

SyAM Software™

SyAM Software Tool Tip: Using the MOM Management Pack

Overview:

This document provides an overview on how to install the Microsoft Operations Manager (MOM) management pack and how to look at events/alerts reported by SyAM's agent.

Requirements:

1. Microsoft Operations Manager installed on a server system.
2. One or more client systems currently reporting to the MOM server. The client systems need to be running SyAM Server Monitor, Desktop Monitor, or Notebook Monitor.
3. The management pack file distributed by SyAM (syam.akm).

Benefits:

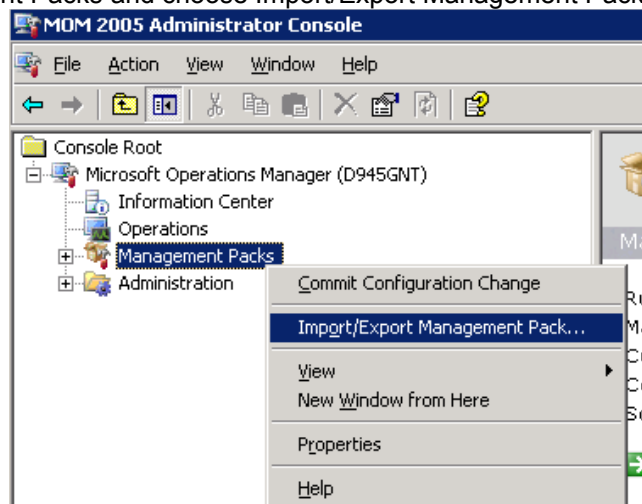
Provides a means to integrate the powerful event reporting and alert management capabilities of MOM with the dynamic real-time monitoring capabilities of the SyAM agent. Specifically, the management pack:

- Adds events to the MOM event system based on new entries in the NT System Event Log.
- Groups events by selected category.
- Maps a set of event rules to a new "SyAM Managed Computers" computer group.
- Generates alerts based on important incoming events.
- Provides a context-sensitive task to open the user interface of the selected machine in Internet Explorer.

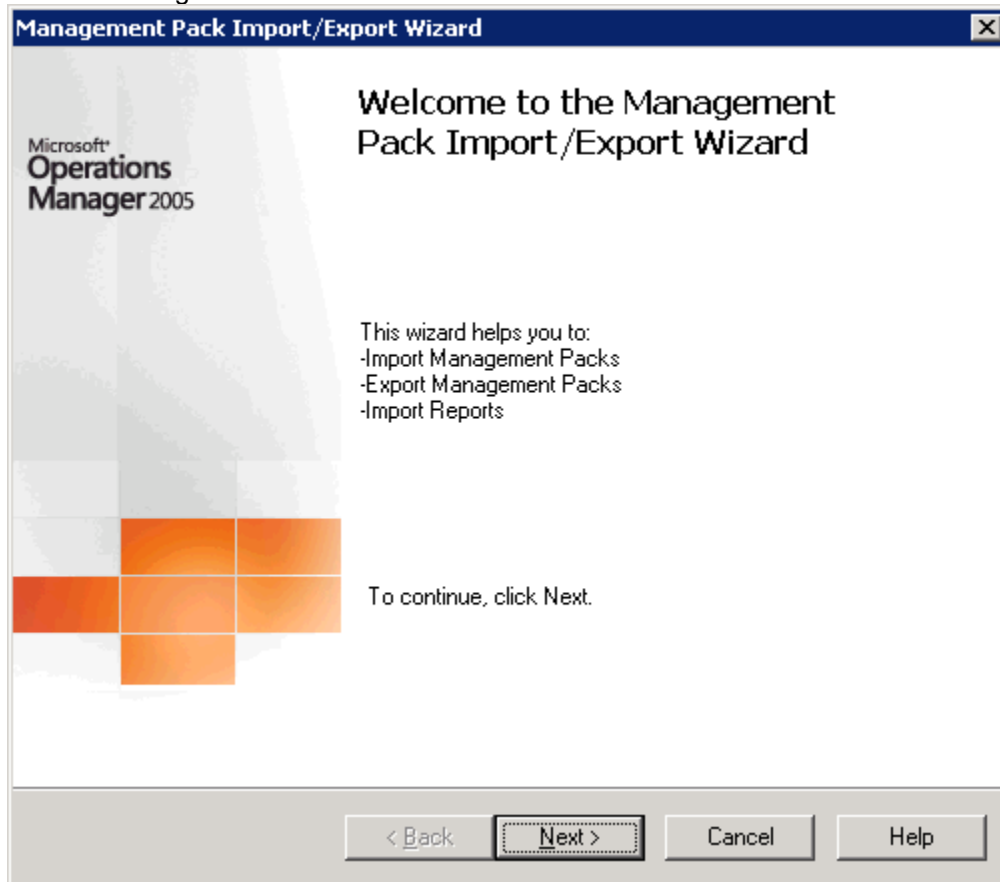
Step-by-Step Guide:

To install the management pack:

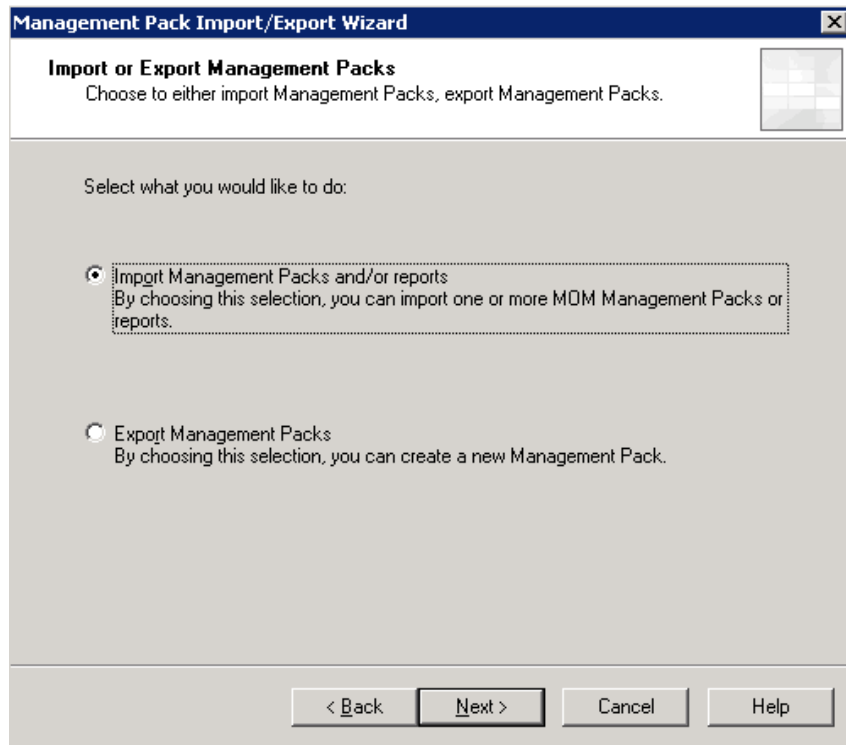
1. Open the MOM Administrator console on the server system.
2. Right-click Management Packs and choose Import/Export Management Pack...



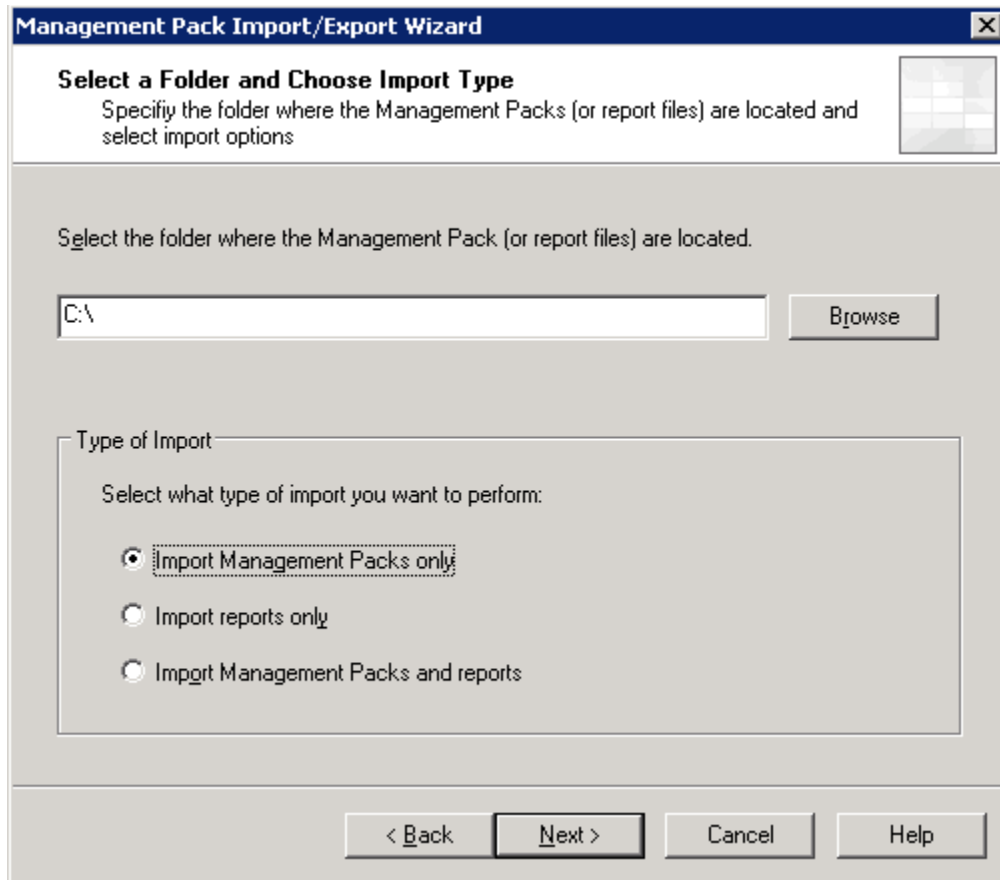
3. Click next on the dialog:



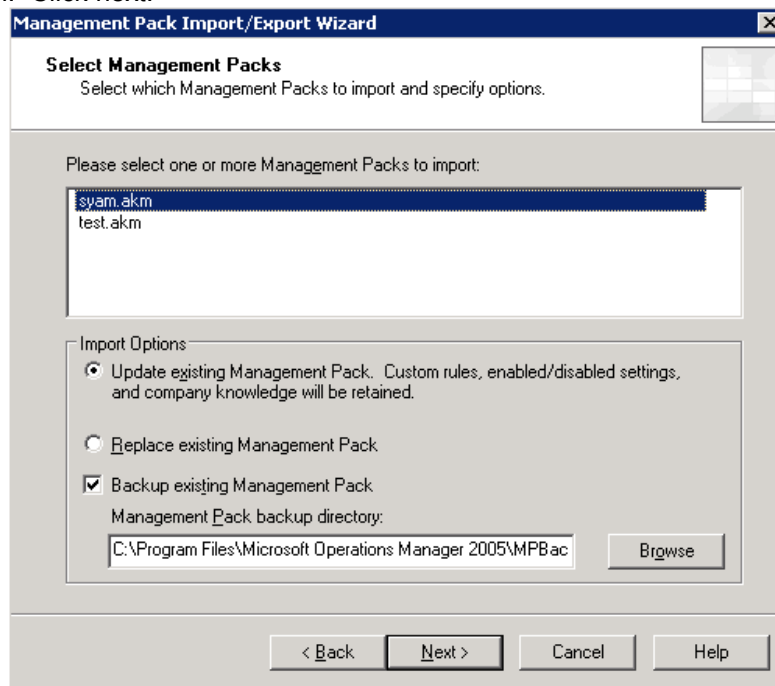
4. Choose the first option as pictured below and click next.



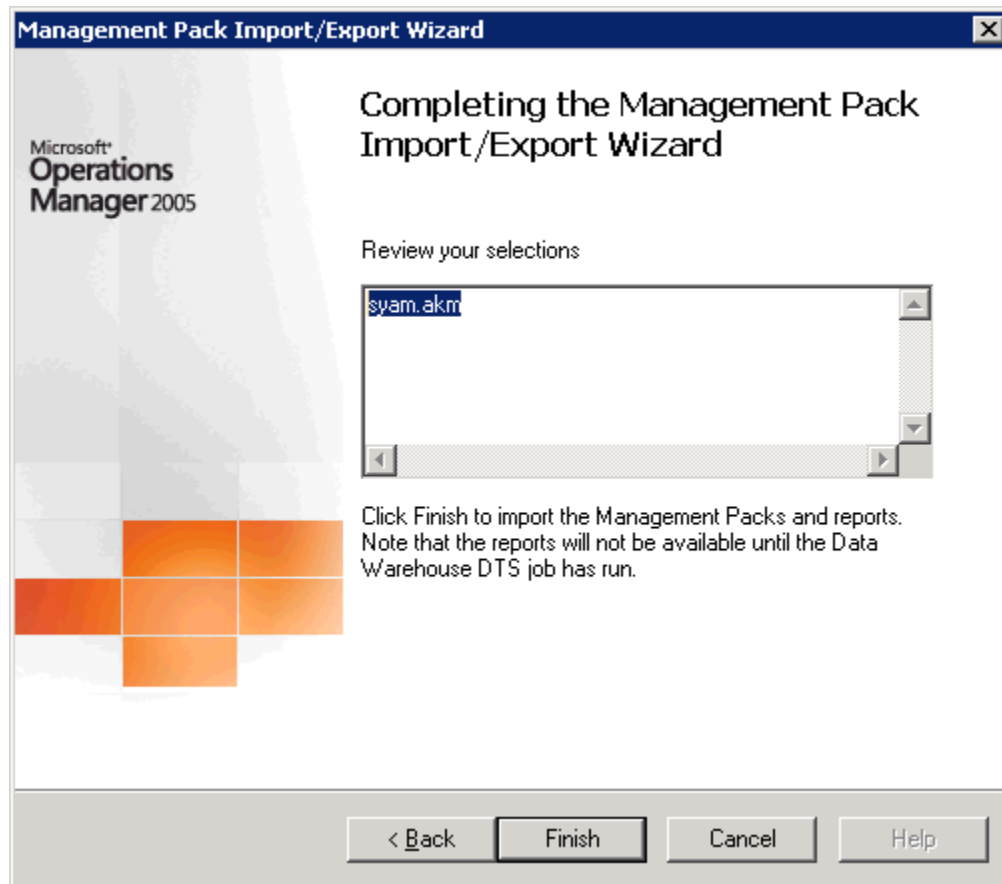
5. Select the folder where syam.akm is located (if necessary, copy this file to a location accessible to the MOM server). Make sure "Import Management Packs only" is selected, since syam.akm does not contain reports and the installation will fail if you try to import reports too. Click next.



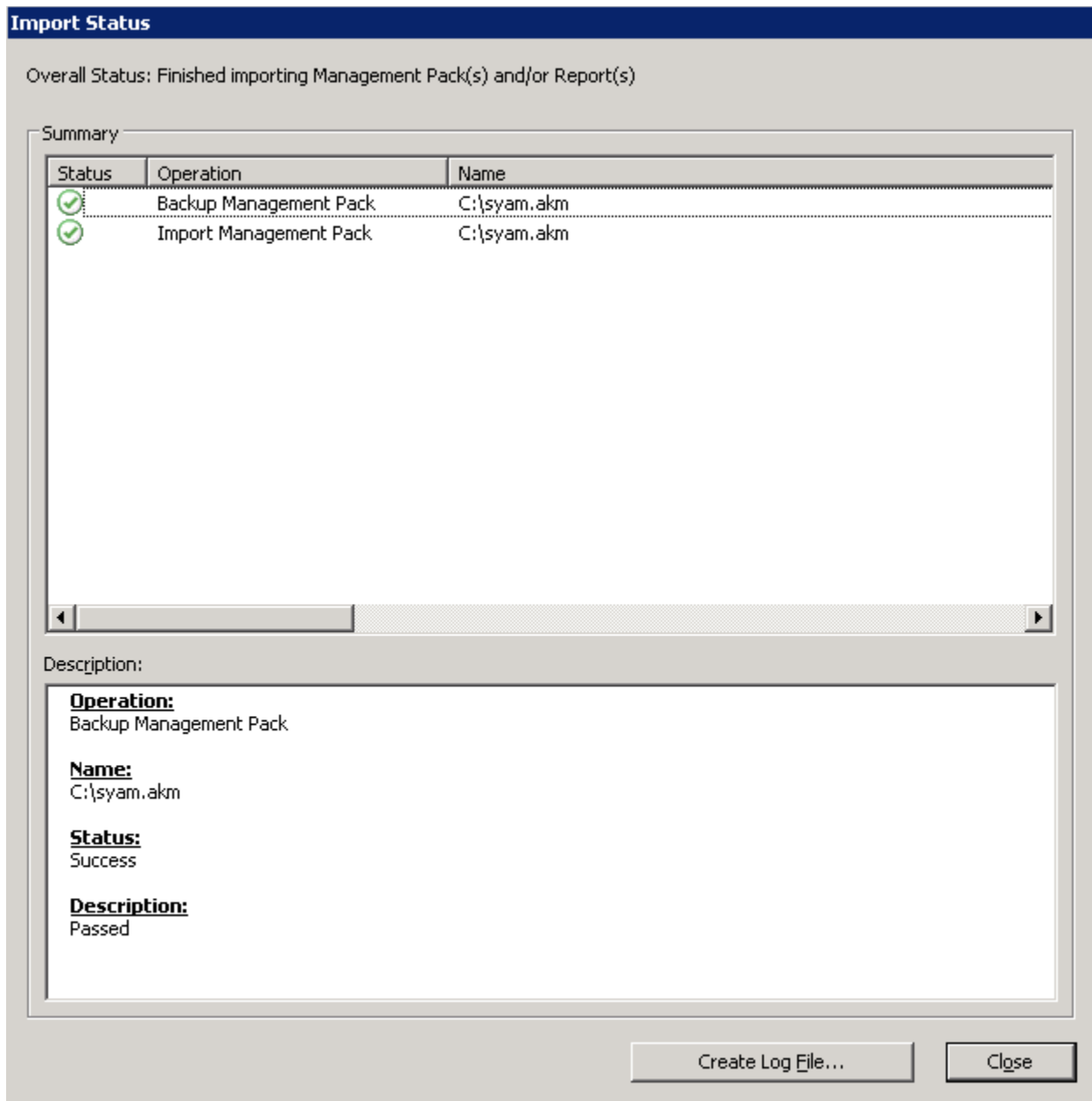
6. Select syam.akm. Click next.



7. Click finish. A progress window will appear, make sure it is successful.



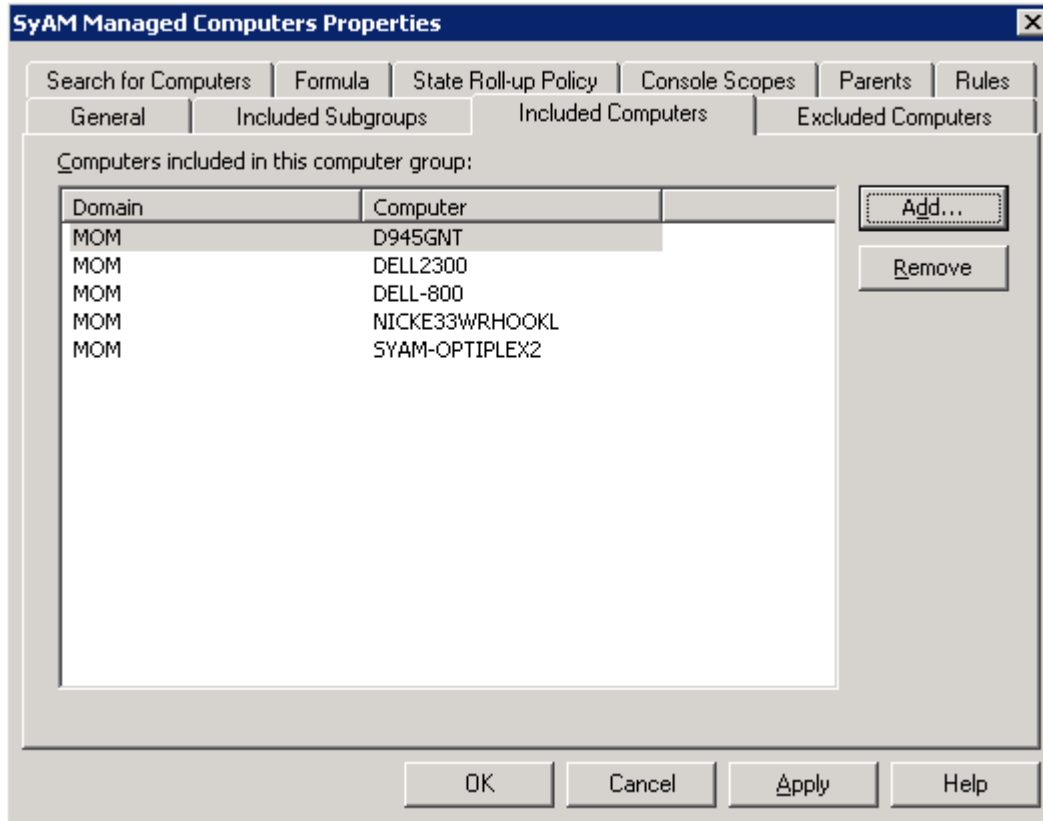
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To add a computer to the "Syam Managed Computers" group (this step is required for each system managed by SyAM software, as this group contains SyAM event collection rules):

1. Expand "Computer Groups" under Management Packs.
2. Right-click "SyAM Managed Computers", select Properties.

3. Click the tab "Included Computers". Add the computers that you want to apply the event rules to.



4. Right-click Management Packs and choose Commit Configuration Change. Make sure the config changes propagate to the systems. You can force an immediate configuration change by right-clicking the computer under Administration -> Computers -> Agent-managed Computers and selecting Update Agent Settings...

Configure the client systems to write to the windows event log:

1. Make sure the “System event log” option is checked on each SMC/DMC under the System Alert Matrix:

System Alert Matrix

Physical Sensors

Description	Lower Threshold		Upper Threshold		Warning Alerts							Critical Alerts					
	Critical	Warning	Current	Warning	No Monitoring	Email	SMS /Pager	SMC	Network Message	SNMP Trap	System Event Log	Email /Pager	SMS	SMC	Network Message	SNMP Trap	System Event Log
Physical Security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
Fans (RPM)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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 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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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 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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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 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

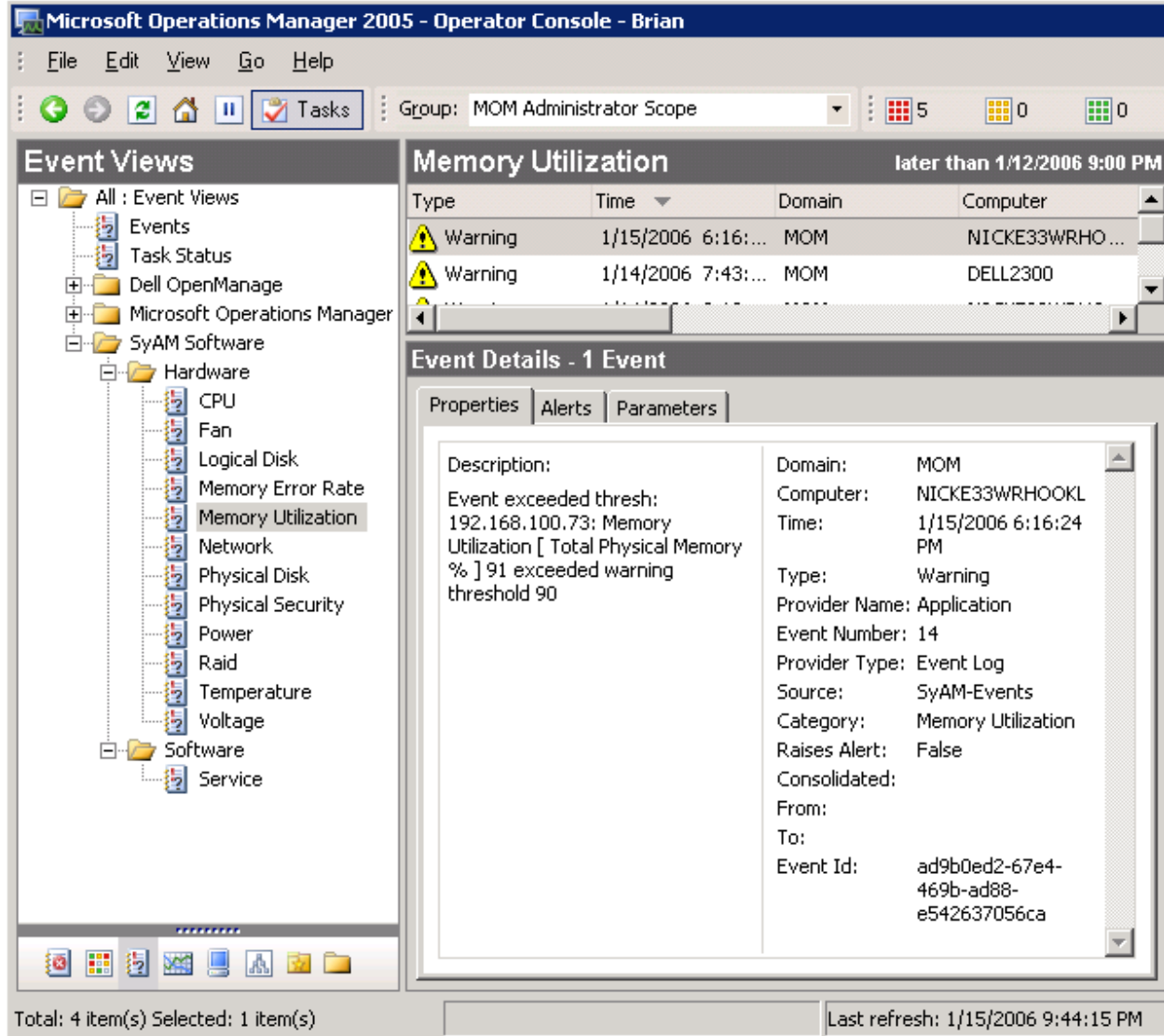
Description	Current	Threshold	Alerts							Intervals		
			No Monitoring	Email	SMS /Pager	SMC	Network Message	SNMP Trap	System Event Log	Sample Period	Reset Period	
Network Adapters			<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
Logical Disks		90	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	8 Hr	168 Hr
Managed RAID Controllers			<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
CPU Utilization (%)		90	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	4 Min	15 Min
Memory Utilization (%)		90	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	4 Min	15 Min
Memory Error Rate		2	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	24 Hr	24 Hr

For generated events to be sent to the Microsoft Operations Manager System:

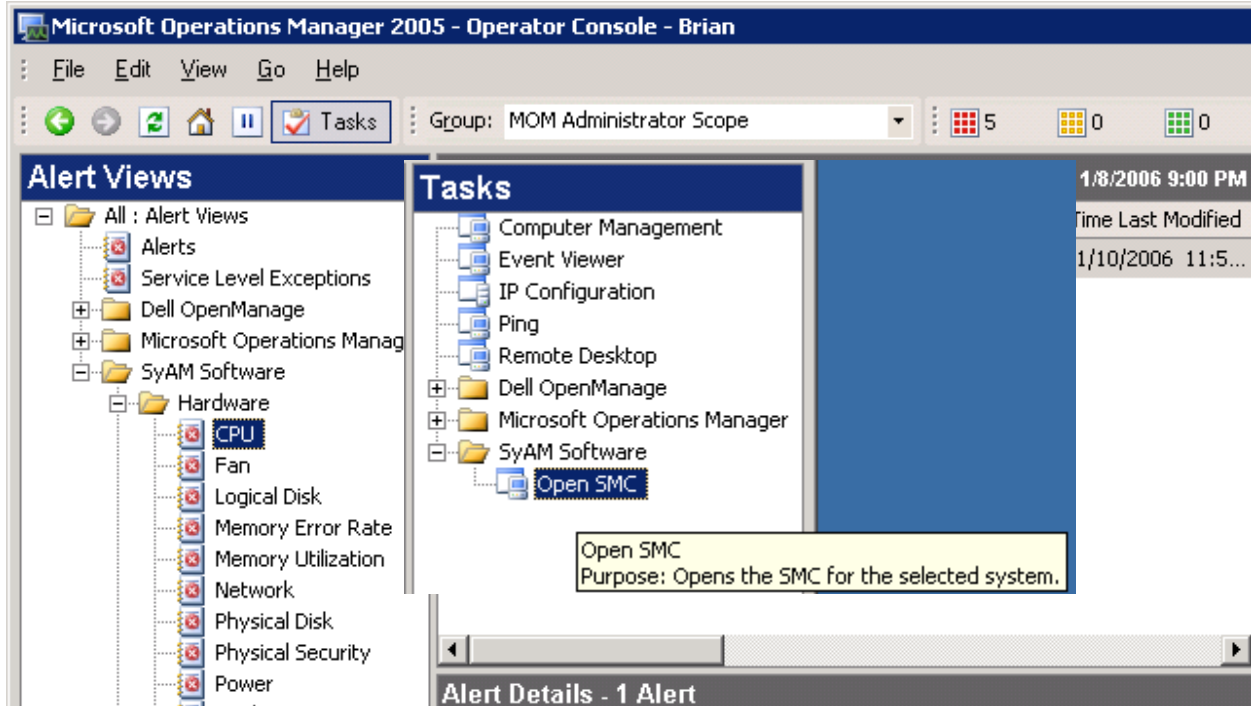
Be sure that the MOM agent is running on the client system that you want to have send alerts to the MOM Server.

Look at generated events using Microsoft Operations Manager:

1. Start the MOM operator console.
2. Browse to an event category to view the events associated with that category.
For example:



3. Browse to an alert category to view the alerts associated with that category. For example:
4. Open the web interface for a target workstation (select an alert or event, expand the SyAM Software tasks under the task list, and choose Open SMC:



Contact SyAM Software

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