

With service modules, Managed Workplace 2011 R2 introduces a whole new level of deep integration with applications from leading third-party vendors.

Service modules offer a greater degree of control over third-party applications through Managed Workplace — starting with Symantec Backup Exec.

Feature Summary

Service modules are like enhanced policy modules that include vendor-specific views, monitors, reports and scripts that provide a greater degree of control over leading third-party vendor applications through Managed Workplace.

The first service module, available with Managed Workplace 2011 R2, is for Symantec Backup Exec.

The Backup Exec 2010 dashboard in Managed Workplace 2011 R2 lets you see and respond to any issues that your backup environment is experiencing, including the ability to

- See alerts generated by Managed Workplace, errors reported by Backup Exec along with other warning and informational messages.
- View the Task Timeline to get a status on the actions that you've triggered.
- See a history of jobs that have already executed and a list of jobs currently running or scheduled to run.
- Launch backup-specific reports or start a diagnostics job.
- Start backup-type jobs from within Managed Workplace.

In addition, you now have remote access to the Backup Exec server from Managed Workplace so that you can prepare backup jobs or resolve issues more quickly. A new Site Overview page provides a top-level summary of Backup Exec-related information about a site if the Symantec Backup Exec service module has been applied.

Additional service modules will follow.

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OM1-B167 : Backup Exec

Site: OM1-B167

Alerts	Errors	Attention Required	Current Jobs
1	90	0	3

Backup Server

- Server Status: Up
- Backup Server: BE2010
- Description: Backup Exec Server
- Version: 13.0 2896

Backup Exec Management

- Run Backup Exec Diagnostics
- View and Start Jobs
- Initiate a Live Update

Backup Reports

- Backup Exec Operational Report
- Backup Exec Job History
- Current Backup Exec Job Details

Symantec Partner Services

- Backup Exec Knowledge Base
- Backup Exec Downloads
- Backup Exec Product Alerts
- Backup Exec Tech Center

Active BE Event Summary

- Errors: 90
- Warnings: 0
- Informational: 4
- Attention Required: 0
- All: 94

Job History Summary - Last 7 days

- Success: 1

For more information about the Symantec Backup Exec service module and how to use it, refer to the **Managed Workplace 2011 User Guide**, available in the Partner Portal.

FAQ

What if I already have the Symantec Backup Exec 2010 policy module imported and applied?

You should delete it from the list of imported policy modules and use the new Symantec Backup Exec 2010 service module. If you continue to use both, you'll have duplication of monitoring and alerting.

Can I export a service module?

Yes, but only the policy module monitors are exported.

How many Symantec Backup Exec servers can I monitor?

You can create a service group that contains all the Symantec backup servers across the sites you monitor. Then apply the Symantec Backup Exec 2010 service module to it. You can only monitor a single Symantec backup server at one site.

What setup is required for user accounts and roles to be able to see the Backup Exec dashboard?

The user account for the user working with Symantec Backup Exec through Managed Workplace must have object access to the site where the Backup Exec server exists. (Note that object access to just the device does not provide access to Symantec Backup Exec.)

The role for the user working with Symantec Backup Exec through Managed Workplace must be set up to have permissions to device management, automation and reporting. By default, Administrators, Technicians and Service Managers are set up with these permissions.

Are there any limitations to what you can do from the Backup Exec Dashboard in Managed Workplace?

Only backup job types can be started from within Managed Workplace. Other job types (such as restore, verify, duplicate) cannot be started from within Managed Workplace.

Managed Workplace is unable to retrieve the current state or status information for the following jobs: Verify, Report and Test Run.

What new reports are available with this feature?

Three new reports are available for Backup Exec.

- Backup Exec Operational Report - Provides configuration details of current jobs for Backup Exec servers.
- Backup Exec Job History - Provides a summary of job results for a site.
- Current Backup Exec Job Details - Provides configuration details of current jobs for Backup Exec servers.