AppMetrics for Transactions – SCOM Management Pack Users Guide

Introduction

SCOM Overview

System Center Operations Manager enables data center operations personnel to monitor state, performance, and health information across multiple platforms in an enterprise environment.

By importing SCOM management packs from Microsoft or other vendors, SCOM can be configured to monitor a wide variety of configurations and aspects of an IT center's daily operations and workloads.

AppMetrics Management Pack

The AppMetrics management pack allows data center staff to monitor the health and availability of their COM+ applications. By configuring the available threshold settings in AppMetrics, various performance thresholds can be monitored though SCOM, alerting staff to problems as soon as they occur.

Features

The following features are incorporated into the AppMetrics management pack:

- COM+ application performance monitoring
- AppMetrics status monitoring
- Auto discovery of AppMetrics managers, agents, and production monitors
- Configurable discovery interval, and the ability to enable or disable various monitors and alerts globally or individually
- Product knowledge which informs the user of the purpose of the monitor or alert, and provides resolution info when applicable

Installation

Importing the AppMetrics Management Pack

The AppMetrics Management pack is imported into SCOM as follows:

1. Navigate to the SCOM Administration console, and select the Management Packs view.

Figure 1	- M	anagement	Packs	View
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System Center Operations Manager 200	7 R2 - Xtremesoft				
<u>File E</u> dit <u>V</u> iew <u>G</u> o <u>A</u> ctions <u>T</u> ools	Help				
Scope	🔍 Find 📓 Actions 🕜				
Administration	Management Packs (54)				Actions ×
🌼 Administration	Look for:	Find Now Clear		X	Actions 🔺 🔺
Connected Management Groups	Name	∠ Version	Sealed	Date Created Description	Properties
Agent Managed	Application Log Library	6.1.7221.0	Yes	2/23/2010 4:44: System Application Log Library: This Manac	Se Export
Agentless Managed	Saselining Tasks Library	6.1.7221.0	Yes	2/23/2010 4:45: System Baselining Tasks Library: This Mana	Management Pack
Management Servers	K Client Monitoring Internal Library	6.1.7221.0	Yes	2/23/2010 4:45: Microsoft System Center Client Monitoring	X Delete
Pending Management	Client Monitoring Library	6.1.7221.0	Yes	2/23/20 10 4:45: Microsoft System Center Client Monitoring	Secreate
Unix/Linux Servers	Client Monitoring Overrides Management Pack	6.1.7221.0		2/23/2010 4:45: This management pack is the default locati	Management
Management Packs	Client Monitoring Views Library	6.1.7221.0	Yes	2/23/2010 4:45: Microsoft System Center Client Monitoring	Tour Download
Channels	S Data Warehouse Library	6.1.7221.0	Yes	2/23/2010 4:45: Microsoft System Center Data Warehouse	Management
Subscribers	S Distributed Application Designer Library	6.1.7221.0	Yes	2/23/2010 4:45: Microsoft System Center Distributed Applic	Packs
Product Connectors	K Health Internal Library	6.1.7221.0	Yes	2/23/2010 4:45: System Health Interal Library: This Manage	Management
📃 🖳 Internal Connectors	K Health Library	6.1.7221.0	Yes	2/23/2010 4:44: System Health Library: This Management P	Packs
Run As Configuration	Mage Library (System Center)	6.1.7221.0	Yes	2/23/2010 4:45: Microsoft System Center Image Library: Th	Resources 🔺
& Profiles	1 Image Library (System)	6.1.7221.0	Yes	2/23/2010 4:45: System Image Library: This Management P	🕜 System Center
🔒 Security	 Image Library (Windows) 	6.1.7221.0	Yes	2/23/20 10 4:45: Microsoft Windows Image Library: This Mar	Operations Manager Help
Discovery Wizard	1 Instance Group Library	6.1.7221.0	Yes	2/23/2010 4:45: Microsoft System Center Instance Group Li	System Center
	Microsoft Audit Collection Services	6.1.7221.0	Yes	2/23/2010 4:45:	Operations
Monitoring	Microsoft Generic Report Library	6.1.7221.0	Yes	2/23/2010 4:45: Microsoft System Center Data Warehouse	Online
Authoring	Microsoft System Center Operations Manager Library	6.1.7221.0	Yes	2/23/2010 4:45: Microsoft System Center Operations Mana	Help 🔺
	MOM 2005 Backward Compatibility	6.1.7221.0	Yes	2/23/2010 4:45: Microsoft Operations Manager Backward C	Management
Administration	Network Device Library	6.1.7221.0	Yes	2/23/2010 4:45: Microsoft System Center Network Device L	Pack Basics
Ny Workspace	Notifications Internal Library	6.1.7221.0		2/23/2010 4:45: Microsoft System Center Notifications Libra	Management Pack Concepts
	15 Notifications Library	6 1 7221 0	Yes	2/23/2010 4-45- Microsoft System Center Notifications Libra	Building
			_		Management
Ready					

2. Right click on the Management Packs item, and select *Import Management Packs* from the menu.

Figure	2 -	Import	Management	Packs
	_			

File Edit View Go Actions Tools	Help				
Administration	Management Packs (54)				Actions ×
🌼 Administration 🔺	Q Look for:	Find Now Clear		x	Actions 🔺 🔺
Connected Management Groups	Name	△ Version	Sealed	Date Created Description	Properties
Agent Managed	K Application Log Library	6.1.7221.0	Yes	2/23/2010 4:44: System Application Log Library: This Manag	💱 Export
Agentless Managed	Saselining Tasks Library	6.1.7221.0	Yes	2/23/2010 4:45: System Baselining Tasks Library: This Mana	Management Pack
Management Servers	K Client Monitoring Internal Library	6.1.7221.0	Yes	2/23/2010 4:45: Microsoft System Center Client Monitoring	X Delete
Pending Management	K Client Monitoring Library	6.1.7221.0	Yes	2/23/2010 4:45: Microsoft System Center Client Monitoring	Treate
Unix/Linux Servers	Client Monitoring Overrides Management Pack	6.1.7221.0		2/23/2010 4:45: This management pack is the default locate	Management
Managemen Discovery Wizard	itoring Views Library	6.1.7221.0	Yes	2/23/2010 4:45: Microsoft System Center Client Monitoring	The Download
Create Management Page	k house Library	6.1.7221.0	Yes	2/23/2010 4:45: Microsoft System Center Data Warehouse	Management
Subscrib	Parks Application Designer Library	6.1.7221.0	Yes	2/23/2010 4:45: Microsoft System Center Distributed Applic	Packs
Product Con The Import Managemen NPac	ernal Library	6.1.7221.0	Yes	2/23/2010 4:45: System Health Interal Library: This Manage	Management
	ary	6.1.7221.0	Yes	2/23/2010 4:44: System Health Library: This Management P	Packs
Run As Conf 🐄 New User Role	ary (System Center)	6.1.7221.0	Yes	2/23/2010 4:45: Microsoft System Center Image Library: Th	Resources 🔺
Recount Profiles Create Run As Account.	ary (System)	6.1.7221.0	Yes	2/23/2010 4:45: System Image Library: This Management P	Ø System Center
🔒 Security 🔥 Create Run As Profile	ary (Windows)	6.1.7221.0	Yes	2/23/2010 4:45: Microsoft Windows Image Library: This Mar	Operations Manager Help
Discovery Wizard 🙀 New channel	Four Library	6.1.7221.0	Yes	2/23/2010 4:45: Microsoft System Center Instance Group Li	System Center
New subscriber	Audit Collection Services	6.1.7221.0	Yes	2/23/2010 4:45:	Operations
Monitoring New subscription	Seneric Report Library	6.1.7221.0	Yes	2/23/2010 4:45: Microsoft System Center Data Warehouse	Online
Authoring Add Management Group	System Center Operations Manager Library	6.1.7221.0	Yes	2/23/2010 4:45: Microsoft System Center Operations Mana	Help 🔺
Add Hanagement droup	Backward Compatibility	6,1,7221.0	Yes	2/23/2010 4:45: Microsoft Operations Manager Backward C	Management
Refresh	F5	6.1.7221.0	Yes	2/23/2010 4:45: Microsoft System Center Network Device L	Pack Basics
My Workspace	Notifications Internal Library	6.1.7221.0		2/23/2010 4:45: Microsoft System Center Notifications Libra	Management Pack Concepts
	1 Notifications Library	6 1 7221 0	Yes	2/23/2010 4:45: Microsoft System Center Notifications Libra	Building
Ready			_		Management

3. The Import Management Packs dialog will now appear.

Figure 3 - Select Management Packs

Import Management Pac	ks gement Packs		A	×
Select Management Packs				🕜 Help
	Import list :		🕂 Add 👻 🕋 Prope	erties X <u>R</u> emove
	Name	Version	Release Date Status	EULA
	Status d <u>e</u> tails :			
			Ing	tall Cancel

4. Select the **Add** button, and then select the **Add from disk** menu item.

Figure 4 - Add From Disk

Select Mana	gement Packs		
Select Management Packs	Import list :	Version Re	Help
	Status details :		Install

5. A message popup may appear asking whether to search online for dependent management packs. It is recommended that you answer yes in order to obtain the latest MPs from Microsoft which the AppMetrics MP depends on.

Figure 5 - Online Catalog Connection



6. The **Select Management Packs to Import** dialog will appear. Navigate to the location of the AppMetrics management pack and select it. This would normally be located under Program Files\Xtremesoft\AppMetrics for Transactions\SCOM.

Figure 6 - S	elect Manag	gement Packs	to Import
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🔜 Select Management Packs to import					×
🕞 🕞 🗸 🕨 Program Files (x86) 🗸 Xtremesoft 🗸	AppMetrics for Transactions - SCOM	- 🛃	Search SCOM		2
Organize 🔻 New folder				· ·	?
Microsoft.NET	Name *	Date modified	Туре	Size	
MSBuild	Xtremesoft.AppMetrics.mp	3/4/2010 11:12 AM	MP File	36 KB	
Windows Defender					
📗 Windows Mail					
鷆 Windows Media Player					
Windows NT					
Windows Photo Viewer					
Windows Portable Devices	1				
AppMetrics for Transactions	4				
Docs					
MIBs					
SCOM					
퉬 data					
ProgramData 💆	•				
File <u>n</u> ame: Xtremesoft.AppM	1etrics.mp	▼ 4	All Management	Packs) (*.mp;	•
		Γ	Open	Cancel	
			<u></u>		

7. Select **Open**. The **Import Management Packs** dialog will now list the AppMetrics management pack in its **Select Management Pack** list.

Figure	7 -	Read	v to	Import
1 ISUIC		ncuu		mport

🔚 Import Management Pac	ks	×
Select Mana	gement Packs	ANH
Select Management Packs		🕐 Help
	Import list :	+ Add - → Properties × Remove
	Name Version ✓ AppMetrics Management Pack 4.1.0.4	Release Date Status EULA
	Status d <u>e</u> tails : This management pack is ready to import.	
		In <u>s</u> tall Cancel

8. Select **Install**. When the MP is imported, select **Close**. The Management Packs view should now list the AppMetrics management pack. It might take several minutes for SCOM to refresh the view before the management pack is listed.

Figure	R _	Manage	mont	Pack	Imnor	tod
riguie (- -	ivialiagei	nent	rack	inpor	ieu

System Center Operations Manager 2007	🛪 System Center Operations Manager 2007 R2 - Xtremesoft					
<u>File E</u> dit <u>V</u> iew <u>G</u> o <u>A</u> ctions <u>T</u> ools	Help					
Scope	🔍 Find 🛛 💆 Actions 🛛 🕐					
Administration	Management Packs (55)				Actions ×	
Connected Management Groups	QLook for:	Find Now Clear			X Actions 🔺 🔺	
Device Management	Name	∠ Version	Sealed	Date Created Description	▲ Properties	
Agentless Managed	M Application Log Library	6.1.7221.0	Yes	2/23/2010 4:44: System Application Log Library: This Man	🗙 🖏 Export	
Management Servers	AppMetrics Management Pack	4.1.0.4	Yes	4/8/2010 1:45:4 Collects and displays alerts related to Ap	Management Pack	
Pending Management	🙀 Baselining Tasks Library	6.1.7221.0	Yes	2/23/2010 4:45: System Baselining Tasks Library: This Ma	Na 🗙 Delete	
Unix/Linux Servers	K Client Monitoring Internal Library	6.1.7221.0	Yes	2/23/2010 4:45: Microsoft System Center Client Monitorin	Create	
Management Packs	K Client Monitoring Library	6.1.7221.0	Yes	2/23/2010 4:45: Microsoft System Center Client Monitorin	Management Park	
Channels	W Client Monitoring Overrides Management Pack	6.1.7221.0		2/23/2010 4:45: This management pack is the default loca	ti 🚯 Download	
Subscribers	K Client Monitoring Views Library	6.1.7221.0	Yes	2/23/2010 4:45: Microsoft System Center Client Monitorin	Management	
Subscriptions	Nota Warehouse Library	6.1.7221.0	Yes	2/23/2010 4:45: Microsoft System Center Data Warehous	Packs	
	S Distributed Application Designer Library	6.1.7221.0	Yes	2/23/2010 4:45: Microsoft System Center Distributed App	ic Management	
Run As Configuration	K Health Internal Library	6.1.7221.0	Yes	2/23/2010 4:45: System Health Interal Library: This Mana	Packs	
Accounts	1 Health Library	6.1.7221.0	Yes	2/23/2010 4:44: System Health Library: This Management	Resources	
G Security -	Mage Library (System Center)	6.1.7221.0	Yes	2/23/2010 4:45: Microsoft System Center Image Library:	The 🕜 System Center	
Subser Roles	1 Image Library (System)	6.1.7221.0	Yes	2/23/2010 4:45: System Image Library: This Management	Operations P Manager Help	
Discovery Wizard	M Image Library (Windows)	6.1.7221.0	Yes	2/23/2010 4:45: Microsoft Windows Image Library: This M	ar System Center	
	1 Instance Group Library	6.1.7221.0	Yes	2/23/2010 4:45: Microsoft System Center Instance Group	Operations	
Monitoring	Microsoft Audit Collection Services	6.1.7221.0	Yes	2/23/2010 4:45:	Online	
Authoring	Microsoft Generic Report Library	6.1.7221.0	Yes	2/23/2010 4:45: Microsoft System Center Data Warehous	Help 🔺	
<u>×</u>	Microsoft System Center Operations Manager Library	6.1.7221.0	Yes	2/23/2010 4:45: Microsoft System Center Operations Mar	d Management	
Administration	MOM 2005 Backward Compatibility	6.1.7221.0	Yes	2/23/2010 4:45: Microsoft Operations Manager Backward	Pack Basics	
My Workspace	1 Network Device Library	6.1.7221.0	Yes	2/23/2010 4:45: Microsoft System Center Network Device	Management	
	Notifications Internal Library	6 1 7221.0		2/23/2010 4:45: Microsoft System Center Notifications Lib	Pack Concepts	
					Management	
Ready						

9. You can now navigate to the **Monitoring** console, and click on the AppMetrics Managers view under **AppMetrics COM+ Monitoring**. Discovery may take several minutes, depending on your environment.

System Center Operations Manager 2007	R2 - Xtremesoft				
<u>File E</u> dit <u>V</u> iew <u>Go A</u> ctions <u>T</u> ools	Help				
Scope	🔍 Find 🛛 💆 Actions 📗 🕜				
Monitoring	AppMetrics Managers (4)				Actions ×
E Monitoring	QLook for:		<u>Find Now</u> <u>C</u> lear	x	State Actions 🔺 🔺
Unix/Linux Servers Agentless Exception Monitoring	State 🖉 Mainte	Name	∠ Path	Version	强 Health Explorer
AppMetrics COM+ Monitoring	Healthy	hvw2k-vm1	hvw2k-vm1.corp.xtremesoft.com	4.1.0.58	for hvw2k-vm1
App Metrics Managers	Healthy	W7VM1	W7VM1.corp.xtremesoft.com	4.1.0.57	Maintenance
COM+ Application Servers	Healthy	XSDEV01-W2	K8-64 XSDEV01-W2K8-64.corp.xtremesoft.com	4.1.0.57	Mode
Microsoft Audit Collection Services	Healthy	xsdev02	xsdev02.corp.xtremesoft.com	4.1.0.58	Maintenance
Active Alerts					Mode Settings
Computers					Maintenance
Iask Status Databases					Mode
Database Free Space					Personalize view
Transaction Log Free Space					Perources
E leath Monitoring	•			Þ	
Agent Health	Detail View				Operations
Show or Hide Views		-flue also	4	A.	Manager Help
New View >	Name byw2k-ym1	or nvw2k-vn	1		System Center Operations
	Path name hvw2k-vm1.corp	.xtremesoft.co	n\hvw2k-vm1		Manager Online
Monitoring	Manager Host Name hvw2k-vm1				Help 🔺
Authoring	Version 4.1.0.58				About the Health Explorer
Administration					 About Maintenance Mode
My Workspace					Add New Views of Monitoring
				-	A How to
Ready					

Figure 9 - AppMetrics Managers Discovered

10. You can navigate to the **AppMetrics Production Monitor** view to verify that any AppMetrics production monitors currently defined have been discovered.

System Center Operations Manager 2007	R2 - Xtremesoft						
<u>File Edit View Go Actions Tools</u>	Help						
Scope	🔍 Find 🛛 💆 Actions	0					
Monitoring	AppMetrics P	roduction Monitors (6)					Actions ×
🖃 🜉 Monitoring	Q Look for:	F	Find Now Clear			X	State Actions 🔺 🔺
Unix/Linux Servers	State 🖉	Name	Manager Host Name	Agent Name	Application Server Name	Description	强 Health Explorer
AppMetrics COM+ Monitoring	Healthy	W2K VM1 FMStocks Prod Monitor	W7VM1	FMStocks Prod Agent	HVW2K-VM1	Monitors FMStocks on Wi	for W2K VM1 EMStocks Prod
App Metrics Managers	 Healthy 	W2K3 VM1 FMStocks Prod Monitor	W7VM1	FMStocks Prod Agent	W2K3VM1	Monitors FMStocks on Wi	Monitor
App Metrics Production Monitors	Healthy	W2K8 VM1 FMStocks Prod Monitor	W7VM1	FMStocks Prod Agent	W2K8VM1	Monitors FMStocks on Wi	Start Maintenance
Generation Services	Healthy	Windows 2008 R2 VM1 Prod Monitor	XSDEV01-W2K8-64	W2K8VM1 Prod Agent	W2K8VM1	Windows 2008 R2 64-bit	Mode
Microsoft SQL Server	Healthy	Windows 2000 VM1 Prod Monitor	XSDEV01-W2K8-64	Cornucopia Prod Agent	HVW2K-VM1	Windows 2000 Advanced	📸 Edit
Computers	Healthy	Windows 2003 R2 VM1 Prod Monitor	XSDEV01-W2K8-64	W2K3VM1 Prod Agent	W2K3VM1	Windows 2003 R2 64-bit	Mode Settings
Task Status							🛒 Stop
Latabases Database Free Space							Maintenance Mode
Database State							Personalize
Transaction Log Free Space						N	view
Acent Health	Detail View					,	Resources 🔺
	Detail view					A	🔞 System Center
Show or Hide Views	AppMetrics F	Production Monitors properties of	W2K VM1 FMStocks Pi	rod Monitor			Operations Manager Help
New View 🕨	Name	W2K VM1 FMStocks Prod N	fonitor				System Center
Monitoring	Path name Production Mon	W7VM1.corp.xtremesoft.c itor Name W2K VM1 EMStocks Prod N	com\W2K VM1 FMStock	s Prod Monitor			Operations Manager Opline
- Tomoring	Manager Host N	ame W7VM1					Manager Online
Authoring	Agent Name	FMStocks Prod Agent					Help 🔺
Administration	Application Serv	ver Name HVW2K-VM1 Monitors EMStocks on Win	down 2000 Advanced Ser	or VM1			About the Health Explorer
-	Description	Monitors (Motocks of Win	dows 2000 Advanced Ser				About
My Workspace							Maintenance
							Add New Views
Ready	1						

Figure 10 - AppMetrics Production Monitors Discovered

11. You can also navigate to the COM+ Application Servers view to verify that the AppMetrics agents have been discovered.



System Center Operations Manager 2007	R2 - Xtremesoft				
<u>File E</u> dit <u>V</u> iew <u>G</u> o <u>A</u> ctions <u>T</u> ools	Help				
Earch - Ht Scope	🔍 Find 🛛 🛃 Actions 🛛 🔞				
Monitoring	COM+ Applicatio	n Servers (6)			Actions ×
E Monitoring	Q Look for:		Find Now Clear	х	State Actions 🔺 🔺
Unix/Linux Servers	State 🖉 M.	. Name 🛛	Path	Version	🙀 Health Explorer
AppMetrics COM+ Monitoring	 Healthy 	hvw2k-vm1	hvw2k-vm1.corp.xtremesoft.com	4.1.0.58	for hvw2k-vm1
App Metrics Managers	Healthy	W2K3VM1	w2k3vm1.corp.xtremesoft.com	4.1.0.58	Maintenance
COM+ Application Servers	 Healthy 	W2K8VM1	W2K8VM1.corp.xtremesoft.com	4.1.0.58	Mode
Microsoft Audit Collection Services	Healthy	W7VM1	W7VM1.corp.xtremesoft.com	4.1.0.57	Edit Maintenance
Active Alerts	 Healthy 	XSDEV01-W2K8-64	XSDEV01-W2K8-64.corp.xtremesoft.com	4.1.0.57	Mode Settings
Computers	 Healthy 	xsdev02	xsdev02.corp.xtremesoft.com	4.1.0.58	Stop Maintenance
Task Status					Mode
Database Free Space					Personalize
Database State					view
Health Monitoring	•			•	Resources 🔺
Agent Health	Detail View				System Center Operations
					Manager Help
Show or Hide Views	L⊘ AppMetrics Agent	properties of hvw2k-vm	L		System Center
	Name Path name	nvw2k-vm1 hvw2k-vm1.corp.xtremesoft.c	om\hvw2k-vm1		Manager Online
Monitoring	Application Server Name	hvw2k-vm1			Help 🔺
Authoring	Version	4.1.0.58			About the
Authoning					Health Explorer
🔇 Administration					About Maintenance
My Workspace	1				Mode
					Add New Views of Monitoring
				-	How to
Ready					

Configuring AppMetrics

In order to enable COM+ monitoring for SCOM, the production monitor's Notification setting must have Windows Event log notifications enabled.

1. Ensure that the AppMetrics production monitor is stopped, and navigate to the **Notification** view.

🐺 AppMetrics - [Console Root\AppMetrics Con:	sole\Application Monitors\Windows 2003 R2 VM1 Prod Monitor\Notification]	
🚠 Eile Action View Favorites Window He	þ	_ & ×
🗢 🔿 🙍 🖬 🛛 🖬		
Console Root Console Root Console Root Console Running on Local Console Running on Local Console Running on Local Console Root Console	Notification Configuration Disable How Who Logging Delivery mechanisms to be used for notification Delivery Mechanism Min. Priority Add Remove Add Remove Apply Cancel	

Figure 12 - AppMetrics Alert Notification Configuration

2. Click on the Add button. The Add Delivery Mechanism dialog box will appear.

Figure 13 - Add Delivery Mechanism

AppMetrics - [Console Root\AppMetrics Con File Action View Favorites Window He Constant Constant Cons	sole\Application Monitors\Windows 2003 R2 VM1 Prod Monitor\Notification] Ip	
Console Root AppMetrics Console AppMetrics Console Anning on Local Documentation Application Monitors Mindows 2000 VM1 Diag Monitor Mindows 2003 R2 VM1 Diag Monitor Agents Agents Mindows 2003 R2 VM1 Diag Monitor Mindows 2008 R2 VM1 Diag Monitor Mindows 2008 R2 VM1 Diag Monitor Application Monitor Templates Con Key	Notification Configuration Disable How Who Logging Delivery mechanisms to be used for notification Delivery Mechanism Select delivery mechanism Select delivery mechanism Priority: Low Add Add Cancel Apply	

 Select the *Windows Event Log* item from the Select delivery mechanism combo box, and then select OK. The Notification Configuration view will now list Windows Event Log under the Delivery Mechanism column.

AppMatrics - [Console Poot\AppMatrics Console	ale\Application Monitors\Windows 2003 P2 \/M1 Prod Monitor\Natification]	
Ele Action View Esverites Window He		
	×	
Console Root	Notification Configuration	
Running on Local		
	How Who Logging	
Application Monitors Windows 2000 VM1 Diag Mapiter		
Windows 2000 VM1 Diag Monitor Windows 2000 VM1 Prod Monitor	Definition and the barrier of the set of the set	
🗉 🞽 Windows 2003 R2 VM1 Diag Monitor	Delivery mechanisms to be used for notification	
Windows 2003 R2 VM1 Prod Monitor	Delivery Mechanism Min. Priority	
Benchmarks and Thresholds	Windows Event Log Low	
👸 Detail		
Logging Options		
Status		
🗉 🧮 Windows 2008 R2 VM1 Diag Monitor		
Windows 2008 R2 VM1 Prod Monitor Application Monitor Templates	Add Remove Configure	
Icon Key		
_		
	Apply Cancel	
,)		

Figure 14 - Notification Delivery Mechanism Added

4. In order to enable threshold alerts, the thresholds must be configured for the desired COM+ applications, components, and transactions. The procedure is described in <u>Chapter 3</u>: <u>AppMetrics Monitors</u> within the AppMetrics documentation. The documentation can be accessed online by clicking the above link, or via the Documentation view in the AppMetrics console.

Management Pack Options

AppMetrics management pack objects, rules, and monitors can be disabled or enabled using SCOM overrides in the event of system maintenance or downtime on computers in the operation, and it is desired to eliminate alerts or state changes due to AppMetrics notifications.

The discovery interval that the AppMetrics management pack uses can also be modified in order to temporarily shorten the interval from the default of 4 hours to a smaller interval when it is necessary to discover new AppMetrics objects quickly.

Additionally, the timer reset interval used to automatically resolve the state of COM+ Application Health Monitors can be overridden to increase or decrease the amount of time it will take for the monitor to automatically reset to a healthy state.

The properties which can be overridden are as follows;

- Enable/Disable
 - AppMetrics Manager Discovery
 - AppMetrics Production Monitor Discovery
 - AppMetrics Agent Discovery
 - AppMetrics Manager Connectivity Monitors
 - AppMetrics Manager Service Monitor
 - AppMetrics Manager Security Events Monitor
 - AppMetrics COM+ Application Health Monitor
 - AppMetrics Production Monitor State Monitor
 - AppMetrics Manager Availability Rollup Monitor
 - o AppMetrics Manager Security Rollup Monitor
 - AppMetrics Agent Health Monitor
 - AppMetrics Agent Service Monitor
- Time Interval
 - AppMetrics Discovery Interval
 - AppMetrics COM+ Application Health Monitor Timer Reset Interval

The properties may be overridden for all objects of a particular type, or for individual objects.

Overriding the Default Discovery Interval

The AppMetrics discovery interval can be overridden to allow for quicker discovery of AppMetrics manager, agent, and production monitors. The value should be reset once the objects are discovered, as Microsoft recommends a 4 hour discovery interval for discovery, as shorter intervals may impact performance.

To override the discovery interval for an AppMetrics object, navigate to the SCOM Authoring console, **Object Discoveries** view. Select the object desired, such as AppMetrics Production Monitors.

System Center Operations Manager 2007	R2 - Xtremesoft		
<u>File E</u> dit <u>V</u> iew <u>G</u> o <u>A</u> ctions <u>T</u> ools	Help		
Scoge	🔍 Find 🛃 Actions 🕜 🏾 🌠 Overrides 👻		
Authoring	Object Discoveries (96)		Actions ×
🖃 📝 Authoring	Management pack objects are now scoped to: Compu	iter, Windows Computer, Windows Client, Windows Oper Change Scope	X Object Discovery
Management Pack Templates Distributed Applications	Q Look for:	Find Now Clear	X Properties
Groups	Name	Target Management Pack	Enable
Management Pack Objects	Discovered Type: AppMetrics Agent (1)		
Monitors	AppMetrics Discovery	Windows Computer AppMetrics Management Pack	X Delete
Object Discoveries	Discovered Type: AppMetrics Manager (1)		Resources
Rules	AppMetrics Discovery	Windows Computer AppMetrics Management Pack	System Center
Service Level Tracking	Discovered Type: AppMetrics Production Monitor	ors (1)	Operations Manager
La Tasks	4 AppMetrics Discovery	Windows Computer AppMetrics Management Pack	Help
	Discovered Type: Computer (8)		Operations Manager
	Populate All Windows Server 2008 R2 Computer Grou	p Windows Server 2008 R2 Windows Server 2008 Operating System	Online
	Populate All Windows Server 2003 Computer Group	Windows Server 2003 Com Windows Server 2003 Operating System	
	Populate All Windows Server 2008 R2 Core Computer	Group Windows Server 2008 R2 Windows Server 2008 Operating System	
	Populate All Windows Server 2008 R2 Full Computer G	Group Windows Server 2008 R2 Windows Server 2008 Operating System	··· _
	A Populate All Windows Server 2008 Core Computer Gro	oup Windows Server 2008 Cor Windows Server 2008 Operating System	
	Object Discovery Details:		
Add Monitoring Wizard			
New Group	AppMetrics Discovery	Object Discovery Description:	
	Management Pack: AppMetrics Management Pack	Discovers instances of AppMetrics	
Monitoring	Target: Windows Computer	manager and agent computers, discovers production monitors defined on the	
Authoring	Knowledge: View knowledge	AppMetrics manager computers, and	
	Created: 4/8/2010 1:45:45 DM	associated production agents	
Administration	Seene estension relationships and their attributers		-
My Workspace	Display Name (String)		
	···· Version (String)	-	-
Peady	Manager Hoct Name (String)		

Figure 15 - Object Discoveries View

Click the **Overrides** menu, select **Override the Object Discovery**, and either **For all objects of class Windows Computers** (if it is desired to affect the discovery interval of all computers), or **For a specific object of class Windows Computer** (if it is desired to change the interval on only one machine, such as an AppMetrics manager machine where the production monitors are hosted in order to discover new production monitors or to delete ones from SCOM that have been removed).

Figure 16 - Discovery Override Select

Elle Edit View Go Actions Tools	Help Find 💆 Actions 🕜 🗄 🌾 Overrides 🔹			
Authoring	Object Discoveries (96)			Actions ×
E Authoring	Management pack objects are now scoped to: Computer,	Windows Computer, Windows Clie	nt, Windows Oper Change Scope 🗙	Object Discovery
Management Pack Templates Distributed Applications	Look for: Fin	d Now Clear	x	Properties
Groups	Name	Target	Management Pack	Enable
Management Pack Objects Attributes	4 AppMetrics Discovery	Windows Computer	AppMetrics Management Pack	🖏 Overrides 🕨
Monitors	Discovered Type: AppMetrics Manager (1)			🗙 Delete
Object Discoveries	AppMetrics Discovery	Windows Computer	AppMetrics Management Pack	Resources 🔺
Rules Service Level Tracking	Discovered Type: AppMetrics Production Monitors	(1) Windows Computer	AppMetrics Management Pack	System Center Operations Manager Help
Views	Popula Enable R2 Computer Group	Windows Server 2008 R2	Windows Server 2008 Operating System	System Center Operations Manager Online
	Popula Delete Del Override the Ob	ject Discovery For all o	Windows Server 2003 Operating System objects of glass: Windows Computer	
	Popular All Windows Server 2008 Core Computer Group	► For a g Windows Serve Eor a s	roup pecific object of class: Windows Computer	N
	Populate All Windows Servers Computer Group	Windows Serve For all o	objects of a <u>n</u> other class	1
Add Monitoring Wizard	Object Discovery Details:			
New Distributed Application New Group	AppMetrics Discovery	Object	t Discovery Description:	-
Monitoring	Management Pack: AppMetrics Management Pack	Discover	rs instances of AppMetrics r and agent computers, discovers	
Authoring	Target: Windows Computer Knowledge: View knowledge	AppMet	the name and location of	
🚫 Administration	Created: 4/8/2010 1:45:46 PM	associat	ted production agents	
My Workspace	Scope categories, relationships, and their attributes:			
	Display Name (String) Version (String) Manager Hock Name (String)	A	-	
Peady				

In this example the **For a specific object of class Windows Computer** selection was made. The following dialog box will appear where the specific computer can be selected.

Figure 17 - Select Discovery Object

Select Object	×
Enter your search text below. This searches	s both display name and path.
Text string:	
Matching objects:	
Display Name	Path
bruno2003.corp.xtremesoft.com	
bvw2k-vm1.corp.xtremesoft.com	
w2k3vm1.corp.xtremesoft.com	
W2K8VM1.corp xtremesoft.com	
W7VM1.corp.xtremesoft.com	
XSDEV01-W2K8-64.corp.xtremesoft	
ksdev02.corp.xtremesoft.com	
•	► I
	OK Cancel

Once the selection is made, the Override Properties view will appear, as shown below.

Figure 18 - Discovery Override Properties

Override	Propertie	25						×
Object D	iscovery n	ame: AppMetrie	cs Discovery					
Category	r:	Discover	У					
Override	s target:	Object: W	/7VM1.corp.xtremeso	ft.com				
<u>O</u> verride	-controlled	parameters:				Show Objec	t Discovery Propert	ties
	Override	Parameter Name 🔺	Parameter Type	Default Value	Override Value	Effective Value	Change Status	
		Discovery Interval	Integer	14400	14400	14400	[No change]	
•		Enabled	Boolean	True	True	True	[No change]	
Details:								
Enable	d		Desci	ription			E	Edit
manage is the de	ment pack fault value	The effective value of of this parameter.	this parameter					
Manage	ement pa	ck						
S <u>e</u> lect d	estination	management pack:						
Default	Manageme	ent Pack					▼ Ne <u>w</u>	
<u>H</u> el	lp					ок	pply Canc	el

Check the Override checkbox, and enter the desired discovery interval in seconds. Here we are overriding the default interval of 4 hours (14400 seconds) to 5 minutes (300 seconds).

Figure 19 - Override Default Discovery Interval Value

Override	Propertie	5						×
Object D	iscovery n	ame: AppMetric	s Discovery					
Category	r:	Discover	/					
Override	s target:	Object: W	/7VM1.corp.xtremeso	ft.com				
<u>O</u> verride	-controlled	parameters:				Show Objec	t Discovery Properti	es
	Override	Parameter Name 🛛 🛆	Parameter Type	Default Value	Override Value	Effective Value	Change Status	
•	•	Discovery Interval	Integer	14400	300 🕂	14400	[Added]	
		Enabled	Boolean	True	True	True	[No change]	
Details:	ery Interv	val	Desc	ription]) dit
The new Manage effective	Discovery Interval Description Edit The new custom override will be created in the 'Default Management Pack'. Click apply to view the new effective value for this parameter. Parameter Description: Number of seconds between each Application Monitor discovery							
Manage	ement pa	ck						
S <u>e</u> lect d	estination (management pack:						
Default	Manageme	ent Pack					▼ Ne <u>w</u>	
<u>H</u> el	p					ок д	pply Cance	

Select the **Apply** button to verify that the Effective Value changes from 14400 to 300. You can then select OK to dismiss the view.

Figure 20 - Discovery Interval Updated

Override	Propertie	5						×
Object D	iscovery n	ame: AppMetric	cs Discovery					
Category	:	Discover	y					
Override	s target:	Object: W	/7VM1.corp.xtremesof	ft.com				
<u>O</u> verride	-controlled	parameters:				<u>S</u> how Objec	t Discovery Propert	ies
	Override	Parameter Name 🔺	Parameter Type	Default Value	Override Value	Effective Value	Change Status	
	•	Discovery Interval	Integer	14400	300	300	[No change]	
•		Enabled	Boolean	True	True	True	[No change]	
↓ Details:			Pres					Þ
Enable	d		Desci	ription			E	:dit
is the de	ameter is n ment pack fault value	The effective value of of this parameter.	this parameter					
Manage	ement pa	ck						
S <u>e</u> lect d	estination	management pack:						
Default	Manageme	ent Pack					▼ Ne <u>w</u>	
<u>H</u> el	р					ок	oply Cance	el

You can find a list of overridden computers by selecting the **Overrides->Summary->For the Object Discovery** menu item.

File Edit View Go Actions Tools	Help Tind 🛃 Actions 🕜 🏽 🌠 Overrides 🔹		
Authoring	Object Discoveries (96)		Actions ×
E Authoring	Management pack objects are now scoped to: Comput	ter, Windows Computer, Windows Client, Windows Oper Change Scope	X Object Discovery
Management Pack Templates Distributed Applications	🔍 Look for: 🛛 👘	Find Now Clear	X Properties
Groups	Name	Target Management Pack	Enable
Management Pack Objects	AppMetrics Discovery	Windows Computer AppMetrics Management Pack	📕 🤏 Overrides 🕨
Monitors	Discovered Type: AppMetrics Manager (1)		X Delete
Object Discoveries	AppMetrics Discovery	Windows Computer AppMetrics Management Pack	Resources 🔺
Rules	Discovered Type: AppMetrics Production Monito	ors (1)	System Center
Service Level Tracking	AppMetrics Discovery Properties	Windows Computer AppMetrics Management Pack	Operations Manager Help
Views	Discovered Type: Comp Enable		System Center
	Populate All Windows Ser	Disable the Object Discovery	Operations Manager Online
	A Populate All Windows Ser	Override the Object Discovery	
	Na Populate All Windows Ser	Summary For the Object Discovery	
	A Populate All Windows Server 2008 Core Computer Gro	UD Windows Server 2008 Cor Wir For all objects of class: Windows	Computer
	14 Populate All Windows Servers Computer Group	Windows Server Computer Windows Server Operating System Library	-
		· · · · · · · · · · · · · · · · · · ·	
Add Monitoring Wizard	Object Discovery Details:		
New Distributed Application New Group	AppMetrics Discovery	Object Discovery Description:	
Monitoring	Management Pack: AppMetrics Management Pack	Discovers instances of AppMetrics manager and agent computers, discovers	
Authoring	Target: Windows Computer Knowledge: View knowledge	production monitors defined on the AppMetrics manager computers, and collects the name and location of	
Administration	Created: 4/8/2010 1:45:46 PM	associated production agents	
🕄 My Workspace	Scope categories, relationships, and their attributes:		
	Display Name (String) Version (String) Manager Host Name (String)		-
Ready			

Figure 21 - Select Discovery Override Summary

Figure	22 -	Overrides	Summary

0	verrides Summary	/			×
	Discovery: AppMetri	ics Discovery			
	Overrides that affect	t this discovery:		<u>∕E</u> dit <u>X</u> Delete	
	Class	Name	Parameter	Changed value	
	Object	W7VM1.corp.xtremesoft.com	Discovery Interval	300	
	<u>H</u> elp			<u>C</u> lose	
					-//

From the Overrides Summary view, a user may select **Edit** to bring up the Override Properties view in order to change the values, or **Delete** to delete the selected override.

It is recommended that the override be deleted once the desired objects have been discovered.

Disabling and Enabling Monitors

It may be desired to disable monitors for systems undergoing maintenance in order to avoid generating alerts for those machines. To disable a certain monitor, such as the AppMetrics Manager Service Monitor, the monitor can be disabled or enabled from either the Authoring console **Monitors** view, or from a Monitoring console **Health Explorer** view for a specific monitor object.

In the example below, a specific AppMetrics Manager object was selected from the AppMetrics Manager View, and the Health Explorer opened for that object. We will look at how to disable the AppMetrics Manager Service monitor for the specific AppMetrics Manager computer.

Realth Explorer for W7VM1	_	
🗄 📀 Reset Health 📲 Recalculate Health 🛛 😭 Properties 🧃) Help	
To <u>v</u> errides -		
Health monitors for W7VM1	Knowledge State Change Events (4)	
Entity Health - W7VM1 (Entity) Availability - W7VM1 (Entity) Availability - W7VM1 (Entity) AppMetrics Manager Connectivity - W7VM1 (App AppMetrics Manager Service - W7VM1 (AppMetr Configuration - W7VM1 (Entity) Performance - W7VM1 (Entity) E Security - W7VM1 (Entity)	Summary This monitor tracks the state of the AppMetrics service Configuration N/A Causes If the state is unhealthy, the AppMetrics service is not running. This could be due to AppMetrics not yet running on the manager machine, or the service could not start.	
	Resolutions If the AppMetrics console has not yet been started, start the console and check the state of the service by viewing the services console. If the service still doesn't start, examine the system event log on the AppMetrics manager computer and see if there are any events indicating an error condition for the AppMetrics service. Remedy any errors present.	•
Ready		

Figure 23 - AppMetrics Manager Health Explorer

Select the **Overrides->Disable the Monitor->For the object** *{object name}* menu item. Here the object name is W7VM1.

😔 Reset Health 🔡 Recalculate Health	🔁 🚰 Properties 🕜) Help		
🕄 Overrides 👻			_	
L Disable the Monitor →	For the obje	L	(4)	
Override the Monitor	For all objects of class:	AppMetrics Manager		
Disable Diagnostic	For a group			
Override Diagnostic	For a specific object of	class: AppMetrics Manager	te of the AppMetrics service	
Disable Recovery	For all objects of anoth	er dass		
Override Recovery)		N/A		
Summary b		Causes		
Summary		If the state is unhealthy, t be due to AppMetrics not service could not start.	the AppMetrics service is not running. This could yet running on the manager machine, or the	
		Resolutions		
		If the AppMetrics console check the state of the ser	has not yet been started, start the console and vice by viewing the services console.	
		If the service still doesn't AppMetrics manager comp an error condition for the present	start, examine the system event log on the puter and see if there are any events indicating AppMetrics service. Remedy any errors	
		prosenti		
Ready				

Figure 24 - Disable Monitor from Health Explorer

The monitor will change to a disabled state. The disabled state shows an empty green circle instead of a green circle with a check mark. It may take several minutes for the SCOM Health Explorer view to update to a disabled state.

Figure 25 - AppMetrics Manger Service Monitor Disabled

n Health Explorer for W7VM1			- 🗆 ×
🛛 📀 Reset Health 🛛 🚟 Recalculate Health 🛛 🛃 🚰 Properties 🧃	Help		
terrides →			
Health monitors for W7VM1	Knowledge	State Change Events (5)	
Entity Health - W7VM1 (Entity) Availability - W7VM1 (Entity) Availability - W7VM1 (Entity) AppMetrics Manager Connectivity - W7VM1 (App AppMetrics Manager Service - W7VM1 (AppMetrics) Performance - W7VM1 (Entity) Performance - W7VM1 (Entity) Security - W7VM1 (Entity)	Summ This mo Config N/A Cause If the st be due service	mary initor tracks the state of the AppMetrics service guration es inte is unhealthy, the AppMetrics service is not running. This could to AppMetrics not yet running on the manager machine, or the could not start.	
	Reso	lutions	
	check th	he state of the service by viewing the services console.	
	If the se AppMetr an error	ervice still doesn't start, examine the system event log on the rics manager computer and see if there are any events indicating r condition for the AppMetrics service. Remedy any errors	
	present	•	
Ready			.::

In order to enable the monitor, select **Overrides->Override the Monitor->For the object {***object name***}**, where here the object name is W7VM1.



Reset Health Recalculate Health	🔁 🚰 Properties 🕜 Help	
L Disable the Monitor →	Knowledge State Change Events (11)	
Override the Monitor Disable Diagnostic Override Diagnostic Disable Recovery Override Recovery Summary	For the object: W7VM1 For all objects of dass: AppMetrics Manager For a group For a specific object of dass: AppMetrics Manager For all objects of another dass CduSES An unhealthy state for this monitor indicates some problem with another monitor running against this object. View all current alerts from this object using this link: View Alerts Resolutions Use the health explorer to drill down and find the cause of the unhealthy state. Use the knowledge on the specific monitor causing the issue to troubleshoot and fix the problem.	, ,
Ready		

The **Override Properties** view will appear. Uncheck the **Enabled** Override check box. Then either hit **Apply** to verify the **Effective Val**ue for the **Enabled** property changes to True, or simply select **OK**.

Figure 27 - Override Properties Enable Monitor

erride	Propertie	25						
lonitor r	name:	AppMetri	cs Manager Service					
ategory	/:	Availabili	ity Health					
)verride	es target:	Object: V	v7VM1					
<u>verride</u>	e-controlled	d parameters:					Sho <u>w</u> Monitor Propert	ies.
	Override	Parameter Name 🔺	Parameter Type	Default Value	Override Value	Effective Valu	e Change Status	
		Alert On State	Enumeration	The monitor	The monitor is	The monitor is.	[No change]	
		Alert only if service	String			false	[No change]	
		Alert Priority	Enumeration	Medium	Medium	Medium	[No change]	
		Alert severity	Enumeration	Warning	Warning	Warning	[No change]	
		Auto-Resolve Alert	Boolean	True	True	True	[No change]	
•		Enabled	Boolean	True	False	False	[No change]	
		Generates Alert	Boolean	True	True	True	[No change]	
•								
∢ etails: Enable The cus	e d	le for this parameter is d	 Desc	ription] 	Edit
etails: Enable The cus 'Default The effe - as a p - on th - by the - last m	ed stom overrid Manageme ective value preferred va e current ta e custom ov nodified at:	le for this parameter is d ent Pack'. a is set: alue rget verride in 'Default Mana 4/14/2010 8:03:32 AM	Desc lefined in gement Pack'	ription			<u> </u>	Edit
■etails: Enable The cus 'Default The effe - as a p - on the - by the - last m I an a g I an	ed stom overrid Manageme preferred value e current ta e current ta e curstom or nodified at: ement pa	le for this parameter is d ent Pack'. e is set: alue rget veride in 'Default Mana 4/14/2010 8:03:32 AM ck management pack:	lefined in gement Pack'	ription				Edit
 etails: Enable The cus Default The effe - as a p - on the - as the - by the - last m 1anage ielect d Default	ed stom overrid Manageme preferred value e current ta e current ta e curstom ov nodified at: ement pa lestination Manageme	le for this parameter is d ent Pack'. e is set: alue rget verride in 'Default Mana 4/14/2010 8:03:32 AM ck management pack: ent Pack	lefined in	ription			E New	Edit

Below is the **Object Properties** view after selecting **Apply**, where the **Enabled Effective Value** has changed to True.

Figure 28 - Object Properties Monitor Enabled

onitor name: AppMetrics Manager Service ategory: Availability Health verrides target: Object: W7VM1 verride-controlled parameters: Show Monitor Propertie Ovemide Parameter Name ▲ Parameter Type Default Value Ovemide Value Effective Value Change Status Aert On State Enumeration The monitor The monitor is The monitor is [No change] Aert On State Enumeration Medium Medium Medium [No change] Aert Priority Enumeration Medium Medium [No change] Aert seventy Enumeration Warning Warning Warning [No change] Auto-Resolve Aert Boolean True True True [No change] Auto-Resolve Aert Boolean True True True [No change] Generates Aert Boolean True True True [No change] Cou are deleting the custom ovemide defined in "Default Vanagement Pack'. Click apply to view the new affective value for this parameter. The effective value is set: - as a preferred value - on the current target - on the current tar	erride Propert						
Availability Health verrides target: Object: W/V/M1 Ovenide parameters: Show Monitor Propertie Ovenide Parameter Name A Parameter Type Default Value Ovenide Value Effective Value Change Status Atet On State Enumeration The monitor The monitor is The monitor is The monitor is The monitor is Atet On State Enumeration The monitor The monitor is The monitor is The monitor is Atet On State Enumeration Medium Medium Medium No change] Atet Priority Enumeration Medium Medium Mo change] Atet severity Enumeration Warning Warning Warning Atet severity Enumeration True True True No change] Auto-Resolve Alett Boolean True True Inue No change] Enabled Boolean True True True No change] Course deleting the custom overide defined in 'Default Description Ed Parameter. Prescription parameter: Prescription parameter. Prescription parameter: Prescription parameter. Prescript	onitor name:	AppMetr	ics Manager Service				
verrides target: Object: W7VM1 verride-controlled parameters:	ategory:	Availabi	ity Health				
Show Monitor Propertie Override Parameter Name Parameter Type Default Value Override Value Effective Value Change Status Atet On State Enumeration The monitor The monitor is The delium No change] The delium The delium No change] The delium No change] The delium The delium No change] The del	verrides target:	Object: \	√7VM1				
Override Parameter Name Parameter Type Default Value Override Value Effective Value Change Status Image: Alert On State Enumeration The monitor The monitor is The monitor is [No change] Image: Alert On State Enumeration Memoritor The monitor is The monitor is [No change] Image: Alert On State Enumeration Medium Medium Medium [No change] Image: Alert Priority Enumeration Warning Warning Warning [No change] Image: Alert Severity Enumeration Warning Warning Warning [No change] Image: Alert Severity Enumeration Warning Warning Warning [No change] Image: Alert Severity Enumeration Warning Warning Warning [No change] Image: Alert Severity Enumeration True True True [No change] Image: Alert Severity Boolean True True False [Deleted] Image: Enabled Boolean True True True [No change]	verride-controlle	d parameters:				9	sho <u>w</u> Monitor Propert
Image: Alert On State Enumeration The monitor The monitor is The	Override	Parameter Name	Parameter Type	Default Value	Override Value	Effective Value	Change Status
Image: Alert only if service String Image: Alert only if service String Image: Alert only if service String Medium M		Alert On State	Enumeration	The monitor	The monitor is	The monitor is	[No change]
Image: All the second of th		Alert only if service	String			false	[No change]
Alert severity Enumeration Warning Warning Warning [No change] Auto-Resolve Alert Boolean True True True [No change] Enabled Boolean True True False [Deleted] Generates Alert Boolean True True True [No change] Generates Alert Boolean True True [No change] Etails: Enabled Description Ed You are deleting the custom override defined in 'Default Description Ed You are deleting the custom override defined in 'Default Ed Secription Ed You are deleting the custom override defined in 'Default Secription Ed You are deleting the custom override defined in 'Default Secription Ed You are deleting the custom override in 'Default Secription Ed You are deleting the custom override defined in 'Default Secription Ed You are deleting the custom override are new Secription Ed You are deleting the custom override are new Secription Ed You are deleting the custom override arin 'Default M		Alert Priority	Enumeration	Medium	Medium	Medium	[No change]
Image: Auto-Resolve Alert Boolean True True True Image: [No change] Image: Enabled Boolean True True False [Deleted] Image: Generates Alert Boolean True True True Image: [No change] Image: Generates Alert Boolean True True True Image: [No change] Image: Heat Alert Boolean True True True [No change] Image: Heat Alert Boolean True True True [No change] Image: Heat Alert Boolean True True True [No change] Image: Heat Alert Boolean True True True [No change] Image: Heat Alert Boolean True True True [No change] Image: Heat Alert Boolean Description Ed You are deleting the custom overside defined in 'Default Boolean Ed You are deleting the custom overside efficient in 'Default Boolean Ed You are deleting the custom overside in 'Default Management Pack' Son the current target Son the current t		Alert severity	Enumeration	Warning	Warning	Warning	[No change]
Image: Enabled Boolean True True False [Deleted] Image: Generates Alert Boolean True True True Image: T		Auto-Resolve Alert	Boolean	True	True	True	[No change]
Generates Alert Boolean True True True [No change]		Enabled	Boolean	True	True	False	[Deleted]
etails: Enabled Description Ed fou are deleting the custom override defined in 'Default Management Pack'. Click apply to view the new ffective value for this parameter. Ed The effective value is set: - as a preferred value - on the current target - on the current target - by the custom override in 'Default Management Pack' - last modified at: 4/14/2010 8:07:59 AM - last modified at: 4/14/2010 8:07:59 AM		Generates Alert	Boolean	Тлие	Тле	Тлие	[No change]
You are deleting the custom override defined in 'Default Management Pack'. Click apply to view the new effective value for this parameter. The effective value is set: - as a preferred value - on the current target - by the custom override in 'Default Management Pack' - last modified at: 4/14/2010 8:07:59 AM	etails:						
	t etails: Enabled		Desc ped in 'Defuit	cription			[recondinge]
	etails: Enabled You are deleting t Management Pac Anagement Pac ffective value fo The effective value - as a preferred v - on the current i - by the custom i - last modified at Anagement p elect destination Default Managen	he custom override defir k'. Click apply to view th this parameter. ralue arget arget verride in 'Default Mana 4/14/2010 8:07:59 AN ack management pack: tent Pack	Desc Desc ined in 'Default ie new agement Pack'	cription			E New

In the below example we will show how to disable a monitor for all computers using the SCOM Authoring console Monitor view.

Here, the AppMetrics Manager Connectivity monitor was selected, and the item right clicked in order to bring up the **Overrides** menu. The monitor can be disabled by either selecting **Disable the Monitor** or from the **Override the Monitor** selection. To disable the monitor for all computers, select **For all objects** of class AppMetrics Manager. To disable the monitor for a specific computer, select **For a specific** object of class AppMetrics Manager.

File Edit View Go Actions Tools	Help						
Search 🔹 📲 Scope	🔍 Find 🛛 💆 Actions 🕜 🛛 🔘 Create a Monitor	🗸 📲 🖏 Overrides	5 -			_	
Authoring	Monitors						Actions ×
E Authoring	Management pack objects are now scoped to:	Computer, Windov	vs Computer, Windows (Client, Windows Oper	Change Scope	×	Monitor 🔺
Distributed Applications	Q Look for:	Find Now	Clear			х	Create a Monitor >
Groups	Target		Туре	Inherited From	Management Pack	-	Properties
Management Pack Objects Attributes	Agent						🛞 Disable
Monitors	AppMetrics Agent						% Overrides 🕨
Overrides	AppMetrics Manager						X Delete
Rules	Entity Health		Aggregate Rollup	Entity	Health Library		Resources
Service Level Tracking	🗏 👷 Availability		Aggregate Rollup	Entity	Health Library		System Center
Views	AppMohice Macages Connectivity Create a Monitor	1	Windows Event Reset	(Not inherited)	AppMetrics Managem	n	Operations Manager
			Basic Service Monitor	(Not inherited)	AppMetrics Managem	n	System Center
	🖃 ஜ Co 🔯 Disable		Aggregate Rollup	Entity	Health Library		Operations Manager
	🗏 👷 Pel 🐔 Overrides 🔹 🕨	Disable the M	1onitor 🕨 <mark>up</mark>	Entity	Health Library		Online
	Overrides Summary	Overric the	Monitor 🕨 F	or all objects of class: A	ppMetrics Manager		lp 🔺
	AppMetric Delete Del	Disable Diagr	nostic F	or a group) About Monitors
	Refresh F5		gnostic F	or a specific object of d	ass: AppMetrics Manage	er	About Monitors
Add Monitoring Wizard	Monitordetails: 🎢 Properties	Disable Reco	very	or all objects of another	dass) How to Create a Unit Monitor
New Distributed Application New Group	AppMetrics Manager Connectivity	Override Rec	overy Descrip	otion:		Î	 How to Create a Dependency Rollup Monitor
Monitoring	Management Pack: AppMetrics Manageme	nt Pack	Monitors Manager	to Agent connectivity e	vents		🔞 How to Create an
Troncornig	Target: AppMetrics Manager						Aggregate Rollup Monitor
Authoring	Inherited from: (Not inherited)						
Administration	Knowledge: View knowledge					1	
My Workspace	Monitor Type: Windows Event Reset						
	Generates Alerts: The monitor is in a criti	cal health state					
	 Healthy 					•	
Ready							

Figure 29 - Authoring Console Monitors View

To enable the monitor, select the **Override the Monitor** item and remove the override on the **Enable** property.

Disabling and Enabling Alerts

From time to time it may be desired to disable certain alerts for machines undergoing maintenance, or for specific COM+ production monitors when it is known that a certain machine has higher than typical load and is generating excessive threshold exceeded alerts.

To disable alerts, navigate to the Authoring console Rules view, choose an AppMetrics rule, then select the Overrides menu item, then select either **Disable the Rule** or **Override the Rule**, and either select **For all objects of class** or **For a specific object of class**. Here we have selected the COM+ Application Threshold Exceeded Detection rule.

File Edit View Go Actions Tools	Help				
Scope	🔍 Find 🛛 💆 Actions 🛛 🍘 🗄 🎽 Create a Rule 🕴 🌋 O	verrides 👻			
Authoring	Rules (2579)				Actions ×
E Authoring	Management pack objects are now scoped to: Comp	outer, Windov	vs Computer, Windows Client,	Windows Oper Change Scope 🗙	Rule 🔺
Management Pack Templates Distributed Applications	🔍 Look for:	Find Now	Clear	x	🖺 Create a Rule
Groups	Name		Inherited from	Management Pack	Properties
Management Pack Objects Attributes	Type: Agent (153)				Disable
Monitors	Type: AppMetrics Production Monitors (3)				🌯 Overrides 🕨
Object Discoveries	COM+ Application Threshold Sycooded Detection		AppMetrics Production Mo	AppMetrics Management Pack	X Delete
Rules	COM+ Application Crash	•	AppMetrics Production Mo	AppMetrics Management Pack	Resources
Service Level Tracking	Hung COM+ Application [Properties		AppMetrics Production Mo	AppMetrics Management Pack	System Center
Views	Type: Collection Server				Operations Manager
	Collect OpsMgr DB Write Overrides		Disable the Rule 🛛 🕨	System Center Core Monitoring	Help
	Collect OpsMgr DB Write Overrides Summary		Override the Rule 🔹 🕨	For all objects of class: AppMetrics Pro	duction Monitors
	WSMan: Version Error Delete D	Del	Management Server	For a group	
	ALM: Invalid System Erro	F5	Management Server	For a specific object of class: AppMetr	cs Production Monitors
	AEM: Permissions Error		Management Server	For all objects of another class	
			Hanagement Server	System certer core Horizonig	About Rules
Add Monitoring Wizard	Rule details:				About Enabling and Disabling Rules
New Distributed Application New Group	COM+ Application Threshold Exceeded Dete	ction	Rule Description:		
Monitoring	Management Pack: AppMetrics Management Pac	k	A COM+ application has	exceeded a configured threshold	
Authoring	Knowledge: View knowledge	ors			
Administration	Created: 4/8/2010 1:45:46 PM				
Ny Workspace					
Ready					.1

Figure 30 – Rules Override

If **Disable the Rule** was selected, nothing further needs to be done, where if **Override the Rule** was selected, the Override checkbox of the **Enabled** property would need to be checked, and the **Override Value** set to False.

Figure 31 - Rules Override Properties

Override	Propertie	:S						×
Rule nan	ne:	COM+ Ap	plication Threshold E	xceeded Detect	ion			
Category	r:	Availabili	ty Health					
Override	s target:	Class: Ap	pMetrics Production I	Monitors				
<u>O</u> verride	-controlled	parameters:					Show Rule Propertie	s
	Override	Parameter Name	Parameter Type	Default Value	Override Value	Effective Valu	e Change Status	
•		Enabled	Boolean	Тгие	True	Тгие	[No change]	
		Priority	Integer	1	1	1	[No change]	
		Severity	Integer	1	1	1	[No change]	
■ Details: Enable The par manage is the de	e d ameter is n ment pack efault value	ot set by a custom over The effective value of of this parameter.	Descr ide or by a this parameter	ription			E	▶
Manago S <u>e</u> lect d Default	e ment pa estination Manageme	ck management pack: ent Pack					▼ Ne <u>w</u>	
<u>H</u> e	lp					ок	Apply Cance	<u>ال</u>

To enable the rule, **Override the rule** would need to be selected, and the **Override** checkbox unchecked on the **Enabled** property.

Overriding the Default COM+ Application Health Monitor Timer Reset Interval

The AppMetrics COM+ Application Health Monitor uses a timer reset interval to specify how long the monitor should stay in an unhealthy state when an AppMetrics COM+ Application alert is detected. The default interval is 3 days, but can be modified to expire sooner or later than the default value.

The timer reset only affects the state of the monitor, and will not auto resolve the actual COM+ alert since the alert is triggered by a SCOM rule rather than by the associated monitor. This is for added granularity in the SCOM alert, and to provide detailed product knowledge pertaining to each specific alert type.

To modify the timer reset interval, you will need to navigate to either a COM+ Application Health Monitor Health Explorer view (to modify a specific monitor object), or to the Authoring Console Monitors view (to modify all COM+ Application Health Monitors).

In the following example, we'll navigate to the Override Properties view from the Authoring Console Monitor view, and selecting **Overrides->Override the Monitor->For all objects of class: AppMetrics Production Monitors**.



Figure 32 - Authoring Console Monitors View

Figure 33- Timer Reset Interval Override Properties

erride	Propertie	5						
onitor i	name:	AppMetri	cs COM+ Applicatio	n Health Monitor				
itegory	y:	Availabili	ity Health					
erride	es target:	Class: Ap	ppMetrics Production	Monitors				
erride	e-controlled	parameters:					Sho <u>w</u> Monitor Proper	tie
	Override	Parameter Name 🔺	Parameter Type	Default Value	Override Value	Effective Valu	e Change Status	
		Alert On State	Enumeration	The monitor	The monitor is	The monitor is.	[No change]	
		Alert Priority	Enumeration	Low	Low	Low	[No change]	
		Alert severity	Enumeration	Critical	Critical	Critical	[No change]	
		Auto-Resolve Alert	Boolean	False	False	False	[No change]	
		Enabled	Boolean	True	True	True	[No change]	
		Generates Alert	Boolean	False	False	False	[No change]	
		Timer Interval	Integer	259200	259200	259200	[No change]	
ails:								
ails: mer	Interval		Des	cription				Ed
tails: imer ne par anage the de	Interval rameter is n ement pack efault value	ot set by a custom oven The effective value of of this parameter.	nide or by a this parameter	cription Par Tim	ameter Descriptior er Reset Interval i	n: n Seconds		Ed
anage	Interval rameter is nement pack efault value ement pa destination	ot set by a custom oven . The effective value of of this parameter. ck management pack: ent Pack	ride or by a this parameter	cription Par Tim	ameter Descriptior er Reset Interval i	n: n Seconds	▼ <u>New</u> .	Ed

Check the **Timer Interval** check box, and change the **Override Value** to the desired value. In the following example the value has been changed to 12 hours (43200 seconds).

Figure 34 - Timer Reset Interval New Value Entered

		-5						>
Monitor	name:	AppMetri	cs COM+ Application	n Health Monitor				
Categor	y:	Availabili	ity Health					
Overrid	es target:	Class: Ap	ppMetrics Production	Monitors				
<u>O</u> verrid	e-controlled	parameters:					Sho <u>w</u> Monitor Propertie	s
	Override	Parameter Name 🔺	Parameter Type	Default Value	Override Value	Effective Valu	e Change Status	
		Alert On State	Enumeration	The monitor	The monitor is	The monitor is.	[No change]	
		Alert Priority	Enumeration	Low	Low	Low	[No change]	
		Alert severity	Enumeration	Critical	Critical	Critical	[No change]	
		Auto-Resolve Alert	Boolean	False	False	False	[No change]	
		Enabled	Boolean	True	True	True	[No change]	
		Generates Alert	Boolean	False	False	False	[No change]	
•	~	Timer Interval	Integer	259200	43200 🗧	259200	[Added]	
Details:								▶
								►
Details: Timer The ne Manag effectiv	• Interval ew custom o ement Pack ve value for t	verride will be created ir '.Click apply to view the this parameter.	Des the 'Default e new	cription Para Tim	ameter Descriptior er Reset Interval i	1: n Seconds	Ed	▶ it

Select **Apply** to verify your changes. The **Effective Value** should change to the **Override Value**. You can then select OK to dismiss the view.

Figure 35 - Timer Reset Interval Overridden

Monitor name: AppMetrics COM+ Application Health Monitor Category: Availability Health Overrides target: Class: AppMetrics Production Monitors Qverride-controlled parameters:		
Category: Availability Health Overrides target: Class: AppMetrics Production Monitors Querride-controlled parameters: Override Alert On State Enumeration The monitor Alert On State Enumeration Low Alert On State Enumeration Alert On State Enumeration Alert Priority Enumeration Alert Severity Enumeration Critical Critical Alert Severity Enumeration Critical Critical Critical Critical Critical Boolean True True Category: Timer Interval Integer 259200 4 Perameter Dest Default Management Pack: Timer Reset In Default Management Pack: Parameter pack Select destination management pack:		
verides target: Class: AppMetrics Production Monitors veride-controlled parameters:		
Image: Second		
Override Parameter Name Parameter Type Default Value Override Alert On State Enumeration The monitor The work The cutor Critical		Show Monitor Properties
Image: Alert On State Enumeration The monitor Low	verride Value Effective Value	ue Change Status
Alert Priority Enumeration Low Low Alert severity Enumeration Critical Critical Auto-Resolve Alert Boolean False False Enabled Boolean True True Generates Alert Boolean False False Generates Alert Boolean False False Timer Interval Integer 259200 43200	e monitor is The monitor is.	[No change]
Image: All of the second se	w Low	[No change]
Image: Auto-Resolve Alert Boolean False False Image: Enabled Boolean True True Image: Enabled Boolean False False Image: Enabled Integer 259200 43200	ical Critical	[No change]
Image: Enabled Boolean True True Image: Generates Alert Boolean False False Image: Generates Alert Boolean False False Image: Timer Interval Integer 259200 43200 tails: Image: Timer Interval Description teals: Description tails: Image: Timer Interval Description teals: Description Parameter Description Parameter Descipation Timer Reset In the effective value is set: as a preferred value on the current target by the custom override in 'Default Management Pack'. I ast modified at: 4/19/2010 7:03:11 PM anagement pack elect destination management pack: refault Management Pack	se False	[No change]
Image: Generates Alert Boolean False False Image: Timer Interval Integer 259200 43200 tails: Image: Timer Interval Integer 259200 43200 tails: Image: Timer Interval Description Parameter Description ne custom override for this parameter is defined in lefault Management Pack'. Parameter Description Parameter Description ne effective value is set: as a preferred value Parameter Description Timer Reset In the current target by the custom override in 'Default Management Pack' Image: Timer Reset In the current target Parameter Description anagement pack Image: Timer Reset In the current target Image: Timer Reset In the current target Image: Timer Reset In the current target by the custom override in 'Default Management Pack' Image: Timer Reset In the current target Image: Timer Reset In the current target ist modified at: 4/19/2010 7:03:11 PM Image: Timer Reset In the current target Image: Timer Reset In the current target elect destination management pack: Image: Timer Reset In the current target Image: Timer Reset In the current target elect destination management pack: Image: Timer Reset In the current target Image: Timer Reset In the current target	ie True	[No change]
Image: Timer Interval Integer 259200 43200 tails:	se False	[No change]
etails: Timer Interval Description he custom override for this parameter is defined in Default Management Pack'. Parameter Default Management Pack'. he effective value is set: as a preferred value • on the current target by the custom override in 'Default Management Pack' • last modified at: 4/19/2010 7:03:11 PM anagement pack elect destination management pack: Default Management Pack	200 43200	[No change]
he custom ovemide for this parameter is defined in Default Management Pack'. Timer Reset In Timer Reset In Timer Reset In Timer Reset In the effective value is set: - as a preferred value - on the current target - by the custom ovemide in 'Default Management Pack' - last modified at: 4/19/2010 7:03:11 PM		Edi
The custom override for this parameter is defined in Default Management Pack'. Parameter Default Management Pack'. Timer Reset In Timer Reset In - as a preferred value - on the current target - by the custom override in 'Default Management Pack' - last modified at: 4/19/2010 7:03:11 PM Ianagement pack		Edit
lanagement pack elect destination management pack: Default Management Pack	eset interval in Seconds	
Derault Management Fack		
		<u>New</u>
Help	ок	

Management Pack Views

The AppMetrics management pack incorporates 3 main views to present health, status, and performance data.

AppMetrics Managers View

The AppMetrics Managers view will list all of the discovered Windows computers which have the AppMetrics manager installed, along with the version number of AppMetrics which is installed on that machine.

System Center Operations Manager 2007	R2 - Xtremesoft			
<u>File E</u> dit <u>V</u> iew <u>G</u> o <u>A</u> ctions <u>T</u> ools	Help			
Scope	🤍 Find 🛃 Actions 🕜			
Monitoring	AppMetrics Managers (4)			Actions ×
E Monitoring	Q Look for:	Find Now Clear	х	State Actions 🔺 📥
Discovered Inventory	State 🖉 Mainte	Name 🛆 Path	Version	强 Health
Distributed Applications	Itealthy	hvw2k-vm1 hvw2k-vm1.corp.xtremesoft.com	4.1.0.58	Explorer for hvw2k-vm1
Task Status	I Healthy	W7VM1 W7VM1.corp.xtremesoft.com	4.1.0.57	📑 Start
Windows Computers	Healthy	XSDEV01-W2K8-64 XSDEV01-W2K8-64.corp.xtremesoft.com	4.1.0.57	Maintenance Mode
Agentless Exception Monitoring	Healthy	xsdev02 xsdev02.corp.xtremesoft.com	4.1.0.58	🛒 Edit
AppMetrics COM+ Monitoring				Maintenance Mode
AppMetrics Production Monitors				Settings
COM+ Application Servers				Stop Maintenance
Addit Collection Services				Mode
Active Alerts			Þ	T Personalize
	Detail View			view
Show or Hide Views	-		A .	Resources 🔺 🗕
New View 🕨	- AppMetrics Manager properties	of hvw2k-vm1		🕜 System Center
	Name hvw2k-vm1	uterreach con\laun311		Manager Help
Monitoring	Manager Host Name hvw2k-vm1	x d'emesor c. com (IIVw2K-VIII1		🚱 System Center
Authoring	Version 4.1.0.58			Operations Manager
	1			Online
				Help 🔺
Ny Workspace				About the
	1			Health Explorer
	ı		v	
Ready				

Figure 36 - AppMetrics Managers View

The state of the AppMetrics manager is reflected in the **State** column, and will indicate whether or not there are problems with connectivity or security in connecting to the associated agent machines, and whether or not the AppMetrics service is running on the computer.

The monitors will indicate an unhealthy state under the following conditions:

- The AppMetrics service is not running
- There are RPC issues blocking communications to an AppMetrics agent
- The manager has lost connectivity to an AppMetrics agent
- There are security issues blocking communications with the agent
- The computer hosting the AppMetrics manager has other issues

The *Health Explorer* for the view can be selected by double clicking on the manager state item, or by right clicking the row and selecting Health Explorer from the menu.

AppMetrics Production Monitors

The AppMetrics Production Monitors view lists the production monitor name, the name of the hosting manager, the name of the agent, the name of the application server hosting the monitored applications, and the monitor description.

System Center Operations Manager 2007	R2 - Xtremesoft						
File Edit View Go Actions Tools	Help	0					
Monitoring	AppMetrics P	roduction Monitors (6)					Actions ×
E Monitoring	Look for:	F	ind Now Clear			x	State Actions 🔺 🔺
Active Alerts	State 🖉	Name	Manager Host Name	Agent Name	Application Server Name	Description	A Health Explorer
Distributed Applications	Healthy	W2K VM1 FMStocks Prod Monitor	W7VM1	FMStocks Prod Agent	HVW2K-VM1	Monitors FMStocks on	for W2K VM1 EMStocks Prod
🛃 Task Status	Healthy	W2K3 VM1 FMStocks Prod Monitor	W7VM1	FMStocks Prod Agent	W2K3VM1	Monitors FMStocks on	Monitor
Windows Computers	Healthy	W2K8 VM1 FMStocks Prod Monitor	W7VM1	FMStocks Prod Agent	W2K8VM1	Monitors FMStocks on	Start Maintenance
Agentless Exception Monitoring	Healthy	Windows 2008 R2 VM1 Prod Monitor	XSDEV01-W2K8-64	W2K8VM1 Prod Agent	W2K8VM1	Windows 2008 R2 64-	Mode
App Metrics COM+ Monitoring	Healthy	Windows 2000 VM1 Prod Monitor	XSDEV01-W2K8-64	Cornucopia Prod Agent	HVW2K-VM1	Windows 2000 Advan	📸 Edit Maintenance
AppMetrics Production Monitors	Healthy	Windows 2003 R2 VM1 Prod Monitor	XSDEV01-W2K8-64	W2K3VM1 Prod Agent	W2K3VM1	Windows 2003 R2 64-	Mode Settings
COM+ Application Servers							Maintenance
Microsoft Audit Collection Services Microsoft SQL Server							Mode
Active Alerts							Personalize view
Computers							Resources
Databases							
Database Free Space	1					Þ	Operations
	Detail View						Manager Help
Show or Hide Views	AppMetrics P	roduction Monitors properties of	W2K VM1 FMStocks Pr	od Monitor		-	System Center Operations
	Name	W2K VM1 FMStocks Prod M	onitor				Manager Online
Monitoring	Path name	W7VM1.corp.xtremesoft.co	w\W2K VM1 FMStocks	Prod Monitor			Help 🔺
	Production Mon	itor Name W2K VM1 FMStocks Prod Mi	onitor				About the Health
Authoring	Agent Name	FMStocks Prod Agent					Explorer
🚫 Administration	Application Ser	ver Name HVW2K-VM1					About Maintenance
My Workspace	Description	Monitors FMStocks on Wind	ows 2000 Advanced Serv	er VM1			Mode
Pig Pig Workspace							Add New Views of Monitoring
						-	A How to
Ready	-						.:



The AppMetrics Production Monitors view reflects the presence of COM+ application alerts in the monitor **State** column. In addition, the state of the AppMetrics production monitors themselves (as well as the state of the hosting AppMetrics manager) will be reflected by the **State** column.

The monitors will indicate an unhealthy state under the following conditions:

- There is a COM+ application alert for that monitor
- The production monitor is not running
- The AppMetrics service is not running for the manager hosting the production monitor
- The hosting AppMetrics manager has connectivity or security problems

The *Health Explorer* for the view can be selected by double clicking on the production monitor state item, or by right clicking the row and selecting Health Explorer from the menu.

COM+ Application Servers

The COM+ Application Servers view will list the name of the application servers being monitored by AppMetrics agents, and the version number of AppMetrics installed on that computer.

🖂 System Center Operations Manager 2007 R2 - Xtremesoft 📃 🔀							
<u>F</u> ile <u>E</u> dit <u>V</u> iew <u>G</u> o <u>A</u> ctions <u>T</u> ools	Help						
Scope	🔍 Fi <u>n</u> d 🛃 Actions 🕜						
Monitoring	COM+ Application	Servers (6)			Actions ×		
E Monitoring	Q Look for:	F	ind Now Clear	Х	State Actions 🔺 📥		
Active Alerts	State 🖉 Main	t Name	△ Path	Version	🙀 Health		
Distributed Applications	Itealthy	hvw2k-vm1	hvw2k-vm1.corp.xtremesoft.com	4.1.0.58	Explorer for hvw2k-vm1		
Task Status	Healthy	W2K3VM1	w2k3vm1.corp.xtremesoft.com	4.1.0.58	🛒 Start		
Windows Computers	Healthy	W2K8VM1	W2K8VM1.corp.xtremesoft.com	4.1.0.58	Maintenance Mode		
Agentless Exception Monitoring	Healthy	W7VM1	W7VM1.corp.xtremesoft.com	4.1.0.57	🛒 Edit		
AppMetrics Managers	Healthy	XSDEV01-W2K8-64	XSDEV01-W2K8-64.corp.xtremesoft.com	4.1.0.57	Maintenance Mode		
AppMetrics Production Monitors	Healthy	xsdev02	xsdev02.corp.xtremesoft.com	4.1.0.58	Settings		
COM+ Application Servers Microsoft Audit Collection Services					Stop Maintenance		
E 🧖 Microsoft SQL Server					Mode		
Active Alerts	I			Þ	Personalize		
	Detail View				view		
Show or Hide Views				*	Resources 🔺		
New View 🕨	Name h	worksym1			System Center Operations		
Manitoring	Path name hv	w2k-vm1.corp.xtremesoft.com	\hvw2k-vm1		Manager Help		
Formering	Application Server Name hv	w2k-vm1			System Center		
Authoring	Version 4.	1.0.58			Manager		
Administration					Online		
					Help 🔺		
My Workspace					About the Haplth		
				-	Explorer		
Ready	R			-			

Figure 38 - COIVI+ Application Servers View	Figure 3	- 88	COM+	Application	Servers	View
---	----------	------	------	-------------	---------	------

The state of the Application Servers is reflected in the **State** column, and indicates the health and status of the AppMetrics agents running on that computer.

The monitors will indicate an unhealthy state under the following conditions:

- The AppMetrics service is not running
- The AppMetrics agent has terminated abnormally

Health Explorer Views

The SCOM Health Explorer provides a hierarchical view of the various health and status monitors which reflect the state of each object listed in the 3 main AppMetrics views.

By clicking on the individual monitors, details concerning the state of the monitor and associated knowledge concerning that monitor can be viewed.

AppMetrics Managers

The *Health Explorer* for items listed in the AppMetrics Managers view can be selected by double clicking on the manager state item, or by right clicking the row and selecting **Health Explorer** from the menu.

Manager Connectivity Monitor

The Manager Connectivity monitor reflects whether or not the manager can connect to its associated agents, and whether or not a connection to an agent has been lost. It will reset from an unhealthy state to a healthy state once communication is reestablished in the case of a lost connection, or when the manager machine is rebooted.





The Health Explorer view shown above illustrates the *Knowledge* view of the Manager Connectivity Monitor. The Knowledge view provides detailed information concerning the monitor, and gives causes and resolutions for unhealthy states.

The *State Change Events* view, shown below, indicates dates and times the state of the monitor changed, and provides Windows Event Log information concerning the event which caused the state change.

🚱 Health Explorer for W7VM1						_ 🗆 🗡
🛿 📀 Reset Health 🚟 Recalculate Health 🛛 🚰 Properties 🕜 Help						
Serrides →						
Health monitors for W7VM1	Knowledge St	ate Change	e Events (1)			1
Entity Health - W7VM1 (Entity)	Time	V	From	То	Operatio	onal State
Availability - W7VM1 (Entity) AppMetrics Manager Connectivity - W7VM1 (AppMetrics Manager)	4/8/2010 1:47	РМ	•		Healthy	
 AppMetrics Manager Service - W7VM1 (AppMetrics Manager) 						
Configuration - W7VM1 (Entity)						
E	Details					
AppMetrics Manager Security Events - W7VM1 (AppMetrics Manag	Cardente					<u> </u>
	Context:	4/0/201	0 1.47.10 PM			_
	Time:	4/0/201	10 1:47:10 PM			
	State:	Success	S - 'k ''k- '		Contractor and the second	
	Context:	exited r	nitor has been initial maintenance mode	zed for the	nrst ume or it nas	
						-
						:

Figure 40 – Manager Connectivity Monitor State Change Events View

Manager Service Monitor

The Manager Service Monitor reflects the state of the AppMetrics service on the computer hosting the AppMetrics manager. It will automatically reset from an unhealthy state to a healthy state once the AppMetrics service is started.



Figure 41 - Manager Service Monitor Knowledge View

The Health Explorer view shown above illustrates the *Knowledge* view of the Manager Service Monitor. The Knowledge view provides detailed information concerning the monitor, and gives causes and resolutions for unhealthy states

The *State Change Events* view, indicates dates and times the state of the monitor changed, and provides Windows Event Log information concerning the event which caused the state change.

Various properties related to the AppMetrics service are also displayed in the Details section.

R Health Explorer for W7VM1					1 ×
Reset Health 🚟 Recalculate Health 🔀 💣 Properties 🕜 Help					
Health monitors for W7VM1	Knowledge State Change E	vents (1)			
Configuration - W7VM1 (Entity) Availability - W7VM1 (Entity) AppMetrics Manager Connectivity - W7VM1 (AppMetrics Manager) AppMetrics Manager Service - W7VM1 (AppMetrics Manager) Configuration - W7VM1 (Entity) Performance - W7VM1 (Entity) Security - W7VM1 (Entity) AppMetrics Manager Security Events - W7VM1 (AppMetrics Ma	Time v Fr 4/8/2010 1:47 PM 4/8/2010 1:47 PM Details Context: Date and Time: Property Name State ServiceType StattMode ErrorControl TagId TagId	4/8/2010 1:4 Property Va 4 16 3 1 0	To 27:12 PM alue	Operational State Running	
	Name BinaryPathName LoadOrderGroup Dependencies ServiceStartName DisplayName Description	AppMetrics C:\Windows\ RPCSS CORP\TestAp AppMetrics Monitors serv	SysWOW64\AppM pMetricsSVC er applications tha	etrx\ServerSvc.exe at span multiple tiers.	•
Ready					Î

Figure 42 – Manager Service Monitor State Change Events View

Manager Security Events Monitor

The Manager Security Monitor reflects the state of the AppMetrics security settings on the computer hosting the AppMetrics manager and associated AppMetrics machine. It will need to be reset manually from an unhealthy state to a healthy state once the issue is resolved, or will automatically reset once the manager machine is rebooted.





The Health Explorer view shown above illustrates the *Knowledge* view of the Manager Security Monitor. The Knowledge view provides detailed information concerning the monitor, and gives causes and resolutions for unhealthy states

The *State Change Events* view indicates dates and times the state of the monitor changed, and provides Windows Event Log information concerning the event which caused the state change.

Figure 44 – Manager Security Monitor State Change Events Ciew

🚱 Health Explorer for W7VM1					
🗄 📀 Reset Health 📓 Recalculate Health 🛛 😭 Properties 🕜 Help					
State					
Health monitors for W7VM1	Knowledge	State Change	e Events (1)		
Entity Health - W7VM1 (Entity) Availability - W7VM1 (Entity) Availability - W7VM1 (Entity) AppMetrics Manager Connectivity - W7VM1 (AppMetrics Mana AppMetrics Manager Service - W7VM1 (AppMetrics Mana Configuration - W7VM1 (Entity) Performance - W7VM1 (Entity) Security - W7VM1 (Entity) AppMetrics Manager Security Events - W7VM1 (AppMetric	Time 4/8/2010 1 Details Context Date an Time: State: Context	t: 47 PM t: d 4/8/20 Succes : The mo mainte	From 10 1:47:10 PM ss poitor has been initia nance mode	Ized for the first tim	Operational State Healthy
					
Ready					.33

AppMetrics Production Monitors

The *Health Explorer* for items listed in the AppMetrics Production Monitors view can be selected by double clicking on the production monitor state item, or by right clicking the row and selecting **Health Explorer** from the menu.

COM+ Application Health Monitor

The COM+ Application Health monitor reflects the health of COM+ applications monitored by the associated AppMetrics production monitor. It will change to an unhealthy state when a monitored application, transaction, or component threshold has been exceeded. It will also reflect whether any monitored applications have crashed or are hung.

This monitor will need to be reset to a healthy state manually by right clicking on the monitor and selecting Reset Health once the alert has been viewed in the Alert View. It will automatically reset after a 3 day interval has lapsed, giving the operations center staff adequate time to view the alert and take appropriate action.

R Health Explorer for W2K3 VM1 FMStocks Prod Monitor	
🐑 🕐 Reset Health 🔛 Recalculate Health 🔀 💕 Properties 🕐 Help	
Health monitors for W2K3 VM1 FMStocks Prod Monitor	Knowledge State Change Events (1)
	Summary This monitor tracks COM+ application alerts generated by AppMetrics monitoring Configuration N/A Causes If the state is unhealthy, AppMetrics has detected a configured threshold has been exceeded, or that the monitored application has hung or crashed Resolutions Take appropriate action to remedy situation, then manually reset the monitor health once the condition has been resolved Additional Information Refer to the event description and the alert view for more details
Ready	

Figure 45 - COM+ Application Health Monitor Knowledge View

The Health Explorer view shown above illustrates the *Knowledge* view of the COM+ Application Health Monitor. The Knowledge view provides detailed information concerning the monitor, and gives causes and resolutions for unhealthy states

The *State Change Events* view indicates dates and times the state of the monitor changed, and provides Windows Event Log information concerning the event which caused the state change.

🙀 Health Explorer for W2K3 VM1 FMStocks Prod Monitor				
🖸 Reset Health 🔛 Recalculate Health 🔀 💕 Properties 🕜 <u>H</u> elp				
Health monitors for W2K3 VM1 FMStocks Prod Monitor	Knowledge State Char	nge Events (1)		
E Entty Health - W2K3 VM1 FMStocks Prod Monitor (Entity) E → Availability - W2K3 VM1 FMStocks Prod Monitor (Entity) AppMetrics COM+ Application Health Monitor - W2K3 VM1 FMStocks Prod Monitor (AppMetrin AppMetrics Manager Availability Rollup - W2K3 VM1 FMStocks Prod Monitor (AppMetrics Pro E → Availability - W7VM1 (Eritty)	Time 9 4/8/2010 1:47 PM	▼ From	To Ø	Operational State Healthy
	Details Context:	4/9	2010 1+47+12 DM	A
Performance - W2K3 VM1 FMStocks Prod Monitor (Entry)	State: State trigger:	Succ	ess	
☐ ② AppMetrics Manager Security Events - W7VM1 (AppMetrics Manager)	Date and Time: State: Context:	4/8/2010 1:47:12 Success The monitor has b	PM een forced to rese	t state
				~

Figure 46 - COM+ Application Health Monitor State Change View

Manager Availability Rollup Monitor

The Manager Availability Rollup monitor reflects the availability state of the hosting AppMetrics manager. Unhealthy states rollup to the Production Monitor object, and will reset to a healthy state as described in the documentation pertaining to the individual manager availability monitors, Manager Connectivity and Manager Service.



R Health Explorer for W2K3 VM1 FMStocks Prod Monitor	
🛛 🐼 Reset Health 🔛 Recalculate Health 🛛 🚰 Properties 🕜 Help	
Cyerrides -	
Health monitors for W2K3 VM1 FMStocks Prod Monitor	Knowledge State Change Events (1)
Entity Health - W2K3 VM1 FMStocks Prod Monitor (Entity) Availability - W2K3 VM1 FMStocks Prod Monitor (Entity) AppMetrics COM+ Application Health Monitor - W2K3 VM1 FMStocks Prod Monitor (AppMetrics Prod AppMetrics Manager Availability Rollup - W2K3 VM1 FMStocks Prod Monitor (AppMetrics Prod Availability - W7/M1 (Entity) AppMetrics Manager Connectivity - W7/M1 (AppMetrics Manager) AppMetrics Manager Connectivity - W7/M1 (AppMetrics Manager) AppMetrics Production Monitor State - W2K3 VM1 FMStocks Prod Monitor (AppMetrics Produce) AppMetrics Manager Service - W7/M1 (AppMetrics Manager) AppMetrics Production Monitor State - W2K3 VM1 FMStocks Prod Monitor (AppMetrics Produce) Performance - W2K3 VM1 FMStocks Prod Monitor (Entity) Security - W2K3 VM1 FMStocks Prod Monitor (Entity) AppMetrics Manager Security Rollup - W2K3 VM1 FMStocks Prod Monitor (AppMetrics Produce) AppMetrics Manager Security Rollup - W2K3 VM1 FMStocks Prod Monitor (AppMetrics Produce) AppMetrics Manager Security Rollup - W2K3 VM1 FMStocks Prod Monitor (AppMetrics Produce) AppMetrics Manager Security Rollup - W2K3 VM1 FMStocks Prod Monitor (AppMetrics Produce) AppMetrics Manager Security Rollup - W2K3 VM1 FMStocks Prod Monitor (AppMetrics Produce) AppMetrics Manager Security Rollup - W2K3 VM1 FMStocks Prod Monitor (AppMetrics Produce) AppMetrics Manager Security Events - W7/M1 (AppMetrics Manager)	 Summary This is a dependency monitor which will rollup the availability state of the AppMetrics Manager Configuration N/A Causes If the monitor state is unhealthy, either the AppMetrics service is not running on the Manager computer, or AppMetrics is experiencing connectivity problems between the Manager and one or more AppMetrics Agent computers Resolutions Drill down into the state monitors to see whether the AppMetrics service is stopped, or if there are connectivity problems blocking communications Refer to the appropriate product knowledge depending on the cause of the unhealthy condition
Ready	i.

Production Monitor State Monitor

The Production Monitor State monitor reflects whether or not the AppMetrics production monitor is running or stopped. An unhealthy state indicates the production monitor is stopped. Once the production monitor is started, the state will automatically be reset to healthy.

Figure 48 - Production Monitor State Monitor Knowledge View Realth Explorer for W2K3 VM1 FMStocks Prod Monitor _ 🗆 🗡 🤣 Reset Health 🚟 Recalculate Health 🛛 🚰 Properties 🕜 Help 🐔 Overrides 👻 Knowledge State Change Events (1) Health monitors for W2K3 VM1 FMStocks Prod Monitor Entity Health - W2K3 VM1 FMStocks Prod Monitor (Entity) 🚊 🐶 Availability - W2K3 VM1 FMStocks Prod Monitor (Entity) Summary AppMetrics COM+ Application Health Monitor - W2K3 VM1 FMStocks Prod Monitor (AppM This monitor will periodically check the operational state of the AppMetrics Manager Availability Rollup - W2K3 VM1 FMStocks Prod Monitor (AppMetrics associated AppMetrics production monitor E. Availability - W7VM1 (Entity) AppMetrics Manager Connectivity - W7VM1 (AppMetrics Manager) Configuration AppMetrics Manager Service - W7VM1 (AppMetrics Manager) N/A AppMetrics Production Monitor State - W2K3 VM1 FMStocks Prod Monitor (AppMetrics Price) O Configuration - W2K3 VM1 FMStocks Prod Monitor (Entity) Causes) Performance - W2K3 VM1 FMStocks Prod Monitor (Entity) If the state is unhealthy, the AppMetrics production monitor is not Security - W2K3 VM1 FMStocks Prod Monitor (Entity) running. 🗄 🔗 AppMetrics Manager Security Rollup - W2K3 VM1 FMStocks Prod Monitor (AppMetrics Pro 🗄 🥪 Security - W7VM1 (Entity) Resolutions AppMetrics Manager Security Events - W7VM1 (AppMetrics Manager) Start the AppMetrics production monitor **Additional Information** None External Knowledge Sources None ▶ Ready

۸

Figure 49 - Production Monitor State Monitor State Change View

🖷 Health Explorer for W2K3 VM1 FMStocks Prod Monitor							
😧 Reset Health 📲 Recalculate Health 😰 🚰 Properties 🕜 Help							
terrides →							
Health monitors for W2K3 VM1 FMStocks Prod Monitor	Knowledge Sta	ate Chang	e Events (1)				
	Time 4/8/2010 1:47 Details Context: Date and Time: State: Context:	V PM 4/8/20 Succes The mc mainte	From 10 1:47:11 PM ss ponitor has been ini nance mode	To	Operational Stat	.e	
						~	
Ready							

Manager Security Rollup Monitor

The Manager Security Rollup monitor reflects the security state of the hosting AppMetrics manager. Unhealthy states rollup to the Production Monitor object, and will reset to a healthy state as described in the documentation pertaining to the individual manager security monitor, Manager Security Events.

Realth Explorer for W2K3 VM1 FMStocks Prod Monitor _ 🗆 🗙 🔁 🚰 Properties 🕜 Help 🔗 R<u>e</u>set Health 🔛 🐐 O<u>v</u>errides 👻 Knowledge State Change Events (1) Health monitors for W2K3 VM1 FMStocks Prod Monitor Entity Health - W2K3 VM1 FMStocks Prod Monitor (Entity) Availability - W2K3 VM1 FMStocks Prod Monitor (Entity) Summary AppMetrics COM+ Application Health Monitor - W2K3 VM1 FMStocks Prod Monitor (AppM AppMetrics Manager Availability Rollup - W2K3 VM1 FMStocks Prod Monitor (AppMetrics This is a dependency monitor which will rollup the security state of the AppMetrics Manager Availability - W7VM1 (Entity) AppMetrics Manager Connectivity - W7VM1 (AppMetrics Manager) AppMetrics Manager Service - W7VM1 (AppMetrics Manager) Configuration N/A AppMetrics Production Monitor State - W2K3 VM1 FMStocks Prod Monitor (AppMetrics Production Prod Configuration - W2K3 VM1 FMStocks Prod Monitor (Entity) Causes Performance - W2K3 VM1 FMStocks Prod Monitor (Entity) If this monitor is unhealthy, security settings on the AppMetrics Security - W2K3 VM1 FMStocks Prod Monitor (Entity) Manager or associated Agent computers are blocking AppMetrics Manager Security Rollup - W2K3 VM1 FMStocks Prod Monitor (AppMetrics Pro communications between them Security - W7VM1 (Entity) AppMetrics Manager Security Events - W7VM1 (AppMetrics Manager) Resolutions Drill down into the Manager Security Events Monitor to view the specific error which occurred, and take appropriate actions to correct the problem Additional Information View the production knowledge in the Manager Security Events Monitor for further information F •

Figure 50 - Manager Security Rollup Monitor

COM+ Application Servers

The *Health Explorer* for items listed in the COM+ Application Servers view can be selected by double clicking on the production monitor state item, or by right clicking the row and selecting **Health Explorer** from the menu.

Agent Health Monitor

The Agent Health monitor reflects the health of the AppMetrics agent running on the listed computer. It will change to an unhealthy state if the AppMetrics agent terminates abnormally. It will reset to a healthy state when the agent is restarted.



Figure 51 - Agent Health Monitor Knowledge View

The Health Explorer view shown above illustrates the *Knowledge* view of the Agent Health Monitor. The Knowledge view provides detailed information concerning the monitor, and gives causes and resolutions for unhealthy states

The *State Change Events* view, indicates dates and times the state of the monitor changed, and provides Windows Event Log information concerning the event which caused the state change.

Realth Explorer for W2K3VM1				_ [٦×
🛿 📀 Reset Health 📲 Recalculate Health 💈 督 Properties 🕜 Help					
• • Overrides •					
Health monitors for W2K3VM1	Knowledge S	State Change Events (1)			
Entity Health - W2K3VM1 (Entity)	Time	V From	To	Operational State	
Availability - W2K3VM1 (Entity)	4/8/2010 1:4	7 PM 🔵	 Ø 	Healthy	
AppMetrics Agent Service - W2K3VM1 (AppMetrics Agent) Configuration - W2K3VM1 (Entity) Performance - W2K3VM1 (Entity) Security - W2K3VM1 (Entity)	Details Context: Date and Time: State: Context:	4/8/2010 1:47:08 PM Success The monitor has been i maintenance mode	nitialized for the fir	st time or it has exited	4
Ready	1				.::

Agent Service Monitor

The Agent Service Monitor reflects the state of the AppMetrics service on the computer hosting the AppMetrics agent. It will automatically reset from an unhealthy state to a healthy state once the AppMetrics service is started.



R Health Explorer for W2K3VM1	_	
🛿 🔗 Reset Health 📲 Recalculate Health 🛛 🚰 Properties 🕜 Help		
🐔 O <u>v</u> errides 👻		
Health monitors for W2K3VM1	Knowledge State Change Events (1)	
Health monitors for W2K3VM1 (Entity)	Summary This monitor tracks the state of the AppMetrics service Configuration N/A Causes If the state is unhealthy, the AppMetrics service is not running. This could be due to AppMetrics not yet running on the manager machine, or the service could not start. This will also occur if no AppMetrics monitors associated to agents on this machine have yet been started. The service should automatically start once an associated AppMetrics monitor starts up on the manager machine. Resolutions If no associated AppMetrics monitors have yet been started, start an associated monitor and check the state of the service by viewing the services console. If the service still doesn't start, examine the system event log on the AppMetrics agent computer and see if there are any events indicating an error condition for the AppMetrics service. Remedy any errors present. Verify that the service run as account has a valid ID and password. Attempt to manually start the AppMetrics service from the services console. If the service still will not start, please contact AppMetrics support at supportlist@xtremesoft.com	
Ready		

The Health Explorer view shown above illustrates the *Knowledge* view of the Agent Service Monitor. The Knowledge view provides detailed information concerning the monitor, and gives causes and resolutions for unhealthy states

The *State Change Events* view, indicates dates and times the state of the monitor changed, and provides Windows Event Log information concerning the event which caused the state change.

Various properties related to the AppMetrics service are also displayed in the Details section.

 Mealth Explorer for W2K3VM1 					. 🗆 🗙
Health monitors for W2K3VM1	Knowledge State Change	Events (1)			
Configuration - W2K3VM1 (Entity) AppMetrics Agent Health - W2K3VM1 (AppMetrics Agent) AppMetrics Agent Service - W2K3VM1 (AppMetrics Agent) Configuration - W2K3VM1 (Entity) Performance - W2K3VM1 (Entity) Security, W2K3VM1 (Entity)	Time V F 4/8/2010 1:47 PM	rom	To	Operational State Running	
	Details				*
	Context:				
	Date and Time: Property Name State ServiceType StartMode ErrorControl TagId ProcessId Name BinaryPathName LoadOrderGroup Dependencies ServiceStartName DisplayName Description	4/8/2010 : Property 4 16 3 1 0 2728 AppMetric: C: WINDO RPCSS CORP\Tes AppMetric: Monitors s	1:47:11 PM Value WS\system32\AppM tAppMetricsSVC s erver applications th	letrx\ServerSvc.exe at span multiple tiers.	4

Figure 54 – Agent Service Monitor Knowledge View

Management Pack Alerts

SCOM generates alerts to notify data center staff of events and conditions affecting the health and performance of monitored computers, applications, and devices. The AppMetrics management pack extends SCOM in order to generate alerts when COM+ applications exceed their configured thresholds, experience abnormal terminations, or when they cease to respond in a timely manner. In addition, conditions affecting connectivity between the AppMetrics manager and agent are also reported.

Managing Alerts

Alerts can be managed either globally for all monitored computers, applications, and devices, or locally for each specific managed entity.

Active Alert View

The Active Alert View provides a global view of active alerts collected from all monitored entities.

It can be accessed from the SCOM Monitoring console.

Figure 55 - Active Alert View

🗷 System Center Operations Manager 2007 R2 - Xtremesoft									
<u>Fi</u> le <u>E</u> dit <u>Vi</u> ew <u>G</u> o <u>A</u> ctions <u>T</u> ools <u>H</u>	Ele Edit View Go Actions Tools Help								
Speech • 💾 Scope 📃 Find 🕑 H Actions 🕜 : 🎬 Show at least 1 month of data • : 👬 Orgenides •									
Monitoring	Active Aler	S (33)						Actions	×
E Monitoring	Look for: Eind Now Clear X							X Alert Actions	• •
Discovered Inventory	🚇 Source		🖉 Name		Resolutio	Created	V Age	View or edit the	
Distributed Applications	Severity: Crit	tical (10)						settings of this monitor	
Task Status	🔇 MSSQLSERVE	R	The SQL Server Service Brok	er or Database Mir	New	4/12/2010 1:18:51 PM	19 Hours, 59 Mi	🚑 Close Alert	
Windows Computers	STEV01-W2	K8-64	AppMetrics Manager Connect	tivity	New	4/12/2010 1:13:56 PM	20 Hours, 4 Min	Properties	
Agentless Exception Monitoring	🔇 bruno2003.c	orp.xtremesoft.com	Failed to Connect to Comput	er	New	3/19/2010 7:39:18 PM	24 Days, 13 Ho	A Health Explorer	
App Metrics COM+ Monitoring	🔇 bruno2003.c	orp.xtremesoft.com	Health Service Heartbeat Fai	lure	New	3/19/2010 7:39:16 PM	24 Days, 13 Ho	🛒 Start	
AppMetrics Production Monitors	🔇 Windows_20	08_R2_VM1_Prod_Monitor	Auto Shrink Flag		New	3/17/2010 4:28:28 PM	26 Days, 16 Ho	Maintenance Mode	
COM+ Application Servers	🔇 Windows_20	08_R2_VM1_Diag_Monitor	Auto Shrink Flag		New	3/17/2010 4:28:28 PM	26 Days, 16 Ho	K Edit Maintenance	a
Microsoft Adult Collection Services Microsoft SQL Server	🔇 Windows_20	00_VM1_Diag_Monitor	Auto Shrink Flag		New	3/17/2010 4:28:28 PM	26 Days, 16 Ho	Mode Settings	
Active Alerts	🔇 Windows_20	03_R2_VM1_Diag_Monitor	Auto Shrink Flag		New	3/17/2010 4:28:28 PM	26 Days, 16 Ho	Stop Maintenance	
Computers	🔇 Windows_20	03_R2_VM1_Prod_Monitor	Auto Shrink Flag		New	3/17/2010 4:28:28 PM	26 Days, 16 Ho	Mode	
E Catabases	🔇 Windows_20	00_VM1_Prod_Monitor	Auto Shrink Flag		New	3/17/2010 4:28:28 PM	26 Days, 16 Ho	- 📲 🤏 Overrides 🕨	
Database Free Space	Severity: Warning (23)							Personalize	-
Transaction Log Free Space	A XSDEV01-W2	K8-64.corp.xtremesoft.com	Script or Executable Failed to	run	New	4/12/2010 1:19:02 PM	19 Hours, 59 Mi	view	
E 📴 Health Monitoring	A XSDEV01-W2	K8-64.corp.xtremesoft.com	Script or Executable Failed to	run	New	4/12/2010 1:18:57 PM	19 Hours, 59 Mi	Subscription	•
Agent Health Detabase Frains Health	A XSDEV01-W2	K8-64.corp.xtremesoft.com	Service Check Probe Module	Failed Execution	New	4/12/2010 1:18:52 PM	19 Hours, 59 Mi	Create	
Performance	A XSDEV01-W2	K8-64	AppMetrics Manager Service		New	4/12/2010 1:18:51 PM	19 Hours, 59 Mi	Modify	
Replication	A XSDEV01-W2	K8-64	AppMetrics Agent Service		New	4/12/2010 1:18:22 PM	20 Hours	Resources	
Gerver Roles	A XSDEV01-W2	K8-64.corp.xtremesoft.com	Service Check Data Source M	Iodule Failed Execu	New	4/12/2010 1:14:05 PM	20 Hours, 4 Min	Curtury Control	
Microsoft Windows Server	A XSDEV01-W2	K8-64.corp.xtremesoft.com	Service Check Data Source M	Iodule Failed Execu	New	4/12/2010 1:14:05 PM	20 Hours, 4 Min	Operations	
Active Alerts	A XSDEV01-W2	K8-64.corp.xtremesoft.com	Service Check Data Source M	Iodule Failed Execu	New	4/12/2010 1:14:05 PM	20 Hours, 4 Min	Manager Help	
	Alert Details							System Center Operations	
Show or Hide Views								 Manager Online 	
New View >	🥸 AppMetri	cs Manager Connectivity		Alert Description				Help 🔺	•
Monitoring	Source:	KSDEV01-W2K8-64		The AppMetrics man	nager has lost (contact with one or more ag	ents.	About the Health	1
	Path:	XSDEV01-W2K8-64.corp.xtremesoft	com\XSDEV01-W2K8-64	Event Description: Monitor Windows 20	000 VM1 Prod I	Monitor' detected that agent	HVW2K-VM1\Cornuconia	Explorer	
Authoring	Alert Monitor:	AppMetrics Manager Connectivity		Prod Agent' is not fu	unctioning prop	perly. The following error wa	s returned from server	Maintenance	
Administration				The remote procedu	ire call failed.			Mode	
	Created:	4/12/2010 1:13:56 PM						 Add New Views of Monitoring 	
in nonspace	Knowledge:			😭 View additional	knowledge			low to	
	Summary							 View 	-
Ready									

By double clicking an alert item in the Active Alert View, the Alert Properties view will appear.

Eiguro	56	Alort	Dro	nortios	Viow
rigure	20.	Alert	PIU	percies	view

Alert Properties	×
General Product Knowle	dae Company Knowledge History Alert Context Custom Fields
AppMetrics M	anager Connectivity
Key Details:	
Alert source:	3 XSDEV01-W2K8-64
Severity:	Critical
Priority:	Medium
Age:	20 Hours, 25 Minutes
Owner:	<u>C</u> hange
<u>T</u> icket ID:	
Alert Description:	
The AppMetrics manage Event Description: Monitor 'Windows 2000 functioning properly. T The remote procedure of	er has lost contact with one or more agents. VM1 Prod Monitor' detected that agent 'HVW2K-VM1\Cornucopia Prod Agent' is not he following error was returned from server HVW2K-VM1. all failed.
Alert Status:	
Once you have identifie the Alert from the syste	d the problem and taken corrective action, you can select 'Closed' which will remove m once changes are committed.
New	
<u> P</u> revious <u> ↓ N</u> ex <u> N</u> ex	Cancel Apply

Additionally, the alert item may be further examined by right clicking on the item and selecting Open, where various objects associated to the item may be opened, such as the related Health Explorer for example.



Figure 57 - Health Explorer for Active Alert

Realth Explorer for XSDEV01-W2K8-64						-	
🛿 🥪 Reset Health 🚟 Recalculate Health 🛛 🚰 Properties 🕜	<u>H</u> elp						
TOverrides -			,				
Health monitors for XSDEV01-W2K8-64	Knowledge	State Chang	e Events (2)				
Entity Health - XSDEV01-W2K8-64 (Entity)	Time	∇	From	To		Operational State	
Availability - XSDEV01-W2K8-64 (Entity) AppMetrics Manager Connectivity - XSDEV01-W2K	4/12/2010	1:13 PM	S		8	Lost Connectivity	
AppMetrics Manager Service - XSDEV01-W2K8-64	4/8/2010 1	:46 PM	0		\oslash	Healthy	
Configuration - XSDEV01-W2K8-64 (Entity)							
Performance - XSDEV01-W2K8-64 (Entity)	Details						
	Contex						
	Date an Time:	d 4/12/2010	1:13:55 PM	Description Monitor 'Wind	: ows 2000 VI	M1 Prod Monitor'	
	Log Nan	ne: Application	ı	detected that	detected that agent 'HVW2K-VM1\Cornucopia		
	Event	AppMetric	S	following erro	r was return	ned from server HVW2K-	
	Number	: 20		VM1. The rem	iote procedu	ire call failed.	
	Level:	Z XSDEV01-	N2K8-				
	Comput	er:64.corp.x	remesoft.com	1			
	User:	N/A					
	Event Da	ata:					•
Ready							

Monitor Specific Alerts

In addition to the global list of active alerts, monitor specific alerts may be viewed from the AppMetrics Health Explorer Views by right clicking a monitor and selecting View Alerts from the menu.

🛛 😔 Reset Health 🔛 Recalc	ulate Health 🛛 🚰 Properties 🥳) Help						
🌯 Overrides 👻				į				
Health monitors for XSDEV01	-W2K8-64	Knowledge	State Chang	e Events (2)				
Entity Health - XSDEV01-W2K8-64 (Entity)		Time	V	From	1	То	Operational State	
Availability - XSDE	EV01-W2K8-64 (Entity)	4/12/2010) 1:13 PM	0		8	Lost Connectivity	
App Met	Yew Alerts for XSDEV01-W2K8-64.	IO	1:46 PM	0		\oslash	Healthy	
Configuratio	Refresh	F5						
🗄 🧭 Security - X! 🥑	Reset Health							
	Recalculate Health	e	t:					
	Monitor Properties	a Ime: Log Na Source Event Numbe Level: Loggin Compu User:	d 4/12/2010 me: Application : AppMetric : 20 2 g XSDEV01- ter: 64.corp.x N/A) 1:13:55 PM s W2K8- tremesoft.com	Descrip Monitor that age not func returned procedu	ption: 'Windows 2000 \ ent 'HVW2K-VM1 ctioning properly d from server HV ire call failed.	/M1 Prod Monitor' detected (Cornucopia Prod Agent' is . The following error was W2K-VM1. The remote	
		Event	lata:					-
Ready								

Figure 58 - Heath Explorer Menu





Examples

AppMetrics Manager Alerts

This example illustrates an AppMetrics Manager Connectivity Alert, as seen in the Manager Health Explorer.

R Health Explorer for XSDEV01-W2K8-64									
😧 😪 Reset Health 📲 Recalculate Health 🛛 🚰 Properties 🕜 Help									
Cverrides -									
Health monitors for XSDEV01-W2K8-64	Knowledge State Chang	e Events (2)							
Entity Health - XSDEV01-W2K8-64 (Entity)	Time ⊽	From	То	Operational State					
Availability - XSDEV01-W2K8-64 (Entity) App Metrics Manager Connectivity - XSDEV01-W2	4/12/2010 1:13 PM	 Image: Second sec	8	Lost Connectivity					
AppMetrics Manager Service - XSDEV01-W2K8-	4/8/2010 1:46 PM	0	\bigcirc	Healthy					
Configuration - XSDEV01-W2K8-64 (Entity)									
⊡⊘ Security - XSDEV01-W2K8-64 (Entity)	Details								
	Context:								
	Date and 4/12/2010	1:13:55 PM	cription:						
	Log Name: Application	n that	Monitor 'Windows 2000 VM1 Prod Monitor' detects that agent 'HVW2K-VM1\Cornucopia Prod Agent' i						
	Source: AppMetric	s not f	functioning properly. T rned from server HVW	The following error was					
	Number: 20	proc	edure call failed.						
	Level: 2	NDK8-							
	Computer: 64.corp.xt	remesoft.com							
	User: N/A								
	Event Data:								
	< DataItem type =	System.XmlData	"time =" 2010-04-1	2T13:13:55.5851713-					
Ready				.:					

Figure 60 - AppMetrics Manager Health Explorer

Below is the Alert View for the Manager Connectivity Monitor.

Figure 61 - Connectivity Monitor Alert View

Alerts						
<u>File E</u> dit <u>V</u> iew <u>A</u> ctions <u>H</u> elp						
🗄 🎬 Show at least 1 month of data 🔹 🗄 🌠 Overrides 🔹						
Alerts (2)		Actions ×				
Last State Change V Source	Name	Alert Actions				
Severity: Warning (1)	·	View or edit the settings of this				
4/12/2010 1:18:51 PM XSDEV01-W2K8-64	AppMetrics Manager Service	monitor				
Severity: Critical (1)		🖉 Close Alert				
4/12/2010 1:13:56 PM XSDEV01-W2K8-64	AppMetrics Manager Connectivity	Properties				
		Health Explorer				
Alert Details		🔜 📑 Start Maintenance Mode				
		📥 📑 Edit Maintenance Mode Settings				
AppMetrics Manager Connectivity	Alert Description	🛒 Stop Maintenance Mode				
Source: 🛛 🔂 XSDEV01-W2K8-64	The AppMetrics manager has lost contact with one or more agents.	🖏 Overrides 🕨				
Path: XSDEV01-W2K8-	Event Description:	Personalize view				
64.corp.xtremesoft.com\XSDEV01-W2K8-64	Monitor 'Windows 2000 VM1 Prod Monitor' detected that agent 'HVW2K-VM1\Cornucopia Prod Agent' is not	Subscription				
Alert O AppMetrics Manager Connectivity	functioning properly. The following error was returned from server HVW2K-VM1.	Create				
Created: 4/12/2010 1:13:56 PM	The remote procedure call failed.	Modify				
Knowledge		Resources				
Cummon d	- Yew additional NTOWCage	 System Center Operations Manager Help 				
This monitor will check for connectivity issues between	AppMetrics monitors and their associated	System Center Operations Manager Online				
Configuration		Help 🔺				
N/A		About the Health Explorer				
Causes	About Maintenance Mode About Maintenance About Maintenance Mode About Maintenance About M					
An unhealthy state indicates that network issues may	be blocking communications, or the agent machine	Add New Views of Monitoring				
Ready						

Below the alert properties are displayed for the alert seen in the Connectivity Monitor Alert View above.

Alert Propertie	:5	×			
General Prod	uct Knowledge	Company Knowledge History Alert Context Custom Fields			
🔇 АррМ	letrics Manag	er Connectivity			
Key Details:					
Alert source:		35DEV01-W2K8-64			
Severity:		Critical			
Priority:		Medium			
Age:		20 Hours, 6 Minutes			
Owner:		Change			
Ticket ID:		,			
Trance 191					
Alert Descrip	otion:				
The AppMetri	ics manager has	s lost contact with one or more agents.			
Event Description: Monitor 'Windows 2000 VM1 Prod Monitor' detected that agent 'HVW2K-VM1\Cornucopia Prod Agent' is not functioning properly. The following error was returned from server HVW2K-VM1.					
Alert Status					
Once you have identified the problem and taken corrective action, you can select 'Closed' which will remove the Alert from the system once changes are committed.					
New					
Previous	. <mark>№</mark> ext	OK Cancel Apply			

Figure 62 - Connectivity Alert Properties

COM+ Application Alerts

Below is an example of COM+ Application alerts caused by a COM+ Threshold Exceeded condition and Page Faults per Second exceeded condition.



Figure 63 - AppMetrics Production Monitors View with Warning State

Figure 64 - Health Explorer with COM+ Application Monitor Alert

R Health Explorer for Windows 2003 R2 VM1 Prod Monitor	r					_ 🗆 X	
🗄 🥪 Reset Health 🚟 Recalculate Health 🛛 🚰 Properties 🕜) <u>H</u> elp						
terrides →							
Health monitors for Windows 2003 R2 VM1 Prod Monitor	Knowledge	State Chang	e Events (2)				
Entity Health - Windows 2003 R2 VM1 Prod Monitor (Enti	Time	∇	From		То	Operational State	
Availability - Windows 2003 R2 VM1 Prod Monitor (Er	4/14/2010	7:39 AM	e		<u> </u>	Threshold Exceeded	
AppMetrics Control Application reality Monitor V	4/8/2010 1	:46 PM	0		\oslash	Healthy	
App Metrics Production Monitor State - Windows							
Configuration - Windows 2003 R2 VM1 Prod Monitor	Configuration - Windows 2003 R2 VM1 Prod Monitor						
E - Ø Security - Windows 2003 R2 VM1 Prod Monitor (Entit	Context Date an Time: Log Nan Source: Event Number Level: Logging Comput User:	d 4/14/2010 ne: Application AppMetric : 4 2 XSDEV01- er: 64.corp.xt N/A ata:	7:39:39 AM s N2K8- rremesoft.con	Descr Applica thresh (\W2K Report	iption: ation "FMStocks 20 old for "Page Faul 3VM1. AlertType: ted by: Windows 2	000 Core" has exceeded its ts Per Second" on server ProcessThresholdExceeded 2003 R2 VM1 Prod Monitor.	
Ready						.:	

Figure 65 - COM+ Application Alerts View

Alerts					
Eile Edit View Actions Help					
🖬 Sho <u>w</u> at least 1 month of data 👻 🌠 O <u>v</u> errides	7				
Alerts (2)		Actions ×			
Last State Change v Source	Name	Alert Actions			
Severity: Warning (2)		 View or edit the settings of this 			
4/14/2010 7:39:39 AM Windows 2003 R2 VM1 Prod	Monitor COM+ Application Threshold Exceeded	rule			
4/14/2010 7:39:39 AM Windows 2003 R2 VM1 Prod	Monitor COM+ Application Threshold Exceeded				
		Properties			
		Health Explorer			
Alert Details		📕 📑 Start Maintenance Mode			
1 COM+ Application Threshold Exceeded	Alert Description	Edit Maintenance Mode Settings			
Source: 🏹 Windows 2003 R2 VM1 Prod Monitor	AppMetrics has detected that a configured threshold has been exceeded.	Stop Maintenance Mode			
XSDEV01-W2K8-	Details:	🐴 Overrides 🕨			
Path: 64.corp.xtremesoft.com\Windows 2003 R2 VM1 Prod Monitor	Item "FMStocks_Bus.Account" has exceeded its threshold for "Average Duration in an Interval" on server \\W2K3VM1.	Personalize view			
		Subscription			
Rule: O Detection	AlertType: ThresholdExceeded	Create			
Created: 4/14/2010 7:39:39 AM	Reported by: Windows 2003 R2 VM1 Prod Monitor.	Modify			
Knowledge:	View additional knowledge	Resources			
Summary		System Center Operations Manager Help			
COM+ Application Threshold Exceeded		🗸 🔇 System Center Operations 🖉 🗸			
Ready		.:			

Figure 66 - COM+ Application Threshold Exceeded Alert

Alert Properties	×				
General Product Knowledge	Company Knowledge History Alert Context Custom Fields				
COM+ Application	Threshold Exceeded				
Alert source:	Windows 2003 R2 VM1 Prod Monitor				
Severity:	Warning				
Priority:	Medium				
Age:	11 Minutes				
Repeat Count:	0				
Owner:	<u>C</u> hange				
<u>T</u> icket ID:					
Alert Description: AppMetrics has detected that a configured threshold has been exceeded. Details: Item "FMStocks_Bus.Account" has exceeded its threshold for "Average Duration in an Interval" on server \ \W2K3VM1.					
Alert Status: Once you have identified the problem and taken corrective action, you can select 'Closed' which will remove the Alert from the system once changes are committed. New					
<u> <u> P</u>revious <u> </u> <u> N</u>ext </u>	OK Cancel Apply				

AppMetrics Agent Alerts

Below is an example of an AppMetrics Agent Service alert.

🗷 System Center Operations Manager 2007 R2 - Xtremesoft							
File Edit View <u>Go</u> Actions Tools <u>H</u> elp							
Search V Earch V Find V Actions							
Monitoring	COM+ Application	OM+ Application Servers (6) Actions					
E Monitoring	Q Look for:		Find Now Clear	х	State Actions 🔺 🔺		
Active Alerts	State 🖉 Main	t Name	▲ Path	Version	🙀 Health Explorer		
Distributed Applications	Healthy	hvw2k-vm1	hvw2k-vm1.corp.xtremesoft.com	4.1.0.58	for XSDEV01- W2K8-64		
Task Status	Healthy	W2K3VM1	w2k3vm1.corp.xtremesoft.com	4.1.0.58	🛋 Start		
Windows Computers	Healthy	W2K8VM1	W2K8VM1.corp.xtremesoft.com	4.1.0.58	Maintenance		
Agentless Exception Monitoring	Healthy	W7VM1	W7VM1.corp.xtremesoft.com	4.1.0.57	Edit Maintenance		
App Metrics COM+ Monitoring	🔥 Warning	XSDEV01-W2K8-64	XSDEV01-W2K8-64.corp.xtremesoft.com	4.1.0.57	Mode Settings		
AppMetrics Indiagers	Healthy	xsdev02	xsdev02.corp.xtremesoft.com	4.1.0.58	Stop Maintenance		
COM+ Application Servers					Mode		
Image: High State S					Personalize		
Active Alerts					view		
Computers					Resources 🔺		
Iask Status Databases					🕜 System Center		
	n i dar				Operations Manager Help		
Show or Hide Views	Detail view			^	System Center		
New View >	AppMetrics Agent p	roperties of XSDEV01-Wa	K8-64		Operations Manager Opling		
	Name XS	DEV01-W2K8-64			Manager Online		
Monitoring	Path name XS	DEV01-W2K8-64.corp.xtrem	esoft.com\XSDEV01-W2K8-64		Help 🔺 🗕		
N outbourse	Application Server Name XS	DEV01-W2K8-64			About the Health		
Authoring	Version 4.				Explorer		
Administration					Maintenance Mode		
My Workspace					 Add New Views of Monitoring 		
				~	🔞 How to 🚬 👻		
Ready					.11		

Figure 67 - COM+ Application Servers View Warning State



R Health Explorer for XSDEV01-W2K8-64						_ 🗆 X
😧 Reset Health 🔛 Recalculate Health 🙎 🏰 Properties 🕜 <u>H</u> elp						
Servides 🗸						
Health monitors for XSDEV01-W2K8-64	Knowledge	State Chang	e Events (2)			(
Entity Health - XSDEV01-W2K8-64 (Entity)	Time	V	From	То	Operational State	
Availability - XSDEV01-W2K8-64 (Entity)	4/12/2010	1:18 PM	 Image: A set of the set of the	<u> </u>	Not Running	
AppMetrics Agent Service - XSDEV01-W2K8-64 (4/8/2010 1	:46 PM	0	\odot	Running	
Configuration - XSDEV01-W2K8-64 (Entity)						
Security - XSDEV01-W2K8-64 (Entity)						
	Details					
	Context	:				
	Date an	d Time:	4/12/2010	1:18:21 PM		
	Propert	y Name	Property	Value		
	State		1			
	Service	Гуре	16			
	StartMo	de	3			
	ErrorCo	itrol	1			
	lagId		0			
	Process	10	U			
	Rinamo	athNamo	Appments		Motry/CorverSuc.eve	
	LoadOrd	lerCroup	C: (Window:	s pyswowo+y4pt	prieux (per ver svc. exe	
	Depende	encies	RPCSS			
	Services	StartName	CORP\Test	AppMetricsSVC		-
Desets	_					
Ready						

Figure 69 - COM+ Application Server Alert View

Alerts						
<u>Fi</u> le <u>E</u> dit <u>V</u> iew <u>A</u> ctions <u>H</u> elp						
🗄 🎬 Sho <u>w</u> at least 1 month of data 🔹 🎚 🌠 O <u>v</u> errides 🔹						
Alerts (1)		Actions ×				
Last State Change v Source	Name	Alert Actions				
Severity: Warning (1)		 View or edit the settings of this monitor. 				
4/12/2010 1:18:22 PM XSDEV01-W2K8-64	AppMetrics Agent Service	Close Alert				
		Properties				
Alert Details		A Health Explorer				
A	Alast Description	Start Maintenance Mode				
AppMetrics Agent Service	AppMetrics service is pet supping on VSDEV01-W2K9-	— Edit Maintenance Mode Settings				
Source: Le XSDEV01-W2K8-64 XSDEV01-W2K8-	64.corp.xtremesoft.com	式 Stop Maintenance Mode				
Path: 64.corp.xtremesoft.com\XSDEV01-W2K8-64		™ Overrides ►				
Alert O AppMetrics Agent Service		Personalize view				
Created: 4/12/2010 1:18:22 PM		Subscription				
Knowledge:	View additional knowledge	Create				
Summany		Modify				
This monitor tracks the state of the AppMetrics servic	e	Resources				
Configuration		System Center Operations				
N/A		Manager Help				
Causes If the state is unhealthy, the AppMetrics service is no	System Center Operations Manager Online					
running on the manager machine, or the service coul	d not start.	Help 🔺				
		▼ Ø About the Health Explorer				
Ready						

Summary

AppMetrics and SCOM working together can efficiently monitor your COM+ and .Net Serviced Component middle-tier applications, and provide a centralized view of your application's performance and status of all of those applications.

For further information or details, please contact Xtremesoft support at supportlist@xtremesoft.com.