

Symantec NetBackup™ Appliance SNMP Trap Reference Guide

Release 2.6.1.x

NetBackup 5220, 5230, and 5330



Symantec NetBackup™ Appliance SNMP Trap Reference Guide

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Symantec Corporation
350 Ellis Street
Mountain View, CA 94043

<http://www.symantec.com>

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- Hardware information

- Available memory, disk space, and NIC information
- Operating system
- Version and patch level
- Network topology
- Router, gateway, and IP address information
- Problem description:
 - Error messages and log files
 - Troubleshooting that was performed before contacting Symantec
 - Recent software configuration changes and network changes

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- Information about upgrade assurance and support contracts
- Information about the Symantec Buying Programs
- Advice about Symantec's technical support options
- Nontechnical presales questions
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Asia-Pacific and Japan customercare_apj@symantec.com

Europe, Middle-East, and Africa semea@symantec.com

North America and Latin America supportsolutions@symantec.com

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Overview

This chapter includes the following topics:

- [About SNMP](#)
- [Settings > Notifications > Alert Configuration](#)
- [About Email notification from a NetBackup appliance](#)

About SNMP

The Simple Network Management Protocol (SNMP) is an application layer protocol that facilitates the exchange of management information between network devices. It uses either the Transmission Control Protocol (TCP) or the User Datagram Protocol (UDP) for transport, depending on configuration. SNMP enables network administrators to manage network performance, find and solve network problems, and plan for network growth.

SNMP is based on the manager model and agent model. This model consists of a manager, an agent, a database of management information, managed objects, and the network protocol.

The manager provides the interface between the human network manager and the management system. The agent provides the interface between the manager and the physical devices being managed.

The manager and agent use a Management Information Base (MIB) and a relatively small set of commands to exchange information. The MIB is organized in a tree structure with individual variables, such as point status or description, being represented as leaves on the branches. A numeric tag or object identifier (OID) is used to distinguish each variable uniquely in the MIB and in SNMP messages.

NetBackup Appliance 2.6.1.x supports SNMP v2.

Example SNMP trap

The following is an example of an SNMP trap that is generated when SNMP is configured on the appliance. This example is for the NetBackup 5230 Appliance RAID group:

```
.iso.org.dod.internet.mgmt.mib-2.system.sysUpTime.0:  TimeTicks:
  7 hours, 28 minutes, 6 seconds.:
.iso.org.dod.internet.snmpV2.snmpModules.snmpMIB.snmpMIBObjects.snmpTrap.
  snmpTrapOID.0:  Object ID:  .1.3.6.1.4.1.393.3.9.1.9:
.iso.org.dod.internet.private.enterprises.symantecsoftware.products.
  applianceMonitoringMib.systems.symcsystemName:  nbapp265:
.iso.org.dod.internet.private.enterprises.symantecsoftware.products.
  applianceMonitoringMib.systems.symcraidgroupTrap:  {"appliance_1_raidgroup_2
"appliance_1_raidgroup_2_wwid": "B006EDF4801A280C031887913B",
"appliance_1_raidgroup_2_write policy": "WriteThrough",
"appliance_1_raidgroup_2_capacity": "35.469TB",
"appliance_1_raidgroup_2_ack": "No",
"appliance_1_raidgroup_2_errorstatus": "2",
"appliance_1_raidgroup_2_ackid": "ack: nbapp265: appliance: raid:
  EnclosureID-41_Name-VD-1",
"appliance_1_raidgroup_2_state": "Warning",
"appliance_1_raidgroup_2_disks": "41: 1 41: 2 41: 3 41: 4 41: 5 41: 6 41:
  7 41: 8 41: 9 41: 10 41: 11 41: 12 41: 13 41: 14 41: 15",
"appliance_1_raidgroup_2_type": "RAID-6",
"appliance_1_raidgroup_2_status": "Optimal",
"appliance_1_raidgroup_2_enclosure id": "41",
"appliance_1_raidgroup_2_name": "VD-1"}:
```

About the Management Information Base (MIB)

Each SNMP element manages specific objects with each object having specific characteristics. Each object and characteristic has a unique object identifier (OID) that is associated with it. Each OID consists of the numbers that are separated by decimal points (for example, 1.3.6.1.4.1.2682.1).

These OIDs form a tree. A MIB associates each OID with a readable label and various other parameters that are related to the object. The MIB then serves as a data dictionary that is used to assemble and interpret SNMP messages. This information is saved as a MIB file.

You can check the details of the SNMP MIB file from the **Settings > Notifications > Alert Configuration** page of the NetBackup Appliance Web Console. To configure the appliance SNMP manager to receive hardware monitoring related traps, click **View SNMP MIB file** in the **SNMP Server Configuration** pane.

You can also view the SNMP MIB file with the `Settings > Alerts > SNMP ShowMIB` command in the NetBackup Appliance Shell Menu.

See [“The Management Information Base \(MIB\) file”](#) on page 34.

Settings > Notifications > Alert Configuration

The **Settings > Notifications > Alert Configuration** page provides you with one location from where you can enable SNMP, SMTP, and Call Home alert notifications. The page is divided into three sections each dedicated to enable and provide details for **SNMP**, **SMTP**, and **Call Home**.

Under **Alert Configuration** is the **Notification Interval** field. You must enter the time interval in minutes between two subsequent notifications for the SNMP and the SMTP configurations. The time interval should be in multiples of 15 and it should not be zero.

Configuring SNMP

[Table 1-1](#) lists the fields from the **SNMP** (Simple Network Management Protocol) section.

Table 1-1 SNMP Server Configuration settings

Fields	Description
Enable SNMP Alert	Select this check box to enable SNMP alert configuration.
SNMP Server	<p>Enter the SNMP Server host name. You can enter a host name or an IP address to define this computer. The IP address can be an IPv4 or IPv6 address. Only global-scope and unique-local IPv6 addresses are allowed.</p> <p>Notification of the alerts or traps that are generated in Appliance are sent to this SNMP manager.</p> <p>Note: The NetBackup Appliance supports all the SNMP servers in the market. However, the ManageEngine™ SNMP server and the HP OpenView SNMP server are tested and certified for version 2.6.</p>
SNMP Port	<p>Enter the SNMP Server port number. If you do not enter anything for this variable, then the default port is 162.</p> <p>Note: Your firewall must allow access from the appliance to the SNMP server through this port.</p>

Table 1-1 SNMP Server Configuration settings (*continued*)

Fields	Description
SNMP Community	<p>Enter the community to which the alerts or traps are sent. For example, Backup Reporting Department.</p> <p>You can enter a value that you configured on your SNMP server. For example, you can enter a company name or a name like, <code>admin_group</code>, <code>public</code>, or <code>private</code>. If you do not enter anything, then the default value is <code>public</code>.</p>

See “[Example SNMP trap](#)” on page 9.

The SNMP MIB file serves as a data dictionary that is used to assemble and interpret SNMP messages. If you configure SNMP, you must import the MIB file into the monitoring software so that the software can interpret the SNMP traps. You can check the details of the MIB file from the SNMP Server Configuration pane. To check details about the SNMP MIB file, click **View SNMP MIB file**. An SNMP MIB file opens.

For information on how to send a test SNMP trap after configuration, see the following tech note on the Symantec Support website:

www.symantec.com/docs/TECH208354

Configuring SMTP

The SMTP mail server protocol is used for outgoing Email. You can configure SMTP from the NetBackup Appliance Web Console (**Settings > Alert Configuration > SMTP Server Configuration**).

You can also use the following command in the NetBackup Appliance Shell Menu to configure the SMTP server and add a new Email account:

```
Main_Menu > Settings > Alerts > Email SMTP Add Server [Account]
[Password], where Server is the host name of the target SMTP server that is used
to send emails. [Account] and [Password] are optional parameters to identify the
name of the account and the account password if authentication is required.
```

For more information, see the *NetBackup Appliance Command Reference Guide*.

[Table 1-2](#) lists the fields from the **SMTP** section of the NetBackup Appliance Web Console.

Table 1-2 SMTP Server Configuration settings

Fields	Description
SMTP Server	Enter the SMTP (Simple Mail Transfer Protocol) Server host name. Notifications of the alerts that are generated in Appliance are sent using this SMTP server. The IP address can be an IPv4 or IPv6 address. Only global-scope and unique-local IPv6 addresses are allowed.
Software Administrator Email	Enter the Email ID of the software administrator, to receive software alerts that are specific to the Symantec NetBackup Appliance software. This Email ID that you designate receives alerts for the following software conditions: <ul style="list-style-type: none"> ■ Host information such as: <ul style="list-style-type: none"> ■ Disk information. ■ Overall backup status. ■ Results of last seven backups for each client. ■ An Email of your catalog backup disaster recovery file. ■ A patch installation success report.
Hardware Administrator Email	Enter the Email ID of the hardware administrator, to receive hardware alerts that are specific to the Symantec NetBackup Hardware Appliance. For example, hardwareadmin@usergroup.com See “About Email notification from a NetBackup appliance” on page 14. for more information about potential hardware alerts.
Sender Email	Enter the Email ID to receive any replies to the alerts or the reports that are sent by the Appliance.
SMTP Account	Enter the user name to access the SMTP account. Note: You maybe asked to enter a user name as some SMTP servers may require user name and password credentials to send an email.
Password	Enter the password for the above mentioned SMTP user account. Note: You maybe asked to enter a password as some SMTP servers may require user name and password credentials to send an email.

You can configure this server to send email reports to a proxy server or to the Symantec Call Home server.

The following describes the supported proxy servers:

- Squid

- Apache
- TMG

Note: NTLM authentication in the proxy configuration is also supported.

Starting with NetBackup Appliance 2.6.1.1, all email notifications that get generated by the appliance use the same SMTP settings. These emails include hardware monitoring notifications and NetBackup job notifications. The configuration settings are located under **Settings > Notification > Alert Configuration** in the NetBackup Appliance Web Console or `Main_Menu > Settings > Alerts` in the NetBackup Appliance Shell Menu. These settings override any previous SMTP setup you may have previously used to send NetBackup job notifications.

Note: If you had already configured the appliance SMTP settings before you upgraded to NetBackup Appliance 2.6.1.1, you may need to re-save the configuration in order for NetBackup to use it. In the NetBackup Appliance Web Console, go to **Settings > Notification > Alert Configuration** and click **Save**. Or in the NetBackup Appliance Shell Menu, go to `Main_Menu > Settings > Alerts` and resubmit the `SMTP` and `SenderID` settings.

Configuring Call Home

[Table 1-3](#) lists the fields from the **Call Home Configuration** section.

Table 1-3 Call Home Configuration settings

Fields	Description
Enable Call Home	Select this check box to enable Call Home alert configuration.
Enable Proxy Server	Select this check box to enable proxy.
Enable Proxy Tunneling	Select this check box if your proxy server supports SSL tunneling.
Proxy Server	Enter the name of the proxy server.
Proxy Port	Enter the port number of the proxy server.
Proxy Username	Enter the user name to log into the proxy server.
Proxy Password	Enter the password for the user name to log into the proxy server.

When Call Home is enabled, you can test whether or not Call Home is working correctly by clicking the **Test Call Home** option that is available below the Call Home configuration settings.

Note: The **Test Call Home** option is active on the NetBackup Appliance Web Console only when Call Home is enabled.

Configuring Alert Configuration settings

This section provides the procedure to configure the SNMP, SMTP, and Call Home server settings using the **Settings > Notification > Alert Configuration** page.

To configure the SNMP, SMTP, and Call Home server settings

- 1 Log on to the NetBackup Appliance Web Console.
- 2 Click **Settings > Notification > Alert Configuration**.
The system displays the **Alert Configuration** page.
The **Alert Configuration** page is divided into three sections to enable and provide details for **SNMP**, **SMTP**, and **Call Home**.
- 3 In the **Notification Interval** field enter the time interval in minutes between two subsequent notifications, for **SNMP**, **SMTP**, and **Call Home** alert configurations.
- 4 Enter the SNMP settings in the provided fields. A description of the SNMP parameters is available in [Table 1-1](#).
- 5 Enter the SMTP settings in the provided fields. A description of the SMTP parameters is available in [Table 1-2](#).
The appliance uses the global server settings to send email notifications to the SMTP server that you specify.
- 6 Enter the Call Home settings in the provided fields. A description of the Call Home parameters is available in [Table 1-3](#).
- 7 Click **Save**, to save the SNMP, SMTP, and Call Home settings.

About Email notification from a NetBackup appliance

A NetBackup Appliance has the ability to send an email to a local administrator when a hardware failure is detected. You can use the **Settings > Notification > Alert Configuration** page of the NetBackup Appliance Web Console to configure the email address that you want to use for hardware failure notifications. You can also use the command from the NetBackup Appliance Shell Menu. The contents

of the email identifies the type of hardware failure that occurred and the status of the failure.

For complete information about how to configure email addresses using the NetBackup Appliance Shell Menu, refer to the *Symantec NetBackup™ Appliance Command Reference Guide*.

The following is an example of email notification that is sent in case of any hardware failures.

Compute Node abc123

Time Monitoring Ran: Tue Apr 1 2014 23:24:04 UTC

```
+-----+
|              Power Supply Information              |
+-----+
||ID|           Status           | Wattage | HighWaterMark | State | Acknowledge ||
+-----+-----+-----+-----+-----+-----+
||2 |Power Supply AC lost |0.00 Watts |920.00 Watts  |Warning|No          ||
+-----+

```

```
+-----+
|              Primary Storage Shelf Disk Information              |
+-----+
||  |  |  |  |  |  |  | Associated|Firmware|          |  |  ||
||ID|Tray|Drawer|Slot|Status|Capacity | Volume |Version |Serial Number|State |Acknowledge||
||  |  |  |  |  |  |  | Group  |           |     |           ||
+-----+-----+-----+-----+-----+-----+-----+
||21|99  |2    |6    |Failed|2,794.019|99_5     |MS04   |Z295R8Q100009|Failed|No          ||
||  |  |  |  |  |  |  |           |3045HB2   |     |           ||
+-----+

```

Note: If the email notification is not readable on your email client, change the font of the email to a fixed-width font. The font settings might be different for different email clients. The following procedure lets you change an existing email font to a fixed-width font for Microsoft Outlook 2010.

To improve the readability of the email notification for Microsoft Outlook 2010, change the font by following the steps below:

- 1** Go to the **File** menu and select **Options**. The Outlook Options window opens.
- 2** From the left pane of the Outlook Options window, select **Mail**.
- 3** Under the **Compose messages** section, click **Stationery and Fonts**. The Signatures and Stationery window opens.
- 4** On the **Personal Stationery** tab, under **Composing and reading text messages**, click **Font**. The Font window opens.
- 5** From the **Font** list, select **Courier New**.

SNMP hardware traps

This chapter includes the following topics:

- [symcadapterTrap](#)
- [symcbbuTrap](#)
- [symcconnectionTrap](#)
- [symccpuTrap](#)
- [symcdiskTrap](#)
- [symcfanTrap](#)
- [symcfibrechannelTrap](#)
- [symcfirmwareTrap](#)
- [symcnetworkcardTrap](#)
- [symcpartitionTrap](#)
- [symcpciTrap](#)
- [symcpowerTrap](#)
- [symcraidgroupTrap](#)
- [symcstoragestatusTrap](#)
- [symcsystemName](#)
- [symctemperatureTrap](#)
- [symcvolumeTrap](#)
- [symcenclosediskTrap](#)

- [symcenclosurefanTrap](#)
- [symcenclosurepowerTrap](#)
- [symcenclosuretemperatureTrap](#)

symcadapterTrap

OID: 1.3.6.1.4.1.393.3.9.1.14

Note: The `symcadapterTrap` applies only to the NetBackup 52xx Appliance.

Description

The `symcadapterTrap` monitors the status of the NetBackup 52xx Appliance adapters (RAID controllers). If you receive an alert, it means that one of adapters is not in an optimal state.

Resolution

Check the SNMP trap or the email alert that you received for additional information to help you determine the exact issue that occurred. You can also check the **Monitor > Hardware** page of the NetBackup Appliance Web Console.

Based on the information from the SNMP trap, the email alert, or the **Monitor > Hardware** page, take one of the following actions:

Table 2-1 Next steps for the `symcadapterTrap`

What happened	What to do now
If the Adapter Status is NOT OK , the adapter has failed.	Contact Symantec Support to replace the adapter.
If the BBU Status is NOT OK , and the current Charge is NULL , the firmware was unable to report the current charge.	Wait 15 minutes for the next Call Home interval and re-check the status. If the issue is resolved, you can ignore the failure. If the issue is not resolved, contact Symantec Support for assistance.
5200/5220 only: If the BBU Status is NOT OK , and the current Charge is less than 67 or greater than 130, the adapter battery backup unit (BBU) is about to fail.	Contact Symantec Support to replace the adapter BBU.

symcbbuTrap

OID: 1.3.6.1.4.1.393.3.9.1.19

Note: The `symcbbuTrap` applies only to the NetBackup 5330 Appliance.

Description

The `symcbbuTrap` monitors the status of the NetBackup 5330 Appliance Primary Storage Shelf Battery Backup Unit (BBU). If you receive an alert, it means that the BBU has experienced an error and could cause a performance drop for the storage system.

Resolution

Check the SNMP trap or the email alert that you received for additional information to help you determine the exact issue that occurred. You can also check the **Monitor > Hardware** page of the NetBackup Appliance Web Console.

Based on the information from the SNMP trap, the email alert, or the **Monitor > Hardware** page, take one of the following actions:

Table 2-2 Next steps for the `symcbbuTrap`

What happened	What to do now
If the BBU Status is Battery expired or Near expiration , the BBU has expired or is about to expire.	Contact Symantec Support to replace the BBU.
If the BBU Status is Battery over temperature , the BBU has exceeded the maximum temperature threshold.	Contact Symantec Support for assistance.
If the BBU State is Warning , and the Status is Battery learning or Battery maintenance charging , the BBU is in a learn cycle or a maintenance charge cycle.	Wait for the learn cycle or the maintenance charge cycle to complete. If the warning persists, contact Symantec Support for assistance.
If the BBU State is Failed , and the Status is Failed or Battery replacement required , the BBU is not functional.	Contact Symantec Support to replace the BBU.
If the BBU State is Failed , and the Status is Removed , the BBU is not present.	Contact Symantec Support for assistance.

Table 2-2 Next steps for the `symcbbuTrap` (continued)

What happened	What to do now
If the BBU State is Failed , and the Status is Not authorized or Battery settings mismatch , an issue exists with the configuration.	Contact Symantec Support for assistance.
If the BBU State is Failed , and the Status is Not available , the firmware was unable to report the current status.	Wait 15 minutes for the next Call Home interval and re-check the status. If the issue is resolved, you can ignore the failure. If the issue is not resolved, contact Symantec Support for assistance.

symconnectionTrap

OID: 1.3.6.1.4.1.393.3.9.1.20

Note: The `symconnectionTrap` applies only to the NetBackup 5330 Appliance.

Description

The `symconnectionTrap` monitors the status of the connections between the NetBackup 5330 Appliance, the Primary Storage Shelf, and the Expansion Storage Shelf. If you receive an alert, it means that one or more of the cables is not installed correctly or is not functional.

Resolution

Check the Fibre Channel connections between the appliance and the primary shelf and the SAS connections between the primary shelf and the expansion shelf. If all cables are installed correctly and are functional, contact Symantec Support for assistance.

symccpuTrap

OID: 1.3.6.1.4.1.393.3.9.1.7

Description

The `symccpuTrap` monitors the status of the appliance CPUs. If you receive an alert, it means that a CPU has malfunctioned or that the voltage has crossed the threshold value.

Resolution

Check the SNMP trap or the email alert that you received for additional information to help you determine the exact issue that occurred. You can also check the **Monitor > Hardware** page of the NetBackup Appliance Web Console.

Based on the information from the SNMP trap, the email alert, or the **Monitor > Hardware** page, take one of the following actions:

Table 2-3 Next steps for the `symccpuTrap`

What happened	What to do now
If the CPU Status is NULL , the firmware was unable to report the current status.	Wait 15 minutes for the next Call Home interval and re-check the status. If the issue is resolved, you can ignore the failure. If the issue is not resolved, contact Symantec Support for assistance.
If the CPU State is Failed , and the Status is anything other than OK or ProcPresent , the status of the CPU is unknown.	Contact Symantec Support for assistance.
5230 and 5330 only: If the CPU State is Failed , and the current Voltage is greater than the high threshold of 1.51 Volts, the CPU voltage is too high.	Check the status of the appliance power supplies. Check the temperature of the appliance's environment. If both are normal, contact Symantec Support for assistance.
5230 and 5330 only: If the CPU State is Failed , and the current Voltage is lower than the low threshold of .54 Volts, the CPU voltage is too low.	Check the status of the appliance power supplies. Check the temperature of the appliance's environment. If both are normal, contact Symantec Support for assistance.

symcdiskTrap

OID: 1.3.6.1.4.1.393.3.9.1.8

Description

The `symcdiskTrap` monitors the status of the appliance disks. If you receive an alert, it means that one of the disks has experienced an error.

Resolution

Check the SNMP trap or the email alert that you received for additional information to help you determine the exact issue that occurred. You can also check the **Monitor > Hardware** page of the NetBackup Appliance Web Console.

Based on the information from the SNMP trap, the email alert, or the **Monitor > Hardware** page, take one of the following actions:

Table 2-4 Next steps for the `symcdiskTrap`

What happened	What to do now
If the disk State is Warning , and the Status is Unconfigured (Good) , the disk is in a foreign, unsupported state. The disk may have been reinserted and caused an error.	Contact Symantec Support. Let them know of the error, with the following message: Import foreign configuration
5220 and 5230 only: If the State of disk 7 is Warning , and the Status is anything other than Hot spare , one of the other disks experienced an error, and the hot spare had to be rebuilt.	Contact Symantec Support to replace the faulty disk.
If the disk State is Failed , and the Status is Unconfigured (Bad) , the disk is no longer functional.	Contact Symantec Support to replace the faulty disk.
If the disk State is Failed , and the Status is Offline , the disk is offline.	Contact Symantec Support for assistance.
If the disk State is Failed , and the Status is Missing, Not Found, or Removed , the disk cannot be detected.	Check to make sure that the disk is installed properly and is fully seated in the appliance.
5330 only: If the disk State is Failed , and the Status is Unresponsive , the disk is present but unresponsive.	Contact Symantec Support for assistance.
5330 only: If the disk State is Failed , and the Status is Incompatible , the disk is not compatible with the appliance.	Replace the disk with a compatible disk. If you need assistance, contact Symantec Support for assistance.
5330 only: If the disk State is Failed , and the Status is Loss of redundancy , the disk does not have redundant access.	Contact Symantec Support for assistance.

symcfanTrap

OID: 1.3.6.1.4.1.393.3.9.1.3

Description

The `symcfanTrap` monitors the status of the appliance fans. If you receive an alert, it means that one or more of the system fans has experienced an error. Either a fan has stopped working, or the fan rpm has crossed the threshold value that is required for proper system functioning.

Resolution

Check the SNMP trap or the email alert that you received for additional information to help you determine the exact issue that occurred. You can also check the **Monitor > Hardware** page of the NetBackup Appliance Web Console.

Based on the information from the SNMP trap, the email alert, or the **Monitor > Hardware** page, take one of the following actions:

Table 2-5 Next steps for the `symcfanTrap`

What happened	What to do now
If the fan State is Warning , the fan is running slower than the low threshold of 1715 rpm.	Check the system temperature. Check the power supply. If both are normal, contact Symantec Support to replace the fan.
If the fan State is Failed , the fan is missing or has failed.	Contact Symantec Support to replace the fan.

symcfibrechannelTrap

OID: 1.3.6.1.4.1.393.3.9.1.5

Description

The `symcfibrechannelTrap` monitors the status of the appliance Fibre Channel links. If you receive an alert, it means that one or more of the Fibre Channel links is not in an optimal state.

Resolution

Check the physical Fibre Channel connections and the Fibre Channel configuration settings. If both are normal, contact Symantec Support. The Fibre Channel card may need to be replaced.

symcfirmwareTrap

OID: 1.3.6.1.4.1.393.3.9.1.15

Description

The `symcfirmwareTrap` is an informational trap that tracks the firmware of the appliance. It does not trigger any alerts.

symcnetworkcardTrap

OID: 1.3.6.1.4.1.393.3.9.1.17

Description

The `symcnetworkcardTrap` is an informational trap that tracks the network cards that are installed in the appliance. It does not trigger any alerts.

symcpartitionTrap

OID: 1.3.6.1.4.1.393.3.9.1.21

Description

The `symcpartitionTrap` monitors the status of the appliance storage partitions. If you receive an alert, it means that the partition's disk usage is too high, or it has experienced an error.

Resolution

Check the SNMP trap or the email alert that you received for additional information to help you determine the exact issue that occurred. You can also check the **Monitor > Hardware** page of the NetBackup Appliance Web Console.

Based on the information from the SNMP trap, the email alert, or the **Monitor > Hardware** page, take one of the following actions:

Table 2-6 Next steps for the `symcpartitionTrap`

What happened	What to do now
If the partition State is Warning , the partition has exceeded the user-set threshold of disk usage.	Free up disk storage for the partition or set the threshold to a higher value.
If the partition State is Failed , the partition is inaccessible, cannot be mounted, or has exceeded 98% disk usage.	Contact Symantec Support for assistance.

symcpciTrap

OID: 1.3.6.1.4.1.393.3.9.1.16

Description

The `symcpciTrap` monitors the appliance PCIe cards. If you receive an alert, it means that one or more of the PCIe cards are not installed in the correct slots, or a PCIe card is not functional.

Resolution

Check to make sure that the PCIe cards are installed in the correct slots. Refer to the *NetBackup Appliance Product Description Guides* to see the supported PCIe slot configurations.

If the PCIe cards are all installed in the correct slots, contact Symantec Support to replace the faulty card(s).

symcpowerTrap

OID: 1.3.6.1.4.1.393.3.9.1.4

Description

The `symcpowerTrap` monitors the status of the appliance power supplies. If you receive an alert, it means that one of the power supplies has experienced an error.

Resolution

Check the SNMP trap or the email alert that you received for additional information to help you determine the exact issue that occurred. You can also check the **Monitor > Hardware** page of the NetBackup Appliance Web Console.

Based on the information from the SNMP trap, the email alert, or the **Monitor > Hardware** page, take one of the following actions:

Table 2-7 Next steps for the `symcpowerTrap`

What happened	What to do now
If the power supply Status is Power Supply AC lost , the redundant power supply is not functional. Either the power supply has stopped working, or it is not plugged in to a power source.	Check the power supply cable. If the power supply is plugged in, and the cable is functional, contact Symantec Support to replace the power supply.

Table 2-7 Next steps for the `symcpowerTrap` (continued)

What happened	What to do now
If the power supply State is Warning , and the current Wattage is greater than the high threshold of 920 Watts, the power supply is using too much power.	Contact Symantec Support to replace the power supply.
If the power supply State is Warning , and the current Wattage is not defined, the firmware was unable to report the current status.	Wait 15 minutes for the next Call Home interval and re-check the status. If the issue is resolved, you can ignore the failure. If the issue is not resolved, contact Symantec Support for assistance.
If the power supply State is Failed , the firmware was unable to report the current status.	Wait 15 minutes for the next Call Home interval and re-check the status. If the issue is resolved, you can ignore the failure. If the issue is not resolved, contact Symantec Support for assistance.

symcraidgroupTrap

OID: 1.3.6.1.4.1.393.3.9.1.9

Description

The `symcraidgroupTrap` monitors the status of the appliance RAID groups in the operating system disks and in the storage disks. If you receive an alert, it means that one of the RAID groups is not in an optimal state. Either the write policy is in write through mode, or one or more of the disks in the RAID group has experienced an error.

Resolution

Check the SNMP trap or the email alert that you received for additional information to help you determine the exact issue that occurred. You can also check the **Monitor > Hardware** page of the NetBackup Appliance Web Console.

Based on the information from the SNMP trap, the email alert, or the **Monitor > Hardware** page, take one of the following actions:

Table 2-8 Next steps for the symcraidgroupTrap

What happened	What to do now
If the RAID State is Warning , and the Status is Degraded or Partially Degraded , one or more of the disks in the RAID group has failed.	Contact Symantec Support to replace the faulty disk(s) before additional disk errors destroy the RAID volume.
If the RAID State is Warning , and Hotspare available is No , the hot spare disk or disks are unavailable. Either they have become faulty, or another disk failed, and the hot spare needed to be rebuilt.	<p>Check the disk status. If a disk has failed, contact Symantec Support to replace the faulty disk.</p> <p>If a disk has not failed, but one of the disks has a Status of Unconfigured (Good), start the copyback process on that disk if it did not begin automatically. If you need assistance, contact Symantec Support.</p>
If the RAID State is Warning , and the Write Policy is WriteThrough , caching is disabled. Either the Battery Backup Unit (BBU) relearn cycle is on, the write policy was not set correctly, or the BBU is faulty.	Check the adapter status. If the adapter does not have any warnings or failures, contact Symantec Support for assistance.
If the RAID State is Failed , and the Status is also Failed , the RAID is offline or is not functional.	Contact Symantec Support for assistance.
If the RAID State is Failed , and the Status is Unknown , the firmware was unable to report the current status.	<p>Wait 15 minutes for the next Call Home interval and re-check the status. If the issue is resolved, you can ignore the failure.</p> <p>If the issue is not resolved, contact Symantec Support for assistance.</p>
If the RAID State is Failed , and the Status is Missing , all of the disks in the RAID group have been removed from the array. The RAID group is neither operable nor exportable.	Contact Symantec Support for assistance.
If the RAID State is Failed , and the Status is Contingent - preparing for import , the RAID group is incomplete. The group is likely - but not certain - to become complete and available for import.	Contact Symantec Support for assistance.

Table 2-8 Next steps for the `symcraidgroupTrap` (continued)

What happened	What to do now
If the RAID State is Failed , and the Status is Exported - ready for import or Forced - ready for import , the RAID group is in an exported state and is ready to be imported.	Contact Symantec Support for assistance.

symcstoragestatusTrap

OID: 1.3.6.1.4.1.393.3.9.1.22

Note: The `symcstoragestatusTrap` applies only to the NetBackup 5330 Appliance.

Description

The `symcstoragestatusTrap` monitors the status of the NetBackup 5330 Appliance storage system as a whole. If you receive an alert, it means that the storage system has experienced an error.

Note: A **Storage Status** error or warning cannot be acknowledged to suppress notifications.

Resolution

Contact Symantec Support for assistance.

symcsystemName

OID: 1.3.6.1.4.1.393.3.9.1.1

Description

The `symcsystemName` trap is an informational trap that tracks the appliance host name. It does not trigger any alerts.

symctemperatureTrap

OID: 1.3.6.1.4.1.393.3.9.1.6

Description

The `symctemperatureTrap` monitors the temperature of the appliance. If you receive an alert, it means that the temperature has exceeded a threshold value, or one of the sensors has stopped working.

Resolution

Check the SNMP trap or the email alert that you received for additional information to help you determine the exact issue that occurred. You can also check the **Monitor > Hardware** page of the NetBackup Appliance Web Console.

Based on the information from the SNMP trap, the email alert, or the **Monitor > Hardware** page, take one of the following actions:

Table 2-9 Next steps for the `symctemperatureTrap`

What happened	What to do now
<p>If the temperature State is Warning, and the current temperature reading is 0.000 degrees C, the temperature is lower than the low threshold, or the firmware was unable to report the correct temperature.</p>	<p>Wait 15 minutes for the next Call Home interval and re-check the status. If the issue is resolved, you can ignore the failure.</p> <p>If the issue is not resolved, contact Symantec Support for assistance.</p>
<p>If the temperature State is Warning, and the current temperature reading is hotter than the high temperature threshold, the temperature is too high. The following are the high threshold values for the appliance temperature sensors:</p> <ul style="list-style-type: none"> ■ Intake Vent Temperature: 64 degrees C ■ Outtake Vent Temperature: 85 degrees C ■ P1 and P2 Therm Margins: -15 degrees C 	<p>Check the status of the appliance fans. Check the temperature of the appliance's environment. If both are normal, contact Symantec Support for assistance.</p>
<p>If the temperature State is Warning, and the current temperature reading is cooler than the low temperature threshold, the temperature is too low. The following are the low threshold values for the appliance temperature sensors:</p> <ul style="list-style-type: none"> ■ Intake Vent Temperature: 0 degrees C ■ Outtake Vent Temperature: 0 degrees C ■ P1 and P2 Therm Margins: -128 degrees C 	<p>Wait 15 minutes for the next Call Home interval and re-check the status. If the issue is resolved, you can ignore the failure.</p> <p>If the issue is not resolved, contact Symantec Support for assistance.</p>

symcvolumeTrap

OID: 1.3.6.1.4.1.393.3.9.1.18

Note: The `symcvolumeTrap` applies only to the NetBackup 5330 Appliance.

Description

The `symcvolumeTrap` monitors the status of the NetBackup 5330 Appliance volumes. If you receive an alert, it means that the volume is not in an optimal state due to disk errors.

Resolution

Check the SNMP trap or the email alert that you received for additional information to help you determine the exact issue that occurred. You can also check the **Monitor > Hardware** page of the NetBackup Appliance Web Console.

Based on the information from the SNMP trap, the email alert, or the **Monitor > Hardware** page, take one of the following actions:

Table 2-10 Next steps for the `symcvolumeTrap`

What happened	What to do now
If the volume Status is Degraded , Degraded - Rollback in Progress , Degraded - Rollback Paused , or Degraded - Rollback Pending , the volume has become degraded due to one or more disk failures.	Check the status of the disks in the volume and resolve any disk errors. If you cannot find any disk errors, contact Symantec Support for assistance.
If the volume State is Failed , the volume has failed due to excessive disk failures.	Check the status of the disks in the volume and resolve any disk errors. If you cannot find any disk errors, contact Symantec Support for assistance.
If the volume Status is Impaired , a media scan operation detected inconsistent parity.	Contact Symantec Support for assistance.

symcenclosediskTrap

OID: 1.3.6.1.4.1.393.3.9.1.13

Description

The `symcenclosurediskTrap` monitors the status of the storage shelf disks. If you receive an alert, it means that one of the disks has experienced an error.

Resolution

Check the SNMP trap or the email alert that you received for additional information to help you determine the exact issue that occurred. You can also check the **Monitor > Hardware** page of the NetBackup Appliance Web Console.

Based on the information from the SNMP trap, the email alert, or the **Monitor > Hardware** page, take one of the following actions:

Table 2-11 Next steps for the `symcenclosurediskTrap`

What happened	What to do now
If the disk State is Warning , and the Status is Unconfigured (Good) , the disk is in a foreign, unsupported state. The disk may have been reinserted and caused an error.	Contact Symantec Support. Let them know of the error, with the following message: Import foreign configuration
Symantec Storage Shelf (52xx) only: If the State of disk 16 is Warning , and the Status is anything other than Hot spare , one of the other disks experienced an error, and the hot spare had to be rebuilt.	Contact Symantec Support to replace the faulty disk.
If the disk State is Failed , and the Status is Unconfigured (Bad) , the disk is no longer functional.	Contact Symantec Support to replace the faulty disk.
If the disk State is Failed , and the Status is Offline , the disk is offline.	Contact Symantec Support for assistance.
If the disk State is Failed , and the Status is Missing or Not Found , the disk cannot be detected.	Check to make sure that the disk is installed properly and is fully seated in the storage shelf.

symcenclosurefanTrap

OID: 1.3.6.1.4.1.393.3.9.1.10

Description

The `symcenclosurefanTrap` monitors the status of the storage shelf fans. If you receive an alert, it means that one or more of the system fans has experienced an

error. Either a fan has stopped working, or the fan rpm has crossed the threshold value that is required for proper system functioning.

Resolution

Check the SNMP trap or the email alert that you received for additional information to help you determine the exact issue that occurred. You can also check the **Monitor > Hardware** page of the NetBackup Appliance Web Console.

Based on the information from the SNMP trap, the email alert, or the **Monitor > Hardware** page, take one of the following actions:

Table 2-12 Next steps for the `symcenclosurefanTrap`

What happened	What to do now
<p>If the fan State is Warning, the fan is running slower than the low threshold of 2000 rpm.</p> <p>Note: The low threshold of 2000 rpm applies to the Symantec Storage Shelf (52xx appliance) only. The <code>symcenclosurefanTrap</code> does not include a low threshold value for the NetBackup 5330 Appliance Primary or Expansion Storage Shelf.</p>	<p>Check the system temperature. Check the power supply. If both are normal, contact Symantec Support to replace the fan.</p>
<p>If the fan State is Failed, the fan is missing or has failed.</p>	<p>Contact Symantec Support to replace the fan.</p>

symcenclosurepowerTrap

OID: 1.3.6.1.4.1.393.3.9.1.11

Description

The `symcenclosurepowerTrap` monitors the status of the appliance power supplies. If you receive an alert, it means that one of the power supplies has experienced an error. Either the power supply has stopped working, or it is not plugged in to a power source.

Resolution

Check the power supply cable. If the power supply is plugged in, and the cable is functional, contact Symantec Support to replace the power supply.

symcenclosuretemperatureTrap

OID: 1.3.6.1.4.1.393.3.9.1.12

Description

The `symcenclosuretemperatureTrap` monitors the temperature of the appliance storage shelf. If you receive an alert, it means that the temperature has exceeded a threshold value, or one of the sensors has stopped working.

Resolution

Check the SNMP trap or the email alert that you received for additional information to help you determine the exact issue that occurred. You can also check the **Monitor > Hardware** page of the NetBackup Appliance Web Console.

Based on the information from the SNMP trap, the email alert, or the **Monitor > Hardware** page, take one of the following actions:

Table 2-13 Next steps for the `symcenclosuretemperatureTrap`

What happened	What to do now
If the temperature State is Warning , and the current temperature reading is 0.000 degrees C , the temperature is lower than the low threshold, or the firmware was unable to report the correct temperature.	Wait 15 minutes for the next Call Home interval and re-check the status. If the issue is resolved, you can ignore the failure. If the issue is not resolved, contact Symantec Support for assistance.
If the temperature State is Warning , and the current temperature reading is hotter than the high temperature threshold, the temperature is too high. The following are the high threshold values for the 52xx appliance storage shelf temperature sensors: <ul style="list-style-type: none"> ■ I/O Modules: 75 degrees C ■ Backplanes: 51 degrees C ■ PSUs: 75 degrees C Note: The high threshold values apply to the Symantec Storage Shelf (52xx appliance) only. The <code>symcenclosuretemperatureTrap</code> does not include a high threshold value for the NetBackup 5330 Appliance Primary or Expansion Storage Shelf.	Check the status of the storage shelf fans. Check the temperature of the storage shelf's environment. If both are normal, contact Symantec Support for assistance.

Management Information Base (MIB) file contents

This appendix includes the following topics:

- [The Management Information Base \(MIB\) file](#)

The Management Information Base (MIB) file

The NetBackup Appliance Management Information Base (MIB) file contains the notification traps that are configured to monitor the appliance.

You can view the contents of the MIB file with the `Settings > Alerts > SNMP ShowMIB` command in the NetBackup Appliance Shell Menu.

Note: Although the MIB file includes software traps, they are not used. NetBackup Appliance does not currently send any software traps.

The following is a copy of the NetBackup Appliance 2.6.1.x MIB file:

```
SYMANTEC-APPLIANCE-MONITORING-MIB DEFINITIONS ::= BEGIN

IMPORTS
    DisplayString, mib-2 FROM RFC1213-MIB
    enterprises, OBJECT-TYPE, NOTIFICATION-TYPE, MODULE-IDENTITY FROM
        SNMPv2-SMI;

applianceMonitoringMib MODULE-IDENTITY
    LAST-UPDATED "201410060000Z"
    ORGANIZATION "Symantec Corporation"
```

```

CONTACT-INFO "350 Ellis Street
              Mountain View, CA 94043 US
              Subject: appliance.mib"
DESCRIPTION  "The MIB module for Symantec Appliance Monitoring"

REVISION     "201410060000Z"
DESCRIPTION  "Removed systemMessage object from list."

 ::= { products 9 }

symantecsoftware OBJECT IDENTIFIER ::= { enterprises 393 }
products         OBJECT IDENTIFIER ::= { symantecsoftware 3 }

systems         OBJECT IDENTIFIER ::= { applianceMonitoringMib 1 }
software        OBJECT IDENTIFIER ::= { applianceMonitoringMib 2 }

-- system traps

symcsystemName OBJECT-TYPE
    SYNTAX DisplayString (SIZE(0..80))
    MAX-ACCESS read-only
    STATUS current
    DESCRIPTION "System Name"
 ::= { systems 1 }

symcfanTrap NOTIFICATION-TYPE
    OBJECTS { symcsystemName }
    STATUS current
    DESCRIPTION "Traps fan failures"
 ::= { systems 3 }

symcpowerTrap NOTIFICATION-TYPE
    OBJECTS { symcsystemName }
    STATUS current
    DESCRIPTION "Traps power failures"
 ::= { systems 4 }

symcfibrechannelTrap NOTIFICATION-TYPE
    OBJECTS { symcsystemName }
    STATUS current
    DESCRIPTION "Traps FibreChannel failures"
 ::= { systems 5 }

```

```
symctemperatureTrap NOTIFICATION-TYPE
    OBJECTS { symcsystemName }
    STATUS current
    DESCRIPTION "Traps temperature failures"
 ::= { systems 6 }

symccpuTrap NOTIFICATION-TYPE
    OBJECTS { symcsystemName }
    STATUS current
    DESCRIPTION "Traps cpu failures"
 ::= { systems 7 }

symcdiskTrap NOTIFICATION-TYPE
    OBJECTS { symcsystemName }
    STATUS current
    DESCRIPTION "Traps disk failures"
 ::= { systems 8 }

symcraidgroupTrap NOTIFICATION-TYPE
    OBJECTS { symcsystemName }
    STATUS current
    DESCRIPTION "Traps raid failures"
 ::= { systems 9 }

symcenclosurefanTrap NOTIFICATION-TYPE
    OBJECTS { symcsystemName }
    STATUS current
    DESCRIPTION "Traps enclosure fan failures"
 ::= { systems 10 }

symcenclosurepowerTrap NOTIFICATION-TYPE
    OBJECTS { symcsystemName }
    STATUS current
    DESCRIPTION "Traps enclosure power failures"
 ::= { systems 11 }

symcenclosuretemperatureTrap NOTIFICATION-TYPE
    OBJECTS { symcsystemName }
    STATUS current
    DESCRIPTION "Traps enclosure temperature failures"
 ::= { systems 12 }
```

```
symcenclosureDiskTrap NOTIFICATION-TYPE
    OBJECTS { symcSystemName }
    STATUS current
    DESCRIPTION "Traps enclosure disk failures"
 ::= { systems 13 }
```

```
symcAdapterTrap NOTIFICATION-TYPE
    OBJECTS { symcSystemName }
    STATUS current
    DESCRIPTION "Traps adapter failures"
 ::= { systems 14 }
```

```
symcfirmwareTrap NOTIFICATION-TYPE
    OBJECTS { symcSystemName }
    STATUS current
    DESCRIPTION "Traps firmware failures"
 ::= { systems 15 }
```

```
symcpciTrap NOTIFICATION-TYPE
    OBJECTS { symcSystemName }
    STATUS current
    DESCRIPTION "Traps pci failures"
 ::= { systems 16 }
```

```
symcNetworkCardTrap NOTIFICATION-TYPE
    OBJECTS { symcSystemName }
    STATUS current
    DESCRIPTION "Traps network card failures"
 ::= { systems 17 }
```

```
symcVolumeTrap NOTIFICATION-TYPE
    OBJECTS { symcSystemName }
    STATUS current
    DESCRIPTION "Traps volume failures"
 ::= { systems 18 }
```

```
symcbbuTrap NOTIFICATION-TYPE
    OBJECTS { symcSystemName }
    STATUS current
    DESCRIPTION "Traps BBU failures"
 ::= { systems 19 }
```

```
symcConnectionTrap NOTIFICATION-TYPE
```

```
OBJECTS { symcsystemName }
STATUS current
DESCRIPTION "Traps connection failures"
::= { systems 20 }

symcpartitionTrap NOTIFICATION-TYPE
OBJECTS { symcsystemName }
STATUS current
DESCRIPTION "Partition alert traps"
::= { systems 21 }

symcstoragestatusTrap NOTIFICATION-TYPE
OBJECTS { symcsystemName }
STATUS current
DESCRIPTION "Traps StorageArray HealthStatus failures"
::= { systems 22 }

-- software traps

symcfailedJobsTrap NOTIFICATION-TYPE
OBJECTS { symcsystemName }
STATUS current
DESCRIPTION "Job failures Trap"
::= { software 1 }

symcprocessTrap NOTIFICATION-TYPE
OBJECTS { symcsystemName }
STATUS current
DESCRIPTION "Processes stopped traps"
::= { software 2 }

symcdiskSpaceTrap NOTIFICATION-TYPE
OBJECTS { symcsystemName }
STATUS current
DESCRIPTION "Low disk space traps"
::= { software 3 }

symcsoftwareUpdateSuccessTrap NOTIFICATION-TYPE
OBJECTS { symcsystemName }
STATUS current
DESCRIPTION "Software update success trap"
::= { software 4 }
```

```
symcsoftwareUpdateFailedRollbackSuccessTrap NOTIFICATION-TYPE
    OBJECTS { symcsystemName }
    STATUS current
    DESCRIPTION "Software update failed but rollback was successful trap"
 ::= { software 5 }
```

```
symcsoftwareUpdateFailedRollbackFailedTrap NOTIFICATION-TYPE
    OBJECTS { symcsystemName }
    STATUS current
    DESCRIPTION "Software update and rollback failed trap"
 ::= { software 6 }
```

```
symcrollbackSuccessTrap NOTIFICATION-TYPE
    OBJECTS { symcsystemName }
    STATUS current
    DESCRIPTION "Software rollback success trap"
 ::= { software 7 }
```

```
symcrollbackFailedTrap NOTIFICATION-TYPE
    OBJECTS { symcsystemName }
    STATUS current
    DESCRIPTION "Software rollback failed trap"
 ::= { software 8 }
```

```
symcclusterStateTrap NOTIFICATION-TYPE
    OBJECTS { symcsystemName }
    STATUS current
    DESCRIPTION "Cluster node failed trap"
 ::= { software 9 }
```

```
symcdiskPerfTrap NOTIFICATION-TYPE
    OBJECTS { symcsystemName }
    STATUS current
    DESCRIPTION "Disk performance alert trap"
 ::= { software 10 }
```

END