



Release Notes Cumulative Change Summary	Date
Original 1.0 release	November 1, 2011
Added additional troubleshooting notes	April 3, 2012
Clarified Management Pack Software Requirements; added known issue	August 8, 2012
Release Notes for version 1.1	August 28, 2012
Release Notes for version 1.3 (Note: version 1.2 was an internal release only)	May 6, 2013

Release Notes: SANsymphony-V System Center Operations Manager (SCOM) Management Pack 1.3

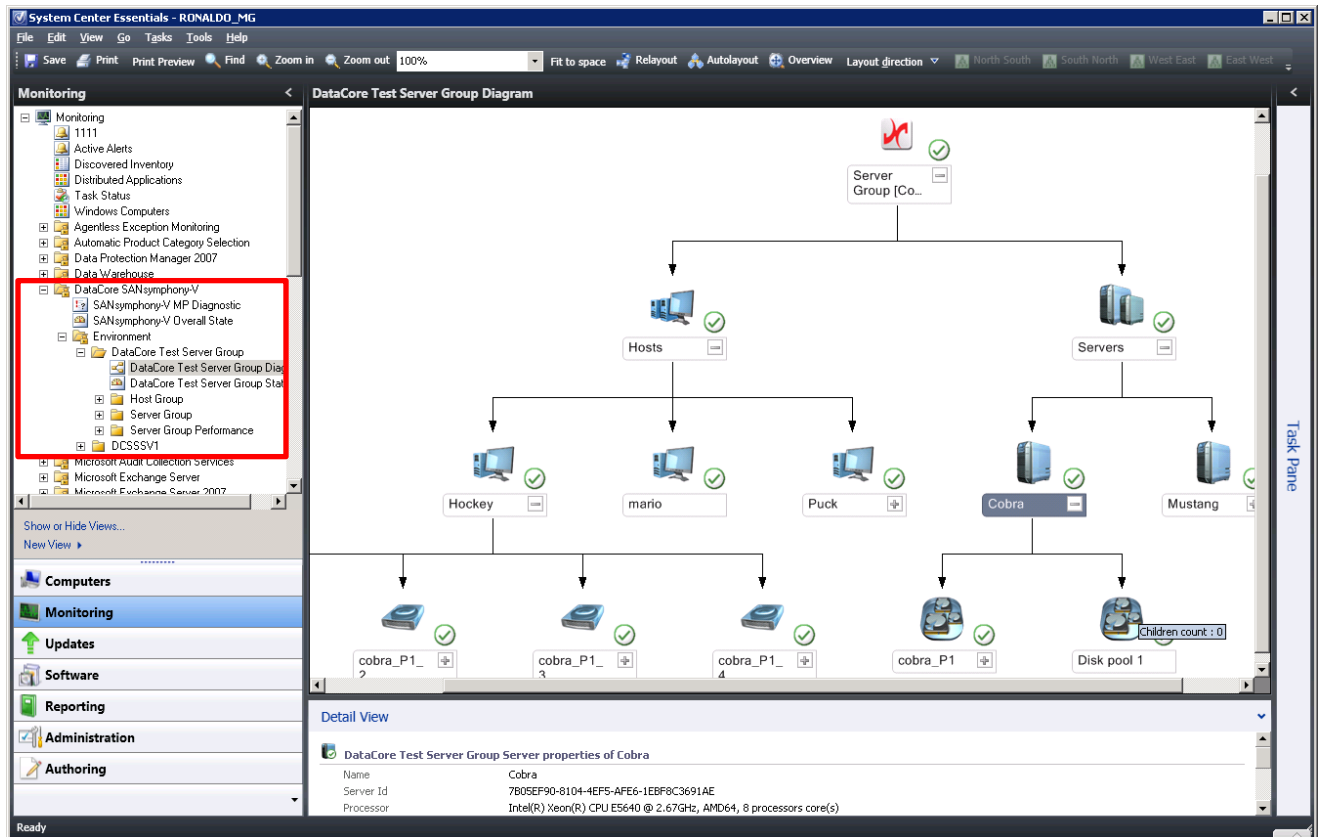
These Release Notes include the following sections:

Overview	Overview and additional information.
Operational Guidelines	Operational guidelines for this release, including System Requirements
Fixes and Enhancements	List of fixes or enhancements in this release
Known Issues	Provides a list of known issues and possible workarounds.
Installation Instructions	Important notes for installing this release.
Configuration Instructions	Important configuration notes for this release.
Troubleshooting	Troubleshooting notes for this release.

Overview

The DataCore SANsymphony-V System Center Operations Manager (SCOM) Management Pack provides the ability to discover and monitor SANsymphony-V storage virtualization software.

The Management Pack helps indicate, correct, and prevent possible service outages or configuration problems, allowing you to proactively manage SANsymphony-V software and identify issues before they become critical.



Operational Guidelines

Download Package

Included in the download package are:

- DataCore SANsymphony-V SCOM Management Pack Installer
- These Release Notes

Management Pack Software Requirements

- Compatible with DataCore SANsymphony-V 8.x or 9.x or greater.
- Microsoft System Center Essentials 2010 Console OR System Center 2007 R2 Operations Console OR Microsoft System Center 2012
- Microsoft .NET Framework Version 4.0 (Full profile)
- DataCore SANsymphony-V Cmdlets for Windows PowerShell. This component must be installed from the same DataCore SANsymphony-V installation package that is installed on the DataCore Servers.

Fixes and Enhancements

- **Problem:** Alerts generated by the Management Pack had an empty description when used with SANsymphony-V PowerShell cmdlets in version 9.0 PSP2.
Cause: A monitor cmdlet was not backwards compatible with the release of SCOM 1.1.
Resolution: A code change was made to be compatible with all PowerShell versions of SANsymphony-V 8.0 or greater.
- **Problem:** The Management Pack generated errors in the Windows Event Log and Management Pack Diagnostics View when obtaining the performance information for virtual disks on a partnered server group.
Resolution: A code change was made to only discover virtual disk and storage pool objects for a specified server group.
- **Problem:** Error messages were posted in the Windows Event Log on systems where the Management Pack was installed and Windows PowerShell was not installed.
Cause: The Management Pack is deployed to all System Center agents. On each agent, the DataCore Management Pack discovery process uses a PowerShell script to verify if the Fully Qualified Domain Name (FQDN) of the agent machine equals to the name of the watcher node. If PowerShell was not installed on an agent machines, a warning was issued.
Resolution: A code change was made to run the discovery process from the watcher node where SANsymphony-V PowerShell cmdlets are installed.
- **Problem:** Not all virtual disks were displayed in the Management Pack.
Cause: In large configurations, a SCOM limit on the amount of discovered data was exceeded.
Resolution: A code change was made to discover data in smaller increments.
- **Problem:** Error messages were displayed when opening DataCore templates on a SCOM 2007 R2 server.
Cause: Incompatible components for SCOM 2010 were mistakenly included when using SCOM 2007.
Resolution: Include the correct components for the various versions of SCOM.

Known Issues

- Under the Diagnostic View, the following error may be displayed:
[DataCore Monitor Data Probe]: Could not load file or assembly 'file:///C:\Program Files\DataCore\SANsymphony\DataCore.Executive.Cmdlets.dll' or one of its dependencies. This assembly is built by a runtime newer than the currently loaded runtime and cannot be loaded.

When the Management Pack executes a SANsymphony-V PowerShell cmdlet, the workflow's execution context is switched from SCOM default's .NET 2.0 to .NET 4.0. It is obtained via the temporary modification of the environment variable. Since different workflows share the same application domain, parallel modifications to the environment variable may disrupt their normal execution. The parallel execution is likely to occur if:

- Script execution takes too long (> 1 minute)
- More than one SANsymphony-V MP template is created that shares the same watcher node.
- DataCore SANsymphony-V SCOM Management Pack cannot monitor DataCore Servers running different versions of SANsymphony-V software.

Installing SANsymphony-V SCOM Management Pack

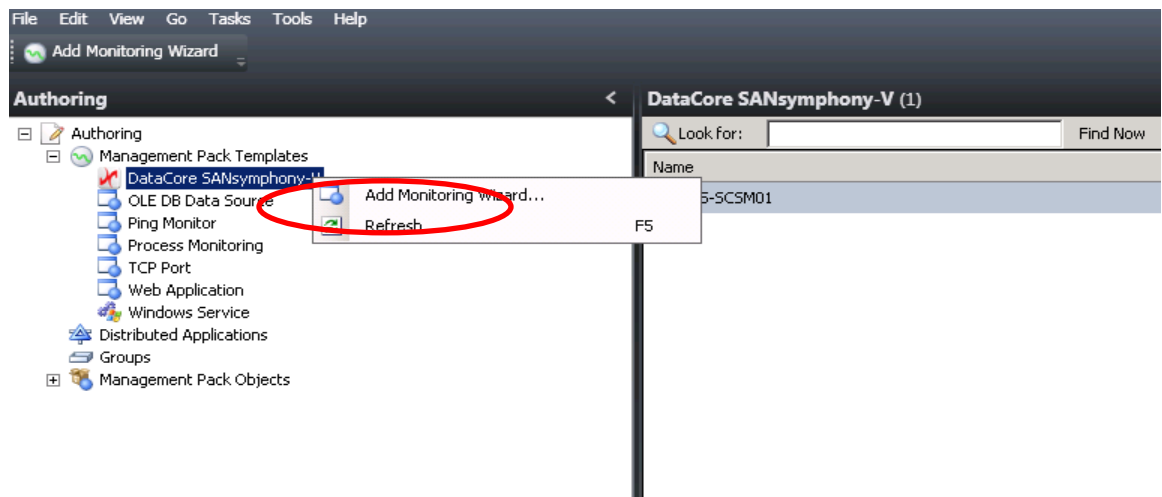
- 1) On the System Center Operations Manager (SCOM) server, install Microsoft .NET 4.0 (if not already installed).
- 2) On the SCOM server, install DataCore SANsymphony-V Cmdlets for Windows PowerShell.
- 3) Copy the DataCoreSCOMMP.msi installer to the SCOM server.
- 4) Execute DataCoreSCOMMP.msi and follow the installation wizard instructions.

During the installation, the Management Pack is imported to the System Center Management Group.

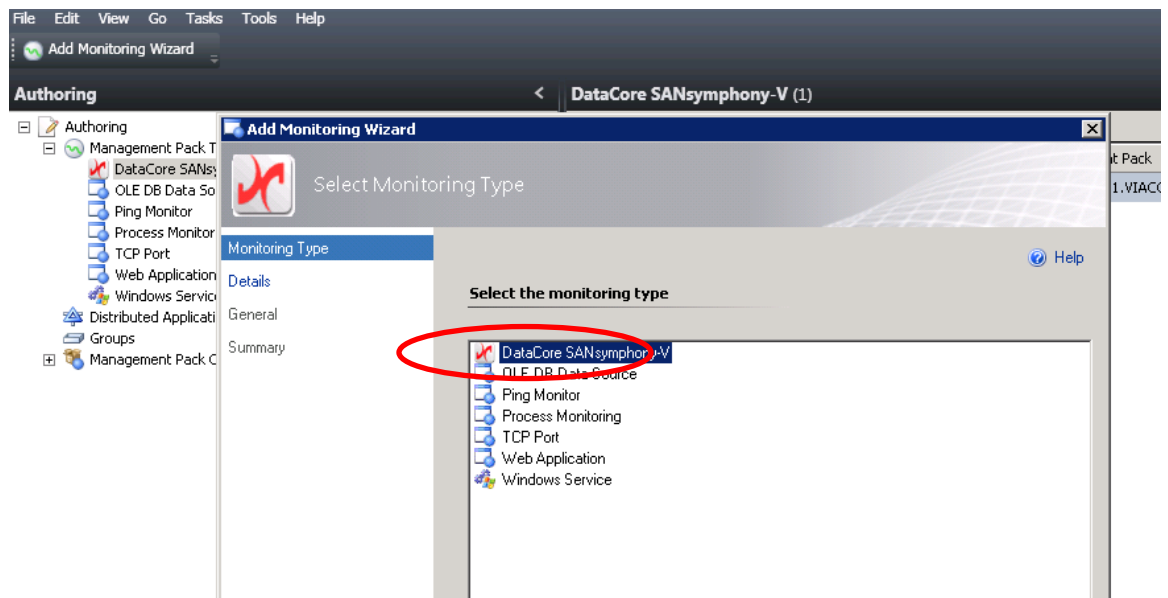
Note: If the DataCore SANsymphony-V Management Pack already exists in SCOM, the installation will continue anyway. In this case, an informational message about Monitoring Pack's existence appears.

Configuring SANsymphony-V SCOM Management Pack Template

- 1) Open the System Center Console.
- 2) In the Authoring\Management Pack Templates selection, right-click DataCore SANsymphony-V and select "Add Monitoring Wizard..."



3) Select the DataCore SANsymphony-V monitoring type.



4) On the Details page, enter the following:

- a. Enter the DataCore Server. Any server from the Server Group can be selected to provide monitoring for all servers in the Server Group.
- b. Enter Watcher Node. This may be any SCOM agent-managed computer with the DataCore SANsymphony-V PowerShell module installed.
Note: If the Watcher Node is different from the DataCore Server, monitoring will be performed remotely.
- c. Enter Login\Password for accessing the SANsymphony-V Server Group.

Note: If parameters are set incorrectly, appropriate events are posted in SANsymphony-V Monitoring Pack Diagnostic view after completing the template. See [Troubleshooting](#) for details.

Add Monitoring Wizard

Details

Monitoring Type

Details

General

Summary

DataCore SANsymphony-V

DataCore Server: MUSTANG

Watcher Node: ronaldo.datacoresoftware.com

'DataCore Server' is any server of the SANsymphony-V server group. Monitoring will be performed for all servers in the server group.

'Watcher Node' is any SCDM agent-managed computer with the DataCore SANsymphony-V powershell module installed. If it is different from the DataCore Server, monitoring will be performed remotely.

Authentication

Login: Administrator

Password: XXXXXXXXXX

Login and password for accessing the SANsymphony-V server group.

< Previous Next > Create Cancel

5) On the General page, enter a friendly name and description:

Add Monitoring Wizard

General

Monitoring Type

Details

General

Summary

Enter friendly name and description

Name: DataCore Test Server Group

Description: Test Lab Ft. Lauderdale

Management Pack

Create destination management pack:

DataCore Test Server Group

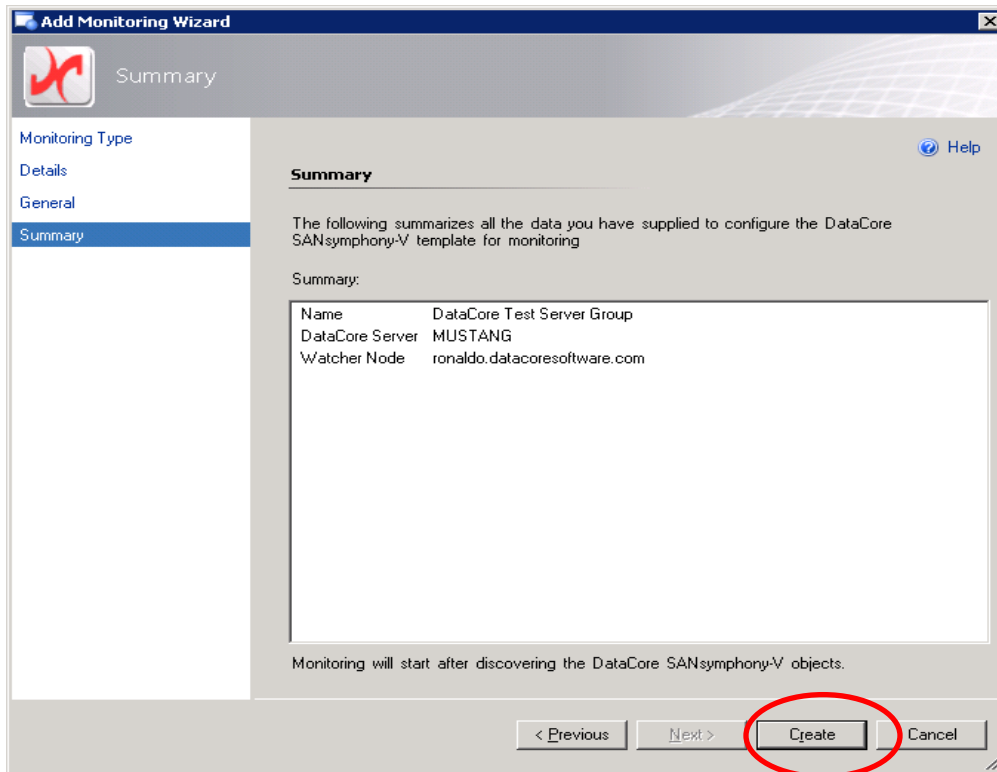
☐ Use existing management pack or create new

Default Management Pack

New...

< Previous Next > Create Cancel

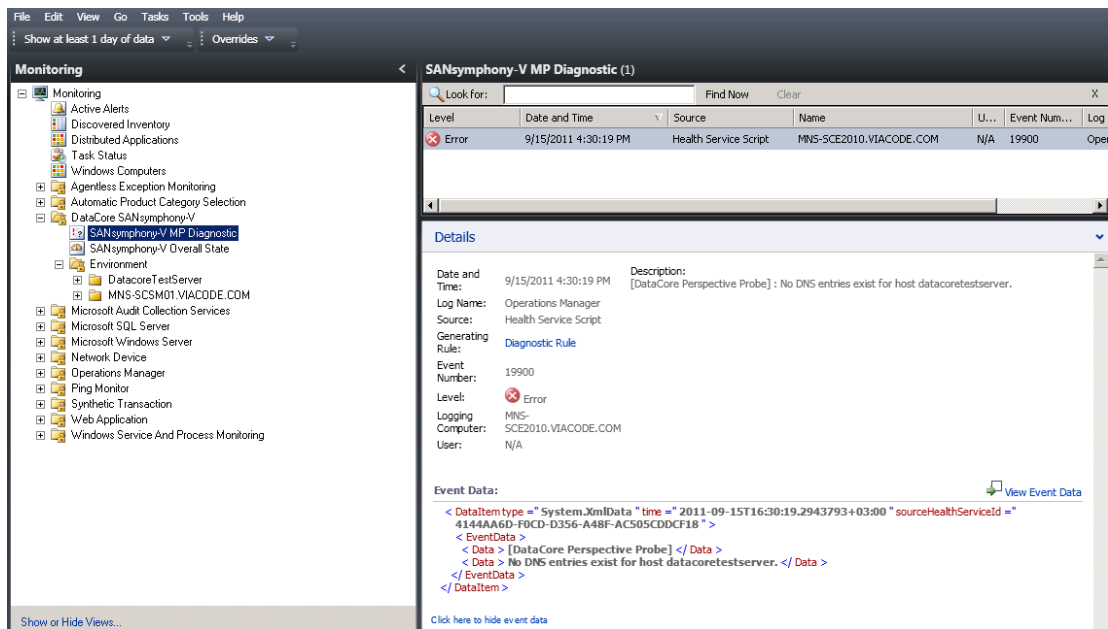
6) Click Create on the summary page to complete the configuration.



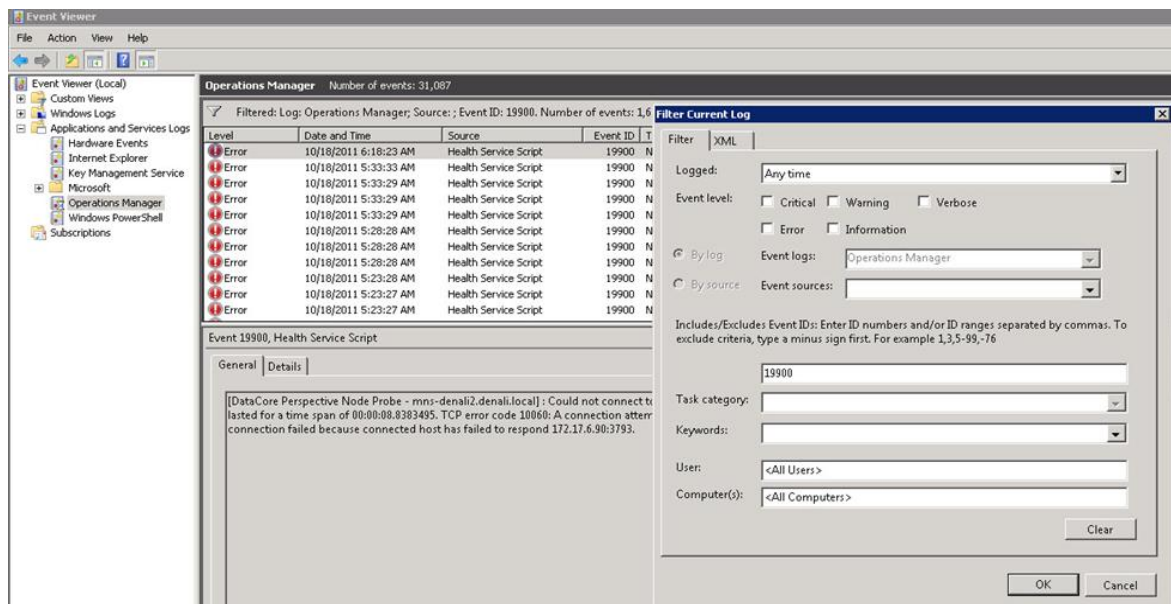
Note: Monitoring will begin after discovering the DataCore SANsymphony-V objects.

Troubleshooting

- To troubleshoot functionality issues of the DataCore SANsymphony-V SCOM Management Pack, open the SANsymphony-V MP Diagnostic view.



Other events with ID =19900 in the Operations Manager windows event log may also be posted.

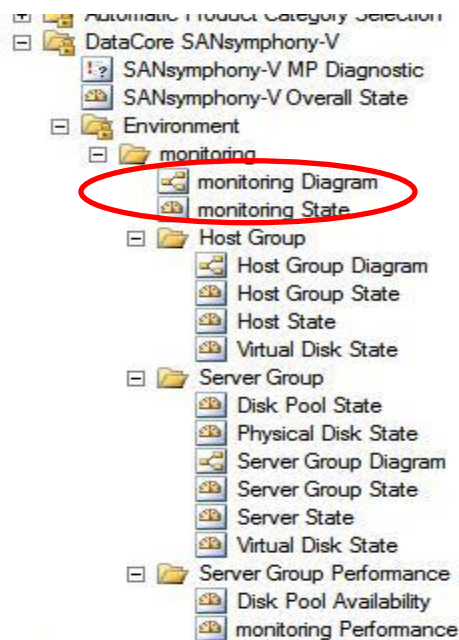


- When launching System Center Essentials Console, a "Failed to connect to server Watcher Node" message may be displayed.



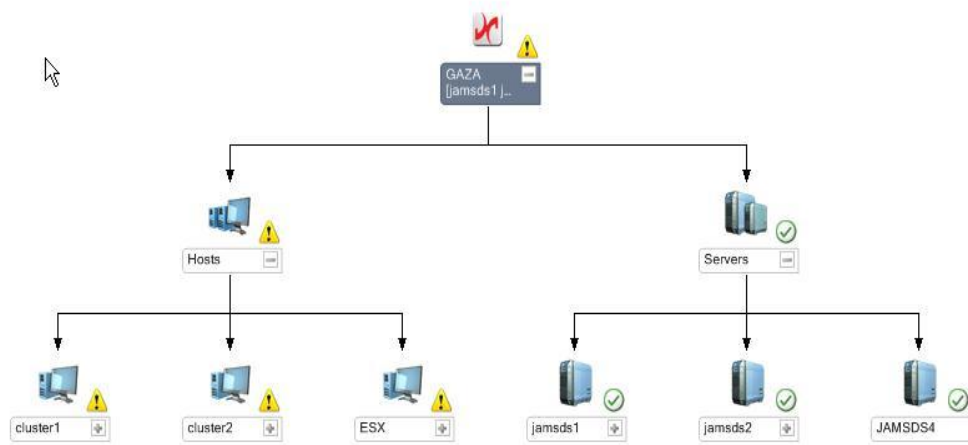
Some possible causes are:

- No network connection. Check the network connectivity.
- SANsymphony-V environment is down. Check that the DataCore Executive service is running and the SANsymphony-V license has not expired.
- Required SCOM services are not started. Check that the following services below are started on the SCOM server: SQL Server (Essentials) , SQL Server Reporting Services (Essentials).
- Selecting **Monitoring Diagram** from the Environment/Monitoring options may not display a full diagram of the SANsymphony –V environment:



- A full graphical representation of the SANsymphony-V environment should be displayed, including hosts and SANsymphony-V servers. When the + is clicked for a host, the served virtual disks should be displayed. When the + is clicked for a server, the storage pools and physical disks should be displayed.

If the diagram only contains the **Root/Group** name and does not have any hosts or servers displayed, this may be an authentication issue. Check that the user using the Systems Center Essentials Console has rights to access the SANsymphony group.



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