



Active IQ Config Advisor 5.7

Quick Start Guide

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doccomments@netapp.com

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Overview of Active IQ Config Advisor

NetApp Active IQ Config Advisor is a configuration validation and health check application for NetApp systems that can be deployed onsite for data collection and analysis. It can be used to check a NetApp system for the correctness of hardware installation and conformance to NetApp recommended settings. It runs a series of commands and checks for configurations with cabling, availability, and resiliency issues. The flexible data collection architecture supports data collection from network, serial port, AutoSupport ID, AutoSupport file, and Active IQ OneCollect file. It is used to improve the quality of NetApp deployments during system setups, upgrades, and ongoing health checks.

You can extend the behavior of Active IQ Config Advisor and run Active IQ Config Advisor across your NetApp deployments using the following profiles:

- ONTAP
- SnapCenter
- E-Series
- FlexArray
- FlexPod
- NetApp-HCI
- MetroCluster
- ONTAP 7-Mode

For more information about Solution-based and Device-based collection types, see [Supported device types and protocols for data collection](#) on page 8.

As you start using Active IQ Config Advisor, it is important that you understand some of the basic terms that you can expect to see throughout the Active IQ Config Advisor user interface.

Persona	Description
General	Collects basic commands for the target device.
Diagnostic	Collects additional diagnostic commands and logs from the device other than the ones that run in General mode.
Diagnostic	Collects SnapDrive specific diagnostic logs.
Analysis	Runs only those commands that are required for analysis. Preferred persona for running analysis in Active IQ Config Advisor.
SnapDrive	Collects SnapManager specific logs.
SnapManager for Oracle (SMO)	Collects SnapManager for Oracle specific logs.
SnapManager for SAP (SMSAP)	Collects SnapManager for SAP specific logs.
Orchestrator	Runs commands or collects logs related to VMware orchestrator.

Active IQ Config Advisor can be used in the following scenarios:

- **System setup:** Active IQ Config Advisor can be used during installation of new equipment, and adding of new disk shelves. It can also be used during moving, and changing of equipment as it requires close attention to cabling and conformance to NetApp best practices.
- **Operational health checks:** Active IQ Config Advisor can be used on a monthly or quarterly basis to detect any new issues resulting from configuration changes or non-conformance to NetApp best practices.
- **Support case handling and secure sites:** Active IQ Config Advisor can be used to triage and diagnose issues with NetApp systems that do not send AutoSupport messages.
- **Configuration triage:** You can run Active IQ Config Advisor remotely during diagnostics. You can run Active IQ Config Advisor and send the output to the NetApp Technical Support or Partners for diagnostics.
- **Check firmware:** You can collect data from VMware vCenter Server to receive recommendations on the latest supported firmware using NetApp [Interoperability Matrix Tool](#).
- **Periodic data collection and analysis:** You can use Active IQ Config Advisor to run jobs periodically to do the assessment.

Features in Active IQ Config Advisor

The features available in Active IQ Config Advisor are as follows:

- Active IQ Config Advisor can be installed on multiple platforms - Windows, Mac, and Linux (64-bit).
- Displays cumulative at-a-glance information about a job in the dashboard and individual profile dashboards.
- Collects data and performs analysis through the Network profile for ONTAP, and 7-Mode profiles.
- Exports to PDF, Word and Excel reports for the ONTAP, and 7-Mode profiles.
- Merges reports from multiple jobs in PDF, Word, or Excel.
- Provides a command viewer, collection scheduler, saving projects (encryption), job listing, and device-based collection.
- Provides health check details, device details, storage configuration, stack diagram, network interfaces, and basic ONTAP Scalable Vector Graphics (SVG) visualization represented in the interface.
- Supports the following profiles ONTAP, SnapCenter, E-Series, FlexArray, FlexPod, NetApp-HCI, MetroCluster, and ONTAP 7-Mode.
- Supports secure hosting and user management.
- Supports manually uploading your jobs and sending them to NetApp for analysis using the **Upload to AutoSupport** tab.

Using Active IQ Config Advisor dashboard

On the first launch of Active IQ Config Advisor, you will see an overlay screen. The information provided in this screen will help you understand how you can use Active IQ Config Advisor.

Active IQ Config Advisor has tabs that help you use the application easily.

After the Active IQ Config Advisor is launched, the landing page appears:

- **My Dashboard:** Provides a cumulative at-a-glance information about a job. You can click the pie slice to view the summary of the job for which you want to obtain a job status report. My

Dashboard provides pie charts for health reports, weekly job reports, storage utilization, and job status for the passed and failed jobs.

- **Data Collection Jobs:** Helps you collect data from different types of devices and solutions using different profiles and personas.
- **Data View:** Helps you view commands that you run on a system.
- **View & Analyze:** Helps you view the results in detail for the collected job.
- **Saved Projects:** Helps you view all the saved jobs.
- **Scheduled Jobs:** Helps you create a schedule for the saved job.
- **Upload to AutoSupport:** Helps you send the collected data of your systems and send messages to NetApp technical support for troubleshooting and analysis.
- **User Management:** Helps you manage and view users.

Note: This is available for Active IQ Config Advisor hosted in a centralized location.

Installing and setting up Active IQ Config Advisor

Before you start using Active IQ Config Advisor, you must download and install Active IQ Config Advisor.

System requirements for Active IQ Config Advisor

You must ensure that you have the required host system configuration, operating system, and browser to run the Active IQ Config Advisor.

Active IQ Config Advisor can run on the following operating systems:

- Windows 7 (64-bit)
- Windows 8 (64-bit)
- Windows 10 (64-bit)
- Windows 2008 R2 Server (64-bit)
- Windows 2012 R2 Server (64-bit)
- Mac OS X 10.10 and later (64-bit)
- Red Hat Enterprise Linux (RHEL) 7.0 and later (64-bit)
- Ubuntu 7.0 and later (64-bit)

Active IQ Config Advisor supports the following browsers:

- Mozilla Firefox 55 and later
- Google Chrome 61 and later
- Apple Safari 11 and later
- Microsoft Edge 40 and later

Supported device types and protocols for data collection

Active IQ Config Advisor supports some profiles that help you collect data from devices and solutions. You should learn more about these profiles to help you decide which one to use.

Each profile contains the credentials for the database associated with the profile. The credentials enable Active IQ Config Advisor to connect to and work with the database. The stored credentials include the username and password for accessing the host, repository, database, and the required information.

Device-based collection types

Type	Sub type	Supported persona	Supported protocol
MAX Data	<ul style="list-style-type: none"> • MAX Data 	<ul style="list-style-type: none"> • General 	<ul style="list-style-type: none"> • API

Cloud Services	<ul style="list-style-type: none"> • Cloud Volumes ONTAP • NetApp Cloud Backup • StorageGRID Webscale 	<ul style="list-style-type: none"> • General • Diagnostic 	<ul style="list-style-type: none"> • SSH and ONTAPI • SSH • SG API
Hybrid Switch	<ul style="list-style-type: none"> • Cisco Nexus 5000/6000/9000 series • Cisco Nexus 7000 series 	<ul style="list-style-type: none"> • General • Diagnostic 	<ul style="list-style-type: none"> • SSH
Ethernet Switch	<ul style="list-style-type: none"> • Cisco • NetApp • Brocade • Cisco Catalyst 	<ul style="list-style-type: none"> • General • Diagnostic 	<ul style="list-style-type: none"> • SSH • Shell and SSH • SSH • SSH
Fibre Channel (FC) Switch	<ul style="list-style-type: none"> • Cisco • Brocade • QLogic • McData • McData i10k 	<ul style="list-style-type: none"> • General and Diagnostic • Diagnostic • Diagnostic • Diagnostic 	<ul style="list-style-type: none"> • SSH
Hypervisor	<ul style="list-style-type: none"> • Citrix XenServer • HMC • KVM • Microsoft Hyper-V • OracleVM Manager • OracleVM Server • PowerVM • VMware ESXi • VMware vCenter Server 	<ul style="list-style-type: none"> • General • Diagnostic 	<ul style="list-style-type: none"> • SSH • SSH • SSH • SSH • SSH • SSH • SSH • SSH • SSH • vCenter Web API

Host	<ul style="list-style-type: none"> • Cisco UCS • Linux (RedHat Enterprise and SuSe) • Solaris • HPUX • Windows • AIX 	<ul style="list-style-type: none"> • General • General, Diagnostic, SnapDrive, SMO, SMSAP, and Orchestrator • General, Diagnostic, SMO, SnapDrive, and SMSAP • General, Diagnostic, SMO, SnapDrive, and SMSAP • Diagnostic, DMR, and SnapManager • General, Diagnostic, SMO, SnapDrive, and SMSAP 	<ul style="list-style-type: none"> • UCSM XML API • SSH • SSH • SSH • WMI • SSH
Storage Controller	<ul style="list-style-type: none"> • Data ONTAP 7-Mode • ONTAP • SolidFire -Cluster • SolidFire - Node • E-Series-SMcli • E-Series-Web Services Proxy • Service Processor-ONTAP 	<ul style="list-style-type: none"> • General and Diagnostic • General, Dblade, and Diagnostic • General • General • General • General and Diagnostic • General and Diagnostic • Diagnostic 	<ul style="list-style-type: none"> • ONTAPI, HTTPS, and SSH • ONTAPI, HTTPS, SSH, and WMI • SolidFire Element OS API • SolidFire Element OS API • SMcli • E-Series WebServices API • SSH • SSH
Other Storage Controller	<ul style="list-style-type: none"> • InsightIQ • Isilon • Lenovo 	<ul style="list-style-type: none"> • InsightIQ_Perf • OneFS8 • OneFS7 • General • Diagnostic • Analysis 	<ul style="list-style-type: none"> • SSH • SSH • SSH

Solution-based collection types

Profile	Sub profile	Corresponding device	Supported protocol
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ONTAP	<ul style="list-style-type: none"> • Network 	<ul style="list-style-type: none"> • Cluster Node • Cluster Switch • Management Switch 	<ul style="list-style-type: none"> • HTTPS and SSH • SSH • SSH
ONTAP 7 Mode	<ul style="list-style-type: none"> • Network 	<ul style="list-style-type: none"> • Storage Controller 	<ul style="list-style-type: none"> • HTTPS • SSH
MetroCluster	<ul style="list-style-type: none"> • All MetroCluster configurations 	<ul style="list-style-type: none"> • Cluster Node/ Simulation Node • Brocade/Cisco Fabric switch • Cisco cluster switch • ATTO bridges 	<ul style="list-style-type: none"> • SSH, HTTP(s), and Telnet • SSH • Telnet
E-Series	<ul style="list-style-type: none"> • Host • SMcli • NetApp SANtricity Web Services Proxy 	<ul style="list-style-type: none"> • Cluster Node • Back-end FC switch (Cisco and Brocade) 	<ul style="list-style-type: none"> • HTTP(s) and SSH • SSH and Telnet
FlexArray	<ul style="list-style-type: none"> • Direct Attached • Fabric Attached 	<ul style="list-style-type: none"> • Cluster Node • Back-end FC switch (Cisco and Brocade) 	<ul style="list-style-type: none"> • HTTP(s) and SSH • SSH and Telnet
FlexPod	<ul style="list-style-type: none"> • FlexPod-ONTAP • FlexPod-7-Mode • FlexPod-SolidFire 	<ul style="list-style-type: none"> • Cisco UCS Cluster • Cluster Node • Cluster Switch • Nexus Switch • vCenter Server (vCenter) • Cisco UCS Cluster • Storage Controller • Nexus Switch • Cisco UCS Cluster • Storage Controller • Nexus Switch 	<ul style="list-style-type: none"> • UCSM XML API • HTTPS and SSH • SSH • SSH • HTTP API • UCSM XML API • HTTPS and SSH • SSH • UCSM XML API • SolidFire Element OS API • SSH

SnapCenter	<ul style="list-style-type: none"> • Data Collection • Data Collection for Configuration Checks 	<ul style="list-style-type: none"> • SnapCenter Server • ONTAP cluster • ONTAP SVM • Windows hosts • Linux hosts • vCenter 	<ul style="list-style-type: none"> • SnapCenter API • SSH • WMI
NetApp-HCI	<ul style="list-style-type: none"> • Network 	<ul style="list-style-type: none"> • ONTAP Select • SolidFire cluster • vCenter Server 	<ul style="list-style-type: none"> • SSH and HTTPS • SolidFire API • vCenter API

Installing Active IQ Config Advisor on Windows

You can install Active IQ Config Advisor either on your system or you can host it in a central server that can be accessed by multiple users. You can install Active IQ Config Advisor in a central location either on a group, organization, or company level. It supports Hyper Text Transfer Protocol Secure (HTTPS). Active IQ Config Advisor provides necessary basic authentication to save your work. It supports up to 10 user accounts. User management feature is available in the case of centrally hosted deployment.

Before you begin

- You must ensure that you have the required host system configuration, operating system, and browser to run the Active IQ Config Advisor.
System requirements for Active IQ Config Advisor on page 8.
- You must have downloaded the Active IQ Config Advisor executable binary "ConfigAdvisor5.6_Win64.exe" or "ConfigAdvisor5.6_Win64.zip" for your platform.
mysupport.netapp.com?>.

About this task

You can either read the following steps or watch video in the [NetApp TechComm TV: Active IQ Config Advisor playlist](#) for installing the Active IQ Config Advisor.

You have two options to install Active IQ Config Advisor on your system:

- **Custom Install:** You can host Active IQ Config Advisor in a centralized location. It also allows to modify the installation and data directory paths.
- **Express Install:** You can install Active IQ Config Advisor in a default location. The install directory is saved in the Programs Folder and Data directory in the user directory. Active IQ Config Advisor AutoSupport is enabled by default.

Steps

1. Install Active IQ Config Advisor by completing the steps in the installation wizard.

The default installation folder for Active IQ Config Advisor on Windows operating system is as follows:

Note: In the Active IQ Config Advisor Setup wizard, select **Yes** if you want to perform User Management tasks and want HTTPS for Active IQ Config Advisor.

Operating system	Default installation folder
Windows 64-bit	C:\Program Files\NetApp\ConfigAdvisor ConfigAdvisor5.6_Win64.exe

You can change the default installation path to either a folder or drive of your choice.

2. Choose a different path for data directory, if you want to change the default path.
3. Launch Active IQ Config Advisor from the URL: <http://localhost:8055/ca/#/>. If you have enabled HTTPS, then launch Active IQ Config Advisor from <https://localhost>.

Note: To configure the application to run on a different port, modify PORT value in the CONFIG file located in the <user_home_directory>\NetApp\ConfigAdvisor\Config and restart the application (for example, PORT = 8040). To host the Active IQ Config Advisor server centrally to be accessed from remote hosts, you can edit the config file and append the IP address to bind to as prefix to port (for example: PORT = 0.0.0.0:8055 will make it open to all hosts on all IPs. Alternatively, PORT = <dedicated_IP>:8055 will make it available on the specific IP configured on host).

After you finish

If you want to run Active IQ Config Advisor automatically during system startup, perform the following steps:

1. Navigate to <Install_directory>\NetApp\ConfigAdvisor\>, right-click 'ActiveIQConfigAdvisor.exe' and select copy.
2. Find the **Startup** folder in **All Programs** and right-click it.
3. Click **Open**, and it opens up in the Windows Explorer.
4. Right-click anywhere inside that window and click the shortcut.
Active IQ Config Advisor shortcut should pop up in the folder, and the next time you log into Windows, Active IQ Config Advisor automatically starts up.

Installing Active IQ Config Advisor on Mac OS X

You can install Active IQ Config Advisor on your Mac OS X system.

Before you begin

You must be running either Mac OS X 10.10.x or Mac OS X10.11.x on your system.

Steps

1. Browse to the directory in which you have downloaded the tar.gz installer.
For more information about using Active IQ Config Advisor with HTTPS, see [Hosting Active IQ Config Advisor with nginx \(HTTPS\)](#) on page 16.
2. Extract it by running `tar -xzf ConfigAdvisor5.6_mac64.tar.gz` if you have admin privileges, or else run `sudo tar -xzf ConfigAdvisor5.6_mac64.tar.gz`.

Note: If you are downloading Active IQ Config Advisor using the Chrome browser, it automatically extracts in to a .tar file. In this case, run `tar -xf ConfigAdvisor5.6_Mac64.tar.gz`.

3. Change directory (`cd`) to the extracted folder.
4. For secure site, run: "`touch <install_dir>/NetApp/ConfigAdvisor/plugins/common_utils/model/resources/secure`" and then start the ConfigAdvisor process.
5. If you want to customize the Active IQ Config Advisor data directory path, create a file with a name as "data_dir.txt" under `<install_dir>/NetApp/ConfigAdvisor/` and enter the path where you want to place the database and result files.

6. Type

`./ConfigAdvisor`
 , if you have admin privileges or

`sudo ./ConfigAdvisor`

. If you do not have admin privileges, then press **Enter**.

Use `'nohup ./ConfigAdvisor &'` to run process in the background. Active IQ Config Advisor will start running on port 8055. Ensure that the port is free before running Active IQ Config Advisor. Database will be saved in your home directory in the `NetApp/config_advisor/Db` folder.

Note: To configure the application to run on a different port, modify PORT value in the CONFIG file located in the `<user_home_directory>/NetApp/ConfigAdvisor/Config` and restart the application (for example, `PORT = 8040`). To host the Active IQ Config Advisor server centrally to be accessed from remote hosts, you can edit the config file and append the IP address to bind to as prefix to port (for example: `PORT = 0.0.0.0:8055` will make it open to all hosts on all IPs. Alternatively, `PORT = <dedicated_IP>:8055` will make it available on the specific IP configured on host).

After you finish

If you want to run Active IQ Config Advisor automatically during system startup, perform the following steps:

1. Choose **Apple** menu > **System Preferences**, and click **Users & Groups**.
2. Select the user and click **Login Items**.
3. Click the **Add** button '+' under the list on the right, select 'config advisor' from `<install_dir>/ConfigAdvisor`.
4. Click **Add**.

Installing Active IQ Config Advisor on Linux

You can install Active IQ Config Advisor on your Linux system through the command-line interface. You must perform this task if you are installing Active IQ Config Advisor for the first time.

Before you begin

- Your Linux host system must be running the supported software versions: later than RHEL (later than 6.4), and Ubuntu (later than 12.0).
- You must have downloaded the Active IQ Config Advisor executable binary for your platform.
- You must have the necessary privileges to install the application.

Steps

1. Browse to the directory where you have downloaded the tar.gz installer.

For more information about using Active IQ Config Advisor with HTTPS, see [Hosting Active IQ Config Advisor with nginx \(HTTPS\)](#) on page 16

2. Extract it by running `tar -xzf ConfigAdvisor5.6_linux64.tar.gz` *i*f you have admin privileges, or else run `sudo tar -xzf ConfigAdvisor5.6_linux64.tar.gz`.

Note: If you are downloading Active IQ Config Advisor using the Chrome browser, it automatically extracts in to a .tar file. In this case, run `tar -xf ConfigAdvisor5.6_Linux64.tar.gz`.

3. Change directory (`cd`) to the extracted folder.
4. For secure site, run: `"touch <install dir>/NetApp/ConfigAdvisor/plugins/common_utils/model/resources/secure"` and then start the ConfigAdvisor process.
5. If you want to customize the Active IQ Config Advisor data directory path, create a file with a name as "data_dir.txt" under `<install dir>/NetApp/ConfigAdvisor/` and enter the path where you want to place the database and result files.

6. Type

```
./ConfigAdvisor
```

if you have admin privileges or

```
sudo ./ConfigAdvisor
```

if you do not have admin privileges, then press **Enter**.

Use ‘

```
nohup ./ConfigAdvisor &
```

’ to run process in the background. Active IQ Config Advisor will start running on port 8055.

Ensure that the port is free before running Active IQ Config Advisor. Database will be saved in your home directory in the `NetApp/ConfigAdvisor/Db` folder.

Note: To configure the application to run on a different port, see [Installing Active IQ Config Advisor on Mac OS X](#) on page 13

If you are not installing the application as root, use `sudo` while running the commands mentioned in the preceding steps.

After you finish

If you want to run Active IQ Config Advisor automatically during system startup, perform the following steps:

1. Edit the rc.local file (`vi /etc/rc.local`).
2. Add a line at the end of file to start the Active IQ Config Advisor process (`nohup /path_to_ConfigAdvisor/ConfigAdvisor &`).
3. Modify the permission for rc.local (`chmod +x /etc/rc/local`)
The Active IQ Config Advisor process will start up automatically in the next reboot.

Hosting Active IQ Config Advisor with nginx (HTTPS)

You can host Active IQ Config Advisor, at a centralized location, for using Active IQ Config Advisor with nginx (HTTPS).

Note: To enable user management feature on Mac and Linux, edit the CONFIG file located at `~/NetApp/ConfigAdvisor/Config/` and add this entry: `HOSTED = TRUE`

The information is applicable for the following operating systems:

On Mac

- Command to install nginx - `brew install nginx`

Install paths:

- nginx executable install path - `/usr/local/bin/nginx`
- nginx config dir - `/usr/local/etc/nginx`

On Linux – RHEL

Command to install nginx - `yum install nginx`

Install paths:

- nginx executable install path - `/usr/sbin/nginx`
- nginx config dir - `/etc/nginx`

On Linux- Ubuntu

- Command to install nginx - `sudo apt-get install nginx`

Install paths:

- nginx executable install path - `/usr/sbin/nginx`
- nginx config dir - `/etc/nginx`

Generate SSL domain_name.key and domain_name.cert on the system:

Commands:

- `sudo openssl genrsa 1024 > domain_name.key`
- `sudo chmod 400 domain_name.key`
- `sudo openssl req -new -x509 -nodes -sha1 -days 365 -key domain_name.key -out domain_name.cert`

Replacing nginx.conf file

You can replace nginx.conf file in Active IQ Config Advisor for using Active IQ Config Advisor with HTTPS.

Steps

1. Copy nginx.conf from ConfigAdvisor install directory and replace it with the nginx.conf file that is located in the config directory specified in [Hosting Active IQ Config Advisor with nginx](#) on page 16.

2. Edit the `server_name` with the IP address or host name, `ssl_certificate` with the path of `domain_name.cert` generated on the system and `ssl_certificate_key` with the path of `domain_name.key` generated on the system.

For example, `server_name` - 10.141.39.131 (IP address of the system); `ssl_certificate` /home / domain_name.cert; `ssl_certificate_key` /home / domain_name.key;

Running nginx and Active IQ Config Advisor

You can run nginx and Active IQ Config Advisor for using Active IQ Config Advisor with HTTPS.

Steps

1. Go to nginx installed folder (for example, /usr/sbin) and type `chmod 777 nginx` (to provide all permissions).
2. Type `./nginx -t` to check if configuration is correct.
3. Kill all the earlier nginx processes running on the system: Use the command `ps -ef | grep nginx / kill -9 pid`.
4. Run nginx as: `sudo ./nginx`.
5. Extract the ConfigAdvisor install directory.
6. Navigate to the ConfigAdvisor install directory.
7. Create a file "https" in the ConfigAdvisor install directory. Use the command: `touch https`.
8. Run `./ConfigAdvisor`.
9. Launch Active IQ Config Advisor with "https". For example, `https://10.141.39.131` from your browser.

Note:

- In case port 443 is used by another application, change the port to any other available port by editing `nginx.conf` and changing the value `listen 443;` to `listen 8043;`.
- When running nginx as `sudo ./nginx`, If you get `'/etc/nginx/log/access.log' failed` error on Linux, create the directory as `'sudo mkdir -p /etc/nginx/log'`.

Upgrading Active IQ Config Advisor

You can upgrade to a different version of Active IQ Config Advisor or reinstall the same version on Windows, Mac, or Linux system. You can use one of the two options for upgrading Active IQ Config Advisor.

About this task

When you upgrade Active IQ Config Advisor and install it on your system, you will get two options:

Steps

1. Select one of the options to upgrade Active IQ Config Advisor on your Windows system.

If you want to...	Then...
Perform a clean install	Click Yes for clean installation. The installer will delete the database and perform a clean installation.
Perform an upgrade	Click No to upgrade. The installer will retain the database files, which in turn retains the user preferences.

2. Select one of the options to upgrade Active IQ Config Advisor on Mac or Linux system.

If you want to...	Then...
Perform a clean install	<ol style="list-style-type: none"> a. You must delete database and Config file by running <code>rm -rf ~\NetApp\Config Advisor</code>. b. Delete the older install directory. c. Install the new version by running <code>./config advisor</code> from the extracted installer package under <code><download path>\NetApp\config advisor</code>.
Perform an upgrade	<ol style="list-style-type: none"> a. Delete the older install directory. b. Install the new version by running <code>./config advisor</code> from the extracted installer package under <code><download path>\NetApp\config advisor</code>.

Checking the configuration remotely

Active IQ Config Advisor provides an option to check the configuration remotely.

About this task

You can either use an AutoSupport ID or a file saved using Active IQ Config Advisor or Active IQ OneCollect, for example, an ONTAP AutoSupport file.

Step

1. Perform one of the following procedures.

If you want to...	Then...
Use the AutoSupport ID method	See Collecting data using ASUP-based method on page 23.
Use either Active IQ Config Advisor or Active IQ OneCollect file	<ol style="list-style-type: none"> a. Click Data Collection Jobs tab. b. Click New Data Collection. c. Select Import Collected Data Files from the Collection Type drop-down list. d. Click Choose Files button. e. Click Open. f. Load all the files from the Active IQ OneCollect or Active IQ Config Advisor job folder. <p data-bbox="732 1142 1370 1226">Note: You can share your files when raising a Active IQ Config Advisor ticket or with another user. To find your files, navigate to <code>{USERPROFILE}\ConfigAdvisorData\JobFiles</code>.</p> <p data-bbox="708 1247 1370 1297">The data directly gets added as a job and you can view the collected data in the Data View tab.</p>

Collecting and uploading data from devices using Active IQ Config Advisor

You can find information about the Active IQ Config Advisor data collection, viewing the collection progress, collection profiles, data collection methods, fields in the tabs, saving your credentials, and viewing the collected results.

Collecting data using Active IQ Config Advisor

Active IQ Config Advisor enables you to collect data from different types of devices and solutions.

About this task

Using Active IQ Config Advisor, you can collect data by using the following collection profile:

- **Solution Based:** This helps you collect data from a set of preconfigured solution stacks.
- **ASUP Based:** This helps sending the collected configuration data back to NetApp through its own AutoSupport. This information is used by NetApp Support and partners to improve problem diagnostics.
- **Import Collected Data Files:** This helps you to load the data collected from another system using either Active IQ OneCollect or Active IQ Config Advisor and import the collected data files for analysis.

You also have an option to add the following OneCollect profiles for collecting data. To add OneCollect related profiles, navigate to **Settings > Basic Settings > Collection Settings**, select the **Enable OneCollect Data Collection Options** checkbox.

- **Device Based:** This helps you collect data from single or multiple homogenous and heterogeneous set of devices that could be storage controllers, switches, or hosts. You need to enter the credentials of the device or component for collecting data.
After you have collected the data, Active IQ Config Advisor helps you to organize and categorize the collected files based on certain collection groups. You can view the classified collected files under the Group Name column in the **Data Collection Jobs** tab.
- **Discover IP/IP Range:** This helps you discover devices automatically using an IP, IP range, or subnet.
- **Import Devices:** This helps you to load the file that have the device information. After you import, Active IQ Config Advisor displays the IPs that were identified from the imported data.

Collecting data using the device-based collection method

You can collect data from storage controllers, hypervisors, hosts, and switches (FC and Ethernet switches). You can also collect data either from one device or multiple homogeneous and heterogeneous devices.

Before you begin

You must have selected the **Enable OneCollect Data Collection Options** checkbox. Navigate to **Settings > Basic Settings > Collection Settings**, select the **Enable OneCollect Data Collection Options** check box.

Steps

1. Click **Data Collection Jobs**.

If you want to...	Then...
Manually enter device details	Add the components and choose the device type and subtype and its relevant credentials.

If you want to...	Then...
Import devices - Automatically load device credentials from a file	Load devices and browse a file that has device details in a predefined format (Import_Credentials.csv).The csv template can be found in the Active IQ Config Advisor install directory.

For optimal performance, NetApp recommends adding a maximum of 25 devices.

- Alternatively, click **Validate** verify whether the credentials are valid and devices are available for data collection.
- View the summary of devices from which the data will be collected.
You can also click **Command** icon to check all the commands that would have run on the system.
- Click **Save/Collect** if you want to save the project for future reference and to proceed with data collection.

Collecting data using the solution-based collection method

Solution-based profile is a predefined profile. By using this profile, you can configure data collection for solutions, such as ONTAP, SnapCenter, E-Series, ONTAP 7-Mode, and other solutions.

About this task

You can either read the following steps or watch video in the [NetApp TechComm TV: Active IQ Config Advisor playlist](#) for installing the Active IQ Config Advisor.

To perform a minimal data collection, you should enter the credentials for switch, node, cluster, and server.

Steps

- Click **Data Collection Jobs** tab.
- Choose **Solution Based** option from the **Collection Type** drop-down list.
- From the **Profile** drop-down list, select the required profile, for example, **ONTAP**.
- From the **Sub profile** drop-down list, select **Network**.
- From the **Persona** drop-down list, select **Analysis**.
For more information about **Personas**, see [Overview of Active IQ Config Advisor](#) on page 5.
- Select the appropriate cluster switch model and management switch option.
- Enter the credentials in the **Hostname or IP**, and **Password** fields.
- Active IQ Config Advisor validates the credentials of solution(s) in two ways:
 - Auto validation for one solution:** Enter the host name, username, and password and then move to the next row, the validation of the previous solution starts automatically.
 - Manual validation for all the solution:** Enter the host name, username, and password and then click the **Validate** button.
- By default, all the commands are selected for the solution. If you need to modify the commands, click the **Commands** icon under the **Actions** column.
- Click **Save/Collect** button to proceed with data collection.

Collecting data using ASUP-based method

NetApp technical support can view the data collected from the customer environment for analysis using AutoSupport.

About this task

You can select one of the two options to collect data.

Steps

1. Click **Data Collection Jobs** tab.
2. From the **Collection Type** drop-down list, select **ASUP Based** profile.
3. Select any one of the two options to collect data.

If you want to...	Then...
Collecting data using AutoSupport (by ASUP ID)	<ol style="list-style-type: none"> a. In the New Data Collection page, you can either add a file (.csv or .txt format) containing multiple AutoSupport Ids that you can select from the Job ID drop-down list. Multiple AutoSupport IDs are displayed in the ASUP ID column along with their connection statuses. <p style="margin-left: 20px;">Note: You can add a maximum of 50 AutoSupport IDs.</p> b. Alternatively, you can add an AutoSupport id using one of the following methods: <ol style="list-style-type: none"> i. Select the date from the Date Range. ii. Click Add File to add the file with ASUP ids. iii. Click Add ID to enter the Id in the ASUP ID field. iv. Enter serial number of the controller in the Search By Serial No. field, and click Search. v. Enter the hostname of the controller in the Search By Host name. vi. Select ASUP ID. vii. Enter the Job ID to load the IDs using Active IQ OneCollect Job_Id from ASUP. c. Select the Pull data for analysis checkbox to collect only those sections that are required for analysis. <p style="margin-left: 20px;">Note: If the checkbox is not selected, it will pull all the sections from AutoSupport.</p> d. Select Fetch all nodes of the cluster checkbox to stitch together entire cluster (all nodes) based on the ASUP_ID or Serial_no or host name.

You can also load old analysis, rerun analysis, and obtain the latest AutoSupport for cluster and run analysis.

Note: This feature works only for the internal users.

If you want to...	Then...
Collecting data using AutoSupport From File	<ol style="list-style-type: none"> a. In the Data Collection Jobs tab, select the ASUP Based option from the Collection Type drop-down list. b. Click Browse to select an AutoSupport file, for example, ONTAP AutoSupport file. c. You can select the Pull data for analysis checkbox to collect only the data required for analysis. <ul style="list-style-type: none"> Note: AutoSupport files in the .tgz and .txt formats are supported. d. You can view the AutoSupport profile in the Profile drop-down list. e. Click Collect Now to proceed with data collection. f. View the icons under Action column to perform different tasks, such as viewing the collected data, viewing and analyzing the data in the Command Viewer, or deleting the job. g. Click the file under the Job Name column to view the recent jobs and Command Viewer and to export the report in three different formats: PDF, Word, and Excel.

Collecting data using FlexArray

FlexArray enables data collection and validation of FlexArray systems.

About this task

FlexArray is one of the other profiles available in Active IQ Config Advisor. Follow the steps to collect data using FlexArray.

Steps

1. Click **Data Collection Jobs** tab.
2. Click **New Data Collection**.
3. Select the **Solution-based** profile for the collection type.
4. Select **FlexArray** profile.
5. For sub profile, depending on the configuration, select the appropriate option in the drop-down list.
 - a. For direct-attached configurations, select **Direct Attached**.
 - b. For fabric-attached configurations, select **Fabric Attached**.
6. Enter configuration details in the cluster node name (or IP) , Backend FC switch name (or IP) against Brocade, or Cisco based on the switch vendor along with the required credentials.
7. Click **Validate** to validate the information.
8. Click **Save/Collect** and provide the collect options.
9. Provide a project name and pass phrase.
10. Click **View & Analyze** to view the health report and device details.
11. Click **View Collected Data** to view the command viewer.

Collecting data using E-Series

E-Series works with the Active IQ Config Advisor to enable data collection and validation using any of the sub profiles NetApp SANtricity Web, NetApp SANtricity Web Services Proxy, Host, and SMCLI. You can collect data using E-Series.

About this task

Follow the steps to collect data using E-Series.

Steps

1. Click **Data Collection Jobs**.
2. Select **Solution Based** profile.
3. Select **E-Series** from the **Profile** drop-down list.
4. Select one of the sub profiles from the **Sub profile** drop-down list.
5. Select one of the personas from the **Persona** drop-down list.
6. Enter the host name or IP address, user name, and password.
You also have the options, under the Actions column, to view the commands and validate the information, such as model number, operating system, and software.
7. Alternatively, click **Validate** to validate the information.
8. Click **Save/Collect** to provide the project name, group name, recurrence pattern, when to trigger the schedule, and occurrence of the project.
9. In the **Collect Options** prompt, you can save the project. Click **Save Project**.
10. Click **Collect Now** to collect the data.

Collecting data using MetroCluster

The MetroCluster enables data collection and validation of MetroCluster in ONTAP.

About this task

You must perform the following steps to collect data using MetroCluster.

Steps

1. Click **Data Collection Jobs** tab.
2. Select the **Solution-Based** profile from the **Collection Type** drop-down list.
3. Select the profile, sub profile, and persona that you want.
4. Enter the host name or IP address, user name, and password of the node, switch, or FibreBridge.

You also have the options, under the Actions column, to choose nodes, clone, view commands, and validate the information that you have provided.

Note: Each node (storage controller) must be configured. For example, to configure a 4-Node MetroCluster all the four storage controllers need to be configured as “Storage Controller-1” through “Storage Controller-4.”

5. Alternatively, click **Validate** to validate the information.
6. Click **Save/Collect** to provide the project name, group name, recurrence pattern, when to trigger the schedule, and occurrence of the project.
7. In the **Collect Options** prompt, you can save the project. Click **Save Project**.
8. Click **Collect Now** to collect the data.

Note: You can use MetroCluster-IP by adding the credentials for Cisco cluster switches.

Collecting data using SnapCenter

The SnapCenter helps you check the configuration patterns, issues, and specific environment scenarios of SnapCenter.

About this task

SnapCenter being a data management product that caters to multiple sets of use cases supports several sets of configuration possibilities across its stack. This includes multiple aspects, such as the server configuration, application profile configuration involving host configuration of different operating systems and various configurations of different applications, configurations relating to the virtualization environment, storage system configuration, and others. The goal of this profile is to identify the environment, which needs to be managed by SnapCenter and provide recommendations, corrective actions, and notifications to you so that you can take the next set of relevant actions for the smooth functioning of SnapCenter. The SnapCenter profile helps in performing data collection, parsing of collected data, and running a set of rules on the parsed content. The SnapCenter profile helps in performing the following tasks:

- Collection of data for a set of storage virtual machines (SVMs), hosts, vCenters which you select in the Active IQ Config Advisor interface.
- Collection of data based on an existing SnapCenter server which the user has provided.
 - Data collection occur automatically for the SVMs, hosts, and vCenters, which are configured with the SnapCenter server instance.

Note: The SnapCenter profile copies and executes `NetApp\ConfigAdvisor\plugins\SnapCenter\linux_config_check.sh` to the `/tmp` folder on Linux hosts when running data collection.

Steps

1. Click **Create a New Data Collection**.
2. Select the **Solution-based** profile for the collection type.
3. Select the **SnapCenter** profile.
4. For sub profile, select **Data Collection** and persona **LogAnalysis**.
5. For sub profile, select **Data Collection for configuration checks** and persona **Analysis**. Select which type of configuration check do you want to select between the two checks, **SnapCenter Server Pre-Install** or **SnapCenter Server Post-Install**.
6. Type the credentials in the **Hostname or IP** and **Password** fields.
7. If you click **Validate**, Active IQ Config Advisor will validate the credentials.
8. Click **Save/Collect** and provide your single sign-on (SSO) credentials in the **NetApp User Login** dialog box.

9. If you do not want to provide your credentials, you can click **Skip**.
10. Provide the information in the **Collect Options** dialog box.
11. Click **View & Analyze** to view the health report and device details.
12. Click **View Collected Data** to view the command viewer.

Uploading data to NetApp AutoSupport

Active IQ Config Advisor collects and sends the collected data of your systems and sends messages to NetApp technical support.

Before you begin

You should have collected the data or have the collected data job files with you.

About this task

You can perform the following steps to upload the collected data to AutoSupport:

Steps

1. Click **Upload From Jobs** tab.
2. Select the **Job Name** in your saved job.
3. Select the checkbox of the job that you want to upload and click **Upload**.
4. Enter details in the **Case ID** text box, also provide a description in the **Comments** text box and click **Upload**. However, this is optional.
5. Click **Upload**.
6. Check the status of your uploaded job in the **Upload Status** column.

Scheduling a data collection job

You can create scheduled backup job by selecting an entire job start time and recurrence pattern for the saved job. You can also view all backup jobs on the Saved Projects tab.

Before you begin

Active IQ Config Advisor must have at least one of the jobs saved for scheduling a job.

Steps

1. Select a saved job.
2. Click the **Edit Schedule** icon.
3. In the **Scheduler**, enter the exact time that you want the scheduler to set for the saved job.
4. Click **Save**.
5. In the **Recurrence Pattern** pane, enter the details in the respective fields.

If you want to...	Then...
Set the interval	<ol style="list-style-type: none"> a. Select Interval from the Recurrence Pattern drop-down list. b. Select the Hours and Minutes from the drop-down lists. c. Enter the value (frequency of the schedule) in the Occurrence field for the job to be scheduled. d. Click Save Schedule. e. Click Close.
Set for daily schedule	<ol style="list-style-type: none"> a. Select Daily from the Recurrence Pattern drop-down list. b. Select the Hours and Minutes from the drop-down lists. c. Enter the frequency of days in the Recur Every field for the job to be scheduled. Considering this is a daily schedule, if you enter 2 in the Recur Every field, the schedule set for a saved job will repeat for 2 days and then expire. d. Enter the value (frequency of the schedule) in the Occurrence field for the job to be scheduled. e. Click Save Schedule. f. Click Close.

If you want to...	Then...
Set for weekly schedule	<ol style="list-style-type: none"> a. Select Weekly from the Recurrence Pattern drop-down list. b. In the Start Time drop-down list, enter the time in the Hours and Minutes fields. c. Select either one day of the week or all the days of the week. d. Enter the value (frequency of the schedule) in the Occurrence field for the job to be scheduled. Considering this is a weekly schedule, if you enter 8 in the Occurrence field, the schedule set for a saved job will repeat for 8 weeks and then expire. e. Click Save Schedule. f. Click Close.

6. Monitor the job progress and execution logs for scheduled jobs.

Setting up email notification

You can configure the settings for the Active IQ Config Advisor server to send alert notifications. You can configure the corresponding mail server to be used and various notification mechanisms—for example, alert notifications can be sent as emails.

Before you begin

The following information must be available:

- Email address from which the alert notification is sent.
- Host name, default port, username, and password to configure the SMTP server.

Steps

1. On the home page, click **Settings > Basic Settings**.
2. Select the **Enable Notifications for Scheduled Jobs** checkbox, if you want to receive notifications for scheduled jobs.
3. Select the **Enable Notifications for Unscheduled Jobs** checkbox, if you want to receive notifications for unscheduled jobs.
4. Enter the information in the **SMTP Host**, **Port**, **SMTP Username**, **SMTP Password**, and **Email Notification Recipients** fields.
5. Click **Save**.

Editing a saved job

You can edit a job even after you have saved the job.

Steps

1. In the **Saved Projects** tab, under the **Actions** column, click **Edit Project**.
2. In the **Data Collection Jobs** tab, modify the information that you want.
3. Alternatively, click **Validate** to verify the information.
4. Click **Save/Collect** to save or collect data.
5. In the **Collect Options** dialog box, you have an option to enter the name of the Project Name, Group Name, Pass Phrase, and Confirm Pass Phrase.
6. Click **Save Project**.

Creating user accounts

If multiple people in your organization need to use Active IQ Config Advisor, then you need to create Active IQ Config Advisor user accounts for each user. When you are using the User Management feature of Active IQ Config Advisor, you can create two types of users: Admin and User. The Admin and User have the privilege to create jobs, manage jobs, and manage users.

About this task

The two roles that are assigned to the users are Admin and User. The following table lists a few common Active IQ Config Advisor user-interface operations.

Roles	Operation
Admin	<p>You can add, delete, or edit user account(s). In addition, you can also view and delete jobs, saved projects, and scheduled jobs across all the users. You also have the privilege to reset passwords for the user accounts. As an Admin, you can assign one of the users with the Admin privileges.</p> <p>Note: You can create a maximum of 10 user accounts.</p>
User	<p>As a user, you can only view and manage jobs that you have created. You can create, delete, and change the settings of only your account.</p>

When you create a new user, the user is added to use Active IQ Config Advisor with applicable permission settings.

Steps

1. Click the **User Management** tab.
2. Click **Create User**.
The Create a User prompt is displayed.
3. In the **Username** box, enter your username.
4. In the **Password** box, enter the password.
5. Enter the email addresses of the role that you want to select for a particular account.
6. Select one of the roles, **Admin** or **User**, which you want to assign to the user.
7. Click **Submit**.

Comparing configurations

This feature allows you to view the difference between the two configurations selected for data collection.

About this task

You must select one job belonging to either ONTAP network or AutoSupport for comparing against the most popular configuration for the ONTAP version derived from install base. You must select two jobs belonging to either ONTAP network or AutoSupport collection for comparing configurations between the two jobs.

The files can be selected in any combination. For example, you can select one ONTAP network file and another ONTAP AutoSupport file. It can also be two AutoSupport files. Only for AutoSupport collection jobs with multiple AutoSupport IDs, you can select the Job IDs from the Job ID drop-down list.

Step

1. Perform any one of the following two tasks for comparing the configurations:

If you want to...	Then...
<p>Compare against the popular configurations: This feature allows you to select one ONTAP job to compare against the most popular configuration.</p>	<ol style="list-style-type: none"> a. On the Data Collection Jobs page, select the check box of the job name that you want to compare against the popular configuration. b. Click the Compare against the popular configurations button. The comparison performed for the selected job files is displayed. c. You can click a slice of a pie chart to view the values of the respective sections. d. You can select the check box to filter the difference in values existing in both the files. <p>Note: The user interface displays the difference, whereas in the report that is exported shows all the sections that are parsed for comparison.</p> e. After the data has been filtered, click the Export button to export the data to a spreadsheet.
<p>Config Compare: This feature allows you to select two ONTAP jobs to compare against each other.</p>	<ol style="list-style-type: none"> a. On the Data Collection Jobs page, select the check box of the two job names that you want to compare. b. Click the Config Compare button. The comparison performed for the selected job files is displayed. c. You can click a slice of a pie chart to view the values of the respective sections. d. You can select the check box to filter the difference in values existing in both the files. <p>Note: The user interface displays the difference, whereas in the report that is exported shows all the sections that are parsed for comparison.</p> e. After the data has been filtered, click the Export button to export the data to a spreadsheet.

Viewing and analyzing the data

You can view results of the ONTAP, ONTAP 7-Mode, E-Series, MetroCluster, FlexArray, and ASUP based-collection profiles in Active IQ Config Advisor. In addition, you can view the node, cluster switch, and management switch details. The results include information about the device type, device name, model, operating system, and the firmware version.

About this task

You can view the results on the **Data Collection Jobs** page. After collecting the data for better user experience and usability, Active IQ Config Advisor helps you to organize jobs and that can viewed under Group Name column in the **Data Collection Jobs** tab.

Step

- To view collected data, perform any one of the following methods:

If you want to...	Then...
View data of the recent completed job	<ol style="list-style-type: none"> Click the Data Collection Jobs tab. Click View & Analyze icon. The View & Analyze page displays the health report, device summary, and storage utilization. If you have enabled the AutoSupport Settings in the Settings menu, you will see the Active IQ link. If you want to view the detailed summary of the system configuration, you can click the Active IQ link. You can view the stack diagram, network interfaces, volume, and LUN details. The information about cluster switch and management switch network interfaces are also displayed. You can also view the Cable, Stack, and RAID Disk Visualization. You can either zoom in or zoom out by using the mouse and export the diagram in an SVG format. To view the detailed analysis, click the pie chart or the device summary. Click Data View to view the commands used in the selected job. Click the expand symbol (>>) to view the collected data. You can view the path of the file. Click Export to export the job information.
View data for other jobs	<ol style="list-style-type: none"> Click the Data Collection Jobs tab. Select the job name. You can click the View & Analyze icon for viewing the summary of the job name that you have selected. if you want to change the job, on the left-hand side of the View & Analyze tab, click the job link. View all the recent jobs that are listed out. Select the job that you want to view for additional information.

If you want to...	Then...
View the health report	<ol style="list-style-type: none"><li data-bbox="667 254 1003 289">a. Click the View & Analyze tab.<li data-bbox="667 302 1101 338">b. Click the pie chart under Health Report. <p data-bbox="667 359 1349 499">The detailed description is available of all the configuration validations and health checks that are run. You can select different segments of the pie chart to view general information about the devices listed. It also displays the configuration checks for only the selected controllers or switches.</p>

Understanding IMT Advisor

The Interoperability Matrix Tool (IMT) Advisor helps you perform IMT validation with ONTAP, protocol, and host collected data.

Before you begin

You must have collected the data and it should be added as a job in the **Data Collection Jobs** page.

About this task

Automated IMT validation of configuration helps you find the supported and unsupported configurations, path failure risks, and upgrade recommendations.

After you have collected the data, you can check whether the components that you have chosen are supported or unsupported. For example, you have selected ONTAP 8.3 and Windows 2012, you can collect data including these two components. IMT Advisor will identify whether these two components are supported, for example, ONTAP 9.0 and Windows 2012 and it will confirm whether this combination will support the existing environment. It will validate the collected data against all of the latest versions of ONTAP and Windows.

Steps

1. Click **Data Collection Jobs** tab.
2. Click **New Data Collection**.
3. Select at least one supported host (RHEL, SuSe Linux, ESX, ESXi, HP-UX, AIX, Solaris, and Windows) for data collection.
4. Under the Action column, click the **IMT Advisor View** icon.

On the **Add-ons** page, the parsed data and corresponding IMT components are displayed.

5. Select the checkbox for either one or more hosts that you want.
Note: You must review whether the mapping details are correct on this page before you proceed to the next step. If there are matches, a drop-down will be displayed allowing you to select the exact version.

6. Click **Next** to view supportability.

You can view whether the combination that you have selected is supported or not.

7. Click **Interop Advisor** link to see the upgrade recommendations.

Note: You can use Interop Advisor only if you have uploaded the collected data to AutoSupport. For more information about uploading the collected data to AutoSupport, see [GUID-A9D5B3EE-F989-4C2B-B2DC-EA29AE009BCF#GUID-A9D5B3EE-F989-4C2B-B2DC-EA29AE009BCF](#).

Importing collected data files

You can load the data collected from another system using either Active IQ OneCollect or Active IQ Config Advisor and import the collected data files for analysis.

Before you begin

You must have collected and saved the data.

Steps

1. Click **Data Collection Jobs** tab.
2. Click **New Data Collection**.
3. From the **Collection Type** drop-down list, select **Import Collected Data Files** and select the data file.

The imported file will be available in the **Data Collection Jobs** page.

4. Click **View & Analyze** to view the health report and device details.
5. Click **Command Viewer** to view the commands.

Uninstalling Active IQ Config Advisor

You can uninstall Active IQ Config Advisor to troubleshoot issues if they persist.

Before you begin

Active IQ Config Advisor database file is available under <user_home_directory>\NetApp\Config Advisor\Db>. To either avoid accidental deletion or losing your data forever, it is advised to back up the database before you uninstall Active IQ Config Advisor.

Step

1. Proceed to the user directory and delete the NetApp and Active IQ Config Advisor folders.

If you want to...	Then...
Uninstall Active IQ Config Advisor	<p>On Windows:</p> <ol style="list-style-type: none"> a. Click Control Panel. b. Select Programs and Features. c. In the wizard, right-click Active IQ Config Advisor and select Uninstall. <p>On Mac and Linux:</p> <ol style="list-style-type: none"> a. Kill the Active IQ Config Advisor process. b. Delete the Active IQ Config Advisor directory.

You have successfully uninstalled Active IQ Config Advisor from your system.

Troubleshooting

You can find information about how to troubleshoot some of the issues that you might come across when you use Active IQ Config Advisor. You can also find explanations for the issues, possible causes, and solutions.

Resolving Active IQ Config Advisor launching error

Active IQ Config Advisor does not launch on Windows, Mac or Linux system after installation.

About this task

To launch Active IQ Config Advisor on either Windows, Mac, or Linux system, perform the following steps:

Step

1. In a browser, manually enter the URL:

<http://localhost:8055/ca/>

If you want to...	Then...
Resolve Active IQ Config Advisor launching error on Windows	<ol style="list-style-type: none"> a. Check whether the Active IQ Config Advisor process is running in the Task Manager in Windows. b. If the process is not running, go to the installation directory, by default <code><C:\Program Files\NetApp\Config Advisor></code> and launch the Active IQ Config Advisor process by clicking <code>ActiveIQConfigAdvisor.exe</code>. If it still does not work, the port might be used by other application (check <code>netstat -an</code>). c. To rectify this issue, edit the CONFIG file in the user directory <code><user home directory>\NetApp\Config Advisor\Config</code> and set the PORT number to an available port. Restart Active IQ Config Advisor. If you are trying to access Active IQ Config Advisor from the other systems, make sure the firewall allows the port used by Active IQ Config Advisor.

If you want to...	Then...
Resolve Active IQ Config Advisor launching error on Mac and Linux	<ol style="list-style-type: none"> <li data-bbox="667 254 1312 317">a. Check whether the process is running by executing <code>ps aux grep Active IQ Config Advisor</code>. <li data-bbox="667 338 1349 520">b. If the process is not running, go to the installation directory, by default <code><install_dir>/Config Advisor</code> and launch the Active IQ Config Advisor process by running <code>./Config Advisor</code>. If it still does not work, the port might be used by other application (check <code>netstat -an</code>). <li data-bbox="667 541 1349 751">c. To rectify this issue, edit the CONFIG file in the user directory <code><user home directory>/NetApp/Config Advisor/Config</code> and set the PORT number to an available port. Restart Active IQ Config Advisor. If you are trying to access Active IQ Config Advisor from the other systems, make sure the firewall allows the port used by Active IQ Config Advisor.

Backing up the database

The device credentials, saved jobs, and user preferences are saved in the database.

About this task

If you want to delete Active IQ Config Advisor, it is advised to back up the database to avoid losing your saved data.

Steps

1. Navigate to `<user_home_directory>\Netapp\Config Advisor\Db`.
2. Back up the database folder.

Changing the default timeout for command execution

You can change the default timeout for command execution using the `COLLECTION_TIMEOUT` variable in the Config file.

Steps

1. Open the Config file.
 - Windows: `<user_home_directory>\NetApp\Config Advisor\Config`
 - Mac and Linux: `<user_home_directory>/NetApp/Config Advisor/Config`
2. Change the value of `COLLECTION_TIMEOUT` to the desired time value (in seconds).
3. Save the file.
4. Restart the server.

The framework will include the new timeout value.

Restarting the Active IQ Config Advisor server

You can restart the server on a host using either Windows, Mac, or Linux.

Step

1. Use one of the following methods to restart the Active IQ Config Advisor server.

If you want to...	Then...
Restart Active IQ Config Advisor on Windows system	<ol style="list-style-type: none"> a. Right-click and select Start Task Manager. b. Click Processes tab and select activeiqconfigadvisor.exe. c. Click End Process.
Restart Active IQ Config Advisor on Mac and Linux systems	<ol style="list-style-type: none"> a. Search for Active IQ Config Advisor process using <code>ps aux grep Config Advisor</code>. b. Note down the process ID of Active IQ Config Advisor and kill the process using <code>kill <pid></code>. c. Restart the process by running <code>./Config Advisor</code> from the Active IQ Config Advisor install directory.

Sending the feedback

You must notify NetApp technical support if you want to send us your feedback, report a problem, or need assistance in using the Active IQ Config Advisor. You can send us your feedback to ng-configadvisor-questions@netapp.com

Searching for the result and log files

After you have successfully collected data, the result and log files are saved.

About this task

You can access the result and log files as listed in the table below:

Type of file	File location
Log File	<user home dir>/Config AdvisorData/LogFiles>
Result file	<user home dir>/Config AdvisorData/JobFiles>

On Mac

`/Users/<username>`

On Linux

`/home/<username>(~/`

Analysis is not available for Device-based collection

Analysis is not available for device-based collection. Analysis is available only for the solution-based profiles that are collected using **Analysis** persona.

Resetting the Admin account password

You can reset the password if you have forgotten the password of Admin account.

Steps

1. Open the command prompt or the terminal and navigate to Active IQ Config Advisor installation directory.
2. Enter the following:
 - a. On Windows, enter "ActiveIQConfigAdvisor.exe -m" followed by the password.
 - b. On Linux and Mac, enter "./ConfigAdvisor - c".
3. Upon prompting for password, type 'admin' password, press Enter.
4. Type it a second time to confirm it.
If the confirm password matches the password, "Password changed successfully" message will be displayed.
5. If confirm password does not match, repeat steps 3 and 4.

Updating data offline

In the case of secure sites, no network access is available. You can still update the data offline.

Step

1. Perform the following methods to update either the resource file or open rules:

If you want to...	Then...
Update the resource_binary file	<ol style="list-style-type: none"> a. Download the resource_binary.zip folder from the http://mysupport.netapp.com/public/config_advisor/bin/resources_binary.zip. b. Place the folder in the ConfigAdvisorDataDirectory_Base/ replacing the resources_binary file.
Update the open rules	<ol style="list-style-type: none"> a. Download the zip file from http://mysupport.netapp.com/public/config_advisor/bin/open_binary.zip. b. Extract the zip file into this path {USERPROFILE}/ConfigAdvisorData/openrules.

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- NetApp, Inc., 1395 Crossman Ave., Sunnyvale, CA 94089 U.S.
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