



Using Microsoft Operations Manager To Monitor And Maintain Your Farm

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 Microsoft®
Office SharePoint®
Server 2007

About the Presenter and Convergent Computing



- Author of SAMS Publishing titles "SharePoint 2007 Unleashed," "SharePoint 2003 Unleashed", "Teach Yourself SharePoint 2003 in 10 Minutes," "Exchange Server 2007 Unleashed", "ISA Server 2006 Unleashed", and many other titles with over 100,000 books in circulation worldwide translated into 7 languages.
- Microsoft MVP for Microsoft Office SharePoint Server
- Convergent Computing – San Francisco, U.S.A., Infrastructure/Security specialists for SharePoint, AD, Exchange.



Session Objectives And Key Takeaways

- Session Objectives
 - Provide a detailed overview of SharePoint management packs
 - Outline key monitoring scenarios in each management pack
- Key Takeaways
 - Understand how the management packs we're providing help monitor farm health
 - Understand key monitoring scenarios and how the packs are targeted to them
 - Understand how multiple management packs can be used to provide a one-stop-shop for monitoring your SharePoint farm

Agenda

- Introduction
 - Monitoring SharePoint
 - How MOM 2005 helps
- Management Packs
 - Management Pack Deliverables
 - Supplementary Management Packs
 - Key Monitoring Scenarios
 - Extensibility
 - Localization
 - What you can do now
- OpsMgr 2007 Overview
- Questions and Feedback

Monitoring SharePoint

- SharePoint is a complex, service oriented system
- Monitoring facilitates health and availability of this system
- Primary logging sources
 - Windows event logs
 - Trace logs
- Secondary logging sources
 - Setup logs
 - Performance counters

How Does MOM 2005 Help?

Benefits

- Widely dispersed deployment management
 - Monitor entire enterprise farms from a central console
- Event and performance management
 - Enterprise event collection
 - Rules based filtering and consolidation
- Proactive alerting/action response
 - Facilitates rapid failure detection
 - Lower time-to resolution

MOM 2005 Versions

Making the Choice for Monitoring

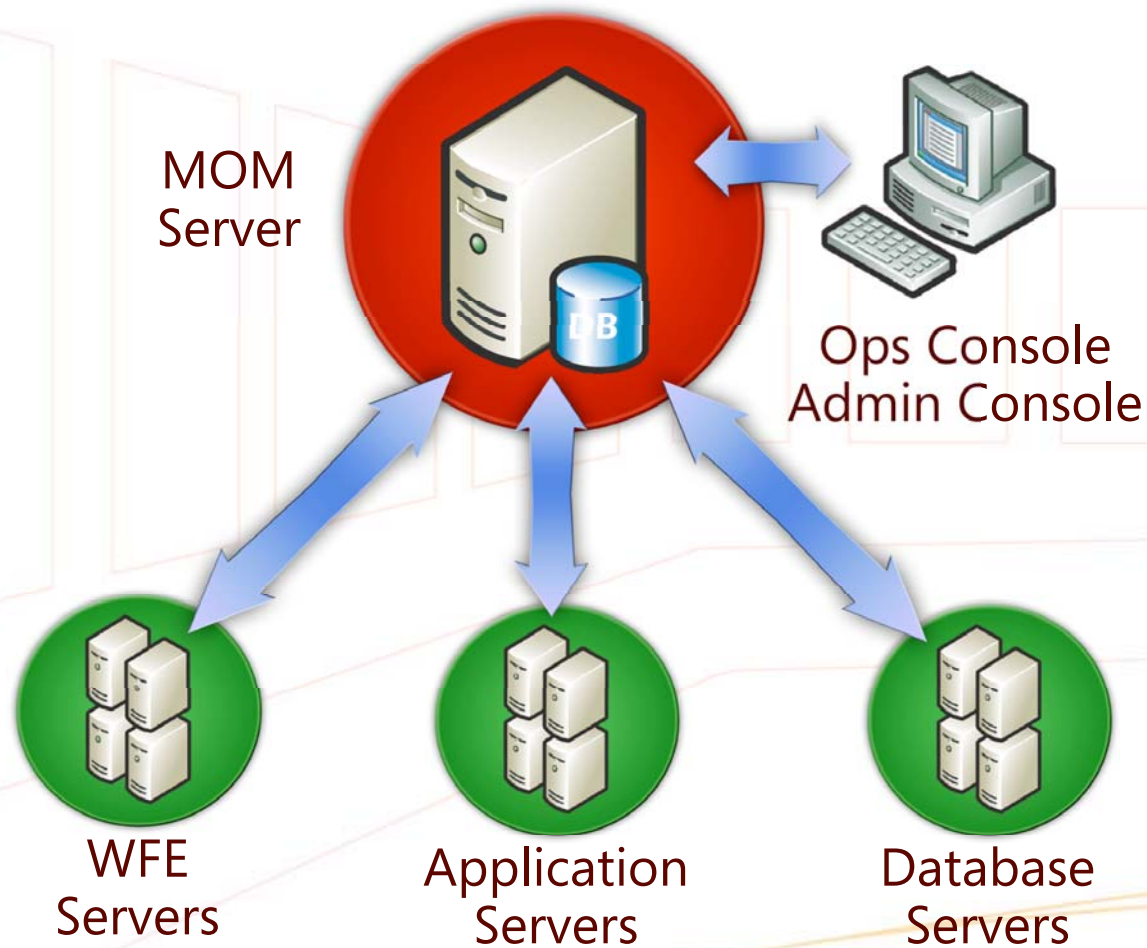
- MOM 2005
 - Two Licensing Options, Enterprise Operations Management Licenses (OMLs), or Standard OMLs
 - Standard OMLs are not recommended for SharePoint environments, as they only monitor base OS functionality
- MOM 2005 Workgroup Edition
 - Designed for smaller environments with 10 managed servers or less
 - Does not use full SQL Database
 - No Reporting or MOM Connector Framework

Management Packs

Teaching MOM About SharePoint

- Rules
- Alerts
- Knowledge
- Tasks
- Views

MOM 2005 Architecture



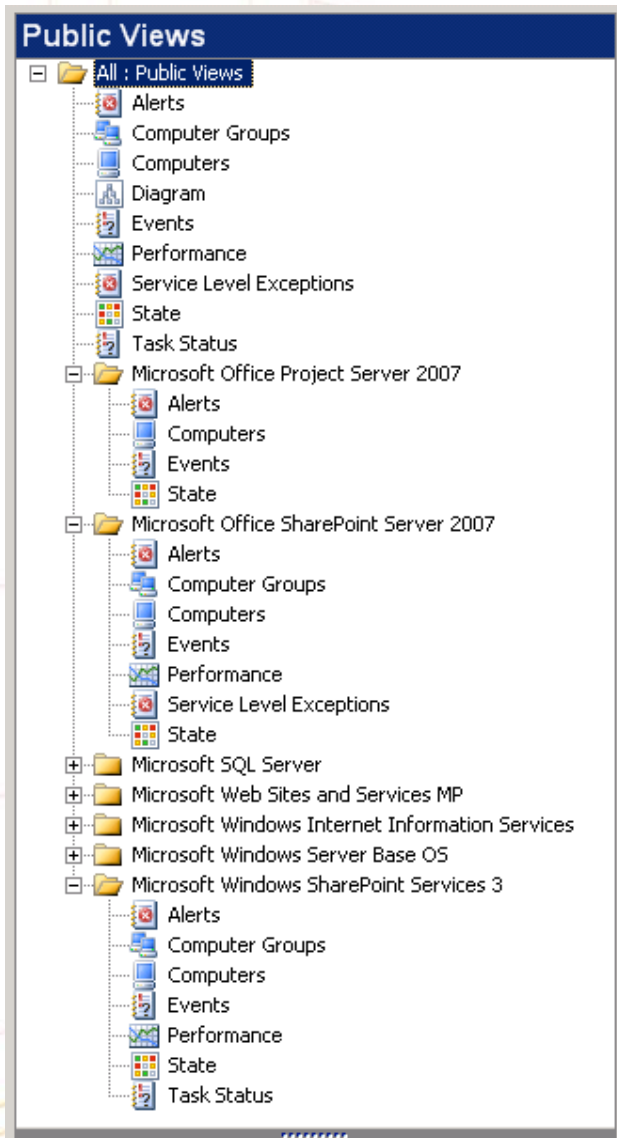
Our Management Packs



Management Pack Deliverables

- Monitor a limited number of highly relevant alerts
- Monitor performance counters
- Provide data filtering views
- Provide troubleshooting knowledge

MOM Operator Console Views



Filtering collected data

- Alerts
- Events
- Computers

MOM Operator Console Alerts

The screenshot displays the MOM Operator Console Alerts interface. At the top, a filter indicates 'later than 2/9/2006 10:00 AM'. Below this is a table listing several alerts. The selected alert is a 'Critical Error' with a repeat count of 9727. Below the table, the 'Alert Details - 1 Alert' window is open, showing the 'Product Knowledge' tab. The description of the alert is: 'Cannot connect to SQL Server. WSSLAB97\OfficeServers not found. Additional error information from SQL Server is included below. [DBNETLIB][ConnectionOpen (Connect())].SQL Server does not exist or access denied.' The details pane on the right provides the following information:

Severity	Domain	Computer	Time Last Modified	Resolution State	Time in State	Problem State	Repeat Count
Service Unava...	REDMOND	WSSLAB97	5/10/2006 8:58:...	New	1 hours, 20 min...	Inactive	0
Service Unava...	REDMOND	WSSLAB97	5/10/2006 9:01:...	New	16 hours, 36 mi...	Investigate	1014
Service Unava...	REDMOND	WSSLAB97	5/9/2006 5:41:5...	New	16 hours, 36 mi...	Active	1
Critical Error	REDMOND	WSSLAB97	5/10/2006 9:04:...	New	1 hours, 13 min...	Inactive	0
Critical Error	REDMOND	WSSLAB97	5/10/2006 9:03:...	New	16 hours, 35 mi...	Investigate	9727
Error	REDMOND	WSSLAB27	5/10/2006 4:40:...	New	17 hours, 37 mi...	Investigate	1
Error	REDMOND	WSSLAB97	5/10/2006 9:02:...	New	16 hours, 36 mi...	Investigate	2981

Alert Details - 1 Alert

Properties | Custom Properties | Events | **Product Knowledge** | Company Knowledge | History

Description:
Cannot connect to SQL Server. WSSLAB97\OfficeServers not found.
Additional error information from SQL Server is included below.
[DBNETLIB][ConnectionOpen (Connect())].SQL Server does not exist or access denied.

Name: Database connection timeout
Severity: Critical Error
Resolution State: New
Domain: REDMOND
Computer: WSSLAB97
Time of First Event: 5/9/2006 5:42:00 PM
Time of Last Event: 5/10/2006 9:03:15 AM
Alert latency: 1 sec
Problem State: Investigate
Repeat Count: 9727
Age:
Source: Windows SharePoint Services 3
Alert Id: bbf31021-21ab-4070-a1f6-533592abd53c
Rule (enabled): Microsoft Windows SharePoint Services 3 \Databases\Database connection timeout

MOM Operator Console Knowledge

Management Pack
SUMMARY
<p>This error indicates that the disk-based cache exceeded the size specified in web.config. The disk-based cache provides faster rendering of items stored in document, picture and form libraries.</p> <p>Each Web application has an XML-based Web.config file, which stores configuration settings for the Web application. This file contains four attributes in the BlobCache element that are used to configure the disk-based cache. The following snippet, shows an example of the BlobCache element in Web.config.</p> <pre><BlobCache location="C:\blobCache" path="\".(gif jpg png css js)\$" maxSize="10" enabled="false" /></pre> <p>Note that the value of the maxSize attribute of the BlobCache element in Web.config is used to specify the cumulative size of items stored in the disk-based cache. If the cache grows larger than the value of the maxSize attribute, the least-requested items in the cache are flushed.</p> <p>For more information about Web.config, see Regular Expressions in ASP.NET.</p>
CAUSES
<p>This error can occur during normal site operation on a large site when many types of items are cached and the sum of the items exceed the value of the maxSize attribute of the BlobCache element in Web.config.</p> <p>Occasionally, one or two large items can cause the disk-based cache to exceed the limit specified in the maxSize attribute. For example, ultra-high-resolution pictures, MPEG movies, or high-quality audio recordings.</p>
RESOLUTIONS
<p>If this error occurs frequently during the day, you might get better performance from your site by increasing the size of the disk-based cache. Consider increasing the value of the maxSize attribute of the BlobCache element in Web.config for the affected Web application. Increasing this value allows more space for the disk-based cache. A larger disk-based cache reduces traffic between the front-end Web server and SQL Server database because items are flushed from the disk-based cache less often.</p>
© %StartDate%--%EndDate% %CompanyName%, all rights reserved.

Empowers front line operators

- Less escalation
- Faster resolution

Supplementary Management Packs

- Microsoft Base Operating System
- Microsoft SQL Server
- Microsoft Windows Internet Information Services
- Microsoft Web Sites and Services

Our Management Packs



Windows SharePoint Services 3

Key monitoring scenarios

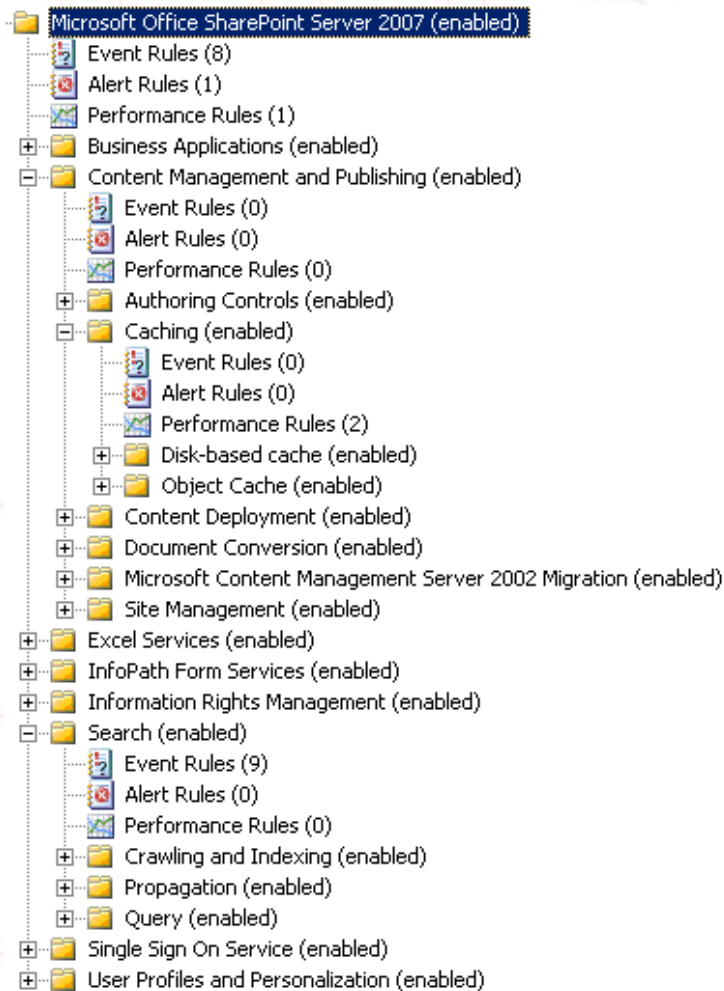


- Databases
- Active Directory
- NT Services
- Email

Our Management Packs



Office SharePoint Server 2007 Services



Web Content
Management

Enterprise Content
Management

Portal Services

Search Services

Forms Services

Excel Services

Web Content Management

Key monitoring scenarios

- Caching
- Content Deployment

Enterprise Content Management

Key monitoring scenarios

- Document conversions
- Information Rights Management

Portal Services

Key monitoring scenarios

- Profiles and Audiences
- Shared Services Provider
- Business Applications

Search Services

Key monitoring scenarios

- Physical issues with the server
- Failures during index creation
- Failures during propagation of the index
- Availability of the query servers

Forms Services

Key monitoring scenarios

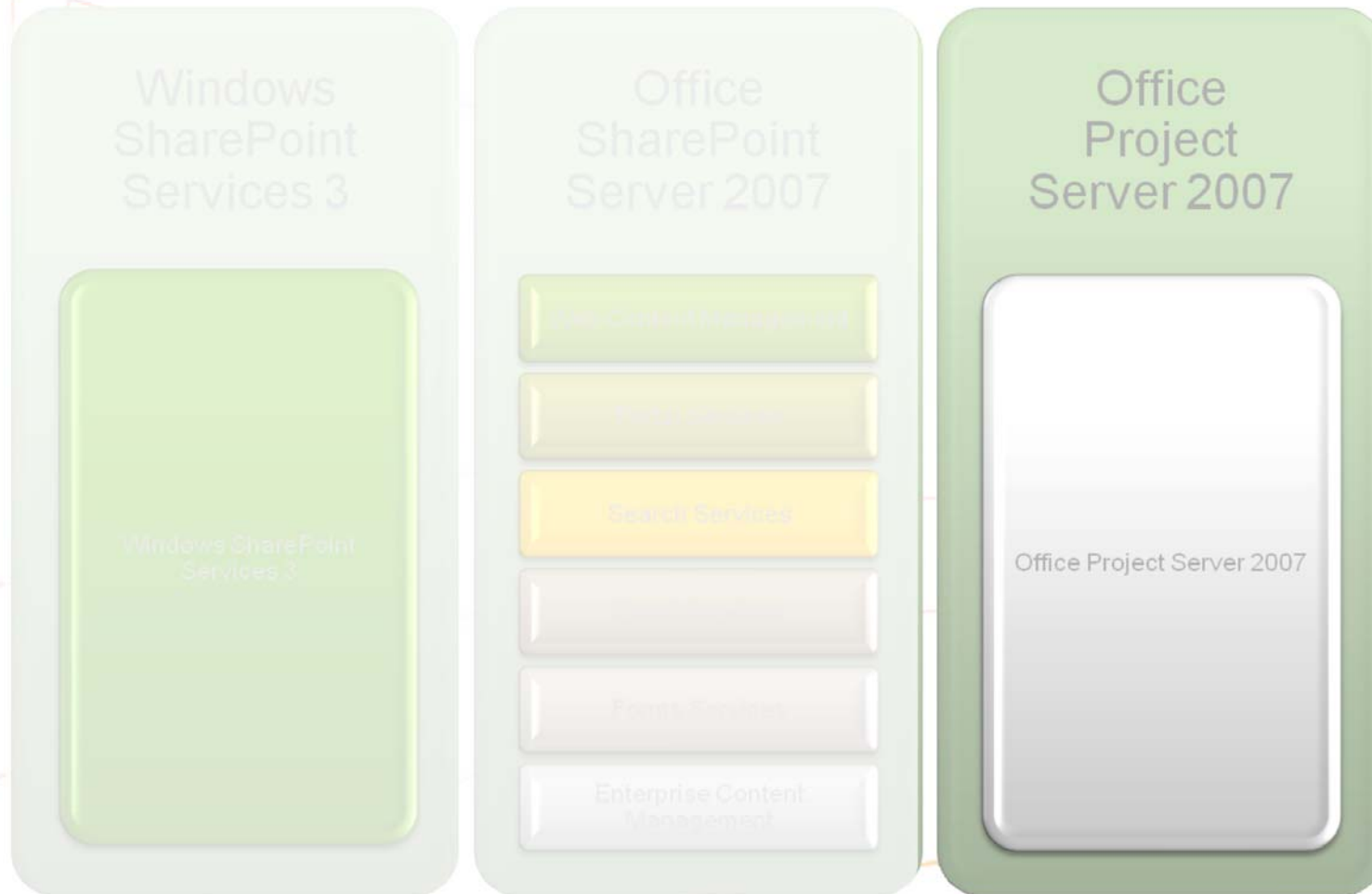
- Administration
- Form business logic
- Data connections

Excel Services

Key monitoring scenarios

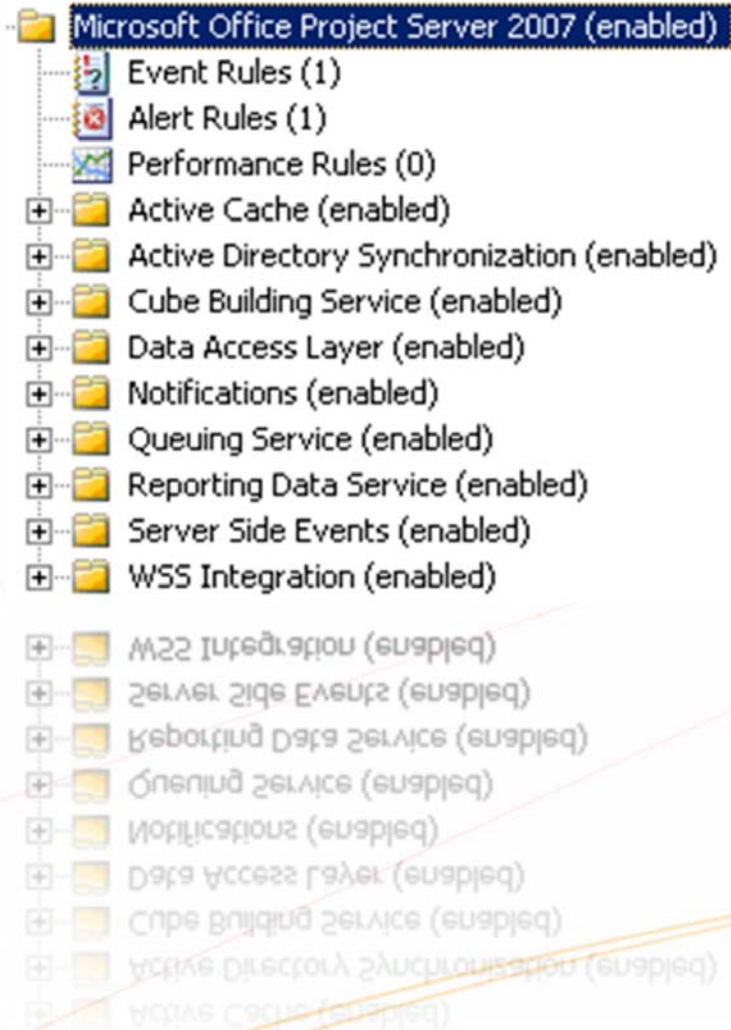
- Excel calculation service
- Disk cache
- Memory usage

Our Management Packs



Office Project Server 2007

Key monitoring scenarios



- Active cache
- Queue service

Localization

- What are we localizing?
 - Management packs
 - Knowledge
- What languages?
 - French
 - German
 - Italian
 - Japanese
 - Korean
 - Spanish
 - Simplified Chinese
 - Traditional Chinese

Extensibility

- Never a one-size-fits all
- Out of Box will point users in the right direction
- Many extensibility options

Next Generation MOM – OpsMgr 2007

- Systems Center Operations Manager (OpsMgr) 2007
- First version to use the System Definition Model (SDM), which allows OpsMgr to understand service and application structures and react to changes in them more effectively
- In Release Candidate (RC2) now, RTM availability soon

OpsMgr 2007 Features

- **End-to-end Service Management**
 - Transition to proactive management of IT services
 - Monitor the health of distributed applications down to the hardware
 - Synthetic transactions to monitor performance
 - New service-oriented views, dashboards, and reports
 - Easy-to-use templates and Service Designer for creating service-oriented management packs
 - Third-party management packs for network infrastructure and other applications and platforms
- **Best of Breed for Windows**
 - Management packs that include Microsoft expertise for over 50 applications, servers, and clients
 - Proactive problem management of crash and hang data via Windows Error Reporting
 - Client utilization, reliability, and error monitoring of Windows Vista, Windows XP, and the Office suite
 - Audit collection service efficiently archives security event logs
- **Increased Efficiency and Control**
 - Role-based security for secure delegation of access to information
 - Aggregate monitoring of client systems to focus on high-impact issues
 - Leverages Windows Server and SQL Server 2005 clustering and agent failover for high reliability
 - Leverages Active Directory for discovery and agent configuration
 - Automatically discover and deploy monitoring policies for new systems and applications
 - New self-tuning thresholds adjust alerting to business usage patterns
 - Easier to use, customize, and author reports

Downloads

- Microsoft Office SharePoint Server 2007 Management Pack
- <http://www.microsoft.com/downloads/details.aspx?FamilyID=247c06ba-c599-4b22-b2d3-7bf88c4d7811&displaylang=en>
- Windows SharePoint Services 3.0 Management Pack
- <http://www.microsoft.com/downloads/details.aspx?FamilyId=DB1CADF7-1A12-40F5-8EB5-820C343E48CA&displaylang=en>
- Project Server 2007 Management Pack
 - *RTM Available Soon...*
- OpsMgr 2007 RC2
- <http://www.microsoft.com/mom/evaluation/beta/opsmgroverview.mspix>

SharePoint Conference Hands-on Labs

The following is the list of Hands-on Labs available in SAAL C (Part 1):

- HOL101 What's New in Microsoft Windows SharePoint Services 3.0 Feature Walkthrough
- HOL111 What's New in Microsoft Office SharePoint Server 2007 Feature Walkthrough
- HOL171 Synchronizing Data Between Microsoft Office Groove 2007 and Microsoft SharePoint Products and Technologies
- HOL201 Introducing Content Types for Microsoft Windows SharePoint Services 3.0
- HOL202 Microsoft Windows SharePoint Services Installation and Configuration
- HOL203 Microsoft Windows SharePoint Services 3.0 Backup and Restore
- HOL211 Microsoft Office SharePoint Server 2007 People and Permissions
- HOL212 Microsoft Office SharePoint Server 2007 Personalization
- HOL213 Microsoft Office SharePoint Server 2007 Installation and Configuration
- HOL214 Microsoft Office SharePoint Server 2007 Enterprise Features Administration
- HOL215 Microsoft Office SharePoint Server 2007 Records Management Deployment and Configuration
- HOL216 Microsoft Office SharePoint Server 2007 for Search Installation
- HOL217 Getting Started with Search in Microsoft Office SharePoint Server 2007



SharePoint Conference Hands-on Labs (2)

The following is the list of Hands-on Labs available in SAAL C (Part 2):

- HOL241 Using Microsoft Office Excel 2007 Spreadsheets for Web Service-Based Calculations and Browser Rendering
- HOL262 Building Microsoft Office InfoPath 2007 Forms that Run as Both Rich Client and Browser Applications
- HOL301 Using Features to Provision Sites in Microsoft Windows SharePoint Services 3.0
- HOL302 ASP.NET 2.0 Interoperability with Microsoft Windows SharePoint Services 3.0 - Web Parts and Master Pages
- HOL303 Creating Workflows for Microsoft Windows SharePoint Services 3.0
- HOL304 Using List Events in Microsoft Windows SharePoint Services 3.0
- HOL305 Microsoft Windows SharePoint Services 3.0 Site Templates
- HOL311 Getting Started with the Business Data Catalog in Microsoft Office SharePoint Server 2007
- HOL312 Search Administration and Customization in Microsoft Office SharePoint Server 2007
- HOL313 Designing Content-Driven Web Sites with Microsoft Office SharePoint Server 2007
- HOL314 Microsoft Office SharePoint Designer 2007 - CSS and the Data Form Web Part



Sweepstake

Complete your Feedback form
and have a chance
to win a Zune!*



* English US version

Questions?

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