Identifying and Addressing Issues

https://campus.barracuda.com/doc/84313479/

The Hyper-V service module dashboards notify you of potential issues, in the form of alerts and errors.

Viewing Hyper-V Alerts

The Hyper-V dashboards display the number of alerts reported by Barracuda Managed Workplace.

Alerts are triggered according to the monitoring and alerting configuration set in the Hyper-V policy module. Alerts notify you of informational and warning events, such as a virtual machine starting successfully or the Hyper-V Image Management service stopping.

Alerts can be viewed across all sites, at a specific site, and at the host machine level. When you click to view alerts, you can then take several actions:

- view more details about the alert category
- go to the Site Management page or the Device Overview page to investigate
- click to view and optionally change the alert configuration
- create a trouble ticket
- clear or suppress alerts

To view alerts across all sites

1. In Service Center, click Status and then click Service Modules.
2. Click the Hyper-V link.
3. Click the number below the Active Alerts heading.

To view alerts at a specific site

1. On the Central Dashboard, click the Hyper-V icon for a site.

    Hyper-V icon
2. Click the number below the Active Alerts heading.

To view alerts for a host

You can view the alerts triggered by a host device from both the Host Overview dashboard and the Guest Overview dashboard; when viewing the Guest Overview dashboard, the Host Active Alerts number reflects the number of alerts detected on the machine hosting the guest device.

1. In Service Center, click Status and then click Service Modules.
2. Click the Hyper-V link.
3. In the Managed Sites table, click a site name.

4. Scroll down to the Managed Hosts table.
5. Click a host machine name.
6. Click the number below the Host Active Alerts heading.

Viewing Hyper-V Errors

The Hyper-V service module also monitors for Windows critical and error events generated by the Hyper-V Host Manager. The monitors are configured to display errors in the service module dashboards when an issue occurs that might require remediation, such as a Hyper-V launch or clustering failures.

Errors can be viewed at a specific site and at the host machine level.

To view errors at a specific site

1. On the Central Dashboard, click the Hyper-V icon for a site.

    Hyper-V icon
2. Click the number below the Error Events (Last 7 days) heading.

To view errors for a host

You can view the errors discovered on a host device from both the Host Overview dashboard and the Guest Overview dashboard; when viewing the Guest Overview dashboard, the Host Error Events (Last 7 days) number reflects the number of errors detected on the machine hosting the guest device.

1. In Service Center, click Status and then click Service Modules.
2. Click the Hyper-V link.
3. In the Managed Sites table, click a site name.
4. Scroll down to the Managed Hosts table.
5. Click a host machine name.
6. Click the number below the Host Error Events (Last 7 days) heading.

Figures

1. hyperv.jpg
2. hyperv.jpg