Actifio Tech Brief
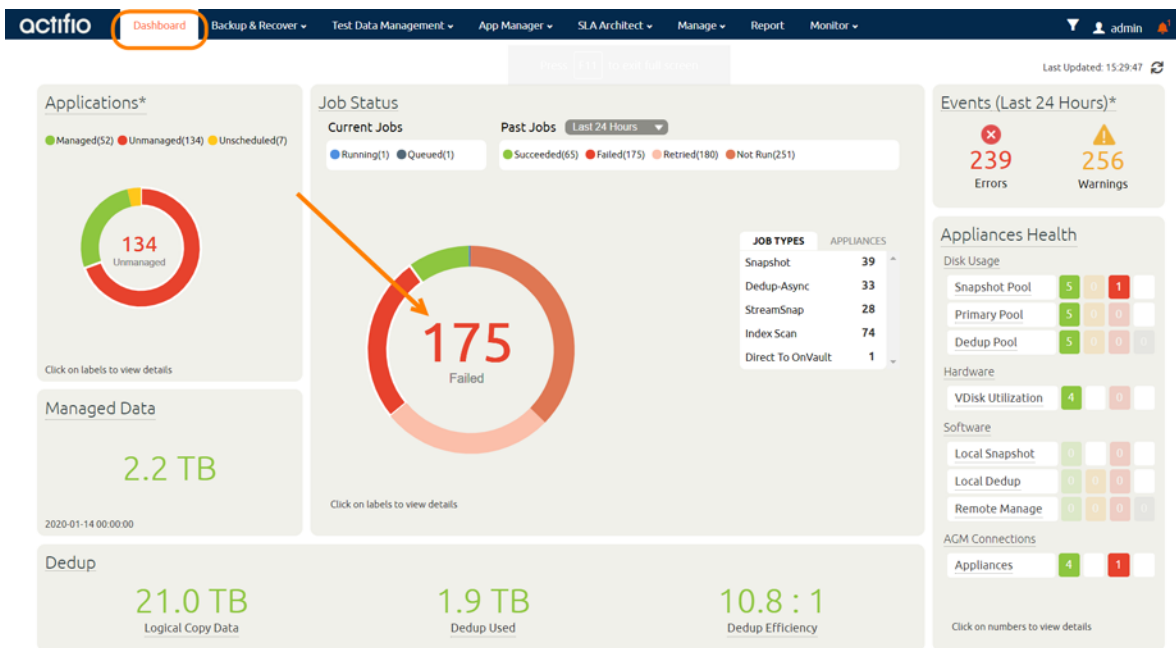
Actifio Administrator's Survival Guide

This tech brief describes the daily tasks that should be performed by an Actifio Appliance administrator:

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 Jobs Monitor service. For example:

Job Failures Displayed in Jobs Monitor

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

Review the details of the entry and:

- Use the Search Knowledge Base link to learn how to resolve the issue.

- Ensure the application's host is running.

- For virtual machines, verify the VM has not been migrated to another vCenter.

- If applicable, verify that the Actifio Connector service is running.

Learn more about 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 13.

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 14.

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 AGM Dashboard

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

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Errors Displayed in Events Monitor

Right-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 13.

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 14..
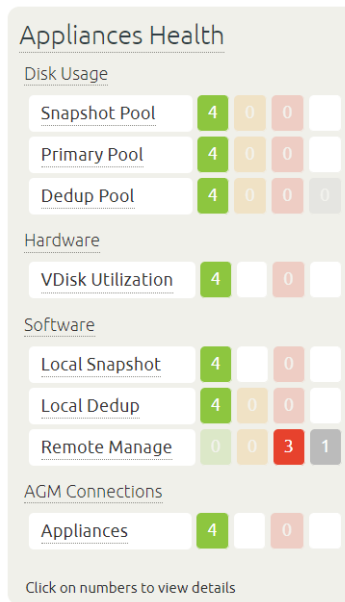
Reviewing the Appliances Health Monitor in the AGM Dashboard

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 Appliances Health Monitor, definitions for the various color coded status indicators are displayed:

Disk Usage
Hardware
Software
AGM Connections

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Disk Usage

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

1. Click on the pool and the Storage Pools page is displayed.

2. If possible, add more disks to the pool. See AGM Online Help for instructions.

3. Contact Actifio Support if more disks cannot be added.

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 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 14.

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.

Checking AGM Stale Connections
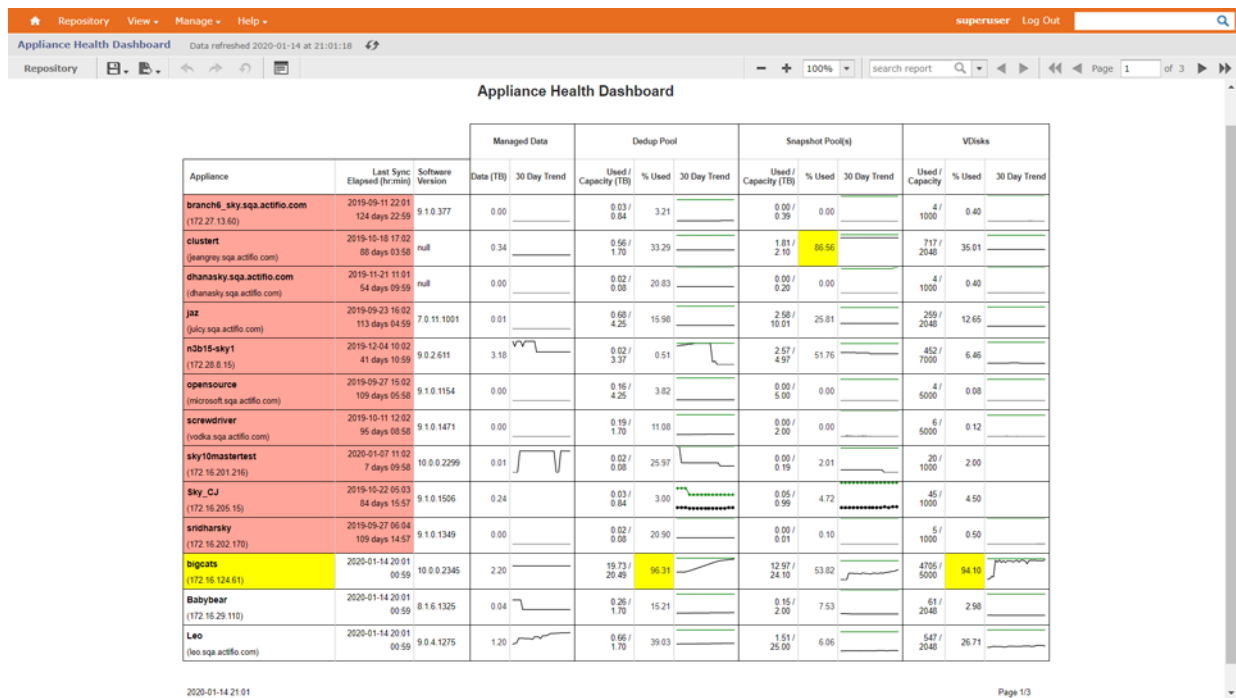
Reviewing Daily Report Manager Reports

The optional Report Manager can generate detailed reports on your Actifio Appliance and the applications and data it manages. For details on how to configure the Report Manager to automatically generate and deliver daily email reports, see **Using the Report Manager** in ActifioNOW customer portal.

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

Appliance Health Dashboard

The Appliance Health Dashboard is the default home screen you see when you log on to the Report Manager. It shows you key attributes and resource consumption of your appliances at a glance, with colors to indicate snapshot and dedup pools and VDisks that are approaching their limits. Appliances that are in a critical or warning state appear at the top.

Appliance Health Dashboard

Column Name	Description
Appliance	Name and IP Address/DNS Name of the appliance.
Last Sync	Time stamp of the last successful data synchronization, along with the elapsed time since that synchronization.
Software Version	Appliance software version.
Managed Data	Managed Data Licenses consumed by the appliance in Terabytes, with a trend line. Used/Capacity: Current usage and capacity. Pools are measured in Terabytes. % Used: Percentage of pool volume that is consumed. 30 Day Trend: History of consumption and capacity over the past 30 days.
Dedup Pool	Dedup pool consumed by the appliance in Terabytes, along with a trend line. Used/Capacity: Current usage and capacity. Pools are measured in Terabytes. % Used: Percentage of pool volume that is consumed. 30 Day Trend: History of consumption and capacity over the past 30 days.
Snapshot Pool(s)	Snapshot pool consumed by the appliance in Terabytes, along with a trend line. Used/Capacity: Current usage and capacity. Pools are measured in Terabytes. % Used: Percentage of pool volume that is consumed. 30 Day Trend: History of consumption and capacity over the past 30 days.
VDisks	VDisks consumed by the appliance, along with a trend line. Used/Capacity: Current usage and capacity. % Used: Percentage of VDisks volume that are consumed. 30 Day Trend: History of consumption and capacity over the past 30 days.

Daily Protection Status

This reports shows whether any snapshot, dedup/direct-dedup, remote dedup, StreamSnap, Dedup Async and OnVault jobs succeeded with consistency dates corresponding to the dates shown in the report. The number of color slots shown will depend on the policy types used for each appliance, representing snapshot, dedup, remote dedup, StreamSnap and OnVault status. Direct-to-dedup jobs are treated as dedup, similarly Direct to OnVault jobs are considered as OnVault. It only looks at policies with a daily schedule.

Details of the columns and parameters are in the Report Manager online help.

Daily Protection Status Report

Unresolved Failures

This report displays applications that had job failures in the selected time period without any subsequent successful jobs. Failures are grouped by the combination of application, job type, and error code. A failure count and time range is provided in this report.

Details of the columns and parameters are in the Report Manager online help.

Unresolved Failures Report

Backup Job Details

This report provides details about the following backup jobs:

- Snapshot
- Dedup
- Remote-Dedup
- Direct Dedup
- Dedup-Async
- ReadyVM
- OnVault
- Log Replicate
- StreamSnap
- Direct-to-OnVault

The report also shows the Log backup jobs and includes an option to show only Log backup jobs. The chart in the report shows the count of jobs based on the status (succeeded, failed, canceled, not run) for the selected dates. The Backup Job Details report also shows how long a queued job has been waiting.

Details of the columns and parameters are in the Report Manager online help.

Backup Job Details Report

Database Backup Status

This report provides the database and log backup status for database applications such as Oracle, SQL Server, SAP HANA, or Consistency Groups with Oracle, SQL Server and SAP HANA applications as consistency group members. It also provides the most recent job status, along with the recent successful database and log jobs.

Details of the columns and parameters are in the Report Manager online help.

Database Backup Status Report

Storage Resource Usage Summary

This report provides the concise detailed summary of resource consumption for a selected date.

Details of the columns and parameters are in the Report Manager online help.

Storage Resource Usage Summary Report

Storage Resource Trending

This report shows the resource consumption for snapshot pools, dedup pools, and VDisks. It also forecasts the future consumption of the resources.

Details of the columns and parameters are in the Report Manager online help.
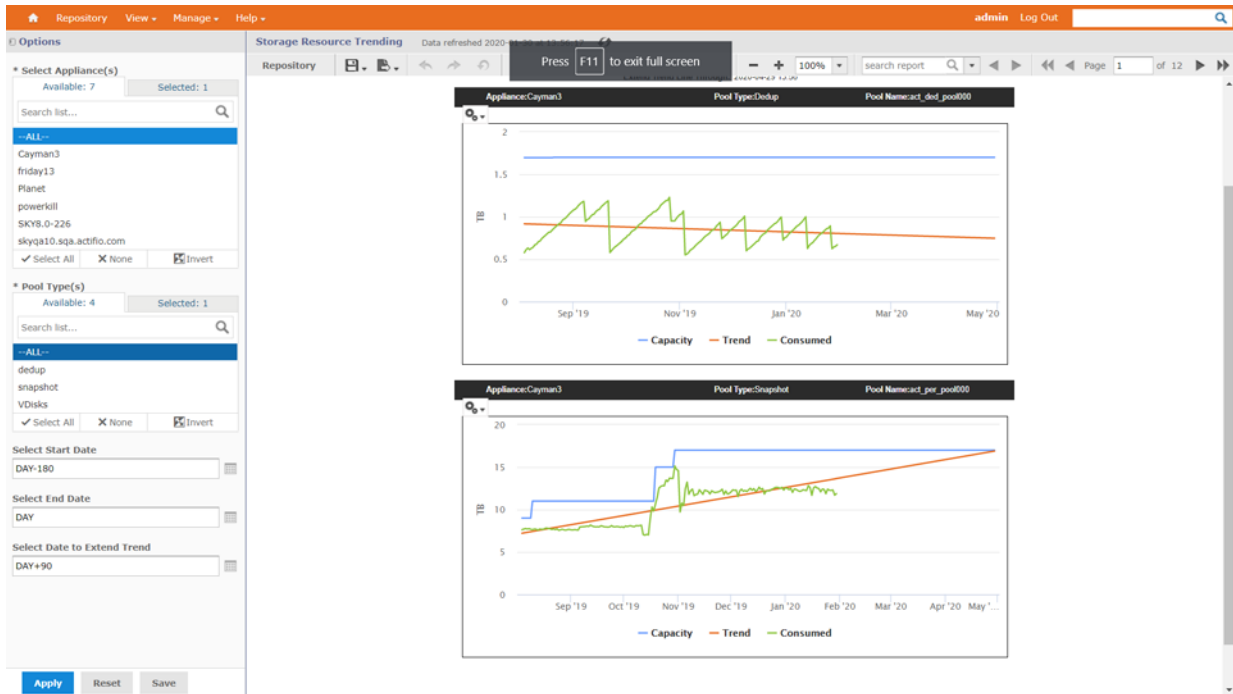
Storage Resource Trending Report

Reviewing SNMP Traps

If you have an SNMP trap receiver configured, your Actifio Appliance can send SNMP traps to the SNMP trap receiver in the appliance. Reviewing the SNMP trap receiver 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 *Network Administrator's Guide to Actifio VDP* located in the ActifioNOW customer portal. 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 13 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 and** enter the user name and password provided by your Actifio representative, then click **Login**.

2. From the ActifioNOW portal, click **Get Help** in the banner at the top of the portal.

3. From the Get Help page, click **Knowledge Base**.
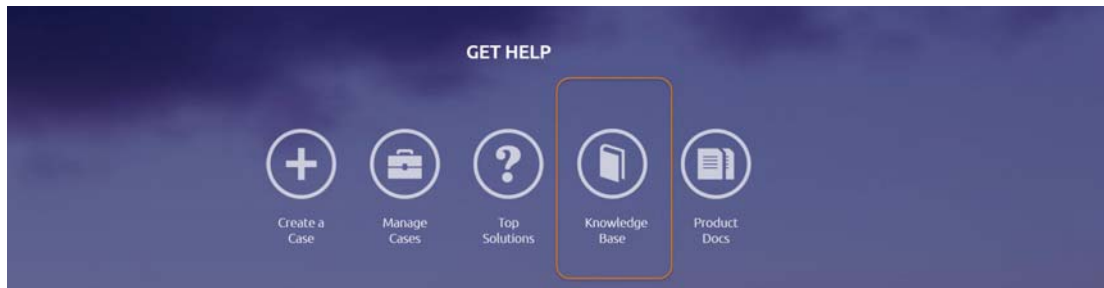
Get Help Page of the ActifioNOW Portal

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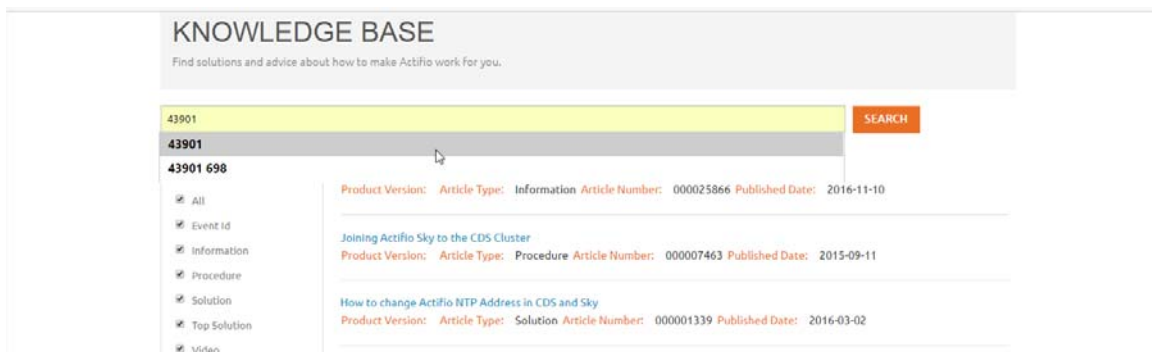
Search Knowledge Base Page

Links to all relevant articles for the event number appear in the Search Knowledge Base page.
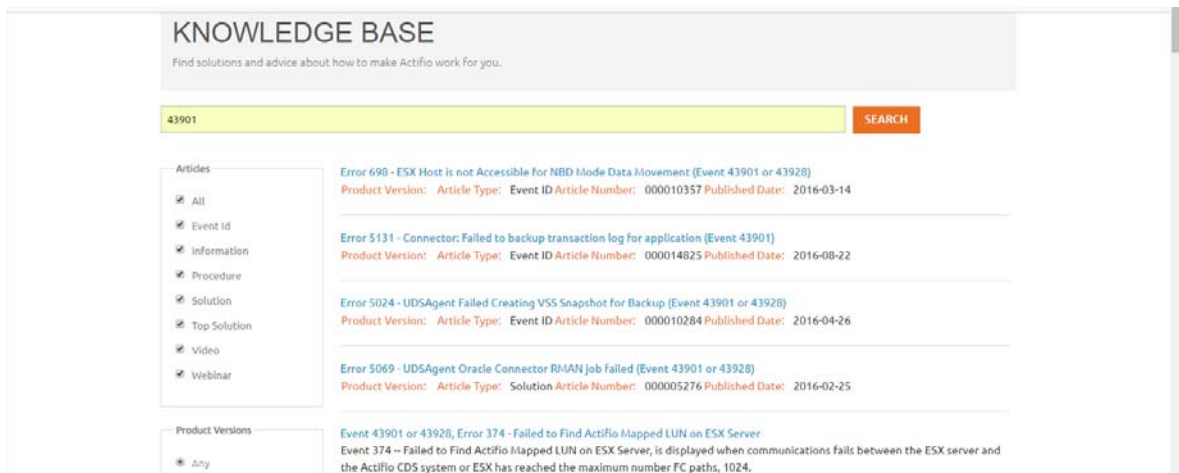
Summary of Search Results in the Search Knowledge Base Page

5. Select a relevant Knowledge Base article and review the information for the specified event ID.

A Sample Knowledge Base Entry for a Job Failure Event

Troubleshooting

Many problems can be traced to fundamentals such as network issues and software permissions. To track down these issues, see *Troubleshooting Actifio Systems* in ActifioNOW at https://now.actifio.com.

Sometimes a problem arises due to software that was software was added into the system or upgraded to an unsupported versi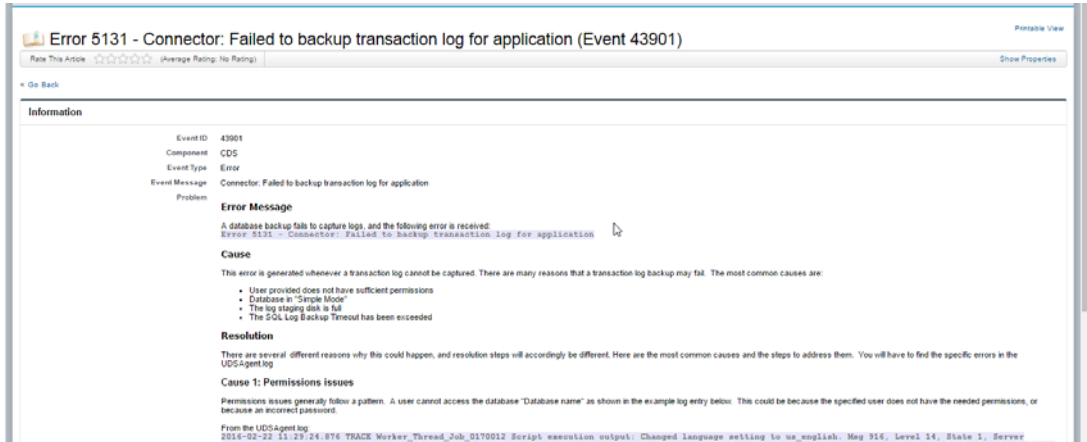on. To check these, refer to the *Actifio Support Matrix* and to the *Release Notes* for your version. These are also available in ActifioNOW.

Creating and Viewing Support Cases

If there are issues that you cannot resolve, open a support case from the ActifioNOW customer portal, Depending the severity of the case, an Actifio support case may be 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**.
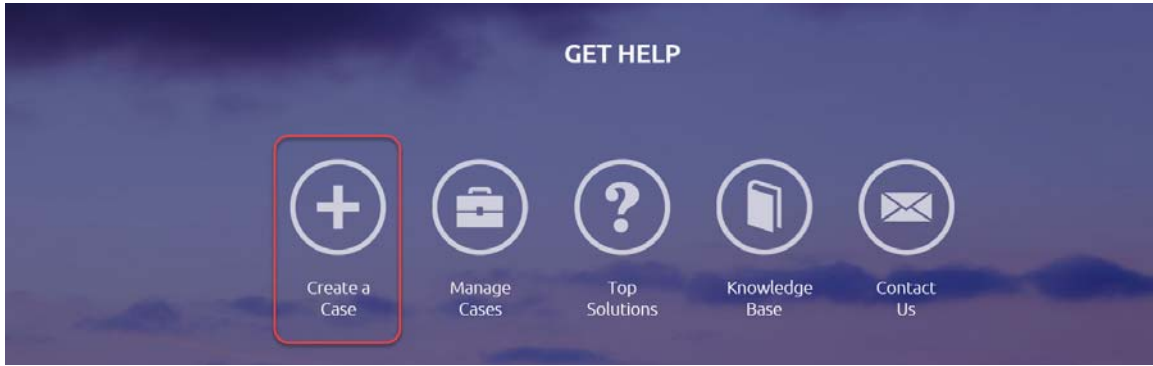
4. From the Create New Case page, fill in the form as required for the issue you are experiencing. Click **Submit Case** when you are done. Your case is created and sent to Actifio Support, and you return to the Get Help page.

5. 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.

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