

Guide to Symantec NetBackup templates



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This document is intended as a guide to the Symantec NetBackup monitoring templates available with Network Server Suite.

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Overview

Halcyon Templates are designed to provide the same level of monitoring across a number of similar devices by applying a set of user-defined filters with a single-click. This greatly reduces set-up time and ensures all systems are covered by at least a basic level of monitoring.

Should you need to make a system-wide change at a later date, a single update covers all systems using the template.

INSTALLATION

Network Server Suite comes supplied with default monitoring templates for Windows® that cover the majority of everyday scenarios that your organization is likely to encounter.

Templates are created using the Central Configuration Manager and can then be quickly applied to all systems. More than one template can be applied to a system at any one time and it is also possible to have individual rules running alongside the template rules on any system.

Basic templates which monitor devices for routine issues and concerns such as low disk space, memory and so on can be deployed enterprise-wide. Business critical machines may require the application of an 'advanced' template additionally covering, for example, application event log and service monitoring.

A basic reporting template covering the five key performance measurements is shipped with Network Server Suite as standard.

Using the default templates

Launch the Central Configuration Manager and select the Templates tab.

The following Windows® monitor templates are defined:

- Active Directory
- Exchange Server (Performance)
- Exchange Server (Services)
- M3 Grid and M3 Monitoring
- Server Performance (Advanced)
- Server Performance (Standard)
- SQL Server
- Terminal Services

Plus templates have been defined to monitor:

- HP Data Protector
- IIS (Data Warehouse)
- Symantec Backup Exec
- Symantec NetBackup
- Windows Updates

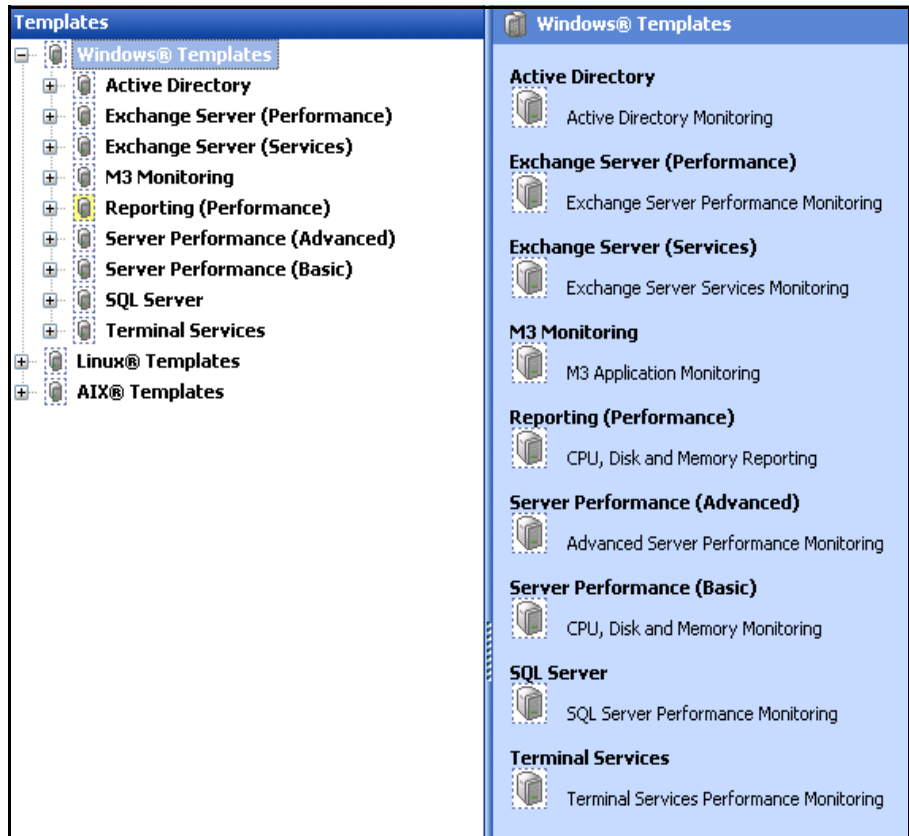


Figure 1.1 Default Windows Templates available within Network Server Suite

Applying Templates

Once a template has been created it can then be applied to other systems via the Templates tab of the Central Configuration Manager.

Templates can be applied directly to each system shown in the Template Systems panel.

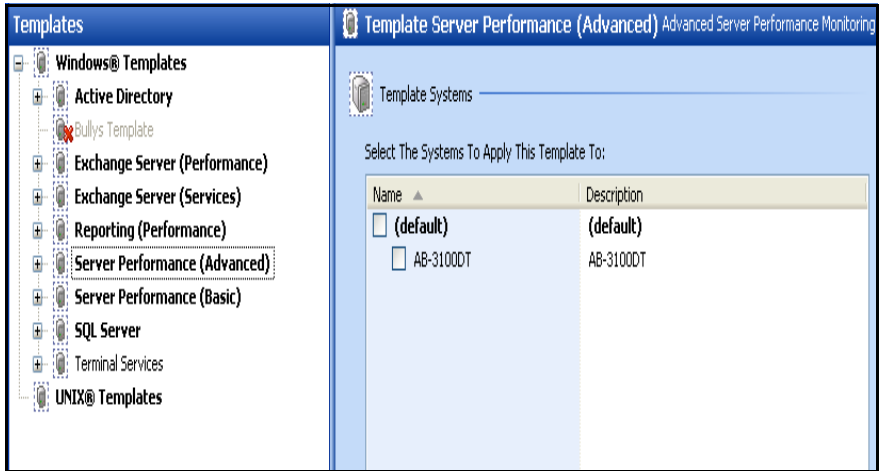


Figure 1.2 Applying Templates

Once saved, the System to which the template has been applied is shown in bold type to Server Manager Level only. Individual monitors and rules remain in light face.

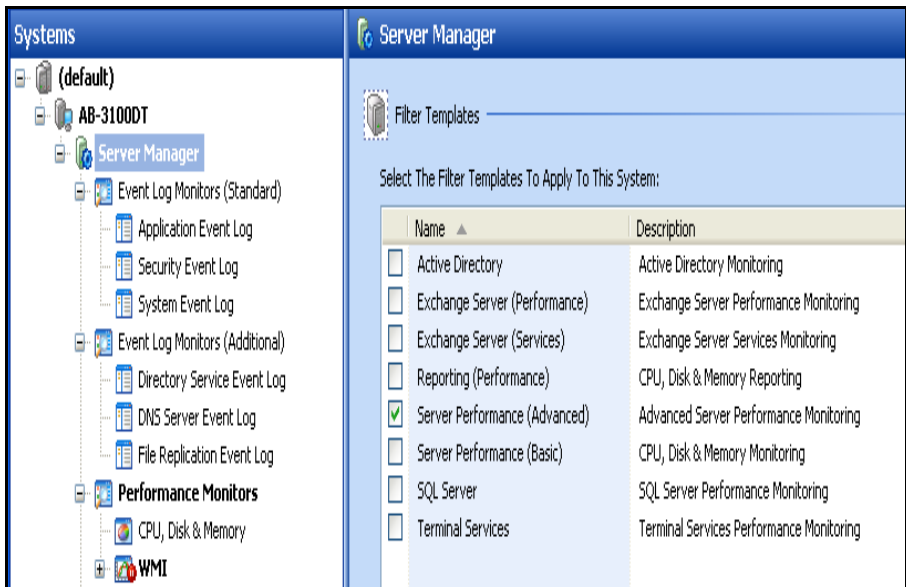


Figure 1.3 System level Templates

Copy and paste

This short-cut is used primarily to copy an individual system rule into an existing template rule. It is only possible to do this between same type monitors (with the exception of Event Log Monitors). For example, a Summary Performance Monitor rule can only be copied to a Summary Performance Template rule.

Modifying Individual Systems

Once a template rule has been applied it is important to ensure that the rule details are applicable to the new system in terms of level of criteria and actions undertaken. It is good housekeeping to keep the template rules as generic as possible and fine-tune them individually at system level.

For example, a rule applied across twenty systems with an action of sending a SMS message, initiates twenty identical messages to the same resource should an alert be raised.

Exporting and Importing Templates

Templates can be exported to and imported from other instances of Network Server Suite. Template files are saved with an extension of .csf.

Exporting and Importing Template options are accessed from within the Central Configuration Manager menu bar; **Backup | Export Templates** or **Backup | Import Templates**.



Note:

Imported Templates do not override any existing templates on the system to which they are imported but add additional templates that did not previously exist.

Deleting Templates

If a template is deleted it is removed from all systems to which it has been applied.

SYMANTEC NETBACKUP TEMPLATE

Symantec NetBackup is an enterprise level heterogeneous backup and recovery suite. It provides cross-platform backup functionality to a large variety of Windows, UNIX and Linux operating systems. It is set up with a central master server that manages both media servers (containing the backup media) and clients. Core server platforms are, Solaris, HP-UX, AIX, Tru64, Linux and Windows.

Event Log Monitors (Standard) - Application Event Log

This monitor contains the following five rules:

Any NetBackup Errors - Type(Exclude) Source(='NetBackup Database Manager') Category(='None') ID(='0') User(='N/A') Message(='*exited with status*')

NetBackup Database Manager service runs on the master server and manages the NetBackup internal databases (called catalogs). This service must be running on the master server during all NetBackup administrative operations. An exit status indicates that an error has occurred during the backup process. This rule raises an alert should any error message be generated indicating that the NetBackup process ended with errors.

Backup Not Completed - Example - Source(='NetBackup Database Manager') Category(='None') ID(='0') User(='N/A') Message(='4 68*MailServer_Daily*EXIT STATUS*')

This rule, using the MailServer as an example, raises an alert when a backup routine fails to complete, specifically looking for a message with a severity of 4 and an ID number of 68. This message indicates that the client did not receive the list of files to backup within the allotted time. This rule is active between the hours of 03:00 and 05:00 and runs on a daily basis.

Backup Not Started - Example - Source(='NetBackup Database Manager') Category(='None') ID(='0') User(='N/A') Message(='*started backup job for client *MailServer_Daily*)

This rule, using the daily backup of the MailServer as an example, checks to ensure that the backup routine has started and raises an alert if not found. This rule is active between the hours of 01:00 and 02:00 and runs on a daily basis.

Backup Started - Source(='NetBackup Database Manager') Category(='None') ID(='0') User(='N/A') Message(='started backup job for client*)

This informational rule, checks to ensure that the client backup job has started and raises an informational message. This rule is active 24/7.

Finished Backups - Source(='NetBackup Database Manager') Category(='None') ID(='0') User(='N/A') Message(='4 68 EXIT STATUS 0*')

This rule checks to ensure that the backup routine has finished without error and raises an alert if any exit status code message is generated indicating that the backup has failed. This rule is active 24/7.

Performance Monitors - CPU, Disk and Memory Monitor

This monitor contains a single rule:

Drive C - Low Disk Space - Group(Disk) Instance(C:) Type(Drive Space Available %) Trigger (<10%)

This rule checks available disk space on the C:\ Drive and raises an alert if the available disk space falls beneath 10% of the available total. This rule is active 24/7.

System Monitors - Service

This monitor contains the following thirty rules:

NetBackup Agent Request Server - Service(NetBackup Agent Request Server) Status(<>'Started') Startup(='Automatic')

This service populates the NetBackup catalog database with Database agent metadata and services request for agents. This service is also responsible for initiating certain actions, such as starting jobs for Oracle cloning. If this service is found in any other status than started, an alert is raised and action is taken to try to automatically start the service.

**NetBackup Audit Manager - Service(NetBackup Audit Manager)
Status(<>'Started') Startup(='Automatic')**

This service manages NetBackup audit information. If this service is found in any other status than started, an alert is raised and action is taken to try to automatically start the service.

**NetBackup Authentication - Service(NetBackup Authentication)
Status(<>'Started') Startup(='Automatic')**

This service validates, identifies and forms the basis for authorization and access control in NetBackup. If this service is found in any other status than started, an alert is raised and action is taken to try to automatically start the service.

**NetBackup Authorization - Service(NetBackup Authorization)
Status(<>'Started') Startup(='Automatic')**

This service provides access control in NetBackup applications. If this service is found in any other status than started, an alert is raised and action is taken to try to automatically start the service.

**NetBackup Bare Metal Restore Boot Server - Service(NetBackup
Bare Metal Restore Boot Server) Status(<>'Started')
Startup(='Automatic')**

Boot servers provide the environment that is required to rebuild a protected client, including resources such as shared resource trees. If this service is found in any other status than started, an alert is raised and action is taken to try to automatically start the service.

**NetBackup Bare Metal Restore Master Server - Service(NetBackup
Bare Metal Restore Master Server) Status(<>'Started')
Startup(='Automatic')**

The NetBackup master server manages backups and restores of the protected client systems. A NetBackup master server also hosts the BMR master server then manages BMR operations. If this service is found in any other status than started, an alert is raised and action is taken to try to automatically start the service.

**NetBackup BMR MTFTP Service - Service(NetBackup BMR MTFTP
Service) Status(<>'Started') Startup(='Automatic')**

This service provides TFTP protocol services to Bare Metal Restore clients. If this service is found in any other status than started, an alert is raised and action is taken to try to automatically start the service.

NetBackup BMR PXE Service - Service(NetBackup BMR PXE Service) Status(<>'Started') Startup(='Automatic')

This service provides PXE protocol services to Bare Metal Restore clients. If this service is found in any other status than started, an alert is raised and action is taken to try to automatically start the service.

NetBackup Client Service - Service(NetBackup Client Service) Status(<>'Started') Startup(='Automatic')

Clients are the systems backed up by NetBackup and protected by BMR. A client may also be a server for the for other applications or data, a NetBackup media server, or a BMR boot server. If this service is found in any other status than started, an alert is raised and action is taken to try to automatically start the service.

NetBackup Compatibility Service - Service(NetBackup Compatibility Service) Status(<>'Started') Startup(='Automatic')

This service is used internally by new NetBackup services to communicate with legacy NetBackup services. If this service is found in any other status than started, an alert is raised and action is taken to try to automatically start the service.

NetBackup Database Manager - Service(NetBackup Database Manager) Status(<>'Started') Startup(='Automatic')

This service manages the NetBackup internal database and catalogs. This service must be running on the NetBackup master server during all normal NetBackup operations. If this service is found in any other status than started, an alert is raised and action is taken to try to automatically start the service.

NetBackup Device Manager - Service(NetBackup Device Manager) Status(<>'Started') Startup(='Automatic')

This service starts the robotic control processes. Processes requests to mount and dismount tapes in robotically controlled devices through the robotic control processes. If this service is found in any other status than started, an alert is raised and action is taken to try to automatically start the service.

NetBackup Enterprise Media Manager - Service(NetBackup Enterprise Media Manager) Status(<>'Started') Startup(='Automatic')

The NetBackup Enterprise Media Manager keeps track of volumes (tapes), devices and storage units needed for backup or restore. Performs and device selection for all NetBackup job types. If this service is found in any other status than started, an alert is raised and action is taken to try to automatically start the service.

**NetBackup Event Manager - Service(NetBackup Event Manager)
Status(<>'Started') Startup(='Automatic')**

The NetBackup Event Manager creates and manages event channels and supporting objects used in communication among NetBackup services. If this service is found in any other status than started, an alert is raised and action is taken to try to automatically start the service.

**NetBackup Job Manager - Service(NetBackup Job Manager)
Status(<>'Started') Startup(='Automatic')**

The NetBackup Job Manager starts jobs once resources are available and tracks the status of their execution. If this service is found in any other status than started, an alert is raised and action is taken to try to automatically start the service.

NetBackup Key Management Service - Service(NetBackup Key Management Service) Status(<>'Started') Startup(='Automatic')

The NetBackup Key Management Service provides Key Management capability for NetBackup data at rest encryption endpoints. If this service is found in any other status than started, an alert is raised and action is taken to try to automatically start the service.

NetBackup Legacy Client Service - Service(NetBackup Legacy Client Service) Status(<>'Started') Startup(='Automatic')

This service listens for connections from NetBackup servers in the network and when an authorized connection is made, starts the necessary NetBackup process to service the connection. If this service is found in any other status than started, an alert is raised and action is taken to try to automatically start the service.

NetBackup Legacy Network Service - Service(NetBackup Legacy Network Service) Status(<>'Started') Startup(='Automatic')

Listens for connections from NetBackup servers in the network and when an authorized connection is made, starts the necessary NetBackup process to service the connection. If this service is found in any other status than started, an alert is raised and action is taken to try to automatically start the service.

NetBackup Policy Execution Manager - Service(NetBackup Policy Execution Manager) Status(<>'Started') Startup(='Automatic')

The NetBackup Policy Execution Manager creates and cancels jobs based on the configured policies and images. If this service is found in any other status than started, an alert is raised and action is taken to try to automatically start the service.

**NetBackup Proxy Service - Service(NetBackup Proxy Service)
Status(<>'Started') Startup(='Automatic')**

This service executes the Open Storage (OST) calls on any host and returns the results to the proxy plugin, which returns them to the application. The proxy server (and plugin) provides a network connection between different servers to relay Open Storage calls. If this service is found in any other status than started, an alert is raised and action is taken to try to automatically start the service.

**NetBackup Relational Database Manager - Service(NetBackup Relational Database Manager) Status(<>'Started')
Startup(='Automatic')**

The NetBackup Relational Database Manager manages the NetBackup relational database. This service must be running on the NetBackup Enterprise Media Manager server during all normal NetBackup operations. If this service is found in any other status than started, an alert is raised and action is taken to try to automatically start the service.

**NetBackup Remote Manager and Monitor Service -
Service(NetBackup Remote Manager and Monitor Service)
Status(<>'Started') Startup(='Automatic')**

This service enables NetBackup to remotely manage and monitor resources on this system that are used for backup (or affected by backup activity). If this service is found in any other status than started, an alert is raised and action is taken to try to automatically start the service.

**NetBackup Request Daemon - Service(NetBackup Request Daemon)
Status(<>'Started') Startup(='Automatic')**

The Netbackup Remote Daemon processes requests from NetBackup clients and servers. This service also starts the NetBackup scheduler to perform automatically scheduled backups. It must be running on the NetBackup master server in order to perform any backups or restores.

**NetBackup Resource Broker - Service(NetBackup Resource Broker)
Status(<>'Started') Startup(='Automatic')**

The NetBackup Resource Broker allocates resources to jobs and queues requests for later allocation when the resources are not immediately available. If this service is found in any other status than started, an alert is raised and action is taken to try to automatically start the service.

NetBackup SAN Client Fibre Transport Service - Service(NetBackup SAN Client Fibre Transport Service) Status(<>'Started') Startup(='Automatic')

This service implements the client side of the Fibre Transport (FT) mechanism. The Client FT Service provides the means of opening and closing FT connections and connecting the Fibre Transport connections to bpbkar(32) and tar(32) shared memory for data transfers. If this service is found in any other status than started, an alert is raised and action is taken to try to automatically start the service.

NetBackup Service Layer - Service(NetBackup Service Layer) Status(<>'Started') Startup(='Automatic')

The NetBackup Service Layer is the gateway to NetBackup for user interfaces. If this service is found in any other status than started, an alert is raised and action is taken to try to automatically start the service.

NetBackup Service Monitor - Service(NetBackup Service Monitor) Status(<>'Started') Startup(='Automatic')

The NetBackup Service Monitor monitors the NetBackup services and when a service unexpectedly terminates, this service will attempt to restart the terminated service. If this service is found in any other status than started, an alert is raised and action is taken to try to automatically start the service.

NetBackup Storage Lifecycle Manager - Service(NetBackup Storage Lifecycle Manager) Status(<>'Started') Startup(='Automatic')

The NetBackup Storage Lifecycle Manager manages Storage Lifecycle operations and schedules duplication jobs. Monitors disk capacity on capacity managed volumes and removes older images when required. If this service is found in any other status than started, an alert is raised and action is taken to try to automatically start the service.

NetBackup Vault Manager - Service(NetBackup Vault Manager) Status(<>'Started') Startup(='Automatic')

The NetBackup Vault Manager manages the NetBackup Vault. This service must be running on the NetBackup Vault server during all NetBackup Vault operations. If this service is found in any other status than started, an alert is raised and action is taken to try to automatically start the service.

NetBackup Volume Manager - Service(NetBackup Volume Manager) Status(<>'Started') Startup(='Automatic')

The NetBackup Volume Manager acts as a proxy to nbemm for volume, global database and device allocator requests from pre-6.0 NetBackup servers. If this service is found in any other status than started, an alert is raised and action is taken to try to automatically start the service.

Halcyon Templates

The following system templates are available for use with Halcyon IBMi and Windows monitoring solutions:

- AIX
- AIX TEMENOS 24
- AIX VIOS
- HP DATA PROTECTOR
- IBM SERVICES MONITORING
iCLUSTER
- INFOR M3
- INFOR SYSTEM 21
- INFOR XA
- JD EDWARDS
- LINUX
- MAXAVA
- MISYS EQUATION
- MISYS MIDAS PLUS
- POWER HA
- QUICK EDD
- ROBOT HA
- SAP
- STAND GUARD ANTI VIRUS
- SYMANTEC BACKUP EXEC
- SYMANTEC NETBACKUP
- VISION iTERA
- VISION OMS/ODS REPLICATION
- WEBSphere MQ MONITORING
- WINDOWS

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