

Tech Brief

Daily Tasks for Administrators

This tech brief describes the daily tasks that should be performed by an Actifio appliance administrator. Tasks include:

[Reviewing SNMP Traps](#) on page 1

[Using the Actifio Knowledge Base to Review Event Information](#) on page 2

[Creating and Viewing Support Cases](#) on page 5

[Reviewing Daily Report Manager Reports](#) on page 7

[Reviewing Job Failures Displayed on the Actifio Desktop Dashboard](#) on page 11

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Reviewing SNMP Traps

If you have an SNMP trap receiver configured from the Actifio Desktop, your Actifio appliance can send SNMP traps to the SNMP trap receiver in the appliance. Reviewing the SNMP trap receiver from the Actifio Desktop is the first place to look for critical issues.

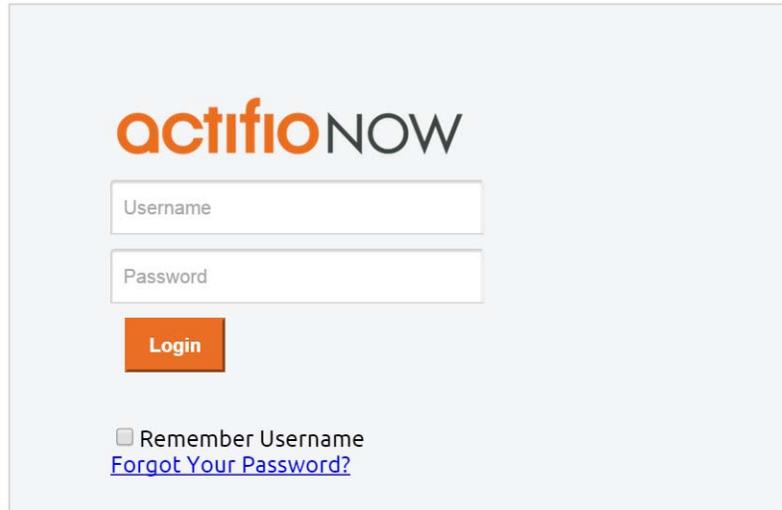
For details on how to configure SNMP traps from the Actifio Desktop, including the location of the Actifio MIB file, see the **Configuring Actifio Event Alerting** guide located in the Actifio Documentation Library or the ActifioNOW customer portal.

Actifio recommends that you review events trapped by your Actifio appliance. Pay particular attention to the “43901” series events, as they indicate a job failure. See [Using the Actifio Knowledge Base to Review Event Information](#) on page 2 for details.

Using the Actifio Knowledge Base to Review Event Information

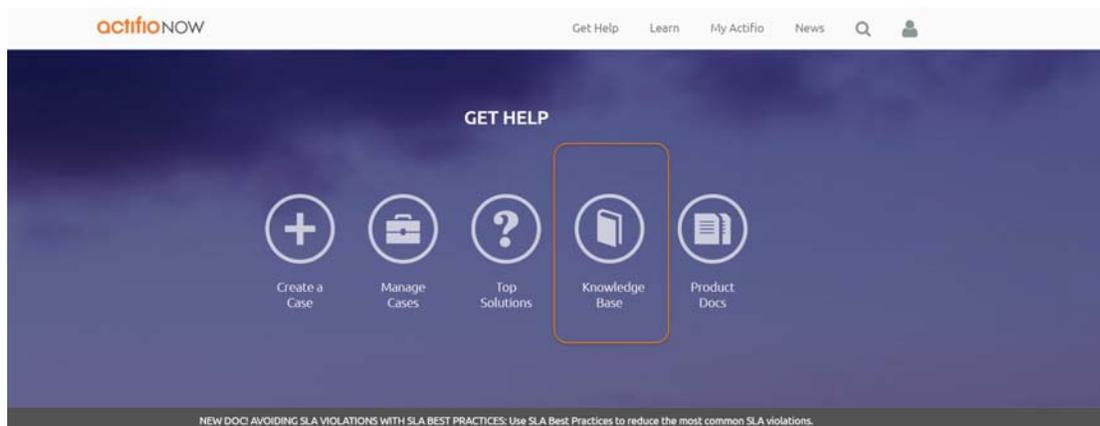
Search the Actifio Knowledge Base in the ActifioNOW customer portal for an event's meaning and resolution:

1. Go to: <https://now.actifio.com>
2. When prompted, enter the user name and password provided by your Actifio representative, then click **Log in**.

The image shows the login screen for the ActifioNOW portal. It features the 'actifioNOW' logo at the top. Below the logo are two input fields: 'Username' and 'Password'. Underneath these fields is an orange 'Login' button. At the bottom of the login area, there is a checkbox labeled 'Remember Username' and a blue link that says 'Forgot Your Password?'.

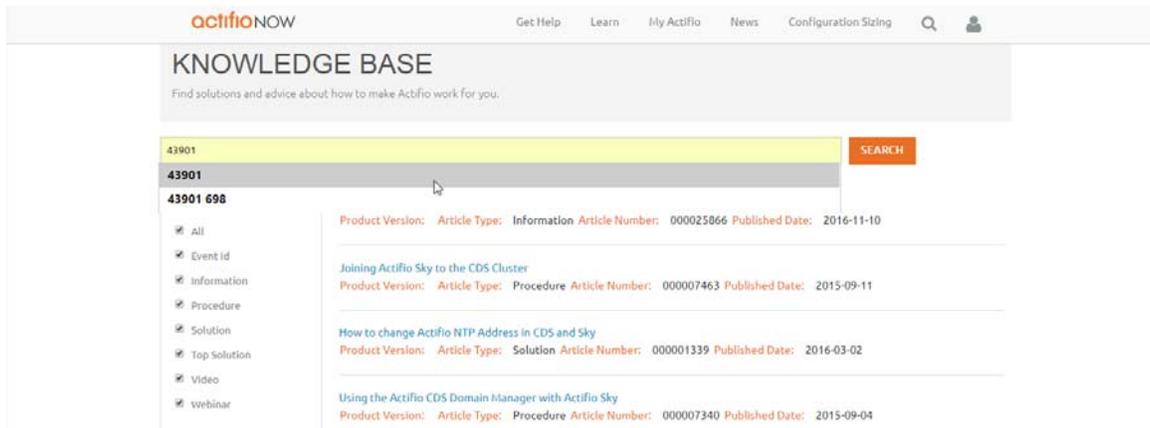
ActifioNOW Portal Login Screen

3. From the ActifioNOW portal, click **Get Help** in the banner at the top of the portal.
4. From the Get Help page, click **Knowledge Base**.



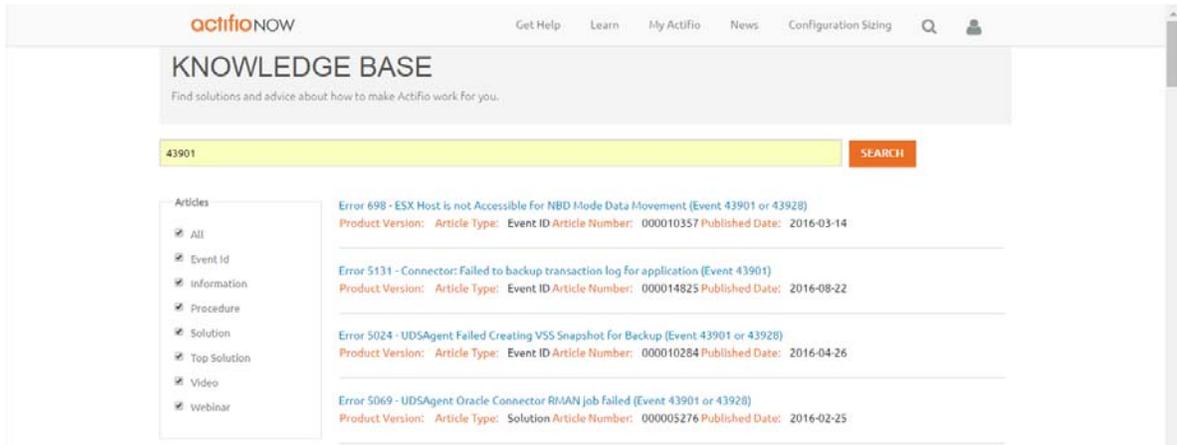
Get Help Page of the ActifioNOW Portal

5. From the Search Knowledge Base page, enter the event number and then press **Enter** on your keyboard.



Search Knowledge Base Page

Links to all relevant articles for the specified event number appear in the Search Knowledge Base page.



Summary of Search Results in the Search Knowledge Base Page

Note: In the left sidebar there are filters that you can use to limit the search results. If you get many results, deselect Articles of all types except Event ID.

- Review the selections, then click the link for the most relevant Knowledge Base article. Review the information outlined for the specified event number.

The screenshot shows a Knowledge Base article titled "Error 5131 - Connector: Failed to backup transaction log for application (Event 43901)". The article includes the following information:

- Event ID:** 43901
- Component:** CDS
- Event Type:** Error
- Event Message:** Connector: Failed to backup transaction log for application
- Problem:** Error Message

Error Message: A database backup fails to capture logs, and the following error is received:
Error 5131 - Connector: Failed to backup transaction log for application

Cause: This error is generated whenever a transaction log cannot be captured. There are many reasons that a transaction log backup may fail. The most common causes are:

- User provided does not have sufficient permissions
- Database in "Simple Mode"
- The log staging disk is full
- The SQL Log Backup Timeout has been exceeded

Resolution: There are several different reasons why this could happen, and resolution steps will accordingly be different. Here are the most common causes and the steps to address them. You will have to find the specific errors in the UDSAgent log.

Cause 1: Permissions Issues

Permissions issues generally follow a pattern. A user cannot access the database "Database name" as shown in the example log entry below. This could be because the specified user does not have the needed permissions, or because an incorrect password.

From the UDSAgent log:
2016-02-22 11:27:24.876 TRACE Worker_Thread_Job_0170012 Script execution output: Changed language setting to us_english. Msg 319, Level 14, State 1, Server DBTEST2, Line 1: The server principal "NT AUTHORITY\SYSTEM" is not able to access the database "ADAP" under the current security context. Msg 3019, Level 16, State 1, Server DBTEST2, Line 1: BACKUP LOG is terminating abnormally.

Confirm that the account in the message has permission to modify the listed database.

Cause 2: Database in Simple Mode

Consider an example UDSAgent log file entry shown below:
BACKUP LOG is not allowed while the recovery model is SIMPLE. Use BACKUP DATABASE or change the recovery model using ALTER DATABASE. Msg 3013, Level 16, State 1, Server SQL008-SEP\SQLEXP008, Line 1: BACKUP LOG is terminating abnormally.

When a SQL database is set to the SIMPLE recovery model, transaction log backups are not allowed. Only FULL backups can be done of these databases. All attempted transaction log backups will fail with a 5131 error. Please see the following article for more information.

A Sample Knowledge Base Entry for a Job Failure Event

Creating and Viewing Support Cases

If there are issues that you cannot resolve, open a support case from the ActifioNOW customer portal. Depending on the severity of the case, an Actifio support case may have already been auto-generated for you.

If you need to contact an Actifio support representative, you can call:

From anywhere: +1.315.261.7501

US Toll-Free: +1.855.392.6810

Australia: 0011 800-16165656

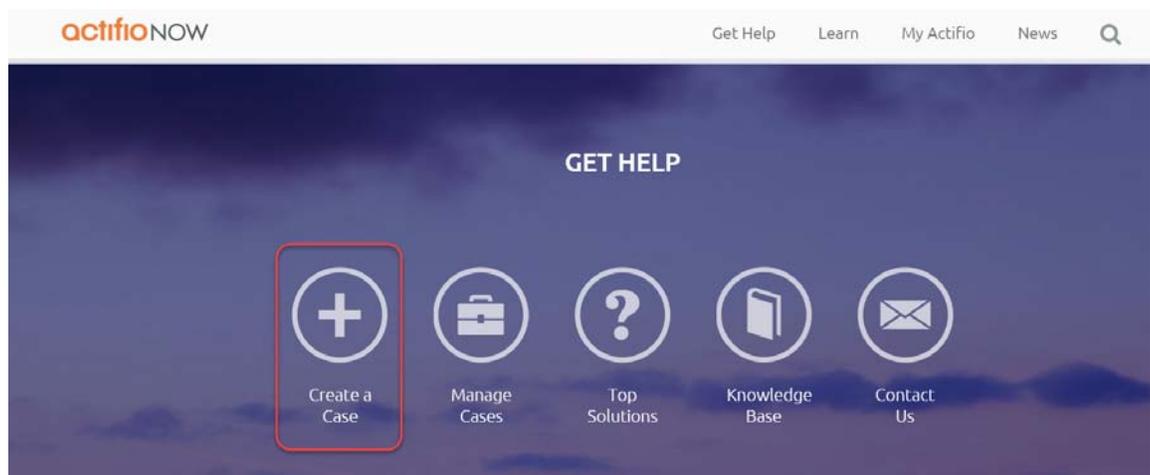
Germany: 00 800-16165656

New Zealand: 00 800-16165656

UK: 0 800-0155019

To log a case with Actifio Support and view case information related to an open case:

1. Log into the ActifioNOW customer portal at: <https://now.actifio.com/>.
2. From the ActifioNOW portal, click **Get Help** in the banner at the top of the portal.
3. From the Get Help page, click **Create a Case**.



- From the Create New Case page, fill in the form as required for the issue you are experiencing. Click **Submit Case** when you are done. Your case is created and sent to Actifio Support. You return to the Get Help page.

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CREATE NEW CASE

Case Reason
--None--

Appliance
- None -

Product Type
[Empty field]

Subject
[Empty field]

Please describe the issue
[Text area]

Business Impact
How is this issue impacting your business?
[Text area]

Severity

- Severe business disruption (Sev 1) ?
- Significant loss of Actifio functionality (Sev 2) ?
- Minor loss of Actifio functionality (Sev 3) ?
- Feature Request (Sev 4) ?

Attachments
Choose File | No file chosen

CANCEL **SUBMIT CASE**

- To review information about your case, or other existing cases, from the Get Help page, click **Manage Cases**. The Manage Cases page appears. You can also create a new case from the Manage Cases page.

MANAGE CASES

All Cases **CREATE NEW CASE**

| CASE # ▲ | SUBJECT | PRIORITY | STATUS | CONTACT NAME | ENGINEER | DATE OPENED | DATE CLOSED | LAST UPDATED |
|----------|---|----------|--------|--------------|---------------|--------------------|--------------------|--------------------|
| 00095782 | test case 3 | Sev 3 | Closed | Frank Grimes | Incident Mgmt | September 15, 2015 | September 15, 2015 | September 15, 2015 |
| 00093949 | Event Processor (Accenture LLP / mhstpcmbk211) – platform error 20002 | Sev 4 | Closed | Frank Grimes | Incident Mgmt | September 2, 2015 | September 2, 2015 | September 2, 2015 |
| 00062678 | Test 2 (Steve) | Sev 3 | Closed | | Daniel Jones | December 9, 2014 | December 9, 2014 | January 14, 2015 |
| 00061633 | Account Escalation Case | Sev 3 | Closed | | Dylan Locsin | November 18, 2014 | November 18, 2014 | September 10, 2015 |

Reviewing Daily Report Manager Reports

The optional Actifio Report Manager application can generate detailed reports on your Actifio appliance and the applications and data it manages.

For details on how to configure the Actifio Report Manager to automatically generate and deliver daily email reports, see the **Using the Report Manager** guide in the Actifio Documentation Library or the ActifioNOW customer portal.

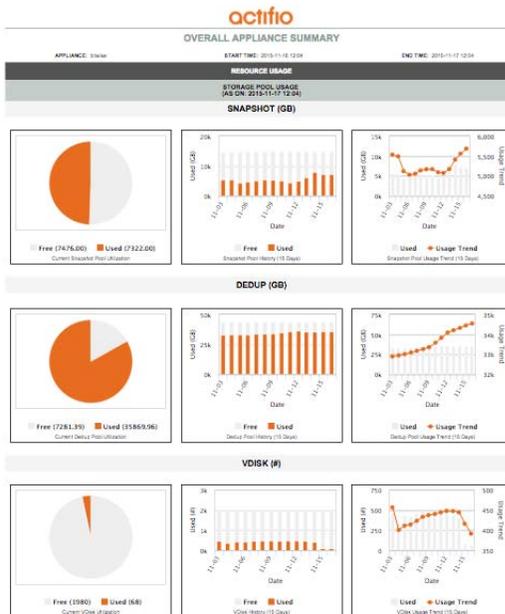
At a minimum, Actifio recommends that you review the following reports either manually or included in your daily email reports:

Overall Appliance Summary

This report shows daily overall status of an appliance. It is a combination of several sub-reports showing:

- The day-end utilization status of Primary, Dedup, and Snapshot pool along with their utilization history for the last one month, and Storage Pool and VDisk utilization and daily usage trend over last 15 days.
- Incoming and Outgoing and total bandwidth utilization over the last 24 hours along with the maximum and average bandwidth usage.
- Number (#) of total, successful, and failed jobs in the last 24 hours and last one week. Jobs are categorized in four major categories of Snapshot, Dedup, Replication, and Recovery.
- Protection operation efficiency summary of last 24 hours indicating total number of protection jobs run, total bytes handled and total time spent in those jobs. Protection operations are categorized in four major categories of Snapshot, Dedup, Replication, and Recovery.
- Error events in the last 24 hours.

The following is an example of a Overall Appliance Summary report as seen in the Actifio Report Manager. The email version of this report contains the same information but formatted differently.



Overall Appliance Summary Report

Failed Jobs By Application Report

In the Failed Jobs By Application report, review the messages associated with the application. This is a report on the failure status of different types of jobs that are run by Actifio appliance to execute the protection policies set for each protected applications. By exception, the details of only the failed jobs are reported.

The following is an example of a Failed Jobs By Application Report as seen in the Actifio Report Manager. The email version of this report will contain the same information but formatted differently.


FAILED JOBS BY APPLICATION

START TIME: 2015-09-10 19:13 END TIME: 2015-09-11 19:13

| | |
|------------------------------|---|
| APPLIANCE: clusterh7 | ORGANIZATION: Unassigned |
| APPLICATION TYPE: FileSystem | APPLICATION: /act/mnt/Job_0166372_mountpoin L_1440574360861 (rha770063616) |

FAILED JOB DETAILS

| JOB NAME | JOB TYPE | SLA | POLICY NAME | JOB FAILURE TIME | MESSAGE |
|-------------|----------|-------------|----------------------|------------------|--------------------------------------|
| Job_0153883 | snapshot | snap 3 mins | Production to Snap 1 | 2015-09-11 04:53 | Error: Application discovery failed. |
| Job_0153796 | snapshot | snap 3 mins | Production to Snap 1 | 2015-09-11 04:55 | Error: Application discovery failed. |
| Job_0154142 | snapshot | snap 3 mins | Production to Snap 1 | 2015-09-11 04:58 | Error: Application discovery failed. |
| Job_0154340 | snapshot | snap 3 mins | Production to Snap 1 | 2015-09-11 05:00 | Error: Application discovery failed. |
| Job_0154450 | snapshot | snap 3 mins | Production to Snap 1 | 2015-09-11 05:02 | Error: Application discovery failed. |
| Job_0154475 | snapshot | snap 3 mins | Production to Snap 1 | 2015-09-11 05:05 | Error: Application discovery failed. |

Failed Jobs By Application Report

A few causes for job failure can include:

- Host(s) down due to maintenance or other issues
- VMware host migrated to another vCenter
- Actifio Connector not running

SLA Violations Details Report

In the SLA Violations Details report, review the SLA Violations Reason column.

Note: To ensure reports show the most up-to-date information, schedule the Report Manager to collect data approximately 30 minutes after the SLA violation analysis is scheduled.

For details on how to configure the Actifio Report Manager to automatically generate and deliver daily email reports, see the **Using the Report Manager** guide in the Actifio Documentation Library or the ActifioNOW customer portal.

The following is an example of an SLA Violations Details report as seen in the Actifio Report Manager. The email version of this report will contain the same information but formatted differently.


SLA VIOLATION DETAILS

| APPLIANCE: Sky6250TB | | | | APPLICATION: / (NSTLPAR20) | | | | | | |
|----------------------|-----------|------------------|------------------|------------------------------|----------------------|----------|------------------|----------------|----------------|--|
| APPLIANCE | HOST NAME | APPLICATION NAME | APPLICATION TYPE | SLA | POLICY NAME | JOB TYPE | VIOLATION TIME | VIOLATION TYPE | REASON | |
| Sky6250TB | NSTLPAR20 | / | FileSystem | SnapDedup20min | Production to Snap 1 | snapshot | 2016-01-19 10:29 | scheduler off | unknown reason | |
| Sky6250TB | NSTLPAR20 | / | FileSystem | SnapDedup20min | Snapshot to Dedup 1 | dedup | 2016-01-19 10:29 | scheduler off | unknown reason | |

| APPLIANCE: Sky6250TB | | | | APPLICATION: / (rhel7) | | | | | | |
|----------------------|-----------|------------------|------------------|--------------------------|----------------------|----------|------------------|----------------|----------------|--|
| APPLIANCE | HOST NAME | APPLICATION NAME | APPLICATION TYPE | SLA | POLICY NAME | JOB TYPE | VIOLATION TIME | VIOLATION TYPE | REASON | |
| Sky6250TB | rhel7 | / | FileSystem | SnapDedup20min | Production to Snap 1 | snapshot | 2016-01-19 10:29 | not run | unknown reason | |
| Sky6250TB | rhel7 | / | FileSystem | SnapDedup20min | Snapshot to Dedup 1 | dedup | 2016-01-19 10:29 | not run | unknown reason | |

SLA Violations Details Report

SLA violations caused by failed jobs will list the specific problem in the Reason column.

SLA violations can also be caused by an overloaded Actifio appliance where some jobs are not run due to a lack of resources. For example:

- New applications were added and ingestion of new data is overloading the appliance.
- The rate of change on hosts/applications is very large and cause snapshot jobs to take longer than expected.
- The SLA window for Snapshot and Dedup (local/remote) jobs are too small.
- Dedup pool Garbage Collection job is running and competing with other jobs for system resources.

Job History Summary by Job Type

These reports detail historical information on job success and failure, sorted by application and job type. Every application is protected by executing a set of jobs (such as snapshot, Dedup, Dedup-Async, StreamSnap, expiration, and so on) depending on the protection policy set for the application. Depending on the execution frequency set in the protection policy, each type of job may run multiple times during a specified period of time. This report provides a success and failure summary for each job type for each application.

Compare the total number of successful jobs with the total number of jobs you expected to complete. A job that is hung in the running state will not be reported as an SLA violation.

The following is an example of a Job History Summary by Job Type report as seen in the Actifio Report Manager. The email version of this report will contain the same information but formatted differently.

Review this report to ensure:

- The expected number of jobs have completed successfully
- No jobs have failed



JOB HISTORY SUMMARY BY JOB TYPE

START TIME: 2015-09-10 19:20

END TIME: 2015-09-11 19:20

APPLIANCE: clusterh7

ORGANIZATION: Unassigned

APPLICATION TYPE: FileSystem

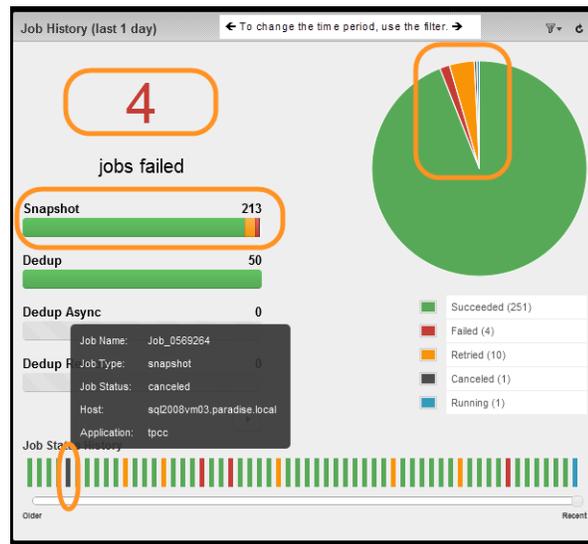
APPLICATION: / (sube 12)

| JOB TYPE | TOTAL JOBS (#) | SUCCESS JOBS (#) | JOBS SUCCEEDED (%) | FAILED JOBS (#) | JOBS FAILED (%) |
|----------|----------------|------------------|--------------------|-----------------|-----------------|
| dedup | 2 | 2 | 100 | 0 | 0 |
| snapshot | 2 | 2 | 100 | 0 | 0 |

Job History Summary by Job Type

Reviewing Job Failures Displayed on the Actifio Desktop Dashboard

The number of and information about job failures is displayed in the center of the Actifio Desktop Dashboard:



Number of Job Failures Displayed on Dashboard

Click on the number of job failures to display a list of failed jobs in the System Monitor service. For example:

The screenshot shows the 'System Monitor' window with a 'List of jobs' table. The table has columns for Job Name, Type, Priority, Status, Host, Application, Policy, Template, Start Time, and End Time. The following table represents the data shown in the screenshot:

| Job Name | Type | Priority | Status | Host | Application | Policy | Template | Start Time | End Time |
|--------------|-------------|----------|--------|------------|-------------|---------|-----------|--------------|--------------|
| Job_0010797 | directdedup | medium | failed | lon-kroll | lon-kroll | D-Daily | DedupOnly | Jun 21 14:32 | Jun 21 14:32 |
| Job_0010090c | directdedup | medium | failed | lon-kroll | lon-kroll | D-Daily | DedupOnly | Jun 21 05:24 | Jun 21 05:24 |
| Job_0010030c | snapshot | | failed | lon-linux1 | lon-linux1 | S-Daily | Bronze | Jun 21 03:24 | Jun 21 03:24 |
| Job_0010028c | snapshot | | failed | lon-vc1 | lon-vc1 | S-Daily | Bronze | Jun 21 03:24 | Jun 21 03:24 |

Job Failures Displayed in System Monitor Service

Double-click on a job entry to display detailed information about the entry.

For example:

Review the details of the entry and:

- o Ensure the application's host is running.
- o For virtual machines, verify the VM has not been migrated to another vCenter.
- o If applicable, verify that the Actifio Connector service is running.

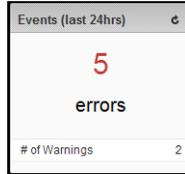
The screenshot shows the detailed view for a failed job entry 'Job_0113964S STREAMSNAP'. The status is 'FAILED'. The job details include: Job ID: 114088, Start Date: 2016-04-14 10:27:09, App Type: FileSystem, Host Name: 172.17.204.23, App Name: /, Template Name: StreamSnap, Policy Name: Production to Mirror 1, Priority: high, End Date: 2016-04-14 12:06:31, Duration: 01:39:21, Source Name: Error Code: 1025, and Error Message: Failed to communicate with the remote node.

You can learn more information about the most common job failures in the Actifio Knowledge Base. To research the knowledge base, see [Using the Actifio Knowledge Base to Review Event Information](#) on page 2.

If there are issues that you cannot resolve, you can contact Actifio Support or open a support case by following the procedure outlined in [Creating and Viewing Support Cases](#) on page 5.

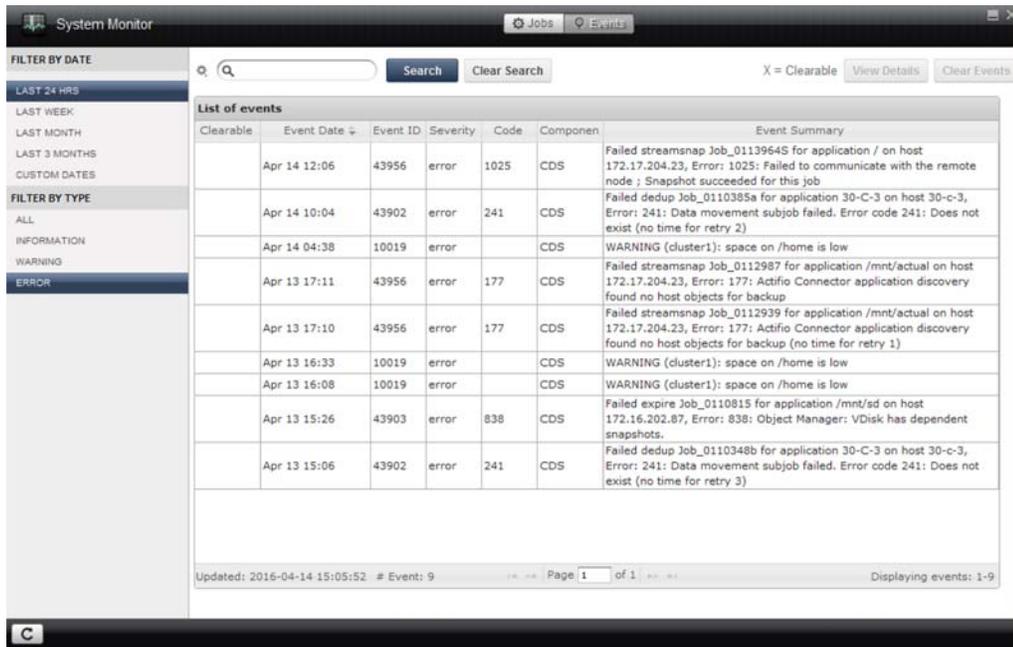
Reviewing Errors and Warnings Displayed on the Actifio Desktop Dashboard

The number of errors and warnings encountered by an Actifio appliance are displayed in the upper right-hand corner of the Actifio Dashboard:



Number of Errors and Warnings Displayed in Actifio Dashboard

Click on the number of errors or warnings to display a list of the errors or warning in the System Monitor service. For example:



Errors Displayed in System Monitor Service

Double-click on an error entry to display detailed information about the error. You can learn more information about the most common errors in the Actifio Knowledge Base. To research the knowledge base, see [Using the Actifio Knowledge Base to Review Event Information](#) on page 2.

If there are issues that you cannot resolve, you can contact Actifio Support or open a support case by following the procedure outlined in [Creating and Viewing Support Cases](#) on page 5.

Reviewing the System Health Monitor in the Actifio Desktop Dashboard

The high-level status of your Actifio appliance is displayed in the System Health Monitor on the right-hand side of the Actifio Dashboard:



System Health Monitor in Desktop Dashboard

The System Health Monitor provides an overview of resource usage and system health.

- **Disk Usage:** Current percent utilization of the default pools (Snapshot, Primary, and Dedup pools). Clicking the Snapshot Pool, Primary Pool, or Dedup Pool label displays the associated pool window in the Domain Manager. If you do not have access to Snapshot Pool, Primary Pool, or Dedup Pool information, then you see no values in Disk Usage.
- **Hardware:** Status of storage resources and VDisk utilization.
- **Software:** Status of local snapshot, local dedup, and remote protection.
- **Image Preservation:** Status of all preserved snapshot images and preserved dedup images.
- **Dedup Stats:** Status of the load on the dedup engine. Clicking the Dedup Utilization label displays the System Load Info window under Diagnostics in the Domain Manager.

If you mouse over an entry in the System Health Monitor, definitions for the various color coded status indicators are displayed. The following sections detail the five components of the System Health Monitor:

[Disk Usage](#)

[Hardware](#)

[Software](#)

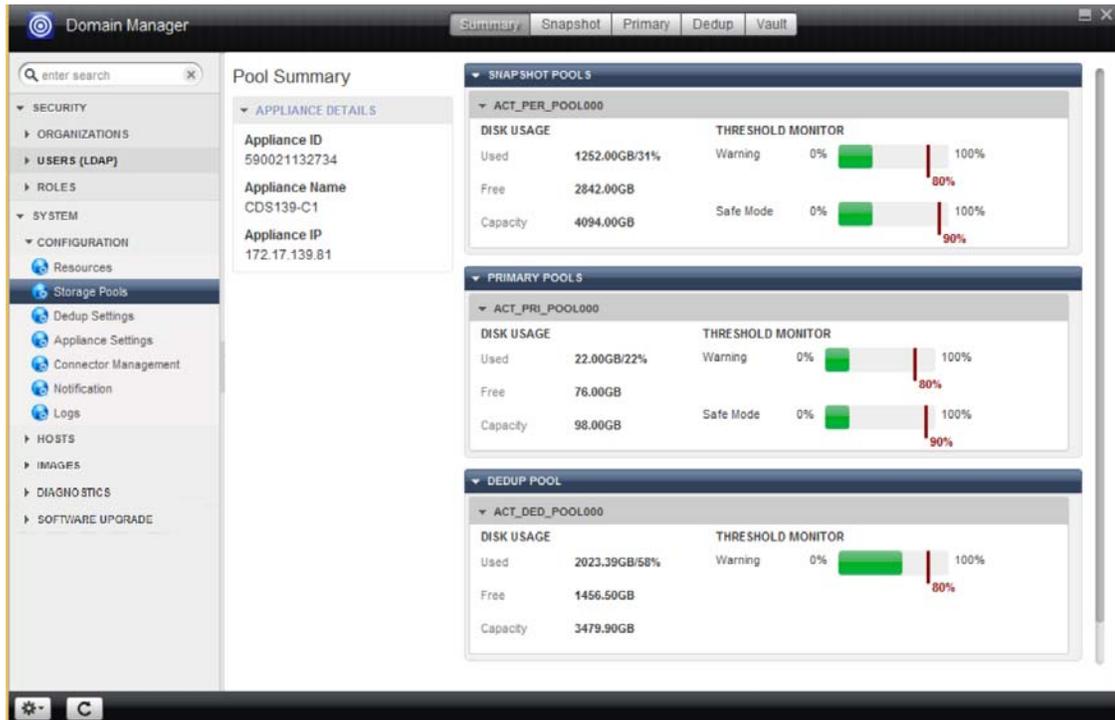
[Image Preservation](#)

[Dedup Stats](#)

Disk Usage

If the System Health Monitor shows a Disk Usage pool as YELLOW or RED:

1. Click on the pool and the Domain Manager's Storage Pools page is displayed.
2. If possible, add more disks to the pool. See **Configuring Resources and Settings With the Domain Manager** in the Actifio Documentation Library or the ActifioNOW customer portal for instructions.
3. Contact Actifio Support if more disks cannot be added.



Checking Disk Usage

Hardware

- If the System Health Monitor's Hardware Storage section displays YELLOW or RED, ensure storage is online.
- If VDisk utilization is RED, the VDisk count has exceeded its limit and corrective action is necessary
 - o Unmount active images
 - o Expire old backups from snapshot pool

See **Configuring Resources and Settings With the Domain Manager** in the Actifio Documentation Library or the ActifioNOW customer portal for instructions.

Software

- If Local Snapshot or Dedup is RED, contact Actifio Support.
- If Local Dedup is YELLOW, the Actifio CDS SSDs are not in an optimal state, contact Actifio Support.
- If Remote Protection is YELLOW or RED, determine if communication between Actifio appliances has been disrupted or changed.
- If there are issues that you cannot resolve, you can contact Actifio Support or open a support case by following the procedure outlined in [Creating and Viewing Support Cases](#) on page 5.

Image Preservation

- If Image Preservation is YELLOW, at least one dedup image is being preserved beyond expiration but no images are more than 7 days beyond expiration.
- If Image Preservation is RED, at least one dedup image is being preserved beyond expiration and at least one image is more than 7 days beyond expiration.
- If Image Preservation is GRAY, Image Preservation mode is not enabled.

See ***Configuring Resources and Settings With the Domain Manager*** in the Actifio Documentation Library or the ActifioNOW customer portal for instructions on using Image Preservation mode.

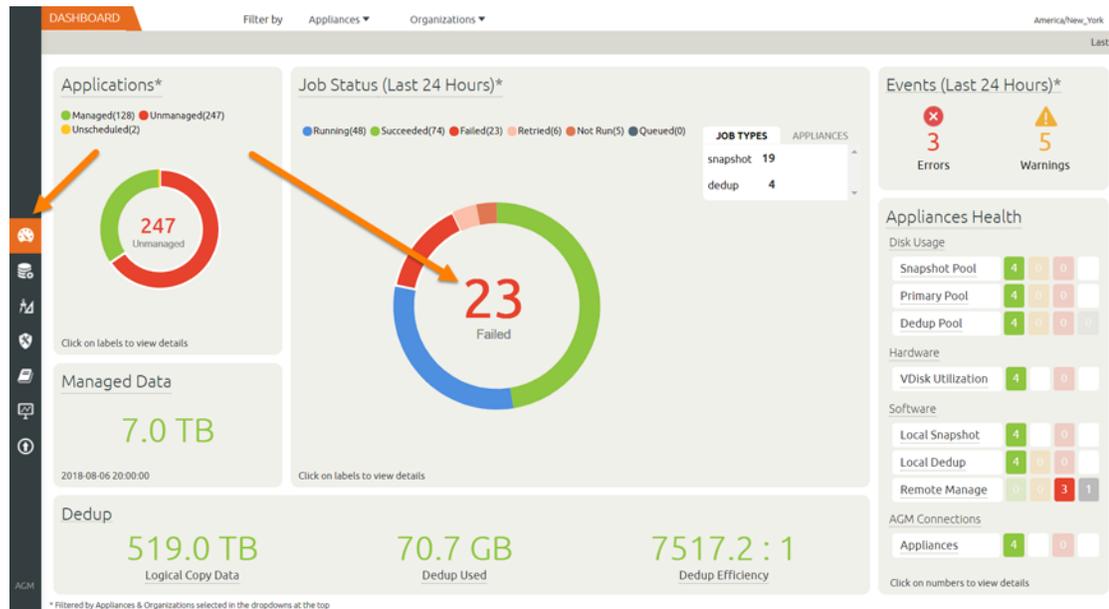
Dedup Stats

Clicking the **Dedup Utilization** label displays the System Load Info window in the Diagnostics section of the Domain Manager. The System Load window displays statistics related to the system-related load on the dedup engine in your Actifio appliance. This information is intended to help you better determine the load on the Actifio appliance as well as the slot utilization demands on the dedup engine, and also for you to be able to make an informed decision as to whether you should continue to ingest additional applications based on the system load analysis.

See ***Configuring Resources and Settings With the Domain Manager*** in the Actifio Documentation Library or the ActifioNOW customer portal for information on the fields in the System Load Info window.

Reviewing Job Failures Displayed on the AGM Dashboard

The number of and information about job failures is displayed in the center of the AGM Dashboard:



Number of Job Failures Displayed on Dashboard

Click on the number of job failures to display a list of failed jobs in the System Monitor service. For example:

The screenshot shows the System Monitor service with a list of failed jobs. The table below represents the data shown in the screenshot:

| JOB | STATUS | HOST | APPLIC... | APPLIA... | QUEUED | STARTED | ENDED | TYPE | TEMPLA... | POLICY | PRIORITY | TRANSP... |
|------------|-----------------------------|--------|-----------|------------|-------------|-------------|-------|----------|-------------|-------------|----------|-----------|
| Job_051... | Failed Error Code: 21075 | virt_9 | virt_9 | decepti... | 08-07 13... | 08-07 13... | | snapshot | Dedupas... | Producti... | medium | Block |
| Job_051... | Failed Error Code: 21009 | virt_8 | virt_8 | decepti... | 08-07 13... | 08-07 13... | | dedup | Virtapps... | Dedups10 | medium | Block |
| Job_051... | Failed Error Code: 21009 | virt_7 | virt_7 | decepti... | 08-07 13... | 08-07 13... | | dedup | Virtapps... | Dedups10 | medium | Block |
| Job_051... | Failed Error Code: 21009 | virt_6 | virt_6 | decepti... | 08-07 13... | 08-07 13... | | dedup | Virtapps... | Dedups10 | medium | Block |

Job Failures Displayed in System Monitor Service

Double-click on a job entry to display detailed information about the entry.

Review the details of the entry and:

- o Ensure the application's host is running.
- o For virtual machines, verify the VM has not been migrated to another vCenter.
- o If applicable, verify that the Actifio Connector service is running.

You can learn more information about the most common job failures in the Actifio Knowledge Base. To research the knowledge base, see [Using the Actifio Knowledge Base to Review Event Information](#) on page 2.

If there are issues that you cannot resolve, you can contact Actifio Support or open a support case by following the procedure outlined in [Creating and Viewing Support Cases](#) on page 5.

The screenshot shows the detailed information for a specific job failure (Job_0519962 Details):

| PROPERTY | VALUE |
|------------------|------------------------|
| ID | Job_0519962_1415050203 |
| PROGRESS | 4% |
| APPLIANCE | deception2 |
| POLICY NAME | Dedups10 |
| PRIORITY | medium |
| JOB TYPE | dedup |
| STATUS | Failed |
| HOST NAME | virt_8 |
| TEMPLATE NAME | Virtapps_misfire |
| APPLICATION NAME | virt_8 |

Reviewing Errors and Warnings Displayed on the AGM Dashboard

The number of errors and warnings encountered by an Actifio appliance are displayed in the upper right-hand corner of the Dashboard:



Number of Errors and Warnings Displayed in Actifio Dashboard

Click on the number of errors or warnings to display a list of the errors or warning in the System Monitor service. For example:

The screenshot shows the 'SYSTEM MONITOR' interface with the 'Events' tab selected. The left sidebar contains filter options for MESSAGE, EVENT DATE (with 'Past Day' selected), REQUIRES CLEARING, and SEVERITY (with 'Error' selected). The main area displays a table of events with columns for EVENT ID, MESSAGE, APPLIANCE, COMPONENT, EVENT DATE, REQUIRES C..., and SEVERITY. Three error events are listed, all with SEVERITY 'Error'.

| EVENT ID | MESSAGE | APPLIANCE | COMPONENT | EVENT DATE | REQUIRES C... | SEVERITY |
|----------|--|-------------|-----------|----------------|---------------|----------|
| 43901 | Failed snapshot Job_0312464 for application orclbdb on host oel7.3-vmp2, ... | APS.Sky1-41 | CDS | 08-07 07:00:53 | No | Error |
| 43901 | Failed snapshot Job_0312143c for application orclbdb on host oel7.3-vmp2... | APS.Sky1-41 | CDS | 08-07 02:27:53 | No | Error |
| 43901 | Failed snapshot Job_0311820c for application orclbdb on host oel7.3-vmp2... | APS.Sky1-41 | CDS | 08-06 20:27:37 | No | Error |

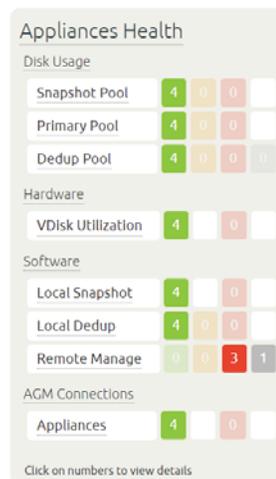
Errors Displayed in System Monitor Service

Double-click on an error entry to display detailed information about the error. You can learn more information about the most common errors in the Actifio Knowledge Base. To research the knowledge base, see [Using the Actifio Knowledge Base to Review Event Information](#) on page 2.

If there are issues that you cannot resolve, you can contact Actifio Support or open a support case by following the procedure outlined in [Creating and Viewing Support Cases](#) on page 5.

Reviewing the Appliances Health Monitor in the AGM Dashboard

The high-level status of your managed Actifio appliances is displayed in the Appliances Health Monitor on the right-hand side of the Dashboard:



Appliances Health Monitor in AGM Dashboard

The Appliances Health Monitor provides an overview of resource usage and system health.

- **Disk Usage:** Current percent utilization of the default pools (Snapshot, Primary, and Dedup pools). Clicking the Snapshot Pool, Primary Pool, or Dedup Pool label displays the associated pool window in the Domain Manager. If you do not have access to Snapshot Pool, Primary Pool, or Dedup Pool information, then you see no values in Disk Usage.
- **Hardware:** Status of storage resources and VDisk utilization.
- **Software:** Status of local snapshot, local dedup, and remote protection.
- **AGM Connections:** Status of connections to each managed Actifio appliance.

Note: Image Preservation and Dedup Stats are available only from the Actifio Desktop of each managed appliance.

If you mouse over an entry in the System Health Monitor, definitions for the various color coded status indicators are displayed. The following sections detail the five components of the System Health Monitor:

[Disk Usage](#)

[Hardware](#)

[Software](#)

[Image Preservation](#)

Disk Usage

If the System Health Monitor shows a Disk Usage pool as YELLOW or RED:

1. Click on the pool and the Domain Manager's Storage Pools page is displayed.
2. If possible, add more disks to the pool. See **Configuring Resources and Settings With the Domain Manager** in the Actifio Documentation Library or the ActifioNOW customer portal for instructions.
3. Contact Actifio Support if more disks cannot be added.

| Name | Type | Appliance | Warning | Safe | % Used | Free | Usage |
|-----------------|----------|-------------|---------|------|--------|-----------|-------|
| act_per_pool000 | Snapshot | decepticon2 | 80 | 90 | | 99.50 GB | |
| act_per_pool000 | Snapshot | bigcats | 80 | 90 | | 99.50 GB | |
| act_per_pool000 | Snapshot | powerkill | 80 | 90 | | 99.50 GB | |
| act_per_pool000 | Snapshot | APS.Sky1-41 | 80 | 90 | 1.9 | 997.00 GB | 19. |

Checking Disk Usage

Hardware

- If the System Health Monitor Hardware Storage section displays YELLOW or RED, ensure storage is online.
- If VDisk utilization is RED, the VDisk count has exceeded its limit and corrective action is necessary: unmount unneeded active images and expire old images from snapshot pool. The AGM online help has instructions.

Software

- If Local Snapshot or Dedup is RED, contact Actifio Support.
- If Local Dedup is YELLOW, the Actifio CDS SSDs are not in an optimal state, contact Actifio Support.
- If Remote Manage is YELLOW or RED, determine if communication between Actifio appliances has been disrupted or changed.
- If there are issues that you cannot resolve, you can contact Actifio Support or open a support case by following the procedure outlined in [Creating and Viewing Support Cases](#) on page 5.

AGM Connections

If any AGM connections are RED or YELLOW, then click on the red or yellow square to see in the Domain Manager which managed appliances have issues.

| Appliance ID | Name | Stale | IP | Synchronized | Version |
|--------------|-------------|-------|----------------|---------------------|------------------|
| 1415050203 | decepticon2 | false | 172.16.122.187 | 2018-08-07 15:04:27 | 7.1 (7.1.4.331) |
| 1415069575 | bigcats | false | 172.16.122.186 | 2018-08-07 15:04:26 | 7.1 (7.1.3.268) |
| 1415071315 | powerkill | false | 172.16.122.185 | 2018-08-07 15:04:27 | 7.1 (7.1.2.195) |
| 1415038267 | APS.Sky1-41 | false | 172.16.122.41 | 2018-08-07 15:04:26 | 8.0 (8.0.0.1231) |

Checking AGM Connections

