



Monitoring Veeam Backup Server

eG Innovations Product Documentation

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Table of Contents

CHAPTER 1: INTRODUCTION	1
CHAPTER 2: HOW DOES EG ENTERPRISE MONITOR VEEAM BACKUP SERVER?	2
2.1 Managing the Veeam Backup Server	2
CHAPTER 3: MONITORING THE VEEAM BACKUP SERVER	4
3.1 The Backup Services Layer	4
3.1.1 Veeam Jobs Summary Test	5
3.1.2 Veeam Jobs Details	8
ABOUT EG INNOVATIONS	10

Table of Figures

Figure 2.1: Adding a new Veeam Backup	2
Figure 3.1: The layer model of the Veeam Backup server	4
Figure 3.2: Tests running on the Backup Services Layer	4

Chapter 1: Introduction

Veeam Backup and Replication is a data protection software providing fast, flexible and reliable backup and recovery of virtualized applications and data.

In virtualized IT infrastructures providing mission-critical services to end-users, an efficient backup and restore mechanism is necessary for ensuring that critical servers that are involved in the delivery of a service do not suffer any data loss. Veeam backup and replication servers are becoming very crucial to the normal functioning of such infrastructures. If the backup service of the server fails, or consumes too much time to backup or restore the data of one/more key infrastructure components, these components might not be able to function properly until such time that all its data is restored to it. This in turn could have a disastrous effect on the service delivery. If such an outcome is to be prevented, the Veeam backup server needs to be closely monitored. This is where eG Enterprise lends helping hands to administrators.

Chapter 2: How does eG Enterprise Monitor Veeam Backup Server?

eG Enterprise monitors the Veeam Backup server in both agent-based and agentless manners.

2.1 Managing the Veeam Backup Server

The eG Enterprise cannot automatically discover the Veeam Backup server. This implies that you will have to manually add the component for monitoring. Remember that the eG Enterprise automatically manages the components that are added manually. To manage a Veeam Backup component, do the following:

1. Log into the eG administrative interface.
2. Follow the Components -> Add/Modify menu sequence in the **Infrastructure** tile of the **Admin** menu.
3. In the **COMPONENT** page that appears next, select *Veeam Backup* as the **Component type**. Then, click the **Add New Component** button. This will invoke Figure 2.1.

The screenshot shows the 'COMPONENT' page in the eG Enterprise administrative interface. At the top, there is a yellow banner with the text: 'This page enables the administrator to provide the details of a new component'. Below this, there are two dropdown menus: 'Category' (set to 'All') and 'Component type' (set to 'Veeam Backup'). The main form is divided into two sections: 'Component information' and 'Monitoring approach'. In the 'Component information' section, there are three input fields: 'Host IP/Name' (192.168.10.1), 'Nick name' (veeback), and 'Port number' (NULL). In the 'Monitoring approach' section, there are three options: 'Agentless' (unchecked), 'Internal agent assignment' (radio button selected, labeled 'Auto'), and 'External agents' (radio button unselected, labeled 'Manual'). Below the 'External agents' option, there is a list of IP addresses, with '192.168.9.104' selected. At the bottom right of the form, there is an 'Add' button.

Figure 2.1: Adding a new Veeam Backup

4. Specify the **Host IP/Name** and **Nick name** for the Veeam Backup component. Then, click on the **Add** button to register the changes.
5. Now, when you attempt to sign out of the eG administrative interface, Figure 1.2 appears, listing the **Processes** and **Windows Processes** tests requiring manual configuration. To know details on configuring these tests refer to *Monitoring Windows and Unix Servers* document.
6. Finally, signout of the eG administrative interface.

Chapter 3: Monitoring the Veeam Backup Server

eG Enterprise offers an exclusive Veeam Backup server monitoring model (see Figure 3.1), which keeps tabs on the backup and restore operations performed by the server, and reports deviations much before they impact the performance of the server as a whole, or the dependent service.

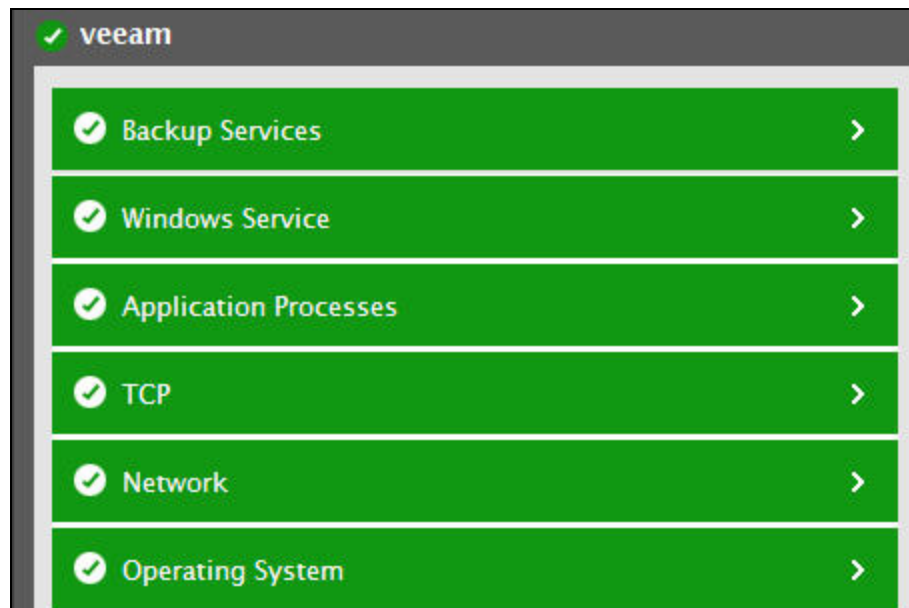


Figure 3.1: The layer model of the Veeam Backup server

The bottom 5 layers of Figure 3.1 have already been discussed elaborately in the Monitoring Windows and Unix Servers document. The section to follow will discuss the Backup Services layer alone in detail.

3.1 The Backup Services Layer

The tests mapped to this layer measure the level of efficiency with which the Veeam Backup server performs backups.



Figure 3.2: Tests running on the Backup Services Layer

3.1.1 Veeam Jobs Summary Test

The **Veeam Job Summary** test reports the status of all the jobs executing on a Veeam Backup server and the time taken by all the jobs in the backup server.

Target of the test : A Veeam Backup server

Agent deploying the test : An internal agent

Outputs of the test : One set of results for the server being monitored.

Configurable parameters for the test

Parameter	Description
Test Period	How often should the test be executed.
Host	The host for which this test is to be configured.
Port	Refers to the port used by the Veeam Backup server. Here it is <i>NULL</i> .
In Progress Jobs Duration	Specify the time duration in minutes beyond which a job is termed to be a long running job. By default, this parameter is set to 30.
DD Frequency	Refers to the frequency with which detailed diagnosis measures are to be generated for this test. The default is <i>1:1</i> . This indicates that, by default, detailed measures will be generated every time this test runs, and also every time the test detects a problem. You can modify this frequency, if you so desire. Also, if you intend to disable the detailed diagnosis capability for this test, you can do so by specifying <i>none</i> against DD Frequency.
Detailed Diagnosis	<p>To make diagnosis more efficient and accurate, the eG Enterprise suite embeds an optional detailed diagnostic capability. With this capability, the eG agents can be configured to run detailed, more elaborate tests as and when specific problems are detected. To enable the detailed diagnosis capability of this test for a particular server, choose the On option. To disable the capability, click on the Off option.</p> <p>The option to selectively enable/disable the detailed diagnosis capability will be available only if the following conditions are fulfilled:</p> <ul style="list-style-type: none"> • The eG manager license should allow the detailed diagnosis capability • Both the normal and abnormal frequencies configured for the detailed diagnosis measures should not be 0.

Measurements made by the test

Measurement	Description	Measurement Unit	Interpretation
Total jobs	Indicates the total number of jobs in the Backup server.	Number	
Total successful jobs	Indicates the number of backup jobs that were completed successfully since the last time the test was executed.	Number	<p>A high value of this measure indicates the good health of the backup server.</p> <p>A low value indicates that the backup jobs could be aborting or are being skipped due to errors in opening the objects or in the media.</p>
Total failed jobs	Indicates the number of jobs that failed since the start of the server.	Number	<p>A high value of this measure indicates that the backup server is unable to verify or open the object for backup. In such cases, administrators can check the media for errors.</p> <p>The detailed diagnosis for this measure if enabled, lists the name of the job, the type of the job, the size, the start time, the end time, the duration, the age of the job, the next running time of the job and the message stating the reason for the failure of the job.</p>
Total pending jobs	Indicates the number of jobs that are currently pending in the backup server.	Number	<p>A high value indicates that the backup server is unable to process the jobs. This may be due to performance issues, endlessly running jobs etc.</p>
Total jobs in progress	Indicates the number of jobs that are currently in progress.	Number	
Total warning jobs	Indicates the number of jobs for which warning was issued.	Number	
Newly completed jobs	Indicates the number of	Number	The detailed diagnosis for this

Measurement	Description	Measurement Unit	Interpretation
	jobs that were completed during the last measurement period.		measure if enabled, lists the name of the job, the type of the job, the size, the start time, the end time, the duration, the age of the job, the next running time of the job and the message.
Newly failed jobs	Indicates the number of jobs that failed during the last measurement period.	Number	<p>A high value of this measure indicates that the backup server is unable to verify or open the object for backup. In such cases, administrators can check the media for errors.</p> <p>The detailed diagnosis for this measure if enabled, lists the name of the job, the type of the job, the size, the start time, the end time, the duration, the age of the job, the next running time of the job and the message stating the reason for the failure of the job.</p>
Long running jobs	Indicates the number of jobs that were running for a duration longer than the time mentioned against the In Progress Jobs Duration text box while configuring this test.	Number	<p>A high value for this measure is a cause of concern as the execution of such long running jobs may affect all other jobs in the server which may eventually lead to the slowdown of the backup server.</p> <p>The detailed diagnosis for this measure if enabled, lists the name of the job, the type of the job, the size, the start time, the end time, the duration, the age of the job, the next running time of the job and the message.</p>
Average size	Indicates the average size of the jobs that are currently pending.	GB	
Average duration	Indicates the average time	Mins	

Measurement	Description	Measurement Unit	Interpretation
	taken by all jobs in the backup server.		

3.1.2 Veeam Jobs Details

This test reports the current status of each job, time taken to complete the job and the total size of this job. Using this test, administrators may identify the job that is taking too long to complete.

Target of the test : A Veeam Backup server

Agent deploying the test : An internal agent

Outputs of the test : One set of results for each job in the Veeam Backup server being monitored.

Configurable parameters for the test

Parameter	Description
Test Period	How often should the test be executed.
Host	The host for which this test is to be configured.
Port	Refers to the port used by the Veeam Backup server. Here it is <i>NULL</i> .
Detailed Diagnosis	<p>To make diagnosis more efficient and accurate, the eG Enterprise suite embeds an optional detailed diagnostic capability. With this capability, the eG agents can be configured to run detailed, more elaborate tests as and when specific problems are detected. To enable the detailed diagnosis capability of this test for a particular server, choose the On option. To disable the capability, click on the Off option.</p> <p>The option to selectively enable/disable the detailed diagnosis capability will be available only if the following conditions are fulfilled:</p> <ul style="list-style-type: none"> • The eG manager license should allow the detailed diagnosis capability • Both the normal and abnormal frequencies configured for the detailed diagnosis measures should not be 0.

Measurements made by the test

Measurement	Description	Measurement Unit	Interpretation												
Backup job status	Indicates the current status of this job.		<p>The values reported by this measure and their numeric equivalents are available in the table below:</p> <table><tr><th>Measure Value</th><th>Numeric Value</th></tr><tr><td>Failed</td><td>0</td></tr><tr><td>Warning</td><td>1</td></tr><tr><td>Pending</td><td>2</td></tr><tr><td>Inprogress</td><td>3</td></tr><tr><td>Success</td><td>4</td></tr></table> <p>Note:</p> <p>This measure reports the Measure Values listed in the table above to indicate the current status of this job. However, in the graph of this measure, the current status of this job is indicated using only the Numeric Values listed in the above table.</p> <p>The detailed diagnosis for this measure if enabled, lists the name of the job, the type of the job, the size, the start time, the end time, the duration, the age of the job, the next running time of the job and the message.</p>	Measure Value	Numeric Value	Failed	0	Warning	1	Pending	2	Inprogress	3	Success	4
Measure Value	Numeric Value														
Failed	0														
Warning	1														
Pending	2														
Inprogress	3														
Success	4														
Duration	Indicates the time taken by the server to backup this job.	Mins	<p>If the value of this measure is abnormally high, then it indicates that the job is processing endlessly.</p> <p>Comparing the value of this measure across jobs will help administrators to identify the job that is taking too long to complete.</p>												
Size	Indicates the size of this job.	GB													

About eG Innovations

eG Innovations provides intelligent performance management solutions that automate and dramatically accelerate the discovery, diagnosis, and resolution of IT performance issues in on-premises, cloud and hybrid environments. Where traditional monitoring tools often fail to provide insight into the performance drivers of business services and user experience, eG Innovations provides total performance visibility across every layer and every tier of the IT infrastructure that supports the business service chain. From desktops to applications, from servers to network and storage, from virtualization to cloud, eG Innovations helps companies proactively discover, instantly diagnose, and rapidly resolve even the most challenging performance and user experience issues.

eG Innovations is dedicated to helping businesses across the globe transform IT service delivery into a competitive advantage and a center for productivity, growth and profit. Many of the world's largest businesses use eG Enterprise to enhance IT service performance, increase operational efficiency, ensure IT effectiveness and deliver on the ROI promise of transformational IT investments across physical, virtual and cloud environments.

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