

Integrate APC Smart UPS

Abstract

This guide provides instructions to configure **APC Smart-UPS** to send the syslog events to EventTracker.

Scope

The configurations detailed in this guide are consistent with **EventTracker** version 7.x and later, and **Smart-UPS 3000, firmware version UPS 09.3 (ID18)**.

Audience

Administrators, who are responsible for monitoring **APC Smart-UPS 3000** using EventTracker.

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Overview

APC Smart-UPS are trusted by millions of IT professionals throughout the world to protect equipment and critical data from costly interruptions by supplying reliable, network-grade power reliably and efficiently.

EventTracker collects the logs, helps administrator to analyze the events and generate the alerts for the APC Smart-UPS.

Pre-requisites

- EventTracker v7.x or later should be installed.
- An exception should be added into windows firewall on EventTracker machine for syslog port 514.
- APC Smart-UPS 3000 must be installed.

Integration Method for APC Smart-UPS 3000

1. Log in to the **APC Smart-UPS** web interface.

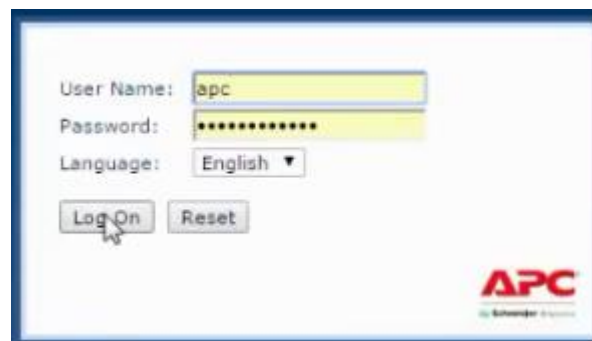


Figure 1

2. In the navigation menu, click **Network > Syslog**.
3. From the **Syslog** list, select **Enable**.
4. From the **Facility** list, select a facility level for your syslog messages.
5. In the **Syslog Server** field, type the IP address of **EventTracker Manager Machine**.
6. From the **Severity** list, select **Informational**.
7. Click **Apply**.

EventTracker Knowledge Pack (KP)

Once logs are received in to EventTracker, Alerts and Reports can be configured into EventTracker. The following Knowledge Packs are applicable in EventTracker v7.x and later to support APC Smart-UPS 3000.

Alerts

- **APC System: Network error**
This alert is generated when TCP/IP stack fails and DNS network error occurs.
- **APC System: Detected unauthorized user**
This alert is generated when unauthorized user attempting to access SNMP interface, FTP interface and SNMP interface on APC Smart-UPS.
- **APC System: Password changed**
This alert is generated when user password has been changed for Network Management Card (NMC).
- **APC System: Logs cleared**
This alert is generated when data logs are cleared on Network Management Card (NMC) of APC Smart-UPS.
- **APC System: Service stopped**
This alert is generated when network service and web service are stopped.
- **APC System: Configuration change**
This alert is generated when session management is disabled and SNMP configurations are changed.
- **APC System: Failed events**
This alert is generated when NTP update fails, File Transfer and Modem dial-out fails.
- **APC System: Start status**
This alert is generated when coldstart or warmstart occurs on Network Management Card (NMC) of APC Smart-UPS.
- **APC UPS: Network management details**
This alert is generated when local network management interface-to-UPS communication has been lost.
- **APC UPS: Load exceeds**
This alert is generated when load exceeds 100% of rated capacity on UPS.
- **APC UPS: Battery details**
This alert is generated when the following events occur - lost communication with battery packs, an external battery pack removed, battery not installed properly, internal battery temperature exceeds, battery voltage exceeds, fault exists at the battery temperature sensor and battery bus soft start fault exists on UPS.

- **APC UPS: Reboot**

This alert is generated when UPS starts a reboot process.

- **APC UPS: Power status**

This alert is generated when the following events occur - bypass power supply fault exists, bypass in response to an overload, in bypass for maintenance, output power is turned off, an abnormal output voltage exists, power for the outlet group is now turned off, a logic power supply fault exists, power module fault exists, output has a short-circuit and power factor correction fault exists.

- **APC UPS: Fan fault**

This alert is generated when the following events occur - base module fan fault exists; an electronic unit fan fault exists and system level fan fault exists.

- **APC UPS: Shutdown**

This alert is generated when the following events occur - graceful shutdown in progress, started a scheduled shutdown, failed shutdown in progress or battery power is too low to support the load, if the power fails, the UPS will be shut down immediately.

- **APC UPS: Fault status**

This alert is generated when the following fault occurs on events – automatic voltage regulator (AVR) relay, bypass relay, main relay, output relay, backfeed relay, phase synchronization, site wiring, EEPROM and analog-to-digital (A/D) converter fault exists.

- **APC UPS: Battery fault**

This alert is generated when the following events occur – battery charger fault exists; a battery fault exists and at least one battery fault exists.

- **APC UPS: Inverter DC imbalance**

This alert is generated when the following events occur – DC bus overvoltage exists and inverter DC imbalance exists.

- **APC UPS: Internal UPS temperature**

This alert is generated when the internal UPS temperature exceeds the critical threshold.

- **APC UPS: Miscellaneous events**

This alert is generated when the following events occur – load KVA alarm threshold violation exists, run time alarm threshold violation exists and number of extended frames increased.

- **APC Environment: Critical fault**

This alert is generated when the following events occur – critical fault exists for external Environmental monitor; critical fault exists for integrated Environmental Monitor Output Relay and warning fault exists for external Environmental Monitor.

- **APC Environment: Humidity and temperature threshold**

This alert is generated when the following events occur – minimum temperature, low temperature, high temperature, maximum temperature, minimum humidity, low humidity, high humidity,

maximum humidity threshold violation exists for external Environmental Monitor sensor and integrated Environmental Monitor sensor.

- **APC Environment: Network management status**

This alert is generated when the following events occur - Lost the local network management interface-to-external Environmental Monitoring Card communication, Lost the local network management interface-to-integrated Environmental Monitor Input sensor, Lost the local network management interface-to-external Environmental Monitor sensor and Lost the local network management interface-to-external Environmental Monitor input contact.

Sample logs Considered:

Oct 14 10:01:29 10.88.55.10 Oct 14 10:01:26 10.88.55.10 Environment: Restored the local network management interface-to-integrated Environmental Monitor (Universal I/O at Port 1) communication. 0x0344

Oct 14 10:01:29 10.88.55.10 Oct 14 10:01:26 10.88.55.10 UPS: Restored the local network management interface-to-UPS communication. 0x0101

Oct 14 10:01:14 10.88.55.10 Oct 14 10:01:11 10.88.55.10 Network Interface restarted. 0x0002

Oct 17 02:13:24 10.88.55.10 Oct 17 02:13:04 10.88.55.10 Detected an unauthorized user attempting to access the SNMP interface from 10.8.1.9 0x0004

Oct 17 02:27:19 10.88.55.10 Oct 17 02:27:10 10.88.55.10 Detected an unauthorized user attempting to access the FTP interface from 10.8.1.9. 0x0045

Oct 17 02:32:26 10.88.55.10 Oct 17 02:32:17 10.88.55.10 Detected an unauthorized user attempting to access the Web interface from 10.8.1.9. 0x0006

Import APC UPS knowledge pack into EventTracker


1. Launch **EventTracker Control Panel**.
2. Double click **Export Import Utility**.



Figure 2

3. Click the **Import** tab.

Alerts

1. Click **Alerts** option, and then click the browse  button.
2. Locate the **All APC UPS group of alerts.isalt** file, and then click the **Open** button.

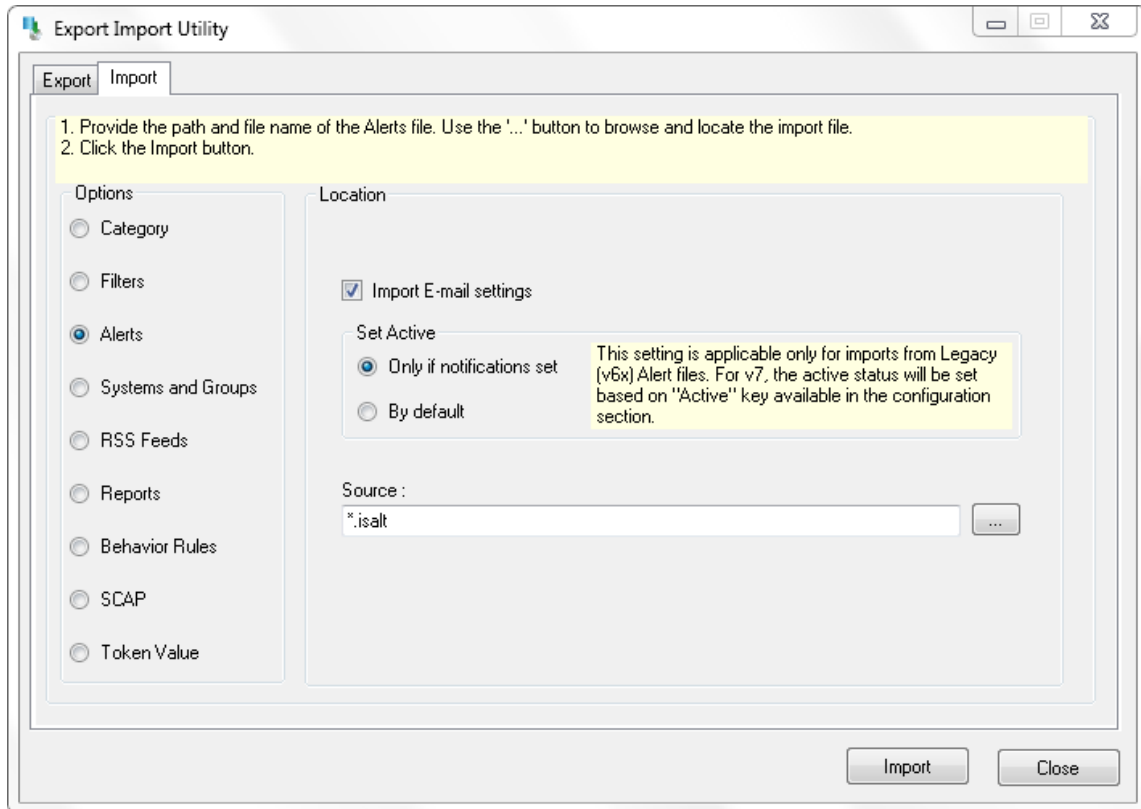


Figure 3

- To import alerts, click the **Import** button. EventTracker displays success message.



Figure 4

- Click **OK**, and then click the **Close** button.

Verify APC UPS knowledge pack in EventTracker

Alerts

1. In the **EventTracker Enterprise** web interface, click the **Admin** dropdown, and then click **Alerts**.
2. In the **Search** field, type 'APC', and then click **Go** button.
Alert Management page will display the imported **APC** alert.

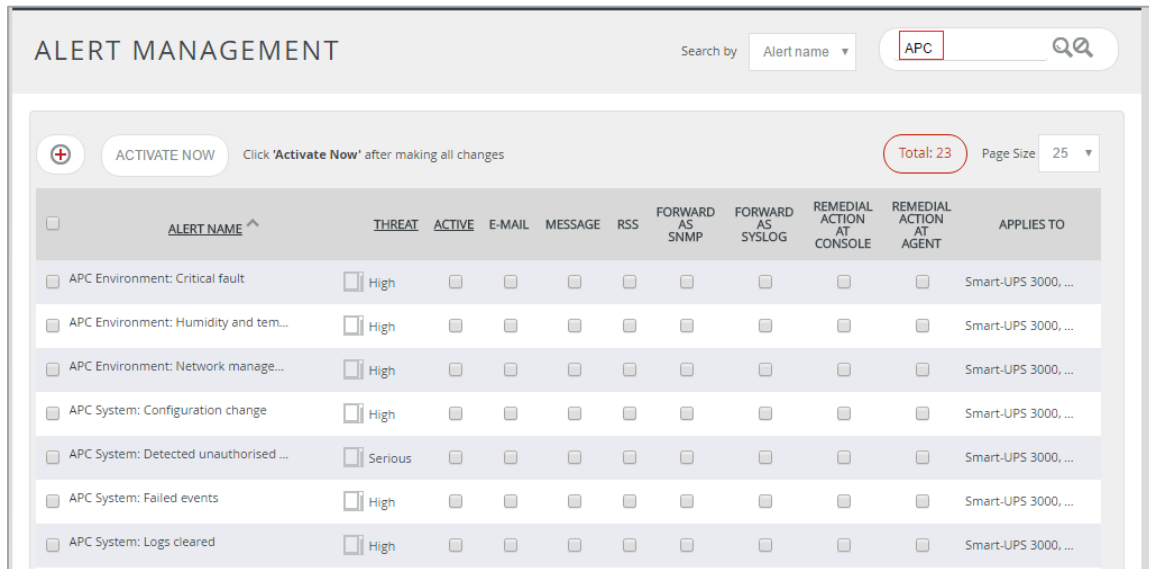


Figure 5

3. To activate the imported alerts, select the respective checkbox in the **Active** column. EventTracker displays message box.

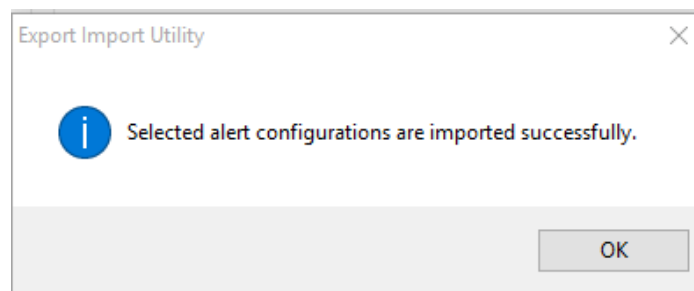


Figure 6

4. Click the **OK** button, and then click the **Activate now** button.

NOTE:

You can select alert notification such as Beep, Email, and Message etc. For this, select the respective checkbox in the Alert management page, and then click the **Activate Now** button.

