

Microsoft® SharePoint® 2010 Products Management Pack Guide  
for System Center Operations Manager 2007 SP1

Microsoft Corporation

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# Prerequisite

* You must install the Microsoft SharePoint Foundation 2010 Management Pack before installing this Management Pack.
* Read the Microsoft SharePoint Foundation 2010 Management Pack guide before deploying this management pack.
* Download the Microsoft SharePoint 2010 Products Management Pack from the [System Center Pack Catalog](http://technet.microsoft.com/en-us/systemcenter/cc462790.aspx) at (http://technet.microsoft.com/en-us/systemcenter/cc462790.aspx.

# Quick Start

**Required Updates and Hotfixes**

Refer to the **Required Updates and Hotfixes** section of the SharePoint Foundation 2010 Management Pack Guide, and make sure that you installed the necessary updates.

## What's New – October 2015

The following bug has been fixed in the Management Pack:

* SharePoint 2010 MP had a PS1 file with syntax error causing the shared service discovery to fail. With this fix the PS1 file syntax error is resolved and the discoveries will be made.

**Get started**

This section provides step by step instructions for setting up the environment, importing management packs, and configuring the system for monitoring using System Center Operation Manager 2007 SP1.

1. Set up System Center Operation Manager 2007 SP1 servers. Follow the Operations Manager 2007 Deployment Guide at <http://technet.microsoft.com/en-us/library/bb419281.aspx>.
2. Identify all servers that are in the farm. You can identify all of the servers in the farm by using the Central Administration Web site. If your installation of SharePoint fails to install components on a particular server, it is recommended you troubleshoot the server or remove the server from the farm so the server does not appear in Central Admin; failing to do so may add complications in the management pack discovery.  
   **Note:** If discovery misses any server in the branch, discovery or monitoring may not function correctly.
3. Install the Operations Manager 2007 agent on the servers identified in step 2 by running the Operations Manager 2007 Discovery Wizard. We recommend that you install the agent by adding computers to agent managed through Operations Manager 2007 console. For more information about agent management, see the Operations Manager 2007 Deployment Guide at <http://technet.microsoft.com/en-us/library/bb419281.aspx>.

You can skip this step if the agent is already installed on agent computers.

1. Configure Operations Manager 2007 alert notification. For more information, see the general guideline in Operations Manager 2007 guide.
2. We recommend that you import and configure the Windows, SQL Server® and IIS Management Packs as described in the Management Pack guides. These Management Packs are available on the System Center Operations Manager 2007 Catalog at <http://technet.microsoft.com/en-us/opsmgr/cc539535.aspx>.
3. Install the Microsoft SharePoint 2010 Products Management Pack.

**Note:** If the server where the Management Pack Windows Installation file is installed runs 64 bit Windows, the Management Pack will be installed in the %Program Files(x86)% folder by default.

1. Copy the following files to the “%ProgramFiles%\System Center Management Packs” folder on your Operations Manager 2007 management server:
   1. Microsoft SharePoint Foundation 2010 Management Pack
   2. Microsoft SharePoint Server 2010 Management Pack
   3. SharePointMP.Config
2. In the Operations Manager 2007 console, import both the Microsoft SharePoint Foundation 2010 Management Pack and the Microsoft SharePoint 2010 Products Management Pack.
3. On the Operations Manager 2007 management server, open the Operation Console.
4. On the **Administration** Tab, expand the Administration node.
5. Right-click **Management Packs** and select **Import Management Packs**.
6. Navigate to “%ProgramFiles%\System Center Management Packs” and select both the Microsoft SharePoint Foundation 2010 Management Pack and the Microsoft SharePoint Server 2010 Management Pack.

**Note**: The Microsoft SharePoint 2010 Products Management Pack depends upon the Microsoft SharePoint Foundation 2010 Management Pack. You cannot import it before the Microsoft SharePoint Foundation 2010 Management Pack. If you have already imported the Microsoft SharePoint Foundation 2010 Management Pack before this step, you can just select the Microsoft SharePoint Server 2010 Management Pack.

1. Click **Import**
2. Create a Run As Account for the Microsoft SharePoint Foundation 2010 discovery and monitoring in Operations Manager 2007 console.
3. In the Operations Manager 2007 management server, open the Operations Console.
4. On the **Administration** tab, expand **Administration** , then **Security** , and then **Run As Accounts**.
5. Right-click **Run As Accounts,** and then select **Create Run As Account.**
6. Follow the wizard to create the Run As account, and record the account **display name** which is going to be used in the SharePointMP.config file as described in next step. You may choose to name your Run As Account “SharePoint Discovery/Monitoring Account” to avoid updating SharePointMP.config in next step.

**Note**: the Run As account must have sufficient privilege to allow discovery and monitoring to run. We recommend using the account which is a member of the Farm Administrator SharePoint group and is a member of the Administrators group on the database server hosting the SharePoint farm databases and access to all SharePoint databases. Usually the account used to run SharePoint 2010 Product Configuration Wizard has the required privileges.

**Note**: You can skip this step if you have already done this for the Microsoft SharePoint Foundation 2010 Management Pack.

1. Run Admin task on the Operations Manager 2007 management server to configure discovery and monitoring.
2. Update the SharePointMP.config file with right information.
3. Open the SharePointMP.config file under “%ProgramFiles%\System Center Management Packs”.
4. Find the section described below and update the account with the one you created in last step. Also add all of the servers in the farm for monitoring. For detailed information, follow the instructions in the SharePointMP.config file.

|  |
| --- |
| <Association Account="**DisplayName** of Run As account" Type="Agent">  <Computer Name="agentComputerFilter1" />  <Computer Name="agentComputerFilter2" />  …  </Association> |

1. Run Admin task to configure the discovery and monitoring.
2. In the Operations Manager 2007 management server, open the **Operations Console**.
3. In the **Monitoring** tab, navigate to the **SharePoint 2010 Products** folder.
4. Select the **Administration** node under the SharePoint 2010 Products folder.
5. In the **Actions** menu in the toolbar, click **Microsoft SharePoint 2010 Farm Group Tasks**, and then click **Configure SharePoint Management Pack**.
6. Make sure that the SharePointMP.config file is at the right location. Click **Run.**

**Note**: The task will take a few minutes to complete.

1. If there are no errors, close the dialog box.

If the task finishes with no errors, then proceed to next step. Otherwise, fix the problem and rerun the task until it finishes with no errors.

**Note**: If you have already completed this task for the Microsoft SharePoint Foundation 2010 Management Pack, then after you import the Microsoft SharePoint 2010 Products Management Pack, you have two choices. Either rerun the admin task, or wait for next cycle for discovery and monitoring for Microsoft SharePoint Server 2010 to start.

1. After the previous step, discovery will start. Discovery may take a half hour or more to finish running.
2. Verify discovery results.
3. In the Operations Manager 2007 management server, open the **Operations Console**.
4. In the **Monitoring** tab, navigate to the **SharePoint 2010 Products** folder.
5. Select the **Administration** node under the **SharePoint 2010 Products** folder.
6. Expand the diagram view and review with your SharePoint administrator to ensure that all the services that have been provisioned are discovered, if not, rerun discovery.

**The Management Packs are now installed and you are ready to monitor the SharePoint deployment.**

Monitor the SharePoint environment for alerts. Some alerts will need you to reset the monitor health status manually and close the alerts after its status changed to critical. Otherwise, the monitor will remain in critical states without sending out new alerts.

# Files Included in this Management Package

The following files are included in this Management Package.

* Microsoft.SharePoint.Server.2010.mp
* Microsoft.SharePoint.Foundation.2010.mp
* Microsoft SharePoint Foundation 2010 Management Pack Guide.docx
* Microsoft SharePoint Server 2010 Management Pack Guide.docx
* Microsoft SharePoint Server 2010 Management Pack Readme.htm
* SharePointMP.Config
* EULA.rtf

# Frequently Asked Questions

Make sure to read FAQ section of the Microsoft SharePoint Foundation 2010 Management Pack guide as well.

**How to display the events report collected by SharePoint 2010 Products** **Management Pack?**

1. In the Operations Manager 2007 console, navigate to the reporting panel,
2. Go to **Reporting** and navigate to Microsoft SharePoint Foundation 2010.
3. In the right panel, click the report. This brings up the report window.
4. In the report window, select the Microsoft SharePoint 2010 Products Management Pack check box, and then configure the rest of the fields.
5. Click **Run**.
6. The report information from the Microsoft SharePoint 2010 Products Management Pack is displayed.

**What is the monitoring scope of this SharePoint 2010 Products Management Pack?**

The SharePoint 2010 Products Management Pack monitors:

* Microsoft SharePoint Server 2010
* Microsoft Search Server 2010
* Search Server Express 2010
* Microsoft Project Server 2010
* Office Web Apps

And the following services applications:

* Access Services
* Business Data Connectivity
* Security Token Service
* Managed Metadata Web Service
* Excel Services Application
* InfoPath Forms Service
* OneNote Service
* Performance Point Services
* PowerPoint Web Service
* Sandboxed Code Services
* Secure Store Services
* User Profile Service
* Visio Graphics Service
* Word Automation Service
* Word Viewing Service

**How do I schedule running discovery for SharePoint Foundation 2010 and SharePoint 2010 Products?**

To schedule SharePoint 2010 Products discoveries along with SharePoint Foundation 2010discoveries, add the following nodes to the WorkflowCycle node in SharePointMP.config:

|  |
| --- |
| <Workflow Id="MOSSInstallation.Discovery;WACInstallation.Discovery;SearchExpressInstallation.Discovery;SearchStandardInstallation.Discovery" management pack="Microsoft.SharePoint.Server.2010" Type="Discovery" Times="1" />  <Workflow Id="SPService.Discovery" management pack="Microsoft.SharePoint.Server.2010" Type="Discovery" Times="4" />  <Workflow Id="SPSharedService.Discovery" management pack="Microsoft.SharePoint.Server.2010" Type="Discovery" Times="4" />  <Workflow Id="SPSharedService.Discovery.WAC" management pack="Microsoft.SharePoint.Server.2010" Type="Discovery" Times="4" /> |

As a result, the WorkflowCycle node may look like this:

|  |
| --- |
| <WorkflowCycle BaseStartTime="+300" Length="28800" Spacing="60">  <Workflow Id="WSSInstallation.Discovery" Type="Discovery" Times="1" />  <Workflow Id="MOSSInstallation.Discovery;WACInstallation.Discovery;SearchExpressInstallation.Discovery;SearchStandardInstallation.Discovery" management pack="Microsoft.SharePoint.Server.2010" Type="Discovery" Times="1" />  <Workflow Id="SPFarm.Discovery" Type="Discovery" Times="1" />  <Workflow Id="SPService.Discovery" Type="Discovery" Times="4" />  <Workflow Id="SPSharedService.Discovery" Type="Discovery" Times="4" />  <Workflow Id="SPService.Discovery" management pack="Microsoft.SharePoint.Server.2010" Type="Discovery" Times="4" />  <Workflow Id="SPSharedService.Discovery" management pack="Microsoft.SharePoint.Server.2010" Type="Discovery" Times="4" />  <Workflow Id="SPSharedService.Discovery.WAC" management pack="Microsoft.SharePoint.Server.2010" Type="Discovery" Times="4" />  <Workflow Id="SPHARule.Discovery" Type="Discovery" Times="1" />  <Workflow Id="SPHARuleMonitor.Availability;SPHARuleMonitor.Security;SPHARuleMonitor.Performance;SPHARuleMonitor.Configuration;SPHARuleMonitor.Custom" Type="Monitor" Times="8" />  <Workflow Id="SPHARuleMonitor.SPServer.Availability;SPHARuleMonitor.SPServer.Security;SPHARuleMonitor.SPServer.Performance;SPHARuleMonitor.SPServer.Configuration;SPHARuleMonitor.SPServer.Custom" Type="Monitor" Times="8" />  </WorkflowCycle> |

# Discoveries

The SharePoint 2010 Products Management Pack discovers following service applications and features in addition to discoveries listed in the Microsoft SharePoint Foundation 2010 Management Pack guide:

* Access Services
* Document Conversions Launcher Service
* Document Conversions Load Balancer
* Excel Calculation Services
* InfoPath Forms Service
* Managed Metadata Web Service
* One Note Service
* PerformancePoint Service
* PowerPoint Web Service
* Project Server Service
* Project Server Events Service
* Project Server Queuing Service
* Secure Store Service
* SharePoint Server Search
* User Profile Service
* Visio Graphics Service
* Word Conversion Service
* Word Viewing Service

# Monitors

|  |  |
| --- | --- |
| **Name** | **Description** |
| Audience Compilation Failed | Monitor activated if Sharepoint Server 2010 Audience Compilation Fails. |
| Create My Site Failure | This monitor is activated when creation of a user's my site fails. |
| Commit User Profile Failure | This event is activated if there is a failure during a User Profile commit operation. |
| Sweep Synch Failed | This monitor is activated when the full sync between Sharepoint Foundation 2010 and Sharepoint Server 2010 fails. |
| Synch Scheduler Failed | This monitor is activated if the Sync Scheduler for sync between Sharepoint Foundation 2010 and Sharepoint Server 2010 User Profile Service fails. |
| Can't Create Session Cache | The back end application server Access Data Services computer was not able to create an in memory cache for a user session. Users may be unable to use that specific computer for querying data for Access Services applications. |
| Access Data Services Out Of Memory | The back end Access Data Services application server computer ran out of memory. |
| Configuration Database Access Failed | The back end Access Data Services application server failed to access the configuration database and may not be able to read or save any settings. |
| Template Input Output Error | Access Services was unable to read a template file from disk. |
| Failed to Load Calculation Library | Access Services failed to load a required library, the calculation library. The server may not be able to process requests. |
| Excel Calculation Services not available | Excel Calculation Services is not available. |
| Workbook disk cache cannot be created | Excel Calculation Services uses the workbook disk cache to store workbooks that have been previously opened by user request. This cache is created on the hard disk of each computer running Excel Calculation Services. |
| Configuration Database Access Failed | The back end Excel Calculation Servers application server failed to access the configuration database and may not be able to read or save any settings. |
| Template File Missing | The template file used to create new workbooks by Excel Services Application was not found. Users may be unable to create new workbooks on the server until this is corrected. |
| Localized Template File Not Found | The localized template file that is used to create new workbooks by Excel Services Application was not found. The server may be creating new workbooks using a template file of a different locale. This means that uses may be seeing the wrong language displayed when creating workbooks using Excel Services Application. |
| User Defined Function Exception | A User Defined Function has thrown an exception. User Defined Functions are custom code that is deployed to the server which can be used by Excel Services Application. Any workbooks that require this User Defined Function may not be calculating properly. The User Defined Function may need to be fixed and redeployed to the server. |
| Unexpected Workbook Failure | A workbook session was terminated on the back end Excel Calculation Server due to an unexpected failure. |
| Save Failed | An attempt to save an edited file form the back end Excel Calculation Services application server failed. |
| Memory Allocation Failed | The back end Excel Calculation Services application server failed to allocate memory. |
| Internal Error | An internal error occurred on the back end Excel Calculation Services application server. |
| InfoPath Forms Services cannot find or load ifsFileNames.xml | A critical state for this monitor indicates that InfoPath Forms Services cannot find or load ifsFileNames.xml. |
| Form templates in the InfoPath Forms Services in-memory cache are being reloaded frequently | A warning state for this monitor indicates that form templates in the InfoPath Forms Services in-memory cache are being reloaded frequently. This could indicate high memory pressure and suboptimal performance. |
| InfoPath Forms Services user has exceeded the maximum allowable number of postbacks | A warning state for this monitor indicates that a user has exceeded the threshold that has been set for the number of postbacks allowed per form session. When this condition occurs, the user session is terminated to protect the server. |
| InfoPath Forms Services user has exceeded the maximum number of actions per postback | A warning state for this monitor indicates that a user has exceeded the threshold that has been set for the number of form actions allowed per postback. When this condition occurs, InfoPath Forms Services terminates the user session to protect the server. |
| Check If Search Service Is Running | Critical state of this monitor indicates that search service is not running. |
| Search Database Out of Space Error | The search database is out of space. |
| Search Indexer Failure | An error occurred while initializing the mssearch.exe process or a crawl or query component. |
| Query Component Mirror failure | A query component failure occurred, and one or more mirrored query components continued to serve queries. |
| Query Component Failure | The last query component in a query partition failed. Queries are likely to fail. |
| Low disk space on Query or Crawl Component | The storage location associated with the Query Component's index is running out of space. |
| Crawl Propagation Error | The Crawl Component could not communicate with the query server. |
| Query Index failure | A corruption was detected with the Query Index. |
| Search Crawler Disk Full Warning | The crawler could not create new files in the temp directory used for indexing items. |
| Host unavailable Error | The Crawl Component could not communicate with the remote content host. |
| Visio Graphics Services cannot find the configuration manager | A critical state for this monitor indicates that the Visio Graphics Service is not configured properly or doesn’t exist. |
| Visio Graphics Services is unable to connect to the application server returned by the application proxy | A critical state for this monitor indicates that Visio Graphics Services is unable to connect to the application server returned by the application proxy. |
| Visio Graphics Services is unable to initialize the Visio service proxy | A critical state for this monitor indicates that Visio Graphics Services cannot find or connect to the Visio Graphics Services application server. |
| Queue Database Health | Critical state of this Monitor indicates that the Word Services Queue Database is not accessible for some reason. |

# Rules

|  |  |
| --- | --- |
| **Name** | **Description** |
| Create MySite Failure | This is the rule corresponding to a CreateMySiteFailure. |
| Commit User Profile Failure | This is the rule corresponding to the Commit User Profile Failure event. |
| Sweep Synch Failed | Rule if the sweep synch between Sharepoint Foundation 2010 and Sharepoint Server 2010 Profile Store fails. |
| Failed To Contact Access Data Services | A Web front end computer was unable to communicate with a specific back end Access Data Services application server. Traffic will be load balanced to another server if one is available. |
| Access Data Services Out Of Memory | The back end application server Access Data Services computer ran out of memory. |
| Access Services Can't Create Session Cache | The back end application server Access Data Services computer was not able to create an in-memory cache for a user session. Users may be unable to use that specific computer for querying data for Access Services applications. |
| Access Services Configuration Database Access Failed | The back end Access Data Services application server failed to access the configuration database and may not be able to read or save any settings. |
| Access Services Failed To Load Calculation Library |  |
| Access Services Template Input Output Error |  |
| Error communicating with Excel Calculation Services | The front end Web server attempts to establish a connection to Excel Calculation Services, but a communication error occurred. |
| Excel Calculation Services is not running locally | The Excel Services Application load-balancing scheme is configured in Central Administration as local, but Excel Calculation Services is not running on the front-end Web server. |
| Excel Calculation Services not available | Excel Calculation Services is not running on any computer in the farm. |
| Invalid File Access method configured | Excel Calculation Services provides a setting for configuring the file access method that is used for UNC and HTTP trusted locations. If the file access method is configured as impersonation, Excel Calculation Services must be able to delegate the end user credential for accessing files. |
| Maximum memory configured for Excel Calculation Services has been exceeded | Excel Calculation Services provides a configurable setting for Maximum Private Bytes that is used by the application pool in which Excel Calculation Services runs. When the number of private bytes used by the application pool process exceeds the value of the Maximum Private Bytes setting, Excel Calculation Services stops processing requests for new sessions and only processes navigation and find requests on existing sessions. |
| Unable to delegate credentials | Excel Calculation Services is configured to use delegated credentials. This error indicates that the front-end Web server was unable to delegate end-user credentials to Excel Calculation Services. |
| Unable to establish a connection with Excel Calculation Services | The front-end Web server cannot establish a connection with Excel Calculation Services. |
| Workbook disk cache cannot be created | Excel Calculation Services uses the workbook disk cache to store workbooks that have been previously opened by user request. This cache is created on the hard disk of each computer running Excel Calculation Services. Excel Calculation Services was unable to create the file directory for this cache, make sure the Excel Calculation Services process has permissions to create this file directory. |
| Unauthorized attempt to access a session | When a user attempts to access another user's session, Excel Calculation Services denies requests made by the user who does not own the session and logs an event in the Windows Event log. |
| Workbook disk cache is full | Excel Calculation Services uses the workbook disk cache to store workbooks that have been previously opened by user request. This error indicates that the workbook cache is full and that there is no space to load a workbook. |
| Excel Calculation Services NULL Access Violation | A workbook loaded on Excel Services Application caused a null Access Violation. Multiple, different, workbooks loaded by the same user which cause this problem can indicate a security violation by that user. |
| Excel Calculation Services Non NULL Access Violation | A workbook loaded on Excel Calculation Services caused an access violation that was not null. These access violations are potential security concerns. Multiple, different, workbooks loaded by the same user which cause this problem can indicate a security violation by that user. |
| Excel Calculation Services Array Out of Bounds | A workbook loaded on Excel Calculation Server attempted to overrun the boundary of a memory structure and illegally access data. Multiple, different, workbooks loaded by the same user which cause this problem can indicate a security violation by that user. |
| Excel Calculation Services Internal Error | An unexpected internal error was encountered. |
| Excel Calculation Services Save Failed | The back end Excel Calculation Services application server computer failed to save a workbook file. Users may be unable to save their file edits. |
| Excel Calculation Services Unexpected Workbook Failure | A workbook session was terminated on the back end Excel Calculation Server due to an unexpected failure. |
| Excel Calculation Services Configuration Database Access Failed | The back end Excel Calculation Servers application server failed to access the configuration database and may not be able to read or save any settings. |
| Excel Calculation Services Memory Allocation Failed | The back end Excel Calculation Services application server failed to allocate memory. |
| Excel Calculation Services User Defined Function Exception | A User Defined Function has thrown an exception. User Defined Functions are custom code that is deployed to the server which can be used by Excel Services Application. Any workbooks that require this User Defined Function may not be calculating properly. The User Defined Function may need to be fixed and redeployed to the server. |
| Excel Calculation Services Localized Template File Not Found | The localized template file that is used to create new workbooks by Excel Services Application was not found. The server may be creating new workbooks using a template file of a different locale. This means that uses may be seeing the wrong language displayed when creating workbooks using Excel Services Application. |
| Excel Calculation Services Template File Missing | The template file used to create new workbooks by Excel Services Application was not found. Users may be unable to create new workbooks on the server until this is corrected. |
| InfoPath form templates have conflicting business logic assembly identities | InfoPath form templates can contain managed code which is stored in a business logic assembly. When a form template that contains managed code is deployed to a server running InfoPath Forms Services, the business logic assembly must have a unique, strong name. When conflicting assemblies are identified, an entry is logged in the Windows Event log. |
| InfoPath Forms Services business logic exception occurred while loading a form template | A form template cannot be loaded by InfoPath Forms Services due to a business logic exception. |
| InfoPath Forms Services postback failure | An error occurred while a form request was being processed by InfoPath Forms Services. |
| InfoPath Forms Services failed to load a form template | A form template could not be loaded by InfoPath Forms Services |
| InfoPath Forms Services business logic exceeded the maximum limit of operations | An error occurred in the business logic of a form. |
| Business Logic Failed due to an exception | Business logic in a form template failed due to an exception. |
| InfoPath Forms Services Business Logic attempted to store a non-serializable object | In InfoPath Forms Services, the FormState property bag provides a way to maintain business logic state across multiple server postbacks. For example, within a particular method in business logic, local variables can be persisted in the form state bag for multiple postbacks. All objects stored in the property bag must be serializable. |
| Business Logic Out of Memory | A memory allocation made by business logic could not be satisfied. |
| An illegal cross-domain submit data connection was attempted | A form could not be submitted to a data source by InfoPath Forms Services because this action would violate cross-domain security restrictions. |
| An illegal cross-domain query data connection was attempted | A form could not retrieve data from a data source because it would violate cross-domain restrictions. |
| Visio Graphics Services failed to generate a diagram | Visio Graphics Services failed to rasterize or generate a diagram. |
| Visio Graphics Services could not load the requested file | Visio Graphics Services could not find or parse the requested file. |
| Visio Graphics Services failed to refresh data | Visio Graphics Services failed to refresh data for a file. |
| Visio Graphics Services requested data from an non trusted provider | Visio Graphics Services tried to get data from a provider that is not in the trusted provider’s list. |
| Visio Graphics Services was unable to connect to a requested data provider | Visio Graphics Services was unable to connect to a requested data provider. |
| Event Log Flooding Protection activated | This rule indicates that Event Log Flood Protection was activated because an event was fired more than 5 times in 2 minutes. |