



A V A I L A N T TM

GETTING STARTED
WITH
AVAILANT MANAGER

CONTENTS

About This Guide 1

Who Should Read this Book?	1
What's in this Book?	1
Where Else Can I Find Information and Instructions?	2
What if I Need Help?	2

What is Availant Manager? 3

A Web-based Availability Management Product	3
A Tool for Preventing Common Failures	3
A System of Agents, Goals, and Rules	4
Agents Monitor Specific Components	4
Goals Define the Type of Response	5
Rules Link Responses with Events	5
Activity Logs to Keep You Informed	5
Rule Publishing and Reporting Across Multiple Servers	6
Detailed Online Information and Instructions	6

How Do I Install It? 7

Requirements for Installation	7
Web Browser	7
Software	7
Mail Notification Software	8
About Security	8
Default Location of Installed Files	8
Added Security Groups	8
Installation Screen Flow	9
Custom Installation	18
Problems?	19

A Quick Tour of Availant Manager 20

Opening the Availant Manager User Interface	20
The Availant Manager Home Page	21
The Agent, Goal, and Rule System	21
Putting the First Rule Into Action	22
Enabling the Default Disk Capacity Agent Rule	22
Editing the Default Rule Parameters	23
Creating Your Own Rules	24
Activity Logs	27
Advanced Features	28
Rule Publisher Utility	28
Rule Reporter Utility	28

What Rules Do I Need? 30

What Problems Do You Want to Prevent?	30
Questions to Guide Your Rule Planning	30

Troubleshooting 31

Common Problems and Solutions	31
Additional Notes	33

Index 35

ABOUT THIS GUIDE

Getting started with Availant Manager is designed to assist you in installing Availant Manager and beginning to configure and use it. It also includes a section on troubleshooting any initial problems.

Who Should Read this Book?

Windows NT and Windows 2000 system administrators planning to install and use Availant Manager should refer to this guide before beginning the software installation and during initial configuration of Availant Manager rules.

What's in this Book?

Getting started with Availant Manager contains the following sections:

- ***What is Availant Manager?*** A brief description of how Availant Manager works.
- ***How Do I Install It?*** A complete walk-through of the install process.
- ***A Quick Tour of Availant Manager*** How to get to the Home Page, edit a default rule, create your own rules, view log entries, and use the publishing and reporting features.
- ***What Rules Do I Need?*** What to think about as you plan a set of rules for your system.
- ***Troubleshooting*** How to diagnose and remedy any unexpected problems during installation or initial setup.

Where Else Can I Find Information and Instructions?

The Availant Manager installation CD includes a Readme file in HTML format. This may contain updates on requirements and known issues. Read this file before beginning the install process.

After installing, take a look at the information panels on the right-hand side of each page. These panels and their linked topics contain complete instructions on how to implement all features of Availant Manager.

What if I Need Help?

For problems during or after the installation process, first check the section "Common Problems and Solutions" on page 31 of this guide.

For further troubleshooting, please contact Availant at (617) 621-2542

WHAT IS AVAILANT MANAGER?

Availant Manager Version 1.0 is a web-based, easy-to-use availability management tool for Windows servers. Once installed on a server, Availant Manager intelligently predicts common system problems, such as disk capacity, network connectivity, abnormal CPU use patterns and excess memory consumption. When it detects the events most likely to cause failures, Availant Manager takes automatic actions to prevent those larger problems.

A Web-based Availability Management Product

Availant Manager is a completely web-based tool that runs as a service on your Windows server. Its interface is viewed via a web browser. Once installed on a server, you can view and configure Availant Manager from any machine via that machine's web browser, as long as you are in the appropriate Availant Manager security group.

A Tool for Preventing Common Failures

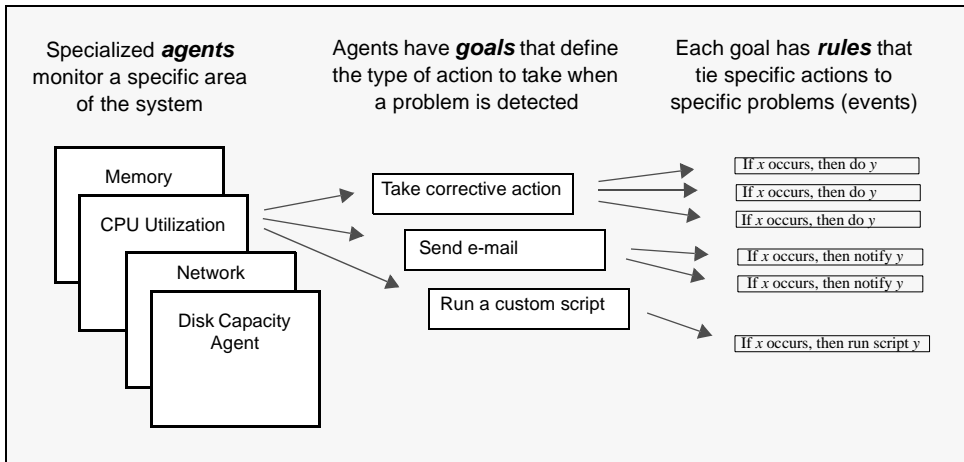
The main purpose of Availant Manager is to detect events that commonly lead to system failures, and then take corrective action *before* a larger failure occurs.

You, the user, dictate which events Availant Manager should watch for, and exactly which response it should take if those events occur. You do this by creating a set of rules to monitor and correct the specific problems most likely to trouble your system.

Availant Manager is designed to fix minor problems automatically before they become major failures. Alternatively, or in addition, you can have Availant Manager run your own custom scripts, or send e-mail notification of events so you can investigate and fix the problem yourself.

A System of Agents, Goals, and Rules

Availant Manager is organized in a hierarchy of Agents, Goals, and Rules. Understanding their roles will help you as you set up and customize Availant Manager.



Relationship of Agents and Associated Goals and Rules

Agents Monitor Specific Components

Agents are specialized to monitor certain components of your system. Version 1.0 includes the following agents:

- The ***Disk Capacity Agent*** monitors disk usage and deletes files to prevent a disk drive or a folder from becoming too full.
- The ***Network Connectivity Agent*** detects loss or degradation of network connectivity and acts to repair or reboot.
- The ***CPU Utilization Agent*** monitors process and global CPU use and restarts or stops services using abnormally high or low amounts of processor time.
- The ***Memory Capacity Agent*** monitors amount and rate of memory use by processes and restarts or stops memory-consuming services.

In addition to its specialized preventive actions, each agent can also respond to events by sending an e-mail notification or running a user-defined custom script.

Goals Define the Type of Response

Each agent has a set of goals that define the types of actions the agent should take when a problem is detected. Most agents have one goal for each of the three typical actions: *correct the problem* (e.g. delete files or restart a service), *notify*, or *run a script*.

Rules Link Responses with Events

For each goal, you assemble a set of rules that define exactly which events to monitor, and exactly which actions Availant Manager is to take in response to each event.

Starting with the Availant Manager rule templates, which construct logical event-response scenarios, you can define any number of rules to detect a wide range of problems and take exactly the right response when the problem occurs.

Rules are Expressed in Sentences

Availant Manager rules are plain language sentences with a number of parameters that you define by simply clicking the parameter and typing in the desired information in an popup dialog box.

Here is an example of a Disk Capacity Agent rule that deletes temporary files before the drive becomes too full:

If percent of drive C: in use exceeds 95%, delete files *.tmp from folder C:\Temp (including its subfolders).

The underlined parameters can be edited so the rule monitors a different drive or threshold, or acts to delete a different set of files.

You Make the Rules

Using Availant Manager to its full potential means creating and customizing rules that work for your system. For instructions on how to start creating rules and defining their parameters, see the section "Creating Your Own Rules" on page 24.

Activity Logs to Keep You Informed

Every Availant Manager event, action, and configuration change is logged and displayed in a log viewer.

Log entries include *user* actions (e.g., creating, editing, and deleting rules) as well as *agent* actions (e.g., detecting events or taking preventive actions).

When the log entry relates to the activity of a specific rule, a link appears that takes you to the page containing that rule's configuration details.

Rule Publishing and Reporting Across Multiple Servers

If you run Availant Manager on several servers that have similar functions, you can use the Rule Publisher utility to copy configured rules across a group of servers. Replicating rules this way minimizes time spent on repeated rule setup and ensures that parameter values are identical.

In conjunction with the Rule Publisher, the Rule Reporter can generate a report of rules from a group of servers, highlighting any detected rule inconsistencies across servers.

Detailed Online Information and Instructions

Each page of the Availant Manager user interface contains a hideable panel of information about what to do with that page. More than simply “help” for problems, the information panel is meant to provide a complete, detailed set of instructions to guide you in setting up and using Availant Manager. The information panel explains how to edit every parameter of every rule.

For beginning users, or for a review of basic procedures, there are links from the online information panels to additional topics such as *How to Create and Edit Rules* and a glossary of terms.

For additional insight into using Availant Manager's features effectively, read the linked Related/Expert topics such as *Managing Disk Capacity* and *Managing CPU Utilization*.

How Do I INSTALL IT?

This section covers the requirements, process, and options for installing Availant Manager.

Requirements for Installation

You must have Administrator privileges on the local (destination) machine to install and access Availant Manager.

Before installing, be sure you have installed all prerequisite software, as described here.

Web Browser

To view Availant Manager's user interface, you must have Microsoft Internet Explorer version 5.01 or higher on the server Availant Manager is installed on, and on any client machine from which you access Availant Manager.

Software

Availant Manager installation requires the following software:

- Server versions of Windows 2000 or Windows NT 4.0 with Service Pack 5 or higher.
- Windows Management Instrumentation (WMI). The service must be installed and running. WMI is standard on Windows 2000, but may need to be downloaded for NT. Download it for free from the Microsoft download website: www.microsoft.com/downloads/release.asp?ReleaseID=18490

Warning: We strongly recommend against installing WMI SNMP Provider as it may conflict with third party SNMP-based products. We recommend that you install only the default WMI Core Components.

If any of the above requirements are not met, the installation terminates and an appropriate error message appears.

In addition, make sure you have sufficient temporary space while installing Availant Manager. Even if the destination drive for Availant Manager has plenty of free space, the installation will fail if the system drive contains less than approximately 15MB free disk space. (This is a standard requirement for Windows Installer.)

Mail Notification Software

If you plan to use Availant Manager's e-mail notification functionality, you must configure Simple Mail Transfer Protocol (SMTP) support via either Microsoft Exchange Server or Microsoft Internet Information Server (IIS).

IIS configuration notes: For Windows 2000 systems, use IIS 5.0 or higher. IIS is installed automatically, but you must select the option for SMTP. For Windows NT 4.0 systems, IIS is installed automatically when you install Windows NT 4.0 Option Pack. Choose the option for SMTP.

About Security

Default Location of Installed Files

The default destination of all files installed is **<systemdrive>:Program Files\Availant\Availant Manager**. You can change the destination folder by choosing the Custom option after starting the installer.

Added Security Groups

Availant Manager uses standard Windows security protocols. At the end of the install process, the installer creates three local user groups on the target system. These groups give users different privileges on Availant Manager, as follows:

Availant Manager Administrator: has full permissions to perform all functions in Availant Manager, including enabling, disabling, adding, editing, and deleting rules, and publishing rules to other servers. (Note that for publishing, the administrator must have permissions on the other servers as well.)

Availant Manager Editor: can make limited modifications to Availant Manager, such as enabling or disabling previously configured rules. This category does not allow the user to change rule parameters.

Availant Manager Reviewer: can view Availant Manager without making any changes.

Notes

The user that performs the installation is automatically added to the Availant Manager Administrator group by the installer.

These Availant Manager security groups are *local* groups.

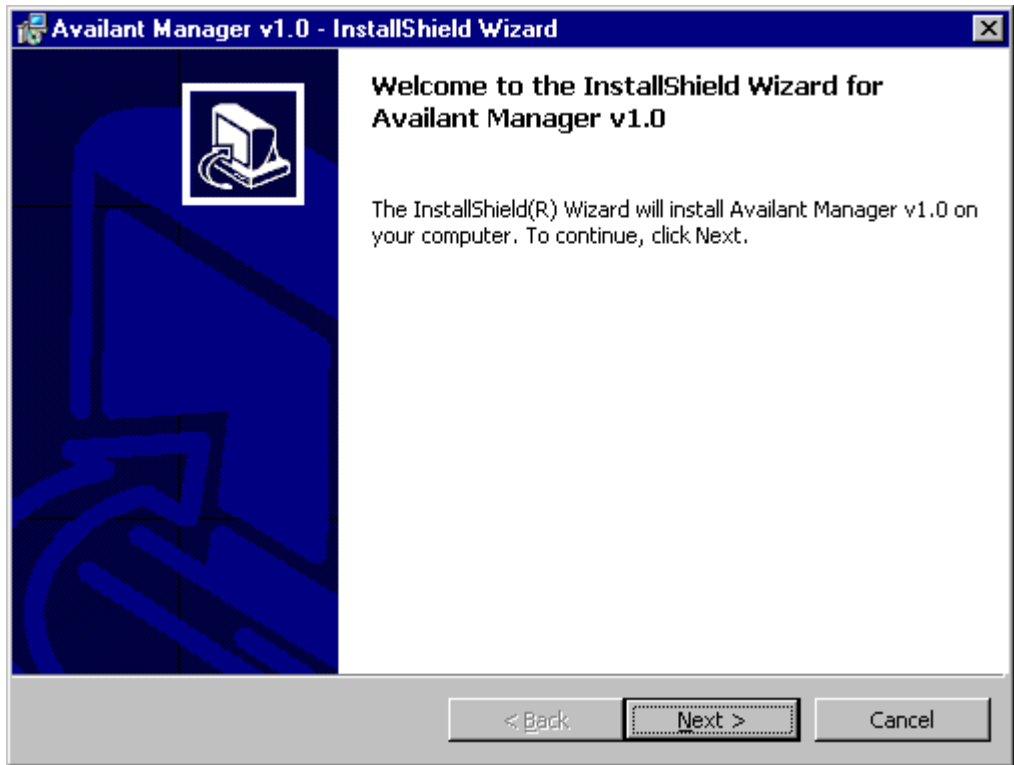
At the end of the install, you must log off and back on again in order for the operating system to acknowledge your membership in the new group.

Installation Screen Flow

After inserting the Availant Manager CD, double-click on the **setup.exe** file to begin installing. If your system meets the installation prerequisites, the InstallShield wizard begins. If not, warning messages appear explaining what is needed.

The following sequence of screens guides you through the installation.

1: Welcome screen



Click Next to continue the installation.

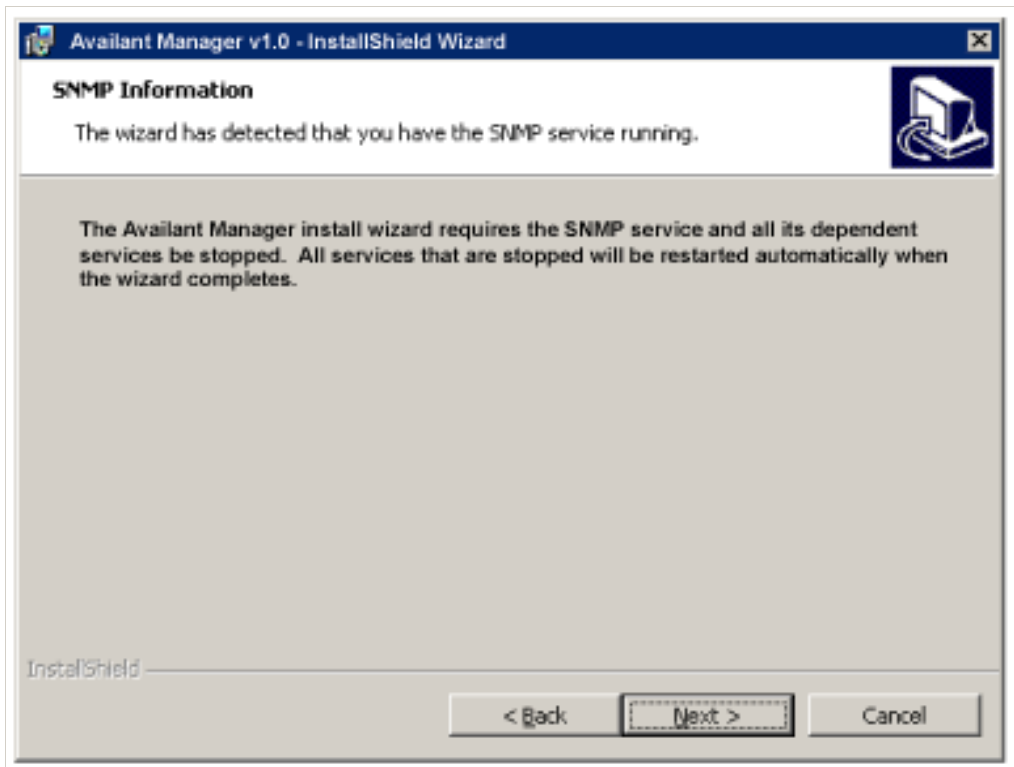
Click Cancel to end the process with no files installed.

2: License Agreement



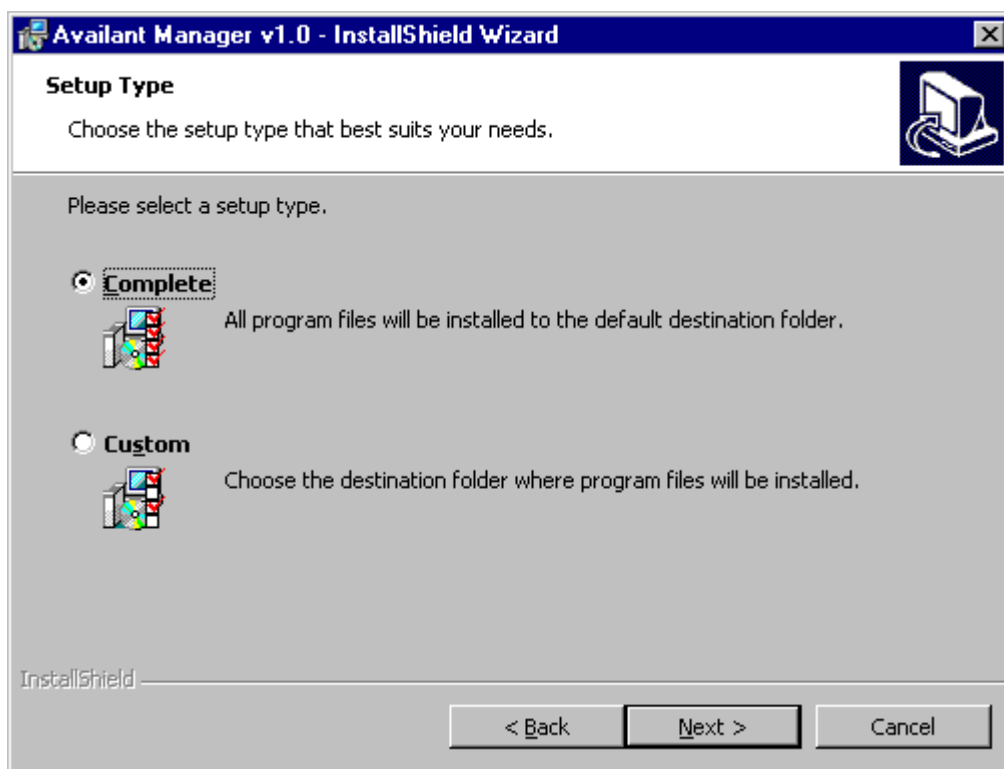
When this screen appears, the option to *not* accept the terms is selected. You must change this to accept the license agreement (not shown in full here) for the install to proceed.

3: SNMP Information



If the install wizard detects that the SNMP service is installed and running on your system, you see the SNMP Information screen. This screen simply warns you that the service will be stopped briefly while the files are being copied. You have the option of aborting the install before SNMP is stopped.

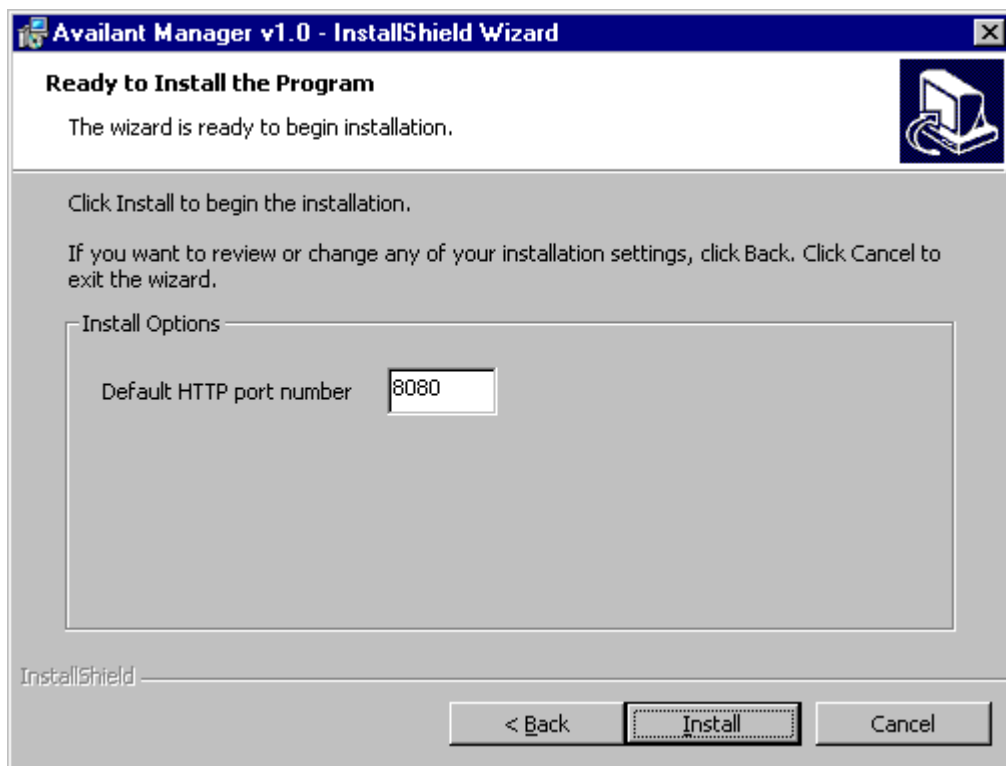
4: Setup Type



Click Next to have the Availant Manager files installed in the default destination folder, *<systemdrive>:Program Files\Availant\Availant Manager*.

There are no custom installation options except to change the default file location. Choose Custom if you want to install the program files to a directory other than the default, and then click Next. See page 18 for details on choosing a custom install folder.

5: Port Number



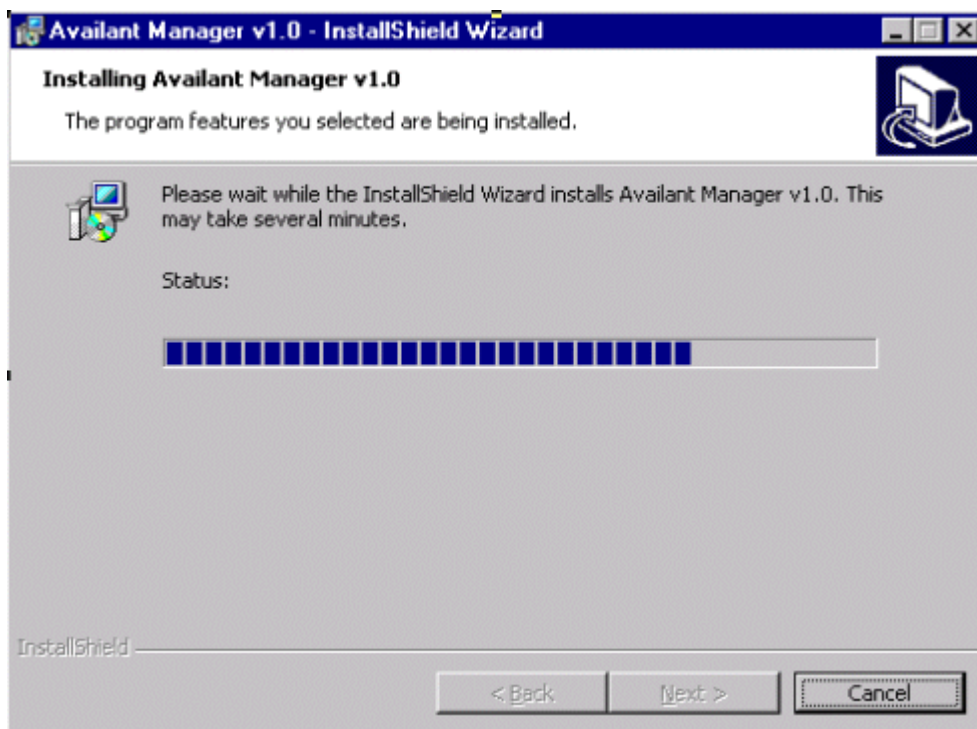
Enter the port on which Availant Manager will listen for HTTP communication, or keep the default port number. *Make sure the port number you specify is not already in use at your site.*

It is recommended that you choose a port number 1025 or higher, since 0-1024 may be reserved for other applications. If you choose a port lower than 1025, it could interfere with other applications, and cause serious application or system failures. A caution message will appear, giving you the option to change your choice.

Note: The port number assigned here will be part of the URL you type to access the Availant Manager software's user interface in any web browser. If you are installing Availant Manager on multiple servers, assigning the same port number each time will make it easier to remember.

If you forget which port number you assigned, you can begin a “modify” installation process, which displays the port number. Canceling the modify after checking the port number will cause no changes.

6: Installing



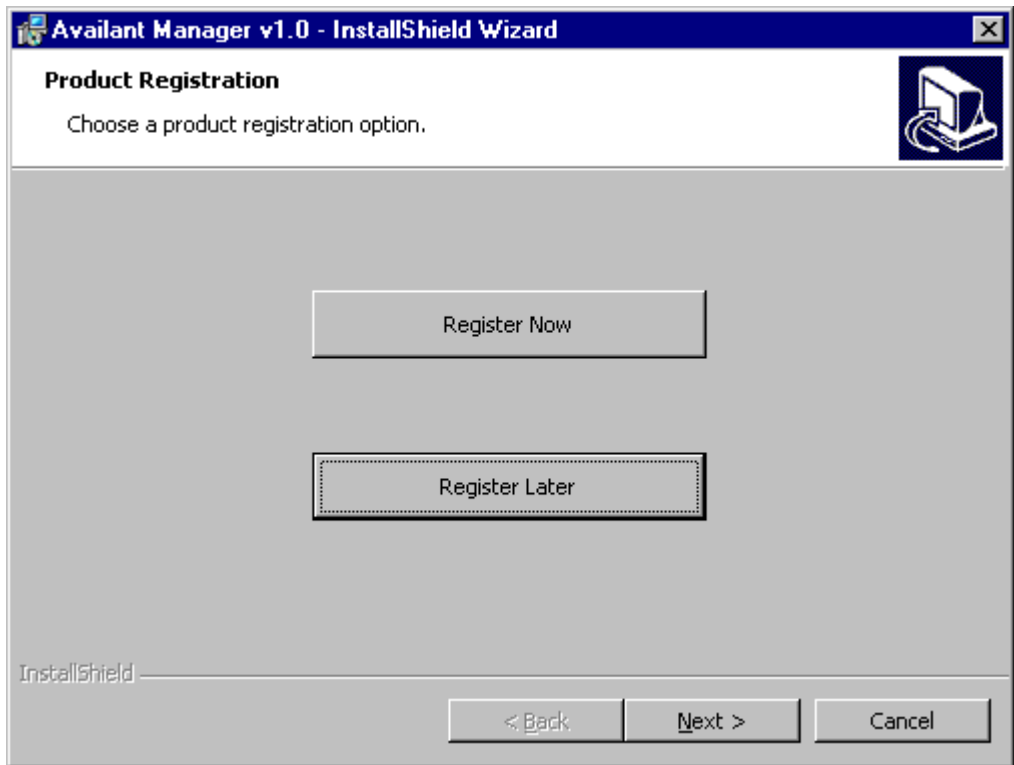
Once you have entered the port number in the previous screen, the Availant Manager program files are transferred to the destination system.

During the install process the following actions occur:

- *(If SNMP is running)* SNMP and its dependent services are stopped.
- The program files are copied over and the appropriate registry entries are made.
- The Availant Manager user groups are configured, with the user who performs the installation automatically placed in the Availant Manager Administrator group.
- The default rule is configured, but not enabled.

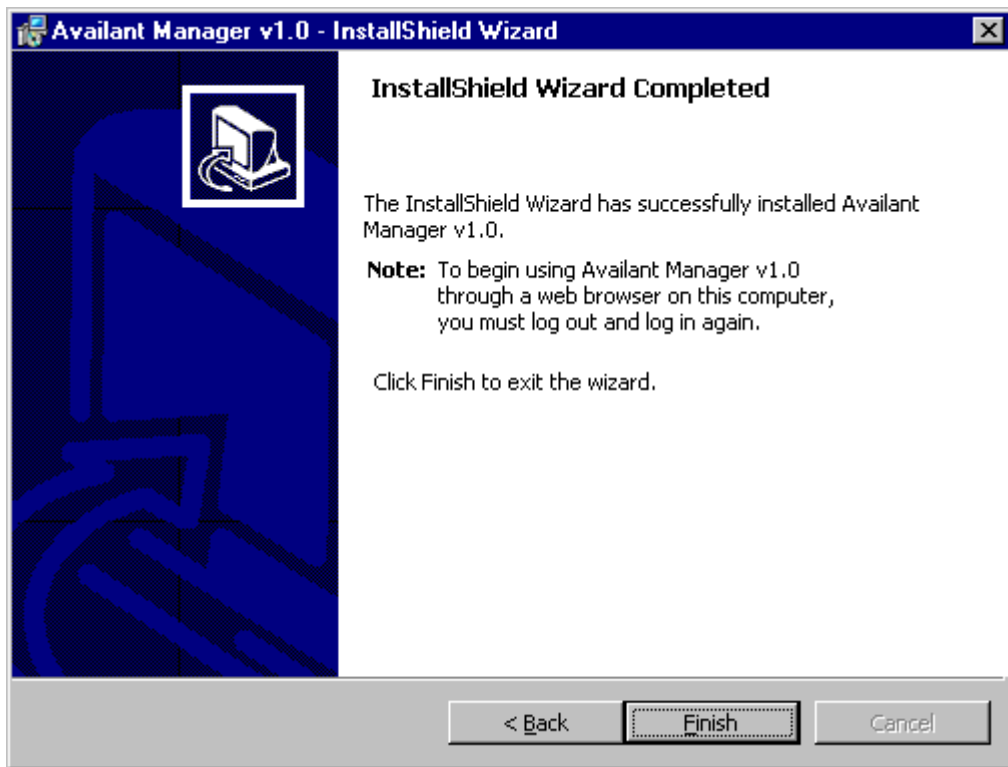
- The Availant Manager service is started.
- SNMP and any dependent services stopped earlier in the sequence are restarted.

7: Product Registration



Choose Register Now to go to the registration page. Click Register Later to skip this step for now.

8: Install Completed



Upon successful completion of the install, click Finish to exit the wizard.

You have now been added to the Availant Manager Administrator group. However, you must log off and log on again before viewing the Availant Manager interface, as required by Windows in order to acknowledge your membership in the group.

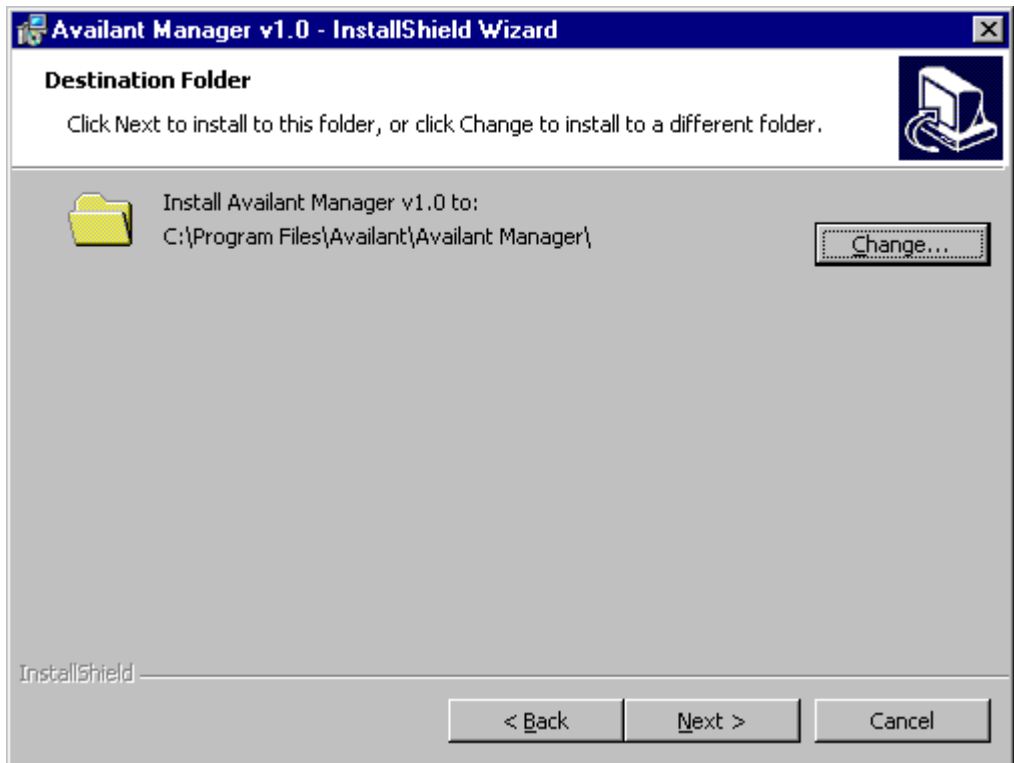
You do not need to reboot.

If you are not doing a custom installation, skip the next section and go straight to "Opening the Availant Manager User Interface" on page 20 for instructions on getting started and getting oriented to the program.

Custom Installation

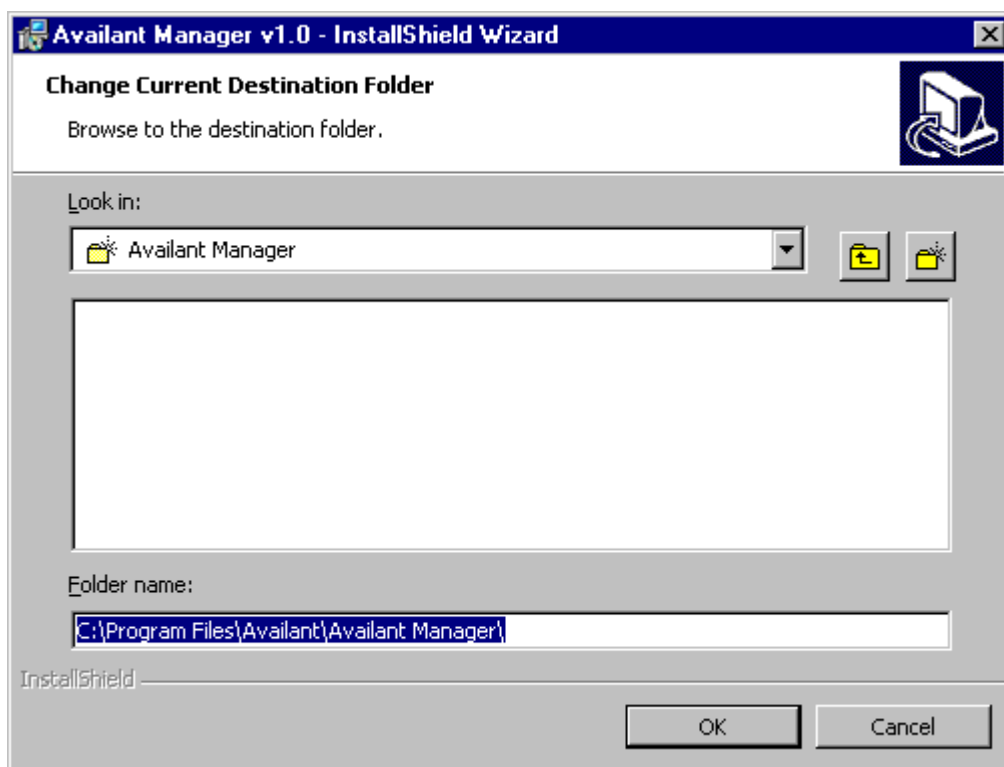
If you choose Custom on the second installation screen, the following wizard page appears.

1: Destination Folder



In this version of Availant Manager, there are no custom options for feature installation. The only custom option is to change the destination directory for the program files. To change the destination directory, click the Change button to bring up the following screen.

2: Change Current Destination Folder



After you specify the destination folder, the wizard proceeds to the Ready to Install page and proceeds in the same way as in the Complete setup described earlier.

See "Opening the Availant Manager User Interface" on page 20 for instructions on getting started and getting oriented to the program.

Problems?

If you are unable to complete the installation, or unable to start Availant Manager, see "Troubleshooting" on page 31.

A QUICK TOUR OF AVAILANT MANAGER

Once you have installed Availant Manager, you can start creating rules to prevent the types of failures most important to you.

This section acquaints you with the Availant Manager user interface and guides you through the rule setup process.

For further help on how to devise a logical and useful set of rules for your needs, also read "What Rules Do I Need?" on page 30.

Opening the Availant Manager User Interface

After the install process is complete, be sure to log off and log on again. This allows Windows security to recognize your membership in the appropriate security group.

The Availant Manager service is automatically started during the install process. To open the Availant Manager home page in a web browser window, you specify both the machine name and the port number.

Open an Internet Explorer browser window and type the following URL in the address line: **http://<machine name>:<port number>**

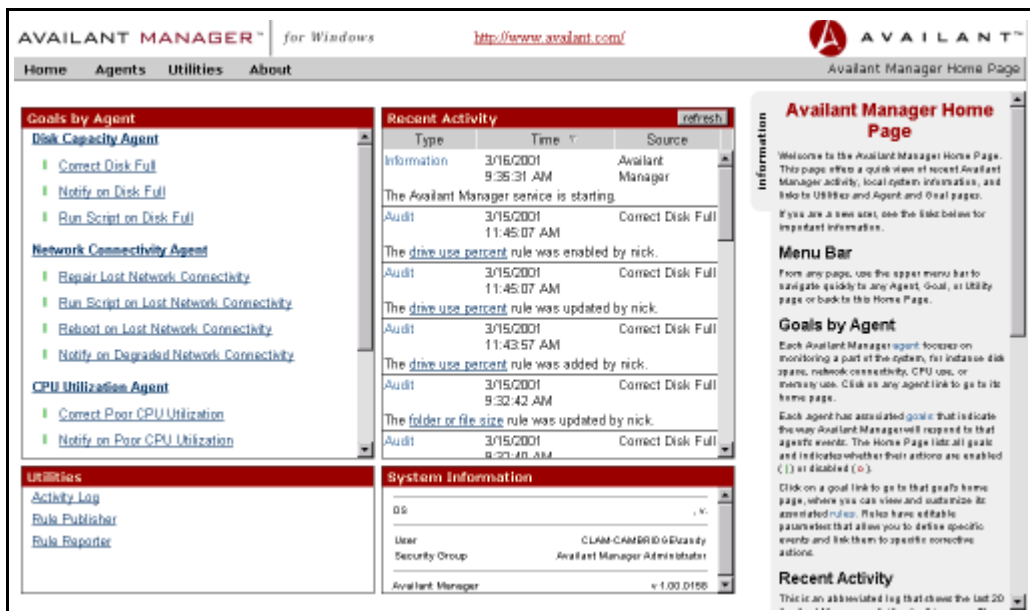
For example, if you installed the program on a server named *ophelia*, and the port number assigned is 8888, you would type this: **http://ophelia:8888**

You can open the program from any server with a web browser. If you are at the same machine on which Availant Manager is running, you can type **localhost** instead of the actual machine name.

After a few seconds, you should see the Availant Manager home page.

The Availant Manager Home Page

The Home Page, shown here, functions as a summary page and provides links to all other Availant Manager pages.



The Availant Manager Home Page, with Links to Agent, Goal, and Utility Pages

This guide won't go into detail on each portion of the Availant Manager Home Page, since the goal is to provide a high-level overview of the product's features. It is recommended that you take some time on your own to explore the user interface and click on various links and menu options to see where they take you. On each page, look at the information panel and its linked topics. They explain everything about what's on each page and how to use each feature.

The Agent, Goal, and Rule System

As shown in the diagram on page 4, each agent has associated goals that define the type of action desired; in turn, each goal has a set of associated rules that tie specific actions to specific events.

Availant Manager currently offers four specialized agents that monitor disk, network, CPU use, and memory use problems. You, the user, define what events these agents should watch for, and what actions they should take in order to prevent larger problems from occurring.

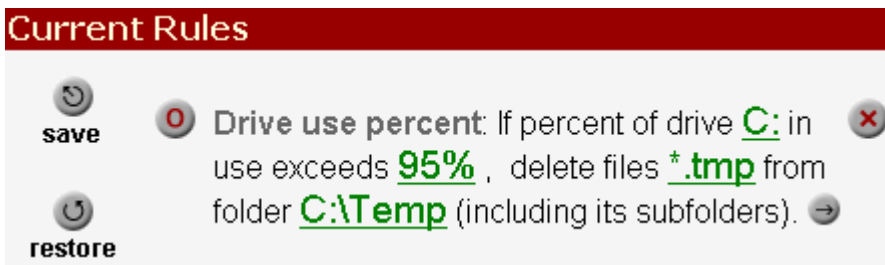
Putting the First Rule Into Action

Rules are the building blocks that you'll use to configure Availant Manager to monitor and respond to every problem event. Each rule is set up to detect a specific event, and respond to it with a specific action. You define the events and actions by editing the rule's parameters.


Enabling the Default Disk Capacity Agent Rule


At installation time, this version of Availant Manager automatically creates one default rule that starts monitoring disk capacity problems as soon as you enable it.

Navigate to the page for the Correct Disk Full goal page. You should see a configured, but not enabled, *Drive Use Percent* rule already in the Current Rules box. This rule acts to prevent your disk from becoming full by deleting temporary files if the system drive becomes more than 95% full.



The Default Rule as Created During Installation

Notice that the underlined parameters are green, indicating the rule is ready to take action; also note that the rule is not enabled, as indicated by the disabled/off icon. ()

Enable this goal now, by clicking the icon to the left of the rule. The icon changes to on () and the rule is enabled.

With no further action on your part, Availant Manager will now take action to delete the specified files if the event occurs, that is, if the C drive becomes more than 95% full. The deletion of files with the extension **.tmp** from the C:\Temp folder and its subdirectories may help relieve the disk space problem. (If there are no files matching that filter, the rule will still detect the event. When it has verified that no .tmp files are present, it logs an action, though no files have been deleted.)

Editing the Default Rule Parameters

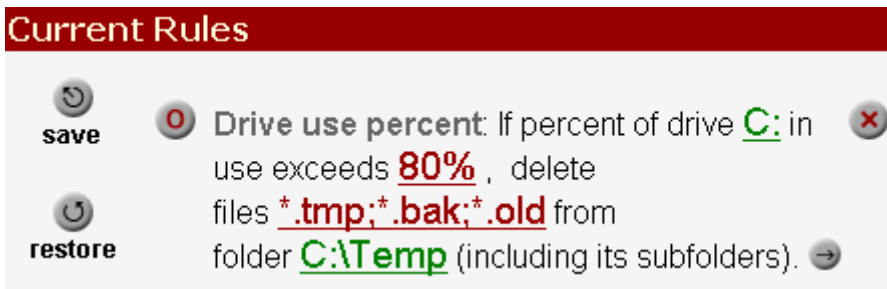
The default rule has been configured as a sort of “all purpose” rule that could be useful for most systems. In almost any setting, it is good practice to not allow a drive to exceed 95% capacity. In almost any setting, it would do no harm to delete temporary files in order to free up disk space.

However, you can easily change the details of the rule; we will go through this now as a way to illustrate how rules can be edited.


Let’s say you want preventive action to occur when the drive is 80% full instead of 95%, and you want to specify additional files, not just those with the **.tmp** extension.

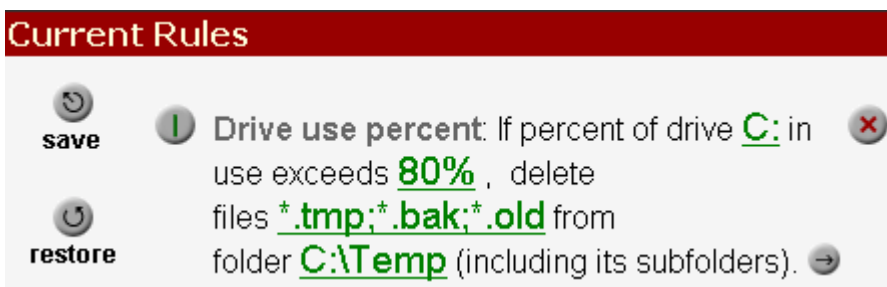
1. Click on the *upper threshold percent* parameter, which reads **95%**.
2. In the edit box, change **95** to **80** and click OK.
Notice the parameter value changes to 80 and appears red. Red indicates an edited but not yet saved parameter value.
3. Click on the *files to delete* parameter, which now reads ***tmp**.
4. In the pop-up edit box, add the file extensions ***.bak** and ***.old**. Separate the extensions with a semicolon (;). Click OK.

Again, the changed parameter value appears in red. The rule should now look like this:



The Default Rule with Edited Parameters

5. If you are satisfied with your changes, click the save () button. When saved, all rule parameters appear green.



The Default Rule Edited, Saved, and Enabled

Creating Your Own Rules

Now you have seen how to edit the parameters of an existing rule.

To create a new rule, you start by choosing an appropriate rule template from the Templates box. Click the Add button to move the template to the Current Rules box, and then proceed to edit, save, and enable it.

Example: Acting on Lost Network Connectivity

As an example, let's say you want Availant Manager to monitor your network connection and take action if the connectivity appears to be lost.

Connectivity is considered lost when pings to specified machines on the network fail for a specified time period. If this event occurs, the network repair rules offer a series of actions, each with increasing impact, up to the final step of rebooting the machine.

For this example we will set up only the first rule of the sequence, which acts to renew the local server's DHCP lease.

To create and customize NetRepair Step 1:

1. Navigate to the Repair Lost Network Connectivity goal page.
2. Locate the template for NetRepair Step 1 from the Templates for New Rules box.
3. Click the Add (+) button to the left of the template to move the template to the Current Rules box.
4. Click on the *servers to ping* parameter, which now reads "name or IP." This parameter is meaningless as is, and must be edited to specify actual machines to ping.
5. In the pop-up edit box (shown below), fill in the names or IP addresses of other servers on the network. Click Add after each name (including the last one you enter).

NetRepair Step 1: If this server loses connectivity to server(s) name or IP for more than **2 minutes**,
renew this s

for New R

NetRepair S

server(s) nan

this server's l

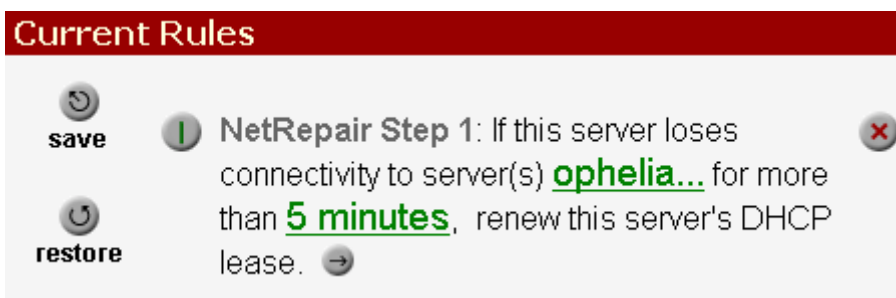
NetRepair S

Entering Server Names for the Network Repair Rule

Important! You should always enter at least two servers to ping, in order to raise the probability of a correct diagnosis that it is the *local* server, and not the other server, that is off the network.

6. When you have entered all servers to be pinged (clicking Add after each one), click OK.
7. Next, click on the *duration of failed pings* parameter, which by default has the value “2 minutes.”
8. In the edit box, change the value to 5 minutes and click OK.
9. Click the Save button.

Your rule should now be complete, with all parameters appearing green, as shown here:



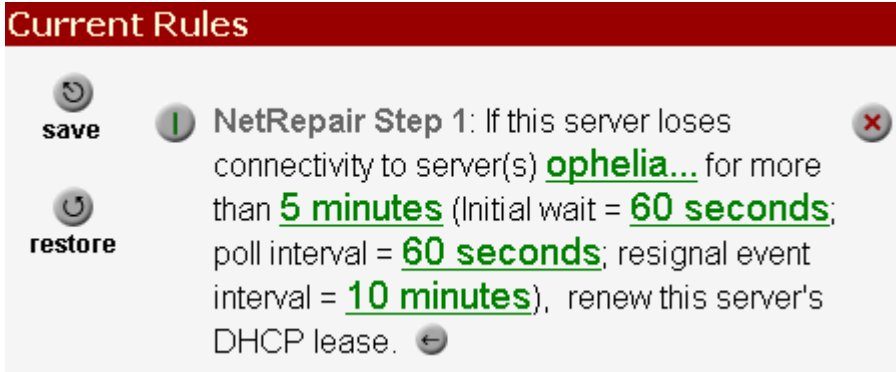
An Edited, Saved, and Enabled Rule

Notice that the list of machines is abbreviated to “ophelia...”. Click on this parameter to review the full list of machines.

Viewing and Editing Advanced Parameters

The network repair goal we just edited also has some advanced parameters that are hidden from view until you click the arrow icon to show them.

Click on the arrow icon (→) now to reveal this rule’s advanced parameters.



NetRepair Step 1 with Advanced Parameters Shown

In most cases, you can leave these advanced parameters as they are, but you can edit them if you wish. See the online information panel for details on each parameter. Click on the left-facing arrow (←) to hide the advanced parameters again.

Activity Logs

As you navigate through Availant Manager, you see three Activity Logs. These logs show a record of all modifications to rule configuration and all events detected and actions taken by Availant Manager agents.

Recent Activity Log: This abbreviated log of the last 20 Availant Manager activities appears on the Home Page for a quick view of events and actions.

Agent-Specific Activity Log: Each agent page presents a subset of the full log, showing only the activity relevant to that agent.

Activity Log (Full): The full log of all activity is on its own page; you can reach it through the Utilities menu and from its Home Page link.

Activity Log			refresh
Type	Time ▾	Source	
Audit	8/30/2000 12:36:43 AM	Repair Lost Network Connectivity	▲
The NetRepair step 1 rule was updated by nick.			
Audit	8/30/2000 12:36:42 AM	Repair Lost Network Connectivity	
The NetRepair step 1 rule was enabled by nick.			
Action	8/30/2000 12:36:41 AM	Correct Disk Full	
The drive use percent action occurred.			
Event	8/30/2000 12:36:40 AM	Disk Capacity Agent	
The drive use percent event occurred.			
Audit	8/30/2000 12:33:42 AM	Repair Lost Network Connectivity	
The NetRepair step 1 rule was added by nick.			

Full Activity Log

If you've enabled or edited any rules, you'll see those changes reflected in the full Activity Log as well as the Recent Activity log and the appropriate agent-specific logs.

Click on any link in the log viewer to go straight to the rule that generated the log entry.

Read the Information panel on the Activity Log page for further details on how to read and understand the various types of log entries.

Advanced Features

If you are planning to run Availant Manager on multiple servers that perform similar functions, you'll probably find that you want the same set of rules on each server. The Rule Publisher and Rule Reporter utilities help you copy rules across servers, and ensure continued consistency of the rule definitions.

In addition, the Rule Reporter can be handy for generating a quick list of configured rules on a single server.

Rule Publisher Utility

You can reach the Rule Publisher page from the Utilities menu or from its link on the Home Page.

When you want to publish rules to other servers, you simply select the rules, specify the other server names, and click Publish.

Rule Reporter Utility

The purpose of rule publishing is to have identical rules on several servers. It may happen that after a rule is published, it gets edited manually on one of the remote machines. The Rule Reporter helps you detect any inconsistencies in published rules.

Once a rule is published to additional machines, its configuration details are “remembered” by Availant Manager. When you generate a report, the Rule Reporter checks to see if any published rule has changed, and highlights the inconsistency. If you want the rules to be identical, you can remedy the inconsistency by republishing the rule.

Try generating a list of the rules you have configured so far on the local machine. Just go to the Rule Reporter page, enter the name of the local machine and the correct port number, and click Generate Report.

WHAT RULES DO I NEED?

Once it is clear what rules do and how you create and edit them, your real work begins: devising a set of rules that monitor the right events and take the right actions to keep *your* particular system running the way you like.

If you want to use Availant Manager effectively, you'll need to think carefully about what problems your system is typically at risk for, and what kind of memory, CPU, and disk usage is normal when the system is running optimally. Only with that knowledge can you configure smart rules to prevent problems.

What Problems Do You Want to Prevent?

What types of small problems do you address frequently in order to keep larger failures from occurring? Do you find yourself doing periodic reboots to normalize memory usage? Are you called in to take emergency measures because of “disk full” events?

Make a list of the problems you'd like to control.

Questions to Guide Your Rule Planning

It makes sense to ask yourself the following list of questions as you start devising a set of smart rules for your system.

1. What problems do I worry about?
2. What is the normal behavior?
3. What behavior would indicate a problem?
4. What exactly do I want to monitor?
5. What action do I want to occur in response to an event?

As you consider and answer these questions, you can start devising rules that monitor the right problems and take action whenever the behavior deviates from your specified acceptable range.

TROUBLESHOOTING

This section describes some common problems that could occur during installation or getting started.

Common Problems and Solutions

If you experience unexpected problems during or after installation check this table for possible explanations and answers.

If this occurs:	It may be because:	Try this:
You get the “About Security” page when you try to access Availant Manager	<ul style="list-style-type: none"> • You have not logged off and on again after installing. • You are not logged in with the correct user id. • You are not the installer, and have not been placed in the proper Availant Manager user group. 	<ul style="list-style-type: none"> • Log out and back in and open Availant Manager again. • Log in as the user id that you installed under. • See the System Administrator responsible for managing user groups.
Unexpected browser behavior	<ul style="list-style-type: none"> • You are trying to run Availant Manager on an unsupported browser. • Viewing the UI in a small browser window or with larger text sizes can change appearance of text or borders. 	<ul style="list-style-type: none"> • Run Availant Manager only with Internet Explorer version 5.01 or higher. Netscape is not supported. • Enlarge the browser window and/or refresh the browser.

If this occurs:	It may be because:	Try this:
Availant Manager installer gives a message about WMI	<ul style="list-style-type: none"> You do not have the proper Windows Management Instrumentation (WMI) software installed. 	<ul style="list-style-type: none"> Download WMI. (See "Software" in the Requirements section, page 7.)
You are unable to set up notify rules	<ul style="list-style-type: none"> You may not have SMTP support installed. 	<ul style="list-style-type: none"> Install SMTP support via IIS or Exchange. See "Mail Notification Software" on page 8 for details.
Availant Manager service hangs	<ul style="list-style-type: none"> You have a rule calling a custom script, and the script hangs. 	<ul style="list-style-type: none"> Test your custom scripts thoroughly before configuring rules to call them.
A rule does not appear to take effect as or when expected.	<ul style="list-style-type: none"> The rule is not correctly configured. 	<ul style="list-style-type: none"> Check your rule parameters. Are they typed correctly? Have you forgotten to change any default values? Do they accurately describe the condition you think has occurred?
	<ul style="list-style-type: none"> The event occurred before the initial wait time elapsed. Rules that affect services and processes have an "initial wait" parameter to keep the rule from monitoring before the application has stabilized. 	<ul style="list-style-type: none"> Check the initial wait parameter or check the online help to find out what the default wait time is.
	<ul style="list-style-type: none"> The event has not occurred. The event occurred and the action failed (see below). 	<ul style="list-style-type: none"> Check the Activity Log to see if the event has actually occurred.

If this occurs:	It may be because:	Try this:
	<ul style="list-style-type: none"> The event and the action occurred but the action can have no effect as configured. (Example: No files match the specified filter. The disk rule actor, upon finding no files to delete, assumes the job is complete.) 	<ul style="list-style-type: none"> Check whether the parameters (for the event and/or the action) are valid for your system. Did the high CPU use really persist for a long enough period of time? Are there files by that name in the specified folder? Are the specified files read-only?
An “action failed” entry appears in the Activity Log.	<ul style="list-style-type: none"> The action cannot be performed. Possible scenarios include: <ul style="list-style-type: none"> the service to be stopped is no longer installed, or it has dependent services; your custom script causes an error. 	<ul style="list-style-type: none"> From the log, click on the rule link. Check that the rule’s specified actions are possible on your system.
No rules appear in the rule report even though it indicates “succeeded.”	<ul style="list-style-type: none"> There are no configured rules on the specified machine. 	<ul style="list-style-type: none"> Specify the correct machine or wait until there are rules in place to generate a report.

Additional Notes

We hope this Troubleshooting section gives you the answers you need.

Obviously, a simple table cannot begin to address the range of possible interactions among system behavior, rule configuration, and rule behavior. The primary message of the Troubleshooting section is that when you think your rules aren’t working, you should start by rechecking the rule configuration. Make sure the parameters are correctly typed, and that they actually define the events and responses you intended. Check to see that the service you specify is running, the files to be deleted actually reside in the

specified folder, the machines to ping are actually on the network, the custom script functions correctly, and so on.

With careful planning and configuration, we think you will find Availant Manager to be an effective and highly customizable aid to your systems management efforts.

For further help, refer to the support information as directed in "What if I Need Help?" on page 2.

INDEX

A

- activity logs
 - "action failed" entry 33
 - overview 27
- advanced rule parameters 26
- agents 21
 - definition 4
 - version 1.0 agents 4
- Availant Manager
 - installation requirements 7
 - overview 3
 - quick tour 20

B

- browser requirements 7

C

- custom installation 18

D

- default rules 22

E

- error messages 31

G

- getting started 24
- goals 21

H

- help
 - contacting support 2
 - online information 2, 6
- home page 21

I

- installation
 - custom 18
 - default destination folder 13
 - requirements 7
 - screen flow 9
 - starting the program 20

L

- logs 27

P

- parameters
 - advanced 26
- planning
 - analyzing system problems 30
 - devising smart rules 30
- port number
 - default 14
 - for multiple servers running Availant Manager 14
 - recalling if forgotten 14
 - selecting 14
- problems and solutions 31
- publishing rules 28

R

- report of rules 28
- requirements
 - installation 7
 - SMTP 8
 - software 7
 - WMI 7
- rule publisher utility 28
- rule reporter utility 28
- rules
 - creating
 - example 24
 - default 22
 - definition 5
 - diagnosing problems 32
 - how to plan smart rules 30
 - overview 21

S

security

 local security groups 8

SMTP 8

SNMP 12

software

 installation requirements 7

starting the program 20

T

troubleshooting 31

W

Windows Management Instrumentation
 (WMI) 7

WMI 7



Corporate Headquarters

215 First Street

Cambridge, MA 021142

Tel: 617-621-2542

Fax: 617-621-3959

Austin Office

Rutland Center

2136C Rutland Drive

Austin, TX 78758-5970

Tel: 512-719-3724

Fax: 512-719-3729

www.availant.com