



EV 10.0.3 Feature Briefing

SCOM Based Monitoring

This document is one of a set of Feature Briefings which detail major new or changed features in Enterprise Vault 10.0.3. This document covers enhancements for Microsoft System Center Operations Manager (SCOM) based monitoring and alerting.

If you have any feedback or questions about this document please email them to IIG-TFE@symantec.com stating the document title.

Feature Description

Enterprise Vault 10.0.3 offers a new SCOM management pack which will allow administrators to monitor Enterprise Vault internal objects such as sites, servers, services, tasks, dependency services, etc. SCOM, short for System Center Operations Manager, is a cross-platform data center management platform developed by Microsoft and provides alerts based on availability, performance, configuration, or security. SCOM replaces MOM, Microsoft Operations Manager. The SCOM management pack introduces a new structured hierarchy for Enterprise Vault in SCOM this enables operators to view any alerts or check the status of the system by logical components¹.

Business Value

SCOM management packs from previous versions of Enterprise Vault were mainly developed for Microsoft Operations Manager (MOM) and were converted to SCOM pack format. The pack lacked the structured hierarchy available in SCOM today and only provided alerting functionality.

The new SCOM pack will better support administrators by enabling automatic monitoring for Enterprise Vault using SCOM server. Enhanced monitoring will also provide probable root causes for the alerts reported by Enterprise Vault.

Underlying Principles

Requirements and prerequisites for the new SCOM management pack include:

- The Enterprise Vault server must have PowerShell 2.0 installed
- SCOM Server 2007 R2 and SCOM Server 2012 are both supported
- The SCOM agent must be installed on the Enterprise Vault server

¹ More information on MOM can be found here:

<http://technet.microsoft.com/en-us/systemcenter/bb498244>.

More information on SCOM 2007 R2 can be found here:

http://download.microsoft.com/download/B/1/D/B1D2450B-FF55-46BF-9E54-49FF984C89BD/SC_OpsMgr2007_R2-IntroductionWP.pdf

More information on SCOM 2012 can be found here:

<http://www.microsoft.com/en-us/server-cloud/system-center/datacenter-management-capabilities.aspx>

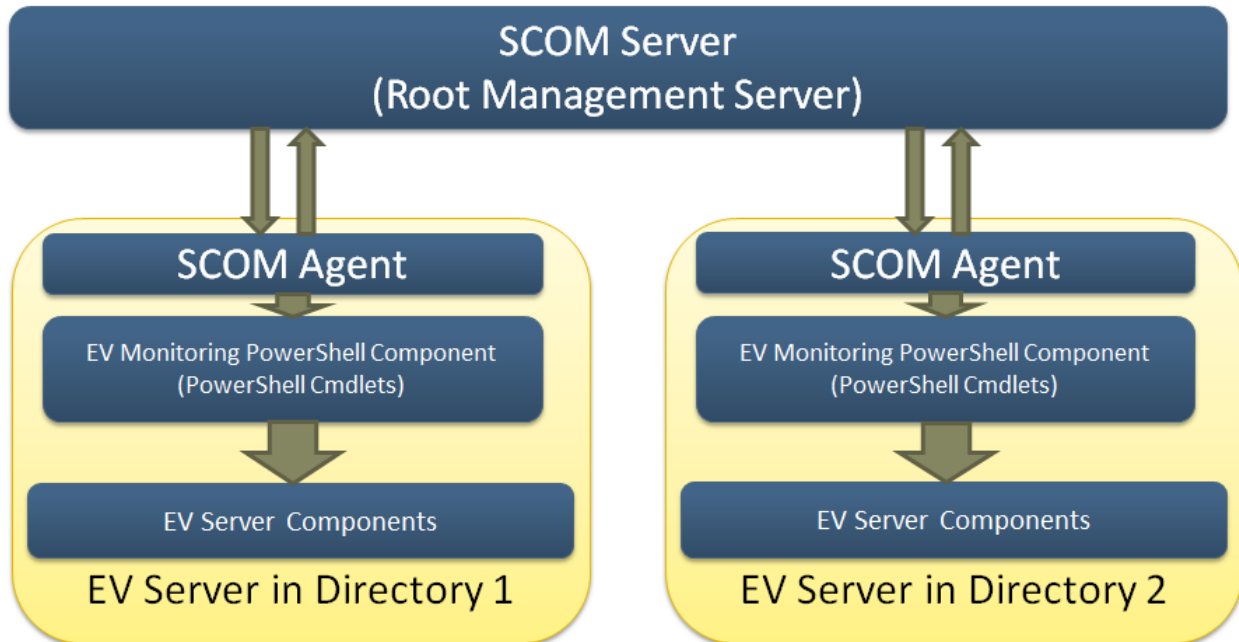


Figure 1 - SCOM Pack Architectural Overview

Figure 1 provides an overview of the architecture for the new SCOM management pack. The SCOM management pack will automatically discover Enterprise Vault servers within the environment. To provide enhanced service and task monitoring the SCOM pack uses PowerShell cmdlets to gather information on Enterprise Vault components. The information is then sent to the SCOM Agent (installed on the Enterprise Vault server) which then relays the collected information back to the SCOM server. Administrators can then monitor Enterprise Vault from System Center.

Test Drive

Installation Overview

Installation of the new SCOM management pack contains four steps:

- Create or choose a domain account that will be used as the “Run As” account for SCOM monitoring. This account is set up in SCOM.
- Distributing the “Run As” account details to the Enterprise Vault servers that will be managed by SCOM. This is performed on the SCOM server.
- Import the Enterprise Vault SCOM pack on the SCOM server.
- Associate the “Run As” account with the “Run As” profile that is included in the Enterprise Vault SCOM pack

More detailed installation instructions can be found in the Enterprise Vault 10.0.3 Administrator’s Guide.

The “Run As” account must be a domain account and does not require domain or local system administrator rights. This account must also be added to the “Monitoring Application Role”² using the Enterprise Vault Authorization Console.

Configuration Settings on the SCOM Server

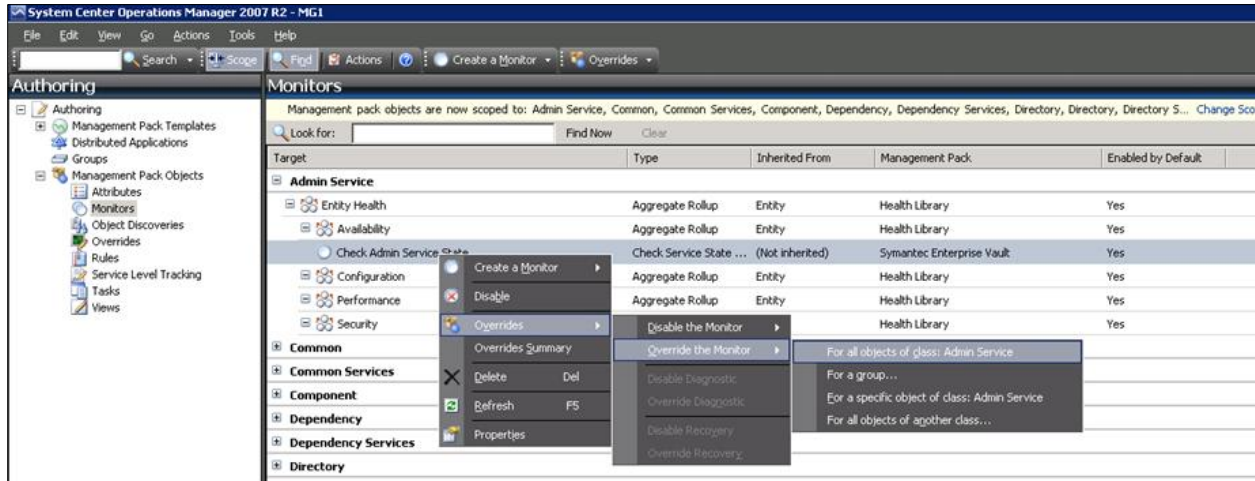


Figure 2 - Configuring SCOM Monitoring Settings for Enterprise Vault

Figure 2 provides an overview of configuring the monitoring settings of the Enterprise Vault SCOM pack on a SCOM server. By default, SCOM will collect monitoring data every 300 seconds. The SCOM administrator can override this setting in the SCOM console under the Authoring tab.

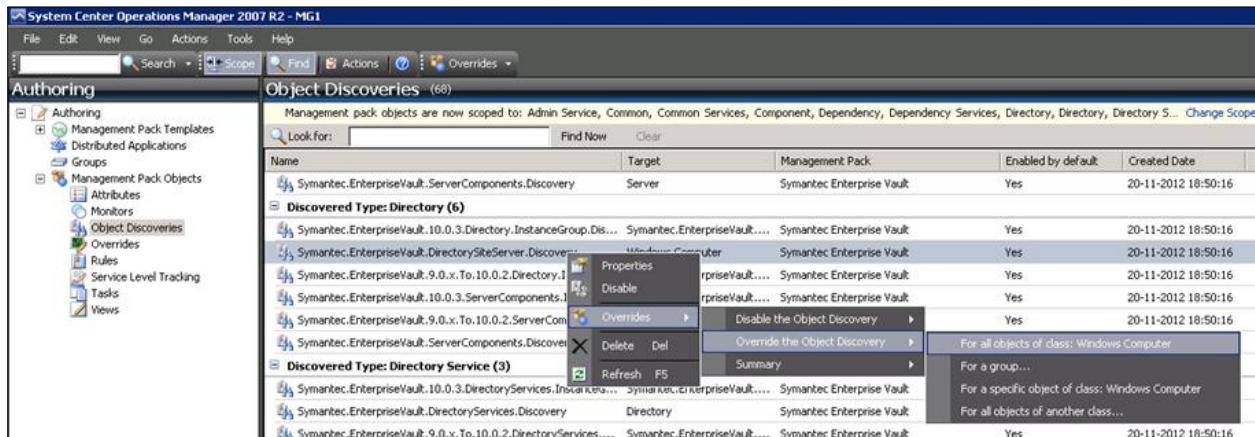


Figure 3 - Configuring SCOM Discovery Settings for Enterprise Vault

² The Monitoring Application Role is a new role for Roles-based administration in Enterprise Vault 10.0.3

Figure 3 provides an overview of configuring the discovery settings of the Enterprise Vault SCOM pack on a SCOM server. By default, SCOM will perform a discovery every 86400 seconds (or one day). The SCOM administrator can override this setting if needed.

Licensing and support considerations

Licensing

No additional licensing is required to use the new SCOM pack with Enterprise Vault 10.0.3.

Support Considerations

The following support considerations should be noted:

- The SCOM management pack introduced with Enterprise Vault 10.0.3 will work with older versions of Enterprise Vault (9.0 through 10.0.2)
- If the 10.0.3 SCOM management pack is used against Enterprise Vault versions 9.0 through 10.0.2, only alerting will be available. Service and task monitoring is only available from 10.0.3 and later.
- Previous versions of the SCOM management pack will not be supported with EV 10.0.3 and later
- If a customer is using an older version of the SCOM management pack, it must be uninstalled from the SCOM server before installing the newer 10.0.3 SCOM management pack
- Enterprise Vault in Veritas Cluster Server (VCS) configurations are not supported with the SCOM management pack

Troubleshooting

- In the event that the Enterprise Vault SCOM management pack encounters any errors, it will log Event ID 20 with detailed information in the Operation Manager Event log on the Enterprise Vault Server
- Check to see that the following .dll files are installed on the Enterprise Vault server as they are both needed for SCOM pack functionality:
 - Symantec.EnterpriseVault.PowerShell.Core.dll
 - Symantec.EnterpriseVault.PowerShell.Monitoring.dll
- Enterprise Vault PowerShell cmdlets are enabled for DTrace. Enabling monitoring for the “MonitoringHost.exe” process.

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