

Monitoring Comet Backup with CheckCentral



CHECKCENTRAL



BINARYFORTRESS

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Comet Backup is an excellent tool for MSPs who manage file backups for their clients. By using CheckCentral and Comet Backup together, you can have a clear and easy view of your client backups without having to wade through mountains of email notifications. This guide provides details on setting up Checks for Comet Backup notification emails.

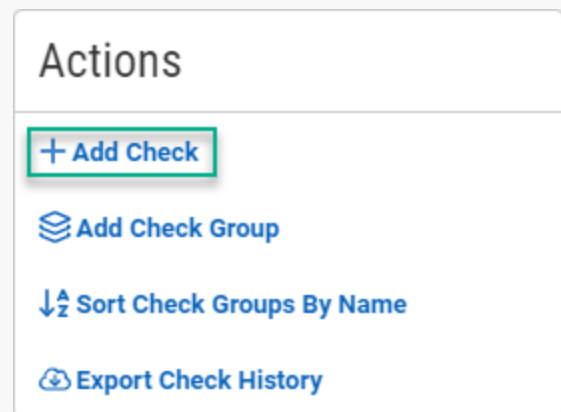
Configure the Check

Create and Identify

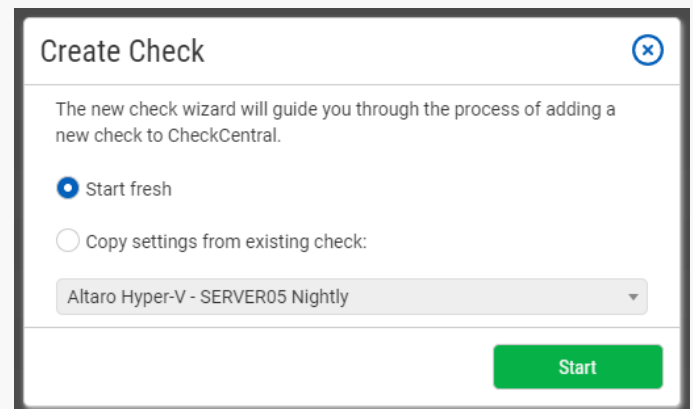
Checks can be added from various locations in the CheckCentral interface, from the Dashboard, Checks page, Activity page, and the Check Group details page.

1. Wherever you are, begin by clicking

"[+ Add Check.](#)"



2. Select "Start Fresh," and click "Start."



3. Name the Check. It can be whatever you like, but we would recommend something like:

`{comet username}: {protected item name}`. For this example, the name will be `User01: Documents`.

4. Select an existing Check Group or create a new one by clicking "[Add Check Group](#)."

5. Select an existing Label or create a new one by typing the name in the text field of the dropdown (optional).

6. Add a description (optional).

The Asset ID is used exclusively with certain ticketing systems and is not required for Checks. Asset ID details and ticketing systems are more fully covered by other documents (e.g. [Halo Integration \(asset ID\)](#).)

7. Leave the Asset ID blank unless you've configured your External Ticketing System and have obtained the appropriate ID from that Ticketing System.

Your Check so far will look something like this:

The screenshot shows the 'Identification' tab of a check configuration interface. At the top, there are four tabs: 'Identification' (selected), 'Schedule', 'Matching', and 'Status'. Below the tabs is a progress bar. The 'Identification' section contains the following fields:

- Name:** User01: Documents
- Assign to Group:** Backups (with a dropdown arrow and an 'Add Check Group' link)
- Label:** Comet (with a dropdown arrow and a close button 'X')
- Description:** A large empty text area.
- Asset ID:** An empty text field.

Navigate to the next step in CheckCentral by clicking the "Next" button or the tab name.

Schedule

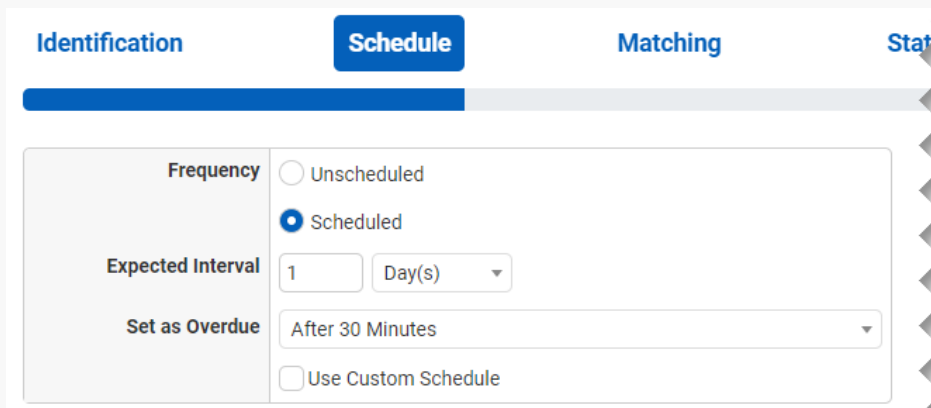
For this guide, we'll assume this Comet Protected Item has a schedule assigned to it. In order for CheckCentral to notify you when the Check is overdue (e.g. if the Protected Item didn't run as scheduled, or got hung up on its last run), you'll need to configure how often you expect the email to come in. Typically you'll set the Expected Interval values to match the schedule on your Protected Item. In our example, the Protected Item is set to run every day at 9am.

8. Leave "Scheduled" selected.
9. Since the Comet job will run daily, leave the Expected Interval on "1" "Day(s)." If your Comet job will run on another interval, adjust accordingly.

The initial expectation time is set by the first email message that is received and processed by its Check. (For example, if a notification email arrives at noon and its Check is set for every half hour, it will expect another notification email at 12:30.)

10. Leave the Set as Overdue setting at "After 30 Minutes." If the Comet notification email is not received after this amount of time has been exceeded, the Check will be marked as a failure.

Leave Custom Schedule de-selected.



The screenshot shows the 'Schedule' tab of a configuration interface. It has four tabs: 'Identification', 'Schedule' (active), 'Matching', and 'Status'. Below the tabs is a blue progress bar. The 'Schedule' section contains the following options:

- Frequency:** Two radio buttons, 'Unscheduled' and 'Scheduled'. 'Scheduled' is selected.
- Expected Interval:** A text input with '1' and a dropdown menu showing 'Day(s)'.
- Set as Overdue:** A dropdown menu showing 'After 30 Minutes'.
- Use Custom Schedule:** An unchecked checkbox.

Matching

The Matching step is what matches a notification email to its specific Check. It's also where you'll set the notification's CheckCentral destination email. For CheckCentral to parse notification emails, they must be sent to a "mycheckcentral.cc" address. By default, the email address is [your organization name]@mycheckcentral.cc.

A more unique email address is created using the name given to the Check (with white spaces removed).

11. Copy the unique email address for later use by clicking on the Copy icon .

While the email address is important for matching, the same address can be used for multiple Comet backup jobs. Those jobs can include multiple Protected Items and multiple containing Vaults, requiring additional Check details to differentiate between various backups jobs. It's best practice to use matching elements that are consistent with and exclusive to the notification emails for each source. In this example, we'll use the Protected Item name and its Vault name to ensure a one-to-one match.

12. Click "+ Add Matching Rule" to add a set of matching conditions.

13. Select "Subject" and "Contains" from the dropdown selectors, then type your `{protected item name}` in the text field. Our example uses `User01: Documents`.
14. Click "+ Add Matching Rule" to add a second set of matching conditions.
15. Select "Body Text" and "Contains" from the dropdown selectors, then type the `{storage vault name}` in the text field. Our example uses `Offsite Comet Server`.
16. Leave Condense Whitespace and Combine Attachments enabled and the matching modifier set to "All."

The screenshot shows the 'Matching' tab of a configuration interface. At the top are four tabs: 'Identification', 'Schedule', 'Matching' (active), and 'Status'. Below the tabs is a blue progress bar. The main content area is divided into two columns. The left column contains: a checked checkbox 'Use email address specific to this check:' with a text field 'cometuser01'; a text instruction 'Your source application should be configured to send an email to the following email address:'; a blue link 'demo+cometuser01@mycheckcentral.cc'; a section 'Additional Criteria' with a '+ Add Matching Rule' link; two checked checkboxes 'Condense Whitespace' and 'Combine Attachments'; a text 'Message must match' followed by a dropdown 'All' and 'of the following conditions:'; and two rows of matching rules. Each row has two dropdowns (Subject, Body Text) and one text field (User01: Documents, Offsite Comet Server), each with a red trash icon. The right column shows a partial view of the 'Status' tab with labels like 'Ma', 'Che', 'In s', 'use', 'Ema', 'Eac', 'that', 'mat', 'Con', 'Ignc', 'use', 'HTM', 'Con', 'Trea', 'purp'.

The email address will appear different based on your organization name and the name you specified for your check.

Status

The previous Matching step identifies the incoming email to the Check. The Status step looks for indicators of what *type* of notification you're receiving (e.g. The job was successfully run, it failed, or there were some issues.) The configuration options you choose can vary considerably, but the approach is the same. The Default Status is what is set when the other Rules in this step don't match. Criteria for the remaining statuses then need to be defined, requiring their own unique one-to-one matches.

17. Leave the Default Status on "Failure."

The "Success Criteria" section is where you'll set the criteria that will mark an activity as successful.

18. Click [+ Add Success Rule](#).

A successful run of a Comet Protected Item will have the word Success in the email Subject.

- Set the rule to "Subject contains Success" by leaving the default dropdown selections and typing **Success** (first letter capitalized) in the empty text field.

The "Warning Criteria" section is where you'll set the criteria that will mark an activity with a warning.

- Click [+ Add Warning Rule](#).

A warning result of the Comet job notification will have the word **Warning** in the email Subject.

- Set the rule to "Subject contains Warning" by leaving the default dropdown selections and typing **Warning** (first letter capitalized) in the empty text field.

Leave the Condense Whitespace and Combine Attachments checkboxes enabled.

The screenshot displays the 'Status' configuration tab in CheckCentral. At the top, there are four tabs: 'Identification', 'Schedule', 'Matching', and 'Status' (which is active). Below the tabs is a 'Default Status' dropdown menu currently set to 'Failure'. The main content area is divided into two sections: 'Success Criteria' and 'Warning Criteria'. Each section has a 'Rules' header with a '+ Add Success Rule' or '+ Add Warning Rule' button. Under 'Success Criteria', the 'Condense Whitespace' and 'Combine Attachments' checkboxes are checked. Below these, it says 'Message must match All of the following conditions:' followed by a rule: 'Subject' (dropdown), 'Contains' (dropdown), and 'Success' (text input). A red trash icon is next to the rule. The 'Warning Criteria' section is identical but with 'Warning' in the text input field. On the right side, there is a vertical sidebar with a jagged edge, containing descriptive text for each section: 'Status' (Configure... Choose a... must meet...), 'Default St' (If no status set to this...), 'Condense' (Ignore ex... useful for... HTML...), 'Combine A' (Treat all t... purposes...), and 'Rules' (By default... This can b... incoming...).

Notifications

Identification
Schedule
Matching
Status
Notifications

Notifications

Failure and Warning Notifications

☒ Email
☐ SMS
☐ Push
☐ Pushbullet
☐ Pushover

Notification Channels

Asana
Bugzilla
Custom Webhook
Discord (webhook)
External Emails
GitHub
GitLab
Google Chat (webhook)
IFTTT (webhook)
Jira Software (webhook)
Mattermost (webhook)
Microsoft Teams (webhook)
Rocket.Chat (webhook)
Slack
Slack (webhook)

External Ticketing Systems

Atera
Autotask
Bugzilla
ConnectWise Manage
Freshdesk
GitHub
GitLab
HaloPSA
Jira Service Management
Jira Software
Kaseya BMS
Microsoft To Do List
Redmine
SyncroMSP
Zendesk

Options

☒ Notify authorized users when this check is restored to success from failure or warning
☒ Send notifications for messages processed outside of the Arrival Time Window

Notify on Repeated Alerts

Notify on every failure or warning

Notification Grace Period

No Grace Period

Notifications

Configure how failures, warnings, and status changes are communicated for this check.

Failure and Warning Notifications

Users will be sent Failure and Warning notifications based on their personal notification settings.

Notification Channels (optional)

Configure which organization notification channels are used to update this check's status. Add notification channels on your [organization page](#).

External Ticketing Systems (optional)

Configure which external ticketing systems are used to update based on this check's status. Configure external ticketing systems on your [external systems page](#).

Notify authorized users when this check is restored to success from failure or warning

Users will be notified based on this check's notification settings. In order to receive notifications, users must have the appropriate notification permissions.

Send notifications for messages processed outside of the Arrival Time Window

Uncheck to have CheckCentral only send notifications within the Arrival Time Window. The window can be configured in the advanced schedule. If this option is enabled, CheckCentral will send notifications for messages processed outside of the Arrival Time Window.

Notify on Repeated Alerts

Configure notification behaviour for consecutive failures or warnings. If set to failure or warning multiple times without success, CheckCentral will use this behaviour.

Notification Grace Period

If there is a grace period set, CheckCentral will not send notifications for each failure activity received. If the grace period expires without success before an activity's grace period expires, CheckCentral will send a notification.

Notifications are simply how you want to be informed of Check Failures, Warnings, and some other Status changes.

Email, push, chat and other software can be integrated as well as ticketing systems, allowing for automatic ticket creation and management.

Further configuration is required for each to function and is done via the Notifications tab in the main menu. They can be configured before or after Check creation.

For more understanding of Notification setup, see the [CheckCentral Beginner's Guide \(Notifications\)](#).

22. Select the desired means of Notification. If in doubt of the selections here, leave the defaults.

Save

23. From the Save tab, click the "Save Check" button.

Configure Comet

24. Now that our Check is created, we'll need to configure Comet to send emails to CheckCentral for this user (User01). In the Comet admin interface, go to Accounts > Users > User01, and add the CheckCentral email address you copied earlier. Make sure to click the "Save Changes" button.

Reporting:

Email Address	Reports	
demo+cometuser01@mycheckcentral.cc	Default	<div><div>+</div><div>-</div><div></div></div>

Email backup reports to this account ☒ On

Email service bulletins to this account ☒ On
Service bulletins are always enabled.

Testing

25. Manually run your Comet Protected Item.

Comet Backup

Backup

Restore

History

Account

Protected Items

Documents
Next on Nov 28, Success at 1:21PM

+ Add Protected Item

< Documents

Tasks
Edit settings Backup now

History

Type	Status	Protected Item	Storage Vault	Started	
Backup	Success	Documents	Offsite Comet Server	Tue Nov 27 13:21:15 2018	Tue N
Backup	Success	Documents	Offsite Comet Server	Tue Nov 27 13:20:12 2018	Tue N
Backup	Success	Documents	Offsite Comet Server	Tue Nov 27 13:14:59 2018	Tue N
Backup	Success	Documents	Offsite Comet Server	Tue Nov 27 13:12:09 2018	Tue N

26. After the job is done running, refresh your Dashboard. The Check will have a new Status indicator for the recent activity.

Overview

4

14

0

2 paused checks

Current Issues

Date	Issue
May 31, 2022 12:50 PM	Acorn Construction
May 26, 2022 1:52 PM	Acme Accounting - Veeam Daily
May 25, 2022 2:25 PM	Marketing Updates Sent
Apr 21, 2022 9:29 AM	Dell omreport RAID Status: SERVER02
Apr 21, 2022 9:28 AM	Dell omreport RAID Status: SERVER01
Apr 21, 2022 9:28 AM	Veeam - All Servers Nightly
Apr 21, 2022 9:28 AM	Unitrends Backup - SERVER05 Nightly
Apr 21, 2022 9:28 AM	User01: Documents
-	6 more warnings

Checks

Filter + Add Check Manage Checks Collapse Groups

user01

Backups	Last Updated	Status History
Comet		
User01: Documents	Apr 20, 2022 9:28 AM	

Clicking that recent indicator will display the email contents in a modal dialog.

Success - Backup of "Documents"



Subject: Success - Backup of "Documents"


From: noreply@checkcentral.cc

To: demo+cometuser01@mycheckcentral.cc

Originally To: demo+cometuser01@mycheckcentral.cc

Date: Nov 27, 2018 13:55

Actions:   [Reparse Message \[Admin\]](#)



Job Report

Success - Backup of "Documents"

Username: user01

Type: Backup

Status: Success

Started: 27 Nov 18 13:55 EST

Stopped: 27 Nov 18 13:55 EST

Protected Item: "Documents"

Storage Vault: "Offsite Comet Server"

Device: "DESKTOP-9J8JGB3"

Client Version: 18.9.5

Total Directories: 2

Total Files: 7

Total Size: 168.627 KB

Uploaded: 2.002 KB

Downloaded: 7.578 KB

27 Nov 18 13:55 EST

Looking up account settings...

27 Nov 18 13:55 EST

Starting backup...

27 Nov 18 13:55 EST

Taking filesystem snapshot...

27 Nov 18 13:55 EST

This backup process can access protected files.

27 Nov 18 13:55 EST

Checking Storage Vault free space...

27 Nov 18 13:55 EST

This Storage Vault contains 32.383 KB.

27 Nov 18 13:55 EST

Deduplicating based on previous backup job (29549a56)

27 Nov 18 13:55 EST

Building cache...

27 Nov 18 13:55 EST

Scanning 1 path(s)...

27 Nov 18 13:55 EST

Found 7 files (168.627 KB) in 3 directories. (took 0:00)

27 Nov 18 13:55 EST

Duration: 0:03, 0.05 MB/s

27 Nov 18 13:55 EST

Backup job saved (f3bf170c).

27 Nov 18 13:55 EST

Checking Storage Vault free space...

27 Nov 18 13:55 EST

This Storage Vault contains 34.144 KB.

27 Nov 18 13:55 EST

Finding backup job(s) in Storage Vault...

27 Nov 18 13:55 EST

Filtering by retention policy...

27 Nov 18 13:55 EST

Found 0 backup job(s) eligible for removal.

27 Nov 18 13:55 EST

Operation completed successfully.

27 Nov 18 13:55 EST

Job completed.

You are receiving this email because 'demo+cometuser01@mycheckcentral.cc' is registered as the email contact for the backup account 'user01'.

For more detail on Check creation and best practices, see our [Check Creation Guide](#).

For other guides and support contact information, see [CheckCentral Support](#)

Monitoring Comet Backup with CheckCentral

About CheckCentral

CheckCentral Monitoring consolidates and simplifies backup, system, and software email updates into a clean, graphical dashboard, bringing peace of mind to IT administrators of SMBs, Enterprises, and MSPs.

To learn more about CheckCentral, visit: <https://www.checkcentral.cc>

About Binary Fortress Software

Binary Fortress has spent 18 years in pursuit of one goal: create software to make life easier. Our software ranges from display management and system enhancement utilities to monitoring tools and digital signage. IT administrators, professional gamers, coffee-shop owners, and MSPs all rely on Binary Fortress to make their days better, and their lives easier.

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