

HP StorageWorks

HP PolyServe Management Pack

for Microsoft System Center Operations
Manager 2007

Part number: T5392-96054
First edition: February 2010



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1 Management Pack operations

The HP PolyServe Management Pack integrates with Microsoft System Center Operations Manager 2007. The Management Pack reports state information and any outstanding Alert messages for HP PolyServe objects. The monitored HP PolyServe objects include clusters and the individual servers and monitors within each cluster. HP PolyServe filesystem attributes are also reported but the health of the filesystems is not monitored.

This document describes how to import the Management Pack into Operations Manager 2007 and to perform the necessary configuration to enable the Management Pack to monitor HP PolyServe objects. It also describes the information reported by the Management Pack.

If you need to respond to an Alert message, you can start the HP PolyServe Management Console from Operations Manager 2007, provided that the stand-alone version of the console is installed on an Operations Manager 2007 client.

Contents of the 1.0.2 release

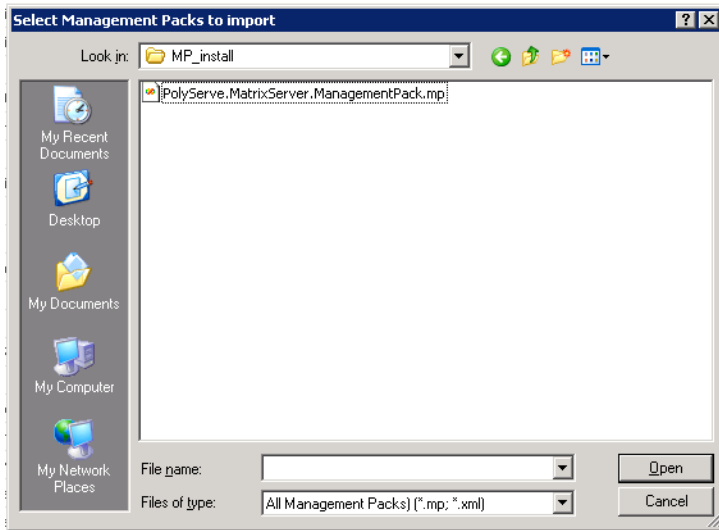
Version 1.0.2 provides support for Microsoft Windows 2008 and HP PolyServe Matrix Server 4.0.0.

Import the Management Pack

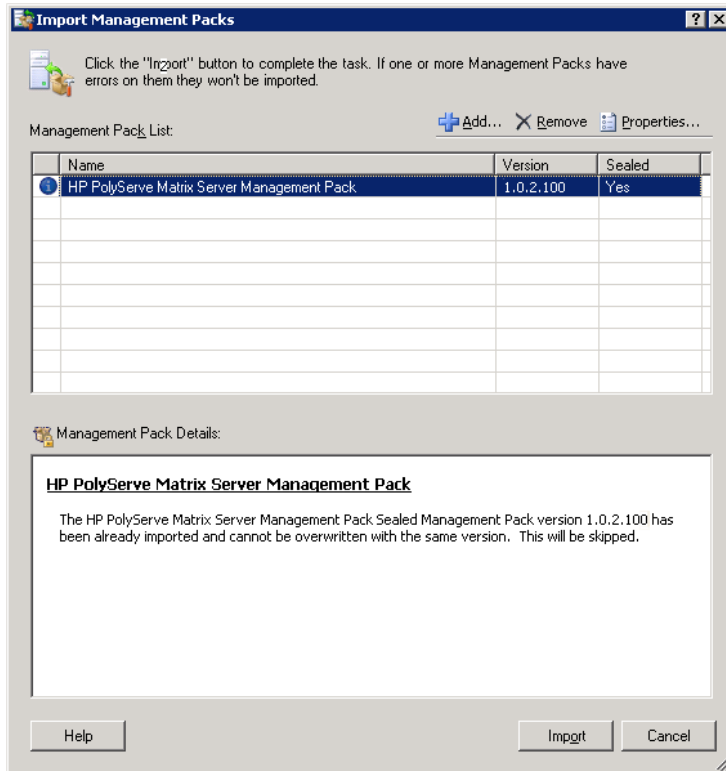
The HP PolyServe Management Pack is provided in the file `PolyServe.MatrixServer.ManagementPack.mp`. You will need to import this file into System Center Operations Manager 2007.

To begin, select **Administration > Management Packs** on the Operations Manager 2007 console and click **Import Management Packs**.

Next, locate the `PolyServe.MatrixServer.ManagementPack.mp` file on the "Select Management Packs to import" window and click **Open**.



When the Import Management Packs window appears, click **Import** to complete the installation.



The HP PolyServe Management Pack does not immediately appear in the list of Management Packs on the Operations Manager 2007 console. Click **Refresh** to update the display. This step may take a few minutes.

Configure Operations Manager 2007 for the Management Pack

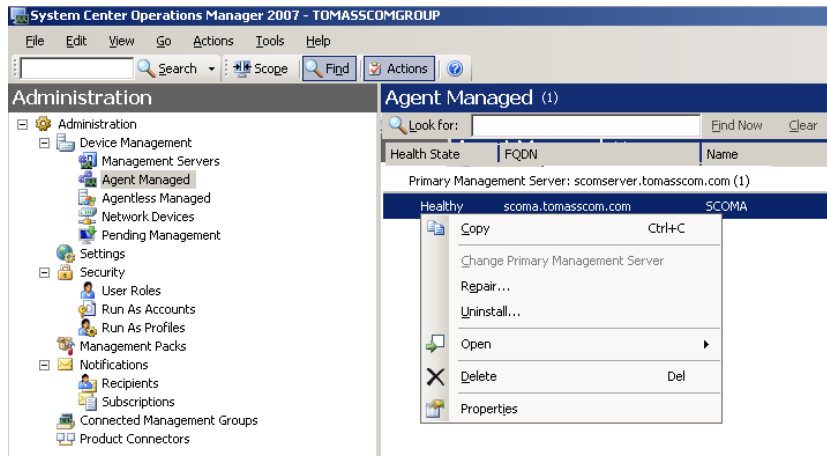
To enable the Management Pack to monitor HP PolyServe clusters, you will need to take these steps:

- Set the Agent Proxy for each server in each cluster.
- Assign the appropriate user account for accessing the HP PolyServe clusters.

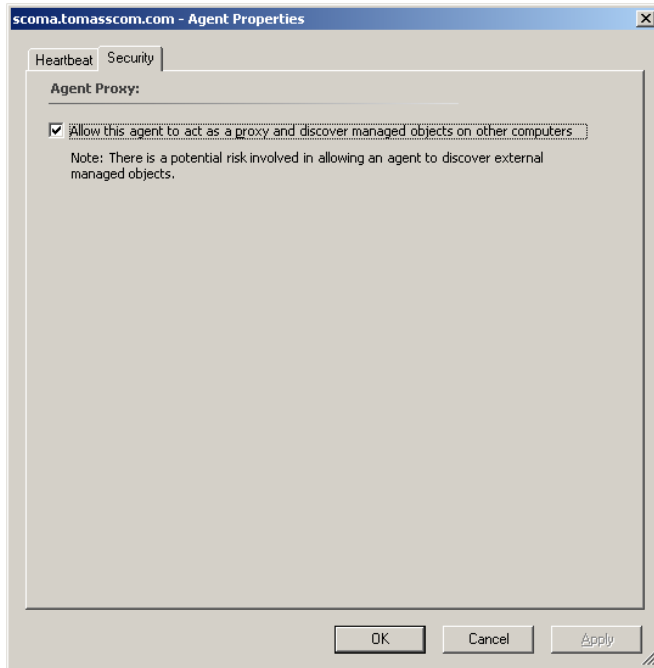
Set the Agent Proxy

The HP PolyServe objects (clusters, servers, monitors, and filesystems) are discovered on the cluster nodes instead of the Operations Manager 2007 server. To enable this discovery method, open the Administration Pane on the Operations Manager 2007 console and select **Agent Managed**.

Locate the entry for a server in the HP PolyServe cluster, right-click, and select **Properties**.



Go to the Security tab on the Agent Properties window and check **Allow this agent to act as a proxy and discover managed objects on other computers**.



You will need to set the Agent Proxy on each server in the cluster.



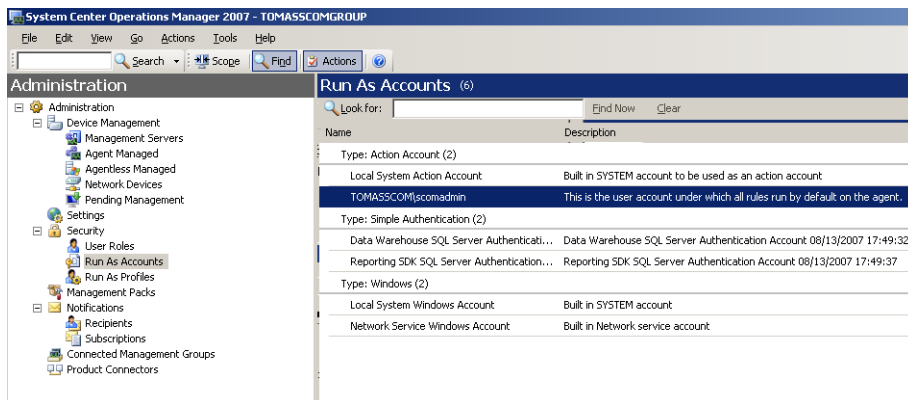
NOTE:

If the discovery does not work within several minutes, restart the OpsMgr Health Service service on the cluster nodes to be monitored.

Configure “Run As” account

When accessing an HP PolyServe cluster, the Management Pack must run as an account with rights to read the cluster. The Local System account on each cluster node has read permission and should be adequate for this purpose.

To check the current “Run As” account for the cluster, go to the Administration Pane on the Operations Manager 2007 console, open the **Security** item, and then select **Run As Accounts**.



If necessary, change the Run As account to an account that has read permission on the cluster.

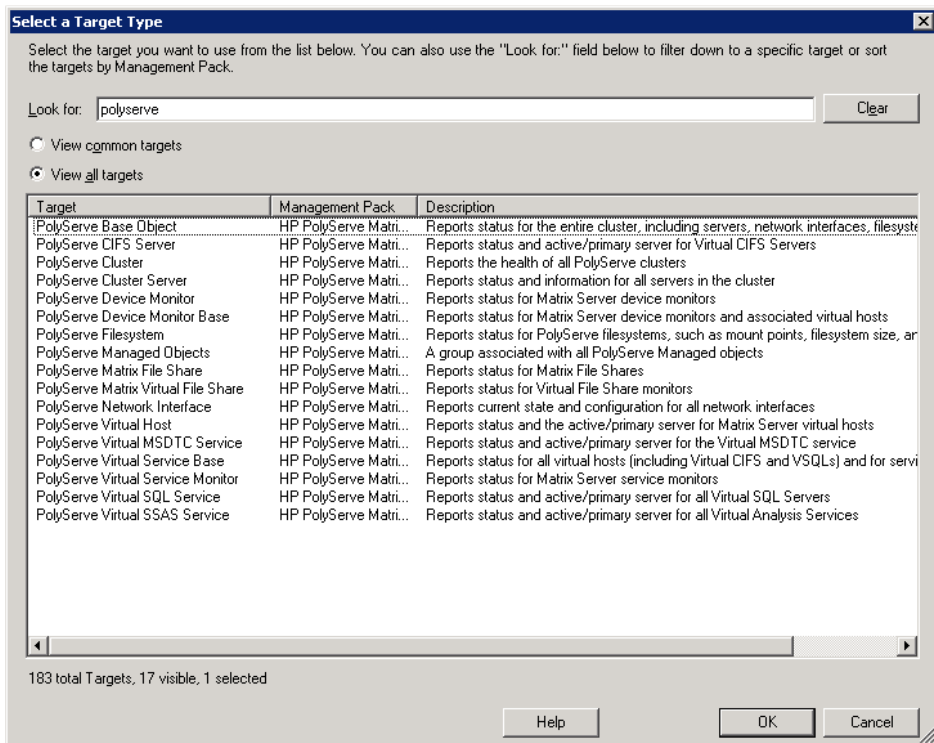
Monitor HP PolyServe clusters

The HP PolyServe Management Pack provides several objects that can be monitored on the Operations Manager 2007 console. The objects correspond to cluster hardware components such as servers and networks and to HP PolyServe Software components such as filesystems, virtual hosts, and service and device monitors. The status reported is typically whether the component is up or down.

Object	Description
PolyServe Base Object	Reports status for the entire cluster, including servers, network interfaces, filesystems
PolyServe CIFS Server	Reports status and the active/primary server for each Virtual CIFS Server
PolyServe Cluster	Reports the health of all HP PolyServe clusters
PolyServe Cluster Server	Reports status and information for all servers in the cluster
PolyServe Device Monitor	Reports status for Matrix Server device monitors
PolyServe Device Monitor Base	Reports status for Matrix Server devices monitors and the virtual hosts associated with those device monitors

Object	Description
PolyServe Filesystem	Reports status for PolyServe filesystems, including mount points/drive letters, filesystem size, and disk usage
PolyServe Managed Objects	A group associated with all PolyServe Managed objects
PolyServe Matrix File Share	Reports status for Matrix File Shares
PolyServe Matrix Virtual File Share	Reports status for Virtual File Share monitors
PolyServe Network Interface	Reports current state and configuration for all network interfaces
PolyServe Virtual Host	Reports status and the active/primary server for each Matrix Server virtual host
PolyServe Virtual MSDTC Service	Reports status and the active/primary server for the Virtual MSDTC service
PolyServe Virtual Server Base	Reports status for all virtual hosts (including Virtual CIFS and SQL Servers) and for service and device monitors
PolyServe Virtual Service Monitor	Reports status for Matrix Server service monitors
PolyServe Virtual SQL Server	Reports status and the active/primary server for each Virtual SQL Server
PolyServe Virtual SSAS Service	Reports status and the active/primary server for each Virtual Analysis Service

You can create a custom view for any of these objects and select the criteria that you want to monitor in the view. When creating a custom view, search for the HP PolyServe objects on the Select a Target Type window.



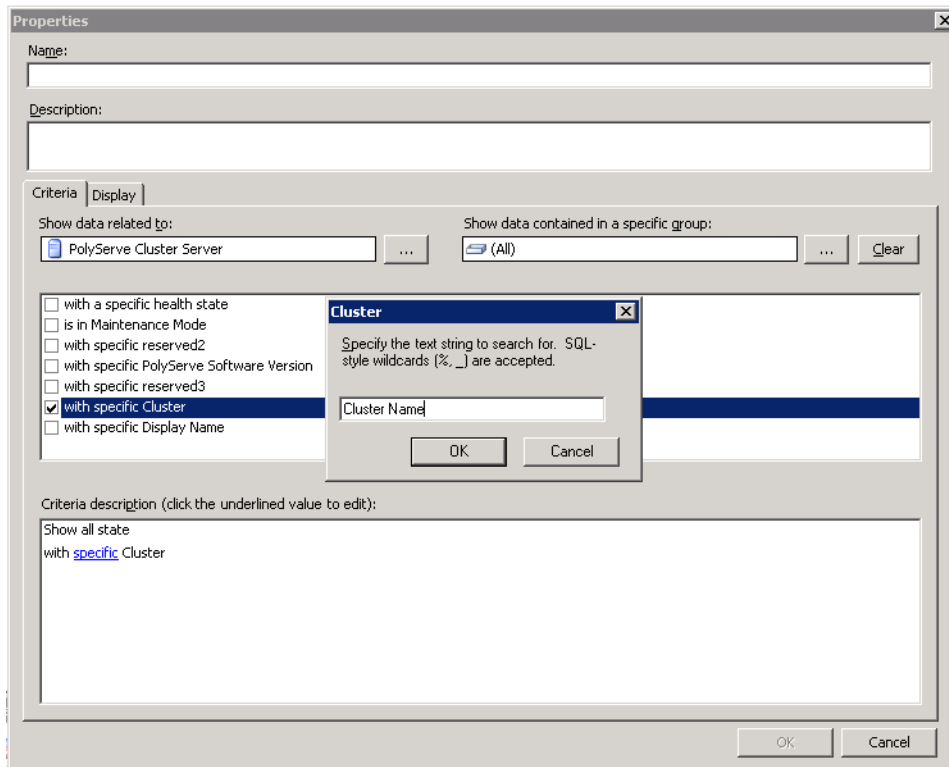
Select the target to be included in the view and click **OK**.

Next, on the Properties dialog, you can assign a name and description for your custom view and select the criteria to be included in the view.

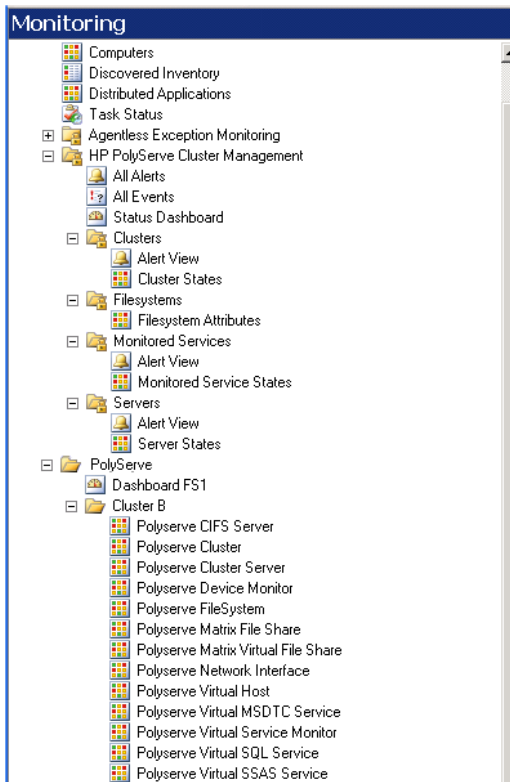


NOTE:

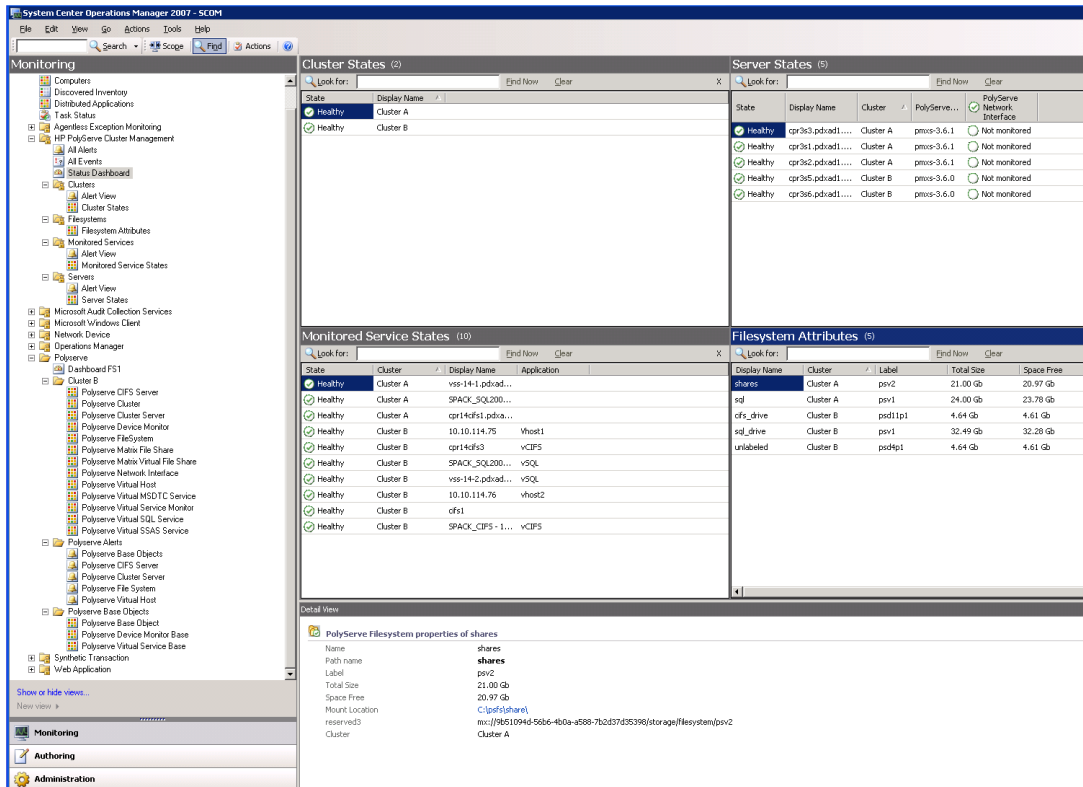
Be sure to select “with specific Cluster” from the Criteria list. Then, on the Cluster pop-up, specify the name of your cluster. This is the name that was specified when the cluster was configured. It also appears on the title bar on the HP PolyServe Management Console.



After you have created your custom views for the HP PolyServe Management Pack, you can display them on the Operations Manager 2007 console. The following example of the Monitoring pane shows the HP PolyServe Cluster Management views as well as several PolyServe custom views for Cluster B. Click the view that you want to display.



The HP PolyServe Event View shows all Alert messages for the monitored clusters. The Status Dashboard, shown below, shows state information for the monitored clusters, including individual servers and monitors. It also shows filesystem attributes.



Alert Views and state information are also available for clusters, servers, and virtual services (monitors) only.

By default, the Management Pack performs discovery every 120 seconds. If you would like to see updates at a different interval, you can change the discovery interval on the Operations Manager 2007 console.

Start the HP PolyServe Management Console

If the stand-alone HP PolyServe Management Console is installed on a Operations Manager 2007 client, you can start the console from Operations Manager 2007. Select HP PolyServe Tasks from the Task pane on the Operations Manager 2007 console and then click **Run mxconsole**.



NOTE:

If the HP PolyServe Management Console does not start, log out of the Windows Server, log in again, and then restart the console. This step adds the path for the Management Console to your system environment path, enabling the console to open properly.

Open issues

The following open issues affect the Management Pack.

Defect	Description
19347	<p>Multiple duplicate events appear in the event view</p> <p>When SCOM picks up an alert, the event view may display multiple duplicate events for the alert, although only one event was logged in the Windows MatrixServer Application Event Log.</p> <p>Workaround. Events that appear multiple times in the event view with exactly the same information and timestamps likely indicate only one event. Check the alert views to verify how many alerts are currently open.</p>
26850	<p>Critical server alerts are not cleared</p> <p>When a server is fenced, its state is displayed as Critical on the Operations Manager. After the server has been rebooted and the alert has been cleared from the server, the Operations Manager may continue to display the critical alert.</p> <p>Workaround. On the Operations Manager, place the affected node in maintenance mode for five minutes. When the node comes out of maintenance mode, the alert will be cleared.</p>