

A man in a light-colored short-sleeved shirt and dark trousers stands in a server room, looking at a computer monitor on a stand. He is positioned to the left of a long row of black server racks. The room is brightly lit from above, and the floor is covered with a grid of metal tiles. The overall scene is a professional IT environment.

Bob Cornelissen
Paul Keely
Kevin Greene
Ivan Hadzhiyski
Sam Allen
Telmo Sampaio

Mastering System Center 2012 Operations Manager



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System Center 2012

Operations Manager



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A handwritten signature in black ink, appearing to read 'Neil Edde', written in a cursive style.

Neil Edde
Vice President and Publisher
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—*The authors*

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—*Bob Cornelissen*

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—*Kevin Greene*

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—*Ivan Hadzhiyski*

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Bob Cornelissen is a Managing Consultant for BICTT in the Netherlands. He specializes in Operations Manager and other System Center products.

Starting out as a fisheries biologist with a passion for fish, fishing, aquaria, and aquatic ecology, Bob got a chance to visit several parts of the world to investigate the aquatic life and obtain an MSc in zootechnics. After he worked in Thailand, it became a second home to him, and he visits at least once a year. Working on university websites and e-learning got him into the IT business over 12 years ago. Once he started as a system admin for several customers, he moved into Microsoft Server products and specialized in Windows Server, Active Directory, Exchange, and ISA. After a few years, Microsoft Operations Manager came into view, and a number of projects with 2000 and 2005 versions followed.

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In 1989 he moved to Wellesley, Massachusetts when his father was transferred to work in Boston for a year. He kept developing applications to demonstrate science and math concepts and decided to remain in the United States after his family left. In 1991 he moved back to Brazil and studied Systems Analysis at PUC/RJ.

When Microsoft extended their Microsoft Certified Professional program to Brazil, Telmo was one of the first in the country to become certified. In 1994 he started teaching Microsoft classes. Soon he was managing the largest training center in Latin America. To date, he has been certified in over 20 different Microsoft products, passing over 80 exams.

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About the Contributors

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Pavel Dzemyantsau (Minsk, Belarus) has been working in IT for half his life. For the last 11 years he has been working at EPAM Systems. He started his career as a C++ developer and drifted to enterprise administration in a heterogeneous world: Microsoft Exchange, Active Directory, Tomcat, and JBoss. Pavel has a deep knowledge of troubleshooting skills in different platforms: from Visual Basic Scripting, Bash, and PowerShell to raw machine code. He started to work with Operations Manager from MOM 2005 and later became a team leader for the monitoring direction with dedicated projects. He has grown his team into a group specializing in complex delivery, from analyzing requirements to building proof-of-concept models and suggesting suitable monitoring designs. Such projects required a deep knowledge in various areas from Pavel's team. In that period he grew his own skills and the team's skills to advanced levels of scripting knowledge in T-SQL/SSRS, C#, PowerShell, and XML. Pavel earned MCSE and Operations Manager certification. For the last three years, Pavel has been leading the enterprise monitoring team at EPAM Systems as Project Coordinator. His hobbies are debugging things and decomposing them into parts.

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Introduction

Welcome to this book on System Center 2012 Operations Manager. During the past 10 years and after multiple iterations of the product, Operations Manager has grown to be one of the main monitoring products for medium to large enterprises. The Operations Manager 2007 version, for instance, brought us from server-based monitoring to application-based monitoring, whereas the 2007 R2 version brought us cross-platform monitoring toward the Unix/Linux machines in our datacenter. Operations Manager 2012 is now bringing us expanded network monitoring, a much better dashboarding experience, application performance monitoring (which used to be known as a separate product called AVIcode), and an important infrastructural change by removing the root management server and using resource pools, just to name a few improvements. We are excited about this version of the product and keen to tell you more about it. This book will give you an overview of Operations Manager with deep dives into important pieces. The chapters contain real-world examples from the field, which also might give you ideas on how to use Operations Manager in different ways.

Who Should Read This Book?

The answer to this question: *everyone*. Well, maybe anyone who wants to monitor their network using Operations Manager 2012. Included between the covers of this book is a comprehensive look at deploying, managing, troubleshooting, and working with Operations Manager and the new command set for PowerShell.

As complex as products are becoming, no one can be an expert on all of them. If you are like most administrators, you have time to learn only enough about a product so that you can manage it effectively. However, there is probably a lot more that you could be doing with any one product. This book is meant to get you up to speed quickly and then help you through some of the more arcane topics.

Not every administrator will have the same type of infrastructure to work with. What works well in a large corporation does not always work for small companies. What works well for small companies may not scale well for large organizations. Microsoft has attempted to address the differences among companies and deliver a product that can be implemented quickly for a small company, yet will still scale well for large organizations. No matter which scenario fits you, you will want to learn how this product will work for you.

But most of all, any administrator who wants to try to get to the “proactive” side of managing their infrastructure should consider looking through these pages to see how they can start monitoring their systems effectively. Being on the other side—the “reactive” management side—means that you are constantly having to respond to emergencies and continually “putting

out fires.” If you are a reactive administrator, you probably already understand how hard it is to try to make your infrastructure more efficient when you don’t have enough time to work on anything else but emergencies.

The Contents at a Glance

There are two parts to this book. Part 1 covers implementation and administration. Part 2 covers maintenance and troubleshooting. As you read through each section, you will find that the material flows from one subject to another, building as you go. By the time you finish Part 1, you should have a good understanding of what goes into deploying and managing your management group. Throughout Part 2, you will learn some of the tips and tricks to keep your management group running smoothly.

Part 1: Implementation and Administration

Chapter 1: Overview of Operations Management This chapter explains what operations management is and how Microsoft has implemented it with Operations Manager 2012. The topics covered include Microsoft Operations Framework, Information Technology Infrastructure Library, and the role played by Operations Manager 2012.

Chapter 2: Installing Operations Manager 2012 This chapter identifies the prerequisites and examines the installation options in detail.

Chapter 3: Management Group Settings The settings that control the management servers within the management group are discussed in this chapter. You will see how to manage the global settings applied to all management servers, and then how to override the settings on a server-by-server basis.

Chapter 4: Installing and Configuring Agents Each of the monitored systems needs to have an agent installed in order for the monitored system to send detailed information to the management server and to be monitored and managed. The options for installing and configuring the client are discussed in this chapter.

Chapter 5: Managing Management Packs Management packs define what is monitored on each of the managed systems. They also contain the rules for creating reports and tasks within the Operations Console. This chapter covers importing management packs and working with all of the objects contained within them.

Chapter 6: Understanding Management Packs Management packs are dynamic in nature. After you create a management pack, it will need to be fine-tuned and additional object modifications will need to be made. In this chapter you will be introduced to life cycle management for your management packs.

Chapter 7: Working with Consoles After the management group has been created and the management packs and agents deployed, you will need to start monitoring. The Operations Console is the primary tool for working with all of the objects for the management group. Here you will find out how to work with the Operations console effectively.

Chapter 8: Network Monitoring Operations Manager 2012 has implemented improvements in network monitoring. This chapter explains how to discover, manage, monitor, and report on network devices.

Chapter 9: Application Performance Monitoring Deep monitoring of applications has always been a problem in the past. This chapter discusses how to use Application Performance Monitoring features in Operations Manager to get to the bottom of certain application-related problems.

Chapter 10: Working with Complex Configurations You may find yourself having to work with multiple management groups or allow your management group to interface with other management products. This chapter explains how connections can be made and how you can create a hierarchy of management groups.

Part 2: Maintenance and Troubleshooting

Chapter 11: Optimizing Your Environment Not everyone can use the management packs right out of the box. You will need to test them in your organization to see how they work. This chapter will cover some of the options that you have to make your management group work more efficiently.

Chapter 12: Backup, Restore, and Disaster Recovery You do not want to start over from scratch, and you definitely don't want to lose all of the data that you have collected. This chapter covers your options for making sure that you have your management group protected in case a disaster strikes.

Chapter 13: Troubleshooting Even though we would like to think that everything works perfectly all of the time, we know that is not the case. Some troubleshooting tips are detailed in this chapter.

Chapter 14: Scripting Operations Manager 2012 PowerShell is a very powerful tool that will help you manage your management group. This chapter is a primer on PowerShell as it is used in Operations Manager 2012.

The Mastering Series

The *Mastering* series from Sybex provides outstanding instruction for readers with intermediate and advanced skills, in the form of top-notch training and development for those already working in their field and clear, serious education for those aspiring to become pros. Every *Mastering* book includes:

- ◆ Real-World Scenarios, ranging from case studies to interviews, that show how the tool, technique, or knowledge presented is applied in actual practice
- ◆ Skill-based instruction, with chapters organized around real tasks rather than abstract concepts or subjects
- ◆ Self-review test questions, so you can be certain you're equipped to do the job right

Final Comments

Make sure you take the time to become familiar with Operations Manager 2012. The more comfortable you are with it, the more you will be able to do with it. At the very end of some chapters, you'll find Master It self-tests: small labs that help reinforce the topics in the chapters.

Instructions have been included that allow you to create a virtual environment. Building a virtual test environment can come in handy when you are trying to work through a new topic or troubleshoot a problem.

Most of all, have fun as you are going through the topics contained in this book. Once you find out how much power Operations Manager has in store for you, you will be amazed at some of the things you can do. Just looking at the surface, being able to monitor servers and services, may be impressive enough, but the additional features can be equally impressive, such as monitoring the health of an application from the time a user submits a request until the response is returned from your servers, reporting on the availability of servers and services, and creating scripts that will automatically alter the way the service functions when a problem arises.

How to Contact the Authors

We welcome feedback from you about this book or about books you'd like to see from us in the future. You can reach us by writing to feedback@masteringscom.com. For more information about the authors and additional information concerning the book's content, please visit our website at www.masteringscom.com.

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Part 1

Implementation and Administration

- ◆ **Chapter 1: Overview of Operations Management**
- ◆ **Chapter 2: Installing Operations Manager 2012**
- ◆ **Chapter 3: Management Group Settings**
- ◆ **Chapter 4: Installing and Configuring Agents**
- ◆ **Chapter 5: Managing Management Packs**
- ◆ **Chapter 6: Understanding Management Packs**
- ◆ **Chapter 7: Working with Consoles**
- ◆ **Chapter 8: Network Monitoring**
- ◆ **Chapter 9: Application Performance Monitoring**
- ◆ **Chapter 10: Working with Complex Configurations**

Part I of this book explains how to install, configure, and manage Microsoft System Center 2012 Operations Manager.

Chapter 1 is an overview of operations management, where it integrates within the Microsoft Operations Framework (MOF) and Dynamic Systems Initiative (DSI), and how they complement the Information Technology Infrastructure Library (ITIL). These are the backbone of Operations Manager. Once we have introduced you to those concepts, we will discuss the concept of cloud computing and explain the IT as a Service (ITaaS) model. Operations Manager delivers the ITaaS model and empowers businesses to create service maps based on their IT service catalog. In the chapters that follow, we move into installing the management servers and creating the management group. After the management group is created, you will learn how to configure and manage your Operations Manager deployment. All of this will be presented to you in an orderly fashion so you can follow along and build your environment to meet your needs.

