Fujitsu Software ServerView PRO Pack for
MS SCOM

Version 7.0

This product is released for use in Microsoft System Center Operations Manager and Microsoft System Center Virtual Machine Manager.

This file contains important information about requirements, using this product integration, installing and uninstalling issues, as well as some troubleshooting tips. In order to avoid upcoming questions and misunderstandings, it is recommended to read this document carefully.

This file **Readme_en.pdf** is located in the following directory (by default):
%PROGRAMFILES%\Fujitsu\ServerView Suite\SCOM Integration\SVISCOM-PRO

Important Hint:
To install this software product on the SCOM Management server you need SCOM administrator rights!
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Contents

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 Performance and Resource Optimization (PRO) utilizes specific alerts from the System Center Operations Manager to initiate recovery and optimization actions in the System Center Virtual Machine Manager (SCVMM). For example when a hardware failure is detected then it would be useful to migrate virtual machines to a faultless server. PRO leverages the management pack infrastructure of Operations Manager. When a PRO monitor in a PRO-enabled management pack detects an opportunity for optimization then a PRO tip is generated. The PRO tip may include a recovery script which runs in the

SCVMM. A SCVMM administrator can manually confirm and implement PRO tips or the SCVMM administrator can configure PRO to implement PRO tips automatically.
The Fujitsu ServerView PRO Pack integrates specific components for discovery, monitoring and PRO tips for Fujitsu PRIMERGY servers.

1. Prerequisites

Hardware
- Fujitsu PRIMERGY Servers
- Approximately 50 MB of free disk space

Software
- System Center Operations Manager in one of the following versions:
    - 2012 R2
    - 2016 with Update Rollup 1
- System Center Virtual Machine Manager in one of the following versions:
    - 2012 R2
    - 2016 with Update Rollup 1
- ServerView Agents V5.10.05 or higher **must** be installed on the managed servers
- If ServerView – RAID Manager is installed then the version must be equal or higher than 5.0.0

This readme file assumes that you have at least a working knowledge of SCOM and SCVMM. An in-depth knowledge is recommended but not required.

2. Installation

You start the installation process by launching the `SVIVMM-PRO.EXE` which is located on the installation media.

2.1 Requirements

The following components are required for a successful installation: see Prerequisites
If one of these requirements is not met then the installation process will be aborted or the integration product is not running correctly.

2.2 First Time Installation

During installation the files of the integration package will be copied into the following directory on your system (by default). `%PROGRAMFILES%\Fujitsu\ServerView Suite\SCOM Integration`

The following files will be copied into `SVISCOM-PRO` subfolder:
- `Fujitsu.PRIMERGY.ServerEvents.PROPack_en.pdf:` Description of the events which are supported by the PRO Pack**.**
- `Readme_en.pdf:` This file
- `eula_en.pdf:` End User License Agreement
- `SVIVMM-PROLog.ini` Initialization file for the Trace and logging function

The following files will be copied into `Management Packs` subfolder:

- **Fujitsu.PRIMERGY.PRO.mpb:** FUJITSU Software ServerView PRO Pack for MS SCOM
- **Fujitsu.ServerView.Library.mp:** The Fujitsu ServerView Core Library
- **Fujitsu.PRIMERGY.PRO.Default.Override.xml:** Default Override Management Pack in order to set PRO monitors in the default state

Importing the Management Packs

Use the SCOM Operating Console to import the management files. Import the files applying the following order:

```
1) Fujitsu.ServerView.Library.mp
2) Fujitsu.PRIMERGY.PRO.mpb
3) Fujitsu.PRIMERGY.PRO.Default.Override.xml
```

Installing and Importing the Fujitsu ServerView PRO Pack Configuration Add-in

The Fujitsu ServerView PRO Pack Configuration Add-in is used to control some PRO Pack settings. The Console Add-in can be installed independently from the PRO Pack in the SCVMM. It is not mandatory but it is recommended to install it. Perform the following steps:

1) Start the installation process by launching the **SVIVMM-ADD-IN.EXE** which is located on the installation media.
2) Open SCVMM Console
3) Select the *"Settings"* workspace and select the *"Import Console Add-in"* icon in the ribbon.
4) After the *"Import Console Add-in Wizard"* has opened navigate to the file **FujitsuAddIn.zip** in the (default) folder
%PROGRAMFILES%\Fujitsu\ServerView Suite\SCOM Integration\SVISCOM-PRO\Add-In
and click on the *"Open"* button. Then the Fujitsu ServerView PRO Pack Configuration Add-in will be imported.

2.3 Uninstalling

You start the installation process by launching the **SVIVMM-PRO.EXE** which is located on the installation media. When the window *"Application Maintenance"* appears then select *"Remove"* and click on the *"Next"* button.

Alternatively execute **SVIVMM-PRO.exe –UNINSTALL**

In the same way start the installation process by launching the **SVIVMM-ADD-IN.EXE** which is also located on the installation media. When the window *"Application Maintenance"* appears then select *"Remove"* and click on the *"Next"* button.

Alternatively execute **SVIVMM-ADD-IN.EXE.exe –UNINSTALL**

2.4 Installing the ServerView Agent

Important:
The ServerView Agent must be installed on every managed node and the following "*ServerView Trap Alert Settings"* have to be made in order to report the events of ServerView Agents in the Windows Event Log. Otherwise you won't be able to see the events of ServerView Agents within Operations Manager.

Launch the App "*Agents Configuration",* activate the page "*Trap Forwarding"* and select the options in box "*Report to OS event log*".

Hint:
In minimum you should activate the items *"Critical and major traps"* and *"Minor traps"* in the box *"Report to system event log".*

3. Troubleshooting

3.1 No Event Logging of the Controller Driver(s)

Not all controller drivers create events in the Windows Event Log by default. For detailed information on activating the event logging, see the manual or readme file of the controller drivers.

3.2 Set Maintenance Mode during Update of ServerView Agent
If it is necessary to update the ServerView Agent set the appropriate PRIMERGY server in Maintenance Mode during this action.

4. Manual Documents

A document with detailed information about the supported ServerView PRIMERGY Server Events which are supported by the PRO Pack is installed in the installation directory and is called
`Fujitsu.PRIMERGY.ServerEvents.PROPack_en.pdf`.
You need the Adobe Reader to read these documents.

5. Restrictions

5.1 Unsupported Events

Some events which are generated by the ServerView RAID Manager are not supported by this version of the PRO Pack. Please refer to the manual document
`Fujitsu.PRIMERGY.ServerEvents.PROPack_en.pdf` for unsupported events.

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