



VDURA Sentinel User Guide

The fleet health monitoring console for VDURA storage systems

Documentation for PanFS 12.0.0



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Document version 12.0.0-2026-10-15-18:26:25

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1. Introduction

1.1 What VDURA Sentinel Is

VDURA Sentinel is VDURA's cloud-hosted fleet monitoring console. Where Vantage and PanActive Manager manage a single realm from inside that realm, VDURA Sentinel sits outside every realm and watches all of them at once: it aggregates telemetry, alerts, capacity, and support tickets across every customer site VDURA supports, and layers AI-generated analysis on top (health summaries, diagnostic report findings, and a natural-language "Ask Sentinel" question box).

VDURA Sentinel is reached at `https://sentinel.vdura.dev/`.

1.2 How VDURA Sentinel Relates to Vantage, PanActive Manager, and panctl

These are complementary tools operating at different scopes:

- **Vantage** and **PanActive Manager** are per-realm consoles: you point one at a single realm's own address and manage only that realm.
- **panctl** is a per-realm command-line client, same scope as Vantage.
- **VDURA Sentinel** is fleet-wide: one login shows every realm across every site VDURA monitors, without needing network access to any of them individually. Realm telemetry reaches VDURA Sentinel by the realm's own on-site appliance pushing data to the cloud; VDURA Sentinel does not dial into a realm to pull data live.

VDURA Sentinel deep-links out to the other tools rather than replacing them: a realm's detail page has a **PanActive** link that opens that realm's own legacy UI directly, and a ticket's ID links out to the underlying Jira Service Management issue. VDURA Sentinel's own **device view** (see [10](#)) additionally mirrors a slice of Vantage/PanActive's own screens (dashboard, volumes, alerts, nodes) read-only, sourced from the same pushed telemetry rather than a live connection to the realm.

Push-only, by design. Each site's on-site appliance reads its own realms and, if the customer has enabled sharing, periodically sends a summarized snapshot to VDURA Sentinel. Nothing ever connects into the customer's network: VDURA Sentinel cannot dial into a realm, and it cannot even ask a site to send something on demand, only receive whatever the site chooses to send and however often it chooses to send it. See [8.3](#) for how this same posture shapes diagnostic captures.

Where the on-site agent comes from. The agent that reads each site's realms and sends data to VDURA Sentinel is built into PanFS on V5000 systems (from PanFS 12.x), and is a standalone container on legacy hardware. See [15](#) for details.

1.3 Audience and Scope of This Guide

This guide is written for VDURA support and operations staff who use VDURA Sentinel to monitor the health of the fleet, investigate alerts and tickets, and get AI-assisted answers about a site's or realm's condition. It walks through every page, panel, and control in the UI.

2. Getting Started

2.1 Accessing VDURA Sentinel

VDURA Sentinel is a single cloud-hosted site; there is nothing to install and no realm address to know. Visit:

```
https://sentinel.vdura.dev/
```

2.2 Signing In

VDURA Sentinel authenticates through **Okta single sign-on** using the visitor's VDURA account; there is no separate VDURA Sentinel username/password to manage. Visiting any VDURA Sentinel URL without a valid session redirects to VDURA's Okta sign-in page. After signing in, Okta returns you to the page you originally requested.

2.3 Layout Overview

Every page in VDURA Sentinel shares the same frame.

Top bar, left to right:

Element	Function
VDURA logo	Click to return to the Fleet page.
Breadcrumb	Shows where you are: <code>Global VDURA Cloud Fleet</code> at the top level or a realm/site name when drilled in. On a realm-scoped page, clicking the realm name opens a dropdown to jump directly to any other realm without returning to Fleet first (see 10.1).
Alert count	A warning-triangle icon and a number: the total active-alert count in the current scope (fleet-wide on Fleet, realm-only when drilled into a realm).

Element	Function
Freshness indicator	A colored dot plus a relative time, e.g. "Live · 2m ago": how recently telemetry was last received for the current scope.
Mode badge (e.g. S3)	Indicates the backend API mode VDURA Sentinel is reading this data through (matches the "API mode" reported on the About page).
User menu	Shows the signed-in account's email and access level (see 2.4); click it for a Sign out link.
Clock	Current local time.

Left sidebar (global, icon-only rail):

Icon	Function
Fleet	The global fleet dashboard; see 4 .
Ask Sentinel	The natural-language Q&A page; see 6 .
Support tickets	The fleet-wide ticket list; see 7 .
Ingest tokens	Operator-only token management; see 11 .
Site deployment	Operator-only site package builder; see 12 .
Get Help	Help resources; see 13.2 .
About	Version/build info; see 13.3 .

Drilling into a realm (either the AI realm-detail page or the device view) replaces this rail with a realm-scoped one; see [5](#) and [10](#).

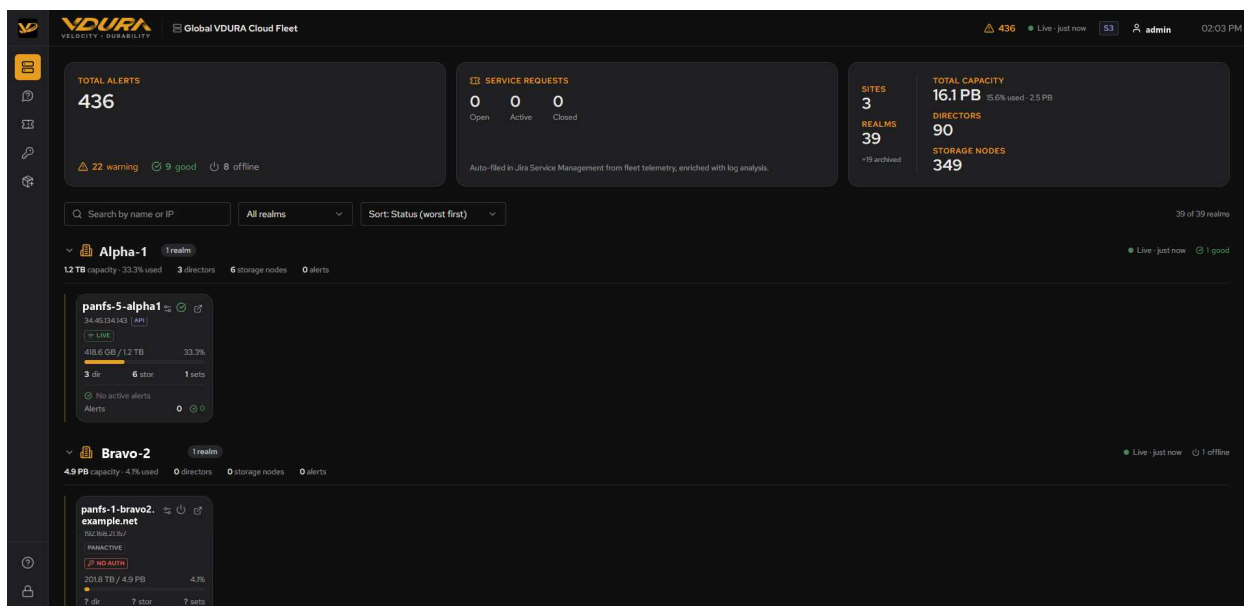


Figure 2.1. The top bar and the global left sidebar, as seen at the top and left of the full Fleet page (see also Figure 4.1).

2.4 Access Levels

VDURA Sentinel has at least two access levels:

- **Standard access:** The default. Can view the fleet, realms, tickets, and diagnostics, and use Ask Sentinel. This is what the user menu shows for a typical signed-in account.
- **Operator access:** Required for anything that changes fleet configuration: managing ingest tokens ([11](#)) and building site deployment packages ([12](#)). Both are gated behind a separate **VDURA Sentinel admin token**, entered per-browser-tab and kept only in that tab's session storage; it is not the same credential as your Okta login.

3. Common UI Features in VDURA Sentinel

3.1 Table Toolbar

Every data table in VDURA Sentinel (realm lists, tickets, alerts, node health, API Explorer results) shares a toolbar in the top-right corner of the panel:

Icon	Function
Magnifying glass	Expands into an inline free-text search/filter box.
Sliders	Opens column filtering/visibility options.

Sortable columns show a pair of up/down arrows next to the header; click the header to sort.

3.2 Realm Status

A realm's overall status is shown consistently as one of:

Badge	Meaning
✓ green check / "good"	No active alerts.
⚠ amber triangle / "warning"	One or more warning-severity (or higher) active alerts.
🔌 gray / "offline"	VDURA Sentinel has not received fresh telemetry from this realm recently.

3.3 Freshness ("Live · _ ago")

Because VDURA Sentinel's data arrives by the realm pushing telemetry rather than VDURA Sentinel polling it, every scope (fleet, site, realm) shows a **freshness indicator**, a dot plus a relative age like "Live · just now" or "Live · 5m ago", instead of assuming the on-screen numbers are real-time. A stale age is itself a signal: it can mean the realm's on-site appliance has stopped pushing, independent of whatever the last-known alert/capacity numbers say.

4. Fleet

The **Fleet** page is VDURA Sentinel’s landing page and global dashboard: a fleet-wide health summary followed by every site and realm, grouped and sortable.

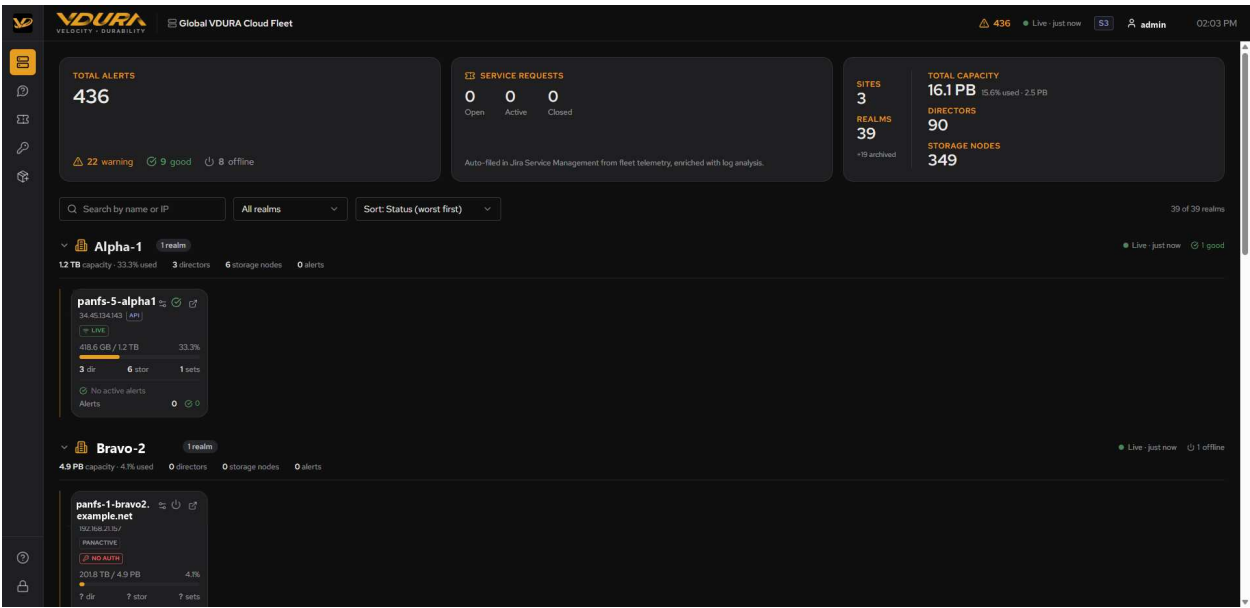


Figure 4.1. The whole Fleet page: three summary cards plus the site/realm list below.

4.1 Summary Cards

Three cards span the top of the page:

Card	Contents
Total Alerts	The fleet-wide active-alert count, broken into warning / good / offline realm counts underneath (these are realm counts, not alert counts; see 3.2).
Service Requests	Open / Active / Closed ticket counts. Caption: "Auto-filed in Jira Service Management from fleet telemetry, enriched with log analysis."

Card	Contents
Sites / Realms / Capacity	Sites and Realms counts (with an “+N archived” note if any realms are archived; see 4.5), plus Total Capacity (with %/amount used), Directors , and Storage Nodes counts, all summed across the fleet.

The **warning** / **good** / **offline** counts under Total Alerts are clickable buttons; clicking one filters the realm list below to just that status.

4.2 Site and Realm List

Below the summary cards:

- A **search box** (“Search by name or IP”) filters realms by name or IP as you type.
- An **“All realms” filter dropdown** narrows to **Needs attention** or **Healthy only**.
- A **sort dropdown** orders the list by **Status (worst first)** (default), **Name**, **Capacity**, or **Alerts**.
- A running count on the right (“39 of 39 realms”) reflects the current filter.

Realms are grouped under their **site** (e.g. “Alpha-1”, “Bravo-2”, “VDURA Lab”). Each site heading shows a realm count badge, its own freshness indicator, a combined capacity/usage line, and a collapse/expand chevron.

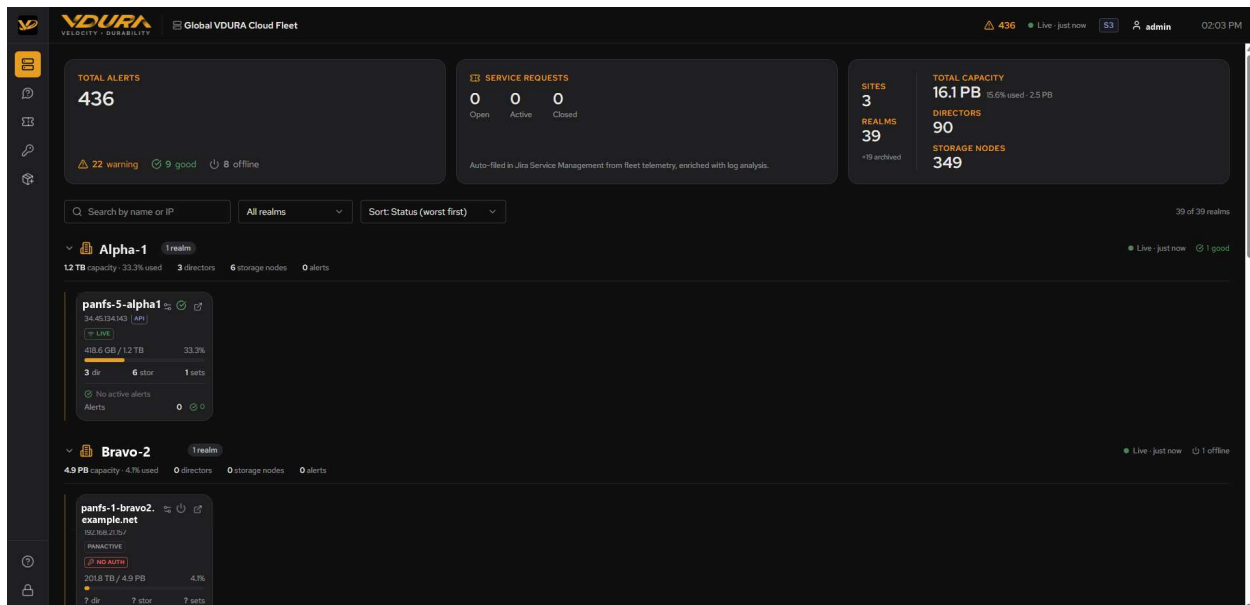


Figure 4.2. The site group (“Alpha-1”) and its realm card, as seen in the site/realms list of the full Fleet page (see also Figure 4.1).

4.3 Realm Card

Each realm appears as a card inside its site group:

- **Name** (e.g. `panfs-5-alpha1`), its **IP address**, a product-type badge (**API** for Observability-API-integrated realms, **PANACTIVE** for realms only reporting through the legacy path), and a **LIVE**/offline badge.
- A capacity bar (used/total) with the percentage.
- Director and storage-node counts, and a StorageSet ("sets") count.
- A one-line alert summary (e.g. "No active alerts") and an **Alerts** row with critical/warning counts.

Clicking a realm's name opens its [Realm Detail Page](#).

4.3.1 Realm Card Actions

Each card has three small icons top-right: a **settings** icon, a status icon, and an **external-link** icon (opens the same [Realm Detail Page](#)). Click the settings icon to open a menu of three fleet-management actions:

Action	Effect
Mute service requests	Stops VDURA Sentinel opening new tickets for this realm. Already-open tickets stay open and still close on their own.
Stop tracking this realm	Drops its alerts and capacity from the fleet totals and suppresses tickets.
Archive this realm	Hides it everywhere (view, totals, alerts, tickets). Its telemetry is still stored, and it can be found under "Archived" at the bottom of the Fleet page.

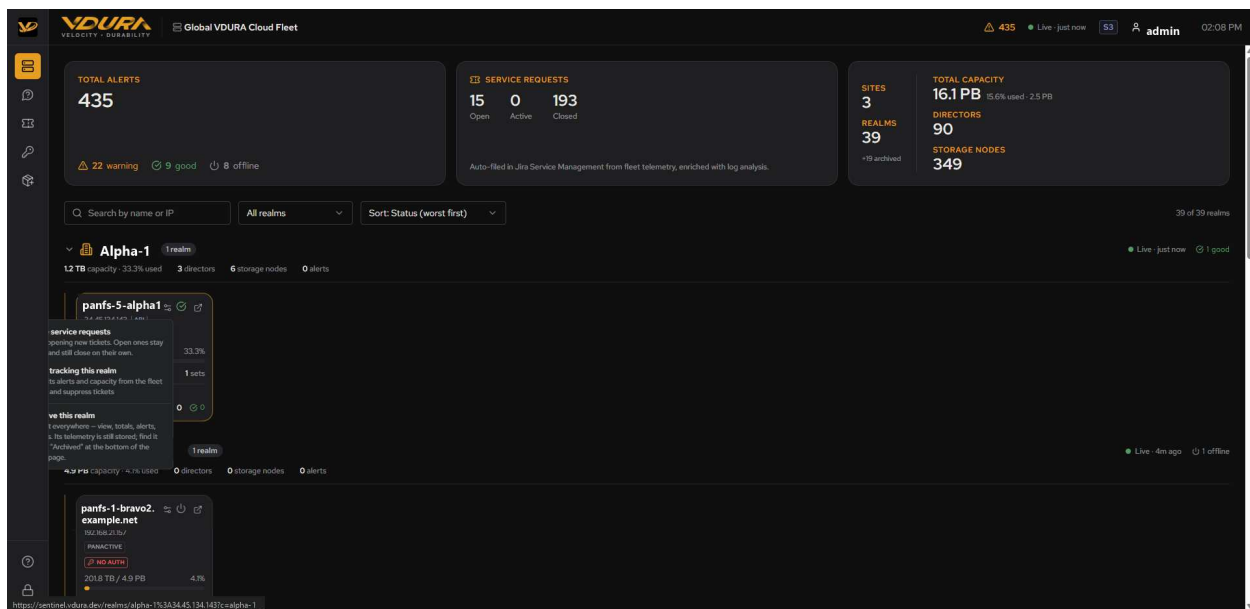


Figure 4.3. A realm card’s settings menu open. The three actions are “Mute service requests,” “Stop tracking this realm,” and “Archive this realm” in that order, matching the table above.

To mute, stop tracking, or archive a realm: 1. On the Fleet page, locate the realm’s card. 2. Click the settings icon in the card’s top-right corner. 3. Choose **Mute service requests**, **Stop tracking this realm**, or **Archive this realm** from the menu.

4.4 Realm Card Badges: Product Type

The **API** vs **PANACTIVE** badge on a realm card (and the equivalent badge on the [Realm Detail Page](#) header, labeled **OBSERVABILITY API** vs **PANACTIVE**) reflects which integration path that realm’s telemetry arrives through, the newer Observability API or the older PanActive-only reporting path. This affects which detail-page cards have real data (see [5.3](#), [5.7](#), and [5.9](#)).

4.5 Archived Realms

Realms archived via [4.3.1](#) are excluded from the main list and its totals, and are counted separately (the Sites/Realms card’s “+N archived” note). A link or section at the bottom of the Fleet page surfaces them for review.

5. Realm Detail Page

Clicking a realm anywhere in VDURA Sentinel (its Fleet card, an Ask Sentinel citation, a ticket's Realm column) opens its **Realm Detail Page**, an AI-assisted, read-only health summary for that one realm.

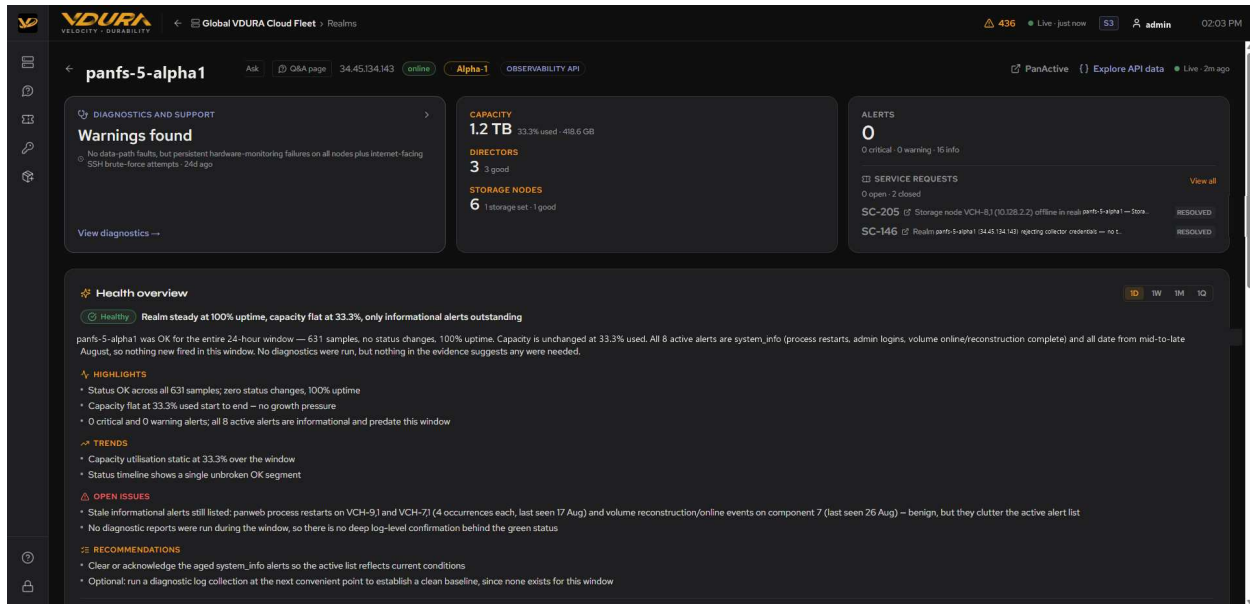


Figure 5.1. Full realm detail page for `panfs-5-alpha1` : header badges, Diagnostics/Capacity/Alerts/Service Requests cards, and the generated Health Overview.

5.1 Page Header

The header shows the realm's name, quick links to **Ask** (opens [Ask Sentinel](#) pre-scoped to this realm) and **Q&A page** (same destination), its IP address, a status badge, a site badge, a product-type badge (**OBSERVABILITY API** or **PANACTIVE**, see 4.4), and a "served by <address>" badge. To the right: an external **PanActive** link (opens that realm's own legacy UI directly, in a new tab; requires separate credentials to that realm) and an **Explore API data** link (opens the [API Explorer](#)), plus the realm's own freshness indicator.

5.2 Diagnostics and Support Card

Summarizes the realm's most recent [diagnostic capture](#) (e.g. "Warnings found" or "No diagnostics yet" for a realm that hasn't sent one) with a one-line synopsis and a **View diagnostics** → link into the full list.

5.3 Capacity, Alerts, and Service Requests Cards

Three cards alongside Diagnostics and Support:

- **Capacity:** total capacity plus director/storage-node counts and their own health-bucket breakdowns. Shows “not reported” if this realm’s product-type integration doesn’t report capacity (see 4.4).
- **Alerts:** the realm’s active-alert count, split into critical/warning/info.
- **Service Requests:** open/closed counts and a **View all** link or “None for this realm. Sentinel files one automatically when it detects a fault.” if none exist yet.

5.4 Health Overview

An AI-generated narrative summary of the realm’s condition over a selectable window (**1D** / **1W** / **1M** / **1Q** toggle, top-right of the card). Generation happens on demand; a realm you haven’t recently viewed shows “Sentinel is reading this realm’s history for last _ hours... This usually takes under a minute” while it works.

Once generated, the summary includes:

- A **status badge** (e.g. Healthy) and one-line verdict.
- A paragraph of plain-language analysis.
- **Highlights:** Bullet facts about uptime, status changes, and capacity.
- **Trends:** Capacity and usage trend commentary.
- **Open Issues:** Anything still outstanding.
- **Recommendations:** Suggested next actions.
- A footer: sample count, uptime %, active alert count, and “Generated _ ago”.

(See Figure 5.1 above. The Health Overview card’s Highlights/Trends/Open Issues/Recommendations are visible in that same capture.)

To check a realm’s health for a specific window: 1. Open the realm’s [Realm Detail Page](#). 2. In the Health Overview card, click **1D**, **1W**, **1M**, or **1Q**. 3. Wait for the narrative to (re-)generate if it says it’s still reading history.

5.5 Errors & Alerts

A scrollable list of the realm’s active alerts (severity icon, message, source component, and relative time), matching the count on the Alerts card.

5.6 Logs

Shows how many diagnostic captures VDURA Sentinel has received from this realm. If none have arrived yet, it explains why VDURA Sentinel can't simply go get one: **"This realm has not sent any captures. Sentinel cannot request them – the appliance only pushes – so either ask the customer to send one from their Sentinel GUI or wait for their automatic diagnostics to fire on a new alert."** This is a direct consequence of the push-only telemetry architecture described in [1.2](#); see also [8.3](#).

5.7 Node Health

A table of every node in the realm: **Node** name, **Role** (Quorum/Storage (VOSD)), **Status**, **IP Address**, **Capacity**, and **Set** number. Populated for realms reporting through the Observability API integration.

5.8 Hardware

Cards for each distinct hardware model in the realm (e.g. `VCH-5000-D1N`), showing rated power draw, CPU, drive configuration, memory, and platform string.

5.9 Performance Metrics

A placeholder card at the bottom of the page. As of this writing it reads **"Metrics backend is online – charts coming next"**; historical IOPS/throughput/latency charting for this view is not yet built (compare the empty charts in the [device view's Dashboards page](#), which has the chart layout in place but no data plotted yet either).

6. Ask Sentinel

Ask Sentinel is a natural-language question box that answers from the same telemetry, diagnostics, and tickets already in VDURA Sentinel’s cloud; it does not reach out to a realm live to answer.

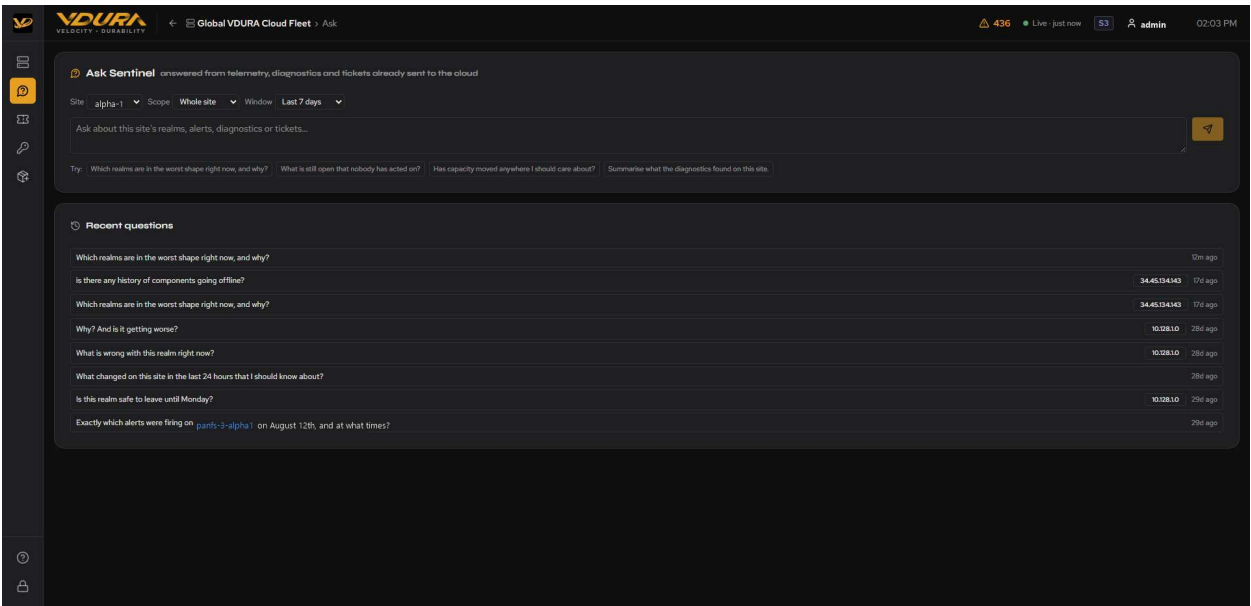


Figure 6.1. The Ask Sentinel page: Site/Scope/Window dropdowns, ask box, “Try:” suggestions, and Recent Questions.

6.1 Asking a Question

Three dropdowns scope the question before you type it:

Field	Controls
Site	Which customer site to scope to (e.g. alpha-1).
Scope	“Whole site” or a specific realm within it.
Window	The lookback period (e.g. “Last 7 days”).

Below the text box, a row of **“Try:”** suggested prompts offers one-click example questions (e.g. “Which realms are in the worst shape right now, and why?”, “Has capacity moved anywhere I should care about?”).

To ask VDURA Sentinel a question: 1. Navigate to **Ask Sentinel** in the left sidebar (or click **Ask/Q&A** page from a realm's detail page header to arrive pre-scoped to that realm). 2. Set **Site**, **Scope**, and **Window** as needed. 3. Type a question in the text box or click one of the “Try:” suggestions. 4. Click the send (paper-plane) button or press Enter. 5. Wait for VDURA Sentinel to finish “Reading the evidence for this site...”; this can take several seconds.

6.2 Answer Format

Each answer is a plain-language paragraph followed by:

- A **confidence badge** (e.g. “high confidence”).
- An evidence summary line, e.g. “1 realm(s) · 4,424 history samples · 0 diagnostic report(s) · 2 ticket(s)”.
- A **“Based on”** list of the specific raw data fields the answer drew from (ticket IDs, alert history fields, retention-limit notes, etc.). This is a citation trail back to the underlying telemetry, not just a black-box summary.
- An **“Answerable follow-ups”** list, specific next questions VDURA Sentinel proposes based on gaps or loose threads in its own answer (e.g. “Are panfs-1-alpha1 and panfs-3-alpha1 still in service, and should the collector be reporting them into Sentinel?”). Click one or type your own, to continue the investigation.

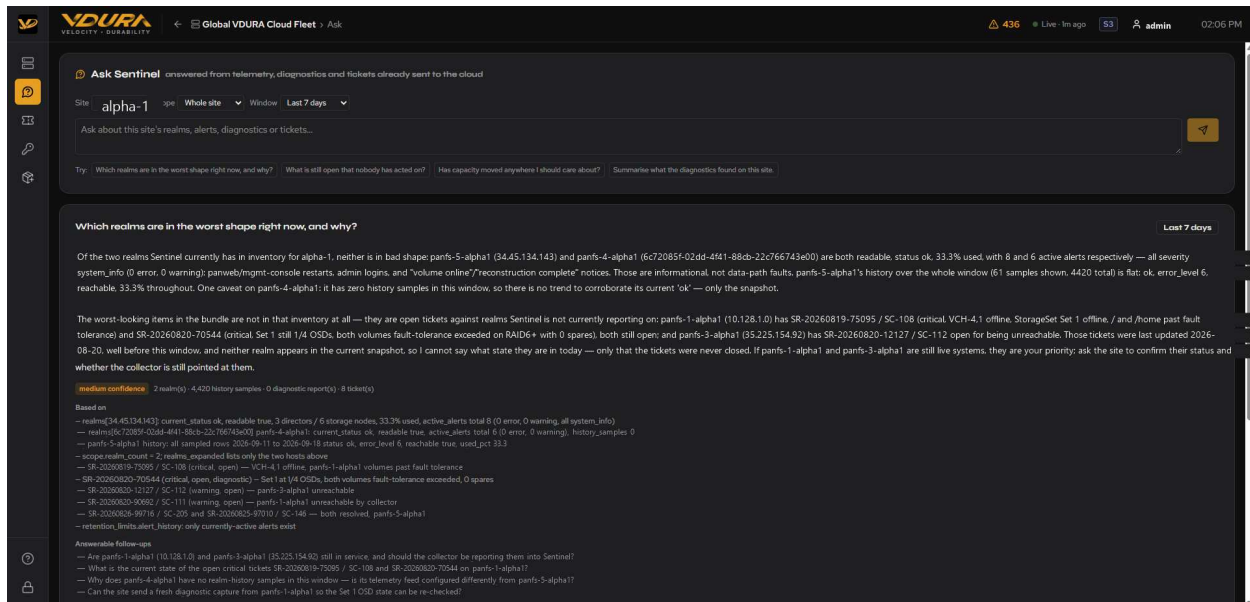


Figure 6.2. A fully answered question. Below the “Based on” citation list, note the **“Answerable follow-ups”** section: VDURA Sentinel also proposes specific next questions it could answer if asked (e.g. “Are panfs-1-alpha1 and panfs-3-alpha1 still in service...?”), as described above.

6.3 Recent Questions

Below the ask box, a **Recent Questions** panel lists previously asked questions fleet-wide, each tagged with the IP/scope it was asked about (if any) and how long ago. Click any past question to reopen its answer instantly rather than re-asking it.

6.4 Realm-Scoped Q&A

Clicking **Ask** or **Q&A page** from a [Realm Detail Page](#) opens this same page with **Site** and **Scope** pre-filled to that realm, so a question you type is automatically scoped correctly.

6.5 What Ask Sentinel Can and Can't Answer

Ask Sentinel answers only from evidence a site has already pushed to the cloud: the fleet snapshot, realm history, completed diagnostic reports, and the ticket mirror. It never reaches out to a realm to look something up live, and it never causes a diagnostic capture to happen.

That evidence has real limits, and some questions will come back **unanswerable** rather than guessed at:

Question shape	Answerable?
Current condition, open work, capacity trend, what diagnostics found	Yes
Realm status, reachability, or capacity over the selected window	Yes
Which alerts fired at a specific past time	No. VDURA Sentinel keeps no alert history, only which alerts are currently active.
Anything needing raw log text older than 90 days	No. Captured logs expire after 90 days; only the analysis findings are kept.
Anything about a realm VDURA Sentinel cannot currently read	No. A realm with no telemetry reads as "unknown," not "healthy."

When a question falls into one of these gaps, the answer says so explicitly rather than reporting a confident-looking guess.

A follow-up question clicked from the **"Answerable follow-ups"** list (see [6.2](#)) always stays scoped to the same realm and window as the question it followed up on, even if your own wording suggests widening it; ask a new top-level question with a different **Site/Scope/Window** if you want to change scope.

7. Support Tickets

The **Support tickets** page lists every service request VDURA Sentinel has filed, mirrored live from Jira Service Management.

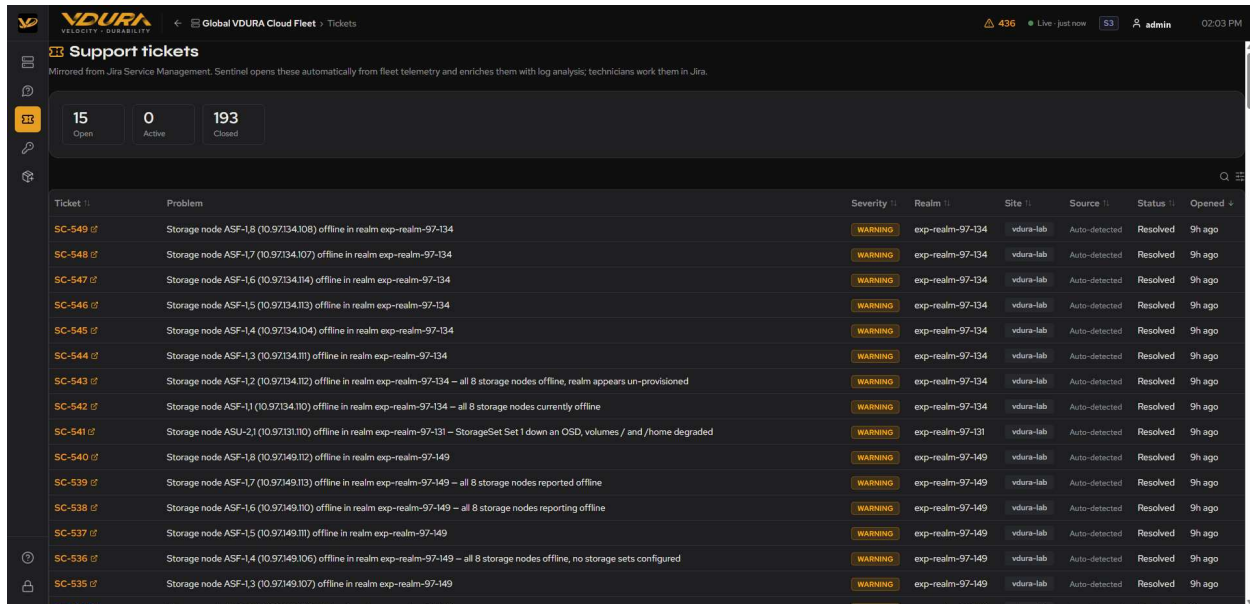


Figure 7.1. The Support tickets page: Open/Active/Closed tiles plus the ticket table.

7.1 Summary Tiles

Three tiles at the top show fleet-wide **Open**, **Active**, and **Closed** counts. Caption: “Mirrored from Jira Service Management. Sentinel opens these automatically from fleet telemetry and enriches them with log analysis; technicians work them in Jira.”

7.2 Ticket Table

Column	Contents
Ticket	The Jira issue key (e.g. <code>SC-549</code>), an external-link icon.
Problem	A one-line auto-generated description of the fault, e.g. “Storage node ASF-1,8 (10.97.134.108) offline in realm exp-realm-97-134”.

Column	Contents
Severity	e.g. WARNING .
Realm	The affected realm's name.
Site	The affected site.
Source	How the ticket was opened; Auto-detected for telemetry-triggered tickets.
Status	e.g. Resolved .
Opened	Relative time.

To open a ticket in Jira: 1. On the Support tickets page (or a realm's Service Requests card), locate the ticket. 2. Click its **Ticket** ID/link. 3. VDURA Sentinel opens the underlying Jira Service Management issue in a new tab (a Jira/Atlassian sign-in may be required if you aren't already signed in there).

7.3 How VDURA Sentinel Decides to Open a Ticket

Auto-detected tickets are not opened on every alert. Three specific conditions trigger one:

- A **never-seen-before error alert** on a realm.
- **Losing a director or a storage node**, detected from the realm's inventory counts rather than from alert text (the same underlying condition is sometimes graded as a warning and sometimes as an error, depending on whether the node stopped cleanly or crashed).
- **A realm VDURA Sentinel cannot read at all**. The absence of telemetry is itself treated as a fault, since neither of the other two conditions can fire without data to evaluate.

Each candidate goes through an automated triage pass before a ticket opens, so routine noise doesn't reach Jira. A ticket that does open carries the triage verdict, suggested next steps, the realm's state at that moment, a short recent health history, and similar past cases, so a technician has context before looking at it. If the fault clears on its own (confirmed by telemetry), VDURA Sentinel closes the ticket automatically; if the same problem recurs within 7 days, VDURA Sentinel reopens that same ticket rather than filing a new one.

Auto-ticketing is configured per site and is off unless a site has been set up for it, so not every site's alerts will produce tickets this way.

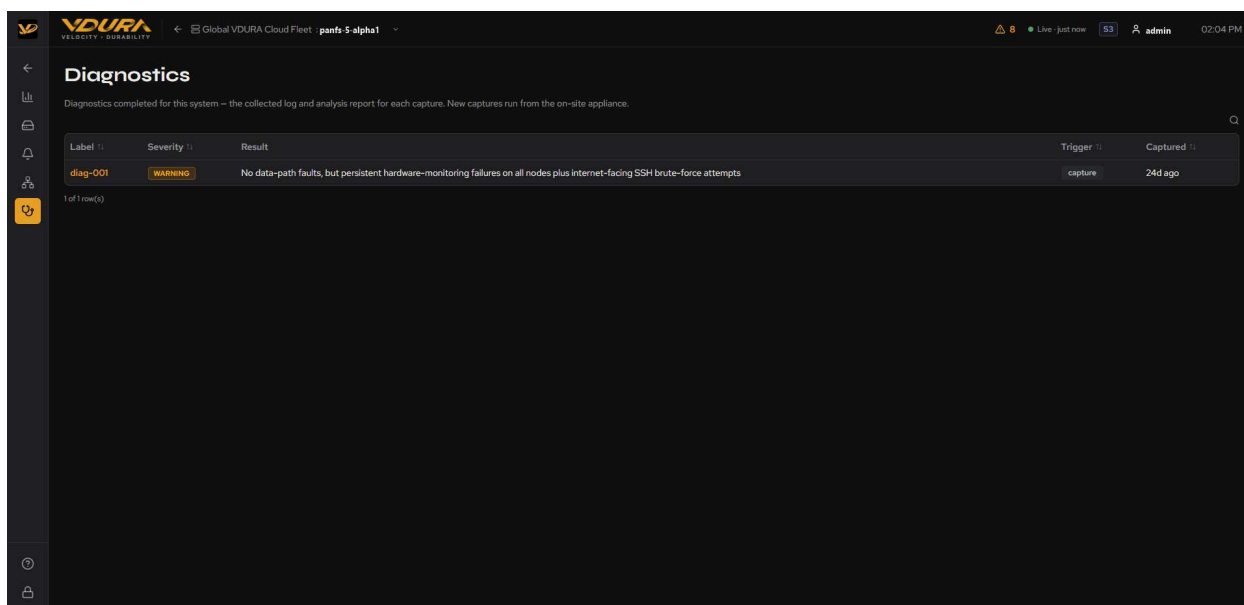
8. Diagnostics

A **diagnostic capture** is a bundle of logs and telemetry a realm's on-site appliance has pushed to VDURA Sentinel, which VDURA Sentinel then runs through automated log analysis.

8.1 Diagnostics List

Reached via a realm's **View diagnostics** → link (5.2) or its device-view **Diagnostics** nav item (10.6).

Table columns: **Label** (e.g. `diag-001`), **Severity**, **Result** (one-line synopsis), **Trigger** (e.g. `capture`), and **Captured** (relative time).



The screenshot shows the VDURA Sentinel interface. The top header includes the VDURA logo, navigation links for 'Global VDURA Cloud Fleet' and 'panfs-5-alpha1', and user information for 'admin' at '02:04 PM'. The main section is titled 'Diagnostics' and contains a table with one row of diagnostic data.

Label	Severity	Result	Trigger	Captured
diag-001	WARNING	No data-path faults, but persistent hardware-monitoring failures on all nodes plus internet-facing SSH brute-force attempts	capture	24d ago

Figure 8.1. A realm's Diagnostics list table.

8.2 Diagnostic Detail (Analysis Report)

Clicking a diagnostic's label opens its full **Analysis Report**:

- A header restating the label, severity, and trigger, plus captured/analyzed timestamps.
- A top-level **summary** paragraph.
- A list of **Findings**, each with its own severity badge, a short title, a component/subsystem tag, a technical detail paragraph (log line patterns, counts, timing), and a **Recommendation**, a concrete suggested next step (e.g. "Open a VDURA case with a support bundle from one OSD and one director").

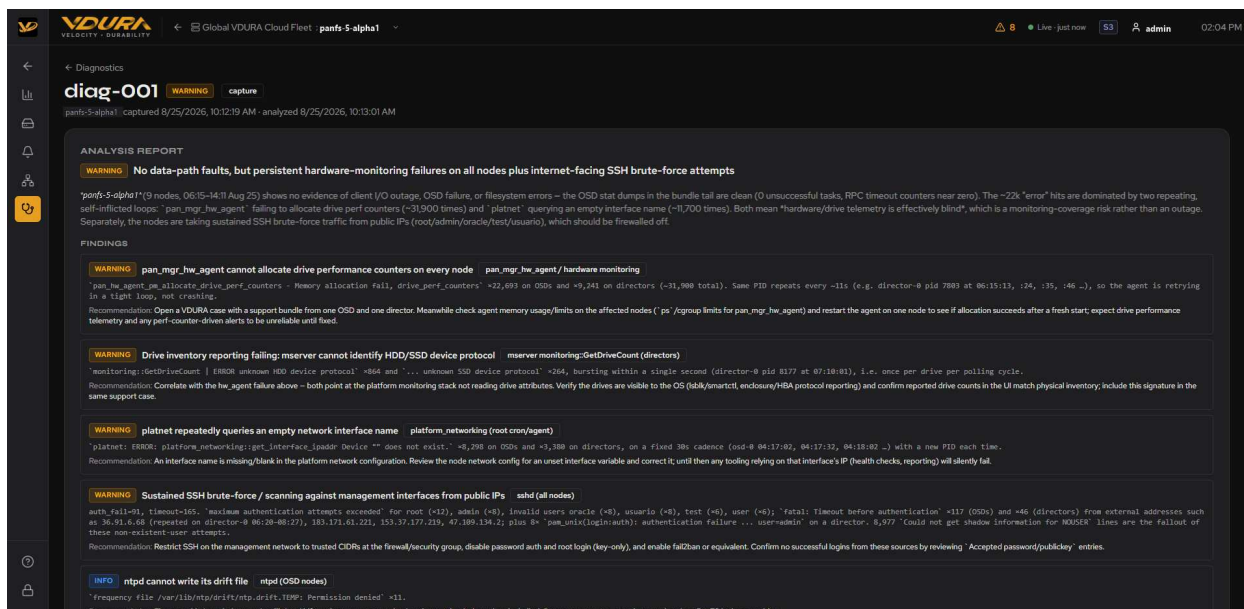


Figure 8.2. A full diagnostic Analysis Report: summary plus Findings with Recommendations.

To review a diagnostic report's findings: 1. Open the realm's [Diagnostics list](#). 2. Click the diagnostic's **Label**. 3. Read the summary paragraph for the overall verdict. 4. Read each **Finding** and its **Recommendation** for specific follow-up actions.

8.3 How Diagnostic Captures Work

Diagnostic captures are **push-only**: VDURA Sentinel cannot reach into a realm and request one on demand. A capture reaches VDURA Sentinel only when the realm's own on-site appliance sends it, either because a customer manually triggers one from their local VDURA Sentinel GUI or automatically when a new alert fires. This is why a realm with no captures yet shows "Sentinel cannot request them" rather than a retry/refresh control (see [5.6](#)).

Automatic capture is on by default, not opt-in. When a realm raises a critical or warning alert it has never shown before, the site's own appliance captures and sends that realm's logs on its own, without a person clicking anything, at most once per realm every six hours per severity. This exists specifically because VDURA Sentinel cannot ask a site for logs after the fact: without an automatic capture, a ticket for a new fault could otherwise arrive with no supporting evidence at all. A customer can narrow this to critical alerts only or turn it off entirely, from their own on-site appliance.

Every capture, whether manual or automatic, has credentials, tokens, keys, and other secrets scrubbed out before it leaves the site. Each time a customer sends one manually, they choose either **Send to VDURA support**, which uploads the scrubbed logs and opens a support request, or **Collect logs only**, which keeps the logs on the site and sends nothing. VDURA deletes uploaded log text automatically 90

days after upload; the analysis report and the support request are kept longer. Nothing is returned to the site except the support request number, as a receipt. VDURA support reads the analysis and relays the findings and recommended next steps on the support request.

9. API Explorer

The **API Explorer** is a realm-scoped, read-only browser for the raw data VDURA Sentinel holds about that realm, organized by category.

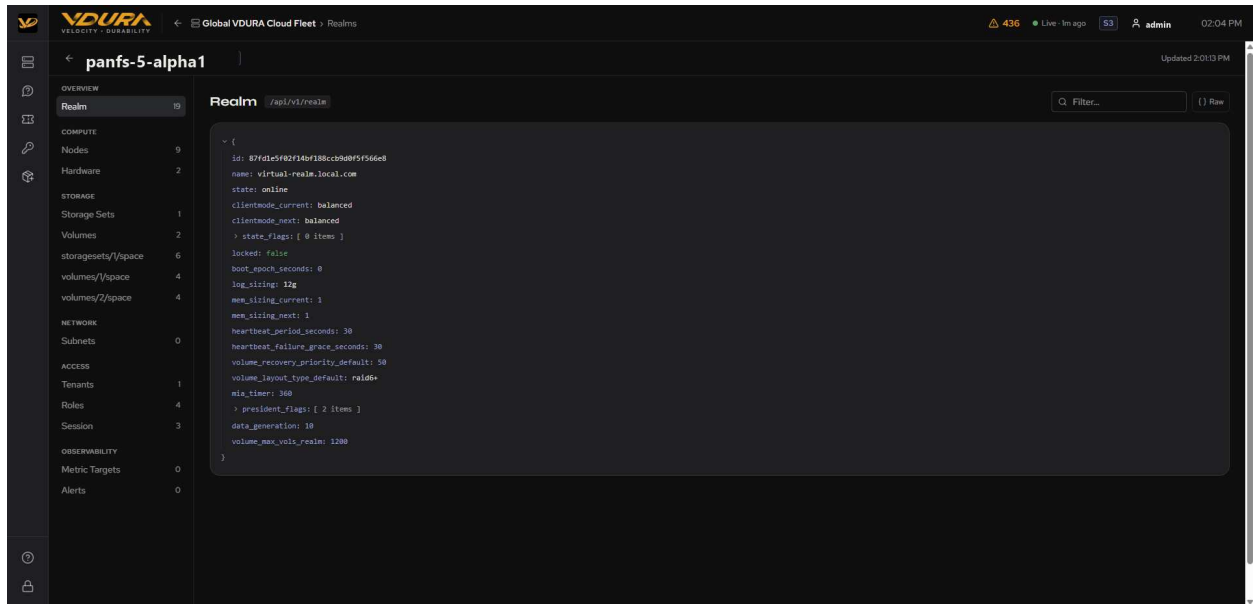


Figure 9.1. The API Explorer for a realm: category sidebar plus the JSON tree for the Realm category.

9.1 Opening the Explorer

Click **Explore API data** on a realm's [Detail Page header](#).

9.2 Category Sidebar

Categories, each with a count badge showing how many fields/rows that category has:

Group	Categories
Overview	Realm
Compute	Nodes, Hardware
Storage	Storage Sets, Volumes, <code>storagesets/N/space</code> , <code>volumes/N/space</code> (one per set/volume)
Network	Subnets

Group	Categories
Access	Tenants, Roles, Session
Observability	Metric Targets, Alerts

9.3 Viewing and Filtering Data

The main panel shows the selected category's data as a syntax-highlighted, collapsible JSON-style tree, labeled with its underlying API path (e.g. `/api/v1/realm`). A **Filter...** box narrows the tree to matching keys/values; a **Raw** toggle switches to the unformatted JSON response.

To inspect a realm's raw API data: 1. Open the realm's [Detail Page](#). 2. Click **Explore API data**. 3. Choose a category from the left sidebar (e.g. **Nodes**, **Alerts**). 4. Optionally type in **Filter...** to narrow the results or click **Raw** to see the unformatted response.

10. Device View

The **device view** is a second, realm-scoped way to look at a realm inside VDURA Sentinel. Rather than an AI-summarized overview, it mirrors a slice of that realm's own Vantage/PanActive screens (dashboard, volumes, alerts, nodes, diagnostics), read-only, sourced from the same pushed telemetry.

Reached by clicking a realm's name from certain contexts (e.g. the Fleet page's realm-switcher dropdown); its URLs live under `/devices/<site>:<address>/...` rather than `/realms/...`

10.1 Overview and Realm Switcher

A realm-scoped left rail replaces the global sidebar, with icons for **Dashboards**, **File System**, **Alerts**, **Realm Nodes**, and **Diagnostics** (plus a **Back to Fleet** arrow at the top). Clicking the realm name in the top breadcrumb opens a dropdown listing every other realm with its own status icon, letting you jump directly between realms without returning to Fleet.

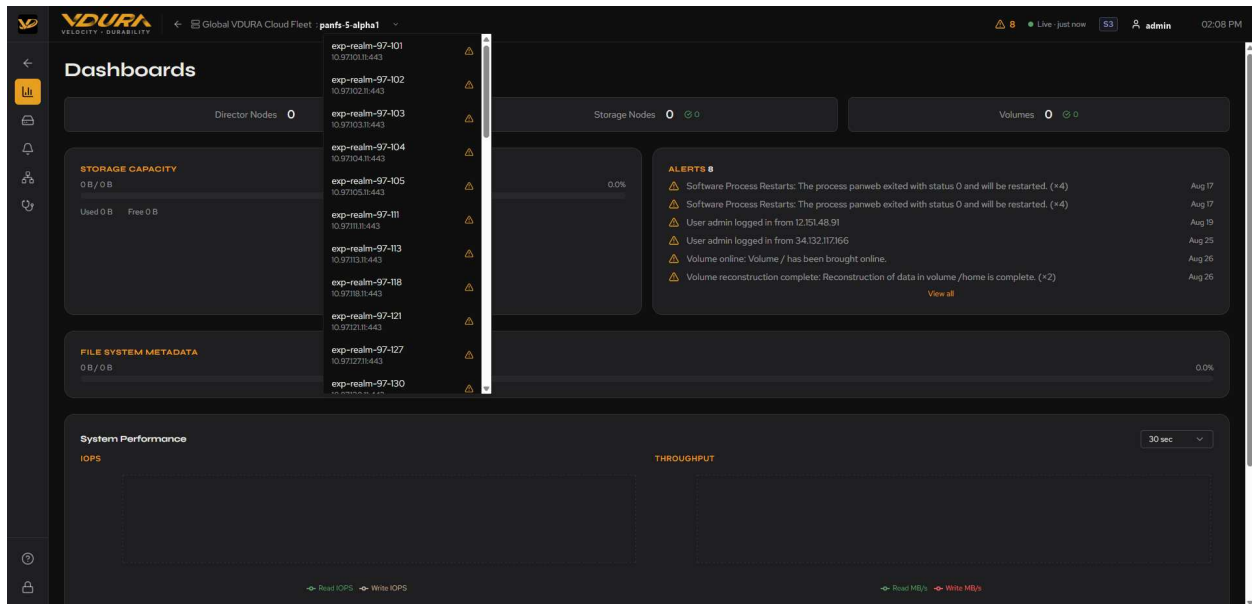


Figure 10.1. The device view's realm-switcher dropdown open, showing multiple realms with status icons.

10.2 Dashboards

A Vantage-style dashboard: Director Nodes/Storage Nodes/Volumes summary tiles, a Storage Capacity bar, an Alerts list (with a **View all** link), a File System Metadata bar, and a System Performance section with IOPS/Throughput/Latency chart placeholders (read/write series legends are present, but as of this writing the charts themselves render empty; see 5.9).

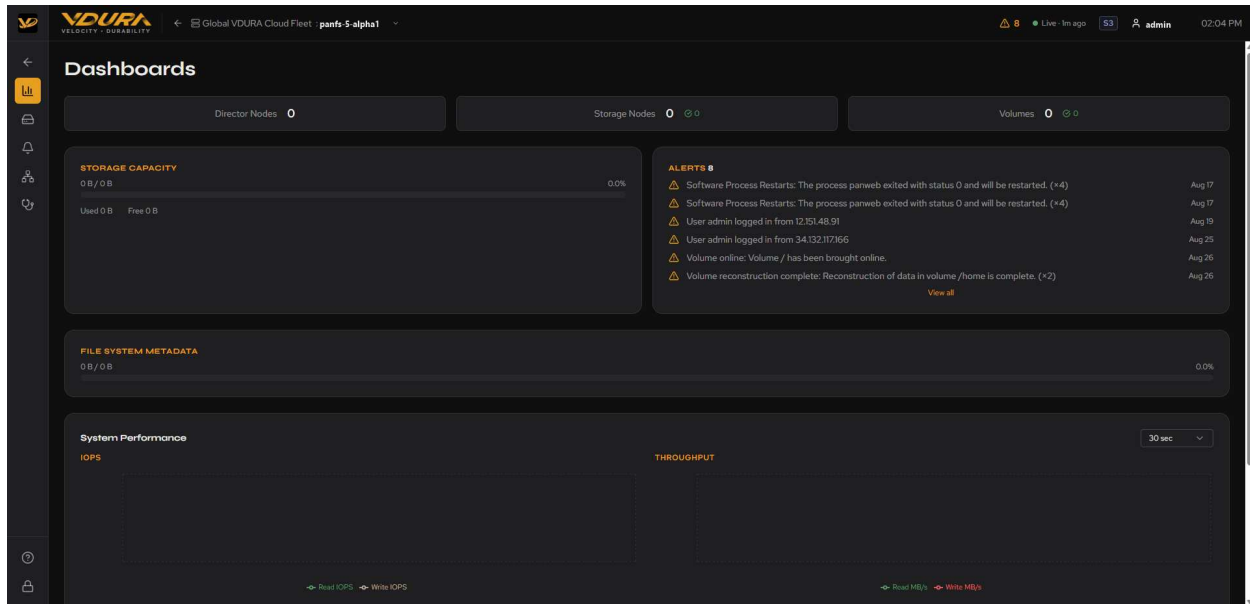


Figure 10.2. The device view Dashboards page: summary tiles, Storage Capacity, Alerts list, File System Metadata, and empty System Performance chart placeholders.

10.3 File System (Volumes)

Despite the sidebar calling this section “File System,” the page itself is titled **Volumes**: a table (Component / Storage Pool / RAID / Capacity Used / Available / Reduction Ratio / Status) and a **+** **Create** button that opens a **Create Volume** form (Name, Capacity (GB), Storage Pool). As of this writing, realms tested here show no rows and an empty Storage Pool dropdown.

Caution: the Create Volume form appears to be a live, functional action, not a mockup. Do not submit it against a real realm unless you specifically intend to provision a volume there.

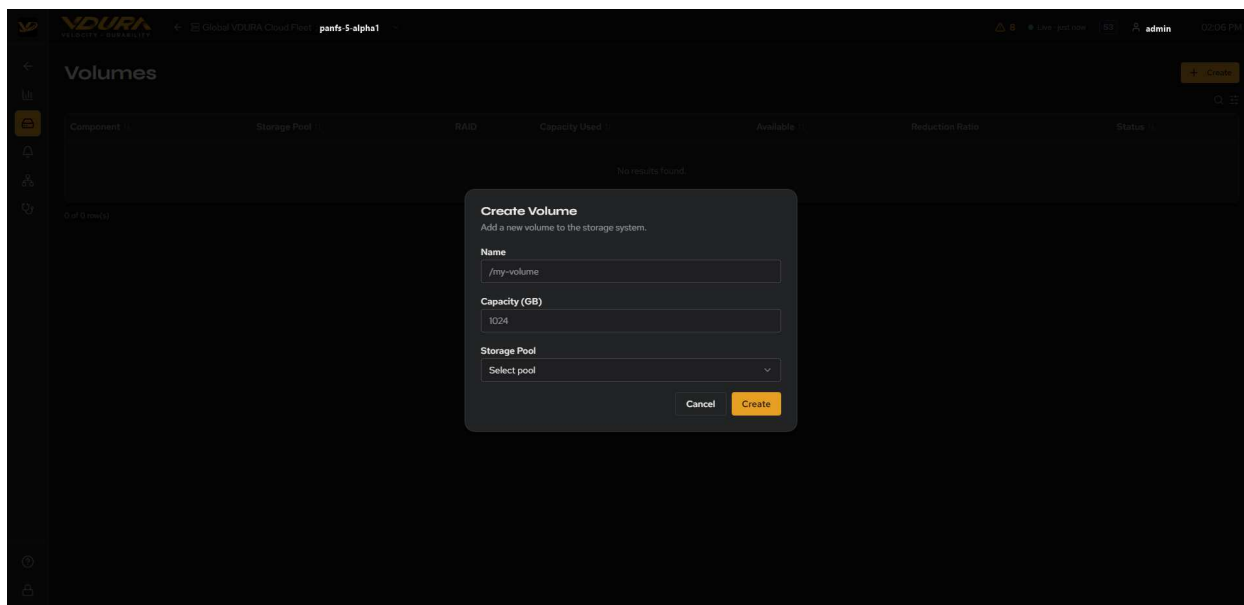


Figure 10.3. The device view's Volumes page with the Create Volume modal open (Name/Capacity/Storage Pool fields).

10.4 Alerts (Device View)

Critical/Warning/Info summary tiles followed by a table (Severity / Status / Message / Source / Time), each row with an **Acknowledge** button.

Caution: Acknowledge appears to be a live action that changes the alert's status. Avoid clicking it unless you intend to acknowledge that alert.

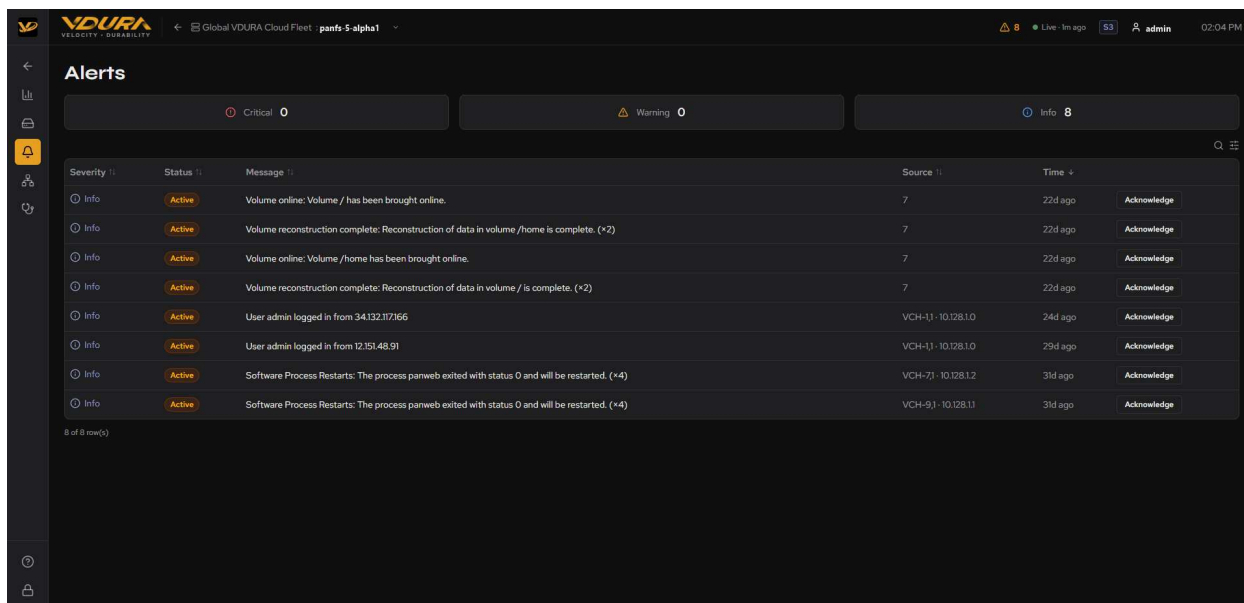


Figure 10.4. The device view Alerts page: Critical/Warning/Info tiles and the alert table with Acknowledge buttons.

10.5 Realm Nodes (Device View)

Director Nodes / Storage Nodes / VPOD Containers / VPODs summary tiles and a node table (Name / IP / Model / Storage Pool / Data Space / Metadata Space / Status / Serial). As of this writing, every realm checked here shows all-zero tiles and “No results found”. This section does not yet appear to be populated, unlike the equivalent [Node Health table](#) on the AI realm detail page, which does show real data for the same realms.

10.6 Diagnostics (Device View)

Same diagnostics list and Analysis Report detail described in [8](#), reached from this realm-scoped nav instead of the realm detail page’s link.

10.7 Known Gaps

Two device-view sections currently show placeholder/empty data regardless of the realm selected: **Realm Nodes** ([10.5](#)) and the **System Performance** charts on Dashboards ([10.2](#)). Don’t read a realm’s true node/performance state off these two panels; use the [Node Health table](#) on the AI realm detail page instead.

11. Ingest Tokens

Requires the VDURA Sentinel admin token. This page shows nothing else until that token is entered; see 2.4. It was not explored further in this guide since it requires operator credentials this pass didn't have.

Sidebar item: **Ingest tokens**. Per its own gate screen: "Managing ingest tokens requires the Sentinel admin token."

An ingest token is the credential a single site's on-site collector presents when it pushes its telemetry snapshot to VDURA Sentinel. Each site gets its own token rather than sharing one, so a token can be revoked for just that site (for example, if a site is decommissioned) without affecting any other site's data flow.

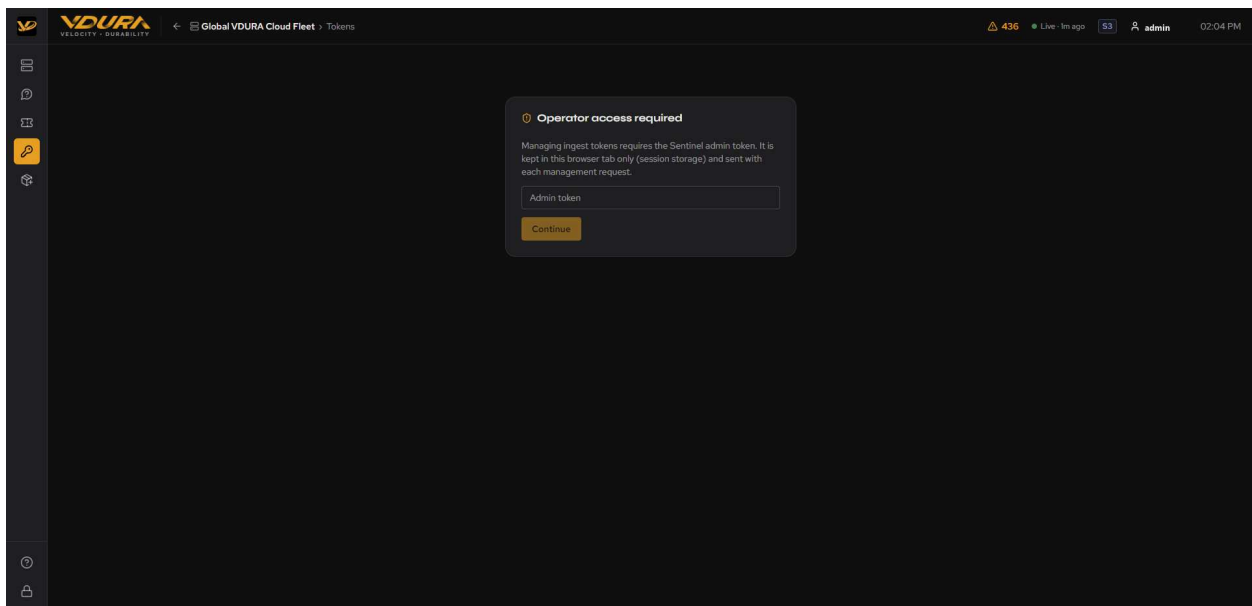


Figure 11.1. The "Operator access required" gate screen for Ingest tokens.

12. Site Deployment

Requires the VDURA Sentinel admin token. This page shows nothing else until that token is entered; see [2.4](#). It was not explored further in this guide since it requires operator credentials this pass didn't have.

Sidebar item: **Site deployment**. Per its own gate screen: "Building a site package mints that site's ingest token, so it needs the Sentinel admin token."

This is where a new site on legacy (pre-V5000) hardware is onboarded. Building a site's deployment package mints that site's ingest token (see [11](#)) and bundles it with the standalone agent software, so the agent arrives already configured for that specific site. See [15.5](#) for what a package contains.

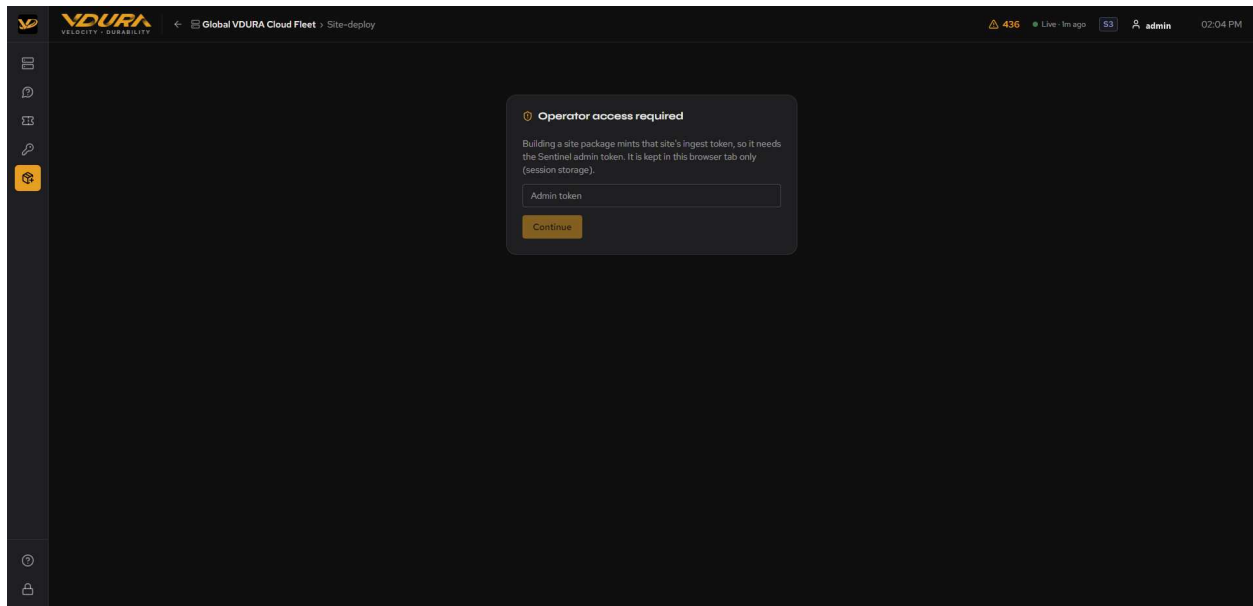


Figure 12.1. The "Operator access required" gate screen for Site deployment.

13. Account, Help, and About

13.1 User Menu

Clicking your name/email in the top bar shows your signed-in email and access level (e.g. "Standard access"), plus a **Sign out** link.

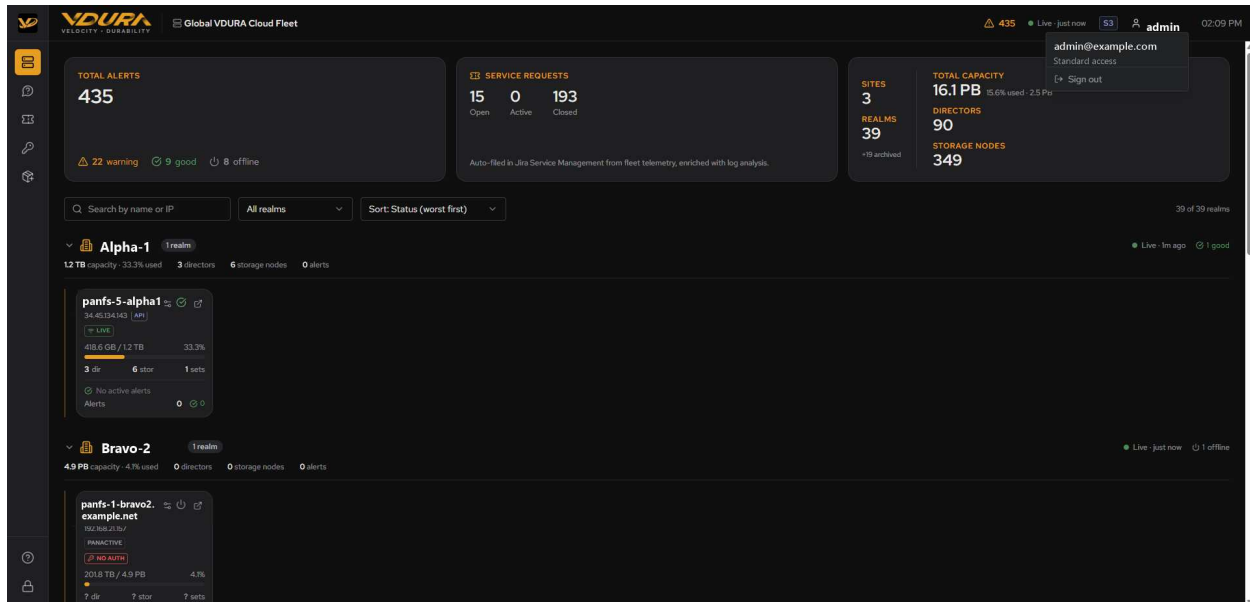


Figure 13.1. The user menu dropdown open: email, access level, and Sign out link.

13.2 Get Help

Sidebar item: **Get Help**. This page is shared VDURA product boilerplate (it reads “our product,” not “VDURA Sentinel”). It links to four resources, **Terminology**, **User Guide**, **Installation & Service Guide**, and **Command Line Interface Guide**, plus contact info for MyVDURA, support email, and toll-free numbers. None of these four links are VDURA Sentinel-specific.

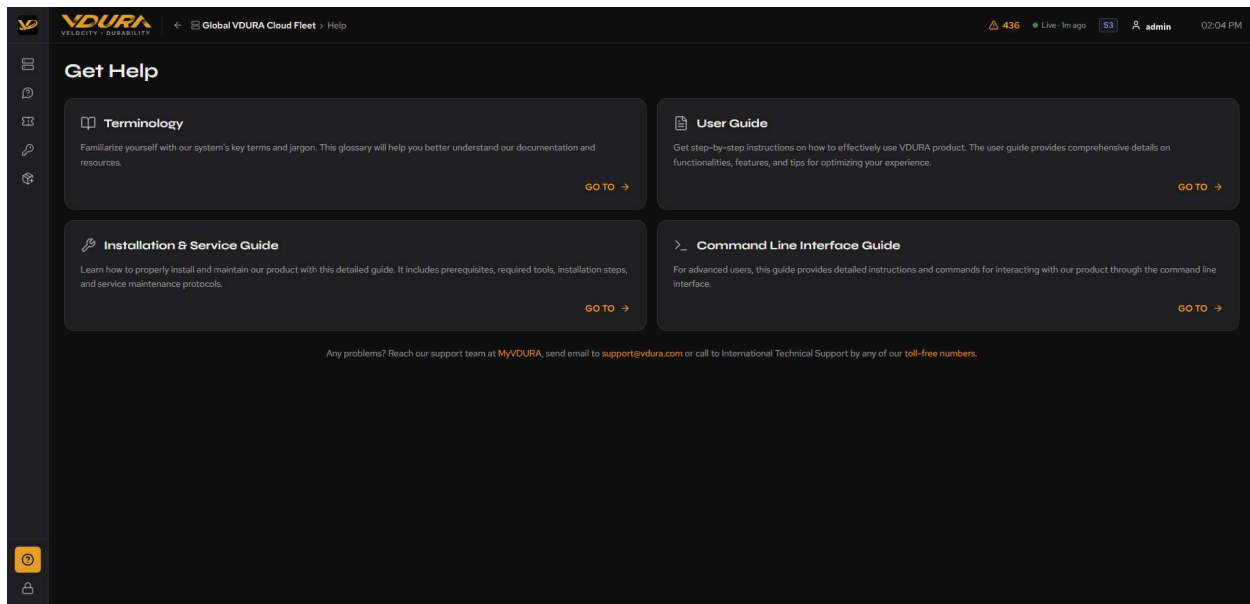


Figure 13.2. The full Get Help page: four resource cards plus contact footer.

13.3 About

Sidebar item: **About**. Like Vantage/PanActive Manager’s own About page, this screen is titled **“About PanActive Manager”**, a shared-component naming leftover, not a sign you’re looking at the wrong product. It shows:

- **VERSION:** VDURA Sentinel’s own build hash and build timestamp.
- **API:** The backend API build hash, timestamp, and mode (e.g. “s3 mode”, matches the mode badge in the top bar, 2.3).
- **CUSTOMERS:** The site identifiers VDURA Sentinel is currently configured for (e.g. `alpha-1` , `bravo-2` , `vdura-lab`).
- Copyright/legal footer, plus **Terms & Conditions** and **Release Notes** links.

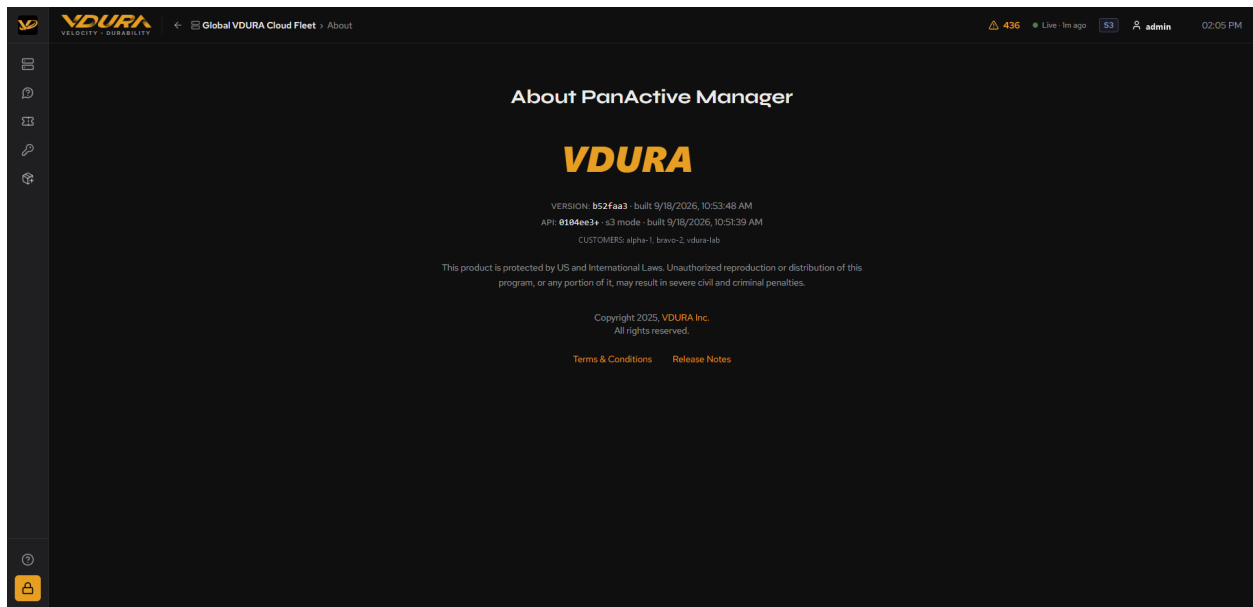


Figure 13.3. The full About page.

14. Troubleshooting and Known Limitations

Symptom	Explanation
A realm shows "No diagnostics yet" / Logs says "This realm has not sent any captures."	Diagnostic captures are push-only from the realm's on-site appliance; VDURA Sentinel cannot request one on demand. Ask the customer to send one or wait for an alert to trigger an automatic capture; see 8.3 .
Health Overview is stuck on "Sentinel is reading this realm's history..."	Normal for a realm/window combination not recently viewed; generation is on-demand and usually finishes in under a minute; see 5.4 .
Device view's Realm Nodes page shows all zeros / "No results found" for every realm	This section is not yet populated in this build; use the Node Health table on the AI realm detail page instead, which does have real data.
Performance/IOPS/Throughput charts render as empty boxes	Charting isn't wired to data yet in this build, both on the AI realm detail page (5.9) and the device view's Dashboards page (10.2).
Ingest Tokens / Site Deployment pages just show a token prompt	These require a separate VDURA Sentinel admin token , not your Okta login; see 2.4 , 11 , and 12 .
Clicking a ticket ID opens a Jira sign-in page	Tickets are mirrored from Jira Service Management; opening one's detail requires (separate) Jira/Atlassian access; see 7.2 .

15. The On-Site Agent

Every site that shares data with VDURA Sentinel does so through an on-site agent. The rest of this guide describes the cloud console, which only ever shows what these agents have chosen to send. This chapter describes the agent from the customer's side: where it comes from, what it sends, and what the customer controls.

15.1 Two Forms of the Agent

The agent depends on the hardware at the site:

- **V5000 systems:** the VDURA Sentinel agent is built into PanFS, starting with PanFS 12.x. It ships and upgrades with PanFS and has no version or release schedule of its own.
- **Legacy, pre-V5000 hardware:** the agent is a standalone Docker container installed alongside the system. It has its own release cadence, unrelated to PanFS releases.

In both forms, the agent reads each realm's own PanActive and Observability APIs read-only, and, if the customer has enabled sharing, periodically sends a summarized snapshot to VDURA Sentinel over outbound HTTPS. Nothing connects into the customer's network, and VDURA Sentinel cannot ask a site to send anything on demand (see [1.2](#)). The agent also serves the customer a local copy of the same kind of dashboard, entirely inside their own network, whether or not they share anything with VDURA.

The VDURA Sentinel cloud service itself is versioned separately, but that is internal to VDURA; there is nothing about it for a customer to track or upgrade.

15.2 What a Site Sends

Everything a site shares with VDURA Sentinel is chosen by the customer, leaves the site only as outbound HTTPS, and can be inspected before and after it is sent. Nothing is ever sent back into the customer's network.

Always included: the agent's hostname and the site's customer ID and name, plus, for each realm, its management address, name, PanActive status (ok, warning, or error), online and reachable flags, collection time, and PanActive web UI address.

Included only while the matching category is switched on (the customer can switch each one off):

Category	What is sent
Capacity	Total and used bytes per realm. No file or directory information of any kind.
Node inventory	Counts of directors, storage nodes, and storage sets by status, plus a list of up to 128 nodes per realm (name, chassis serial number, role, status, and management IP address). Switching this category off removes both the counts and the node list.
Alerts	Alert counts by severity and up to 100 alerts per realm (severity, message text, affected component, node addresses the alert mentions, timestamps, occurrence counts, and suggested remediation). Alert text is written by the realm and can name internal hosts or components. This category also feeds VDURA's proactive alerting.
API deep dive	For realms with the Observability API enabled: the realm record, nodes, hardware inventory, storage sets and volumes (names, sizes, and space use), virtual subnets, tenant names and roles, and metrics target health. This is what powers the deep-dive pages and the API Explorer here.

Never sent: credentials, file data (file names, directory structures, user data, or data samples), information about client machines or workloads, network captures, SSH keys, and configuration files. System logs are never part of the telemetry snapshot; they leave only through diagnostic captures (see [8.3](#)), with credentials, tokens, and keys scrubbed out first. Filtering happens at the site before a snapshot is built, not in the cloud after it arrives.

15.3 What the Customer Controls

The agent's own local page lets the customer:

- **Pause and resume** scheduled sharing at any time. While paused, nothing is sent automatically, but the customer can still push manually.
- **Switch categories on and off**, as described above.
- **Inspect the payload.** A payload inspector shows the exact data the next push will contain, with the category choices applied.
- **Review the audit log.** Every push, automatic or manual, is recorded with its time, number of realms, size, and whether it was delivered or failed. Every diagnostic send is recorded too. The exact contents of the most recent 100 pushes are kept on the site's own machine, and that copy never leaves it.

If sharing is paused or has never been configured, local monitoring, alerts, and log captures carry on, but the features that run in the cloud stop for that site: VDURA cannot alert on the site's fleet, captured logs are stored but not analyzed, no support request opens automatically, and the [Ask Sentinel](#) and Health Overview panels are unavailable because both reason over fleet history that the cloud holds.

15.4 Diagnostics from the Site

Diagnostic captures leave the site only in the ways described in [8.3](#): a person sends one, or the agent sends one automatically when a realm raises a critical or warning alert it has never shown before. Automatic sending is on by default and can be narrowed to critical alerts only or turned off from the agent's own Sentinel page. Every capture is scrubbed of credentials, tokens, and keys before it leaves, and every send appears in the audit log described above.

15.5 Site Packages for Legacy Hardware

On legacy hardware, a site is onboarded with a deployment package built on the [Site Deployment](#) page. A site package is pre-provisioned with:

- The site's identity (ID and display name).
- The collection mode and the realm addresses to monitor, either a fixed list of distinct IP addresses or automatic discovery.
- The polling interval, 300 seconds by default.
- The site's ingest token (see [11](#)).
- Automatic diagnostics, on by default.

The one thing left for the site to supply is a login for the storage systems; a read-only account is recommended. The token can be rotated or revoked at any time from the Ingest tokens page. Because the package contains a live token, it should be treated as sensitive and shared only with the person installing it.

This guide reflects VDURA Sentinel as observed at `sentinel.vdura.dev` in September 2026 (build `b52faa3` , API `0104ee3+` , s3 mode; customers `alpha-1` , `bravo-2` , `vdura-lab`).