# SCOM Self Service Portal

## User Guide

SCOM Self Service Portal is a tool to empower server and application admins to perform basic SCOM agent, monitoring and maintenance mode tasks. Traditionally you needed to be a SCOM Administrator to perform these tasks. This guide will go through how to use the portal and present a scenario where it can provide value.

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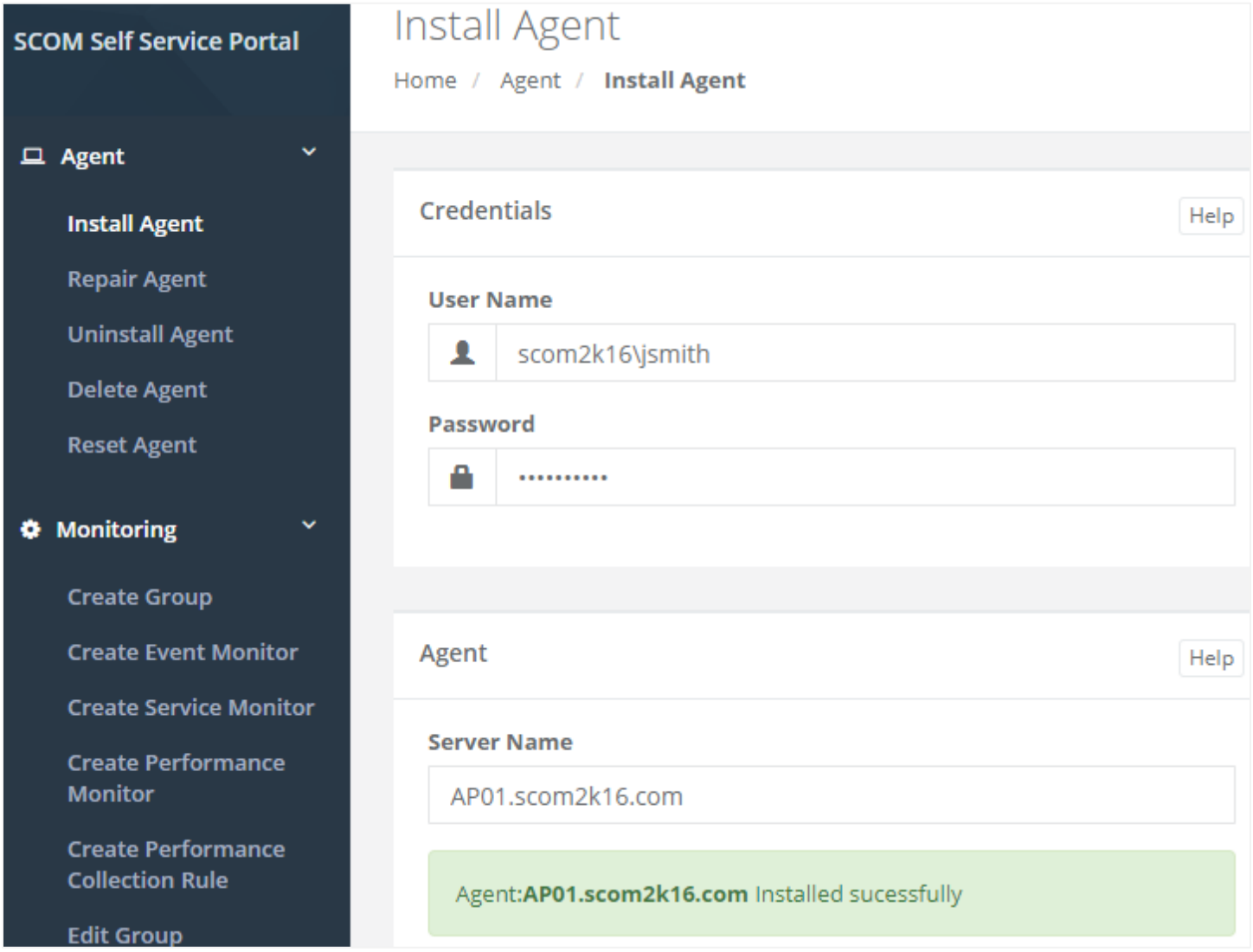
# Agent

## **Install** Agent

In this scenario a SQL Admin will be installing a SCOM Agent on a new SQL Server they just built.

1.) Open the **SCOM Self Service Portal** in your web browser. http://yourMSserver/SelfService
2.) Click **Install Agent** under the Agent dashboard.
3.) Type in a **User Name** (domain\username) and password that has admin privileges on the server you want to push the agent to.
4.) Type in the **Server Name** (servername.domain.com)
5.) Click **Install.** Wait a few minutes for the agent to get pushed




Troubleshooting

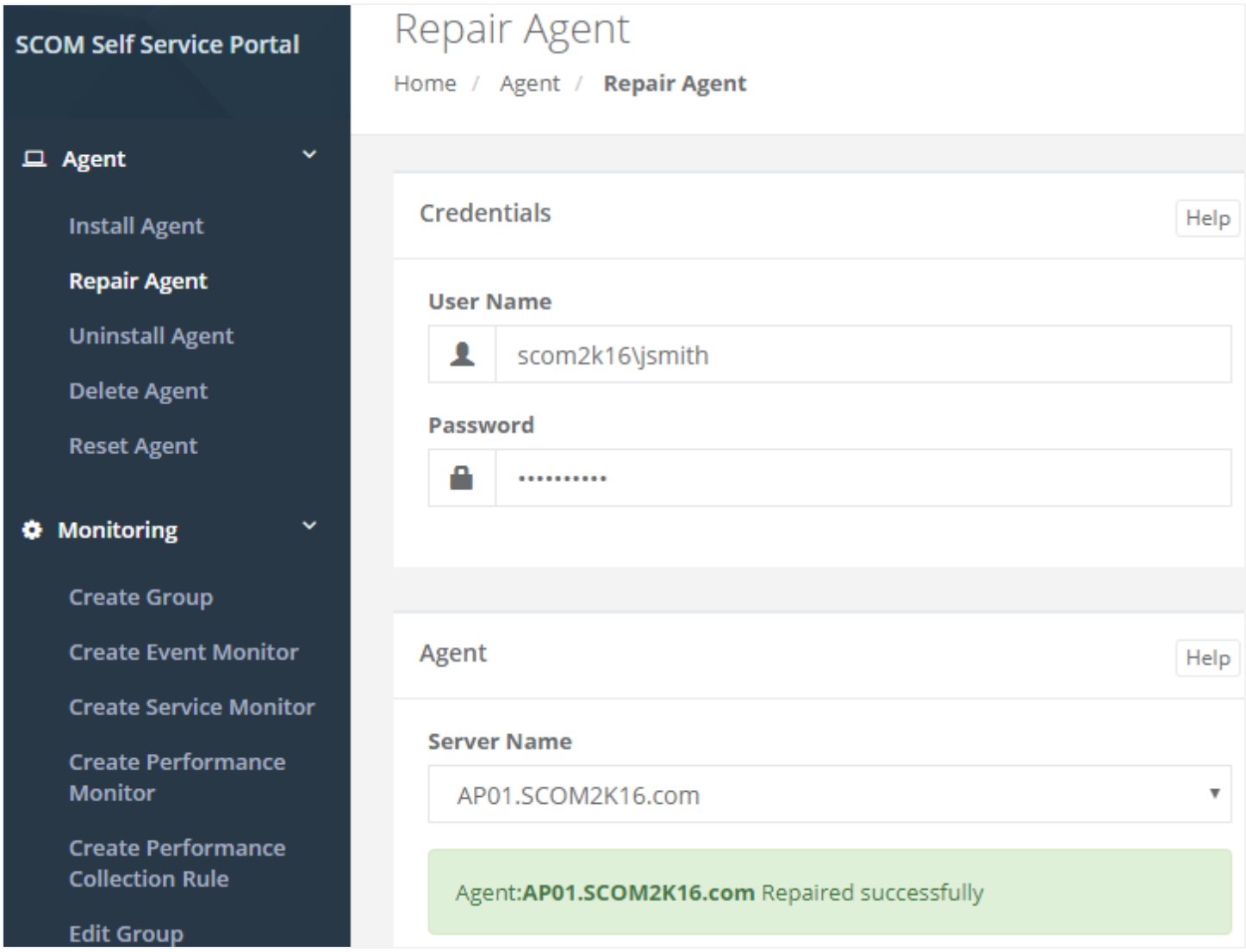
1.) Confirm admin privileges on the new SQL server and the proper firewall ports are open to push from the SCOM Management Server to the SQL Server. https://aka.ms/OMAgentFW

## **Repair** Agent

In this scenario an Exchange Admin will be repairing a SCOM Agent on one of their Existing Exchange Servers.

**Note**** Repair is also useful for end users to update their agents to the latest UR, as when a repair is performed the current UR applied to the MS server also will be pushed to the server with the agent.

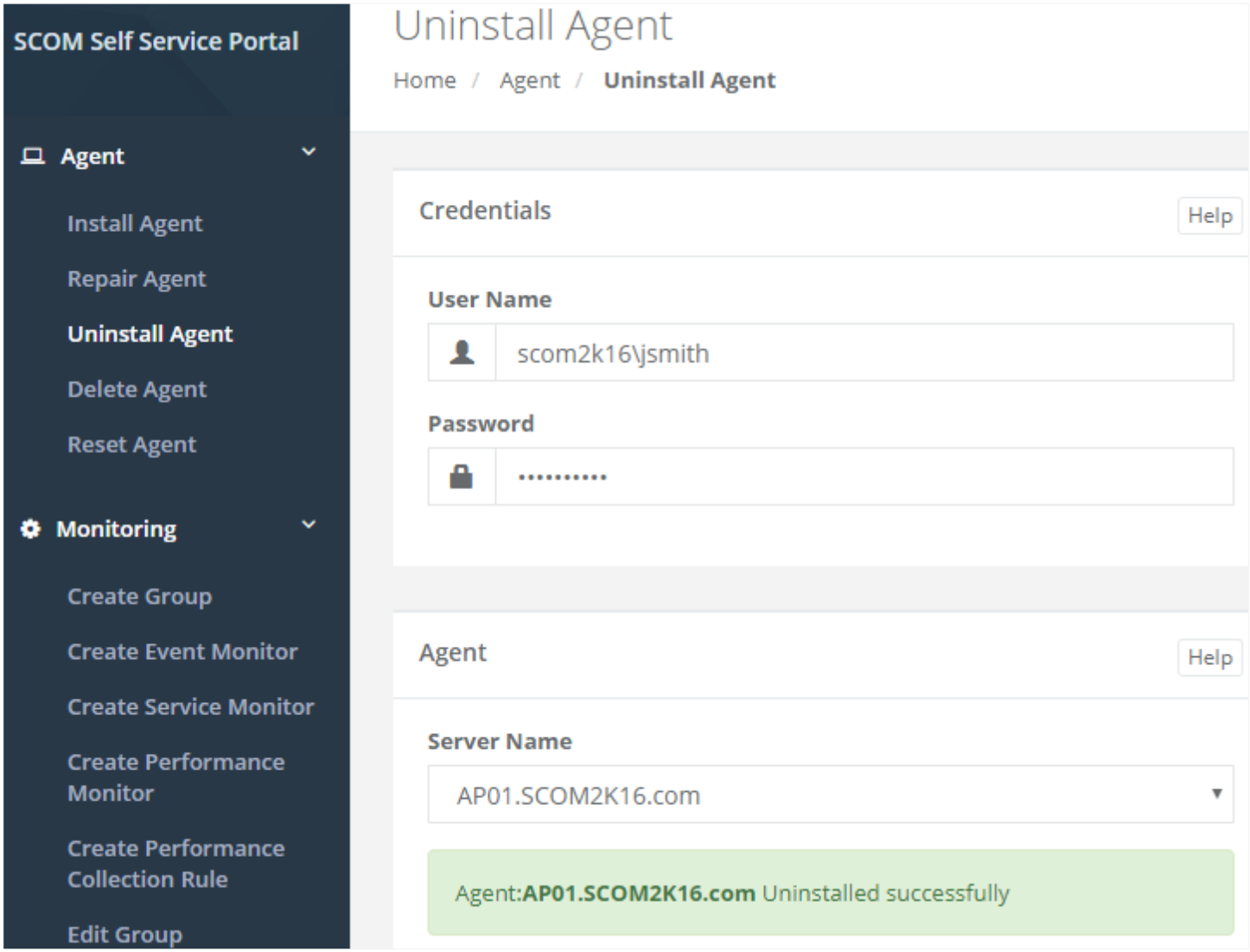
1.) Open the **SCOM Self Service Portal** in your web browser. http://yourMSserver/SelfService
2.) Click **Repair Agent** under the Agent dashboard.
3.) Type in a **User Name** (domain\username) and password that has admin privileges on the server.
4.) Select the **Server Name** from the dropdown.
5.) Click **Repair.** Wait a few minutes for the agent to get repaired



## **Uninstall** Agent

In this scenario an IIS Admin will be decommissioning an old Web server and Uninstalling the SCOM agent.

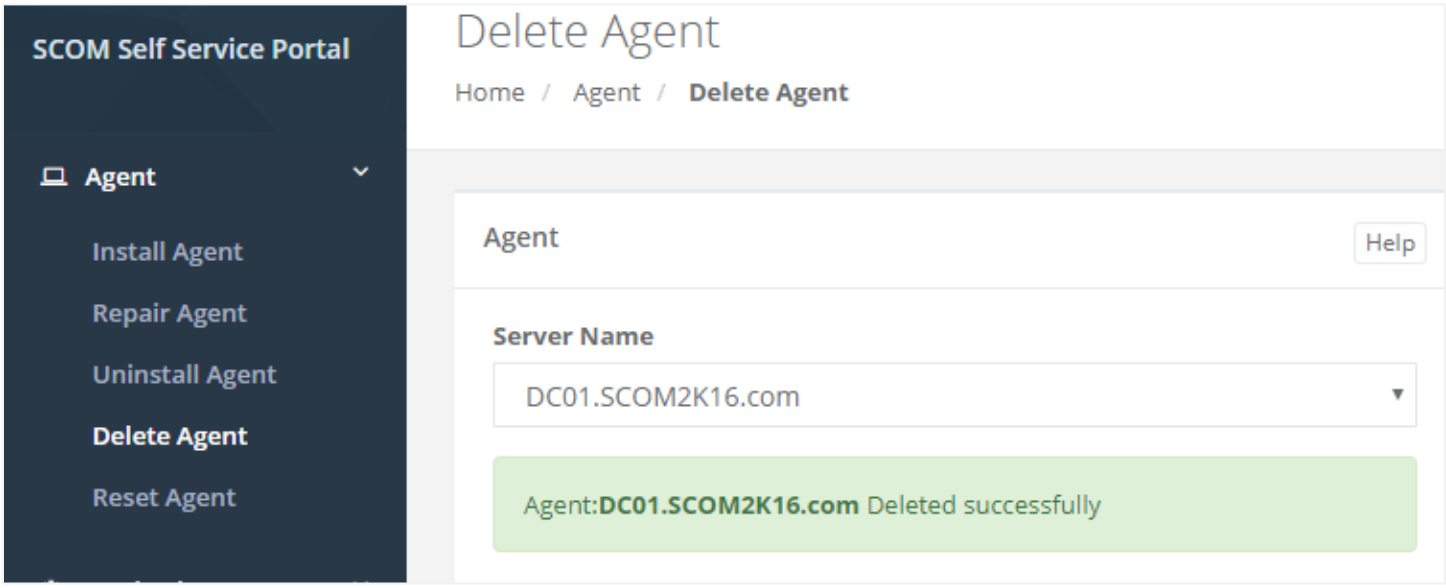
1.) Open the **SCOM Self Service Portal** in your web browser. http://yourMSserver/SelfService
2.) Click **Uninstall Agent** under the Agent dashboard.
3.) Type in a **User Name** (domain\username) and password that has admin privileges on the server.
4.) Select the **Server Name** from the dropdown.
5.) Click **Uninstall.** Wait a few minutes for the agent to get uninstalled



## **Delete** Agent

In this scenario a Domain Admin decommissioned a Domain Controller and manually uninstalled the SCOM Agent on one of their servers. They need to delete the computer out of SCOM so they don't get heartbeat alerts.

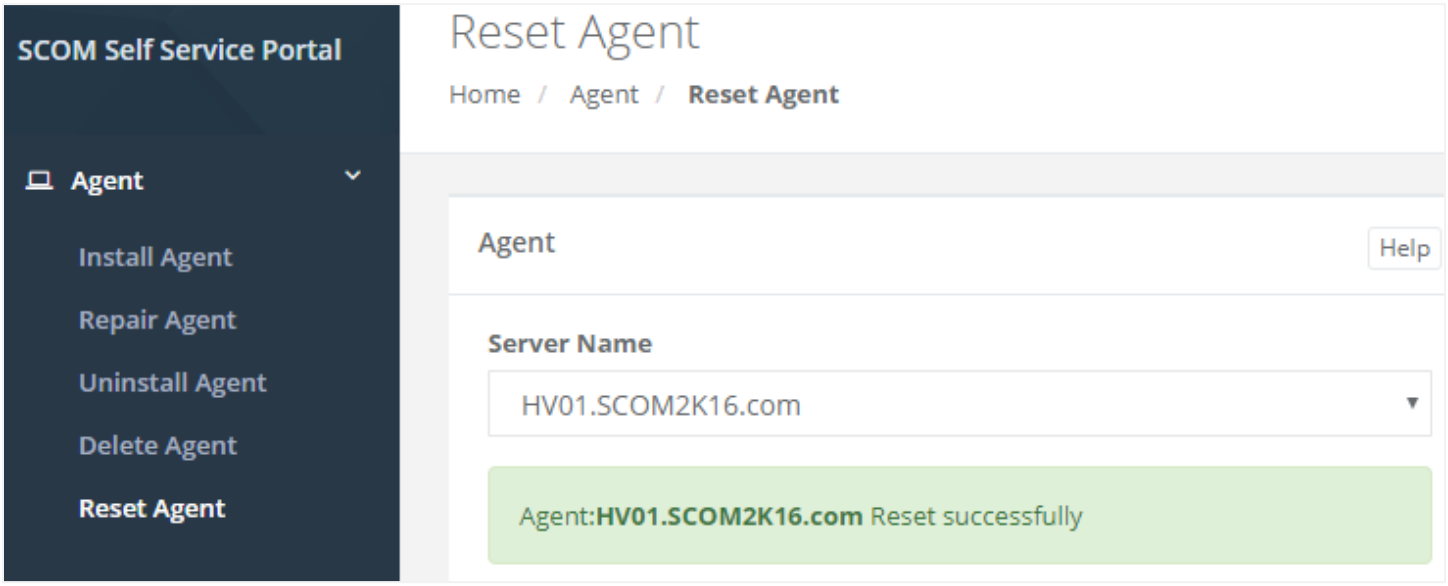
1.) Open the **SCOM Self Service Portal** in your web browser. http://yourMSserver/SelfService
2.) Click **Delete Agent** under the Agent dashboard.
3.) Select the **Server Name** from the dropdown.
4.) Click **Delete.**



## **Reset** Agent

In this scenario a SAP Admin is not getting expected alerts on his application server. He needs to reset the SCOM agent on the server to fix the issue.

1.) Open the **SCOM Self Service Portal** in your web browser. http://yourMSserver/SelfService
2.) Click **Reset Agent** under the Agent dashboard.
3.) Select the **Server Name** from the dropdown.
4.) Click **Reset.**

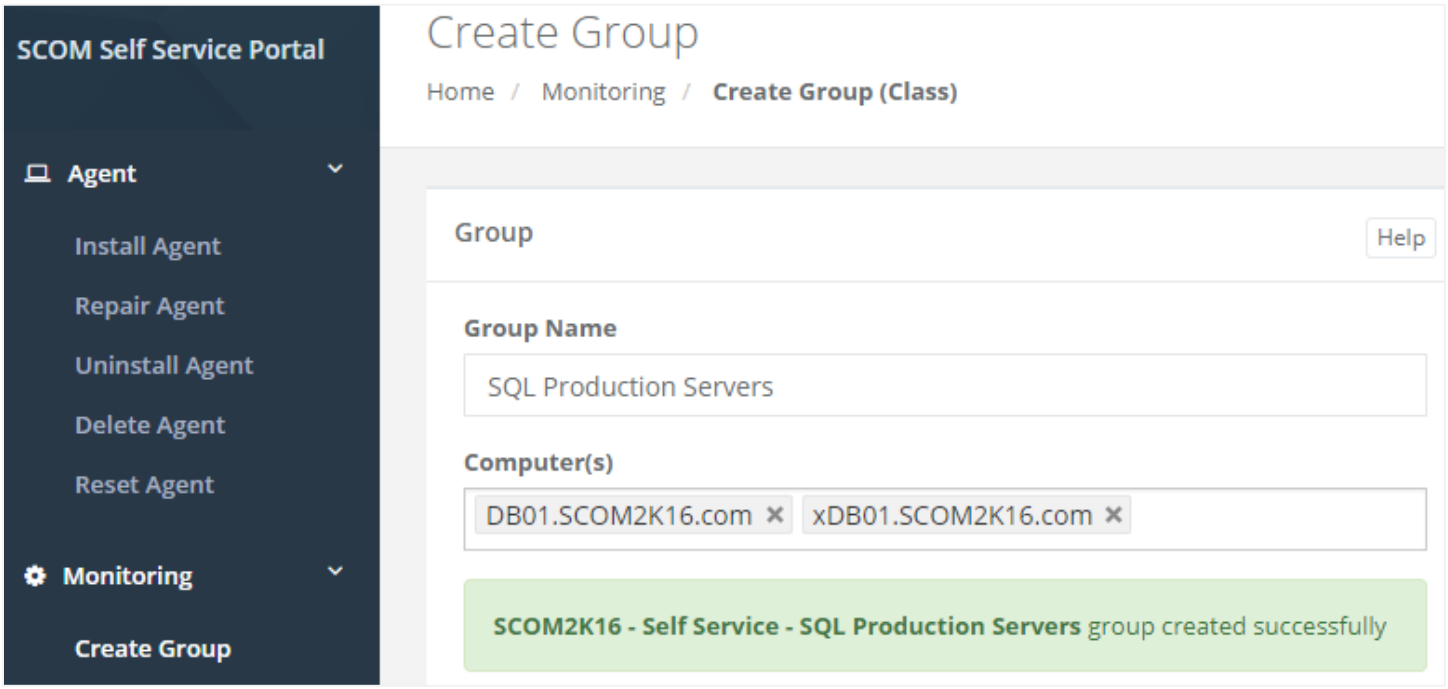


# Monitoring

## Create Group

In this scenario the SQL Team wants to create a group of Production SQL Servers. The group will be used by the SQL team in the Self Service Portal to create monitors and performance collection rules

1.) Open the **SCOM Self Service Portal** in your web browser. http://yourMSserver/SelfService
2.) Click **Create Group** under the Monitoring dashboard.
3.) Type in a **Group Name**
4.) Select the **Computers** from the dropdown.
**5.)** Click **Create**

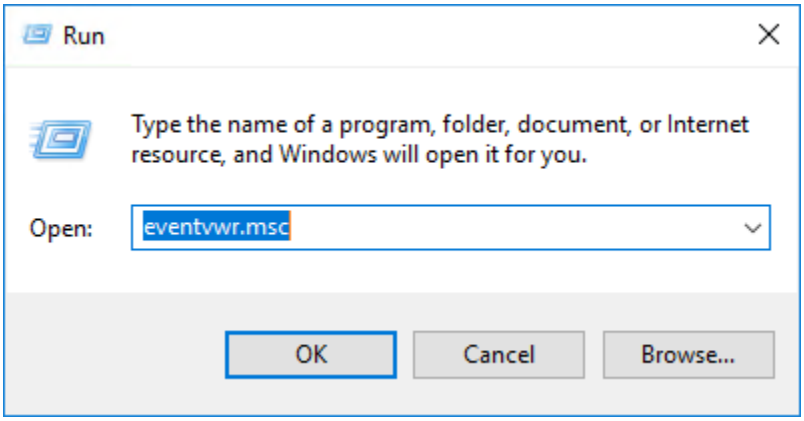


## **Create** Event Monitor

In this scenario the SQL Team wants to be alerted when a specific security event is triggered on their SQL servers.

1.) **Log into the server** that has created the event you want to monitor.

a.

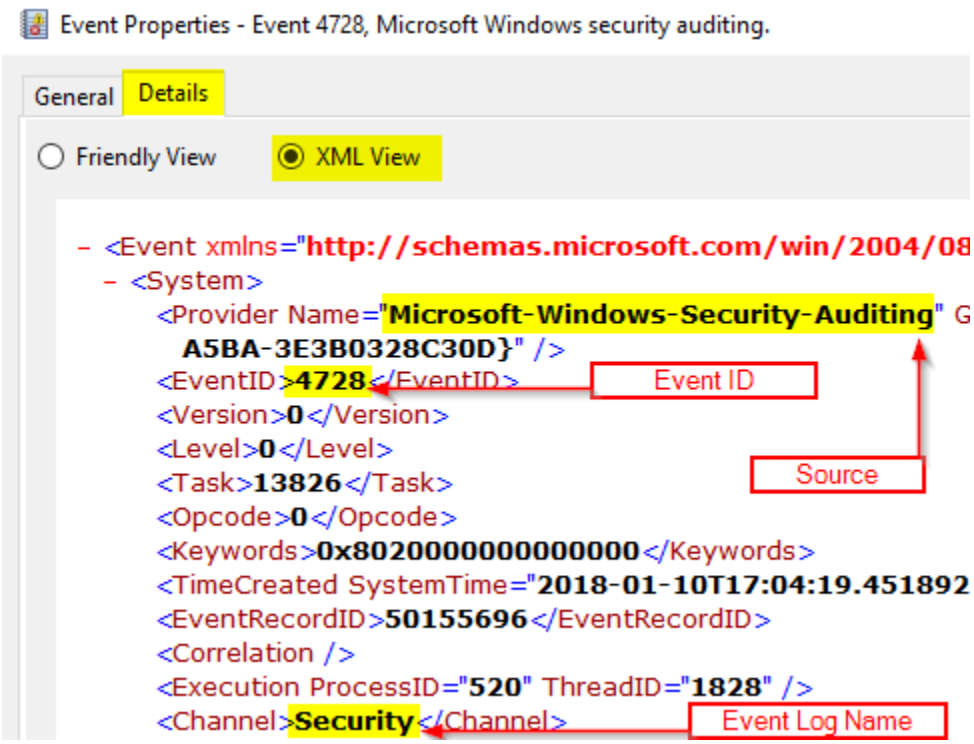



2.) Go to **Start, Run, and Type in eventvwr.msc**

3.) **Find the event** you want to monitor in the event viewer and **double click on it**

4.) **Click the Details Tab** then **XML View**

5.) **Under XML View** copy the **Provider Name (Source), EventID (also sometimes listed as EventID Qualifiers="xxxx" get the number between the >< not the xxxx number )** and the **Channel (Event Log Name)**




6.) Open the **SCOM Self Service Portal** in your web browser. http://yourMSserver/SelfService

7.) Click **Create Event Monitor** under the Monitoring dashboard.

8.) Select the **Group** where the monitor will run.

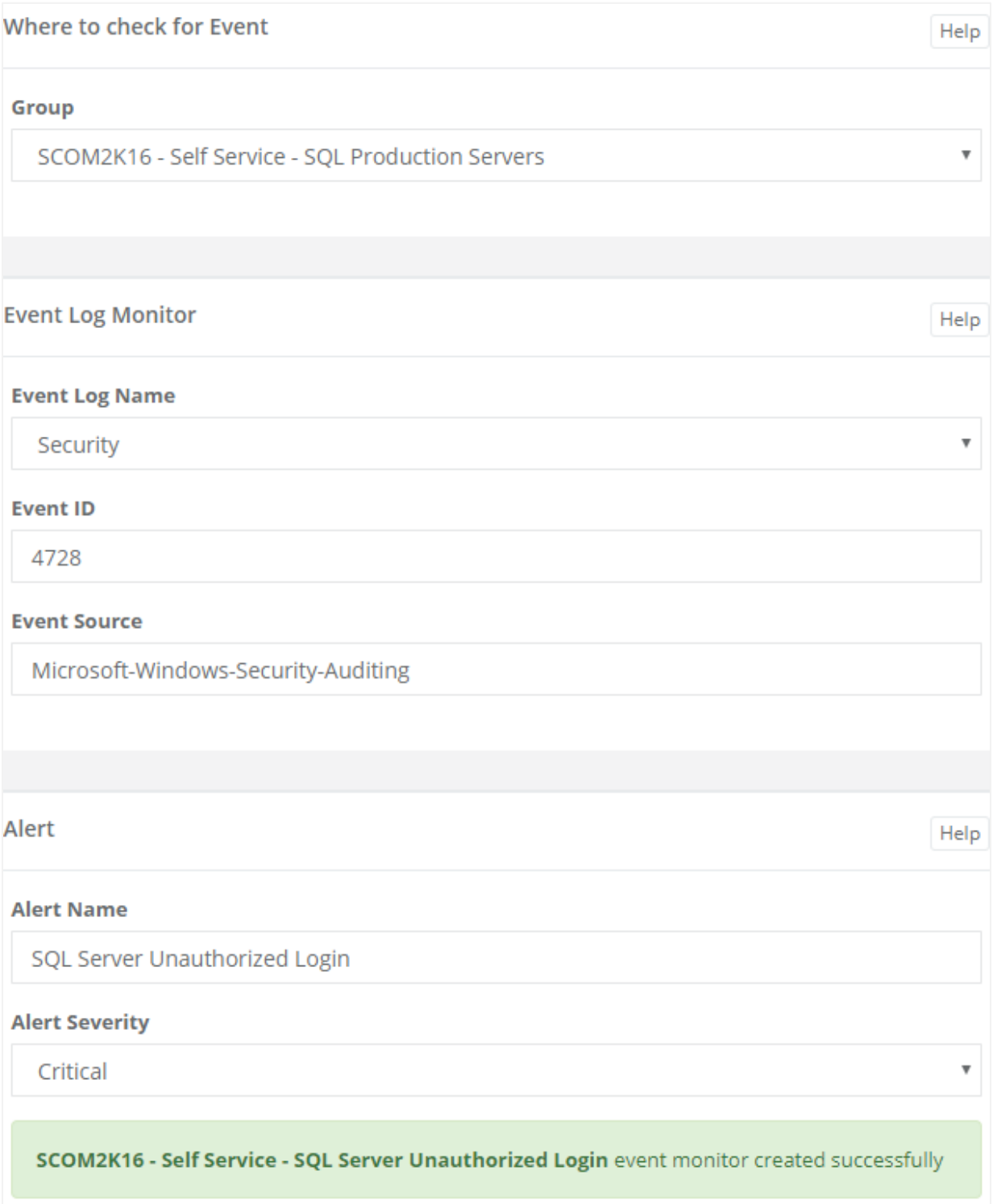
9.) Copy the **Event Log Name** from the Event found on the server.

10.) Copy the **Event ID** from the Event found on the server.

11.) Copy the **Source** from the Event found on the server

12.) Type in a meaningful **Alert Name**.

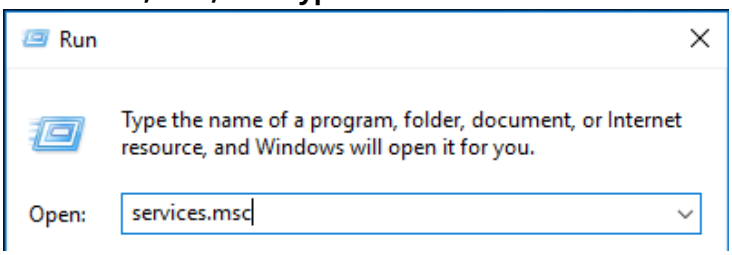
13.) Select the **Alert Severit**y. Critical, Warning or Informational



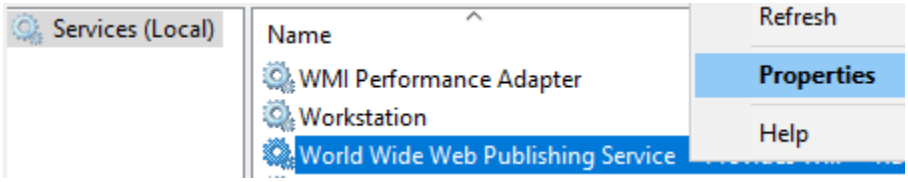
## **Create** Service Monitor

In this scenario the SharePoint Team wants to be alerted when the IIS Service stops running.

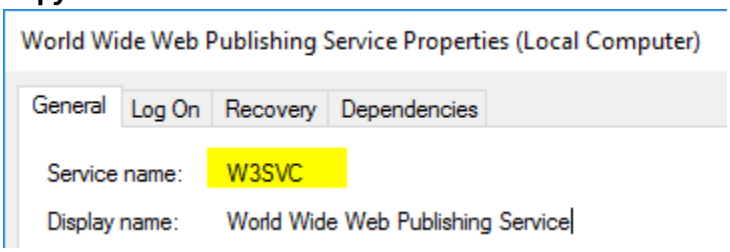
1.) **Log into the server** that has the service you want to monitor.
2.) Go to **Start, Run, and Type in services.msc**



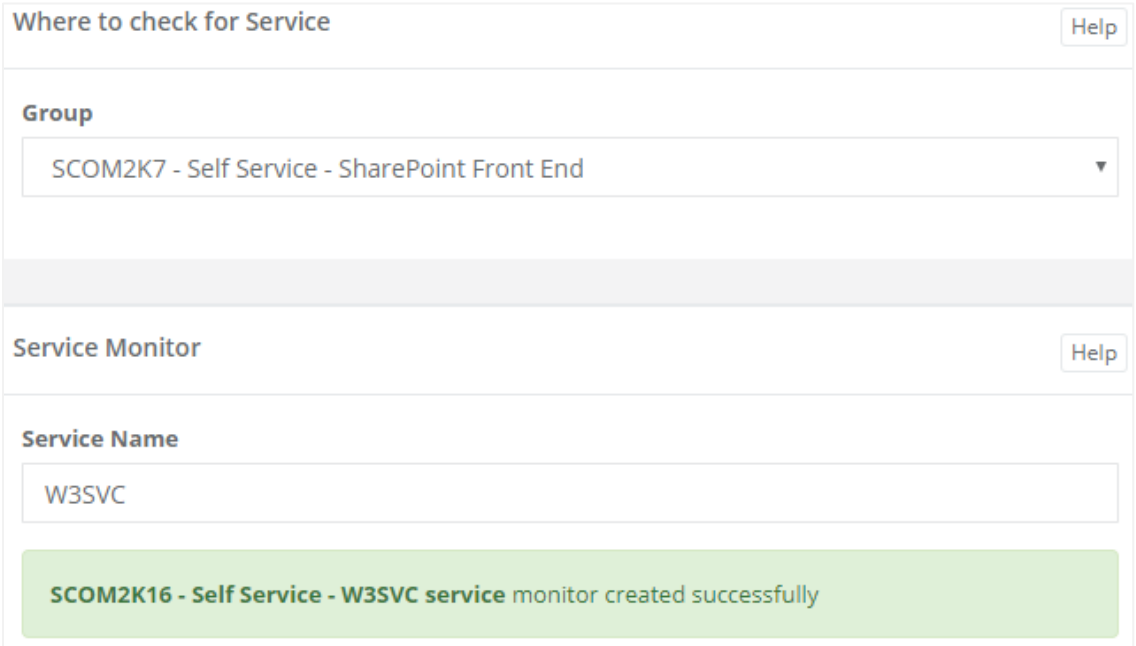

3.) **Right click on the Service** you want to monitor and **select properties**




4.) **Copy** the **Service name** to create the Service Monitor



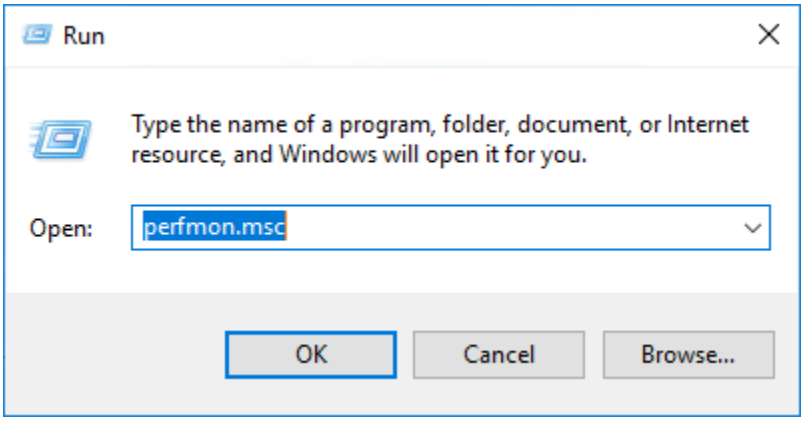

5.) Open the **SCOM Self Service Portal** in your web browser. http://yourMSserver/SelfService
6.) Select the **Group** where the monitor will run.
7.) Type in a **Service Name**
**Note: Use the Service name, not the Display name. Sometimes these are the same.
8.) Select the **Group** where the monitor will run.
**9.)** Click **Create**



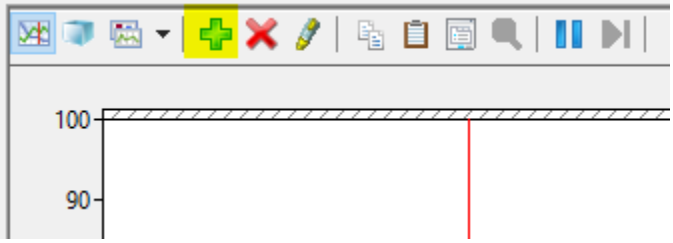
## **Create** Performance Monitor

In this scenario the SQL Team wants a custom CPU monitor to alert them when CPU is over 80% on their mission critical SQL Servers.

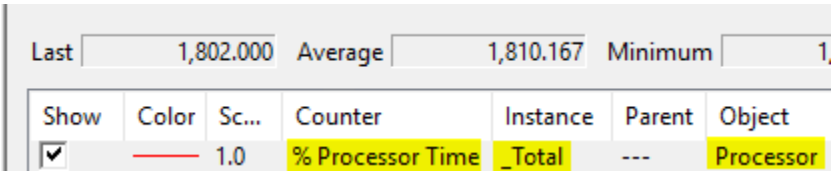
1.) **Log into the server** that has the performance counter you want to monitor.
2.) Go to **Start, Run, and Type in perfmon.msc**



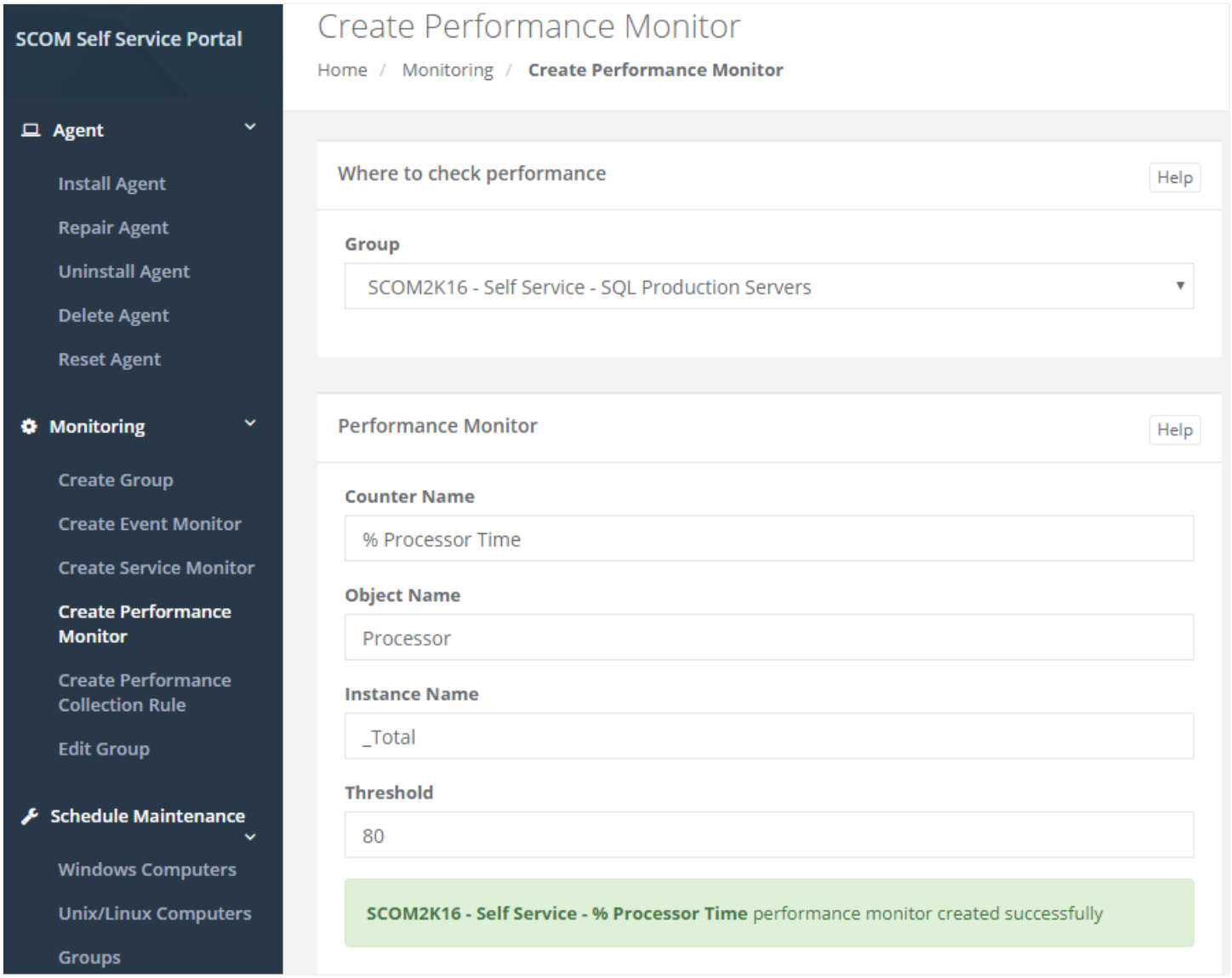

3.) **Click the green plus** and add the counter you want to monitor




4.) **Copy** the **Counter, Instance, and Object** to create the Performance Monitor




5.) Open the **SCOM Self Service Portal** in your web browser. http://yourMSserver/SelfService
6.) Click **Create Performance Counters** under the Monitoring dashboard.
7.) Select the **Group** where the monitor will run.
8.) **Paste** the **Counter** from the server in the Counter Name Box
9.) **Paste** the **Object** from the server in the Object Name Box
10.) **Paste** the **Instance** from the server in the Instance Name Box
11.) **Type** in the **Threshold** number in the Threshold Box
12.) Click **Create**


SCOM Self Service Portal
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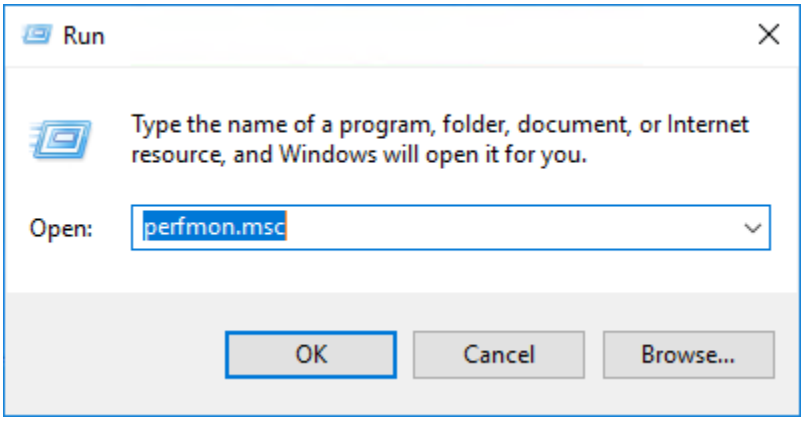
Repair Agent
Uninstall Agent
Delete Agent
Reset Agent
Monitoring
Create Group
Create Event Monitor
Create Service Monitor
Create Performance Monitor
Create Performance Collection Rule
Edit Group
Schedule Maintenance
Windows Computers
Unix/Linux Computers
Groups
Create Performance Monitor
Home / Monitoring / Create Performance Monitor
Where to check performance
Help
Group
SCOM2K16 - Self Service - SQL Production Servers
Performance Monitor
Help
Counter Name
% Processor Time
Object Name
Processor
Instance Name
_Total
Threshold
80
SCOM2K16 - Self Service - % Processor Time performance monitor created successfully

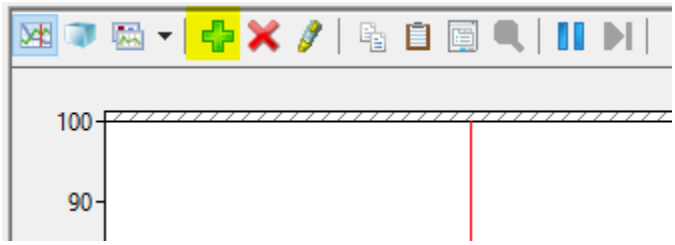
## **Create** Collection Rule

In this scenario the SQL Team wants to collect CPU usage on their mission critical SQL Servers.

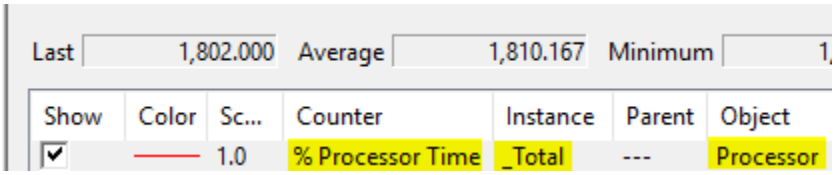
1.) **Log into the server** that has the performance counter you want to monitor.
2.) Go to **Start, Run, and Type in perfmon.msc**

a. 

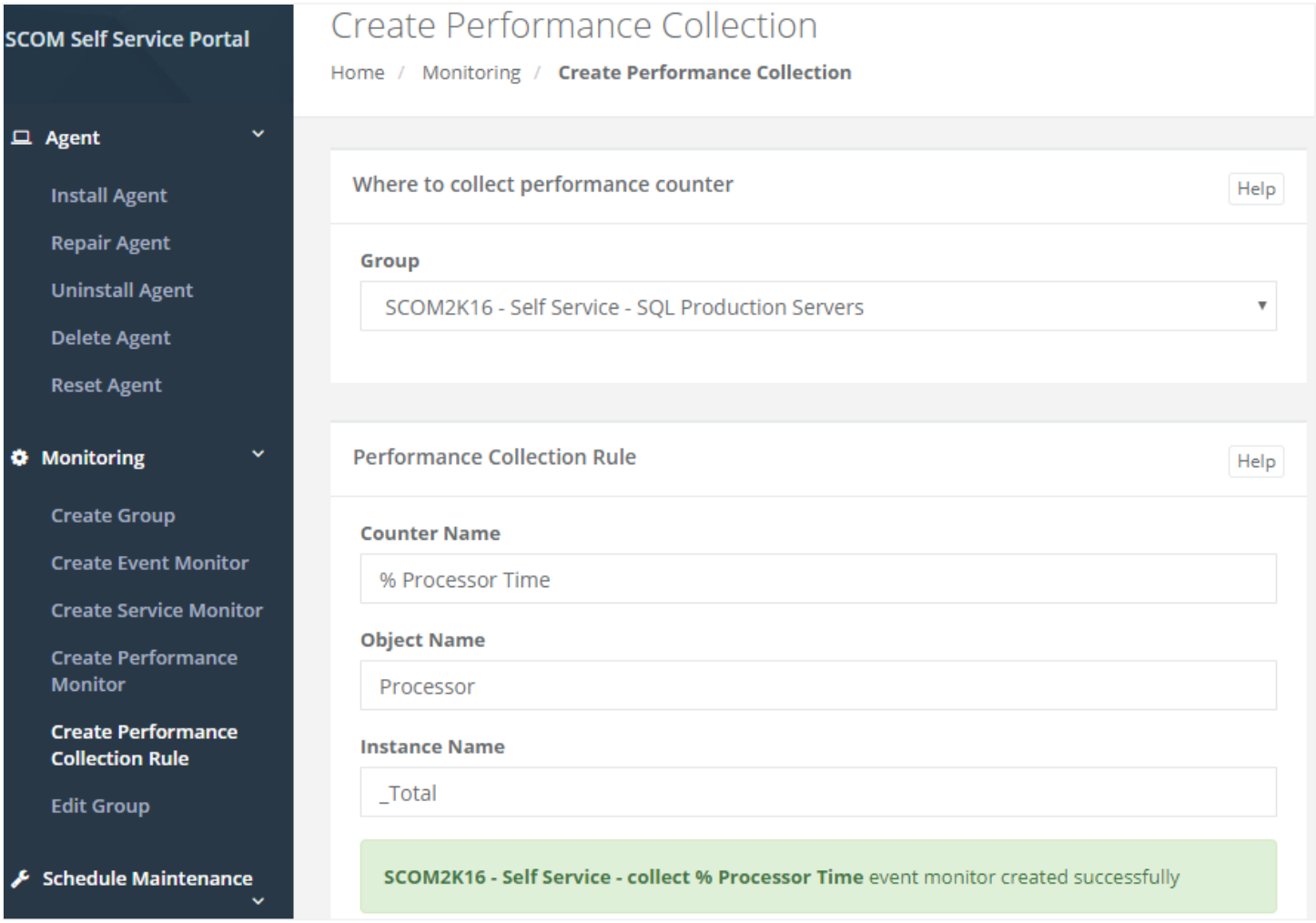

3.) **Click the green plus** and add the counter you want to monitor




4.) **Copy** the **Counter, Instance, and Object** to create the Performance Monitor




5.) Open the **SCOM Self Service Portal** in your web browser. http://yourMSserver/SelfService
6.) Click **Create Performance Counters** under the Monitoring dashboard.
7.) Select the **Group** where the monitor will run.
8.) **Paste** the **Counter** from the server in the Counter Name Box
9.) **Paste** the **Object** from the server in the Object Name Box
10.) **Paste** the **Instance** from the server in the Instance Name Box
11.) Click **Create**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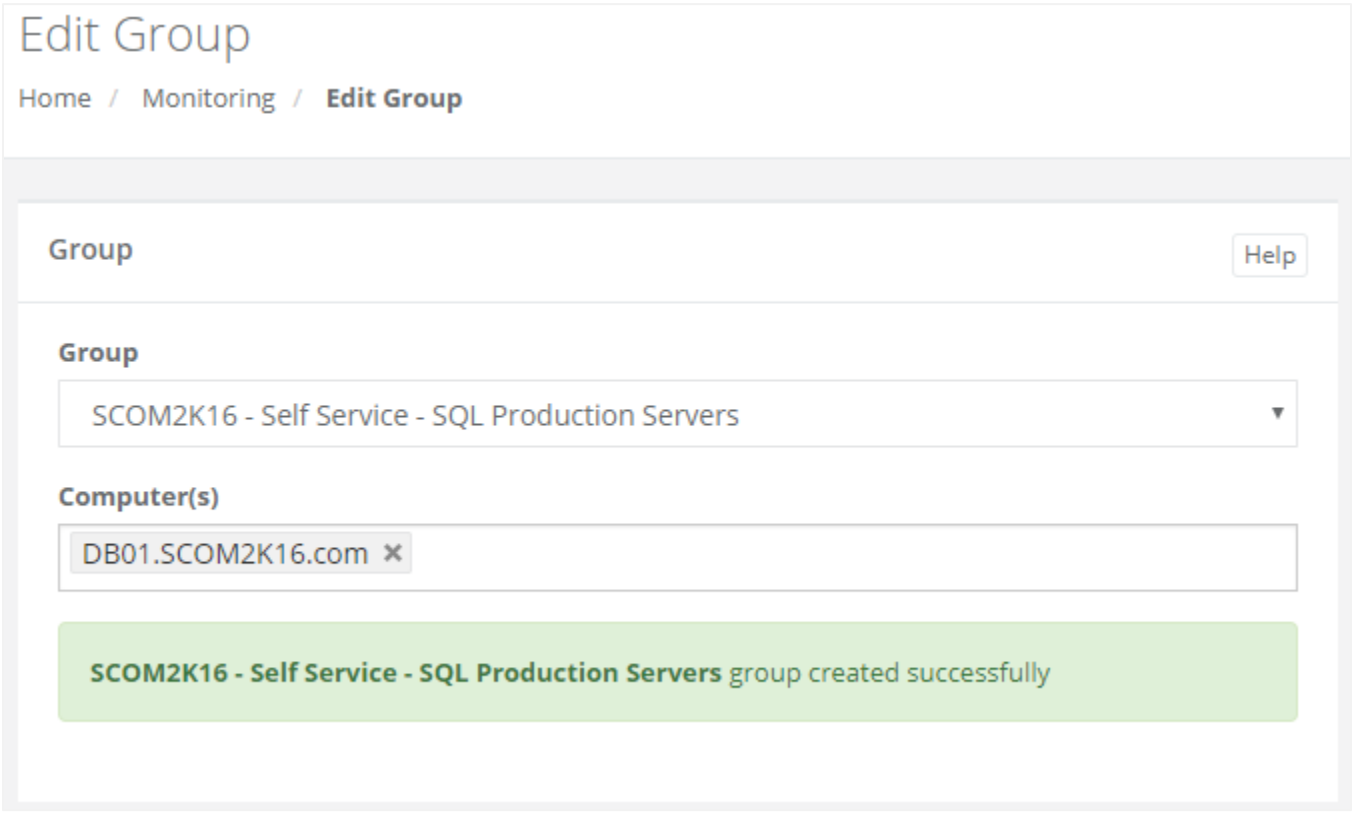
Home / Monitoring / Create Performance Collection
Where to collect performance counter
Help
Group
SCOM2K16 - Self Service - SQL Production Servers
Performance Collection Rule
Help
Counter Name
% Processor Time
Object Name
Processor
Instance Name
_Total
SCOM2K16 - Self Service - collect % Processor Time event monitor created successfully

## **Edit** Group

In this scenario the SQL Team wants to edit the servers in the group of Production SQL Servers.

1.) Open the **SCOM Self Service Portal** in your web browser. http://yourMSserver/SelfService
2.) Click **Edit Group** under the Monitoring dashboard
3.) Select a **Group Name** to edit
4.) Wait for the computers in the group to populate
5.) Add or remove the **Computers** from the dropdown.
6.) Click **Update**

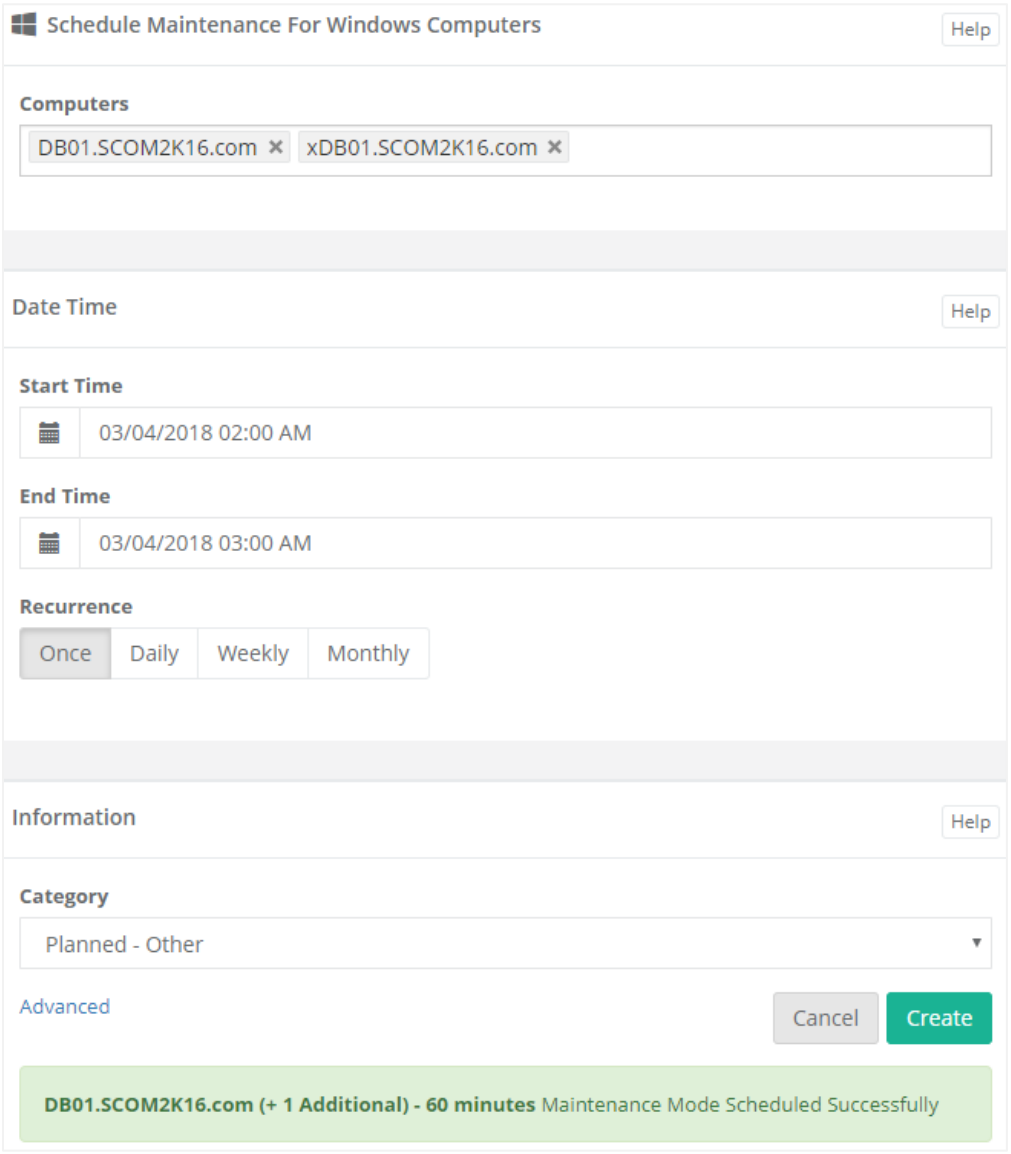


# Schedule Maintenance

## **Computers** Maintenance Mode

In this scenario a SQL Admin will be performing maintenance on a few SQL servers at 2:00am on Sunday. During maintenance, services might be stopped or the servers may be rebooted. The admin opens the Self Service Portal and schedules a maintenance window so that alerts for the SQL servers don't get sent to the admin or anyone else.

1.) Open the **SCOM Self Service Portal** in your web browser. http://yourMSserver/SelfService
2.) Pick **Windows Computers** on Schedule Maintenance dashboard
3.) Select one or more **Computers** to **Schedule for Maintenance Mode**.
4.) Under **Start Time**; Pick the **time** and **date** for Maintenance Mode on the computer to Start.
5.) Under **End Time**; Pick the **time** and **date** for Maintenance Mode on the computer to finish.
6.) Under **Frequency** choose how often Maintenance Mode should run.
    a. **Once** – Run just once.
    b. **Daily** – Run **every day** at the Start Time selected.
    c. **Weekly** – Run **every week** on the day/time selected for Start Time.
    d. **Monthly** – Run **every month** on specific days of the Month.
7.) Under **Category** choose the category (Planned or Unplanned) to specify the maintenance mode.



## **Group** Maintenance Mode

In this example, the Network Admin Team performs maintenance on a network segment of Exchange Servers on the Last Sunday of each month at 2:00am. To do this, open the Self Service Portal and schedule a maintenance window for the Exchange Servers Group. With the maintenance window scheduled, alerts won't be sent to the Exchange Admin or anyone else.

1.) Open the **SCOM Self Service Portal** in your web browser. http://yourMSserver/SelfService
2.) Pick **Group** on Schedule Maintenance dashboard
3.) Pick the **Group** to **Schedule for Maintenance Mode**.
1.) Under **Start Time**; Pick the **time** and **date** for Maintenance Mode on the group to Start.
2.) Under **End Time**; Pick the **time** and **date** for Maintenance Mode on the group to finish.
3.) Under **Frequency** choose how often Maintenance Mode should run.
    a. **Once** – Run just once.
    b. **Daily** – Run **every day** at the Start Time selected.
    c. **Weekly** – Run **every week** on the day/time selected for Start Time.
    d. **Monthly** – Run **every month** on specific days of the Month.
4.) Under **Category** choose the category (Planned or Unplanned) to specify the maintenance mode.

## Schedule Maintenance For Groups

Help

**Groups**

Microsoft Exchange 2016 Computers Group ×

## Date Time

Help

**Start Time**

03/30/2018 02:00 AM

**End Time**

03/30/2018 03:00 AM

**Recurrence**

Once | Daily | Weekly | Monthly

**Day**

**On:** Last ▾ Friday ▾

**Of Every:** 1 ▾ **Month(s)**

**End Recurrence Date**

(Optional) Select End Date

## Information

Help

**Category**

Planned - Other ▾

Advanced

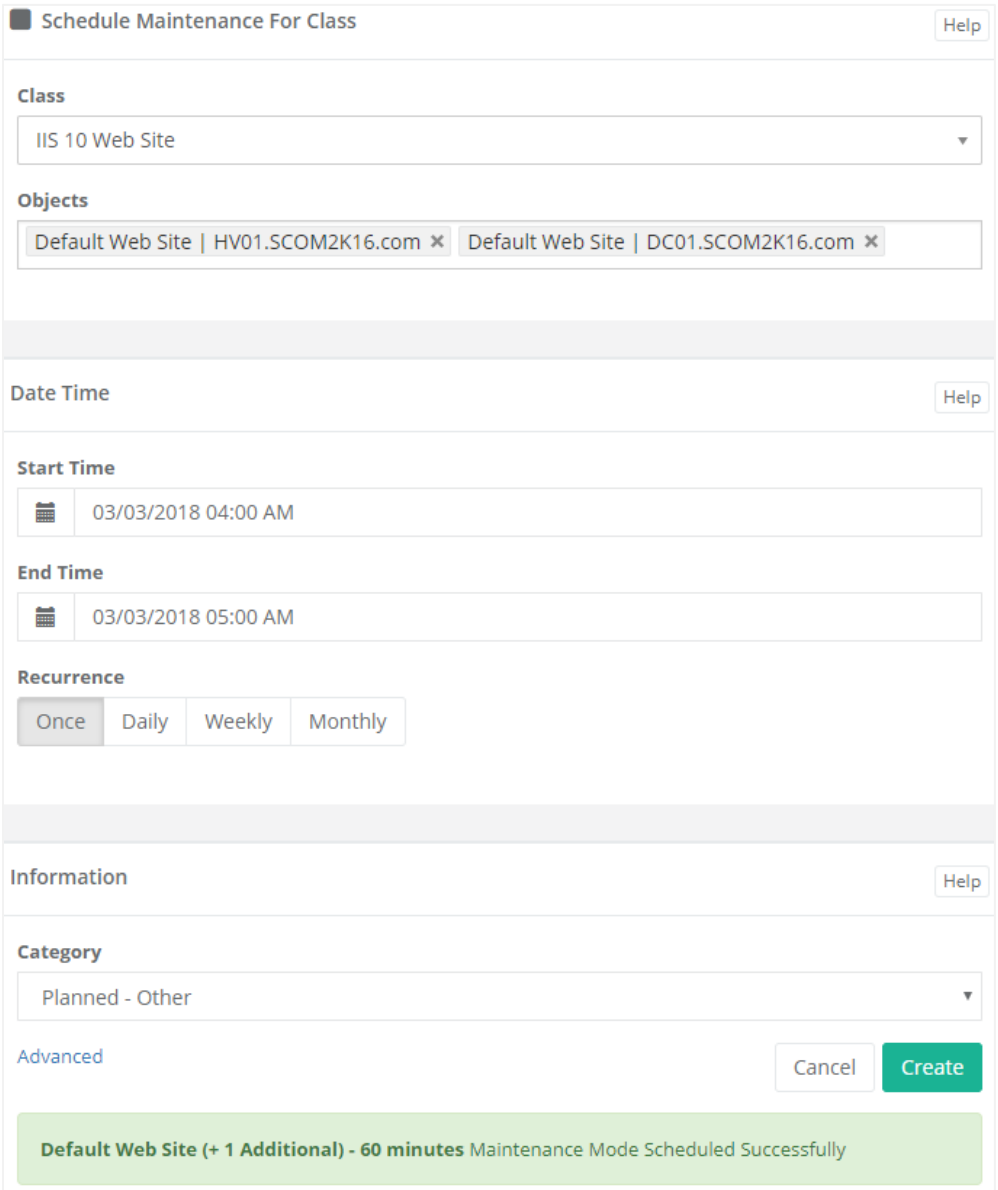
Cancel | Create

**Microsoft Exchange 2016 Computers Group - 60 minutes - Monthly** Maintenance Mode Scheduled Successfully

## **Class** Maintenance Mode

In this setting a SharePoint Admin is performing maintenance on a SharePoint front end server on Saturday at 4:00AM. During the outage the IIS Service will be restarted and the admin does not want to alert the NOC or the on-call engineer.

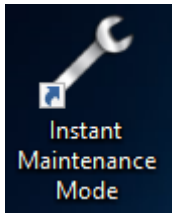
1.) Open the **SCOM Self Service Portal** in your web browser. http://yourMSserver/SelfService
2.) Pick **Class** on the main page.
3.) Pick the **Class for the type of object.** Pick **IIS 10 Web Site**
4.) Under Object: Pick **all the SharePoint Websites** to **Schedule for Maintenance Mode**.
5.) Under **Start Time**; Pick the **time** and **date** for Maintenance Mode to Start.
6.) Under **End Time**; Pick the **time** and **date** for Maintenance Mode to finish.
7.) Under **Frequency** choose how often Maintenance Mode should run.
    a. **Once** – Run just once.
    b. **Daily** – Run **every day** at the Start Time selected.
    c. **Weekly** – Run **every week** on the day/time selected for Start Time.
    d. **Monthly** – Run **every month** on specific days of the Month.
8.) Under **Category** choose the category (Planned or Unplanned) to specify the maintenance mode.



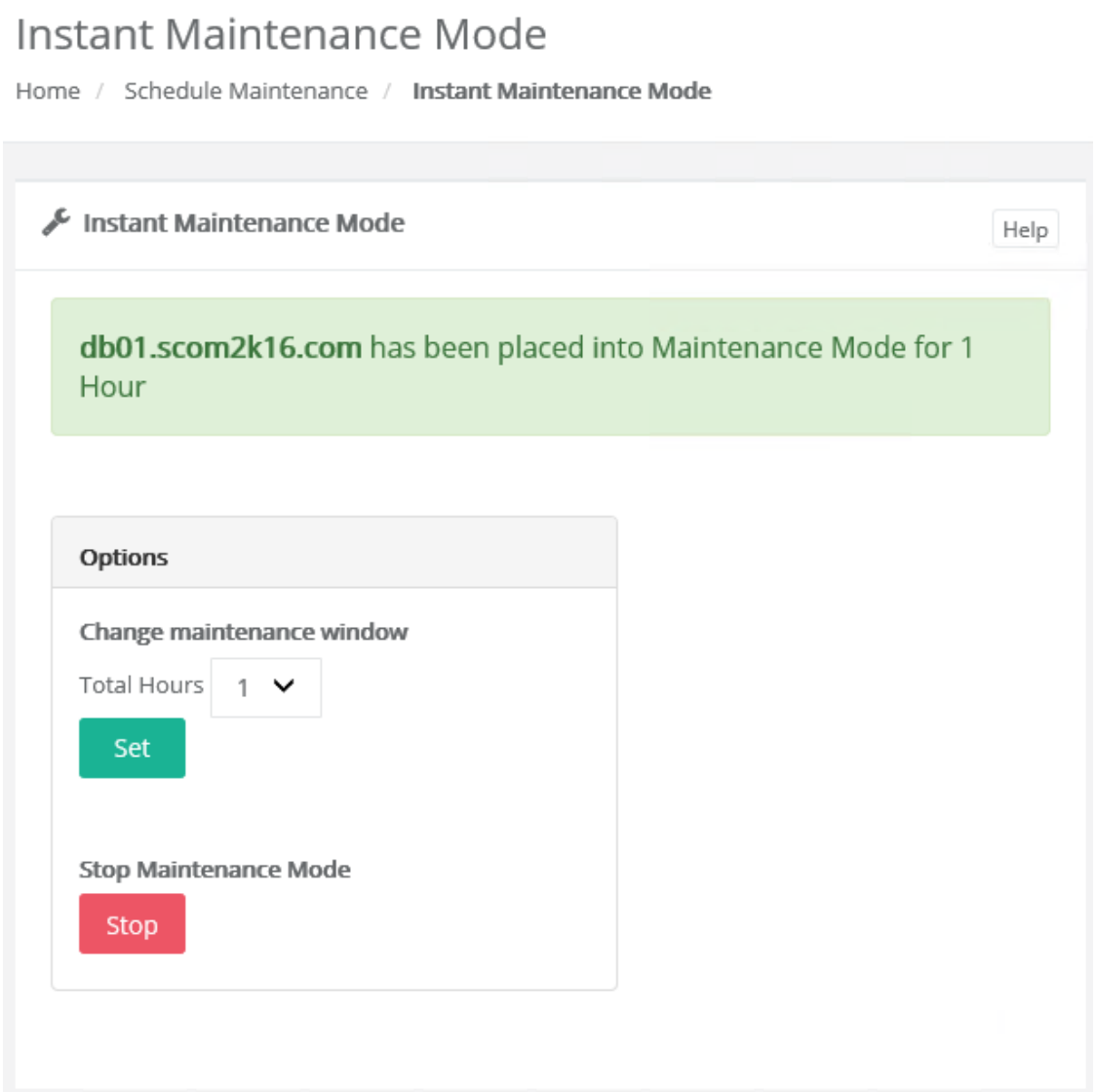
## **Instant** Maintenance Mode

The application makes it easy for IT staff to put a server into maintenance mode without having to go into the SCOM console. On any server, a user can visit the Self Service Portal - Instant MM website at http://yourMSServer/SelfService/MM/InstantMM

Creating a shortcut on the desktop of the servers will make it even easier. This can be accomplished manually or by using SCCM, AD Group Policy or some other software deployment solution.




1.) Open the **Instant MM** Website from the server to put it into maintenance mode using Internet **Explorer.** http://yourMSServer/SelfService/MM/InstantMM
2.) The server is automatically put into maintenance for 1 hour.



## **Instant Maintenance Mode** with URL Parameters

- **ComputerName – Specify the Computer Name**
  http://yourServer/SelfService/MM/InstantMM?computerName=yourComputer.yourdomain.com

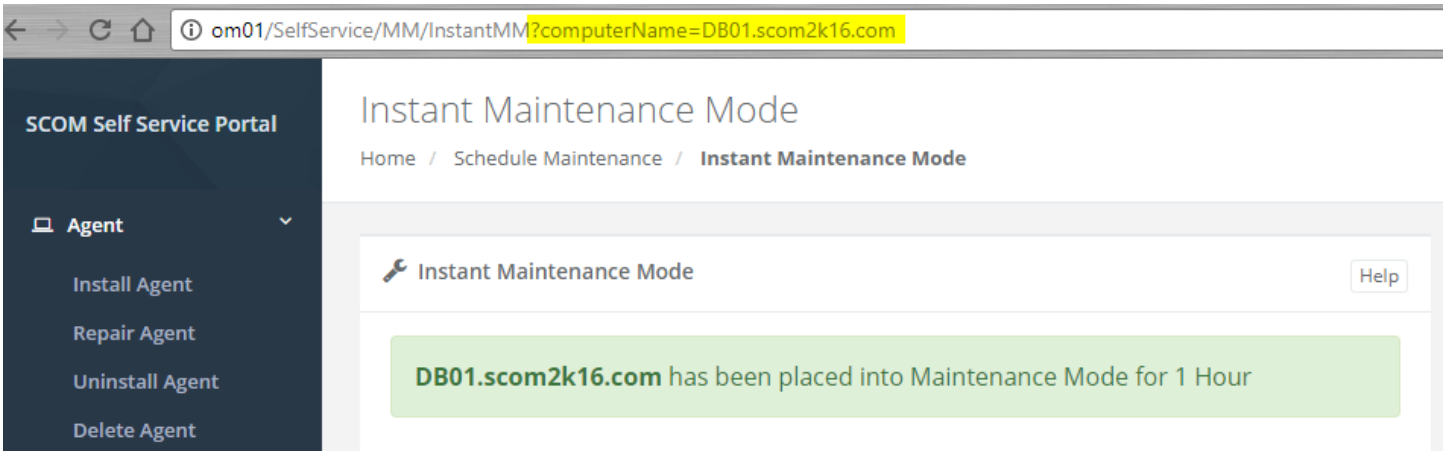
- **Min – Number of Minutes for Maintenance Mode**
  http://yourServer/SelfService/MM/InstantMM?InstantMM.aspx?min=120

- **Action – Start or Stop Maintenance Mode**
  http://yourServer/SelfService/MM/InstantMM?mmAction=Start
  http://yourServer/SelfService/MM/InstantMM?mmAction=Stop

- **Combine multiple URL Parameters**

  http://yourServer/SelfService/MM/InstantMM?ComputerName=DB02.scom2k16.com&min=120&mmAction=Start

**Example**

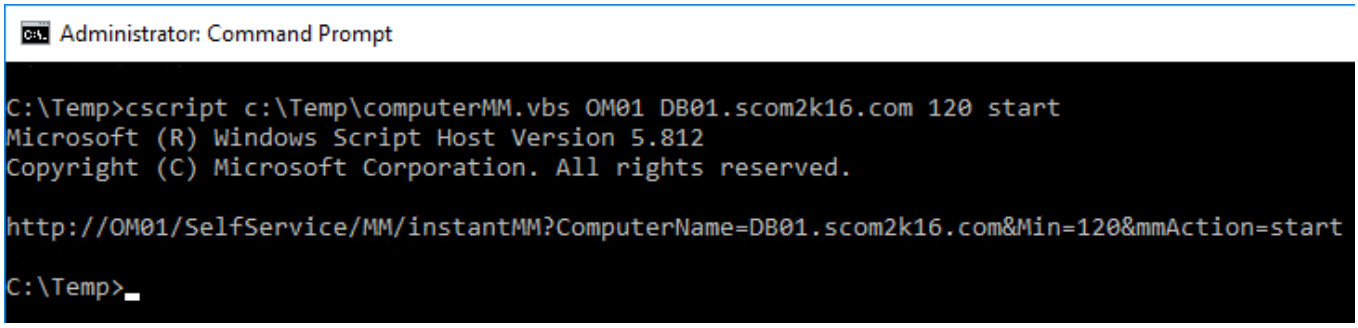


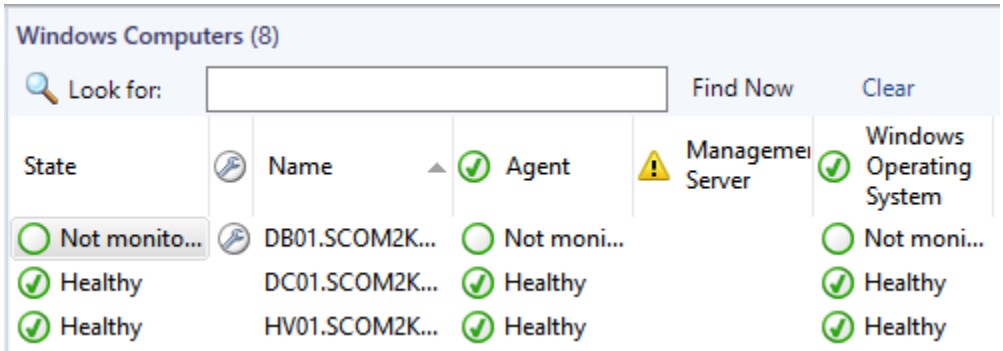
## Instant Maintenance Mode using PowerShell, VBScript or Code.

Using the URL Parameters, you can put servers into Maintenance Mode from any computer using a script or code. Typical use case would be using SCCM when updates or software is installed. SCCM would execute the VB or PowerShell script before the install process to start maintenance mode. After the updates or software is installed SCCM would call the script to stop maintenance mode.

**VB Script Example** Download: http://www.scom2k7.com/downloads/SScomputerMM.renameTOvbs

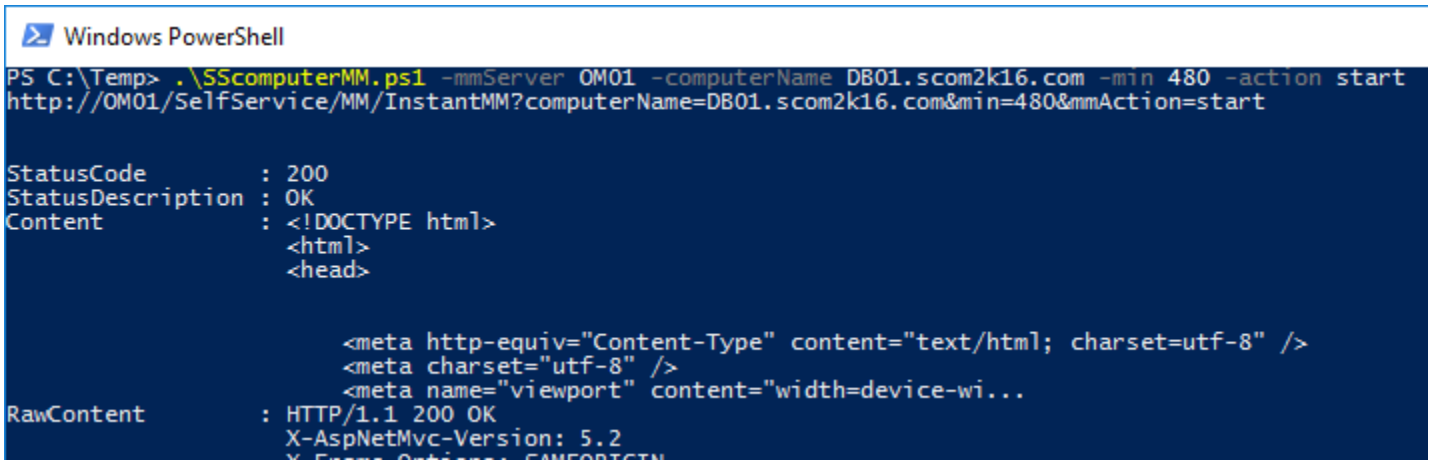
```
Dim o, mmServer, computerName, min, action, fullURL

if WScript.Arguments.Count < 0 then
    WScript.Echo "Missing parameters"
end If

mmServer = WScript.Arguments(0)
computerName = WScript.Arguments(1)
min = WScript.Arguments(2)
action = WScript.Arguments(3)

Set o = CreateObject("MSXML2.XMLHTTP")
fullURL = "http://" & mmServer & "/SelfService/MM/InstantMM?computerName=" &
computerName & "&Min=" & min & "&mmAction=" & action
WScript.Echo fullURL

o.open "GET", fullURL, False
o.send
```



**PowerShell Example** Download: http://www.scom2k7.com/downloads/SScomputerMM.renameTOps1

```
param (
    [Parameter(Mandatory=$true)][string]$mmServer,
    [Parameter(Mandatory=$true)][string]$computerName,
    [Parameter(Mandatory=$true)][string]$min,
    [Parameter(Mandatory=$true)][string]$action
 )

$FullURL = "http://" + $mmServer + "/SelfService/MM/InstantMM?computerName=" + $computerName
+ "&min=" + $min + "&mmAction=" + $action
$FullURL

Invoke-Webrequest -uri $FullURL -UseDefaultCredential
```




## Issues

For any issues please contact support@scom2k7.com