

Integrate APC Symmetra

EventTracker v9.2 and above

Abstract

The purpose of this document is to help users to monitor Microsoft Windows **APC Symmetra** by deploying Windows Agent.

Scope

The configuration details in this guide are consistent with **EventTracker** version 9.2 and later, **APC Symmetra**.

Audience

Administrators who want to monitor the **APC Symmetra** using **EventTracker**.

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1. Introduction

APC Symmetra is a single-phase UPS, features redundant and scalable double-conversion on-line power protection. It provides redundant power in a single chassis for business-critical applications in server rooms and network closets.

EventTracker gets APC Symmetra logs by using Syslog. APC Symmetra sends events such as battery events, power events, communication events, bypass events, DHCP events. It generates, reports user login success, user logout, dynamic host configuration protocol, and assigns an IP address to client hosts. It contains username, client IP address, login status, the DHCP server IP address, lease duration, and message. It graphically displays source IP address's user login and logout, unsent or unresolved emails, etc. It generates, alerts for UPS critical low battery, input power problems, and network service restarted, etc.

2. Pre-requisite

Before configuring APC Symmetra and EventTracker 9.2 and later, ensure that you meet the following prerequisites.

- Administrative access on EventTracker.
- Administrative access on the APC Smart-UPS web interface.
- Allow 514 port number if any firewall exists between the EventTracker and APC Symmetra.

3. APC Symmetra log configuration

Integrate APC Symmetra with EventTracker using Syslog.

1. Log in to the APC Smart-UPS web interface.
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**.
6. From the severity list, select **Informational**.
7. Click **Apply**.

4. EventTracker Knowledge Pack

Once logs are received into EventTracker, categories and reports can be configured into EventTracker.

4.1 Categories

- **APC Symmetra: DHCP activities** - This category provides information related to dynamic host configuration protocol assigns an IP address to the client hosts.
- **APC Symmetra: UPS activities** – This category provides information related to UPS activities like battery events, power events, and bypass events, etc.
- **APC Symmetra: User logged out** – This category provides information related to the user logged out from APC Symmetra web console.
- **APC Symmetra: User login success** – This category provides information related to user login success events.

4.2 Reports

- **APC Symmetra - User login and logout** – This report provides information related to user login success and user logout.

Log Considered

```
07/09/2020 12:22:41 System: Web user 'admin' logged in from 193.1.61.29. 0x0015
07/09/2020 12:22:41 System: Web user 'admin' logged out from 193.1.2.29. 0x001F
```

Sample Report

LogTime	Computer	User Name	Source IP Address	Login Status
07/08/2020 06:43:21 PM	NTPLDTBLR46\APC_SYMMETRA-SYSLOG	stuartk	10.1.71.40	logged out
07/08/2020 06:43:21 PM	NTPLDTBLR46\APC_SYMMETRA-SYSLOG	kenneth	10.1.71.	logged in
07/08/2020 06:43:23 PM	NTPLDTBLR46\APC_SYMMETRA-SYSLOG	joeb	10.1.71.36	logged out

Figure 1

- **APC Symmetra - DHCP assignment detail** – This report provides information related to the DHCP server assigning IP address to client hosts.

Log Considered

```
07/09/2020 12:22:41 System: Network service started. System IP is 193.1.2.1 from DHCP server 193.1.2.100 with 3590 second lease. 0x0007
07/09/2020 12:22:41 System: Network service started. IPv6 address FE80::2C0:B7FF:FEC4:74EB assigned by link-local autoconfiguration. 0x0007
```

Sample Report

LogTime	Computer	Message	Assigned By	IPv4/IPv6 Address	Lease Duration
07/08/2020 06:43:23 PM	NTPLDTBLR46\APC_SYMMETRA-SYSLOG	Network service started	10.10.10.85	10.10.117.50	518390
07/08/2020 06:43:27 PM	NTPLDTBLR46\APC_SYMMETRA-SYSLOG	Network service started	10.10.10.85	10.10.117.50	518390
07/09/2020 11:48:51 AM	NTPLDTBLR46\APC_SYMMETRA-SYSLOG	Network service started	link-local autoconfiguration	FE80::2C0:B7FF:FEC4:74EB	

Figure 2

4.3 Alerts

- **APC Symmetra: Log cleared** – This alert will trigger whenever the event log is cleared from APC Symmetra.
- **APC Symmetra: Network interface restarted** – This alert will trigger whenever the APC Symmetra network interface is restarted or restored.
- **APC Symmetra: UPS input power problem** – This alert will trigger whenever the APC Symmetra UPS input power problem occurs.
- **APC Symmetra: UPS low battery** – This alert will trigger whenever UPS battery low.
- **APC Symmetra: UPS output power turned off** – This alert will trigger when output power is turned off in UPS.

4.4 Dashboards

- **APC Symmetra –Login success by source IP:** This dashboard displays login success by username.

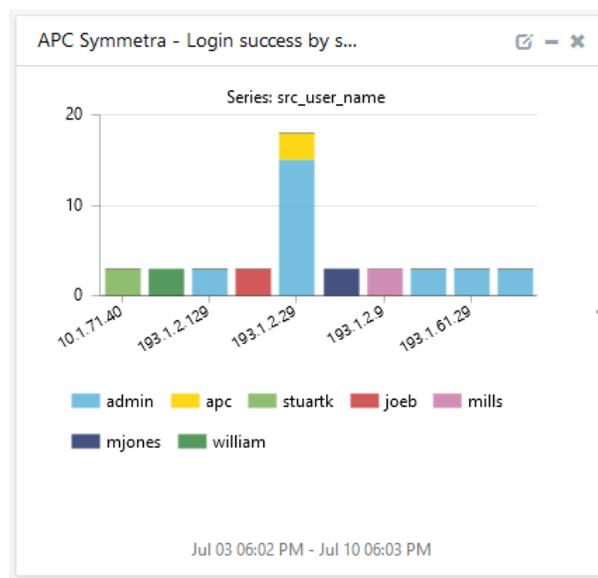


Figure 3

- **APC Symmetra – Logout by Source IP:** This dashboard displays logout from APC Symmetra web console by username.

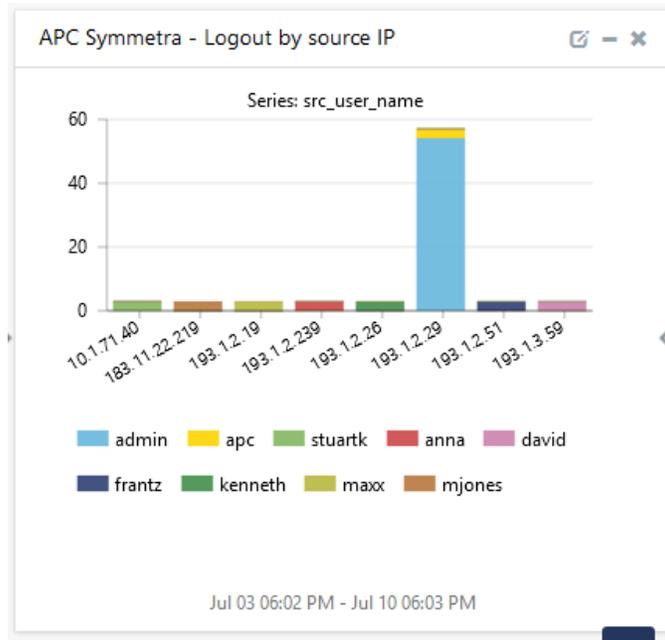


Figure 4

- **APC Symmetra – UPS status:** This dashboard displays UPS status such as input power problem, output power off, and bypass mode, etc.

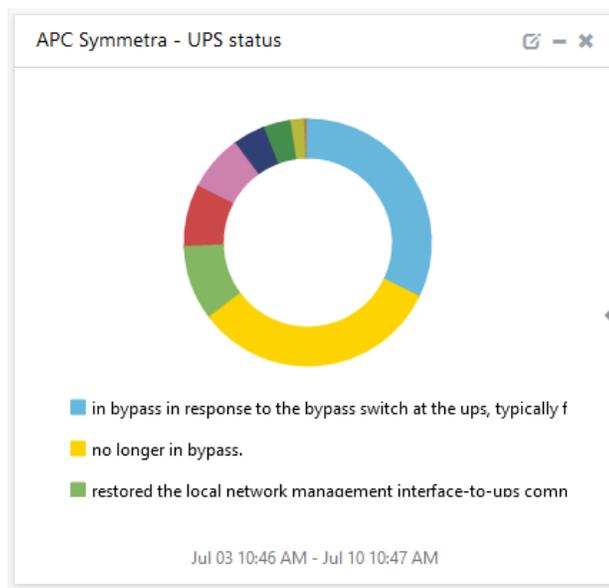


Figure 5

APC Symmetra – Email activities by status: This dashboard displays email activities like email could not send, the email could not resolve, etc.

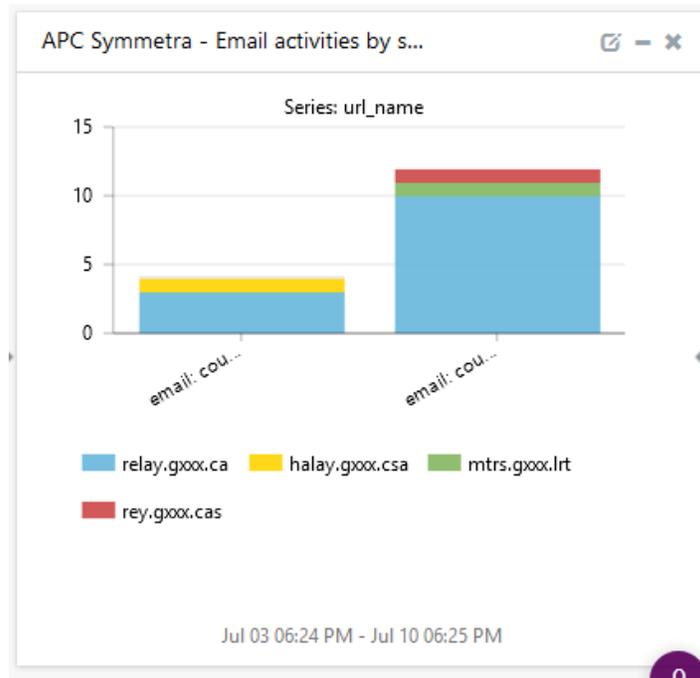


Figure 6

- **APC Symmetra – Dhcp assignment by IP address:** This dashboard displays the DHCP server IP address assignment to client hosts. It displays the DHCP server IP address, client IP address, and message.

The table displays DHCP assignment data. The columns are dest_ip_address, log_info, session_duration, and src_ip_address. The data shows multiple assignments for the destination IP 193.1.2.100 and one assignment for 10.10.10.85. The log_info for all entries is 'Network service started'. The session_duration for 193.1.2.100 is 3590, and for 10.10.10.85 it is 518390.

dest_ip_address	log_info	session_duration	src_ip_address
193.1.2.100	Network service started	3590	193.1.2.1
193.1.2.100	Network service started	3590	193.1.2.1
193.1.2.100	Network service started	3590	193.1.2.1
193.1.2.100	Network service started	3590	193.1.2.1
193.1.2.100	Network service started	3590	193.1.2.1
193.1.2.100	Network service started	3590	193.1.2.1
193.1.2.100	Network service started	3590	193.1.2.1
193.1.2.100	Network service started	3590	193.1.2.1
193.1.2.100	Network service started	3590	193.1.2.1
10.10.10.85	Network service started	518390	10.10.117.50

Figure 7

- **APC Symmetra – Login success by trend:** This dashboard displays user login success by trend.

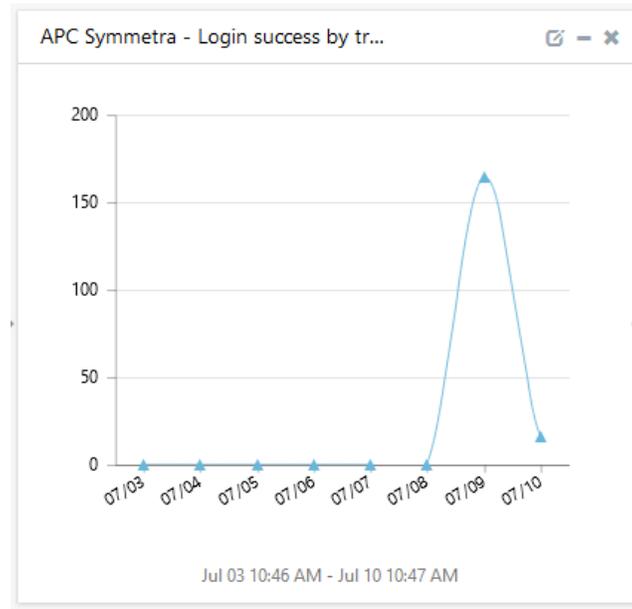


Figure 8

5. Importing knowledge pack into EventTracker

NOTE: Import knowledge pack items in the following sequence:

- Categories
 - Alerts
 - Token Template
 - Flex Reports
 - Knowledge Objects
 - Dashboards
1. Launch the **EventTracker Control Panel**.
 2. Double click **Export-Import Utility**.

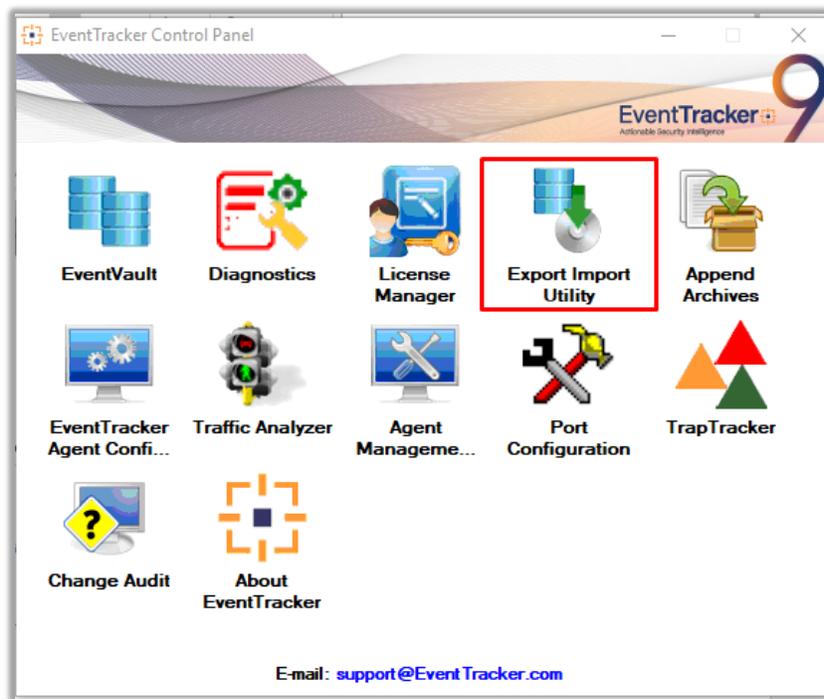


Figure 9

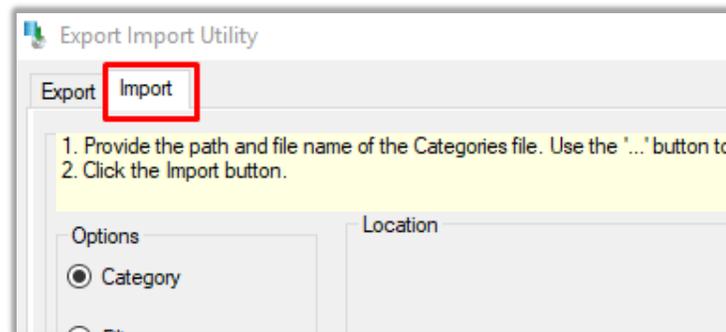


Figure 10

3. Click the **Import** tab.

5.1 Categories

1. Once you have opened “**Export-Import Utility**” via “**EventTracker Control Panel**”, click the **Category** option, and then click Browse .
2. Navigate to the knowledge pack folder and select the file with the extension “.iscat”, like “**Categories_APC Symmetra.iscat**” and then click “**Import**”.

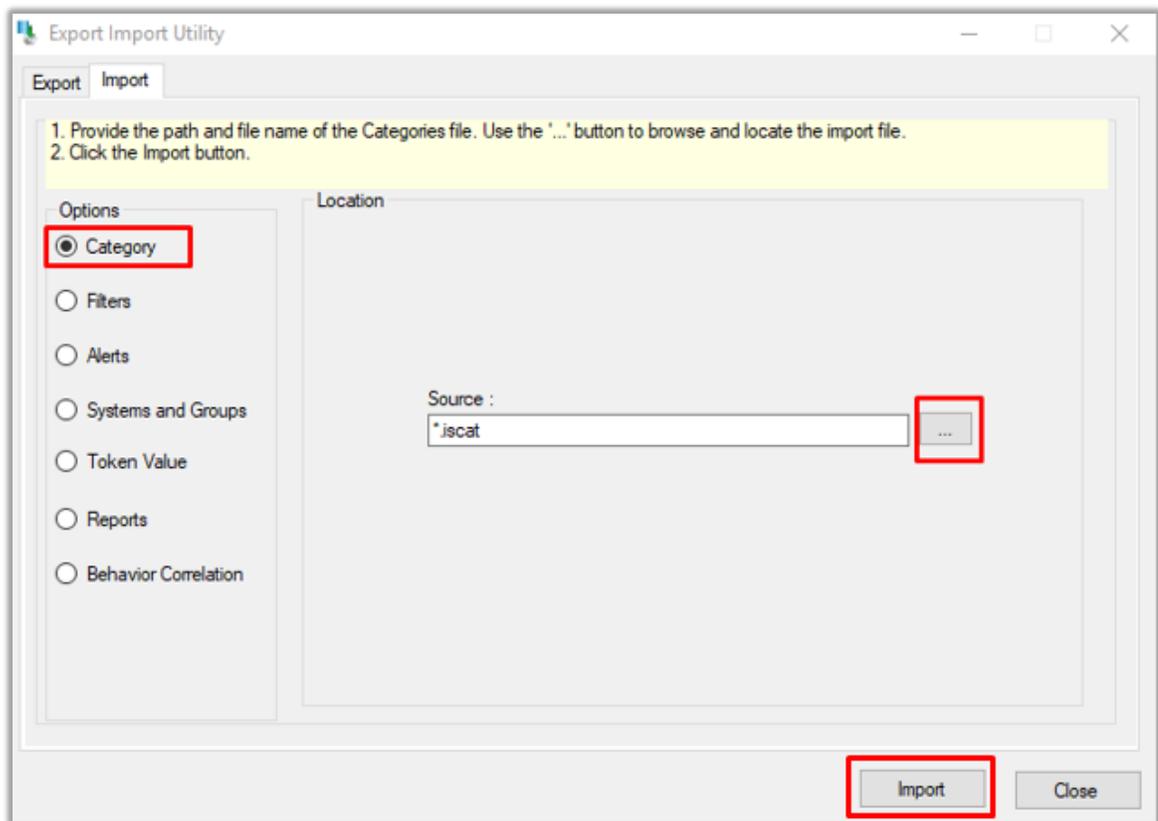


Figure 11

EventTracker displays a success message:

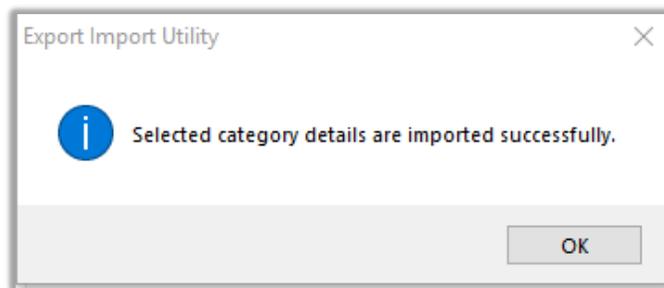


Figure 12

5.2 Alerts

1. Once you have opened “**Export-Import Utility**” via “**EventTracker Control Panel**”, click **Alert** option, and then click **Browse**.
2. Navigate to the knowledge pack folder and select the file with the extension “.isalt”, e.g. “**Alerts_ APC Symmetra.isalt**” and then click “**Import**”.

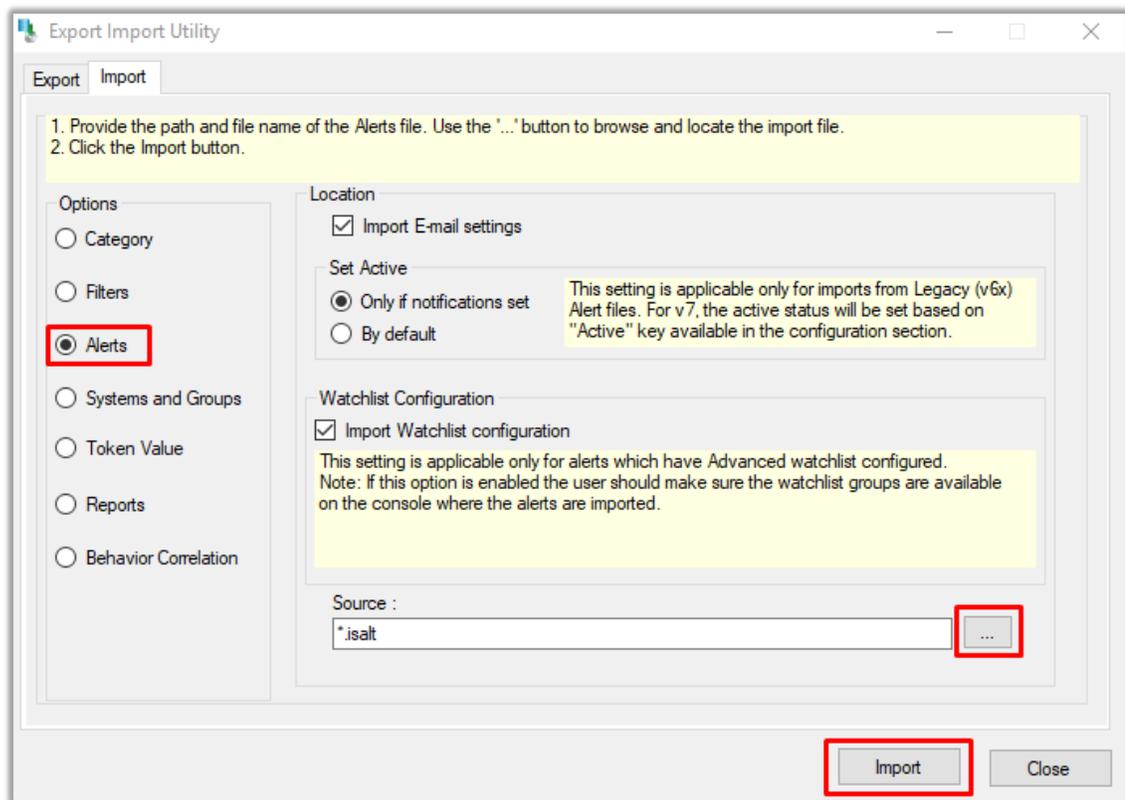


Figure 13

EventTracker displays a success message.

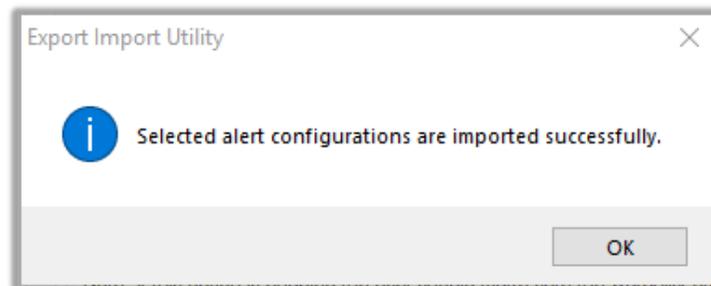


Figure 14

5.3 Token Templates

For importing “**Token Template**”, navigate to the **EventTracker manager** web interface.

1. Click **Parsing Rules** under the **Admin** option in the EventTracker manager web interface.

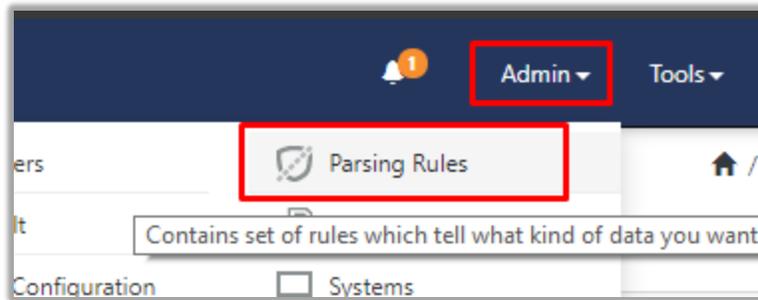


Figure 15

2. Click the “**Template**” tab and then click “**Import Configuration**”.

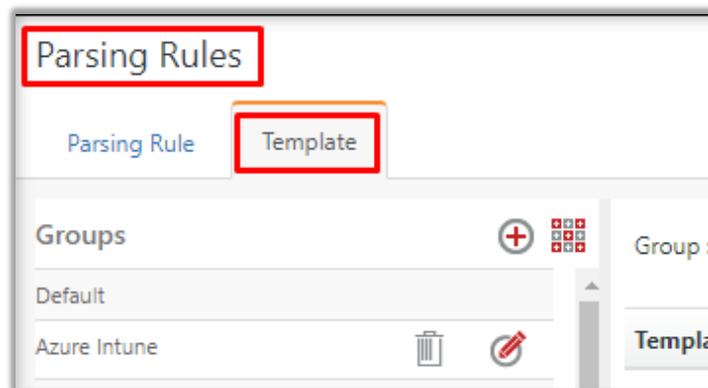


Figure 16

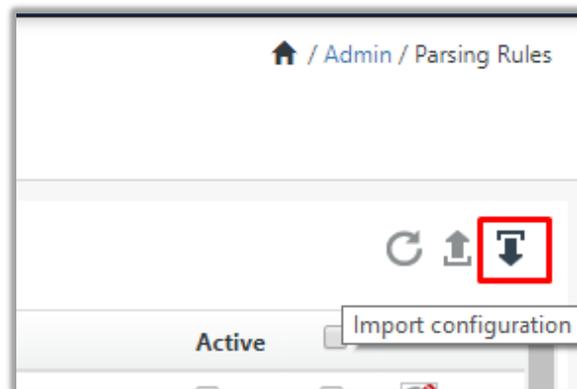


Figure 17

3. Now, click “**Browse**” and navigate to the knowledge packs folder (type **C:\Program Files (x86)\Prism Microsystems\EventTracker\Knowledge Packs** in the navigation bar) where “.ettd”, e.g. “**Templates_APC Symmetra.ettd**” file is located. Wait for a few seconds, as templates will be loaded. Once you see the templates, click desired templates and click “**Import**”.

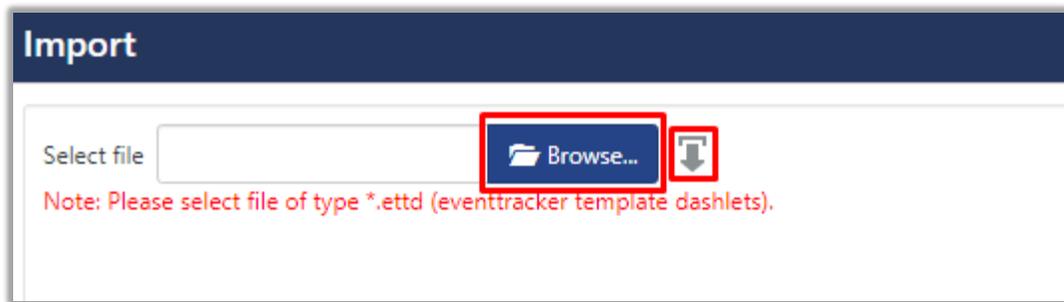


Figure 18

5.4 Flex Reports

1. In the EventTracker control panel, select “**Export/ Import utility**” and select the “**Import tab**”. Then, click **Reports** option, and choose “**New (*.etcrx)**”:

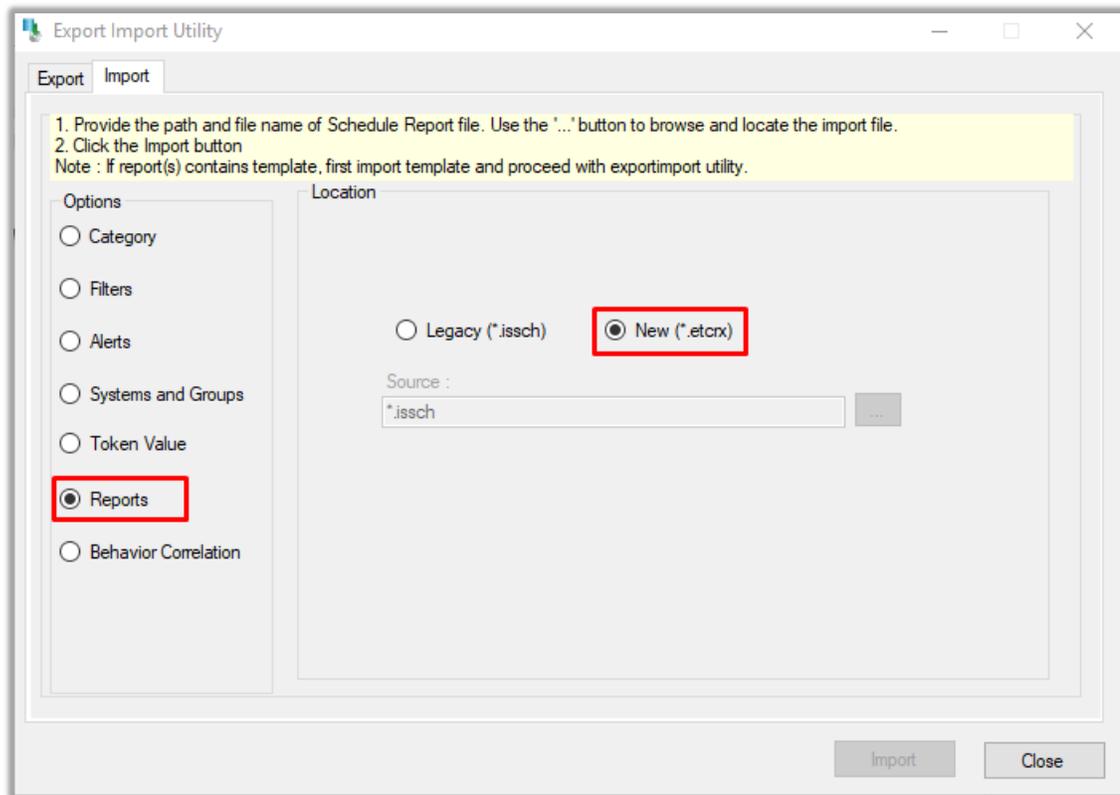


Figure 19

2. Once you have selected “**New (*.etcrx)**”, a new pop-up window will appear. Click the “**Select File**” button and navigate to the knowledge pack folder and select file with the extension “**.etcrx**”, e.g. “**Reports_APC Symmetra.etcrx**”.

Reports Import

Note : If report(s) contains template, first import template and proceed with report import process.

Select file Select file

Available reports

Title Frequency Show all

<input type="checkbox"/>	Title	Sites	Groups	Systems	Frequency	Runtime	Type
--------------------------	-------	-------	--------	---------	-----------	---------	------

Figure 20

- Wait while reports are being populated in the below tables. Now, select all the relevant reports and then click **Import**  .

Note: Set run time option is not applicable for Defined Reports and Hourly Reports

Set run time for report(s) from AM at interval of minutes Set i

Replace to Replace Assign systems

Note: Make sure that Site(s), Group(s) and System(s) selections are valid.

Import Close

Figure 21

EventTracker displays a success message:

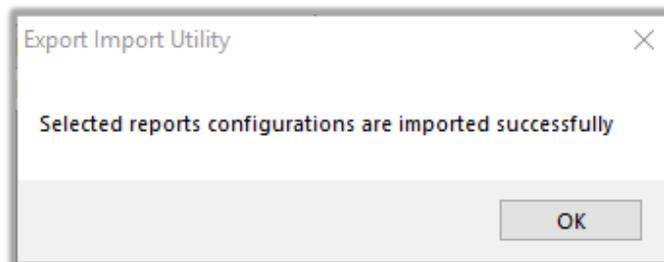


Figure 22

5.5 Knowledge Objects

- Click **Knowledge objects** under the **Admin** option in the EventTracker web interface.

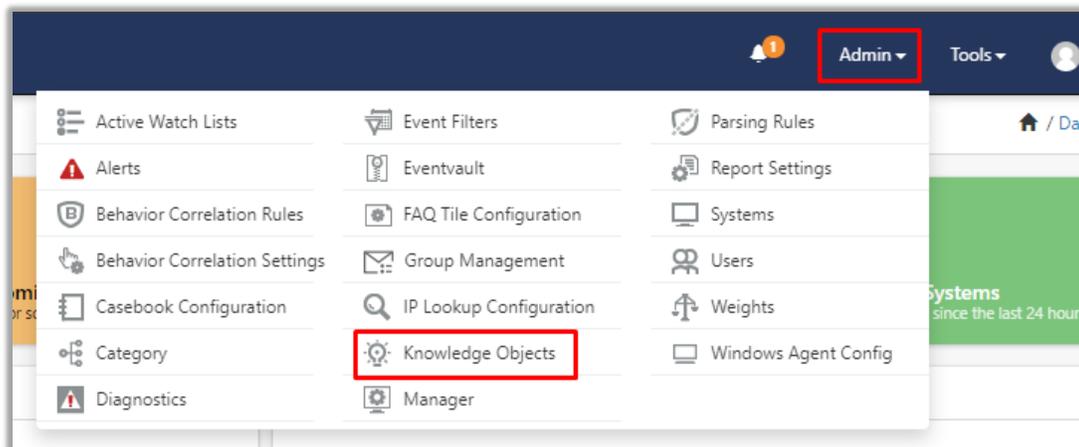


Figure 23

2. Click the **“import object”** icon.

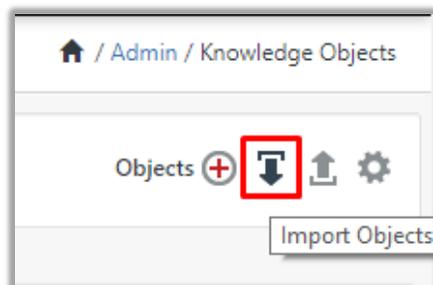


Figure 24

3. A pop-up box will appear, click **“Browse”** in that and navigate to the knowledge packs folder (type **“C:\Program Files (x86)\Prism Microsystems\EventTracker\Knowledge Packs”** in the navigation bar) with the extension **“.etko”**, e.g. **“KO_APC Symmetra.etko”** and then click **“Upload”**.



Figure 25

4. Wait while EventTracker populates all the relevant knowledge objects. Once the objects are displayed, select the required ones and click **“Import”**.



Figure 26

5.6 Dashboards

1. Login to the **EventTracker** web interface.
2. Navigate to **Dashboard** → **My Dashboard**.
3. In “My Dashboard”, Click **Import**.

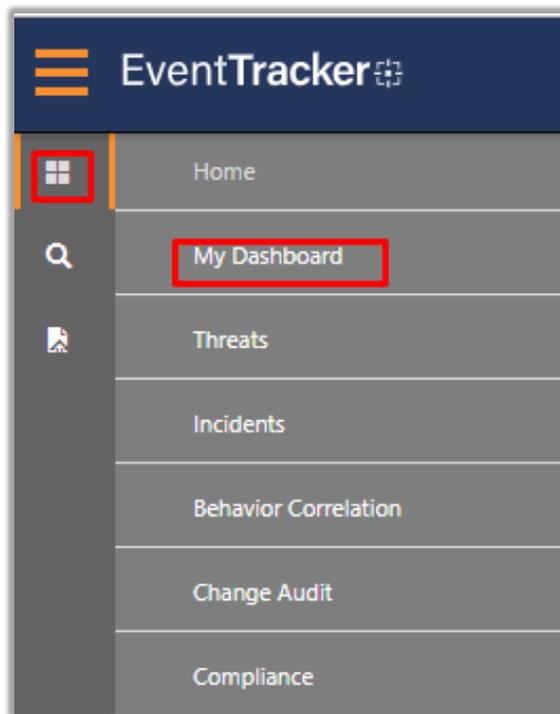


Figure 27

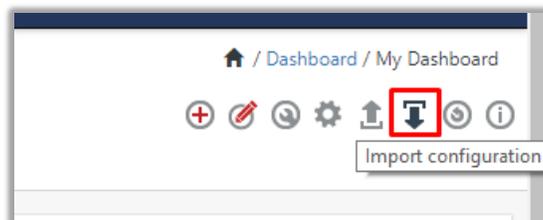


Figure 28

4. Select **Browse** and navigate to the knowledge pack folder (type “C:\Program Files (x86)\Prism Microsystems\EventTracker\Knowledge Packs” in the navigation bar) where “.etwd”, e.g. “Dashboard_APC Symmetra.etwd” is saved and click “**Upload**”.
5. Wait while EventTracker populates all the available dashboards. Now, choose “**Select All**” and click “**Import**”.

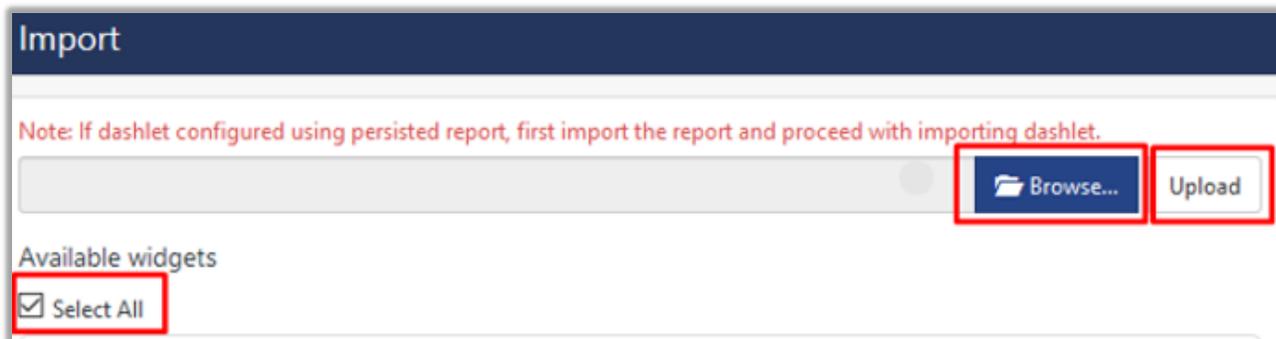


Figure 29



Figure 30

6. Verifying knowledge pack in EventTracker

6.1 Categories

1. Login to the **EventTracker web interface**.
2. Click **Admin** dropdown, and then click **Categories**.
3. In **Category Tree** to view imported categories, please click on “**Search**” and search with the “**APC Symmetra**”. You will see the below results.

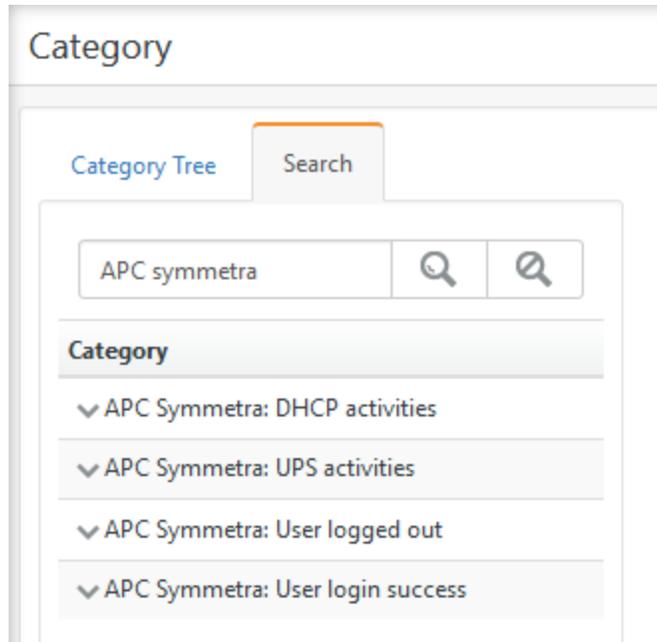


Figure 31

6.2 Alerts

1. In the **EventTracker** web interface, click the **Admin** dropdown, and then click **Alerts**.
2. In search box enter “**APC Symmetra**” and then click **Search**.
EventTracker displays an alert related to APC Symmetra.

Alerts Home / Admin / Alerts

Show: All Search by: Alert name APC symmetra

135
Available Alerts
Total number of alerts available

39
Active Alerts
Total number of active alerts

135
System/User Defined Alerts
Count for system and user defined alerts

System: 122
User: 13

135
Alerts by Threat Level
Count of alerts by threat level

Critical	14
High	69
Low	4
Medium	30
Serious	18

Total: 6 Page Size: 25

<input type="checkbox"/>	Alert Name ^	Threat	Active	Email	Forward as SNMP	Forward as Syslog	Remedial Action at Console	Remedial Action at Agent	Applies To
<input type="checkbox"/>	APC Symmetra: Log cleared	●	🔴	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	APC Symmetra LX 1600 UPS
<input type="checkbox"/>	APC Symmetra: Network interface restarted	●	🔴	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	APC Symmetra LX 1600 UPS
<input type="checkbox"/>	APC Symmetra: UPS bypass mode	●	🔴	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	APC Symmetra LX 1600 UPS
<input type="checkbox"/>	APC Symmetra: UPS input power problem	●	🔴	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	APC Symmetra LX 1600 UPS
<input type="checkbox"/>	APC Symmetra: UPS low battery	●	🔴	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	APC Symmetra LX 1600 UPS
<input type="checkbox"/>	APC Symmetra: UPS output power turned off	●	🔴	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	APC Symmetra LX 1600 UPS

Figure 32

6.3 Token Templates

1. In the **EventTracker** web interface, click the **Admin** dropdown, and then click **“Parsing Rules”**.
2. In the **“Template”** tab, click on the **“APC Symmetra”** group folder to view the imported Token.



Figure 33

6.4 Flex Reports

1. In the **EventTracker** web interface, click the **Reports** menu, and then select the **Report Configuration**.

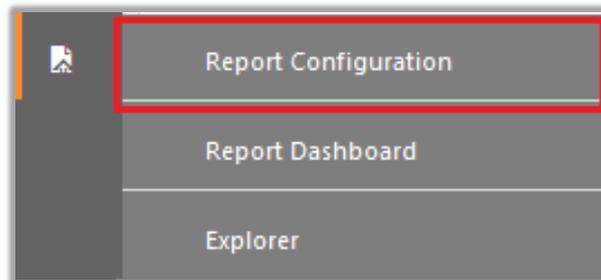


Figure 34

2. In **Reports Configuration** pane, select the **Defined** option.
3. Click on the **“APC Symmetra”** group folder to view the imported reports.

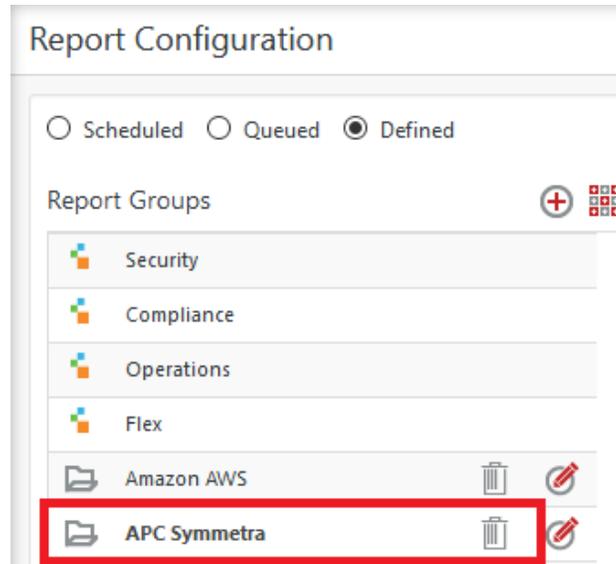


Figure 35

6.5 Knowledge Objects

1. In the **EventTracker** web interface, click the **Admin** dropdown, and then click **Knowledge Objects**.
2. In the **Knowledge Object** tree, expand the “**APC Symmetra**” group folder to view the imported Knowledge objects.

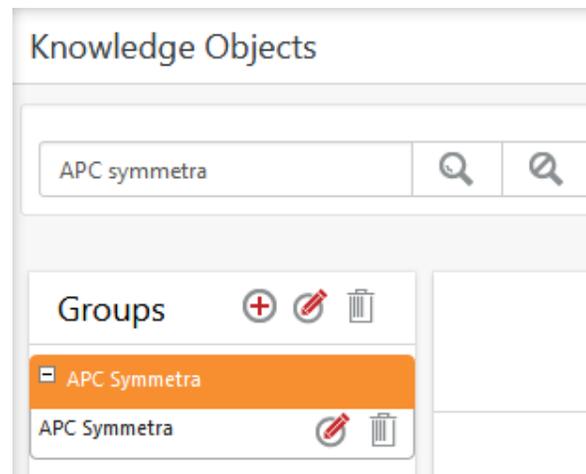


Figure 36

6.6 Dashboards

1. In the EventTracker web interface, Click **Home**  and select “**My Dashboard**”.

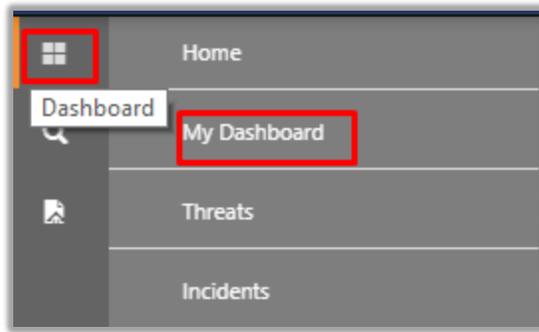


Figure 37

2. In “APC Symmetra” dashboard you should be now able to see something like this.

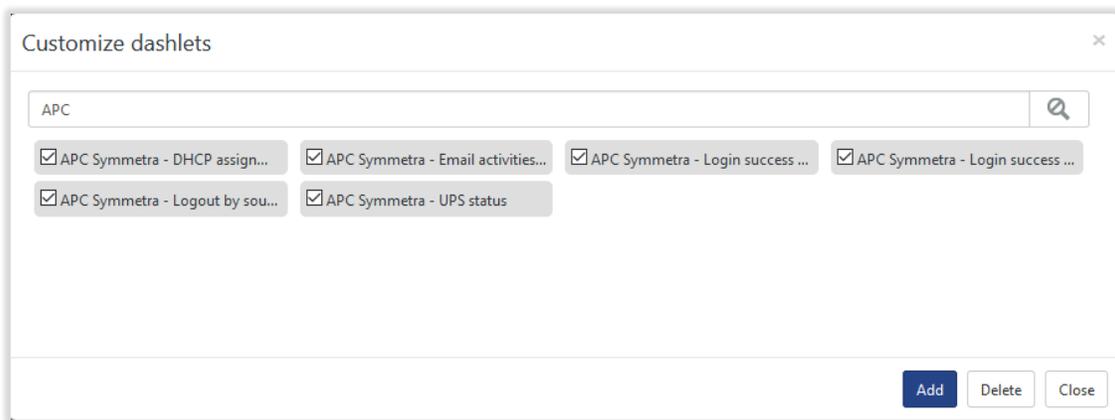


Figure 38