



Performance Issue

Request Form for analysis

February 2013



This document helps us to provide information which is necessary for the performance analysis.

IMPORTANT – Potentially Billable Activity

If the analysis reports no issues on the array, but a misconfiguration, customer will have to contact Professional Services.

All Parties must agree to the following:

- All sections of this request must be completed prior to work commencing
- All data collections must be uploaded to the Bull Upload Center with the case number

Customer Contact information:

Name	Role	eMail	Phone number	Convenient contact time & Time zone



Problem Description

Detailed Problem description	
Impact details <i>Effects on applications, number of attached server, number of affected users</i>	
How often does the problem happen <i>Constantly, Regular, One-Time</i>	



When is the performance impacted? <i>Date & Time / Period</i> <i>It will help us to take a look at this period</i>	
Does a known problem exist in the network at the same time? <i>Yes / No / Description</i>	
Recent changes to environment <i>e.g : Users added, new application loaded...</i>	

Problem Environment

Are EMCGrab or EMCReports tool outputs available?	<i>If not, you can retrieve these tool at https://support.emc.com/ Enter emcgrab on search area and select Support tools on Scope by resource.</i> YES / NO
Multipath Software <i>e.g. : Powerpath; MPIO...</i>	



Concern hosts <i>Manufacturer / Name / Type [e.g. SAP]</i>	
Operating System & Level <i>e.g. WIN2K SP2</i>	
Host application <i>Name / Type / Version / Release level</i>	
Is connectivity via a SAN? <i>Switch Type, topology, zoning information about array and impacted equipment</i>	



Connectivity ports information <i>Involved port on array side</i>	
Which HBA's are in use? <i>Manufacturer / Model / Version / Release level</i>	
Data protection <i>e.g. Raid type, mirrorview...</i>	
Is Analyzer enabler active? <i>Yes / No / No but purchased</i>	



Please describe the environment

Remarks:



Required Data Collection

For the analysis, please provide these files:

- Spcollect of SPA & SPB generate at the same time
- Supportmaterial (*in case of VNX for File or Celerra*)
- Output of nas_checkup (*in case of VNX for File or Celerra*)
- Emcgrab *at least one of the impacted server*
- Supportsave *or supportshow if it doesn't work*
- Analyzer log file : .naz or .nar (you can only retrieve analyzer log if you have purchase the license)

Check if dump file exists, if yes, also provide the dump file.

If you are not able to collect these files, please send us a email, we will deliver procedure information for logs retrieving.

Send Data Collection

Choose the service Bull Upload Center (<http://support.bull.com/>) with your customer ID, then choose the Upload Center services, and upload it to the storage team.

If you are not able to use this service, please contact your local Bull service to send the logs collection.

The screenshot shows the Bull Support Center website with a navigation bar containing 'PRODUCTS', 'SERVICES & SOLUTIONS', 'INDUSTRIES', 'SUPPORT' (highlighted), 'COMMUNITIES', and 'ABOUT BULL'. Below the navigation bar is a search bar with the text 'search' and an 'OK' button. The main heading is 'Transmettre un fichier à un Centre de Support' with a sub-heading 'Taille maximale acceptée : 1,8 Go'. A yellow banner reads 'Sélection et transmission d'un fichier'. The form includes a dropdown menu for 'Centre de support destinataire' with 'Storage' selected, a 'Fichier local' input field with a 'Parcourir...' button, a 'Descriptif du fichier' input field, and a 'Référence de l'appel' input field. A 'Transmettre' button is at the bottom.