



# Spotlight™ Management Pack for SCOM

## User Guide

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The Spotlight Management Pack for SCOM is used to display data from alarms raised by Spotlight™ on SQL Server® Enterprise in SCOM (System Center Operations Manager).

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## About Spotlight Management Pack for SCOM

The Spotlight Management Pack for SCOM is appropriate for organizations that use SCOM as their centralized monitoring system and Spotlight as their tool of choice for SQL Server monitoring.

- SCOM can be used to view data from monitored Spotlight connections and alert when alarms are raised.
- SCOM can be used to snooze, unsnooze and acknowledge Spotlight alarms.

## Initial requirements and deployment

The Spotlight Management Pack for SCOM requires the following:

Table 1: Requirements

Requirement	Details
SCOM	SCOM (System Center Operations Manager) 2012 and above
Spotlight	Spotlight on SQL Server Enterprise 11 or later. Spotlight on SQL Server Enterprise 11.1 or later is required to snooze / unsnooze and acknowledge alarms.
User Privileges	The logged in user on the server where SCOM is installed must be a member of the Spotlight Diagnostic Administrators Group. Ensure this is

Requirement	Details
	the case for each Spotlight Diagnostic Server. This ensures that a secure connection to the Spotlight Diagnostic Server can be made through Port 40403 and that Spotlight information can be retrieved.

Table 2: Deployment

Deployment	Details
Spotlight Diagnostic Server	SCOM communicates directly with the Spotlight Diagnostic Server. It is recommended that the Spotlight Diagnostic Server and SCOM be installed on different servers.
Spotlight Client	<p>Installation of the Spotlight client is not required by SCOM. The Spotlight client is required to manage Spotlight connections and for alarm actions other than snooze, unsnooze and acknowledge.</p> <p>It is recommended to install a Spotlight client on the same server as SCOM so an alarm can be displayed, diagnosed and resolved through one work flow. See "Launch Spotlight from within SCOM" on page 5</p>

## Unpack the Spotlight Management Pack for SCOM


1. On the server where SCOM is installed, unzip the contents of **Dell.SoSSE.MP.zip** to a known directory.
2. Create an Environment Variable called **sosse\_mp\_path**. Set the Environment Variable value to the directory above. This Environment Variable is required to snooze, unsnooze and acknowledge alarms from the SCOM application.
3. Start the SCOM application.
4. Expand **Administration**.
5. Select **Management Packs**.
6. Right click **Management Packs** and select to import the **Dell.SoSSE.mpb** management pack from the directory created above.

## Configure the Spotlight Management Pack for SCOM

Configure SCOM to target the Windows® server that hosts the Spotlight Diagnostic Server. Repeat for each Spotlight Diagnostic Server.

1. Start the SCOM application.
2. Expand **Administration | Device Management**.

3. Select **Agentless Managed**. The devices managed by the agentless method are listed. Verify all Spotlight Diagnostic Server host(s) to be accessed via SCOM are on this list.
4. To add to this list, right click **Agentless Managed** and select **Discovery Wizard...** to open the **Computer and Device Management Wizard**.

 **NOTE:** SCOM may take several minutes to identify the Spotlight Diagnostic Servers on the target Windows servers.

**Table 3: Complete the Computer and Device Management Wizard**

Wizard page	Description						
Discovery Type	Select <b>Windows computers</b> to discover devices of this type.						
Auto or Advanced?	Select <b>Advanced Discovery</b> .						
	<table border="1"> <thead> <tr> <th>Parameter</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Computer and Device Classes</td> <td>Select <b>Servers and Clients</b>.</td> </tr> <tr> <td>Management Server</td> <td>Select the Windows computer hosting the Spotlight Diagnostic Server.</td> </tr> </tbody> </table>	Parameter	Description	Computer and Device Classes	Select <b>Servers and Clients</b> .	Management Server	Select the Windows computer hosting the Spotlight Diagnostic Server.
Parameter	Description						
Computer and Device Classes	Select <b>Servers and Clients</b> .						
Management Server	Select the Windows computer hosting the Spotlight Diagnostic Server.						
Discovery Method	Select <b>Browse for, or type in computer names</b> . From the <b>Select Computers</b> dialog select objects of type <b>Computers</b> from the <b>Entire Directory</b> . Enter the name(s) of the computer(s) running a Spotlight Diagnostic Server.						
Administrator Account	Select <b>Other User Account</b> . Enter the account details of a Windows user that is part of the Spotlight Diagnostic Administrators Group for the Spotlight Diagnostic Server.						
Select Objects to Manage	Ensure for this object the <b>Management Mode</b> is set to <b>Agentless</b> .						

## Monitor Spotlight connections in SCOM

### SCOM views of Spotlight

1. Start the SCOM application.
2. Expand **Monitoring | Dell Spotlight on SQL Server Enterprise**.
3. Select from the available views.

View	Description
Dashboard	Show the Spotlight Diagnostic Servers known to SCOM, the connections monitored by each Spotlight Diagnostic Server and the alarms raised for each connection.

View	Description
	To add a Spotlight Diagnostic Server to SCOM See "Configure the Spotlight Management Pack for SCOM" on page 2.
Diagnostic Servers' Health	Show alarms raised against each Spotlight Diagnostic Server. For example, show: <ul style="list-style-type: none"> <li>• Health check data upload alerts</li> <li>• Auto update of the Spotlight Diagnostic Server alerts</li> <li>• Mobile monitoring data transfer failure alerts</li> <li>• Failure to monitor the Spotlight connection</li> <li>• Failure to send email notifications of alarms raised</li> </ul>
Spotlight Alarms	Show in detail alarms raised against monitored Spotlight connections. <ul style="list-style-type: none"> <li>• Show the alarm, the severity of the alarm, the connection the alarm is raised against, a descriptive message of the alarm, the date and time the alarm was raised.</li> <li>• Snooze / Unsnnooze the alarm. If the alarm is snoozed, show the date and time the alarm is snoozed until.</li> <li>• Acknowledge the alarm.</li> </ul>



**NOTE:**

- SCOM views update automatically when an alarm is raised or the alarm status changes.
- Connections that are disabled and in outage continue to be visible from SCOM.
- Alarm actions other than snooze / unsnnooze, acknowledge are actionable from within the Spotlight Client.

## Snooze, unsnnooze and acknowledge alarms

1. Start the SCOM application.
2. Expand **Monitoring | Dell Spotlight on SQL Server Enterprise**.
3. Select the **Spotlight Alarms** view.
4. Select the alarm in the **All Alarms** panel.
5. From the main menu select: **Tasks | SoSSE Alarms Class Tasks**. Select to snooze, unsnnooze or acknowledge the alarm.

Alternatively, from the SCOM application Tasks Pane click **Tasks | SoSSE Alarms Class Tasks** and select an alarm action. To open the Task Pane, from the SCOM application main menu click **View | Tasks**.



**NOTE:** This functionality can only be performed one alarm at a time.

# Launch Spotlight from within SCOM

From the SCOM application main menu select: **Tasks | Windows Computer Tasks | Launch Spotlight on SQL Server Enterprise**.

Alternatively, Spotlight can be launched from the SCOM application Tasks Pane. From the Tasks Pane click **Tasks | Windows Computer Tasks | Launch Spotlight on SQL Server Enterprise**. To open the Task Pane, from the SCOM application main menu click **View | Tasks**.



**NOTE:** The Spotlight client launched is Spotlight as installed on the same server as SCOM.

The Spotlight Diagnostic Server selected on the SCOM Dashboard has no direct relation to the Spotlight client launched. A scenario may be to select a Spotlight Diagnostic Server on the SCOM Dashboard then launch Spotlight to investigate further information from this Diagnostic Server. To do this: 1) Launch the Spotlight client 2) From the Spotlight client, click **Configure | Diagnostic Server** to verify/change the Spotlight Diagnostic Server configured to work with this Spotlight client.

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The site enables you to:

- Create, update, and manage Service Requests (cases)
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- Obtain product notifications

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- View how-to videos
- Engage in community discussions
- Chat with a support engineer

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#### Legend

 **CAUTION:** A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.

 **WARNING:** A WARNING icon indicates a potential for property damage, personal injury, or death.

 **IMPORTANT NOTE, NOTE, TIP, MOBILE, or VIDEO:** An information icon indicates supporting information.