Acer Smart Integration Pack for Microsoft® System Center

v1.0

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Acer Smart Integration Pack for Microsoft® System Center

User Guide

Conventions

The following conventions are used in this manual:

SCREEN MESSAGES	Denotes actual messages that appear on screen.
NOTE	Gives bits and pieces of additional information related to the current topic.
WARNING	Alerts you to any damage that might result from doing or not doing specific actions.
CAUTION	Gives precautionary measures to avoid possible hardware or software problems.
IMPORTANT	Reminds you to do specific actions relevant to the accomplishment of procedures.

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1 Overview

About this guide

This user's guide provides a description of the features, installation, and use of the Acer Smart Integration Pack for Microsoft® System Center. It is intended for system administrators to efficiently monitor and manage Acer servers.

Only persons with detailed knowledge of and experience with Microsoft® System Center should attempt this installation, potential for data corruption and/or loss exists in this user guide's procedures.

Introduction

Acer Smart Integration Pack for Microsoft® System Center integrates Acer server manageability into Microsoft® System Center console. It provides predefined management packs and integration to enable administrators to monitor server availability in System Center product console. The supported sources of instrumentation include alert notification from Acer server and RAID management software. The components of the Acer Smart Integration Pack for Microsoft® System Center are:

- Acer Management Pack -
  Includes predefined classes, rules, monitors, views, tasks and knowledge articles to provide Acer server monitoring.
- Acer PRO-enabled Management Pack -
  Includes predefined classes, monitors, views and knowledge articles to support the Performance Resource Optimization feature of System Center.
- Acer Integration Manager -
  Provides a console to assist users to discover Acer servers to be monitored and integrates alert notification of Acer servers to System Center environment.

Note: For Microsoft® System Center Essentials (SCE) only Acer Management Pack and Acer Integration Manager will be installed.

Features

Acer Smart Integration Pack for Microsoft® System Center supports the following features:

- Integration with System Center Operations Manager and System Center Essentials
- Acer Server Discovery and Grouping
- Server hardware health monitoring
- RAID status monitoring
- Integration with Acer Smart Console
- Performance and Resource Optimization (PRO) feature support

Supported System Center Products

System Center Operations Manager (SCOM) 2007 R2

System Center Operations Manager 2007 SP1

System Center Essentials (SCE) 2010

System Center Essentials 2007 SP1

System Center Virtual Machine Manager (SCVMM) 2008 R2

2 Installation

Installation Overview

The Acer Smart Integration Pack for Microsoft® System Center setup wizard assists users to install for SCOM and SCE. The installation process is the same for the two environments. The installation procedure is noted as follows:

1 Execute the Setup Wizard.

2 Select the appropriate installation package for your environment. The installation package will install Acer Integration Manager and copy management packs to a default folder.

3 Import management packs to SCOM or SCE.

Installation Requirements

Software Installation Requirements

- A supported SCOM or SCE is installed. See “Supported System Center Products” on page 3.
- .NET framework 3.0 is installed. See “Appendix A: Installing .NET framework” on page 50.
- SNMP trap service is installed. See “Appendix B: Installing SNMP trap service” on page 51.
- Java Runtime Environment version 6 update 12 is installed.
- The exception to SNMP trap service in the firewall must be enabled.
- The exception of UDP port 162 in the firewall must be enabled.
- SCOM is integrated with SCVMM (for Virtual Machine Host Monitoring with PRO Tip) (http://go.microsoft.com/fwlink/?LinkId=162003).

Monitored Server Requirements

Hardware health monitoring:

- The server management port is connected to accessible network.

RAID Status Monitoring:

- RAID management software with SNMP trap feature is installed.
- SNMP service is installed.

Note: Detailed RAID status monitoring support is subject to the RAID support specifications of certain servers.

Installation in a SCE Environment

Before You Begin

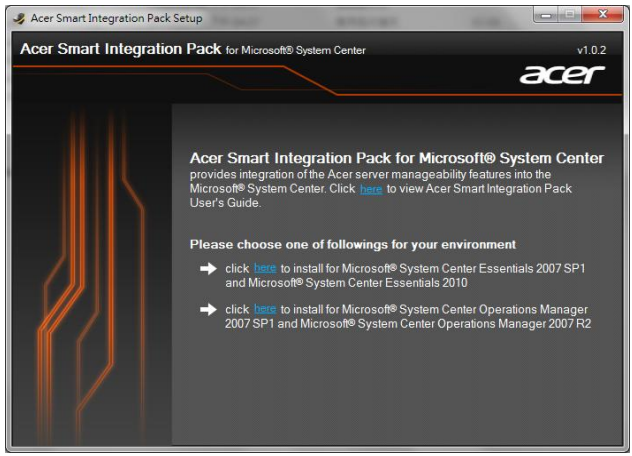
- Check the minimum system requirements to ensure you system meets all installation requirements. See “Software Installation Requirements” on page 6.
- Read this user's guide thoroughly.

Executing the Setup Wizard

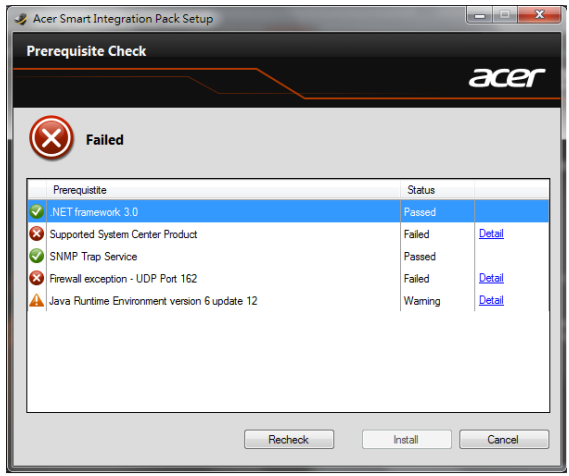
1 Log on to the server that you are going to install on with an account that has SCE administrator rights and local administrator rights.

2 Locate and double-click on **Setup.exe**. The Acer Smart Integration Pack for Microsoft® System Center Setup Wizard window opens.

3 Click on **here** to install on Microsoft® System Center Essentials 2007 SP1 and Microsoft® System Center Essentials 2010.



4 Click on **Install** if all prerequisite status are Passed.



Click on **Detail** for any items showing Warning. Follow the instructions to enable the item then click on **Recheck**. If all items status is Passed click on **Install**.

5 Click on **Run**. The Setup Wizard opens.

6 Click on **Next**.

7 Read the End User License Agreement, select I Agree and click on **Next**.

8 Select the folder the Acer Smart Integration Pack for Microsoft® System Center is to be installed in and click on **Next**.

9 When the installation is complete click on **Close**.

10 The Acer Integration Manager is installed and management packs are copied to a default folder.

Importing Management Packs by SCE Console

The management packs include necessary classes, workflows, knowledge articles, and views. After importing, the elements above will be added to the SCE database.

1 Click on **Start>All Programs>Acer Smart Integration Pack for Microsoft® System Center>Acer Management Pack>Acer Management Pack**.

2 Click on the **Acer Management Pack** folder to verify all contents are present.

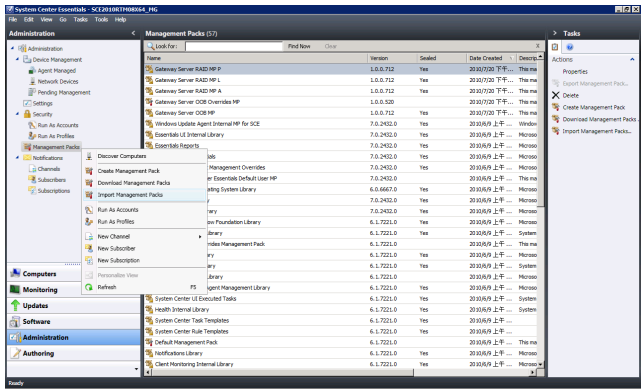
3 Open the console:

- SCE 2010: Click on **Start>All Programs>System Center Essentials 2010>System Center Essentials Console**
- SCE 2007 SP1: Click on **Start>All Programs>System Center Essentials 2007>System Center Essentials 2007 Console**

4 Click on **Cancel** if the Configure System Center Essentials window appears.

5 Click on **Administration** in the side menu bar.

6 Click on **Import Management Packs** in the Administration pane.



7 Click on **+Add** and select **From Disk** from the drop down menu in the Select Management Packs window.

8 Click on **No** in the Online Catalog Connection window. The Select Management Packs to Import window opens.

9 Browse to the Acer Management Pack folder.

10 Select all files.

- Acer.Server.OOB.mp
- Acer.Server.OOB.Overrides.xml
- Acer.Server.RAID.L.mp
- Acer.Server.RAID.A.mp
- Acer.Server.RAID.P.mp

11 Click on **Open**.

12 Click on **Install**.

13 Click on **Close** when the installation is complete.

14 Click on **Administration>Management Packs** in the Administration pane. Check the management pack is displayed in the Management Packs pane.

Installation in a SCOM Environment

Before You Begin

- Check the minimum system requirements to ensure you system meets all installation requirements. See “Software Installation Requirements” on page 6.
- Read this user's guide thoroughly.

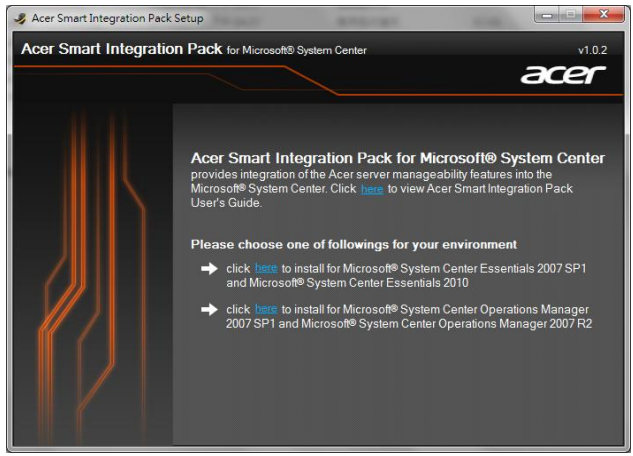
Note: Your SCOM environment may have many management servers. If so, you must install the Acer Smart Integration Pack on all management servers.

Executing the Setup Wizard

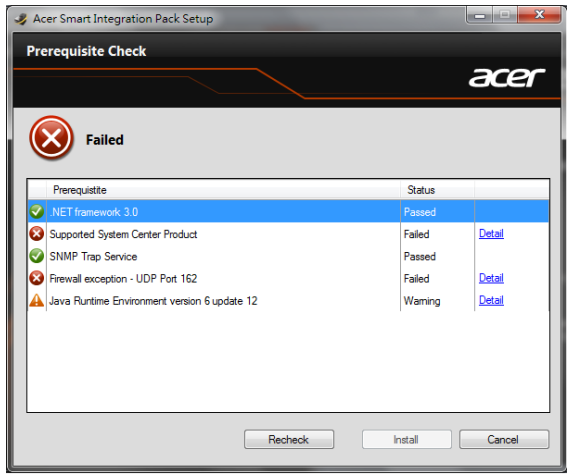
1 Log on to the server that you are going to install on with an account that has SCOM administrator rights and local administrator rights.

2 Locate and double-click on **Setup.exe**. The Acer Smart Integration Pack for Microsoft® System Center Setup Wizard window opens.

3 Click on **here** to install for Microsoft® System Center Operations Manager 2007 SP1 and Microsoft® System Center Operations Manager 2007 R2.



4 Click on **Install** if all prerequisites status are Passed.



Click on **Detail** for any items showing Warning. Follow the instructions to enable the item then click on **Recheck**. If all items status is Passed click on **Install**.

5 Click on **Run**. The Setup Wizard opens.

6 Click on **Next**.

7 Read the End User License Agreement, select I Agree and click on **Next**.

8 Select the server type being installed on and click on **Next**.

9 When the installation is complete click on **Close**.

10 The Acer Integration Manager is installed and management packs are copied to a default folder.

Note: Your SCOM environment may have many management servers. If so, you must install the Acer Smart Integration Pack for Microsoft® System Center on all management servers. Besides, you must choose the right server type in the installation process.

Importing Management Packs by SCOM Operations Console

The management packs include necessary classes, workflows, knowledge articles, and views. After importing, the above elements will be added to the SCOM database.

Note: You should only import the management pack on the root management server.

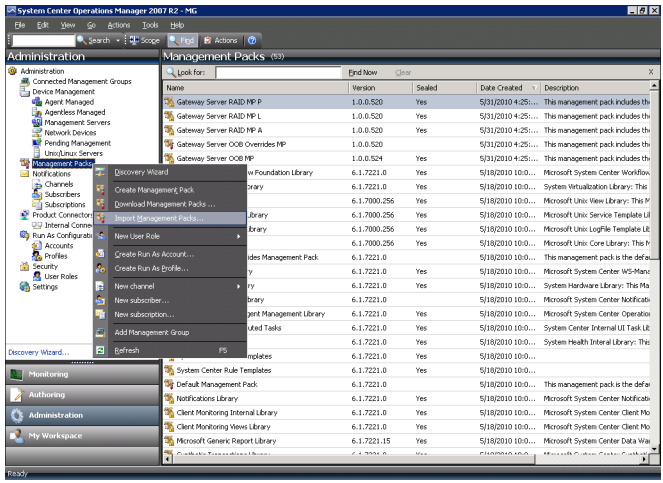
1 Click on **Start>All Programs>Acer Smart Integration Pack for Microsoft® System Center>Acer Management Pack>Acer Management Pack**.

2 Click on the **Acer Management Pack** folder to verify all contents are present.

3 Open the console:

- SCOM 2007 R2: Click on **Start>All Programs>System Center Operations Manager 2007 R2>Operations Console**
- SCOM 2007 SP1: Click on **Start>All Programs>System Center Operations Manager 2007 >Operations Console**

4 Click on **Import Management Packs** in the Administration pane.



5 Click on **+Add** and select **From Disk** from the drop down menu in the Select Management Packs window.

6 Click on **No** in the Online Catalog Connection window. The Select Management Packs to Import window opens.

7 Browse to the Acer Management Pack folder.

8 Select all files.

- Acer.Server.OOB.mp
- Acer.Server.OOB.Overrides.xml
- Acer.Server.RAID.L.mp
- Acer.Server.RAID.A.mp
- Acer.Server.RAID.P.mp

9 Click on **Open**.

10 Click on **Install**.

11 Click on **Close** when the installation is complete.

12 Click on **Administration>Management Packs** in the Administration pane. Check the management packs are displayed in the Management Packs pane.

Importing PRO-Enabled Management Pack by SCOM Operations Console

The management pack includes necessary classes, workflows, knowledge articles, and views to support the Performance Resource Optimization feature of System Center. After importing, the above elements will be added to the SCOM database.

Note: You must only import management pack on the root management server.

Note: Before importing, you must make sure SCOM is integrated with SCVMM (http://go.microsoft.com/fwlink/?LinkId=162003)

1 Click on **Start>All Programs>Acer Smart Integration Pack for Microsoft® System Center>Acer PRO Management Pack>Acer PRO Management Pack**.

2 Click on the **Acer PRO Management Pack** folder to verify all contents are present.

3 Open the console:

- SCOM 2007 R2: Click on **Start>All Programs>System Center Operations Manager 2007 R2>Operations Console**
- SCOM 2007 SP1: Click on **Start>All Programs>System Center Operations Manager 2007 >Operations Console**

4 Click on **Import Management Packs** in the Administration pane.

5 Click on **+Add** and select **From Disk** from the drop down menu in the Select Management Packs window.

6 Click on **No** in the Online Catalog Connection window. The Select Management Packs to Import window opens.

7 Browse to the Acer PRO Management Pack folder.

8 Select the management pack:

- Acer.Server.OOB.PRO.mp

9 Click on **Open**.

10 Click on **Install**.

11 Click on **Close** when the installation is complete.

12 Click on **Administration>Management Packs** in the Administration pane. Check the management pack is displayed in the Management Packs pane.

Uninstalling

Uninstalling in a SCE Environment

1 Click on **Start>Acer Smart Integration Pack for Microsoft® Server>Uninstall.**

2 Click on **Yes** in the confirmation window.

3 Open the console:

- SCE 2010: Click on **Start>All Programs>System Center Essentials 2010>System Center Essentials Console**
- SCE 2007 SP1: Click on **Start>All Programs>System Center Essentials 2007>System Center Essentials 2007 Console**

4 Click on **Administration** in the side pane menu bar.

5 Click on **Administration>Management Packs**.

6 Select the management pack files in the Management Packs pane as follows:

- Acer.Server.OOB.mp
- Acer.Server.OOB.Overrides.xml
- Acer.Server.RAID.L.mp
- Acer.Server.RAID.A.mp
- Acer.Server.RAID.P.mp

7 Right click on the selected files and click on **Delete** in the pop up menu.

8 Click on **Yes** in the confirmation window.

Uninstalling in a SCOM Environment

1 Click on **Start>All Programs>Acer Smart Integration Pack for Microsoft® System Center>Uninstall**.

2 Click on **Yes** in the confirmation window.

3 Open the console:

- SCOM 2007 R2: Click on **Start>All Programs>System Center Operations Manager 2007 R2>Operations Console**
- SCOM 2007 SP1: Click on **Start>All Programs>System Center Operations Manager 2007 >Operations Console**

4 Click on **Administration** in the side pane menu bar.

5 Click on **Administration>Management Packs**.

6 Select the management pack files in the Management Packs pane as follows:

- Acer.Server.OOB.mp
- Acer.Server.OOB.Overrides.xml
- Acer.Server.RAID.L.mp
- Acer.Server.RAID.A.mp
- Acer.Server.RAID.P.mp

7 Right click on the selected files and click on **Delete** in the pop up menu.

8 Click on **Yes** in the confirmation window.

3 Using the Software

Overview

This chapter is divided into four sections as follows:

- Configuring Acer Integration Manager

This section shows how to configure the Acer Integration Manager to transfer an alert notification (Platform Event Trap [PET]) reported by the iBMC of a monitored server to display as an event in SCOM or SCE.

The section then details how to discover the servers to be monitored via the iBMC.

- Server Hardware Health Monitoring

This section details how server hardware status reported in SCOM or SCE by the iBMC may be viewed and where the related recommended diagnostic tasks and information is displayed.

- RAID Status Monitoring

This section details how RAID status in SCOM or SCE reported by the RAID management software in the monitored servers may set up to be viewed.

- Virtual Machine Host Monitoring with PRO Tip

This section outlines how to configure notification of server health and RAID status in a virtual sever scenario through SCVMM, via a PRO Tip from SCOM. It also provides a recommended action to place the host into Maintenance mode.

Configuring Acer Integration Manager

Configuring Integration Service

This section describes how to configure the Integration Service which redirects the monitoring notification (Platform Event Traps) from the Acer Server to SCOM or SCE.

Note: You must do the task first before any other tasks, or the monitoring notification may be lost.

1 Click on **Start>All Programs>Acer Smart Integration Pack for Microsoft® System Center>Acer Integration Manager>Acer Integration Manager** to open the Acer Integration Manager system tray from the Start menu.

2 Right click on the **Acer Integration Manager** icon and select **Launch Integration Manager** to open the Acer Integration Manager console from the pop-up menu of the system tray icon.

Note: When prompted for the executing account, an account with local administrator rights must be used.

Installation in a SCOM Environment

Before You Begin

- Check the minimum system requirements to ensure you system meets all installation requirements. See “Software Installation Requirements” on page 6.
- Read this user's guide thoroughly.

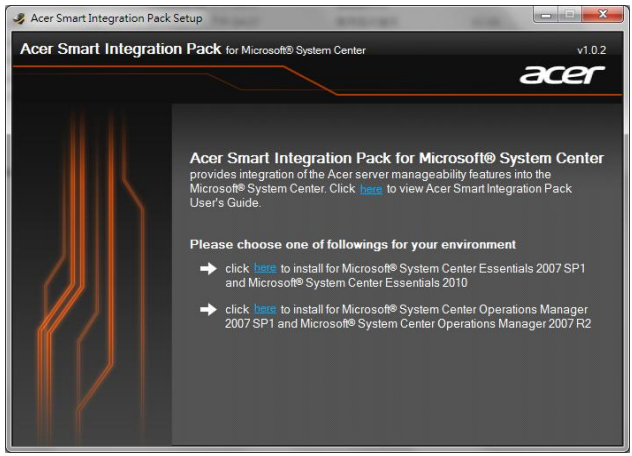
Note: Your SCOM environment may have many management servers. If so, you must install the Acer Smart Integration Pack on all management servers.

Executing the Setup Wizard

1 Log on to the server that you are going to install on with an account that has SCOM administrator rights and local administrator rights.

2 Locate and double-click on **Setup.exe**. The Acer Smart Integration Pack for Microsoft® System Center Setup Wizard window opens.

3 Click on **here** to install for Microsoft® System Center Operations Manager 2007 SP1 and Microsoft® System Center Operations Manager 2007 R2.



Discovering Acer Servers

This section describes how to discover Acer servers via the iBMC in your environment and enable them to be monitored by SCOM or SCE.

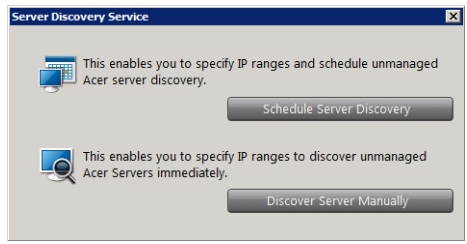
Note: servers to be monitored must have the server management port connected to an accessible network.

Discovering Servers via Scheduling

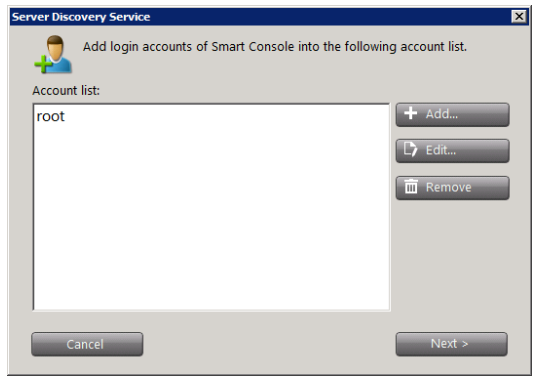
This procedure describes how to implement a periodic automatic server search for new servers connected to the network. The search is defined over a set IP range.

1 Click on the **Configure** button of the Server Discovery Service in the Acer Integration Manager console.

2 Click on **Schedule Server Discovery**.



3 Click on **Add...** .



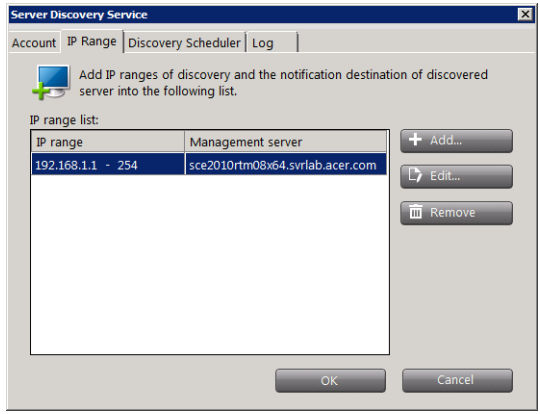
4 Enter the account name and password of the Smart Console of the server to be monitored and click on **OK**.

5 Click on the **IP Range** tab.

6 Click on **Add...** .

7 Enter the IP range to be scanned.

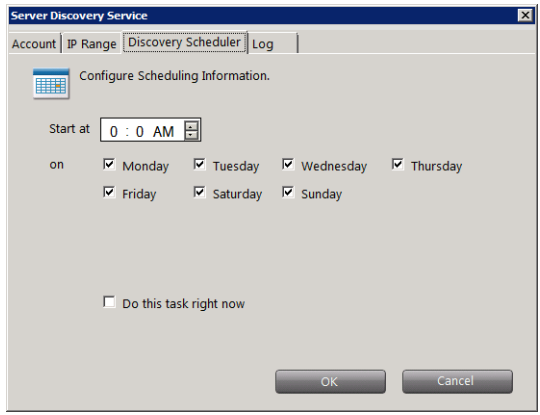
8 Select the monitoring notification destination of discovered server in the IP range from the Management Server drop down menu and click on **OK**.



Note: The management server you selected is the monitoring notification destination (Platform Event Trap destination) of the server. You should ensure the Acer Integration Service is configured and started on the selected management server.

9 Click on the **Discovery Scheduler** tab.

10 Enter the scheduling time and day(s) and click on **OK.**



11 Click on **Start** of the Server Discovery Service. The Server Status line directly above the Start button displays Running.

Note: If you modify the schedule setting after starting the service, please restart the service to load the new setting.

Discovery Server Log

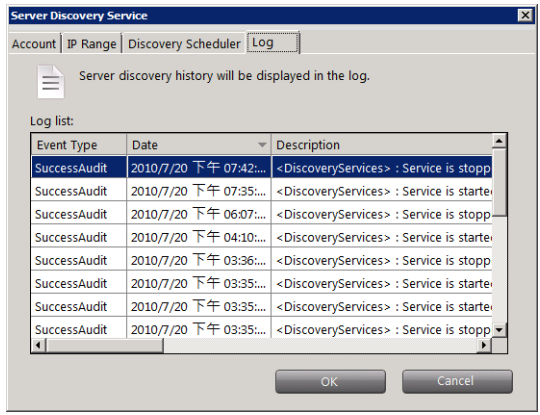
The discovery schedule history may be viewed in the discovery server log.

1 Open the Acer Integration Manager.

2 Click on **Configure of Server Discovery Service**.

3 Click on **Schedule Server Discovery**.

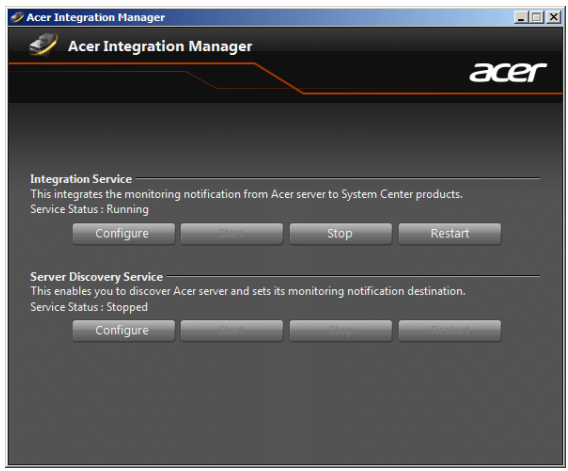
4 Click on the **Log** tab.



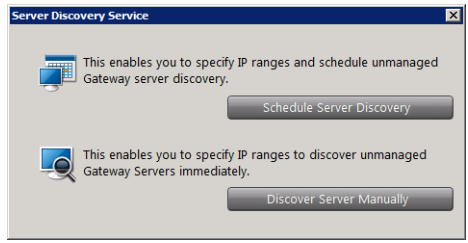
Discovering Servers Manually

This procedure describes how to manually search for a new server to immediately begin monitoring the server.

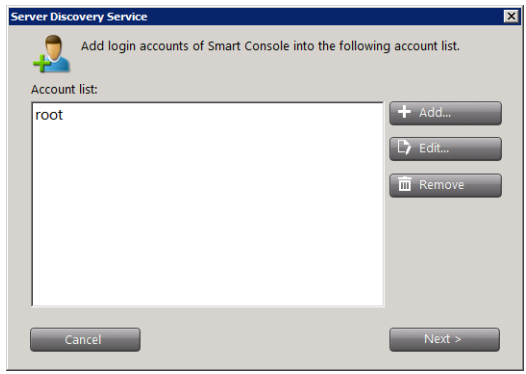
1 Click on the **Configure** button of the Server Discovery Service in the Acer Integration Manager console. The Server Discovery Service window opens.



2 Click on **Discover Server Manually**.



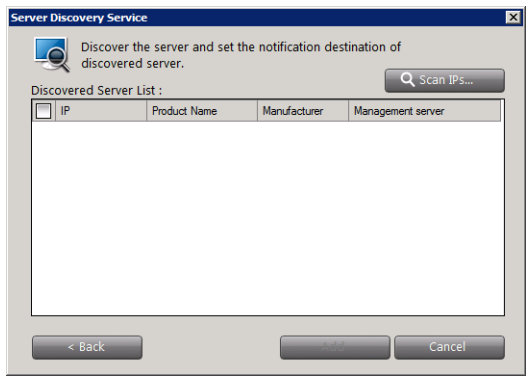
3 Click on **Add...** . The Add Account window opens.



4 Enter the account name and password of the Smart Console of the servers to be monitored and click on **OK**.

5 Click on **Next**.

6 Click on **Scan IPs**.



7 Enter the required IP discovery range.

8 Click on **Scan**. When discovered, Acer servers display in the discovered server list.

9 Select the required monitoring notification destination from the Management Server drop-down menu.

Note: The management server you selected is the monitoring notification destination (Platform Event Trap destination) of the server. You should ensure the Acer Integration Service is configured and started on the selected management server.

10 Select the servers you want to monitor and click on **Add.**

Server Hardware Health Monitoring

This section details how to view the servers being monitored, how to locate a server with a fault, how to view alerts, and the related alert knowledge screens.

Server hardware is monitored via the iBMC. The status of all discovered servers is displayed in the List and Diagram views. The Alert View displays alert events only.

To view RAID status the RAID server attributes must first be modified and the SNMP service configured. See “RAID Status Monitoring” on page 36.

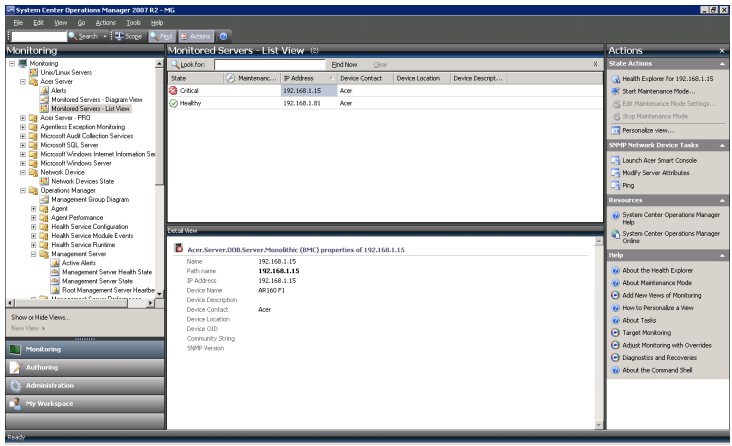
List View and Opening Health Explorer

The List View is monitored via the iBMC. This shows the complete status of all discovered servers. Use this to locate a server with a fault and check the knowledge article in Health Explorer which displays likely causes and solutions for the event.

1 Open the console. The appropriate method for each system is as follows.

- SCOM 2007 R2: Click on **Start>All Programs>System Center Operations Manager 2007 R2>Operations Console**
- SCOM 2007 SP1: Click on **Start>All Programs>System Center Operations Manager 2007 >Operations Console**
- SCE 2010: Click on **Start>All Programs>System Center Essentials 2010>System Center Essentials Console**
- SCE 2007 SP1: Click on **Start>All Programs>System Center Essentials 2007>System Center Essentials 2007 Console**

2 Click on **Monitoring>Acer Server>Monitored Server - List View** in the Monitoring side window.



Explanation of List View column titles:

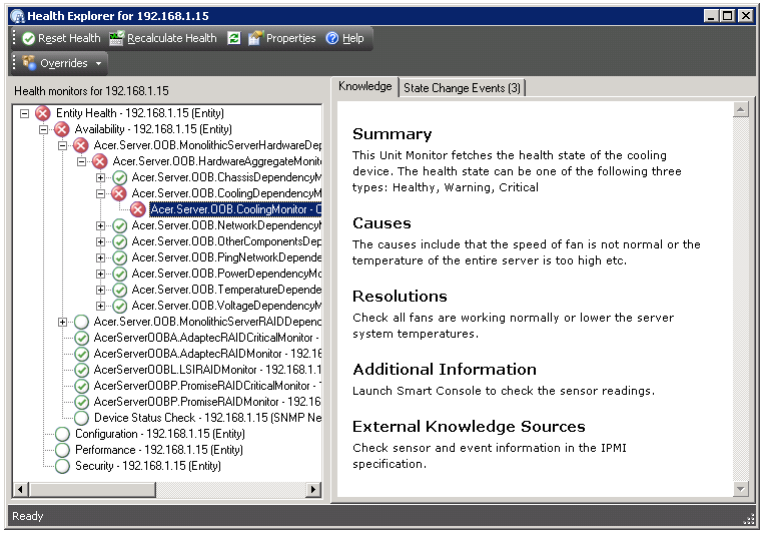
- State: is the server status
- Maintenance Mode: shows if this is activated
- IP Address: is the iBMC IP address
- Device Contact: is the manufacturer name
- Device Location: is the OS IP address
- Device Description: is the host name

Note: In the detail view pane there is an additional listing - Device Name: product name (or model number) which does not display in the List View columns due to a SCOM bug.

3 Right click on the required server in the List View pane and the pop-up menu displays.

4 Click on **Health Explorer** in the pop-up menu. The Health Explorer displays.

5 Click on the required alert in left pane list. The Knowledge tab displays.



Launching Acer Smart Console

This section describes how to launch Acer Smart Console of required servers. You can use the console to check detailed sensor readings, to use KVM remote console and to use ID LED to identify the server, and other functions.

1 Select the required server in the List or Diagram view.

2 Click on **Launch Acer Smart Console** in the Actions pane | SNMP Network Device Targets. Acer Smart Console opens.

3 Enter the required login account name and password then click on **Login**.

Note: The default username is **root** and the default password is **superuser**. Both the username and password are case sensitive and should be entered in lower case each time.

Diagram View

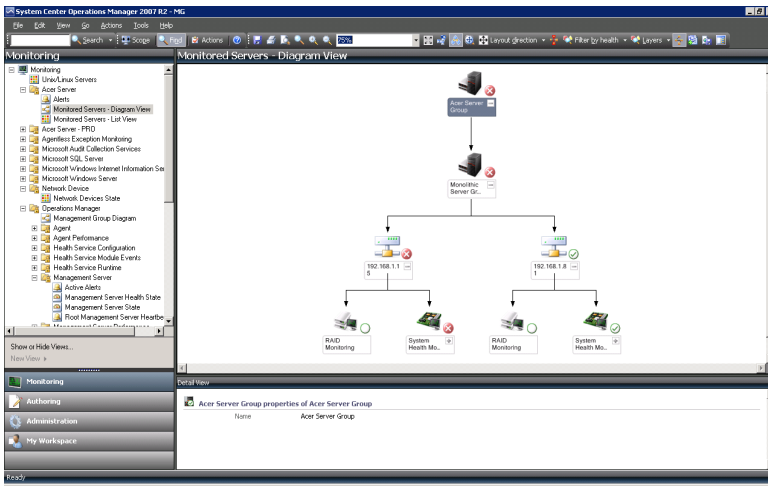
Diagram view shows a pictorial representation of the monitored server network. Use this view to drill down to particular fault.

Diagram view does not display RAID alerts in the RAID icon. RAID alerts will be displayed in the host server icon.

1 Open the console. The appropriate method for each system is as follows.

- SCOM 2007 R2: Click on **Start>All Programs>System Center Operations Manager 2007 R2>Operations Console**
- SCOM 2007 SP1: Click on **Start>All Programs>System Center Operations Manager 2007 >Operations Console**
- SCE 2010: Click on **Start>All Programs>System Center Essentials 2010>System Center Essentials Console**
- SCE 2007 SP1: Click on **Start>All Programs>System Center Essentials 2007>System Center Essentials 2007 Console**

2 Click on **Monitoring**>**Acer Server**>**Monitored Server - Diagram View** in the Monitoring side pane.

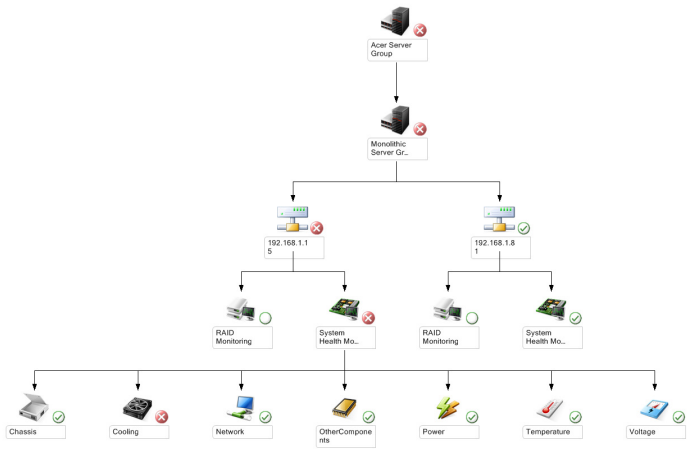


3 Right click on **Diagram View**. The pop-up menu appears.

4 Click on **Refresh**.

5 Note the alert status on any servers in the Diagram View pane. then scroll to a Server Health Monitoring icon displaying an alert status.

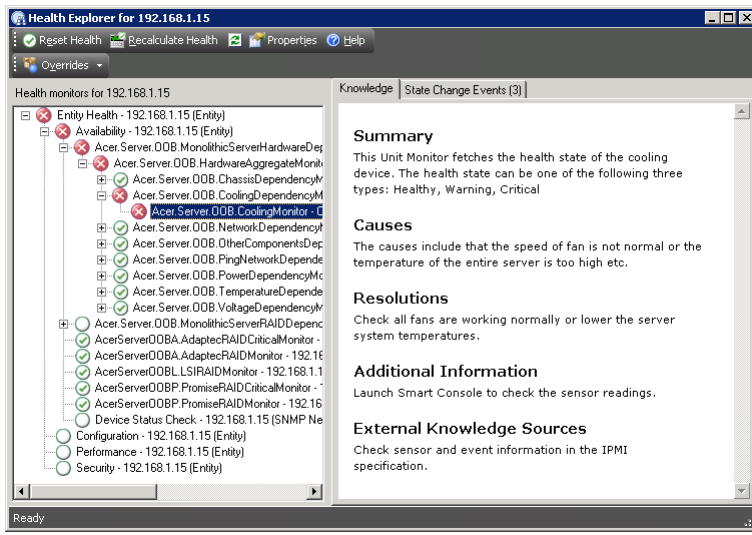
6 Click on the **+** symbol of the Server Health Monitor icon. The server hardware components display.



7 Click on a hardware icon displaying an alert status. The pop-up menu displays.

8 Click on **Health Explorer** on the pop-up menu. The Health Explorer for the hardware component displays.

9 Click on the alerted component line in the left pane. The Knowledge tab displays.



Alert View

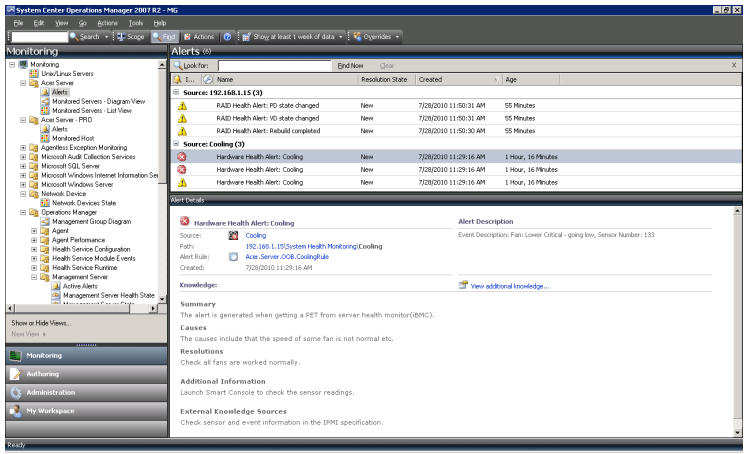
This view displays all current alert events (only). It lists a report on which component have a problem and details of the problem.

1 Open the console. The appropriate method for each system is as follows.

- SCOM 2007 R2: Click on **Start>All Programs>System Center Operations Manager 2007 R2>Operations Console**
- SCOM 2007 SP1: Click on **Start>All Programs>System Center Operations Manager 2007 >Operations Console**
- SCE 2010: Click on **Start>All Programs>System Center Essentials 2010>System Center Essentials Console**
- SCE 2007 SP1: Click on **Start>All Programs>System Center Essentials 2007>System Center Essentials 2007 Console**

2 Click on **Monitoring>Acer Server>Alerts** in the Monitoring side pane.

3 Click on the required event in the Alert View pane. The Alert Details displays.



RAID Status Monitoring

RAID status is reported by the RAID management software. To view this the monitored server attributes need to be modified and the SNMP service configured.

Modifying Server Attributes for RAID Monitoring

This section describes how to modify the host IP address attributes and host name attributes of required servers for RAID monitoring.

1 Select the required server in the List or Diagram view.

2 Launch Acer Smart Console and login (See "Launching Acer Smart Console" on page 31 above).

3 Click on **Remote Control>Console Redirection**.

4 Click on **Launch Console**. The remote console launches.

5 Enter the required login account and password of the server.

6 Execute `ipconfig` command in the Start>Run command line and record the host IP address.

Note: If there are multiple host addresses, you must use the RAID management software IP address. Check your RAID UG for information on how to define the correct SNMP TRAP source IP address.

7 Right click on **Start>Computer**.

8 Click on **Properties** in the pop-up menu and record the Host Name (FQDN) found in the full computer name.

9 Return to the SCOM or SCE console.

10 Select the required server in the List or Diagram view.

11 Click on **Modify Server Attributes** in the Actions pane | SNMP Network Device Targets.

12 Enter the Host IP Address and Host Name (FQDN) and click on **Modify**.

Configuring SNMP Service for RAID Monitoring

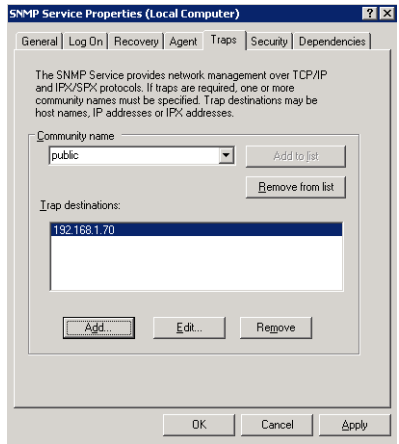
This section describes how to configure SNMP service installed in a server to monitor RAID status. If the RAID configuration has a problem, an alert notification (SNMP trap) is sent to SCOM or SCE.

1 Click on **Start>Administrative Tools>Services**.

2 Right click on **SNMP Service**.

3 Click on **Properties** in the pop-up menu.

4 Click on the **Traps** tab.



5 Enter the required details of the Community Name field and click **Add to list**.

Note: The community name must be "public"

6 Enter the required Host name, IP or IPX address.

Note: The host name or IP address must be entered with the host name or IP address of SCOM root management server or SCE server.

7 Click on **Apply** then click on **OK**.

8 Right click on **SNMP Service**.

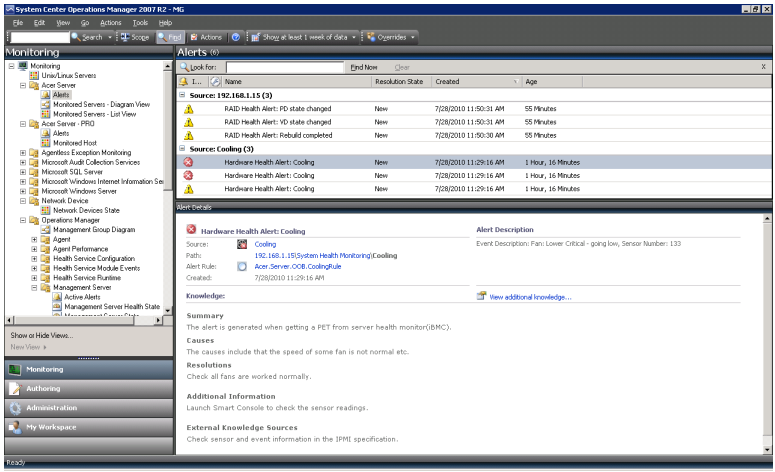
9 Click on **Restart** in the pop-up menu.

Viewing RAID Status

See “Server Hardware Health Monitoring” on page 29.

Note: Diagram view does not display RAID alerts in the RAID icon. RAID alerts are displayed in the host server icon.

A RAID alert displays as follows.



Note: User must reset the monitor in the health explorer and turn off the alert manually when the problem is solved.

Virtual Machine Host Monitoring with PRO Tip

Overview

When an alert is generated in the SCOM of a virtual machine, PRO-tip enabled monitoring generates a PRO-tip in the SCVMM to notify the administrator that the virtual machine host may have a problem. Upon receipt of a PRO-tip, the administrator can choose to implement the recommended action or dismiss the PRO-tip. The recommended action which Acer PRO-enabled management pack provides places the host in Maintenance mode to allow a diagnostic task or hardware repair to be undertaken.

Discovering Acer Virtual Machine Host

To discover the Acer virtual machine host follow the procedure described in "Discovering Acer Servers" on page 23.

Note: This step does not need to be repeated if the server has already been discovered.

Modifying Server Attributes for PRO Tip

1 Open the Systems Center Operation Manager 2007 R2.

2 Click on **Monitoring > Acer Server > Monitored Server - List View**.

3 Select the required server.

4 Click on **SNMP Network | Modify Server Attributes** in the Actions pane.

5 Enter the required **Host IP Address** and **Host Name** in the Modify Server Attributes Window.

6 Click on **Modify**.

7 Click on **OK** in the confirmation window.

Click on **Monitoring>Acer Server-PRO>Monitored Host** to verify details. After modifying the server attributes for PRO Tip, the Monitored Host view displays the modified server as a virtual machine host. Its status however reads 'not available'. See "Enabling PRO Features on SCVMM" below to change the status to available.

Note: The monitored host is listed after the discovery script (Monitored Host Discovery) starts running. The discovery interval is four hours by default. To set the discovery period to a different time interval see "Appendix D: Changing the Monitored Server Discovery Interval" on page 53.

Adding Acer Virtual Machine Host to SCVMM

To add a Acer Virtual Machine Host to SCVMM please refer to:

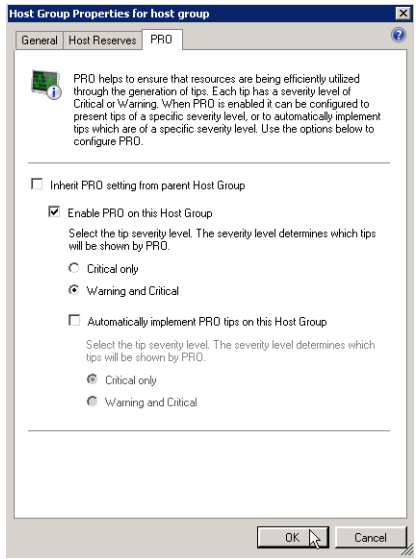
http://go.microsoft.com/fwlink/?LinkId=162004

for the appropriate installing method for your system.

Enabling PRO Features on SCVMM

1. Click on the **Virtual Machine Manager** icon on the task bar. The Virtual Machine Manager window opens.
2. Select the required host.
3. Right click on **All Hosts>Host Group** in the Hosts|Host Groups in the left side pane.
4. Click on **Properties** in the pop-up menu. The Host Group Properties for host group window opens.
5. Click on the **PRO** tab.
6. Select **Enable PRO on this Host Group**.

7 Click on **OK**.



8 Click on **OK** on the confirmation window.

Views

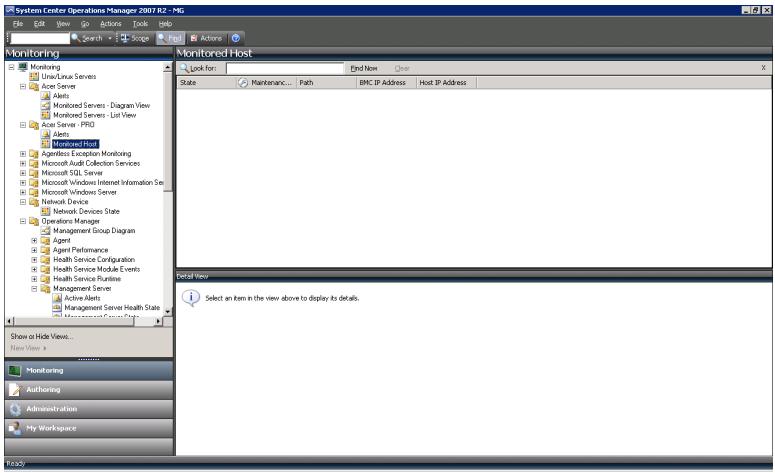
There are two options to view a virtual host machine noted as follows.

Monitored Host View

This displays a pane similar to list view in a SCOM or SCE environment. See “Server Hardware Health Monitoring” on page 29 for reference.

1 Open the Systems Center Operation Manager 2007 R2.

2 Click on **Monitoring>Acer Server - PRO>Monitored Host** in the Monitoring left side pane.

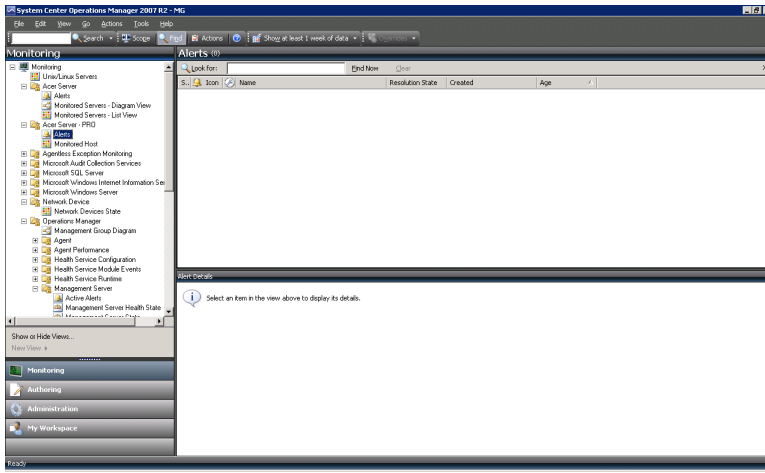


Alert View

This displays a pane similar to alert view in a SCOM or SCE environment. See “Server Hardware Health Monitoring” on page 29 for reference.

1 Open the Systems Center Operation Manager 2007 R2.

2 Click on **Monitoring>Acer Server - PRO>Alerts** in the Monitoring left side pane.



Operating with PRO Tip Dialog

Implementing PRO-Tip

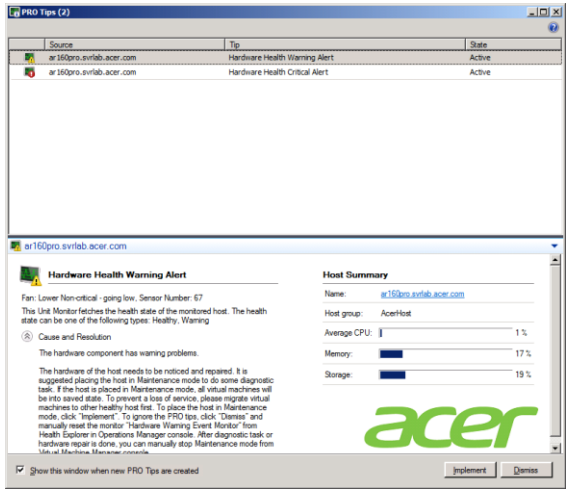
The recommended action on receipt of a PRO-tip is to place the host in Maintenance mode as described in the following procedure.

1 Click on the **Virtual Machine Manager** icon on the task bar. The Virtual Machine Manager window opens.

2 Click on **PRO Tips i**n the menu bar of the Virtual Machine Manager. The PRO tips window opens.

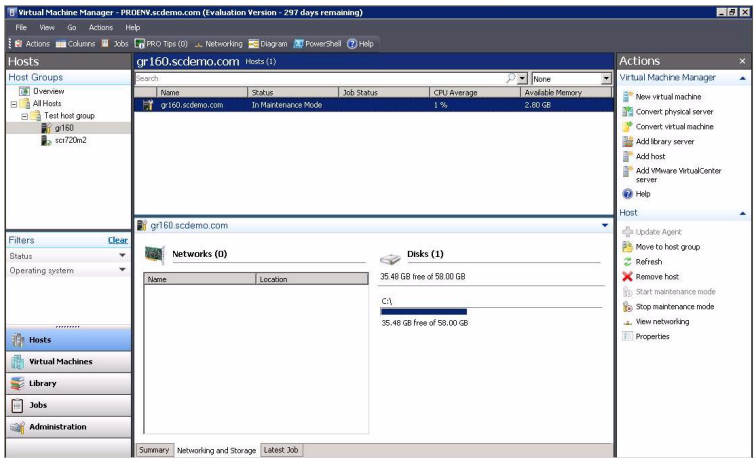
3 Select the required Tip.

4 Click on the expand icon of Hardware Health Alert | Cause and Resolution for details on the tip.



5 Click on **Implement**. The PRO tips window closes.

6 In the All Hosts pane of the Virtual Machine Manager window the Status bar of the required host should now read: In Maintenance Mode.



Dismissing PRO-tip

1 Click on the **Virtual Machine Manager** icon on the task bar. The Virtual Machine Manager window opens.

2 Click on **PRO Tips i**n the menu bar of the Virtual Machine Manager window. The PRO tips window opens.

3 Select the required Tip.

4 Click on **Dismiss**. Close the PRO tips window.

5 Click on **PRO Tips** in the menu bar of the The Virtual Machine Manager window.

6 Close the The Virtual Machine Manager window.

7 Open the System Center Operations Console.

8 Click on **Monitoring>Acer Server - PRO> Monitored Host** in the Monitoring pane.

9 Right click on the required server in the State View pane.

10 Click on **Open>Health Explorer** in the pop-up menu.

11 Select the required Entity in the left pane.

12 Click on the **Overrides** tab.

13 Click on **Reset Health** in the menu bar.

14 Click on **Yes** in the confirmation window. Close the Health Explorer window.

Host Behaviour in Maintenance Mode

After you place a host into maintenance mode, the following actions cannot be performed:

- Virtual machines cannot be created on the host.
- Virtual machines cannot be migrated to the host.
- The host is excluded from host rating calculations performed during virtual machine placement.
- The host status is not updated.

However, you can perform the following actions:

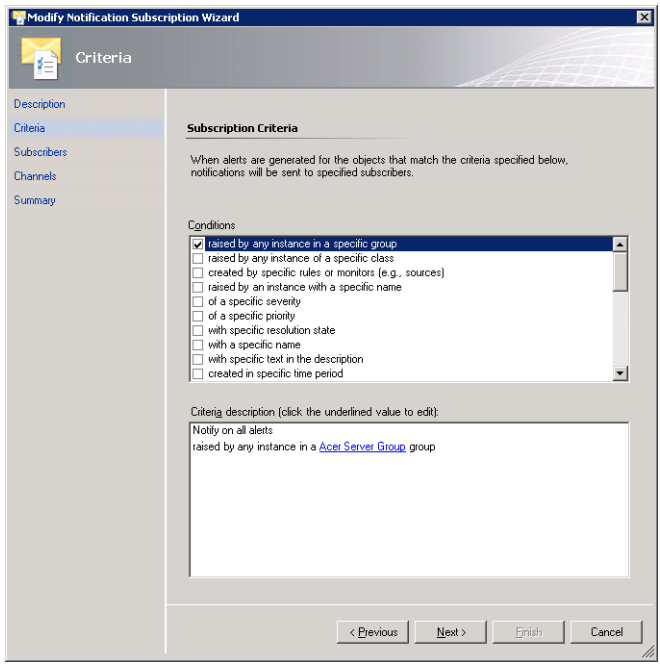
- Remove the host from VMM if you ensure that the host is available and that its agent is in an appropriate state.
- Start or stop virtual machines on the host.
- Change the host properties.
- Migrate a virtual machine from the host to another host.

Configuring Remote Notification of SCOM and SCE

Refer to the following document for instructions on how to configure your system to configure remote notification of SCOM and SCE:

http://download.microsoft.com/download/B/F/D/BFDD0F66-1637-4EA3-8E6E-8D03001E5E66/OM2007R2_DeploymentGuide.docx

Should you wish to enable Acer sever notification select the condition to notify **on alerts raised in any instance** in a “Acer Server Group” as shown in the following screen:



Removing Monitored Server

To remove a server from the list of those that are currently being monitored:

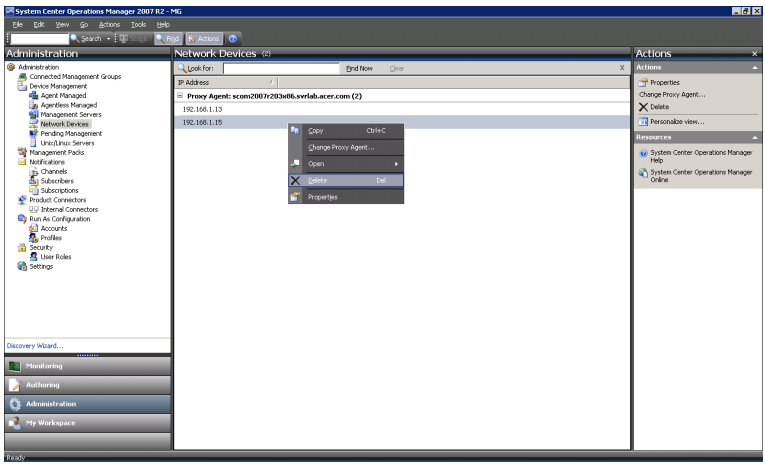
1 Open the console. The appropriate method for each system is as follows.

- SCOM 2007 R2: Click on **Start>All Programs>System Center Operations Manager 2007 R2>Operations Console**
- SCOM 2007 SP1: Click on **Start>All Programs>System Center Operations Manager 2007 >Operations Console**
- SCE 2010: Click on **Start>All Programs>System Center Essentials 2010>System Center Essentials Console**
- SCE 2007 SP1: Click on **Start>All Programs>System Center Essentials 2007>System Center Essentials 2007 Console**

2 Click on **Administration>Device Management>Network Devices** in the Administration side window.

3 Right-click on the required server.

4 Click on **Delete** in the pop-up menu.



Appendices

Appendix A: Installing .NET framework

1 Click on **Start>Administrative Tools>Server Manage**r.

2 Click on **Server Manager>Features** in the side pane.

3 Click on **Add Features** of the Features Pane of the Server Manager window.

4 Select **.NET Framework 3.0 Feature**s in the Add Features window.

5 Click on **Add Required Roles Services**.

6 Click on **Next** in the Add Features Wizard window.

7 Click on **Next**.

8 Click on **Install**.

9 Click on **Close**.

Appendix B: Installing SNMP trap service

Installing on Windows Server 2008

1 Click on **Start>Administrative Tools>Server Manage**r.

2 Click on **Server Manager>Features** in the side pane.

3 Click on **Add Features** of the Features Pane of the Server Manager window.

4 Select SNMP Services in the Add Features window.

5 Click on **Next**.

6 Click on **Install**.

Installing on Windows Server 2003

1 Click on **Start>Control Panel>Add or Remove Programs**.

2 Click on the Add/Remove Window Components icon.

3 Select Management and Monitoring Tools in the Window Components Wizard window.

4 Click on **Details**.

5 Select Simple Network Management Protocol and click on **OK**.

6 Click on **Next**.

7 Insert the "Service Pack 2 CD-ROM" disk into your CD ROM drive and click **OK**.

8 Browse to the drive the "Service Pack 2 CD-ROM" is located on and press OK.

9 Insert the "Windows Server 2003 Enterprise Edition CD ROM" into the CD ROM drive and click **OK**.

10 Browse to the drive the "Windows Server 2003 Enterprise Edition CD ROM" files are located on and click **OK**.

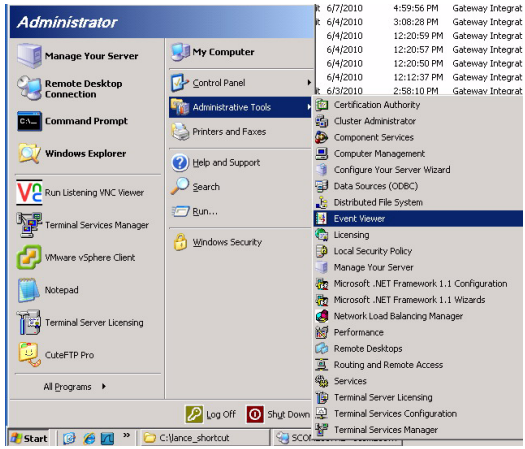
11 Click on **Finish**.

Note: To confirm SNMP Trap Service is installed: click on **Start>All Programs>Administration Tools>Services**. The services display in the Service (Local) pane.

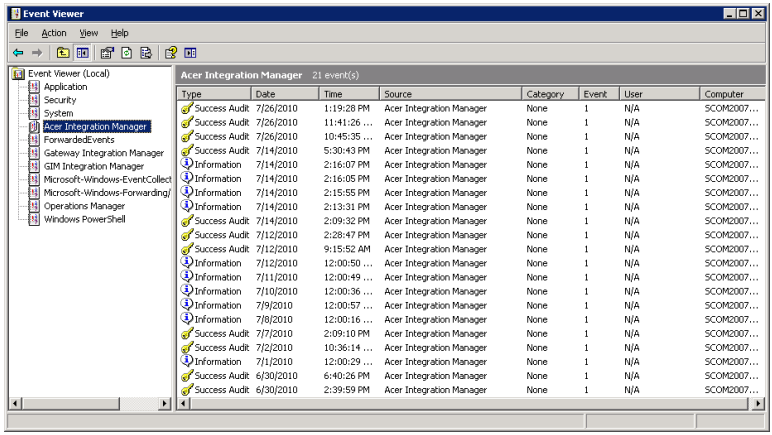
Appendix C: Viewing the Event Log

To view the administrative event log:

1 Click on **Start>Administrative Tools>Event Viewer**.



2 The event log displays.



Appendix D: Changing the Monitored Server Discovery Interval

The discovery script runs, scanning for a monitored host, by default once every four hours. To change the time interval between scans:

1 Click **Authoring>Management Pack Objects | Object Discoveries>Change Scope** on the Object discoveries pane.

2 Select **View all Targets** on the Scope Management Pack Objects window.

3 Enter **Acer** into the Look for field.

4 Select Monitored Host in the Target column, then click OK.

5 Select **Discovered type: Monitored Host>Monitored Host Discovery** in the Object Discoveries pane and right-click to bring up the pop-up menu.

6 Click **Overrides>Override the Object Discovery>For a group**.

7 Select **Acer Sever Group**, then click **OK**.

8 Select **Interval seconds** in the Override column of the Override Properties window.

9 Enter the required time in the table cell, then click **New**.

10 Enter the required name in the Name: field of the General Properties window, then click **Next**.

11 Click **Create**.

12 Click **Apply**, then click **OK**.

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