

Actifio GO

Backup and Disaster Recovery-as-a-Service

for Google Cloud

Tech Brief

Actifio Administrator's Survival Guide

Last updated on December 8, 2021

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

[Reviewing Job Failures Displayed on the AGM Dashboard](#) on page 1

[Reviewing Daily Report Manager Reports](#) on page 6

[Reviewing SNMP Traps](#) on page 12

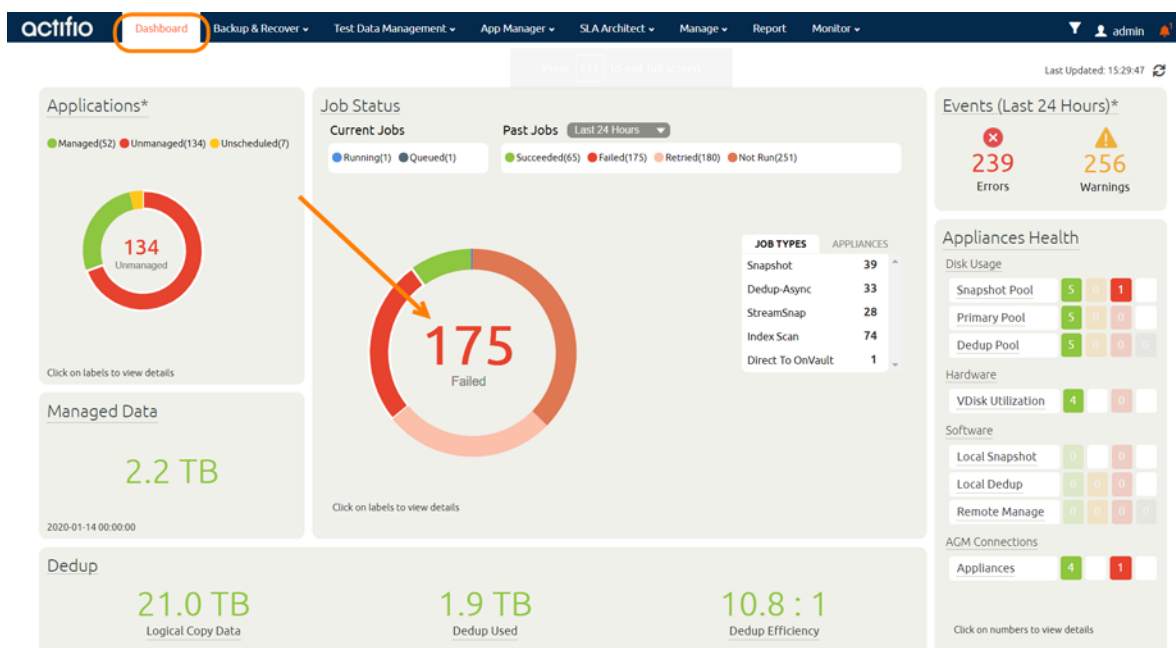
[Using the Actifio Knowledge Base to Review Event Information](#) on page 13

[Troubleshooting](#) on page 14

[Creating and Viewing Support Cases](#) on page 14

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:

The screenshot shows the Actifio Jobs Monitor interface. On the left, there are filter options for Job Name, Host, Target Host, Application, Template, and Started. The main area displays a table of jobs with columns for Job Name, Status, Host, Application, Queued, and Started. Four jobs are listed, all with a status of 'Failed' and an error code of 833. The host for all jobs is 'winvmauto_sky' and the application is 'WinVmAuto_Sky'.

Job Failures Displayed in Jobs Monitor

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

Job Details

The Job Details panel shows information for job ID 'Job_4621703B'. Key details include: Appliance: SKY8-D-226, Policy Name: Snp1, Priority: medium, Job Type: snapshot, Status: failed, Error Code: 833, Event ID: 43956, Host Name: winvmauto_sky, Template Name: StreamSnap-SnapDedup, Application Name: WinVmAuto_Sky, and Message: Actifio appliance failed to login to vCenter Server. The duration is 00:00:12, and the start date is 2020-01-14 15:20:39.

Review the details of the entry and:

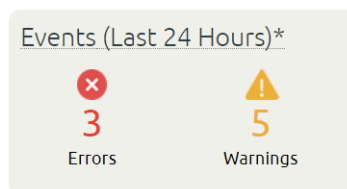
- Use the Search Knowledge Base link to learn how to resolve the issue.
- Ensure the application's host is running.
- For virtual machines, verify the VM has not been migrated to another vCenter.
- If applicable, verify that the Actifio Connector service is running.

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:

EVENT ID	MESSAGE	APPLIANCE	COMPONENT	EVENT DATE	REQUIRES C...	SEVERITY
10036	FC map copies 239 reaching limit for vdisk vm-SBA36FBASF00 of application ...	CDS139-C2	CDS	01-14 15:27:26	No	Error
43956	Failed StreamSnap_Job_4621703b for application WinVmAuto_Sky on host w...	SKY8.0-226	CDS	01-14 15:20:55	No	Error
43900	Failed scan_Job_4621703bSC for application WinVmAuto_Sky on host winm...	SKY8.0-226	CDS	01-14 15:20:52	No	Error
10036	FC map copies 239 reaching limit for vdisk vm-SBA36FBASF00 of application ...	CDS139-C2	CDS	01-14 15:07:26	No	Error
43900	Failed scan_Job_4621703aSC for application WinVmAuto_Sky on host winm...	SKY8.0-226	CDS	01-14 15:04:35	No	Error
43900	Failed scan_Job_4621703SC for application WinVmAuto_Sky on host winm...	SKY8.0-226	CDS	01-14 15:00:17	No	Error
43918	Failed dedupasync_Job_4518876c for application winvm on host win2012_1...	rdsrsc	CDS	01-14 14:55:21	No	Error
43918	Failed dedupasync_Job_4518880c for application Con_FSOnly on host win20...	rdsrsc	CDS	01-14 14:55:06	No	Error
43901	Failed snapshot_Job_4518877c for application winvm on host win2012_200...	rdsrsc	CDS	01-14 14:54:53	No	Error
10036	FC map copies 239 reaching limit for vdisk vm-SBA36FBASF00 of application ...	CDS139-C2	CDS	01-14 14:47:26	No	Error
43918	Failed dedupasync_Job_4621503b for application /dev/oracleasm on host ag...	SKY8.0-226	CDS	01-14 14:43:49	No	Error
20020	CPU is not reserved. Expected reserved CPU: 4000. Actual reserved CPU: 0	rdsrsc	CDS	01-14 14:30:00	No	Error

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..

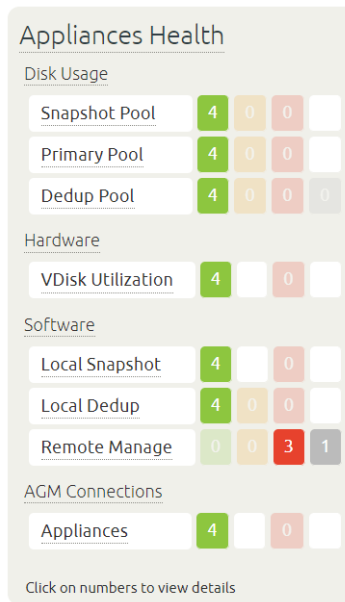
Event 14236817 Details

EVENT 14236817 ERROR	
ID	14236817
EVENT ID	43918
APPLIANCE NAME	SKY8.0-226
COMPONENT	CDS
APPLICATION NAME	/dev/oracleasm
APPLICATION TYPE	FileSystem
JOB NAME	Job_4621702b
ERROR CODE	15 Search Knowledge Base
ERROR MESSAGE	Failed dedupasync_Job_4621702b for application /dev/oracleasm on host agm211. Error: 15: 15: Could not connect to backup host. Make sure Connector is running on agm211(172.17.139.211:5106) and network port 5106 is open.
REQUIRES CLEARING	No
EVENT DATE	2020-01-14 15:47:49
SYNC DATE	2020-01-14 15:55:19

[Return to Events](#)

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

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.

NAME	TYPE	APPLIANCE	STORAGE AR...	WARNING (%)	SAFE (%)	USED (%)	FREE (GB)	USAI
act_per_pool000	Snapshot	CDS139-C2		80	90	90	408	

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 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.

NAME	APPLIANCE ID	CONNECTIVITY STATUS	IP	LAST SYNCHRONIZED	VERSION
glamour	1415034109	⊗	172.17.134.234		9.1 (9.1.0.1714)

Checking AGM Stale Connections

Reviewing Daily Report Manager Reports

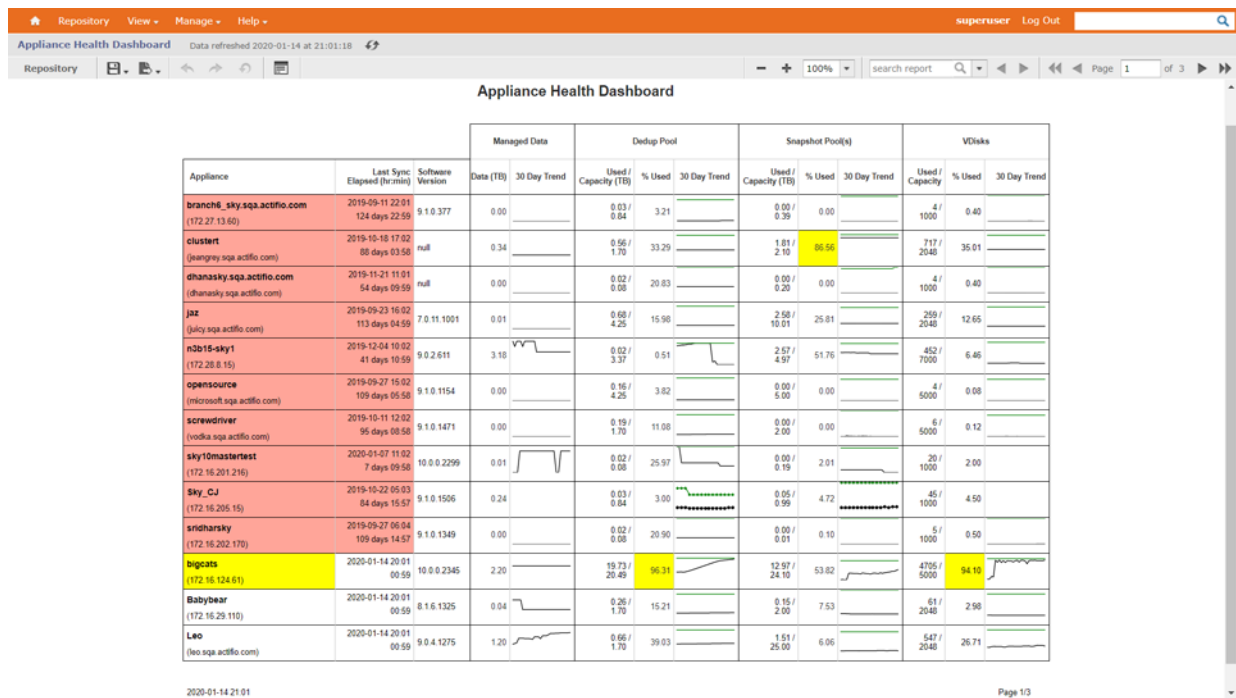
The optional Report Manager can generate detailed reports on your Actifio Appliance and the applications and data it manages. For details on how to configure the Report Manager to automatically generate and deliver daily email reports, see the Report Manager online helpActifioNOW.

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

- Appliance Health Dashboard on page 6
- Daily Protection Status on page 8
- Unresolved Failures on page 9
- Backup Job Details on page 10
- Database Backup Status on page 11
- Storage Resource Usage Summary on page 11
- Storage Resource Trending on page 12

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 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.
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, StreamSnap, 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, StreamSnap and OnVault status. 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.

The screenshot shows the 'Daily Protection Status' report for 'Appliance: Cayman3'. The report is organized into columns by date (2020-01-24 to 2020-01-28) and rows by application. The columns under each date are: Snapshot, StreamSnap, Backup Async, Backup, Remove, and OnVault. The rows list applications such as 'Cayman3-CentOS65-UOSAgent', 'Cayman3-i28hp2-UOSAgent', 'Cayman3-centos_vm', and 'localhost.localdomain'. Each cell in the grid contains a colored dot representing the job status: green for success, red for failure, and yellow for a warning or partial success.

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.

Appliance	Host	Application	Application Type	Policy Template	Job Type	Log Backup Status	Error Code	Error Message	Failure Count	First Failure
Planet	atmpar38.sqa.actifio.com	/	FileSystem	aggressive_backups_82045	snapshot		5191	5191 Actifio Connector: Failed to create configuration file.	41	2020-01-29 07:23
Planet	atmpar38.sqa.actifio.com	/	FileSystem	aggressive_backups_82045	snapshot		530	Actifio Connector: SmartCopy failed with an internal error.	1	2020-01-30 06:35
Planet	atmpar38.sqa.actifio.com	/	FileSystem	aggressive_backups_82045	snapshot		5036	Actifio Connector: Failed to save metadata configuration file. Make sure that the system where Actifio connector is installed has free space.	2	2020-01-29 23:10
Planet	atmpar38.sqa.actifio.com	/home	FileSystem	SnapOnly 5m7	snapshot		177	Actifio Connector application discovery found no host objects for backup.	20	2020-01-30 01:24
Planet	atmpar38.sqa.actifio.com	/home	FileSystem	SnapOnly 5m7	snapshot		5046	Actifio staging disk is not visible on host. Confirm SCSI or Fibre Channel connectivity is configured properly between the Actifio appliance and the host.	1	2020-01-30 11:48
Planet	atmpar38.sqa.actifio.com	/home	FileSystem	SnapOnly 5m7	snapshot		5191	5191 Actifio Connector: Failed to create configuration file.	2	2020-01-29 23:48
Planet	atmpar38.sqa.actifio.com	ROMA	Oracle	LSmart	snapshot		5191	5191 Actifio Connector: Failed to create configuration file.	26	2020-01-28 18:50
Planet	atmpar38.sqa.actifio.com	ROMA	Oracle	LSmart	snapshot		5559	5559 Oracle: Credentials validation failed: Found offline applications: Oracle application ROMA.	1	2020-01-30 08:51
Planet	atmpar38.sqa.actifio.com	ROMA	Oracle	LSmart	snapshot	Log	5559	5559 Oracle: Credentials validation failed: Found offline applications: Oracle application ROMA.	1	2020-01-30 08:51
Planet	atmpar38.sqa.actifio.com	ROMA	Oracle	LSmart	snapshot	Log	5191	5191 Actifio Connector: Failed to create configuration file.	15	2020-01-28 08:56
Planet	atmpar38.sqa.actifio.com	ROMA	Oracle	LSmart	streamsnap		5191	5191 Actifio Connector: Failed to create configuration file.	27	2020-01-28 18:50
Planet	atmpar38.sqa.actifio.com	ROMA	Oracle	LSmart	streamsnap		5559	5559 Oracle: Credentials validation failed: Found offline applications: Oracle application ROMA.	1	2020-01-30 08:51
Planet	atmpar38.sqa.actifio.com	ROMA	Oracle	LSmart	streamsnap		5046	Actifio staging disk is not visible on host. Confirm SCSI or Fibre Channel connectivity is configured properly between the Actifio appliance and the host.	1	2020-01-29 07:40
Planet	CentOS6_5_C	/	FileSystem	bdd_snap	snapshot		16	16: Could not connect to backup host. Make sure Connector is running on CentOS6.5, C1172.27.7.10.8108) and network root C116 is open.	3	2020-01-27 21:13

Unresolved Failures Report

Backup Job Details

This report provides details about the following backup jobs:

- Snapshot
- 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.

Appliance	Host	Application	Application Type	Policy Template	Policy Name	Job Name	Job Type	Target	Log Backup	Status	Percent Complete	Queued	Star
Cayman3	Cayman3-CentOS65-UDSAGENT	/	FileSystem	zSample1_1	Dedup Daily	Job_20396122	dedup			succeeded		2020-01-29 19:00	2020-01-30 00:00
Cayman3	Cayman3-CentOS65-UDSAGENT	/	FileSystem	zSample1_1	window Snap	Job_20403375	snapshot	act_per_pool000		succeeded		2020-01-30 00:00	2020-01-30 00:00
Cayman3	Cayman3-CentOS65-UDSAGENT	/rblv	FileSystem	zSample1_1	Dedup Daily	Job_20396123	dedup			succeeded		2020-01-29 19:00	2020-01-30 00:00
Cayman3	Cayman3-CentOS65-UDSAGENT	/rblv	FileSystem	zSample1_1	window Snap	Job_20403378	snapshot	act_per_pool000		succeeded		2020-01-30 00:00	2020-01-30 00:00
Cayman3	Cayman3-CentOS65-UDSAGENT	/met/dev/10GBg/rouphvol0	FileSystem	zSample1_1	Dedup Daily	Job_20396177	dedup			succeeded		2020-01-29 19:00	2020-01-30 00:00
Cayman3	Cayman3-CentOS65-UDSAGENT	/met/dev/10GBg/rouphvol0	FileSystem	zSample1_1	window Snap	Job_20403475	snapshot	act_per_pool000		succeeded		2020-01-30 00:00	2020-01-30 00:00
Cayman3	Cayman3-CentOS65-UDSAGENT	/met/dev/10GBg/rouphvol1	FileSystem	zSample1_1	Dedup Daily	Job_20357718	dedup			succeeded		2020-01-28 19:00	2020-01-29 19:00
Cayman3	Cayman3-CentOS65-UDSAGENT	/met/dev/10GBg/rouphvol1	FileSystem	zSample1_1	window Snap	Job_20365676	snapshot	act_per_pool000		succeeded		2020-01-28 19:00	2020-01-29 19:00
Cayman3	Cayman3-CentOS65-UDSAGENT	/met/dev/5GBg/rouphvol0	FileSystem	zSample1_1	Dedup Daily	Job_20357719	dedup			succeeded		2020-01-28 19:00	2020-01-29 19:00
Cayman3	Cayman3-CentOS65-UDSAGENT	/met/dev/5GBg/rouphvol0	FileSystem	zSample1_1	window Snap	Job_20365677	snapshot	act_per_pool000		succeeded		2020-01-29 00:00	2020-01-29 19:00
Cayman3	Cayman3-CentOS65-UDSAGENT	/met/dev/5GBg/rouphvol1	FileSystem	zSample1_1	Dedup Daily	Job_20357720	dedup			succeeded		2020-01-28 19:00	2020-01-29 19:00
Cayman3	Cayman3-CentOS65-UDSAGENT	/met/dev/5GBg/rouphvol1	FileSystem	zSample1_1	window Snap	Job_20365678	snapshot	act_per_pool000		succeeded		2020-01-29 00:00	2020-01-29 19:00
Cayman3	Cayman3-CentOS65-UDSAGENT	/met/sdb	FileSystem	zSample1_1	Dedup Daily	Job_20396178	dedup			succeeded		2020-01-29 19:00	2020-01-30 00:00
Cayman3	Cayman3-CentOS65-UDSAGENT	/met/sdb	FileSystem	zSample1_1	window Snap	Job_20403477	snapshot	act_per_pool000		succeeded		2020-01-30 00:00	2020-01-30 00:00

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.

Appliance	Host	Application	Application Type	Policy Template	Job Name	Started	Ended	Status	Message	Job Name	Last Run Date
Cayman3	localhost	asmdb	Oracle	snap_ded_dir_sfr_arn_oracle	Job_20425045	2020-01-30 07:17	2020-01-30 07:26	succeeded		Job_20425045	2020-01
Cayman3	localhost	asmx	Oracle	zSample1_I	Job_20432147			queued	Scheduling is turned off for this application	Job_19969772	2020-01
Cayman3	localhost	oradb	Oracle	snap_ded_dir_sfr_arn_oracle	Job_20425050	2020-01-30 07:08	2020-01-30 07:18	succeeded		Job_20425050	2020-01
Cayman3	STSQL17NSCS	SQA ACTIFIO COM	SQLServer	ummap_gher_back_up_7553	Job_20430526	2020-01-30 10:14	2020-01-30 10:16	succeeded		Job_20430526	2020-01
Cayman3	STSQL17NSCS	SQA ACTIFIO COM	SQLServer	windowed_log_76341	Job_20410616	2020-01-30 02:32	2020-01-30 02:33	succeeded		Job_20410616	2020-01
Cayman3	STSQL17NSCS	SQA ACTIFIO COM	SQLServer	Snap-Desktop	Job_20432155	2020-01-30 12:07	2020-01-30 12:08	succeeded		Job_20432155	2020-01
Cayman3	STSQL17NSCS	SQA ACTIFIO COM	SQLServer	snap_ded_dir_sfr_arn_oracle	Job_20425061	2020-01-30 07:08	2020-01-30 07:11	succeeded		Job_20425061	2020-01
Cayman3	STSQL17NSCS	SQA ACTIFIO COM	SQLServer	snap_7h	Job_20430516	2020-01-30 10:23	2020-01-30 10:24	succeeded		Job_20430516	2020-01
Cayman3	STSQL17NSCS	SQA ACTIFIO COM	SQLServer	LSmart	Job_20432160	2020-01-30 12:17	2020-01-30 12:20	succeeded		Job_20432160	2020-01
Planet	atmpa38 sqa actifio.com	chroma	Oracle	forceOoB_76342	Job_59075680			queued	Scheduling is turned off for this application		
Planet	atmpa38 sqa actifio.com	ROMA	Oracle	LSmart	Job_59087899b	2020-01-30 12:56	2020-01-30 12:56	failed	S191: Actifio Connector: Failed to create configuration file.	Job_58976685	2020-01
Planet	hpua01	hpua01	Oracle	LSmart	Job_59087756			queued	No slots are available for this job type	Job_59075688	2020-01
Planet	Linux_Oracle	blahdb	Oracle	Youself4band	Job_59087829			queued	Scheduling is turned off for this application		
Planet	Linux_Oracle	Linux_Oral1_Op	Consistency Group - Oracle (1)	lna8-oracle11g	Job_59087856			queued	No slots are available for this job type	Job_59055600	2020-01
Planet	Linux_Oracle	ora1	Oracle	lna8-oracle11g	Job_59087852			queued	No slots are available for this job type	Job_59059495	2020-01
Planet	NSTLFWARB	nat8db	Oracle	Oracles_Youself							
Planet	Oracle_12c	12c_gpp	Consistency Group - Oracle (1)	Oract12c_Temp	Job_59087912			queued	Another job of the same type is already running for this application	Job_58273970	2020-01
Planet	Oracle_12c	cgch	Oracle	snap and streamrap							
Planet	Oracle_12c	WIN12C	Oracle	Oract12c_Temp	Job_59087953			queued	Another job of the same type is already running for this application	Job_58274054	2020-01

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.

Resource Type	Count	Capacity	Used	% Used
Dedup Pools	6	134.20	46.11	34.34
Snapshot Pools	10	113.00	41.11	36.12
External Snapshot Pools	0			
VDIs		26.000	9.261	35.62
OnVault Pools	5		0.47	
Primary Pools	4	0.38	0.06	15.63

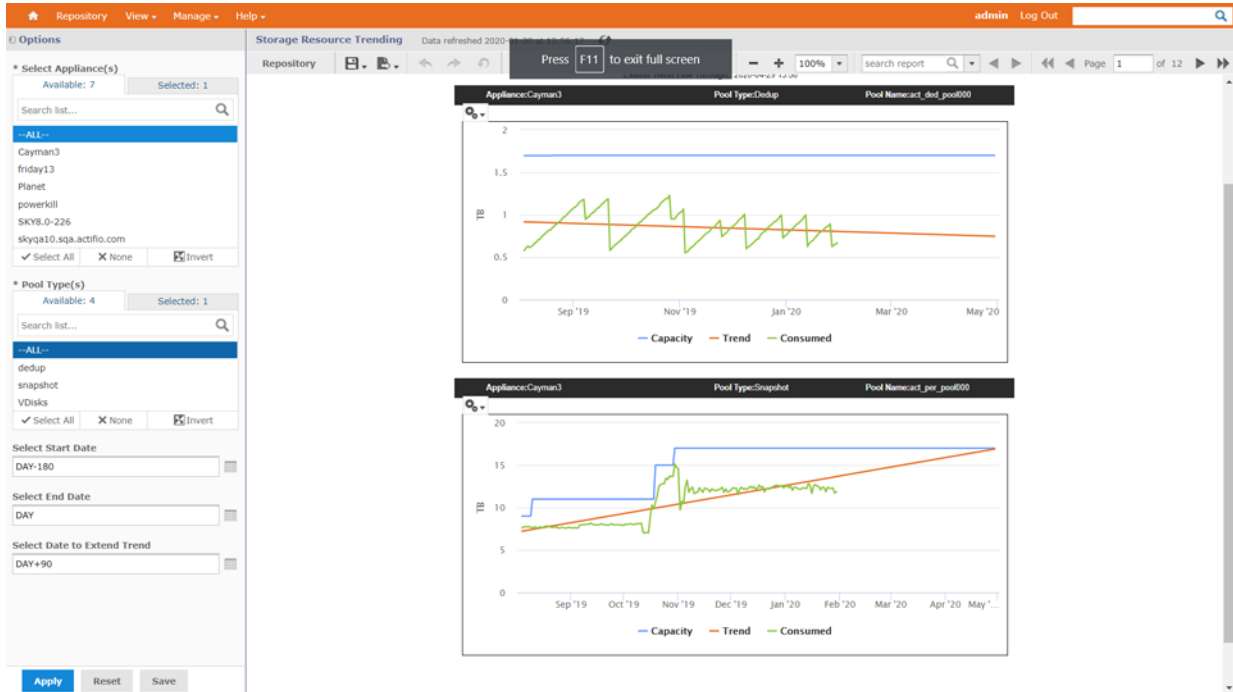
Appliance	Date	Resource Type	Name	Capacity	Used	% Used
Cayman3	2020-01-30	Dedup Pool	act_ded_pool000	1.70	0.68	40.15
Cayman3	2020-01-30	Snapshot Pool	act_per_pool000	16.99	11.88	69.93
Cayman3	2020-01-30	Snapshot Pool	snappool2	2.00	0.01	0.59
Cayman3	2020-01-30	VDIs		5.000	3.837	76.74
Cayman3	2020-01-30	OnVault Pool	onvault1		0.01	
Cayman3	2020-01-30	Primary Pool	act_pr_pool000	0.10	0.02	16.58
Cayman3	2020-01-30	Total Storage	Total Pools	20.79	12.59	60.58
friday13	2020-01-30	Dedup Pool	act_ded_pool000	8.50	0.16	1.91
friday13	2020-01-30	Snapshot Pool	act_per_pool000	30.00	0.13	0.44
friday13	2020-01-30	VDIs		5.000		
friday13	2020-01-30	OnVault Pool	deleted_vault_pool22455609		0.00	
friday13	2020-01-30	Total Storage	Total Pools	38.49	0.29	0.77
Planet	2020-01-30	Dedup Pool	act_ded_pool000	95.20	36.39	38.23

Storage Resource Usage Summary Report

Storage Resource Trending

This report shows the resource consumption for snapshot 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

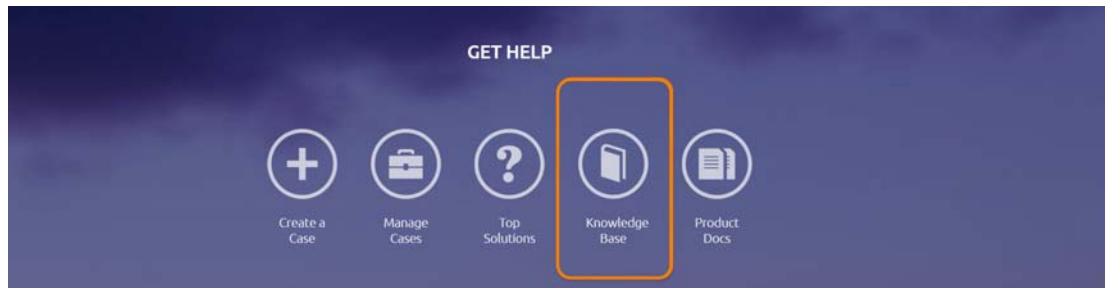
If you have an SNMP trap receiver configured, your Actifio Appliance can send SNMP traps to the SNMP trap receiver in the appliance. Reviewing the SNMP trap receiver is the first place to look for critical issues.

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

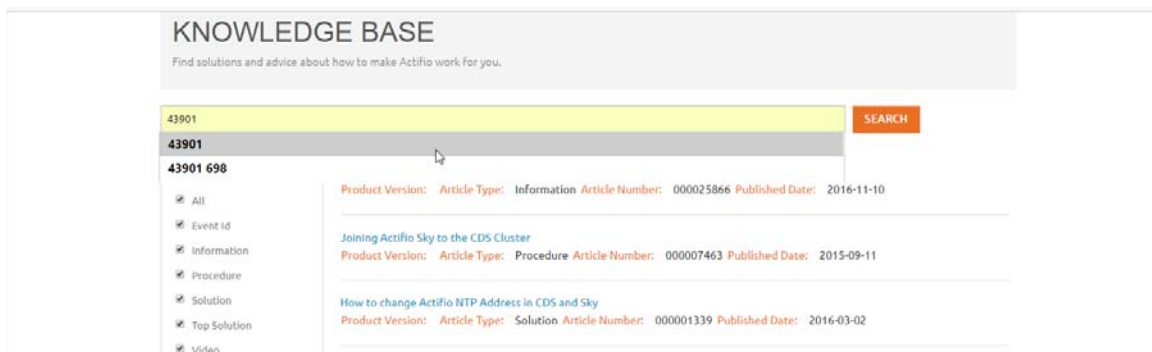
Search the Actifio Knowledge Base in the ActifioNOW customer portal for an event's meaning and resolution:

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**.



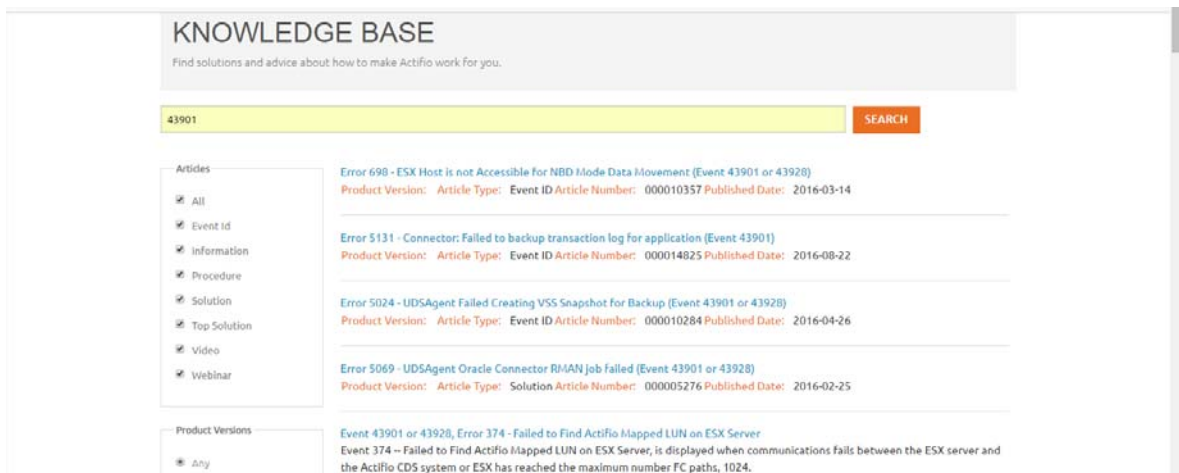
Get Help Page of the ActifioNOW Portal

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



Search Knowledge Base Page

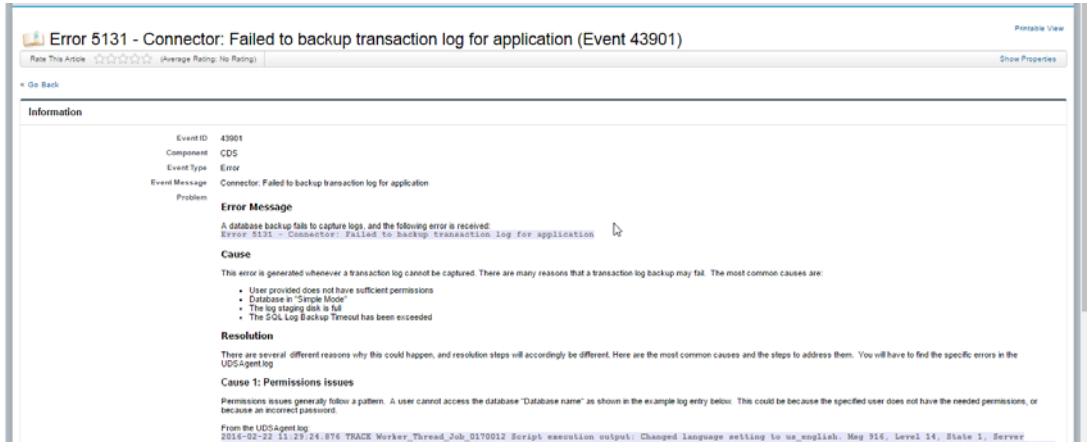
Links to all relevant articles for the event number appear in the Search Knowledge Base page.



Summary of Search Results in the Search Knowledge Base Page

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.

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 version. 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

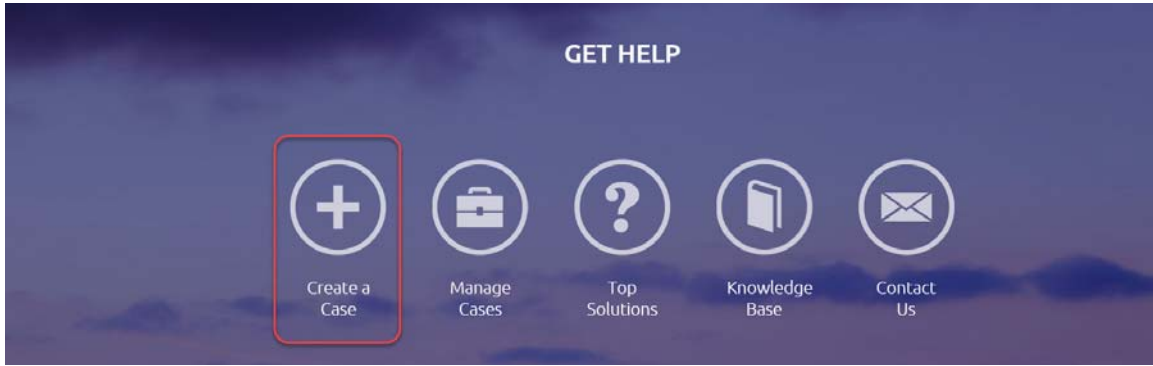
If there are issues that you cannot resolve, open a support case from the ActifioNOW customer portal. Depending the severity of the case, an Actifio support case may be auto-generated for you.

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**.



- 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.

CREATE NEW CASE

Case Reason
--None--

Appliance
- None -

Product Type

Subject

Please describe the issue

Business Impact
How is this issue impacting your business?

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

- 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

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