Adaptec Event Monitor User's Guide

Revision History

Issue	Issue Date	Details of Change
	November 12, 2013	Converted to XML

Contents

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Adaptec by PMC Product Support

If you have questions about installing or using your Adaptec by PMC product, check this document first—you will find answers to most of your questions. If you need further assistance, use the support options listed below. To expedite your service, have your computer in front of you.

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- The TSID number is included on a white, bar-coded label, like this example:

```
THIS TSID NUMBER WILL       TSID: PTNNNNNNYYWW
BE REQUIRED WHEN            (1P) PRODUCT P/N: PPPPPPPPPPPPPPPPP
CONTACTING TECHNICAL
SUPPORT.                   (S) PRODUCT S/N: XXXXXXXXXXXXXX
```

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1   Overview

The Adaptec Event Monitor Utility is a software application that monitors and manages the Adaptec by PMC storage controllers installed on your system. Its job is to monitor system health, send notifications, and manage task schedules and other on-going processes. It sends notices when tasks are completed successfully, such as the creation of a logical drive, and sounds an alarm when errors or failures occur.

The Adaptec Event Monitor Utility runs on Windows and Linux systems (see *System Requirements* on page 12 for details). Once it is installed, it runs in the background with no user intervention.

When you install the Adaptec Event Monitor Utility, the Adaptec Command Line Interface tool, ARCCONF, is installed automatically. The CLI tool allows you to build and manage your storage space; create logical drives; add redundancy to protect your data; check status; recover from a failed physical device; rebuild logical drives; and more. See *Frequently Asked Questions* for related documentation.

2   Installing and Uninstalling Adaptec Event Monitor

The Adaptec Event Monitor Utility is distributed on a single Installation CD. You can install the Adaptec Event Monitor Utility using the interactive Installation wizard. Or you can perform a "silent" installation from the command line without messages or user interaction. The silent installation method is suitable for scripted or "batch" installations across multiple machines.

> **Note:** You must install the Adaptec Event Monitor Utility on every system that will be part of your storage space.

System Requirements

To install the Adaptec Event Monitor Utility, each machine must meet these requirements:

• 20 MB of free disk space

• CD-ROM drive or DVD-ROM drive

• Adaptec by PMC storage controller

• One of these operating systems:

  • Microsoft Windows Server 2012, 2008, 2008 R2, 2003, 2003 R2 (32-bit or 64-bit)

  • Red Hat Enterprise Linux 6.3, 5.9 (32-bit or 64-bit)

  • CentOS 6.3, 5.9 (32-bit or 64-bit)

  • FreeBSD 9.0, 8.0, 7.4 (32-bit or 64-bit)

  • Ubuntu Linux 12.04, 11.10, 10.04 (32-bit or 64-bit)

  • Debian Linux 6 (32-bit or 64-bit)

Using Adaptec Event Monitor with a Firewall

If your system or network includes a firewall, you must unblock the following ports:

• 8003 (TCP)

• 34580 (TCP)

• 34570 to 34579 (TCP)

• 34570 (UDP)

• 34577 to 34580 (UDP)

For details on unblocking ports, refer to your operating system documentation.

Installing on Windows

> **Note:** You need administrator privileges to install the Adaptec Event Monitor Utility. For details on verifying privileges, refer to your operating system documentation.

To install the Adaptec Event Monitor Utility on Windows systems:

1. Insert the Adaptec Event Monitor Installation CD.
   The Installation wizard opens automatically. (If it does not open, browse to the CD in Windows Explorer, then click **Autorun**.)

2. Click **Next** to begin the installation, click **I accept the terms...**, and then click **Next**.

3. Select **EventMonitor**, accept the default installation directory or click **Change...** to select a different installation directory; and then click **Next**.
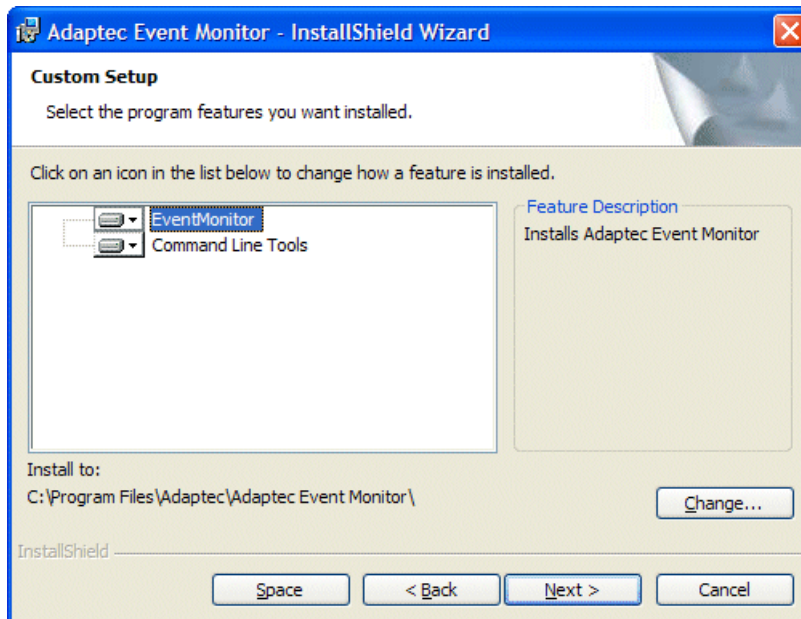
> **Note:** To check disk space availability, click **Space**, review disk space usage, and then click **OK**.

4. Click **Install**, and then click **Finish**.

5. Repeat these steps to install the Adaptec Event Monitor Utility on every Windows system that will be part of your storage space.

Performing a Silent Windows Installation

You will need the Adaptec Event Monitor Installation CD to complete this task.

To complete a silent Windows installation:

1. Insert the Adaptec Event Monitor Installation CD into your CD (or DVD) drive.

2. Open a command prompt window and change to the CD root directory.

3. Run the silent installation from the command line using the 32-bit or 64-bit installer program, as appropriate:

- If using the 32-bit installer program, run `EventMonitorInstaller_x86.exe`.
- If using the 64-bit installer program, run `EventMonitorInstaller_x64.exe`.

For a silent installation, the installer has the following form:

`EventMonitorInstaller_x64.exe [ INSTALLDIR=<path> ] [ LOGDIR=<path> ] [ ADDLOCAL=<properties> ]`

See *Windows Command Line Properties and Examples* for a description of the command line options.

After a minute or two, the silent installation should be complete. You may need to reboot the system if instructed to do so in the install log (see next step).

4. Check the install log, at `<LOGDIR>\eventmonitor_install.log`, to verify that the installation completed successfully. The exit codes, shown below, indicate if you need to take further action to complete the installation.

Table 1: Windows Command Line Exit Codes

Code	Value	Meaning
SUCCESS	0	The installation was successful. No reboot is required.
FAILURE_GENERAL	1	The installation was not successful.
SUCCESS_REBOOT	2	The installation was successful, but a reboot is required.
SUCCESS_NOT_REQUIRED	3	Required hardware is not present, the software is up to date, or there is nothing to install.

> **Note:** For more information about the success or failure of the installation, check the detailed installation log at `<LOGDIR>\adaptec.log`. If the installation failed, you will find detailed information to help you diagnose the problem.

5. Repeat these steps to install the Adaptec Event Monitor Utility on every Windows system that will be part of your storage space.

Windows Command Line Properties and Examples

A command-line installation (or "silent" installation) uses command-line parameters to complete an installation without messages or user interaction.

Command Line Properties

Table 2: Optional Command Line Properties

Property	Values

INSTALLDIR (Optional)	Specifies the installation path. For example:
	`INSTALLDIR=C:\Adaptec\EventMon`
	> **Note:** If you do not set the installation path, the installer uses the following default path:
	`C:\Program Files\Adaptec\Adaptec Event Monitor`

LOGDIR (Optional)	Specifies the installation log path. For example:
	`LOGDIR=C:\Adaptec\EventMon\InstallLogs`
	> **Note:** If you do not set the installation log path, the installer uses the following default path:
	`C:\PMCS\Logs`

ADDLOCAL (Optional)	> **Note:** Use commas to separate multiple values. • **ALL**—Installs all of the following features. If you specify ALL, do not also specify any of the following values. • **EventMonitor**—Installs the Adaptec Event Monitor. • **CLITools**—Installs the Command Line Interface tool (ARCCONF).

Example Command Line Installations

• To install the Adaptec Event Monitor, CLI tools (ARCCONF), and installation logs in the default location:
`EventMonitorInstaller_x64.exe`

- To install the Adaptec Event Monitor, CLI tools, and installation logs to a different installation path:

  ```
  EventMonitorInstaller_x64.exe INSTALLDIR=C:\Adaptec\EventMon
  LOGDIR=C:\Adaptec\EventMon\InstallLogs
  ```

- To install the Adaptec Event Monitor and CLI tools to the default location and the installation logs to a different installation path:

  ```
  EventMonitorInstaller_x64.exe LOGDIR="C:\Program Files\Adaptec\Adaptec Event
  Monitor\InstallLogs"
  ```

  > **Note:** Be sure to enclose the installation path in double quotes if the pathname includes spaces (as in the example above). Do *not* include a trailing \ on the leaf directory, however, for example `InstallLogs\"`; it will be interpreted as an escape sequence for the outside quote.

- To install just the CLI tools on a 32-bit Windows system:

  ```
  EventMonitorInstaller_x86.exe ADDLOCAL=CliTools
  ```

Installing on Red Hat Linux and Cent OS

For Red Hat Linux and Cent OS, the Adaptec Event Monitor package consists of a RPM file. You can install the RPM package by double clicking the file in a GUI interface. Alternatively, run the RPM command from the Linux shell:

`rpm –ivh EventMonitor-1.02-20425.i386.rpm` (32-bit)

`rpm –ivh EventMonitor-1.02-20425.x86_64.rpm` (64-bit)

Once the RPM is installed, the files are stored under `/usr/Adaptec_Event_Monitor`. This directory also includes the Adaptec Command Line Utility ARCCONF, which allows you to configure your RAID storage. The installation creates a user process called 'EventMonitor', which runs on the system that will monitor the Adaptec storage controller for events.

Installing on Debian Linux and Ubuntu Linux

For Debian and Ubuntu Linux, the Adaptec Event Monitor is distributed as a .deb package. You can install the .deb package from the Linux shell with these commands:

`dpkg –i EventMonitor-1.03-20624_i386.deb` (32-bit)

`dpkg –i EventMonitor-1.03-20624_amd64.deb` (64-bit)

Once the DEB package is installed, the files are stored under `/usr/Adaptec_Event_Monitor`. This directory also includes the Adaptec Command Line Utility ARCCONF, which allows you to configure your RAID storage. The installation creates a user process called 'EventMonitor', which runs on the system that will monitor the Adaptec storage controller for events.

Installing on FreeBSD

For FreeBSD, use the `pkg_add` command to install the Adaptec Event Monitor:

`pkg_add Adaptec_Event_Monitor-1.03-20624-x86.pkg.tbz` (32-bit)

`pkg_add Adaptec_Event_Monitor-1.03-20624-amd64.pkg.tbz` (64-bit)

Once the package is installed, the files are stored under `/opt/Adaptec_Event_Monitor`. This directory also includes the Adaptec Command Line Utility ARCCONF, which allows you to configure your RAID storage. The installation creates a user process called 'EventMonitor', which runs on the system that will monitor the Adaptec storage controller for events.

Uninstalling Adaptec Event Monitor

To uninstall Adaptec Event Monitor, follow the instructions for your operating system.

> **Note:** If a previous version of Adaptec Event Monitor is installed on your system, you must remove it before beginning a new installation.

Uninstalling on Windows

To uninstall Adaptec Event Monitor from a Windows system, use the Add or Remove Programs tool in the Control Panel. All Adaptec Event Monitor components are uninstalled.

When the uninstall process is complete, you receive a confirmation message.

Uninstalling on Linux Red Hat or Cent OS

Type the command: `rpm -e EventMonitor`

When the uninstall process is complete, you receive a confirmation message.

Uninstalling on Debian Linux or Ubuntu Linux

Type the command: `dpkg -r EventMonitor`

When the uninstall process is complete, you receive a confirmation message.

Uninstalling on FreeBSD

To uninstall on a FreeBSD system:

1. Change to the `/var/db/pkg` directory:

   `cd /var/db/pkg`

2. Type the command: `pkg_delete Adaptec_Event_Monitor*`

3   Stopping and Starting the Adaptec Event Monitor Service

When you complete a Windows or Linux installation, the Adaptec Event Monitor service starts automatically.

Stopping and Starting the Service on Windows

To stop the service, restart the service, or disable the service, use the `services.msc` program (Administrative Tools) in the Windows Control Panel. The service name, highlighted in the figure below, is Adaptec Event Monitor.
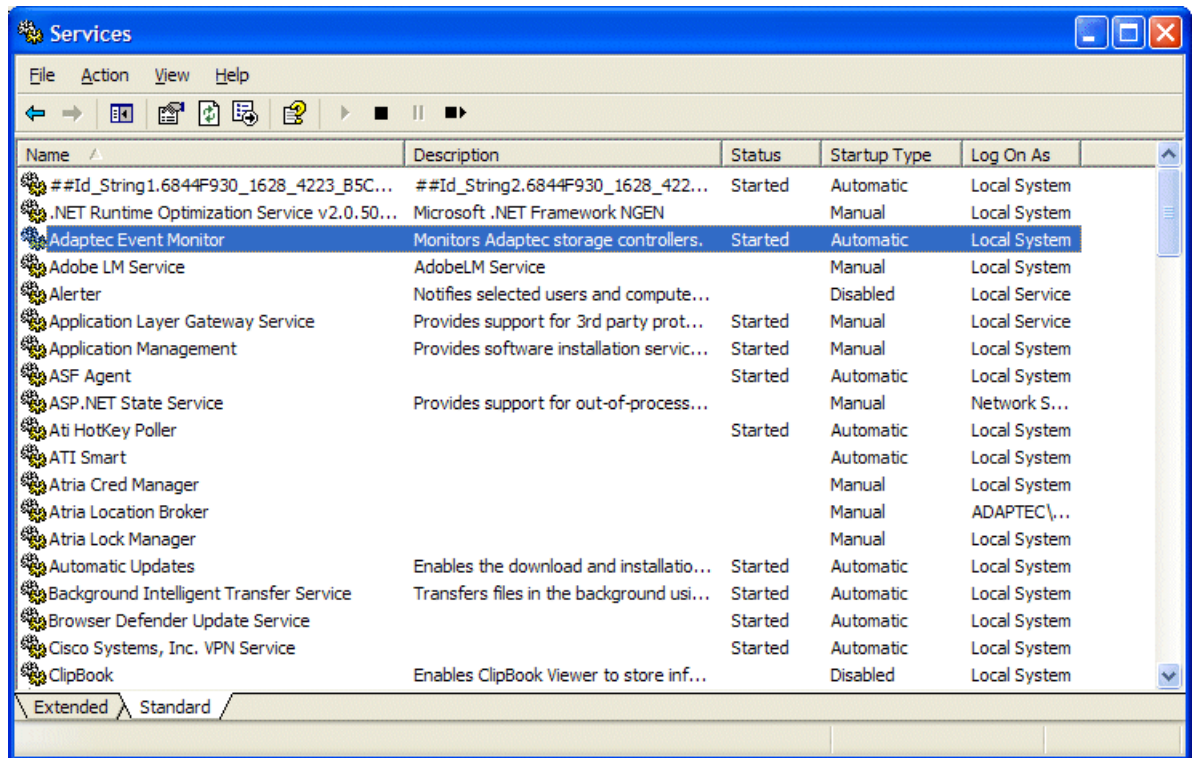
Stopping and Starting the Service on Linux and Unix

To stop and start the 'EventMonitor' process on a Linux system, use the following command:

`/usr/Adaptec_Event_Monitor/EventMonitorService <start | stop>`

To stop and start the 'EventMonitor' process on a FreeBSD system, use the following command:

`/opt/Adaptec_Event_Monitor/EventMonitorService <start | stop>`

4   Configuring Adaptec Event Monitor

You can set the following property values in the Adaptec Event Monitor configuration file, `NRMConfig.ini`, to control its behavior:

- **nrm.eventQueueSize**—the number of events to store before they are posted to the log files. The default is 200:

  `nrm.eventQueueSize=200`

- **nrm.debugMask**—the level of debug message output. The following values are supported:

  nrm.debugMask=0 ; normal output. Only serious problems are logged (default)

  nrm.debugMask=1 ; normal output + events logged to NRMEvents.log

  nrm.debugMask=2 ; full debug output

- **agent.OSLoggingLevel**—the operating system event logging level. The following values are supported:

  agent.OSLoggingLevel=0 ; no event logging

  agent.OSLoggingLevel=1 ; error events only

  agent.OSLoggingLevel=2 ; error and warning events

  agent.OSLoggingLevel=3 ; error, warning, and informational events (default)

- **agent.alarm**—enable or disable the audible alarm. The following values are supported:

  agent.alarm=on ; warning and informational events trigger the alarm (default)

  agent.alarm=off ; alarm disabled

  > **Note:** The property value is not case-sensitive.

See the `NRMConfig.ini` file, in the installation directory, for a complete list of values for each property. See *Email Notifications in Linux Event Monitor* for more on event logging.

5   Email Notifications in Linux Event Monitor

The Email Notification feature in Adaptec Event Monitor for Linux allows you to send notification emails based on the events reported by the Event Monitor utility. This feature is disabled by default; it can be configured after Adaptec Event Monitor is installed. Once configured, the email notification feature runs in the background with no user intervention.

Configuring Email Notifications

The Adaptec Event Monitor package includes a script named `configureEmailSettings.sh`. Use this script to configure the email notification settings below.

> **Note:** The `configureEmailSettings.sh` script runs only on the bash shell.

- **Enable Email Notification**
  Enables the Email Notification feature in Adaptec Event Monitor.

- **Disable Email Notification**
  Disables the Email Notification feature in Adaptec Event Monitor.

- **Get SMTP Server Details**
  Returns the current SMTP server settings.

- **Set SMTP Server Details**
  Configures the SMTP server settings. Adaptec Event Monitor can store information about one SMTP server only. If you already have an existing SMTP server setup, this option will overwrite the exiting SMTP server settings with new settings. You can configure the following SMTP server details:
  - **SMTP Server Address**—IP address of your SMTP Server.
  - **SMTP Server Port**—port number on which your SMTP server is running.
  - **From Email Address**—from email address.
  - **Secure SMTP Server**—To use a secure SMTP server, choose 'YES' for this option. You will need to provide a username and password for your SMTP server.

- **Get Recipient Information**
  Displays the list of recipients who will receive email notifications from Adaptec Event Monitor.

- **Set Recipient Information**
  Sets the recipient information for users who receive notifications from Adaptec Event Monitor, including:
  - **Recipient's Email Address**—email address of the recipient.
  - **Email Notification Type**—type of event(s) the recipient is notified of:
    - **I**–If this option is selected, the recipient will receive emails for Error, Warning and Informational events.
    - **W**–If this option is selected, the recipient will receive emails for Error and Warning events.
    - **E**–If this option is selected, the recipient will receive emails for Error events only.

- **Update Recipient Information**
  Updates the notification type for a specific recipient.

- **Delete Recipient Information**
  Deletes a specific recipient from the recipient list.

- **Send Test Email**
  Sends a test email based on your SMTP server settings.

  > **Note:** After running the configuration script, restart Adaptec Event Monitor for the configuration settings to take effect.

6 Adaptec Event Monitor Log Files

Windows Log Files

The Adaptec Event Monitor logs events to the Windows Event Viewer (the operating system event logging utility) and to the Event Monitor log files. The log files are available at the default log path for an interactive installation (`C:\PMCS\Logs`), or the `<LOGDIR>` directory, for a silent installation. Events are logged to `NRMFSAEvents.log` for error, warning, and informational events, and `NRMFSADebug.log` for debug messages.

Linux and Unix Log Files

The Adaptec Event Monitor logs events to the Syslogs (`/var/log/messages`) and to the Event Monitor log files. The Event Monitor log files are located under the `/var/log` directory. Events are logged to `NRMFSAEvents.log` for error, warning, and informational events, and `NRMFSADebug.log` for debug messages.

7   Frequently Asked Questions

1. Can I install Adaptec Event Monitor if I already have maxView Storage Manager installed?

   No.

2. How do I filter out events from Adaptec Event Monitor for Windows?

   In Windows System Logs, click **Filter Current Log**. You will see 'Adaptec Event Monitor' in the Event Sources list if Event Monitor is running on the system. Select **Adaptec Event Monitor** from the list of Event Sources, then click **OK**.

3. How do I filter out events from Adaptec Event Monitor for Linux?

   Type this command:

   ```
   grep /var/log/messages "Adaptec Event Monitor"
   ```

4. What event levels does Adaptec Event Monitor report?

   Event Monitor reports three event levels in the system log: Warning, Error, Information.

5. What is the format of the events under Linux syslogs?

   The events under Linux syslogs have this format:

   ```
   Adaptec Event Monitor: INF | WRN | ERR: [Event Code] Event
   Description
   ```

6. Can I install Adaptec Event Monitor over an existing installation?

   No. You need to uninstall the existing Event Monitor before you install a new one.

7. Does Adaptec Event Monitor support Email Notifications on Windows?

   No.

8. Does the Email Notification feature support multiple SMTP servers?

   No. You can configure only *one* SMTP server for Email notifications.

9. Does `configureEmailSettings.sh` work on shells other than bash?

   No. It runs only on the bash shell.

8 More Information

For more information about the Adaptec Event Monitor Utility, see:

- *Adaptec Command Line Utility User's Guide*—PDF file located on the Installation CD. It provides complete information about how to use the ARCCONF command line tool to manage your Adaptec storage controller.

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