

Symantec Enterprise Vault™ Technical Note

Troubleshooting the Monitoring database
and agents

2007 or later

Symantec Enterprise Vault™ Technical Note: Troubleshooting the Monitoring database and agents

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Issue 2
December 2008

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About this document

This document describes how to troubleshoot problems with the Enterprise Vault Monitoring database and the Monitoring agents.

What's in this document

This document provides supplementary information for the Enterprise Vault *Installing and Configuring* manual. It contains the following chapters:

- “[Troubleshooting configuration of the Monitoring database](#)” on page 5.
- “[Troubleshooting the Monitoring agents](#)” on page 11.

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Troubleshooting configuration of the Monitoring database

This chapter describes how to troubleshoot problems with the configuration of the Enterprise Vault Monitoring database.

Problem description

During the running of the Enterprise Vault Configuration wizard, a dialog may appear stating that the configuration of the Monitoring database has failed.

Background

Enterprise Vault requires one Monitoring database per Enterprise Vault Directory database. The Monitoring database is named **EnterpriseVaultMonitoring**. The Configuration wizard normally creates or updates this database in the following circumstances:

- It creates the Monitoring database when you select the option to create a new Enterprise Vault Directory.
- It updates the Monitoring database when you add an Enterprise Vault server to a *new Vault site* in an existing Enterprise Vault Directory.

If you add an Enterprise Vault server to an existing Enterprise Vault site, no modifications are required to the Monitoring database.

Solution summary

If the Enterprise Vault Configuration wizard fails to create or update the Monitoring database, you can run the Monitoring Configuration Utility **MonitoringConfigUtility.exe** to create or update the database manually:

- If you received an error when adding the Enterprise Vault server to a new Enterprise Vault Directory, follow the instructions in [“Creating the Monitoring database manually”](#) on page 6.
- If you received an error when adding the Enterprise Vault server to a new site in an existing Enterprise Vault Directory, follow the instructions in [“Updating the Monitoring database manually”](#) on page 8.

Note: You should only perform a manual configuration of the Monitoring database if the Enterprise Vault Configuration wizard has failed to create or modify the database successfully.

Creating the Monitoring database manually

You can run the Monitoring Configuration Utility with the **/create** option to create a Monitoring database for an Enterprise Vault Directory.

To create the Monitoring database

- 1 Open a Command Prompt window on the Enterprise Vault server and navigate to the Enterprise Vault installation folder.

- 2 Enter the following command on a single line:

```
MonitoringConfigUtility /create <DirectoryDB_SQLServer>  
<MonitoringDB_SQLServer> <Start_Immediately>  
<Vault_Version> <SiteEntryId> <SQL_DataFileFolder>  
<SQL_LogFileFolder> <LogFile>
```

where the variables are as described below:

<DirectoryDB_SQLServer> The SQL server where the Directory database is located.

<MonitoringDB_SQLServer> The SQL server on which to locate the Monitoring database.

<Start_Immediately> Whether monitoring is to start immediately on the Enterprise Vault server. Use a value of **1** (start immediately) or **0** (do not start immediately).

<code><Vault_Version></code>	The installed version of Enterprise Vault, See the Notes for how to identify this.
<code><SiteEntryId></code>	The Site Entry Id for the new site in the Directory database. See the Notes for how to identify this.
<code><SQL_DataFileFolder></code>	The location of an existing folder on the Monitoring database SQL server in which to create the SQL data files for the Monitoring database. Note that the folder must already exist. If you specified a SQL server on a remote computer, the location must be a valid path on the remote computer. If the path contains spaces, remember to enclose it in quotes.
<code><SQL_LogFileFolder></code>	The location of an existing folder on the Monitoring database SQL server in which to create the SQL log file for the Monitoring database. Note that the folder must already exist. If you specified a SQL server on a remote computer, the location must be a valid path on the remote computer. If the path contains spaces, remember to enclose it in quotes.
<code><LogFile></code>	The name to give the error log file.

Notes:

- To identify the Enterprise Vault version, right-click on any Enterprise Vault binary file, such as **MonitoringConfigUtility.exe**, and select **Properties**. The **Version** tab lists the **File version**, for example **7.0.0.1394**.
- To identify the Site Entry Id, start the Registry Editor and navigate to the key **HKLM\Software\KVS\Enterprise Vault**. Observe the value of the **SiteID** subkey.
- Do not specify the root of a file system such as C : or D : as the location for the SQL data or log file folder.

Here is an example use of the command to create a Monitoring database:

```
MonitoringConfigUtility /create DataServer4 DataServer4 1
7.0.0.1394
1579A0FB3CA3B400C5741d100abcd.EVDOMAIN.mycompany.com
"C:\Program Files\Microsoft SQL Server\MSSQL\Data"
"C:\Program Files\Microsoft SQL Server\MSSQL\Log"
monconfigutil.log
```

This specifies the following settings:

- The Directory database is located on SQL server **DataServer4**.
- You want to locate the Monitoring database on SQL server **DataServer4**.
- Monitoring is to start immediately.
- The Enterprise Vault version is **7.0.0.1394**
- The site entry id for the new Enterprise Vault site is **1579A0FB3CA3B400C5741d100abcd.EVDOMAIN.mycompany.com**
- The path to the SQL data file folder is **C:\Program Files\Microsoft SQL Server\MSSQL\Data**
- The path to the SQL log file folder is **C:\Program Files\Microsoft SQL Server\MSSQL\Log**
- The filename for the log is to be **monconfigutil.log**

Verifying that the Monitoring database has been created

To verify that the utility has succeeded, use SQL Server Enterprise Manager to confirm that the Monitoring database **EnterpriseVaultMonitoring** has been created on the specified SQL server.

Updating the Monitoring database manually

You can run the Monitoring Configuration Utility with the **/reuse** option to update a Monitoring database to recognize a new Enterprise Vault site that has been added to an existing Enterprise Vault Directory.

To update a Monitoring database for a new site in an existing Directory

- 1 Open a Command Prompt window on the Enterprise Vault server and navigate to the Enterprise Vault installation folder.
- 2 Enter the following command on a single line:
`MonitoringConfigUtility /reuse <DirectoryDB_SQLServer>
<MonitoringDB_SQLServer> <Start_Immediately>
<Vault_Version> <SiteEntryId> <SQL_DataFileFolder>
<SQL_LogFileFolder> <LogFile>`

where the variables are as described in [“Creating the Monitoring database manually”](#) on page 6. Note that in this case the values of `<SQL_DataFileFolder>` and `<SQL_LogFileFolder>` are ignored, but you need to provide a dummy value, such as “dummy” for both variables.

Here is an example command line to update the Monitoring database, on a system with example values that are the same as those described in [“Creating the Monitoring database manually”](#) on page 6:


```
MonitoringConfigUtility /reuse DataServer4 DataServer4 1  
7.0.0.1394  
1579A0FB3CA3B400C5741d100abcd.EVDOMAIN.mycompany.com  
"dummy" "dummy" monconfigutil.log
```

Verifying that the Monitoring database has been updated

You can verify that the Monitoring database has been updated successfully in either of the following ways:

- Open the Windows Event Viewer and examine the **Enterprise Vault** section. There should be an event with the category **Monitoring Configuration Utility** and the description **/reuse successful**.
- Or, using Enterprise Manager, examine the **EnterpriseVaultDirectory** database. Open the **MonitoringSettings** table and confirm that a new row has been added for the Site Entry Id you specified.

Troubleshooting the Monitoring agents

This chapter describes how to troubleshoot problems with the Monitoring agents.

Problem description

Problems with the Enterprise Vault Monitoring agents can manifest themselves as follows:

- With **Enterprise Vault Operations Manager**: You are able to access Enterprise Vault Operations Manager successfully, but you cannot see monitoring data for one or more of the Enterprise Vault servers, or for Exchange journal mailboxes.
- With **Enterprise Vault Reporting**: Server Monitoring is enabled, but there is no data displayed in the following Enterprise Vault Operation Reports, which rely on data gathered by the Monitoring agents:
 - Domino Server Journal Mailbox Archiving Health
 - Domino Server Journal Mailbox Archiving Trends
 - Enterprise Vault 24-hour Health Status
 - Enterprise Vault Seven-day Health Status
 - Exchange Server Journal Mailbox Archiving Health
 - Exchange Server Journal Mailbox Archiving Trends

Background

A Monitoring agent runs on each Enterprise Vault server, monitoring the server at regular intervals and recording data in the Monitoring database.

The Monitoring agent process is named **MonitoringAgent.exe**. The Admin Service starts and stops this process when the Admin Service itself starts or stops. The Admin Service normally restarts the Monitoring agent if the Monitoring agent is killed for any reason (for example if an administrator kills it from Task Manager).

Note: The Admin service has a fixed limit of three attempts at starting **MonitoringAgent.exe**. If **MonitoringAgent.exe** has not started after three attempts, you must restart the Admin service if you want it to try to start **MonitoringAgent.exe** again.

Solution summary

Troubleshoot the Monitoring agents as described in the appropriate section:

- To troubleshoot problems with all monitoring data for one or more servers, see [“General troubleshooting of Monitoring agents”](#) on page 12.
- To troubleshoot problems that are specific to journal mailbox data, see [“Troubleshooting journal mailbox monitoring”](#) on page 13.

General troubleshooting of Monitoring agents

If you do not see monitoring data being collected for a particular server, you can use the following procedure to troubleshoot the Monitoring agent on that server.

To troubleshoot a Monitoring agent

- 1 Log on to the Enterprise Vault server for which the data is not being shown.
- 2 Open Windows Task Manager, select the **Processes** tab, and check whether the Monitoring agent is running.
- 3 If the Monitoring agent is not running, restart the Admin Service (which should start the Monitoring agent) and then check Task Manager to see if **MonitoringAgent.exe** appears.
 - If the agent does not appear, check the Enterprise Vault Event logs for problems.
 - If the agent appears, continue from [step 4](#).
- 4 Either wait fifteen to twenty minutes to give the Monitoring agent time to gather data, or perform an immediate status check as described in [“Performing an immediate status check”](#) on page 13.

- 5 Check to see if data appears in Enterprise Vault Operations Manager. If data still fails to appear:
 - Check whether the Directory Service is running. If it is not, start it and repeat from [step 4](#).
 - Use **DTrace** on **MonitoringAgent.exe** and examine the logs for problems.

Troubleshooting journal mailbox monitoring

If there is a specific problem with Operations Manager’s journal mailbox monitoring failing to return any data, there may be a problem with Journal Mailbox Manager registration.

To investigate this, use DTrace on **MonitoringAgent.exe** and examine the DTrace log for entries similar to the following:

```
JournalMailboxManager with CLSID <GUID> not registered
```

If you see entries like this, register the Journal Mailbox Manager as follows.

To register the Journal Mailbox Manager

- 1 Open a Command Prompt window.
- 2 Navigate to the Enterprise Vault installation folder.
- 3 Enter the command:

```
JournalMailboxManager.exe /regserver
```

Performing an immediate status check

You can run the Force Monitoring Utility **ForceMonitoringUtil.exe** to perform an immediate status check. The procedure involves first editing the configuration file **MonitoringAgent.exe.config** to expose a Monitoring object remotely.

To perform an immediate status check

- 1 Edit the configuration file `MonitoringAgent.exe.config` using a text editor such as Notepad. The configuration file is located in the Enterprise Vault installation folder (normally `C:\Program Files\Enterprise Vault`).
- 2 Set the value of **OperationsManagerMonitorObjectChannel** to an appropriate available port number on the Enterprise Vault server.
- 3 Ensure the value of **ExposeMonitor** is set to **true**.

- 4 Stop and restart the Enterprise Vault Admin service, so that Enterprise Vault uses the new configuration settings.
- 5 Open a Command Prompt window and change directory to the Enterprise Vault installation folder.
- 6 Force the status check by entering the command `ForceMonitoringUtil.exe`.
- 7 The command returns a message indicating whether it was able to connect to **MonitoringAgent.exe** using the specified port, and whether forced monitoring was successful.

Note: For security reasons you should change the value of **ExposeMonitor** to **false** and then restart the Admin service after you have finished performing the immediate status check.
