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	I3C Centre - Operator Mode	NetApp_Heartbeat Alarm_Verif Procedure_EN.pdf	3rd th of December 2013	1


BULL INFRASTRUCTURE SERVICES & SUPPORT



Support Storage Procedure NetApp - Heartbeat Alarm - Checking up parameters

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Preamble

to carry out this procedure you need to be connected to the NetApp system in 'console mode'.

1. Checking if autosupport has been enabled

Enter the command:

options autosupport.enable

-> control if option is set to **on**.

...if option is **off**, set up parameter to **on** with the command:

command autosupport.support.enable on

check up new status has been applied for this parameter with the command:

options autosupport.enable

2. Checking if the Bull tele-surveillance has been correctly configured

To see whether e-mail address 'srv.autocall@bull.net' has been configured, enter the command:


options autosupport.partner.to

If not, add it, entering the command:

options autosupport.partner.to srv.autocall@bull.net

Verify if the change has been correctly applied by entering the command again:

options autosupport.partner.to

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3. Verify if NetApp is correctly configured to get its own autosupport

Enter the command:


autosupport.support.transport smtp

-> for NetApp to overtake problem related to transmission protocol

Enter the command:

options autosupport.to autosupport@netapp.com

-> for NetApp to get back its own autosupport and make a historical follow up

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4. Run one autosupport test

Enter the command:

options autosupport.doit test

-> If you get the message "**user unknown**" this has typically to do with the right to send external e-mail from your mail server.

Please verify (with the mail administrator) whether the rights have been correctly set.

Enter the command:

options autosupport.mailhost

-> to get the email server IP address.

If needed, enter the command::

options autosupport.mailhost '@IP of email server'

-> to set up the email server IP address

Enter the command:

options autosupport.from

-> to get the email address of the sender..

If needed, enter the command:

options autosupport.from 'sender @mail'

-> to set up the email address of the sender.

If you get any other error message, please make us a reply (possibly using e-mail from which you received this procedure).