Cookbook

DP Monitoring

Version 1.0

Last update date

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## Document Information

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| --- |
| Use Case / Content Request (UCMS) # ?????? |
| Prepared by  ????? |
|  |
| Owning Capability  Backup |
| Document based on RBA Cookbook Template version 1.0, effective from August 2020  The latest version of this document is stored electronically. Any printed copy is an uncontrolled copy for reference purposes only.  Detailed instruction for Cookbook preparation and examples can be found in [**RBA Cookbook Wiki**](https://fridpucms03.ssn.hpe.com/projects/hpoo-rba/wiki/Cookbook_summary) |

## version history

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| --- | --- | --- | --- |
| **Version** | **Version date** | **Updated by** | **Affected section and description of change** |
| 1.0 |  |  |  |
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# OVERVIEW

## HIGH LEVEL OVERVIEW

Update sdfsds

## General Information

MANUAL EFFORT

X minutes - estimated time (in average) to execute documented steps manually for each ??

ISSUE TYPE ( Select )

**Temporary issue**:   **Yes** |   **No**

Checking “Yes” means that even if resolution steps do not resolve a reported incident, they can succeed, when repeated later once again or issue can self-heal over time (Scheduled RBA can be used).

RESOLUTION TYPE

  **Read Only** (no changes on target device) |   **Remediation** (possible changes on target device)

SCOPE

  **GLOBAL** |    **LOCAL:** Account name(s)

## Platforms and products covered ( Select )

Windows Platforms

 Windows 2003 |  Windows 2008 |  Windows 2012 |  Windows 2016 |  Windows 2019

UNIX Platforms

AIX |  HP-UX |  Linux Red Hat |  Linux SUSE |  SunOS (Solaris)

Library Products

 Tape library |  VTL

Backup Products

 Data Protector (DP) |  Legato |  NetBackup |  Tivoli Storage Manager

Messaging & Collaboration Products

 Microsoft Exchange Server 2010 |  Microsoft Exchange Server 2013 |  Microsoft Exchange Server 2016

Network Products

 Cisco |  HP |  F5 |  Riverbed |  BlueCoat |  CheckPoint |  Aruba |   Other: please specify

# poor media identification

## STANDARD EVENTS in scope

Update

## in scope

Triggering conditions proposal

Update

# resetting poor RESOlution work Instructions

## DECISION Diagram – recommended

Logical Decision Diagram of the steps executed and possible scenarios.

Update If possible.

Decision Diagram Source:

*drag-n-drop the source file of Decision Diagram here*

Update If possible.

## INPUT PARAMETERS used in steps

### Collect the Last 15 Min Session details

**Actions:**

Fetch the System time and execut the command every 15 min.

**YY/MM/DD HH:MM – Start time (current system time minus 15 Min )**

**YY/MM/DD HH:MM – End time (current system time)**

**Target OS**: Windows

Command:

omnirpt -report list\_sessions -timeframe **YY/MM/DD HH:MM YY/MM/DD HH:MM** -tab

Example output:

C:\Windows\system32>omnirpt -report list\_sessions -timeframe 21/05/03 01:00 21/05/03 01:15 -tab

**Target OS**: Unix

Command:

/opt/omni/bin/ omnirpt -report list\_sessions -timeframe **YY/MM/DD HH:MM YY/MM/DD HH:MM** -tab

Example output:

/opt/omni/bin/omnirpt -report list\_sessions -timeframe 21/05/03 01:00 21/05/03 01:15 -tab

**Output:-**

****

**Checks:**

|  |  |
| --- | --- |
| Condition | Next Action |
| If list of session report generated | go to Step: Next |
|  | |

|  |  |
| --- | --- |
| Condition | Next Action |
| Else | go to Step: 1 |
| Only For first time stpe 1 failure (Execute step1 command one more time) | |

|  |  |
| --- | --- |
| Condition | Next Action |
| Else | end as AutoDiagnose |
| If step 1 failed 2nd time | |
| Message : send a mail as “Unable to collect the required monitoring details (Step-1) please check. | |

### List the backup failure

**Actions:**

From the Step1 Output, collect the “Specification”,“session ID” and “Mode” for those **status** with“Failed” or “Completed\failure”

**Target OS**: Windows

Command: NA

|  |  |
| --- | --- |
| Condition | Next Action |
|  | Choose an action |
|  | |

|  |  |
| --- | --- |
| Condition | Next Action |
| Else | Choose an action |

### Collecting Failed Backup Log for the failed “Session ID”

**Actions:**

There is many cases when more than one error reported in one backup session, so to analyze them in details

we are collecting Failed Session backup log from CellManager for the Failed “Session ID”

**Target OS**: Windows

Command: omnidb –session **FailedBKPSessionID** -report

Example output:

Omnidb –session **2021/05/01-8** -report

**Target OS**: unix

Command:

/opt/omni/bin/omnidb –session **FailedBKPSessionID** -report

Example command output:

/opt/omni/bin/omnidb –session **2021/05/01-8** -report

|  |  |
| --- | --- |
| Condition | Next Action |
| If session report was opened succesfully | go to Step: Next |
|  | |

|  |  |
| --- | --- |
| Condition | Next Action |
| Else | end as AutoDiagnose |
| Message : send a mail as “Unable to collect the required monitoring details (Step-3) please check. |  |

Output



### Check if HostName is failed with INET Error

**Actions:**

Check all the lines in backup log (generated logs from Step3).

From the backup logs, take the line contain either **“[Critical]”** or **“[Major]”** on the paragarap search for the words highlighted with Yellow color. and on the same line collect the InetHostName either after **VBDA@ ,** or **host”**

Error in Logs

Collect the highlighted

[Major] From: BSM@peburdp01 "Adhoc\_PRSV10\_LTO6\_SYS" Time: 4/30/2021 11:29:01 PM

[61:4006] Could not connect to inet in order to start VBDA@prsv10g0.perkinelmer.com "/home prsv10g0.perkinelmer.com [/home]".

[Critical] From: BSM@bezvsdpcm101.mcbczvn.msv.ssn.entsvcs.net "BEZVSDPCM101\_MCBC\_D1N\_BEZVSQLCLUS001\_ID" Time: 5/4/2021 11:31:06 PM

[61:12500] Cannot connect to inet for getting filesystem list

on host"bezvsqlclus001.millercoors.com".

[Critical] From: BSM@bezvsdpcm101.mcbczvn.msv.ssn.entsvcs.net "BEZVP\_bezvsqlclus001\_SQL\_TRANS" Time: 5/5/2021 6:01:43 AM

Cannot connect to inet for starting of OB2BAR application sql\_bar.exe

on host"bezvsqlclus001.millercoors.com".

|  |  |
| --- | --- |
| Condition | Next Action |
| If report was opened succesfully | go to Step:Next |
|  | |

|  |  |
| --- | --- |
| Condition | Next Action |
| Else | end as AutoDiagnose |
| Message : send a mail as “Unable to collect the required monitoring details (Step-3) please check. |  |

### Identify the Client which is failed

**Actions:**

Using “Session ID” identifying the failed backup Clients

**FailedBKPSessionID :- “Session ID” (collected in Step 2)**

From the Output of the command,

1. search for the InetHostName present on the logs.
   1. If unable to find InetHostName on the logs , update Error as INET error and check point 2
2. and on the logs take the line which is contain failed, in that line beging to till “**:**” take it as a “H**ostName”** and on the same line collect the prase which is inside “[ ]“ as MountPoint.

Remove the duplicate **“HostName”** andappend the Mountpoint in single line separated by **“,”**

**Target OS**: Windows

Command:

omnidb –session **FailedBKPSessionID**

Example output:

Omnidb –session **2021/05/01-8**

**Target OS**: unix

Command:

/opt/omni/bin/omnidb –session **FailedBKPSessionID**

Example command output:

/opt/omni/bin/omnidb –session **2021/05/01-8**

Command Output



|  |  |
| --- | --- |
| Condition | Next Action |
| If session report generated | go to Step: 5 |
|  | |

|  |  |
| --- | --- |
| Condition | Next Action |
| Else | end as AutoDiagnose |
| Message : send a mail as “Unable to collect the required monitoring details please check. |  |

### Collect errors details from BackupLog

**Actions:**

Check all the lines in backup log (generated logs from Step4).

From the backup logs, take the line contain first time either **“[Critical]”** or **“[Major]”** and Collect next line starting to end of the paragraph (until Blank line), truncate till 45 Characters and Consider that as “Error”

Error in Logs

Collect the highlighted

[Critical] From: BDA-NET@mshcrnftst03.mtsinai.toronto.on.ca "mshcrnftst03.mtsinai.toronto.on.ca [/tmp]" Time: 5/1/2021 7:02:25 AM

**Cannot connect to Media Agent on system mshovdp**002.mountsinai.hospital, port 60015 (IPC Cannot Connect

System error: [110] Connection timed out

) => aborting.

[Critical] From: VBDA@mshcrnftst03.mtsinai.toronto.on.ca "mshcrnftst03.mtsinai.toronto.on.ca [/tmp]" Time: 5/1/2021 7:02:25 AM

Unexpected close reading NET message => aborting.

[Normal] From: VBDA@mshcrnftst03.mtsinai.toronto.on.ca "mshcrnftst03.mtsinai.toronto.on.ca [/tmp]" Time: 5/1/2021 7:02:25 AM

ABORTED Disk Agent for mshcrnftst03.mtsinai.toronto.on.ca:/tmp "mshcrnftst03.mtsinai.toronto.on.ca [/tmp]".

[Critical] From: BDA-NET@mshcrnftst03.mtsinai.toronto.on.ca "mshcrnftst03.mtsinai.toronto.on.ca [/]" Time: 5/1/2021 7:03:14 AM

IPC failure reading NET message (IPC Read Error

System error: [110] Connection timed out

) => aborting.

[Normal] From: VBDA@mshcrnftst03.mtsinai.toronto.on.ca "mshcrnftst03.mtsinai.toronto.on.ca [/var]" Time: 5/1/2021 7:04:11 AM

COMPLETED Disk Agent for mshcrnftst03.mtsinai.toronto.on.ca:/var "mshcrnftst03.mtsinai.toronto.on.ca [/var]".

[Major] From: BSM@mshovdp002.mountsinai.hospital "Adhoc\_CERNER\_SYS\_DEV\_WKLY\_2" Time: 5/1/2021 7:04:23 AM

[61:3003] Lost connection to VBDA named "mshcrnftst03.mtsinai.toronto.on.ca [/home]"

on host mshcrnftst03.mtsinai.toronto.on.ca.

Ipc subsystem reports: "IPC Read Error

System error: [10054] Connection reset by peer

"

[Normal] From: VBDA@mshcrnftst03.mtsinai.toronto.on.ca "mshcrnftst03.mtsinai.toronto.on.ca [/ibus]" Time: 5/1/2021 7:11:01 AM

COMPLETED Disk Agent for mshcrnftst03.mtsinai.toronto.on.ca:/ibus "mshcrnftst03.mtsinai.toronto.on.ca [/ibus]".

|  |  |
| --- | --- |
| Condition | Next Action |
| If report was opened succesfully | go to Step:Next |
|  | |

|  |  |
| --- | --- |
| Condition | Next Action |
| Else | end as AutoDiagnose |
| Message : send a mail as “Unable to collect the required monitoring details (Step-3) please check. |  |

### Combaine the output to get desire formate

**Actions:**

Combine the fetched details into once single format and store in log file, if there are Muiltipls ClientName\HostName then update BKPClinetName:- “Muiltiple”.

Requested Formate:-

BKPClinetName:" " Specification: " " SessionID: " " Status: " " Details:- "Mode", “MountPoint”, “Error”,

Step2 get Failed “session ID”, “Specification Name”, “Failure status”, “Mode” of backup,

Step3 get the “ClientName\HostName” and “MountPoint” for the failed Session ID

Step5 get “Error” form the Errorlogs

**Target OS**: Windows

BKPClinetName:"ClientName\HostName"

Specification: "Specification Name"

SessionID: "Session ID"

Status: “Failure Status"

Details:- "Mode", “MountPoint”, “Error”,

BKPClinetName:"ClientName\HostName",Specification: "Specification Name",SessionID: "Session ID", Status: “Failure Status",Details:- "Mode", “MountPoint”, “Error”,

|  |  |
| --- | --- |
| Condition | Next Action |
| If | Choose an action |
|  | |

|  |  |
| --- | --- |
| Condition | Next Action |
| Else | end as AutoDiagnose |
|  |  |

## Additional Instructions for human agents