is 2638.
<b>Connection Status</b>	The connection status to your OnCommand Unified Manager server.

### Related information

*Interoperability Matrix Tool:* <http://support.netapp.com/matrix/>

## Setting the polling time for your DFM servers

OnCommand Report acquires data from OnCommand Unified Manager servers on a daily basis. You can set the time that you want OnCommand Report to poll all of the OnCommand Unified Manager servers. For example, you can set the time to 2:00 in the morning or 22:00 at night every day.

### Steps

1. From the Administration Console, click **Configure > DataFabric Manager server**.
2. In the **Edit Configuration** dialog box, from the **Poll Daily At** list, select the hour, from 24 hours, that you want OnCommand Report to poll your servers.

If you make any changes to the Poll Daily At hour when data acquisition is in progress, data acquisition stops prematurely.

3. Click **OK**.

### Related tasks

*Adding information about your servers* on page 36



## Initiating data acquisition from your servers

If you do not want to wait for your scheduled poll time, you can initiate data acquisition from your servers immediately.

### About this task

Three hours from the start of OnCommand Report acquiring data from your OnCommand Unified Manager servers, OnCommand Report runs the extract, transform, and load (ETL) process. This process extracts newly collected data from the OnCommand Report database, transforms it for the Data Warehouse, and loads it in the Data Warehouse, where it is available for use in reports.

You cannot initiate data acquisition if OnCommand Report is currently acquiring data from the server.

### Steps

1. In the **Manage DataFabric Manager servers** view, select a server from the list.
2. Click **Poll Now**.

The **Poll Now** button is disabled if data acquisition from the server is in progress.

OnCommand Report initiates data acquisition from the selected server.

3. To initiate the ETL process, in the **Poll now confirmation** box, select **Build ETL**.

If you do not want to update the Data Warehouse now with newly polled data, clear **Build ETL**.

4. In the **Poll now confirmation** box, click **Yes**.

## Editing information about your OnCommand Unified Manager servers

You can edit information about a OnCommand Unified Manager server by changing the server's name, IP address, port, or user credentials. For example, you might do this if you regularly change the password for the user account or if you upgrade your OnCommand Unified Manager server to a new version.

### Steps

1. From the Administration Console, click **Configure > DataFabric Manager server**.
2. In the **Edit Configuration** dialog box, select the server name that you want to modify and click **Edit**.
3. In the **Edit DataFabric Manager Server** dialog box, modify the server details.
4. To test the connection to your OnCommand Unified Manager servers, select **Test Connection**.

**Edit DataFabric Manager Server**

Name:

Host:

Port:

User Name:

Password:

Version:

☒ Test connection

In the Port, User Name, and Password fields enter information relevant to the DataFabric Manager server database.

5. Click **OK**.

### Related tasks

[Adding information about your servers](#) on page 36

## Deleting information about your servers

You can delete information about a OnCommand Unified Manager server from OnCommand Report. After you delete the OnCommand Unified Manager server information, OnCommand Report no longer collects data from the OnCommand Unified Manager server.

### About this task

When you delete a OnCommand Unified Manager server, OnCommand Report deletes all the data that it acquired from that OnCommand Unified Manager server. As a result, reports do not include data from the OnCommand Unified Manager server.

### Steps

1. From the Administration Console, click **Configure > DataFabric Manager server**.
2. In the **Edit Configuration** dialog box, click the name of the OnCommand Unified Manager server that you want to delete.
3. Click **Delete**.

4. When you see the prompt to confirm the deletion of the OnCommand Unified Manager server, click **Yes**.
5. Click **OK**.

## Updating reports with acquired data

OnCommand Report updates the predesigned reports with newly acquired data on a regular basis. But if you want to update the reports immediately, you can do so with the Build ETL option.

### About this task

Three hours from the start of OnCommand Report acquiring data from your OnCommand Unified Manager servers, it runs the extract, transform, and load (ETL) process. This process extracts the acquired data from the OnCommand Report database, transforms it into a data model that can be used in the reports, and loads it into the Data Warehouse, where it is available for use in reports.

### Steps

1. To initiate the ETL process, select **Administration > Build ETL**.
2. In the confirmation message, click **Yes**.

The ETL Trigger Status message indicates if the build process was successful. Click **OK** to close the message box.

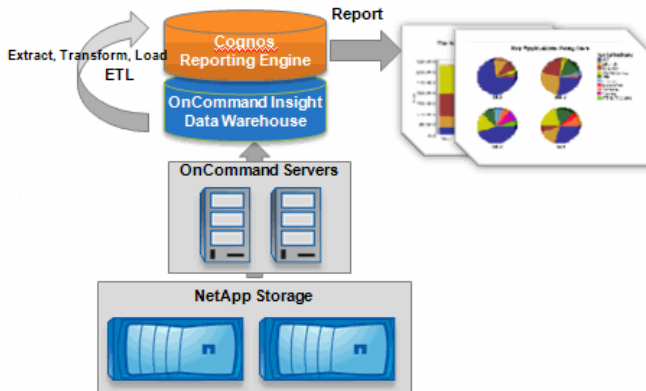
## Monitoring reporting data status with the ETL option

OnCommand Report updates predesigned reports with newly acquired data on a regular basis. But you can update report data immediately using the **Build ETL** option. You can then determine whether the Extract, Transform, and Load (ETL) process has completed. You should do this before running reports, so that the reports have the most up-to-date data.

### About this task

The ETL process extracts the acquired data from the OnCommand Report database, transforms it into a data model that can be used in the reports, and loads it into the Data Warehouse, where it is available for use in reports.

The following diagram illustrates the process:



### Steps

1. From the Administration Console, select the **ETL Status** tab.  
The Status indicates Success, Failed, or Aborted.
2. If the ETL status is Aborted, initiate an ETL build again by selecting **Administration > Build ETL**.
3. In the confirmation message, click **Yes**.

## Configuring AutoSupport for troubleshooting help

You can configure OnCommand Report to send information periodically to NetApp Technical Support. AutoSupport is enabled by default, you can keep it turned on or choose to turn it off.

### About this task

All NetApp products are equipped with automated capabilities to provide the support for customers. AutoSupport periodically sends predesigned, specific information to NetApp Technical Support. NetApp uses this information to ensure the correct operation of OnCommand Report and to help you maintain the integrity of your data center.

No data is forwarded unless you first configure OnCommand Report to do so.

The information is forwarded by using HTTPS. The files do not contain clear text passwords. Instead, the backup includes the hashed representation of user passwords and is encrypted for device passwords.

OnCommand Report sends the information daily between 10:00 p.m. and 2:00 a.m.

### Steps

1. From the Administration Console, click **Configure > AutoSupport**.

2. In the **AutoSupport Configuration** dialog box, scroll through the **AutoSupport Agreement** to see the detailed description of this feature.
3. Examine the **Enable AutoSupport** box to see if it contains a check mark. If it does not, check the box to activate the feature.
4. Enter your **Customer Name** in the field if it has not filled in your company's customer name automatically.
5. Click **OK**.

#### Related tasks

*[Sending AutoSupport information to technical support](#) on page 56*

## Configuring OnCommand Report to send emails

To email reports from the report generation interface, you must configure OnCommand Report to use your email server.

#### Steps

1. On the host where OnCommand Report is installed, select **Start > Programs > IBM Cognos 10-64 > IBM Cognos Configuration**.
2. In the **Explorer** pane, under **Data Access**, select **Notification**.
3. In the **Notification - Component Properties** pane, enter information about your mail server.
4. Select **Save Configuration** and close IBM Cognos Configuration.

## Backing up the OnCommand Report database

You can back up the OnCommand Report server database and configuration settings. You might want to do this before you uninstall or upgrade OnCommand Report to ensure that there is no data loss.

#### Before you begin

You must ensure that you have sufficient disk space to make the backup.

#### Steps

1. In the Administration Console, click **Administration > Backup**.  
You might get a message if there is insufficient disk space to make the backup.
2. When you see the **Backup** prompt, click **OK**.
3. OnCommand Report prompts you to save the file on your computer. Click **Save**.

4. Navigate to the folder where you want to save the file, and click **Save**.

Do not change the file name extension.

### After you finish

Wait while the entire database is backed up before performing other tasks.

## Restoring the database

You can restore your OnCommand Report database from a backup file. This operation cannot be reversed and completely replaces your current OnCommand Report data.

### Before you begin

You must have a backup of the current version.

### Steps

1. In the Administration Console, click **Administration > Restore**.
2. In the **Restore** window, click **Browse** to choose the file that you want to restore, and click **Restore**.

If you are using Internet Explorer, you must not specify the file path in the text field. Instead, you must click the **Browse** button to choose the file. If you specify an incorrect file path, the restore action might go on infinitely.

3. When you see the **Database restored successfully** prompt, click **OK**.

This completely replaces your current OnCommand Report information by using data from the selected file.

**Note:** You must perform a build ETL, only then the data will be available for reporting.

## Exporting custom reports

You can share custom reports with other users by making a backup of the reports and exporting them to the deployment folder.

### Steps

1. Log into OnCommand Report using the administrator credentials.
2. From the **Welcome** page, click **Administer OnCommand Report content**.
3. Click the **Configuration** tab, and then in the left pane, click **Content Administration**.
4. In the toolbar, click the **New Export** icon.

5. In the **New Export wizard**, specify a name for the backup file, and click **Next**.
6. In the deployment method page, ensure that the **Select public folders and directory content** option is selected, and click **Next**.
7. Click **Add** and select **OnCommand Report version**.
8. Select the custom reports folder and move it to the right pane by clicking the arrow pointing right, and click **OK**.
9. Complete the tasks in the **New Export wizard**, and click **Finish**.
10. In the **Run with options** page, click **Run**.
11. Select the **View the details of this export after closing this dialog** check box, and click **OK**.
12. In the summary page, click **Refresh** at top right until you see the export has been completed and then click **Close**.
13. The exported reports are saved in the OnCommand Report deployment directory *OCR InstallDir\cognos\cl0\_64\deployment* folder, copy and save the custom report Zip file that you created in a different location.

#### Related tasks

[Backing up the OnCommand Report database](#) on page 45

## Importing custom reports

Importing the custom reports enables you to use the custom reports that are created by other users in the deployment folder instead of creating them again.

#### Before you begin

You must have administrator-level access privileges to perform this task.

#### Steps

1. Copy the file that has to be imported to the deployment directory of the Cognos installation: *OCR InstallDir\cognos\cl0\_64\deployment* folder.
2. From the **Welcome** page, click **Administration OnCommand Report content**.
3. Click the **Configuration** tab, and then in the left pane, click **Content Administration**.
4. In the toolbar, click the **New Import** icon.  
The previously created backups are displayed in the list.
5. Select the backup from the list and click **Next**.
6. If you entered a password to protect the archive, then enter that password and click **OK**.

7. In the **New Import wizard**, specify a name for the import and click **Next**.
8. Select the folder that you want to import and click **Next**.  
**Note:** If you already have a folder with the same name, then click the **Pencil** icon and change the name to **Custom\_report\_original**, so that it does not overwrite the existing folder.
9. Complete the tasks in **New Import** wizard and click **Finish**.
10. In the **Run with options** page, click **Run**.
11. Select the **View the details of the report after closing the dialog** check box, and click **OK**, and in the summary page, click **Close**.
12. In the View Run History Details page, click **Close**.

## Reconfiguring OnCommand Report

The product settings are configured and committed during the installation of OnCommand Report based on the RAM size. If you have increased or decreased the RAM size since the installation, then you might want to reconfigure OnCommand Report so that memory is reallocated to each service as per the new RAM size.

### Before you begin

- You must have administrator-level access privileges to perform this task. Otherwise, an error message is displayed.
- You must reconfigure OnCommand Report only if the RAM size is 8 GB or more, otherwise an error message is displayed and the reconfiguration is terminated.

### Steps

1. From the Start menu, click **Program Files > NetApp > OnCommand Report > Reconfigure OnCommand Report**.
2. When you see the reconfiguration confirmation message, click **OK**.

**Note:** The Start menu also provides shortcuts to start and stop OnCommand Report.

### Result

Memory is reallocated to OnCommand Report as per the new RAM size.

### Related tasks

*[Upgrading OnCommand Report](#) on page 22*



# Monitoring the status of data acquisition

---

You can monitor the status of data acquisition from your OnCommand Unified Manager servers to identify issues with data acquisition.

## About this task

You can identify whether data acquisition completed successfully or if it failed. If data acquisition failed, you can view the event log to determine why it failed. You can use this information to correct the problem.

**Note:** You monitor the status of data acquisition through the DataFabric Manager server view. This view is automatically displayed when you log in to the Administration Console.

## Steps

1. In the Administration Console, click **Configure > DataFabric Manager server**.

The DataFabric Manager server view displays information about configured OnCommand Unified Manager servers.

2. Optional: From the **DataFabric Manager server** view, select a OnCommand Unified Manager server to display the event log for that server.

**Note:** If you make any changes to the **Poll Daily At** timings when acquisition is in progress, then the data acquisition is terminated prematurely.

## Related tasks

[Initiating data acquisition from your servers](#) on page 41

## Related references

[Troubleshooting data acquisition](#) on page 53

# OnCommand Unified Manager servers view

You can use this view to monitor the status of data acquisition from your OnCommand Unified Manager servers. OnCommand Unified Manager servers appear in this view after you configure OnCommand Report to acquire data from them.

## Options

- Poll Now**

After you select a server from the table, select **Poll Now** to initiate an immediate acquisition of data from the server.

You can also initiate "Poll Now" on multiple OnCommand Unified Manager servers.

**Note:** This option is disabled if OnCommand Report is currently acquiring data from the server.
- Clear Event Log**

After you select a server from the table, select **Clear Event Log** to clear the events that appear in the Event Log table.
- Refresh**

Select to refresh the information that appears in the Status view.

**Note:** This view automatically refreshes every 30 seconds.

## OnCommand Unified Manager servers list

This table displays currently configured OnCommand Unified Manager servers and the status of data acquisition from those servers.

<b>DataFabric Manager Server</b>	The name of the OnCommand Unified Manager server.
<b>DataFabric Manager Server Host</b>	The name or IP address of the host where the OnCommand Unified Manager server is installed.
<b>Status</b>	The status of data acquisition from the server, which is any of the following: <div><div><b>Acquiring</b></div><div>OnCommand Report is acquiring data from the server.</div></div> <div><div><b>Acquisition service is not running</b></div><div>OnCommand Report cannot acquire data because the acquisition service is not running. To correct the issue, use the Windows Services utility to restart the Acquisition service.</div></div>

<b>Failure</b>	Data acquisition failed. The event log provides information about why data acquisition failed. The failed status is highlighted in red.
<b>Stand-by</b>	OnCommand Report is waiting until the scheduled time to acquire data from the server. This status appears after you add a new OnCommand Unified Manager server to OnCommand Report.
<b>Success</b>	Data acquisition completed successfully.
<b>Last Logged Event</b>	The date and time of the last logged event. Dates are displayed in the format of MM/DD/YY. Time is displayed according to the time zone setting on the host where OnCommand Report is installed.

## Event Log list

This table displays information about the events that took place when OnCommand Report attempted to acquire data from the selected OnCommand Unified Manager server.

<b>Event</b>	The name of the data acquisition event, which is any of the following:
<b>Acquiring Device</b>	OnCommand Report was acquiring data from the server.
<b>Error</b>	Data acquisition failed. The error message describes why data acquisition failed.
<b>Stand-by</b>	OnCommand Report was waiting until the scheduled time to acquire data from the server.
<b>Success</b>	Data acquisition completed successfully.
<b>Times Occurred</b>	The number of times the event occurred. For example, the value in this column can indicate that data acquisition completed successfully 10 times.
<b>From</b>	The date and time the event started. Dates are displayed in the format of MM/DD/YY. Time is displayed according to the time zone setting on the host where OnCommand Report is installed.
<b>To</b>	The date and time the event ended. Dates are displayed in the format of MM/DD/YY. Time is displayed according to the time zone setting on the host where OnCommand Report is installed.

# Troubleshooting OnCommand Report installations

---

The OnCommand Report installations are managed through the installation wizard. However, customers might experience configuration or data acquisition problems. If you need additional help, send the AutoSupport information to technical support.

To begin troubleshooting installation problems, use this checklist to be certain you have completed all of the necessary steps:

- Check your hardware and software for requirements before installation.
- Be certain that your browser meets the requirements.
- Install OnCommand Report.
- Validate your OnCommand Report license.
- Configure your servers.
- Add users.
- Configure the email delivery options if wanted.
- Set your polling time.
- Check data acquisition.

## Related concepts

[\*Configuring your servers for data acquisition\*](#) on page 35

## Related tasks

[\*Installing OnCommand Report on Windows Server 2008\*](#) on page 17

[\*Installing OnCommand Report on a Windows Server 2003\*](#) on page 17

[\*Validating your license key\*](#) on page 27

[\*Creating OnCommand Unified Manager database users\*](#) on page 29

[\*Configuring OnCommand Report to send emails\*](#) on page 45

[\*Configuring AutoSupport for troubleshooting help\*](#) on page 44

## Related references

[\*Installation prerequisites for OnCommand Report\*](#) on page 10

[\*Server requirements\*](#) on page 13

[\*Web browser requirements\*](#) on page 12

# Troubleshooting data acquisition

If OnCommand Report cannot acquire data from your OnCommand Unified Manager servers, an error appears in the Administration Console in the DataFabric Manager server view. You can investigate any such error to correct the problem.

## Error messages and OnCommand Report correction methods

Many OnCommand Report errors are due to connection failures between OnCommand Report and the OnCommand Unified Manager database or a DFM database. To correct some problems easily, be sure to enable the database views as instructed in the error chart below.

Error	Description	To fix the error
Error connecting: JZ006: Caught IOException: java.net.ConnectException: Connection timed out: connect	OnCommand Report cannot connect to the OnCommand Unified Manager server at the specified IP address.	<ul style="list-style-type: none"> <li>• Verify that the IP address you entered in OnCommand Report is correct.</li> <li>• Verify that the OnCommand Unified Manager server is running.</li> <li>• Test the connection between OnCommand Report and the OnCommand Unified Manager server.</li> </ul>
Error connecting: JZ006: Caught IOException: java.net.ConnectException: Connection refused: connect	OnCommand Report cannot connect to the OnCommand Unified Manager server through the specified port.	Verify that the port that you entered in OnCommand Report is correct.
Invalid login credentials: JZ00L: Login failed. Examine the SQLWarnings chained to this exception for the reason(s).	OnCommand Report cannot connect to the OnCommand Unified Manager server database using the specified user name or password.	<ul style="list-style-type: none"> <li>• Verify that the database user exists on the OnCommand Unified Manager server.</li> <li>• Verify that the user name and password that you entered in OnCommand Report are correct.</li> </ul>

Error	Description	To fix the error
Error retrieving data: Failed to run/build Object query for Storage-List	OnCommand Report cannot access one or more of the following OnCommand Unified Manager server database views: <ul style="list-style-type: none"> <li>hostView</li> <li>storageSystemView</li> <li>objectView</li> </ul>	<ul style="list-style-type: none"> <li>Verify that database access is enabled for the database user account.</li> <li>Enable the database views.</li> </ul>
Error retrieving data: Failed to run/build Object query for NetworkInterface-List	OnCommand Report cannot access the "interfaceView" database view from the OnCommand Unified Manager server database.	Enable the database view.
Error retrieving data: Failed to run/build Object query for vFiler-List	OnCommand Report cannot access the "vFilerView" database view from the OnCommand Unified Manager server database.	Enable the database view.
Error retrieving data: Failed to run/build Object query for Aggregate-List	OnCommand Report cannot access the "aggregateView" database view from the OnCommand Unified Manager server database.	Enable the database view.
Error retrieving data: Failed to run/build Object query for Disk-List	OnCommand Report cannot access the "diskView" database view from the OnCommand Unified Manager server database.	Enable the database view.
Error retrieving data: Failed to run/build Object query for AggrToDisk-Mappings	OnCommand Report cannot access the "plexView" or "raidGroupView" database view from the OnCommand Unified Manager server database.	Enable the database views.
Error retrieving data: Failed to run/build Object query for Volume-List	OnCommand Report cannot access the "volumeView" database view from the OnCommand Unified Manager server database.	Enable the database view.
Error retrieving data: Failed to run/build Object query for Snapshot-List	OnCommand Report cannot access the "snapshotView" or "snapReserveView" database view from the OnCommand Unified Manager server database.	Enable the database views.

Error	Description	To fix the error
Error retrieving data: Failed to run/build Object query for QTree-List	OnCommand Report cannot access the "qTreeView" database view from the OnCommand Unified Manager server database.	Enable the database view.
Error retrieving data: Failed to run/build Object query for Lun-List	OnCommand Report cannot access the "lunView" database view from the OnCommand Unified Manager server database.	Enable the database view.
Error retrieving data: Failed to run/build Object query for iGroup-List	OnCommand Report cannot access the "igroupView" database view from the OnCommand Unified Manager server database.	Enable the database view.
Error retrieving data: Failed to run/build Object query for lunIGroup-Mappings	OnCommand Report cannot access the "lunIGroupMapView" database view from the OnCommand Unified Manager server database.	Enable the database view.
Error retrieving data: Failed to run/build Object query for Quota-List	OnCommand Report cannot access the "userQuotaView" database view from the OnCommand Unified Manager server database.	Enable the database view.
Error retrieving data: Failed to run/build Object query for userIdToName-Mappings	OnCommand Report cannot access the "userMapView" or "userAliasView" database view from the OnCommand Unified Manager server database.	Enable the database views.
Error retrieving data: Failed to run/build Object query for NFSExport-List	OnCommand Report cannot access the "nfsExportView" database view from the OnCommand Unified Manager server database.	Enable the database view.
Error retrieving data: Failed to run/build Object query for CIFSShare-List	OnCommand Report cannot access the "cifsShareView" database view from the OnCommand Unified Manager server database.	Enable the database view.
Error retrieving data: Failed to run/build Object query for ResGroupToObj-Mappings	OnCommand Report cannot access the "resGroupMembersView" database view from the OnCommand Unified Manager server database.	Enable the database view.

Error	Description	To fix the error
Error retrieving data: Failed to run/build Object query for CommentName-List	OnCommand Report cannot access the "commentNamesView" database view from the OnCommand Unified Manager server database.	Enable the database view.
Error retrieving data: Failed to run/build Object query for ObjComment-List	OnCommand Report cannot access the "objCommentView" database view from the OnCommand Unified Manager server database.	Enable the database view.

### Related tasks

[Monitoring the status of data acquisition](#) on page 49

[Adding information about your servers](#) on page 36

[Testing the connection to your servers](#) on page 38

[Editing information about your OnCommand Unified Manager servers](#) on page 41

## Restarting the OnCommand Report server

You can restart the OnCommand Report server. You might restart the server if it stopped, or to troubleshoot issues.

### Steps

1. From the program list in the Start menu, click **Program Files > NetApp > OnCommand Report > Restart OnCommand Report**.
2. When you see the restart confirmation message, click **OK**.

## Sending AutoSupport information to technical support

If you enabled AutoSupport, OnCommand Report sends AutoSupport information on a nightly basis. You can also initiate this process rather than waiting for OnCommand Report to send the information.

### Before you begin

AutoSupport must be enabled to send information to technical support.

**Note:** In OnCommand Report AutoSupport is enabled by default.

### Steps

1. In the Administration Console, click **Administration > Send AutoSupport**.



2. Click **OK** to continue.

OnCommand Report sends AutoSupport information to technical support.

### Related tasks

[Configuring AutoSupport for troubleshooting help](#) on page 44

## Displaying OnCommand Report logs

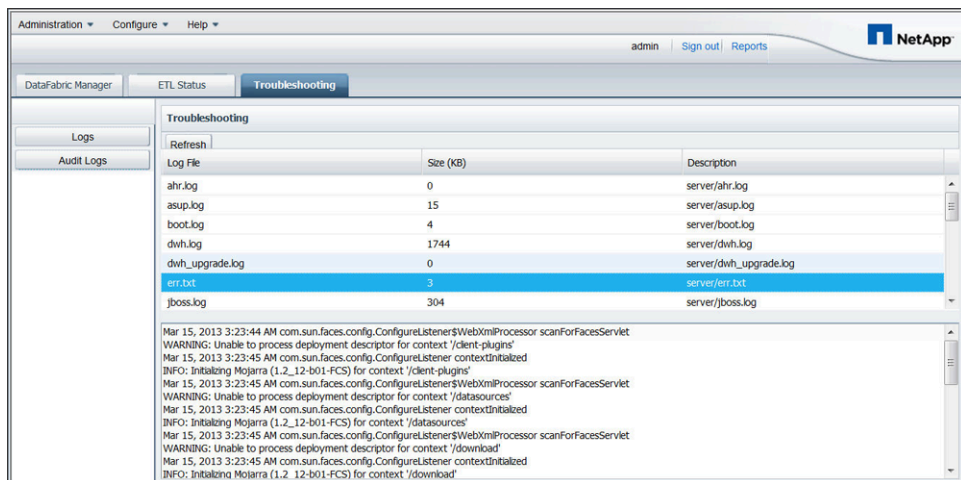
OnCommand Report provides a group of troubleshooting logs in the Administration Console. NetApp technical support uses these logs to troubleshoot issues. OnCommand Report saves these log files in the directory where you installed the product.

### About this task

NetApp technical support might ask you to examine these logs to assist them with a problem.

### Steps

1. In the Administration Console, click the **Troubleshooting** tab.
2. Click **Logs**.
3. Select one of the logs from the list, and the last 50 lines of the log contents are listed below.



The screenshot shows the NetApp Administration Console interface. The top navigation bar includes 'Administration', 'Configure', and 'Help'. The user is logged in as 'admin' with links for 'Sign out' and 'Reports'. The 'Troubleshooting' tab is active, showing a list of log files. The 'err.txt' file is selected, and its contents are displayed in a scrollable area below the table.

Log File	Size (KB)	Description
ahr.log	0	server/ahr.log
asup.log	15	server/asup.log
boot.log	4	server/boot.log
dwh.log	1744	server/dwh.log
dwh_upgrade.log	0	server/dwh_upgrade.log
err.txt	3	server/err.txt
jboss.log	304	server/jboss.log

Mar 15, 2013 3:23:44 AM com.sun.faces.config.ConfigureListener\$WebXmlProcessor scanForFacesServlet  
WARNING: Unable to process deployment descriptor for context '/client-plugins'  
Mar 15, 2013 3:23:45 AM com.sun.faces.config.ConfigureListener contextInitialized  
INFO: Initializing Mojarra (1.2\_12-b01-FCS) for context '/client-plugins'  
Mar 15, 2013 3:23:45 AM com.sun.faces.config.ConfigureListener\$WebXmlProcessor scanForFacesServlet  
WARNING: Unable to process deployment descriptor for context '/datasources'  
Mar 15, 2013 3:23:45 AM com.sun.faces.config.ConfigureListener contextInitialized  
INFO: Initializing Mojarra (1.2\_12-b01-FCS) for context '/datasources'  
Mar 15, 2013 3:23:45 AM com.sun.faces.config.ConfigureListener\$WebXmlProcessor scanForFacesServlet  
WARNING: Unable to process deployment descriptor for context '/download'  
Mar 15, 2013 3:23:45 AM com.sun.faces.config.ConfigureListener contextInitialized  
INFO: Initializing Mojarra (1.2\_12-b01-FCS) for context '/download'

## Copyright information

---

Copyright © 1994–2013 NetApp, Inc. All rights reserved. Printed in the U.S.

No part of this document covered by copyright may be reproduced in any form or by any means—graphic, electronic, or mechanical, including photocopying, recording, taping, or storage in an electronic retrieval system—without prior written permission of the copyright owner.

Software derived from copyrighted NetApp material is subject to the following license and disclaimer:

THIS SOFTWARE IS PROVIDED BY NETAPP "AS IS" AND WITHOUT ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE HEREBY DISCLAIMED. IN NO EVENT SHALL NETAPP BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

NetApp reserves the right to change any products described herein at any time, and without notice. NetApp assumes no responsibility or liability arising from the use of products described herein, except as expressly agreed to in writing by NetApp. The use or purchase of this product does not convey a license under any patent rights, trademark rights, or any other intellectual property rights of NetApp.

The product described in this manual may be protected by one or more U.S. patents, foreign patents, or pending applications.

**RESTRICTED RIGHTS LEGEND:** Use, duplication, or disclosure by the government is subject to restrictions as set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.277-7103 (October 1988) and FAR 52-227-19 (June 1987).

## Trademark information

---

NetApp, the NetApp logo, Network Appliance, the Network Appliance logo, Akorri, ApplianceWatch, ASUP, AutoSupport, BalancePoint, BalancePoint Predictor, Bycast, Campaign Express, ComplianceClock, Cryptainer, CryptoShred, CyberSnap, Data Center Fitness, Data ONTAP, DataFabric, DataFort, Decru, Decru DataFort, DenseStak, Engenio, Engenio logo, E-Stack, ExpressPod, FAServer, FastStak, FilerView, Flash Accel, Flash Cache, Flash Pool, FlashRay, FlexCache, FlexClone, FlexPod, FlexScale, FlexShare, FlexSuite, FlexVol, FPolicy, GetSuccessful, gFiler, Go further, faster, Imagine Virtually Anything, Lifetime Key Management, LockVault, Mars, Manage ONTAP, MetroCluster, MultiStore, NearStore, NetCache, NOW (NetApp on the Web), Onaro, OnCommand, ONTAPI, OpenKey, PerformanceStak, RAID-DP, ReplicatorX, SANscreen, SANshare, SANtricity, SecureAdmin, SecureShare, Select, Service Builder, Shadow Tape, Simplicity, Simulate ONTAP, SnapCopy, Snap Creator, SnapDirector, SnapDrive, SnapFilter, SnapIntegrator, SnapLock, SnapManager, SnapMigrator, SnapMirror, SnapMover, SnapProtect, SnapRestore, Snapshot, SnapSuite, SnapValidator, SnapVault, StorageGRID, StoreVault, the StoreVault logo, SyncMirror, Tech OnTap, The evolution of storage, Topio, VelocityStak, vFiler, VFM, Virtual File Manager, VPolicy, WAFL, Web Filer, and XBB are trademarks or registered trademarks of NetApp, Inc. in the United States, other countries, or both.

IBM, the IBM logo, and ibm.com are trademarks or registered trademarks of International Business Machines Corporation in the United States, other countries, or both. A complete and current list of other IBM trademarks is available on the web at [www.ibm.com/legal/copytrade.shtml](http://www.ibm.com/legal/copytrade.shtml).

Apple is a registered trademark and QuickTime is a trademark of Apple, Inc. in the United States and/or other countries. Microsoft is a registered trademark and Windows Media is a trademark of Microsoft Corporation in the United States and/or other countries. RealAudio, RealNetworks, RealPlayer, RealSystem, RealText, and RealVideo are registered trademarks and RealMedia, RealProxy, and SureStream are trademarks of RealNetworks, Inc. in the United States and/or other countries.

All other brands or products are trademarks or registered trademarks of their respective holders and should be treated as such.

NetApp, Inc. is a licensee of the CompactFlash and CF Logo trademarks.

NetApp, Inc. NetCache is certified RealSystem compatible.

## How to send your comments

---

You can help us to improve the quality of our documentation by sending us your feedback.

Your feedback is important in helping us to provide the most accurate and high-quality information. If you have suggestions for improving this document, send us your comments by email to [doccomments@netapp.com](mailto:doccomments@netapp.com). To help us direct your comments to the correct division, include in the subject line the product name, version, and operating system.

You can also contact us in the following ways:

- NetApp, Inc., 495 East Java Drive, Sunnyvale, CA 94089 U.S.
- Telephone: +1 (408) 822-6000
- Fax: +1 (408) 822-4501
- Support telephone: +1 (888) 463-8277

# Index

## A

- Administration Console
  - adding user accounts [30](#)
  - data acquisition configuration tasks [35](#)
  - data acquisition errors list [53](#)
  - Help [8](#)
  - logging in [25](#)
  - troubleshooting logs [57](#)
  - uses [6](#)
- architecture
  - OnCommand [6](#)
- authentication
  - LDAP [34](#)
- AutoSupport
  - configuring [44](#)
  - sending information [56](#)

## B

- backups
  - before upgrading [21](#)
  - process [45](#)
- browsers
  - logging in [25](#)
  - requirements [12](#)
- Business Insight Advanced
  - user role access [28](#)

## C

- configuring
  - AutoSupport [44](#)
  - email [45](#)
  - servers [15](#)
  - servers for data acquisition [36](#)
  - user accounts [28](#)
- custom reports
  - exporting [46](#)
  - importing [47](#)

## D

- data acquisition
  - configuring for [35](#)

- monitoring [49](#)
- required user credentials [29](#)
- scheduling [40](#)
- starting [41](#)
- troubleshooting [53](#)

- Data ONTAP
  - supported versions [12](#)

- databases
  - backing up [45](#)
  - read-only users [15](#), [29](#), [35](#), [36](#)
  - restoring [46](#)
  - troubleshooting [53](#)

- DataFabric Manager (DFM) servers
  - configuration information [15](#)
  - configuring [35](#)
  - configuring for data acquisition [36](#)
  - deleting information [42](#)
  - editing description [41](#)
  - monitoring data acquisition [49](#)
  - monitoring ETL status [43](#)
  - setting data acquisition time [40](#)
  - starting data acquisition [41](#)
  - supported versions [13](#)
  - testing connections [38](#)
  - troubleshooting [53](#)
  - updating reports [43](#)

- documentation
  - configuration video [25](#)
  - Help [8](#)
  - installation video [16](#)
  - locations [8](#)
  - videos [8](#)

- downloading
  - installation file [16](#)

## E

- email
  - configuration [45](#)
- errors
  - data acquisition [53](#)
- Extract, Transform, and Load (ETL)
  - initiating [43](#)
  - monitoring [43](#)
  - process [6](#)

## H

### Help

in Admin Console [8](#)

## I

### IBM Cognos

in OnCommand Report [6](#)

### importing

custom reports [47](#)

LDAP certificates [34](#)

### installing

downloading [16](#)

license key [27](#)

on Windows Server 2008 [17](#)

other than Windows 2008 [17](#)

planning [10](#)

prerequisites [10](#)

Interoperability Matrix Tool [12, 39](#)

## L

### LDAP

enabling [34](#)

importing certificates [34](#)

### license key

obtaining [27](#)

validating [27](#)

### logs

OnCommand Report [57](#)

server [49](#)

## M

Manage Users dialog box [31](#)

### migrating

report schedules [21](#)

## N

### NetApp Community

information resource [8](#)

## O

### OnCommand Report (OCR)

administrative login information [25](#)

architecture [6](#)

documentation [8](#)

features [5](#)

product information [8](#)

questions you can answer [6](#)

reconfiguring [48](#)

setup [26](#)

uninstalling [20](#)

upgrading [22](#)

uses [5](#)

videos [8](#)

### opening

OnCommand Report [25](#)

## P

### passwords

changing [33](#)

requirement for configuration [36](#)

### polling time

changing schedule [49](#)

setting [40](#)

### ports

default [18](#)

requirements [10](#)

### prerequisites

default ports [18](#)

installation [10](#)

## Q

### Query Studio

user role access [28](#)

## R

### removing

OnCommand Report [20](#)

### reports

exporting [46](#)

migrating schedules [21, 23](#)

monitoring ETL status [43](#)

updating with newly acquired data [43](#)

### requirements

ports [10](#)

restoring databases [46](#)

servers [10, 13](#)

web browser [12](#)

### restarting

OnCommand Report [56](#)

### roles

user [30](#)

## S

schedules

report generation [23](#)

servers

configuring [15, 35](#)

configuring for data acquisition [36](#)

creating database users [29](#)

DataFabric Manager (DFM) [5, 6, 10, 13, 26](#)

list of [39](#)

modify description [41](#)

OnCommand Unified Manager (UM) [5, 6, 10, 13, 15](#)

requirements [10, 13](#)

testing connections [38](#)

Windows [17](#)

setup

required steps [26](#)

## T

troubleshooting

configuring AutoSupport [44](#)

data acquisition [53](#)

installation [52](#)

logs for NetApp support [57](#)

restart after [56](#)

sending AutoSupport information [56](#)

## U

upgrading

managing report schedules [21](#)

OnCommand Report [22](#)

user accounts

auditing user activity [34](#)

changing password [33](#)

configuring LDAP [34](#)

deleting [33](#)

editing [31](#)

managing [31](#)

types of [28](#)

users

creating accounts [30](#)

database [29](#)

default dbuser [15, 35, 36](#)

## V

videos

configuring OnCommand Report [25](#)

installing OnCommand Report [16](#)

OnCommand Report [8](#)

## W

web browsers

requirements [12](#)