

SCOM Installation Guide 2007



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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:

1. 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>
2. 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.
3. 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

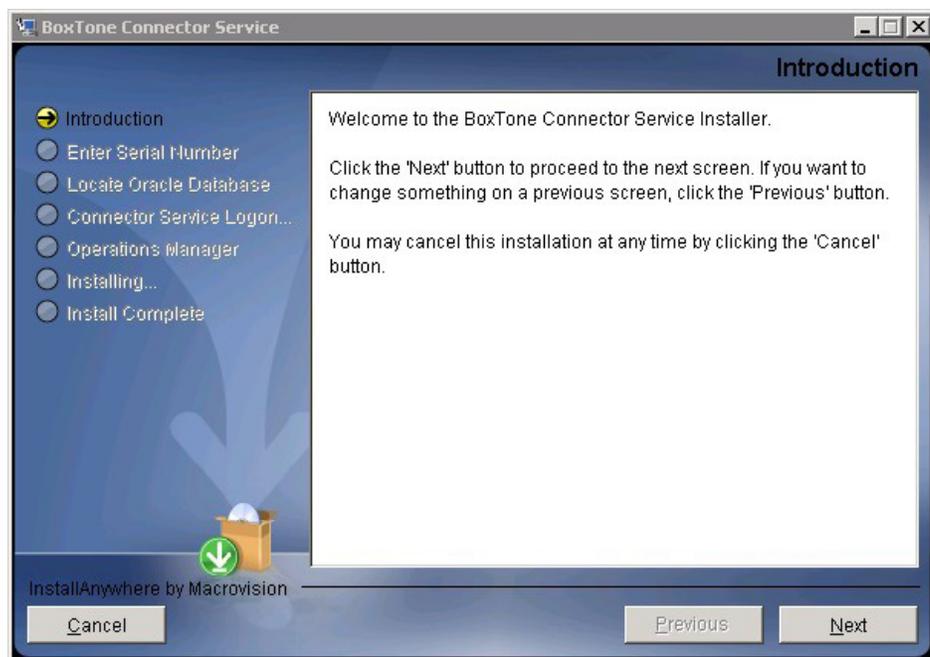
The first part to installing BCS to run with Microsoft System Center Operations Manager (MS Ops Mgr) is to install the BoxTone Connector Service.

The following steps show how to install BCS.

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

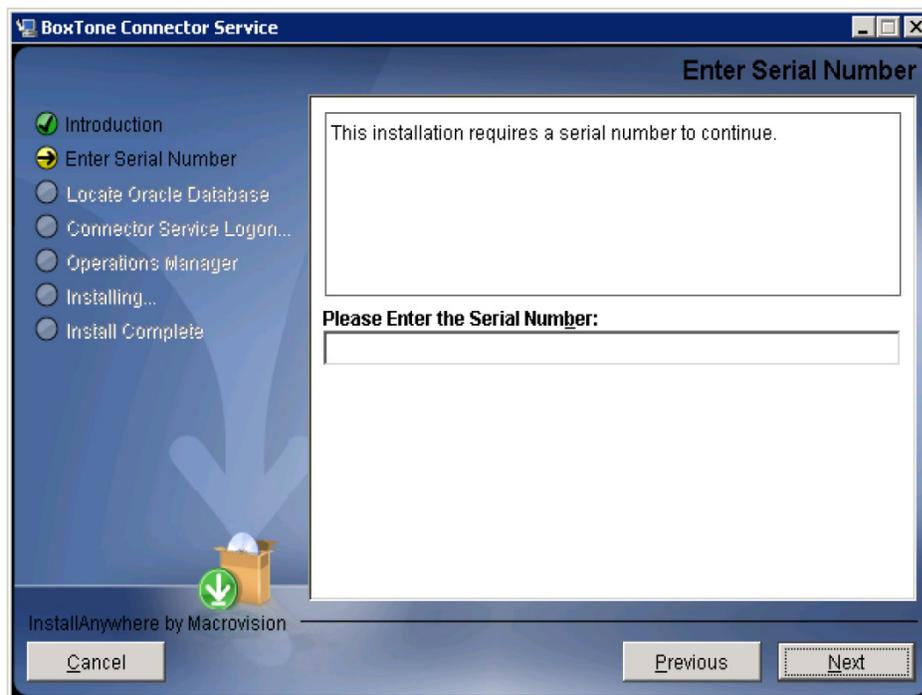
This file will have the extension “.exe”.

The BCS Installation Introduction screen appears.

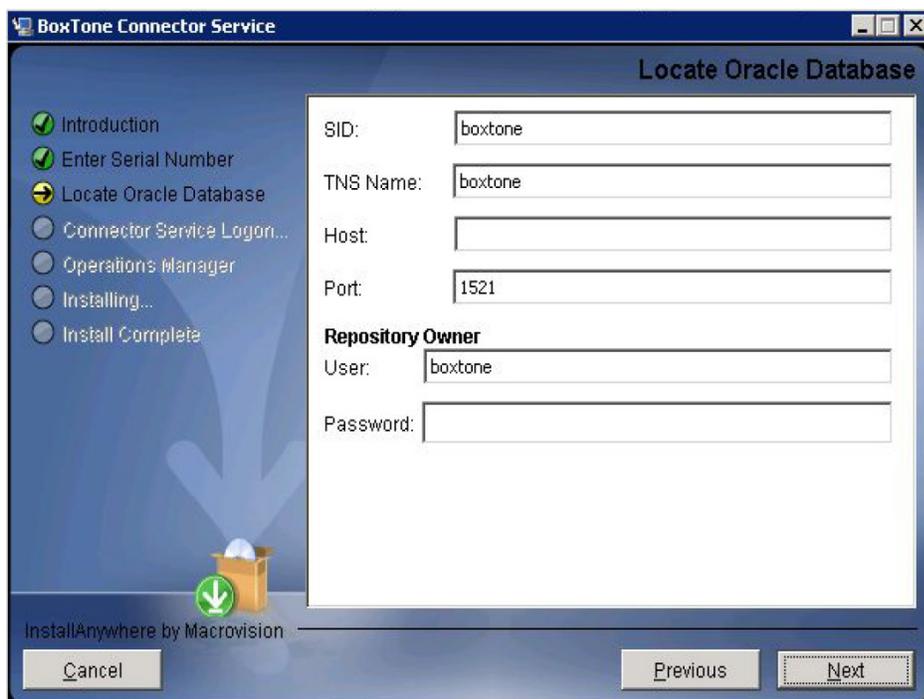


2. Click on the **Next button**.

The Enter Serial Number screen appears.



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

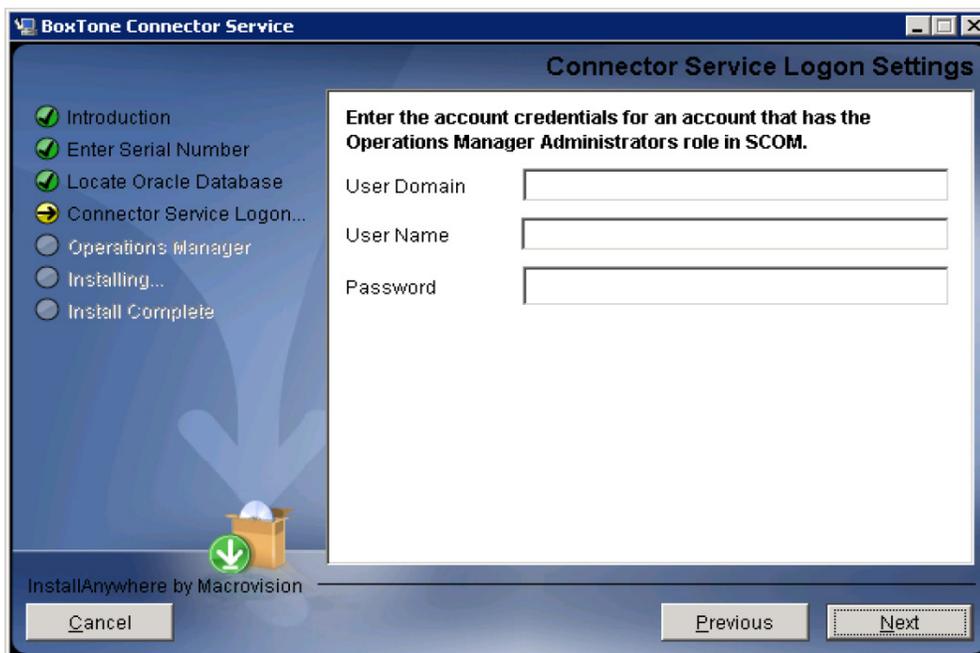


5. Enter your **BoxTone Oracle Database information**. The following table describes the fields on this screen.

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.

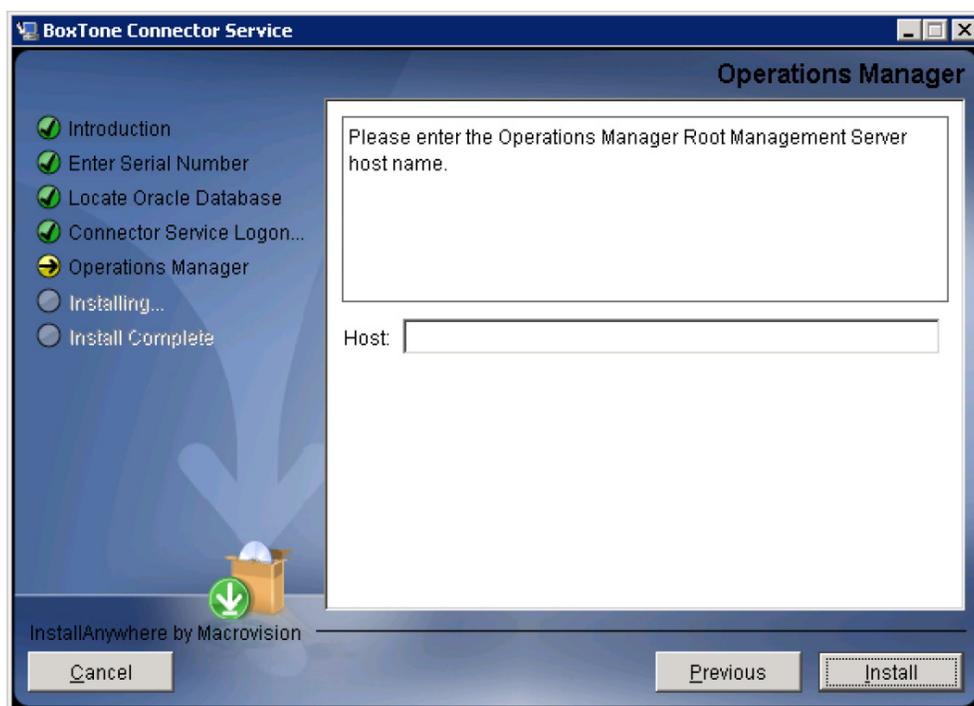


7. Enter your **MS Ops Mgr Operations Manager Administrator information**. The following table describes the fields on this screen.

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.

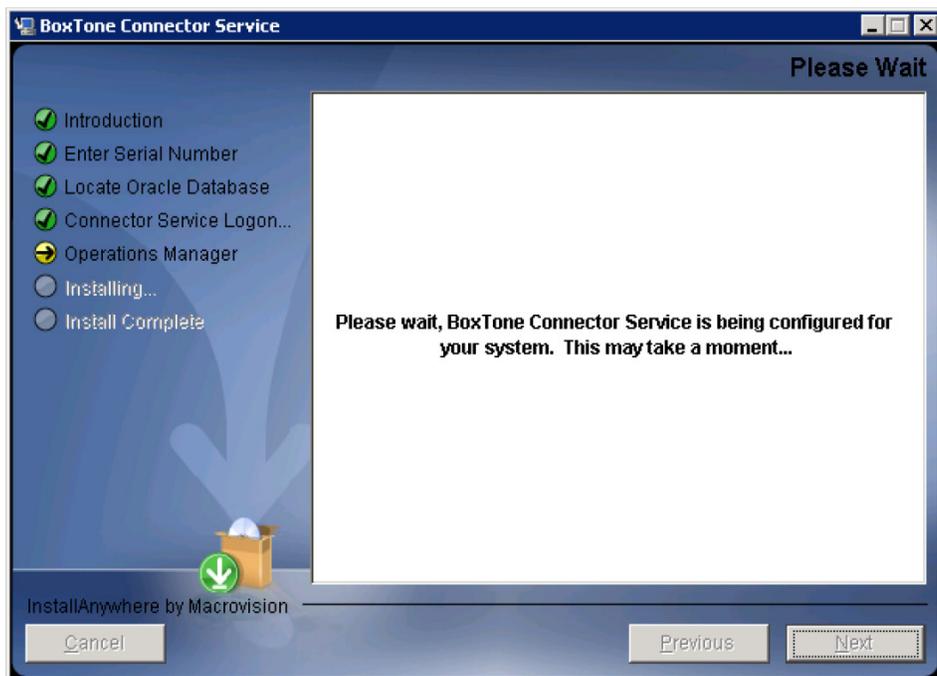
8. Click on the **Next** button.

The Operations Manager screen appears.



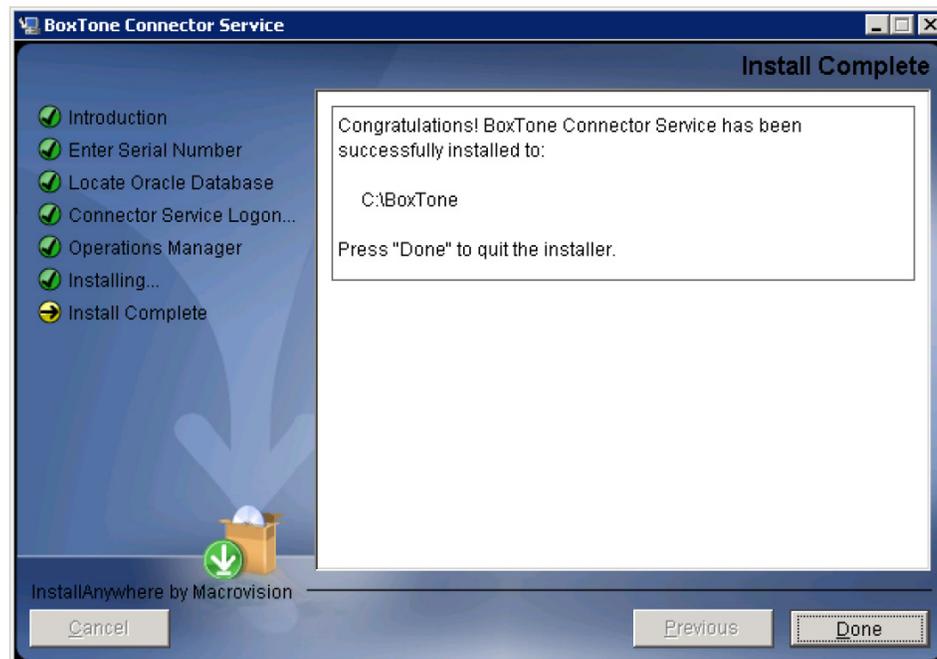
9. Enter the **Operations Manager Root Management Server** host name.
10. Click the **Next** button.

The installation begins.



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

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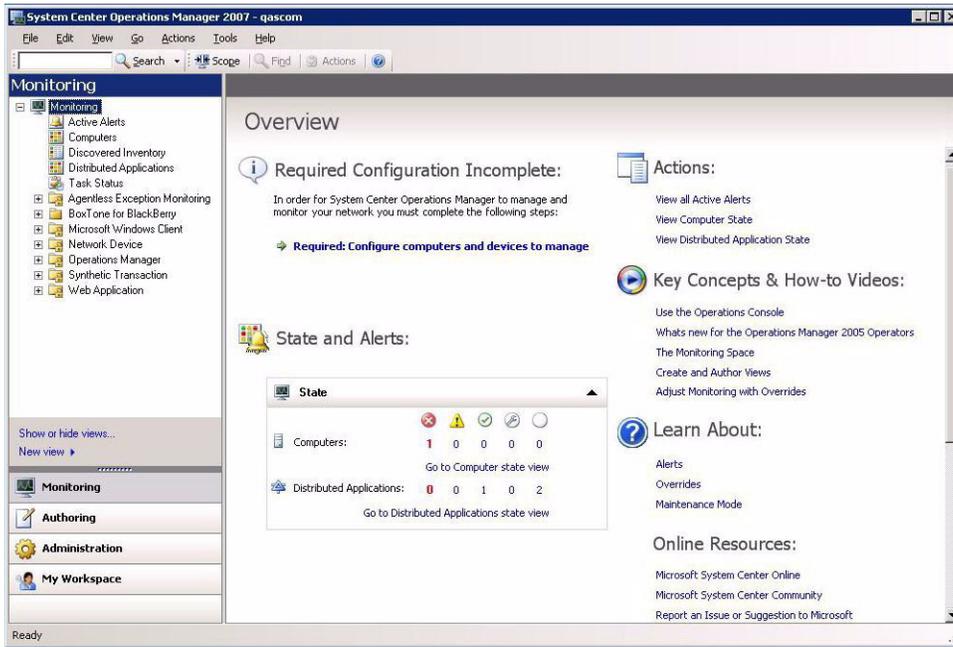
11. Click on the **Done** button.

You have successfully installed BoxTone Connector Service.

Importing the BCS Management Pack

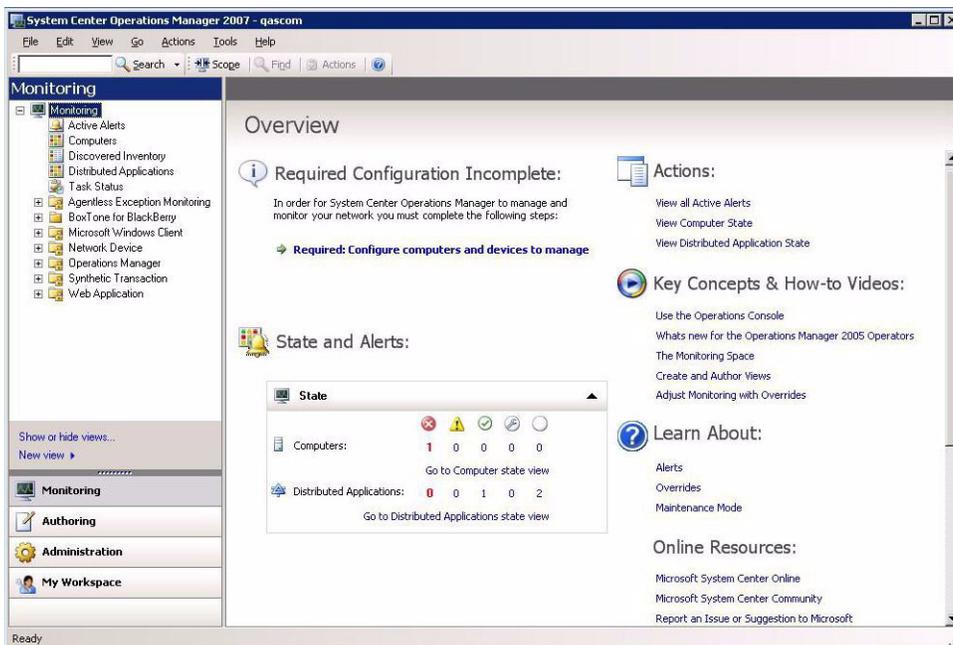
To import the BCS Management Pack:

1. Start the **Microsoft Ops Mgr Operations Console**.



2. Select the **Administration** pane.

The Administration screen appears.

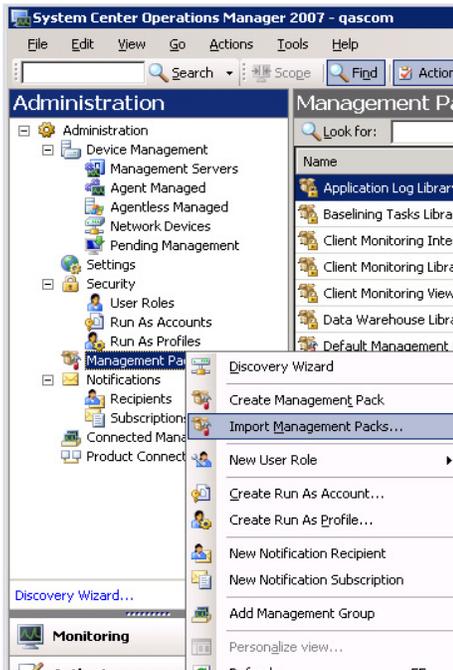


3. Right-click on **Management Packs**.

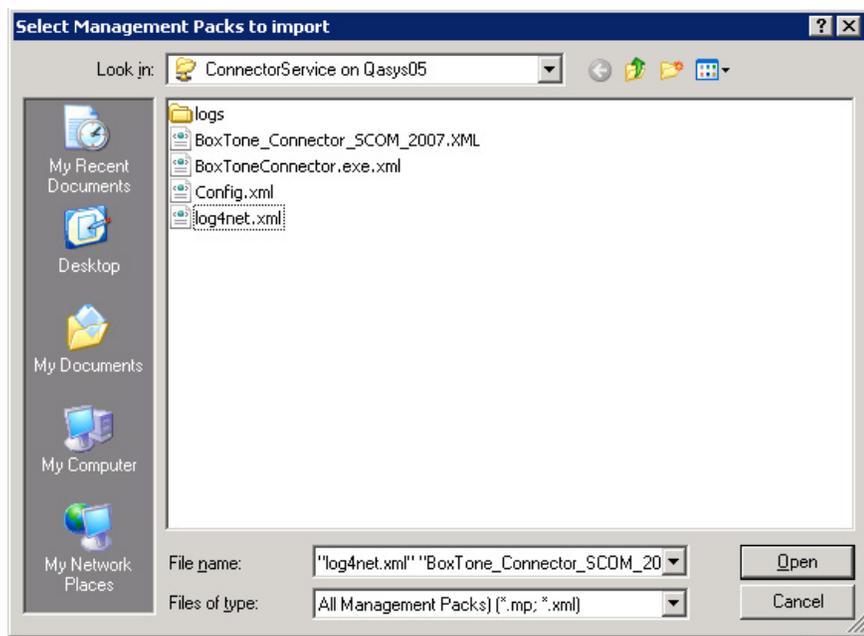
The right-click menu for the management pack appears.

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.

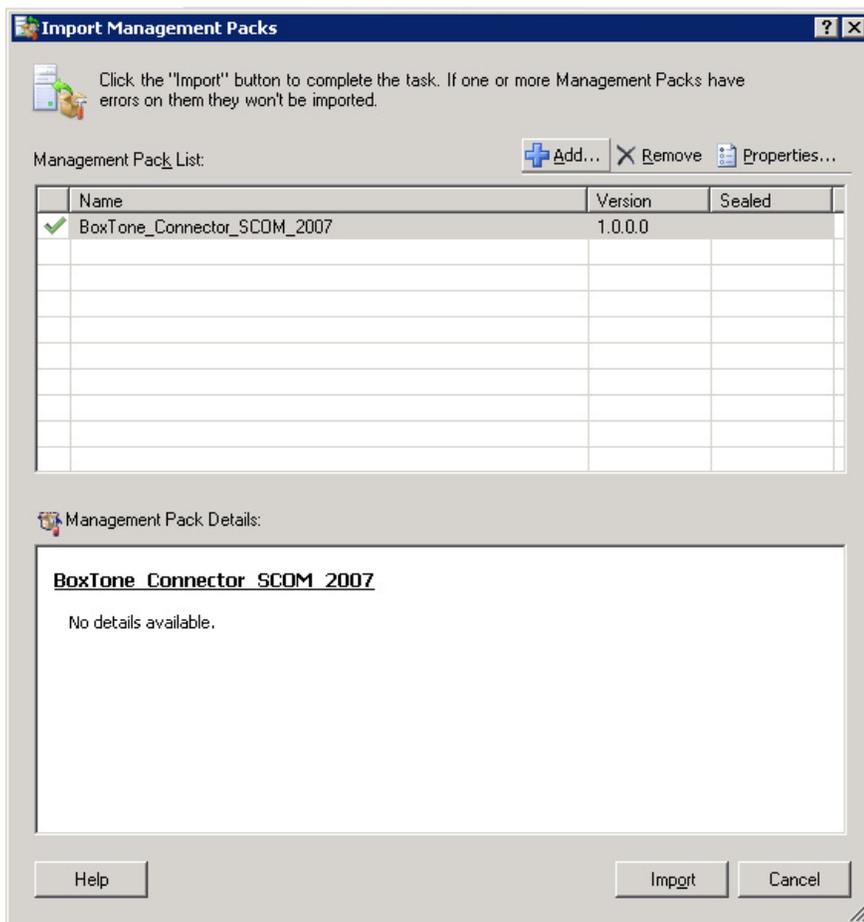
7. Select the file: **BoxTone_Connector_Connector_SCOM_2007.XML**



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

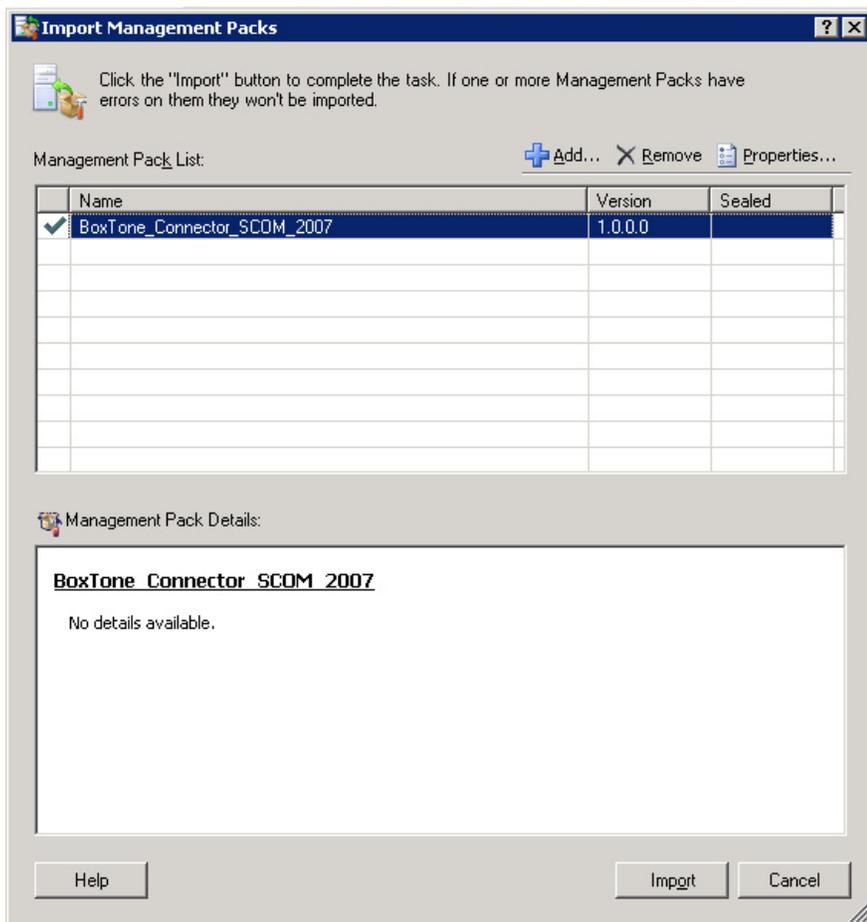
8. Click on the **Open button**.

The Import Management Packs window appears.



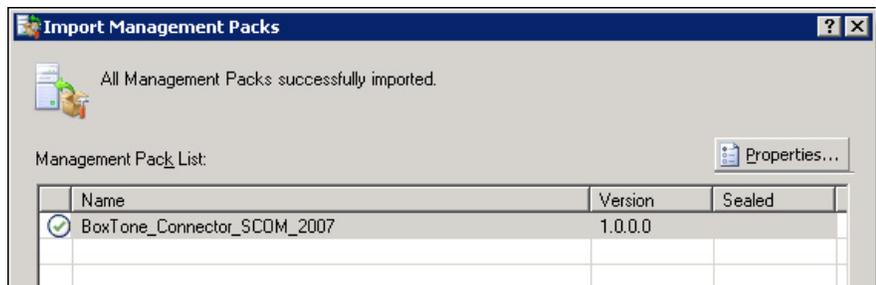
Note: When a green check mark appears next to the name of the management pack to be imported, the prerequisites for the management pack have been installed. When a red “X” appears, errors exist. When appears, the management pack has been correctly imported and there are no errors.

- Click on **BoxTone_Connector_MS Ops Mgr_2007.XML** to select it.

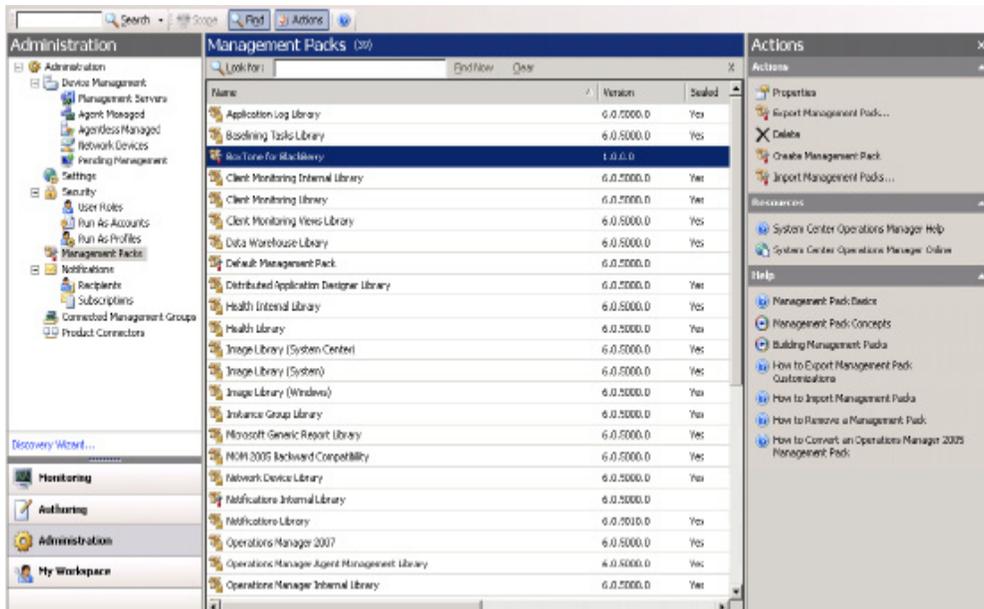


- Click on the **Import** button.

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



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



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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Edition

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