

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

Windows

VCS Application Management Packs



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

The software described in this book is furnished under a license agreement and may be used only in accordance with the terms of the agreement.

Legal Notice

Copyright © 2013 Symantec Corporation. All rights reserved.

Symantec, the Symantec Logo, the Checkmark Logo, Veritas, Veritas Storage Foundation, CommandCentral, NetBackup, Enterprise Vault, and LiveUpdate are trademarks or registered trademarks of Symantec Corporation or its affiliates in the U.S. and other countries. Other names may be trademarks of their respective owners.

This Symantec product may contain third party software for which Symantec is required to provide attribution to the third party ("Third Party Programs"). Some of the Third Party Programs are available under open source or free software licenses. The License Agreement accompanying the Software does not alter any rights or obligations you may have under those open source or free software licenses. See the Third-party Legal Notices document for this product, which is available online or included in the base release media.

The product described in this document is distributed under licenses restricting its use, copying, distribution, and decompilation/reverse engineering. No part of this document may be reproduced in any form by any means without prior written authorization of Symantec Corporation and its licensors, if any.

THE DOCUMENTATION IS PROVIDED "AS IS" AND ALL EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS AND WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT, ARE DISCLAIMED, EXCEPT TO THE EXTENT THAT SUCH DISCLAIMERS ARE HELD TO BE LEGALLY INVALID. SYMANTEC CORPORATION SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES IN CONNECTION WITH THE FURNISHING, PERFORMANCE, OR USE OF THIS DOCUMENTATION. THE INFORMATION CONTAINED IN THIS DOCUMENTATION IS SUBJECT TO CHANGE WITHOUT NOTICE.

The Licensed Software and Documentation are deemed to be commercial computer software as defined in FAR 12.212 and subject to restricted rights as defined in FAR Section 52.227-19 "Commercial Computer Software - Restricted Rights" and DFARS 227.7202, "Rights in Commercial Computer Software or Commercial Computer Software Documentation", as applicable, and any successor regulations. Any use, modification, reproduction release, performance, display or disclosure of the Licensed Software and Documentation by the U.S. Government shall be solely in accordance with the terms of this Agreement.

Symantec Corporation
350 Ellis Street
Mountain View, CA 94043
<http://www.symantec.com>

Technical Support

Symantec Technical Support maintains support centers globally. Technical Support's primary role is to respond to specific queries about product features and functionality. The Technical Support group also creates content for our online Knowledge Base. The Technical Support group works collaboratively with the other functional areas within Symantec to answer your questions in a timely fashion. For example, the Technical Support group works with Product Engineering and Symantec Security Response to provide alerting services and virus definition updates.

Symantec's support offerings include the following:

- A range of support options that give you the flexibility to select the right amount of service for any size organization
- Telephone and/or Web-based support that provides rapid response and up-to-the-minute information
- Upgrade assurance that delivers software upgrades
- Global support purchased on a regional business hours or 24 hours a day, 7 days a week basis
- Premium service offerings that include Account Management Services

For information about Symantec's support offerings, you can visit our website at the following URL:

www.symantec.com/business/support/index.jsp

All support services will be delivered in accordance with your support agreement and the then-current enterprise technical support policy.

Contacting Technical Support

Customers with a current support agreement may access Technical Support information at the following URL:

www.symantec.com/business/support/contact_techsupp_static.jsp

Before contacting Technical Support, make sure you have satisfied the system requirements that are listed in your product documentation. Also, you should be at the computer on which the problem occurred, in case it is necessary to replicate the problem.

When you contact Technical Support, please have the following information available:

- Product release level

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

Licensing and registration

If your Symantec product requires registration or a license key, access our technical support Web page at the following URL:

www.symantec.com/business/support/

Customer service

Customer service information is available at the following URL:

www.symantec.com/business/support/

Customer Service is available to assist with non-technical questions, such as the following types of issues:

- Questions regarding product licensing or serialization
- Product registration updates, such as address or name changes
- General product information (features, language availability, local dealers)
- Latest information about product updates and upgrades
- Information about upgrade assurance and support contracts
- Information about the Symantec Buying Programs
- Advice about Symantec's technical support options
- Nontechnical presales questions
- Issues that are related to CD-ROMs or manuals

Support agreement resources

If you want to contact Symantec regarding an existing support agreement, please contact the support agreement administration team for your region as follows:

| | |
|---------------------------------|--|
| Asia-Pacific and Japan | customercare_apac@symantec.com |
| Europe, Middle-East, and Africa | semea@symantec.com |
| North America and Latin America | supportolutions@symantec.com |

Documentation

Your feedback on product documentation is important to us. Send suggestions for improvements and reports on errors or omissions. Include the title and document version (located on the second page), and chapter and section titles of the text on which you are reporting. Send feedback to:

doc_feedback@symantec.com

For information regarding the latest HOWTO articles, documentation updates, or to ask a question regarding product documentation, visit the Storage and Clustering Documentation forum on Symantec Connect.

<https://www-secure.symantec.com/connect/storage-management/forums/storage-and-clustering-documentation>

About Symantec Connect

Symantec Connect is the peer-to-peer technical community site for Symantec's enterprise customers. Participants can connect and share information with other product users, including creating forum posts, articles, videos, downloads, blogs and suggesting ideas, as well as interact with Symantec product teams and Technical Support. Content is rated by the community, and members receive reward points for their contributions.

<http://www.symantec.com/connect/storage-management>

Contents

| | | |
|-------------------------|--|----|
| Technical Support | 4 | |
| Chapter 1 | VCS application management packs overview | 9 |
| | About the VCS application management packs | 9 |
| | Supported software | 12 |
| Chapter 2 | Deploying the VCS application management packs | 15 |
| | Before you import the VCS application management packs | 15 |
| | Importing the VCS application management packs | 17 |

VCS application management packs overview

This chapter includes the following topics:

- [About the VCS application management packs](#)
- [Supported software](#)

About the VCS application management packs

The Veritas Cluster Server (VCS) application management packs for Microsoft System Center Operations Manager 2007 (SCOM) help 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 2005
- SQL Server 2008
- SQL Server 2012
- 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.2005.mp Version: 6.0.0.0 | The VCS management pack for monitoring SQL Server 2005 instances. |
| Symantec.SQLServer.2008.mp Version: 6.0.0.0 | The VCS management pack for monitoring SQL Server 2008 instances. |
| Symantec.SQLServer.2012.mp Version: 6.0.0.0 | The VCS management pack for monitoring SQL Server 2012 instances. |
| Symantec.Exchange.Server.2007.mp Version: 6.0.0.0 | The VCS management pack for monitoring Exchange 2007 server in a System Centre Operations Manager 2007 R2 environment |
| Symantec.Exchange.2010.mp Version: 6.0.0.0 | The VCS management pack for monitoring Exchange 2010 server. |

You can find the VCS management packs in the following directory in the software package: `\MOMPacks`

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 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
(continued)

| 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) |
| SQL Server 2012 | Discover SQL 2012 Database Engines (Windows Server) (Microsoft.SQLServer.2012.DBEngineDiscoveryRule.Server) | Discover SQL 2012 Database Engines (Windows Server) by Symantec (Symantec.SQLServer.2012.DBEngineDiscoveryRule.Server) |
| SQL Server 2012 | Discover SQL 2012 Reporting Services (Windows Server) (Microsoft.SQLServer.2012.ReportingServicesDiscoveryRule.Server) | Discover SQL 2012 Reporting Services (Windows Server) by Symantec (Symantec.SQLServer.2012.ReportingServicesDiscoveryRule.Server) |

Table 1-2 Customized discoveries in Microsoft SQL management packs
(continued)

| Application | Microsoft management pack discovery ID | VCS management pack discovery ID |
|-----------------|---|---|
| SQL Server 2012 | Discover SQL 2012 Analysis Services (Windows Server) (Microsoft.SQLServer.2012.AnalysisServicesDiscoveryRule.Server) | Discover SQL 2012 Analysis Services (Windows Server) by Symantec (Symantec.SQLServer.2012.AnalysisServicesDiscoveryRule.Server) |

Table 1-3 lists the discoveries and rules in the VCS Exchange 2010 management pack.

Table 1-3 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
- Microsoft System Center Operations Manager 2012 or later
- Storage Foundation and HA 5.1 for Windows or later
- Veritas Cluster Server 5.1 for Windows or later
- Microsoft SQL Server 2005 Management Pack version 6.1.400.0
- Microsoft SQL Server 2008 Management Pack version 6.1.400.0
- Microsoft SQL Server 2012 Management Pack version 6.1.400.0
- Microsoft Exchange Server 2007 Management Pack version 6.0.6702.0 (For SCOM 2007 R2)

- 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://www.symantec.com/docs/TECH75254>

Deploying the VCS application management packs

This chapter includes the following topics:

- [Before you import the VCS application management packs](#)
- [Importing the VCS application management packs](#)

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
 - Before importing VCS application management pack for Exchange 2007, ensure that Microsoft Exchange Server Management Packs are imported. Refer to the following Microsoft Exchange Server 2007 Management Pack Guide for more information.
For Operations Manager 2007 SP1,
<http://www.microsoft.com/download/en/details.aspx?id=23944>
For Operations Manager 2007 R2,
<http://www.microsoft.com/download/en/details.aspx?id=1750>
 - 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 MExchangeMonitoring 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://www.microsoft.com/download/en/details.aspx?displaylang=en&id11464>
For Operations Manager 2007 R2, install KB 974144
<http://support.microsoft.com/kb/974144>
- 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.

