

StorageCraft ShadowProtect Monitoring Configuration Guide

Use these steps to upload and configure the necessary components in order to monitor StorageCraft ShadowProtect backups.

Pre-requisites: N-central 9.2.1.251

Download and extract the custom service from the nrc

- Name: **StorageCraft ShadowProtect – StandAlone**
- Link: <https://nrc.nable.com/community/Custom%20Services/StorageCraft%20ShadowProtect%20-%20StandAlone.zip>

Upload the custom service

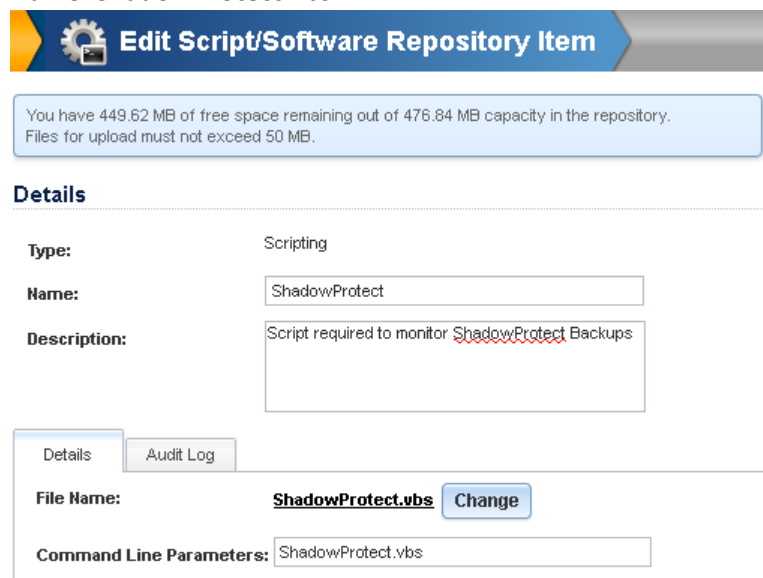
- Login to the N-central Admin Console (NAC)
- Select Custom Services
- Name: **ShadowProtect.xml**
- If the service already exists, delete the existing service and add the new service

Upload the Service template

- SO > Configuration > Monitoring > Service Templates
- Click Import
- Name: **ShadowProtectServiceTemplate.xml**

Upload the script to the Script and Software Repository

- SO > Configuration > Script/Software Repository
- Name: **ShadowProtect.vbs**



Edit Script/Software Repository Item

You have 449.62 MB of free space remaining out of 476.84 MB capacity in the repository. Files for upload must not exceed 50 MB.

Details

Type: Scripting

Name: ShadowProtect

Description: Script required to monitor ShadowProtect Backups

Details Audit Log

File Name: **ShadowProtect.vbs** [Change](#)

Command Line Parameters: ShadowProtect.vbs

Create a filter

- a. SO > Configuration > Filters
- b. Name: **ShadowProtect Servers**

Filter Name:

ShadowProtect Servers

is available to:

Everyone

Description:

Show in my Drop-Down:

☒

Find devices where:

Device

▼

Class

▼

EQUAL TO

▼

Servers - Windows

☒ and ☐ or

Application

▼

Application Name

▼

EQUAL TO

▼

StorageCraft ShadowProtect

Create a Scheduled Task Profile

- a. SO > Configuration > Scheduled Tasks > Profiles
- b. Select Add
- c. Name: **ShadowProtect Servers**
- d. Select Add > Scripting

Scripting Task

Details

Task Name:

Task Handler:

- ☒ Use Agent where available, otherwise use Best available probe
☐ Use Best Available probe

Credentials:

- ☒ Use device credentials
☐ Custom credentials

Script

Location:

Repository Item:

Description: **ShadowProtect BDR service Template**

File Name: **ShadowProtect.vbs**

Command Line Parameters:

Schedule

Type:

Task Timeout: hours

Interval:

Start Time:

repeat every hours

Days of the Week:

- ☒ Every day
☐ Selected days

Days of the Month:

- ☒ Every day
☐ Last day
☐ Selected dates

1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	All	Clear		

Months of the Year:


- ☒ Every month
☐ Selected months

Jan	Feb	Mar
Apr	May	Jun
Jul	Aug	Sep
Oct	Nov	Dec
All	Clear	

- Select Save
- Select Save
- If the script already exists replace with the most recent version

Modify a Notification

- SO > Configuration > Monitoring > Notifications
- Select the Backup Manager notification profile
- Add the appropriate recipients
- Select the Trigger Details tab
- Select the Backup Manager trigger
- Add the ShadowProtect service



Profile Details

Trigger Details

Details

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Trigger Name: Backup Manager

Notify on return to Normal: ☐

State: Failed

Services

Available Services

Security Logs

Sensor Status (HP MSA SAN)

Sensor Status (HP ProCurve)

Server Temp (Dell)

Server Temp (HP)

Server Temp (IBM)

Server Temp (Intel)

ShadowProtectLastBackupTime

Shawn2 Test

Shawn Backup Service

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Selected Services

Backup Manager Events

Backup Manager Status

ShadowProtect

Rules

Available Rules

1 Windows Event Log Management

AV Defender

Backup Exec

Backup Exec Monitor And Task

Deployment - Patching on Scotts Laptop

Devices - Mobile

Devices with Endpoint Security

DHCP Servers

Domain Controllers

Domain Controllers - Windows 2003

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Selected Rules

SBS Servers

Servers - Windows

Workstations - Windows

Create a Rule

- SO > Configuration > Monitoring > Rules
- Click Add

Name: **ShadowProtect**

Filter: ShadowProtect Servers

Scheduled Task Profile: ShadowProtect Monitoring

Service Template: ShadowProtect

Customers: all

Propagate to all new customer/sites: yes

Run the script to obtain the Backup Job Names

- SO > All Devices View
- Select the ShadowProtect Servers filter
- Select all the servers
- Select Add Scheduled Tasks > Run a Script
- Select ShadowProtect
- Select the Schedule Type: Now
- Select Notify On: Success, Failure, Send task output file in Email
- Select the appropriate recipient
- Select Save

Schedule

Type:

Task Timeout: hours

Execution Window: ☒ Only run at the specified time.
☐ If the machine is offline at the specified time, run this task as soon as possible, up to days in the future.

Downtime: ☐ Set device into downtime during task execution.

Notifications

Notify On: ☒ Success
☒ Failure
☒ Send task output file in Email

Recipients:

Recipients Found

- Nicholas Nemer-Email-Default Email Notification
- Stephano Park-Email-Default Email Notification
- Linda Payne-Email-Default Email Notification
- Anna Rowe-Email-Default Email Notification
- Roy Serhal-Email-Default Email Notification
- PSA Service Ticket User Service Ticket User-PSA-Integration-Default Service Ticket Notification
- Brandon Shopp-Email-Default Email Notification
- Jamie Smith-Email-Default Email Notification
- marc-andre simo simo only-Email-Default Email Notification
- Nabile Support-Email-Txt Message

Selected Recipients

- Jonathan Pablos-Email-Default Email Notification

Configure the Backup Job Name

- SO > All Devices View
- Select the ShadowProtect Servers filter
- Select as server
- Select the ShadowProtect service
- Select the Service Details tab
- Enter the Backup Job name



Details

* **Monitoring:**

Monitored By:

Service Description:

* **Backup Job:**