
Using the System Monitor to Monitor Jobs and Events

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Preface

This guide provides step-by-step instructions on how to use the Actifio Desktop System Monitor. It assumes you have read **Getting Started with Actifio Copy Data Management**, are familiar with the components of the Actifio Desktop, and have a grasp of the basic concepts associated with an Actifio appliance.

Your Actifio appliance's Documentation Library contains detailed, step-by-step, application-specific instructions on how to protect and access your data. Each guide is in PDF format and may be viewed online, downloaded, or printed on demand. The following guides will be of particular interest:

- ***Configuring Resources and Settings With the Domain Manager***
- ***Setting Up Users and Roles With the Domain Manager***
- ***Connecting Hosts to Actifio Appliances***
- ***Planning and Developing Service Level Agreements***
- ***Virtualizing and Protecting Copy Data with the Application Manager***
- ***Replicating Data Using Actifio Appliances***

Actifio Appliances

Unless otherwise specified, all features and functions described in this document apply to all Actifio appliances.

The ActifioNOW Customer Portal

During the configuration and initialization of your Actifio appliance your Actifio representative provided you with a user name and password for the ActifioNOW customer portal.

From the ActifioNOW customer portal you can obtain detailed reports about your Actifio appliance, access the Actifio product documentation, including release notes, and search the knowledge base for answers to specific questions.

To log into the ActifioNOW customer portal:

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

Actifio Support Centers

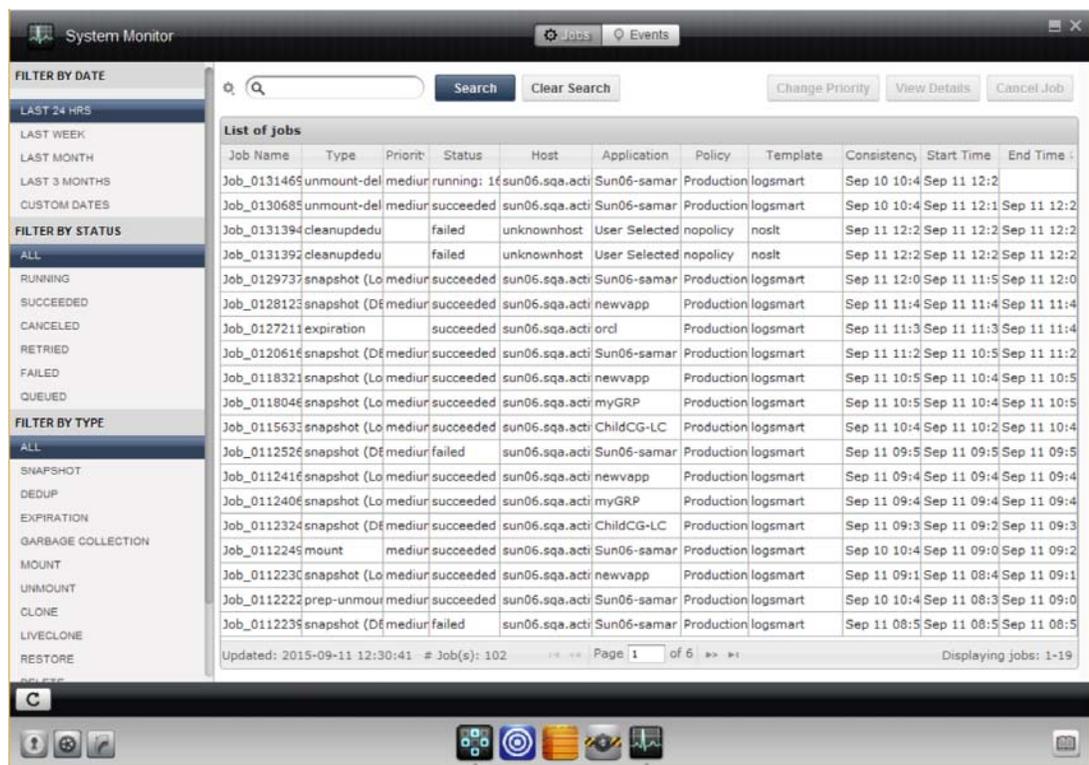
To contact an Actifio support representative, you can:

- Send email to: support@actifio.com
- 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

1 Using the System Monitor

Use the Actifio Desktop System Monitor to monitor jobs and events from the Actifio CDS or Sky appliance that you are logged into.

- You can monitor jobs, including canceling active jobs or changing the job priority of an active job, as detailed in [Chapter 2, Monitoring Jobs](#).
- You can view events (real-time information/warning/error notifications raised by the Actifio appliance) as described in [Chapter 3, Monitoring Events](#).

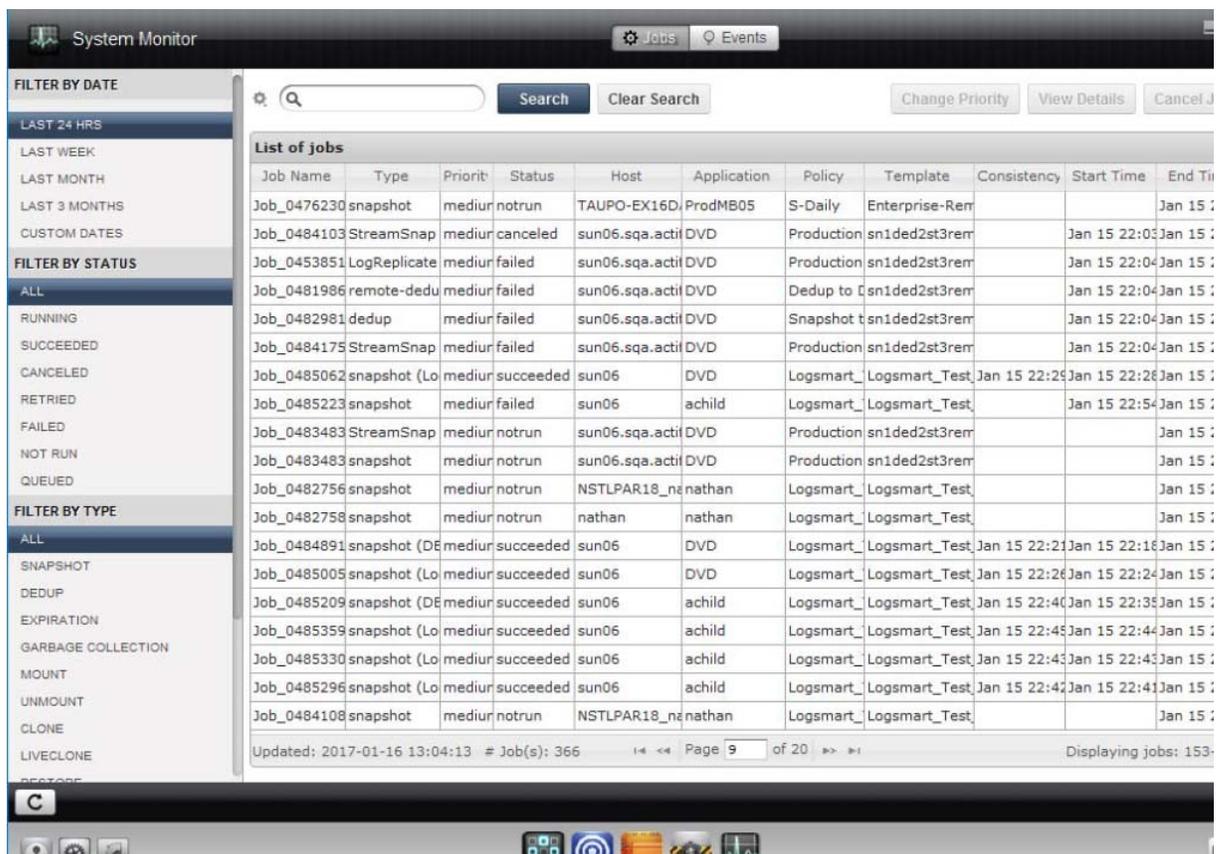


The System Monitor

2 Monitoring Jobs

The System Monitor offers a variety of services for monitoring jobs:

- [Job Types](#) on page 4
- [Job Status](#) on page 6
- [Viewing All Jobs](#) on page 7
- [Viewing the Details of a Job](#) on page 8
- [Filtering the Jobs View](#) on page 12
- [Canceling a Running Job](#) on page 12



Monitoring Jobs - Note the Job Types and Statuses

Job Types

The Actifio appliance protects and accesses data through these types of jobs:

Job Type	Label in System Monitor	What This Job Type Does
Clone	clone	Creates a regular Clone image.
Dedup	dedup directdedup	Deduplicates a snapshot image from the Snapshot Pool to the Dedup Pool. Deduplicates an image of a production application to the Dedup Pool.
Dedup-Async	dedupasync	Creates/refreshes a failover-ready Dedup-Async image on a remote appliance.
Delete	delete	Deletes an image that was already unmounted from the host.
Expiration	expiration	Snapshot: Deletes an image. Dedup: Marks an image to be deleted when GC runs.
Garbage Collection	gc	Identifies, clears, and consolidates Dedup Pool space occupied by expired images.
LiveClone	liveclone refreshliveclone	Creates a LiveClone image. Refreshes a LiveClone image with current data.
Log Replicate	logreplicate	Uses StreamSnap technology to perform the replication between the local and remote Actifio appliances, meaning the log replication goes directly from the snapshot pool on the local appliance to the snapshot pool on the remote appliance.
Mount	mount prep-mount	Mounts an image to a selected host. Mounts an image ready for processing to a selected host.
Provision	provision	Driven by an Actifio Workflow. This job is the initial provisioning of a work environment with captured data. Provisioning is done on a schedule or on demand. Provisioned data can be in the form of a virtual application, LiveClone, or a LiveClone that has been scrubbed for sensitive data.
Remote	remote-dedup	Copies a deduplicated image to a remote system.
Reprovision	reprovision	Driven by an Actifio Workflow. As the name implies, this job re-provisions an existing work environment with captured data. Re-provisioning is done on a schedule or on demand. Re-provisioned data can be in the form of a virtual application, LiveClone, or a LiveClone that has been scrubbed for sensitive data.
Restore	restore	Replaces production data with a selected backup image.
Snapshot	snapshot	Takes a point-in-time image of the application or VM.

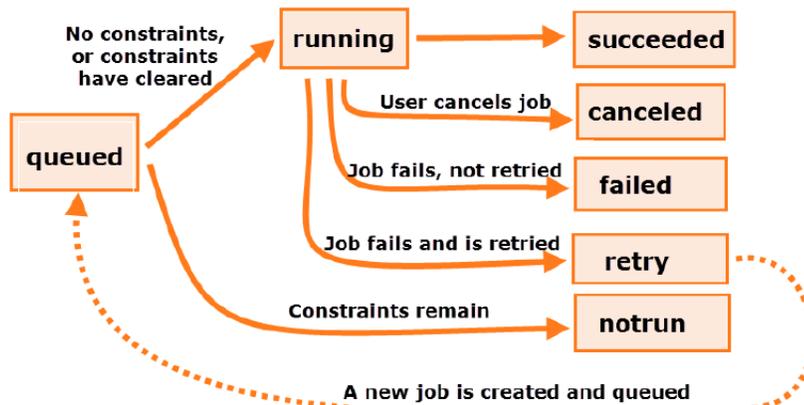
Job Type	Label in System Monitor	What This Job Type Does
StreamSnap	streamsnap	<p>Creates/refreshes a failover-ready StreamSnap image on a remote appliance.</p> <hr/> <p>Note: A StreamSnap replication job is also tied to a specific Snapshot policy. It uses the schedule and frequency settings of Snapshot policy when performing replication.</p> <hr/>
Unmount	unmount	Removes the image from the host and optionally deletes it.
OnVault	onvault	Transfers snapshot images to storage defined by an Actifio OnVault Pool.
Verification	verification	<p>Used for validating data in your dedup image. Based on the selection you make (newest/oldest/random), the Actifio appliance picks that dedup image from the list of completed dedup jobs for the application this policy is applied to and runs a verification. It can be run on-schedule or on-demand.</p> <hr/> <p>Note: An Image Verification dedup policy setting has a dramatic impact on system performance and should only be used when recommended by your Actifio representative.</p> <hr/>

Job Status

At any time, a job can have one of seven statuses:

Job Statuses

Status	Meaning
canceled	The job was canceled by a user.
failed	The job failed to run to completion within the SLA period. In case of job failure, an event is created with information about the job failure. If there is time in the SLA period, the original job becomes retry and an identical new job is queued .
notrun	The job could not run during its SLA period due to some constraint, for example the scheduler is disabled, destination pool is full, source image is missing or unsuitable, connectivity issue, GC is running, no available job slots, etc.
queued	When a policy requires a job to be run, a job is created with a status of queued . If no constraints are present, it goes into the running state. If constraints prevent it from running, then it remains queued. If the constraints continue to be present until it is time to run the next instance of the same policy, the job is given notrun status, and a new job instance with the same Job ID and a letter appended to it is added in the queued state.
retry	The job did not complete. The job goes into the retry state. If there is time in the SLA period, the original job becomes retry and a new job instance with the same Job ID and a letter appended to it is queued . There can be three retry attempts, at 4, 16, and 64 minutes after each job fails. When the SLA time runs out or if another instance of the job begins, the original job is failed and any retry jobs (with a, b, and c added to the Job ID) stay as retry .
running	The job is currently being processed. Its percent completion is indicated in the status.
succeeded	The job has completed successfully according to the SLA that invoked it.



States of a Job

States of a Job

Viewing All Jobs

To view jobs sorted by date, status, or type:

1. Open the Actifio Desktop to the **System Monitor, Jobs** tab. A list of jobs appears in the display pane.
2. Select filters from the navigation pane. You can filter by date of job, job status, or type of job.

Note: See [Job Types](#) on page 4 for a summary of the different job types supported by an Actifio appliance.

The screenshot shows the Actifio System Monitor interface. The top navigation bar has 'Jobs' and 'Events' tabs, with 'Jobs' selected. The left navigation pane has three filter sections: 'FILTER BY DATE' (with options like LAST 24 HRS, LAST WEEK, LAST MONTH, LAST 3 MONTHS, CUSTOM DATES), 'FILTER BY STATUS' (with options like ALL, RUNNING, SUCCEEDED, CANCELED, RETRIED, FAILED, QUEUED), and 'FILTER BY TYPE' (with options like ALL, SNAPSHOT, DEDUP, EXPIRATION, GARBAGE COLLECTION, MOUNT, UNMOUNT, CLONE, LIVECLONE, RESTORE). The main area shows a 'List of jobs' table with columns: Job Name, Type, Priority, Status, Host, Application, Policy, Template, Consistency, Start Time, and End Time. The table contains 19 rows of job data. At the bottom, there is a status bar showing 'Updated: 2015-09-11 12:30:41 # Job(s): 102' and 'Page 1 of 6'.

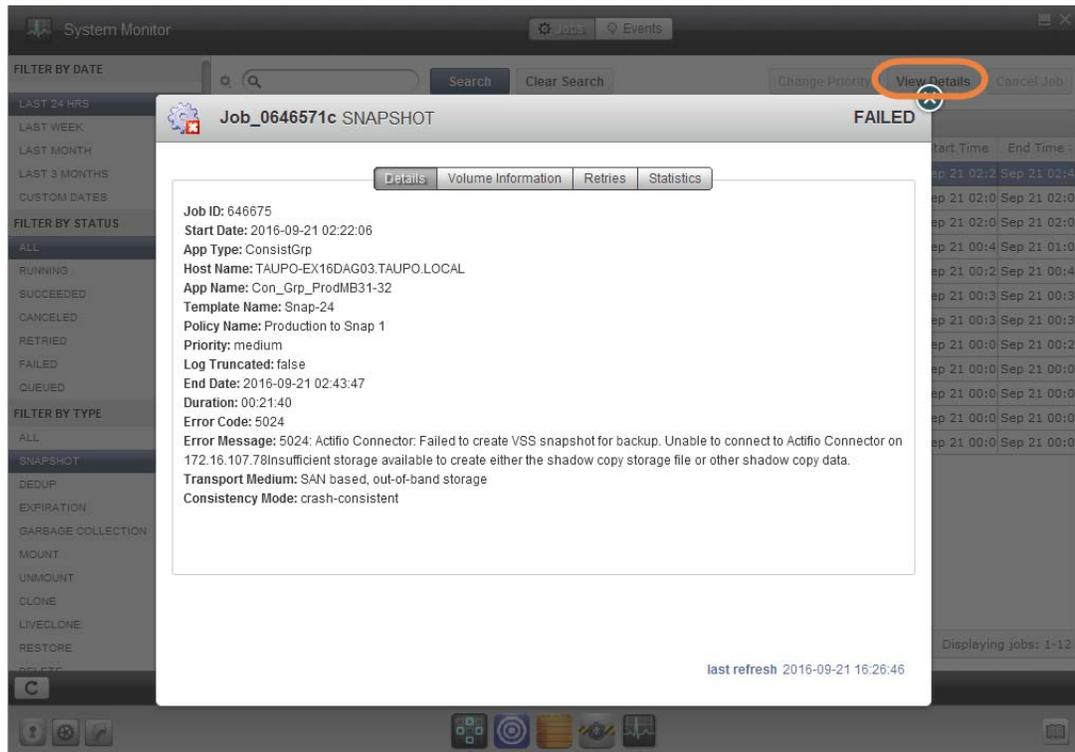
Job Name	Type	Priority	Status	Host	Application	Policy	Template	Consistency	Start Time	End Time
Job_0131469	unmount-del	mediu	running: 16	sun06.sqa.acti	Sun06-samar	Production	logsmart	Sep 10 10:4	Sep 11 12:2	
Job_0130685	unmount-del	mediu	succeeded	sun06.sqa.acti	Sun06-samar	Production	logsmart	Sep 10 10:4	Sep 11 12:1	Sep 11 12:2
Job_0131394	cleanupdedu		failed	unknownhost	User Selected	nopolicy	nosit	Sep 11 12:2	Sep 11 12:2	Sep 11 12:2
Job_0131392	cleanupdedu		failed	unknownhost	User Selected	nopolicy	nosit	Sep 11 12:2	Sep 11 12:2	Sep 11 12:2
Job_0129737	snapshot (Lo	mediu	succeeded	sun06.sqa.acti	Sun06-samar	Production	logsmart	Sep 11 12:0	Sep 11 11:5	Sep 11 12:0
Job_0128123	snapshot (DE	mediu	succeeded	sun06.sqa.acti	newvapp	Production	logsmart	Sep 11 11:4	Sep 11 11:4	Sep 11 11:4
Job_0127211	expiration		succeeded	sun06.sqa.acti	orcl	Production	logsmart	Sep 11 11:3	Sep 11 11:3	Sep 11 11:4
Job_0120616	snapshot (DE	mediu	succeeded	sun06.sqa.acti	Sun06-samar	Production	logsmart	Sep 11 11:2	Sep 11 10:5	Sep 11 11:2
Job_0118321	snapshot (Lo	mediu	succeeded	sun06.sqa.acti	newvapp	Production	logsmart	Sep 11 10:5	Sep 11 10:4	Sep 11 10:5
Job_0118046	snapshot (Lo	mediu	succeeded	sun06.sqa.acti	myGRP	Production	logsmart	Sep 11 10:5	Sep 11 10:4	Sep 11 10:5
Job_0115633	snapshot (Lo	mediu	succeeded	sun06.sqa.acti	ChildCG-LC	Production	logsmart	Sep 11 10:4	Sep 11 10:2	Sep 11 10:4
Job_0112526	snapshot (DE	mediu	failed	sun06.sqa.acti	Sun06-samar	Production	logsmart	Sep 11 09:5	Sep 11 09:5	Sep 11 09:5
Job_0112416	snapshot (Lo	mediu	succeeded	sun06.sqa.acti	newvapp	Production	logsmart	Sep 11 09:4	Sep 11 09:4	Sep 11 09:4
Job_0112406	snapshot (Lo	mediu	succeeded	sun06.sqa.acti	myGRP	Production	logsmart	Sep 11 09:4	Sep 11 09:4	Sep 11 09:4
Job_0112324	snapshot (DE	mediu	succeeded	sun06.sqa.acti	ChildCG-LC	Production	logsmart	Sep 11 09:3	Sep 11 09:2	Sep 11 09:3
Job_0112249	mount	mediu	succeeded	sun06.sqa.acti	Sun06-samar	Production	logsmart	Sep 10 10:4	Sep 11 09:0	Sep 11 09:2
Job_0112230	snapshot (Lo	mediu	succeeded	sun06.sqa.acti	newvapp	Production	logsmart	Sep 11 09:1	Sep 11 08:4	Sep 11 09:1
Job_0112222	prep-unmoun	mediu	succeeded	sun06.sqa.acti	Sun06-samar	Production	logsmart	Sep 10 10:4	Sep 11 08:3	Sep 11 09:0
Job_0112235	snapshot (DE	mediu	failed	sun06.sqa.acti	Sun06-samar	Production	logsmart	Sep 11 08:5	Sep 11 08:5	Sep 11 08:5

Selecting Filters for Sorting Jobs to View

Viewing the Details of a Job

To view the details of a job:

1. Open the Actifio Desktop to the **System Monitor**.
2. Select the **Jobs** or **Events** services tab at the top of the page. A list of jobs or events appears in the display pane.
3. Select the event or job and click **View Details**.



Viewing the Details of a Failed Mount Job

There are four tabs of detail information:

[Job Detail](#) on page 8

[Volume Information](#) on page 10

[Retries](#) on page 10

[Statistics](#) on page 11

Job Detail

Detail	What It Means
App Name	Application name, not necessarily unique
App Type	Application types, such as SQL Server, Oracle, filesystem, or an entire Virtual Machine
Capacity	The capacity of each volume

Job Detail

Detail	What It Means
Consistency Mode	Crash-consistent or application consistent, indicates whether the application was quiesced during the job
Duration	The time between start date and end date
End Date	The date and time when the job finished
Error Code	0 for no error, a non-zero value to indicate the error encountered when running the job
Error Message	A message explaining the error(s) encountered when running the job
Expiration Date	Date and time when this image is due to be expired
Host Name	Name of the host where the application runs
Image Type	Snapshot, dedup or cloud, the type of image created by the job
isbootvmdk	Set to true for the volume within the image that is the boot volume, if any
Islvm	For each volume, whether it is a Logical Volume Manager Volume
Job ID	A unique number that identifies a job
Log Truncated	Set to true to indicate that logs were truncated for the application
logicalname	The name of each volume as identified by the host system
Mounted Host	For a mount/failover job, the host where the image is mounted
Policy Name	The name of the policy associated with the job
Priority	Low, medium or high, set in the policy
Protected data	Amount of data protected
Source Name	Which specific copy of an image was the source for a job.
Sourcemountpoint	The name of the mount points for each of the volumes on the original host
Start Date	The date and time that the job actually started running
Template Name	The name of the service level template
Transport Medium	How the data was transported during the job: over the SAN or LAN

Job Detail

Detail	What It Means
Uniqueid	An identifier that uniquely identifies each volume in the image
Volumekey	A string that is used internally to identify the multiple volumes within the image
VolumeUID	A unique identifier for each volume in the image

Volume Information

Info	Job type
Capacity	Size of the volume that was backed up
Data Store	For a virtual machine, the datastore where the volume was located
File Name	VMware: Pathname to the VMDK file. Hyper-V: Pathname to the VHD file
HUID	Host unique identifier - a string that uniquely identifies the volume
Label	The volume label of the volume
Logical Name	A human readable unique name for the volume. For VMware, same as filename.
Source Mountpoint	The mount point of the volume.
Target	The Actifio VDisk name for the copy of the volume

Retries

Info	Job Type
End Date	The date and time when the job finished, whether successfully or in failure
Error Code	Zero, or the error code returned by the job
Error Message	A textual messages corresponding to the error code
Job Name	The job name of the original job or retry attempt
Start Date	The date and time when the job started running

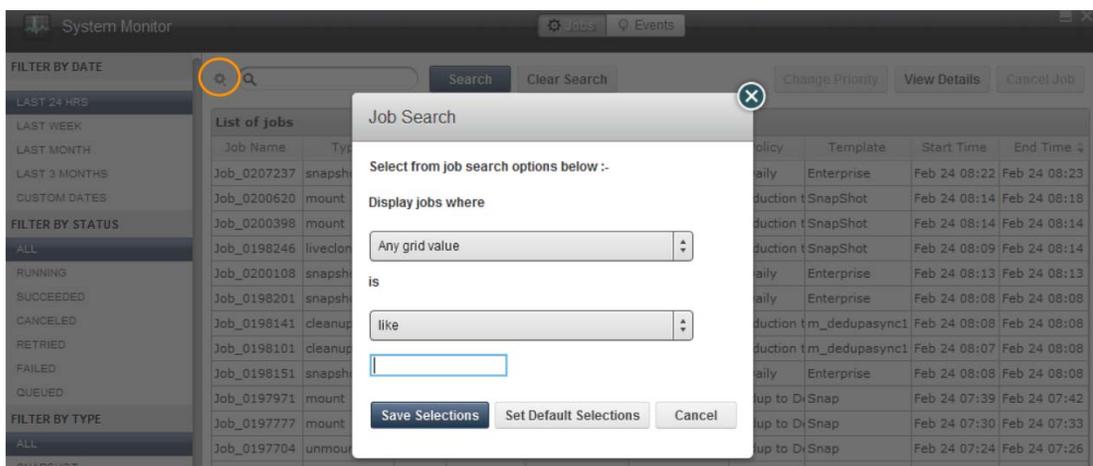
Statistics

Info	Job Type
Application Freeze Time	Application freeze time is the total time for which the application was in a frozen state during a backup. The application was placed in a frozen state, during a backup (snapshot) so that all of the data was captured in a consistent state.
Application size (GB)	This is the size of the application data on the staging disk.
Number of volumes	The number of volumes in the application that is the subject of the job.
Data copied (GB)	This shows the amount of new application data that was found by this job.
Local bytes read	This shows the new data that was processed by the dedup engine. This number can be larger than Data copied because the dedup engine ingests data in discrete blocks.
Dedup precompress size (MB)	These are results of deduplicating the local bytes read.
Dedup threads total elapsed time (sec)	The amount of processing time spent on a deduplication job, including time spent waiting for conditions to be met and time lost to interruptions. A job can require multiple threads of execution; this is the sum of time used by all threads. For example, five threads that needed 10 seconds each would have 50 seconds total elapsed time.
Dedup threads total runnable time (sec)	Job threads are often interrupted. While it is interrupted, the thread is runnable, but not running (see below). Dedup threads total runnable time is the amount of time for which at least one of the job threads was runnable. It is always less than Dedup threads total elapsed time .
Dedup threads total running time (sec)	For deduplication jobs, this is the amount of time for which at least one of the threads of execution was running. If Dedup threads total running time is significantly less than Dedup threads total runnable time , then the job spends a lot of time waiting or interrupted. Consider scheduling the job for less busy time.
Dedup postcompress size (MB)	This shows the new data written to the dedup pool for this job after dedup and then compression.

Filtering the Jobs View

If the filters on the left do not offer the control that you need, you can filter jobs based on the job, host, application, policy, template, or the end time.

1. Open the Actifio Desktop to the **System Monitor, Jobs** tab. A list of jobs appears.
2. Click the **Search Control** to the left of the Search field. A Job Search page appears.
3. Select:
 - o What to compare: Job Name, Host Name, Application Name, Policy Name, Template, End Time, or Any grid value.
 - o A comparison value: like, equal to, or not equal to.
 - o In the space provided, enter the search text.
4. Click **Save Selections**. You can save these search criteria as the default by clicking Set Default Selections.
5. Click **Search**.

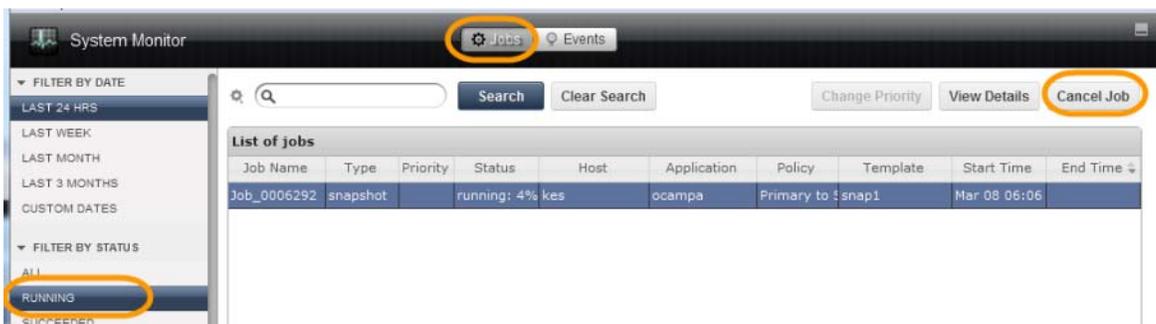


Searching for Jobs

Canceling a Running Job

To cancel a currently running job:

1. Open the Actifio Desktop to the **System Monitor**.
2. Click **Jobs** at the top of the page. A list of jobs appears.
3. Under Filter by Status, select **Running**.
4. Select the job to cancel.
5. Click **Cancel Job**.



Canceling a Running Job

3 Monitoring Events

Events are information/warning/error notifications raised by an Actifio appliance.

You can view events in several ways:

[Viewing Events Based on Date or Severity](#) on page 13

[Viewing the Details of an Event](#) on page 14

[Clearing Events Marked for Deletion](#) on page 16

[Filtering Events](#) on page 16

Viewing Events Based on Date or Severity

To view the events based on when they occurred:

1. Open the Actifio Desktop to the **System Monitor**.
2. Click **Events** at the top of the page. A list of events appears.
3. From **Filter by Date** or **Filter by Type** in the left sidebar, select the desired period or severity. The Actifio Desktop filters the list to include only the events that match the selection.

You can also use the Search button to search for events based on any of the columns.

The most common Event IDs of severity Error are detailed in the knowledge base in the Actifio Now Portal at <http://now.actifio.com> and in **Most Common Error Codes** in your Documentation Library.

To configure automatic SNMP or SMTP event alerting, see **Configuring Actifio Event Alerting** in your Documentation Library.

The screenshot shows the Actifio System Monitor interface. At the top, there are tabs for 'Jobs' and 'Events', with 'Events' selected. Below the tabs is a search bar with a magnifying glass icon and buttons for 'Search' and 'Clear Search'. To the right of the search bar are buttons for 'X = Clearable', 'View Details', and 'Clear Events'. On the left side, there is a sidebar with two sections: 'FILTER BY DATE' and 'FILTER BY TYPE'. Under 'FILTER BY DATE', the options are 'LAST 24 HRS', 'LAST WEEK', 'LAST MONTH', 'LAST 3 MONTHS', and 'CUSTOM DATES'. Under 'FILTER BY TYPE', the options are 'ALL', 'INFORMATION', 'WARNING', and 'ERROR'. The 'LAST 24 HRS' and 'ALL' options are highlighted with orange circles. The main area displays a table titled 'List of events' with columns: Clearable, Event Date, Event ID, Severity, Code, Componer, and Event Summary. The table contains several rows of event data.

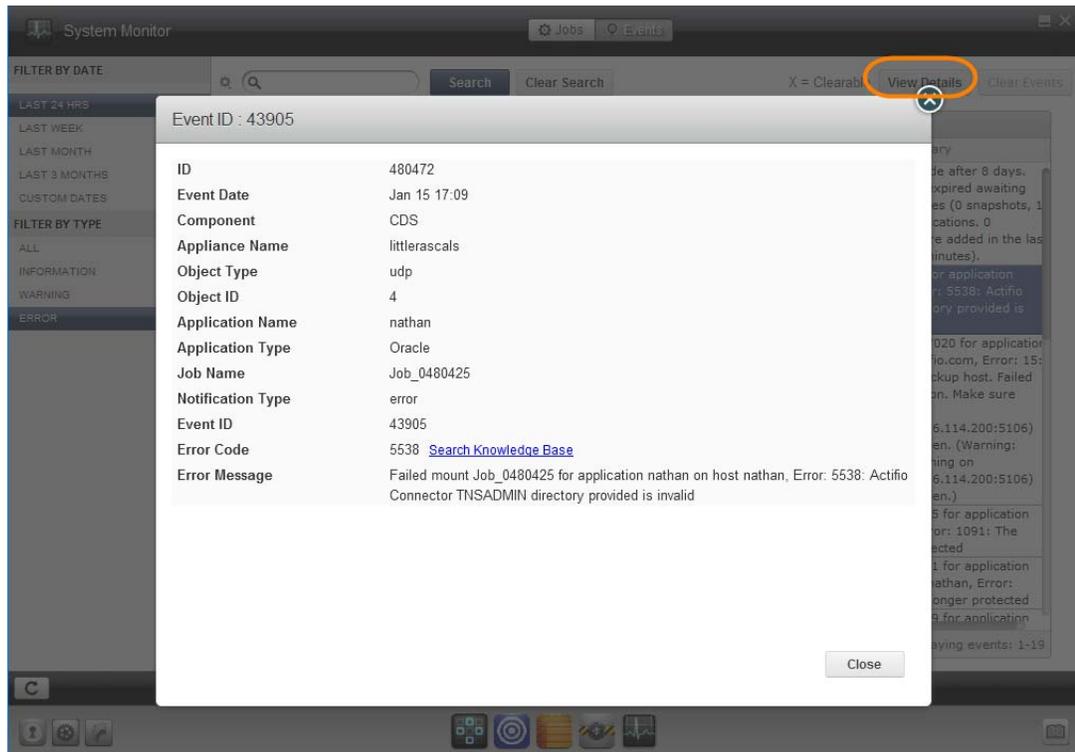
Clearable	Event Date	Event ID	Severity	Code	Componer	Event Summary
	Feb 25 13:05	10070	error		CDS	udppm scheduler is off for more than 30 minutes
	Feb 25 13:04	43908	error		CDS	Failed restore Job_0607850 for application /gpfsfs on host bb7gpfs1, Error: 5247: UDSAgent: Failed to import GPFS filesystem as the NSDs might already exist in other GPFS filesystems in the cluster. Image_0607850
	Feb 25 12:35	10070	error		CDS	udppm scheduler is off for more than 30 minutes
	Feb 25 12:15	10043	warning		CDS	SLA violation(s) found for application rh59vm11 on host rh59vm11 and template Katie SLA1 policy Dedup policy type normal stattime 2015-02-25 12:15:00.12 violation time 2015-02-25 12:00:00.0 violation type not run jobs expected 1 job tolerance 0 jobs succeeded 0 jobs failed 0 error code 0 source UDS 590021132518 job id 0 job class dedup message unknown reason
	Feb 25 12:05	10070	error		CDS	udppm scheduler is off for more than 30 minutes
	Feb 25 11:58	43911	error		CDS	Failed unmount-and-delete Job_0606703 for application aix7lsm on host aix7-raghu, Error: 325: Error: restorelock is set for the backupdata object
	Feb 25 11:51	43903	error		CDS	Failed expire Job_0606560 for application /home on host bb7gpfs1 Error: 838: Omd: vdisk has dependent flash copies
	Feb 25 11:35	10070	error		CDS	udppm scheduler is off for more than 30 minutes

Viewing All Events of the Past 24 Hours

Viewing the Details of an Event

To view the details of an event:

1. Open the Actifio Desktop to the **System Monitor**.
2. Select the **Events** services tab at the top of the page. A list of events appears in the display pane.
3. Select the event or job and click **View Details**.



Viewing the Details of a Failed Mount Job Error Event

The details available are described below. Not all events include every detail. For example, event 10070, “udppm scheduler is off for more than 30 minutes” is about the Actifio appliance, so it has no application-specific information.

Event Details

Detail	What it Means
ID	The database row id in the Actifio eventdata table. This can be ignored.
Event Date	The time that the event occurred.
Component	CDS: These are from Actifio CDS and Sky. AOS: These are from storage arrays that are configured to be monitored as described in <i>Configuring Resources and Settings With the Domain Manager</i> . Platform: These are from the Actifio CDS appliance; Sky-only systems do not get errors of this type.

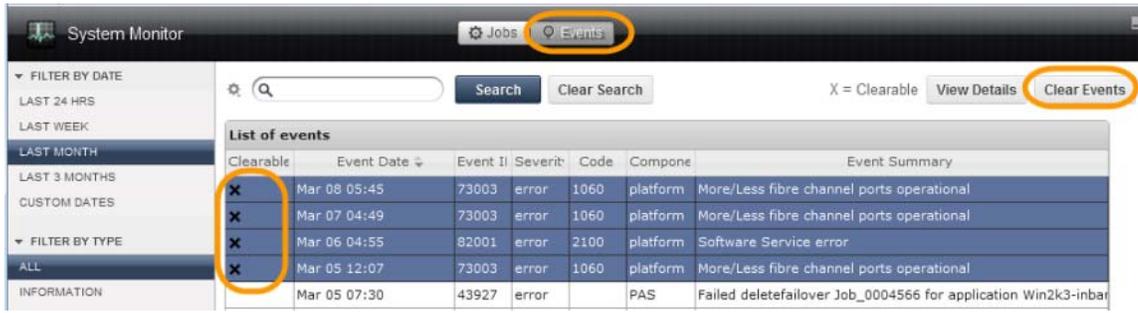
Event Details

Detail	What it Means
Appliance Name	The ID of the appliance where the event occurred.
Object ID and Object Type	(CDS events only) The CDS process that posted the event. Object ID is a numerical code and Object Type is the name of the process: <ul style="list-style-type: none"> • 1 = psrv • 2 = udp • 3 = omd • 4 = dedup
Application Name	The user-assigned name of the application, if applicable
Application Type	The type of application, if applicable
Job Name	A unique job identifier
Notification Type	<p>Information: provides information about changes in the system. Most Information events do not require action.</p> <p>Warning: Action may soon be required.</p> <p>Error: Most events are errors.</p>
Event ID	A unique event identifier. CDS event IDs are sometimes augmented by an additional event code from the application that initiated the event.
Error Code	Additional information about the event, often with a link to an Actifio Knowledge Base article about this kind of event.
Error Message	A text description of the event. The error message is often supplemented by additional information from external components.
Requires Clearing and Sequence ID	(Platform and AOS events only) This event will continue to be reported until it is cleared. sequenceid correlates multiple notifications of the same event. Both events have the same eventid and sequenceid but different event dates. The appliance raises these events periodically until they are cleared.

Clearing Events Marked for Deletion

Use the Clear Events function to unmark events and prevent them from being deleted. To clear marked events:

1. Open the Actifio Desktop to the **System Monitor**.
2. Click **Events** at the top of the page. A list of events appears.
3. Select the event(s). Use the Shift key to select multiple events.
4. Click **Clear Events**.

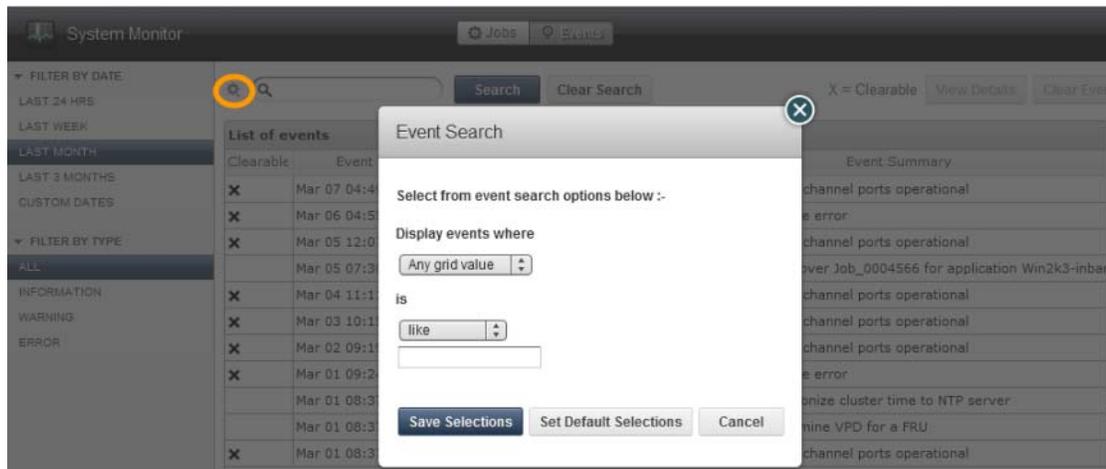


Events Marked for Deletion Can Be Cleared

Filtering Events

You can filter events based on all the columns displayed on the Events window.

1. Open the Actifio Desktop to the **System Monitor, Events** tab. A list of events appears.
2. Click the **Search Control** to the left of the Search field. An Event Search page appears.
3. Select:
4. What to compare: Event ID, Event Date, Severity, Component, Event Summary, or Any grid value.
5. A comparison value: like, equal to, or not equal to.
6. In the space provided, enter the search text.
7. Click **Save Selections**. You can save these search criteria as the default by clicking Set Default Selections.
8. Click **Search**.



Searching for Events

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