

# XenData™ Alert Module

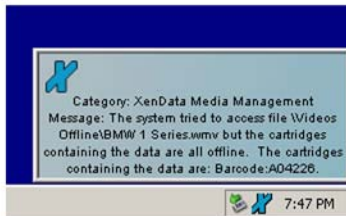
providing e-mail and on-screen notification

**For use with a digital archive running XenData software**

**Notification provided by on-screen messages and e-mail**

**Multiple email recipient groups supported**

**Alert Categories are pre-configured**



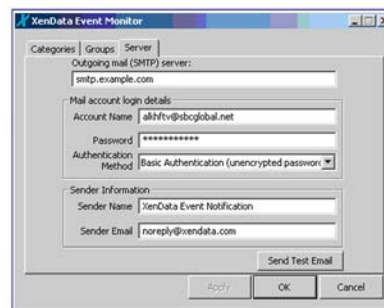
**Media Management Alert Category is tailored for operators who manage offline tape archives**

**Hardware, System and Media Error Alerts are pre-configured for IT support personnel**

The XenData Alert Module is designed for use with XenData Archive Series software and is compatible with the Video and Advanced Editions, version 3.32 and higher. It 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 Archive Series 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.
- An On-Screen Messaging program that may be run on the same server as the Event Monitor or on Windows clients. It 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.



The e-mail notification supports SMTP outgoing servers including Microsoft Exchange Servers and most Internet service provider (ISP) accounts. Popular authentication methods are supported.

**Part Number: XAM-001**

For more information:

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## Event Monitor

The Event Monitor runs on the same server as XenData Archive Series software and provides e-mail alerts. It has five pre-configured categories of events that address the needs of both archive operators and support personnel:

- **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** Provides error messages associated with tape cartridge problems.
- **XenData Hardware Error** Provides error messages associated with tape drive and tape library problems.
- **XenData System Error** This category provides error messages associated with system problems.

## On-Screen Messaging

The On-Screen Messaging program requires the Event Monitor to be running on the archive server. It may be run simultaneously on the archive server and multiple client computers. The displayed messages can be tailored to the specific needs for each client computer. The program requires Windows XP, 2000 or the Server 2003 operating system.

## Managing Offline Tapes

The Alert Module is a companion product to XenData Archive Series software which manages RAID and tapes to create a digital archive. Archive Series software can be configured to provide three tiers of storage hierarchy:

**Online** with one instance on RAID and at least one instance on tape. In this case, the file will be retrieved from RAID when accessed over the network.

**Nearline** with no instance on RAID and at least one instance on tape within a tape drive or library. Nearline files are retrieved automatically when accessed over the network.

**Offline** with no instance on RAID and one or more instances on tape, all of which have been exported from the tape drives and libraries.

Offline files are shown in the Windows file system but when they are accessed over the network, a message is returned that identifies that the file is not available. Also the XenData Archive Series software puts a message into the XenData Event Log that identifies which tape cartridges contain the file.

To access an offline file, it must be brought nearline by manually importing a tape cartridge that contains the file. The XenData Alert Module is a very useful add-on when accessing offline files, as it automatically generates e-mails and on-screen messages that identify file name and the tapes that contain the file.

