

# Fujitsu Software ServerView Blade System Integration Pack for Microsoft System Center Operations Manager

Version 8.0

This product is released for use in

- **System Center Operations Manager 2012**

This file contains important information about requirements, using this product integration, installing and uninstalling issues, as well as some troubleshooting hints.

## Prerequisites

### Management Packs

Management pack modules are ready-to-use knowledge for monitoring and managing specific applications and environments. Management pack modules provide predefined computer groups and processing rules, such as filters, alerts, performance sampling and threshold rules, as well as predefined computer attributes, providers, scripts, links to the Microsoft Knowledge Base, public views, and default notification groups. These elements integrate specialized research and expertise into your enterprise network.

The Fujitsu Blade System Management Pack for Microsoft System Center Operations Manager integrates components discovery and monitoring, event monitoring and alert processing for Fujitsu PRIMERGY Blade Servers.

### Maximum Values

This management pack is designed to monitor a maximum of 50 PRIMERGY Blade Servers by a single monitoring service. If more than 50 blade servers should be monitored then the monitoring service must be installed on multiple servers.

### Hardware (Monitored Systems)

- Fujitsu PRIMERGY Blade Server (BX400, BX600, BX900)

### Software (Management Server)

- System Center Operations Manager 2012

### Software (Proxy Server)

The Fujitsu Blade System Integration Pack requires that a monitor service is installed on a server with Windows operating system. For convenience in this document this server is called “proxy server”. Any arbitrary server can act as a proxy server if the following conditions are fulfilled for this server:

- OS: Windows Server 2008 (x64) or Windows Server 2008 R2 or Windows Server 2012 or Windows Server 2012 R2
- SNMP Service feature is installed

**This readme file assumes that you have at least a working knowledge of the Microsoft System Center Operations Manager.**

# Installation

You will find the following files in this software package:

- **Blade System Monitoring Service 64 bit.exe**: Installation program for the monitoring service.
- **SVISCOM-BL.exe**: Installation program for the Fujitsu Software ServerView Blade System Integration Pack and related files.
- **Readme\_en.pdf**: (This) Blade System Integration pack readme file
- **Readme\_jp.pdf**: (This) Blade System Integration pack readme file in Japanese language
- **THIRDPARTYLICENSEREADME.txt**: Information about used third part licenses

The software package contains two parts to install:

- The "Monitoring Service" which runs on one or more proxy servers.
- The management pack must be installed on the management server and then imported in the SCOM.

It is recommended to install the monitoring service first.

## Installation of the Monitoring Service

Before installing the Blade System Monitoring Service on a proxy server the proxy server must be discovered (and monitored) by SCOM.

Select one or more servers as proxy servers and start on each proxy server the "Blade System Monitoring Service 64 bit.exe" installation program.

Then configure the service on each of these servers (see: "Monitor Service Configuration" below). If all services running are configured, install the management pack on the management server.

During installation several files will be copied into the following directory on your system (by default).  
**%PROGRAMFILES(X86)%\Fujitsu\ServerView Suite\SCOM Integration\SVISCOM-BL\MonitorService**

You will find some subdirectories here, e.g.:

- comm - the communication subdirectory
- config - the subdirectory holding some configuration values for the monitoring service
- log - the subdirectory holding the monitor service log files
- Misc – miscellaneous files, e.g. end user license agreement files
- SelectBlades - contains a tool to select, which blade chassis shall be monitored

## Monitor Service Configuration

After installing the "Monitoring Service" of the software package start the tool "**AddBladeEnclosureToSCOM.exe**". In Windows 2008 this program can be found in **Start -> All Programs -> Fujitsu -> ServerView Suite**. In Windows 2012 this program can be found in **Apps -> Fujitsu**.

Using this tool you can configure your desired IP ranges and communities by clicking the button "**Configure Discovery Service**" in the left upper corner.

**Notes:**

1. Please note that for IP ranges with many IP addresses to check (more than 256 IP addresses) the discovery will take some time.
2. In most cases it is not possible to define appropriate IP address ranges for IPv6 addresses. However it is possible to specify a single IPv6 address (in the cases where the IPv6 address of a blade system is known).
3. Alternatively to specifying a single IPv4 or IPv6 address the DNS name of the blade system may be specified in the right hand column.

After the discovery has finished, there should be entries in the left table. Now you can select blade systems to monitor from the left table by clicking the entry and press the <Add> button. If you are done, press the <Apply> button. All blade systems in the right table will be monitored.

When this step is done, install and import the management pack (see below "Installation and Importing the Fujitsu Software ServerView Blade System Integration Pack").

## SNMP Trap Configuration

To be able to receive traps from the blade systems the MMB in the blade systems must be configured to send traps to the server, where its service is running on (see below) and all proxy servers must have the SNMP Trap service running.

The SNMP Trap service receives all traps, but only traps with the severity "CRITICAL" and "MAJOR" are enabled in the management pack. All traps with the severity "MINOR" are implemented but disabled in the management pack. They can be enabled in the "Authoring" pane of the SCOM Operating Console.

## Installation and Importing the Fujitsu Software ServerView Blade System Integration Pack

Start SVISCOM-BL.exe of the software package. The following files will be copied (among others) into the folder %PROGRAMFILES%\Fujitsu\ServerView Suite\SCOM Integration\SVISCOM-BL of your system:

- **PYBladeSystemEventsSCOM\_en.pdf**: List of PRIMERGY Blade System events that are supported by this integration pack
- **EULA\_en.pdf**: End Users License Agreement (English version)
- **EULA\_jp\_V2.pdf**: End Users License Agreement (Japanese version)
- **SVISCOM-BL.Log.ini**: Ini file to control log file output

The following management pack files will be copied (among others) into the folder %PROGRAMFILES%\Fujitsu\ServerView Suite\SCOM Integration\Management Packs of your system:

- **Fujitsu.PRIMERGY.BladeSystem.mp**: The Blade System Management Pack main file
- **Fujitsu.PRIMERGY.BladeSystem.Service.mp**: The Blade System Management Pack basic discovery
- **Fujitsu.ServerView.Library.mp**: The Fujitsu ServerView Core Library

Import management packs listed above into SCOM using the SCOM Operating Console.

## Navigating to Blade System Integration

In the Monitoring pane of the SCOM Operating Console you will find the **Blade System Enclosures** folder under **Fujitsu ServerView Systems** folder.

### Timing / Overrides

The Management Pack performs a DISCOVERY of the components to monitor (default) every 4 hours and a MONITORING cycle (default) every 6 minutes. These are recommended values. If you monitor a lot of blade systems and you see "timeouts", it might be useful to decrease the MONITORING time (e.g. to every 10 minutes).

**Warning:** Changing (especially shortening) the default times for DISCOVERY and MONITORING (one exception: see above) is not recommended.

### Uninstalling the ServerView Integration Pack

Navigate to **Control Panel -> Add/Remove Programs** and select the ServerView SCOM Integration entry and click on the **Remove** button.

Hint: By uninstalling this product, several files and registry entries may not be removed by the setup program.

## Troubleshooting

### Trace / Log Files

During discovering and monitoring of a blade system trace / logging files may be written. By default the writing of log files is minimized. The log files are located in the folder **%windir%\Temp\SVISCOM\SVISCOM-BL** of the proxy servers.

The names of the log files are:

- PYBladeSystemDiscovery\_<mgmt\_system>.log
- PYBladeSystemMonitor\_<bs\_system\_serial\_number>\_<component>.log

After the first discovery cycle a file **SVISCOM-BL.Log.in\_** is located in the log file folder. In order to enable the writing of more DEBUG information in the log files please rename the file **SVISCOM-BL.Log.in\_** to **SVISCOM-BL.Log.ini**.

In case of error situations you can send the log files to your local helpdesk of Fujitsu:

<http://www.fujitsu.com/global/support/>

## Events Document

A document with information about the supported ServerView PRIMERGY Blade System Events is contained in this software package and is called **PYBladeSystemEventsSCOM\_en.pdf**.

You need the Adobe Reader to read this document.