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

Windows Server 2003,
Windows Server 2008

VCS Library Management Pack

✶ symantec.

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

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Deploying the VCS Library Management Pack

This chapter contains the following topics:

About the VCS Library Management Pack

The Veritas Cluster Server (VCS) Library Management Pack, *Symantec.VCS.Library.mp*, is required to monitor applications configured under VCS, in a Microsoft System Center Operations Manager 2007 (SCOM) monitoring environment.

The VCS Library Management Pack functions as follows:

When you install the Operations Manager 2007 agent on physical cluster nodes, the nodes get added to the Agent-Managed group on the management server. When you import the Exchange or SQL management packs on the management server, these management packs discover the clustered Exchange and SQL instances (virtual servers) running on the nodes.

The VCS Library Management Pack invokes the VCSOpsMgrIntegration Service which then connects to the management server and adds the Exchange and SQL virtual servers as agentless managed computers. The service also sets the physical cluster nodes where the Exchange or SQL service groups are online as proxy for the virtual servers. Application monitoring starts as soon as the virtual servers are added as agentless managed objects on the management server.

Consider that you install the Operations Manager 2007 agent on cluster node 'N1'and 'N2', having the virtual server name 'V1' for the Exchange Lanman resource. Using the discovery rule the Exchange mom pack discover these nodes as "VCS Virtual Server - V1". The VCSOpsMgrIntegration service running on RMS adds the VCS Virtual Server V1 as agent-less managed computers in MOM server and sets the proxy to 'N1', as V1 is online on N1. Once the virtual server is added as agent-less managed computer in mom server, the application monitoring starts.

Note: Apart from monitoring the application, if you wish to monitor the Exchange or SQL service group and its resources, you must import the VCS Management Pack, *Symantec.SFW.HA.mp*.

The VCS Library Management Pack contains the following components:

■ Monitor for VCSOpsMgrIntegration Service.
This monitors the state of VCSOpsMgrIntegration service. While the service is running the state is healthy. However, in case of a failure the state is critical.

■ Rule to monitor the errors occured, if any, while processing the data in VCSOpsMgrIntergration Service.

This rule generates an alert in the MOM server, whenever the VCSOpsMgrIntegration service logs an event in the application event log, with the event id 1.

■ A Group, VCS Virtual Server Group, that contains the VCS virtual servers monitored by the SCOM server.

■ Two targets, VCS Physical Server, and VCS Virtual Server, representing the physical servers and the VCS virtual servers.

Supported software

The VCS Library Management Pack is 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

About deploying the VCS Library Management Pack

This chapter describes how to deploy the VCS Library Management Pack in a Microsoft System Center Operations Manager 2007 monitoring environment. Complete the procedures in the given order.

Installing the VCSOpsMgrIntegration service

This procedure is required only if you plan to import the VCS SQL or Exchange management pack for Operations Manager 2007.

Deploy the VCSOpsMgrIntegration Service only on the Root Management Server (RMS). The service gets installed on the RMS in the "Manual" mode and terminates itself if it fails to connect to the Operations Manager, using the MOM SDK. The Integration service creates a log file named, "VCSOpsMgrIntegration.log" at `%ProgramFiles%\Symantec\MOMUtils\OpsMgr2007` on the RMS node.

Note: The debug logging is disabled by default. You can enable it by creating the registry key "HKLM\Software\Symantec\VCS\OpsMgrIntegration" and setting the DWARD value named 'ServiceLogLevel' with 1 as its value.

In Operations Manager 2007, managed items are collectively referred to as objects. Computers can either be agent managed or agentless managed objects. Each agentless managed computer must be associated with an agent-managed computer that acts as a proxy and provides remote agent functionality for the virtual server. Operations Manager 2007 server retrieves agentless managed object related events from its associated agent-managed proxy.

SQL or Exchange instances (virtual servers) configured with VCS are monitored as agentless managed objects and the cluster nodes on which these virtual servers are configured to run are monitored as agent managed objects.

All the VCS application management packs contain discovery rules to discover the VCS virtual servers for the respective applications. The VCSOpsMgrIntegration service monitors for the discovery of new VCS virtual servers, every 10 minutes and adds them as agentless managed computers to the SCOM Management Server.

When a virtual server comes online, a rule in the VCS library management pack monitors this event and generates an alert that contains information about the virtual server name and the cluster node (physical server) on which the virtual server is online. The Integration service running on the RMS, monitors the Lanman resource, after every 60 seconds and then switches the proxy to the cluster node on which the virtual server is online. The Operations Manager 2007

server then starts monitoring the virtual server using the new proxy (node on which the virtual server is online).

Consider a 2-node VCS cluster, where Node1 and Node2 are the system names and INST1 is the clustered SQL instance (virtual server). Node1 and Node2 are configured as agent managed objects and INST1 is configured as agentless managed object. When INST1 is online on Node1, Operations Manager 2007 server retrieves INST1 related events from Node1. If INST1 fails over to Node2, all INST1 related events are logged in the Node2 event log. The VCSOpsMgrIntegration Service detects this information from the Lanman agent alert, and switches the proxy to Node2. The Operations Manager 2007 server now retrieves INST1 related events from the Node2 event log.

Thus, the VCSOpsMgrIntegration Service enables Operations Manager 2007 server to retrieve and monitor events related to the clustered SQL or Exchange instances, from the nodes (physical systems) on which they are online.

Note: In case you have the earlier version of MOM pack installed, you must first uninstall the MOMHelper utility and then install the VCSOpsMgrIntegration Service. To uninstall the MOMHelper utility, navigate to the `%programfiles%\symantec\momutils\opsmgr2007` directory on your system and delete the momhelper.exe file. Re-navigate to the `%programfiles%\symantec\directory\momutils` location and delete the `opsmgr2007` folder.

To install the VCSOpsMgrIntegration Service

1   Insert the product disk into your system's disc drive and navigate to `MOMPacks\cluster_server\OpsMgr2007` directory.
    There are two versions of the VCSOpsMgrIntegration Service; one each for 32-bit and 64-bit systems. Make sure that you navigate to the appropriate directory depending on your requirement.
    Copy and save the contents to a temporary location on your system.

2   From the Operations Manager 2007 management server, navigate to the location where you saved the VCSOpsMgrIntegration Service.

3   Double-click the **install.bat**. The VCSOpsMgrIntegration Service, is installed at the following location on the Operations Manager server:
    `C:\Program Files\Symantec\MOMUtils\OpsMgr2007`

Importing the VCS Library Management Pack

Use the following procedure to import the VCS Library Management Pack, *Symantec.VCS.Library.mp*.

Before you proceed, ensure that the Operations Manager 2007 infrastructure is set up and configured correctly. See the Microsoft System Center Operations Manager 2007 documentation for more information.

Procedures for importing a management pack vary depending on the version of System Center Operations Manager 2007. Refer to the appropriate procedure.

Procedure for SCOM 2007 SP1

To import the VCS Library Management Pack

1   Log on to the computer with an account that is a member of the Operations Manager Administrators role for the Operations Manager 2007 management group.

2   In the Operations Console, click **Administration**.

3   Right-click the **Management Packs** node and then click **Import Management Packs**.

4   In the Select Management Packs to import dialog box, navigate to the directory that holds the VCS Library Management Pack file, click **Symantec.VCS.Library.mp** and then click **Open**.

5   In the Import Management Packs dialog box, select the VCS Library Management Pack file (Symantec.VCS.Library.mp) from the list and click **Import**.

6   After the import process is complete, and the dialog box displays an icon next to the management pack indicating success or failure, click **Close**.

Procedure for SCOM 2007 R2

To import the VCS Library Management Pack

1   Log on to the computer with an account that is a member of the Operations Manager Administrators role for the Operations Manager 2007 management group.

2   In the Operations Console, click **Administration**.

3   Right-click **Management Packs** to launch the Import Management Packs wizard.

4   Click **Add**, and then click A**dd from disk**.

5   The Select Management Packs to import dialog box appears. Change to the
     directory that holds the VCS Library Management Pack file, select the
     management pack **Symantec.VCS.Library.mp** and then click **Open**.

6   On the Select Management Packs page, the VCS Library Management Pack
     that you selected for import is listed. A green check mark indicates that the
     management pack can be imported. Click **Import**.
     A red error icon indicates that the management pack is dependent on one or
     more management packs that are not in the Import list and are not
     available in the catalog. To view the missing management packs, click Error
     in the Status column. To remove the management pack with the error from
     the Import list, right-click the management pack, and then click **Remove**.

7   The Import Management Packs page appears and shows the progress for
     each management pack. Each management pack is downloaded to a
     temporary directory, imported to Operations Manager, and then deleted
     from the temporary directory. If there is a problem at any stage of the
     import process, select the management pack in the list to view the status
     details. Click **Close**.

Installing the Operations Manager 2007 agent

Complete this procedure to discover cluster nodes and deploy the Operations Manager 2007 agent to them from the Operations Manager 2007 console.

Note: If you are installing the agent on cluster nodes that are hosting Exchange 2003 service groups, then make sure the service group is not online on the node on which you are installing the agent. If the service group is online on the node, switch it to the failover node until the agent installation and proxy configuration settings are completed.

Before you proceed, ensure that the Lanman agent attributes, ADUpdateRequired and DNSUpdateRequired, are set to True. If they are not, set them to True and then take the Lanman resource offline and bring it online.

To install the Operations Manager 2007 agent

1   Log on to the computer with an account that is a member of the Operations Manager Administrators role for the Operations Manager 2007 management group.

2   In the Operations Console, click **Administration**.

3   At the bottom of the navigation pane, click **Discovery Wizard**.

4   On the Introduction panel, click **Next**.

5   On the Auto or Advanced panel, select either **Automatic computer discovery** or **Advanced discovery**. If you select Automatic computer discovery, click **Next**, and then go to step 7. If you select Advanced discovery, continue with the following steps:

   ■   In the Computer & Device Types list, select **Servers & Clients**.

   ■   In the Management Server list, click the computer that you want to use to discover the computers.

   ■   Select the **Verify discovered computers can be contacted** check box. This is likely to increase the success rate of agent installation, but discovery can take longer.

   ■   Click **Next**.

6   On the Discovery Method panel, you can locate the computers that you want to manage by either scanning or browsing Active Directory Domain Services or typing the computer names.
   If you want to scan, do the following:

   ■   If it is not already selected, select **Scan Active Directory** and then click **Configure**.

- In the Find Computers dialog box, type the desired criteria for discovering computers and then click **OK**.

- In the Domain list, click the domain of the computers that you want to discover.

- Click **Next**.

If you want to browse Active Directory or type the computer names, do the following:

- Select **Browse for, or type-in computer names**, click **Browse**, specify the names of the computers you want to manage, and then click **OK**.

- In the Browse for, or type-in computer names box, type the computer names, separated by semi-colon, comma, or a new line.

- Click **Next**.

7   On the Administrator Account panel, do one of the following:

- Select **Use selected Management Server Action Account** if it is not already selected.

- Select **Other user account**, type the User name and Password, and then select the Domain from the list. If the User name is not a domain account, select **This is a local computer account, not a domain account**. The account must have administrative privileges on the targeted computers. If you select **This is a local computer account, not a domain account**, the Management Server Action Account is used to perform discovery.

8   Click **Discover** to display the Discovery Progress panel.

9   On the Select Objects to Manage panel, do the following and then click **Next**:

- Select the cluster nodes on which you want to install the agent. You must select the cluster nodes using the physical name of the node, and not the virtual server name.

- From the Management Mode drop-down list, select **Agent**.

10 On the Summary page, do the following and then click **Finish**:

- Leave the Agent installation directory set to the default of
  `%ProgramFiles%\System Center Operations Manager 2007`
  or type an installation path.
  If a different Agent installation directory is specified, the root of the path must exist on the targeted computer or agent installation fails.

- Leave Agent Action Account set to the default, Local System, or select **Other** and type the User name, Password, and Domain. The Agent Action Account is the default account the agent uses to perform actions.

In the Agent Management Task Status box, the Status for each selected node changes to Success. This indicates that the agent is installed successfully.

11 Click **Close**. After the agent is installed, the node is added to the *Agent-Managed* group.

Making the Integration service highly available

You can make the VCSOpsMgrIntergration service highly available, using the Microsoft Cluster Service (MSCS).

Note: This is an optional task. You can make the Intergration service highly available only if the RMS is clustered using MSCS.

To make the Integration service highly available

1   Log on to the computer with an account that is an owner of the RMS cluster group and has administrative rights.

2   In Cluster Administrator, right-click the RMS cluster group name.

3   From the context menu, select **New** > **Resource**.

4   Using the New Resource Wizard, create a Generic Service Cluster resource for the VCSOpsMgrIntegration service. Enter the following details:

   ■   Name: VCSOpsMgrIntergration Service

   ■   Resource type: Generic Service

   ■   Group: *RMS cluster group name*

5   Click **Next**.

6   On the Possible Owners panel, ensure that all cluster nodes are listed in the Possible owners box. To add the missing nodes, select the appropriate node from the Available nodes box and click **Add** to add them to the Possible owners box. Click **Next**.

7   On the Dependencies panel, select OMSDK, OMCFG and HealthService resources from the Available resources box and click **Add** to incude them as Resource dependencies. Click **Next**.

8   On the GenericService Parameters panel, in the Service name field, enter **VCSOpsMgrIntegration**.

9   Select the Use Network Name for computer name check box, and click **Next**.

10 On the Registry Replication panel, click **Finish**.

11 Right-click the VCSOpsMgrIntegration service resource and select **Properties**.

12 On the Advanced tab, clear the **Affect the group** check box and click **Ok**.

Configuring agent-managed computers as proxy

This procedure is required only if you plan to import the VCS SQL or Exchange management pack on the Operations Manager 2007 server.

After the Operations Manager 2007 agent installation, the cluster nodes are added to the *Agent Managed* group. Use the following procedure to configure these cluster nodes (agent-managed computers) as a proxy for virtual servers (agentless managed computers) that are running on these nodes. This enables the events generated by the clustered SQL or Exchange instances (virtual servers) to be reported to the Operations Manager 2007 server.

To configure agent-managed computers as proxy

1   Log on to the computer with an account that is a member of the Operations Manager Administrators role for the Operations Manager 2007 Management Group.

2   In the Operations Console, click **Administration**.

3   In the Administration pane, expand **Administration**, expand **Device Management**, and then click **Agent Managed**.

4   In the results pane, right-click a cluster node and then click **Properties**.

5   In the Agent Properties dialog box, click the **Security** tab, select **Allow this agent to act as a proxy and discover managed objects and on other computers**, and then click **OK**.

6   Repeat steps 4 and 5 for the remaining nodes in the cluster.

Uninstalling the VCSOpsMgrIntegration service

To uninstall the VCSOpsMgrIntegration service

1   Using the command prompt, access the following path:

    `cd %programfiles%\Symantec\MOMUtils\OpsMgr2007`

2   Stop the service. On the command prompt, type the following command.

    `net stop VCSOpsMgrIntegration`

3   Unregister the service, using the following command.

    `VCSOpsMgrIntegration -Uninstall`

4   Access the path `cd %programfiles%\Symantec\MOMUtils` and delete the OpsMgr2007 folder.

Troubleshooting

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About troubleshooting VCS management pack issues

This chapter describes the process of recovering from various error conditions that may occur when monitoring applications using the VCS management packs.

Physical servers are incorrectly discovered as type Ex.Mailbox

The VCS Exchange 2007 (converted) management pack incorrectly discovers the physical servers hosting Exchange as being of type Ex.Mailbox.

Perform the following steps to remove the incorrectly discovered instances:

1   Create a computer group in Operations Manager and add the physical servers to the group.

2   Disable **Microsoft.Exchange.2007.Ex._Common_Class.StateAlertDiscovery** and **Microsoft.Exchange.2007.Ex._Mailbox_Class.StateAlertDiscovery** for the computer group.

3   Run the **remove-disabledMonitoringObject** cmdlet from Operations Manager Command Shell to remove the incorrectly discovered instances.

Note: The *remove-disabledMonitoringObject* cmdlet will remove all instances of objects with discovery disabled.

Conflict while trying to monitor clusterized standalone instances

This error may occur in the following scenario. Consider a setup where standalone non-clustered application instances are being monitored by Operations Manager 2007 server. Now, if the standalone application instances are made highly available with VCS, and you wish to monitor these clusterized instances with the same Operations Manager 2007 server.

The Operations Manager 2007 server discovery already has the entry of the standalone instance. When you try to re-discover the clusterized virtual instances, it may lead to a conflict.

To fix the problem, do the following:

1   Delete the standalone application instance name from the Operations Manager 2007 server.

2   Configure the application instance under VCS.

3   Configure Operations Manager 2007 to monitor the clusterized instance.

Error while re-importing the VCS management packs

This issue may occur if you have already deployed the VCS management packs in your Operations Manager 2007 monitoring environment and you try to re-import the management packs. The following error message is displayed in the Import Management Packs dialog box:

```
The requested management pack was invalid. See inner
exception for details. This version of the management pack
is already imported in the database.
```

To re-import the VCS management packs, perform the following steps:

1   Check the VCS management pack dependencies.

   ■   From the Operations Console, click **Administration** and in the Administration pane, click **Management Packs**.

   ■   In the Management Packs pane, right-click the VCS management pack and then click **Properties**.

   ■   Click the **Dependencies** tab to view the list of management packs that depend on the selected management pack. Make a note of these management packs.

2   Export the dependent management packs that you noted down in the step 1 on page 25 earlier.

   ■   From the Operations Console, click **Administration** and in the Administration pane, click **Management Packs**.

   ■   In the Management Packs pane, right-click the VCS management pack that you want to export, and then click **Export Management Pack**.

   ■   In the Save As dialog box, type the path and file name for the Management Pack file, or click **Browse** to save the file to a different directory, and then click **Save**.

   ■   Repeat this for all the dependent management packs that you noted in step 1 on page 25 earlier.

3   Delete the dependent management packs that you noted in step 1 on page 25 earlier.

   ■   From the Operations Console, click **Administration** and in the Administration pane, click **Management Packs**.

   ■   In the Management Packs pane, right-click the VCS management pack that you want to delete, and then click **Delete**.

   ■   On the message stating that deleting the Management Pack might affect the scoping of some user roles, click **Yes**.

4   Import the management packs that you exported in step 2 on page 25 earlier.

- ■ From the Operations Console, click **Administration**, right-click the Management Packs node and then click **Import Management Packs**.

- ■ In the Select Management Packs to import dialog box select the management pack that you want to import and then click **Open**.

- ■ In the Import Management Packs dialog box select the management pack that you selected earlier, and then click **Import**.

5   Import the VCS management packs. Refer to earlier for instructions.

VCS virtual server discovery fails

The Operations Manager 2007 server may sometimes fail to discover the virtual servers configured in VCS. This may occur if the VCS virtual servers are not added as agentless managed computers on the management server.

Check the following items:

- ■ Ensure that the VCSOpsMgrIntegration Service is deployed on the management server.
  See "Installing the VCSOpsMgrIntegration service" on page 12.

- ■ Ensure that the respective application service group is online in the cluster.

- ■ Make sure that the Lanman agent attributes, ADUpdateRequired and DNSUpdateRequired, are set to True. If they are not, set them to True, and then take the Lanman resouce offline and bring it online.

Additional discovery and monitoring of virtual servers for other applications running on cluster nodes

Complete the following steps:

- ■ Override application discoveries to disable them for the VCS Virtual Server Group computer group.

- ■ If you have deployed Operations Manager 2007 Service Pack 1, use `Remove-DisabledMonitoringObject` cmdlet to remove objects for which monitoring is disabled.

    Note: `Remove-DisabledMonitoringObject` cmdlet removes all objects for which monitoring is disabled and this includes objects discovered for other management packs as well. Before using the cmdlet, refer to the Operations Manger 2007 documentation for detailed information about its usage.

Application instances are not discovered on cluster nodes where the Veritas High Availability engine is not running

The management pack discovery script uses VCSOpsMgrIntegration Service, on cluster nodes to retrieve information from the VCS configuration. If the Veritas High Availability Engine (HAD) is not running on the node, this utility fails and eventually the discovery scripts also fail.

Workaround

Start the Veritas High Availability Engine (HAD) using `hastart` command.

Proxy is not set properly for agent-less managed Exchange and SQL virtual servers

You may find incorrect proxy for virtual servers in case the node on which service group is online gets added to the management server after the virtual server is added as an agentless managed computer.

Workaround:

1   Log on to the computer with an account that is a member of the Operations Manager Administrators role for the Operations Manager 2007 management group.

2   In the Operations Console, click **Administration** > **Device Management > Agentless managed**.

3   Right-click **Virtual server for proxy is incorrect**.

4   Select **Change proxy agent** and then from the displayed list select the Windows computer on which service group is online.

Unable to delete Symantec.VCS.Library.mp

This issue occurs if the Library management pack version has RunAs profile configured and the Management Server Action account does not have permission to connect to operations manager database using MOM SDK.

Workaround:

1   Export the Microsoft.SystemCenter.SecureReferenceOverride mom pack in form of a xml file and save it at some location.

2   Delete the Microsoft.SystemCenter.SecureReferenceOverride mom pack.

3   Delete the VCS library mom pack.

4   Open the exported mp xml file in any xml editor.

5   Delete the "Reference" element which refers to "Symantec.VCS.Library" mp.

6 Delete the "SecureReferenceOverride" element which overrides "Symantec.VCS.MOMHelperProfile".

7 Save the changes and import the modified xml file in MOM.

Note: You must perform these steps only if you want to delete the older versions of Library mp.