

# SyAM Software

## Tool Tip: Using the SyAM Events Management Pack For Microsoft System Center Operations Manager 2007

### Overview:

This document provides an overview on integration of SyAM's Event Management Pack with Microsoft's System Center Operations Manager 2007.

### Requirements:

- System Area Manager managing clients running SyAM's System Client.
- Microsoft System Center Operations Manager 2007

### Benefits:

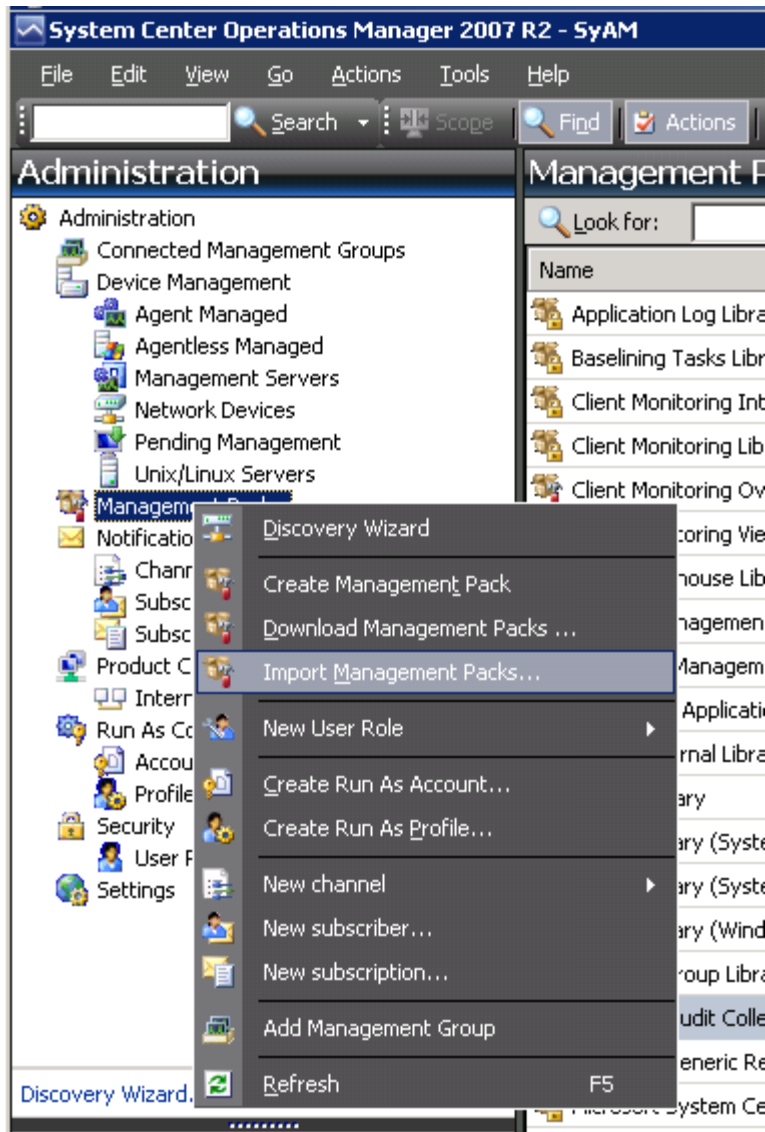
**System Level Alerting-** *Ability to view the status of all monitored components at a system level*  
Physical Sensors (Fans, Voltages, Temperature) Logical Sensors (Network Adapters, Physical Disks, Logical Disks, Managed RAID Controllers, CPU Utilization, Memory Utilization)

**Alert Roll-ups into SCOM 2007** – The management pack will alert upon warning and critical events logged by the agent in the Windows Application log, these alerts are rolled up into the main active alerts screen in SCOM 2007 for assignment to a technician.

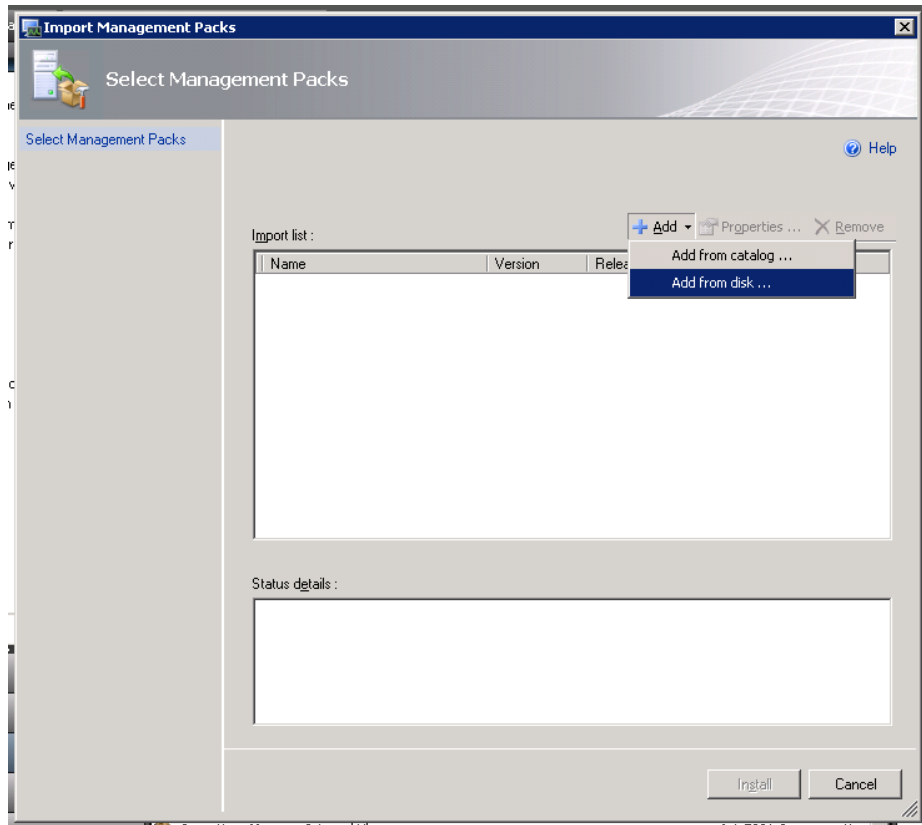
### Installation

1. Start System Center Operations Manager 2007 Operations Console.

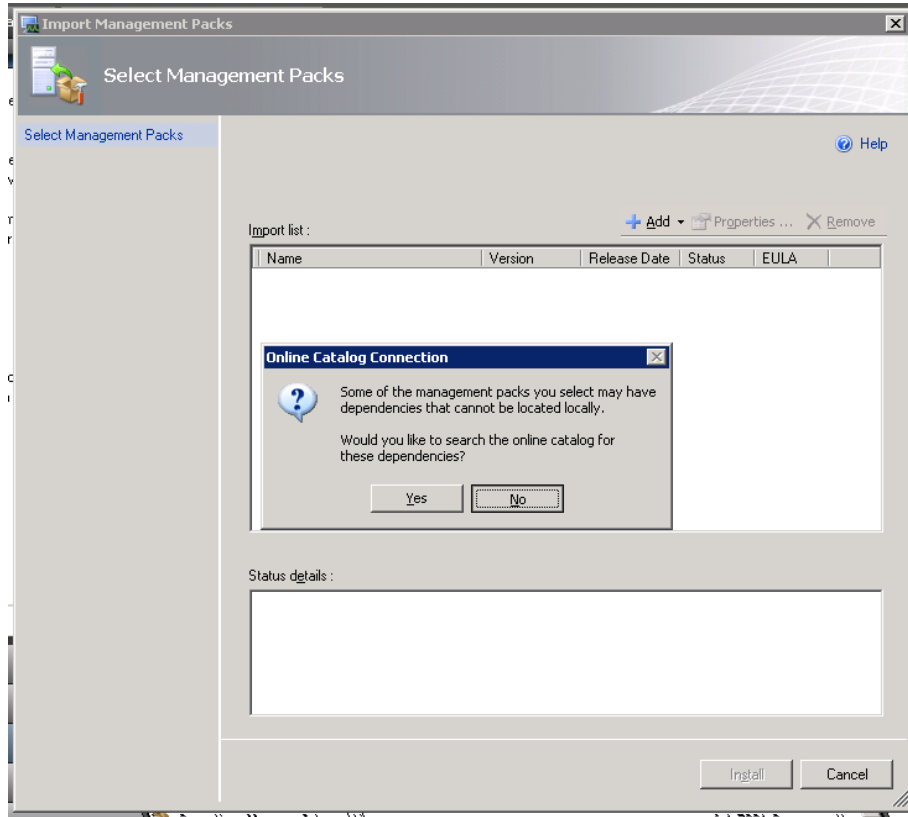
2. Click the Administration tab, right-click Management Packs in the left tree and select Import Management Pack...



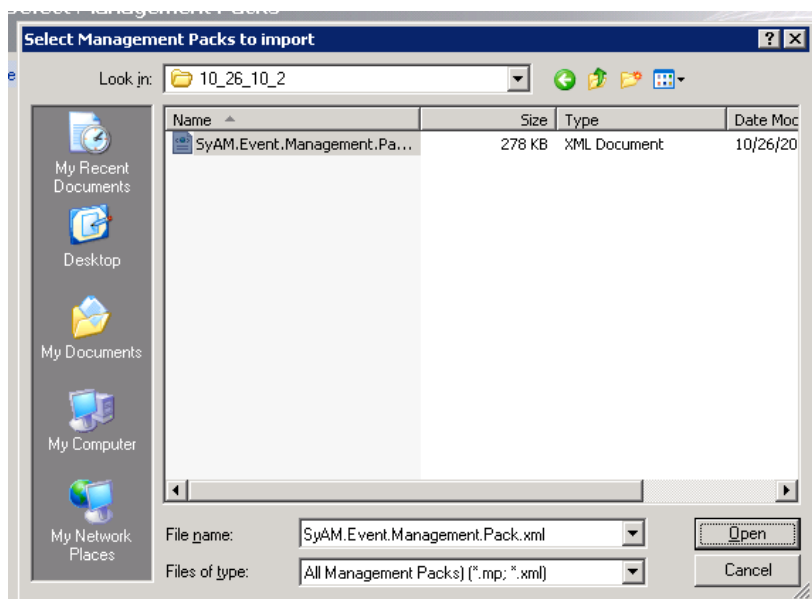
3. On the Import Management Packs screen, click the Add button and select From Disk...



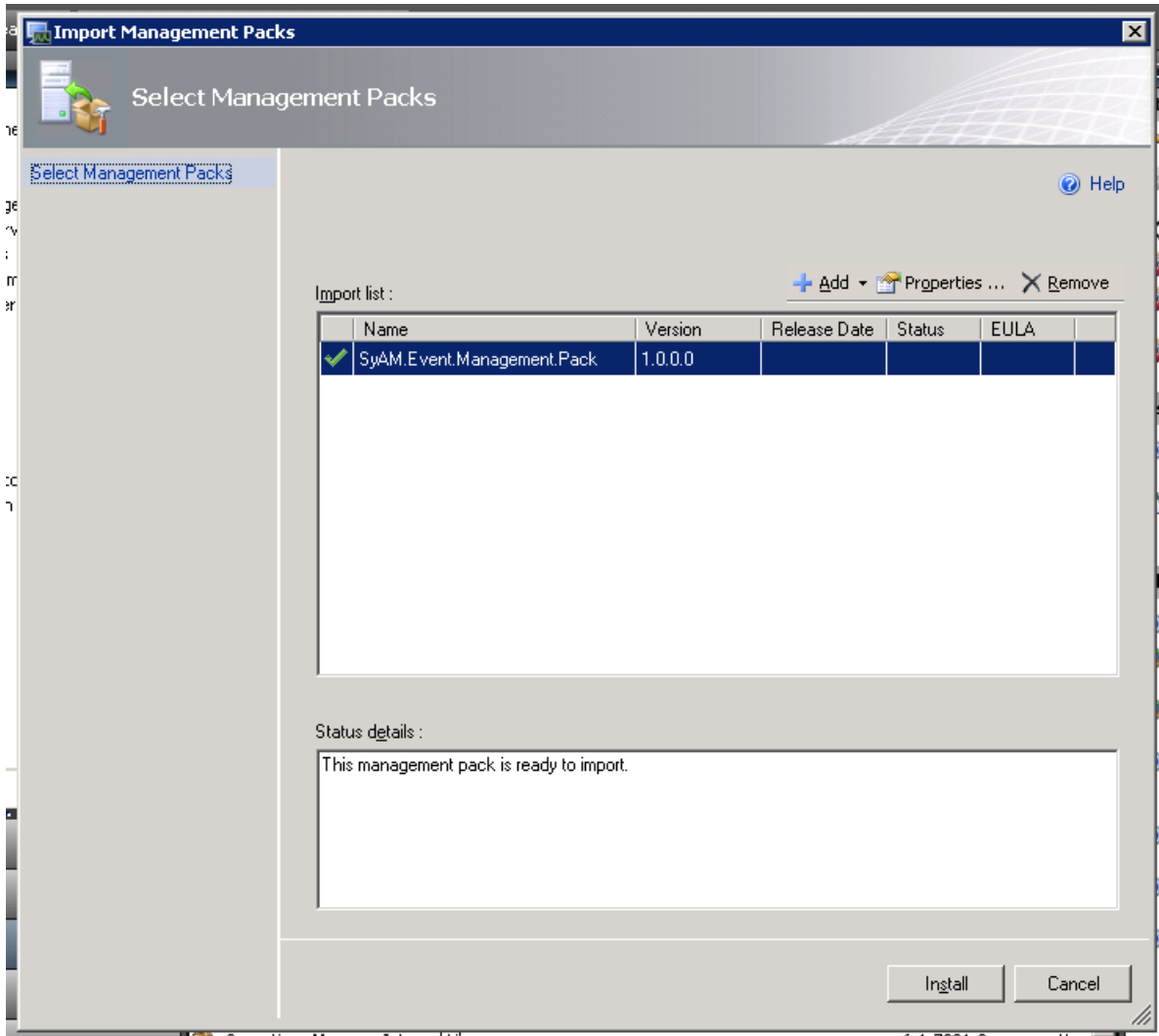
4. Click No when asked to search online for dependencies.



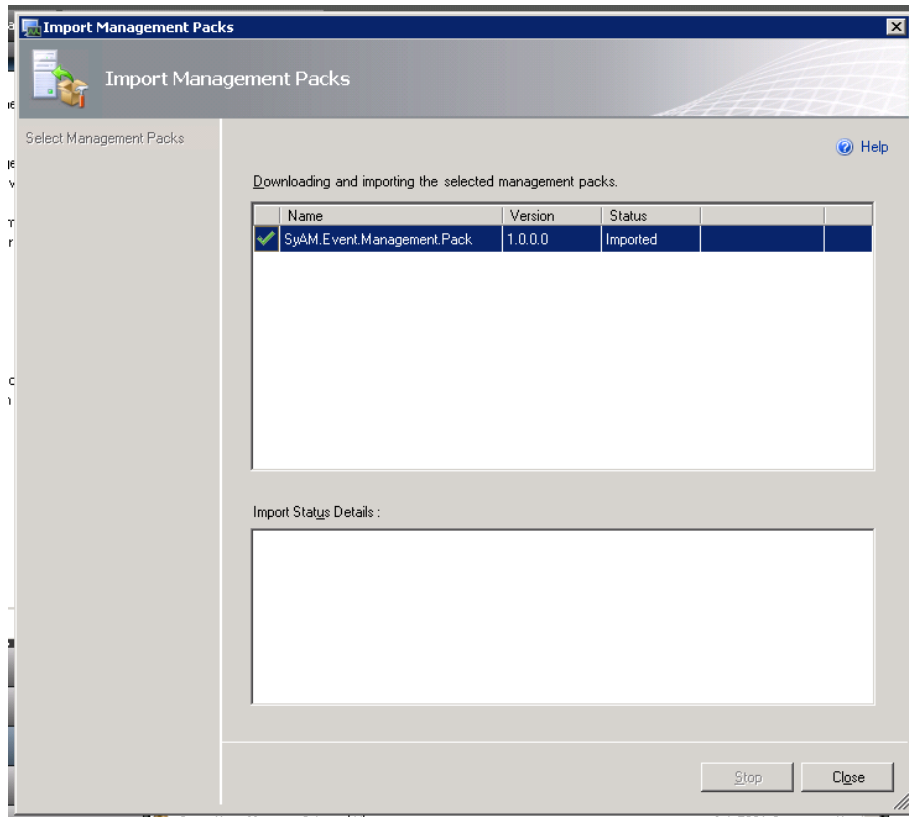
5. Select the SyAM Events management pack file and click Open



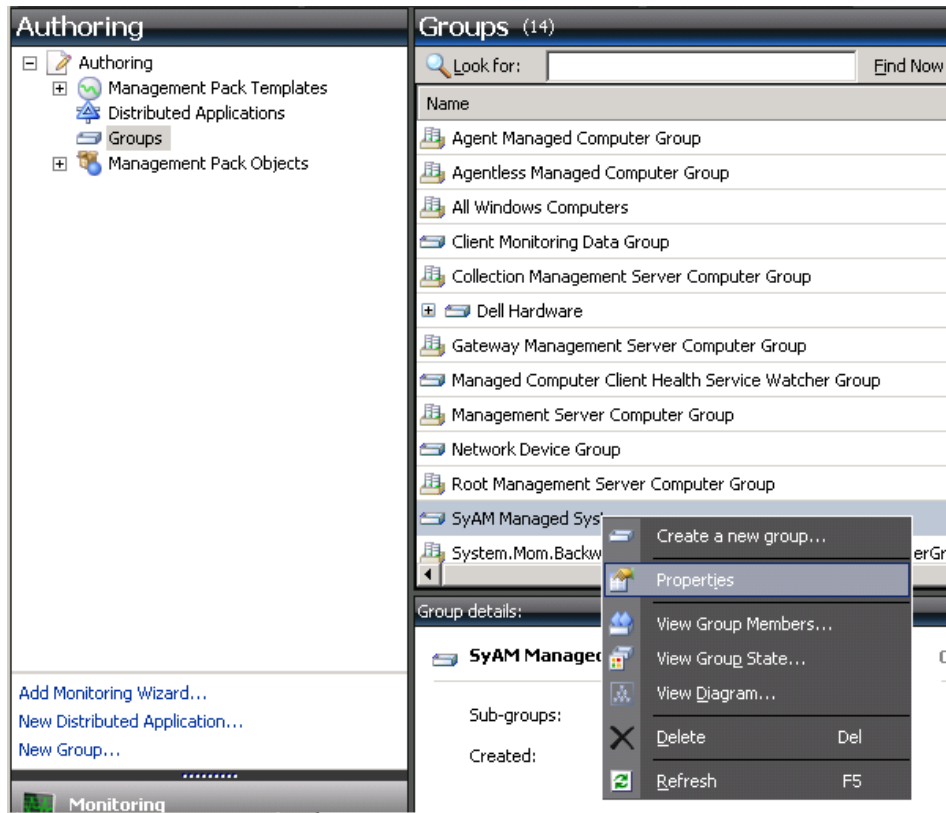
6. Click Install.



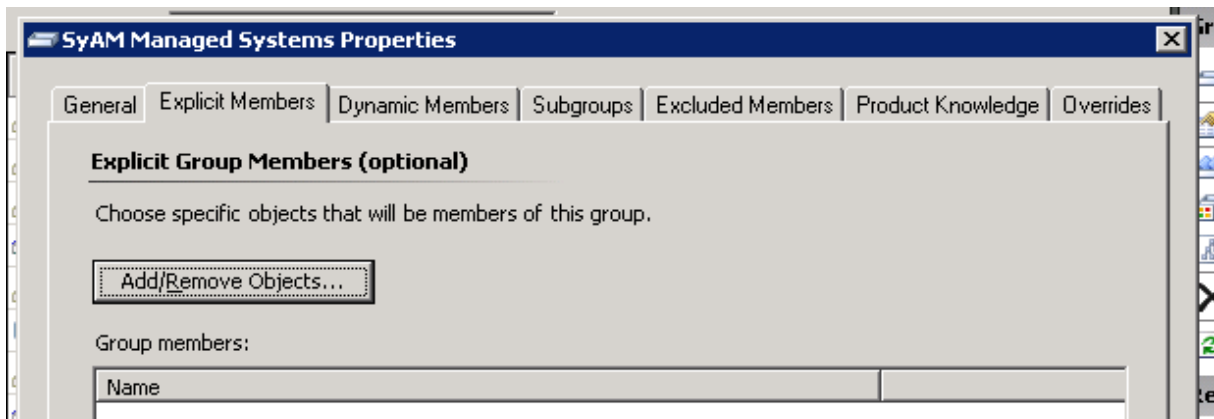
7. Wait for the management pack to finish installing. Click Close.



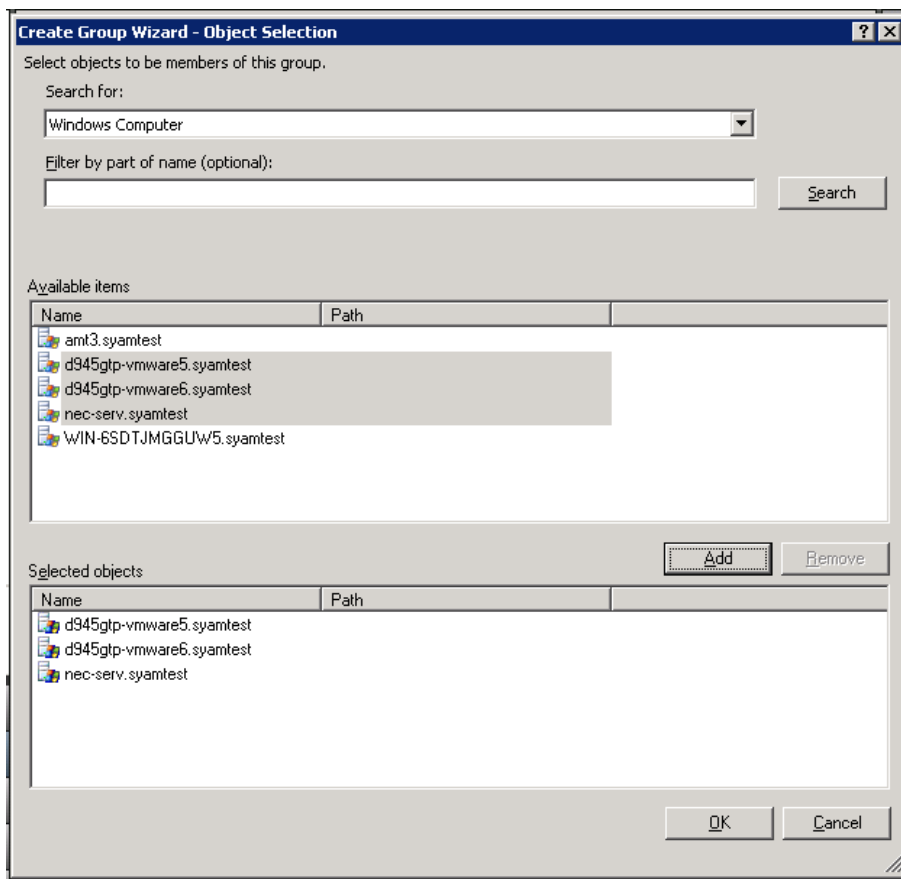
8. Click the Authoring button, select Groups in the left tree. Locate the “SyAM Managed Systems” group. Right-click on this group and click Properties...



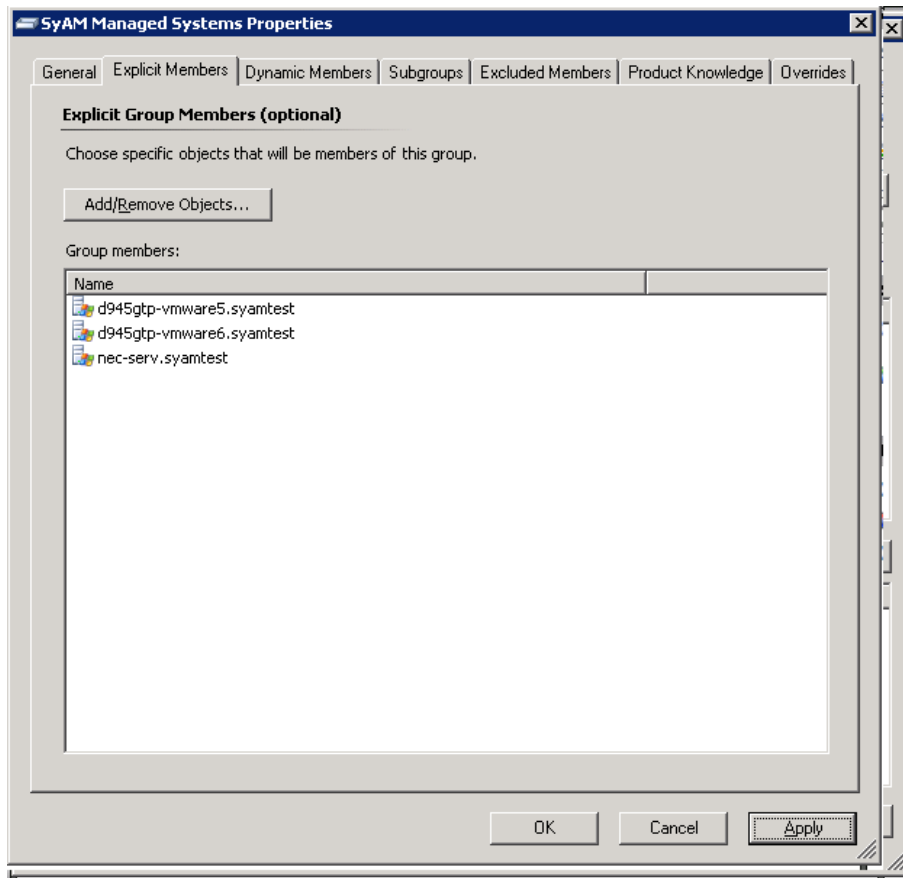
9. Click the Explicit Members tab and click Add/Remove Objects...



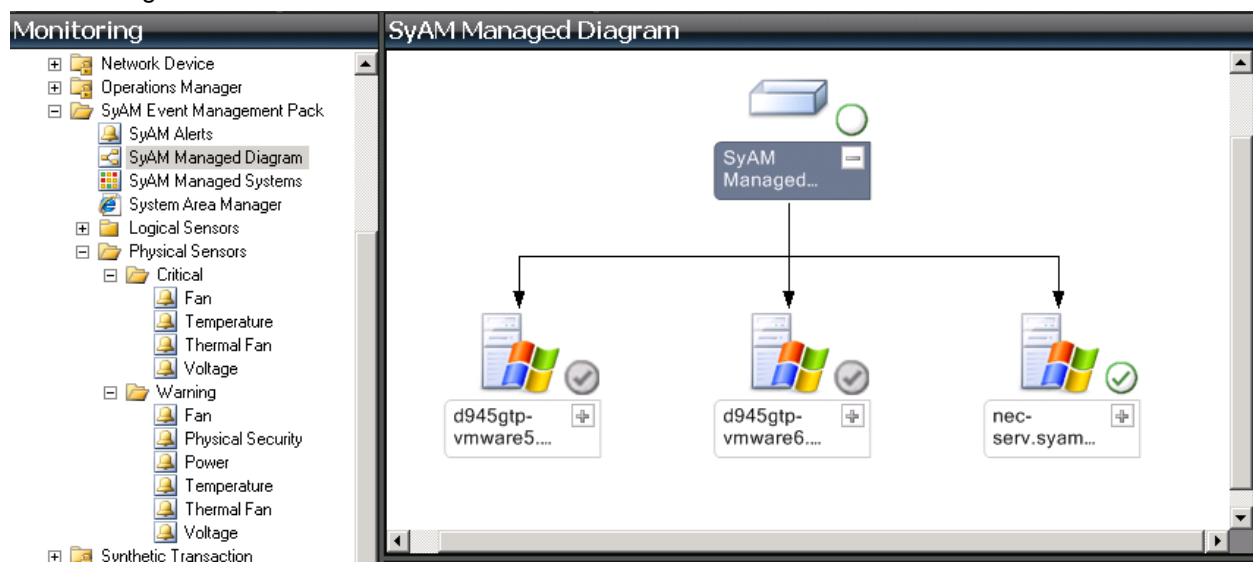
10. Change the Search for drop down to Windows Computer and click Search. Select the systems you want to monitor SyAM events for and click Add. Click OK when you are done.



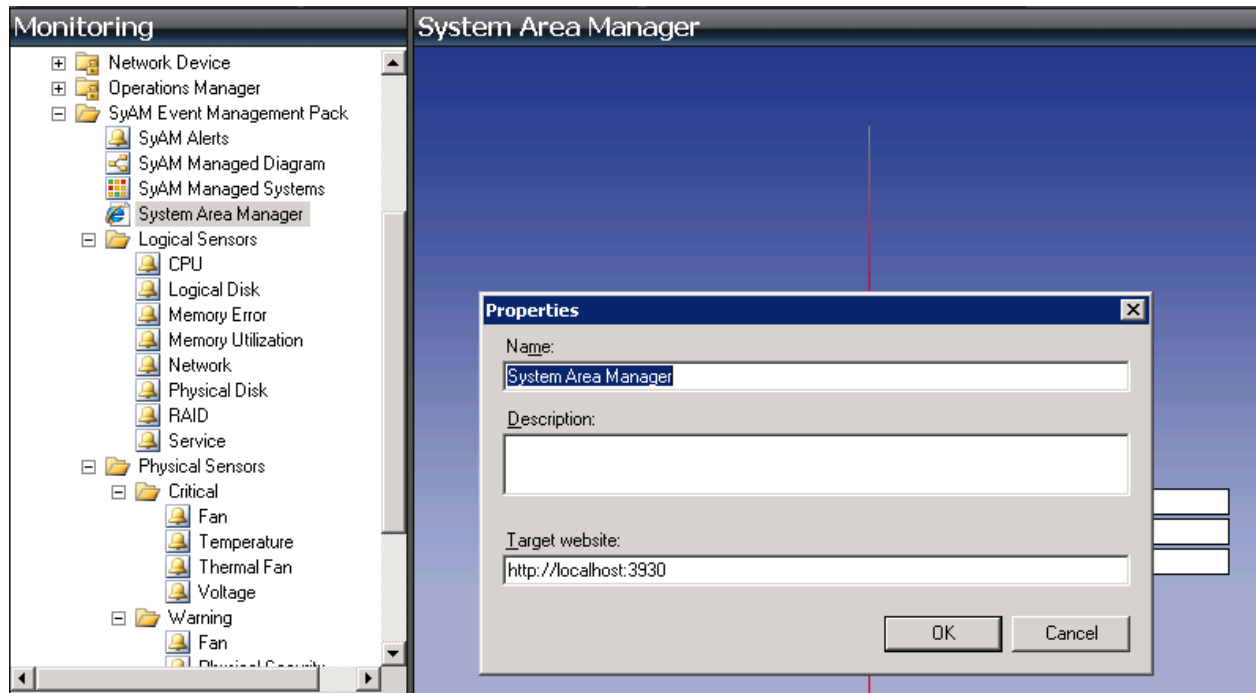
11. Verify the systems you added are in the list and click Apply. Click OK.



12. Click the Monitoring button, find the "SyAM Events Management Pack" folder and expand it. Click SyAM Managed Diagram. Click within the diagram. If you don't see your group members, press F5 to refresh the view. Confirm the machines you added to the group are present in the diagram.



13. Click the System Area Manager web shortcut. Right-click this shortcut and click Properties. Change the Target website field to match your system area manager, by default the management pack uses localhost.



14. Login to your Area Manager. Go to the System Alert Matrix for the system you would like to monitor. Check "System Event Log" for the sensors of interest. Click Apply when done.

System Area Manager

SyAM Software

Refresh Log Out Dashboard Go

Alerts : System Client : NEC-SERV (192.168.100.42)

System Alert Matrix

Physical Sensors

Lower Threshold Upper Threshold

Description	No Alerts			Warning Alerts					Critical Alerts				
	No Monitoring	Email /Pager	SMS /Pager	System Area Manager	Network Message Trap	SNMP System Event Log	Email /Pager	SMS /Pager	System Area Manager	Network Message Trap	SNMP System Event Log		
Physical Security	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Fans (RPM)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Temperature (°C)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Voltages (v)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Power Unit	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Restore Physical Sensor Thresholds

Logical Sensors

Description	Current		Threshold		Alerts					Intervals	
	No Monitoring	Monitoring	No Monitoring	Monitoring	Email /Pager	SMS /Pager	System Area Manager	Network Message Trap	SNMP System Event Log	Sample Period	Reset Period
Network Adapters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
Physical Disks	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
Logical Disks	<input type="checkbox"/>	<input checked="" type="checkbox"/>	90		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	8 Hr	188 Hr
Managed RAID Controllers	<input type="checkbox"/>	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
CPU Utilization (%)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	95		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	4 Min	240 Min
Memory Utilization (%)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	95		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	4 Min	240 Min
Memory Error Rate	<input type="checkbox"/>	<input checked="" type="checkbox"/>	2		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	24 Hr	24 Hr

Notification Settings

Example

Email Address: admin@company.com

SMS/Pager Address: 192.168.1.1

Network Message Machine Name: 192.168.1.1

System Area Manager: 192.168.100.111

Username: Username

Sender's Email Address: Local.Admin@company.com

Sender's Email Password:

Mail Server: smtp.company.com

SNMP Trap Receiver: snmp.company.com

Reset Form Test Notifications Apply

- There are a couple of ways to view alerts in SCOM 2007. One way is to view the alerts grouped by category (e.g. Logical Sensor, Logical Disk). To see these alerts, expand the Logical Sensors or Physical Sensors folders and select the alert view of interest.

(Alert description on next page)

**Monitoring**

- Monitoring
  - Active Alerts
  - Discovered Inventory
  - Distributed Applications
  - Task Status
  - Unix/Linux Servers
  - Windows Computers
  - Agentless Exception Monitoring
  - Microsoft Audit Collection Services
  - Network Device
  - Operations Manager
  - SyAM Event Management Pack
    - SyAM Alerts
    - SyAM Managed Diagram
    - SyAM Managed Systems
    - System Area Manager
    - Logical Sensors
      - CPU
      - Logical Disk
      - Memory Error
      - Memory Utilization
      - Network
      - Physical Disk
      - RAID

**Logical Disk (4)**

Look for:  Find Now Clear

I...	Source	Name	Resolution State	Created	Age
<b>Severity: Warning (4)</b>					
	d945gtp-vmwar...	SyAM Logical Disk	New	10/26/2010 6:17:06 PM	2 Days, 19 Hour...
	d945gtp-vmwar...	SyAM Logical Disk	New	10/26/2010 6:15:23 PM	2 Days, 19 Hour...
	d945gtp-vmwar...	SyAM Logical Disk	New	10/26/2010 6:12:32 PM	2 Days, 19 Hour...
	d945gtp-vmwar...	SyAM Logical Disk	New	10/26/2010 6:07:40 PM	2 Days, 19 Hour...

**Alert Details**

**SyAM Logical Disk**

Source: d945gtp-vmware6.syamtest  
 Path: d945gtp-vmware6.syamtest  
 Alert Rule: SyAM Logical Disk  
 Created: 10/26/2010 6:17:06 PM

**Alert Description**  
 Event Description: 192.168.100.54: Logical Disk [ C:\ ] 85 exceeded warning threshold 1

**Knowledge:** [View additional knowledge...](#)  
 No knowledge was available for this alert.

Here is a closer look at the onscreen details of the alert:

**Logical Disk (4)**

Look for:  Find Now Clear

I...	Source	Name	Resolution State	Created	Age
<b>Severity: Warning (4)</b>					
	d945gtp-vmwar...	SyAM Logical Disk	New	10/26/2010 6:17:06 PM	2 Days, 19 Hour...
	d945gtp-vmwar...	SyAM Logical Disk	New	10/26/2010 6:15:23 PM	2 Days, 19 Hour...
	d945gtp-vmwar...	SyAM Logical Disk	New	10/26/2010 6:12:32 PM	2 Days, 19 Hour...
	d945gtp-vmwar...	SyAM Logical Disk	New	10/26/2010 6:07:40 PM	2 Days, 19 Hour...

**Alert Details**

**SyAM Logical Disk**

Source: d945gtp-vmware6.syamtest  
 Path: d945gtp-vmware6.syamtest  
 Alert Rule: SyAM Logical Disk  
 Created: 10/26/2010 6:17:06 PM

**Alert Description**  
 Event Description: 192.168.100.54: Logical Disk [ C:\ ] 85 exceeded warning threshold 1

**Knowledge:** [View additional knowledge...](#)  
 No knowledge was available for this alert.

You can also see SyAM warning and critical alerts from SCOM 2007's primary Active Alerts screen, side by side with other alerts.

The screenshot displays the 'Active Alerts' window in Microsoft System Center Operations Manager 2007. The left-hand 'Monitoring' tree shows the navigation structure, with 'Active Alerts' selected. The main pane shows a list of alerts, grouped by severity. Two critical alerts are visible: 'OleDB: Results Error' and 'SyAM Temperature Alert'. A detailed view of the 'SyAM Temperature Alert' is shown below the list, providing specific information about the alert's source, path, rule, and creation time.

Severity	Source	Name	Resolution State	Created
<b>Severity: Critical (2)</b>				
Critical	nec-serv.syamtest	OleDB: Results Error	New	10/26/2010 5:...
Critical	nec-serv.syamtest	SyAM Temperature Alert	New	10/25/2010 9:...
<b>Severity: Warning (32)</b>				
Warning	nec-serv.syamtest	SyAM Memory	New	10/29/2010 1:...
Warning	nec-serv.syamtest	SyAM Memory	New	10/29/2010 1:...
Warning	nec-serv.syamtest	SyAM Memory	New	10/29/2010 1:...
Warning	nec-serv.syamtest	SyAM Memory	New	10/26/2010 6:...
Warning	d945gtp-vmwar...	SyAM Logical Disk	New	10/26/2010 6:...
Warning	d945ntr-vmwar...	SyAM Service	New	10/26/2010 6:...

Alert Details	
<b>SyAM Temperature Alert</b>	<b>Alert Description</b>
Source: nec-serv.syamtest	Event Description: 192.168.100.42: Temperature [ Fnt Pnl Temp ] 29 exceeded critical threshold 28
Path: nec-serv.syamtest	
Alert Rule: SyAM Temperature Alert	
Created: 10/25/2010 9:05:27 AM	
<b>Knowledge:</b>	<a href="#">View additional knowledge...</a>
No knowledge was available for this alert.	
<a href="#">Hide knowledge</a>	