

Helpful Tips for Your Trial

This document is intended to provide assistance with a free Profiler evaluation and assumes a relatively fresh install on Windows®. This document is not intended to provide general troubleshooting for a production install. Please refer to the Admin Guide for help with a production version of Profiler.

This document includes tips for:

- Profiler Installation
- Monitoring VMware®
- Monitoring EMC® CLARiiON®
- Monitoring NetApp® Filers
- Monitoring IBM® 3K, 4K, 5K or Sun® 2K, 6K Arrays
- Monitoring Backups
- Emailing Reports
- Running File Analysis

Profiler Installation

Problem: Profiler installer won't run:

- Are you running as an administrator?
 - If not, add yourself to the local administrators group and re-login.
- Have you tried the local administrator account?
- Check for antivirus software.

Problem: the install finished, but no GUI appears:

- Ensure that all the Profiler services are started.
 - There are 6 services: MySQL, ProfilerCollector, ProfilerEventReceiver, ProfilerMaintenance, ProfilerPoller, ProfilerWebServer
- Ensure that port 9000 is not blocked.

Monitoring VMware

Problem: I don't see any VMware data:

- Check login credentials to vCenter.
- Did you select which ESX hosts you want to monitor?
 - Go to Administration > Virtualization > Assign ESX Hosts
- Are the vCenter web services running?
- Are you able to ping vCenter from the poller?

Monitoring & Configuring EMC CLARiiON

Problem: Have you installed the EMC SMIS-S Provider?

- If not, follow the instructions in Profiler help to install and configure the Provider.

Problem: I don't see any data for the CLARiiON.

- Check the credentials.
 - Version 4.0+ --> Username: LocalDir/admin | Password: #1Password
 - Version Pre-4.0 --> Username: admin | Password: admin
- Make sure the IP for the provider is used.

Problem: I have storage and asset data, but no performance data from the CLARiiON:

- Login to Navisphere and for each array, enable performance statistics, then restart the EMC SMI-S Provider.

Monitoring NetApp Filers

Problem: I don't see any data for the Filers:

- To monitor NetApp Filers directly:
 - Check the login credentials.
- To monitor through NetApp Operations Manager:
 - Check the login credentials.
 - Did you select which Filers to monitor?
 - Administration > NetApp Operations Manager > Assign NetApp Filers

Monitoring IBM 3K, 4K, 5K or Sun 2K, 6K Arrays

Problem: Have you installed and configured the LSI SMI-S Provider?

- If not, follow the instructions in Profiler help to install and configure the Provider.

Problem: I don't see any data for the array.

- Review the configuration of the array by clicking the wrench on the resources screen or the array console.
 - Check the credentials you used to communicate with the provider.
 - Make sure the IP for the provider is used.

Monitoring Backups

Problem: Did you install the agent on the master server?

- If not, download the appropriate agent and install it on the master server.

Problem: I don't see any data for my backup server:

- Is the agent running?
- Is the backup module online?
- Check the settings in the configuration (on the resources screen or backup console, click the wrench for the appropriate device). Common issues:
 - Check path to backup executables.
 - Check credentials (if applicable).

Emailing Reports

Problem: I am not able to email reports:

- Did you configure email?
 - Go to Administration > Server Setup > Server and enter the information about your email server.
- Can you ping the email server from the Profiler server?

Running File Analysis

Problem: I am not seeing any file analysis data:

- Did you turn on file analysis for the server or policy?
 - Policy: Go to Administration > Policies > Default OS Policy > File Analysis and set the Status to "On" and click "Save" the policy, then click "Push" to push the policy to the agents.
 - Server: Click on the wrench for the specific agent, scroll down to the File Analysis sections, and set the status to "On" and click the "Save" button at the bottom.

Problem: I am not seeing data for any NAS device:

- Did you get the list of shares?
- Did you assign the shares you want to monitor to an agent?

Problem: I am not seeing data for the file rules:

- Did you create file rules?
 - Go to Administration > Rules > Add New Rules > File Analysis Rules
- Did you assign them to an OS Policy?
 - Go to Administration > Policies > OS Policy > Rules and select the rules you want to assign.
- After assigning them to a Policy, did you push it out?
 - Go to Administration > Policies > OS Policy and click the "Push" button.