XenData Alert Module Administrator Guide

Version 6.11

Contents

1. Overview

The XenData Alert Module is designed for use with XenData6 Server software and provides e-mail and on-screen alerts that are tailored to the needs of archive system operators, system administrators and IT support personnel. The alerts are derived by filtering and categorizing events recorded in the XenData Event Log.

The XenData Alert Module has two major components:

- **Event Monitor** with integrated e-mail notification that runs on the same server as the XenData6 Server software. The Event Monitor runs an event monitoring service that is pre-configured to detect five different categories of events as they occur in the XenData Event Log. Each Event Category can be mapped to groups of e-mail recipients.

- **On-Screen Messaging** which is a program that may be run on the same server as the Event Monitor or a Windows client. The On-Screen Messaging program can be configured to display via message boxes and system tray notification. The On-Screen Messaging program connects to the event monitoring service on the archive server. If required, the messaging program may be run simultaneously on multiple clients.

2. Licensing

The XenData Event Monitor component is licensed using the same License Administration Utility as installed by XenData6 Server software. A XenData Event Monitor activation code is required and is entered into the Activation Code box, as illustrated below.
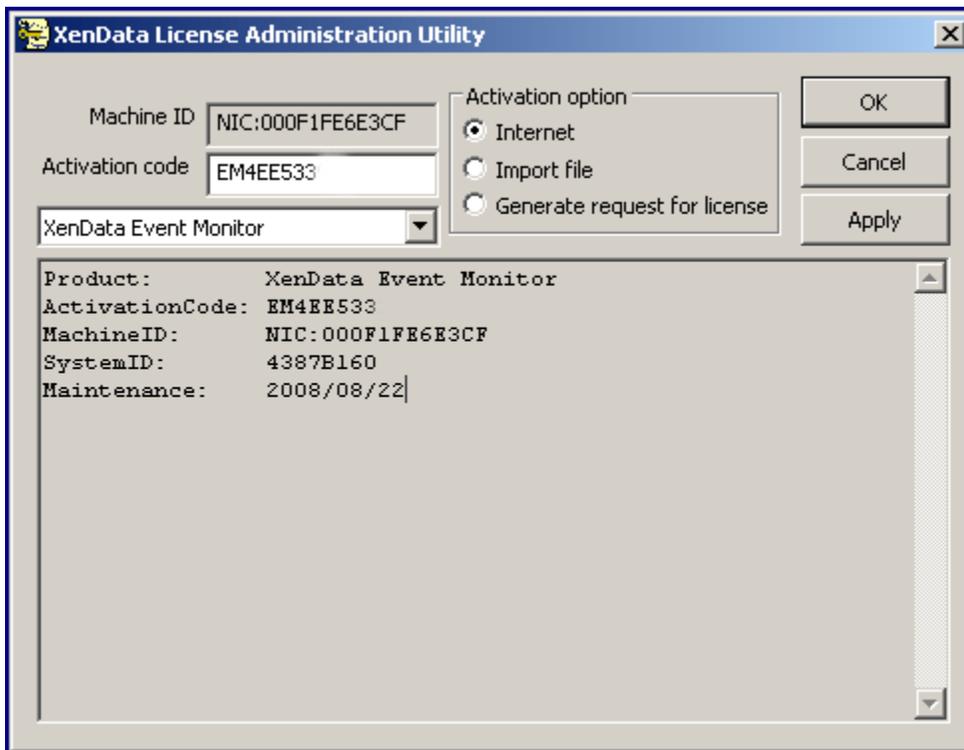
3. XenData Event Monitor

3.1 Starting the Event Monitor Configuration Program

The XenData Event Monitor runs on the same server as XenData6 Server software and it provides an event monitoring service with integrated e-mail notification. The event monitor service must be running for correct operation of the On-Screen Messaging program.

The Event Monitor includes a configuration screen that is used to perform the following:
- map categories of events to groups of e-mail recipients.
- allocate e-mail addresses to groups of e-mail recipients.
- define the e-mail server, e-mail account logon details and e-mail display names.

The Event Monitor is set up using the configuration program. After initial configuration, changes may be made without need to stop the XenData event monitor service.

To start the Configuration Program:

For Windows Server 2008 R2 and Windows 7:
1. Click **Start**
2. Click **Programs**
3. Click **XenData**
4. Click **Configure XenData Event Monitor**

For Windows Server 2012 R2:
1. Click on the **Start** button, located in the lower-left hand corner of the screen
2. Click the arrow ⊕ near the lower-left corner of the Start screen.
3. Click on **Configure XenData Event Monitor** shown under the XenData category
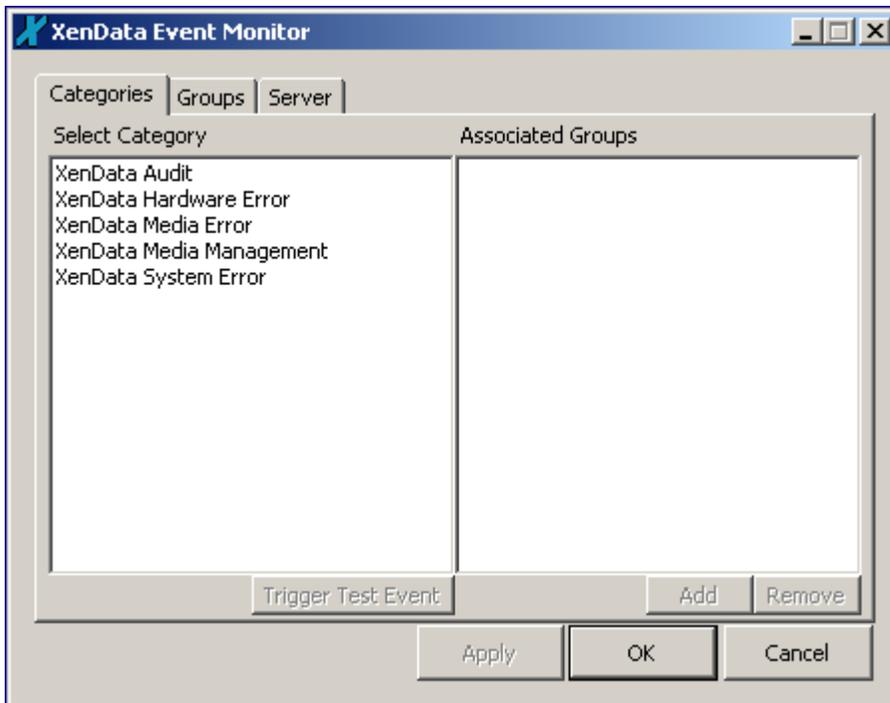
The configuration screen has three tabs as shown above, linked to the following configuration pages:

- Categories. This page is used to map categories of events to groups of e-mail recipients, as described in **3.2 Configuring Event Categories**.
- Groups. This is used to allocate e-mail addresses to groups of e-mail recipients, as described in **3.3 Configuring Recipient Groups**.
- Server. This is used to define the e-mail server, e-mail account logon details and e-mail display names, as described in **3.4 Configuring the E-mail Server**.

After configuration, the event monitoring system can be tested by clicking **Trigger Test Event** on the categories page of the configuration screen. This generates a test event for the selected category. It tests both the e-mail notification and the on-screen messaging (if installed), as it will cause e-mails to be sent to all recipient groups mapped to this category and will initiate an on-screen messages for all connected computers that are running the On-Screen Messaging program.

3.2 Configuring Event Categories

The XenData Event Monitor is pre-configured with five Event Categories derived from XenData Archive Series software:

- **XenData Audit** This category of event messages describes the successful completion of media management operations and is particularly useful for the archive operator.
- **XenData Media Management** This category of event messages may require routine action from the archive operator.
- **XenData Media Error** This event category consists of error messages associated with tape cartridge problems.
- **XenData Hardware Error** This event category consists of error messages associated with tape drive and tape library problems.
- **XenData System Error** This event category consists of error messages associated with system problems.

Launch the XenData Event Monitor configuration screen by starting the configuration program as described in Section 3.1 above.
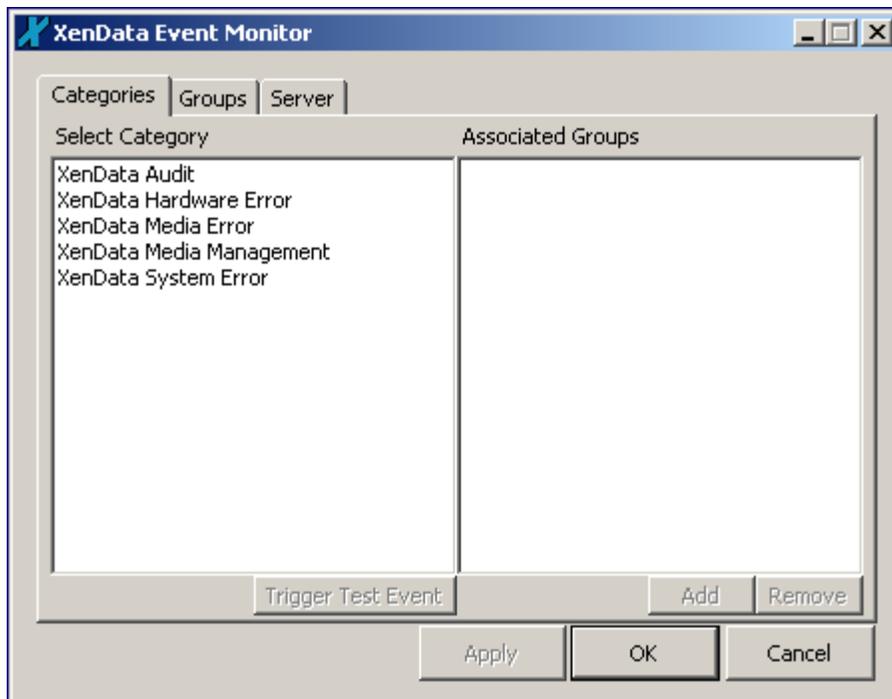
An event category is mapped to one or more groups of e-mail recipients by using the tabbed Categories page.

To perform mapping of an event category to one or more groups of e-mail recipients:
1. Click on the event category in the left pane
2. Click **Add**, which causes the Add Group display to appear
3. Click to highlight one or more groups in the Add Group display
4. Click **OK**

Repeat this mapping for each event category, as required and then click **Apply**.

3.3 Configuring Recipient Groups

Launch the XenData Event Monitor configuration screen by starting the configuration program as described in Section 3.1. Groups of e-mail recipients are configured by using the tabbed Groups page, as shown below.
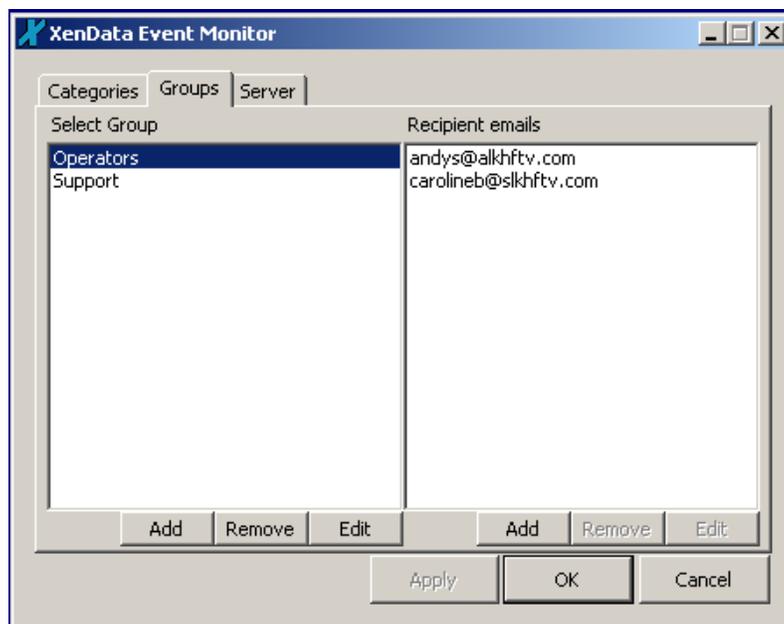
To add an e-mail address to a recipient group:
1. Click on the group in the left pane
2. Click **Add** under the right pane, which causes the Add email display to appear
3. Enter the e-mail address to be added.
4. Click **OK**

Repeat to add additional e-mail addresses to each group as required and then click **Apply**.

To add a Recipient Group:
1. Click **Add** under the left pane, which causes the Add Group display to appear
2. Enter the name of the group to be added.
3. Click **OK**
4. Click **Apply**

To remove a Recipient Group:
1. Click on the group to be removed in the left pane.
2. Click **Remove**
3. Click **OK**
4. Click **Apply**

To Rename a Recipient Group:
1. Click on the group to be renamed in the left pane.
2. Click **Edit**, which causes the Edit Group display to appear
3. Enter the new name of the group
4. Click **OK**
5. Click **Apply**

3.4 Configuring the E-mail Server

The XenData Event Monitor requires an active e-mail account to send e-mail alerts. The Event Monitor supports SMTP outgoing servers including Microsoft Exchange Servers and most Internet service provider (ISP) accounts. Popular authentication methods are supported.

Launch the XenData Event Monitor configuration screen by starting the configuration program as described in Section 3.1 above. Defining the e-mail server and configuring the e-mail account is performed by using the tabbed Server page, as shown below.

To define the outgoing (SMTP) server:
In the upper text box enter the DNS address of the SMTP server that will be used to send e-mail and then click **Apply**.

To define the mail account login details:
First, define the authentication method using the drop-down menu options. If further login details are then required (an account name and password), enter them in their respective boxes and then click **Apply**. The authentication types are explained below:

- **None** - No authentication is used when communicating with the server. This requires a server permitting anonymous login, essentially an open relay. (Supported by Microsoft Exchange Server).
- **MD5 Challenge Response** - Authenticate by sending an md5 hash ("fingerprint") of the password when requested by the server, and therefore not requiring the password itself to be transmitted. (Not supported by Microsoft Exchange Server).
- **Basic Authentication (unencrypted password)** - The password is converted into a base 64 number before transmission to the server, but no encryption is used. (This is the most common authentication method which is supported by Microsoft Exchange Server and most ISPs).

- **Plain Text Password** - Both the username and password are transmitted in plain text to the server. This is the least secure method other than no authentication. (Not supported by Microsoft Exchange Server).
- **Windows Authentication** - A Microsoft specific authentication method which uses a user or services logon name and password to authenticate with the server, and therefore no extra authentication is required. (Supported by Microsoft Exchange Server).

To define sender information:
The Sender Name is the display name which will appear in an e-mail client, and the Sender Email is the address which will appear as the 'from address'. Failed-to-deliver e-mail responses will be sent to the 'from address'. Make the required entries in the Sender Name and Sender Email boxes and then click **Apply**.

To send a test e-mail:
After having defined the outgoing server, mail account login details and sender information, a test email may be sent as follows:

1. Click **Send Test Email**
2. Enter recipient's e-mail address
3. Click **OK**

4. XenData On-Screen Messaging

On-Screen Messaging is a program that may be run on the same server as the Event Monitor or a connected Windows client. The On-Screen Messaging program can be configured to display via message boxes and system tray notification. The On-Screen Messaging program connects to the event monitoring service on the archive server and consequently this must be running. If required, the messaging program may be run simultaneously on multiple clients.

On-Screen Messaging Configuration
To start the On-Screen Messaging configuration program, double click the blue X icon in the notification area of the task bar.

The configuration screen for the On-Screen Messaging program is shown below.
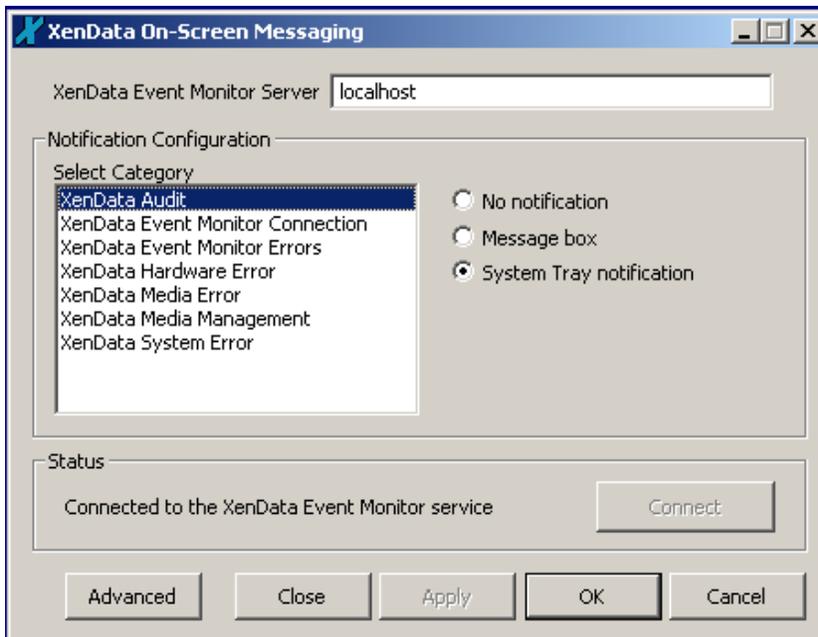
For any Event Category, on-screen messaging can be provided via a message box or system tray notification, as shown below.

A message box is illustrated above and a system tray message is shown to the right.

To define the XenData Event Monitor Server:
1. Enter the name of the server running the XenData Event Monitor. (If running on the same server, you may enter 'localhost'.)
2. Click **Apply**

To set up the Notification Configuration for each Event Category:
1. Click on the required Category in the left pane
2. Select either 'No Notification', Message box' or 'System Tray notification'

Repeat for each Event Category and the click **Apply.**

To set the notification period for Screen Tray messages:
1. Click **Advanced**
2. Enable the 'Close taskbar notifier automatically' if required.
3. Enter the message retention period in the 'After' box, if applicable.
4. Click **OK**
5. Click **Apply**

After having set up all of the above, connect to the Event Monitor service by clicking **Connect.**

After configuration and connection, on-screen messaging can be tested by clicking **Trigger Test Event** on the categories page of the XenData Event Monitor configuration screen. This generates a test event for the selected category. It tests both the e-mail notification and the on-screen messaging.

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9