Veritas™ Cluster Server Application Management Pack Guide for Microsoft System Center Operations Manager 2007

Windows Server 2003,
Windows Server 2008

VCS Application Management Packs

symantec.

Veritas Cluster Server Application Management Pack Guide for Microsoft System Center Operations Manager 2007

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Chapter 1

VCS application management packs overview

This chapter contains the following topics:

- "About the VCS application management packs" on page 4
- "Supported software" on page 10

About the VCS application management packs

The Veritas Cluster Server (VCS) application management packs for Microsoft System Center Operations Manager 2007 (SCOM) helps you monitor Microsoft SQL Server and Microsoft Exchange instances that are configured in a VCS cluster environment.

This guide provides information on the VCS application management packs and instructions on how to import them in a Operations Manager 2007 monitoring environment.

VCS managements packs are available for the following applications:

- SQL Server 2000
- SQL Server 2005
- SQL Server 2008
- Exchange Server 2003
- Exchange Server 2007
- Exchange Server 2010

Table 1-1 lists the VCS application management packs for SCOM 2007.

Table 1-1 VCS application management packs

File Name	Description
Symantec.SQLServer.2000.mp Version: 5.1.10000.2	The VCS management pack for monitoring SQL Server 2000 instances.
Symantec.SQLServer.2005.mp Version: 5.1.10000.5	The VCS management pack for monitoring SQL Server 2005 instances.
Symantec.SQLServer.2008.mp Version: 5.1.10000.3	The VCS management pack for monitoring SQL Server 2008 instances.
Symantec.Exchange.Server.2003.mp Version: 5.1.10000.5	The VCS management pack for monitoring Exchange 2003 server.
Symantec.Exchange.Server.2007.mp Version: 5.1.10000.1	The VCS management pack for monitoring Exchange 2007 server in a System Centre Operations Manager 2007 R2 environment

Table 1-1 VCS application management packs (Continued)

File Name	Description
Symantec.Exchange.2007.mp (Converted) Version: 5.1.10000.0	The VCS management pack for monitoring Exchange 2007 server. Use this management pack if you are using Microsoft's converted management pack for Exchange 2007.
Symantec.Exchange.2010.mp Version: 5.1.11000.3	The VCS management pack for monitoring Exchange 2010 server.

You can find the VCS management packs in the following directory on the software DVD: `MOMPacks\cluster_server\OPSMGR2007`

The VCS application management packs customize and overwrite the discoveries that are included in the original application management packs provided by Microsoft. The VCS application management packs contain discovery rules to discover application virtual servers configured under VCS.

Table 1-2 lists discoveries in the Microsoft SQL management packs that are customized and overwritten by the VCS application management packs for SQL.

Table 1-2 Customized discoveries in Microsoft SQL management packs

Application	Microsoft management pack discovery ID	VCS management pack discovery ID
SQL Server 2000	Discover SQL 2000 Database Engines (Windows Server) (Microsoft.SQLServer.2000.DBEngineDiscoveryRule.Server)	Discover SQL 2000 Database Engines (Windows Server) by Symantec (Symantec.SQLServer.2000.DBEngineDiscoveryRule.Server)
SQL Server 2005	Discover SQL 2005 Database Engines (Windows Server) (Microsoft.SQLServer.2005.DBEngineDiscoveryRule.Server)	Discover SQL 2005 Reporting Services (Windows Server) by Symantec (Symantec.SQLServer.2005.DBEngineDiscoveryRule.Server)
SQL Server 2005	Discover SQL 2005 Reporting Services (Windows Server) (Microsoft.SQLServer.2005.ReportingServicesDiscoveryRule.Server)	Discover SQL 2005 Analysis Services (Windows Server) by Symantec (Symantec.SQLServer.2005.ReportingServicesDiscoveryRule.Server)

Table 1-2 Customized discoveries in Microsoft SQL management packs

Application	Microsoft management pack discovery ID	VCS management pack discovery ID
SQL Server 2005	Discover SQL 2005 Analysis Services (Windows Server) (Microsoft.SQLServer.2005.AnalysisServicesDiscoveryRule.Server)	Symantec.SQLServer.2005.AnalysisServicesDiscoveryRule.Server
SQL Server 2005	Discover SQL 2005 Integration Services (Windows Server) (Microsoft.SQLServer.2005.IntegrationServicesDiscoveryRule.Server)	Discover SQL 2005 Integration Services (Windows Server) by Symantec (Symantec.SQLServer.2005.IntegrationServicesDiscoveryRule.Server)
SQL Server 2008	Discover SQL 2008 Database Engines (Windows Server) (Microsoft.SQLServer.2008.DBEngineDiscoveryRule.Server)	Discover SQL 2008 Database Engines (Windows Server) by Symantec (Symantec.SQLServer.2008.DBEngineDiscoveryRule.Server)
SQL Server 2008	Discover SQL 2008 Reporting Services (Windows Server) (Microsoft.SQLServer.2008.ReportingServicesDiscoveryRule.Server)	Discover SQL 2008 Reporting Services (Windows Server) by Symantec (Symantec.SQLServer.2008.ReportingServicesDiscoveryRule.Server)
SQL Server 2008	Discover SQL 2008 Analysis Services (Windows Server) (Microsoft.SQLServer.2008.AnalysisServicesDiscoveryRule.Server)	Discover SQL 2008 Analysis Services (Windows Server) by Symantec (Symantec.SQLServer.2008.AnalysisServicesDiscoveryRule.Server)
SQL Server 2008	Discover SQL 2008 Integration Services (Windows Server) (Microsoft.SQLServer.2008.IntegrationServicesDiscoveryRule.Server)	Discover SQL 2008 Integration Services (Windows Server) by Symantec (Symantec.SQLServer.2008.IntegrationServicesDiscoveryRule.Server)

Table 1-3 lists discoveries in the Microsoft Exchange 2003 management pack that are customized and overwritten by the VCS application management pack for Exchange 2003.

Table 1-3 Customized discoveries in Microsoft Exchange management packs

Application	Microsoft management pack discovery ID	VCS management pack discovery ID
Exchange 2003	Microsoft Exchange 2003 Server inital discovery (Microsoft.Windows.Exchange.2003.InitalRegistryDiscovery)	Microsoft Exchange 2003 Server initial discovery by Symantec (Symantec.Windows.Exchange.2003.InitalRegistryDiscovery)

Table 1-4 list the discoveries of the Microsoft Exchange Server 2007 management pack that are overwritten by the VCS Exchange 2007 converted (Symantec.Exchange.2007.mp) management pack to disable them for 'Backward Compatibility Computer' and 'Microsoft Exchange 2007 Mailbox Servers Installation' targets respectively.

Table 1-4 Customized discoveries for Exchange 2007

Application	Microsoft management pack discovery ID	VCS management pack discovery ID
Exchange 2007	Microsoft.Exchange.2007.Microsoft_Exchange_2007_Mailbox_Servers_Installation.Discovery	Microsoft.Exchange.2007.Microsoft_Exchange_2007_Mailbox_Servers_Installation.Discovery by Symantec (Symantec.Exchange.2007.Microsoft_Exchange_2007_Mailbox_Servers_Installation.Discovery)
Exchange 2007	Microsoft.Exchange.2007.Microsoft_Exchange_2007_Mailbox_Servers__Physical_Computers_Insallation.Discovery	Microsoft.Exchange.2007.Microsoft_Exchange_2007_Mailbox_Servers___Physical_Computers_Installation.Discovery by Symantec (Symantec.Exchange.2007.Microsoft_Exchange_2007_Mailbox_Servers__Physical_Computers_Insallation.Discovery)

Application	Microsoft management pack discovery ID	VCS management pack discovery ID
Exchange 2007	Microsoft.Exchange.2007.Microsoft_Exchange_2007_Mailbox_Servers__CMS_and_Physical_Computer_Installation.Discovery	Microsoft.Exchange.2007.Microsoft_Exchange_2007_Mailbox_Servers___CMS_and_Physical_Computers_Installation.Discovery by Symantec (Symantec.Exchange.2007.Microsoft_Exchange_2007_Mailbox_Servers__CMS_and_Physical_Computer_Installation.Discovery)

Table 1-5 lists the additional Microsoft management pack rules that are customized and overwritten by the VCS application management packs for Exchange 2007.

Table 1-5 Additional customized rules for Exchange 2007

Microsoft management pack rule ID	VCS management pack rule ID
Execute: Test-ExchangeSearch cmdlet	Execute: Test-ExchangeSearch cmdlet by Symantec
Execute: Test-Mailflow (Local) diagnostic cmdlet(Report Collection)	Execute: Test-Mailflow (Local) diagnostic cmdlet(Report Collection) by Symantec
Execute: Test-Mailflow (Remote) diagnostic cmdlet (Report Collection)	Execute: Test-Mailflow (Remote) diagnostic cmdlet in VCS (Report Collection) by Symantec
Execute: Execute: Test-MAPIConnectivity diagnostic cmdlet (Report Collection)	Execute: Test-MAPIConnectivity diagnostic cmdlet in VCS (Report Collection) by Symantec
Execute: Test-ServiceHealth diagnostic cmdlet	Execute: Test-ServiceHealth diagnostic cmdlet by Symantec
Execute: Test-SystemHealth diagnostic cmdlet	Execute: Test-SystemHealth diagnostic cmdlet by Symantec
Execute: set-CasConnectivityCredentials cmdlet	Execute set-CasConnectivityCredentials cmdlet by Symantec

Note: For Microsoft Exchange 2007, the VCS management pack creates a new WriteActionModuleType "Microsoft_Exchange_2007__Execute_Diagnostic_Cmdlet_in_VCS". This is a modified version of Microsoft_Exchange_2007__Execute_Diagnostic_Cmdlet module.

Table 1-6 lists the discoveries and rules in the VCS Exchange 2010 management pack.

Table 1-6 Discoveries and rules in VCS Exchange 2010 management pack

Entity Type	Target	Display Name
Discovery	Windows Server	VCS clustered Exchange 2010 mailbox server discovery
Rule	VCS Clustered Exchange 2010 mailbox server	Find Exchange 2010 online databases
Rule	VCS Clustered Exchange 2010 mailbox server	VCS Clustered Exchange DB has come online

Supported software

The VCS management packs are compatible with the following product versions:

- Microsoft System Center Operations Manager 2007 SP1
- Microsoft System Center Operations Manager 2007 R2
- Storage Foundation and HA 5.1 for Windows or later
- Veritas Cluster Server 5.1 for Windows or later
- Microsoft SQL Server 2000 Management Pack version 6.0.6648.0
- Microsoft SQL Server 2005 Management Pack version 6.0.6648.0
- Microsoft SQL Server 2008 Management Pack version 6.0.6648.0
- Microsoft Exchange Server 2003 Management Pack version 6.0.6387.0
- Microsoft Exchange Server 2007 Management Pack version 6.0.6623.0 (For SCOM 2007 R2)
- Microsoft Exchange Server 2007 Management Pack version 6.0.5000.0 (Converted management pack)
- Microsoft Exchange Server 2010 Management Pack version 14.0.650.8

For the latest information on the supported software and management pack versions, refer to the following technote:

http://seer.entsupport.symantec.com/docs/334286.htm

Chapter 2

Deploying the VCS application management packs

This chapter contains the following topics:

- "Before you import the VCS application management packs" on page 12
- "Importing the VCS application management packs" on page 14

Before you import the VCS application management packs

Ensure that the following prerequisites are complete before you proceed:

- Verify that Operations Manager 2007 infrastructure is set up and configured correctly.
  See the Microsoft System Center Operations Manager 2007 documentation for more information.
- Verify that you have imported the VCS Library Management Pack file, Symantec.VCS.Library.mp, on the management server.
  Refer to the topic "About deploying the VCS Library Management Pack" in the *Veritas Cluster Server Library Management Pack Guide for System Center Operations Manager 2007* for instructions.
  Ensure that you complete all the procedures mentioned in the guide.
- Ensure that the Lanman resource is online on the cluster node. Also, ensure that the Lanman agent attributes, ADUpdateRequired and DNSUpdateRequired are set to True. If they are not, set them to True, take the Lanman resource offline and then bring it online.
- Prerequisites for Exchange
  - Run Microsoft Exchange Server Management Pack Configuration Wizard on clustered mailbox instance.
    See the Exchange Server 2007 Management Pack Guide for Operations Manager 2007 from Microsoft for more information.
  - For Exchange 2007, ensure that the Exchange service group does not have a ExchService2007 resource configured for monitoring the MSExchangeMonitoring service.
    If the resource exists, remove it manually using the Cluster Manager (Java Console).
  - For Exchange 2010, ensure that you have installed the required Microsoft hotfixes.
    Refer to the following Microsoft System Center Operations Manager 2007 documentation for more information.
    For Operations Manager 2007 SP1, install KB 971541 (http://go.microsoft.com/fwlink/?LinkID=167911)
    For Operations Manager 2007 R2, install KB 974144 (http://go.microsoft.com/fwlink/?LinkID=167912)
- Prerequisites for SQL Server
  - Ensure that the SQL Server Browser service is running on all the nodes.

- In case of SQL Server 2005 and 2008, install SQL-DMO on all the nodes where SQL service group is configured. Using SQL-DMO you can monitor the SQL Server 2008 instances.
  See the Microsoft System Center Operations Manager 2007 documentation for more information.

Importing the VCS application management packs

Complete the following steps to import the VCS SQL or Exchange management pack. The steps are the same for both SQL and Exchange.

1. Import the required VCS application management packs.
   Refer to the Microsoft System Center Operations Manager 2007 documentation for instructions on importing management packs.
   Note that the VCS application management packs require the original application management packs provided by Microsoft.
2. Install the Operations Manager 2007 agent on the cluster nodes.
   Refer to the topic “Installing the Operations Manager 2007 agent on the cluster nodes” in the *Veritas Cluster Server Library Management Pack Guide for System Center Operations Manager 2007* for instructions.
3. Configure agent-managed computers as proxy.
   Refer to the topic "Configuring agent-managed computers as proxy" in the *Veritas Cluster Server Library Management Pack Guide for System Center Operations Manager 2007* for instructions.

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