

Service Manager Management Pack Guide for Operations Manager 2007 R2

Microsoft Corporation

Published: June 2010

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Service Manager Management Pack Guide

The Microsoft System Center Service Manager 2010 Management Pack helps you manage your Service Manager infrastructure by monitoring the health of the Service Manager management servers and services. For Service Manager to function correctly, the management servers and the services must function correctly. The Service Manager Management Pack alerts you about problems with these management servers and services so that you can troubleshoot and repair any problems that occur.

Using the Service Manager Management Pack helps centralize the overall monitoring in the organization to one location, the Operations Manager console. The management pack also provides instructions to end users about how to repair some problems that are detected while monitoring. This simplifies maintenance and helps reduce the number of support calls to Microsoft.

Document Version

The following is the revision history of the Service Manager Management Pack Guide.

Revision History

|  |  |
| --- | --- |
| Release Date | Changes |
| May 2010 | Original release of this guide |

Introduction to the Service Manager Management Pack

This guide is based on version 7.0.5826.856 of the Service Manager 2010 Management Pack.

Getting the Latest Management Pack and Documentation

You can find the latest Service Manager Management Pack at the [Management Pack Catalog](http://go.microsoft.com/fwlink/?LinkId=82105) (http://go.microsoft.com/fwlink/?LinkId=82105). The latest version of this document is available on [TechNet](http://go.microsoft.com/fwlink/?LinkId=191051) (http://go.microsoft.com/fwlink/?LinkId=191051).

What's New

This new release of the Service Manager Management Pack provides the following features:

 Capturing critical events from Service Manager and creating corresponding alerts in System Center Operations Manager 2007 R2.

 Monitoring the health of vital Service Manager services and providing users with a real-time health status.

 Providing Operations Manager integrated knowledge for events.

 Ensuring that the management pack provides clear health information, and that it is extendible, allowing users to add objects such as monitors, overrides, tasks, and knowledge.

Supported Configurations

Service Manager Management Pack 7.0.5826.856 supports all configurations that are supported by Microsoft System Center Service Manager 2010.

Service Manager supports SQL Server clustering for the databases, and Network Load Balancing (NLB) for the Service Manager management servers and portals. In these topologies, the individual parts are monitored individually regardless of the existence of NLB.

Supported Configurations

The following table details the supported configurations for the Service Manager Management Pack.

|  |  |
| --- | --- |
| Configuration | Support |
| Service Manager management servers | Yes, all supported configurations and all supported deployment topologies  |
| Servers on which workflows run | Yes |
| Data warehouse management servers | Yes |
| Clustered servers | Yes |
| Agentless monitoring | No |
| Virtual environment  | Yes |

Getting Started

Before you import the Service Manager Management Pack, you must update the Service Manager Database Account Run As profile that is provided in this management pack. For information about this update, see [Security Considerations](#z811a4f3899fc42dc896465abe7fea21b).

For other optional configuration, see [Optional Configuration](#z490ca6453ede47ccbb450a36e5e458b4).

The following topics provide general information about the Service Manager Management Pack and information to help you get started.

In This Section

[Files in the Management Pack](#z9b9a764a39b846a984a5dbadbb000dd5)

|  |
| --- |
| Describes the content of the ManagementPack.msi file. |

[Recommended Additional Management Packs](#z1a6300281b4446abbbd7fd3488fe0c62)

|  |
| --- |
| Lists additional management packs that are recommended for comprehensive monitoring of Service Manager. |

[How to Import the Service Manager Management Pack](#zaeb4038284554ee5812263227bc68b74)

|  |
| --- |
| Provides a link to information about how to import the Service Manager Management Pack. |

[Create a New Management Pack for Customizations](#zf9c35c5e486b4364aabe62b812bc33ad)

|  |
| --- |
| Describes how to create a new custom management pack that you can use for storing overrides and other customizations to this management pack. |

Files in the Management Pack

The ServiceManager2010 ManagementPack.msi package file contains the Service Manager Management Pack. It includes the following files:

 EULA.rtf

 Microsoft.SystemCenter.ServiceManager.Discovery

 Microsoft.SystemCenter.ServiceManager.Library

 Microsoft.SystemCenter.ServiceManager.Monitoring

Recommended Additional Management Packs

Because the Service Manager Management Pack has no dependencies on other management packs, you can use it independently. However, Service Manager relies on other applications, such as Microsoft SQL Server, to run correctly. It is assumed that all applications that Service Manager relies on are also continually monitored by their respective management packs. By having these management packs available, there are many Service Manager parts that the Service Manager Management Pack does not have to monitor. For example, the SQL Server Management Pack monitors the Service Manager database, and the Internet Information Services (IIS) Management Pack monitors the portal Web pages—the Service Manager Management Pack does not monitor these Service Manager parts.

Still, the Service Manager Management Pack does monitor the interaction between Service Manager and various parts in other products. For example, the Service Manager Management Pack monitors the System Center Data Access Service and the System Center Management Configuration service connectivity to the Service Manager database.

For comprehensive monitoring of Service Manager, we recommend to deploy the following management packs:

 Windows Server 2008 Management Pack or Windows Server 2008 R2 Management Pack: Used for monitoring the operating system for all Service Manager management servers. Exception: This management pack does not monitor the computers hosting Service Manager, Service Manager portals, or SQL Server Reporting Services if they are running on Windows Server 2003. In this case, the respective operating system management pack is required.

 SQL Server 2008 Management Pack: Used for monitoring the server that is running SQL Server and that is hosting the Service Manager database, the DWStagingAndConfig database, and the DWRepository and DWDatamart databases. The SQL Server 2008 Management Pack is also used for monitoring the server hosting SQL Server Reporting Services that Service Manager uses for generating reports.

 Internet Information Services (IIS) 2008 Management Pack: Used for monitoring IIS on the computers that are running the Service Manager portals.

 ASP.Net Management Pack: Used for monitoring Microsoft ASP.Net on the server that is running the Service Manager portals.

 Operations Manager 2007 Management Pack or Operations Manager 2007 R2 Management Pack: Used to provide information to the Service Manager Management Pack for its operation.

How to Import the Service Manager Management Pack

For instructions about importing a management pack, see [How to Import a Management Pack in Operations Manager 2007](http://go.microsoft.com/fwlink/?LinkId=142351) (http://go.microsoft.com/fwlink/?LinkId=142351).

After you import the Service Manager Management Pack, you can create a new custom management pack in which you store overrides and other customizations.

Create a New Management Pack for Customizations

Most vendor management packs are sealed so that you cannot change any of the original settings in the management pack file. However, you can create customizations, such as overrides or new monitoring objects, and save them to a different management pack. By default, Operations Manager 2007 R2 saves all customizations to the Default Management Pack. As a best practice, you should instead create a separate management pack for each sealed management pack that you want to customize.

Creating a new management pack for storing overrides has the following advantages:

 It simplifies the process of exporting customizations that were created in your test environments to your production environment. For example, instead of exporting the Default Management Pack that contains customizations from multiple management packs, you can export just the management pack that contains customizations of a single management pack.

 You can delete the original management pack without first having to delete the Default Management Pack. A management pack that contains customizations is dependent on the original management pack. This dependency requires you to delete the management pack with customizations before you can delete the original management pack. If all of your customizations are saved to the Default Management Pack, you must delete the Default Management Pack before you can delete an original management pack.

 It is easier to track and update customizations to individual management packs.

For more information about sealed and unsealed management packs, see [Management Pack Formats](http://go.microsoft.com/fwlink/?LinkId=108355) (http://go.microsoft.com/fwlink/?LinkId=108355). For more information about management pack customizations and the Default Management Pack, see [About Management Packs in Operations Manager 2007](http://go.microsoft.com/fwlink/?LinkId=108356) (http://go.microsoft.com/fwlink/?LinkId=108356).

Optional Configuration

Depending on the specific Service Manager deployment in your organization, you might want to modify the default settings of the Percentage Health Rollup Policy that the Service Manager Management Pack is configured with.

In This Section

[How to Modify the Default Health Rollup Settings](#z6de4b49eee904efaa288333fb2edcc49)

|  |
| --- |
| Describes how to modify the default percentage in the Percentage Policy of Health Rollup. |

How to Modify the Default Health Rollup Settings

By default, the Health Rollup Policy in the Service Manager Management Pack is configured to use the Percentage Policy, with the percentage set to 50. Typically, this setting works well for deployments that consist of one or two management servers in the management group.

However, this default configuration might not be optimal in some environments. You can change the percentage based on requirements and thresholds that are acceptable in your organization.

You can use the following procedure to change the percentage number for the SCSM Management Group class, the DW Management Group class, or the Service Manager class.

To change the percentage of the Health Rollup Policy

|  |
| --- |
| 1. Log on to the computer that has an account that is a member of the Operations Manager Administrators user role or Operations Manager Authors user role for the Operations Manager 2007 management group.2. In the Operations console, click the Authoring button.3. In the Authoring pane, expand Authoring, expand Management Pack Objects, and then click Monitors.4. In the Monitors pane, click Change Scope.5. In the Scope Management Pack Objects dialog box, click View all targets, and ensure that nothing is selected in the list.6. Select SCSM Management Group from the list, and then click OK. You can select DW Management Group or Service Manager if you want to change the percentage for these classes.7. In the Monitors pane, expand SCSM Management Group, expand Entity Health, and then expand Availability.8. Right-click SCSM Management Group Availability, click Overrides, click Override the Monitor, and then click For all objects of class: SCSM Management Group.9. In the Override Properties dialog box, click Show Monitor Properties.10. In the SCSM Management Group Availability Properties dialog box, click the Health Rollup Policy tab. Change the percentage under the option Worst state of the specified percentage of members in good health state (the option itself is dimmed).11. Close all dialog boxes to save the change. |

Security Considerations

The Service Manager Management Pack introduces a new Run As profile that is used to access the Service Manager database and the staging and configuration DWStagingAndConfig database. Before you import the management pack, you must configure this profile as described in this section.

In This Section

[Run As Profiles](#z53041bc6d0b443a0adf26c5de0d019ec)

|  |
| --- |
| Describes how to configure the Service Manager Database Account Run As profile.  |

Run As Profiles

The Service Manager Management Pack introduces a new Run As profile named the Service Manager Database Account profile. Before you import the management pack, you must add a Run As account to the Service Manager Database Account profile, and then add the Run As account to the Service Manager database server and to the server that hosts the staging and configuration database DWStagingAndConfig, as describe in the following sections. The Run As account that is associated with the Service Manager Database Account profile is then used to access the Service Manager database and the DWStagingAndConfig database.

Use the following procedure in the Operations Manager 2007 R2 console. For more information about the detailed steps of these procedures, see [Configuring Security for Operations Manager 2007 R2](http://go.microsoft.com/fwlink/?LinkId=192160) (http://go.microsoft.com/fwlink/?LinkId=192160) on Microsoft TechNet.

To add a Run As account to the Service Manager Database Account profile

|  |
| --- |
| 1. Open the Operations Manager 2007 R2 console.2. Create a new Run As account and in the Create Run As Account Wizard. On the General Properties page, in the Run As Account type box, select Windows.The Run As account that you create must be configured to have logon permission to the Service Manager management server and to the Service Manager data warehouse management server that are being monitored by the Operations Manager agent. Also, it must have permissions to access the following registry keys, both on the Service Manager management server and on the Service Manager data warehouse management server: HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\System Center HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Microsoft Operations Manager\3.0\ServerManagement Groups3. Locate the Service Manager Database Account profile, and start the Run As Profile Wizard. On the Run As Accounts page, add the new Run As account. |

Use the following procedure on the Service Manager database server and on the server that hosts the staging and configuration DWStagingAndConfig database.

To update the Service Manager database servers by using the new Service Manager Database Account profile

|  |
| --- |
| 1. On the server that is hosting the Service Manager database and on the server that is hosting the staging and the configuration database, open Microsoft SQL Server Management Studio.2. Log on to the instance of SQL Server that contains the Service Manager database.3. In the Object Explorer pane, expand Security, right-click Logins, and then click New Login.4. In the Login – New dialog box, type a logon name in the Login name box, or use Search to locate an account.5. Click OK.6. In the Object Explorer pane, expand Databases, <Service Manager database name>, and Security. Right-click Users, and then select New User.7. In the Database User – New dialog box, in the User name box, type a user name.8. Click the Login name ellipsis (…) button to locate the logon that you just created, and then click OK.9. In the Object Explorer pane, browse to Databases, <Service Manager database name>, Security, Roles, and then expand Database Roles.10. Right-click db\_datareader, and then click Properties.11. In the Properties dialog box, click Add.12. In the Select Database User or Role box, click Browse, and in the Browse for Objects dialog box, select the user that you previously created.13. Click OK to close all dialog boxes. |

Understanding Management Pack Operations

The Service Manager Management Pack monitors the health of Service Manager services and workflows. This section provides information that describes how this management pack works.

In This Section

[Objects the Management Pack Discovers](#z574fdeae6aea4e7e90f4b21eb21e0822)

|  |
| --- |
| Describes the objects that this management pack discovers. |

[Classes and Relationships](#zb7f9417da4204d0a8face63d0430ae7c)

|  |
| --- |
| Describes the classes and the relationships that this management pack uses. |

[How Health Rolls Up](#z82a22ce57aa3423c807c939dbc12b80f)

|  |
| --- |
| Describes how health rolls up. |

[Key Monitoring Scenarios](#zf84f73a6ec31481ab60f837d05dee251)

|  |
| --- |
| Describes key monitoring scenarios for this management pack. |

Objects the Management Pack Discovers

The Service Manager Management Pack discovers the object types described in the following sections. Objects are discovered in several steps. The initial discovery discovers instances of Service Manager management servers and data warehouse management servers. Subsequent discoveries populate these instances with further details about the instances.

Discovery runs one time on import of this management pack, and then it runs on a recurring schedule. The default intervals for discovery are every 24 hours, with varying running times during the day. You can use overrides to change these default values.

Service Manager Management Server Discovery

This discovery applies to all server computers. It performs a registry check on each targeted server to determine whether the server computer is a Service Manager management server.

The default interval of this discovery is every 24 hours.

This discovery checks the following registry keys:

 SOFTWARE\Microsoft\System Center\2010\Service Manager\Setup

 SOFTWARE\Microsoft\System Center\2010\Common\SDK Service\SDK Service Type

 SOFTWARE\Microsoft\Microsoft Operations Manager\3.0\Server Management Groups

If the first and the last registry keys exist, and the value of the second registry key equals "1", then that server is determined to be a Service Manager management server. In this case, the discovery data that is returned for that server is the PrincipalName and DisplayName property set.

Data Warehouse Management Server Discovery

This discovery applies to all server computers. It performs a registry check on each targeted server to determine whether the server computer is a data warehouse management server.

The default interval of this discovery is every 24 hours.

This discovery checks the following registry keys:

 SOFTWARE\Microsoft\System Center\2010\Service Manager\Setup

 SOFTWARE\Microsoft\System Center\2010\Common\SDK Service\SDK Service Type

 SOFTWARE\Microsoft\Microsoft Operations Manager\3.0\Server Management Groups

If the first and the last registry keys exist, and the value of the second registry key equals "2", then that server is determined to be a data warehouse management server. In this case, the discovery data that is returned for that server is the PrincipalName and DisplayName property set.

Service Manager Properties Discovery

This discovery runs after a successful discovery of Service Manager, and discovers properties of Service Manager such as the management group name, and the Service Manager database name.

The default interval of this discovery is every 24 hours, at 1:00 A. M.

Data Warehouse Management Server Properties Discovery

This discovery runs after a successful discovery of the data warehouse. This discovery runs a Visual Basic Scripting Edition (VBScript) that populates properties of the data warehouse server instance. Properties such as ManagementGroupName, DataMartDbName, and StagingDbName are populated by reading registry key values. This discovery also runs a SQL Server query to identify the Service Manager management groups that the current servers management group is connected to.

The default interval of this discovery is every 24 hours, at 1:00 A. M.

Service Manager Management Group and Data Warehouse Management Group Discovery

These are the final discoveries that populate the properties of Service Manager management groups and data warehouse management groups. These discoveries are based on the instances of the respective management servers that were found in the Operations Manager instance space.

These discoveries connect to the Operations Manager database and run queries to determine whether instances of Service Manager management server or data warehouse management server exist. Properties of the instances that were found are then returned.

The default interval of this discovery is every 24 hours, at 2:00 P. M.

Classes and Relationships

The following tables list the classes and the relationships that are used in discovery. They contribute to the health model of Service Manager.

Classes

The management pack uses the following classes.

|  |  |  |
| --- | --- | --- |
| Class Name | Class Defined For | Used For |
| Microsoft.SystemCenter.ServiceManager.SmManagementServer | Service Manager management server | Helps in health rollup to the computer level, and in automatic un-discovery, when the computer no longer exists, or when the Operations Manager agent is uninstalled. |
| Microsoft.SystemCenter.ServiceManager.DwManagementServer | Service Manager data warehouse management server | Helps in health rollup to the computer level, and in automatic un-discovery, when the computer no longer exists, or when the Operations Manager agent is uninstalled. This class is hosted by the computer class; therefore, deleting a computer automatically triggers un-discovery. |
| Microsoft.SystemCenter.ServiceManager.ManagementServer | Service Manager and data warehouse management servers | This common base class is helpful in the context of monitors, rules and tasks. Both servers have similar parts, such as the System Center Data Access Service, System Center Management Configuration service, Health service, and workflows. By applying a common base class, monitoring is easily extended to both classes.  |
| Microsoft.SystemCenter.ServiceManager.SmManagementGroup | Service Manager management group | Making the management group class a computer role helps in health rollup through containment relationships from the management server level. This also enables to roll up health that is not associated with any specific server or computer. |
| Microsoft.SystemCenter.ServiceManager.DwManagementGroup | Service Manager data warehouse management group | Making the management group class a computer role helps in health rollup through containment relationships from the management server level. This also enables to roll up health that is not associated with any specific server or computer. |
| Microsoft.SystemCenter.ServiceManager.ManagementGroup | Service Manager and data warehouse management groups | Helps in health rollup across relationships. |
| Microsoft.SystemCenter.ServiceManager.Application | Service Manager | The application itself, which provides an entry point to all classes that roll up health in this hierarchy. |

Relationship Types

The management pack uses the following containment relationships.

|  |  |  |
| --- | --- | --- |
| Container Class | Contained Class | Used For |
| Service Manager Management Group | Service Manager Management Servers | Rolling up overall health from primary Service Manager management servers that are responsible for running workflows, and from secondary Service Manager management servers, if any exist, to the Service Manager management group.  |
| Data Warehouse Management Group | Data Warehouse Management Servers | Rolling up health from the data warehouse management server (currently only a single data warehouse management server is supported) to the data warehouse management group. |
| Service Manager | Management Groups | Rolling up health from all Service Manager management servers to the Service Manager application. |

How Health Rolls Up

The Service Manager Management Pack monitors the health of services and workflows to determine the health of Service Manager management servers. The health of the management servers is then determined based on the aggregated health of these services and workflows. For Service Manager data warehouse management servers, the same process is used. However, workflows are not monitored; therefore, the health of the data warehouse management servers is determined based on the aggregated health of services only.

Health rolls up from the management servers level to the management groups level, and then from the management groups level to the Application level. The Application, at the top level of the health diagram, displays the overall health of Service Manager.

By default, health rollup from level to level is configured by using the Percentage Policy, and the percentage is set to 50. For example, this means that at least 50 percent of the management servers that are being monitored must be healthy for the respective management group to be healthy.

The health rollup of servers displays the health of the System Center Data Access Service, the Health service, and the System Center Management Configuration service. In addition, it displays the health rollup of workflows. The Workflows health rollup displays the actual health status of the workflows.

Services and Workflows Health Monitors

The following are all the monitors in this management pack. These basic monitors monitor for availability. Security, performance, and configuration are not monitored in this release.

 Availability

 System Center Data Access Service availability—The System Center Data Access Service is a Windows service that is used for communication between the Service Manager management servers and the Service Manager databases, and for importing management packs.

The following monitors are used to monitor availability of the System Center Data Access Service:

 AzMan—Database connectivity

 Data Access service—Database connectivity

 Data Access service—Port availability

 Data Access service—Windows service

 SQL Server Broker Availability Monitor

 Health service availability—The Health service is a Windows service that is used for running workflows under the appropriate identity and for the appropriate lifetime. The Health service is the Operations Manager agent. It cannot monitor itself if it is not available.

The following monitors are used to monitor availability of the Heath service:

 RunAs Accounts

 Action Account Type Check

 RunAs Account Monitoring Check

 RunAs Account/Password Expiration Check

 RunAs Authorization Check

 RunAs Logon Type Check

 RunAs Successful Logon Check

 Secure Storage Configuration Check

 System Center Management Configuration service availability—The System Center Management Configuration service is a Windows service that provides specific Health service configurations to all Health services in the management group.

The following monitors are used to monitor availability of the System Center Management Configuration service:

 Management Configuration service database connectivity

 Management Configuration service could not connect to the database in the last 30 minutes (Critical level)

 Management Configuration service could not connect to the database in the last 15 minutes (Warning level)

 Management Configuration service—Windows service state

 Workflow availability—Service Manager uses workflows to automate IT processes and reduce the amount of work that IT analysts must perform manually.

The following monitors are used to monitor availability of workflows:

 Grooming Workflows

 Linking Frameworks Workflows

 Operations Manager Connector Workflows

 Windows Workflow Foundation (WWF) Workflows

Key Monitoring Scenarios

The following table lists the key items that the Service Manager Management Pack monitors.

|  |  |
| --- | --- |
| Service Manager Roles | Items Monitored |
| Services running on the Service Manager management server | **** System Center Data Access Service**** System Center Management Configuration service**** System Center Management service |
| Services running on the data warehouse management server | **** System Center Data Access Service**** System Center Management Configuration service**** System Center Management service |
| Workflows running on a Service Manager management server |  **** Windows Workflow Foundation (WWF) workflows**** System workflows**** Connectors |

Troubleshooting

You can use the following tips for troubleshooting issues with System Center Service Manager 2010 Management Pack.

Unable to Detect Failures of the Health Service

If both Service Manager 2010 and an Operations Manager 2007 R2 agent are running on the same server, they are sharing the Health service. Therefore, if the Health service is experiencing issues, these issues might affect both applications.

This might cause problems with the Service Manager Health service to be detected as issues with the Operations Manager Health service. When investigating issues with the Operations Manager agent on servers where Service Manager is also present, keep in mind that the issue might be caused by Service Manager.

Discovery Fails to Run

If the Diagram view is not displaying any discovered objects, but the Windows Computers view displays a Service Manager instance, then it is probably because Agent proxy is not enabled. In addition, there is an alert indicating that Agent proxy is not enabled. In this case, enable Agent proxy.

If discovery does not run, check the event log on the Service Manager management server. It might contain an error message where Source is Health Service Modules, EventID is 11852, and the Details string is:

‘OleDb Module encountered a failure 0x80004005 during execution and will post it as output data item. Unspecified error: [DBNETLIB][ConnectionOpen (Connect()).]SQL Server does not exist or access denied’

This typically indicates that the Run As account for the Service Manager management pack is misconfigured or has insufficient privileges to access the database. Ensure that the Run As account has read access to the database. For information about adding a Run As account to the Service Manager Database Account profile, see [Security Considerations](#z811a4f3899fc42dc896465abe7fea21b).

Otherwise, if discovery does not seem to be running on its scheduled time, you can use the following steps:

1. Clear the Health service management pack cache on the Service Manager management server.

2. After you have cleared the cache, remove the Service Manager Management Pack from Operations Manager, and then re-import it.

3. Override the discovery time.

Appendix: Scripts

The following scripts are included in the Service Manager Management Pack and are used for discovery.

|  |  |
| --- | --- |
| Script | Purpose |
| ManagementServerDiscovery.js | Populates the properties of the Service Manager management server. Applies to the Service Manager management server. |
| DwMgtServerPropDiscovery.vbs | Populates properties of the data warehouse management server. Applies to the data warehouse management server. |
| DwManagementGroupDiscovery.vbs | Creates an instance of a data warehouse management group and the Service Manager application. Applies to the data warehouse management server. |
| SmManagementGroupDiscovery.js | Creates an instance of the Service Manager management group. Applies to the Service Manager management server. |