

ISILON MONITOR CLIENT

INSTALLATION GUIDE v1.3

1. Purpose

This document provides a step by step guide on how to install and configure Isilon Monitor Client which is part of Informatio's Managed Service for Isilon.

If you have difficulty following these steps, or need additional instructions for the installation and setup, please contact us at support@informatio.ch for further assistance.

The latest version of the Isilon client can be downloaded from on our website:

<http://www.informatio.ch/upload/download/isilonmonitorclient32.zip>

Download, Copy and Unzip to the Management Station where the monitor client will be installed.

2. Pre-requisites for the installation:

Windows host: Windows 2012 or higher

Microsoft Visual C++ 2015 x86 Redistributable - (can be installed from client installation directory)

Port 8080 to Isilon Management IP Addresses

SMTP (Port 25) open from Management Server to Mail server

SMTP Server name & username / password if necessary for sendmail

Activate Relay External on mail server for IP from Management host and Managed Isilon(s)

3. Preparing the Isilon System

Prepare the Isilon System to send Event Notifications to Informatio.

- 3.1. Log in to the web administration interface and open the Dashboard.
- 3.2. Open the Cluster Management Events and Alerts Tab and in Alert management create an alert channel that sends email to monitor.isilon@storagemonitor.ch.

Create alert channel

Help ?

☒ Enable channel

Channel name

informationmonitor

Channel type

SMTP

▼

Send to:

monitor.isilon@storagemonitor.ch

+ Add another email address

☒ Use global SMTP server settings

☐ Manually configured SMTP server settings

Allowed nodes

+ Add another node

Excluded nodes

+ Exclude another node

Send test alert

Test Message:

Send test alert

Send

Create channel

Cancel

3.3. Create an Alert rule that sends all Alerts to the Alert Channel created above:

Create alert rule

Rule name

informatiemonitor

Rule condition

NEW

Send an alert only if the event lasts longer than

30

Second(s)

Applies to

<input checked="" type="checkbox"/>	Alert categories ▾▴
<input checked="" type="checkbox"/>	System disk events
<input checked="" type="checkbox"/>	Node status events
<input checked="" type="checkbox"/>	Reboot events
<input checked="" type="checkbox"/>	Software events
<input checked="" type="checkbox"/>	Smart Quotas events
<input checked="" type="checkbox"/>	Snapshot events
<input checked="" type="checkbox"/>	Windows networking events
<input checked="" type="checkbox"/>	File system events
<input checked="" type="checkbox"/>	Hardware events
<input checked="" type="checkbox"/>	Cloudpool events

EventGroup ID

+ Add event group ID

Select alert channel for this rule

<input type="checkbox"/>	Channel name ▾▴
<input type="checkbox"/>	RemoteSupport
<input type="checkbox"/>	Heartbeat Self-Test
<input type="checkbox"/>	informatio
<input checked="" type="checkbox"/>	informatiemonitor

Please bear in mind, that depending on your service level, Informatio will take action based on the received events.

3.4. Create a user for the monitor Client

Go to Access and Users to create a user in the LOCAL:System Zone and in the Isilon Users Primary Group.

Edit user details

User name

isimonitor

Password

☐ Allow password to expire

☒ Enable the account

UID

2000

Full name

Email address

Primary group

Isilon Users

Select group

Make sure to enable the account.

3.5. In the Roles tab edit the AuditAdmin Role and add the user created as member

Edit role details

Help ?

Basic settings

Members

Privileges

Summary

Members

Add Member

ID	Name	Type	Actions
UID:2000	Isimonitor	User	<div>Remove</div>

3.6. Use the user credentials when configuring the Isilon System in the Isilon Monitor Client.

4. Installing Isilon Monitor Client

- 4.1. Download, Copy and Unzip to the Management Station where the Isilon Monitor client will be installed.
- 4.2. Login to Windows server where monitor client is to be installed. Ensure the host meets the requirements in Chapter 2.
- 4.3. Microsoft Visual C++ Redistributable package
 - a. Validate if package installed
Go to Start Menu – Control Panel – Programs – Programs and Features
Look in output for Microsoft Visual C++, if installed then go to chapter 4.2
 - b. If not installed execute the vc_redist_x86.exe from the installation directory after the monitor client is installed. The default directory is
C:\Program Files (x86)\Information\IsilonRestClient\Microsoft Visual C++ 2015
 - c. Accept licence terms to continue and click install
 - d. After completion open the directory from b if the redist package needs to be installed.

5. Isilon client configuration

The configuration of Isilon Monitor client is to connect the Isilon system(s) to the client and to provide the information to the client for mail connectivity

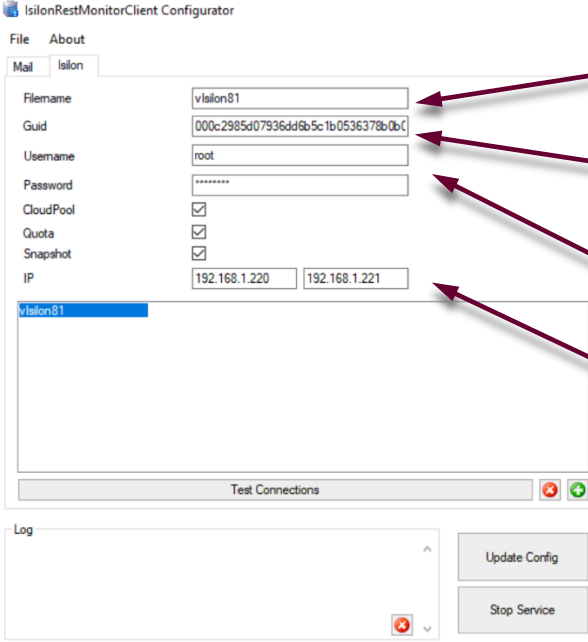
- a. Start Menu and start the IsilonMonitorClientConfigurator
- b. Fields colored red are compulsory and must be filled out
Yellow fields are optional and are only used if required

Mail tab:

The screenshot shows the 'IsilonRestMonitorClient Configurator' application window. The 'Mail' tab is selected, showing fields for SMTP configuration. The 'SMTP Username' and 'SMTP Password' fields are yellow, while 'SMTP Server' and 'E-Mail From' are red. Below these are radio buttons for 'Plaintext' and 'Encrypted', with 'Plaintext' selected. There are also fields for 'Info', 'CC', and 'To'. A 'send Testmail' button is present. At the bottom, there is a 'Log' window and buttons for 'Update Config' and 'Stop Service'. Annotations with arrows point to these elements:

- Insert SMTP server information and if required the username and password. From address is also a requirement (points to SMTP Server and E-Mail From fields).
- Mail can be sent in plaintext or encrypted depending on customers security policies. Additional recipients can also be added. (points to the Plaintext/Encrypted radio buttons).
- Send Testmail and in check message in Log window for errors. (points to the send Testmail button).
- Click "Update Config" button to save. (points to the Update Config button).
- In case of troubleshooting, Server logs can help identify problems. (points to the Log window).

Isilon tab:



The screenshot shows the 'IsilonRestMonitorClient Configurator' window with the 'Isilon' tab selected. The window contains several input fields and checkboxes. Annotations with arrows point to specific fields and buttons:

- Filename:** vlsion81
- Guid:** 000c2985d07936dd6b5c1b0536378b0b0c
- Username:** root
- Password:** (masked with asterisks)
- CloudPool:** ☒
- Quota:** ☒
- Snapshot:** ☒
- IP:** 192.168.1.220, 192.168.1.221
- Test Connections:** (button with red and green status icons)
- Log:** (text area)
- Update Config:** (button)
- Stop Service:** (button)

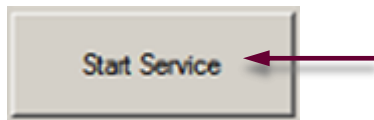
Annotations on the right side of the window:

- Enter Cluster name you wish to use to identify system and the Isilon IP address(es)
- Test the connection and copy/paste the guid to this field
- Username: root or admin
Password: password of root/admin
- Specify at least one IP Address to connect to the system.
- Add the Isilon configurations seperately by clicking the + symbol. To test connectivity to the system(s) then click "Test Connections".

Select CloudPool, Quota and Snapshot if these features are configured on the system.

Monitor the Log window for error messages. Once successful then click "Update Config" like in mail tab description.

"Start Service" will then start the Isilon Monitor Client process. This can be controlled on the Server under Services. Here should be a service called IsilonMonitorClient with status running.



After having started the client service, there will be a Monitor Report sent for each system configured.