

Hitachi Content Platform (HCP) - Telemetry

Best Practices Guide

MK-25HCP028-00
October 2025

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Preface

This document shares best practices for monitoring HCP systems using different monitoring tools and alerts.

About this document

This document does not replace the HCP documentation that contains information on all the telemetry that is currently available in the product. It should be used as a quick start guide for monitoring important alerts. The alerts displayed in HCP SMC/TMC can be available/monitored with SYSLOG, Simple Network Management Protocol (SNMP), and Simple Mail Transfer Protocol (SMTP), if configured. To monitor alerts in Prometheus, the alert manager should be configured for the alerts that need to be monitored. These alerts are then displayed in HCP SMC/TMC.

The Grafana dashboards provide visual representations of different metrics without triggering alerts. The user must monitor the dashboard manually for any abnormal spikes.

The alerts on HRO can be monitored if the HCP is integrated with HRO. Also, HRO can display only a limited set of metrics from HCP. Support tickets can be automatically created by HRO for critical failures and breach of user-defined threshold.

Refer to the appendices for installation and configuration of the monitoring tools.

Terminology

| | |
|-----|---------------------------|
| SMC | System Management Console |
| TMC | Tenant Management Console |
| HRO | Hitachi Remote Ops |

Introduction

HCP triggers alerts in different places to notify the customer of necessary actions that need to be taken. These alerts fall into categories, such as storage, replication, hardware, and services. In SMC/TMC, these alerts appear as icons, banners, and SMC/TMC events by default. Prometheus, Grafana, and HRO, however, must be enabled and configured manually with HCP for monitoring. Customers should configure the system to receive alerts by email, and pay close attention to the alerts listed in [SMC/TMC](#).

The following sections list some important alerts that should be monitored from the various monitoring tools.

SMC/TMC

Monitor the following alerts in the SMC/TMC user interface.

| SN# | Alert | Watch for | Action Recommended |
|-----|---------------------------|---|--|
| 1 | Capacity Balance Status | Storage capacity is unbalanced on HCP nodes. Some nodes have storage capacity over or under 20% of other nodes' storage capacity. | Ensure that the Capacity Balancing service is scheduled to run at least once a week for 12 to 24 hours. |
| 2 | Primary Storage Capacity | Storage exceeding 75% | <ul style="list-style-type: none">• Consider increasing the primary storage capacity.• Review and increase Garbage Collection service, Dupe Elimination, and Compression service schedules. |
| 3 | S Series Storage Capacity | Storage exceeding 75 % | Consider increasing the S Series storage capacity. |

Prometheus

The following alerts should be configured and monitored with Prometheus. To monitor these alerts, enable Prometheus and the configure alert manager for the alerts.

See Appendix A: Enable and configure Prometheus.

| SN# | Alert | Impact | Action Recommended |
|-----|----------------------------|--|---|
| 1 | High CPU utilization > 50% | Slow Read/Write, Services, and Replication response. | <ul style="list-style-type: none"> • Review the application load patterns. • Avoid running some services/replication at peak load by adjusting service schedules. |
| 2 | High CPU IO Wait > 75% | Slow response for the following: <ul style="list-style-type: none"> • R/W • Services • Replication • User interface access | <ul style="list-style-type: none"> • Review the application load patterns. • Avoid running some services/replication at peak load by adjusting service schedules. • Review storage. If storage is near capacity, add more storage. |
| 3 | High Disk Utilization > 75 | Slow overall performance in Read/Write, Delete, and Services | <ul style="list-style-type: none"> • Review the application load patterns. • Avoid running some services/replication at peak load by adjusting service schedules. |

| SN# | Alert | Impact | Action Recommended |
|-----|---|---|---|
| 4 | High HTTP Connections > 150 | Impacts REST IO from applications to HCP. Maximum limit is 255 per node. | <ul style="list-style-type: none"> Review the application load patterns. Consider adding more nodes if applications experience a large number of rejections (503) for requests. |
| 5 | High HTTPS Connections > 150 | Impacts REST IO from applications to HCP. Maximum limit is 255 per node. | <ul style="list-style-type: none"> Review the application load patterns. Consider adding more nodes if applications experience a large number of rejections (503) for requests. |
| 6 | Replication Objects Pending > 300000 | <ul style="list-style-type: none"> Backlog between replicating clusters is growing. Primary and Replica clusters could be out of sync. Impacts Failover and Read from replica. | <ul style="list-style-type: none"> Check if the replication link is broken/paused. Resolve the issues and resume replication. Review load patterns on the Primary cluster. On each node validate replication checkpoints and monitor their progress. Review and optimize number of replication links. Review and optimize number of tenants and namespaces on each link. Review the network bandwidth between replicating clusters. Set Replication to run at high priority. Pause or reduce the frequency of services, such as compression, and duplicate elimination. |
| 7 | Replication Errors > 0 | Automatic Fail Over/Fail Back Replication links can be broken. | Review network connections for issues between replicating clusters. |
| 8 | Prometheus Database Usage Capacity > 800 GB | Prometheus metrics might not be captured. | Review Prometheus retention period and decrease it accordingly. |

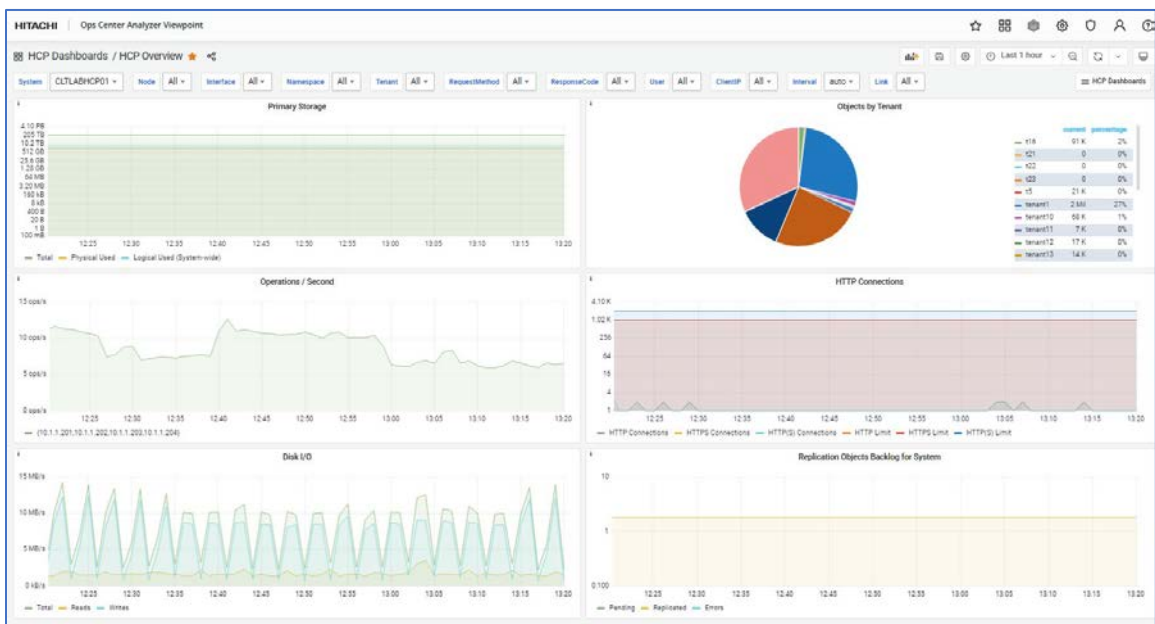
Grafana

The following Grafana dashboards should be monitored. Prometheus must be enabled and Grafana dashboards configured.

- See [Appendix A: Enable and configure Prometheus](#).
- See [Appendix B: Install and configure Grafana](#).

HCP overview

This Dashboard provides an overview of Primary Storage usage, System load, Application load, and Replication backlog.



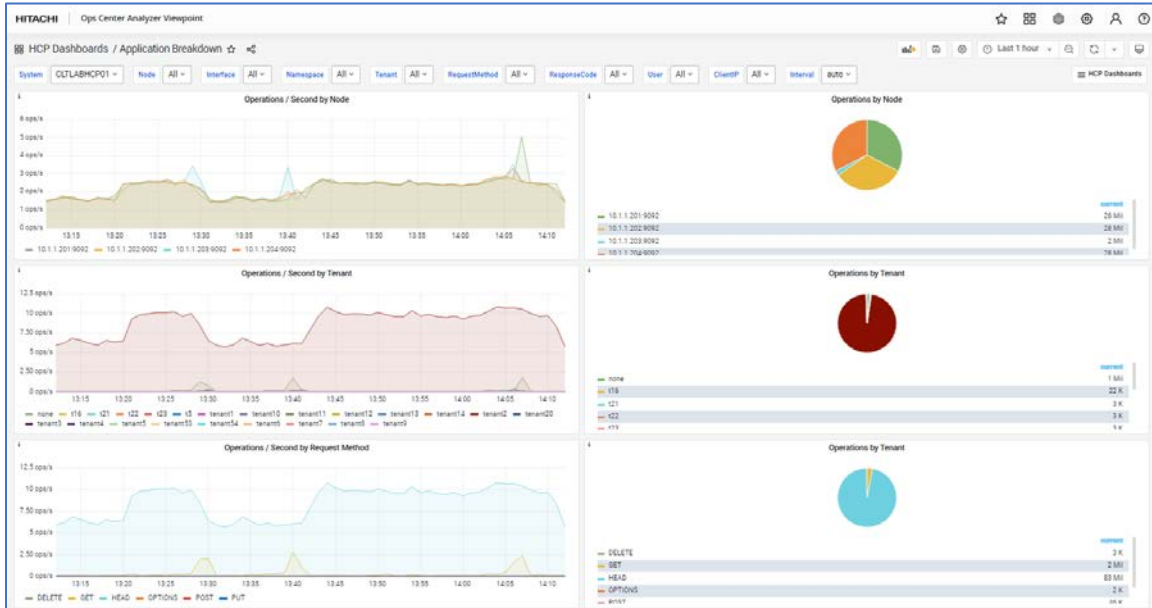
Monitor for the following alerts in the dashboard:

| SN# | Alert | Watch for | Action Recommended |
|-----|-----------------|------------------------|--|
| 1 | Primary Storage | Storage exceeding 75 % | <ul style="list-style-type: none"> • Consider increasing the primary storage capacity. • Review and increase GC, Dupe Elimination and Compression service schedules. |

| SN# | Alert | Watch for | Action Recommended |
|-----|--|---|--|
| 2 | Objects by Tenant | Tenants with a large number of objects | <ul style="list-style-type: none"> • Look for balanced namespaces with unbalanced data and take steps to avoid performance issues. • Review data and create balanced/unbalanced namespaces based on data. • Review the object count per region on all nodes and determine if some regions are heavily loaded and balance them. One way to do this is to move data from balanced to unbalanced namespaces. |
| 3 | Operations / Second | Uneven spikes. | Review the application load patterns. |
| 4 | HTTP Connections | HTTP/HTTPS connections reaching closer/exceeding max limits. | Maintain limits below the maximum for HTTP/HTTPS connections. |
| 5 | Disk I/O | Uniform Disk I/O and Uneven spikes | <ul style="list-style-type: none"> • Review the application load patterns. • Avoid running some services/replication at peak load by adjusting service schedules. |
| 6 | Replication Objects backlog for System | <ul style="list-style-type: none"> • The backlog between replicating clusters is growing. • Primary and Replica clusters could be out of sync. • Impacts Failover and Read from replica. | <ul style="list-style-type: none"> • Check if the replication link is broken/paused. Resolve the issues and resume replication. • Review load patterns on the Primary cluster. • On each node, validate replication checkpoints and monitor their progress. • Review and optimize number of replication links. • Review and optimize number of tenants and namespaces on each link. • Review the network bandwidth between replicating clusters. • Set Replication to run at high priority. • Pause or reduce the frequency of services such as compression and duplicate elimination. |

Application breakdown

This Application Breakdown dashboard gives an overview of application load distribution on HCP systems by node, tenant, and operations. Monitoring this dashboard can help customers load-balance their applications across HCP nodes and tenants and can also help them understand spikes/system-load generated by application operations by type or interface.

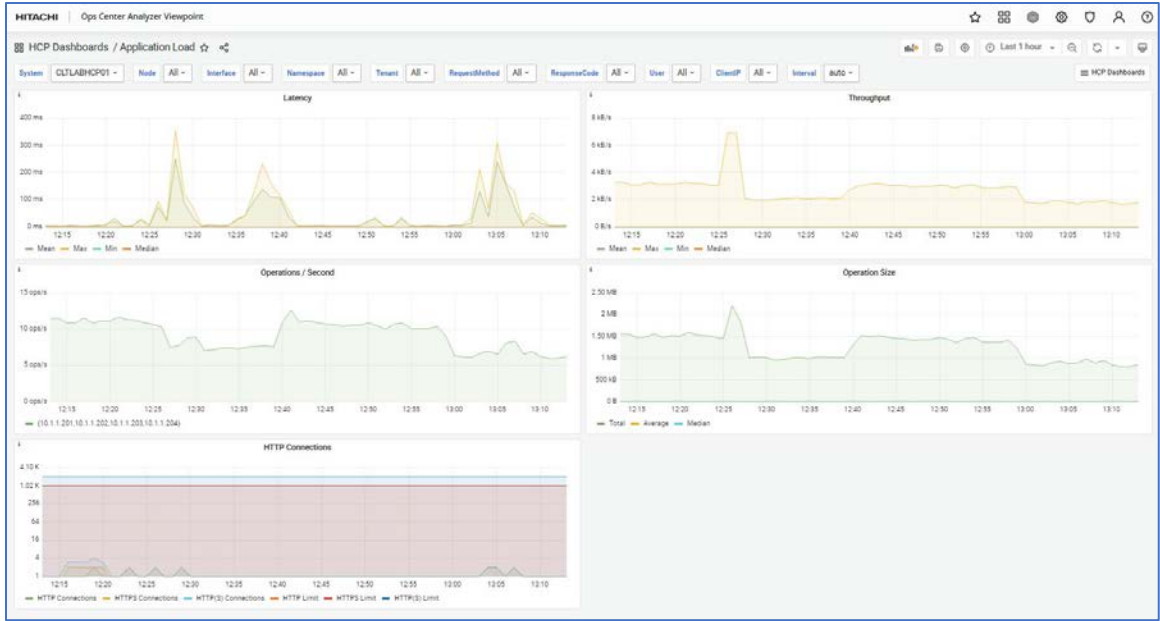


Monitor for the following in the Application Breakdown dashboard.

| SN# | Alert | Watch for | Action Recommended |
|-----|---------------------------------------|---|---|
| 1 | Operations / Second by Node | Uneven spikes on some nodes. | Review load balancing across nodes. |
| 2 | Operations / Second by Tenant | Uneven spikes on some tenants. | Review load balancing across tenants. |
| 3 | Operations / Second by Request Method | Uneven spikes for specific request types. | Review specific request types causing spikes. |

Application load

The Application Load dashboard gives an overview of the applications load patterns. Monitoring this dashboard helps users understand responsiveness of the system and system resources bottlenecks based on application load and query patterns, such as the number of concurrent connections to the system, operation size, and operation type.

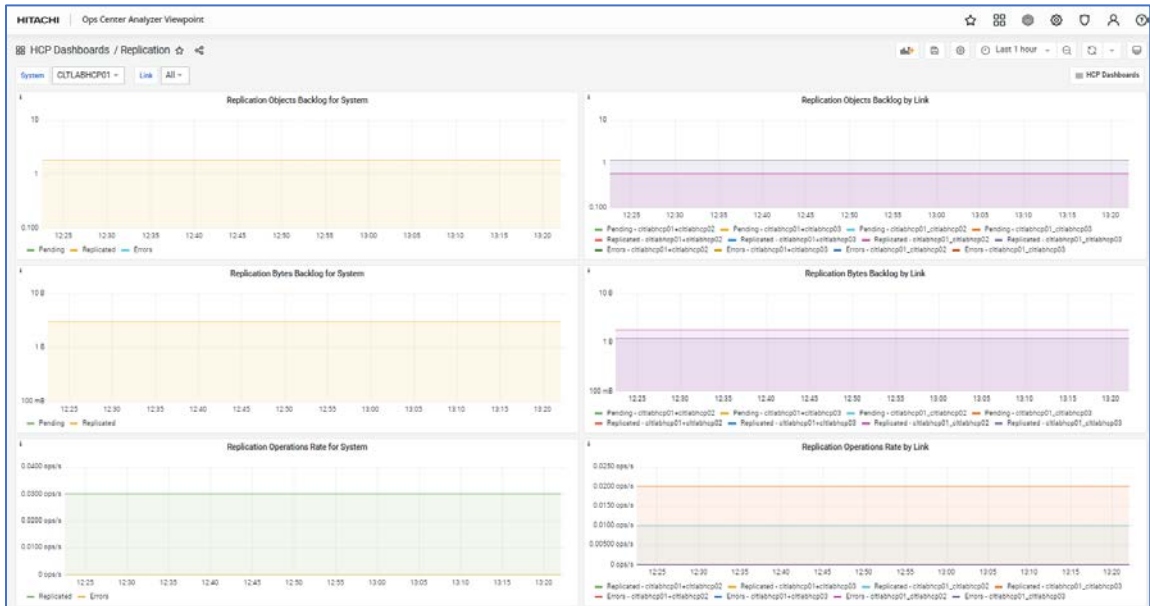


Monitor for the following in the Application Load dashboard.

| SN# | Alert | Watch for | Action Recommended / Notes |
|-----|---------------------|--|--|
| 1 | Latency | Uneven spikes. | <ul style="list-style-type: none"> Review the application load patterns. Review for CPU/Disk IO bottlenecks. |
| 2 | Throughput | Reduced throughput | <ul style="list-style-type: none"> Review the application load patterns. Review for CPU/Disk IO bottlenecks. |
| 3 | Operations / Second | Uneven spikes | <ul style="list-style-type: none"> Review the application load patterns. |
| 4 | Operation Size | Uneven spike. | <ul style="list-style-type: none"> Review the application load patterns. Review for CPU/Disk IO bottlenecks. |
| 5 | HTTP connections | HTTP/HTTPS connections approaching or exceeding maximum limits | Maintain limits below the maximum for HTTP/HTTPS connections by tuning I/O from the applications. |

Replication

The Replication dashboard provides a comprehensive overview of replication activity, including progress and replication rates by system and replication link. It displays key metrics, such as the number of replicated objects, the volume of replicated data (in bytes), and the current backlog of objects and data awaiting replication.



Monitor for the following alerts in the Replication dashboard.

| SN# | Alert | Watch for/ Impact | Action Recommended |
|-----|--|---|--|
| 1 | Replication Objects Backlog for System | <ul style="list-style-type: none"> • Backlog between replicating clusters is growing. • Primary and replica clusters could be out of sync. • Impacts failover and read from replica. | <ul style="list-style-type: none"> • Check for broken/paused replication links. Resolve the issues and resume replication. • Review load patterns on the primary cluster. • On each node, validate replication checkpoints and monitor their progress. • Review and optimize the number of replication links. • Review and optimize the number of tenants and namespaces on each link. • Review the network bandwidth between replicating clusters. • Set replication to run at high priority. • Pause or reduce the frequency of services, such as compression and duplicate elimination. |
| 2 | Replication Objects Backlog by Link | <ul style="list-style-type: none"> • Backlog between replicating clusters is growing. • Primary and replica clusters could be out of sync. • Impacts failover and read from replica. | <ul style="list-style-type: none"> • Check for broken/paused replication link. Resolve the issues and resume replication. • Review load patterns on the primary cluster on tenants/namespaces in the replication link. • On each node, validate replication checkpoints and monitor their progress. • Review and optimize the number of replication links. • Review and optimize the number of tenants and namespaces on each link. • Review the network bandwidth between replicating clusters. |

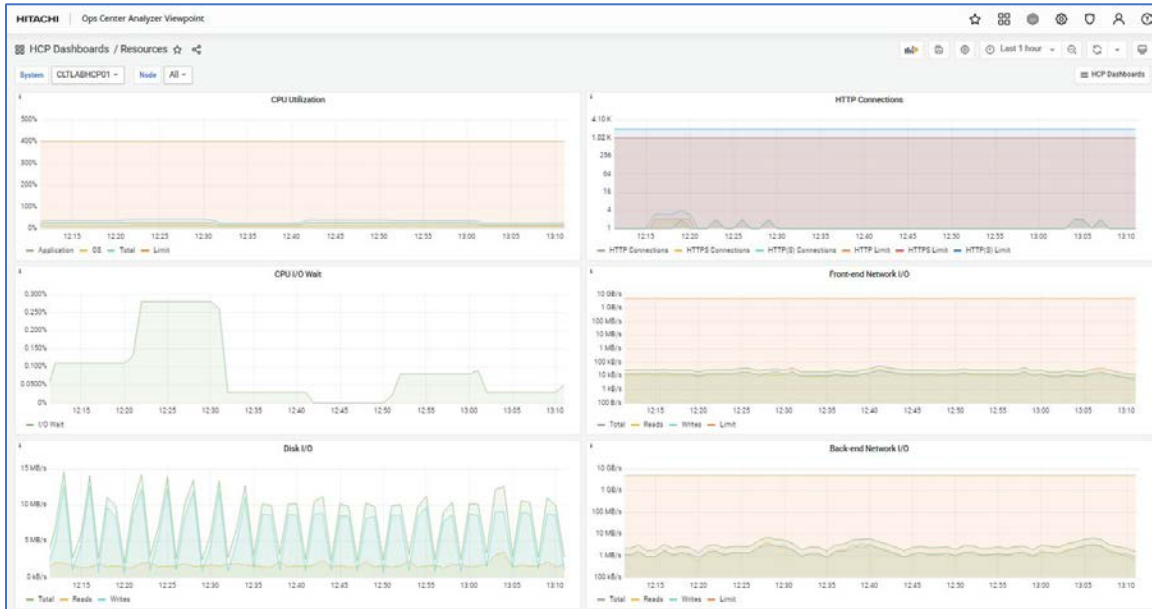
| SN# | Alert | Watch for/ Impact | Action Recommended |
|-----|--------------------------------------|---|--|
| 3 | Replication Bytes Backlog for System | <ul style="list-style-type: none"> • Backlog between replicating clusters is growing. Primary and replica clusters could be out of sync. • Impacts failover and read from replica. | <ul style="list-style-type: none"> • Check for broken/paused replication links. Resolve the issues and resume replication. • Review load patterns on the primary cluster. • On each node, validate replication checkpoints and monitor their progress. • Review and optimize the number of replication links. • Review and optimize the number of tenants and namespaces on each link. • Review the network bandwidth between replicating clusters. • Set replication to run at high priority. • Pause or reduce the frequency of services, such as compression and duplication elimination. |
| 4 | Replication Bytes Backlog by Link | <ul style="list-style-type: none"> • Backlog between replicating clusters is growing. • Primary and replica clusters could be out of sync. • Impacts failover and read from replica. | <ul style="list-style-type: none"> • Check for broken/paused replication links. Resolve the issues and resume replication. • Review load patterns on the primary cluster on tenants/namespaces in the replication link. • On each node, validate replication checkpoints and monitor their progress. • Review and optimize the number of replication links. • Review and optimize the number of tenants and namespaces on each link. • Review the network bandwidth between replicating clusters. |

| SN# | Alert | Watch for/ Impact | Action Recommended |
|-----|--|---|---|
| 5 | Replication Operations Rate for System | <ul style="list-style-type: none"> • Backlog between replicating clusters is growing. Primary and replica clusters could be out of sync. • Impacts failover and read from replica. | <ul style="list-style-type: none"> • Check for broken/paused replication links. Resolve the issues and resume replication. • Review load patterns on the primary cluster. • On each node, validate replication checkpoints and monitor their progress. • Review and optimize the number of replication links • Review and optimize the number of tenants and namespaces on each link. • Review the network bandwidth between replicating clusters. • Set Replication to run at high priority. • Pause or reduce the frequency of services, such as compression and duplicate elimination. |
| 6 | Replication Operations Rate for Link | <ul style="list-style-type: none"> • Backlog between replicating clusters is growing. • Primary and replica clusters could be out of sync. • Impacts failover and read from replica. | <ul style="list-style-type: none"> • Check for broken/paused replication links. Resolve the issues and resume replication. • Review load patterns on the primary cluster on tenants/namespaces in the replication link. • On each node, validate replication checkpoints and monitor their progress. • Review and optimize the number of replication links. • Review and optimize the number of tenants and namespaces on each link. • Review the network bandwidth between replicating clusters. |

| SN# | Alert | Watch for/ Impact | Action Recommended |
|-----|-----------------------------------|---|--|
| 7 | Replication Bytes Rate for System | <ul style="list-style-type: none"> • Backlog between replicating clusters is growing. • Primary and replica clusters could be out of sync. • Impacts failover and read from replica. | <ul style="list-style-type: none"> • Check for broken/paused replication links. Resolve the issues and resume replication. • Review load patterns on the primary cluster. • On each node, validate replication checkpoints and monitor their progress. • Review and optimize the number of replication links. • Review and optimize the number of tenants and namespaces on each link. • Review the network bandwidth between replicating clusters. • Set Replication to run at high priority. • Pause or reduce the frequency of services, such as compression and duplicate elimination. |
| 8 | Replication Bytes Rate by Link | <ul style="list-style-type: none"> • Backlog between replicating cluster is growing. • Primary and replica clusters could be out of sync. • Impacts failover and read from replica. | <ul style="list-style-type: none"> • Check for broken/paused replication links. Resolve the issues and resume replication. • Review load patterns on the primary cluster on tenants/namespaces in the replication link. • On each node, validate replication checkpoints and monitor their progress. • Review and optimize the number of replication links. • Review and optimize the number of tenants and namespaces on each link. • Review the network bandwidth between replicating clusters. |

Resources

The Resources dashboard gives an overview of system resource usage by applications. This helps customers identify peak loads for their environment and make appropriate adjustments to services schedule for HCP. For example, garbage collection service can be scheduled to be run aggressively when the load and resource usage is low.



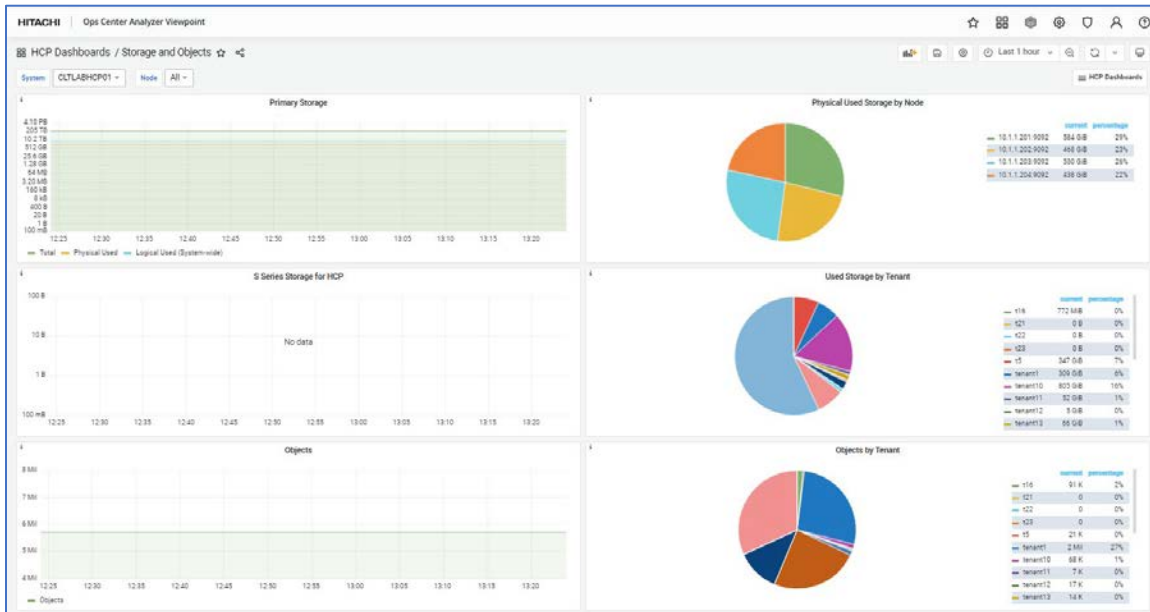
Monitor for the following alerts in the Resources dashboard.

| SN# | Alert | Impact | Action Recommended |
|-----|------------------|---|---|
| 1 | CPU Utilization | Uneven spikes | <ul style="list-style-type: none"> Review the application load patterns. Avoid running some services/replication at peak load by adjusting service schedules. |
| 2 | HTTP Connections | HTTP/HTTPS connections approaching or exceeding maximum limits. | Maintain below maximum limits for HTTP/HTTPS connections. |
| 3 | CPU I/O Wait | Uneven spikes | <ul style="list-style-type: none"> Review the application load patterns. Avoid running some services/replication at peak load by adjusting service schedules. |

| SN# | Alert | Impact | Action Recommended |
|-----|-----------------------|---|--|
| 4 | Disk I/O | Uniform disk I/O uneven spikes | <ul style="list-style-type: none"> Review the application load patterns. Avoid running some services/replication at peak load by adjusting service schedules. |
| 5 | Front-end Network I/O | Uneven spikes/slowness | <ul style="list-style-type: none"> Review the network bandwidth and speed for any bottlenecks. Consider upgrading the network to a higher speed. Review application I/O. |
| 6 | Back-end Network I/O | Uneven spikes/slowness | <ul style="list-style-type: none"> Review the network bandwidth and speed. Consider upgrading the network to a higher speed. Review services scheduled run during high application I/O. |
| 7 | Disk Utilization | <ul style="list-style-type: none"> Uniform disk I/O Uneven spikes | <ul style="list-style-type: none"> Review the application load patterns. Avoid running some services/replication at peak load by adjusting service schedules. |

Storage and Objects

The Storage and Objects dashboard gives an overview of the storage usage and availability for the system. It also gives an idea of the number of objects on the system. If the system has more objects than can be supported or is being used beyond the recommended capacity, nodes may need to be added to the system, or services such as Garbage collection and Compression might need to run more aggressively to reclaim storage space on the system.



Monitor for the following in the Storage and Objects dashboard.

| SN# | Alert | Watch for | Action Recommended / Notes |
|-----|--------------------------|-------------------------------------|--|
| 1 | Primary Storage | Storage exceeding 75 % | <ul style="list-style-type: none"> Consider increasing the primary storage capacity. Review and increase Garbage Collection, Duplicate Elimination, and Compression service schedules. |
| 2 | S Series Storage for HCP | Storage exceeding 75% | <ul style="list-style-type: none"> Expand S-Node storage capacity. |
| 3 | Objects | Objects/Nodes exceeding 600 million | <ul style="list-style-type: none"> Add more nodes and increase Metadata Manager map size. The default map size for four nodes is 64. If you double the nodes, you can double the map size. |

HRO

HRO configuration on HCP for telemetry and alerts

The HRO agent should be installed at the customer's site. SNMP should be enabled on the customer's system. Customers can also set up Syslog and SMTP to receive events through Syslog or email notifications for events occurring on the HCP system.

- See [Appendix C: Integrate HCP with HRO](#).
- See [Appendix D: Enable Syslog, SNMP, and SMTP](#).

HRO monitors the following alerts and generates tickets automatically.

| SN# | Alert | Impact | Action Recommended |
|-----|--|--|--------------------|
| 1 | Irreparable Objects Present | The SMC/TMC Administrator should review and resolve OR open a ticket for Hitachi Support. | YES |
| 2 | Duplicate Records Present | The SMC/TMC Administrator should review and resolve OR open a ticket for Hitachi Support | YES |
| 3 | Server status of Unavailable | Wait 30 minutes for nodes to become available. Observe the power status of the nodes. Contact Hitachi Support. | YES |
| 4 | SAN status of Error/SAN Degraded to One | Check for connectivity issues between the HCP and SAN array. Also check the health of the SAN array. Contact the Storage Administrator. Observe the status of the SAN Array. | YES |
| 5 | BBU Broken / Battery replacement required / Battery missing / Diagnostics is False | Contact the HCP Administrator to check and replace the battery if needed. | YES |
| 6 | Node SSD worn past threshold | Contact the HCP Administrator and replace the Solid State Drive (SSD) if needed. | YES |
| 7 | 'Storage' status of 'Degraded' or 'Broken' | Contact HCP Administrator to find and replace the failed drives. | YES |
| 8 | 'Storage Pool' status of 'Error' | Check for the following: <ul style="list-style-type: none">• Connectivity with the storage component• Degraded storage disk• Insufficient space. | YES |

| SN# | Alert | Impact | Action Recommended |
|-----|--|---|--------------------|
| 9 | 'IPMI - Power Supply' status of 'Failure Detected' or 'Power Supply AC Lost' or 'Predictive Failure' | Contact the HCP Administrator to check and fix the power supply. | YES |
| 10 | 'IPMI - Fan' status of '0 RPM' | Contact the HCP Administrator to check and fix the IPMI fan. | YES |
| 11 | 'Backend switch' status of 'Unhealthy' or 'Unavailable' | Check for connectivity issues with the switch. Fix or replace the switch. | YES |
| 12 | 'Erasure Coding' Protection or Read Status of 'Broken' | Contact the HCP Administrator to check critical failure of a RAID card or drives. | YES |
| 13 | Communication error between Site Agent and monitored product (severity 5) | Contact the HCP Administrator. | YES |
| 14 | Irreparable Objects Present | The SMC/TMC Administrator should review and resolve OR open a ticket for Hitachi Support. | YES |
| 15 | Duplicate Records Present | The SMC/TMC Administrator should review and resolve OR open a ticket for Hitachi Support. | YES |

Appendix A: Enable and configure Prometheus

For details on how to configure, enable, and monitor alerts using Prometheus, see [monitoring-hcp-performance-using-prometheus](#).

For a complete list of the HCP metrics collected by Prometheus, see [HCP performance metrics collected by Prometheus](#).

Appendix B: Install and configure Grafana

To install Grafana:

1. Follow the instructions for your platform of choice: <https://grafana.com/docs/grafana/latest/setup-grafana/installation/>
2. Use a pre-build docker container: <https://hub.docker.com/r/grafana/grafana/>

For information about Grafana Dashboards:

- To create NEW Grafana dashboards see [Grafana: Create Dashboard](#).
- To Import Grafana dashboard from templates see [Grafana: Import Dashboard](#).

- For Grafana dashboard templates created by Hitachi Vantara see [Grafana dashboard templates](#).

Appendix C: Integrate HCP with HRO

To configure HRO, see [Configuring Hitachi Remote Ops](#).

Also, it is recommended to contact HRO product support for anything related to integrating HCP with HRO.

Appendix D: Enable Syslog, SNMP, and SMTP

- To configure SYSLOG see [Configuring syslog logging](#).
- To configure SNMP see [Configuring SNMP](#).
- To configure SMTP (email notification) see [Configuring email notification](#).

For a complete list of system events and required actions, refer to HCP system log messages.

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