

Panzura Support Assistant

Overview

The Panzura Freedom Filer provides powerful remote diagnostic capabilities that allow Panzura Support to identify and diagnose many issues proactively. The Support Assistant (SA) system alerts Support about potential issues and allows Support remote access to diagnose and resolve issues quickly.

Depending on the support setting selected by the customer, there are two levels of remote diagnostic capabilities available to Panzura Support:

1. **Full Access:** This gives Panzura real-time access to the filer and allows Panzura Support to monitor, diagnose and resolve issues quickly. Access to the filer is over a secure tunnel using AES-128 encryption with a 2048 bit RSA key. Port 22 or 443 access from the Filer must be enabled.
2. **Automatically Upload Support Logs:** This allows automatic uploads of support logs on a daily basis.

Panzura strongly recommends that customers enable Full Support Assistant to take advantage of this capability.

Full Support Assistant Access leverages a powerful back-end automation infrastructure that monitors for specific events and notifies Panzura Support pro-actively.

Alerts are monitored by Panzura Support and historical logs are kept for post processing of trends. Alerts are prioritized as follows:

CRITICAL – A potential serious problem exists on the filer that should be investigated immediately. CRITICAL Alerts auto-generate cases for Support to investigate proactively.

MAJOR – The filer has recovered from a problem or is capable of operating under the failure mode but the failure can provide useful insight into the health of the system.

The Panzura Filer guards against many failure symptoms without the user experiencing any service disruption or degradation. While Panzura receives alerts at different priority levels for debugging problems, the CRITICAL Alerts flag potential service disruption situations that require immediate action. Support is notified of these alerts immediately and a case is logged for the problem.

Customers should monitor their systems through their standard tools and report issues to Panzura Support for investigation. The Support Assistant system depends on network connectivity and other factors and should not be the only mechanism in place to detect problems proactively.

The following is a partial list of CRITICAL alerts that are generated for a Filer with Full Support Assistant Access enabled.

Alert	Brief Description	User Impact	Explanation
Check_disk_status	Checks for failed disks on a system	Medium	Disks are RAID protected and will not affect the operation of the Filer. Some performance degradation is possible.
Check_sync_ha_ccs	Checks an HA Filer to make sure it is in sync with the production systems	High	Recovery or failover time will be delayed if the HA filer falls behind on sync when it is required to take over for a failed production Filer.
Check_mnt_usage	Checks space in the /mnt filesystem.	Low	Space in the /mnt filesystem is required for the system to operate and during a reboot. The space in /mnt filling up could be an indication of a bigger problem.
Check_snapshots_being_transport	Checks for successful uploads to the cloud	Medium	Since cloud uploads are a critical part of the Filer's operation, snapshot uploads getting stuck for an extended period of time could cause collaboration and other problems.

To enable Support Assistant, navigate to the Configuration page on the Web UI of the Filer. Under System Settings, click on the Support Assistant icon and select "Full Access" in the pull down menu.