

SCOM Installation Guide 2007

Version 8.2

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Mobile Service Manager



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Overview

About Good MSM & BCS

Good MSM is a robust enterprise monitoring solution that monitors BlackBerry Enterprise Servers and BlackBerry Mobile Users. BoxTone® detects and alerts administrators about impending outages, system wide slowdowns or decreased performance and provides cross-tier root cause.

The BoxTone Connector Service (BCS) is a product of Good MSM that brings the features of Good MSM BES monitoring into the Microsoft System Center Operations Manager (MS Ops Mgr). The BoxTone Connector Service is an add-on product that integrates the features of Good MSM BES monitoring into the Microsoft System Center Operations Manager.

About This Guide

This guide describes the installation of the BoxTone Connector Service (BCS) for the Microsoft Systems Center Operations Manager (MS Ops Mgr).



Note: A basic knowledge of MS Ops Mgr is assumed.

This guide contains the following sections:

- Installing (Good MSM) BoxTone Connector Service
- Importing the BCS Management Pack

System Requirements

- Good MSM (BoxTone) installed on Windows Server 2003, SP1 or higher
- MS OPS MGR 2007 or SP1 installed



Note: For more detailed system requirements, refer to the MS Ops Mgr User Manual .

Installing BoxTone Connector Service

There are two steps to installing and running BoxTone Connector Service (BCS):

- 1. Installing BoxTone Connector Service
- 2. Importing the BCS Management Pack into MS Ops Mgr



Note: BCS can only be installed if both MS Ops Manager and Good MSM (BoxTone) are correctly installed and fully operational

Before You Install

Before you install BoxTone Connector Service for Microsoft Systems Center Operations Manager (SCOM), make sure the following pre-installation requirements have been completed:

- Microsoft .Net Framework version 3.5 has been installed. You can download .NET 3.5 at: http://www.microsoft.com/downloads/details.aspx?FamilyID=333325FD-AE52- 4E35-B531-508D977D32A6&displaylang=en
- Good MSM server and MS Ops Mgr Root Management Server belong to either the same domain or trusted domains. The windows account provided for run BCS should be a member of Operations Manager Administrators role in MS Ops Mgr.
- The Operations Manager SDK Service Port is 5724. In order to launch Good MSM URLs (drill from MS Ops Mgr to Good MSM console), port 19090 to the Good MSM Server must be opened.



Installing BoxTone Connector Service

The first part to installing BCS to run with Microsoft System Center Operations Manager (MS Ops Mgr) is to install the BoxTone Connector Service.

The following steps show how to install BCS.

1. Click on the **BCS install file**.

This file will have the extension ".exe". The BCS Installation Introduction screen appears.



2. Click on the Next button.

The Enter Serial Number screen appears.





- 3. Enter the **serial number** provided with your copy of BCS.
- 4. Click on the **Next** button.

🖫 BoxTone Connector Service	76 76.		914 - 346 	_ 🗆 🗵
			Locate Ora	cle Database
 Introduction Enter Serial Number Locate Oracle Database Connector Service Logon Operations Manager Installing Install Complete 	SID: TNS Name: Host: Port: Repository O User: Password:	boxtone boxtone 1521 wner boxtone		
<u>Cancel</u>			Previous	Next



5. Enter your **BoxTone Oracle Database information.** The following table describes the fields on this screen.

Column	Description
SID	Oracle Database security identifier.
TNS Name	Oracle Database Transparent Network Substrate.
Host	Oracle Database host address.
Port	Oracle Database port location.
User	Oracle user name.
Password	Oracle password.

6. Click on the **Next** button.

The Connector Service Logon Settings screen appears.

🖫 BoxTone Connector Service			_ 🗆 🗙
		Connector Service Logon S	ettings
 Introduction Enter Serial Number 	Enter the account o Operations Manage	credentials for an account that has the er Administrators role in SCOM.	
Locate Oracle Database	User Domain		
 Connector Service Logon Operations Manager 	User Name		
Installing	Password		
InstallAnywhere by Macrovision -	and the second		
<u>C</u> ancel		Previous	lext

7. Enter your **MS Ops Mgr Operations Manager Administrator information**. The following table describes the fields on this screen.



Column	Description
User Domain	Domain the Windows account belongs to.
User Name	Windows account that is member of Operations Manager Administrators role in MS Ops Mgr.
Password	Password for the Windows account.

8. Click on the **Next** button.

The Operations Manager screen appears.

🐙 BoxTone Connector Service	_
	Operations Manager
 Introduction Enter Serial Number Locate Oracle Database Connector Service Logon Operations Manager Installing Install Complete 	Please enter the Operations Manager Root Management Server host name.
InstallAnywhere by Macrovision — Cancel	Previous Install

9. Enter the **Operations Manager Root Management Server** host name.

10. Click the **Next** button.

The installation begins.

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The Install Complete screen appears after BCS has been installed successfully.

The Install Complete screen appears after BCS has been installed successfully.



11. Click on the **Done button**.

You have successfully installed BoxTone Connector Service.



Importing the BCS Management Pack

To import the BCS Management Pack:

1. Start the Microsoft Ops Mgr Operations Console.



2. Select the Administration pane.

The Administration screen appears.





3. Right-click on Management Packs.

The right-click menu for the management pack appears.

4. Click on the Import Management Packs menu.

You can also click on the Import Management Packs... link in the Actions Pane.



The Select Management Packs to Import window appears



5. Browse to the default location of the .XML file.



This requires you to access the Good MSM server over the network. You can type the server name directly in the File Name field as shown below.

6. Click on the **Open button**.

The default location for the .XML file is {BoxTone_Home}\ConnectorService.

7. Select the file: BoxTone_Connector_Connector_SCOM_2007.XML

Note: The .XML file you are selecting must be on the machine on which you have installed BCS.

8. Click on the **Open button**.

The Import Management Packs window appears.

Import Management Packs ? 🗙				
Click the "Import" button to complete the task. If errors on them they won't be imported.	one or more Managemen	nt Packs have		
Management Pac <u>k</u> List:	🕂 <u>A</u> dd 🗙	Remove 🔛 Properties		
Name	Versio	on Sealed		
BoxTone_Connector_SCOM_2007				
Management Pack Details: <u>BoxTone Connector SCOM 2007</u> No details available.				
Help		Imp <u>o</u> rt Cancel		

Note: When a green check mark appears next to the name of the management pack to be imported,
the prerequisites for the management pack have been installed. When a red "X" appears, errors exist.
When appears, the management pack has been correctly imported and there are no errors.



9. Click on BoxTone_Connector_MS Ops Mgr_2007.XML to select it.

lagement Pack List:	dd <u>A</u> dd	X <u>R</u> emo	ve 🔝 Properties
Name BoxTone_Connector_SCOM_2007		Version 1.0.0.0	Sealed
Management Pack Details:			
BoxTone Connector SCOM 2007 No details available.			

10. Click on the **Import button**.

The icon should appear to indicate that the BCS Management Pack has been imported successfully.

🔯 Import Management Packs		? ×
All Management Packs successfully imported.		
Management Pac <u>k</u> List:		Properties
Name	Version	Sealed
BoxTone_Connector_SCOM_2007	1.0.0.0	



BoxTone for Blackberry will appear in the Management Pack list in the Administration pane.

dministration	Management Packs (20)				Actions
🚱 Administration	Look for:	EndNow Qear		×	Actiona
Device Management Device Management	Name		 Version 	Sealed _	Properties
Agent Menaged	🧏 Application Log Library		6.0.0000.0	Yes	💱 Export Management Pack
Agentless Managed	1 Baselining Tasks Library		6.0.5000.0	Yes	X Delata
Pending Menagement	🍕 BoxTone for BlackBarry		1.0.0.0		💱 Create Management Pack
Settings	🍕 Clent Monitoring Internal Library		6.0.5000.0	Yes	National State Sta
E Security	1 Client Monitoring Library		6.0.5000.0	Yes	Resnarces
Pun As Accounts	3 Clent Monitoring Views Library		6.0.5000.0	Yes	Sisters Center Onerations Manager Help
🔒 Run As Profiles	1 Data Warehouse Library		6.0.5000.0	Yes	States Center Operations Parager Hop
Planagement Packs	The Default Management Park 6.0.5000.0	Contrast Cardes Che ators Parage Contra			
a Recipiente	% Distributed Application Designer Library		6.0.5000.0	Yes	Nanagarant: Pack Datics Nanagarant: Pack Datics Nanagarant: Pack Concepts
Subscriptions	🍕 Health Internal Library		6.0.5000.0	Yes	
Connected Panagement Groups	🅦 Health Library		6.0.5000.0	Yes	
	 Intege Library (System Center) Intege Library (System) Intege Library (Windows) Interact Group Library 		6.0.5000.0	Ves	🕑 Building Nanagement Padia
			6.0.5000.0	Ves	Even to Expert Management Pack Customizations How to Insert Management Packs
			6.0.5000.0	Yes	
		6.0.5000.0	Yes	Di How to Remove a Nanazament Park	
and the second se	Microsoft Generic Report Library		6.0.5000.0	Ves	(b) How to Convert an Operations Manager
covery model	1 MOM 2005 Backward Competibility		6.0.5000.0	Ves	Management Pad:
Monitoring	Network Device Library		6.0.5000.0	Yes	
A stationaria	1 Netificatione Internal Library		6.0.5000.0		
- warming	nutrications Library		6.0.9010.0	Yes	
Administration	M Operations Manager 2007		6.0.5000.0	Yes	
Ny Workspace	🍇 Operations Manager Agent Management Library		6.0.5000.0	Vec	
a .,	1 Operations Manager Internal Library		6.0.5000.0	Yes	
	1			× [1

You have successfully imported the BCS Management Pack into MS Ops Mgr.



Note: For BCS to work correctly, you must start the Good MSM Connector Service.



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