HP Operations Smart Plug-in for Microsoft® Enterprise Servers

for the HP Operations Manager for Windows®

Software Version: 8.00

Installation and Configuration Guide

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http://h20229.www2.hp.com/passport-registration.html

To find more information about access levels, go to:

http://h20230.www2.hp.com/new_access_levels.jsp

Contents

1 Introducing the Smart Plug-in for Microsoft Enterprise Servers

Smart Plug-in (SPI) is add-in software for HP Operations Manager (HPOM). It functions as a modular component of HPOM and further improves its monitoring capabilities in managing your IT resources. SPIs help you to simplify the tasks of your environment by:

- Monitoring availability and health
- Detecting performance lapse
- Detecting, preventing, and solving problems
- Documenting problem solutions
- Generating reports

About the Smart Plug-in for Microsoft Enterprise Servers

The Smart Plug-in for Microsoft Enterprise Servers (Microsoft Enterprise Servers SPI) helps you to manage the Microsoft Enterprise Servers in your environment. The Microsoft Enterprise Servers SPI keeps you informed about the conditions related to the following Microsoft Enterprise Servers:

- BizTalk Server 2006 and R2
- Internet Security and Acceleration Server 2006
- Microsoft Office SharePoint Server 2007
- Microsoft Office Communications Server 2007 and R2

Microsoft Office Communications Server 2007 Deployment Configurations

The Microsoft Office Communications Server 2007 *supports* the following deployment configurations:

- Microsoft Office Communications Server Standard Edition
- Microsoft Office Communications Server Enterprise Edition Consolidated Configuration
- Microsoft Office Communications Server Enterprise Edition Expanded Configuration

The Microsoft Office Communications Server *does not support* the following deployment configurations:

- Microsoft Office Communications Server 2007 configured with load balancing
- Microsoft Office Communications Server 2007 installed on clustered environment

Components of Microsoft Enterprise Server SPI

The components of Microsoft Enterprise Server SPI are policies, tools, reports, and graphs.

Policies

Policies are pre-defined thresholds to keep a constant vigilance over the Microsoft Enterprise Server environment and improve monitoring schedules in the form of service map alerts and messages. Service map alerts are shown in service map while messages are available in message browser. The severity level of each message, whether it is a minor, major, or critical is shown by a color-code. The messages indicate the problem and help you to take preventive action. For more information on policies see Using Policies and Tools.

Tools

Tools are the utilities to gather more Microsoft Enterprise Server related information. Self Healing tools are used for troubleshooting any of the Microsoft Enterprise Servers SPI. The MSES_BTS_DB_Configuration tool is used to configure the BizTalk Server of the Microsoft Enterprise Servers SPI. For more information see Using Policies and Tools.

Reports

Reports are the pictorial representation of various metrics of Microsoft Enterprise Servers. Data collected by policies are used to generate reports. For more information on reports see Integrating Microsoft Enterprise Servers SPI with HP Reporting and Graphing.

Graphs

Graphs represent various metrics of the Microsoft Enterprise Servers. Graphs contain the data that are collected by policies. For more information on graphs, see Integrating Microsoft Enterprise Servers SPI with HP Reporting and Graphing.

Reports and graphs generated with the help of HP Reporter and HP Performance Manager provide you an overview to determine corrective actions to be taken in the long term.

See *HP Operations Smart Plug-in for Microsoft Enterprise Servers SPI Online Help* or *HP Operations Smart Plug-in for Microsoft Enterprise Servers SPI Online Help* PDF for a detailed description of policies, tools, reports, and graphs of the Microsoft Enterprise Servers SPI.

Functions of Microsoft Enterprise Server SPI

The Microsoft Enterprise Server SPI monitors the following Microsoft Enterprise Servers:

- BizTalk Server 2006
- Internet Security and Acceleration Server 2006
- Microsoft Office SharePoint Server 2007
- Microsoft Office Communications Server 2007

Monitoring the Availability, Performance, and Event Log

The SPI monitors the Microsoft Enterprise Servers in your environment and maintains the thresholds set up by the policies. The Microsoft Enterprise Servers SPI ensure complete availability of the services, monitors Windows performance counters, by notifying if the thresholds have exceeded and Windows Event Logs.

Displaying Information

The Microsoft Enterprise Servers SPI displays information in the following ways.

Service Map

Service map shows the newly added and discovered Microsoft Enterprise Servers displayed in both the console services tree (left) and the service map (right). Within the service map pane, the hierarchy expands to show the specific services present on each Microsoft Enterprise Server.

Figure 1   Service Map)
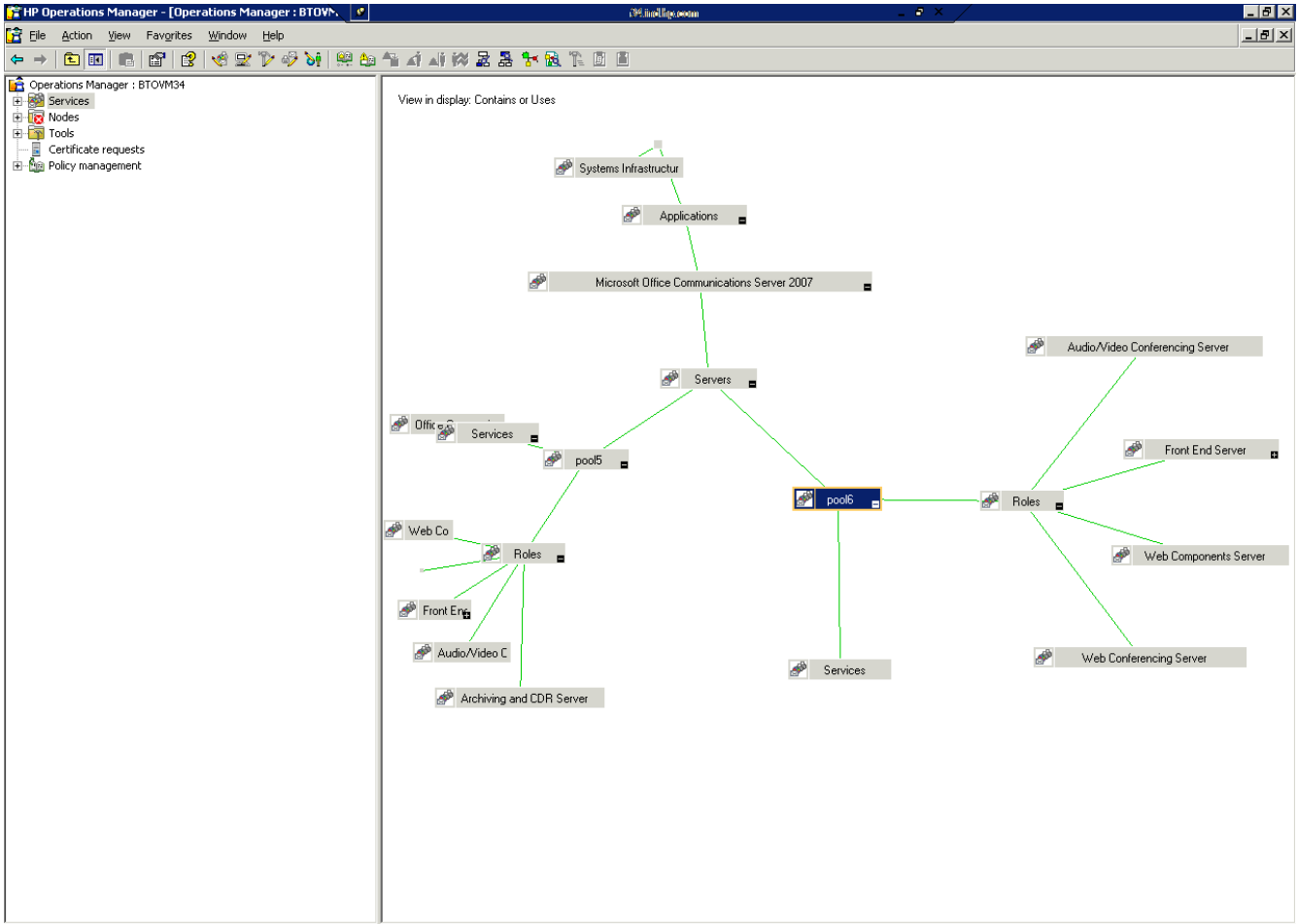
Message Browser

The Microsoft Enterprise Servers SPI monitors events and services on the managed nodes and generates messages, which are displayed on the message browser of HPOM console. The message browser displays messages identified with the problem severity level.

Instruction Text

Error messages generated by the policies of the Microsoft Office Communications Server 2007 SPI of the Microsoft Enterprise Server SPI contain instruction text which mentions probable cause and preventive action to resolve problems.

Reports and Graphs

Reports and graphs present the information that helps you see trends to manage the Microsoft Enterprise Servers in your environment by implementing efficient load balancing, capacity planning, and policy scheduling and threshold adjustments.

MSES_BTS_DB_Configuration Tool

The MSES_BTS_DB_Configuration tool is used to configure the Microsoft Enterprise BizTalk Server SPI. For more details on MSES_BTS_DB_Configuration too, see Additional Configuration Procedure for Microsoft Enterprise Servers SPI for BizTalk Server 2006 on page 37.

Generating Reports Using HP Reporter

You can generate reports to analyze the past or present Microsoft Enterprise Servers conditions. These web-based reports are automatically generated at periodical intervals. For more information on HP Reporter see Integrating Microsoft Enterprise Servers SPI with HP Reporting and Graphing.

Graphing Data with HP Performance Manager

After you manually generate the graphs, you can view the data in a more specified and granular manner. You can access graphs in the HP Performance Manager (HP PM) console. You can integrate the Microsoft Enterprise Servers SPI with HP Performance Manager to generate and view graphs.For more information on HP Performance Manager see Integrating Microsoft Enterprise Servers SPI with HP Reporting and Graphing.

Customizing Policies

You can customize the monitoring schedule or measurement threshold policies for any Microsoft Enterprise Servers SPI policy. Some of the modifications that can be performed are:

- Script-parameters
- Rules
- Options
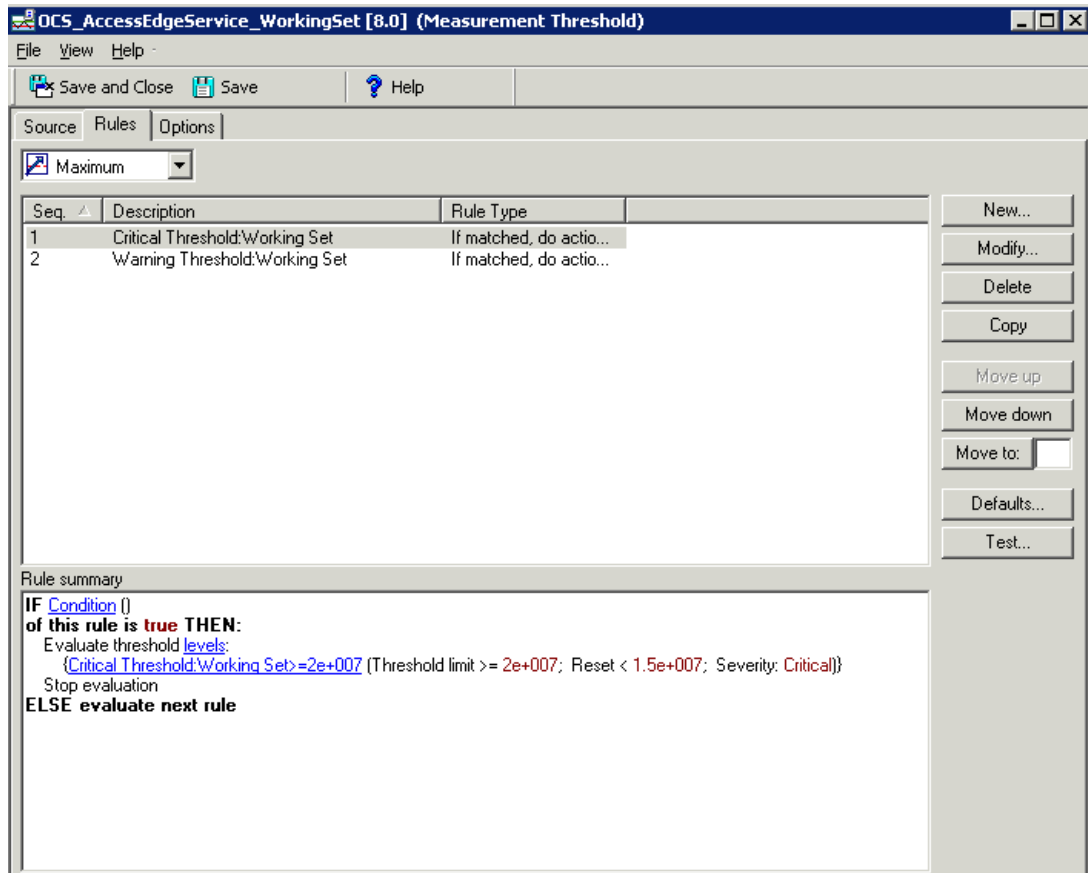
Use Software Upgrade Tool Kit 2.0 to retain the customization of the policies. See *HP Operations Smart Plug-in Upgrade Toolkit Windows User Guide* for more details.

2 Installing and Upgrading Microsoft Enterprise Server SPI

Perform the tasks mentioned in the following sections to install and upgrade the Microsoft Enterprise Servers SPI.

The following flowchart shows an overview of installing and configuring the Microsoft Enterprise Servers SPI. See Table 1 for references of the legends.

Figure 2   An Overview of Installation and Configuration Steps
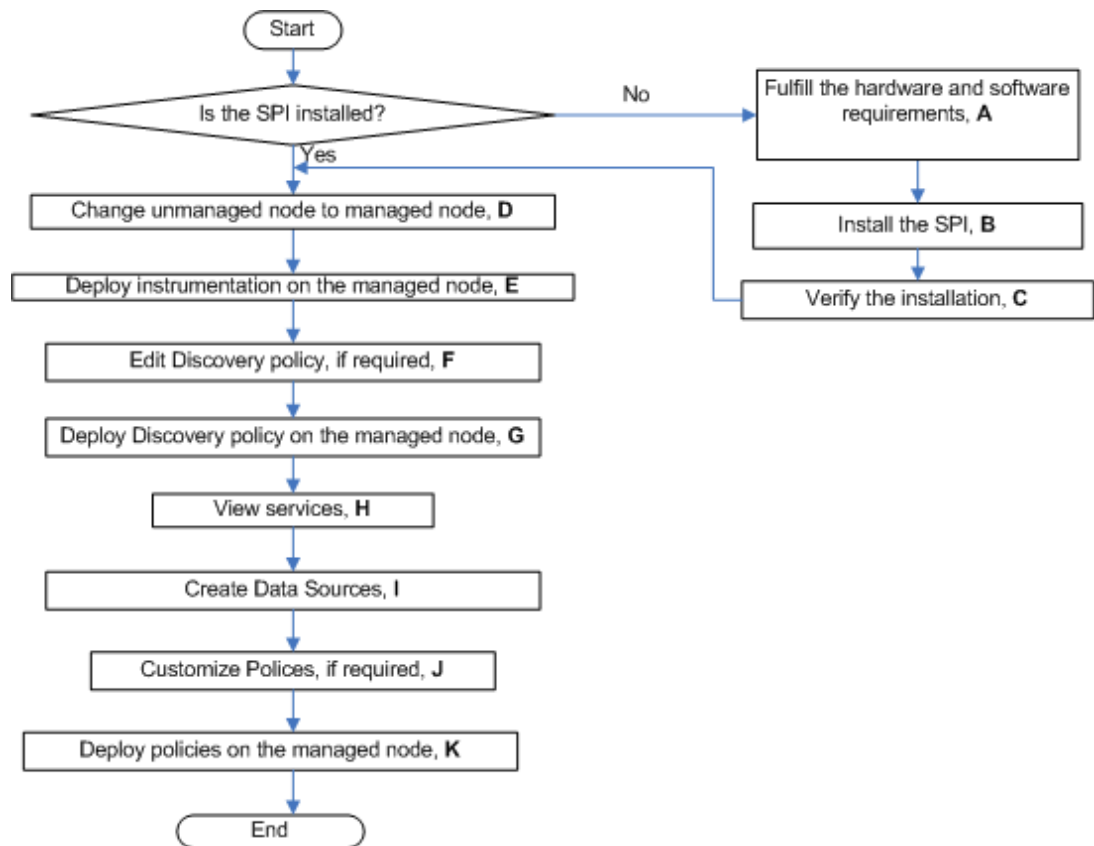
Table 1   References of Legends of Flowchart

Legend	References
A	Prerequisites of Installing Microsoft Enterprise Server SPI on page 19
B	Installing Microsoft Enterprise Server SPI on page 20
C	Verifying Installation/Upgrade of Microsoft Enterprise Servers SPI on page 25
D	Change Unmanaged Nodes to Managed Nodes on page 29
E	Deploy Instrumentation Categories on Managed Nodes on page 30
F	Edit Discovery Policy on page 40
G	Deploy Discovery Policy on Managed Nodes on page 41
H	View Service Map on page 43
I	Create Data Sources on page 31
J	Customize Policies on page 33
K	Deploy Manual-Deploy Policy Groups on page 34

The following flowchart shows an overview of upgrading the Microsoft Enterprise Servers SPI. See Table 2 for references of the legends.

Figure 3   An Overview of Upgrade Steps
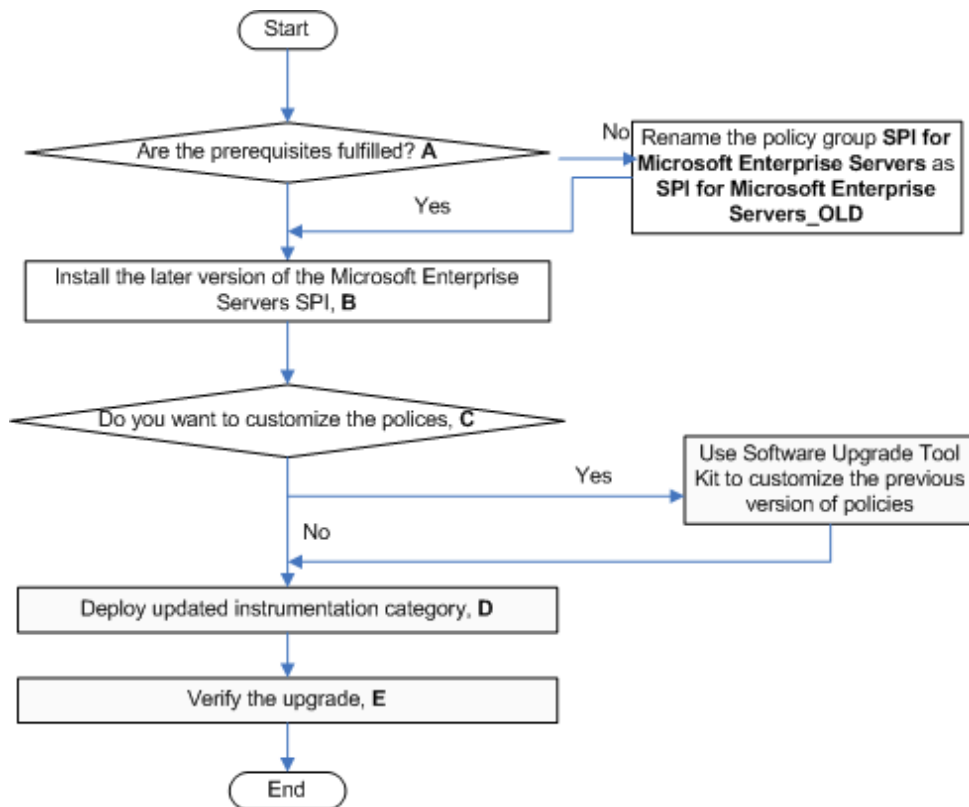
Table 2   References of Legends of Flowchart

Legend	References
A	Prepare to install the later version of the Microsoft Enterprise Servers SPI on page 23
B	Install the later version of the Microsoft Enterprise Servers SPI on page 23
C	Customize the policies of Microsoft Enterprise Servers SPI, if required. on page 23
D	Deploy updated instrumentation. on page 23
E	Verifying Installation/Upgrade of Microsoft Enterprise Servers SPI on page 25

Installation Packages

The Microsoft Enterprise Server SPI installation packages include the SPI, graphing, reporting, and the console package.

SPI Package

The SPI package is the .msi package, which contains all the functionality of the SPI. It must be installed on a HPOM server. You can find the Microsoft Enterprise servers SPI in the following location

```
<SPI DVD>\SPIs\MSESSPI\MSESSPI.msi
```

Graphing Package

The Graphing package contains the graphs provided by the SPI. Graphs are drawn from metrics that are collected in the datasources created by the SPI. You can find the Microsoft Enterprise Servers SPI graphing package in the following location:

```
<SPI DVD>\SPIs\MSESSPI OVPM ConfigurationPackage\HPOvSpiMsesGc.msi
```

Reporting Package

The Reporter package contains the reports provided by the SPI. The Reporter gathers the data from the nodes managed by the SPI, stores the data in its local database, and creates .html reports based on the default SPI report policies. You can find the Microsoft Enterprise Servers SPI in the following location:

```
<SPI DVD>\SPIs\MSES Reporter Package\MSESSPI-Reporter.msi
```

Installation Environments

HPOM for Windows provide the scalable feature of monitoring enterprise application servers. SPIs are part of this scalable architecture, allowing for monitoring specific application servers. You can select SPIs from the DVD to install on servers managed by HPOM.

Standard Installation of SPI Components on an HPOM 8.10 Server

An HPOM for Windows 8.10 server does not have the OVPMLite and ReporterLite installed by default. Only the full versions of these products are available for install. As a result, through the HP Operations Smart Plug-Ins DVD you can select to install only the SPI packages and not the reporter and the graphing packages. However, if the full version of Reporter or Performance Manager is installed on the same machine, then the corresponding packages can be installed or removed on the HPOM 8.10 server.

Standard Installation on Remote Consoles

All the Remote Console packages on the SPI DVD are installed at once on to remote consoles. No option is provided to select a particular remote console package.

Standalone HP Reporter or HP Performance Manager

For such a system only the corresponding package of any SPI is enabled and available for selection from the HP Operations Smart Plug-Ins DVD. For example, if a system has only HP Reporter installed then you can install the reporter package of any SPI on it. The same applies to the graphing package on the HP PM.

Prerequisites of Installing Microsoft Enterprise Server SPI

Fulfill the hardware and software requirements before installing the SPI. Also, ensure that you install the HPOM server before installing the Microsoft Enterprise Server SPI. It is not necessary to stop HPOM sessions before beginning the installation of the Microsoft Enterprise Server SPI.

Hardware Requirements

See the *HP Operations Manager for Windows Installation Guide* for information on hardware requirements.

Software Requirements

Ensure that the following software requirements are fulfilled:

On the management server:

- HP Operations Manager for Windows: 8.10
- HP Reporter: 3.80
- HP Performance Manager: 8.20 (if you want to generate graphs)
- HP Operations SPI Data Collector (DSI2DDF): 2.40
- HP SPI Self-Healing Services. (SPI-SHS-OVO, automatically installed while installing the SPI using SPIDVD): 3.00

On the managed node:

- HP Operations Agent (version 8.53 or 8.60 (HTTPS) and 7.35 (DCE)) installed and configured
- HP Performance Agent: 5.00 (required if you want to use HP Performance Agent for data logging)

Installing Microsoft Enterprise Server SPI

You can install the Microsoft Enterprise Server SPI on a management server.

Installing Microsoft Enterprise Server SPI on a Management Server

The HP Operations Smart Plug-ins DVD contains the Microsoft Enterprise Server SPI.

1   Insert the *HP Operations Smart Plug-ins* DVD into the DVD-ROM drive of the management server. The installation wizard opens.

2   Click **Next**. The Smart Plug-in Release Notes and Other Documentation screen appears.

3   Click **Next**. The Product Selection screen appears.
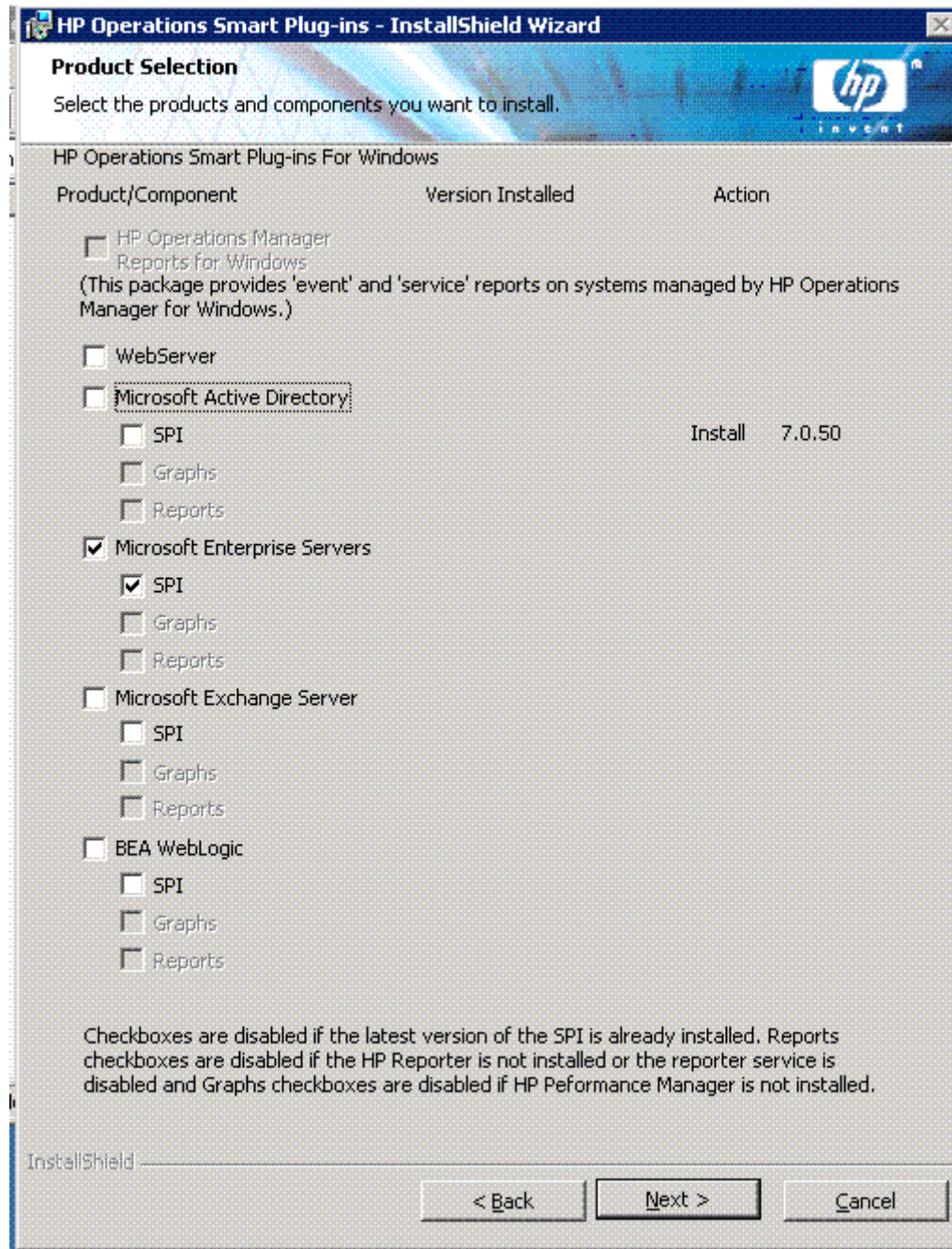
4   Select **Microsoft Enterprise Servers** check box, and click **Next**. The Enable/Disable AutoDeployment screen appears.

5   Select the **Enable** button to deploy the Auto-Deploy policies, and click **Next**. The License Agreement screen appears.

6   Accept the terms by selecting the option **I accept the terms in the license agreement**, and click **Next**. The Ready to Install the Program screen appears.

7   Click **Install**. The installation begins. The wizard installs the core SPIs, all necessary packages, and the Microsoft Enterprise Servers SPI.

8   Click **Finish** after the installation is complete.

Installing Microsoft Enterprise Servers SPI on a Remote Console

Install only the Microsoft Enterprise Servers SPI console packages on the HPOM remote consoles.

Installing Microsoft Enterprise Servers SPI in an HPOM Cluster Environment

Before installing the Microsoft Enterprise Servers SPI in a cluster environment, make sure that HPOM for Windows 8.10 is installed on each system of the cluster.

▶   The HPOM console does not function properly until you install the Microsoft Enterprise Servers SPI on all nodes in the HPOM cluster.

Task 1:   At the first cluster-aware management server, select and install Smart Plug-ins.

Complete the steps described in Installing Microsoft Enterprise Server SPI before proceeding to the next management server.

▶   Before beginning, be sure that sufficient disk space is available on each management server for the Microsoft Enterprise Servers SPI. Cancelling the installation process before completion could result in partial installations and require manual removal of the partially installed components.

Task 2:   At the next cluster-aware management server, install pre-selected Smart Plug-ins.

Repeat the steps described in Installing Microsoft Enterprise Server SPI on a Management Server on each management server in the cluster and continue to every management server (as was defined in the HP Operations Manager cluster installation) until you have finished.

▶   The HPOM console will not function properly until installations are completed on all the nodes in the cluster.

Upgrading Microsoft Enterprise Servers SPI

You can upgrade the Microsoft Enterprise Servers SPI on a management server or on a remote console.

Use the common installer to detect if any previous version of Microsoft Enterprise Servers SPI is already installed. If the previous version is found, then perform the followings tasks for upgrade. The common installer also consolidates all SPIs for installation purposes.

Upgrading Microsoft Enterprise Servers SPI on a Remote Console

If you are using HPOM on a remote console, follow the Smart Plug-ins upgrade procedure for console-only systems:

1   At the console-only system, insert the *HP Operations Smart Plug-ins* DVD.

2   Follow the instruction screens until a dialog appears saying that a remote console installation has been found.

3   Click **Next**.

The upgrade of all previously installed packages now occurs.

Upgrading Microsoft Enterprise Servers SPI on a Standalone Management Server

Perform the following tasks to upgrade the Microsoft Enterprise Servers SPI on a management server:

Task 1:   Prepare to install the later version of the Microsoft Enterprise Servers SPI

Rename the Microsoft Enterprise Servers SPI policy group.

1   At the console, select **Operations Manager**.

2   Double-click **Policy management**, and **Policy groups**.

3   Select the **SPI for Microsoft Enterprise Servers** group and right-click it to rename it (for example, **SPI for Microsoft EnterpriseServers_OLD**).

Task 2:   Install the later version of the Microsoft Enterprise Servers SPI

1   Insert the HP Operations Smart Plug-ins DVD and follow the instructions as they appear on the screen. See Installing Microsoft Enterprise Server SPI on a Management Server.

2   Select **Microsoft Enterprise Servers** to install.

Task 3:   Customize the policies of Microsoft Enterprise Servers SPI, if required.

Use Software Upgrade Tool Kit 2.0 to retain the customization of the previous versions of the Microsoft Enterprise Servers SPI policies. See *HP Operations Smart Plug-in Upgrade Toolkit Windows User Guide* for more details.

Task 4:   Deploy updated instrumentation.

To enable the functioning of the new or updated policies, you must deploy the updated Microsoft Enterprise Servers SPI instrumentation. You can deploy instrumentation either on a group of nodes (if defined), or on individual nodes.

1   At the HPOM console, open **Operations Manager** → **Nodes**.

2   Right-click any node running the Microsoft Enterprise Server.

3   Select **All Tasks** → **Deploy instrumentation**.

4   From the Instrumentation Files area, select **SPI Data Collector**, **SHS Data Collector**, **BizTalk_Server. ISA_Server, MOSS_2k7**, and **OCS**, (depending on your server environment setup), and click **OK**.

5   Repeat steps 1 through 4 as necessary for the remaining nodes which are running Microsoft Enterprise Servers.

Upgrading Microsoft Enterprise Servers SPI in an HPOM Cluster Environment

Before upgrading the Microsoft Enterprise Servers SPI in a cluster environment, make sure that HPOM for Windows 8.10 is installed on each system of the cluster.

▶ The HPOM console does not function properly until you upgrade the Microsoft Enterprise Servers SPI on all nodes in the HPOM cluster.

Task 1:   At the first cluster-aware management server, select and install Smart Plug-ins.

Complete the steps described in Upgrading Microsoft Enterprise Servers SPI on a Standalone Management Server before proceeding to the next management server.

▶ Before beginning, be sure that sufficient disk space is available on each management server for the Microsoft Enterprise Servers SPI. Cancelling the installation process before completion could result in partial installations and require manual removal of the partially installed components.

Task 2:   At the next cluster-aware management server, install pre-selected Smart Plug-ins.

Repeat the steps described in Upgrading Microsoft Enterprise Servers SPI on a Standalone Management Server on each management server in the cluster and continue to every management server (as was defined in the HP Operations Manager cluster installation) until you have finished

▶ The HPOM console does not function properly until installations are completed on all the nodes in the cluster.

Verifying Installation/Upgrade of Microsoft Enterprise Servers SPI

To verify the Microsoft Enterprise Servers SPI has been installed/upgraded properly check any one of the following:

- To verify the installation of the Microsoft Enterprise Servers SPI, check if the `%ovinstalldir%\install\MSESSPI` directory is created.

- Check the SPI under policy group. Expand **Policy Group** under **Policy Management**. The **SPI for Microsoft Enterprise Servers** in the list verifies the installation/upgrade. You can further expand **SPI for Microsoft Enterprise Servers** and check for **Biztalk Server 2006** under **BizTalk Server, Internet Security and Acceleration Server 2006** under **Internet Security and Acceleration Server, Microsoft_Office_Communications_Server_2007** under **Microsoft_Office_Communications_Server**, and **Microsoft Office SharePoint Server 2007** under **SharePoint Portal Server** depending on your environment setup.
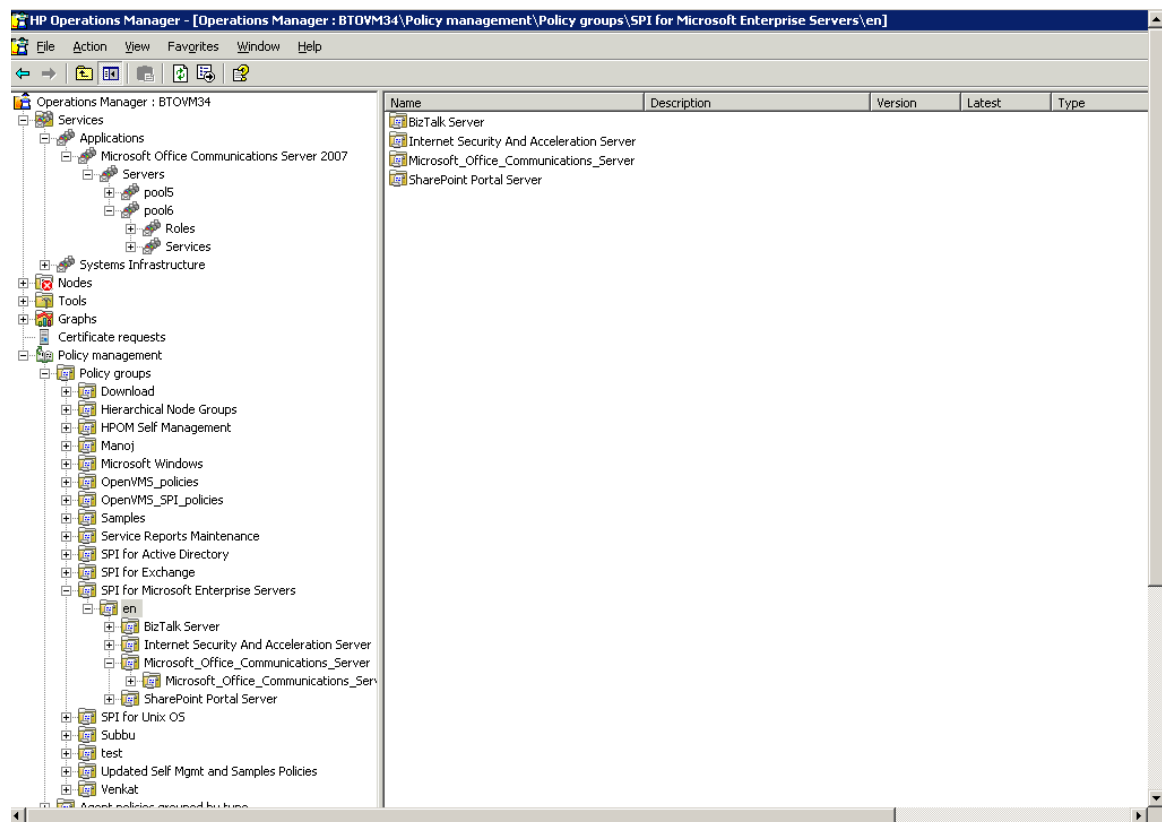
- Verify that the policies have 8.00 version.

3 Configuring the Microsoft Enterprise Servers SPI

The SPI monitors the Microsoft Enterprise Servers by discovering the existing servers (BizTalk, Internet Security and Acceleration, SharePoint Portal, and Microsoft Office Communications Server) in your environment and maintaining the thresholds set up by the policies. The Microsoft Enterprise Servers SPI expands that discovery and adds multiple hierachical levels of details to each server.

The service map identifies the Microsoft Enterprise Servers. You can drill down each component of each existing server and find the root cause.

To find the origin of the problem, right-click the service in the service map where the alert occurs (indicated by the red color), and select **Root Cause**.
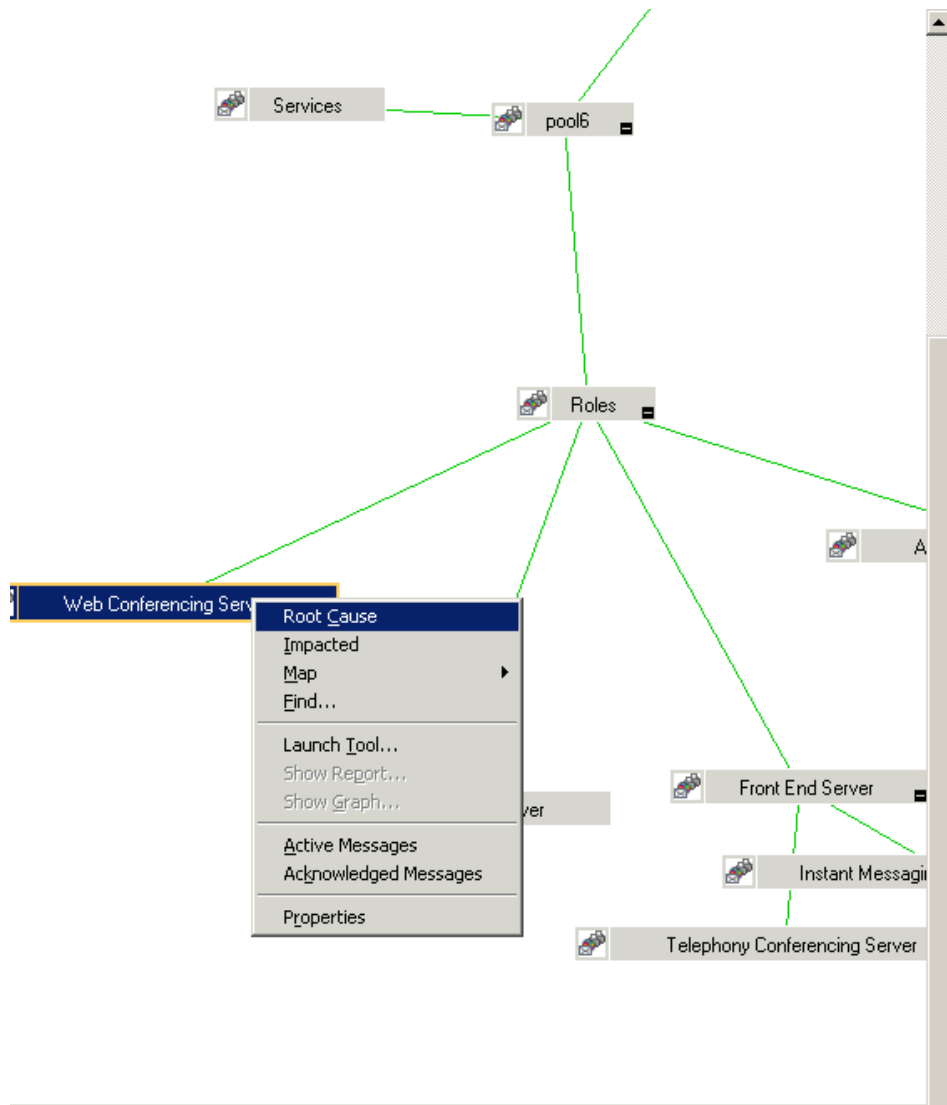
Basic Configuration Procedure

Perform the following tasks for all the Microsoft Enterprise Servers SPI in your environment.

Deploy the discovery policies to discover (detect) the existing services and components of the Microsoft Enterprise Servers environment in the managed nodes. Deploying these policies launches an automated process that adds the discovered services to the HPOM service tree and service map.

Change Unmanaged Nodes to Managed Nodes

To change unmanaged node to a managed node, add the nodes to the HPOM console's nodes folder.

1   In the console, right-click **Nodes**, and select **Configure → Nodes**.
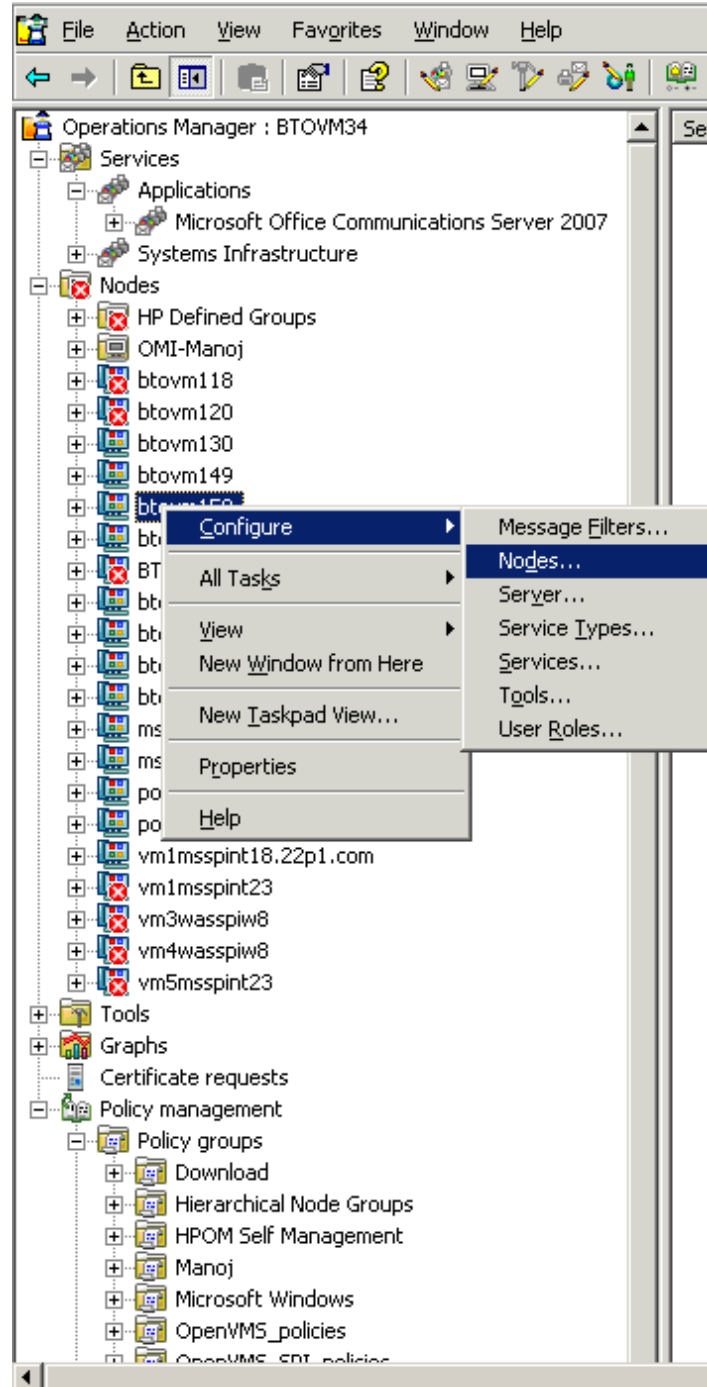
2   In the **Configure Managed Nodes** box, add the unmanaged nodes to the **Nodes** using any of the following methods:

— In the left pane double-click each node you want to add.

— Drag and drop nodes from left to right.

— In the left pane, right-click each node, and then select **Manage**.
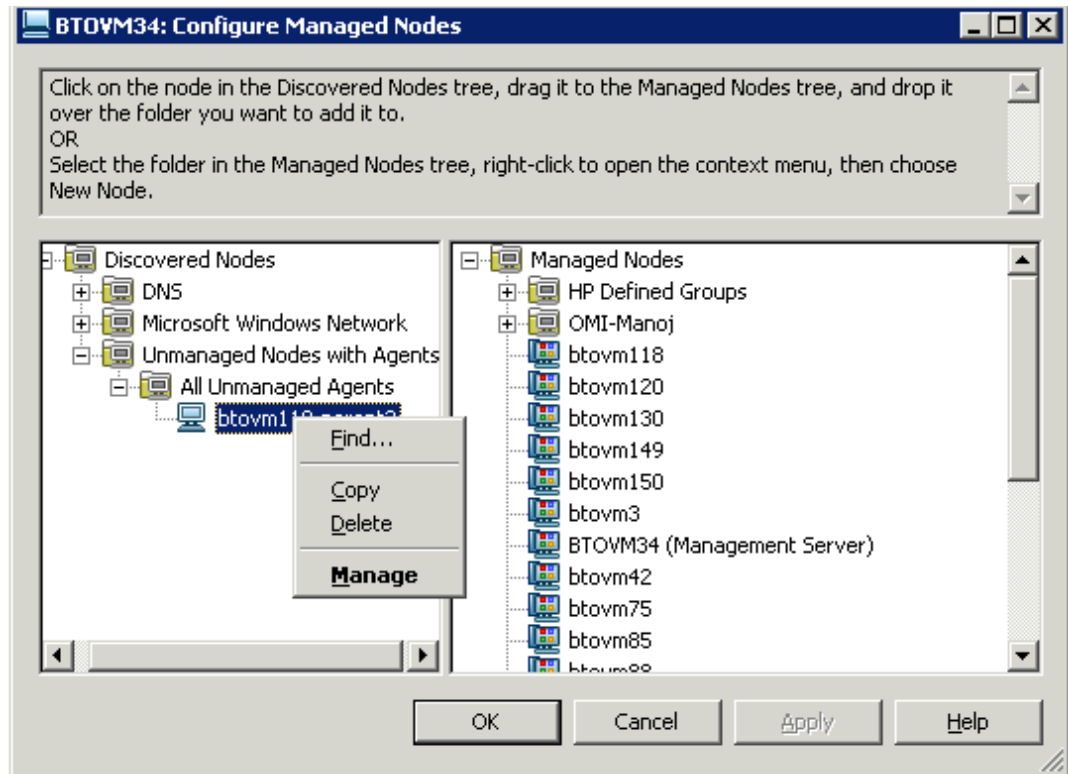
3 (As needed) If a system running the HP Operations agent software is not available in the discovered nodes folder in the left pane, in the details pane right-click **Nodes**, select **New Node,** and then type the system name and other relevant information, and then click **OK**.

Deploy Instrumentation Categories on Managed Nodes

Deploy the instrumentation categories to the Microsoft Enterprise Servers SPI on the managed nodes. To deploy the instrumentation, perform the following steps:

1 In the console tree of HPOM, right-click a node and select **All Tasks**. Select **Deploy instrumentation....** The **Deploy Instrumentation** box opens.

2 Select the mandatory instrumentation categories, **SPI Data Collector** and **SHS Data Collector** categories.

3 Select **BizTalk_Server, ISA_Server, MOSS_2k7,** and **OCS,** (depending on your server environment setup), and click **OK**.
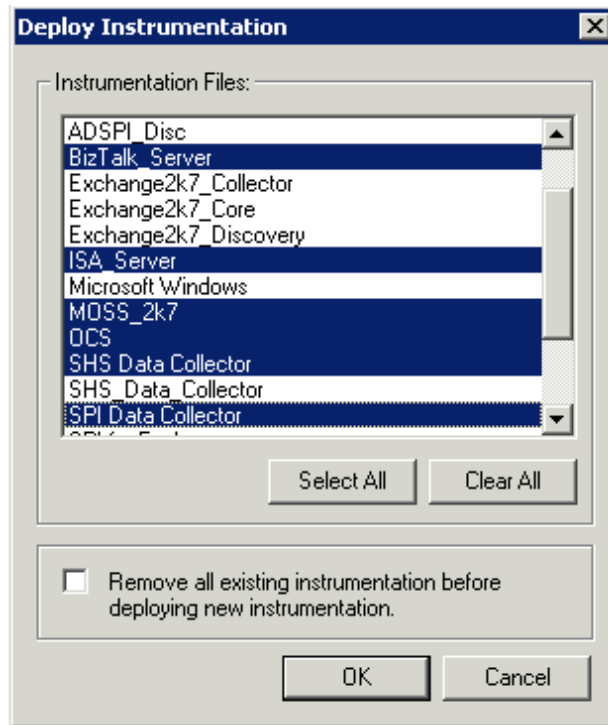
4 Perform steps (a) and (b) for all the Microsoft Enterprise Servers SPI managed nodes.

Create Data Sources

▶ Before creating data sources, discover the services of the Microsoft Enterprise Servers SPI. For this, complete the steps in Discovery Configuration Scenarios.

The Microsoft Enterprise Servers SPI collects metric data on the managed nodes, and logs the data to a data store on the managed nodes. By default, the SPI stores the data in the embedded performance component, also known as CODA of the HP Operations agent.

Deploy the Create Data Sources policy for each Microsoft Enterprise Servers SPI to create the required data sources in the data store.

▶ The Create Data Sources policy for BizTalk Server 2006 (MSES_Biztalk_Create_Coda_DataSources) and Microsoft Office SharePoint Server 2007 (MSES_MOSS-2k7_CreateCodaDataSources) is an auto-deploy policy and hence is deployed automatically while installing the Microsoft Enterprise Servers SPI.

▶ For the Microsoft Office Communications Server 2007, you must deploy the OCS_CreateDataSources policy to create data sources manually whereas for Internet Security and Acceleration Server 2006 there is no specific policy to create data sources. Data source is automatically created after you manual deploy the policies.

To deploy the create data sources policy:

1 In the console tree, expand **Policy management** → **Policy groups** → **SPI for Microsoft Enterprise Servers** → **en** → **Microsoft_Office_Communications_Server** → **Microsoft_Office_Communications_Server_2007** → **Configuration**.

2 Right-click Configuration, and select **All Tasks** → **Deploy on.....** A windows lists all the managed nodes.
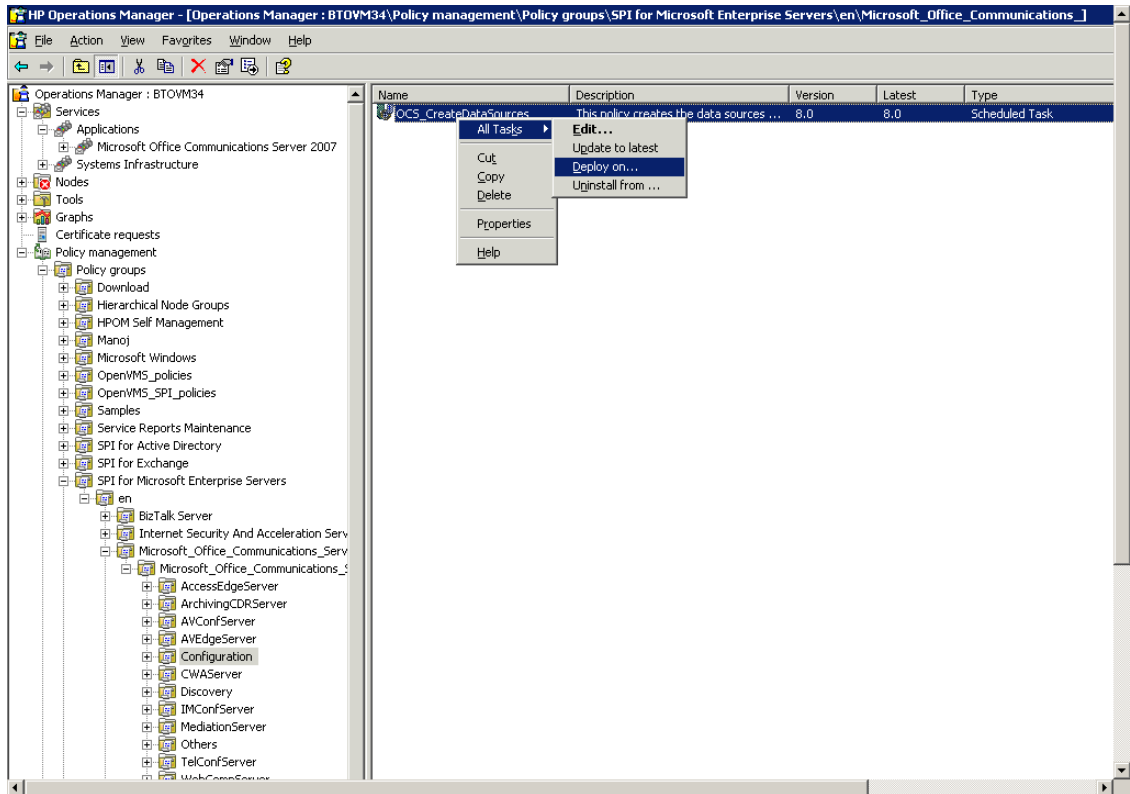
3   Select one or more managed nodes on which you want to deploy the
    OCS_CreateDataSources policy, and then click **OK**. The policy is deployed on the selected
    managed nodes.
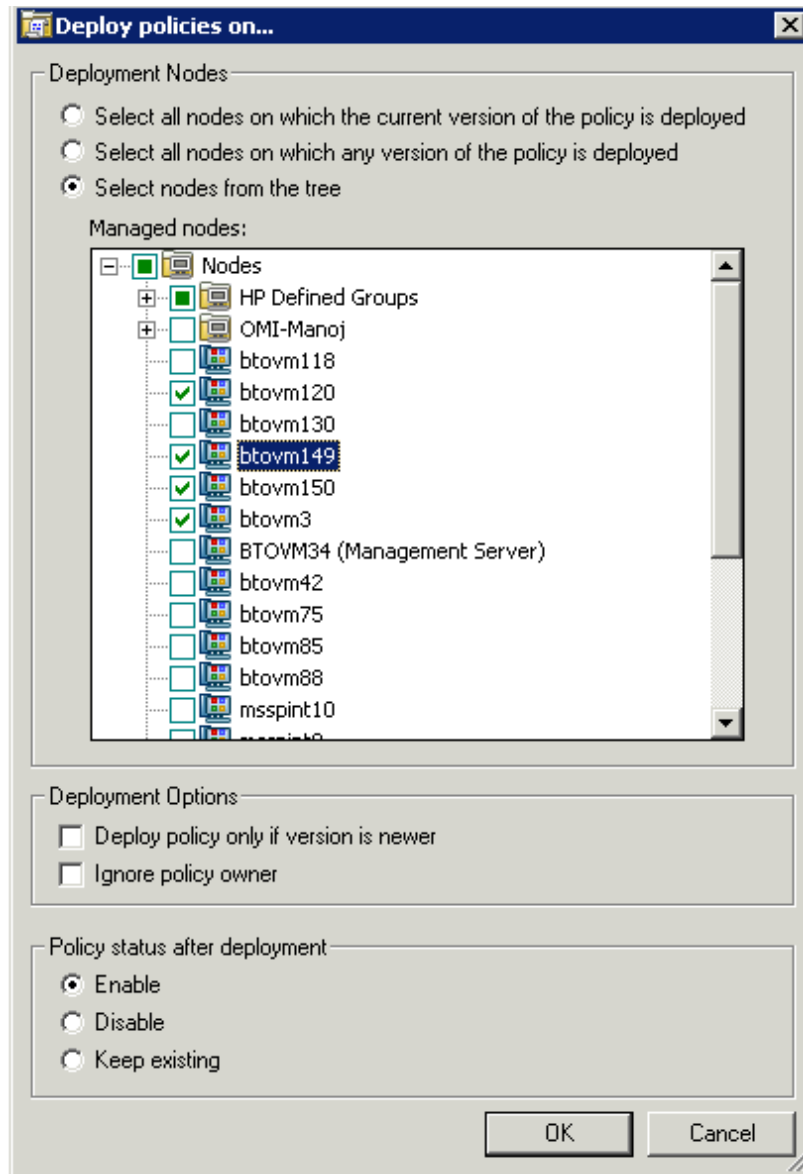
Customize Policies

You can customize the policies, if required. For this,:

1   Right-click the policy and select **All Tasks**, and then **Edit...**.

2   Click the **Thresholds level** (or **Rules**) or **Options** tab or both custimize.

3   Click **Save and Close**.

➤   If you choose to customize one or more policies after deploying them, ensure to redeploy the
    policies after customizing them.

MSES_BS_PendingWorkitems [8.0] (Measurement Threshold)

File   View   Help

Save and Close   Save   Help

Source | Threshold levels | Options |

Short name*   MSES_BS2004_PendingWorkitems
Description   Number of code execution blocks that are scheduled for

Source type   Real Time Performance Measurement

Windows NT performance monitor parameters
Object*   XLANG/s Orchestrations
Counter*   Pending work items
Instance   *
        Browse on node...

☐ Store in Embedded Performance Component
        Data Source*
        Object*
        Metric
Polling interval   0 h 30 m 0 s   Add source...

Ready   NUM

Deploy Manual-Deploy Policy Groups

Deploy the manually deploy policy group for the <Microsoft Enterprise Server>:

▶ The BizTalk Server 2006 and Microsoft Office SharePoint Server 2007 have auto-deploy policy groups. These policies are automatically deployed on the managed nodes on the respective server.
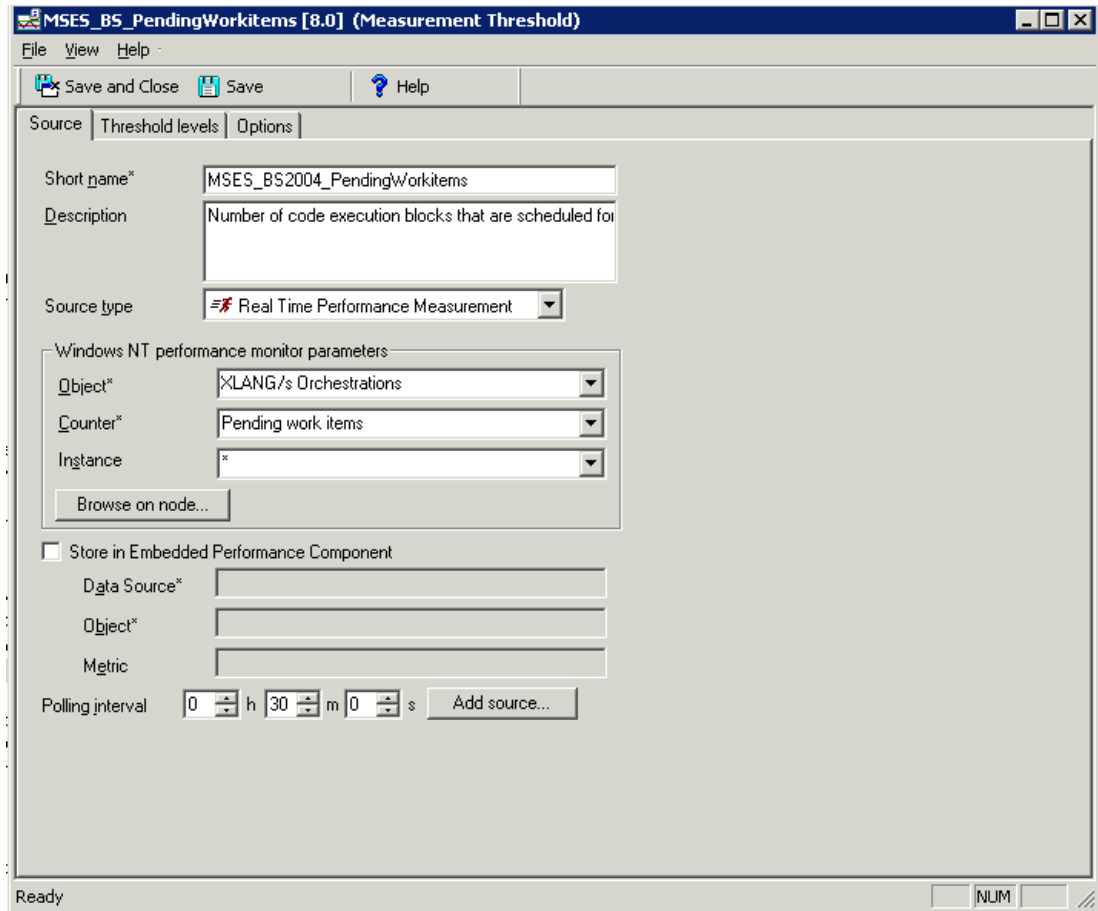
1   In the console tree, expand **Policy management** → **Policy groups** → **SPI for Microsoft Enterprise Servers** → **en** → <**Microsoft Enterprise Server**> → <**Policy Group**>. For example, **Internet Security and Acceleration Server 2007** → **Availability Monitoring** (example).

▶ For the BizTalk SPI policies, MSES_BizTalk_MessageBox_DatabaseSize and MSES_BizTalk_DTA_DatabaseSize, deployed *only* on the Microsoft BizTalk database nodes.

2   Right-click the <**Policy Group**>. Select **All Tasks** → **Deploy on...**. Deploy policies on... Window appears listing all the managed nodes.

3 Select one or more managed nodes on which you want the **<Policy Group>** to be deployed, and then click **OK**. The **<Policy Group>** is deployed on the selected nodes.
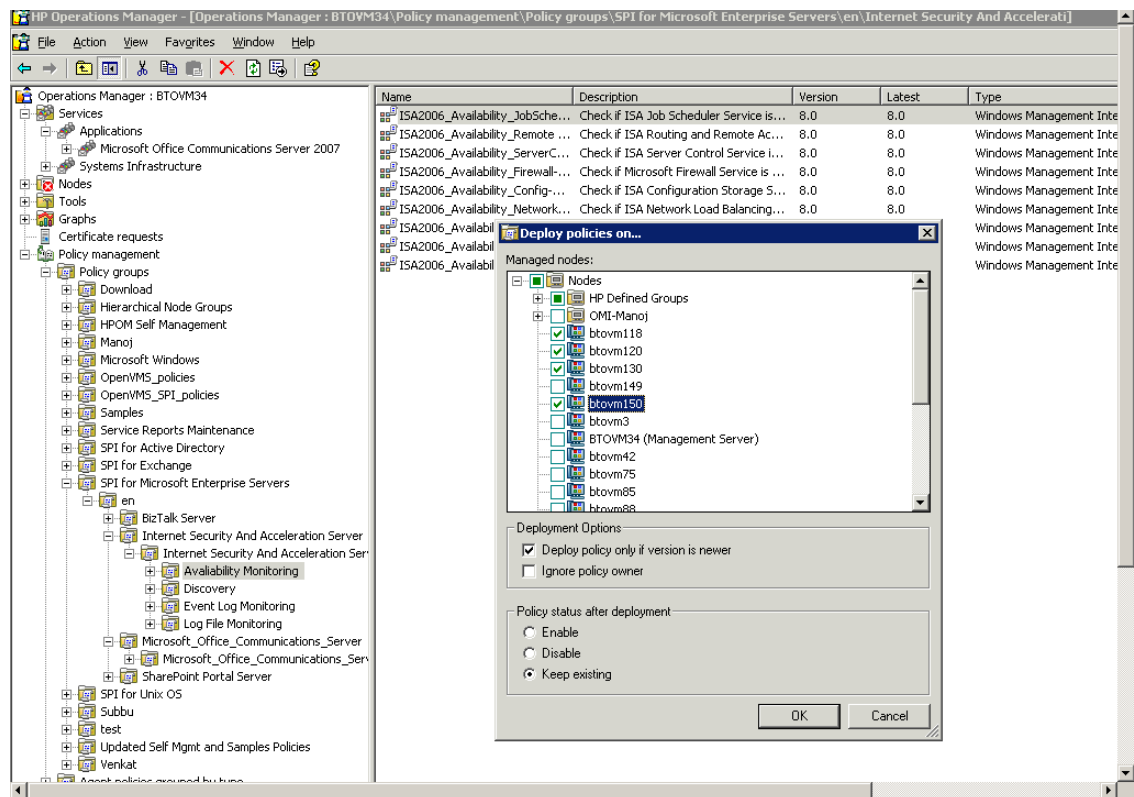
4 Perform steps 1 through 3 for all the remaining policy groups.

▶ Assign only those policy groups on the managed nodes which host the roles that the policy group is related to. For example if the managed node hosts the AccessEdge Enterprise Server, deploy only the AccessEdge Server policy group, and so on.

See the following table to deploy the specific policy group for the specific Microsoft Enterprise Server role.

Table 3   Server and Policy Group

Server	Policy Group
BizTalk Server	**Policy Management → Policy groups → SPI for Microsoft Enterprise Servers → en → BizTalk Server → Biztalk Server 2006**
Internet Security and Acceleration Server	**Policy Management → Policy groups → SPI for Microsoft Enterprise Servers → en → Internet Security and Acceleration Server → Internet Security and Acceleration Server 2006**
Microsoft SharePoint Portal Server	**Policy Management → Policy groups → SPI for Microsoft Enterprise Servers → en → SharePoint Portal Server → Microsoft Office SharePoint Server 2007**
Microsoft Office Communications Server	**Policy Management → Policy groups → SPI for Microsoft Enterprise Servers → en → Microsoft_Office_Communications_Server → Microsoft_Office_Communications_Server_2007**

Deploy the following policy groups for all the managed nodes of *Microsoft Office Communications Server 2007* irrespective of the specific server role:

- Discovery

  Policy Management → Policy groups → SPI for Microsoft Enterprise Servers → en → Microsoft_Office_Communications_Server → Microsoft_Office_Communications_Server_2007 → Discovery

- Configuration

  Policy Management → Policy groups → SPI for Microsoft Enterprise Servers → en → Microsoft_Office_Communications_Server → Microsoft_Office_Communications_Server_2007 → Configuration

- Others

  Policy Management → Policy groups → SPI for Microsoft Enterprise Servers → en → Microsoft_Office_Communications_Server → Microsoft_Office_Communications_Server_2007 → Others

Data Logging Scenarios

If you use Performance Agent as the datastore, data source creation and data logging happens in Performance Agent, by default. There is no configuration required.

To create data sources and to log data into CODA, while Performance Agent is installed, perform the following:

1 Create a folder `dsi2ddf` in the path `%OvAgentDir%\Conf`, if it does not exist.

2 Create an empty file `nocoda.opt`.

3 Enter the names of the other data sources *except* OCS, ISASERVER2006, MOSS_2007, and MSES_BIZTALKSERVER_INTERVAL which are to be created and for which the data logging has to happen in Performance Agent into the file `nocoda.opt`.

   The data sources OCS,ISASERVER2006, MOSS_2007, MSES_BIZTALKSERVER_INTERVAL are created and data logging happens in CODA.

For more details on the data store (CODA) metrics and policy logging details, see *Microsoft Enterprise Servers SPI Online Help*.

▶ The data store metrics is applicable *only* to the Microsoft Office Communications Server 2007.

Additional Configuration Procedure for Microsoft Enterprise Servers SPI for BizTalk Server 2006

Use the MSES_BTS_DB_Configuration tool to configure the Microsoft Enterprise Servers SPI for BizTalk Server 2006.

Using MSES_BTS_DB_Configuration Tool

The BizTalk Server 2006 stores data in SQL server instead of the WMI CIMV2 database. The the Microsoft Enterprise Servers SPI must connect to the BizTalk Server's SQL database to collect the related data it needs.

Before running Discovery, the HPOM administrator must configure the SQL database for all nodes with BizTalk Server installed. Windows integrated security (SSPI mode) does not work if the SQL authentication mode is set for SQL server. If SQL authentication is "users /", the HPOM console needs to know the SQL user name and password. To connect to SQL server even when it is in SQL authentication mode, the HPOM administrator can use the MSES_BTS_DB_Configuration tool to store the corresponding SQL server name, and the SQL user name and password. If this configuration is not done for BizTalk Server 2006 nodes, the default SQL user name and password's value is considered.

Launching the MSES_BTS_DB_Configuration Tool

To launch the MSES_BTS_DB_Configuration tool:

1 In the HPOM console, expand **Tools** → **SPI for Microsoft Enterprise Servers** → **BizTalk Server**.

2 Right-click the **MSES_BTS_ DB_Configuration** tool. Select **All Tasks**, and then **Launch Tool...**. The Edit Parameters window appears.
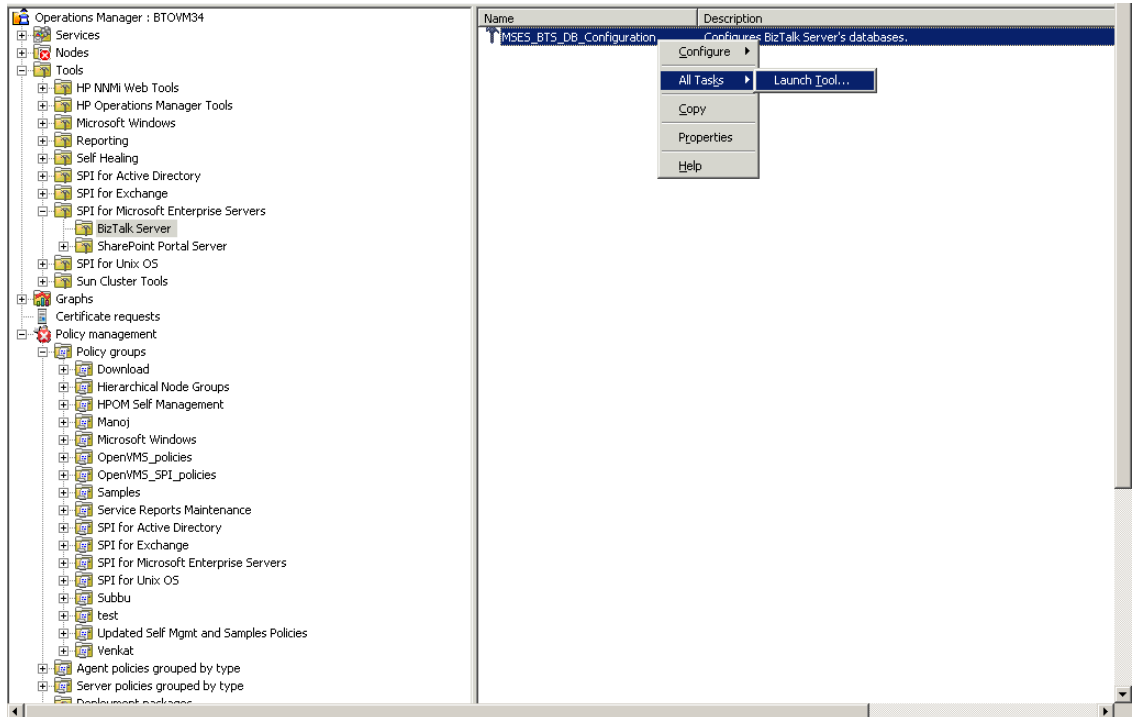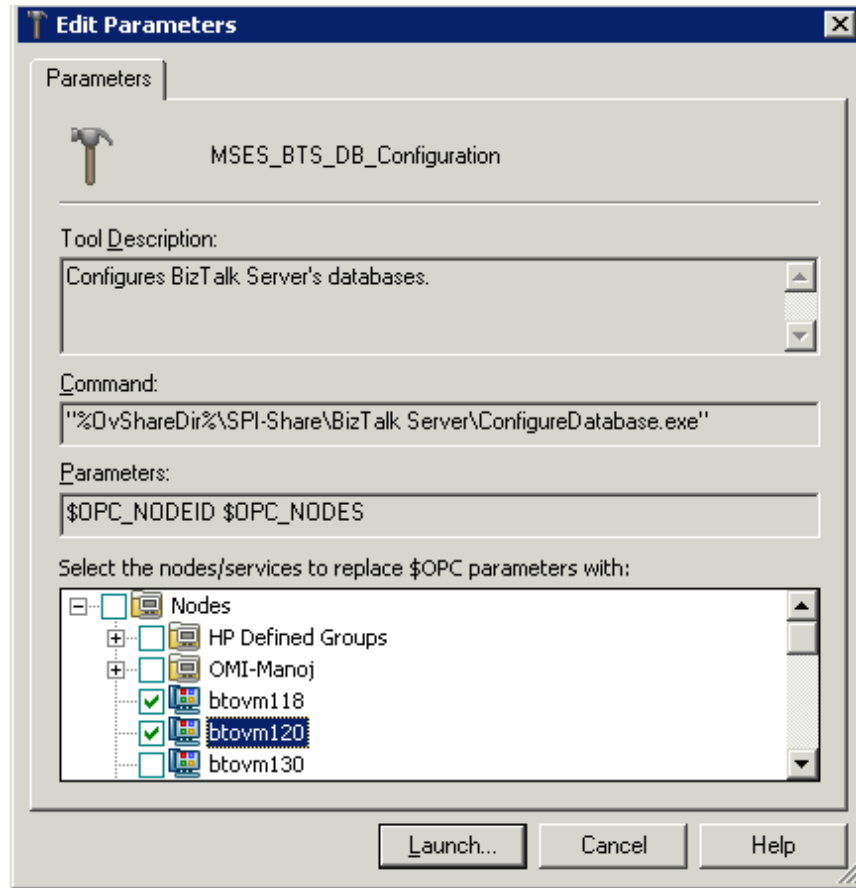
3   Select one or more nodes where you want to configure BizTalk Server 2006 by launching the tool, and then click **Launch...**. A Configure Database window appears for each selected node.

4   The Machine Name field is read only. Type the Server Name (for BizTalk Database), SQL User Name and SQL password and confirm the password.
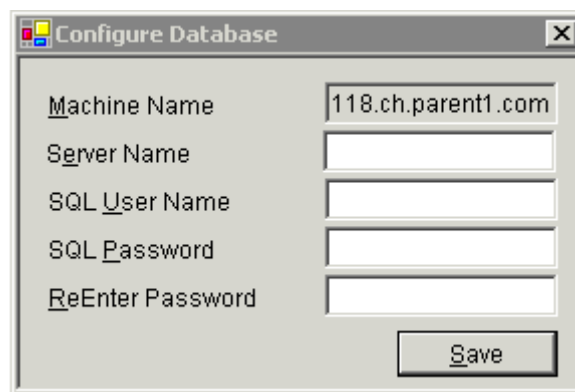
5   Save the configuration.

Discovery Configuration Scenarios

Before deploying the discovery policy group, edit the discovery policy for the following Microsoft Enterprise Servers:

- BizTalk Server 2006
- Microsoft Office SharePoint Server 2007
- Microsoft Office Communications Server 2007

Edit Discovery Policy

The BizTalk_Discovery policy discovers the systems infrastructure of the BizTalk Server 2006 while the Microsoft Office SharePoint Server 2007 Discovery and OCS_Discovery discovers the application services of the Microsoft Office SharePoint Server 2007 and the Microsoft Office Communications Server 2007.

The following privileges are required:

- The BizTalk_Discovery policy requires BizTalk administrator and local administrator privileges and privileges to access all the BizTalk databases.

- The Microsoft Office SharePoint Server 2007 Discovery policy requires SharePoint administrator and local administrator privileges and privileges to access the SharePoint databases.

- If the agent on the node is not running under the default Local System account, the OCS_Discovery policy should run as a user who is member of the RTCUniversalGuestAccessGroup group, if the node is a member of the OCS pool. For Edge Servers, provide the privileges of a Local Administrator.

To edit the Discovery policy:

1 In the console tree, expand **Policy management** → **Policy groups** → **SPI for Microsoft Enterprise Servers** → **en** → **Microsoft_Office_Communications_Server** → **Microsoft_Office_Communications_Server_2007** → **Discovery**.

2 Select the **OCS_Discovery** policy (on the right pane) and double-click to open the editor. The OCS_Discovery window appears with the **Discover** tab opened by default.

3 Type the user credentials and the password in the **User Editable Parameters** box. The username format for:

   a DCE agent is domain\user

   b HTTPS gent is domain\\user

4   Click **Save and Close**.
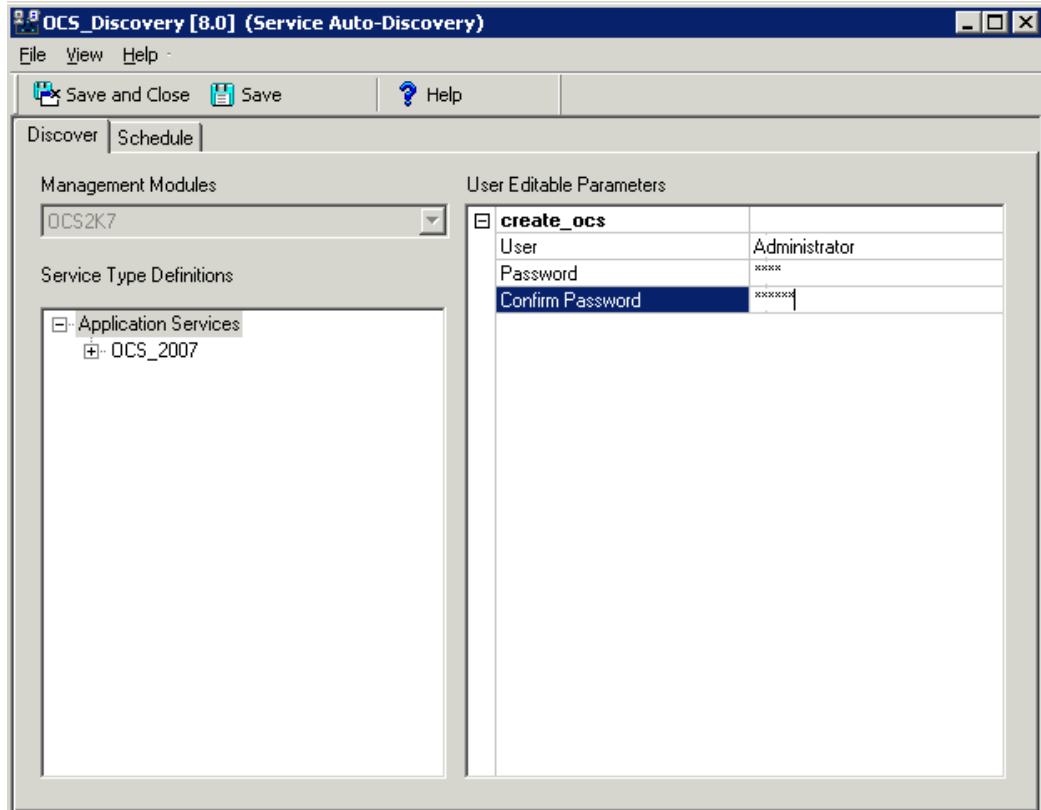
Perform the same steps for the BizTalk_Discovery policy and Microsoft Office SharePoint Server 2007 Discovery policy.

Deploy Discovery Policy on Managed Nodes

Deploy the Discovery policy group for each Microsoft Enterprise Servers SPI on the managed nodes. For this:

1   In the console tree, expand **Policy management** → **Policy groups** → **SPI for Microsoft Enterprise Servers** → **en** → <**Microsoft Enterprise Server**> → **Discovery**.

2   Right-click **Discovery** of the respective Server, and select **All Tasks** →**Deploy on...**.

3   In the **Deploy policies on...** box, select one or more Microsoft Enterprise Servers nodes, and
     click **OK**. The Discovery policy of the <Microsoft Enterprise Server> is deployed on the
     selected nodes.
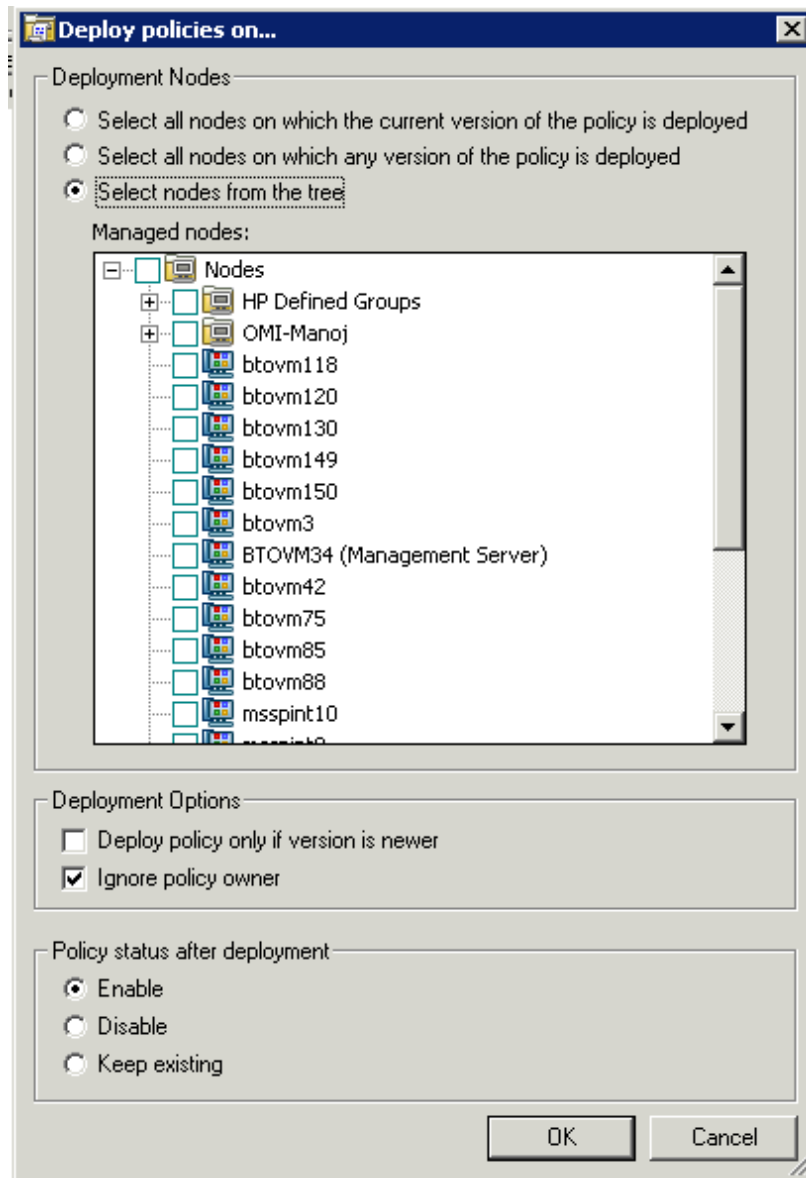
4   To view the deployment, under the **Policy Management**, right-click **Deployment jobs**, select
     New Window from Here. From the menu, select **Window →Tile Horizontally**.

     In the tiled window, you can see the executed processes of the <Microsoft Enterprise
     Server> services discovered and the service map updated.

Starting at the **Services → Systems Infrastructure** (for BizTalk Server 2006) and **Application
Services** (for Microsoft Office SharePoint Server 2007) of the console tree (in the left pane),
you can navigate downward to each component, under which you can see a **Services** folder.

Failed Binary on the Managed Node

In some cases the Agent fails to update the discovered services to the HPOM management
server. The possible cause and suggested action is as follows:

- *Possible cause:* The output of the Microsoft Enterprise Servers SPI discovery policy is not a properly formatted `xml` file.

- *Suggested action:* Run the Microsoft Enterprise Servers SPI discovery binary on the managed node. To do this:

    a   Login to the managed node as an administrator.

    b   From the command prompt, open the instrumentation directory.

    c   Run the **ovadsdisc.exe > out.xml** command.

    d   Check the `out.xml` is in the required xml format by opening it in the web browser.

View Service Map

After the discovery has occurred, you can see the discovered services graphically represented under the <Microsoft Enterprise Server> in the HPOM service map.

1   In the console details pane, select **Services** → **Applications** / **Systems Infrastructure**.

2   Select the <**Microsoft Enterprise Server**>.

3   Expand the respective component (servers or roles) in the left pane to make it visible in the service map in the right pane.
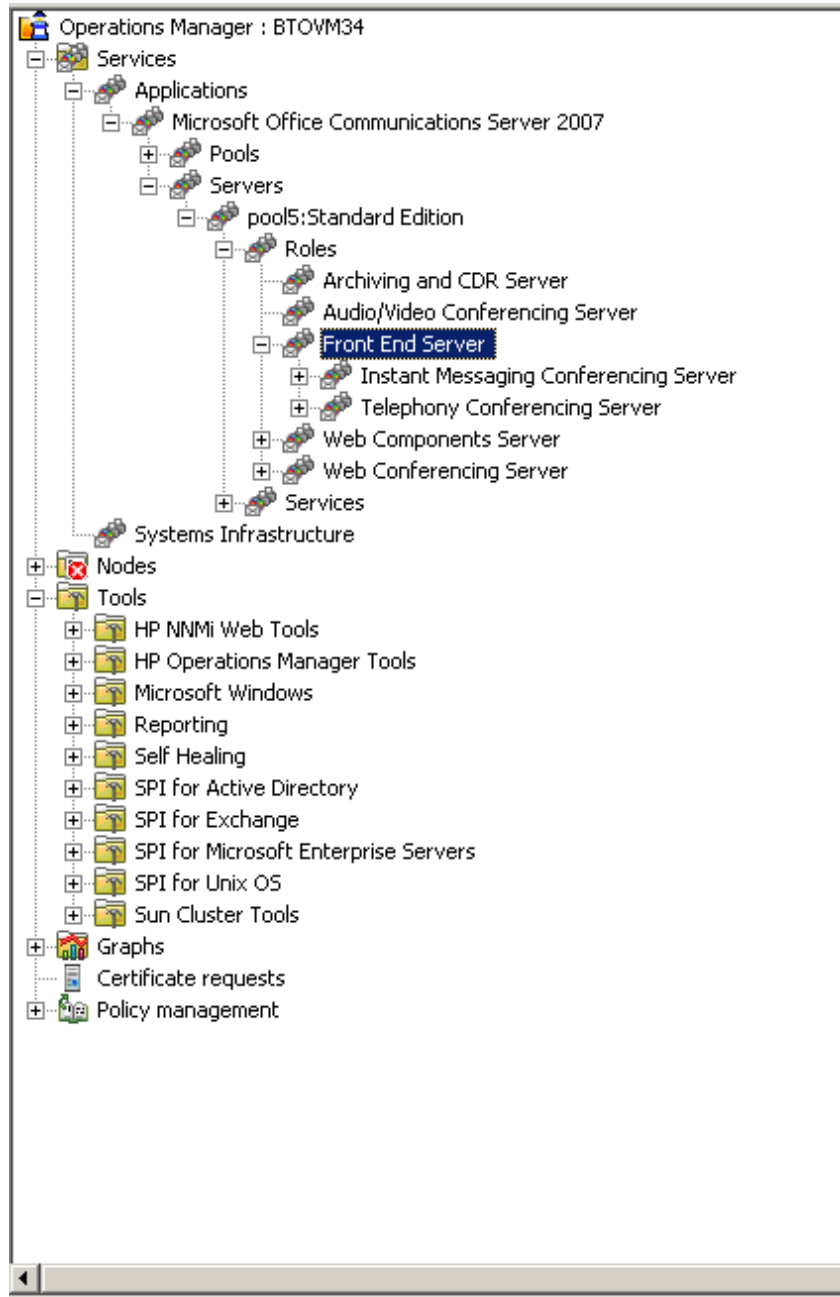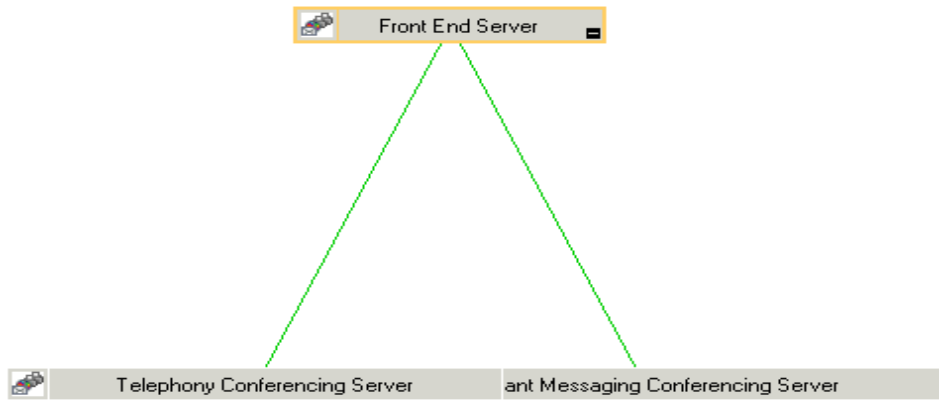
4 Using Policies and Tools

Policies and tools monitor the Microsoft Enterprise Servers environment.

Customizing Policies

Policies run according to rules and schedule specifications. Measurement threshold policies contain the rules for interpreting Microsoft Enterprise Servers states or conditions.

You can customize specific policies to suit your requirements of the Microsoft Enterprise Servers environment.

Customizing Auto-Deploy (Default) Policies

The BizTalk Server 2006 and Microsoft Office SharePoint Server 2007 have auto-deploy policy groups. The polices are automatically deployed on the managed nodes on the respective server.

To customize the auto-deploy policy:

1   Expand **Policy management** → **Policy groups** → **SPI for Microsoft Enterprise Servers** → **en** → **<Microsoft Enterprise Server>** → **Auto-Deploy**.

2   Double-click Auto-Deploy. All the auto-Deploy policies of the <Microsoft Enterprise Server> are listed.

3   Right-click the policy and click **All Tasks**, and then **Edit...**. A window appears to enable you to customize the policy.

4   Click **Task** or **Schedule** or both tabs to customize the policy.

Customizing Monitoring Schedule or Measurement Threshold Policies

You can customize the monitoring schedule or measurement threshold policies for any Microsoft Enterprise Servers SPI policy. After you update the policy for the nodes to which you want the latest change applied, right-click the Policy group, and select **All Tasks** → **Update to latest**, and then re-deploy one or more policies to one or more nodes. by following these step:

1   Expand the **Agent policies grouped by type**, and select **Scheduled Task**.

2   Right-click the specific <**Microsoft Enterprise Servers SPI** >policy, and select **All Tasks** → **Edit...** in the details pane of the console. Alternatively, you can also double-click the specific Microsoft Enterprise Servers SPI policy.

3   Click the **Task** or **Schedule** or both tabs to modify the scheduled task policy.

Creating Custom Data Collection Groups

You can create custom data collections to change the monitoring intervals or thresholds. To create a separate group of policies, copy the desired policies into a folder with the new group name. After pasting the policies into the new group, you can then modify them and change the version numbers. The user-created versions make it possible to deploy specifically tailored policies to node groups to meet their monitoring needs. Using this method makes it possible to bring nodes and policies together in groups that are easily recognizable.

Using Tools

The Microsoft Enterprise Servers tools are used to configure the Microsoft Enterprise Server (BizTalk Server 2006) and for troubleshooting (Self Healing Info).

Launching the Microsoft Enterprise Servers SPI Tools

To launch the Microsoft Enterprise Servers SPI tool:

1   Expand **Tools** → **SPI for Microsoft Enterprise Server**.

2   Right-click the tool, and select **All Tasks** and then click **Launch Tool...**. All the nodes are listed.

3   Select one or more nodes where the tool is to be launched and then click **Launch...**.

For more detailed description on each policy and tool, see the *Microsoft Enterprise Servers SPI Online Help*.

5 Integrating Microsoft Enterprise Servers SPI with HP Reporting and Graphing

Reports and graphs provide you with a complete view of the performance of the components of the Microsoft Enterprise Servers.

Using Reports and Graphs

Reports and graphs cover updates on the availability or the activity or both in Microsoft Enterprise Servers for each server running the services.

These web-based reports are automatically generated every night and provide you with a routine means of checking the Microsoft Enterprise Server availability on the nodes.

▶ If the Microsoft Enterprise Servers SPI is not installed in the Operations Manager Window server, you must install it on this server to enable the HP Reporter function in one or more managed nodes.

Integrating Microsoft Enterprise Servers SPI with HP Reporter

You must install MSESSPI Reporter package on HP Reporter Server to use the Microsoft Enterprise Servers SPI reports. For this, run the `Setup.exe`. This setup installs the Microsoft Enterprise Servers SPI Report Package within the Reporter server. After you complete the installation, configure the Reporter to generate reports.

Installing Report Package

To install the Microsoft Enterprise Servers SPI Report Package on a stand-alone Reporter server:

1   Insert the HP Operations Smart Plug-ins DVD.

2   Double-click the file `Setup.exe`. Follow the instructions as they appear for the installation on Management Server for Windows. Select Reports for Microsoft Enterprise Servers SPI. Continue the next steps till a dialog box opens indicating the completion of the installation.

3   Select **Finish** to complete the installation.

Configuring Report Package

To configure the Microsoft Enterprise Servers SPI Report Package:

1   Open the Reporter main window and check the status pane to note the changes to the Reporter configuration, which include uploading the Microsoft Enterprise Servers SPI reports.

The Microsoft Enterprise Servers SPI Reports are automatically assigned to the **ALL** group in the Reporter main window. (See Generating Reports for HPOM Report list.)

2   Add group and single system reports by assigning reports as desired.

Reports are available for viewing the following day.

➤   Identify the Microsoft Enterprise Servers SPI reports of group and single systems by their full name; for example, **abc.xyz.com** is acceptable while **abc** is not.

Instructions are available in the HP Reporter Help for assigning Microsoft Enterprise Servers SPI reports to the targeted nodes. To access Help, select **Reports** or **Discovered Systems** in the left panel of the HP Reporter main window and right-click it. Select **Report Help** or **Discovered Systems Help** from the sub-menu that appears. See the topic "To assign a report definition to a Discovered Systems Group." Reporter also includes two online documents: the *Concepts Guide* and the *Installation/Special Configurations Guide* for further information.
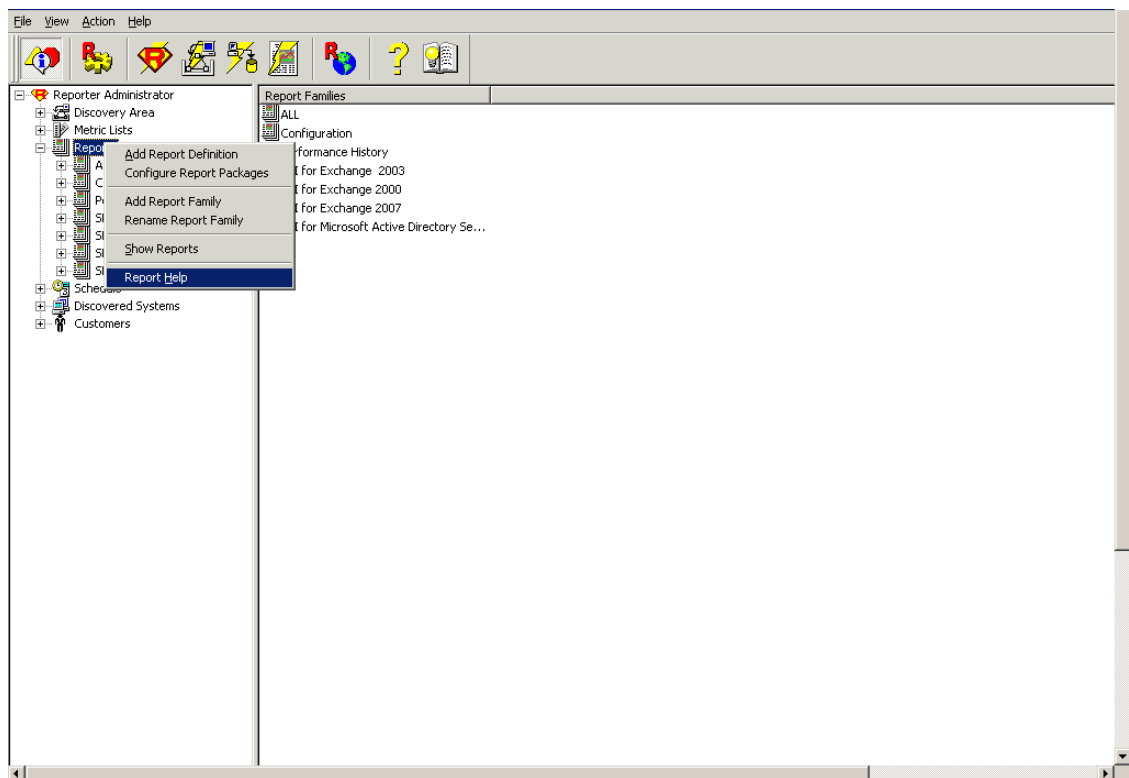
Generating Reports

After you install the Microsoft Enterprise Servers SPI, the HPOM generates reports using the SPI-collected data for Microsoft Enterprise Servers. HPOM runs the reports regularly on a nightly schedule. You can see the updated reports every day because the HPOM, by default, re-generates reports every night with the day's data.

➤ If you want to customize your reports you must install HP Reporter. The documentation on HP Reporter on modifying the reports is available in *Concepts Guide*, *Installation Guide* and *Special Configuration Guide*, Online Help, and Release Notes.

Generate the reports using HTML format. The report data of Microsoft Enterprise Servers SPI is collected based on metrics used for each report. The HP Reporter identifies the data through metric variables. This data is stored in the MS SQL Reporter database.

➤ If the report contains a huge amount of data, there is a possibility that the browser might crash when the reports are viewed in HTML format.In such situations, view the reports in pdf format.

You can access the reports of SPI for Microsoft Enterprise Servers from the **Report**s area of the HPOM console. You can find complete description of all the reports in *Microsoft Enterprise Servers SPI Online Help* or *Microsoft Enterprise Servers SPI Online Help PDF*.

Machine Name: vm5msspint23
Date: 2009-09-01   To   2009-09-30
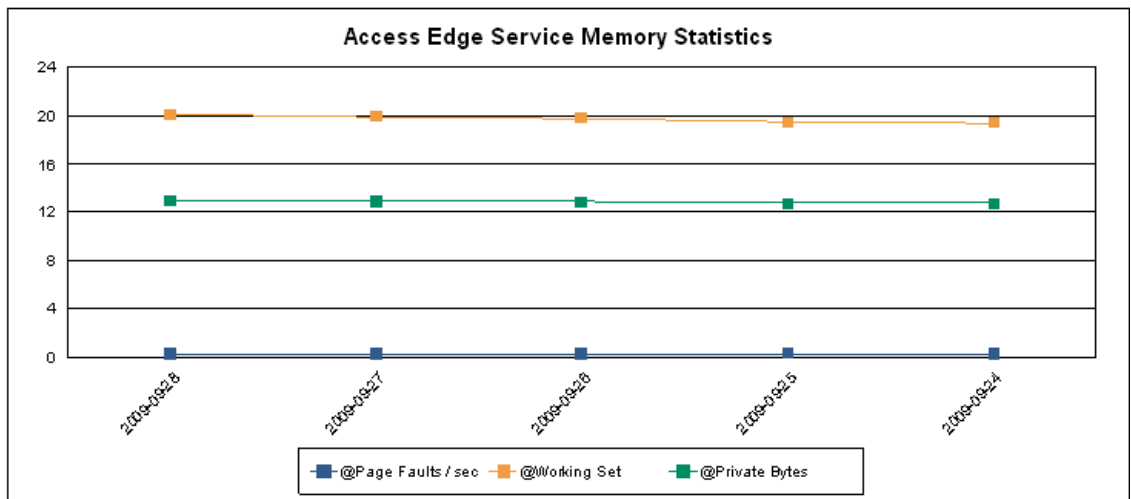
Date	Page Faults / sec	Working Set	Private Bytes
2009-09-28	0.22	20.04	12.91
2009-09-27	0.22	19.89	12.86
2009-09-26	0.23	19.75	12.83
2009-09-25	0.27	19.39	12.72
2009-09-24	0.23	19.37	12.71

Reports Fail with Oracle Database

Some of the reports fail due to invalid Reporter ODBC driver.

- *Possible cause:* The versions of Oracle client to access Oracle database do not match.

- *Suggested action:* Use Oracle client 9.2.0 to access Oracle 9.2.0 database and 10gR2 client to access 10gR2 database

Integrating Microsoft Enterprise Servers SPI with HP Performance Manager

The Microsoft Enterprise Servers SPI comes with a set of preconfigured graph templates. Ensure that these graph templates are installed on an HP Performance Manager system, and that the data store (CODA) runs on the managed node.

▶ If you are using HP Performance Agent for viewing the graphs, the Microsoft Enterprise Servers SPI shows incorrect data.

To integrate the Microsoft Enterprise Servers SPI with HP Performance Manager, follow these steps:

1 Install and configure the Microsoft Enterprise Servers SPI.

2 Install the graph package.

On a Windows system that has HP Performance Manager, follow these steps:

a Insert the Smart Plug-ins DVD-ROM (that contains the reporting packages) into the DVD-ROM drive, and in Windows Explorer, double-click:

```
<DVD-Drive>\SPIs\MSES SPI OVPM Configuration Package\

HPOvSpiMsesGc.msi.
```

b Follow the instructions as they appear. Select graphs for Microsoft Enterprise Servers SPI.

For information see the HP Performance Manager documentation.

6 Removing Microsoft Enterprise Servers SPI

You can remove the Microsoft Enterprise Servers SPI by the following ways:

- Using the DVD
- Using the Windows Control Panel - Add/Remove Programs

To remove the Microsoft Enterprise Servers SPI, remove all policies and policy groups from the managed nodes, and then from the management server.

Using DVD

You must remove the SPI components manually before removing the SPI from the management server using a DVD.

Removing Microsoft Enterprise Servers SPI Components

The Microsoft Enterprise Servers SPI components include policies, reporting package, and graphing package.

Task 1: Remove the Microsoft Enterprise Servers SPI policies from all managed nodes

1 At the console expand the folder **Policy Management**.

2 Right-click **SPI for Microsoft Enterprise Servers**, and select **All tasks** →**Uninstall from...**.

3 In the **Uninstall on...** window, select each check box next to one or more nodes from which you want to remove the policies.

4 Click **OK**.

▶ To verify policies have been removed, at the HPOM console expand the **Nodes**, right-click a node, and then select **View** → **Policy Inventory**.

Task 2: Remove Microsoft Enterprise Servers SPI policy group from the management server

1 At the console expand **Policy groups**.

2 Right-click **SPI for Microsoft Enterprise Servers**, and select **Delete**.

Task 3: Remove Microsoft Enterprise Servers SPI programs from the HPOM management server

1 Insert the *HP Operations Smart Plug-ins* DVD.

2 Follow the instructions as they appear on the screen and start the uninstall procedure by selecting the **Remove products**.

3 In the **Product Selection Uninstall** window, select **Microsoft Enterprise Servers (SPI)**, and click **Next**.

4   In the next window select **Remove.**

▶   Each window updates you with the status of removing the Microsoft Enterprise Servers SPI.

5   Click **Finish** to complete.

Task 4:   Remove the Microsoft Enterprise Servers SPI Policies from the Management Server

1   Expand the Agent Policies grouped by type.

2   From each policy type, delete all the versions of the policies of the Microsoft Enterprise Servers SPI.

Using the Windows Control Panel

Remove the SPI components before removing the Microsoft Enterprise Servers SPI from the management server. To remove the SPI components manually, perform the tasks in Removing Microsoft Enterprise Servers SPI Components.

Removing Microsoft Enterprise Servers SPI from Management Server

To remove the SPI from the management server, perform the following steps:

1   From the Start menu, select **Settings** → **Control Panel** and open **Add/Remove Programs**.

▶   When you use the Windows Control Panel to remove any SPI, you have two options: (1) to remove selected SPIs or (2) to remove HPOM for Windows. If you want to remove both HPOM and the SPIs, you must first remove all Smart Plug-ins from managed nodes then from the management server. You can then remove SPI from HPOM.

2   Select **HP Operations Smart Plug-ins**, and then click **Change**.

3   Click **Next** on the Welcome screen.

4   Select **Remove Programs**, and select **HP Operations Smart Plug-ins**.

5   Select **MSESSPI**.

6   Complete the instructions until a message appears which shows that Microsoft Enterprise Servers SPI is removed.

Removing Reporting Package

You can remove the reporting package. To remove the reporting package:

1   From the Start menu, select **Settings** → **Control Panel** and open **Add/Remove Programs**.

2   Select the reporting package, and then click **Change**.

3   Complete the instructions until a message appears which shows that HP Reporter has been removed.

Removing Graphing Package

To remove the graphing package:

1 From the Start menu, select **Settings** → **Control Panel** and open **Add/Remove Programs**.

2 Select the graphing package, and then click **Change**.

3 Complete the instructions until a message appears which shows that HP Performance Manager has been removed.

Removing Reporting and Graphing Package using .msi File

You can also remove the reporting and graphing package by using `.msi` file.

Removing Reporting Package using .msi file

To remove the reporting package using `.msi` file, perform the following steps:

1 Browse to:

`<SPI DVD>\SPIs\MSES Reporter Package\MSESSPI-Reporter.msi`

2 Right-click `MSESSPI-Reporter.msi,` and then click **Uninstall**.

3 Confirm the removal of the reporting package by clicking **Yes**.

Removing Graphing Package using .msi File

To remove the graphing package using the `.msi` file, perform the following steps:

1 Browse to:

`<SPI DVD>\SPIs\MSESSPI OVPM ConfigurationPackage\HPOvSpiMsesGc.msi`

2 Right-click `HPOvSpiMsesGc.msi`, and then click **Uninstall**.

3 Confirm the removal of the graphing package by clicking **Yes**.

Removing Graphing Package

To remove the graphing package:

1 From the Start menu, select **Settings** → **Control Panel** and open **Add/Remove Programs**.

2 Select the graphing package, and then click **Change**.

3 Complete the instructions until a message appears which shows that HP Performance Manager has been removed.

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