HP Operations Smart Plug-in for Microsoft Enterprise Servers

for HP Operations Manager for Windows®

Software Version: 7.10

Installation and Configuration Guide

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1 Overview

Introduction to HP Operations Smart Plug-ins

(HP Operations Smart Plug-ins (SPIs) work in conjunction with HP Operations Manager (HPOM) enables you to simplify the following tasks in your IT resource:

- Monitoring availability and health

- Detecting performance lapse

- Detecting, preventing, and solving problems

- Documenting problem solutions

- Generating reports

HPOM is a distributed client-server software. The central server, on which HPOM is installed, is called the management server. HPOM monitors systems in the network where your enterprise IT applications and resources are installed. These systems, which are monitored by HPOM, are called managed nodes. The HP Operations agent, residing on every managed node, facilitates communication between the management server and the managed node.

A SPI is software that provides management capabilities to HPOM specific to a particular enterprise application. You must install a SPI on the management server.

Smart Plug-in for Microsoft Enterprise Server

The HP Operations Smart Plug-in for Microsoft Enterprise Servers (Microsoft Enterprise Servers SPI) provides pre-configured policies, reports and graphs for managing the operations and performance of the following Microsoft Enterprise Servers:

- Application Center 2000

- BizTalk Server 2000, 2002, 2004 and 2006

- Commerce Server 2000 and 2002

- Content Management Server 2001 and 2002

- Internet Security and Acceleration Server 2000 and 2006

- SharePoint Portal Server 2001 and 2003.

The Microsoft Enterprise Servers SPI offers the following:

1. **Topology/Service Mapping:** the Microsoft Enterprise Servers SPI discovers and maps Microsoft Enterprise Servers on your network. The servers are displayed in the service map, showing dependencies to other systems where appropriate.

2. **Availability Monitoring:** the Microsoft Enterprise Servers SPI monitors the services that need to run to ensure complete availability of your Microsoft Enterprise Servers.

3. **Performance Monitoring:** the Microsoft Enterprise Servers SPI monitors Windows performance counters, notifying you if thresholds are exceeded.

4 **Event Log Monitoring:** the Microsoft Enterprise Servers SPI monitors the Windows Event Logs.

5 **Reporting and Graphing:** the Microsoft Enterprise Servers SPI creates reports and graphs that show historical data and trend information based on the logged data. This can be used for capacity planning and SLA compliance.

6 **Troubleshooting:** assistance with the Self Healing Info tool.

2 Introduction to Microsoft Enterprise Server SPI

Getting Started with Microsoft Enterprise Servers SPI

The Microsoft Enterprise Servers SPI provides a set of pre-configured policies that enable you to monitor the operations and performance of your Microsoft Enterprise Servers. The deployment of policies allows systems to begin collecting data.

The Microsoft Enterprise Servers SPI is designed to help you start monitoring your systems as quickly as possible by automating the discovery of services and the deployment of policies. Since many tasks are automated, plan ahead by identifying the systems you want to manage and the information you want to collect. Microsoft Enterprise Servers SPI

This is the recommended order in which to perform tasks:

▶ Perform these steps for each type of Microsoft Enterprise Server you want to monitor.

1 Evaluate the policies that are located in the Auto-Deploy policy group. Delete policies you do not want to deploy automatically.

2 Optionally, make modifications to the default values of the policies remaining in the Auto-Deploy group.

3 Configure the Windows nodes you want to monitor.

4 Discover the Microsoft Enterprise Servers.

For most servers this occurs automatically, but for the following servers the Discovery Policy group must be manually deployed after editing the individual Discovery policies to include server administrator user and password information:

— Application Center Servers

— BizTalk Servers

— SharePoint Portal Server 2003

5 Policies in the Auto-Deploy group are then automatically deployed.

6 Optionally deploy policies in the Manual Deployment group.

7 View the Service Map to see the Microsoft Enterprise Server hierarchy and dependencies.

3 Installing the Microsoft Enterprise Server SPI

The following section explains how to install the MSES SPI on the HPOM Management Server. The installation wizard guides you through the entire process of installing the MSES SPI.

Requirements

Before installing the MSES SPI, there are some requirements that you must verify.

Refer to the following documents for details on the hardware requirements.

- For HPOM 8.10 and OVOW 7.5 Management Server

  HP Operations Manager for Windows Installation Guide.

- For the HPOM 8.10 HTTPS Managed Nodes

  HP Openview Operations HTTPS Agent Concepts and Configuration Guide.

- For HPOM 8.10 DCE Managed Nodes

  HP Operations Manager OM DCE Agent Concepts and Configuration Guide.

Table 1   Disk Space Requirements

System	Operating System	Total Requirement
HPOM Management Server 8.10	Windows 2008 (32-Bit)	25MB
OVOW 7.5	Windows 2003 (32-Bit)	25MB

Installing the MSES SPI

To install the Microsoft Enterprise Server SPI, follow the steps mentioned below.

1   Insert the HP Operations Smart Plug-ins DVD into the DVD-ROM drive of the Management Server. The InstallShield Wizard for HP Operations Smart Plug-ins opens.

2   Follow the instructions on the screen.

3   When the product selection page is displayed, select **Microsoft Enterprise Server** and click **Next**.

4   The License Agreement page appears. Select the **I accept terms**.. option and click **Next**.

5   Click **Install,** once the Installation page appears. The Wizard installs the SPI and the required package. Once the installation is complete, click **Finish**.

Verifying Installation

There are two important validations that you must do to verify if the SPI has been correctly installed.

1   You must check if the below mentioned directory is created.

"%ovinstalldir%\MSESSPI

2   In the OMW Console, go to Policy Management -> Policy Groups,

SPI for Microsoft Enterprise Servers Policy Group is created.

Uninstalling the MSES SPI

1   Insert the HP Operations Smart Plug-ins DVD into the DVD-ROM drive of the Management Server. The InstallShield Wizard for HP Operations Smart Plug-ins opens.

2   Select **Remove Products** from the HPOM Smart Plug-ins InstallShield Wizard screen. Click **Next**.

3   When the product selection page is displayed, select **Microsoft Enterprise Server** and click **Next**.

4   Click **Uninstall**. The Wizard uninstalls the SPI and all the related packages and tools.

4 Configuring the Microsoft Enterprise Server SPI for BizTalk Server 2004 and 2006

The following steps need to be completed to enable the Microsoft Enterprise Servers SPI to monitor nodes running BizTalk Server 2004 or BizTalk Server 2006:

1 Open the HPOM console from the management server.

2 Run the tool **MSES_BTS_DB_Configuration,** in **Tools SPI for Microsoft Enterprise Servers BizTalk Servers**.

   Database configuration has to be performed for all nodes with BizTalk Server 2004 or 2006 installed, see the procedure for using the BizTalk Server Database Configuration tool. The Database configuration tool should be launched only from the management server, and not from a remote console.

3 Right-click the selected node in the HPOM console **Nodes** folder, select **All tasks Deploy Instrumentation BizTalk Server** and **SPI data collector**, and deploy BizTalk and SPI data collector instrumentation.

4 Deploy the Microsoft Enterprise Servers SPI discovery policy on the selected node by right-clicking **Policy Management Policy Groups SPI for Microsoft Enterprise Servers BizTalk Servers BizTalk_Discovery**, and select **Deploy**.

BizTalk Server Tools

BizTalk Server 2002 Suspended Document Viewer tool

BizTalk Server 2002 Document Tracking tool BizTalk Server 2004 and 2006 Database Configuration tool Using the Microsoft Enterprise Servers SPI Self Healing Info tool for troubleshooting

BizTalk Server 2002 Suspended Document Viewer

The BizTalk suspended queue contains work items that have failed to process for a variety of reasons, including parsing errors, serialization errors, failed transmissions, or the inability to find a channel configuration.

The Microsoft Enterprise Servers SPI Suspended Document Viewer tool displays all documents in the BizTalk suspended queue, for a targeted BizTalk Server. It allows users to browse, resubmit or delete any document or interchange in the suspended queue.

▶ Interchanges are collections of one or more document instances that consist of a single transmission, that are exchanged from application to application within an organization, or from one trading partner to another

The Suspended Document Viewer shows the Server name and the Server Group to which the server belongs, the Document/Interchange name, the State (a brief description In addition there is a detailed description of what error caused the document to be held in the suspended queue, and the entire contents of the interchange/document are displayed in the Content field.

This tool can also be used for resubmitting documents in the suspended queue. There is a **Resubmit** and a **Resubmit All** button on the viewer. When clicked they resubmit selected, or all, documents in the queue.

This tool can be launched in either of the following ways:

- Operator initiated command
- Standalone tool

Launch as an Operator Initiated Command:

Deploy the policy **NET_BS_DocSuspendedEvent** located in **Policy Management ->Policy groups ->SPI for Microsoft Enterprise Servers ->Biztalk Server 2002 ->Manual-Deploy ->Document** group.

After deploying this policy, when a document goes into the suspended queue, a message will be sent to the HPOM management console. The operator must right-click the message, select **Commands ->Start** and click **Operator initiated command**. This opens the Suspended Document Viewer.

To launch as a standalone tool:

1 Go to **Tools ->SPI for Microsoft Enterprise Servers ->BizTalk Server.**

2 Double-click **BizTalk Suspended Document Viewer**. This tool takes the hostname of the Biztalk server as the parameter, so before the tool launches you are prompted to provide the correct Biztalk server hostname.

Next a dialog for server Login Information displays. This information is used to access the BizTalk Suspended Document data on the WM repository where the BizTalk server is running, so the user must have the required permissions. (If the user has the required credentials you can click **OK** without entering the information).

The BizTalk Suspended Document viewer opens.

BizTalk Server 2002 Document Tracking

BizTalk Document Tracking is a stand-alone web application that allows you to view the progress of documents processed by Microsoft BizTalk Server 2002. You can create queries or advanced queries to extract essential information from the Tracking database in an easy-to-view format. For example, in BizTalk Document Tracking you can view captured information about the document source and destination, the document name and document type, and relevant date and time parameters. You can also create queries that display standard and custom-search fields so that you can analyze your business practices. For example, a Purchase Order Total field can be stored for every purchase order sent to suppliers.

In the Microsoft Enterprise Servers SPI this application is integrated with HPOM, so that this BizTalk tool can be easily launched from the HPOM console.

1   Go to **Tools** -> **SPI for Microsoft Enterprise Servers -> BizTalk Server.**

2   Double-click **BizTalk Document Tracking**. This tool takes the hostname of the Biztalk server as the parameter, so before the tool launches you are prompted to provide the correct Biztalk server hostname.

Next a dialog for server Login Information displays. This information is used to access the BizTalk document tracking data on the WM repository where the BizTalk server is running, so the user must have the required permissions. (If the user has the required credentials you can click **OK** without entering the information).

The BizTalk Document Tracking tool opens.

BizTalk Server 2004 and 2006 Database Configuration Tool

(MSES_BTS_DB_Configuration)

Unlike BizTalk Server 2002, BizTalk Server 2004 and 2006 store data in SQL server instead of the WMI CIMV2 database. For the Microsoft Enterprise Servers SPI to fetch related data it needs to connect to BizTalk Server's SQL database.

Before running Discovery, the HPOM administrator needs to 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 2004 or 2006 nodes, the SQL user name and password's value will be considered as the default.

▶   The Database Configuration tool must be launched from the management server only, not from a remote console. If you use Windows authentication, do not run the MSES_BTS_DB_Configuration tool.

Launching the Tool

1   In the HPOM console, locate Tools SPI for Microsoft Enterprise ServerBizTalk Server.

2   Double-click the MSES_BTS_ DB_Configuration tool.

3   The Edit Parameters window opens. Select all nodes containing BizTalk Server and launch the tool.

4   A Configure Database window opens for each node selected. The Machine Name field is read only, and the user needs to enter Server Name (for BizTalk Database), SQL User Name and corresponding user's SQL Password.

   ▶   Use the database user name and password with administrative privileges.

5   **Save** the configuration.

BizTalk Server Tools

- BizTalk Server 2002 Suspended Document Viewer tool
- BizTalk Server 2002 Document Tracking tool
- BizTalk Server 2004 and 2006 Database Configuration tool
- Using the Microsoft Enterprise Servers SPI Self Healing Info tool for troubleshooting

BizTalk Server 2002 Suspended Document Viewer

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The Suspended Document Viewer shows the Server name and the Server Group to which the server belongs, the Document/Interchange name, the State (a brief description In addition there is a detailed description of what error caused the document to be held in the suspended queue, and the entire contents of the interchange/document are displayed in the Content field.

This tool can also be used for resubmitting documents in the suspended queue. There is a **Resubmit** and a **Resubmit All** button on the viewer. When clicked they resubmit selected, or all, documents in the queue.

This tool can be launched in either of the following ways:

- Operator initiated command
- Standalone tool

To Launch as an Operator Initiated Command

Deploy the policy NET_BS_DocSuspendedEvent located in Policy Management ->Policy groups SPI for Microsoft Enterprise Servers Biztalk Server 2002 Manual-Deploy Document group.

After deploying this policy, when a document goes into the suspended queue, a message will be sent to the HPOM management console. The operator must right-click the message, select **Commands Start** and click **Operator initiated command**. This opens the Suspended Document Viewer.

To Launch as a Standalone Tool

1 Go to **Tools SPI for Microsoft Enterprise Servers BizTalk Server.**

2 Double-click **BizTalk Suspended Document Viewer**. This tool takes the hostname of the Biztalk server as the parameter, so before the tool launches you are prompted to provide the correct Biztalk server hostname.

Next a dialog for server Login Information displays. This information is used to access the BizTalk Suspended Document data on the WM repository where the BizTalk server is running, so the user must have the required permissions. (If the user has the required credentials you can click **OK** without entering the information).

The BizTalk Suspended Document viewer opens.

BizTalk Server 2002 Document Tracking

BizTalk Document Tracking is a stand-alone web application that you can use to view the progress of documents processed by Microsoft BizTalk Server 2002. You can create queries or advanced queries to extract essential information from the Tracking database in an easy-to-view format. For example, in BizTalk Document Tracking you can view captured information about the document source and destination, the document name and document type, and relevant date and time parameters. You can also create queries that display standard and custom-search fields so that you can analyze your business practices. For example, a Purchase Order Total field can be stored for every purchase order sent to suppliers.

In the Microsoft Enterprise Servers SPI this application is integrated with HPOM, so that this BizTalk tool can be easily launched from the HPOM console.

To Launch as a Standalone Tool:

1 Go to **Tools** -> **SPI for Microsoft Enterprise Servers ->BizTalk Server.**

2 Double-click **BizTalk Document Tracking**. This tool takes the hostname of the Biztalk server as the parameter, so before the tool launches you are prompted to provide the correct Biztalk server hostname.

Next a dialog for server Login Information displays. This information is used to access the BizTalk document tracking data on the WM repository where the BizTalk server is running, so the user must have the required permissions. (If the user has the required credentials you can click **OK** without entering the information).

The BizTalk Document Tracking tool opens.

BizTalk Server 2004 and 2006 Database Configuration Tool

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Before running Discovery, the HPOM administrator needs to 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 2004 or 2006 nodes, the SQL user name and password's value will be considered as the default.

▶ Unlike BizTalk Server 2002, BizTalk Server 2004 and 2006 store data in SQL server instead of the WMI CIMV2 database. For the Microsoft Enterprise Servers SPI to fetch related data it needs to connect to BizTalk Server's SQL database.

Launching the Tool:

1 In the HPOM console, locate **Tools SPI for Microsoft Enterprise Server BizTalk Server**.

2 Double-click the **MSES_BTS_ DB_Configuration** tool.

3 The **Edit Parameters** window opens. Select all nodes containing BizTalk Server and launch the tool.

4 A Configure Database window opens for each node selected. The Machine Name field is read only, and the user needs to enter Server Name (for BizTalk Database), SQL User Name and corresponding user's SQL Password.

> ▶ Use the database user name and password with administrative privileges.

5 **Save** the configuration.

BizTalk Server Policies

Many predefined policies for monitoring BizTalk Server are available with the Microsoft Enterprise Servers SPI.

- Policies for monitoring BizTalk Server 2000
- Policies for monitoring BizTalk Server 2002
- Policies for monitoring BizTalk Server 2004
- Policies for monitoring BizTalk Server 2006

BizTalk Server Reports

Predefined reports for BizTalk Server are available with the Microsoft Enterprise Servers SPI. Each report description includes a list of the performance counters used within the report.

- Reports for BizTalk 2000 and 2002
- Reports for BizTalk 2002 only
- Reports for BizTalk 2004 only
- Reports for BizTalk 2006 only

Reports for BizTalk 2000 and 2002

All reports in the groupings listed below are available for BizTalk 2000 and BizTalk 2002 Servers:

- BizTalk Services Statistics
- BizTalk Messaging Service and Orchestration Service Process CPU Statistics
- BizTalk Messaging Service and Orchestration Service Process Memory Statistics

BizTalk Services Statistics (g_BSServiceSummary.rpt): This report summarizes the usage patterns of BizTalk 2000 Server's services.

- Asynchronous Submissions/sec
- Documents Processed/sec
- Documents Received/sec
- Items Suspended/sec
- Synchronous Submissions/sec

BizTalk Messaging Service and Orchestration Service Process CPU Statistics (g_BSCPUSummary.rpt):

This report shows summary CPU statistics of BizTalk Server processes compared with overall CPU statistics of the system. The summarized process statistics include the percentage of CPU time used by the Messaging Service and Orchestration Service processes, compared with the percentage of time the system's CPU was busy.

Counters:

- System % Processor Time
- Messaging Service % Processor Time
- Messaging Service Thread Count
- Orchestration Service % Processor Time
- Orchestration Service Thread Count

BizTalk Messaging Service and Orchestration Service Process Memory Statistics (g_BSMemorySummary.rpt): This report shows summary memory statistics of BizTalk Server processes.

- PageFaults/sec
- Private Bytes
- Working Set

BizTalk Server Graphs

The following Microsoft Enterprise Servers SPI predefined graphs for BizTalk Server are offered:

- Messaging Service CPU Statistics
- Messaging Service Memory Statistics
- Orchestration Service CPU Statistics
- Orchestration Service Memory Statistics
- BizTalk Services Statistics
- Graphs for BizTalk Server 2002 only
- Graphs for BizTalk Server 2004 and 2006 only

Messaging Service CPU Statistics This graph shows a summary of the Messaging Service CPU statistics of BizTalk Server processes compared with overall CPU statistics of the system. The summarized process statistics include the percentage of CPU time used by the Messaging Service process, compared with the percentage of time the system's CPU was busy.

Messaging Service Memory Statistics This graph shows a summary of the Messaging Service Memory statistics including the page faults per second, private bytes, and working set used by the Messaging Service.

Orchestration Service CPU Statistics This graph shows a summary of the Orchestration Service CPU statistics of BizTalk Server processes compared with overall CPU statistics of the system. The summarized process statistics include the percentage of CPU time used by Orchestration Service processes, compared with the percentage of time the system's CPU was busy.

Orchestration Service Memory Statistics This graph shows a summary of the Orchestration Service Memory statistics including the page faults per second, private bytes, and working set used by Orchestration Service processes.

BizTalk Services Statistics This graph shows a summary of the usage patterns of BizTalk Server's services, including Asynchronous Submissions/sec, Documents Received/sec, Synchronous Submissions/sec, Documents Processed/sec, Item Suspended/sec.

Graphs for BizTalk Server 2002 Only

- **BizTalk Document Interval Counts:** this graph shows the actual count of Documents Processed, Received and Items Suspended, during the selected time interval.

- **BizTalk Submissions Interval Counts:** this graph shows the actual count of all Submissions (Synchronous and Asynchronous) and Interchanges Received in the selected time interval.

- **BizTalk Document Statistics:** this graph shows rates per second of all BizTalk Document related statistics for the selected time interval. Uses the Documents Mapped/sec, Documents Parsed/sec, Documents Processed/sec, Documents Received/sec, Documents Serialized/sec, Asynchronous Submissions/sec, Synchronous Submissions/sec counters.

- **BizTalk Schedules Interval Counts:** this graph shows the actual count of BizTalk XLANG schedule instances, using the Activated, Running, Completed, Dehydrated, Failed and Transactions Aborted counters for the selected time interval.

- **BizTalk Interchange Statistics:** this graph shows the rates per second of all BizTalk interchange related statistics. Uses the Interchanges Decoded/sec, Interchanges Decrypted/sec, Interchanges Encoded/sec, Interchanges Encrypted/sec, Interchanges Received/sec, and Interchanges Transmitted/sec counters.

- **BizTalk Schedule Statistics:** this graph shows rates per second of all BizTalk XLANG Schedule related statistics for the selected time interval. Uses the Schedules Activated/sec, Completed Schedule Instances/sec, Failed Schedule Instances/sec, Running Schedule

5 Using Policies

Policies for Microsoft Enterprise Servers

All policies for the Microsoft Enterprise Servers are located under Policy management, in the SPI for Microsoft Enterprise Servers Policy group.

From the console tree, select **Policy management** ->**Policy groups -> SPI for Microsoft Enterprise Servers**.

Each Microsoft Enterprise Server has its own set of three policy groups:

- Auto-Deploy
- Discovery
- Manual-Deploy

The policies contained in the Auto-Deploy policy group and the Manual-Deploy policy group are identical, and contain policies that define the rules for collecting data. The Discovery policy group contains policies that discover your Microsoft Enterprise Servers.

Auto-Deploy

The Auto-Deploy feature automates deployment, saving you time. After the Microsoft Enterprise servers have been discovered, the policies in the Auto-Deploy group are automatically deployed to those servers.

1 To disable auto-deployment for a particular server,

2 On the HPOM console right-click **Services**, select **Configure -> Service Types.**

3 With one of the **Service Types** selected, click **Properties**.

4 In the Application Services Properties dialog, open the **Deployment** tab and check **Disable Automatic Deployment of Policies**. In addition:

   a You can delete policies from the Auto-Deploy group if you do not want them deployed automatically after servers are discovered.

   b You can modify the policies prior to deployment to customize them for your environment.

If this is the first time the Microsoft Enterprise Servers SPI has been installed, you may want to remove or modify policies prior to configuring your nodes. Policies can be also be modified or removed after they are deployed.

Manual-Deploy The Manual-Deploy feature gives you more control. You choose which policies to deploy and when to deploy them. Polices must be removed from the Auto-Deploy group to avoid auto-deployment of policies.

Discovery The Discovery policy group contains policies that discover your Microsoft Enterprise Servers. For most of the Microsoft Enterprise Servers, the discovery is automatic. For others, deploy the Discovery Policy group manually.

For a list of the policies and their descriptions, see the policy section for each Microsoft Enterprise Server topic.

Modifying Microsoft Enterprise Servers Policies

Use this procedure to modify policies.

1   From the console tree, select **Policy management ->Policy groups -> SPI for Microsoft Enterprise Servers**.

2   Select the Microsoft Enterprise Server for which you want to modify policies.

3   Select either the **Manual-Deploy** or **Auto-Deploy** policy group, or select an individual policy.

4   Right-click the policy, select -> **All Tasks ->Edit...**

5   Make modifications in the editable areas of **Source**, **Rules**, and **Options**.

6   Select **Save and Close**.

6 Discovering Microsoft Enterprise Server

Discovering Microsoft Enterprise Servers

After configuring your nodes, you need to discover the servers on those nodes. For most of the Microsoft Enterprise Servers, the discovery is automatic. For BizTalk and Application Center Servers, you need to manually deploy the Discovery Policy group.

Auto Discovery If the Microsoft Enterprise Server does not require a specific administrator user name and password, then the Discovery Policy is automatically deployed. This happens for the following Microsoft Enterprise Servers:

- Commerce Server
- Content Management Server
- Internet Security and Acceleration Server

Manual Discovery If the Microsoft Enterprise Server application requires a server administrator user name and password, then the Discovery Policy group must be manually deployed. The following servers require manual deployment of Discovery Policies:

- Application Center Server
- BizTalk Server
- SharePoint Portal Server

Within each Discovery policy group is a Discovery error policy which tracks errors in the discovery process and forwards this information in messages to the console.

> If the Microsoft Enterprise Servers SPI is installed **after** the nodes have been configured, deploy the discovery policy groups manually for all Microsoft Enterprise servers.

7 Deploying Policies

Deploying discovery policies for Microsoft Enterprise servers

For most of the Microsoft Enterprise Servers, the discovery of servers is automatic. However, if the Microsoft Enterprise Server application requires a specific administrator user name and password, then the Discovery Policy must be edited and manually deployed. This is true for the following servers:

- Application Center Server--Edit and deploy the Discovery policy group
- BizTalk Server--Edit one Discovery policy and deploy the Discovery policy group
- SharePoint Portal Server--Edit and deploy the Discovery policy group.

The deployment is a two-step process. First, the policies need to be edited to include the administrator's user name and password for the Microsoft Enterprise Server. Next, deploy the policy folder.

Edit the Policy

This example explains how to edit a discovery policy for the Application Center 2000 Server:

1. From the console tree, select **Policy management -> Policy groups -> SPI for Microsoft Enterprise Servers** -> **Application Center 2000** -> **Discovery**.

2. Select **NET_ApplicationCenter2000_Discovery** and double-click to open the editor. The **Discover** tab displays, and the **System Infrastructure** entry is expanded by default.

3. Click **Application Center Cluster**.

4. Any editable parameters display in the **User Editable Parameters** box. For Microsoft Enterprise Servers, these will be **User** and **Password**.

5. Select a parameter and type in the field beside it. For Application Center, enter the administrator User name and Password for the Application Center Server. The fully-qualified domain name is required.

6. Click the **Save and Close** button.

Deploy the Discovery Policy Folder

1. Select the policy folder.

2. Right-click and select **All Tasks -> Deploy On**.

3. Select the nodes or node groups to which you want to deploy.

4. Select **OK**.

You can watch the progress of the deployment by clicking on the Deployment Jobs icon in the console tree. Only active, failed, or suspended deployment jobs are shown. (If a deployment job fails, the icon in the console tree turns red.)

Refer to the policy section for the names of the individual discovery policies.

▶ You can also deploy policies or policy groups using a drag-and-drop operation.

Deploying Microsoft Enterprise Servers Policies

Use this procedure to deploy policies manually.

1   From the console tree, select **Policy management -> Policy groups -> SPI for Microsoft Enterprise Servers**.

2   Select the Microsoft Enterprise Server for which you want to deploy policies.

3   Select either the **Manual-Deploy** policy group, or select an individual policy.

4   Right-click the policy or policy group, select -> **All Tasks -> Deploy on...**

5   Select the nodes or node groups to which you want to deploy.

6   Select **OK**.

You can watch the progress of the deployment by clicking on the Deployment Jobs icon in the console tree. Only active, failed, or suspended deployment jobs are shown. (If a deployment job fails, the icon in the console tree turns red.)

▶ You can also deploy policies using a drag-and-drop operation.

8 Creating Service Maps for Microsoft Enterprise Server

Creating Service Maps for Microsoft Enterprise Servers

The service maps for Microsoft Enterprise Servers graphically represent the connections between Microsoft Enterprise Servers and their related applications and infrastructure. These maps give you visual information about components and dependencies. At a glance, you can monitor your Microsoft Enterprise Servers. Then, use the Message Browser to gain more detailed troubleshooting information.

Service maps are automatically created after the servers are discovered. Follow the procedure for Discovering Microsoft Enterprise Servers to create the service maps. Do this for each type of Microsoft Enterprise Server you manage.

Additional information about each Microsoft Enterprise Server service map is located within the specific Microsoft Enterprise Server help topic.

The graphic below shows the relationship between the console, the service map, and the message browser. In this instance, the map shows that there is a critical problem (denoted in red) with the Internet Security and Acceleration Server services on the ISA Server Control service hosted on W2k-T12. Detailed information is available by viewing the message browser, displayed in the bottom pane.

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