

Guide for System Center Management Pack for System Center 2012 – Service Reporting

Microsoft Corporation

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Send feedback or suggestions about this document to mpgfeed@microsoft.com. Please include the management pack guide name with your feedback.

The Operations Manager team encourages you to provide feedback on the management pack by providing a review on the management pack’s page in the [Management Pack Catalog](http://go.microsoft.com/fwlink/?LinkID=82105) (http://go.microsoft.com/fwlink/?LinkID=82105).

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Guide for System Center Management Pack for Service Reporting

This guide was written based on version 7.2.68.0 of the Management Pack for Service Reporting.

Guide History

|  |  |
| --- | --- |
| Release Date | Changes |
| October 18, 2013 | Original release of this guide |

Supported Configurations

This monitoring pack for System Center 2012 R2 Service Reporting requires System Center Operations Manager 2007 R2 or later. A dedicated Operations Manager management group is not required.

The following table details the supported configurations for the Management Pack for Service Reporting:

|  |  |
| --- | --- |
| Configuration | Support |
| Clustered servers | Yes  |
| Agentless monitoring | Not tested |
| Virtual environment | Yes |

Management Pack Scope

This management pack supports monitoring servers that are running Service Reporting.

Prerequisites

The following requirements must be met to run this management pack:

* Micosoft.SQL.Server.Library and SQL Server 2012 or SQL Server 2008 Discovery management packs, both with version 6.3.173.1 or later.

Files in this Management Pack

The Management Pack for Service Reporting includes the following files:

* Microsoft.SystemCenter.ServiceReporting.Discovery.mp
* Microsoft.SystemCenter.ServiceReporting.Monitoring.mp
* Microsoft.SystemCenter.ServiceReporting.Views.mp
* Microsoft.SystemCenter.ServiceReporting.Library.mp

Installing this Management Pack

When you run System Center Service Reporting MP.msi, all management pack files, including English and all localized management packs, are copied onto the computer where you are installing to.

Management Pack Purpose

The Monitoring Pack for System Center 2012 R2 Service Reporting implements discovery and health monitoring for Service Reporting jobs and to generate alerts when normal job duration is exceeded.

For details on the discoveries, rules, monitors, views, and reports contained in this Management pack, see [Appendix: Management Pack Contents](#zf475f3cc57b84a049d89cda7b1f37ba8).

Monitoring Scenarios

|  |  |  |
| --- | --- | --- |
| Monitoring scenario | Description | Associated rules and monitors |
| Service Reporting job monitoring | This scenario checks the status of the Service Reporting job. If the job was completed unsuccessful and the last successful job was completed more than 24 hours ago, or the job is still in-progress but already took longer than a configurable threshold (200%) of the scheduled job interval as same threshold broken in the last three completed jobs, the monitor state will be Error. If the job was completed unsuccessful and last successful job was completed in 24 hours, or the job was completed successful but took more than a configurable threshold (75%) of the scheduled job interval, or the job is still running but already took longer than a configurable threshold (200%) of the scheduled time interval while the same threshold was not broken for all last three completed jobs, the monitor state will be in the Warning state.  | **** None |

Configuring the Management Pack for Service Reporting

This section provides guidance on configuring and tuning this management pack.

 [Security Configuration](#z3)

 [Tuning Performance Threshold Rules](#z4)

Security Configuration

|  |  |  |
| --- | --- | --- |
| Run As Profile Name | Associated Rules and Monitors | Notes |
| Microsoft.SQLServer.SQLProbeAccount | Microsoft.SystemCenter.ServiceReporting.2012.Monitor |  |
| Microsoft.SQLServer.SQLDiscoveryAccount | Microsoft.SystemCenter.ServiceReporting.2012.ServiceReporting.DiscoveryRule |  |

Tuning Performance Threshold Rules

|  |  |
| --- | --- |
| Microsoft System Center Service Reporting Three State Powershell PropertyBag Module Type | Default Threshold |
| IntervalSeconds | 900 |
| CompletedJobDurationToScheduledIntervalThreshold | 75% |
| InProgressJobDurationToScheduledIntervalThreshold | 200% |
| TimeoutSeconds | 300 |

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Links

The following links connect you to information about common tasks that are associated with System Center management packs:

System Center 2012 - Operations Manager

 [Management Pack Life Cycle](http://go.microsoft.com/fwlink/p/?LinkID=232986)

 [How to Import a Management Pack](http://go.microsoft.com/fwlink/p/?LinkID=219431)

 [Tuning Monitoring by Using Targeting and Overrides](http://go.microsoft.com/fwlink/p/?LinkID=217065)

 [How to Create a Run As Account](http://go.microsoft.com/fwlink/p/?LinkId=232988)

 [How to Export a Management Pack](http://go.microsoft.com/fwlink/p/?LinkId=232990)

 [How to Remove a Management Pack](http://go.microsoft.com/fwlink/p/?LinkId=232991)

Operations Manager 2007 R2

 [Administering the Management Pack Life Cycle](http://go.microsoft.com/fwlink/?LinkId=211463)

 [How to Import a Management Pack in Operations Manager 2007](http://go.microsoft.com/fwlink/?LinkID=142351)

 [How to Monitor Using Overrides](http://go.microsoft.com/fwlink/?LinkID=117777)

 [How to Create a Run As Account in Operations Manager 2007](http://go.microsoft.com/fwlink/?LinkID=165410)

 [How to Modify an Existing Run As Profile](http://go.microsoft.com/fwlink/?LinkID=165412)

 [How to Export Management Pack Customizations](http://go.microsoft.com/fwlink/?LinkId=209940)

 [How to Remove a Management Pack](http://go.microsoft.com/fwlink/?LinkId=209941)

For questions about Operations Manager and management packs, see the [System Center Operations Manager community forum](http://go.microsoft.com/fwlink/?LinkID=179635).

A useful resource is the [System Center Operations Manager Unleashed blog](http://go.microsoft.com/fwlink/?LinkId=246391), which contains “By Example” posts for specific management packs.

For additional information about Operations Manager, see the [System Center 2012 - Operations Manager Survival Guide](http://go.microsoft.com/fwlink/?LinkId=246383) and [Operations Manager 2007 Management Pack and Report Authoring Resources](http://go.microsoft.com/fwlink/?LinkId=246388)

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Appendix: Management Pack Contents

The Management Pack for Service Reporting discovers the object types described in the following sections. Not all of the objects are automatically discovered. Use overrides to discover those objects that are not discovered automatically.

Service Reporting Service

Discovery Information

|  |  |  |
| --- | --- | --- |
| Interval | Enabled | When to Enable |
| 14400 seconds | True | Not applicable |

Related Monitors

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Monitor | Data source | Interval | Alert | Reset Behavior | Enabled | When to Enable |
| Service Reporting service monitor | Service Reporting Job | 900 seconds | TrueAlert priority:Warning if longer than 75% of the interval. Error if longer than 200% of the interval. | Automatic. The alert will automatically be resolved when the monitor returns to a healthy state. | True | Not applicable |

Related Views

|  |  |  |
| --- | --- | --- |
| View | Description | Rules and Monitors that Populate the View |
| Service Reporting State | Shows the state of Service Reporting jobs | Service Reporting service monitor |
| Service Reporting Alerts | Shows the alerts for Service Reporting | Service Reporting service monitor |

The views resemble the following image.

