

Symantec Data Insight Administrator's Guide

Microsoft Windows

3.0.1

Symantec Data Insight Administrator's Guide

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Getting started with Symantec Data Insight administration

This chapter includes the following topics:

- [About Symantec Data Insight administration](#)
- [Handling changes in account password](#)

About Symantec Data Insight administration

You administer the Symantec Data Insight system through the Management Console. The console has components for system administration, viewing data access information, configuring policies and alerts, and generating reports, which are accessible from the tabs located on the header panel. Navigate to the **Settings** tab on the console to carry out the various Data Insight administration tasks.








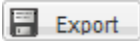
The Console is automatically installed with the Management Server. You access the Console through a Web browser that has a network connection to the Management Server. By default, the Management Server runs on HTTPS port 443. To access it, in the Web browser's address field, type `https://ms-host/`.

The Server Administrator user can see and access all parts of the administration console. Other users can see only the parts to which their roles grant them access. The user account under which you are currently logged on appears at the footer of the Management Console screen.

Operation icons on the Management Console

[Table 1-1](#) shows the operation icons that are located on the console screen:

Table 1-1 Operation icons on the Management Console

Icon	Description
	Go up one level in the navigation control.
	Filter filters, Web applications, shares, site collections, users, and groups. The filter options depend on the current level of hierarchy.
	Clears the filter.
	The settings icon is also used in assigning custodians.
	Screen refresh. Symantec recommends using this refresh button instead of your browser's Refresh or Reload button.
	Email the data on the current screen to one or more recipients. If the current screens data cannot be sent as an email, the icon is unavailable.
	Exports all data on a panel on the current screen to a .csv file.
	Exports all data on the current screen to a .csv file.

Data Insight administration tasks

[Table 1-2](#) summarizes the tasks to be performed to set up a new Data Insight installation:

Table 1-2 Data Insight administration tasks

Action	Description
Configure SMTP server settings.	See “Configuring SMTP server settings” on page 33.
Setup notification policies.	See “Configuring email notifications” on page 187.
Configure directory service domain.	See “Adding a directory service domain to Data Insight” on page 54.

Table 1-2 Data Insight administration tasks (*continued*)

Action	Description
Configure data retention settings.	See “Configuring data retention settings” on page 45.
Configure Exclude Rules.	See “Adding exclude rules to Data Insight ” on page 39.
Install license.	See “Managing Data Insight licenses ” on page 50.
If monitoring events for NetApp file servers, configure Fpolicy service on collectors.	See “Preparing Symantec Data Insight for Fpolicy ” on page 73.
If monitoring events for EMC Celerra file servers, configure Celerra service on collectors.	See “About EMC Celerra Event Enabler (CEE)” on page 87.
If monitoring events for Windows file servers, upload agent packages to collectors.	See “Configuring Windows File Servers ” on page 93.
If monitoring events for SharePoint servers, install the Data Insight Web service on the SharePoint server.	See “Installing the Data Insight Web service for SharePoint” on page 137.
Configure file servers.	See “Adding filers” on page 107.
Configure the SharePoint Web applications.	See “Adding Web applications” on page 138.

Supported file servers and SharePoint platforms

This section lists the Network Attached Storage devices and SharePoint platforms that Data Insight supports.

Table 1-3 Supported file servers

Device	Version
NetApp ONTAP	7.3 or higher ONTAP 8.x must be configured in ONTAP 8 7 mode.
EMC Celerra	5.6.45 or higher, VNX
Windows File Server	Windows Server 2003, 32 bit and 64 bit Windows Server 2008, 64 bit

Table 1-3 Supported file servers *(continued)*

Device	Version
Veritas File System (VxFS) server	6.0.1 or higher, configured in stadalone or clustered mode using Veritas Cluster Server (VCS) Note: For VCS support, Clustered File System (CFS) is not supported.
Microsoft SharePoint	Microsoft Office SharePoint Server 2007 Microsoft SharePoint 2010

Note: Symantec recommends that you upgrade your NetApp filer to the latest available firmware. Symantec recommends ONTAP 7.3.5 or higher.

For all supported versions of NetApp filers, Data Insight supports CIFS protocol over NTFS, NFS protocol, and mixed volume, or qtree.

For all supported versions of EMC Celerra/VNX, Data Insight supports only CIFS protocol over NTFS. NFS protocol is not supported.

Handling changes in account password

You use various account credentials at the time of configuring the Data Insight system. Accounts are used when configuring the following:

- Fpolicy Service
- Celerra Service
- Filers
- SharePoint Web applications
- Scanner
- Active Directory

Perform the following steps to ensure that updates to account passwords are synchronized with the passwords used in Data Insight:

To handle changes in account password

- 1 Determine the places where the account is being used.
- 2 Log in to the Data Insight console and edit the saved credential password.
For example, navigate to **Settings > Saved Credentials**, and edit the credential to update the password.
- 3 If the password of an account, which is used for Fpolicy service or Celerra service configuration, has changed, you must reconfigure the services as well.
Navigate to Server details page for the corresponding nodes acting as Collectors, click the **Reconfigure Fpolicy** or **Reconfigure Celerra** sections on the page.

See [“Managing saved credentials ”](#) on page 42.

Using Symantec Data Insight dashboards

This chapter includes the following topics:

- [About the Data Insight dashboard](#)
- [Viewing device summary dashboard](#)
- [Viewing summary of shares and site collections](#)
- [Configuring the Data Insight dashboard schedule](#)
- [Viewing the system health overview](#)
- [Viewing the scanning overview](#)
- [Viewing the scan status of storage devices](#)
- [Viewing the scan history of storage devices](#)

About the Data Insight dashboard

Use the Data Insight dashboard to view a high-level summary of the configured storage devices from the perspective of space utilization, activity, and permissions assignment. You can view a separate dashboard for the configured storage devices as also for the shares and site collections.

The dashboard also provides an insight into the open shares on a file server, which can help you do an entitlement review. You can use the open shares information to ensure that users with legitimate access are not denied access to the share.

The Data Insight dashboard combines the statistics from various access, permissions, utilization, and consumption reports and provides a snapshot of relevant statistics on one page.

You can do the following with the information displayed on the dashboard:

- Sort and filter the data on the dashboard to view only information you are interested in.
- Email the data to desired recipients.
- Export the data on the dashboard, or export filtered data to a `.csv` file.

When you export the data on the **Devices** sub-tab, data pertaining to all the devices along with the configured shares and site collections on these devices is exported. When you export the data on the **Shares/Site Collections** sub-tab, only the data about the shares and site collections is exported.

See [“Configuring the Data Insight dashboard schedule”](#) on page 22.

Viewing device summary dashboard

Use the **Dashboard > Devices** view to get a high level summary of the configured storage devices.

The device summary dashboard gives a snapshot view of all the configured storage devices that are being monitored by Data Insight. You can view the following details about a device on the dashboard:

- The host name or IP address of the configured device.
- The type of device.
- The storage capacity of the configured device.
- The size of the used space on the storage device.
- Total number of open shares on a filer.
Open shares are shares that are accessible to global access groups, like Everyone, Domain Users, and Authenticated Users on the network. Such open shares may contain sensitive data. You can use the Device summary dashboard to monitor accesses on the open shares.
See [“About open shares”](#) on page 48.
- Size of the data residing on open shares.
- Total number of files in open shares.

Note: Used space and capacity values are not shown for SharePoint Web applications, EMC Celerra filers, and Veritas File System (VxFS) filers.

To filter the dashboard data

- 1 Click the filter icon to the top right of the **Devices** page.
- 2 On the filter criteria pop-up, click **Add new clause**.
- 3 Select the filter criteria from the **Device** drop-down, and select an operator to build the filter query.
- 4 Enter a value for the condition, and click **Add Clause**.
- 5 Click **Apply** to view the filtered results on the **Devices** dashboard.
- 6 The expressions that you create to filter the data are saved for future use. Click the filter icon again to reuse the existing filter criteria.

Note: You can apply multiple filters to narrow your search of the dashboard data. All filters are applied simultaneously and all conditions must be satisfied to get the results.

Viewing summary of shares and site collections

The **Dashboard > Shares/Site Collections** tab displays the high-level summary of configured shares and site collections from the context of activity, security, and storage.

The data that is displayed on the dashboard changes depending on the context you choose. For example, if you choose **Activity** from the **Select view** drop-down, the dashboard displays the number of accesses on the share or site collection, the number of active users, and the date when the last activity took place. If you choose the **Security** view, the dashboard displays the number of sensitive files on the shares or site collections, and indicates whether a share is open or not.

The **Detailed** view displays the exhaustive data which combines the information from all perspectives. You can view the following information on the **Detailed** view:

- Name of the shares or site collections that are monitored by Data Insight.
- Path of the shares or site collections on the filers.
- Whether a share is open or not.
- The total space occupied by the share or site collection.
- The total files on the share or site collection.
- The total number of sensitive files on the share or site collection. This information is fetched from Data Loss Prevention.

- The total folders on the share or site collection.
- The total number of access events on the share or site collection.
- The total number of active users on the share or site collection.
- The date of the last activity on the share or site collection.
- A warning symbol (!) that indicates some problem with computing the dashboard data. For example, a red exclamation mark indicates that the indexer node associated with the devices is down and cannot compute data. An orange exclamation mark indicates that the scan on that share or site collection has not taken place or the share or site collection is not added to the Data Insight configuration.
A tooltip indicating the cause for the error is displayed when you mouseover the exclamation mark.

You can create a custom view by selecting the columns that you want to display on the dashboard.

To filter the dashboard data

- 1 Click the filter icon to the top right of the **Shares/Site Collections** page.
- 2 On the filter criteria pop-up, click **Add new clause**.
- 3 Select the filter criteria from the **Device** drop-down, and select **equals** or **contains**.
- 4 Enter a value for the condition, and click **Add Clause**.
- 5 Click **Apply** to view the filtered results on the dashboard
- 6 The expressions that you create to filter the data are saved for future use. Click the filter icon again to reuse the existing filter criteria.

Configuring the Data Insight dashboard schedule

Use the **Summary Dashboard Configuration** page to configure the following criteria:

- The interval for refreshing the data that is displayed on the **Device** and **Shares and Site collections** tabs.
You must ensure that you decide the frequency of refreshing the data judiciously, because the statistics are calculated for all the configured devices, shares, and site collections.

Note: The Data Insight dashboard does not display any data, if a summary report has not run even once.

The page also displays information about refresh cycles that have failed. Click on the **Failed** link to download the logs that you can use to troubleshoot the cause for failure.

- The period for which the activity information should be considered to calculate the device and share statistics.

To configure the dashboard schedule

- 1 In the Management Console, click the **Dashboard** tab.
- 2 The summary of configured devices displays by default.
- 3 Click **Configure** to view the existing criteria
- 4 Click **Edit** the change the criteria that determines the data displayed on the dashboard.
- 5 Click **Save**.

See [“About open shares”](#) on page 48.

See [“Viewing summary of shares and site collections”](#) on page 21.

Viewing the system health overview

The **System Overview** dashboard available under **Settings > Health > System Overview** provides a quick-reference snapshot of the the health of your entire environment. Use the **System Overview** dashboard to view an inventory count and state of all monitored storage devices, Data Insight servers, and configured directory services. The **System Overview** dashboard also displays the state of scanning of all configured objects in your environment.

The various reports on the dashboard are laid out in a sequence. You must scroll down the content pane to view each report.

Use the **System Overview** dashboard to do the following:

- Review the count of inventory objects and their states.
- Review the count of the troublesome or potentially troublesome inventory.
- Identify the issues that need immediate attention.

The dashboard contains the following widgets:

Data Insight servers

The Servers pie-chart displays the graphical representation of the total number of Data Insight servers that are in the Faulted, At Risk, and Healthy state.

The widget also provides an overview of the following:

- Inventory count of the number of Collectors, Indexers, and Windows File Server agents in your environment.
Click a server type to view the filtered list for the selected server type on the **Settings > Data Insight Servers** page.
Click **More details** to view the entire list of configured Data Insight servers.
- Notifications and warnings that indicate the reasons for the health status of the configured nodes.
For more information about the factors that affect the health of a node, See [“Managing Data Insight product servers”](#) on page 157.

Scanning

The Scanning graph displays a color bar chart representing the number of scans during the last seven days from the current date.

The color bar chart represents the different states of the scans- Failed [Red]; Successful [Green]; and Partially successful [Yellow].

To the right of the chart, you can also view the following data:

- An overview of the consolidated scan status of all configured shares or site collections based on all scans that have taken place on these shares and site collections.
Click on a consolidated status to view its details on the **Settings > Scanning > Overview** tab.
- Notifications pertaining to the state of scanning and related alerts and warnings.

See [“Viewing the scanning overview”](#) on page 26.

See [“Viewing the scan status of storage devices”](#) on page 29.

See [“Viewing the scan history of storage devices”](#) on page 30.

See [“Viewing in-progress scans”](#) on page 160.

Devices

The Devices pie-chart provides a snapshot view of the number of storage devices in the Faulted, At Risk, and Healthy states.

To the right of the chart, you can view the following data:

- Inventory of filers and Web applications that are being monitored by Data Insight. Click a device type to view the filtered list of configured devices of that type on the **Settings > Data Insight Filers** or the **Settings > SharePoint Web applications** page.
- Alerts associated with the storage devices that indicate the status, error conditions, and warnings that can help when troubleshooting issues with the device.

Directory services

The directory services widget provides an inventory count of the configured directory services. The widget also displays information and alert notifications associated with the directory services.

See [“Viewing events ”](#) on page 188.

Viewing the scanning overview

The **Settings > Scanning > Overview** tab of the **Scanning** dashboard displays the scanning statistics for the configured storage devices. It enables you to quickly and visually evaluate the status of the scans running in your environment. The **Scanning** dashboard displays the following charts that show the various aspects of the scan statistics:

Consolidated status

The pie-chart provides a summary of the consolidated status of all scans on configured shares and site collections in percentage terms.

The consolidated status represents the combined status of scans, full and incremental, since the last full scan.

For example, a full scan successfully completes on a share. If there are subsequent incremental scans on the same share, out of which one scan fails. The consolidated status of scans for that share would be failed. Similarly, if a full scan on a share was partially successful, and all incremental scans succeed, the consolidated state stays partial. The consolidated state essentially indicates if any scans have failed for a share since the last full scan.

Below the pie chart, you can view the summary of the total failed, successful and partially successful scans on configured shares/site collections. The summary also displays the number of shares/site collections that have never been scanned till date.

Click on an area of the graph to view the filtered list of paths which have the selected consolidated status.

Scan History

The chart provides a graphical representation of the number of scans during a specified duration. Use the drop down to the right of the graph to select the time period for which you want to view the summary.

The color bar chart represents the different states of the scans - Failed [Red]; Successful [Green]; and Partially successful [Yellow]; for a more visual comparison of the data. In each bar, the number of failed, successful, and partially successful states are indicated by the length of the corresponding colors.

Click an area on the bar graph to view detailed information of the scans for the selected scan state on the **Scan History** sub-tab. For example, clicking on the green area of the bar graph displays all successful scans. You can further narrow the list by using other filters on the **Scan History** sub-tab.

Age Of Last Known Good State

The pie-chart provides a high-level overview of the age of last known good state of scan data for a share or site collection.

The last known good state represents a consistent state of scan meta-data and comprises of a successful full scan followed by zero or more successful incremental scans. This state helps you decide if the scan meta-data can be used for reporting purposes. For example, if the last known good state for a share is 6 months old, it is recommended that you run a full scan for that share before you generate a report.

In summary, consolidated status indicates if there have been failed scans on a share since the last full scan, which helps you trouble shoot environmental issues, where as the last known good state indicates how recent and consistent the scan data is in the Data Insight index.

The chart is rendered for one of the following durations:

- More than three months old
- Three months old
- One month old
- One week old
- One day old
- Never

Clicking an area on the pie-chart displays the **Scan Status** sub-tab with detailed information of the scans for the selected age. For example, clicking on the green area of the pie-chart displays the shares or site collections which have a good scan state that is less than a day old.

Viewing the scan status of storage devices

The **Scan Status** sub-tab of the **Settings > Scanning** tab provides an overview of the status of the scans for all storage devices that are being monitored by Data Insight. The scans include the scans running on the configured file servers and SharePoint Web applications.

Use the provided search filter, to search for scans based on various criteria, for example, the type of the device. Since it is a dynamic search, the displayed list of scans changes automatically as you select the check box for a filter criteria. For instance, when you select NetApp in the **Device Type** category, and Successful in the **Consolidated status** filter, the application displays a list NetApp shares which have Successful as the consolidated status. Similarly, when you select a Collector node in the **Node Type** filter, Data Insight displays a list of scans running on devices associated with the selected Collector node.

Use the **Scan Status** page to do the following:

- Review status of the scans on configured storage devices. You can review the status of the last full and incremental scans and also view the scan history and list of paths for which the last scan failed.
- Filter the list of scans.
- Start full scans.

To view the scan status

- 1 Click **Settings > Scanning**.
- 2 The **Overview** sub- tab displays by default. Do one of the following:
 - Click on the appropriate region of the **Consolidated Status** pie-chart to filter the scans based on the status of the scans. Or click on a region of the **Age OF Last Known Good State** pie chart to display the list of shares or site collections with the selected last know good state.
 - Click the **Scan Status** sub-tab.

To start a scan

- ◆ On the Scan Status page, click **Scan**.
Do one of the following:
 - Click **Scan selected records** to scan the selected objects.
 - Click **Scan all filtered records** to scan all objects that are displayed after applying a filter.

Viewing the scan history of storage devices

Use the Scan History page to view the history of full and incremental scans of all storage devices that are being monitored by Data Insight.

Use the provided search filter in the left-side panel, to view the scans based on various criteria, for example, the type of entity or the status of the scans. Since it is a dynamic search, the displayed list of scans changes automatically as you

select the check box for a filter criteria. For example, when you select Share in the **Type** category and Failed in the **By Status** category, the application displays a list of failed scans on all configured shares for the selected duration. You can also use the free-form Filter text box to enter the search criteria.

To view the scan history

- 1 Click **Settings> Scanning**.
- 2 The **Overview** sub-tab displays by default. Do one of the following:
 - Click on the appropriate region of the **Scan History** chart to filter the scans based on the status of the scans.
 - Click the **Scan History** sub-tab.
 - Navigate to the share or site collection for which you want to view the scan history. For details, see See [“Managing shares”](#) on page 125. or See [“Managing site collections”](#) on page 144.

Configuring Data Insight global settings

This chapter includes the following topics:

- [Configuring SMTP server settings](#)
- [Configuring scanning and event monitoring](#)
- [About filtering certain accounts, IP addresses, and paths](#)
- [About saved credentials](#)
- [About archiving data](#)
- [Configuring Symantec Data Loss Prevention settings](#)
- [About open shares](#)
- [Configuring file groups](#)
- [Managing Data Insight licenses](#)
- [Configuring Management Console settings](#)

Configuring SMTP server settings

Before Data Insight can send email notifications for events, reports, and alerts you must configure SMTP details for the Management Server.

To edit the SMTP settings

- 1 In the Management Console, click **Settings** > **SMTP Settings**.
- 2 On the SMTP settings page, click **Edit**.
- 3 Enter the following details:

- A valid SMTP server hostname or IP address.
 - The port number for the SMTP mail server used to send email notifications. The default is 25.
 - The username for the email server (optional).
 - The password for the email server (optional).
 - The address from which emails are sent (optional).
 - Maximum attachment size. This information is used when Data Insight sends report notifications. Data Insight will not send reports as attachments, if the size of the report is over the specified limit.
- 4 Click **Save**.

Configuring scanning and event monitoring

Data Insight collects access events using asynchronous APIs, namely, Fpolicy for NetApp filers, the CEE framework for EMC Celerra filers, and filter driver for Windows File Servers. You can configure Data Insight to globally turn on or off receipt of event notifications and safeguards related to Fpolicy communication.

If you want to stop Data Insight from scanning all file systems, you can disable scanning completely. Then, when you want Data Insight to resume scanning at the regularly defined schedule, you can enable scanning.

You can also configure whether you want the Scanner to fetch the Access Control Lists (ACLs) defined on folders and ownership information for files and folders. For Windows File Servers, you can configure safeguards that prevent an agent from taking up too much disk space.

To configure scanning and event monitoring

- 1 In the Management Console, click **Settings > Scanning and Event Monitoring**.
You can view the state of scanning and event monitoring.
- 2 To change the state of a process to Enabled or Disabled, click **Edit**.
- 3 Do one of the following:
 - Select the check box for the process that you want to enable.
 - Clear the check box for the process that you want to disable.
- 4 Click **Save** to save the changes.

Table 3-1 Scanning and Event Monitoring options

Option	Description
Scan File System meta-data	Clear the check-box to turn off all future file system scanning on all filers. Once you save the setting, it will also stop all currently running scans.
Get Folder ACLs	<p>Clear the check box if you do not want Scanner to fetch Access Control List (ACLs) for folders during scanning.</p> <p>If you disable this option, the Workspace > Permissions tab in the Console is disabled and permission related reports will not produce any data. If you do not need permissions data, you can disable this option to make the scans run faster.</p>
Get Ownership information for files and folders	<p>Clear the check box if you do not want Scanner to fetch the Owner attribute for files and folders.</p> <p>Ownership information is used to determine ownership for data when access events are not available. If you do not need this information, you can disable this option to make scans run faster.</p>

Table 3-1 Scanning and Event Monitoring options (*continued*)

Option	Description
Throttling for Netapp filers	<p>Select Throttle scanning based on latency of the filer to enable throttling for NetApp file servers. This option is not selected by default.</p> <p>Data Insight collects latency information from NetApp file servers. It can use this information to throttle scanning, if latency of the file server increases above a certain level. This ensures scanner does not put additional load on the file server in peak load conditions.</p> <p>You can configure the following parameters to enable throttling for NetApp file servers:</p> <ul style="list-style-type: none"> ■ Latency threshold - specify latency in milliseconds, which when crossed, should throttle scanning for the file server. ■ Minimum pause - Specify the minimum duration (in milliseconds) for which the scanner should pause between paths when in throttling mode. ■ Back off value - If increased latency is sustained, pause interval will be increased by the Back off value specified (in milliseconds). ■ Maximum pause - Specify the maximum pause interval for the scanner (in milliseconds). If exceeded, pause interval is no longer incremented by Back off value.
Monitor file system access events	<p>Clear the check box to stop Data Insight from collecting access events from all file servers. In case of NetApp, it means all collector nodes will disconnect their Fpolicy connections to file servers.</p>

Table 3-1 Scanning and Event Monitoring options (*continued*)

Option	Description
Disk Safeguard settings for Windows File Server agents	<p>Select Enable node safeguard check box to monitor the disk usage on the Windows File Server node, and prevent it from running out of disk space by implementing safeguards.</p> <p>You can specify the threshold for disk utilization in terms of percentage and size. The DataInsightWatchdog service initiates the safeguard mode for the Windows File Server node if the free disk space falls under the configured thresholds.</p> <p>The DataInsightWatchdog service automatically resets the safeguard mode when the free disk space is more than the configured thresholds.</p> <p>You can edit the threshold limits as required. If you specify values in terms of both percentage and size, then the condition that is fulfilled first is applied to initiate the safeguard mode.</p> <p>For more information on the DataInsightWatchdog service, see the <i>Symantec Data Insight Installation Guide</i>.</p>

Table 3-1 Scanning and Event Monitoring options (continued)

Option	Description
Fpolicy Safeguard settings	<p>Select Enable Fpolicy Safeguard settings to initiate safeguard mode for the NetApp file servers. This option is not selected by default.</p> <p>Data Insight collects latency information from NetApp file servers. It can use this information to initiate safeguard mode, if latency of the file server increases above or falls below a certain level. When the safeguard is in effect, Data Insight drops its Fpolicy connection to the filer. This ensures event collection does not put additional load on the file server in peak load conditions.</p> <p>Configure the following values:</p> <ul style="list-style-type: none">■ The high and low thresholds for CIFS and NFS.■ The average number of samples to be considered to calculate the latency.■ The minimum time to wait before Data Insight reconnects to the filer after a disconnection.

About filtering certain accounts, IP addresses, and paths

You can configure Symantec Data Insight to filter data accesses by specific users, IP addresses, file system paths, and URLs. You can combine these criteria together or use them individually to create a filter.

You can create separate exclude rules for file servers and SharePoint servers. For each of these, Data Insight supports two types of filters:

- Exclude rules for access events
- Exclude rules for Scanner

About Exclude rules for access events

You can configure the following types of exclude rules for access events:

Filters for account names or SIDs	Typically used to mask service accounts from registering data accesses into Symantec Data Insight. For example, if an antivirus software performs scans on a mounted share using a specific user account, you can add that user account to a filter. Data Insight omits all accesses made by that service user account.
Filters for IP addresses	Used to filter data accesses from specific IP addresses. Such filters are useful if you have file system scanners configured on certain machines in your environment, whose accesses you want to ignore.
Filters for path names	<p>Filters for path names are of two types, file extension based and path based.</p> <p>The file extension based filter specifies the file extensions to be filtered.</p> <p>The path based filter specifies the path of a folder and filters out all events which have that path prefix. For path-based filtering, you must specify a fully qualified path prefix or a path relative to the root of each share.</p>
Filter for URLs	Used to filter data accesses from specified Web applications or from SharePoint sites.

About Exclude rules for Scanner

Scanner supports filtering out a top-level folder for all shares. You can define rules to exclude the scanning of the specified share, or SharePoint URL by the Scanner process.

Scanner does not support excluding folders under a top-level folder.

Adding exclude rules to Data Insight

You must create a rule for every filter you want to add to Symantec Data Insight. The rule must contain a value for at least one criterion that you want to exclude.

To add an exclude rule:

- 1
- In the Console, click **Settings > Exclude Rules**.
- 2
- Click **Add Exclude Rule for File System** or **Add Exclude Rule for SharePoint**, as the case may be.
-
- From the drop-down, select **Exclude access** or **Exclude scanning**.
- 3
- On the Add Exclude Rule screen, enter the Exclude rule properties.
- 4
- Click **Save**.

Add/Edit Exclude rule for access events options

Use this dialog box to add a new exclude rule for access events to Symantec Data Insight or to edit the an existing exclude rule.

Table 3-2 Add/Edit file system Exclude rule for access events options

Field	Description
Rule name	Enter a logical name for the Exclude rule.
Username/SIDs	Enter the username or SIDs that you want to exclude. Note: The usernames must be present in the Data Insight users database, before they can be added to a exclude rule.
IP Addresses	Enter the IP addresses that you want to exclude. This filter only applies to NetApp and EMC Celerra file servers.

Table 3-2 Add/Edit file system Exclude rule for access events options
(continued)

Field	Description
Exclude patterns	<p>When defining a file system rule, enter the file extensions or paths that you want to exclude. A CIFS file system path must be fully qualified path in the format, <code>\\filer\share\folder</code> or relative to each share, for example, <code><name of folder></code>. A NFS path must be a fully qualified physical path on the actual file system in the format, <code>/path/in/the/physical/filesystem</code>.</p> <p>The logical operator OR is used create a rule with multiple values of the same dimension and the logical operator AND is used to combine values across dimensions in a rule. For example, if you create a rule to ignore <code>user_foo1</code>, <code>user_foo2</code>, and <code>IP_10.209.10.20</code>, it means that all accesses from <code>IP_10.209.10.20 AND (user_foo1 OR user_foo2)</code> will be ignored.</p> <p>When defining a SharePoint rule, enter the URL of the SharePoint Web application or the site.</p>
Pattern Type	<p>Select PREFIX or EXTENSION from the Pattern Type drop-down.</p> <p>This field is only available for a file system rule.</p>
Rule is enabled	Select the Yes radio button to enable the rule and the No radio button to disable it.

Add/Edit Exclude rule for Scanner options

Use this dialog box to add a new exclude rule for access events to Symantec Data Insight or to edit the an existing exclude rule.

Table 3-3 Add/Edit file system Exclude rule for Scanner options

Field	Description
Rule name	Enter a logical name for the Exclude rule.

Table 3-3 Add/Edit file system Exclude rule for Scanner options *(continued)*

Field	Description
Exclude Patterns	<p>When defining a CIFS file system rule, specify the name of the folder to exclude as /<name of first level folder>. For NFS file system rule, specify the name of the folder to exclude as /<name of first level folder></p> <p>When defining a SharePoint rule, enter the URL of the SharePoint Web application or the site.</p>
Rule is enabled	Select the Yes radio button to enable the rule and the No radio button to disable it.

About saved credentials

An authentication credential can be stored as a saved credential in a central credential store. It can be defined once, and then referenced by any number of filers, shares, and Active Directory servers. Passwords are encrypted before they are stored.

The saved credential store simplifies management of user name and password changes.

You can add, delete, or edit stored credentials.

See “[Managing saved credentials](#) ” on page 42.

Managing saved credentials

You can add saved credentials to Data Insight, view details of the configured credentials and delete one or more saved credentials on the Saved Credentials details page.

You can add new credentials to the credential store. These credentials can later be referenced with the credential name.

To add a saved credential

- 1 In the Management Console, click **Settings > Saved Credentials**, and click **Create Saved Credentials**.
- 2 Enter the following information:

Saved Credential Name	Enter your name for this stored credential. The credential name must be unique within the credential store. The name is used only to identify the credential.
Access Username	Enter the user name for authentication.
Access Password	Enter the password for authentication.
Confirm Password	Re-enter the password.
Domain	Enter the name of the domain to which the user belongs.

- 3 Click **Save**.
 - 4 You can later edit or delete credentials from the credential store.
- You can delete or edit a saved credential.

To delete a saved credential

- 1 In the Management Console, click **Settings > Saved Credentials**.
- 2 Locate the name of the stored credential that you want to remove.
- 3 Click the **Delete** to the right of the name.

A credential can be deleted only if it is not currently used for filers, shares, Active Directory, Fpolicy service, or the EMC Celerra service.

To edit a saved credential

- 1 Locate the name of the saved credential that you want to edit.
- 2 Click the **Edit** to the right of the name.
- 3 Update the user name or password.
- 4 If you change the password for a given credential, the new password is used for all subsequent scans that use that credential.
- 5 Click **Save**.

For the purpose of access control, only a user assigned the role of Server Administrator can add, edit, and view all saved credentials. A user assigned the

Product Administrator role can add new saved credentials, but can only view and edit those credentials which the user has created.

About archiving data

Data Insight stores system events, alerts, and access events on the Indexer worker node in a pre-determined folder. You can configure Data Insight to automatically archive access events older than the specified interval to another folder to save space. Once the data is archived, it is no longer available for querying. You can, however, restore the data back to the original location on the Indexer node, if needed.

By default, archived data is automatically moved to `$data/indexer/archive` folder on each Indexer worker node. You can also configure a different archive folder on the Indexer nodes. The archive folder is organized by YEAR/MONTH to make restoring easy. Once data is moved to this folder based on the configured archive policy, you can do one of the following:

- Backup the archive folder and delete the archived files from the Indexer node.
- Or, configure a file system archiving solution like Symantec Enterprise Vault File System Archiving to archive all files in the archive folder.

If you want to restore archived data at a later time, you must bring back the appropriate segments from the backup folder to their original location in the archive folder and use the `indexcli` utility to restore these segments. Once restored, segments are not archived or purged by the data retention policy till they are marked for re-archiving.

See [“About purging data”](#) on page 44.

See [“Configuring data retention settings”](#) on page 45.

About purging data

If you want Data Insight to automatically delete data, such as access events, system events, and alerts older than specified interval, you can configure a purging policy. Use the `indexcli` utility if you want to purge data at a more granular level than what you can configure on the Data Retention page on the Management Console. Purged data cannot be restored back at a later time.

See [“About archiving data”](#) on page 44.

See [“Configuring data retention settings”](#) on page 45.

Configuring data retention settings

Data Insight enforces the data retention policy twice a month. Archived index segments can be restored using a command line utility called `indexcli.exe`. The utility is also useful to enforce a more granular archiving or purging policy, if the global option is not sufficient for your needs.

You can configure the duration for which you want Data Insight to retain various types of data and the duration after which you want to purge data. Automatic archiving and purging of data is not enabled by default.

To configure the data retention period

- 1 Click **Settings > Data Retention**.
- 2 On the Data Retention details page, click **Edit**.
- 3 Enter the following information:

Archive access data automatically	<div>Do the following:</div> <div><div>1 Select the check box to enable archiving of file system or SharePoint events.</div><div>2 Enter the age of the data (in months) after which the data must be archived.</div><div>3 Enter the path of the archive folder.</div></div>
Purge access data automatically	Select the check box to enable purging of file system or SharePoint access events, and enter the age of the data (in months) after which the data must be deleted.
Purge Data Insight system events automatically	<div>Select the check box to enable purging of Data Insight system events, and enter the age of the data (in months) after which the data must be deleted.</div> <div>Data Insight system events are displayed on the Settings > Events page.</div>
Purge alerts automatically	Select the check box to enable purging of alerts, and enter the age of the alerts (in months) after which they must be deleted.
Automatically purge data for deleted shares or site collections	Select the check box to enable purging of data pertaining to deleted shares. This option is enabled by default.

4 Click **Save**.

See [“About archiving data”](#) on page 44.

See [“About purging data”](#) on page 44.

Configuring Symantec Data Loss Prevention settings

Data Insight pulls information about sensitive files in a storage environment from Symantec Data Loss Prevention (DLP). Data Insight uses this information when raising alerts in response to configured policies. The information retrieved from DLP is also displayed on the Data Insight dashboard screens. You can retrieve an incident list that flags sensitive files in your storage environment and create a saved report using the Enforce Server Administration Console. Data Insight uses the DLP Reporting API Web Service to request a list of incident IDs by specifying a saved report ID.

Data Insight runs a job at 12:00 A.M. every night to retrieve a list of sensitive files from DLP.

You must configure the settings that allow Data Insight to communicate with Symantec Data Loss Prevention.

To configure Data Loss Prevention settings

- 1 In the Management Console, click **Settings > Data Loss Prevention**.
- 2 Click **Edit**, and enter the following details:
 - The hostname or IP address of the DLP server
 - The port through which Data Insight connects to the DLP server.
 - The username and password of the account used to access the DLP server.

Note: Ensure that the credentials belong to an existing DLP user assigned the Reporting API Client role.

- The ID of the Saved Report.

The DLP Enforce Server administration console requires SSL transport for all communication. Data Insight must be able to negotiate the SSL connection with the Enforce server. For this purpose, you must import the certificate to the keystore used by Data Insight.

To import the SSL certificate from the DLP Enforce Server to Data Insight using Firefox

- 1 Type the URL to connect to a DLP Enforce Server Administration console.
- 2 On the security certificate warning page, click **I understand the risks**.
- 3 Click **Add Exception**.
- 4 On the Add Security Exception page, click **View** to view the certificate details.
- 5 Click the **Details** tab and click **Export**.
- 6 From the Save as type drop down, select X.509 Certificate (DER).
- 7 Click **Save**.

To import the SSL certificate from the DLP Enforce Server to Data Insight using Internet Explorer

- 1 Type the URL to connect to a DLP Enforce Server Administration console.
- 2 On the security certificate warning page, click **Certificate Error** next to address bar.
- 3 Select **View certificates**.
- 4 Click the **Details** tab, and select the appropriate certificate.
- 5 Click **Copy to File**
- 6 In the Certificate Export Wizard, select DER encoded binary.
- 7 Click **Next**.
- 8 Enter the name of the file and browse to the location where you want to save the file.
- 9 Click **Next**
- 10 Click **Finish** to save the file.

After the SSL certificate is imported, complete the following steps to import the SSL certificate on the Data Insight server.

To import the SSL certificate on the Data Insight server

- 1 From the Windows Start menu, select **Run** and type `cmd` in the dialog box to open a command prompt window.
- 2 Run the following command:

```
cd C:\Program Files\Symantec\DataInsight\jre\bin  
  
.\keytool -importcert -alias dlp -keystore c:\  
DataInsight\data\keys\commd.keystore -trustcacerts -file <file  
path of SSL certificate>
```

Specify `changeit` as the password for the keystore.

You can now pull a list of sensitive files from Symantec Data Loss Prevention (DLP).

About open shares

A share is considered to be open due to the permissions assigned on it. You can define the parameters that determine whether a share should be considered as open. However, the open share policy does not allow you to define specific permissions that render a share open.

One of the following parameters determine whether a share is open:

- If certain group(s) has access to a share, either directly or as a nested group.
- If more than a certain number of users have access to the share.

Additionally, you can also specify granular criteria for examination, such as:

- The level at which Data Insight should start examining the paths.
- The number of levels deep to examine the path permissions.

For example, you can define the following criteria to consider a share to be open:

- List of groups: Domain Users or Everyone.
- No of users who have access to the share: 500.
- Level to start examining permissions: 1.
- Depth to examine: 3.

According to the above specification, any share that is accessed by the Domain Users/Everyone group or by more than 500 users is considered to be open. For this purpose, the ACLs are examined from level 1 (root being level 0), and all folders three levels down are examined.

Defining an open share policy helps you to review the permissions assigned at share level and revisit entitlement decisions. You can view the details of the open shares, the size of the data in open shares, and the number of files in open shares on the **Dashboard** tab on the Management Console.

See [“Configuring an open share policy”](#) on page 49.

See [“About the Data Insight dashboard”](#) on page 19.

Configuring an open share policy

You can define the parameters for an open share on the **Open Share Policy** page of the Management Console.

To configure an open share policy

1 Click **Settings > Open Share Policy**.

The page displays the existing policy that defines the parameters that determine whether a share is open.

2 To change the existing policy, click **Edit**.

3 Enter the criteria for considering a share to be open:

- Enter the threshold for users that have access to the share. Or select the user(s) or group(s) that have access to the share. You can choose to select both conditions simultaneously.

- If you choose to specify the users and groups that have permissions on the share, use the users and groups selection widget. The selected entities are listed in the Selected Users/Groups pane.

You can type a name in the search bar to search for a user or group. You can also type a domain name in the **Domain Filter** field to narrow your search to users in a specific domain. You can also filter a user or group from the **Select Filter** drop-down. Select the **All Filtered Users** check box in the Selected Users/Group pane to include all filtered users in the policy definition.

All the configured users and groups are displayed on the open share policy definition page.

4 Use the Up and Down arrows to define the level in the share hierarchy that the policy should be applied.

5 The depth in terms of number of levels the permissions should be examined.

6 Click **Save** to save the policy and close the window.

Configuring file groups

By default, Data Insight sorts files into 18 file groups based on the extension of the files. The file group information is used for reporting on ownership, access pattern, and space consumption on storage devices. Data Insight uses file group information when generating the following reports:

- Inactive Data by File Group
- Consumption by File Group
- Consumption by File Group and Owner

You can modify the default file groups or create new file groups in **File Groups** view from the Management Console or use the `fg.exe` command from the command line interface.

You can search for extensions and file groups by using the filter at the top right corner of the screen.

For detailed information on `fg.exe`, see the *Command File Reference*.

To configure file groups

- 1 In the Management Console, click **Settings > File Groups**.
- 2 To add a new file group, click **Add new file group**.
- 3 Enter a logical name for the file group.
- 4 From the Select Extension drop-down, select the extension that you want to include in the file group.
- 5 Click **Add Extension**.
You can add multiple file extensions to a single file group.
- 6 To modify an existing file group, click the file group.
- 7 Click the delete icon corresponding to the extension you want to remove, or click **Add Extension** and add an extension from the Select Extension drop-down.
- 8 To delete an entire file group, click the corresponding delete icon.

Managing Data Insight licenses

When you purchase Symantec Data Insight, you must install the Data Insight license file. License files have names in the format `name.slf`.

If you do not have a valid license, Data Insight displays a warning in red in the footer of the Management Console screen.

To install a license

- 1 Obtain the new license file.
- 2 In the Management Console, click **Settings > Licensing**.
- 3 On the Licensing page, click **Add/Update License**.
- 4 On the Add new license page, browse to the new Data Insight license file that you have downloaded, and click **Upload**.

Configuring Management Console settings

In the Console Settings view, you can configure global settings that apply to various tasks that you carry out on the Management Console.

To configure the Console settings

- 1 Click **Settings > Console Settings**.
- 2 Click **Edit**.

You can edit any of the following settings:

Session Timeout

Your login session on the Management Console times out after certain period of inactivity. The default timeout period is one hour.

To configure the session timeout period, enter the time in minutes.

Report Footer Text

You can choose to add a footer to all the reports that you run in the Console. Enter the sentence string that you want to appear in the footer of the report. For example, Proprietary and Confidential.

- 3 Click **Save**.

For more information about creating reports, see the *Symantec Data Insight User's Guide*.

Configuring directory service domains

This chapter includes the following topics:

- [About directory domain scans](#)
- [Adding a directory service domain to Data Insight](#)
- [Managing directory service domains](#)
- [Fetching users and groups data from NIS+ scanner](#)
- [Deleting directory service domains](#)
- [Scheduling scans](#)
- [Configuring business unit mappings](#)
- [Importing additional attributes for users and user groups](#)

About directory domain scans

Symantec Data Insight periodically scans the configured directory service domains in your organization to fetch information about users and user groups. Data Insight correlates this information with file and folder access logs to provide access and usage reports. This information is stored on the Management Server in the user database. Symantec recommends that you add each such domain to Data Insight whose users access file system and SharePoint resources of your organization. The time it takes to scan a directory service domain depends on the number of users and groups in the domain.

Data Insight supports the following implementations of a directory service:

- Microsoft Active Directory

- Network Information Service
- LDAP

By default, Data Insight also automatically scans local users of all Windows File Server agents, all NetApp and Celerra filers, and SharePoint site collections.

See “[Adding a directory service domain to Data Insight](#)” on page 54.

Adding a directory service domain to Data Insight

You can configure Data Insight to scan one or more directory service domains.

To add a directory service domain to Data Insight

- 1 In the console, click **Settings > Inventory > Directory Services** to display the Directory Services listing page.
- 2 From the **Add New Directory Service** drop-down, select the type of directory service domain you want to add - Active Directory, LDAP, NIS, or NIS+.
- 3 On the Add New Directory Service screen, enter the server properties.
- 4 Click **Save**.
- 5 On the Directory Services listing page, click **Scan Now**.

Once the initial scan is complete, the users and groups appear under the **Workspace** tab.

Add/Edit Active Directory options

Use this dialog box to add an Active Directory server to Data Insight, or edit the properties of an existing Active Directory server.

Table 4-1 Add/Edit Active Directory options

Field	Description
Domain Name	Enter the name of the domain which you want to scan. The domain name is used for display purpose only. The domain name that appears on the Workspace tab depends on the name set in the domain.
Domain Controller IP	Enter the hostname or IP address of the Active Directory domain controller.

Table 4-1 Add/Edit Active Directory options (*continued*)

Field	Description
Scanning Details	<p>Do the following:</p> <ol style="list-style-type: none"> 1 Select the saved credentials from the drop-down or specify new credentials. 2 Click Test Credentials to test the availability of network connection between the Management Server and the Active Directory Server, and also to verify that the credentials given are correct. <p>Symantec recommends that you test the connection before proceeding to ensure that the Management Server is able to scan the Active Directory domain controller.</p>
Bind Anonymously	<p>Select the check box if you want to allow Data Insight to connect to the Active Directory server without a credential.</p> <p>Use anonymous binding only when connecting to an Active Directory server belonging to a trusted domain.</p>
Disable scanning	<p>Select the check box to disable the scanning of the directory server.</p>

Table 4-1 Add/Edit Active Directory options (*continued*)

Field	Description
Custom Attributes	<p>Add the additional attributes for users and groups that you want Data Insight to extract from Active Directory. These custom attributes are included in reports and are also displayed on the Console.</p> <p>To add additional attributes, do the following:</p> <ol style="list-style-type: none"> 1 Click Add Attribute. 2 On the dialog, select whether the attribute is for a user or a group. Data Insight attempts to discover the available attributes from the Active Directory server. 3 Select an attribute from one of the discovered attributes or enter the display name of the attribute. You can also specify a friendly name for the attribute. 4 Click Add. <p>Data Insight extracts the following attributes from Active Directory for users :</p> <ul style="list-style-type: none"> ■ displayName ■ distinguishedName ■ givenName ■ objectSid ■ sAMAccountName ■ memberOf ■ primaryGroupID ■ userAccountControl ■ sn <p>Whereas, for user groups, Data Insight extracts the following attributes from Active Directory:</p> <ul style="list-style-type: none"> ■ distinguishedName ■ sAMAccountName ■ memberOf ■ objectSid

Add/Edit LDAP domain options

Use this dialog box to add a LDAP directory service server to Data Insight.

Table 4-2 Add/Edit LDAP properties options

Field	Description
Fully Qualified Domain Name	Enter the fully qualified name of the domain that you want to scan. Entering the FQDN will automatically populate the User and Group search Base DN fields.
LDAP server address	Enter the hostname and the port of the LDAP server. By default, the LDAP server runs on HTTPS port 389. If TLS is enabled, the LDAP server runs on port 636, by default.
Type	The type of LDAP schema used by the directory service. Data Insight extracts the attributes from the schema attribute file when scanning the domain. Select one of the following: <ul style="list-style-type: none"> ■ OPENLDAP ■ Sun ONE <p>You can also create a schema attribute file with customized attributes for each LDAP implementation that does not match the defaults. Ensure that you name the file as <code>ldap_<ldap_type>.conf</code> and save it at <code>\$data\conf\ldap</code> on the Management Server.</p>
Search base DN	The Organization Unit (OU) in which all users and groups have been defined.
This directory uses secure connection (TLS)	Select this check box if the LDAP server uses the TLS protocol.

Table 4-2 Add/Edit LDAP properties options *(continued)*

Field	Description
Scanning details	

Table 4-2 Add/Edit LDAP properties options (*continued*)

Field	Description
	<p>Select the saved credentials from the drop-down or specify new credentials.</p> <p>The credentials should belong to an LDAP user who has appropriate privileges to scan the LDAP domain.</p> <p>If you are specifying scanning credential other than the directory administrator, then make sure that you have specified the correct DN for that user. For example, uid=ldapuser,ou=People,dc=openldap,dc=com. You can connect to the LDAP database to verify the DN for an LDAP user.</p> <p>The example below shows the DN of a sample user, ldapuser, created on a Linux openLDAP server: uid=ldapuser,ou=People,dc=openldap,dc=com.</p> <p>The DN string may change depending upon the LDAP schema used. Refer to the LDAP schema to get correct DN for the user.</p> <p>If specifying a user other than the directory administrator, ensure that the following limits have been set appropriately on the LDAP server:</p> <ul style="list-style-type: none"> ■ nsSizeLimit - Specifies maximum entries that are returned in response to a Data Insight scan. Set this attribute to -1 to return unlimited entries. ■ nsLookThroughLimit - Specifies the maximum number of Data Insight user entries checked for matches during a search operation. Set this attribute to -1 to indicate that there is no time limit. ■ limit.nsIdleTimeout - Specifies the time a Data Insight connection to the server can be idle before it is terminated. The value is given in seconds. Set this attribute to -1 to indicate that there is no time limit. <p>The schema attribute names for setting these limits may vary depending upon the LDAP</p>

Table 4-2 Add/Edit LDAP properties options (*continued*)

Field	Description
	implementation. The above example is for Sun ONE.
Test Credentials	<p>Click to verify that the given credentials are correct and to test the availability of network connection between the Management Server and the LDAP server.</p> <p>Symantec recommends that you test the connection before proceeding to ensure that the Management Server is able to scan the LDAP server.</p>
Bind anonymously	<p>Select the check box if you want to allow Data Insight to connect to the LDAP server without a credential.</p> <p>Select this option only if the LDAP server permits anonymous connections.</p>
Disable scanning	Select the check box to disable the scanning of the directory server.
Custom attributes	<p>Add the additional attributes for users that you want Data Insight to extract from LDAP. These custom attributes are included in reports and are also displayed on the Console.</p> <p>To add additional attributes, do the following:</p> <ol style="list-style-type: none"> 1 Click Add Attribute. 2 On the dialog, select whether the attribute applies to an user or group. 3 Select one of the discovered attributes, or enter the LDAP display name of the attribute. Optionally, you can also specify a friendly name for the attribute. 4 Click Add.

Add/Edit NIS domain options

Use this dialog box to add a NIS directory service server to Data Insight.

Table 4-3 Add/Edit NIS properties

Field	Description
Fully Qualified Domain Name	Enter the name of the domain that you want to scan.
Hostname/IP address	Enter the hostname or IP address of the NIS server.
Scanning Details	Click Test Credentials to verify that the given credentials are correct and to test the availability of network connection between the Management Server and the NIS server. Symantec recommends that you test the connection before proceeding to ensure that the Management Server is able to scan the NIS server.
Disable scanning	Select the check box to disable the scanning of the directory server.

Add/Edit NIS+ domain options

Use this dialog box to add a NIS+ directory service server to Data Insight.

Table 4-4 Add/Edit NIS+ properties

Field	Description
Fully Qualified Domain Name	Enter the name of the domain that you want to scan.
Hostname/IP address	Enter the hostname or IP address of the NIS+ server.

Table 4-4 Add/Edit NIS+ properties (continued)

Field	Description
Configured in NIS compatibility mode	<p>This check box is only available when adding a NIS+ server.</p> <p>When configuring a NIS+ server, select the Configured in NIS compatibility mode check box if the NIS+ server is configured in the NIS compatibility mode. In this mode, Data Insight can fetch the users and groups data from the NIS+ server remotely in most cases.</p> <p>In non NIS-compatible mode or when Data Insight cannot scan users and groups remotely, you must manually fetch the users and groups data from the NIS+ server.</p> <p>See “Fetching users and groups data from NIS+ scanner” on page 63.</p>
Scanning Details	<p>Click Test Credentials to verify that the given credentials are correct and to test the availability of network connection between the Management Server and the NIS+ server.</p> <p>Symantec recommends that you test the connection before proceeding to ensure that the Management Server is able to scan the NIS+ server.</p>
Disable scanning	Select the check box to disable the scanning of the directory server.

Managing directory service domains

You can add directory service domains to Data Insight, view details of the configured domains, and scan one or more domains on the Directory Services listing page.

To manage the directory service domain servers

- 1 In the Console, click **Settings > Inventory > Directory Services** to display the directory services details page.
- 2 The list of configured directory service domains appears.
- 3 Review the following information about the configured domains:
 - The name of the domain.

- The address of the domain server hosting the domain.
 - The type of directory service - Microsoft Active Directory, LDAP, or NIS+.
 - The number of users and groups in the directory service domain.
 - The additional attributes that Data Insight extracts for the domain.
- 4 To scan all domains, click **Scan Now**.

Note: Data Insight scans all domains together because dependencies might exist between the different domains.

- 5 To edit the scan schedule for the configured domains, click **Edit Schedule**.
By default, Data Insight scans all domains at 3:00 A.M. everyday.
- 6 On the **Configure Directory Server Scanning Schedule** dialog, change the schedule, and click **Update Schedule**.
The updated schedule is used for all subsequent scans of the configured domains.
- 7 To edit the properties of a directory service domain, from the **Select Actions** drop-down, select edit **Edit**.
- 8 On the directory service properties screen make the necessary changes, and click **Save**.
- 9 To delete a configured directory service domain, from the **Actions** drop-down, select edit **Delete**.
- 10 Select OK on the confirmation message.

Fetching users and groups data from NIS+ scanner

If the NIS+ server is configured in a NIS non-compatible mode, you must manually fetch users and groups data from the NIS+ server. However, you must still add the NIS plus domain with correct information like domain name and IP address to Data Insight.

To get users and groups data

- 1 Log in as root to the NIS+ server.
- 2 Open the command prompt, and type the following commands:

```
To get users data          niscat passwd.org_dir >
                           users.txt
```

```
To get the groups data     niscat group.org_dir >
                           groups.txt
```

- 3 Save the `users.txt` and `groups.txt` files at `$data\users\nisplus\example.com` on the Management Server, where `example.com` is your domain name.
- 4 On the Directory Services listing page, click **Scan Now** to import the NIS+ domain data. You can also run the scan job from the command line by executing the following command on the Management Server:

```
configcli execute_job ADScanJob
```

Deleting directory service domains

You can delete a configured directory service domain.

To delete an directory service domain

- 1 In the Console, click **Settings > Inventory > Directory Services** to display the configured directory service domains.
- 2 Click **Delete** for the domain that you want to delete.
- 3 Click **OK** on the confirmation message.

Note: Users from a deleted directory domain are removed from Data Insight only after the next directory scan runs.

Scheduling scans

Symantec Data Insight scans configured domains everyday at 3:00 A.M., by default. You can, however, configure the scanning schedule, as needed.

Data Insight also scans local users of all file servers and site collections that are managed Data Insight. Information from these scans becomes visible in Data Insight after the directory scan runs.

See “[About directory domain scans](#)” on page 53.

See “[Managing directory service domains](#)” on page 62.

Configuring business unit mappings

Symantec Data Insight lets you associate a business unit name and business unit owner with each user imported from directory services. This information is later included in the report outputs and also sent to Symantec Data Loss Prevention as a part of ownership information.

To import business unit mappings

- 1 Create a .csv file, `bucsv.csv`, in the `users` folder in the Data Insight data directory on the Management Server. By default, the `users` directory on the Management Server is located at `C:\DataInsight\data\users`.

The CSV file must contain the following information:

- The name of the user in the format, `user@domain name`.
- The name of the business unit.
- The name of the business unit owner.

For example, *John_Doe@mycompany.com,Sales,Greg Smith*

- 2 The information is imported into the users database when the next Active Directory scan runs. To do so immediately, run the following command:

```
adcli.exe --mode importbu
```

Note: The domain name that is given in the .csv file must be among the domains that are scanned by Data Insight.

Importing additional attributes for users and user groups

Data Insight periodically scans directory domains and fetches basic information about users, groups, and their relationships. You can also import the additional attributes for users and user groups from other user management systems into Data Insight users database. This attribute information is later included in the report outputs and also sent to Symantec Data Loss Prevention as a part of ownership information.

To import additional attributes

- 1 Create and save a .csv file, `customattr.csv` in the `users` folder in the Data Insight data directory on the Management Server. By default, the `users` directory on the Management Server is located at `C:\DataInsight\data\users`.

Note: When you save a .csv file with multibyte characters, you must select UTF-8 encoding instead of unicode or default encoding.

The .csv file must contain the following information:

- Whether the entity is a user or group.
- The name of the user or group in the format, `logon_name@domain name`.
- The type of custom attribute, for example, Email or DN.
- The name of the custom attribute. Four types of custom attributes are defined, Integer, String, DNString, and Email.
- The value of the custom attribute. In case a custom attribute has multiple values, list each value separated by commas.

`<user/group>,<logon_name@domain>,<value_type>,<attribute_name>,<value1>
<value2>,...<value_n>`.

For example, *user, John_Doe@mycompany.com, integer, age, 26*

- 2 The information that is contained in the .csv file is imported into the users database when the next Active Directory scan runs. To do so immediately, run the following command:

```
adcli.exe --mode importcustomattr --csvfile <location of csv file>
```

Note: To troubleshoot issues related to import of such attributes, check the log file, `adcli.log` in the `log` folder on the Management Server

Configuring NetApp file server monitoring

This chapter includes the following topics:

- [Prerequisites for configuring NetApp file servers](#)
- [Credentials required for configuring NetApp filers](#)
- [Configuring SMB signing](#)
- [About Fpolicy](#)
- [Preparing Symantec Data Insight for Fpolicy](#)
- [Preparing the NetApp filer for Fpolicy](#)
- [Preparing the NetApp vfiler for Fpolicy](#)
- [Preparing a non-administrator domain user on the NetApp filer for Data Insight](#)
- [Enabling export of NFS shares on a NetApp file server](#)
- [Excluding volumes on a NetApp file server](#)
- [Handling NetApp home directories in Data Insight](#)

Prerequisites for configuring NetApp file servers

Before you start configuring NetApp filers, verify the following:

- The filer is accessible from the collector node using the short name or IP address you plan to use when adding the filer.
- There is connectivity to the collector node from the filer using the short name and the Fully Qualified Host Name (FQHN) of the Collector node.

- The DNS lookup and reverse-lookup for hostname of the Collector node from the filer is working fine.
 - The standard RPC ports are open in the firewall.
 - On Windows 2008 machines which are used as collector nodes, click **Administrative tools > Local Security Policy > Local Policies > Security options** and change following settings:
 - Network access: Named Pipes that can be accessed anonymously - Add NTAPFPRQ to the list.
 - Network access: Let Everyone permissions apply to anonymous users - Enabled
 - Network access: Do not allow anonymous enumeration of SAM accounts - Disabled
 - Network access: Restrict anonymous access to Named Pipes and Shares set to Disabled
- You must restart the machine after making these changes.

Credentials required for configuring NetApp filers

Table 5-1 lists the set of credentials that are required by Symantec Data Insight during system configuration.

Table 5-1 Credentials for configuring NetApp filers

Credential	Details
<p>Credentials required to configure DataInsightFpolicy service.</p> <p>The DataInsightFpolicy service runs on the Collector and processes the events that are sent by the NetApp filer using the Fpolicy RPC interface. This service must be configured on each Collector that is used to connect to NetApp filers.</p> <p>DataInsightFpolicy service also performs miscellaneous tasks, such as gathering storage information from the filer.</p>	<p>The credential should belong to a user in the domain of which the Data Insight Collector node and the NetApp filers are a part. This user should be a part of the Backup Operators group on the filer.</p> <p>If the filers and the Collector belong to different untrusted domains, you can use the Local System account to run the DataInsightFpolicy service. However, when you add filers, the account you specify during filer configuration must have Backup Operator privileges on the filer.</p>

Table 5-1 Credentials for configuring NetApp filers (*continued*)

Credential	Details
Credentials required during filer configuration through the Symantec Data Insight Management Console.	<p>Required to discover shares and enabling Fpolicy on the NetApp filer. This credential belongs to the NetApp ONTAP user who has administrative rights on the NetApp filer (for example, root) or a domain user who is part of the Administrators group on the filer.</p> <p>Or, this credential belongs to the NetApp ONTAP user or a domain user who is a non-administrator user on the filer, but has specific privileges.</p> <p>See “Preparing a non-administrator domain user on the NetApp filer for Data Insight” on page 79.</p> <p>Note: The domain user can be the same user account that was specified when configuring the DataInsightFpolicy service.</p> <p>If you use the Local System account to configure the DataInsightFpolicy service on the Collector, the user you specify here must also belong to the Backup Operators group on the filer.</p> <p>See “Preparing Symantec Data Insight for Fpolicy ” on page 73.</p>

Table 5-1 Credentials for configuring NetApp filers (*continued*)

Credential	Details
Credentials required for scanning of shares.	

Table 5-1 Credentials for configuring NetApp filers (*continued*)

Credential	Details
	<p>Required for scanning of shares from the NetApp filer.</p> <p>When scanning CIFS shares, this credential belongs to the user in the domain of which the NetApp filer and the Symantec Data Insight Collector node are a part. This user must belong to either the Power Users or Administrator's group on the NetApp filer. If the credential is not part of one of these groups, the scanner will not be able to get share-level ACLs for shares of this filer.</p> <p>You do not need this privilege if you do not want to get the share-level ACLs. In this case you will only need privileges to mount the share and scan the file system heirarchy.</p> <p>You must have the share-level READ permission. Additionally, the folder within the share must have the following file system ACLs:</p> <ul style="list-style-type: none"> ■ Traverse Folder/Execute File ■ List Folder/Read Data ■ Read Attributes ■ Read Extended Attributes ■ Read Permissions <p>For scanning NFS shares, Data Insight needs a Unix account with at least read and execute permissions on all folders, alongwith at least read permission on all files. By default, Data Insight uses User ID or Group ID 0 to scan NFS shares. You can configure an alternate User ID or Group ID from the Settings > Advanced Settings section of the Collector node.</p> <p>See “Configuring advanced settings” on page 162.</p> <p>When monitoring only NFS shares, you can specify Use Local System account from the scanning credentials drop-down, else you can specify credentials required to scan CIFS</p>

Table 5-1 Credentials for configuring NetApp filers (continued)

Credential	Details
	shares.

Configuring SMB signing

Ensure that Server Message Block (SMB) signing is either turned on or turned off on both the Collector node and the NetApp filer. If SMB signing is turned on, all packets of data sent over a network to a remote host are signed. A mismatch in the setting on the Collector node and the NetApp filer can cause the filer to drop the Fpolicy connection to the Collector node.

To configure SMB signing

- 1 Check whether the SMB signing option on the NetApp filer, `options.cifs.signing.enable` is set to off or on.
- 2 On the Collector node assigned to the NetApp filer, open the Windows' Registry Editor (**Start > Run > regedit**).
- 3 In Registry Editor, navigate to **HKEY_LOCAL_MACHINE > SYSTEM > CurrentControlSet > SERVICES > lanmanserver > Parameters**.
- 4 Modify the following registry entries:
 - `enablesecuritysignature` - Enter the value 0 to turn signing off and enter the value 1 to turn signing on.
 - `requiredsecuritysignature` - Enter the value 0 to turn signing off and enter the value 1 to turn signing on.

About Fpolicy

Symantec Data Insight uses the Fpolicy framework provided by Netapp to collect access events from the NetApp filers.

NetApp provides an interface called Fpolicy which allows external applications to receive file access notifications from the NetApp Storage subsystem. Fpolicy allows partner applications to perform tasks like file access screening and auditing. The Fpolicy interface uses Remote Procedure Calls (RPC) and external applications can use these tools to register with the NetApp Filer as Fpolicy servers. Fpolicy supports both CIFS and NFS.

The unit of Fpolicy configuration on the NetApp filer is called a policy, which is identified by a user specified name. You can configure a policy to monitor all or

a list of volumes on the NetApp filer along with a specified set of operations. The monitored operations are open, close, read, write, create, delete, rename, and set attribute. As soon as a file operation is performed on a file or folder on the filer which is being monitored, a notification is sent to the registered Fpolicy server asynchronously.

Note: The policy created by Symantec Data Insight should not be shared by any other applications or clients.

By default, Data Insight does not register for read and close events from NetApp filers. Data Insight treats an open event as a read event. This behavior reduces the load on the filer in case of peak traffic loads from third party applications like backups over CIFS. It also does not have an adverse effect for most consumer applications because consumer applications seldom write to a file before first reading it. Data Insight assumes that an open event is almost always be followed by a read event and then optionally by a write event. However, you can customize the default behavior as per your requirements.

See [“Enabling export of NFS shares on a NetApp file server”](#) on page 82.

See [“Preparing the NetApp filer for Fpolicy”](#) on page 74.

Preparing Symantec Data Insight for Fpolicy

The Symantec Data Insight Fpolicy server can reside on the Management Server and/or on each Collector worker node. The Management Server and/or the Collector worker node must register with the NetApp filer to receive audit information. Before you assign a Data Insight server as a collector for a NetApp filer, you must configure the Fpolicy service on that server.

To set up the environment for Symantec Data Insight Fpolicy service

- 1 Provision a Windows 2003 or 2008 server in the same Active Directory domain as the filers you wish to monitor using Fpolicy. This machine hosts the Fpolicy server. If your filers belong to different untrusted domains, you can add the server to any one domain.
- 2 Install the Data Insight Collector worker node or the Data Insight Management Server on this server.
- 3 Login to the Data Insight Management Console.
- 4 In the Console, click **Settings > Data Insight Servers** to open the listing page for the server.
- 5 Select the server from the server list to open the details page for the server.

- 6 Navigate to the Fpolicy Service configuration section, and click **Enable**.
- 7 Under Credentials, select the saved credentials that the service needs to run as.
See [“Credentials required for configuring NetApp filers”](#) on page 68.
- 8 Select **Use saved credentials**, to use saved credentials or create new saved credentials.
- 9 In the **Policy Name** field, enter the policy name that will be enabled on each filer, of this node Collector. The default name is *matpol*.
- 10 Click **Configure** to apply these settings to the server and start the Fpolicy service.

See [“Configuring SMB signing”](#) on page 72.

See [“About Fpolicy”](#) on page 72.

Preparing the NetApp filer for Fpolicy

The Symantec Data Insight Fpolicy server registers with the NetApp filer and receives file access events from it. Fpolicy has to be enabled and configured on that NetApp filer. Symantec recommends that you automatically enable auditing when adding filers.

See [“Adding filers”](#) on page 107.

However if you want more control on the shares you want to monitor use the manual steps. The manual steps are valid for Netapp ONTAP version 7.0 and higher.

Note: The steps below assume that the name of the policy is *matpol*.

To configure the Fpolicy on the NetApp filer using manual steps

- 1 Launch a Telnet session with the filer and run the following commands, as appropriate:
 - To create a policy:

```
fpolicy create matpol screen
```
 - To enable a policy:

```
fpolicy enable matpol -f
```
- 2 Use the following optional commands for monitoring:

- To set the Fpolicy for CIFS to monitor specific events:

```
fpolicy mon add matpol -p cifs -f read,write,  
open,close,delete,rename,create
```

- To set the Fpolicy for NFS to monitor specific events:

```
fpolicy mon add matpol -p nfs -f create,delete,rename,write,  
open,link,symlink,setattr
```

- To monitor specific events on NetApp filer versions 7.3 or higher:

- Enable set attributes operation:

```
fpolicy options cifs_setattr on  
  
fpolicy options nfs_setattr on
```

- Add events to be monitored:

```
fpolicy mon add matpol -p cifs -f read,write,  
open,close,delete,rename,create,setattr  
  
fpolicy mon add matpol -p nfs -f create,delete,rename,write,  
open,link,symlink,setattr
```

- To see details of a configured policy:

```
fpolicy show matpol
```

- To disable monitoring of specific events:

```
fpolicy mon remove matpol -p cifs -f read,write,  
open,close,delete,rename,create  
  
fpolicy mon remove matpol -p nfs -f create,delete,rename,write,  
open,link,symlink,setattr
```

- To disable use of a policy:

```
fpolicy disable matpol
```

- To delete a policy:

```
fpolicy destroy matpol
```

- 3 To add a domain user to the administrator's group:

```
useradmin domainuser add domain-username  
-g Administrators
```

Note: The domain user is the user who is configured to run the Fpolicy service on the collector.

To configure a non-administrator user:

See [“Preparing a non-administrator domain user on the NetApp filer for Data Insight”](#) on page 79.

- 4 To display a list of users who are already configured:

```
useradmin domainuser list -g Administrators
```

A list with the SIDs of the configured domain users appears. To resolve the SIDs, run the following command:

```
cifs lookup SID
```

See [“Configuring SMB signing”](#) on page 72.

Preparing the NetApp vfiler for Fpolicy

The Symantec Data Insight Fpolicy server can register with the NetApp vfiler and receive file access events from it. Fpolicy has to be enabled and configured on that NetApp vfiler manually.

To configure the Fpolicy on the NetApp vfiler using manual steps

- 1 Launch a Telnet session with the filer and run the following commands, as appropriate:

- To get the vfiler name:

```
vfiler status
```

Choose the name of the vfiler that you want to configure and then perform the following operations for that vfiler. Ignore the name, *vfiler0*, which is the default name given to the physical filer by NetApp.

Note: Consult your system administrator to get the IP address of the vfiler. You will need this IP address while adding the vfiler from the Management Console.

See [“Adding filers”](#) on page 107.

- To create a policy:

```
vfiler run vfilername fpolicy create matpol screen
```

- To enable a policy:

```
vfiler run vfilername fpolicy enable matpol -f
```

2 Use the following optional commands for monitoring:

- To set the Fpolicy for CIFS to monitor specific events:

```
vfiler run vfilername fpolicy mon add matpol -p cifs  
-f read,write,open,close,delete,rename,create
```

To set Fpolicy for NFS to monitor specific events:

```
vfiler run vfilername fpolicy mon add matpol -p nfs -f create,  
delete,rename,write,open,link,symlink,setattr
```

- To set the Fpolicy for CIFS to monitor specific events on NetApp filer versions 7.3 or higher:

- Enable set attributes operation:

```
vfiler run vfilername fpolicy options cifs_setattr on  
vfiler run vfilername fpolicy options nfs_setattr on
```

- Add events to be monitored:

```
vfiler run vfilername fpolicy mon add matpol -p cifs  
-f read,write,open,close,delete,rename,create,setattr
```

```
vfiler run vfilername fpolicy mon add matpol -p nfs -f create,  
delete,rename,write,open,link,symlink,setattr
```

- To see details of a configured policy:

```
vfiler run vfilername fpolicy show matpol
```

- To disable monitoring of specific events:

```
vfiler run vfilername fpolicy mon remove matpol -p cifs  
-f read, write, open, close, delete, rename, create  
  
vfiler run vfilername fpolicy mon remove matpol -p nfs -f create,  
delete, rename, write, open, link, symlink, setattr
```

- To disable use of a policy:

```
vfiler run vfilername fpolicy disable matpol
```

- To delete a policy:

```
vfiler run vfilername fpolicy destroy matpol
```

where, *vfilername* is the name of the vfiler you want to configure.

- 3 To add a domain user to the administrator's group:

```
vfiler run vfilername useradmin domainuser  
add domain-username -g Administrators
```

Note: The domain user is the user who is configured to run the Fpolicy service on the collector. See [“Preparing the NetApp filer for Fpolicy”](#) on page 74.

To configure a non-administrator user:

See [“Preparing the NetApp filer for Fpolicy”](#) on page 74.

- 4 To display a list of users who are already configured:

```
vfiler run vfilername useradmin domainuser list  
-g Administrators
```

A list with the SIDs of the configured domain users appears. To resolve the SIDs, run the following command:

```
cifs lookup SID
```

Preparing a non-administrator domain user on the NetApp filer for Data Insight

To configure a NetApp filer from the Management Console, you can use an account which is not in the administrators group on the NetApp filer, but has some specific privileges.

Perform the following steps on the NetApp filer console to add a non-administrator user, for example, *testuser*.

To create a non-administrator user

- 1 Create a new role, for example *testrole*, using the `useradmin` utility on the filer.

- 2 Add the `login-*` and `API-*` capabilities to the role.

For example, `useradmin role add testrole -a login-*,api-*`.

You can also choose to assign specific capabilities to the role.

[Table 5-2](#) provides a detailed description of each capability.

- 3 Create a new group, for example, *testgroup* and apply the role *testrole* to it.

For example, `useradmin group add testgroup -r testrole`.

- 4 Add the user *testdomain\testuser* to *testgroup*

For example, `useradmin domainuser add testdomain\testuser -g testgroup`.

- 5 Add the user *testdomain\testuser* to *Backup Operators* group.

For example, `useradmin domainuser add testdomain\testuser -g Backup Operators`.

Note: For vfilers, append the above command-line examples with `vfiler run <vfilename>`.

Table 5-2 Additional capabilities for adding a non-administrator user account

Capability	Description
login-http-admin	Enables you to log into the NetApp filer and run commands. With this capability, you can get latency statistics (for scan throttling), volume size information, or discover shares.

Table 5-2 Additional capabilities for adding a non-administrator user account
(continued)

Capability	Description
api-system-get-ontapi-version api-system-get-version	Enables you to get the ONTAPI version number and the system version number respectively. These are required to set the login handle context properly. Data Insight reports a failure when you test the connection to the filer, if these capabilities are absent. Also, if these capabilities are absent, you cannot execute any APIs including those required to discover shares, and get latency statistics.
api-fpolicy-set-policy-options	Enables you to set a flag on the NetApp filer to enable ACL change notifications. If you choose not to supply this capability to Symantec, the filer administrator must set this property manually using the root telnet console (fpolicy options <policyname> cifs_setattr on).
api-fpolicy-list-info api-fpolicy-create-policy api-fpolicy-enable-policy api-fpolicy-disable-policy api-fpolicy-destroy-policy	Required to enable Data Insight to automatically create and enable FPolicy on the NetApp filer. Optionally, the filer administrator can set up the policy using the root telnet console. Data Insight reports a failure when you test the connection to the filer, if these capabilities are absent. However, you can save a filer with the policy that is already created and enabled by the filer administrator without testing the connection to the filer.
api-fpolicy-server-list-info api-fpolicy-list-info	Used to retrieve useful statistics from the NetApp filer, such as, total event count and event failures. These APIs are used every two hours so they do not load the system. However, absence of these capabilities does not cause any problems.

Table 5-2

Additional capabilities for adding a non-administrator user account
(continued)

Capability	Description
api-license-list-info	<p>Used to check if this NetApp filer has CIFS license and print the appropriate diagnostic message.</p> <p>Data Insight reports a failure when you create or enable FPolicy on the filer or when you test the connection to the filer, if these capabilities are absent. However, you can save a filer with the policy that is already created and enabled by the filer administrator without testing the connection to the filer.</p>
api-options-set	<p>Used to enable the global FPolicy flag on the NetApp filer.</p> <p>In the absence of this capability, FPolicy creation fails. Also, Data Insight reports a failure when you test the connection to the filer, if these capabilities are absent. However, you can save a filer with the policy that is already created and enabled by the filer administrator without testing the connection to the filer.</p>
api-cifs-share-list-iter-start api-cifs-share-list-iter-next api-cifs-share-list-iter-end	<p>Used to discover shares on the NetApp filer. Absence of these capabilities can result in a failure to discover the shares. Optionally, you can add shares manually from the Data Insight console.</p>
api-perf-object-get-instances-iter-start api-perf-object-get-instances-iter-next api-perf-object-get-instances-iter-end	<p>Used to get CIFS latency information from the NetApp filer, which enables the self-throttling scan feature of Data Insight. Absence of these APIs can cause scanner to fail if you enable the feature to throttle scanning.</p>
api-volume-list-info	<p>Used to periodically fetch size information for NetApp volumes.</p>

Table 5-2

Additional capabilities for adding a non-administrator user account

(continued)

Capability	Description
api-nfs-exportnfs-list-rules	Used to discover all NFS shares that are exported from the NetApp filer. If this capability is absent, these NFS shares are not discovered.
api-net-ping api-net-resolve	Used to check network connectivity from the filer to the Data Insight Collector. These APIs are useful to run some diagnostic checks on the filer. However, such checks can also be done manually by the NetApp administrator, and hence these APIs are not mandatory.
api-fpolicy-volume-list-set	<p>Used to set the volume names on the filer which are to be excluded from being monitored by FPolicy.</p> <p>If this capability is absent, you cannot exclude volumes from being monitored by FPolicy from the Data Insight console . However, you can exclude volumes manually using the CLI on the NetApp console.</p> <p>See “Excluding volumes on a NetApp file server” on page 83.</p>
api-system-get-info	Used to discover the NetApp system serial number. The information is used by external reporting tools like Veritas Operations Manager (VOM) to report about the NetApp filers that Data Insight monitors. This privilege is mandatory if VOM integration is required.

Enabling export of NFS shares on a NetApp file server

Before you add a NetApp filer to Data Insight, you must enable the export of NFS shares on the NetApp filer to allow Data Insight to discover the NFS shares on the filer.

To enable export of NFS shares on the NetApp filer

- 1 On the NetApp FilerView Web console, select **NFS > Manage exports**.
- 2 On the Export wizard, click **Add Export** or you can edit the existing exports to modify them.
- 3 On the first page of the wizard ensure that you have at least selected read only and root access, Other options can also be specified, as required, and click **Next**.
- 4 Define the export path and give read only access to the Data Insight Collector node, and click **Next**.
- 5 On the Read-Write Access page, enable read-write access for all clients or for specific hosts, as per your need.
- 6 Click **Next**.
- 7 On the Root Access page, define root access to the the Data Insight Collector node, and click **Next**.
- 8 On the Security page, accept the default options, and click **Next**.
- 9 On the Summary page, review the configuration and click **Commit** to save the changes.

See [“Adding filers”](#) on page 107.

Excluding volumes on a NetApp file server

To optimize the performance of a NetApp file server, you can choose to exclude a set of volumes from being monitored by FPolicy using NetApp commands.

If a configured NetApp filer hosts applications that create a huge number of access events on certain volumes, it may cause a high I/O latency for CIFS. Symantec recommends that you exclude such volumes from being monitored by FPolicy.

To exclude volumes on the NetApp filer

- 1 Log in to the Net App file server.
- 2 Execute the following command:

```
fpolicy vol exc add <name of policy> <comma separated name list  
of volumes to be excluded>
```

Note that the list of volumes is not the path of the volumes, but names of the volumes.

Handling NetApp home directories in Data Insight

Data ONTAP enables you to create users' home directories on the NetApp storage system. You can access your home directory share the same way you can access any other share on the file system. You can connect only to your home directory matching your user name without seeing other users' home directories. The user name for matching a home directory can be a Windows user name, a domain name followed by a Windows user name, or a UNIX user name. Refer the NetApp documentation for more details about how Data ONTAP matches a home directory with a user,

Data Insight cannot parse FPolicy events coming from home directory shares because of insufficient information regarding mapping to existing shares. To monitor events on home directory shares, you must configure an artificial share in Data Insight. This share represents all home directories on a NetApp filer, and events from the users' home directories are directed to this share. Note that Data Insight does not scan the artificial share.

To configure an artificial share in Data Insight

- 1 Log in to the Management Server.
- 2 Create a file, `homedir_share.pb`, with the following entries in a text editor.

```
shares {  
  
  name: "CIFS.HOMEDIR"  
  
  filerId: <ID of the filer>  
  defaultSchedule: false  
  
  customSchedule: "NEVER"  
  
  defaultCrawlerCred: true  
  
  attribute {  
  
    name: "physical_path"  
  
    value: "/CIFS.HOMEDIR"  
  
  }  
  
  attribute {  
  
    name: "fileserver"  
  
    value: ""  
  
  }  
  
  sharePrefix: "/CIFS.HOMEDIR"  
  
}
```

- 3 Save the file in the `INSTALL_DIR\bin` folder.
- 4 Find the ID of the NetApp filer on which the home directory feature is used. Do the following:
 - Open a Windows command prompt.
 - Change to the `INSTALL_DIR\bin` folder, and run the following command:
`configdb.exe -p -T filer`
A list of filers that are configured in Data Insight displays. Note that the value displayed in the first column is the filer ID.
- 5 Open the file, `homedir_share.pb`, and replace the value of the **filerId** entry with the ID of the relevant filer.
- 6 Find the user ID of a Data Insight user assigned the Product Administrator or Server Administrator role from the latest configuration database table in the `$DATADIR/conf` folder.
- 7 To add the share in Data Insight, open a Windows command prompt, change to the `INSTALL_DIR\bin` folder, and run the following command:

`configdb.exe -G <Full path of the input homedir_share.pb> -T share
-r <ID of the Data Insight user>`
- 8 To verify that the share is added, on the Management Console, navigate to **Settings > Filers**.
- 9 Click the relevant filer. On the filer details page, click the **Monitored Shares** tab to review the list of configured shares.
- 10 Repeat the steps for each NetApp filer for which you want to add an artificial share.

Configuring EMC Celerra file server monitoring

This chapter includes the following topics:

- [Configuring EMC Celerra filers](#)
- [Credentials required for configuring EMC Celerra filers](#)

Configuring EMC Celerra filers

Symantec Data Insight uses the EMC Celerra Event Enabler (CEE) framework to collect access events from the EMC Celerra filers.

As a prerequisite, you must download and install the CEE framework from the EMC Website.

See [“Adding filers”](#) on page 107.

See [“Add/Edit EMC Celerra filer options”](#) on page 111.

About EMC Celerra Event Enabler (CEE)

The EMC Celerra Event Enabler (CEE) framework is used to provide a working environment for the following mechanisms:

- EMC Celerra AntiVirus Agent (CAVA)
- EMC Celerra Event Publishing Agent (CEPA)

Symantec Data Insight uses the CEPA functionality of the CEE framework to receive event notifications. The EMC Celerra® Event Publishing Agent (CEPA) is a mechanism that enables Data Insight to register with the EMC Celerra filer to receive event notifications from the filer. You can specify filters for the event type, the CIFS server, and the shares that you want to monitor during registration

with the CEPA facility in the CEE framework. CEPA then sends notifications regarding the registered events to Data Insight.

Preparing the EMC Celerra filer for CEPA

The Symantec Data Insight server registers with the EMC Celerra filer through the CEE framework to receive notifications of file access events from it.

See [“About EMC Celerra Event Enabler \(CEE\)”](#) on page 87.

To configure the EMC Celerra filer to send event information to Symantec Data Insight

- 1 Create a cepp.conf file on the EMC Celerra filer. The following is a sample of the code that the cepp.conf file must contain:

```
surveytime=90

pool name=matrixpool \

servers=<IP Address/Hostname of Windows server running the EMC CAVA
service> \

postevents=* \

option=ignore \

reqtimeout=500 \

retrytimeout=50
```

Note: If the server pool contains more than one server, each of the `server` entry should be separated by a "|".

- 2 Copy the cepp.conf file to the root directory of the Data Mover. Run the following command: `server_file <datamover_name> -put cepp.conf cepp.conf`

For example, `server_file server_2 -put /tmp/CEPA/cepp.conf cepp.conf`

- 3 Start the CEPP service on the filer. Run the following command:

```
server_cepp <datamover_name> -service -start
```

Ensure that the service has started by running the following command:

```
server_cepp name of data mover -service -status
```

Note: For detailed information about configuring CEPA, refer to the EMC documentation.

Preparing Symantec Data Insight to receive event notification

The EMC Celerra Event Enabler (CEE) can be installed on the same Windows server as the Data Insight Collector node or on a remote server in the same Active Directory domain.

You must perform the following steps to route events from the Windows server on which the EMC CEE is installed to the Collector node.

To prepare Data Insight to receive event notification

- 1 Provision a Windows 2003 or 2008 server to run the EMC CEE framework in the same Active Directory domain as the filers you wish to monitor.
- 2 Open Windows' Registry Editor (**Start > Run > regedit**).
- 3 In Registry Editor, navigate to `HKEY_LOCAL_MACHINE > SOFTWARE > EMC > Celerra Event Enabler > CEPP > Audit > Configuration`.
- 4 Double-click **Endpoint**.
- 5 Modify the registry entry for the EMC CAVA service to allow access to the Data Insight Collector node. Depending on the type of your Data Insight deployment, there can be the following different scenarios:
 - The EMC CAVA service and the Collector node are running on the same machine, and the EMC CAVA service is only being used by Data Insight. In this case, add the Data Insight key, `SymantecDataConnector`, to the **Endpoint** option.
 - The EMC CAVA service and the Collector node are running on the same machine, and the EMC CAVA service is also being used by applications other than Data Insight. In this case, append the Data Insight key, `SymantecDataConnector`, to the **Endpoint** option. Each entry must be separated by a semi-colon.

Note: The above-mentioned scenarios are automatically configured at the time adding filers.

- The EMC CAVA service and the Collector node are running on separate machines, and the EMC CAVA service is being used only by Data Insight. In this case, add the Data Insight key in the format,

SymantecDataConnector@<IP address of the Collector>, to the **Endpoint** option.

- The EMC CAVA service and the Collector node are running on separate machines, and the EMC CAVA service is also being used by applications other than Data Insight. In this case, append the Data Insight key in the format, SymantecDataConnector@<IP address of the Collector>, to the **Endpoint** option.

If the EMC CAVA service is installed on multiple machines, modify the registry entries on each of these machines.

- 6 To start the EMC CAVA service, run the following command on the EMC Celerra filer to check the service status. For example,

```
Server_cepp server_2 -pool -info
```

- 7 Install Data Insight Collector node.
- 8 Login to the Data Insight Management Console.
- 9 Navigate to **Settings > Data Insight Servers** to open the Data Insight Servers details page for the Collector.
- 10 Navigate to the EMC Celerra Service configuration section, and click **Enable** to start the DataInsightCelerra service on the Collector node.
- 11 Under Credentials, enter the credentials that the service needs to run as. The specified credentials must be that of a domain user.
- 12 Click **Configure** to apply these settings to the server and start the EMC CAVA service.

See [“Adding filers”](#) on page 107.

See [“Add/Edit EMC Celerra filer options”](#) on page 111.

Credentials required for configuring EMC Celerra filers

[Table 6-1](#) lists the set of credentials that are required by Symantec Data Insight during system configuration.

Table 6-1 Credentials for configuring EMC Celerra filers

Credential	Details
<p>Credentials required to configure DataInsightCelerra service.</p> <p>The DataInsightCelerra service runs on the Collector and processes events sent by the CAVA services using the Windows RPC interface. This service must be configured on each Collector node that is used to connect to the EMC Celerra filers.</p>	<p>Required by the DataInsightCelerra service to run and authenticate itself with the EMC CAVA service provided by EMC, which runs on the Data Insight Collector node or in a server farm.</p> <p>The credential should belong to the user in the domain of which the Data Insight Collector node and the EMC filer are part.</p>
<p>Credentials required during filer configuration through the Symantec Data Insight Management Console.</p>	<p>Required to discover shares for EMC filer. This credential belongs to the EMC filer Control Station user who has administrative rights including XMLAPI v2 privilege (for example, nasadmin).</p> <p>See “Preparing Symantec Data Insight to receive event notification” on page 89.</p>
<p>Credentials required for scanning of shares.</p>	<p>Required for scanning of shares from the EMC filer. This credential belongs to the user in the domain of which the EMC filer and the Data Insight Collector node are a part.</p> <p>Additionally, to be able to obtain share-level ACLs, the credentials must belong to the Domain Administrators group on the file server. You do not need this privilege if you do not want to get the share-level ACLs. In this case you will only need privileges to mount the share and scan the file system heirarchy.</p> <p>You must have the share-level READ permission. Additionally, the folder within the share must have the following file system ACLs:</p> <ul style="list-style-type: none"> ■ Traverse Folder/Execute File ■ List Folder/Read Data ■ Read Attributes ■ Read Extended Attributes ■ Read Permissions <p>See “Configuring EMC Celerra filers” on page 87.</p>

Configuring Windows File Server monitoring

This chapter includes the following topics:

- [Configuring Windows File Servers](#)
- [Credentials required for configuring Windows File Servers](#)
- [Using the Agent Uploader utility](#)
- [Upgrading the Windows File Server agent](#)

Configuring Windows File Servers

Data Insight uses an agent to collect access events from the Windows File Server. The agent resides on the file server. Before you can configure a Windows File Server, you must install the Data Insight agent on the filer. The Data Insight agent consists of a filter driver that monitors the file system and records events that are relevant for Data Insight. It also consists of the Data InsightWinNAS service, which receives the event information from the filter driver and transfers it to the collector node that is configured for that filer.

If you do not want Data Insight to access events for a Windows File Server, it is possible to configure Windows File Server without an agent. In this case Data Insight scans shares of the filer from the Collector.

You can choose to install the agent on the Windows File Server automatically when adding the filer, or manually. Before you can install the agent automatically, ensure that the cmd port 8383 on the Collector node is accessible from the Windows File Server.

For detailed information about installing the agent manually, see the *Symantec Data Insight Installation Guide*.

You can either add a Windows File Server to Data Insight through the Management Console, or if you want to add multiple filers together, you can use the `installcli.exe` utility. The `installcli.exe` utility uses a `.csv` file with the following details as input:

- The host name or IP address of the Windows File Servers that you want Data Insight to monitor.
- The host name, IP address, or ID of the Collector node that is configured to scan the filer.
- The host name, IP address, or ID of the Indexer node that is configured for the filer.
- The credentials that Data Insight should use to install the agent on the Windows File Server. The credential should be in the format `user@domain`. `installcli.exe` also accepts Local System credentials as value `_LOCAL_`. The same credentials must be added to Data Insight as a saved credential previously.
- True or false value indicating if the filer is clustered.
- The IP addresses of the agents. Separate multiple IP addresses with a semi-colon. If you do not want to use an agent to monitor the filer, indicate this with a hyphen (-).
- The credentials required to scan the filer. The credential should be in the format `user@domain`. The same credentials should be added to Data Insight as a saved credential previously.
- True or false value indicating whether the scan should be enabled according to the specified schedule.
- True or false value indicating whether event monitoring should be enabled. For example,
`winscpay.com|krcpays.com|ibcpays.com|Admin@COMAN|Admin@COMAN|TRUE|TRUE`

See [“Credentials required for configuring Windows File Servers”](#) on page 95.

To add multiple Windows File Servers

- 1 Log in to the Data Insight Management Server.
- 2 Open a Windows command prompt and change to the `INSTALL_DIR\bin` directory, where `installdir\bin` is the installation path for Symantec Data Insight.
- 3 Type the following command:

```
installcli <name of .csv file>
```

You can also add a clustered Windows File Server to Data Insight. Data Insight supports only a Microsoft Cluster Server (MSCS) configuration.

In this release, the following limitations exist for Windows File Servers:

- Windows filter driver does not capture IP address from which accesses are made.
- Integration between Data Insight and Symantec Data Loss Prevention (DLP) does not work for paths exported out of a Windows 2008 cluster. This is because the paths in Data Insight are represented as `\\cluster_name\share\path`, whereas the same path in DLP appears as `\\file_server\share\path`.

You can import the information about the paths exported out of a Windows 2008 cluster as DFS mappings, by mapping the virtual file servers to the corresponding paths configured in Data Insight.

For example, assume you have added a Windows 2008 cluster in Data Insight with the name `cluster1`, which has two virtual file servers, `file_server1` and `file_server2`. Each virtual file server exports one share each, `share_file_server1` and `share_file_server2`. You can then import a DFS mapping file that looks like the following:

```
file_server1, share_file_server1, cluster1, share_file_server1, /
file_server2, share_file_server2, cluster2, share_file_server2,
```

See [“Configuring a DFS target”](#) on page 129. for details about configuring a DFS target.

See [“Using the Agent Uploader utility”](#) on page 97.

See [“Adding filers”](#) on page 107.

See [“Add/Edit Windows File Server options”](#) on page 113.

Credentials required for configuring Windows File Servers

[Table 7-1](#) lists the set of credentials that are required by Symantec Data Insight during system configuration.

Table 7-1 Credentials for configuring Windows File Servers

Credential	Details
Credentials required to install agent on the Windows File Server.	<p>This credential belongs to a user in the Administrators group on the Windows File Server.</p> <p>The credential is also used to discover shares and obtain storage utilization information from the filer.</p>
Credentials required to discover shares and obtain storage utilization information on the filer.	<p>Required for monitoring shares or when configuring a Windows File Server cluster. This credential belongs to a user in the Administrators group on the file server.</p> <p>If your configuration is not a Windows cluster or you do not want to collect storage utilization information for the filer, a credential with the privilege to list shares on the filer is sufficient.</p>
Credentials required for scanning shares on the Windows File Server.	<p>Required to scan a share. This credential belongs to a user with necessary share-level permissions and file system ACLs on a Windows File Server share.</p> <p>To be able to obtain share-level ACLs, the credentials must belong to the Power Users or Administrators group on the Windows File Server. You do not need this privilege if you do not want to get the share-level ACLs.</p> <p>To be able to scan a Windows File Server share successfully, you must have the share-level READ permission. Additionally, the folder within the share must have the following file system ACLs:</p> <ul style="list-style-type: none"> ■ Traverse Folder/Execute File ■ List Folder/Read Data ■ Read Attributes ■ Read Extended Attributes ■ Read Permissions

Note: If you neither want Data Insight to install an agent automatically, nor do you want Data Insight to discover shares on the cluster or get storage utilization information, specifying the filer credentials is optional.

Using the Agent Uploader utility

Before you can install the agent, ensure that the Windows File Server agent packages are uploaded on the relevant Collector nodes. You can use the Agent Uploader utility to upload the agent packages to the Collector nodes in your Data Insight configuration.

To upload the agent packages

- 1 In the Console, click **Settings > Agent Uploader**.
- 2 Browse to the location where the agent packages are saved.
- 3 Select the Collector nodes on which you want to upload the packages.
- 4 Click **Upload Bundle**.

The agent installation bundle is a zip file that contains the agent installer and various installation template files. There is one bundle for each processor architecture. You must upload the appropriate bundles to the Collector worker nodes based on the architecture of your file servers. The bundles are available along with the main install media and have the name, Symantec_DataInsight_windows_winnas_3.0.1_XXX_arch.zip. You can customize the agent installation by extracting the bundle in a temporary location, editing the installation templates as required, recreating the zip bundle, and then uploading the updated bundle to the appropriate Collector nodes using the Agent Uploader utility.

Upgrading the Windows File Server agent

You can upgrade the Windows File Server agent automatically from the Data Insight Management Console.

Note: The option to upgrade the agent automatically appears only if you have configured the Windows File Server to allow Data Insight to automatically install the agent.

To upgrade Windows File Server agent automatically

- 1** Log on to the Management Console as Administrator.
- 2** Use the Agent Uploader utility to upload the agent packages on Collector worker nodes corresponding to the Windows File Server agent.
See [“Using the Agent Uploader utility”](#) on page 97..
- 3** Select **Settings** > **Filers** to view the list of configured Windows File Servers.
- 4** Click the server on which you want the upgrade the agent.
- 5** On the configuration details page, click **Upgrade Agent**
- 6** Windows File Server agent upgrade window appears and displays a progress bar while upgrading.
- 7** Click **Finish** to exit setup.

Note: To upgrade the Windows File Server agent manually, see the *Symantec Data Insight Installation Guide*. You can upgrade multiple Windows File Server agents using the installcli utility. See [“Configuring Windows File Servers”](#) on page 93.

Configuring Veritas File System (VxFS) file server monitoring

This chapter includes the following topics:

- [About configuring Veritas File System \(VxFS\) file servers](#)
- [Credentials required for configuring Veritas File System \(VxFS\) servers](#)
- [Enabling export of UNIX/Linux NFS shares on VxFS filers](#)

About configuring Veritas File System (VxFS) file servers

A Data Insight agent plugin, `vxdipluginind`, is used to monitor access events on the VxFS file servers. The plugin is part of the VxFS package and is automatically installed on the file server when Veritas Storage Foundation is installed. The plug-in captures events from the VxFS filer that Data Insight is monitoring, and saves it to a temporary database. The event data is then pulled by Data Insight, which fetches the access event information through Veritas Operations Manager (VOM) to gain vital insight into the user activity on the filer.

Data Insight uses NFS to scan all or a portion of VxFS shares remotely from the Collector node. Data Insight only monitors the access events on the VxFS devices exported by NFS.

Before you start configuring VxFS filers, verify the following:

- The file server must be installed with Storage Foundation 6.0.1

- The file server must be installed with Veritas Operations Manager (VOM) 4.1.
- NFS version 3.0 is configured on the VxFS filer.
- The LDAP or NIS domains that your users are part of must be configured in Data Insight.
- The Collector node for the VxFS filer must be a Windows 2008 Enterprise server. Ensure that the Collector node monitoring the VxFS filer has services for NFS enabled as file server roles. You can install a role on Windows 2008 Enterprise server through the **Server Manager** > **Add roles** option.
- The filer is accessible from the Collector node using the host name or IP address you plan to use when adding the filer.

You can also add a clustered VxFS file server to Data Insight. Data Insight supports only a Veritas Cluster Server (VCS) configuration for VxFS file servers configured in failover mode. Parallel Clustered File System is not supported in this release.

See [“Adding filers”](#) on page 107.

See [“Enabling export of UNIX/Linux NFS shares on VxFS filers”](#) on page 102.

See [“Add/Edit Veritas File System server options”](#) on page 117.

Credentials required for configuring Veritas File System (VxFS) servers

[Table 8-1](#) lists the set of credentials that are required by Symantec Data Insight during system configuration.

Table 8-1 Credentials required for configuring VxFS filers

Credentials	Details
Credentials required during filer configuration through the Symantec Data Insight Management Console.	<p>Required to discover shares on the VxFs filer. This credentials belongs to a user on the UNIX server who has administrative rights on the VxFS filer (for example, root). The credential should belong to a root user on the VxFS filer.</p> <p>Optionally, this credential can also belong to a local user who has access to the Data Insight namespace in the Veritas Operations Manager (VOM) agent installed on the VxFS filer.</p> <p>To configure a user other than the root user, you must create or use an existing user account, which you can use to add the filer into the Data Insight namespace. To add a local user account under VOM:</p> <ol style="list-style-type: none">1 Log in as root on the VxFs filer.2 Change directory to /opt/VRTSsfmh/di/web/admin.3 Create a <code>.xprtlaccess</code> file, and add the user to that file. For example, add <code>vomuser@unixpwd:user</code>, where <code>vomuser</code> is the name of the local user account.

Table 8-1 Credentials required for configuring VxFS filers *(continued)*

Credentials	Details
Credentials required for scanning on VxFS filer server	<p>Required for scanning of shares from the VxFS filer.</p> <p>For scanning NFS shares, Data Insight needs a Unix account with at least read and execute permissions on all folders, alongwith at least read permission on all files. By default, Data Insight uses the User ID or Group ID 0 to scan NFS shares. You can configure an alternate User ID or Group ID from the Data Insight Servers > Advanced Settings section of the Collector node.</p> <p>See “Configuring advanced settings” on page 162.</p> <p>Additionally, you must also have share-level READ permissions on the NFS export.</p>

Enabling export of UNIX/Linux NFS shares on VxFS filers

These instructions are for Red Hat Enterprise Linux operation system which has standalone Storage Foundation 6.0 installed and a file system created using VxFS. The steps will change depending upon other operating system flavors.

To enable export of NFS shares on VxFS filers

- 1 Login as root on the VxFS filer and open the `/etc/exports` file.
- 2 Specify the name of the share that you would like to monitor. For example, `/demoshare`, where the VxFS file system is mounted.

Ensure that the device entries are added in `/etc/fstab` to automatically mount NFS file systems after reboot.

Data Insight uses `/etc/exports` and `/etc/fstab` for NFS share discovery. Sample entries are shown below:

```
root@RHEL5-VxFS ~]# cat /etc/fstab | grep vxfs

/dev/vx/dsk/openldapdg/vol01 /openldaphome vxfs defaults,_netdev 0 0
/dev/vx/dsk/openldapdg/vol02 /data vxfs defaults,_netdev 0 0
/dev/vx/dsk/openldapdg/vol03 /didata vxfs defaults,_netdev 0 0

[root@RHEL5-VxFS ~]# cat /etc/exports

/openldaphome 10.209.111.167(ro,sync,no_root_squash) 10.217.75.136
(rw,syc) /data/exportshare *(rw,sync,no_root_squash)

/didata *(rw,sync,no_root_squash)
```

- 3 Specify the root access and read only access to Data Insight Collector node. For example,

```
/demoshare <Collector node IP> (ro,sync,no_root_squash)
ro:read only
no_root_squash: root access.
```

You can specify `read+write`, `root_squash`, `anonuid`, `anongid` or other settings, as required.

- 4 Run the following command to start the NFS daemon

```
#service nfs start
```

See [“Adding filers”](#) on page 107.

Managing file servers

This chapter includes the following topics:

- [About configuring filers](#)
- [Viewing configured filers](#)
- [Adding filers](#)
- [Custom schedule options](#)
- [Editing filer configuration](#)
- [Deleting filers](#)
- [Viewing performance statistics for file servers](#)
- [Adding shares](#)
- [About disabled shares](#)
- [Managing shares](#)
- [Editing share configuration](#)
- [Deleting shares](#)
- [About configuring a DFS target](#)
- [Configuring a DFS target](#)
- [About the DFS utility](#)
- [Running the DFS utility](#)
- [Importing DFS mapping](#)

About configuring filers

Symantec Data Insight collects and stores access events from NAS devices to service queries on user activity and data accesses. Before Data Insight can start collecting events, you must ensure that auditing is configured properly on the storage device. Data Insight collects access events using asynchronous APIs, namely, Fpolicy for NetApp filers, the CEE framework for EMC Celerra filers, and file system filter drivers for Windows File Server.

See [“Managing Data Insight product servers”](#) on page 157.

Viewing configured filers

In the Management Console, you can view all the filers that Data Insight is configured to monitor.

Use the provided dynamic search filter to search for configured filers based on various pre-defined criteria, for example, the type of the filer. You can also use the **Filter** field at the top of the content pane to filter the list of filers based on the IP address or hostname of the filer in addition to the pre-defined filter criteria. The displayed list of filers changes automatically when you select the check box for a filter criteria. For instance, when you select NetApp in the **Device Type** category, the application displays a list of configured NetApp devices. Similarly, when you select a Collector node in the **By Collector** filter, Data Insight displays a list of filers associated with the selected Collector node.

To view configured filers

- 1 In the Console, click **Settings > Filers**.
The screen displays the list of configured filers
- 2 Review the following information about the filers:
 - The object ID of the filer. This numerical value is used to identify the filer when troubleshooting issues with the filer. This column is hidden by default. To view this column, click on the column header and select **Columns > ID**.
 - The name of the filer.
 - The health of the filer.
 - The type of filer -NetApp, EMC Celerra, Windows File Server, or Veritas File System (VxFS) server.
 - Whether file system event monitoring is enabled.
 - The Collector node for the filer.

- The Indexer node for the filer.

To review filer details

- 1 In the Console, click **Settings > Filers**.
- 2 Click the filer that you want to review, or click the **Select Action** drop-down and select **View**.

The filer details screen appears.

To view filer events

- 1 In the Management Console, click **Settings > Filers**.
- 2 Click the **Select Action** drop-down for the corresponding server in the filers listing table, and select **Event Log**.

The event log for that filer appears.

- 3 To download Data Insight logs for the filer for troubleshooting purposes, click the **Select Action** drop-down for the corresponding filer, and select **Download Logs**.

Data Insight downloads a compressed folder containing the logs related to this filer from all relevant Data Insight servers.

See [“Downloading Data Insight logs”](#) on page 199.

Adding filers

You must add filers that you want Symantec Data Insight to monitor.

To add filers

- 1 In the Console, click **Settings > Filers**.
The Filers page displays the list of available filers.
- 2 On the Filers page, click the **Add New Filer** drop-down, and select the type of filer you want to add.
- 3 On the New Filer screen, enter the filer properties, and click **Add New Filer**.

If you are adding a Windows File Server, Data Insight can automatically install an agent on the filer. This agent enables Data Insight to receive event notifications from the filer.

For detailed information about installing the agent manually, see the *Symantec Data Insight Installation Guide*.

See [“About configuring filers”](#) on page 106.

Add/Edit NetApp filer options

Use this dialog box to add a new NetApp filer to Symantec Data Insight or to edit the configuration of an existing filer.

Table 9-1 Add/Edit NetApp filer options

Field	Description
Filer hostname or IP address	<p>Enter the hostname or IP address of the filer that you want Data Insight to monitor.</p> <p>Note: The hostname or IP address should be the same as the filer name is entered in Symantec Data Loss Prevention targets.</p>
Collector	<p>From the drop-down, select the Collector worker node configured to scan the filer.</p> <p>Data Insight connects to the filer from this server. It is recommended that the Collector worker node share a fast network with the filer.</p> <p>Note: When monitoring NFS shares, ensure that the Collector node monitoring the filer must have services for NFS enabled as file server roles. You can install the role on Windows 2008 through the Server Manager > Add roles option.</p>
Indexer	<p>From the drop-down, select the Indexer worker node configured for the filer.</p> <p>Events and meta-data collected from the filer is processed and stored on the Indexer node.</p>
Filer administrator credentials	<p>See “Credentials required for configuring NetApp filers” on page 68.</p> <p>Specifying the filer administrator credentials is optional, if you choose to not monitor events on the filer, nor enable share discovery.</p>

Table 9-1 Add/Edit NetApp filer options (*continued*)

Field	Description
Test credentials	<p>Click to test the availability of network connection between the Collector worker node and the filer, and to test the validity of specified credentials.</p> <p>Symantec recommends that you test the connection before proceeding to ensure that Data Insight is able to connect to the filer.</p>
Filer is vfiler	Select the check box to indicate that this filer is a NetApp vfiler.
Enable CIFS monitoring	Select this check box to enable monitoring of CIFS shares.
Enable NFS monitoring	Select this check box to enable monitoring of NFS shares.
Select domain	<p>From the drop-down, select the domain to which the NetApp filer belongs.</p> <p>This option is enabled when monitoring NFS shares.</p>
Monitoring details	<p>Select Automatically discover and monitor shares on this filer to have Data Insight automatically discover shares of the filer and add them configuration.</p> <p>Discovery of shares takes place as soon as you add a new filer and then twice each day at 2:00 a.m. and 2:00 p.m.</p> <p>You can also choose to add shares manually. See “Adding shares” on page 123.</p>
Exclude shares from discovery	<p>Enter the details of shares which should not be included during discovery.</p> <p>This option is available if you select Automatically discover all shares on this filer. Specify comma separated patterns that you want to ignore. Patterns can have 0 or more wildcard * characters. For example, tmp* ignores tmp_A, tmp_abc, *\$ ignores shares C\$, EXT\$ and others.</p>

Table 9-1 Add/Edit NetApp filer options (*continued*)

Field	Description
Enable storage utilization analytics	<p>Select the check box to allow Data Insight to gather storage utilization information from the filer. This information is used when generating Filer Utilization and Filer Growth Trend reports.</p> <p>The DataInsightFpolicy service running on the Collector node gathers information about storage utilization on the filer.</p>
Enable file system event monitoring	<p>Select to enable event monitoring on the filer.</p>
Enable Fpolicy automatically	<p>Select to automatically enable Fpolicy on the filer.</p> <p>If you clear this check box, you must manually enable Fpolicy on the filer.</p> <p>See “Preparing the NetApp filer for Fpolicy” on page 74.</p>
Register for explicit Read events	<p>Select the option to register for explicit Read events.</p> <p>When this option is not selected, OPEN events are treated as READ events.</p> <p>Note: NFSv3 does not support OPEN events. This means that you will not see READ events for NFS shares when this check box is cleared.</p> <p>Symantec recommends that you do not register for explicit Read events. This can increase the load on the filer during peak traffic from third party applications such as backups over CIFS.</p>
Enable filer scanning	<p>Select the check box to enable filer scanning according to the specified schedule.</p>

Table 9-1 Add/Edit NetApp filer options (*continued*)

Field	Description
Scanning schedule for full scans	<p>Select one of the following to define a scanning schedule for shares of this filer:</p> <ul style="list-style-type: none">■ Use Collector's default scanning schedule.■ Use custom schedule. <p>See “Custom schedule options” on page 121.</p> <p>Symantec Data Insight periodically scans shares of the filer to obtain file metadata and security descriptors. Each Collector worker node by default initiates a full scan of shares at 7:00 p.m. on the last Friday of each month.</p>
Scanner credentials	See “Credentials required for configuring NetApp filers” on page 68.
Scan new shares immediately	Select this option to scan newly added shares immediately, instead of waiting for the normal scan schedule. Scanning proceeds only when scanning is permitted on the Collector node.

See [“Enabling export of NFS shares on a NetApp file server”](#) on page 82.

Add/Edit EMC Celerra filer options

Use this dialog box to add a new EMC Celerra filer to Symantec Data Insight or to edit the configuration of an existing filer.

Table 9-2 Add/Edit EMC Celerra filer options

Field	Description
CIFS Server Name	<p>Enter the hostname of the CIFS server exported by the filer.</p> <p>Entering the IP address of the CIFS server is not permitted</p>
Control Station Hostname/IP address	Enter the IP address of the filer's Control Station.

Table 9-2 Add/Edit EMC Celerra filer options (*continued*)

Field	Description
Collector	<p>From the drop-down, select the collector worker node configured to scan the filer.</p> <p>Data Insight connects to the filer from this server. It is recommended that the Collector worker node share a fast network with the filer</p>
Indexer	<p>From the drop-down, select the Indexer worker node configured for the filer.</p>
Control Station Credentials	<p>Enter the credentials for the filer's Control Station.</p>
Virtual Data Mover	<p>Select the check box if the filer is running a virtual data mover.</p> <p>This field is used to handle physical paths returned for virtual data movers.</p>
Test credentials	<p>Click to test the availability of network connection between the Collector worker node and the filer and the validity of the specified credentials.</p> <p>Symantec recommends that you test the connection before proceeding to ensure that Data Insight is able to connect to the filer</p>
Monitoring details	<p>Select Automatically discover and monitor shares on this filer to have Data Insight automatically discover shares of the filer and add them configuration.</p> <p>Discovery of shares takes place as soon as you add a new filer and then twice each day at 2:00 a.m. and 2:00 p.m.</p> <p>You can also choose to add shares manually.</p> <p>See “Adding shares” on page 123.</p>
Enable file system event monitoring	<p>Select to enable event monitoring on the filer.</p>
Enable filer scanning	<p>Select the check box to enable filer scanning according to the specified schedule.</p>

Table 9-2 Add/Edit EMC Celerra filer options (*continued*)

Field	Description
Scanning schedule for full scans	<p>Select one of the following to define a scanning schedule for shares of this filer:</p> <ul style="list-style-type: none">■ Use the Collector's scanning schedule■ Use custom schedule See "Custom schedule options" on page 121. <p>From the drop-down, select the appropriate frequency option. Symantec Data Insight periodically scans shares of the filer to obtain file metadata and security descriptors. Each Collector worker node by default initiates a full scan of shares on the last Friday of each month.</p> <p>Note: You can also customize the schedule per share using the Add/Edit Share dialog box.</p>
Scanner credentials	See "Credentials required for configuring EMC Celerra filers" on page 90.
Scan new share immediately	<p>Select this option to scan newly added shares immediately, instead of waiting for the normal scan schedule.</p> <p>Scanning will still run only when scanning is permitted on the Collector node.</p>

Add/Edit Windows File Server options

Use this dialog box to add a new Windows File Server to Symantec Data Insight or to edit the configuration of an existing filer.

Table 9-3 Add/Edit Windows File Server options

Field	Description
Is a MSCS clustered file server	Select the check box if the Windows File Server is part of a Microsoft Cluster Server configuration.

Table 9-3 Add/Edit Windows File Server options (*continued*)

Field	Description
Windows server name/Cluster name	<p>Enter the host name or IP address of the filer that you want Data Insight to monitor.</p> <p>In case of a clustered Windows File Server, enter the host name or IP address of the cluster.</p> <p>Note: The hostname or IP address should be same as the filer name entered in Symantec Data Loss Prevention Discover targets.</p>
Select Collector node for this filer	<p>From the drop-down, select the collector worker node configured to scan the filer.</p> <p>Data Insight connects to the filer from this server. It is recommended that the Collector worker node share a fast network with the filer.</p>
Select Indexer node for this filer	<p>From the drop-down, select the Indexer worker node configured for the filer.</p>
Monitor mode	<p>Select one of the following monitoring options:</p> <ul style="list-style-type: none">■ Monitor this filer using an agent If you select this option, Data Insight is able to monitor all file system events on the filer and scan file system metadata.■ Monitor this filer without an agent If you select this option, Data Insight scans the filer using CIFS to discover shares and obtain file metadata. However, in this case, Data Insight will not be able to monitor file system events.
Agent names for this filer	<p>This option is visible when adding a clustered file server that is monitored using an agent, but where the agent is installed manually.</p> <p>Select one or more agent nodes from the list that belong to this cluster.</p> <p>This option is also visible when editing a clustered file server.</p>

Table 9-3 Add/Edit Windows File Server options (*continued*)

Field	Description
Let Data Insight install the agent automatically	<p>Select to allow Data Insight to install or upgrade the agent on the Windows File Server.</p> <p>Data Insight automatically installs the Windows File Server agent on the filer using the WMI interface and also registers the filer with the Management Server.</p>
Node names to install agent	<p>This option is only visible if you have selected Is a MSCS clustered file server.</p> <p>In the text box, enter comma-separated IP addresses or hostnames of the Windows File Server nodes, on which you want to install the agent.</p>
Filer Administrator Credentials	<p>Enter the credentials that Data Insights should use to install the agent on the Windows File Server.</p> <p>See “Credentials required for configuring Windows File Servers” on page 95.</p>
Test Connection	<p>Click to test the availability of network connection between the Collector worker node and the filer, and the validity of the specified credentials.</p> <p>Symantec recommends that you test the connection before proceeding to ensure that Data Insight is able to connect to the filer.</p>
Automatically discover and monitor all shares on this filer	<p>Use this option to have Data Insight automatically discover shares of the filer and add them configuration. You can choose to exclude certain shares using the Exclude shares field. Discovery of shares takes place as soon as you add a new filer and then twice each day at 2:00 a.m. and 2:00 p.m.</p>

Table 9-3 Add/Edit Windows File Server options (*continued*)

Field	Description
Exclude following shares from discovery	<p>Enter the details of shares which should not be included in share discovery.</p> <p>This option is available if you select Automatically discover all shares on this filer. Specify comma separated patterns that you want to ignore. Patterns can have 0 or more wildcard * characters. For example, tmp* ignores shares tmp_A, tmp_abc, *\$ ignores shares C\$, EXT\$ and others.</p>
Collect storage utilization information for the filer	Select to enable Data Insight to collect storage utilization information from the filer. This information is used to create Filer utilization and Filer Growth Trend reports.
Enable file system event monitoring	Select to enable event monitoring on the filer.
Enable filer scanning	Select the check box to enable filer scanning according to the specified schedule.
Scanning schedule for full scans	<p>Select one of the following to define a scanning schedule for shares of this filer:</p> <ul style="list-style-type: none">■ Use the Collector's scanning schedule■ Define custom schedule <p>Symantec Data Insight periodically scans shares of the filer to obtain file metadata and security descriptors. Each Collector worker node by default initiates a full scan of shares on the last Friday of each month.</p> <p>Note: You can also customize the schedule per share using the Add/Edit Share dialog box.</p>

Table 9-3 Add/Edit Windows File Server options (*continued*)

Field	Description
Scanner credentials	<p>Select one of the following:</p> <ul style="list-style-type: none"> ■ Use LOCAL SERVICE credentials Select to use the LOCAL SERVICE account to scan shares of the filer. This option is available only for the filers monitored using an agent. If you select this option, ensure that the LOCAL SYSTEM account has appropriate privileges to scan the shares. If the account does not have adequate privileges, the scans for such shares will fail if performed using this account. ■ Use saved credentials Select the saved credentials from the drop-down or specify new credentials. <p>See “Credentials required for configuring Windows File Servers” on page 95.</p>
Scan new shares immediately	<p>Select this option to scan newly added shares immediately, instead of waiting for the normal scan schedule.</p> <p>Scanning will still take place during the hours when scanning is permitted on the Collector node.</p>

Add/Edit Veritas File System server options

Use this dialog box to add a new Veritas File System (VxFS) filer to Symantec Data Insight or to edit the configuration of an existing filer.

Table 9-4 Add/Edit Veritas File System (VxFS) filer options

Field	Description
This is a VCS clustered file server	Select the check box if the Veritas File System server is part of a Veritas Cluster Server (VCS) configuration.

Table 9-4 Add/Edit Veritas File System (VxFS) filer options (*continued*)

Field	Description
VCS cluster name	Enter the logical name of the VCS cluster. This field is available only if you select the This is a VCS clustered file server check box.
Cluster Node IP addresses	Enter the comma-separated list of the host names or IP addresses of the physical nodes in the VCS cluster.
Filer hostname or IP address	Enter the hostname or IP address of the filer that you want Data Insight to monitor. Note: The hostname or IP address should be the same as the filer name entered in Symantec Data Loss Prevention Discover targets.
Collector	From the drop down, select the Collector worker node configured to scan the filer. Data Insight connects to the filer from this server. It is recommended that the Collector worker node share a fast network with the filer. Note: Ensure that the Collector node monitoring the NFS must have services for NFS enabled as file server roles. You can install the role on Windows 2008 through Server Manager > Add roles option.
Indexer	From the drop down, select the Indexer worker node configured for the filer. Events and meta-data collected from the filer is processed and stored on the Indexer node.
Login credentials	See “Credentials required for configuring Veritas File System (VxFS) servers” on page 100. Specifying filer administrator credentials is optional, if you choose not to monitor events on the filer, nor enable share discovery.

Table 9-4 Add/Edit Veritas File System (VxFS) filer options (*continued*)

Field	Description
Test credentials	<p>Click to test the availability of network connection between the Collector worker node and the filer, and to test the validity of the specified credentials.</p> <p>Symantec recommends that you test the connection before proceeding to ensure that Data Insight is able to connect to the filer.</p>
Monitoring details	<p>Select Automatically discover and monitor shares on this filer to have Data Insight automatically discover shares of the filer and add them to the configuration.</p> <p>Discovery of shares takes place as soon as you add a new filer and then twice each day at 2:00 a.m. and 2:00 p.m.</p> <p>You can also choose to add shares manually.</p> <p>See “Adding shares” on page 123.</p>
Exclude shares from discovery	<p>Enter the details of shares which should not be included during discovery.</p> <p>This option is available if you select Automatically discover all shares on this filer. Specify comma separated patterns that you want to ignore. Patterns can have 0 or more wildcard * characters. For example, tmp* ignores tmp_A, tmp_abc, *\$ ignores shares C\$, EXT\$ and others.</p>

Table 9-4 Add/Edit Veritas File System (VxFS) filer options (*continued*)

Field	Description
Audit details	<p>Select to enable file system monitoring on the filer.</p> <p>Enter the following details:</p> <ul style="list-style-type: none"> ■ Select the Enable file system event monitoring check box to enable event monitoring on the VxFS filer. ■ Time to live - The value indicates the time for which the VxFS plugin will try to communicate with Data Insight. If communication fails after the specified time, the plugin will terminate and stop capturing events from the VxFS filer. The default TTL value is 24 hours. ■ Records per file - The number of records after which the events are flushed to the Collector node. You can also enable an advanced setting to flush the records to the Collector node every 10 minutes, irrespective of the number of records specified. By default, the limit is set to 100000 records per file. See "Configuring advanced settings" on page 162. ■ Domain: The name of the LDAP or NIS domain that the filer is a part of. The VxFS filer that you want to add should not be part of two domains at the same time.
Enable filer scanning	Select the checkbox to enable filer scanning according to the specified schedule.

Table 9-4 Add/Edit Veritas File System (VxFS) filer options (*continued*)

Field	Description
Scanning schedule for full scans	<p>Select one of the following to define a scanning schedule for shares of this filer:</p> <ul style="list-style-type: none"> ■ Use the Collector's scanning schedule ■ Define custom schedule <p>Symantec Data Insight periodically scans shares of the filer to obtain file metadata and security descriptors. Each Collector worker node by default initiates a full scan of shares at 7:00 p.m. on the last Friday of each month.</p> <p>Note: You can customize the schedule per share using the Add/Edit Share dialog box.</p>
Scanner credentials	See “Credentials required for configuring Veritas File System (VxFS) servers” on page 100.
Scan newly added shares immediately	Select this option to scan newly added shares immediately, instead of waiting for the normal scan schedule.

See [“Enabling export of UNIX/Linux NFS shares on VxFS filers”](#) on page 102.

Custom schedule options

[Table 9-5](#) describes the options that you can use to define the frequency of the scans.

Table 9-5 Custom schedule options

Option	Description
Never	Runs the scan as and when required.
Once	Runs the scan once at the specified time and date.
Daily	Runs the scan once every day. You must specify the time when the scan should be run.
Weekly	Runs the scan once every week. You can choose to run it on every weekday, or on specific weekdays. Also, you must specify the time when the scan should be run.

Table 9-5 Custom schedule options (continued)

Option	Description
Monthly	Runs the scan once every month. You must specify the day of the month and the time when the scan should be run.
Custom Cron	Runs the scan according to a defined cron schedule. You can build strings in the cron format to specify custom schedules such as every Friday at noon, or weekdays at 10:30 a.m., or every 5 minutes between 9:00 a.m and 10 a.m. on Wednesdays and Fridays.

Editing filer configuration

After you add a filer to Data Insight, you can edit the filer's configuration. For example, you might need to edit any of the following:

- The IP address or hostname of the filer.
- The username and password of the user authorized to log in to the filer.
- The IP address or hostname of the Collector worker node configured to scan the filer.
- The scanning schedule.
- The scanner credentials.
- Whether all shares are to be monitored.
- Whether new shares are to be scanned immediately.

To edit filer configuration

- 1 In the Console, click **Settings > Filers**.
This displays the list of available filers.
- 2 Do one of the following:
- 3 On the Edit Filer screen, make the necessary configuration changes.
- 4 Click **Save**.

Deleting filers

You can delete a configured filer.

To delete a filer

- 1 In the Console, click **Settings > Filers** to display the configured filers.
- 2 Do one of the following:
 - In the filer summary table, click the **Select Action** drop-down, and select **Delete**.
 - Click the filer you want to delete, and on the filer details page, click **Delete**.
- 3 Click **OK** on the confirmation message.

Viewing performance statistics for file servers

You can view the performance graphs for the scans running on the configured filers.

To view file server statistics

- 1 Click **Settings > Filers**.
- 2 Select the filer for which you want to view the performance statistics.
- 3 On the filer details page, click the **Statistics** sub-tab.
- 4 From the **Period** drop-down, select the duration for which you want to view the data.
- 5 The **Statistics** sub-tab displays the following high-level data:
 - The time (in milliseconds) required to perform one I/O operation for a filer. The graph displays both average and maximum latency statistics.
 - The average and maximum rate of incoming events per second for a filer.
 - The throughput trend for a filer. The graph displays the number of paths that are scanned across all shares on a filer

Note: For EMC Celerra, VxFS, and Windows File Servers, you can only view the count of files and folders scanned across all the shares on the filer.

Adding shares

After you add a filer, you can add shares present on the filer that you want Data Insight to monitor. You need to perform this operation if you have selected **Shares will be added manually** option when adding a filer.

To add a share

- 1 In the Console, click **Settings > Filers** to expand the Filer node.
- 2 Click the filer for which you want to add a share.
- 3 On the Filer Detail screen, click **Monitored Shares**.
- 4 On the Monitored Shares screen, click **Add New Share**.
- 5 On the **New Share** screen, enter the share properties, and click **Add New Share**.

See “[Add New Share/Edit Share options](#) ” on page 124.

Add New Share/Edit Share options

Use this dialog box to add a new share to Symantec Data Insightor to edit the configuration of an existing share.

Table 9-6 Field Descriptions

Field	Descriptions
Share name	Enter the name of the share you want to add. For example, <i>share1</i> . If this share belongs to a clustered filer, enter share name FileServer@ShareName.
Physical path on filer	Enter the physical path of the share on the filer. For example, F:\<Share name>.
Scanning schedule	Select one of the following to define a scanning schedule: ■ Use filer’s scanning schedule ■ Define custom schedule

About disabled shares

Data Insight automatically discovers new shares on file servers and adds them to Data Insight configuration, if automatic discovery of shares is enabled for the file server. Share discovery takes place when a new filer is added to Data Insight or when the scheduled share discovery process runs on the filer.

During the process of share discovery, Data Insight also discovers shares that have been deleted from the filer but are still present in the Data Insight

configuration. Such shares are marked as disabled and Data Insight stops scanning these shares.

Managing shares

On the Monitored Shares details page you can view the detailed information about configured shares and run a customized scan on the configured shares.

Use the provided dynamic search filter to search for configured shares based on the name of the share.

To view configured shares

- 1 In the Console, click **Settings > Filers**.
- 2 Click the filer on which the share resides.
- 3 On the Filer Detail screen, click **Monitored Shares**.

Review the following information about the shares:

- The name of the share.
If this share belongs to a clustered filer, then the name should appear as *fileservers@share*, where, *fileservers* is the name of the file server within the cluster that hosts the share.
- The scanning schedule for the share.
- The date and time of the last full scan of the share.
- The date and time of the last incremental scan.
Incremental scans are scans of the file system that includes only those paths that have changed since the last full scan. Incremental scans are much faster than full scans and they take place once every night at 7:00 p.m. You can configure incremental scans on the **Settings > Data Insight Servers > Advanced Settings** page.
- The time this share's index was last updated with scan information.
After every scan, the index is updated with information about the changes to the folder hierarchy on a share. This indicates whether the last update was successful or failed. It also indicates the number of scan files pending for this share on the Indexer and the number of files that failed to be indexed. Such files are present in the `$data/indexer/err` folder on the Indexer. If there are failed files on the Indexer, you can move them from the `err` folder to `$data/inbox` folder and attempt a full scan of the share. If the information fails to be indexed again, contact Symantec Support.
- The time this share's index was last updated with access event information.

As new access events come in, the index for the share is periodically updated with information about the new access events. This indicates whether the last update was successful or had failed. It also indicates the number of audit files pending for this share on the Indexer and the number of files that failed to be indexed. Such files are present in the `$data/indexer/err` folder on the Indexer. If there are failed files on the Indexer, you can move them to the `$data/inbox` folder on the Indexer. If they fail to be indexed again, contact Symantec Support.

- 4 Click the Export icon at the bottom of the page to save the data on the Monitored Shares panel to a `.csv` file.

You can also add a new share, edit the share's configuration, delete the share, start an unscheduled scan for a share, view the scan history of a share, and download Data Insight logs from this page.

To view the scan history of a share

- 1 In the Console, click **Settings > Filers**.
- 2 Click the filer on which the share resides.
- 3 On the Filer Detail screen, click **Monitored Shares**.
- 4 Click the **Action** drop-down for the corresponding share, and select **Scan History**.

The scan history for the share appears. You can view the details in a tabular format or in a Timeline view. The tabular view displays the following details of a scan:

- The start and end time of the scan.
- The time taken for the scan.
- The type of scan, whether full or incremental.
- The Collector node associated with the share.
- The details of the scan. For example, if a scan has failed, the **Details** column indicates the exit code for the error message.
- The user account that initiated the scan.

The Timeline view displays an hourly and daily overview of the scans run on the share, including information about the status of the scan, whether failed, successful, partially successful, or aborted.

To view events pertaining to a share

- 1 In the Console, click **Settings > Filers**.
- 2 Click the filer on which the share resides.

- 3 On the filer details screen, click **Monitored Shares**.
- 4 Click the **Action** drop-down for the corresponding share, and select **Event Log**.

The event log for that share appears.

- 5 To download the Data Insight logs for the share, click the **Select Action** drop-down for the corresponding share, and select **Download Log**.

Data Insight downloads a compressed folder containing logs for this share from all relevant Data Insight servers.

See [“Downloading Data Insight logs”](#) on page 199.

To scan one or more shares in a batch

- 1 On the Monitored shares tab, select a share, and click the **Scan** button. Or select Scan from the **Select Action** drop down corresponding to a share, and click Scan.

Note: The **Scan** option is not available for shares that have been disabled.

- 2 On the Scan Shares pop-up, select one of the following:
 - **Scan all** - To scan all the configured shares immediately.
 - **Scan with last scan status** - To scan shares based on the following criteria:
 - Shares on which the last scan has failed completely.
 - Shares that have never been scanned before.
 - Shares on which the last scan has failed on certain paths.
- 3 Select one or more of the following conditions:
 - Scan shares that have not been scanned for *n* number of day Enter the interval in the field.
 - Include shares matching specified patterns. You can enter multiple patterns separated by a comma. You can also specify one or more wildcards in the pattern. For example vol*, *\$.
 - Exclude shares matching specified patterns. You can enter multiple patterns separated by a comma. You can also specify one or more wildcards in the pattern. For example vol*, *\$.
 - Select **Add to the top of the scan queue** to add the scan to the top of the scan queue.
- 4 Select **Start scanning**.

Note: You can use a command line utility, `scancli.exe`, to further customize the scan, view the scan jobs running on a specified node, or display the scan status for specified shares. See [scancli.exe](#) on page 214. You can also use the Scanning dashboard view to scan shares and site collections based on more granular criteria.

To enable or disable shares

- 1 In the Management Console, click **Settings > Filers**.
- 2 Click the filer on which the share resides.
- 3 On the filer detail screen, click **Monitored Shares**.
- 4 Click the **Action** drop-down corresponding to a share, and select **Enable** to enable a share that has been disabled.
- 5 Click the **Action** drop-down corresponding to a share, and select **Disable** to disable a share.

Editing share configuration

After you add a share to Data Insight, you can edit the share's configuration. For example, you might need to edit the scanning schedule.

To edit share configuration

- 1 In the Console, click **Settings > Filers** to expand the Filer node.
This displays the list of available filers. Click the appropriate filer to open the Filer details page.
- 2 Select the share whose configuration you want to edit, click the **Select Action** drop-down and select **Edit**.
- 3 On the Edit Share screen, make the necessary configuration changes.
- 4 Click **Save**.

Deleting shares

You can delete a configured share.

To delete a share

- 1 In the Console, click **Settings > Filers** to display the configured filers.
- 2 Click the filer, on which the share that you want to delete exists.
- 3 On the filer details page, under **Monitored Shares**, select the share that you want to delete.

- 4 Click the **Select Action** drop-down and select **Delete**.
- 5 Click **OK** on the confirmation message.

About configuring a DFS target

Symantec Data Insight supports Microsoft Distributed File System (DFS) targets.

DFS simplifies access to and management of shares by mapping a single logical namespace to shared folders on multiple filers. You can create folders within a DFS to create an additional level of hierarchy. For example, if you have a NetApp filer, NETAPP01, which has a shared folder called `NetAppShare1`. You can link a target, `HQ\Sales\Test`, present on a DFS server, DFSSvr01, to the subfolder named `Finance` within `NetAppShare1`.

You must first import the DFS mappings to physical shares in to Data Insight before you can view data using DFS hierarchy.

Configuring a DFS target

Before you can configure a DFS target you must configure all file servers which map to your DFS targets.

To set up a DFS target

- 1 Log in to the Management Console.
- 2 Create a .csv file containing the following information:
 - The name of the DFS server.
 - The DFS target.
 - The name of the filer that contains the share that you want to map to the DFS target.
 - The share on the filer.
 - Path under the physical share, if the DFS folder is mapped to a folder under physical share, else this value can be blank.

For example, `DFSSvr01,HQ\Sales\Test,NETAPP01,NetAppShare1,\Finance`.

- 3 Click the **Settings** tab.
- 4 Click **Filers**, and select **Import DFS Mappings**.
- 5 In the Add new DFS mappings dialog, browse to the location of the .csv file, and click **Upload**.

- 6 Alternatively, open a Windows command prompt, and change to the `installdir\bin` directory, where `installdir\bin` is the installation path for Symantec Data Insight.
- 7 Type the following command:

```
configdb -H <name of the .csv file>
```

About the DFS utility

The DFS utility, `MXDFSSCAN.EXE`, maps root level DFS paths to actual storage server or share paths. It is used to export the DFS components (roots, root targets, links, and link targets) for all Windows DFS namespaces. The utility finds out physical level storage/filer link for all Domain DFS paths. It takes DFS root UNC path as input, for example, `\\<DFS domain>\root`. This utility only enumerates online links and skips all offline links. It generates the output in .csv format.

The `MXDFSSCAN.EXE` is a command line utility.

Running the DFS utility

Ensure that the DFS servers are accessible from the machine you use to run the DFS utility.

To run the DFS utility

- 1 From the Windows Start menu, select **Run** and type `cmd` in the dialog box to open a command prompt window.
- 2 Change to the `installdir\bin` directory, where `installdir\bin` is the installation path for Symantec Data Insight.
- 3 Type the following command:

```
mxdffscan -n \\<DFS domain>\root -f dfsmap.csv
```

where,

`-n` is the name of the DFS root

`-f` is the file name to which the DFS mappings have to be exported.

`-e` is the option to exclude domain DFS paths. For example,

```
mxdffscan.exe -n \\MSAD\newroot -f dfsmap.csv -e exclude.txt
```

An exclude list can have max 128 exclude entries. For example,

```
\\DFS\root\AP\NUY
```

```
\\DFS\root\users
```

`-c` is the option to traverse a specified number of intermediate DFS servers to find a physical storage path. If the `-c` option is not specified then the utility takes the default value 5. This option helps avoid circular links in a DFS environment. If there are more hops then it logs all such links into `dfs_log_links.txt`.

Importing DFS mapping

You can import DFS mappings to Data Insight from the Management Console. To import DFS mappings, complete the following steps.

To import DFS mappings

- 1 Create a `.csv` file that contains information about the DFS mappings.
See [“Running the DFS utility”](#) on page 130.
- 2 In the Console, click **Settings > Filers** to display the list of available filers.
- 3 Click **Import DFS mappings**.
- 4 On the Import DFS mappings window, browse to the location of the `.csv` file that contains information about the mapped DFS namespaces.
- 5 Click **OK**.

Configuring SharePoint monitoring

This chapter includes the following topics:

- [About SharePoint server monitoring](#)
- [Credentials required for configuring SharePoint servers](#)
- [Configuring a Web application policy](#)
- [About the Data Insight Web service for SharePoint](#)
- [Viewing configured SharePoint Web applications](#)
- [Adding Web applications](#)
- [Editing Web applications](#)
- [Deleting Web applications](#)
- [Adding site collections](#)
- [Managing site collections](#)
- [Removing a configured Web application](#)

About SharePoint server monitoring

You can use Symantec Data Insight to monitor unstructured data residing on servers running any of the following:

- Microsoft SharePoint™ 2010
- Microsoft Office SharePoint™ Server 2007 (MOSS 2007)

Data Insight monitors accesses to the data in the following SharePoint library types:

- Document library - Stores documents in the .pdf, .doc, .xls, .txt and other such file extensions.
- Picture library - Stores images.

Data Insight monitors access events on the SharePoint servers and maps all SharePoint access types such as checkout, view, check in, write, update, delete, and move to Data Insight meta access types - Read, Write, Delete, and Rename.

Before you use Data Insight to scan a SharePoint server, you must have completed the following tasks:

- Set up your SharePoint servers and created the SharePoint site collections and sites that you want Data Insight to monitor. To be able to configure Data Insight, you must also know the URLs of the target SharePoint Web applications.
- Ensure that .NET Framework 3.0 or 3.5 is installed on the Collector node that is responsible for the discovering site collections and collecting audit logs.
- Configured a policy for each Web application.
See “[Configuring a Web application policy](#)” on page 135.
- Installed and configured the Data Insight Web service on the SharePoint server.
- Enabled auditing on the SharePoint server. You can enable auditing from the Management Console when you add Web applications, or directly from the SharePoint server.
See “[Add/Edit Web application options](#)” on page 139.

Credentials required for configuring SharePoint servers

Table 10-1 Credentials required for configuring SharePoint servers

Credential	Details
Credentials required to install the Data Insight Web service on the SharePoint Server.	This credential belongs to a user in the Administrators group on the SharePoint server.

Table 10-1 Credentials required for configuring SharePoint servers (*continued*)

Credential	Details
Credentials required to discover Web applications or site collections, and to collect scan information and audit data	This credential belongs to a site collection administrator for the configured sites and it must be in the same domain as the SharePoint server. It must have full control permissions not only on the configured Web applications, but also on the Web applications that are added to SharePoint subsequently. See “Configuring a Web application policy” on page 135. for details on adding such a user credential.

Configuring a Web application policy

When configuring SharePoint from the Data Insight console, you must specify an account for monitoring the configured site collections. This account must be a site collection administrator for the configured sites and it must be in the same domain as the SharePoint server. It must have full control permissions not only on the configured Web applications, but also on the Web applications that are added to SharePoint subsequently. The account should have the necessary privileges to set the appropriate audit flags, gather metadata about site collection content, and gather audit data from SQL Server databases for SharePoint.

To enable Data Insight to gather audit and metadata from multiple site collections using a single user account, you must configure a policy for each Web Application from the SharePoint Central Administration Console.

To configure a policy for Web Application in SharePoint 2007

- 1 In the Central Administration Web site, click **Application Management**.
- 2 Under the Application Security section, click **Policy for Web application**.
- 3 Click **Add Users**.
- 4 In the Web Application drop-down list, select the Web application that contains the site collections that you want Data Insight to monitor.
- 5 Select the appropriate zone. You can select **(All Zones)** if you want the user to be given permissions on all zones for the Web application.
- 6 Click **Next**.
- 7 Choose the user account that will have Full Control.
- 8 In the Choose Permissions section, select **Full Control - Has full control**

- 9 Specify whether this account operates as SharePoint System account. If you select the **Account operates as System** check box, all accesses made by this user account are recorded with the user name, *SharePoint System*.

- 10 Click **Finish**.

To configure a policy for Web Application in SharePoint 2010

- 1 In the Central Administration Console, click **Application Management**.
- 2 Under the Web Applications section, click **Manage Web Applications**.
- 3 In the table displaying Web application details, select the appropriate Web application.
- 4 Click **User Policy**.
- 5 In the Policy for Web Application popup, click **Add Users**.
- 6 Select the appropriate zone. You can select **(All Zones)** if you want the user to be given permissions on all zones for the Web application.
- 7 Click **Next**.
- 8 Choose the user account that will have Full Control.
- 9 In the Choose Permissions section, select **Full Control - Has full control**
- 10 Specify whether this account operates as SharePoint System account. If you select the **Account operates as System** check box, all accesses made by this user account are recorded with the user name, *SharePoint System*.
- 11 Click **Finish**.

About the Data Insight Web service for SharePoint

Before you can configure SharePoint monitoring in Data Insight, you must install the Data Insight Web service on the SharePoint server. The Data Insight Web service performs the following functions:

- Enables or disables auditing on the SharePoint server.
You can enable or disable auditing of access events at the site collection level, either manually or from the Data Insight Management Console when adding Web applications.
- Discovers site collections within a Web application.
- Discovers all Web sites and lists or libraries within a site collection
- Retrieves access event data from the SharePoint server. Data Insight uses this data to service queries on user activity and data access.
- Deletes audit logs from a site collection.

Installing the Data Insight Web service for SharePoint

To enable Data Insight to collect access events, you must install the Data Insight Web service, on a SharePoint server. When installing in a SharePoint farm, you must ensure that the Web service is configured on all front-end Web servers in the farm. Perform the following steps on any one front-end Web server in your SharePoint farm. The Web service installer automatically deploys the Web service to all front-end Web servers in the farm.

To install the Data Insight Web service

- 1 Log on to the SharePoint server as an account that has SharePoint administrator privileges.
- 2 Load the Data Insight media on your SharePoint server.
- 3 Navigate to the folder where you have extracted or copied the installers.
- 4 To start the installation, double-click `Symantec_DataInsight_sharepoint_3.0.1_N.exe`, where, N is the build number.
- 5 Work through the installation wizard.
- 6 Click **Finish** to complete the installation process.
- 7 Verify whether the Web service is deployed as expected.

After installing the Data Insight Web service, you must verify whether it is successfully deployed on all front-end Web servers in the SharePoint farm.

To verify the deployment of the Web service in SharePoint 2007

- 1 In the Central Administration console, click the **Operations** tab.
- 2 Under Global Configurations section, click **Solution Management**.
- 3 Verify that the status for Data Insight solution for SharePoint is set to **Deployed**.
- 4 Click the link for the solution. Verify that the solution is deployed to all the front-end Web servers in the farm by checking the value of **Deployed To** field.

To verify the deployment of the Web service in SharePoint 2010

- 1 In the Central Administration console, click the **Operations**.
- 2 Under the Farm Management section, click **Manage Farm Solutions**.
- 3 Verify that the status for Data Insight solution for SharePoint is set to **Deployed**.
- 4 Click the link for the solution. Verify that the solution is deployed to all the front-end Web servers in the farm by checking the value of **Deployed To** field.

Viewing configured SharePoint Web applications

In the Management Console, you can view all the SharePoint Web applications that Data Insight is configured to monitor.

Use the provided dynamic search filter to search for configured Web applications based on various pre-defined criteria, for example, the state of event monitoring for the Web application. You can also use the **Filter** field at the top of the content pane to filter the list of Web applications based on the URL in addition to the pre-defined filter criteria. Since it is a dynamic search, the displayed list of Web applications changes automatically as you type the term in the Filter text box or when you select the check box for a filter criteria. For instance, when you select a Collector node in the **By Collector** filter, Data Insight displays a list of Web applications associated with the selected Collector node.

To view configured Web applications

- 1 In the Console, click **Settings > SharePoint Web Applications**.
The screen displays the list of configured Web applications.
- 2 Review the following information about the Web applications:
 - The URL of the Web application.
 - The status of the Web application – whether scanning and event monitoring are enabled for this Web application.
 - The Collector node for the Web application.
 - The Indexer node for the Web application.
 - Click on a configured Web application to view its detailed information, or click the **Select Actions** drop-down and select **View**.
The Web application details page appears.

Adding Web applications

You must install the Data Insight Web service on the SharePoint server, before you can add the Web applications that you want Data Insight to monitor. In case the Web service is not installed, Data Insight prompts you to install it before you can proceed with adding Web applications.

To add web applications

- 1 In the Console, click **Settings > SharePoint Web Applications**.
The SharePoint page displays the list of configured Web applications.
- 2 Click **Add SharePoint Web Application**.

- 3 On the Add Web Application screen, enter the URL of the Web application you want to add and enter the properties.
- 4 Click **Save**.

Add/Edit Web application options

Use this dialog box to add a new Web application to Symantec Data Insight or to edit the configuration of an existing web application.

Table 10-2 Add/Edit Web application options

Field	Description
Web application URL	Enter the URL of the web application that you want Data Insight to monitor.
Collector for this Web application	<p>From the drop-down, select the Collector worker node configured to scan the SharePoint server.</p> <p>Data Insight connects to the SharePoint server from Collector node. It is recommended that the Collector worker node share a fast network with the SharePoint server.</p>
Indexer for this Web application	From the drop-down, select the Indexer worker node configured to scan the SharePoint server.
Default Site Collection Administrator	<p>Enter the credentials that Data Insight should use to provide authenticated access to the Data Insight Web service on the SharePoint server.</p> <p>See “Configuring a Web application policy” on page 135.</p>

Table 10-2 Add/Edit Web application options (*continued*)

Field	Description
Verify credential	<p>Click to test the availability of network connection between the Collector worker node and the SharePoint server, and to test the validity of specified credentials. You must first ensure that the Data Insight Web service is already installed on the SharePoint server.</p> <p>Symantec recommends that you verify the credentials before proceeding to ensure that Data Insight is able to connect to the SharePoint server.</p>
Automatically discover and add all site collections in the selected Web applications to Data Insight	<p>This checkbox is selected by default. This option allows you to automatically include all site collections in the selected Web application for the purpose of monitoring.</p> <p>Clear the check box to add site collections manually. You can do this from the Web Application details page.</p>
Exclude following site collections from discovery	<p>Enter the details of the site collections which should not be included during discovery.</p> <p>This option is available if you select Automatically discover and add site collections in the added SharePoint Web Applications. Specify comma separated patterns that you want to ignore. Patterns can have 0 or more wildcard * characters.</p> <p>For example, <code>https://webapp1/sites/test*</code> ignores site collections <code>https://webapp1/sites/testsite1</code> and <code>https://webapp1/sites/testsite2</code>.</p>
Monitor access for this Web application	<p>Select to enable monitoring of access events for the Web application.</p>

Table 10-2 Add/Edit Web application options (*continued*)

Field	Description
Automatically enable auditing for site collections of this Web application	<p>Select to automatically enable event monitoring for all site collections of this Web application .</p> <p>You can also choose to manually enable auditing by logging in to the SharePoint server. For this purpose, you must have site collection administrator privileges on the SharePoint server.</p>
Delete audit logs from SharePoint database after importing in Data Insight.	<p>Select to delete audit logs from SharePoint to prevent the Web application database from growing too large. By default, Data Insight deletes audit logs that are older than two days.</p> <p>You can choose to customize how often Data Insight should delete old audit logs from the Data Insight Servers node on the Management Console.</p> <p>See “Configuring advanced settings” on page 162.</p>
Enable scanning for this Web application	<p>Select the checkbox to enable SharePoint scanning according to the specified schedule.</p>
Scanning schedule for full scans	<p>Select one of the following to define a scanning schedule for the SharePoint servers in this farm:</p> <ul style="list-style-type: none"> ■ Use the Collector's scanning schedule. ■ Define custom schedule for farm. <p>From the drop-down, select the appropriate frequency.</p> <p>See “Custom schedule options” on page 121.</p> <p>Symantec Data Insight periodically scans site collections to obtain file metadata. Each Collector worker node by default initiates a full scan the SharePoint servers at 11:00 p.m. each night.</p> <p>Note: You can also customize the schedule for each site collection using the Add/Edit Site Collection dialog box.</p>

Table 10-2 Add/Edit Web application options (*continued*)

Field	Description
Scan newly added site collections immediately	Select this option to scan newly added site collections immediately, instead of waiting for the normal scan schedule. Scanning will still proceed only when scanning is permitted on the Collector node.

Editing Web applications

After you add a Web application to Data Insight, you can edit its configuration. For example, you might need to edit any of the following:

- The user authorized to log in to the SharePoint server.
- The Collector worker node configured to scan the SharePoint server.
- Enable or disable Web application scanning or audit.
- The scanning schedule.

To edit Web applications

- 1 In the Console, click **Settings > SharePoint Web Applications**.
- 2 Do one of the following:
 - In the Web application summary table, click the **Select Actions** drop-down and select **Edit**.
 - Click the Web application whose configuration you want to edit. On the Web application detail screen, click **Edit**.
- 3 Make the changes on the Edit Web Application screen and click **Save**.

Deleting Web applications

You can delete a configured Web application.

To delete a Web application

- 1 In the Console, click **Settings > SharePoint Web Applications**.
- 2 Do one of the following:
 - In the Web application summary table, click the **Select Actions** drop-down and select **Delete**.

- Click the Web application that you want to delete. On the Web application detail screen, click **Delete**.
- 3 Select the check box to disable auditing on the Web application.
- 4 Click **Yes** on the confirmation dialog box.

Adding site collections

You can configure Data Insight to scan one or more site collections within a Web application.

To add site collections

- 1 In the Console, click **Settings > SharePoint Web Applications**.
- 2 In the Web application summary table, click the Web application that the site collections are a part of.
- 3 Click the **Monitored Site Collections** tab.
The screen displays a list of all configured site collections.
- 4 Click **Add Site Collection**.
- 5 On the Add New Site Collection dialog, enter the site collection properties, and click **Add New Site Collection**.

See [“Add/Edit site collection options”](#) on page 143.

Add/Edit site collection options

Use this dialog box to add a new site collection to a configured Web application or to edit the configuration of an existing site collection.

Table 10-3 Add/Edit site collection options

Field	Description
Site Collection URL	Enter the URL of the site collection that you want to add.
Site Collection Title	Enter a logical name for the site collection.

Table 10-3 Add/Edit site collection options (continued)

Field	Description
Scanning schedule	<p>Select one of the following to define a scanning schedule for the site collection:</p> <ul style="list-style-type: none">■ Use Collector's scanning schedule■ Define custom scanning schedule From the drop-down, select the appropriate frequency.■ See "Custom schedule options" on page 121. <p>Symantec Data Insight periodically scans site collections to obtain metadata. Each Collector worker node by default initiates a full scan of the SharePoint servers at 11:00 p.m. each night.</p>

Managing site collections

On the site collections details page, you can view detailed information about a site collection, and edit or delete the site collection. You can also run a scan on the site collection from this page.

Use the provided dynamic search filter to search for configured sites based on the name of the site.

To view configured site collections

- 1 In the Console, click **Settings > SharePoint Web Application**.
- 2 In the Web application summary table, click the Web application that the site collections are a part of.

The screen displays a list of all configured site collections.
- 3 On the Web application details page, click **Monitored Site Collections**.
- 4 On the Site Collections listing page, review the following information about the configured site collections.
 - The name of the site collection.
 - The scanning schedule for the site collection.
 - The date and time of the last full scan of the site collection.
 - The time this site collection's index was last updated with scan information.

After every scan, the index is updated with information about the changes to the folder hierarchy on a site collection. This column indicates whether the last update was successful or has failed. It also indicates number of scan files pending for this site collection on the Indexer and the number of files that failed to be indexed. The scan failed files are present in the `$data/indexer/err` folder on the Indexer. If you do have failed files on the indexer, you can move them from the `err` folder to the `$data/inbox` folder and attempt a full scan of the site collection.

If the scan information again fails to be indexed, contact Symantec support.

- The time this site collection's index was last updated with access event information.

As new access events come in, the index for the site collection is periodically updated with information about the new access events. This indicates whether the last update was successful or has failed. It also indicates number of audit files pending for this site collection at the Indexer and the number of files that failed to be indexed. Audit files are present in the `$data/indexer/err` folder on the Indexer. If you do have failed files on the indexer, you can try moving them back to `$data/inbox` folder on the Indexer.

If the new audit information again fails to be indexed, contact Symantec support.

- Click the Export icon at the bottom of the page to save the data on the **Monitored Site Collections** panel to a .csv file.

You can also edit the properties of the site collection, start an unscheduled scan of the site collection, delete the site collection, view the event log or scan history of the site collection, or download logs for troubleshooting purposes.

To edit a site collection

- 1 On the Web application details page, click **Monitored Site Collections**.
- 2 Select the site collection that you want to edit, and from the **Select Action** drop-down, select **Edit**.
- 3 On the Edit site collection screen, make the necessary configuration changes.
- 4 Click **Save**.

To delete a site collection

- 1 On the Web application details page, click **Monitored Site Collections**.
- 2 Select the site collection that you want to delete, and from the **Select Action** drop-down, select **Delete**.
- 3 Click **OK** on the confirmation message.

To view the scan history of a site collection

- 1 On the Web application details page, click **Monitored Site Collections**.
- 2 Select the site collection for which you want to view the scan history, and from the **Select Action** drop-down, select **Scan History**.

The scan history for the site collection appears. You can view the details in a tabular format or in a Timeline view. The tabular view displays the following details of a scan:

- The start and end time of the scan.
- The time taken for the scan.
- The type of scan, whether full or incremental.
- The Collector node associated with the site collection.
- The details of the scan. For example, if a scan has failed, the **Details** column indicates the exit code for the error message.
- The user account that initiated the scan.

The Timeline view displays an hourly and daily overview of the scans run on the site collection, including information about the status of the scan, whether failed, successful, partially successful or aborted.

To view events pertaining to a site collection

- 1 In the Console, click **Settings > SharePoint Web Applications**.
- 2 On the Web application details screen, click **Monitored Site Collections**.
- 3 Click the **Select Action** drop-down for the corresponding site collection, and select **Event Log**.

The event log for that site collection appears.

- 4 To download the logs for the site collection, click the **Select Action** drop-down for the corresponding site collection, and select **Download Logs**.

Data Insight downloads a compressed folder containing the logs for this site collection from all relevant Data Insight servers.

See [“Downloading Data Insight logs”](#) on page 199.

To scan site collections in a batch

- 1 On the Monitored site collections tab, click the **Scan** button.

Note: The **Scan** option is not available for site collections that have been disabled.

- 2 On the Scan Site Collections pop-up, select one of the following:
 - **Scan all** - To scan all the configured site collections immediately.
 - **Scan with last scan status** - To scan site collections based on the following criteria:
 - Site collections on which the last scan has failed completely.
 - Site collections that have never been scanned before.
 - Site collections on which the last scan has failed on certain paths.
- 3 Select one or more of the following conditions:
 - Scan site collections that have not been scanned for *n* number of days. Enter the interval in the field.
 - Include site collections matching specified patterns. You can enter multiple patterns separated by a comma. You can also specify one or more wildcards in the pattern. For example `vol*, *$`.
 - Exclude site collections matching specified patterns. You can enter multiple patterns separated by a comma. You can also specify one or more wildcards in the pattern. For example `vol*, *$`.
 - Select **Add to the top of scan queue** to add the scans to the top of the scan queue.
- 4 Select **Start scanning**.

Note: You can use a command line utility, `scancli.exe`, to further customize the scan, view the scan jobs running on a specified node, or display the scan status for specified site collections. For details, See [scancli.exe](#) on page 214.

To enable or disable site collections

- 1 In the Management Console, click **Settings > SharePoint Web applications**.
- 2 Click the Web application that the site collections are a part of.
- 3 On the filer detail screen, click **Monitored Site Collections**.

- 4 Click the **Action** drop-down corresponding to a share, and select **Enable** to enable a site collection that has been disabled.
- 5 Click the **Action** drop-down corresponding to a share, and select **Disable** to disable a site collection.

See [“Adding site collections”](#) on page 143.

See [“Add/Edit site collection options”](#) on page 143.

Removing a configured Web application

If you want to remove an existing SharePoint Web application from Data Insight you must complete the steps in the correct order.

To remove a Web application from Data Insight

- 1 Delete the configured Web applications from the Data Insight console.
Deleting the Web application enables you to disable auditing for the monitored SharePoint Web applications
See [“Deleting Web applications”](#) on page 142.
- 2 On the SharePoint server, disable auditing of the Web applications that are deleted from Data Insight.
- 3 Uninstall the Data InsightWeb service from the SharePoint server.

Configuring containers

This chapter includes the following topics:

- [About containers](#)
- [Managing containers](#)
- [Adding containers](#)

About containers

A container can consist of similar entities such as filers, shares, Web applications, site collections, or DFS paths. Grouping the entities under a single container allows you to easily define the scope of a role assigned to a user.

For example, User1 is assigned the Product Administrator role. You can further define the scope of the role by selecting a container that contains only the filers that you want User1 to access.

Managing containers

You can add containers to Data Insight, view details of the configured containers and delete one or more containers on the Containers listing page.

To manage containers

- 1 In the Console, click **Settings > Containers** to display the Containers details page.
- 2 The list of configured containers appears.

Adding containers

You must add containers to Data Insight that group the filers, Web applications, shares, site collections or DFS paths, as required.

To add a new container

- 1

In the Console, click **Settings > Container**.
- 2

On the Containers page, click **Add new container**.
- 3

On the Add new container screen, enter the container properties, and click **Add new container**.
- 4

Enter

Add new container/Edit container options

Use this dialog box to add a container to Symantec Data Insight or to edit the configuration of an existing container.

Table 11-1 Add new container/ Edit container options

Field	Description
Container Name	Enter a logical name for the container.
Container Type	<div>From the drop-down, select Filer/Web Application, Shares/Site Collection, or DFS paths.</div> <div>Based on the selection, Data Insight filters the list of entities.</div> <div>Do the following to select the resources:</div> <div><div>1</div><div>Select the Physical Hierarchy radio button to view the configured file servers or SharePoint Web applications.</div><div>Or select the DFS Hierarchy radio button to view the configured DFS paths in a domain.</div></div> <div><div>2</div><div>The selected data set is listed in the Selected resources pane.</div></div>

Configuring Data Insight product users

This chapter includes the following topics:

- [About Data Insight users and roles](#)
- [Reviewing current users and privileges](#)
- [Adding user](#)
- [Editing users](#)
- [Deleting users](#)
- [Configuring authorization for Symantec Data Loss Prevention users](#)

About Data Insight users and roles

Before a user can log in to Symantec Data Insight, you must add an account for that user. The user can then use that account to log in to the Console. The user account can be any account that is valid on the Management Server system. This includes local system accounts as well as users belonging to the domain which the Management Server is a part of.

When you create an user account, a role (set of access privileges) is associated with the account. Roles specify access privileges to the Symantec Data Insight system. For example, a role might let users view access and permissions data, but prevent them from adding or deleting filers. Data Insight role-based access control governs access to product features and functionality. Roles consist of the user privileges that determine what a user can see and do in the Management Console.

The Data Insight administrator (a user mapped to the predefined Server Administrator role) assigns roles to users. Users can be mapped to one role only. Data Insight ships with predefined roles that you can assign to user accounts.

[Table 12-1](#) summarizes the various Data Insight roles.

Table 12-1 Symantec Data Insight roles

Role name	Description
Server Administrator	Allows the user to perform all actions in the product GUI that includes setting up all infrastructure (including filers, users, and others) and view all the access and permissions data.
Product Administrator	Allows the users to manage filer settings and optionally to view all the access and permissions data for the given filers. Product administrator role, configured for a select set of filers/Web applications, is not allowed to add new filers or delete configured filers.
User	Allows the users to view all the product access and permissions data. Users in this role do not have access to any settings tasks.
Storage User	Allows the users to view storage-related data in the Workspace tab, but does not allow them to view permissions data or audit logs. Users in this role do not have access to the Settings tab.

Reviewing current users and privileges

You can review the current Data Insight users and the roles assigned to them on the Product Users listing page. On this page you can also review the filers and Web applications that these users are allowed to monitor.

To review current users and privileges

- 1 In the Console, double-click **Settings > Product Users** to display the Product Users listing page.
- 2 Click the Export icon at the bottom of the page to save the data to a `.csv` file.

Adding user

This section describes how to add users to Symantec Data Insight.

To add new a Data Insight user

- 1 In the Console, click **Settings > Data Insight Users** to display the Product Users listing page.
- 2 Click **Add New Data Insight User**.
- 3 On the Configure new product user page, enter the user properties, click **Add New Data Insight User**.

See [“Configure new Data Insight user /Edit Data Insight user options ”](#) on page 153.

Configure new Data Insight user /Edit Data Insight user options

Use this dialog box to add a new user to Data Insight, or edit the properties of an existing user.

Table 12-2 Add/Edit Data Insight user options

Field	Description
Username	Enter the username for the user.
Domain name	Enter the name of the domain to which the user belongs.
Role	From the drop-down, select the role you want to assign the user. See Table 12-1 on page 152.
Select view options	From the drop-down, select Allowed or Denied . Setting this option to Allowed enables the user to view the screens on the Workspace and Reports tabs. This option is only available if the user is assigned the Product Administrator role.
Allow access to Workspace data	Select the check box to enable the user to view the screens on the Workspace and the Reports tabs This option is only available if the user is assigned the Product Administrator role.

Table 12-2 Add/Edit Data Insight user options (*continued*)

Field	Description
Resources/Containers to grant access to	<p>Select one of the following:</p> <ul style="list-style-type: none"> ■ All filers/Web applications (Includes the ones added in the future) ■ Selected Filers/Web applications ■ Selected Shares/Site Collections ■ Selected DFS paths ■ Containers <p>If you select Selected filers/Web Applications, Selected Shares/Site Collections, Selected DFS paths, or Containers, the system displays a list of the appropriate configured entity. Use the arrows to select the entities you want the user to monitor.</p> <p>Note: A user, assigned the Server Administrator role, has the scope set to All Filers/Web Applications, by default. The scope by DFS paths is applicable only for User and Storage User roles.</p>

Editing users

After you add a user to Data Insight, you can edit the user properties. For example, you might need to edit any of the following:

- The role assigned to the user
- The view option for the user
- The filers and/or Web applications that the user is allowed to monitor

To edit the properties of a user

- 1 In the Console, double-click **Settings > Data Insight Users** to display the Product Users listing page.
- 2 Click the **Edit** button for the corresponding user.
- 3 On the Edit Data Insight user page, make changes, as necessary, and click **Save**.

See [“Configure new Data Insight user /Edit Data Insight user options ”](#) on page 153.

Deleting users

You can delete Data Insight users.

To delete an user

- 1 In the Console, double-click **Settings > Data Insight Users** to display the Product Users listing page.
- 2 Select the user, and click **Delete**.
- 3 Click **OK** on the confirmation message.

Configuring authorization for Symantec Data Loss Prevention users

Symantec Data Loss Preventions makes Web Services calls into Data Insight to obtain ownership information for sensitive files and folders. However, you must first provision a Data Insight account for Symantec Data Loss Prevention in Data Insight.

You can provision a Active Directory service account OR a local system account and assign it the Server Administrator privilege. Symantec Data Loss Prevention can use this account to access Data Insight data.

Configuring Data Insight product servers

This chapter includes the following topics:

- [About Data Insight product servers](#)
- [Managing Data Insight product servers](#)
- [Viewing Data Insight server details](#)
- [Viewing in-progress scans](#)
- [Configuring Data Insight services](#)
- [Configuring advanced settings](#)
- [Viewing Data Insight server statistics](#)

About Data Insight product servers

A Data Insight product server is any server which has Symantec Data Insight software installed. This includes the Management Server, zero or more Collectors, zero or more Indexers, and zero or more Windows File Server agents. You can view information about configured product servers, check the status of running scans, and change advanced settings from the **Settings** tab of the Management Console.

Managing Data Insight product servers

On the servers listing page you can view detailed information about all configured servers, get a list of currently running scans, edit the server's configuration, and delete the server.

Use the filter on the left to filter the list of servers based on the health of the server or role of the server. You can also search for a server by entering the name or IP address of the server in the **Filter** text box. The displayed list of servers changes automatically as you enter the term in the **Filter** text box or when you select the check boxes. For example, you can search for all Healthy servers that are assigned the Collector role. Data Insight displays all the Collectors in your environment that are in the Healthy state.

The following parameters determine the health of a Data Insight server:

- Whether a node is online.
- Whether all the required services are running on a node.
- The disk space on the server.
- Whether the node has error files in the `err` folder.
- CPU and Memory usage on the server

The health of a server is not known if the DataInsightWatchdog service is stopped or for five minutes after starting the DataInsightWatchdog service.

The Servers pie-chart on the **System Overview** pie-chart gives a high-level overview of the number of Data Insight servers in Faulted, at Risk, and Healthy state.

See [“Viewing the system health overview ”](#) on page 23.

To view configured product servers

- 1 In the Console, click **Settings > Data Insight Servers** to display list of configured product servers.
- 2 Use the provided dynamic search filter to search for configured servers based on the name of the server.
- 3 Review the following information about the servers:
 - The ID of the server.
 - The name of the server.
 - The role of the server.
 - The status of the server – whether the server is online or offline.
 - The health of the server.
 - The version of the Data Insight software that is installed on the server.

To view server events

- 1 In the Console, click **Settings > Data Insight Servers**.
- 2 Click the **Select Action** drop-down for the corresponding server in the servers listing table, and select **Event Log**.

The event log for that server appears.

To delete a server

- 1 In the Console, click **Settings > Data Insight Servers**.
- 2 Click the **Select Action** drop-down for the corresponding server in the servers listing table, and select **Delete**.

See [“Configuring advanced settings”](#) on page 162.

Viewing Data Insight server details

You can view the server details on the **Overview** tab and enable services to register the Data Insight server with the NetApp or EMC Celerra filer.

To review server details

- ◆ Click the server that you want to review, or click the **Select Action** drop-down and select **View**.

The **Overview** tab of the server details screen appears. It displays the following information:

- **Server Address**
This is the address of the server configured when the server was added. Remote product servers use this address when communicating with this server. At this time, Data Insight does not support changing the address of the server.
- **Server Roles**
This indicates the roles that the server plays. Possible server role values are Management Server, Indexer, Collector, and Windows File Server Agent.
- **Filer Name**
If the server is a Windows File Server Agent, the name of the associated file server is displayed here.
- **Data Insight version**
Indicates the version of Data Insight installed on this server.
- **Operating System**
Indicates the operating system installed on this server.

- **CPUs**
Indicates the number of CPUs available on this server.
- **Memory**
Indicates the RAM installed on this server in MBs.
- **Associated Windows File Server**
This detail is available only if you select the server with the Windows Filer Server agent role. Indicates the host name or IP address of the Windows File Server that the agent is monitoring.
- **Server Health**
Indicates the current state of the server - whether a server is in a healthy state, is faulted, or at risk. You can also view the reasons for the current health state of the server.

See [“Credentials required for configuring NetApp filers”](#) on page 68.

See [“Credentials required for configuring EMC Celerra filers”](#) on page 90.

See [“Configuring advanced settings”](#) on page 162.

Viewing in-progress scans

You can view a list of currently running scans on the **In-progress scans** tab.

To review the in-progress scans

- 1 On the product server details page, click **In progress** scans.
- 2 Review the following information from the in-progress scans table:
 - **Object Name** - Name of the object being scanned.
 - **Object Type** - The type of object being scanned. This can be a share, site collection or Active Directory.
 - **Task Name** - Indicates the type of the scan.
 - **Task State** - Whether the task is RUNNING or IN QUEUE.
If none of the tasks are in RUNNING state, it usually means a scan pause window is in effect. You can configure the pause interval for the server from **Advanced Settings** page for the server. To override the pause schedule for a share or site collection and start the scan immediately, from the Action drop-down, select **Override pause schedule**.
See [“Configuring advanced settings”](#) on page 162.
 - **Start Time** - Time the scan started if it's in RUNNING state.
 - **Time elapsed** - Indicates how long the scan has been running.

- **Task Statistics**- Indicates the statistics of the in-progress scans. It shows the number of folders scanned and the files or folders scanned per minute.
- 3 Click **Cancel** to cancel a particular scan or click **Cancel All** to cancel all scans.

Note: To view the in-progress scans across all nodes in your environment, navigate to the **Settings > Scanning > In-progress Scans** tab.

Configuring Data Insight services

You can view the status of all Data Insight processes from the **Services** tab on the Management Console. You can manage the following services from this page:

- Data Insight Web server service - The process runs on the Management Server. It starts by default when you start your Management Server.
- Data Insight Communication service - The process runs on each node in a Data Insight deployment. This service is responsible for all inter-node communication.
- Data Insight Configuration service - The process that provides interface to configuration and other product data that is stored on the local system.
- DataInsightFpolicy service - The process runs on the Collector Worker node or the Management Server. This service is responsible for registering the Data Insight server with the NetApp filer and enables Data Insight to receive access events from the filer.
- DataInsightCelerra service - The process runs on the Collector Worker node or the Management Server. This service is responsible for registering the Data Insight server with the EMC Celerra filer and enables Data Insight to receive access events from the filer.
- DataInsightWatchdog service - The process runs on all nodes in a Data Insight deployment. The service monitors the disk usage on the Windows File Server node and prevents it from running out of disk space by implementing safeguards.
- DataInsightWinNAS service - The process runs on the Windows File Server. The service receives event information from the Windows File Server agent and transfers it to the Collector node that is configured for the filer.

For detailed information about the Data Insight services, see the *Symantec Data Insight Installation Guide*.

Depending on the type of the filers managed by the Collector, you can enable the FPolicy or EMC Celerra service on the server from this page.

To enable or reconfigure the FPolicy or EMC Celerra service

- 1 On the **Services** tab, click the service that you want to enable on the server.
- 2 From the Select saved credential drop-down, select the credential that the service uses to run.

Note: In case of a NetApp file server, if the file server belongs to a different untrusted domain, select the Local System account to run the DataInsightFpolicy service.

- 3 If configuring the DataInsightFpolicy service, enter the name of the policy.
- 4 If configuring the DataInsightCelerra service, select one of the following to specify the location of the server on which the EMC CAVA service is installed:
 - EMC CAVA Service is installed locally on this server
 - Remote EMC CAVA Server Pool will publish events to this server
- 5 Click **Configure**.

See [“Configuring advanced settings”](#) on page 162.

See [“Credentials required for configuring NetApp filers”](#) on page 68.

See [“Credentials required for configuring EMC Celerra filers”](#) on page 90.

Configuring advanced settings

You can edit various settings of the Data Insight servers from the **Settings > Data Insight Settings > Advanced Settings** page.

The advanced settings are divided into the following categories:

- File system settings - Configures how the server scans file systems. Data Insight performs two types of scans on the configured shares:
 - Full scans

During a full scan, Data Insight scans the complete share. These scans can run for several hours, if the share is very big. Typically, a full scan should be run once for a newly added share. After the first full scan, you can perform full scans less frequently based on your preference. Ordinarily, you need to run a full scan only to scan those paths which might have been modified while event monitoring was not running for any reason. In all other cases, the incremental scan is sufficient to keep information about the file system metadata up-to-date.
 - Incremental scans

During an incremental scan, Data Insight re-scans only those paths of a share that have been modified since the last full scan. It does so by monitoring incoming access events to see which paths had a create event or write event on it since the last scan.

- **Indexer settings** - Configures how the indexes are updated with new information. This setting is applicable only for Indexers.
- **Audit events preprocessor settings** - Configures how often raw access events coming from file servers must be processed before they are sent to the Indexer.
- **High availability settings** - Configures how this server is monitored. Each server periodically monitors its CPU, memory, state of essential services, number of files in its inbox, outbox, and err folders. Events are published if these numbers cross the configured thresholds. Also, each worker node periodically heartbeats with the Management Server. The Management Server publishes events if it does not receive a heartbeat from a node in the configured interval.
- **Report settings** - Configures settings for reports.
- **Windows File Server Agent settings** - Configures the behavior of the Windows File Server filter driver. This setting is applicable only for the Windows File Server Agent server.
- **SharePoint settings** - Configures the duration for which old audit logs are kept on the SharePoint server. Audit logs that are fetched from the SharePoint server are automatically deleted from the Data Insight database. You can disable this feature at the Web application level.
- **Veritas File System Server (VxFS) settings** - Configures how Data Insight scans the VxFS filer.
- **NFS settings** - Configures how Data Insight scans NFS shares.
- **Troubleshooting settings** - Configures settings that aid troubleshooting.

To configure advanced settings

- 1 In the Console, click **Settings > Data Insight Servers**.
- 2 Click the server, for which you want to configure the advanced settings.
- 3 Click **Advanced settings**.
- 4 Click **Edit**.

Each of the categories for the advanced settings are described in detail below.

Table 13-1 File system settings - Full scan settings

Setting	Description
Total scanner threads	The Collector can perform multiple full scans in parallel. This setting configures how many full scans can run in parallel. The default value is two threads. Configure more threads if you want scans to finish faster.
Scan multiple shares of a filer in parallel	This setting indicates if the scanner can perform a full scan on multiple shares of the same filer in parallel. The setting is disabled by default.
Maximum shares per filer to scan in parallel	If multiple shares of a filer can be scanned in parallel, this setting puts a limit on the total number of shares of a filer that you can scan in parallel.
Default scan schedule	Specifies how often full scans need to be performed. You can override this setting at a filer or at a share level. By default, full scans are scheduled to repeat last Friday of each month.
Pause scanner for specific times	You can configure the hours of the day when scanning should not be allowed. This setting ensures that Data Insight does not scan during peak loads on the filer. The setting is enabled by default. Scans resume from the point they were at before they were paused.

Table 13-1 File system settings - Full scan settings (*continued*)

Setting	Description
Pause scanner schedule	<p>Configures when scanning should not be allowed to run. By default, scanning is paused from 7a.m to 7p.m, Monday to Friday.</p> <p>You can specify multiple scanner pause schedules for different days of the week. For example, you can choose to pause scanning from 7:00 A.M. to 7:00 P.M. on weekdays and from 7:00 A.M. to 9:00 P.M. on Saturdays and Sundays.</p> <p>To add a scanning schedule:</p> <ol style="list-style-type: none"> 1 Click Add. 2 On the Pausing schedule pop-up, select the time period and the days on which you want to pause scanning. 3 Click Save. <p>You can also edit or delete existing scanning schedules.</p>

Table 13-2 File system settings - Incremental scan settings

Setting	Description
Total scanner threads	The Collector can perform multiple incremental scans in parallel. This setting configures how many incremental scans can run in parallel. The default value is two threads. Configure more threads if you want scans to finish faster.
Scan multiple shares of a filer in parallel	<p>The setting indicates whether the scanner can perform an incremental scan on multiple shares of the same filer in parallel.</p> <p>The setting is enabled by default.</p>
Maximum shares per filer to scan in parallel	<p>If multiple shares of a filer can be scanned in parallel, this setting puts a limit on total number of shares of a filer that can be scanned in parallel.</p> <p>The default value is 2.</p>

Table 13-2 File system settings - Incremental scan settings (*continued*)

Setting	Description
Default scan schedule	<p>Specifies how often incremental scans must be performed. By default, incremental scans are scheduled to run at 7:00 P.M. each night.</p> <p>Schedule incremental scans more or less frequently based on how up-to-date you need information in Data Insight to be.</p>
Pause scanner for specific times	<p>You can configure hours of the day when scanning should not be allowed. This setting ensures that Data Insight does not scan during peak loads on the filer.</p> <p>This setting is enabled by default. Scans resume from the point they were at before they were paused.</p>
Pause scanner schedule	<p>Configures when scanning should not be allowed to run. By default, scanning is paused from 7:00 A.M. to 7:00 P.M. Monday to Friday.</p>

Table 13-3 File system settings - Common settings

Setting	Description
Scanner snapshot interval	<p>Scanning a big share can take several hours. The scanner periodically saves information to a disk so that information is visible sooner without waiting for the entire scan to finish.</p> <p>You can configure how often information is saved to the disk by the scanner. By default, the scanner creates a snapshot of new information every 300 seconds (5 minutes). The minimum value you can set for this parameter is 300.</p>

Table 13-4 Indexer settings

Setting	Description
Total indexer threads	<p>The indexer processes incoming scan and access event information for various shares and updates the per-share database. This setting configures how many databases can be updated in parallel. By default 2 threads are configured.</p> <p>Specify a larger value for bigger setups where indexer is not able to keep up with incoming rate of information. This is indicated when you observe too many files in the inbox of the Indexer worker node. However, you must ensure that the Indexer has adequate CPU and memory when configuring a higher number of indexer threads. You need approximately 1 GB of RAM per indexer thread.</p>
Limit maximum events processed in memory	<p>By default, the indexer processes all new incoming events in memory before saving the events to the disk. If you are falling short of RAM on your Indexer, you can limit the maximum number of events that the indexer processes in memory before it saves them to the disk.</p> <p>Note that specifying a small number makes the indexing very slow.</p>
Reconfirm deleted paths when reconciling full scan information	<p>After Data Insight indexes full scan data, it computes the paths that no longer seem to be present on the file system. Set this option to true to have Data Insight re-confirm if those paths are indeed deleted using an incremental scan before removing them from the index.</p>

Table 13-4 Indexer settings (*continued*)

Setting	Description
Indexer schedule	<p>Specify how often an index should be updated with new information. By default, all new data is consumed once every four hours.</p> <p>Indexer gets better throughput if more information is given to it when indexing. However, if you configure a very high value, new information will not be visible in the Console for a much longer period.</p>
Indexer integrity checking schedule	<p>Data Insight checks the integrity of its databases once a week. If any errors are found in the database, an event is published. You can configure a different schedule if required.</p>

Table 13-5 Audit events preprocessor settings

Setting	Description
Audit events preprocessor schedule	<p>Incoming raw audit events from file servers must be pre-processed before sending them to the Indexer. At this stage, collector.exe applies various heuristics to the raw events and also removes transient events.</p> <p>By default, raw events are processed every 2 hours.</p>
Batch size (MB)	<p>The maximum size of the raw audit event files that a single Collector thread can process.</p> <p>The default batch size is 2 GB.</p>
Total Collector threads	<p>The Collector can run multiple pre-processors in parallel. This setting configures how many instances can run in parallel.</p>

Table 13-6 High availability settings

Setting	Description
Ping timeout (in minutes)	If a worker node does not heartbeat in the specified interval, Management server will publish an event to that effect. This setting is only applicable for the Management Server.
Notify when CPU continuously over (percentage)	If CPU used on this server is consistently over the specified percentage, an event is published. (Default value: 90%)
Notify when memory continuously over (percentage)	If Memory used on this server is consistently over the specified percentage, an event is published. (Default value: 80%)
Notify when disk usage over (percentage)	If disk usage, either for the system drive or data drive, is over the specified threshold, an event is published. (Default value: 80%)
Notify when number of files in <code>err</code> folders over	If Data Insight is not able to process an incoming file for some reason, that file is moved to an <code>err</code> folder. Data Insight publishes an event if number of files in the <code>err</code> folder crosses the specified threshold. (Default value: 50)
Notify when number of files in <code>inbox</code> and <code>outbox</code> folder over	If Data Insight is not able to process incoming data fast enough, the number of files in the transient folders, <code>inbox</code> and <code>outbox</code> , goes on building up. Data Insight publishes an event if number of files crosses the configured threshold. (Default value: 5000)

Table 13-7 Reports settings

Setting	Description
Maximum memory when generating report output	Specifies the maximum memory that can be used for generating a report output. By default, it is 1024 MB on a 32 bit machine and 2048 MB on a 64 bit machine.

Table 13-7 Reports settings (*continued*)

Setting	Description
Total threads for generating report output	Configure the number of report outputs that can be generated in parallel. Default value is 2.
Total threads for generating report data	By default, Data Insight executes two reports in parallel. However, you can configure a higher value to run multiple reports in parallel.

Table 13-8 Windows File Server agent settings

Setting	Description
Maximum kernel ring buffer size	<p>The Windows File Server filter driver puts events in an in-memory buffer before the DataInsightWinnas service, consumes them. By default, it uses a 10MB buffer. You can use a bigger buffer. Data Insight publishes an event that indicates events are being dropped due to a high incoming rate.</p> <p>Note that this buffer is in kernel and is limited on a 32 bit operating system.</p>
Ignore accesses made by Local System account	<p>The Windows File Server filter driver ignores accesses made by processes running with Local System account. This setting ensures that Data Insight can ignore most events originating from the operating system processes or other services like antivirus and backup.</p> <p>Clear this check box to enable monitoring accesses made by LOCAL SYSTEM account. This is not recommended on a production file server.</p>

Table 13-9 Veritas File System server settings

Setting	Description
Flush events on VxFS filer before audit	Set this option to true, if you want to force VxFS to flush its events to disk each time Data Insight requests for information. This option is useful in Proof-of-Concept (POC) setups and enables you to see events faster.
Maximum number of audit threads	This option determines how many filers to fetch audit information from in parallel.
Maximum kernel ring buffer size (Number of records)	The access event records are saved in a log file on the VxFS filer before Data Insight consumes them. By default, 50,000 records can be saved in the log file. You can also specify a larger number. Data Insight publishes an event that indicates that events are being dropped due to a high incoming rate.

Table 13-10 NFS settings

Setting	Description
Set default credentials for NFS scanner	Set this option to true if you want to allow Data Insight to use the specified User and Group ID to log in to scan NFS shares.
User ID	<p>The ID of the NFS user that the Data Insight uses to scan the filer.</p> <p>You can set the value to 0 to allow root access from the Data Insight scan hosts.</p>
Group ID	<p>The ID of the group that the Data Insight uses to scan the filer.</p> <p>You can set the value to 0 to allow root access from the Data Insight scan hosts.</p>

Table 13-11 SharePoint settings

Setting	Description
Automatically delete audit events from SharePoint server that are older than (days)	<p>When configuring a SharePoint Web application, you can choose to let Data Insight delete audit logs that have already been fetched from SharePoint. By default, Data Insight deletes audit logs older than two days.</p> <p>You can change the interval using this setting.</p>
Schedule to fetch audit events from SharePoint server	Data Insight fetches new audit events from SharePoint periodically. By default, it does so every 2 hours. You can configure a different schedule.
Total scanner threads	The Collector can perform multiple full scans in parallel. This setting configures how many full scans can run in parallel. The default value is 2 parallel threads. Configure more threads if you want scans to finish faster.
Scan multiple site collections of a web application in parallel	This setting indicates if the scanner can perform a scan on multiple site collections of the same web application in parallel. The setting disabled by default.
Maximum site collections per web application to scan in parallel	If multiple site collections of a web application can be scanned in parallel, this setting puts a limit on the total number of site collections of a web application that you can scan in parallel
Default scan schedule	Specifies how often scans need to be performed. You can override this setting at a web application or site collection level. By default, scans are scheduled to repeat 11:00 p.m. each night.
Pause scanner for specific times	You can configure the hours of the day when scanning should not be allowed. This ensures that Data Insight does not scan during peak loads on the SharePoint servers. The setting is enabled by default. Scans resume from the point they were at before they were paused.

Table 13-11 SharePoint settings (*continued*)

Setting	Description
Pause scanner schedule	Configures when scanning should not be allowed to run. By default, scanning is paused from 7:00 a.m to 7:00 p.m, Monday to Friday.

Table 13-12 Troubleshooting settings

Setting	Setting
Preserve intermediate files	<p>As new data comes into a Data Insight system, it moves between various modules. In this process the original files are deleted and a new processed file is generated for the next stage of processing.</p> <p>To aid troubleshooting, select this check box to retain the intermediate data files. These files get stored in <code>attic</code> folder in the data directory.</p>
Preserve raw audit event files	Events processed by the Audit Pre-processor stage are deleted once consumed. If this setting is enabled, raw audit event files will be preserved in the <code>attic</code> folder in the data directory.

See [“Managing Data Insight product servers”](#) on page 157.

Viewing Data Insight server statistics

You can view the line graphs that indicate the health of the Data Insight servers. The server statistics are collected by the DataInsightWatchdog service. You can use the information to know the performance trends for each Data Insight server. For more information about the DataInsightWatchdog service, see the *Symantec Data Insight Installation Guide*.

The line graphs display hourly, weekly, monthly, and yearly data.

To view server statistics

- 1 Click **Settings** > **Data Insight Servers** > *Server Name* > **Statistics**.
- 2 From the **Period** drop-down, select the duration for which you want to view the data.
- 3 The **Statistics** sub-tab displays the following high-level data:
 - The number of files in the `inbox` and the `outbox` folders. By default, these folders are located in the Data Insight installation directory.
 - The number of error files in the `scanner/err`, `Collector/err`, and `indexer/err` folders. By default, these folders are located in the Data Insight installation directory.
 - The CPU and memory usage on the Data Insight servers.
 - The disk space utilization on the Data Insight servers on the system disk, Data Insight installation disk, and the Data Insight `data` directory.

Configuring policies

This chapter includes the following topics:

- [About Data Insight policies](#)
- [Managing policies](#)
- [Managing alerts](#)

About Data Insight policies

A policy is a set of conditions that you configure to monitor access events on files and folders stored on various repositories. Symantec Data Insight policies help you detect the sources of threat, access patterns on sensitive data, and anomalous user behavior. Data Insight receives information about sensitive files from Symantec Data Loss Protection (DLP).

Policies must include at least one condition that is configured to detect abnormal access patterns or user behavior. Data Insight generates an alert whenever it detects any violation of a condition in a configured policy.

Policies can be configured with three severities, namely, high, medium, and low. You can assign the severity level to a policy based on your organizational needs. For example, the Information Security team can define policies to monitor accesses on the share `\Finance`. For this purpose, they can configure a policy with a medium severity to monitor accesses on folders containing Finance policies and guidelines files. Whereas, they can configure a policy with a high severity to monitor accesses on files containing payroll information. When an alert is generated for a policy violation, the severity of the policy is associated with the alert.

Data Insight comes packaged with the following out-of-the-box policies that you can configure according to your needs:

- Data Activity Trigger policy

Use this policy to define the maximum cumulative count of the meta operations on the selected paths. For example, if you have defined the maximum accesses per day as 500 on the share `\\netappl\finshare`, and the total access count by the active set of users exceeds 500, then Data Insight generates an alert.

■ **User Activity Deviation policy**

Use this policy to define the threshold of deviation from the baseline activity. The baseline activity on a file or folder is the average number of accesses that are considered normal based on past access counts. If the activity, by the selected users, on the selected data exceeds the specified threshold of the baseline (for example, three standard deviations above the baseline activity), or the maximum accesses allowed per day, Data Insight generates an alert. You can configure how many standard deviations a user is allowed to deviate from the defined baseline.

■ **Data Activity User Whitelist-based policy**

Use this policy to define a whitelist of users based on the Active Directory custom attributes, who can access selected shares or paths. Also, you can create such a policy with multiple conditions with multiple values for the same custom attributes .

If users, other than those defined in the whitelist, access selected data, Data Insight generates an alert.

Managing policies

You can view, edit and delete configured policies, and add new policies to Data Insight from the **Policies** tab.

To manage policies

- 1 In the Console, click the **Policies** tab.
The left pane displays the default policy groups.
- 2 Click a policy group.
The policy listing page displays the configured policies for that policy group.
- 3 To edit an existing policy, from the Actions drop-down, click **Edit**.
- 4 To delete a policy, select the corresponding check box and click **Delete**.

To add a new policy

- 1 In the Console, click the **Policies** tab.
The left pane displays the default policy groups.
- 2 Click the policy group that you want to base your policy on.

- 3 On the policy listing page, click **Add new policy**. Or in the tree-view panel, right-click the policy type, and select **Add**.
- 4 On the Add new policy page, select the options to create the policy.
Click the collapsed panels on the page to expand them.
- 5 Click **Save**.

By default, policies are evaluated at 12:00 A.M. every night. You can schedule policies to be evaluated more frequently for proof-of-concept (POC) setups. Note that a schedule that is too aggressive can put excessive load on the Indexer.

You can set a custom schedule to evaluate policies from the **Settings** tab. The schedule must be specified in the cron format.

To set a custom schedule for policies

- 1 Click **Settings > Data Insight Servers**.
- 2 Click the entry for the Management Server.
- 3 On the page for the Management Server node, click **Advanced Settings**.
- 4 Click **Edit**.
- 5 Scroll to bottom of the page and expand the **Set custom properties** section. Specify property name to be `job.PolicyJob.cron` and property value to be the new schedule. Schedule needs to be specified in cron format
- 6 In the Property name field, enter `job.PolicyJob.cron`.
- 7 In the Property value fields, enter the values as follows:

To evaluate values every N minutes, specify value as `0 0/N * * * ? *`.

For example, to evaluate policies every 10 minutes, specify value as `0 0/10 * * * ? *`.

To evaluate policies every N hours, specify value as `0 0 0/N * * * ? *`.

For example, to evaluate policies every two hours, specify value as `0 0 0/2 * * * ? *`.

See [“Create Data Activity Trigger policy options”](#) on page 177.

See [“Create User Activity Deviation policy options”](#) on page 180.

See [“Create Data Activity User Whitelist-based policy options”](#) on page 182.

Create Data Activity Trigger policy options

Use this dialog to create a new Data Activity Trigger policy. Click the collapsed panels on the page to expand them and enter the relevant information in each panel of the dialog. Options that are selected in the respective panels are displayed in the **Summary** panel on the right of the page.

Table 14-1 Create Data Activity Trigger policy options

Option	Description
Policy Information	<p>Enter information in the following fields:</p> <ul style="list-style-type: none"> ■ Name - The name of the policy. ■ Description - A short description of the policy. ■ Policy Type - Data Activity Trigger is selected by default. ■ Severity - The severity of the policy. From the drop-down, select High, Medium, or Low. The severity level associated with the policy helps you decide the possible course of action when an event that matches the policy occurs. <p>Select the Enable Policy check box to enforce the policy.</p> <p>The policy is not evaluated if the check box is not selected.</p>
Configure Policy	<p>Select the following conditions to configure the policy:</p> <ul style="list-style-type: none"> ■ Select Activity - Select the type of accesses to be monitored on the selected data set. Select the Meta Access radio button to monitor only the high-level access events that Data Insight maps from the detailed file system and SharePoint access events. Select the Detailed Access radio button to monitor specific file system and SharePoint access events. ■ Additional Condition - From the Minimum accesses per day for alerts drop-down, select the minimum number of accesses on the selected data set on that day that are required to trigger an alert.

Table 14-1 Create Data Activity Trigger policy options (*continued*)

Option	Description
Data Selection	<p>Do the following to select the resources:</p> <ol style="list-style-type: none"> 1 Select the Physical Hierarchy radio button to view the configured file servers or SharePoint Web applications. Or select the DFS Hierarchy radio button to view the configured DFS paths in a domain. 2 Click a path to select it. Or you can use a .csv file with information about the paths that you want to apply the policy to. Click Browse to navigate to the location of the .csv file, and click Upload. 3 To limit the scope of the files to be monitored, select Select all files in folder or Select only sensitive files. If you select the Select all files in folder option, accesses on all files in the folder are evaluated for determining any violation of the policy. If you select the Select only sensitive files option, accesses on only the sensitive files in the folder are evaluated for determining any violation of the policy. Note: The list of sensitive files is obtained from Symantec Data Loss Prevention (if configured). See “Configuring Symantec Data Loss Prevention settings” on page 46. 4 The selected data set is listed in the Selected resources pane.

Table 14-1 Create Data Activity Trigger policy options (*continued*)

Option	Description
Notification	<p>Enter one or more specific email addresses for people to whom you want to send alerts that are generated for the policy.</p> <p>Select the Notify custodians check box to send email alerts to the custodians of the selected paths along with other email addresses on the notification list.</p>

Create User Activity Deviation policy options

Use this dialog to create a new User Activity Deviation policy. Click the collapsed panels on the page to expand them and enter the relevant information in each panel of the dialog. Options that are selected in the respective panels are displayed in the **Summary** panel on the right of the page.

Table 14-2 Create User Activity Deviation policy options

Option	Description
Policy Information	<p>Enter the following information:</p> <ul style="list-style-type: none">■ Name - The name of the policy.■ Description - A short description of the policy.■ Type - User Activity Deviation is selected by default.■ Severity - The severity of the policy. The severity level associated with the policy helps you decide the possible course of action when an event that matches the policy occurs. <p>Select the Enable Policy check box to enforce the policy.</p> <p>The policy is not evaluated if the check box is not selected.</p>

Table 14-2 Create User Activity Deviation policy options (*continued*)

Option	Description
Configure Policy	<p>Do the following:</p> <ol style="list-style-type: none"> From the drop-down, select the time range for the baseline activity. Baseline activity is then computed as the average access in that time range. <p>From the Threshold Configuration drop-down, select the threshold of normal activity.</p> <p>The threshold is the acceptable number of standard deviations that a user is allowed to deviate. Accesses above the defined threshold trigger an alert.</p> <ol style="list-style-type: none"> Additional Condition - From the drop-down, select the minimum accesses per day per user. <p>Alerts are raised only if the total accesses exceed the minimum value specified. This prevents Data Insight from raising too many alerts when baselines are very low.</p>
Data Selection	<p>Do the following to select the resources:</p> <ol style="list-style-type: none"> Select the Physical Hierarchy radio button to view the configured file servers or SharePoint Web applications. <p>Or select the DFS Hierarchy radio button to view the configured DFS paths in a domain.</p> <ol style="list-style-type: none"> Click a path to select it. <p>Or you can use a .csv file with information about the paths that you want to apply the policy to. Click Browse to navigate to the location of the .csv file, and click Upload.</p> <p>The selected data set is listed in the Selected resources pane.</p>

Table 14-2 Create User Activity Deviation policy options *(continued)*

Option	Description
User Selection	<p>Do the following:</p> <p>1 Select the Users or Group radio button to view configured users or groups respectively.</p> <p>The list of users and groups is sorted alphabetically. Click the star icon to display all the configured users or groups.</p> <p>You can use the Domain filter search bar to filter users or groups according to domains.</p> <p>You can also filter the users according to their Active Directory custom attributes.</p> <p>2 Click a user or group to select it.</p>
Notification	<p>Enter one or more specific email addresses for people to whom you want to send the alerts that are generated for the policy.</p>

Create Data Activity User Whitelist-based policy options

Use this dialog to create a new Data Activity User Whitelist-based policy. Click the collapsed panels on the page to expand them and enter the relevant information in each panel of the dialog. Options selected in the respective panels are displayed in the **Summary** panel on the right of the page.

Table 14-3 Create Data Activity User Whitelist-based policy options

Option	Description
Policy Information	<p>Enter the following information:</p> <ul style="list-style-type: none"> ■ Name - The name of the policy. ■ Description - A short description of the policy. ■ Type - Data Activity User Whitelist-based is selected by default. ■ Severity - The severity of the policy. The severity level associated with the policy helps you decide the possible course of action when an event that matches the policy occurs. <p>Select the Enable Policy check box to enforce the policy.</p> <p>The policy is not evaluated if the check box is not selected.</p>
Configure Policy	<p>Select Activity - Select the type of accesses to be monitored on the selected data set.</p> <p>Select the Meta Access radio button to monitor only the high-level access events that Data Insight maps from the detailed file system and SharePoint access events.</p> <p>Select the Detailed Access radio button to monitor specific file system and SharePoint access events.</p>

Table 14-3 Create Data Activity User Whitelist-based policy options (*continued*)

Option	Description
Data Selection	<p>Do the following to select the resources:</p> <ol style="list-style-type: none">1 Select the Physical Hierarchy radio button to view the configured file servers or SharePoint Web applications. Or select the DFS Hierarchy radio button to view the configured DFS paths in a domain. 22 Click a path to select it. Or you can use a .csv file with information about the paths that you want to apply the policy to. Click Browse to navigate to the location of the .csv file, and click Upload.3 To limit the scope of the files to be monitored, select Select all files in folder or Select only sensitive files If you select the Select all files in folder option, accesses on all files in the folder are evaluated for determining any violation of the policy. If you select the Select only sensitive files option, accesses on only the sensitive files in the folder are evaluated for determining any violation of the policy. The selected data set is listed in the Selected resources pane. <p>Note: Data Insight obtains information about sensitive files from Symantec Data Loss Prevention (DLP). See “Configuring Symantec Data Loss Prevention settings” on page 46.</p>

Table 14-3 Create Data Activity User Whitelist-based policy options (*continued*)

Option	Description
Whitelist Conditions	<p>Do the following:</p> <ol style="list-style-type: none">1 Click Add Condition.2 Select the criteria to build the condition. <p>Use the expression builder to select users based on their Active Directory custom attributes.</p> <p>You can add multiple conditions to a Data Activity User Whitelist-based policy.</p>
Notifications	<p>Enter one or more specific email addresses for people to whom you want to send alerts that are generated for the policy.</p> <p>Select the Notify custodians check box to send email alerts to the custodians of the selected paths along with other email addresses on the notification list.</p>

See [“Configuring Symantec Data Loss Prevention settings”](#) on page 46.

Managing alerts

An alert is a signal generated by a policy when the condition specified in the policy is violated.

You can view alerts on the **Alerts** tab on the Management Console.

To manage alerts

- 1 In the Console, click the **Alerts** tab.

You can view all the alerts that were generated by Data Insight on the listing page.
- 2 In the Alerts Summary, click the drop-down arrow on any column header and select Columns. Then, select the parameters you want to show or hide. You can sort by:
 - The name of the policy.
 - The severity of the alert.

- The type of policy associated with the alert - Data Activity Trigger, User Activity Deviation, or Data Activity User Whitelist-based.
 - The name of the user account that violated the policy.
 - The date on which the alert was generated.
 - The resolution, if any, taken in response to the alert.
- 3 To send alerts in email, select the alerts and click **Send Email**.
 - 4 Enter the email addresses and click **Send**.
 - 5 To enter the resolution for an alert, select the alert, click in the Resolution column for the alert and type in the resolution.
- To update the resolution for multiple alerts, select the alerts and click **Update Resolution** at the top of the summary table.

To delete alerts

- ◆ To delete an alert, select an alert and click **Delete**.
- To delete alerts by severity, click Delete and select the severity. This deletes all alerts that match the selected severity.
- To delete alerts older than a certain date, click Delete and select the date at the top of the table.

Note: You can configure automatic deletion of alerts older than the specified interval on the Data Retention screen. However, you cannot restore the alerts once they are deleted.

See [“Configuring data retention settings”](#) on page 45.

Events and Notifications

This chapter includes the following topics:

- [Configuring email notifications](#)
- [Enabling Windows event logging](#)
- [About high availability notifications](#)
- [Viewing events](#)
- [Viewing scan errors](#)

Configuring email notifications

Data Insight provides email notifications for important events happening in the product. For example, CIFS scan failure or a directory scan failure. Notifications are sent out every 15 minutes, if new events are available. Email notifications are not enabled by default.

Note: Before you enable email notifications, you must enable configure the SMTP settings.

See [“Configuring SMTP server settings”](#) on page 33.

To configure email notifications

- 1 In the Management Console, click **Settings > Global Settings > Event Notifications**
- 2 On the Event Notifications page, select **Enable event notifications** checkbox.
- 3 In the Email recipients field, enter a comma separated list of email addresses to be notified.

- 4 Select the severity of events for which the email notifications must be sent.
- 5 Click **Save**.

Enabling Windows event logging

Symantec Data Insight can publish events to the Windows Event log. Events are published on the same machine where they originate. Event logging is enabled by default.

To configure Windows event logging

- 1 In the Management Console, click **Settings > Global Settings > Event Notifications**.
- 2 Select the **Enable Windows logging** checkbox.
- 3 Select the severity of events for which you want to enable Windows logging.
- 4 Click **Save**.

About high availability notifications

Data Insight raises events for various conditions that might result in a loss of availability of a Data Insight system or component. Events are raised for the following conditions:

- Changes in the state of various essential services
- Saturation of the data volume
- Worker node misses heartbeat with the Management Server
- Accumulation of excessive files on the worker node
- Loss of connection between the filers and the Collector
- Excessive usage of CPU, memory, or disk space for extended period

See [“Configuring advanced settings”](#) on page 162.

Viewing events

You can monitor Symantec Data Insight recent system events on the **Events** page. The report displays entries for all system events. These events include the following information about an event:

- Time
- Severity

- Event summary
- Symantec Data Insight server where the event originated
- The user if any performing the action
- The object for which the event originated

To view system events

- 1 A list of recent system events appears.
- 2 You can choose to filter the events further using one or all of the following criteria:
 - By time
 - By any text appearing in the event summary
 - By severity
 - By the product server on which the event originatesEnter the filter criteria in the relevant fields and click **Go**.
- 3 Click the Export icon at the bottom of the page to save the data to a .csv file.

Viewing scan errors

You can view a list of all the paths on which a scan has failed. In the **Workspace** tab tree-view panel, the folder icon displays a red cross mark for the paths on which a scan has failed. The scan errors displayed are from the latest scan completed on the share.

To view scan errors

- 1 Do one of the following to view the details of the scan errors on paths:
 - In the Management Console, click **Settings > Scanning**.
The **Overview** sub-tab of the Scanning dashboard displays the paths on which scans have failed in the last 24 hours.
 - On the **Scan Status** sub-tab of the **Scanning** dashboard, click the **Select Action** drop-down corresponding to a path and select **Scan Errors**.
 - Navigate to a share or a site collection on the **Monitored Shares/Monitored Site Collections** sub-tab on the filer or SharePoint Web applications details page., click the **Select Action** drop-down corresponding to a path, and select **Scan Errors** to view the failed scans on that path.
- 2 On the Scan Errors page, review the time of the error, the error code, and the possible cause of the error.

Backing up and restoring data

This chapter includes the following topics:

- [Selecting the backup and restore order](#)
- [Backing up and restoring the Data Insight Management Server](#)
- [Backing up and restoring the Indexer node](#)

Selecting the backup and restore order

To maintain consistency in the configuration data during backup, the backup the Data Insight components in the following order:

- Nodes with Indexer role
- Management Server

Restore the Data Insight components in the following order:

- Management Server
- Nodes with Indexer role

Backing up and restoring the Data Insight Management Server

It is mandatory to backup the Management Server.

To backup Management Server configuration files

- 1 Log in Data Insight Management Server.
- 2 Backup the entire `$data` folder using backup tools such as Symantec NetBackup. The backup software should be capable of taking Volume Shadow Copy/Snapshot based backups. If your backup software does not have such a capability, you must stop all Data Insight services before backup, to avoid incomplete backup due to locked files.

To restore the Management Server files

- 1 Install the operating system. Use the same version, host name (recommended for ease of configuration), and architecture as was installed before the backup.
- 2 Install the same version of Data Insight that was installed before the backup.
- 3 Select the option to install the Management Server role while installing Data Insight .
- 4 Specify the original location of the `$data` directory as the previous install. By default, the `$data` directory is located at `C:\DataInsight\data`.
- 5 Complete the installation. Do not start the services at this time; clear the **Start services now** option when the installer prompts for it.
- 6 Delete the `$data` folder that is created as a part of the new installation and copy the backed up data to this location.
- 7 Start the Data Insight services, which include `DataInsightComm`, `DataInsightWatchdog`, `DataInsightHttpd`, `DataInsightweb`, and `DataInsightConfig`.
- 8 Check the status of the services and ensure that they come to running state. Successful start of all services indicates that the Management Server is successfully restored.

To restore the Management Server with a different host name or IP address

- 1 Repeat steps 1 through 6 as described in the section, *Restoring the Management Server files*.
- 2 Edit `$data/conf/<nodename>.conf` and enter the new server name.

Open the file, `$data/conf/config.db.<N>` (N being the latest version of `config.db`) in an SQLITE editor.

Update the `node_name` and `node_ip` columns in `node` table with the host name and IP address of the new server.

3 Run the following SQL updates:

```
update node set node_name='<new node name>'
where node_name='<prev node name>';

update node set node_ip='<new node name>'
where node_name='<prev node name>';
```

4 Open a Windows command prompt and run the following command to increment the version of the config.db file that was changed in Step 3:

```
<INSTALL DIR>\DataInsight\bin\configdb -O -J dummy -j dummy
```

5 Start all Data Insight services.

6 On each worker node, except the Windows File Server agents, stop DataInsightComm and DataInsightConfig services.

7 Perform steps 2 and 3 on the worker node's config.db.N

8 Start the DataInsightComm and DataInsightConfig services. Ensure that the worker nodes show online on the Data Insight Management Console.

Backing up and restoring the Indexer node

You must mandatorily backup the nodes that serve as the Indexer roles in a Data Insight deployment.

To back up the Data Insight server with Indexer role

- 1** Log in to the server with the Indexer role.
- 2** Backup the entire \$data folder using backup tools such as Symantec NetBackup. The backup software should be capable of taking Volume Shadow Copy/Snapshot based backups. If your backup software does not have such a capability, you must stop all Data Insight services before backup, to avoid incomplete backup due to locked files.

To restore the Indexer node

- 1** Install the operating system. Use the same version, host name (recommended for ease of configuration), and architecture as was installed before the backup.
- 2** Install the same version of Data Insight that was installed before the backup.
- 3** Select the option to install the Indexer and Collector role while installing Data Insight. If installing Data Insight on a Linux server, select the option to install Indexer.

- 4 Specify the original location of the `$data` directory as the previous install. By default, the `$data` directory is located at `C:\DataInsight\data`.
- 5 Clear the **Launch worker node registration wizard after exit** checkbox. You do not need to register the worker node at this time as the registration information is already present in the data that you have backed up.
- 6 Complete the installation. Do not start the services at this time; clear the **Start services now** option when the installer prompts for it.
- 7 Delete the `$data` folder that is created as a part of the new installation and copy the backed up data to this location.
- 8 Start the Data Insight services, which include `DataInsightComm`, `DataInsightWatchdog`, and `DataInsightConfig`.
- 9 Check the status of the services and ensure that they come to running state. Successful start of all services indicates that the Indexer node is successfully restored.

To restore the Indexer node with a different host name or IP address

- 1 Repeat steps 1 through 6 as described in the section, *Restoring the Indexer node*.
- 2 Edit `$data/conf/<nodename>.conf` and enter the new server name.
- 3 Open the file, `$data/conf/config.db.<N>` (N being the latest version of `config.db`) in an SQLITE editor.

Update the `node_name` and `node_ip` columns in `node` table with the host name and IP address of the new server.
- 4 Run the following SQL updates:

```
update node set node_name='<new node name>'
where node_name='<prev node name>';

update node set node_ip='<new node name>';
where node_name='<prev node name >';
```

- 5 Log in to the Management Server and stop the `DataInsightComm`, `DataInsightWeb`, and `DataInsightConfig` services.
- 6 Perform 3 on the Management Server.
- 7 Open a Windows command prompt and run the following command to increment the version of the `config.db` file that was changed in 2

`<INSTALL DIR>\DataInsight\bin\configdb -O -J dummy -j dummy`
- 8 Start all Data Insight services on the Management Server.

- 9** On each worker node, except the Windows File Server agents, stop DataInsightComm and DataInsightConfig services.
- 10** If this node is a Collector for one or more Windows File Server agents, log in to each Windows File Server, stop the DataInsightComm and DataInsightConfig services.

Perform step [3](#) on the worker node's config.db.N
- 11** Start the DataInsightComm and DataInsightConfig services on the Indexer and all other worker nodes where configdb.N was changed. Ensure that the worker nodes show online on the Data Insight Management Console.

Troubleshooting

This appendix includes the following topics:

- [About general troubleshooting procedures](#)
- [Location of Data Insight logs](#)
- [Downloading Data Insight logs](#)

About general troubleshooting procedures

This section provides an overview of the general troubleshooting procedures that you can use to help discover and troubleshoot common problems.

You can use the **Events** page on the Data Insight Management Console to get a quick overview of the node on which the error has occurred.

To troubleshoot a problem, it helps to consider the following:

- Check for prior occurrence.
Check existing troubleshooting information to see if the problem has occurred before and if there is a workaround available to troubleshoot the same. A good source for this type of information is the *Symantec Data Insight Release Notes*. The Release Notes contain a list of known issues for Data Insight and a list of possible workaround.
- Consider recent alterations.
If a system is having problems immediately after some kind of maintenance, software upgrade, or other change, the problem might be linked to those changes.

Location of Data Insight logs

Symantec Data Insight log files are located in the Data Insight installation directory, `<INSTALLDIR>\log`. Typically the installation directory is located at `C:\Program Files\Symantec\Data Insight\log`. On Linux, the logs are located at `/var/DataInsight/log`.

[Table A-1](#) describes the logs that are relevant for troubleshooting.

Table A-1	Data Insight logs
<code>webserver0.0.log</code>	This file contains the log messages from the Web service process.
<code>commd0.0.log</code>	This file contains the log messages from the scheduler communication service.
<code>adcli.log</code>	This file contains the log messages from the Active Directory scanner process, <code>adcli.exe</code> .
<code>celerrad.log</code>	This file contains the log messages for DataInsightCelerra service.
<code>cli0.0.log</code>	This file contains the log messages for various command line utilities.
<code>collector.log.N</code>	This file contains the log messages for the audit pre-processor (<code>collector.exe</code>).
<code>dashboard.log</code>	This file contains the log messages for the Dashboard data generation report.
<code>dscli0.0.log</code>	This file contains the log messages for LDAP, NIS, NIS+ Directory scanner.
<code>extN_msuN.log</code>	This file contains the log messages for Full file system scans.
<code>extN_msuN.ilog</code>	This file contains the log messages for Incremental file system scans.
<code>fpolicyd.log</code>	This file contains the log messages for DataInsightFpolicy service.
<code>idxcheck.log</code>	This file contains log of index integrity check.
<code>index-N.log</code>	This file contains log messages for index updater process.
<code>localusers.log</code>	This file contains log messages for local users scanning process.
<code>mxpolicy.log</code>	This file contains log messages for policy evaluation process.

Table A-1 Data Insight logs (*continued*)

queryd.log	This file contains log messages for DataInsightConfig service.
sharepoint_audit.log	This file contains log messages for SharePoint audit fetching utility.
upgradecli0.0.log	This file contains log messages of the upgrade utility.
upgrade_to_X.log	This file contains log messages of the upgrade process.
watchdog0.0.log	This file contains log messages of DataInsightWatchdog service.
winnasd.log.0	This file contains log messages of DataInsightWinnas service.
winnas_util.log	This file contains log messages of windows share discovery utility.

Downloading Data Insight logs

To troubleshoot errors, you can download the Data Insight logs relevant to a file server, share, SharePoint Web application, or SharePoint site collection from the **Settings** tab of the Management Console.

To download Data Insight logs

- 1 On the relevant listing page, click the **Select Action** drop-down, and select **Download Logs** for the data repository you want to troubleshoot.
- 2 On the **Download Logs** pop-up, select the check box for the information that you want to include in the logs.

You can select one or all of the following information:

- **Config database** - Select this option to include the configuration database in the download. Secret information, such as passwords are purged from the copied database.
- **Indexer database** - Select this option to include the index for the problematic shares or site collections in the download.
- **Error files** - Select this option to includes scan or audit files that have not been indexed in the download.
- **User database** - Select this option to include the cached Active Directory information in the download.

Note: Contact Symantec Support to help you determine which of these options you should select when troubleshooting an issue.

Command File Reference

This appendix includes the following topics:

- [fg.exe](#)
- [indexcli.exe](#)
- [reportcli.exe](#)
- [scancli.exe](#)

fg.exe

fg.exe – A script that modifies the file group configuration for Data Insight.

SYNOPSIS

```
fg -C -N <name of file group>

fg -D -N <name of file group>

fg -L -d

fg -L -N <name of file group> -d

fg -R -N <name of file group> -t <name of extension>
```

Description

fg is a script used to modify the configuration for sorting files into file groups. By default, Data Insight sorts files into 18 file groups based on the file extensions.

Options

- i** *<username>*
(Required) The fully-qualified user name of the user running the command, for example, *user@domian*. This user should have Server Administrator privileges in Data Insight.
- A** Adds an extension to an existing file group.
- C** Creates a new file group.
- D** Deletes an existing file group.
- L** Lists existing file groups.
- R** Removes an extension from an existing file group.
- N** Name of the file group to be created or deleted.
- d** Shows file group details when listing existing file groups.
- t** *<name of extension>*
The file extension to add or delete from the file group (For example, *doc*).
- h** Prints the usage message.

EXAMPLES

EXAMPLE 1: The following command creates a new file group.

```
fg -i <username> -C -N <name of file group>
```

EXAMPLE 2: The following example adds a new extension to an existing file group.

```
fg -i <username> -A -N <name of file group> -t <name of extension>
```

EXAMPLE 3: The following example deletes an extension from an existing file group.

```
fg -i <username> -R -N <name of file group> -t <name of extension>
```

EXAMPLE 4: The following command deletes a file group.

```
fg -i <username> -D -N <name of file group>
```

EXAMPLE 5: The following command displays a detailed listing of all configured file groups.

```
fg -i <username> -L -d
```

EXAMPLE 6: The following command displays a detailed listing of a particular file group.

```
fg -i <username> -L -N <name of file group> -d
```

indexcli.exe

indexcli.exe – a utility that manages the index segments available on an Indexer worker node.

SYNOPSIS

```
indexcli.exe
    --display|--archive|--purge|--restore|--rearchive|--list-jobs
    |--stop-jobs [OPTIONS]

indexcli.exe -A <name of the index segments to be archived>

indexcli.exe -c

indexcli.exe -D <name of the index segments to be purged>

indexcli.exe -d

indexcli.exe -h

indexcli.exe -j

indexcli.exe -r

indexcli.exe -t

indexcli.exe -u
```

Archive options

```
indexcli.exe -A -a | -f <FILERS> | -m
<SHARES> | -S <SITECOLLS> | -w <WEBAPPS> | -I
<MONTHS>
```

-a Archives all index segments older than the specified interval.

-f <name of filer(s)>

Archives all index segments for the specified list of filers.

-I <interval in months>

Archives segments older than the specified interval. The segments which have been restored earlier are not archived.

-m <name of share(s)>

Archives all index segments for the specified list of shares.

```
-S,--sitecoll <SITECOLLS>
```

Archives segments for specified list of Microsoft SharePoint site collections.

```
-w, --webapp <WEBAPPS><
```

Archives segments for specified list of Microsoft SharePoint Web applications.

Purge options

```
indexcli.exe -D -a | -f <FILERS> |  
-m <SHARES> | -S <SITECOLLS> | -w <WEBAPPS> |  
-I <MONTHS>
```

-a Purges all index segments older than the specified interval.

-f *<name of filer(s)>*.

Purges all index segments for the specified list of filers.

-I *<interval in months>*.

Purges segments older than the specified interval. The segments which have been explicitly restored earlier, for which the lease is still valid, are not purged.

-m *<name of share(s)>*

Purges all index segments for the specified list of shares.

```
-S,--sitecoll <SITECOLLS>
```

Purges segments for specified list of Microsoft SharePoint site collections.

```
-w, --webapp <WEBAPPS><
```

Purges segments for specified list of Microsoft SharePoint Web applications.

Display options

```
indexcli.exe -d -a | -f <FILERS> |  
-m <SHARES> | -S <SITECOLLS> | -w <WEBAPPS> |  
-s <STATES>
```

-a Displays information for all shares.

-f *<name of filer(s)>*

Displays information for the specified list of filers.

-m *<name of share(s)>*

Displays information for the specified list of shares.

`-s <name of state>`

Displays index segments for the given state only. Multiple stars can be separated by comma. Possible states are, ARCHIVING, RE-ARCHIVING, ARCHIVED, RESTORING, RESTORED, RESTORE, FAILED, or DELETED.

`-S, --sitecoll <SITECOLLS>`

Displays information for a specified list of Microsoft SharePoint site collections.

`-w, --webapp <WEBAPPS><`

Displays information for a specified list of Microsoft SharePoint Web applications.

Restore options

```
indexcli.exe -r -a | -f <FILERS> |
-m <SHARES> | -S <SITECOLLS> | -w <WEBAPPS> -C -F <FROM> | >
| -R <RANGE>
[-L <MONTHS> | -l <MONTHS> | -y]
```

`-a` Restores the index segments for all shares.

`-C` If the continue-on-error option is not specified, the restore command fails if the segment files required to restore data for the specified parameters are not available.

`-f <name of filer(s)>`

Restores all index segments for the specified list of filers.

`-F <month from which the segments need to be restored>`

Specify the month in the format, YYYY/MM. For example, `indexcli.exe -r -F 2010/01` restores segments from January 2010 till date.

`-L <interval in number of months>`

Resets lease on segments that are restored earlier using `-l` option. Specify the new lease interval in months. This command replaces the previous lease interval. Setting the value to 0 will make the lease permanent.

`-l <interval in number of months>`

Restores segments for a temporary lease in months. After the lease expires, restored segments are automatically re-archived. If this option is not specified, segments remain restored till you re-archive them with the `-u, --rearchive`, option.

`-m <name of share(s)>`

Restores all index segments for the specified list of shares.

`-S, --sitecoll <SITECOLLS>`

Restores segments for a specified list of Microsoft SharePoint site collections.

`-w, --webapp <WEBAPPS><`

Restores segments for a specified list of Microsoft SharePoint Web applications.

`-R <range in months>`

Restore all index segments for the specified month range. Specify the month in the format, YYYY/MM-YYYY/MM. For example, `indexcli.exe -r -R 2010/01-2010-03` restores segments from January 2010 to March 2010.

`-y` Instead of restoring segments, this option displays the list of files that must be available before restoring the specified segments.

Re-archive options

```
indexcli.exe -u -a | -f <FILERS> |
-m <SHARES> | -S <SITECOLLS> | -w <WEBAPPS>
-F <FROM> | -R <RANGE>
```

`-a` Re-archives all previously restored index segments.

`-f <name of filer(s)>`

Re-archives previously restored index segments for the specified list of filers.

`-F <month FROM which the segments need to be restored>`

Specify the month in the format, YYYY/MM. For example, `indexcli.exe -u -F 2010/01` restores segments from January 2010 till date.

`-m <name of share(s)>`

Re-archives previously restored index segments for specified list of shares.

`-S, --sitecoll <SITECOLLS>`

Re-archives previously restored segments for a specified list of Microsoft SharePoint site collections.

`-w, --webapp <WEBAPPS><`

Re-archives previously restored segments for a specified list of Microsoft SharePoint Web applications.

`-R <range in months>`

Restore all index segments for the specified month range. Specify the month in the format, YYYY/MM-YYYY/MM. For example, `indexcli.exe -u -R 2010/01-2010-03` restores segments from January 2010 to March 2010.

EXAMPLES

EXAMPLE 1: The following command archives index segments for specified list of filers.

```
indexcli.exe -A -f \\filer1,\\filer2,ID1,ID2
```

EXAMPLE 2: The following command archives index segments for specified list of shares.

```
indexcli.exe -A -m \\filer1\share1,\\filer2\shares2,ID3,ID4
```

EXAMPLE 3: The following command purges index segments for specified list of filers.

```
indexcli.exe -D -f \\filer1,\\filer2,ID1,ID2
```

EXAMPLE 4: The following command purges segments for specified list of shares.

```
indexcli.exe -D -m \\filer1\share1,\\filer2\shares2,ID3,ID4
```

EXAMPLE 5: The following command restores index segments for specified list of filers.

```
indexcli.exe -r -f <\\filer1,\\filer2,ID1,ID2>
```

EXAMPLE 6: The following command restores index segments for specified list of shares.

```
indexcli.exe -r -m \\filer1\share1,\\filer2\shares2,ID3,ID4
```

EXAMPLE 7: The following command re-archives previously restored index segments for specified list of filers.

```
indexcli.exe -u -f \\filer1,\\filer2,ID1,ID2
```

EXAMPLE 8: The following command re-archives previously restored index segments for specified list of shares.

```
indexcli.exe -u -m \\filer1\share1,\\filer2\shares2,ID3,ID4
```

EXAMPLE 9: The following command archives segments for specified list of Microsoft SharePoint site collections.

```
indexcli.exe -S,--sitecoll<http://sp_webapp:8000/scl,ID2,ID3...>
```

EXAMPLE 10: The following command archives segments for specified list of Microsoft SharePoint Web applications.

```
indexcli.exe -w,--webapp<http://sp_webapp:8000,ID2,ID3,...>
```


EXAMPLE 11: The following command purges segments for specified list of Microsoft SharePoint site collections.

```
indexcli.exe -S,--sitecoll<http://sp_webapp:8000/sc1,ID2,ID3...>
```

EXAMPLE 12: The following command purges segments for specified list of Microsoft SharePoint Web applications.

```
indexcli.exe - w,--webapp<http://sp_webapp:8000,ID2,ID3,...>
```

EXAMPLE 13: The following command displays information for specified list of Microsoft SharePoint site collections.

```
indexcli.exe -S,--sitecoll<http://sp_webapp:8000/sc1,ID2,ID3...>
```

EXAMPLE 14: The following command displays information for specified list of Microsoft SharePoint Web applications.

```
indexcli.exe - w,--webapp<http://sp_webapp:8000,ID2,ID3,...>
```

EXAMPLE 15: The following command restores segments for specified list of Microsoft SharePoint site collections.

```
indexcli.exe -S,--sitecoll<http://sp_webapp:8000/sc1,ID2,ID3...>
```

EXAMPLE 16: The following command restores segments for specified list of Microsoft SharePoint Web applications.

```
indexcli.exe - w,--webapp<http://sp_webapp:8000,ID2,ID3,...>
```

EXAMPLE 17: The following command re-archives previously RESTORED segments for specified list of Microsoft SharePoint site collections.

```
indexcli.exe -S,--sitecoll<http://sp_webapp:8000/sc1,ID2,ID3...>
```

EXAMPLE 18: The following command re-archives previously RESTORED segments for specified list of Microsoft SharePoint Web applications.

```
indexcli.exe - w,--webapp<http://sp_webapp:8000,ID2,ID3,...>
```

reportcli.exe

reportcli.exe – a utility to create reports using a properties file that contains the input parameters, execute and list configured reports, check the status of the reports, and cancel report runs.

SYNOPSIS

```
reportcli.exe --list-jobs|--list-reports|--list-outputs|--create
--execute|--cancel|--help [OPTIONS]
```

```
reportcli.exe -c
```

```
reportcli.exe -e
```

```
reportcli.exe -h
```

```
reportcli.exe -j
```

```
reportcli.exe -l
```

```
reportcli.exe -o
```

Options

```
reportcli.exe -n -r <name of report> -p <property file path> -u <user
name of creator> [-rt <report type>] [--users <path of users' .csv
file>] [-t <path of .csv file of paths>] [--custodian <path of
custodian' .csv file>]
```

Creates a report using the properties file in which the input parameters are specified. The following attributes apply:

-r --report <name of report> Creates a report with the specified name.

-p --properties <property file path> Property file containing the input parameters for the report.
Note: By default, a sample properties file is installed in the `INSTALL_DIR/DataInsight/reports` folder.

-u --creator <user name of creator> Creator of the report.

-rt --type <report_type> Creates the specified report type. For example, Access Details report.

`--users <path of users' .csv file>` Path of the .csv file containing the names of users in the user@domain,<user group> format.

Specify the path to input user information for the report.

`--paths <path of .csv file of paths>` Path of the .csv file containing the fully qualified paths of the data for which you want to create the report.

`--custodian <path of custodian' .csv file>` Path of the .csv file that contains information about custodians on configured paths. The names of the custodians are specified in the .csv file in the format user@domain.

Specify the path to the custodian.csv file to include custodian information in the report.

`-j` Lists the report jobs that are currently running.

`-l` Lists all configured reports.

`-o -m <TOP_N> -r <Report Name>`

Lists all report outputs. The following attributes apply:

`-m --max <TOP_N>` Limits output to specified number of records, and lists the latest output first. If the number of records is not specified, prints status for the last run.

`-r - --report <Report Name>` Prints the status of jobs for the specified report. You can either specify the report ID or the report name.

`-rt - --type<Report Type>` Prints the status of jobs for the specified report type.

`report.exe -e [-d <Output_Dir> -r <Report Name> -w <Max_Wait>`

Executes report. The following attributes apply:

`-d --output <Output_Dir>` The generated report output, including the SQLite database is copied to the specified directory. If you specify this option, you do not have to pass the --w option.

`-r --report<Report Name>` Executes the specified report. You can either specify the report ID or the report name.

`--w --wait <Max_Wait>` Returns the report output only after the report execution is complete or the specified wait time in minutes is exceeded. Specify -1 to wait forever.

```
reportcli.exe -e -r <name of report> [-rt <report type>] --p <property
file path> --creator <user name of creator> [--output <Output_Dir>]
[--users <path of users' .csv file>] [--paths <path of .csv file of
paths>] [--wait <MAX_WAIT>] [--custodian <path of custodian' .csv
file>]
```

Executes a report using the properties file in which the input parameters are specified. The following attributes apply:

`-r --report <name of report>` Creates a report with the specified name.

`-p -properties <property file path>` Property file containing the input parameters for the report.

`-u --creator <user name of creator>` Creator of the report.

`--custodian <path of custodian.csv>` Path of the .csv file containing the names of the custodians

`-d --output <OUTPUT_DIR>` Copies the report database and output to specified location.

`-rt --type <report_type>` Creates the specified report type. For example, Access Details report.

`--users <path of users' .csv file>` Path of the .csv file containing the names of users in the user@domain,<user|group> format.

`--paths <path of .csv file of paths>` Path of the .csv file containing the fully qualified paths of the data for which you want to create the report.

`-w --wait<MAX_WAIT>` If the wait time is specified, the command returns only after the report is executed OR the specified wait time in minutes is exceeded. Specify -1 to wait forever. Data Insight cancels the report execution if the wait time is exceeded.

`--custodian <path of custodian' .csv file>` Path of the .csv file that contains information about custodians on configured paths. The names of the custodians are specified in the .csv file in the format user@domain.

Specify the path to the custodian.csv file to include custodian information in the report.

`report.exe -c -i <JOB_ID>`

Cancels execution of the specified report job.

scancli.exe

`scancli.exe` - `scancli.exe` - a utility that scans shares and site collections.

SYNOPSIS

`scancli.exe --start| --stop| --list-jobs| --help [OPTIONS]`

`-s --start`

Scans specified shares or site collections.

`-c --stop`

Cancels scans for specified shares or site collections.

`-l --list-jobs`

Lists currently running jobs.

`-d --display`

Displays scan status for specified shares or site collections. To view real time scan queue information, use the `-l --list-jobs` option.

`-h --help`

Displays help.

SCAN OPTIONS

`scancli.exe -s -a | -f <FILERS> | -m <SHARES> | -S <SITECOLLS> |w <WEBAPPS> [-D] [-e <EXCLUDE>] [-F | -N | -p] [-I <INCLUDE>] [-i <DAYS>] [-t]`

`-a - - all`

Scans all shares and site collections.

`-D - -disabled`

By default, disabled devices or those for which scanning has been disabled are not included in the scan. Specify this option to include shares or site collections of disabled devices.

`-e - -exclude <EXCLUDE>`

Exclude shares or site collections matching specified patterns. Separate multiple patterns with a comma. You can specify one or more wildcards in the pattern, for example, `vol*,*$.`

- f - -filer <FILERS>**
Scans shares of the specified filers. For example, **-f - -filer >\\filer1, filer2, ID1,..>**.
- F - -failed**
Select shares or site collections whose last scan failed completely. This does not include those that have never been scanned before or those which succeeded partially (*).
- I - -Include <INCLUDE>**
Include shares or site collections matching the specified patterns. Separate multiple patterns with a comma. You can specify one or more wildcards in the pattern. For example, **-I - -Include >vol*,*\$ >**
- i - -interval <DAYS>**
Select shares or site collections that have not been scanned for specified number of days. This includes shares which have never been scanned before (*).
- m - -share <SHARES>**
Scans specified list of shares. For example, **-m - -share >\\filer1\share1, share2, ID3...>**.
- n - -never**
Select shares or site collections that have never been scanned before (*).
- p - -partial**
Select shares or site collections whose last scan succeeded partially, that is, those shares or site collections for which the scan completed but with failure to fetch information for some paths (*).
- S - -sitecoll <SITECOLLS>**
Scans the specified list of Microsoft SharePoint site collections.
- t - -top**
Adds shares or site collections to top of the scan queue.
- w - -webapp <WEBAPPS>**
Scans site collections for specified list of Microsoft SharePoint Web applications.

Note: (*) indicates that the option can only be used on the Management Server.

STOP SCAN OPTIONS

```
scancli.exe -l -a | -f <FILERS> | -m <SHARES> | -S <SITECOLLS> |w <WEBAPPS>
[-D] [-e <EXCLUDE>] [-I <INCLUDE>]
```

-a - - all

Stops scans for all shares and site collections.

-e - -exclude <EXCLUDE>

Exclude shares or site collections matching specified patterns. Separate multiple patterns with a comma. You can specify one or more wildcards in the pattern, for example, vol*,*\$.

-f - -filer <FILERS>

Stops scans for shares of the specified filers.

-I - -Include <INCLUDE>

Include shares or site collections matching the specified patterns. Separate multiple patterns with a comma. You can specify one or more wildcards in the pattern.

-m - -share <SHARES>

Stops scans for the specified list of shares.

-S - -sitecoll <SITECOLLS>

Stops scans for the specified list of Microsoft SharePoint site collections.

-w - -webapp <WEBAPPS>

Stops scans for site collections for specified list of Microsoft SharePoint Web applications.

LIST JOB OPTIONS

```
scancli.exe -l [-n --node <NODE>]
```

-n --node <Node ID or Node name>

Lists scan jobs on the specified node. Specify either node ID or node name. If not specified, localnode is assumed.

DISPLAY OPTIONS

```
scancli.exe -d -a | -f <FILERS> | -m <SHARES> | -S <SITECOLLS> |w <WEBAPPS>
[-D] [-e <EXCLUDE>] [-F | -N | -p] [-I <INCLUDE>] [-i <DAYS>]
```

-a - - all

Displays scan status for all shares and site collections.

- e - -exclude <EXCLUDE>
Exclude shares or site collections matching specified patterns. Separate multiple patterns with a comma. You can specify one or more wildcards in the pattern, for example, vol*,*\$.
- f - -filer <FILERS>
Displays scan status for the shares of the specified filers.
- F - -failed
Displays scan status for the shares or site collections whose last scan failed completely. This does not include those that have never been scanned before or those which succeeded partially (*).
- I - -Include <INCLUDE>
Include shares or site collections matching the specified patterns. Separate multiple patterns with a comma. You can specify one or more wildcards in the pattern.
- i - -interval <DAYS>
Displays scan status for shares or site collections that have not been scanned for specified number of days. This includes shares which have never been scanned before (*).
- m - -share <SHARES>
Displays scan status for specified list of shares.
- n - -never
Displays scan status for shares or site collections that have never been scanned before (*).
- p - -partial
Displays scan status for shares or site collections whose last scan succeeded partially, that is, those shares or site collections for which the scan completed but with failure to fetch information for some paths (*).
- S - -sitecoll <SITECOLLS>
Displays scan status for the specified list of Microsoft SharePoint site collections.
- w - -webapp <WEBAPPS>
Displays scan status for the site collections for specified list of Microsoft SharePoint Web applications.

Note: -w - -webapp <WEBAPPS> option can only be used on the Management Server.

EXAMPLES

EXAMPLE 1: The following command scans all shares of a filer, netapp1.

```
scancli - -start - -filer <netapp1>
```

EXAMPLE 2: The following command scans all shares and site collections for which a full scan failed 3 or more days ago.

```
scancli - -start - -all - -failed - -interval <3>
```

The following command scans all site collections of a Web application that have not been scanned for the past 30 days or have never been scanned.

```
scancli - -start - -webapp https://sitecoll:8080 - -interval 30
```

Configuring a NetApp filer - an example

This appendix includes the following topics:

- [Prerequisites](#)
- [Adding a machine to a Domain Controller](#)
- [Configuring a NetApp filer](#)
- [Configuring Data Insight to receive Fpolicy notifications](#)
- [Configuring the filer in Data Insight](#)

Prerequisites

Before you can configure Fpolicy on the NetApp filer, you must ensure that the following setup is available:

- A user account in Active Directory that has either Administrator or Backup Operator privileges on the filer.
- A server machine running Windows 2003 Server operating system. Symantec Data Insight is installed on this machine. For detailed installation procedure see the *Symantec Data Insight Installation Guide*.

Note: The machine on which Data Insight is installed must be added to a Domain Controller. See [“Adding a machine to a Domain Controller”](#) on page 220.

- A NetApp filer running DATA OnTap version 7.3 or higher. CIFS license is installed on this filer.

- One or more client machines to test the product.

Adding a machine to a Domain Controller

Before you install Symantec Data Insight, ensure that the machine is added to a Domain Controller. For the purpose of this procedure, we use the domain name HALDOMAIN.LOCAL. The domain must be the same as that of the filer.

To add a machine to a Domain Controller

- 1 Right-click on **My Computer** and select **Properties**.
- 2 On the System Properties window, select the **Computer Name** tab.
- 3 Under To rename this computer or join a domain, click **Change**.
- 4 On the Computer Name Changes window, under Member of, select **Domain** and enter HALDOMAIN.LOCAL.
- 5 Click **OK**.
- 6 When prompted to enter the username and password, use an account that is either part of the Administrators group. For example, *ccuser*.
- 7 Restart the machine for the changes to take effect.

Configuring a NetApp filer

The NetApp Filer that is monitored by Symantec Data Insight must also be part of the same domain as the server machine on which Symantec Data Insight software is installed. The NetApp filer used in the example below is called *Mx-fas2020r5-1*.

To configure a NetApp filer

- 1 Login to the NetApp filer from a Windows command prompt as an administrator.
- 2 Terminate CIFS before adding the filer to a domain.

```
mx-fas2020r5-1> cifs terminate
CIFS local server is shutting down...
Mon Jan  4 17:44:57 PST [cifs.auditfile.enable.off:info]: ALF: CIFS auditing stopped.
CIFS local server has shut down...
mx-fas2020r5-1>
```

- 3 Run the `cifs setup` command to set up CIFS to enable Active Directory domain authentication.

```
mx-fas2020r5-1> cifs setup
This process will enable CIFS access to the filer from a Windows(R) system.
Use "?" for help at any prompt and Ctrl-C to exit without committing changes.

    This filer is currently a member of the /etc/passwd-style workgroup
    'WORKGROUP'.
Do you want to continue and change the current filer account information? [n]: y
    Your filer does not have WINS configured and is visible only to
    clients on the same subnet.
Do you want to make the system visible via WINS? [n]: n
    This filer is currently configured as a multiprotocol filer.
Would you like to reconfigure this filer to be an NTFS-only filer? [n]: n
    The default name for this CIFS server is 'MX-FAS2020R5-1'.
Would you like to change this name? [n]: n
    Data ONTAP CIFS services support four styles of user authentication.
    Choose the one from the list below that best suits your situation.

(1) Active Directory domain authentication (Active Directory domains only)
(2) Windows NT 4 domain authentication (Windows NT or Active Directory domains)
(3) Windows Workgroup authentication using the filer's local user accounts
(4) /etc/passwd and/or NIS/LDAP authentication
Selection (1-4)? [1]:
```

- 4 When prompted with **Do you want to continue and change the current filer account information? [n]**, type **y**. If the Filer was already setup, then choose the default answers for the questions that follow; else configure the filer as appropriate.
- 5 When prompted to choose user authentication, choose option **1**.

- 6 Enter the username as *ccuser* and domain name *HALDOMAIN.LOCAL*. This displays the message, CIFS – Starting SMB protocol...; Welcome to the HALDOMAIN.LOCAL (HALDOMAIN) Active Directory® domain.

ccuser is an example user. You must choose a user who has administrator rights in the domain.

```
Data ONTAP CIFS services support four styles of user authentication.
Choose the one from the list below that best suits your situation.

(1) Active Directory domain authentication (Active Directory domains only)
(2) Windows NT 4 domain authentication (Windows NT or Active Directory domains)
(3) Windows Workgroup authentication using the filer's local user accounts
(4) /etc/passwd and/or NIS/LDAP authentication

Selection (1-4)? [1]: 1
What is the name of the Active Directory domain? [engba.symantec.com]: HALDOMAIN
.LOCAL
    In order to create an Active Directory machine account for the filer,
    you must supply the name and password of a Windows account with
    sufficient privileges to add computers to the HALDOMAIN.LOCAL domain.
Enter the name of the Windows user [Administrator@HALDOMAIN.LOCAL]: ccsuser@HAL
DOMAIN.LOCAL
Password for ccsuser@HALDOMAIN.LOCAL:
CIFS - Logged in as ccsuser@HALDOMAIN.LOCAL.
    An account that matches the name 'MX-FAS2020R5-1' already exists in
    Active Directory: 'cn=mx-fas2020r5-1,cn=computers,dc=haldomain,dc=local
    '. This is normal if you are re-running CIFS Setup. You may continue
    by using this account or changing the name of this CIFS server.
Do you want to re-use this machine account? [y]: y
CIFS - Starting SMB protocol...
Mon Jan  4 17:47:18 PST [cifs.auditfile.enable.on:info]: ALF: CIFS auditing star
ted.
Welcome to the HALDOMAIN.LOCAL (HALDOMAIN) Active Directory(R) domain.

CIFS local server is running.
mx-fas2020r5-1>
```

- 7 Confirm that CIFS is configured correctly. Run the following commands:

- `cifs domaininfo`
- `cifs testdc`

```
mx-fas2020r5-1> cifs domaininfo
NetBios Domain: HALDOMAIN
Windows 2003 Domain Name: haldomain.local
Type: Windows 2003
Filer AD Site: Default-First-Site-Name

Current Connected DCs: \\HAL-VC
Total DC addresses found: 1
Preferred Addresses:
Favored Addresses: None
Other Addresses: 10.182.179.180 HAL-VC POC
None

Connected AD LDAP Server: \\hal-vc.haldomain.local
Preferred Addresses: None
Favored Addresses: 10.182.179.180
Other Addresses: hal-vc.haldomain.local
None

mx-fas2020r5-1>

mx-fas2020r5-1> cifs testdc
Using Established configuration
Current Mode of NBT is B Mode

Netbios scope ""
Registered names...
MX-FAS2020R5-1 < 0> Broadcast
MX-FAS2020R5-1 < 3> Broadcast
MX-FAS2020R5-1 < 20> Broadcast
HALDOMAIN < 0> Broadcast

Testing all Primary Domain Controllers
found 1 unique addresses

found PDC HAL-VC at 10.182.179.180

Testing all Domain Controllers
found 1 unique addresses

found DC HAL-VC at 10.182.179.180
mx-fas2020r5-1>
```

- 8 Add *ccuser@HALDOMAIN.LOCAL* to the Administrators group on the filer.
Run the following commands:

- Mx-fas2020r5-1> useradmin domainuser add ccuser -g Administrators
- Mx-fas2020r5-1> useradmin domainuser list -g Administrators

```
mx-fas2020r5-1> useradmin domainuser add ccuser -g Administrators
SID = S-1-5-21-1545124705-3188965610-3907368782-1329
Domain User <ccuser> successfully added to Administrators.
mx-fas2020r5-1> useradmin domainuser list -g Administrators
List of SIDs in Administrators
S-1-5-21-1786140056-615959809-1253050676-500
S-1-5-21-1786140056-615959809-1253050676-131073
S-1-5-21-1545124705-3188965610-3907368782-1351
S-1-5-21-1545124705-3188965610-3907368782-512
S-1-5-21-1545124705-3188965610-3907368782-1329
For more information about a user, use the 'cifs lookup' and 'useradmin user list' commands.
mx-fas2020r5-1>
```

- 9 Run the `fpolicy` command to ensure that FPolicy is enabled on the filer. Typically, if CIFS license is enabled on the filer, then FPolicy is also automatically enabled.

```
mx-fas2020r5-1> fpolicy

CIFS file policy is enabled.

File policy test (file screening) is enabled.

No file policy servers are registered with the filer.

Operations monitored:
File open,File create,File rename,File close,File delete,File read,File write
Directory rename,Directory delete,Directory create
Above operations are monitored for NFS and CIFS

List of extensions to screen:
???
```

```
List of extensions not to screen:
Extensions-not-to-screen list is empty.

Number of requests screened           : 0
Number of screen failures              : 0
Number of requests blocked locally     : 0
```

Configuring Data Insight to receive Fpolicy notifications

Before you assign a Data Insight server as a collector for a NetApp filer, you must configure the Fpolicy service on that server.

Configuring the filer in Data Insight

To add the NetApp filer

- 1 From the Symantec Data Insight Management Console do the following:
 - Add the NetApp filer *mx-fas2020r5-1*.
 - Add a share on *mx-fas2020r5-1* that you want Data Insight to monitor. See [“Adding shares”](#) on page 123.
- 2 Log into the filer.
- 3 Run the command `fpolicy servers show matpol` to verify that the server machine on which Symantec Data Insight is installed is configured to handle FPolicy events.

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