

RoboMon NT/2000 - ARCserve/IT Intelligent Solution Set

Automated management for Computer Associates' ARCserve/IT

Manage Any ARCserve/IT Environment Better

RoboMon's ARCserve/IT Intelligent Solution Set provides easily configurable proactive monitoring and problem solving for any size enterprise using Computer Associates' ARCserve/IT storage management solution, including those employing serverless backup of storage area networks (SANs). This provides increased reliability and efficiency for the backup/restore operations for the mission critical data, messaging, and business applications of eBusiness. RoboMon's automated, out-of-the-box ARCserve/IT Intelligent Solution Set operates through an integrated set of rules that detect and correct problems before your users experience failures or slow-downs. It monitors all aspects of ARCserve/IT availability and performance, including:

- Basic operations, such as whether critical services are running,
- Performance criteria, such as CPU, memory and I/O bottlenecks, and
- Efficiency and success of ARCserve/IT operations.

RoboMon can diagnose and correct problems on the spot and email IT staff, or bring them to your attention at a central monitoring location, including a CA Unicenter TNG console (in conjunction with RoboMon's Enterprise Management Connector for Unicenter TNG).

Key Benefits

- Works out of the box, with no setup time
- Detects problems automatically, focuses your staff's time on the issues you target
- Allows centralized monitoring of remote systems
- May be precisely customized for each environment
- Provides intuitive, graphical interface for management and customization
- Integrates with Unicenter TNG
- Integrates with RoboMon's enterprise-wide total eBusiness infrastructure management solution (see below)



What RoboMon's ARCserve/IT Intelligent Solution Set Monitors

RoboMon's ARCserve/IT Intelligent Solution Set provides comprehensive monitoring and management of running ARCserve/IT systems. Specific rules are designed to:

- Track basic performance indicators, including CPU usage across all processors, I/O, physical memory usage, alerting you to potential performance degradation and providing recommendations for improving performance
- Monitor the state of ARCserve/IT services and optionally restart them
- Report successful, cancelled, incomplete, failed or hung ARCserve/IT jobs
- Raise an alert when the number of sharing violations exceeds a specified threshold, which can delay a job or prevent it from completing
- Raise an alert when jobs cannot complete until there is a change of media
- Track log entries from the ARCserve/IT Database, Job, Message and Tape Engines, and optionally forward them for viewing in RoboMon's Event Monitor, subject to RoboMon's full range of messaging and filtering options

RoboMon NT/2000 Event Monitor

Robomon Event Monitor - All Events for RoboMon Event Database on \\ BASE

File Monitor View Event Detail Tools Help

Open problems for Enterprise

EventDateTime	Class	SubClass	Computer	!	RuleName
09/02/00 04:15:01 PM	ARCSERVE	SHARING VIOLATI...	BACKUP1	!	SHARING_VIOLATIONS
09/02/00 04:00:10 PM	AUTOMATION	NETWORK	GLOBAL	!	UNREACHABLE_COMPU
09/02/00 04:00:10 PM	AUTOMATION	NETWORK	GLOBAL	!	UNREACHABLE_COMPU
09/02/00 03:55:01 PM	IIS	INTERNET SECUR...	GLOBAL	!	LOGON_FAILURE_ALERT
09/02/00 03:55:01 PM	IIS	INTERNET	STAGING	!	URL_UNREACHABLE

Updated severity 3 problem for computer BACKUP1 at 9/2/00 04:15:01 PM.
Generated by rule SHARING_VIOLATIONS of type SHARING_VIOLATIONS in ARCSERVE.

Acknowledged by KAB at 9/2/00 04:26:39 PM.

During the last 15 minutes, RoboMon has detected 531 warnings related to file sharing violations reported by the ARCserve Job Engine. The maximum acceptable number of sharing violations, as defined in the RoboMon Solutions Manager, is 500 violations.

Excessive sharing violations cause significant delays in the completion of backup operations, and can cause a backup operation to be incomplete.

Remedies:

Ready 5 events 09/02/00 4:28:41 PM

What Rules Mean to You

RoboMon rules work out-of-the-box, with no tweaking, for any size ARCserve/IT configuration. In addition, each RoboMon rule may be completely customized, allowing precise control over threshold settings through the Solutions Manager, as well as actions to be taken, required notifications and alerts. RoboMon's intuitive, graphical Rule Designer allows you to tailor rules and create new rules without writing a single line of code. Customized rules may be deployed to individual machines, domains or throughout the enterprise, via simple, efficient, drag & drop operations in the RoboMon Enterprise Manager.

The Total RoboMon Solution

RoboMon for Windows NT/2000 is automated eBusiness infrastructure management software that detects and corrects complex application, system and network problems to ensure the highest levels of availability and performance.

RoboMon includes a suite of pre-defined rules, called Intelligent Solution Sets, that work out of the box to detect and correct problems with applications, systems and networks, including Windows NT/2000, Microsoft BackOffice, and SNMP-based network components.

RoboMon may be configured to notify staff of problems in real time, or to take corrective action independently and monitor the results for success. RoboMon's many notification options include paging, e-mail, SNMP trap, net send messages, and centralized event reporting through the Event Monitor, enabling it to integrate with and supplement your current staff notification practices.

Where RoboMon's ARCserve/IT Intelligent Solution Set Gets Its Data

- Win32 API
- ARCserve log files

RoboMon's ARCserve/IT Rules

ARCserve_Performance_Checks

Checks some basic performance indicators, such as percent of time the CPU is busy, file system read/write rates, byte transfer rate for file system read/write operations, and percent of physical memory used

ARCserve_Process_Load

Checks if any of the ARCserve processes are using too much CPU.

ARCserve_Services

Monitors the state of the ARCserve services and optionally restarts them.

Cancelled_Jobs

Monitors for cancelled ARCserve jobs.

Database_Engine

Collects ARCserve Database Engine entries in the ARCserve log and forwards them for viewing in the RoboMon Event Monitor.

Failed_Jobs

Monitors for failed ARCserve jobs.

Hung_Jobs_Alert

Raises an alert if a job continues for more intervals (default: one hour) than the maximum allowed as defined in the RoboMon Solutions Manager.

Incomplete_Jobs

Monitors for incomplete ARCserve jobs.

Job_Engine

Collects ARCserve Job Engine entries in the ARCserve log and forwards them for viewing in the RoboMon Event Monitor.

Media_Change_Alert

Monitors for jobs waiting, and raises an alert when there needs to be a change of media.

Message_Engine

Collects ARCserve Message Engine entries in the ARCserve log and forwards them for viewing in the RoboMon Event Monitor.

Restart_ARCserve_Services

When fired, automatically restarts the ARCserve services.

Sharing_Violations

Monitors the number of sharing violations reported by the ARCserve Job Engine.

Successful_Jobs

Monitors for successful ARCserve jobs.

Tape_Engine

Collects ARCserve Tape Engine entries in the ARCserve log and forwards them for viewing in the RoboMon Event Monitor.

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