Backup Exec 2014 Management Pack for Microsoft SCOM

Management Pack for Microsoft SCOM
User Guide

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Management Pack for Microsoft Operations

This document includes the following topics:

Backup Exec Management Pack for System Center Operations Manager

Symantec Backup Exec for Windows Servers Management Pack allows System Center Operations Manager (SCOM) to monitor Backup Exec Alerts, Performance Monitor attributes, and Events. The Management Pack is available as a download from the Symantec Web Site.

The Backup Exec Management Pack monitors for the following items:

- Backup Exec services paused, stopped, and failed states

- Backup Exec job alerts

- Storage and media alerts

- Backup Exec Agent for Windows alerts

The Backup Exec Management Pack allows SCOM to monitor for Backup Exec alerts, Performance Monitor attributes, and events in the Windows event logs.

For each event, the management pack provides you with the following to assist in troubleshooting the issue:

- A detailed description of the error.

- A probable cause that details the most likely condition to create the error.

- A suggested resolution to assist in recovering from the error in a timely manner.

- A detailed description of the computer such as the computer name, an IP address, an installation path, and a build number.

To monitor Backup Exec, SCOM requires that port 1270 is available through the firewall. SCOM will encrypt the data and use TCP for transport. One Management Pack will monitor both the server and the client components of Backup Exec.

Supported Backup Exec versions

You can use this Management Pack to monitor following Backup Exec versions:

- Backup Exec 2010 and later

Supported System Center Operations Manager versions

Backup Exec 2014 Management Pack supports following versions of System Center Operations Manager:

- SCOM 2007 R2

- SCOM 2012 R2

Installing the Backup Exec Management Pack

You must download the Management Pack from the Symantec Web site before you can install it.

To install the Backup Exec Management Pack

1   Download the Management Pack from the Symantec Web site.

2   Start the System Center Operations Manager operations console.

See "Supported System Center Operations Manager versions" on page 3.

3   Click the **Administration** tab.

4   In the selection pane, under Actions, click **Import management packs**.

5   Click **Add**.

6   Click **Add from disk**.

7   Specify the path or browse to where the Backup Exec Management Pack file is located, and then click **Open**.

8   Click **Install**.

9   Review your selections, click **Close**.

Refer to your System Center Operations Manager documentation for additional information on importing management packs into the System Center Operations Manager.

Notification Groups

For information about adding operators to this notification group, refer to the appropriate SCOM documentation.

Backup and job monitoring rules

Backup and job monitoring rules for Backup Exec are located in the following folder: `Symantec Backup Exec`.

The following table details the Backup and Job Monitoring rules that are included with this Management Pack:

Table 1-1   Backup and job monitoring rules

Event ID	Rule	Alert Severity
57753	Backup Job Contains No Data	Informational
34338	Catalog Error	Error
57751	SDR Copy Failed	Error
57752	SDR Full Backup Success	Informational
34114	Job Cancellation	Warning
57755	Job Completed With Exceptions	Informational
34113	Job Failed	Error
57754	Job Failed (Test Run)	Error
57756	Job Start	Informational
34112	Job Success	Informational
33919	Job Warning	Warning

Backup and job monitoring performance rules

The following rules are available:

- Successful Jobs

- Failed Jobs

- Aborted Jobs

- In Use Skipped Objects

- Error Skipped Objects

- Corrupt Objects

- Failed Verify Objects

- Job Count

To set the threshold operational limits for the performance rules of Backup Exec, please refer to the System Center Operations Manager documentation. After you set the threshold limit for a particular performance rule, SCOM sends an alert using the Backup Exec Management Pack whenever the performance counter exceeds the set threshold value.

Storage and media monitoring rules

Storage and media monitoring rules for Backup Exec are located in the following folder: `Symantec Backup Exec`.

The following table details the storage and media monitoring rules included with this Management Pack.

Table 1-2   Storage and media monitoring rules

Event ID	Rule	Alert Severity
58053	Storage Error	Error
58055	Storage Information	Information
58054	Storage Warning	Warning
58064	Library Insert	Information
58057	Media Error	Error
58059	Media Information	Information
58061	Media Insert	Warning
58060	Media Intervention	Information
58062	Media Overwrite	Information
58063	Media Remove	Information
58058	Media Warning	Error
65314	Tape Alert Error	Critical Error
65312	Tape Alert Information	Warning
65313	Tape Alert Warning	Error

Storage and media monitoring performance rules

The following rules are available:

- Backup Device Wait Time
- Backup Mount Time

To set the threshold operational limits for the performance rules of Backup Exec, please refer to the System Center Operations Manager documentation. After you set the threshold limit for a particular performance rule, SCOM sends an alert using the Backup Exec Management Pack whenever the performance counter exceeds the set threshold value.

See

Agent for Windows monitoring rules

Agent for Windows monitoring rules for Backup Exec are located in the following folder: `Symantec Backup Exec`.

The following table details the Agent for Windows monitoring rules included with this Management Pack.

Table 1-3 Agent for Windows monitoring rules

Event ID	Rule	Alert Severity
58115	Invalid Operating System Version	Error
58116	Port Conflict	Error
58117	Port Listen Failed	Error
None	The Backup Exec Agent for Windows Service Entered a Stopped State	Error

Agent for Windows performance monitoring rules

The following rules are available:

- Acknowledged Message Count
- Acknowledged Message/Sec
- Active Message Count
- Active VSN Count
- Received Bytes Count
- Received Bytes/Sec
- Received Message Count

- Received Message/Sec

- Sent Bytes Count

- Sent Bytes/Sec

- Sent Message Count

- Sent Message/Sec

To set the threshold operational limits for the performance rules of Backup Exec, please refer to the System Center Operations Manager documentation. After you set the threshold limit for a particular performance rule, SCOM sends an alert using the Backup Exec Management Pack whenever the performance counter exceeds the set threshold value.

Server and service monitoring rules

Server and service monitoring rules for Backup Exec are located in the following folder: `Symantec Backup Exec`.

The following table details server and service monitoring rules included with this Management Pack.

Table 1-4   Server and service monitoring rules

Event ID	Rule	Alert Severity
57794	Backup Exec Name Service Failure	Error
57348	Database Maintenance Failure	Error
57347	Database Maintenance Information	Informational
57802	Failed to Initialize	Error
57803	Failed to Initialize Business Objects	Error
57798	Invalid Operating System Version	Error

Table 1-4 Server and service monitoring rules *(continued)*

Event ID	Rule	Alert Severity
57804	Schema Mismatch	Error
57796	Service Start	Informational
57797	Service Stop	Informational
34576	Software Update Information	Informational
None	The Backup Exec Agent Browser Service Entered a Stopped State	Error
None	The Backup Exec Device & Media Service Entered a Stopped State	Error
None	The Backup Exec Job Engine Service Entered a Stopped State	Error
None	The Backup Exec Naming Service Entered a Stopped State	Error
None	The Backup Exec Server Service Entered a Stopped State	Error
None	The Backup Exec Management Service entered a Stopped State	Error

Server and service performance monitoring rules

The following rules are available:

- Active Job Count
- Server Active Time

- Acknowledged Message Count

- Acknowledged Message/Sec

- Active Message Count

- Active VSN Count

- Received Bytes Count

- Received Bytes/Sec

- Received Message Count

- Received Message/Sec

- Sent Bytes Count

- Sent Bytes/Sec

- Sent Message Count

- Sent Message/Sec

To set the threshold operational limits for the performance rules of Backup Exec, please refer to the System Center Operations Manager documentation. After you set the threshold limit for a particular performance rule, SCOM sends an alert using the Backup Exec Management Pack whenever the performance counter exceeds the set threshold value.

See