

## Creating Custom Log Monitors

<https://campus.barracuda.com/doc/98217273/>

Barracuda RMM allows you to configure many ways that devices or applications report their current status, including plain text log files. This type of monitoring is particularly useful when there are applications that only report their status with this kind of log file.

Custom log monitors cannot be included in Policy Modules (Templates) because they require the user to enter a valid path to the log file, which will not necessarily be the same on each monitored device.

As with any monitor, the trick is in knowing what information to alert upon. Take the time to review the vendor documentation and support forums, looking for common error messages that may appear in the logs. This kind of information is common in the documentation and will make creating the monitor and alert rules easy.

Once you have determined what text strings you would like to alert on, follow the procedure below to configure the monitor:

1. Click **Configuration** > Alerting **Monitor and Alert Rules**.
2. Use the **Site** and **Device** selection lists to choose the device that contains the log file you wish to monitor. Select **Custom Logs** and click **Add Monitor**.



The screenshot shows the 'Monitoring And Alerting Rules Configuration' page in the Barracuda RMM interface. At the top, there are three tabs: 'Device', 'Policy Module', and 'Cloud Service'. Below the tabs, there are two dropdown menus: 'Site' (set to 'Work Computers') and 'Device' (set to 'CA00219'). Underneath, there is a section titled 'Choose monitor type' with a dropdown menu set to 'Custom Logs'. To the right of this dropdown are two buttons: 'Add Monitor' and 'Cancel'. The 'Add Monitor' button is highlighted with a yellow border.

3. Enter a **Title** for the monitor, adding a meaningful description if you wish. Enter the absolute **UNC File Path** the monitor will use to access the file. The log files must be accessible via UNC path. Network-mapped drives are user-specific and are not accessible to Windows services, so the UNC path must be to a share on a local disk only.
4. In the **Monitor** Tab under **Search Settings**, enter the **Search String**, which will be the text characters the monitor looks for when parsing the file. You can check the following options to modify how the text string is handled:
  - **Match case** makes the search case-sensitive.
  - **Match whole word** prevents the string from being found within another word.
  - **Use regular expressions** treats the search string as a regular expression rather than an exact string.

### Search Settings

Search String:

Options:

- Match case
- Match whole word
- Use regular expressions

5. Switch to the **Alerts** tab and click **Add**, opening the **Alert Configuration** dialog.
6. Enter a **Title** and meaningful description if you wish. Click **Add** under **Alert Rules**. The alert rule is automatically populated based on the monitor's settings for this type of monitor. Click **Save**.
7. Select any appropriate **Alert Actions** and **Notifications** and click **Save**.  
Self-Heal is not available as an action because the condition triggering the alert (the text string) is a single occurrence measured by the line of text it was located in the file.
8. Once you have created a Custom Log monitor, the Logs tab appears on the **Device Information** page for the device. Click **Save** to close the monitor dialog.

### Add Alert Configuration

#### Alert

Title

Description

#### Alert Rules

[Add](#)

RULE DESCRIPTION	MODIFICATION DATE
An alert will be triggered when the specified search condition is matched.	6/19/2015 12:39:58 PM <span>✖</span>

#### Alert Categories, Actions and Notifications

Alert Categories: • Uncategorized

[Categorize Alert](#)

Alert Actions:  Create Trouble Ticket  Self-Heal  Run Script

Alert Notifications:  Send Email

Escalation Notification:  Escalate Alert

[Save](#)

[Cancel](#)

## Figures

1. logmonitors1.png
2. logmonitors2.png
3. log monitors3.png

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