AppAssure 4.x and 5.x Backup Event Monitoring

Using a Powershell script and custom service

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AppAssure 4.x and 5.x Event Log Monitoring

Overview

N-able Technologies has developed a script and a custom service that allows to retrieve AppAssure 4.x and 5.x information from the Windows event log. It will write this information to WMI instance for a custom service to read and threshold against.

To use it, the script must be run at periodic interval (we recommend every 1 hour, but the actual schedule is customizable within your Scheduled Task Profile in N-central), and a custom service must be added to each system running AppAssure.

Requirements

- This script was tested on all current Microsoft Windows OS :
  - Windows 7, Windows Server 2003 (R2), Windows Server2008 (R2), Windows 8 and Windows Server 2012.
  - Windows XP and Vista are not supported.
- Additionally, the script requires Powershell 2.0 and Microsoft .NET 4.
- You will need an On-Premise N-central server (Hosted servers do not support Custom Services) and a Professionally licensed device with AppAssure 4.x or 5.x installed and working.

Workflow

When run on a local computer, the script uses the AppAssure Windows event logs to review specific event codes and then then writes data points for the custom service to query against.

Deployment

Importing and configuring the script

1. Download the AppAssure 4 and 5 event monitoring script from the N-able Resource Center (http://nrc.n-able.com) under COMMUNITY > CUSTOM SERVICES section.

2. Import the included Powershell script into the N-Central **Script Repository.**
   a. From the Service Organization Level (orange by default) go to the **Configuration** menu, then to **Scheduled Tasks**:
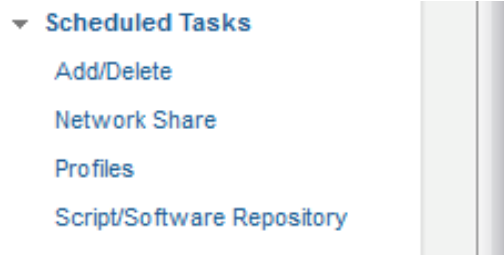
   b. Select **Script/Software Repository.**
   c. Click **ADD** and choose **Scripting**, then click on **BROWSE** to select the script

   d. Once uploaded, it will be available for use.

3. Create a **Scheduled Task profile** (as detailed below) to run the script every **1 hour** (or as needed).
   a. From the **Customer** level (green by default), go to the **Configuration** menu, then to **Scheduled Tasks**, and click on **Profiles**. Select **ADD** scripting task:
      i. Enter a name
      ii. Select the script from the repository list
      iii. Select the rule on which to apply the profile
      iv. Select the schedule and set it to recurring

v. Select **Hourly** (or Custom if it you wish backup status to be checked more frequently than hourly) and leave the other fields default (Every day, Every month):

vi. If desired, select Notifications to be sent if the task fails to run.

vii. **Save** the task, and then **Save** the profile. The task will now run at the specified interval/times.
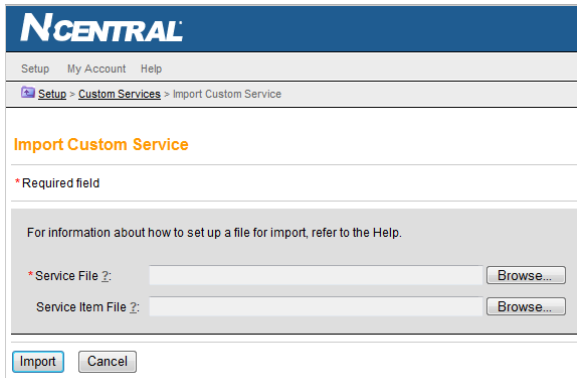
Importing and configuring the custom service

To import the included Custom Service:

1. Log on to the N-central Administration Console by going to httpS://YOURSERVER:10000 and logging in with your Product Administrator account (productadmin@n-able.com by default).

2. Go to **Custom Services** within the services section on the left:
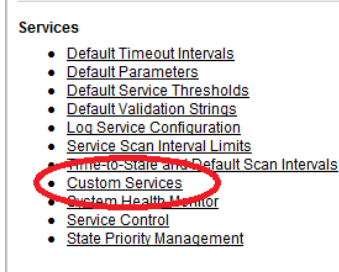
3. Click on **IMPORT SERVICE**

4. Click on **BROWSE** and select the service file (xml file), then click on **IMPORT.** *Note: No "Service Item File" is required.*

5. The service is now imported. Go to the N-Central GUI and select the device where you wish to add the service. Go to the **STATUS** tab and click on **ADD:**
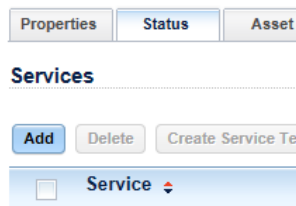
6. From the list, enter a 1 beside **AppAssure 4 Event Monitoring**

7. Click on **OK** at the bottom of the list.

8. The service will now be added and begin to report on the script data as soon as the script runs for the first time.

How to Auto-deploy the Script and Service to your environment

1. Create a **Service Template** (you will create one per device class you wish to apply this service to) to add your AppAssure service for you to targeted devices.
    a. From the Service Organization level (orange by default) head under Configuration > Monitoring > Service Templates
    b. **ADD** a new Service Template for the class of Server
    c. **ADD** the AppAssure service with its default thresholds set to ADD/MODIFY
    d. **Save** the Template.
    e. Create a template for each device class as needed (typically one for Laptops, one for Workstations and one for Servers).

2. Create a **Filter** (or two) that identifies AppAssure 4.x and 5.x systems:
    a. Targeting **Application > Name > Contains > AppAssure** may work however you may need to expand on this filter to only include Device's that are a Class of Server, or have the "Replay Core" windows service, for example to better target the correct systems.

3. Create a **Rule** that will apply both the AppAssure 4.x 5.x **service** and the **script** to your chosen devices.
    a. From the Service Organization level (orange by default) go under Configuration > Monitoring > Rules
    b. **ADD** a new Rule, name it "AppAssure Event Monitoring".
    c. For the **Filter**, add your AppAssure filter(s).
    d. Skip to the **Scheduled Tasks** tab and add your AppAssure Scheduled Task Profile.
    e. Under the **Monitoring** tab, and add your service templates that apply the AppAssusre 4.x 5.x Event Log custom service.
    f. Under **Grant Customer/Site access**, add in all customers that are relevant and choose "Propagate to new customer/sites" if you intend for this to apply to all new clients as well.

The Service and the Script are now deployed to the devices you chose to target with your Filter in the Rule.

Data being monitored

Information contained within the custom service

The monitor will record 8 data points in WMI for N-Central to poll with the custom service:

1. Number of Problematic Events Found
2. Total number of events found
3. Most recent Event ID
4. Event ID List
5. Event Description List
6. Last Script Execution Time

Remote Control
Click to connect

| Status | Service Details | Thresholds | Self Healing | Reports |

Service Status

Current Status:	✖
Scan Time:	2013-Aug-22 14:24
Transition Time:	2013-Aug-22 12:53

Status Details

Description	Value	State	Thresholds	
Number of Problematic Events Found	15		Normal	0 - 0
			Warning	1 - 1
		✖	Failed	2 - 4,294,967,296
Total Number of Events Found	33	✔	Normal	0 - 1,000
			Warning	1,001 - 5,000
			Failed	5,001 - 4,294,967,296
Most Recent Event ID	1	--	--	
Event IDs (List)	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	--	--	
Event Description (List)	The Core service on MTANGUAY-W8 has started The Core service on MTANGUAY-W8 has started The Core service on MTANGUAY-W8 has started The Core service on MTANGUAY-W8 has started The Core service on MTANGUAY-W8 has started The Core service on MTANGUAY-W8 has started The Core service on MTANGUAY-W8 has started The Core service on MTANGUAY-W8 has started The Core service on MTANGUAY-W8 has started The Core service on MTANGUAY-W8 has started The Core service on MTANGUAY-W8 has started The Core service on MTANGUAY-W8 has started The Core service on MTANGUAY-W8 has started The Core service on MTANGUAY-W8 has started The Core service on MTANGUAY-W8 has started The Core service on MTANGUAY-W8 has started	--	--	
Last Script Execution Time	08/22/2013 12:53:04	--	--	

Process completed!

Note: You may wish to add this Service to any backup related Dashboards you maintain.