

TD SYNnex Reporter for Dell EMC Data Domain **Installation Instructions**

Installation

SETUP YOUR DELL EMC DATA DOMAIN RESTORER TO ACTIVATE AUTOSUPPORT

To configure the Data Domain to send emails for autosupport do the following

- Login to your Data Domain system as 'sysadmin' user.
- Type the following commands to configure autosupport:
 - autosupport add asup-detailed emails ddautosupport@orchestra.de
 - autosupport add alert-summary emails ddautosupport@orchestra.de
 - alerts notify-list add default emails ddautosupport-alert@orchestra.de
- Set autosupport schedule:
This command(s) set the autosupport schedule to daily at 7 am.
 - autosupport set schedule alert-summary daily 0700
 - autosupport set schedule asup-detailed daily 0700
- Check the email setup by entering the following commands:
 - autosupport show all
 - alerts show all
- Verify the functionality of email delivery:
- To immediately send an autosupport email from the Restorer, enter the following command:
 - autosupport send
- To immediately send an alert email from the Restorer, enter the following command:
 - alerts notify-list test group default
- About 15 Minutes later you should be able to see the information in the "AUTOSUPPORT SYSTEM" section.



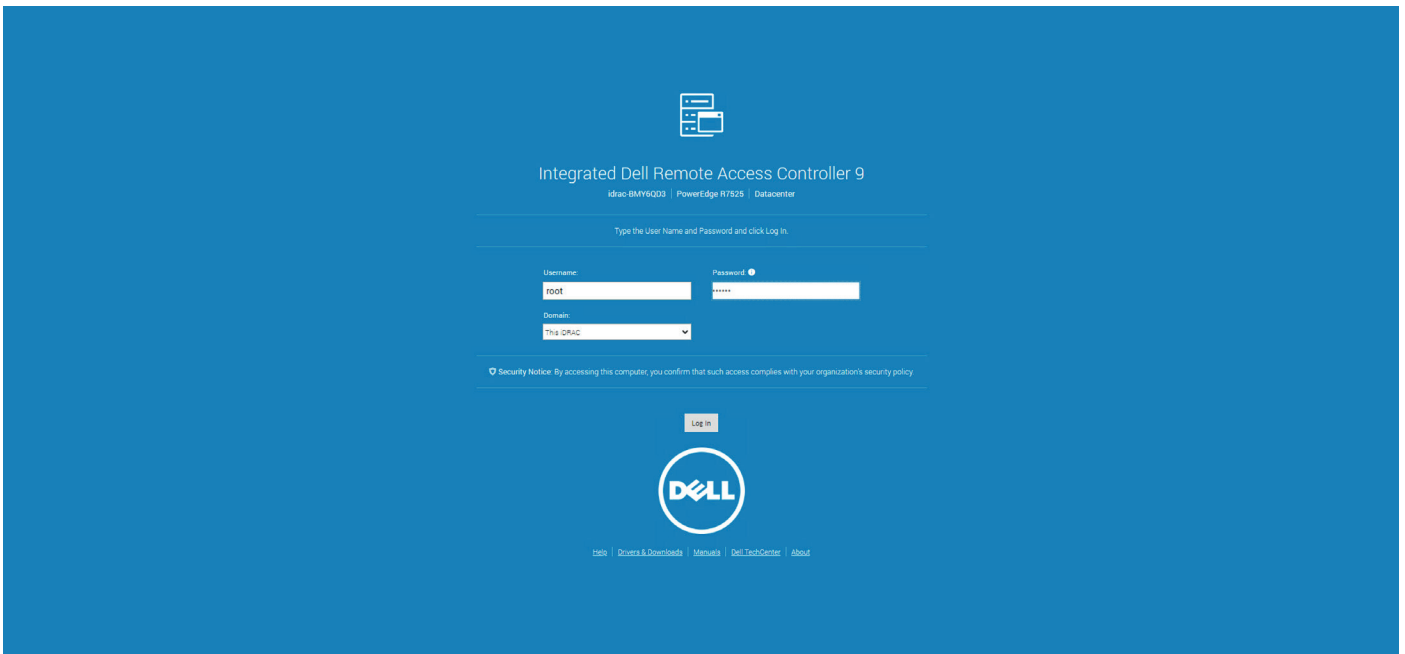
Additional steps for DD3300

For DD3300 systems, the iDRAC SNMP trap settings must be changed.

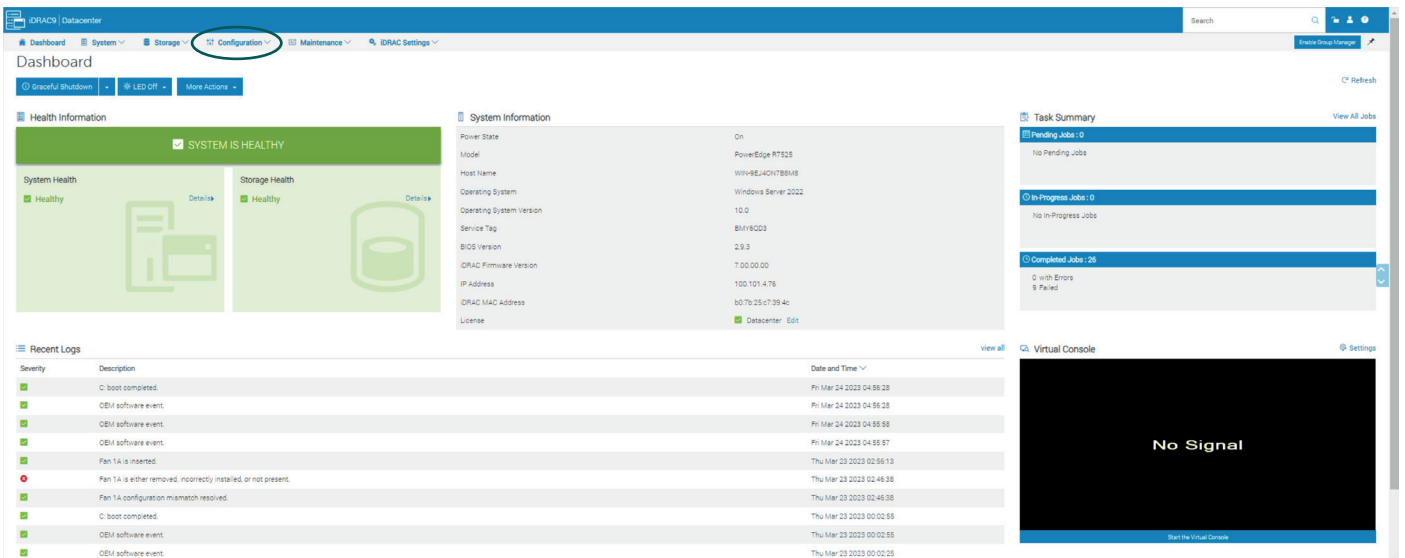
Note:

It may be necessary to change the iDRAC IP address to be able to connect via web browser.

Step 1: Default password for root is SYSTEM_SERIALNO of DD3300 system.



Step 2: Click on „Configuration“ tab:





Step 3: Click on the „System Settings“ tab:

The screenshot shows the iDRAC9 Configuration page. The 'System Settings' tab is highlighted with a green circle. Below the navigation bar, there are sections for Power Control, Power Cap Policy, and Power Configuration. The Power Cap Policy section shows settings for Active Power Cap Policy, Power Cap (Enabled), Power Cap Limits (945 Watts, 3225 BTU/hr, 93% Maximum % of upper bound), and Redundancy Policy (Not Redundant).

Step 4: Expand „Alerts and Remote System Log Configuration“

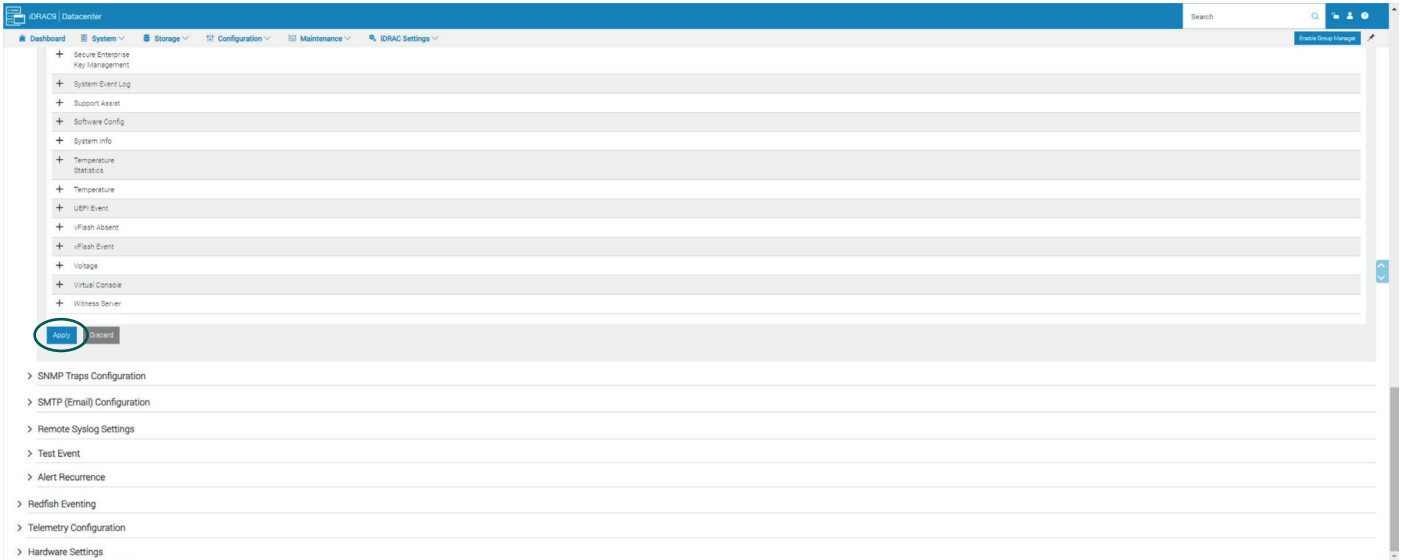
The screenshot shows the iDRAC9 Configuration page with the 'System Settings' tab selected. The 'Alert Configuration' sub-tab is highlighted with a green circle. Below it, there are expandable sections for Redfish Eventing, Telemetry Configuration, and Hardware Settings.

Step 5: Click on “SNMP Trap“

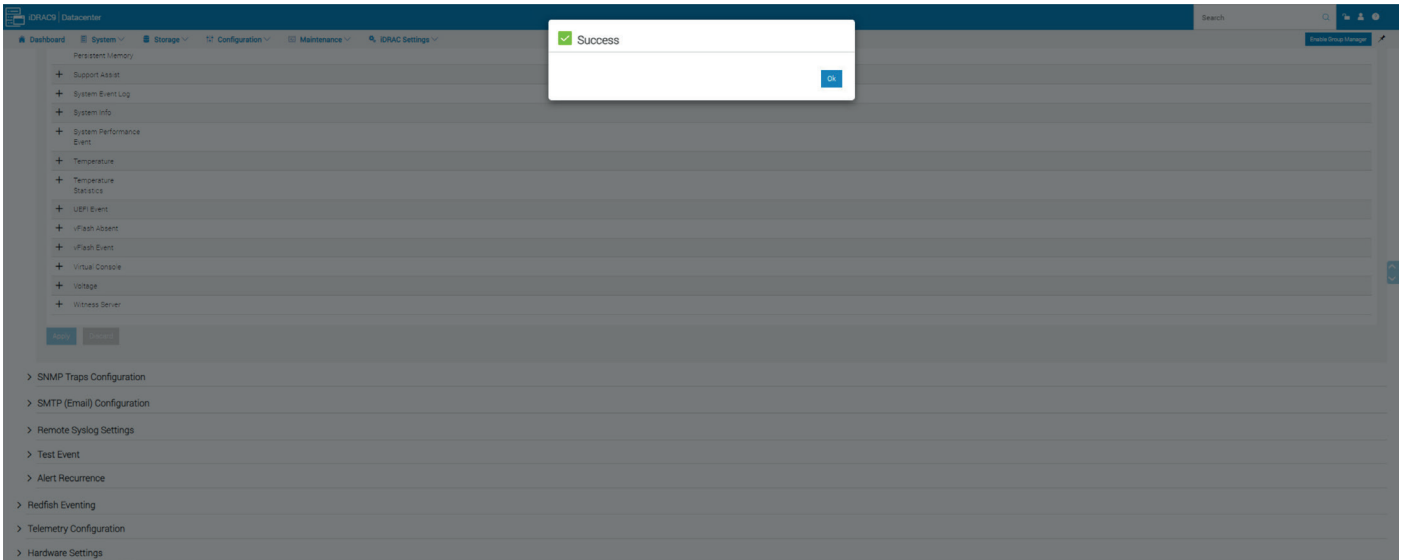
The screenshot shows the iDRAC9 Alerts configuration page. The 'SNMP Trap' checkbox is highlighted with a green circle. The page displays a list of alerts with columns for Alert, Severity, Email, SNMP Trap, IPMI Alert, Remote System Log, WS Event, OS Log, Redfish Event, and Action. The 'SNMP Trap' column has a checked checkbox for the selected alert.



Step 6: Click on „Apply“



Step 7: Click on „OK“



The iDRAC SNMP trap settings are completed.



Common issues:

Problem:

You do not receive any emails from the Data Domain Restorer, whether internally nor externally

Solution:

You have not setup the SMTP configuration in the Data Domain Restorer to deliver emails to your mail server. To setup the email SMTP gateway on the Restorer do the following:

Login as sysadmin to the Restorer and start the configuration wizard 'config setup'.

Then you are guided to the basic setup chapters.

When you see the following two lines, type 'yes' to enter the email setup:

- System Configuration
- Configure System at this time (yes/no) [no]:yes

Then you are asked for the relevant email setup parameters. If you do not know your email server name or IP, please contact your email administrator.

Problem:

You are able to receive emails from the Restorer internally, but emails are not delivered to TD SYNnex. You also see warnings in the Data Domain Restorer Web-GUI like:

```
smtp_send: WARNING EMS: [2] recipients resulted in 550; will continue but some recipients may not receive mail.
```

Solution:

Your mail server does not allow the Data Domain Restorer to send emails to an external email account like the

ddautosupport@orchestra.de or ddautosupport-alert@orchestra.de.

Please contact your email administrator, that he allows the IP address of the Data Domain Restorer to "Relay" emails through your SMTP Gateway to us.

CONTACT

Do you have questions? Call or send an email. Our employees look forward to hearing from you.