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Update for System Center Operations Manager 2007

Deployment Guide

*Microsoft Corporation*

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**Abstract**

This document is intended to guide you through deploying Microsoft® System Center Operations Manager 2007 for the Microsoft Solution for Hosted Messaging and Collaboration version 4.0. In addition, this document provides an overview of the features and benefits of the System Center Operations Manager 2007.

Operations Manager 2007 improves on the functionality of Microsoft Operations Manager by extending monitoring to IT services and desktop clients. Its service-oriented monitoring approach enables you to monitor your end-to-end IT services, scale monitoring across large environments and organizations, and use Microsoft application and operating system knowledge to resolve operational problems.

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# Introduction

This document is intended to guide you through deploying Microsoft® System Center Operations Manager 2007 for the Microsoft Solution for Hosted Messaging and Collaboration version 4.0.

System Center Operations Manager 2007 is the next version of Microsoft’s award-winning event and performance monitoring solution, Microsoft Operations Manager (MOM) 2005. Operations Manager 2007 provides an easy-to-use monitoring environment that monitors thousands of servers, applications, and clients to provide a comprehensive view of the health of an organization’s IT environment. Microsoft enhanced the already capable Operations Manager solution by designing Operations Manager 2007 around these three pillars:

* End-to-end service management
* Best-of-breed for Microsoft Windows®
* Increased efficiency and control

Within these pillars, Operations Manager 2007 has made use of the best of existing technologies, such as Windows and Microsoft SQL Server™, and embraced new technologies such as the System Definition Model (SDM) and the Windows PowerShell™ scripting engine. Its service-oriented monitoring approach enables you to monitor your end-to-end information technology services, scale monitoring across large environments and organizations, and use Microsoft application and operating system knowledge to resolve operational problems.

Operations Manager 2007 introduces a new architecture which sets the foundation for increased extensibility, security, and scalability. The following are some of the features that Operations Manager 2007 provides.

* Service-oriented Monitoring

Proactive management of your IT services with integrated monitoring of distributed applications, synthetic transactions, and supporting infrastructure.

* Easy-to-use Management

Simplifies managing your IT environment and improves your time to value ratio by using Active Directory®, self tuning thresholds, and improved reporting.

* Built-in Windows Knowledge

Reduces your problem-resolution time with management packs, and integration of Windows Error Reporting and Audit Collection Services. Management packs include Microsoft expertise for applications, servers, and clients.

* Improved Reliability and Scalability

Reliably scales across your operations team and enterprise IT environment with role-based security, self-monitoring infrastructure, and improved scalability.

# New in Operations Manager 2007

System Center Operations Manager 2007 offers many enhancements in both features and architecture over Microsoft Operations Manager 2005.

|  |  |  |
| --- | --- | --- |
| Feature | Microsoft Operations Manager 2005 | System Center Operations Manager 2007 |
| End-to-End Service Management | | |
| Service-oriented monitoring |  | √ |
| Synthetic transactions | √ | √ \* |
| Model-based architecture |  | √ |
| Monitoring templates |  | √ |
| Web Service Management (WS-Management support) |  | √ |
| Simple Network Management Protocol (SNMP) v2 support | √ | √ \* |
| Best of Breed for Windows | | |
| Audit collection |  | √ |
| XML management packs |  | √ |
| Reporting | √ | √ \* |
| Self-tuning thresholds |  | √ |
| Client monitoring |  | √ |
| Increased Efficiency and Control | | |
| Server roles | √ | √ \* |
| High availability | √ | √ \* |
| Monitoring engine | √ | √ \* |
| Notifications | √ | √ \* |
| Connector framework | √ | √ \* |
| Consolidated console |  | √ |
| Role-based security |  | √ |
| Active Directory integration |  | √ |
| Windows PowerShell command console |  | √ |

\* Improved in Operations Manager 2007

## End-to-End Service Management

System Center Operations Manager 2007 provides end-to-end service management that is easy to customize and extend for improved service levels across your IT environment.

### Service-oriented Monitoring

Service-oriented monitoring is a huge step forward for Operations Manager. In previous versions of Operations Manager, monitoring was focused on individual server health and did not take into account the distributed nature of many of today’s enterprise applications and services. Operations Manager 2007 introduces service modeling that allows distributed applications to be modeled as a service. A graphical Distributed Application Designer is included in Operations Manager 2007 to make defining these service models easier. This service model can be monitored in addition to the individual servers to provide a more complete view of health for both the server and the service to which that server belongs. Any object being managed by Operations Manager 2007 can be included in a service model so that servers, applications, hardware, and networking components can all be represented and monitored holistically.

### End User Perspective Monitoring

To gain an accurate view of a service’s operation, you need to understand what an end user would experience when using the service. Operations Manager 2007 allows you to create synthetic transactions that perform end user tasks and report back the success/failure and performance statistics of these tasks. The synthetic transaction results can be used for reporting or as an alert to possible service problems.

### Model-based Architecture

At its core, Operations Manager 2007 is based on the System Definition Model (SDM) technologies, which Microsoft developed as part of its efforts in the industry-standard Service Modeling Language (SML) initiative. Models make relationships between managed entities easier to define. Models allow for extensibility to other applications and tools. Operations Manager 2007 works on two basic model types:

* **Service models:** Service models define the objects to be monitored, how to discover these objects, how these objects depend on or relate to other entities, and what makes each object unique. Service models can be individual servers or applications, distributed applications, or services.
* **Health models:** Health models define the events and performance counters that should be monitored on a managed object.

Service models and health models are combined in management packs along with the rules defined to alert specific events and determine what tasks can be performed on each object.

### Monitoring Templates

Templates make the creation of models within Operations Manager 2007 easier. Management pack templates provide the basic structure and features of a management pack, allowing authors to modify them to create custom management packs with similar functionality. Distributed Application templates provide the service model authors with the predefined service components and relationships that they can start the service modeling process from. Templates such as Line of Business Web Application or Messaging Service are included with Operations Manager 2007. Authors can create their own templates for customer services or applications.

### WS-Management Protocol Support

Operations Manager 2007 now supports the WS-Management industry-standard management protocol. WS-Management addresses the cost and complexity of IT management by providing a common way for systems to access and exchange management information across the entire IT infrastructure.

### SNMPv2 Support

Microsoft Operations Manager 2005 supported SNMP trap monitoring only. Operations Manager 2007 supports the entire SNMPv2 stack, including polling and trap monitoring. This functionality allows Operations Manager 2007 to not only receive traps but also use SNMP for discovery of devices such as networking hardware.

## Best of Breed for Windows

System Center Operations Manager 2007 is best of breed for Windows because it includes expertise from the Microsoft server, client, and application teams, providing you with knowledge and capabilities to drive greater efficiency.

### Audit Collection

Audit collection is a service that gathers Windows Security log entries in real time and consolidates them in a database for easy access by security auditors. Audit Collection as implemented in Operations Manager 2007 will work on either Windows servers or Windows clients. Operations Manager 2007 will ship with several standard audit collection reports. Microsoft partners will offer solutions for compliance or security based on Operations Manager 2007 Audit Collection.

### Management Packs Based on XML

Management packs in Operations Manager 2007 are based on XML. XML supports the move to model-based management, and also makes the management packs more extensible. Operations Manager 2007 has changed the format of management packs from a proprietary .akm format to a standard XML format. The XML format makes it easier for partners and in-house developers to develop management packs that support the new model-based architecture. Microsoft Operations Manager 2005 management packs can be converted to the new format using a simple migration wizard that ships with Operations Manager 2007.

Operations Manager 2007 includes monitoring templates, which make the creation of management packs quick and easy when you use the integrated management pack authoring tools in the Operations Manager 2007 console.

### Reporting

Operations Manager 2007 uses Microsoft SQL Server Reporting Services 2005 for its reporting engine. SQL Server Reporting Services 2005 provides many enhancements to previous reporting solutions, including easier authoring and publishing. Operations Manager 2007 includes an easy-to-use graphical report designer as part of the Operations Manager 2007 console. Several new controls are also included to allow you to create sophisticated reports and dashboards. Most common reports are shipped within the management packs, so very little customization is needed to start working with best practice reports.

### Self-Tuning Thresholds

One of the biggest challenges in Microsoft Operations Manager 2005 was tuning the performance thresholds to the unique characteristics of the customer environment. Operations Manager 2007 allows for the creation of Self-Tuning Thresholds. A Self-Tuning Threshold monitors a performance counter and sets an upper and lower threshold based on historical activity within a business cycle. The system can then generate an alert if the performance exceeds these normal limits.

### Client Monitoring

Operations Manager 2007 extends its monitoring scope to the client. This broadened scope allows for a true end-to-end view of services, extending from front end client systems all the way to back end application and database servers. An agent is deployed to a client system and events and performance are monitored based on the monitors and rules defined. While earlier versions of Operations Manager had the capability to monitor clients, Operations Manager 2007 adds specific support for monitoring Windows Vista and other client applications. Client monitoring in Operations Manager 2007 now allows administrators to include client systems in their services views to ensure that the service is fully functioning from end to end.

Note

This feature may not be useful for your Hosted Messaging and Collaboration services.

## Increased Efficiency and Control

System Center Operations Manager 2007 automates routine, redundant tasks, and provides intelligent reporting and monitoring to help increase efficiency and enable greater control of your IT environment.

### Consolidated Console

Operators of Microsoft Operations Manager 2005 had multiple consoles to deal with: an Administrator console for making configuration changes to Operations Manager; an Operator console for managing alerts, events, and performance; and a Reporting console for defining and publishing reports.

In Operations Manager 2007, these three consoles have been combined into one. Role-based security ensures that users have access to only the features they are authorized to use in their console. The Operations Manager 2007 Console has a similar look and feel to Microsoft Outlook®.

Operations Manager 2007 also has a Web-based console, which will provide a similar experience to the full console.

### Role-Based Security

Microsoft Operations Manager 2005 had a limited security model. A user could be designated as either an Operator, able to view and manage events and performance for any monitored device, or an Administrator, with complete control over the Operations Manager configurations and management.

Operations Manager 2007 introduces role-based security. Administrators can now define user roles that have access to only specific systems, views, and tasks within the console. It is now possible to grant access to a user who needs to manage the events and performance of a select group of computers, such as database servers. This user would not see any other systems in the console and could not execute tasks other than those approved for their group.

Role-based security is consistently enforced for the console, Web console, command-line, and other software development kit (SDK)–level interfaces. This approach ensures that defined security is centrally configured.

Operations Manager 2007 roles are linked to Active Directory groups for membership. Administrators simply add users to Active Directory groups and these users automatically get assigned the appropriate rights within Operations Manager.

### Active Directory Integration

Operations Manager 2007 uses Active Directory heavily for security, discovery, and agent management. You can designate an Active Directory OU as being managed by Operations Manager 2007. Once you assign this designation, any computer (server or workstation) that is placed into that OU will have an agent deployed to it and configured automatically. If an administrator adds a new server or client to that OU, Operations Manager automatically deploys an agent and configures the agent to talk to the appropriate management group. The Operations Manager 2007 agent can also be included in the standard operating system image. When the image is deployed, the agent will query Active Directory to automatically find and register with the appropriate management server. This functionality dramatically reduces the overhead of managing Windows systems in Active Directory environments.

The Discovery Wizard in Operations Manager 2007 uses standard Lightweight Directory Access Protocol (LDAP) queries to find devices in the directory that need to be managed. The administrator can customize the LDAP queries.

### Increased Scalability

The ability to manage more devices with fewer management servers is always a goal for Microsoft. In Operations Manager 2007, scalability has been dramatically improved. Operations Manager scales to manage thousands of servers or clients with a single management group and management groups can be tiered to achieve higher levels of scalability. Agentless server monitoring performance has also been improved over previous versions. This increased performance of Operations Manager means organizations can monitor their entire infrastructure with a small number of integrated management servers.

### High Availability

With the introduction of new server roles, new high-availability features need to be added to ensure enterprise monitoring is not interrupted. The principal management server supports Microsoft SQL Server 2005 clustering on Microsoft Windows Server® 2003. The database server uses Microsoft SQL Server 2005, which fully supports clustering. Operations Manager 2007 supports automated agent failover for management servers. If a management server fails, the agents that communicate with it will automatically fail over to another management server.

### Monitoring Engine

The monitoring engine in Operations Manager 2007 has been improved. The new monitoring engine has been designed with a modular and more extensible design in mind. Operations Manager 2007 uses the same monitoring engine on the management server, agent, and principal management server. The new design allows for workflow isolation, creating greater efficiency and more reliable monitoring.

Modules in the monitoring engine can be implemented as native or managed code and play one of four roles: Data Source, Probe, Condition Detection, and Write Action. These roles can be combined in various ways to satisfy different monitoring needs.

Rules, monitors, and tasks are declared in a workflow in which modules are connected in a certain order. Workflows start with a Data Source and end with a Write Action.

### Maintenance Mode

Operations Manager 2007 allows managed objects to be placed in maintenance mode. Maintenance mode suppresses any alerts related to monitoring events on the device during planned maintenance. MOM 2005 allowed servers to be placed in maintenance mode; Operations Manager 2007 allows maintenance mode to be applied to any object. So with Operations Manager 2007, the individual database on a SQL Server can be in maintenance mode while the rest of the server is not. This functionality increases the accuracy of availability reports by excluding planned downtime from the availability numbers.

### Notification

Notification via e-mail or pager has been a feature of Microsoft Operations Manager since the first version. Operations Manager 2007 improves on the existing notification paths by including instant messaging, Session Initiation Protocol (SIP), Short Message Service (SMS) support, and support for redundant Simple Mail Transfer Protocol (SMTP) servers. Notifications can now be configured individually by Operations Manager 2007 users, allowing them to choose the notification path they prefer.

### SDK and Connector Framework

Operations Manager 2007 includes a publicly available software development kit (SDK) and a connector framework, allowing software developers or customers to build custom management packs or product connectors that can be integrated with Operations Manager 2007. The SDK and connector framework allow Operations Manager 2007 to be extended to monitor non-Microsoft software and operating systems, as well as hardware and network devices. Operations Manager 2007 can be easily integrated with other management technologies through the connector framework, allowing Operations Manager 2007 to work in concert with other management technology vendors.

# Use Operations Manager 2007 in a Hosting Environment

With Operations Manager 2007 in a hosting environment, hosters can customize management pack settings to meet their management needs. Service-oriented monitoring and synthetic transactions give hosters a clear view of hosted service operation. Operations Manager 2007 can also work in concert with non-Microsoft technologies through the connector framework.

## Optimize Management Pack Settings

In Operations Manager 2007, management packs from Microsoft and other vendors are sealed, versioned, and signed with a certificate. After a management pack is imported into an Operations Manager 2007 Management Server, it immediately begins monitoring objects based on default configurations and thresholds.

A hoster might find it necessary to fine-tune the initial management pack setting to fit their specific environment needs. A management pack can be customized by using overrides to change the behavior that is defined by the default management pack setting.

There are two ways to save the overrides of a sealed management pack.

* Save the setting to the default management pack, which acts as a repository for customizations that affect sealed management packs.
* Save the overrides as a new management pack. By using this approach, a hoster will be able to capture the specific customizations on their envelopment of each management pack and apply in the future if the underlying management pack has been updated.

By using a naming convention that is the same as the management pack that holds the original settings, you will simplify the management of your monitoring deployment. For example, if you want to customize settings defined in the Windows Core Library, you can create a management pack in the Operations Console and name it Windows Core Customizations. This unsealed management pack can then be used to save overrides and other customizations, such as additional monitors, which supersede the default settings of the Windows Core Library.

For additional details, see [Overrides in Operations Manager 2007](http://technet.microsoft.com/en-us/library/bb381198.aspx).

## Service Monitoring

In a hosting environment, a service solution is made up of many separate components. The distributed nature of today’s applications challenges traditional server event and performance monitoring tools. In operation manager 2007, a very useful tool for a hosting environment is the Distributed Application Designer.

The Distributed Application Designer takes advantage of a core feature of Operations Manager 2007, the System Definition Model (SDM). SDM is a Simple Object Access Protocol (SOAP)-based XML modeling language that allows Operations Manager 2007 to understand the relationship of various components defined in a system model. The Distributed Applications Designer allows an administrator to graphically define the components that make up a service and save that model in the SDM format, which Operations Manager 2007 understands. Once the model is defined, services function like any other managed devices. Events can be monitored, performance can be tracked, and overall health can be viewed and reported on. Services can also be combined to allow monitoring of large services that are made up of many different sub-services.

For additional details, see [How to Create a Distributed Application Service in Operations Manager 2007](http://technet.microsoft.com/en-us/library/bb381200.aspx).

## Synthetic Transactions

To gain an accurate view of a services operation, you need to see it in action. Operations Manager 2007 allows you to create a synthetic transaction that will act like an end user of the service and report back the success/failure and performance statistics of its execution. The synthetic transaction results can be used for reporting or as an alert to possible service problems.

For additional details, see [Synthetic Transactions in Operations Manager 2007](http://technet.microsoft.com/en-us/library/bb381363.aspx).

## Extend Operations Manager 2007

In addition to managing Microsoft technologies, Operation Manager 2007 provides features that allows for managing non-Microsoft technologies.

### Microsoft Operations Manager Connector Framework

For hosters with large infrastructure deployment, other monitoring applications can be in place to monitor, for example, the network infrastructure used for the hosted service. By using the extensible Microsoft Operations Manager Connector Framework (MCF), connectors can be developed to integrate Operations Manager 2007 with other technologies, such as other service monitoring tools. MCF allows a hoster to use operation manager features without removing any existing management tools that they have already invested in for other technologies.

For additional details about using MCF, see [Connecting to External Systems by Using Operations Manager Connectors](http://msdn2.microsoft.com/en-us/library/bb437511.aspx).

### SNMP

Operations Manager 2007 supports the collection of SNMP messages. SNMP messages can be used similarly to any other event for the creation of alerts. By using SNMP, you can monitor network devices in your hosting environment, and capture its state as part of your service monitoring.

For additional details about using SNMP see [How to Configure Operations Manager 2007 to Manage SNMP-Enabled Devices](http://technet.microsoft.com/en-us/library/bb381400.aspx).

# Deployment Process

To deploy System Center Operations Manager 2007 in Hosted Messaging and Collaboration version 4.0, use two servers with a single management group. The first server will run the Operations Manager 2007, and the second server will host the reporting and data warehouse components of Operations Manager. The following table lists the example names and their associated roles, zones, and installed software.

Table: Example Server Names and Server Roles

|  |  |  |
| --- | --- | --- |
| Example server name | Role | Installed software |
| SCOM01 | Root management server in the management group | * Windows Server 2003 R2, Standard Edition * System Center Operations Manager 2007 |
| SCOMSQL01 | * Operations Manager database * Reporting data warehouse * Reporting server | * Windows Server 2003 R2, Standard Edition * Microsoft SQL Server 2005 with Reporting Services * System Center Operations Manager 2007 |

Note

For information about other components in Hosted Messaging and Collaboration version 4.0, see the [Hosted Messaging and Collaboration version 4.0 Help](http://www.microsoft.com/technet/serviceproviders/hmc4/default.mspx?mfr=true).

For information about migration from MOM 2005 to System Center Operations Manager 2007, see [Migrating from MOM to Operations Manager 2007](http://www.microsoft.com/technet/technetmag/issues/2007/08/SCOMMigrate/).

## Prepare the SCOMSQL01 Server

In these procedures you will prepare and configure the System Center Operations Manager database server, SCOMSQL01.

Perform a default installation of Microsoft Windows Server 2003 R2 on SCOMSQL01. This requires you to first install Windows Server 2003 with SP2, and then install Windows Server 2003 R2.

► Procedure 1: To prepare the SCOMSQL01 server

1. Perform a default installation of Windows Server 2003, Standard Edition (with Service Pack 2 integrated), by using the CD boot method. Install the Support Tools from the Windows Server 2003 CD. Use appropriate naming conventions for your environment.
2. After Setup for Windows Server 2003 with SP2 is complete, log on to the computer as an administrator. Insert Disc 2 into your CD-ROM drive. Setup for Disc 2 should start automatically. If it does not start automatically, browse to Disk 2 (or the shared folder that contains the Setup files) and, in the \Cmpnents\R2 folder, click **Setup2.exe**. Follow the instructions on your screen to upgrade to R2.
3. Install Support Tools from the Support Tools directory on the Windows Server 2003 CD.
4. Install the Microsoft .NET Framework 2.0.
5. Install the Microsoft .NET Framework 3.0 ([Microsoft .NET Framework 3.0 Redistributable Package](http://www.microsoft.com/downloads/details.aspx?FamilyId=10CC340B-F857-4A14-83F5-25634C3BF043&displaylang=en)).
6. Install Internet Information Services (IIS) and ASP.NET on SCOMSQL01 by using **Add or Remove Programs** in Control Panel.
7. Register ASP.NET 2.0 as default on SCOMSQL01 by running the following command:

C:\Windows\Microsoft.NET\Framework\v2.0.50727\aspnet\_regiis.exe –r

Note

This will change the script mapping for all sites on the server to use ASP.NET 2.0 as the default.

If you are installing ASP.NET on a 64-bit operating system, you may need to perform additional steps to enable ASP.NET 2.0. See [KB Article 894435: How to switch between the 32-bit versions of ASP.NET 1.1 and the 64-bit version of ASP.NET 2.0 on a 64-bit version of Windows](http://support.microsoft.com/kb/894435) for more details.

1. Install Windows PowerShell on SCOMSQL01. To install Windows PowerShell, follow the instructions at [How to Download Windows PowerShell 1.0](http://www.microsoft.com/windowsserver2003/technologies/management/powershell/download.mspx).
2. Apply any released updates to Windows Server 2003 by using [Microsoft Update](http://windowsupdate.microsoft.com/).
3. Join SCOMSQL01 to the Fabrikam domain.

## Prepare the SCOM01 Server

Before you deploy System Center Operations Manager 2007, you need to build the management server, SCOM01.

► Procedure 2: To prepare the SCOM01 server

1. Perform a default installation of Windows Server 2003, Standard Edition (with Service Pack 2 integrated), by using the CD boot method. Install the Support Tools from the Windows Server 2003 CD. Use appropriate naming conventions for your environment.
2. After Setup for Windows Server 2003 with SP2 is complete, log on to the computer as an administrator. Insert Disc 2 into your CD-ROM drive. Setup for Disc 2 should start automatically. If it does not start automatically, browse to Disk 2 (or the shared folder that contains the Setup files) and, in the \Cmpnents\R2 folder, click **Setup2.exe**. Follow the instructions on your screen to upgrade to R2.
3. Install Support Tools from the Support Tools directory on the Windows Server 2003 CD.
4. Install the Microsoft .NET Framework 2.0.
5. Install the Microsoft .NET Framework 3.0 ([Microsoft .NET Framework 3.0 Redistributable Package](http://www.microsoft.com/downloads/details.aspx?FamilyId=10CC340B-F857-4A14-83F5-25634C3BF043&displaylang=en)).
6. Install IIS and ASP.NET on SCOM01 by using **Add or Remove Programs** in Control Panel.
7. Register ASP.NET 2.0 as default on SCOM01 by running the following command:

C:\Windows\Microsoft.NET\Framework\v2.0.50727\aspnet\_regiis.exe –r

Note

This will change the script mapping for all sites on the server to use ASP.NET 2.0 as the default.

If you are installing on a 64-bit operating system you may need to perform additional steps to enable ASP.NET 2.0. See [KB Article 894435: How to switch between the 32-bit versions of ASP.NET 1.1 and the 64-bit version of ASP.NET 2.0 on a 64-bit version of Windows](http://support.microsoft.com/kb/894435) for more details.

1. Install Windows PowerShell on SCOM01. To install Windows PowerShell, follow the instructions at [How to Download Windows PowerShell 1.0](http://www.microsoft.com/windowsserver2003/technologies/management/powershell/download.mspx).
2. Apply any released updates to Windows Server 2003 by using [Microsoft Update](http://windowsupdate.microsoft.com/).
3. Join SCOM01 to the Fabrikam domain.

## Create and Configure Operation Manager Active Directory Accounts

The System Center Operations Manager architecture for Hosted Messaging and Collaboration version 4.0 requires five Active Directory service accounts: OMAction, OMSDK, OMDataRead, OMDataWrite, and OMAdmin.

You must create these service accounts before installing System Center Operations Manager.

Note

AD01 is the example name of the server with domain controller, global catalog server, and DNS server roles. The AD01 server will be used while deploying Operations Manager 2007.

### Create the Operations Manager Action (OMAction) Account

Create an Active Directory service user account called OMAction. The various Operations Manager 2007 server roles contain a process called MonitoringHost.exe. MonitoringHost.exe is what each server role uses to accomplish monitoring activities, such as executing a monitor or running a task. The account that a MonitoringHost.exe process runs as is called the action account.

► Procedure 3: To create the OMAction account on AD01

1. On AD01, click **Start**, point to **Administrative Tools**, and then click **Active Directory Users and Computers**.
2. Expand your domain (fabrikam.com), right-click **Users**, point to **New**, and then click **User**.
3. In the **New Object-User** dialog box, type **OMAction** as the **First name** and the **User logon name**, and then click **Next**.
4. In the next **New Object - User** dialog box, clear the **User must change password at next logon** check box. Enter a strong password twice, and then select **Password never expires**. Click **Next**.

Note

The action account cannot have a blank password or a password that will expire.

1. Verify the information you have entered, and then click **Finish**.

### Add the OMAction Account to the Local Administrators group on SCOMSQL01 and SCOM01

Add the OMAction account as a member of the local Administrators on SCOMSQL01 and SCOM01.

► Procedure 4: To add OMAction to the local Administrators group on SCOMSQL01

1. On SCOMSQL01, click **Start**, point to **Administrative Tools**, and then click **Computer Management**.
2. Expand **Local Users and Groups**, click **Groups**, and then, in the right pane, double-click **Administrators**.
3. Click **Add**, enter **OMAction** in the box, click **OK**, and then click **OK** again.

► Procedure 5: To add OMAction to the local Administrators group on SCOM1

1. On SCOM01, click **Start**, point to **Administrative Tools**, and then click **Computer Management**.
2. Expand **Local Users and Groups**, click **Groups**, and then, in the right pane, double-click **Administrators**.
3. Click **Add**, enter **OMAction** in the box, click **OK**, and then click **OK** again.

### Create the SDK and Config Service (OMSDK) Account

Create an Active Directory user account called OMSDK. This account will be the SDK and Config Service account and will be used by the Operations Manager SDK Service and Operations Manager Config Service to update and read information in the Operations Manager database. The credentials used for the SDK and Configuration action account will be assigned to the sdk\_user role in the Operations Manager database.

The account used for the SDK and Config Service account must have local administrative rights on the Root Management Server computer (SCOM01).

► Procedure 6: To create the OMSDK account on AD01

1. On AD01, click **Start**, point to **Administrative Tools**, and then click **Active Directory Users and Computers**.
2. Expand your domain (fabrikam.com), right-click **Users**, point to **New**, and then click **User**.
3. In the **New Object-User** dialog box, type **OMSDK** as the **First name** and the **User logon name**, and then click **Next**.
4. In the next **New Object - User** dialog box, clear the **User must change password at next logon** check box. Enter a strong password twice, and then select **Password never expires**. Click **Next**.

note_ddNote

The service account cannot have a blank password or a password that will expire.

1. Verify the information you have entered, and then click **Finish**.

### Add the OMSDK Account to the Windows Authorization Access Group

Add the OMSDK account to the Windows Authorization Access Group on AD01.

► Procedure 7: To add OMSDK to the Windows Authorization Access Group

1. On AD01, click **Start**, point to **Administrative Tools**, and then click **Active Directory Users and Computers**.
2. Click **Builtin**, and then, in the right pane, double-click **Windows Authorization Access Group**.
3. Click the **Members** tab, and then click **Add**.
4. Enter **OMSDK** in the box, and then click **Check Names**. Verify that the **OMSDK** account is underlined, and then click **OK**.
5. Click **OK** to close the **Windows Authorization Access Group** **Properties** dialog box.

### Add the OMSDK Account to the Administrators Group on SCOM01.

Add the OMSDK account as a member of the Administrators group on SCOM01.

► Procedure 8: To add OMSDK to the Administrators group on SCOM01

1. On SCOM01, click **Start**, point to **Administrative Tools**, and then click **Computer Management**.
2. Expand **Local Users and Groups**, click **Groups**, and then, in the right pane, double-click **Administrators**.
3. Click **Add**, enter **OMSDK** in the box, click **OK**, and then click **OK** again.

### Create the Operations Manager Data Writer (OMDataWrite) Account

This account is assigned write permissions on the Data Warehouse database and read permissions on the Operations Manager database.

► Procedure 9: To create the OMDataWrite account on AD01

1. On AD01, click **Start**, point to **Administrative Tools**, and then click **Active Directory Users and Computers**.
2. Expand your domain (fabrikam.com), right-click **Users**, point to **New**, and then click **User**.
3. In the **New Object-User** dialog box, type **OMDataWrite** as the **First name** and the **User logon name**, and then click **Next**.
4. In the next **New Object - User** dialog box, clear the **User must change password at next logon** check box. Enter a strong password twice, and then select **Password never expires**. Click **Next**.

Note

The account cannot have a blank password or a password that will expire.

1. Verify the information you have entered, and then click **Finish**.

### Create the Operations Manager Data Reader (OMDataRead) Account

This account is used to define what user SQL Reporting Services uses to run queries against the Operations Manager Reporting Data Warehouse. This account is also used for the SQL Reporting Services IIS application pool account to connect to the RMS.

► Procedure 10: To create the OMDataRead account on AD01

1. On AD01, click **Start**, point to **Administrative Tools**, and then click **Active Directory Users and Computers**.
2. Expand your domain (fabrikam.com), right-click **Users**, point to **New**, and then click **User**.
3. In the **New Object-User** dialog box, type **OMDataRead** as the **First name** and the **User logon name**, and then click **Next**.
4. In the next **New Object - User** dialog box, clear the **User must change password at next logon** check box. Enter a strong password twice, and then select **Password never expires**. Click **Next**.

Note

The account cannot have a blank password or a password that will expire.

1. Verify the information you have entered, and then click **Finish**.

### Create the Operations Manager Administrator Account (OMAdmin)

Create an Active Directory service user account called OMAdmin.

► Procedure 11: To create the OMAdmin account on AD01

1. On AD01, click **Start**, point to **Administrative Tools**, and then click **Active Directory Users and Computers**.
2. Expand your domain (fabrikam.com), right-click **Users**, point to **New**, and then click **User**.
3. In the **New Object-User** dialog box, type **OMAdmin** as the **First name** and the **User logon name**, and then click **Next**.
4. In the next **New Object - User** dialog box, clear the **User must change password at next logon** check box. Enter a strong password twice, and then select **Password never expires**. Click **Next**.

Note

The admin account cannot have a blank password or a password that will expire.

1. Verify the information you have entered, and then click **Finish**.

### Create the OMAdminAccts Global Security Group

Create a Global Security group in Active Directory called OMAdminAccts with the OMAdmin user as a member.

► Procedure 12: To create the OMAdminAccts group

1. On AD01, click **Start**, point to **Administrative Tools**, and then click **Active Directory Users and Computers**.
2. Right-click the **Users** container, select **New**, and then select **Group**.
3. Create a **Global Security** group called **OMAdminAccts**
4. Add the **OMAdmin** user as a member of the **OMAdminAccts** group.

### Add the OMAdminAccts Global Security Group to the Local Administrators Group on SCOM01 and SCOMSQL01

Add the **OMAdminAccts** group as a member of the Administrators group on SCOM01 and SCOMSQL01.

► Procedure 13: To add OMAdminAccts to the Administrators group on SCOM01

1. On SCOM01, click **Start**, point to **Administrative Tools**, and then click **Computer Management**.
2. Expand **Local Users and Groups**, click **Groups**, and then, in the right pane, double-click **Administrators**.
3. Click **Add**, enter **OMAdminAccts** in the box, click **OK**, and then click **OK** again.

► Procedure 14: To add OMAdminAccts to the Administrators group on SCOMSQL01

1. On SCOMSQL01, click **Start**, point to **Administrative Tools**, and then click **Computer Management**.
2. Expand **Local Users and Groups**, click **Groups**, and then, in the right pane, double-click **Administrators**.
3. Click **Add**, enter **OMAdminAccts** in the box, click **OK**, and then click **OK** again.

### Add the OMAdmin Account to the Windows-based Hosting Service Accounts Group

The OMAdmin account must be added to the Windows-based Hosting Service Accounts group. The Windows-based Hosting Service Accounts group contains all of the service accounts used by the solution.

► Procedure 15: To add the OMAdmin account to the Windows-based Hosting Service Accounts group

1. On AD01, click **Start**, point to **Administrative Tools**, and then click **Active Directory Users and Computers**.
2. Expand your domain (fabrikam.com), and then highlight **Users**.
3. In the right pane, right-click **Windows-based Hosting Service Accounts**, and then click **Properties**.
4. Select the **Members** tab, and then click **Add**.
5. In **Enter the object names to select**, type **OMAdmin**, and then click **Check Names**. Verify that the **OMAdmin** account is underlined, and then click **OK**.
6. Click **OK** to close the **Windows-based Hosting Service Accounts Properties** dialog box.

## Install SQL Server 2005 on SCOMSQL01

In this procedure, you will install the Microsoft SQL Server 2005 databases services, management tools, and integration services. You will configure the SQL Server Services to run as the OMAdmin domain account and the Authentication Mode will be Windows Authentication.

This procedure assumes that SQL Server 2005 Enterprise Edition SP1 is used.

► Procedure 16: To install SQL Server 2005 on SCOMSQL01

1. On SCOMSQL01, on the SQL Server 2005 installation media, double-click **Setup.exe** to start the SQL Server 2005 installation.
2. On the **End User License Agreement** page, click **I accept the licensing terms and conditions**, and then click **Next**.
3. Allow the **Installing Prerequisites** operation to finish, and then click **Next**.
4. The **Welcome to the Microsoft SQL Server Installation Wizard** page appears. Click **Next** to continue.
5. The Microsoft SQL Server Installation runs a **System Configuration Check**. Fix any issues that are found, and click **Next**.
6. On the **Registration Information** page, enter the appropriate **Name** and **Company** values, and then click **Next**.
7. On the **Components to Install** page, select the **SQL Server Database Services**, the **Reporting Services**, and the **Workstation components, Books Online and development tools** options. If you want to change the installation directory, click **Advanced** and enter the appropriate installation directory; otherwise, click **Next**.

note_ddNote

SQL Server Reporting Services as it is used to support Operations Manager 2007 cannot have any additional Reporting Services applications installed on the same instance of SQL Server.

1. On the **Instance Name** page, accept the **Default** **instance** selection, and then click **Next**.
2. On the **Service Account** page, select **Using a Domain User Account**, and then specify fabrikam\OMAdmin account. Accept the default selections for **SQL Server** and **Reporting Services** in the **Start services at the end of setup** box, and then click **Next**.
3. On the **Authentication Mode** page, accept the default of **Windows Authentication Mode**, and then click **Next**.
4. On the Collation Settings page, accept the default SQL collations (used for compatibility with previous version of SQL Server) selection and the default Dictionary order, case-insensitive, for use with 1252 Character Set value, and then click Next.
5. On the Report Server Installation Options page, accept the default Install the default configuration selection, and then click Next.

note_ddNote

If these radio buttons are unavailable, check to ensure that Reporting Services has not been installed before and that no IIS virtual directories, named Reports and ReportServer, exist. If these virtual directories exist, delete them and go back to the Report Server Installation Options page. If the Install but do not configure the server option is selected, you must use the Reporting Services Configuration tool to complete the configuration.

1. On the Ready to Install page, review the installation options and either click Back to change them or Install to start the installation.
2. After the installation is complete, the Completing Microsoft SQL Server 2005 Setup page appears. Save the Summary Log of the installation if you want to retain a record of the installation activities, and then click Finish. You can examine the logs later in the \Program Files\Microsoft SQL Server\90\Setup Bootstrap\Log\Summary.txt file.
3. Complete the SQL Server 2005 installation by applying SQL Server 2005 SP2, Reporting Services, Workstation and tools.
4. Confirm the existence of the ReportServer and ReportServerTempDB databases in SQL Server Management Studio. Click Start, point to All Programs, point to Microsoft SQL Server 2005, point SQL Server Management Studio, and then connect to the default database instance. Open the Databases node and look for the two Reporting Services databases.
5. Confirm the correct configuration of Reporting Services by opening Internet Explorer and browsing to http://<servername>/reports.

## Install the Operations Manager 2007 Operational Database and Data Warehouse Components

► Procedure 17: To install database components

1. Log on to SCOMSQL01 with the OMAdmin account credentials.
2. On your System Center Operations Manager 2007 installation media, double-click **SetupOM.exe**. This opens the **System Center Operations Manager 2007 Setup Wizard** on the **Start** page.
3. Under **Install**, click **Install Operations Manager 2007** to start the Operations Manager 2007 Setup Wizard.
4. On the **Setup Wizard Welcome** page, click **Next**.
5. On the **End User License Agreement** page, select the **I accept the terms in the license agreement** option, and then click **Next**.
6. On the **Product Registration** page, enter the appropriate values in the **User Name** and **Organization** fields. Enter your 25-digit CD Key, and then click **Next**.
7. On the Custom Setup page, set the Database component to This component, and all dependant components, will be installed on the local disk drive. All the other components must be set to This component will not be available. Do not change the installation directory. Click Next.
8. On the **Management Group Configuration** page, in the **Management Group name** box, enter the management group name **HMCMON**.
9. In the **Configure SCOM Administrators** box, click **Browse** to select the OMAdminAccts Security group that was created earlier, and then click **Next**.
10. On the **SQL Server Database Instanc**e page, select the **SQL Server** database instance from the drop-down list, if it is necessary. This drop-down list is populated with the SQL Server database instance name that was created when you installed SQL Server . Click **Next**.
11. On the **Database and Log File Options** page, you should accept the default value of **OperationsManager** for the **SQL Database Name**. Although you can change this if it is necessary, it is recommended that you accept the default value. Enter the appropriate value in the **Database size** field or accept the default **1000-MB**.
12. The **Data file location** and **Log file location** boxes indicate where the OperationsManager database and log files will be installed. The default installation location is the Physical Disk resource for the SQL Server Cluster group. If you have created additional paths to allow the separation of the database files and the log files, click **Advanced** to enter the appropriate drive, path, and folder names. Click **Next**.
13. On the **Ready to Install the Program** page, click **Install** when you are ready for the installation to proceed.
14. Open **SQL Server Management Studio**, expand the **Databases** folder, and confirm the existence of the OperationsManager database and that it is online.

## Install Operations Manager 2007

► Procedure 18: To install Operations Manager 2007 by using the Prerequisite Viewer

1. Log on to SCOM01 using the OMAdmin account.
2. On your System Center Operations Manager 2007 installation media, double-click **SetupOM.exe**. This opens the **System Center Operations Manager 2007 Setup** on the **Start** page.
3. Under the **Prepare** heading, click **Check Prerequisites** to start the **Prerequisite Viewer**.
4. In the **Components** box, select the **Server**, **Console**, **Power Shell**, and **Web Console** options, and then click **Check**.

note_ddNote

When the components are selected, the Prerequisite Viewer checks for the presence of Windows Server 2003 SP2, .NET Framework version 2.0, .NET Framework 3.0 components, and Windows PowerShell. It then checks to ensure that the WWW service is running and set to automatic startup mode.

1. When you are finished with the Prerequisite Viewer, click **Close**.

► Procedure 19: To install the server components

1. Log on to SCOM01 using the OMAdmin account.
2. On your System Center Operations Manager 2007 installation media, double-click **SetupOM.exe**. This opens the **System Center Operations Manager 2007 Setup Wizard** on the **Start** page.
3. Under the **Install** heading, click **Install Operations Manager 2007** to start the **Operations Manager 2007 Setup Wizard**.
4. On the **Setup Wizard Welcome** page, click **Next**.
5. On the **End User License Agreement** page, select the **I accept the terms in the license agreement** option, and then click **Next**.
6. On the **Product Registration** page, enter the appropriate values in the **User Name** and **Organization** fields. Enter your 25-digit CD Key, and then click **Next**.
7. On the **Custom Setup** page, ensure that all the Server, Console, Power Shell, Web Console, and all dependant components are set to be installed on the local disk drive, and that **The database component** is marked as **Do not install**. If you want to change the installation directory, click **Browse**, enter the appropriate path and folder name, and then click **Next**.
8. On the **SC Database Server Instance** page, type **SCOMSQL01** as the instance of the SQL Server database, and then click **Next**.
9. On the **Management Server Action Account** page, accept the default **Domain** option, enter the credentials of the Management Server Action account **OMAction**, and then click **Next**.
10. On the **SDK and Config Service Account** page, select the **Domain** option, enter the **OMSDK** account, and then click **Next**.
11. On the **Web Console Authentication Configuration** page, accept the default selection of **Use Windows Authentication (Recommended)** if the Web Console is primarily consumed from Intranet-based clients. Select **Use Forms Authentication** if you plan to offer the Web Console to Internet usage, and then click **Next**.
12. On the **Operations Manager Error Reports** page, select the **Do you want to send error reports to Microsoft?** option if you want to send error reports, then click **Next**.
13. On the **Customer Experience Improvement Program** page, indicate whether you want to join this program, and then click **Next**.
14. On the **Ready to Install the Program** page, click **Install** when you are ready for the installation to proceed.
15. On the **Completing the System Center Operations Manager 2007 Setup Wizard** page, accept the default option to **Start the Console**, and then click **Finish**.

This starts the Operations Console for the first time. If the console does not start successfully, and you are prompted for credentials, it is most likely that you are not logged on with an account that is a member of the Operations Manager Administrators security group.

## Confirm the Health of the Management Group

Prior to deploying agents and importing management packs, it is necessary to confirm the health state of the management group.

► Procedure 20: To confirm the health of the management group

1. Log on to SCOM01 with the OMAdmin account.
2. Open the **Operations Console**. In the **Monitoring** view, expand the **Operations Manager** folder, and then expand the **Management Server** folder.
3. In the **Management Server** folder, select the **Management Server State** view. Confirm that the **Root Management Server** health state is listed as **Healthy**. This particular view tracks the health state of all the roles that are installed on the management server.
4. On SCOMSQL01, open **SQL Server Management Studio**, expand the **Databases** folder, and then confirm the existence of the OperationsManager database and that it is online.
5. Expand the **OperationsManager** database, expand the **Security** folder, and then select the **Users** folder. You should see that the Management Server Action account and the SDK and Config domain accounts are present.
6. Right-click the **Management Server Action** account and display its properties. In the **Database role membership** box, confirm that the OMAction account is a member of the **db\_datareader**, **db\_datawriter**, and **dbmodule\_users** database roles.
7. Right**-**click the **SDK and Config service** account and display its properties. In the **Database role membership** box, confirm that the OMSDK account is a member of the **configsvc\_users**, **db\_datareader**, **db\_datawriter**, **db\_ddladmin**, and **sdk\_users** database roles.

► Procedure 21: To confirm the health of the Web Console

1. Log on to SCOM01 with the OMAdmin account.
2. Click **Start**, point to **All Programs**, point to **System Center Operations Manager 2007**, and then select **Web Console**. Confirm that the Web Console starts successfully.

## Install Operations Manager 2007 Reporting

► Procedure 22: To install Operations Manager 2007 Reporting

1. Log on to SCOMSQL01 with the OMAdmin account.
2. On your System Center Operations Manager 2007 installation media, double-click **SetupOM.exe**. This opens the **System Center Operations Manager 2007 Setup Wizard** on the **Start** page.
3. Under the **Install** heading, click the **Install Operations Manager 2007 Reporting** link.
4. On the **Welcome** page, click **Next**.
5. On the **End-User License Agreement** page, select the **I accept the terms in the license agreement** option.
6. On the **Product Registration** page, enter the appropriate value in the **User Name and Organization** fields. Enter the 25-digit CD Key, and then click **Next**.
7. On the **Custom Setup** page, ensure that all the components are set to **This component, and all dependant components, will be installed on the local disk drive**. To change the installation directory, click **Browse**, enter the appropriate path and folder name, and then click **Next**.
8. On the **Connect to the Root Management Server** page, enter **SCOM01**, the name of the first server in the Management Group.
9. On the **SQL Server Database Instance** page, select the **SQL Server** database instance from the drop-down list if necessary. This drop-down list is populated with the SQL Server database instance name that was created when you installed SQL Server  and should be the name of the server that you are installing Operations Manager 2007 Reporting on. Click **Next**.
10. On the **Database and Log File Options** page, you can accept the default value of **OperationsManagerDW** for the **SQL Database Name**, or you can change it. It is recommended that you accept the default value. Enter the appropriate value in the **Database size** field or accept the default **1000-MB**.
11. The **Data file location** and **Log file location** boxes indicate where the OperationsManager database and log files will be installed. The default location is the installation directory of SQL Server on the computer. If you have created additional partitions or drives to allow the separation of the database files and the log files, click **Advanced** to enter the appropriate drive, path, and folder names. Click **Next**.
12. On the **SQL Server Reporting Services Instance** page, select the **Reporting Services** server instance name from the drop-down list. In this case the server name should already be selected. Click **Next**.
13. On the **Data Warehouse Write Account** page, enter the **OMDataWrite** credentials.
14. On the **Data Reader Account** page, enter the **OMDataRead** credentials.
15. On the **Operations Data Reports** page, indicate whether you want to join this program, and then click **Next**.
16. On the **Ready to Install the Program** page, click **Install** when you are ready for the installation to proceed.
17. Reboot the server.

► Procedure 23: To confirm the health of Operations Manager Reports

1. Log on with an Operations Administrator role account, and then start the **Operations Console**.
2. In the **Operations Console**, select the **Reporting View** (on the bottom left side of the console).
3. Under the **Reporting** folder, select the **Microsoft ODR Report Library**, and then double-click any of the reports there. By default you should see the **Management Group**, **Management Packs**, and **Most Common Alerts** reports. This causes the selected report to be generated and to be displayed in a new window.
4. Close the report window.

# Post-Deployment Tasks

After you have deployed your management group infrastructure and verified its health, it is ready to use. To start using Operations Manager, complete the following tasks:

* Follow the instructions in [KB Article 938626: The Entity Health monitor for an Operations Manager 2007 management server displays "Critical" together with a Health Service threshold setting](http://support.microsoft.com/kb/938626/en-us).
* Deploy agents to monitor devices.
* To deploy agents on computers that are outside the Kerberos Trust boundary of Management Groups (for example, exchange edge server), use a Gateway Server for the agent-to-Management Server communication.
* Install [System Center Operations Manager 2007 Management Pack Update](http://www.microsoft.com/downloads/details.aspx?familyid=0D7FC438-4EB9-496E-A664-54D43A577576&displaylang=en).
* Install MPS management pack, available with this whitepaper.
* Install the Hosted Messaging and Collaboration system components corresponding management packs, which can be obtained from the online [Management Pack Catalog](http://www.microsoft.com/technet/prodtechnol/mom/catalog/catalog.aspx).

To carry these tasks, please refer to the ***Deploying Agents in Operations Manager 2007*** and ***Manage Management Packs*** sections in the ***Operations Manager 2007 Operations Guide*** (available at the [Systems Center Operations Manager 2007 Documentation](http://technet.microsoft.com/en-us/opsmgr/bb498235.aspx)).

Note

For additional information about management packs, see [Management Packs in Operations Manager 2007](http://technet.microsoft.com/en-us/library/bb309695.aspx).

For more detailed information about System Center Operations Manager 2007, see [Systems Center Operations Manager 2007 Documentation](http://technet.microsoft.com/en-us/opsmgr/bb498235.aspx) and [Operations Manager 2007 Help](http://technet.microsoft.com/en-us/library/bb310604.aspx).