

Acer Altos MP

1.00

User's Guide

Acer Altos MP 1.00
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Acer Altos MP

1.00

User's Guide

1. Introduction

Acer Altos MP is a powerful and convenient web-based server management software solution running in the MOM environment.

Its constituent Management Pack and ASM Event Service work closely to integrate management of Acer Altos servers into Microsoft Operations Manager (MOM 2005).

After installing Acer Altos MP (a full installation includes Management Pack and ASM Event Service), administrators are allowed to discover and group Acer Altos platforms, whether installed with ASM agent or not, in the MOM environment. Acer Altos MP provides the capability of receiving and processing SNMP traps sent from ASM Standard Console and thus informs MOM of events and errors of Acer Altos platforms. Accordingly, MOM concludes and displays states about the managed systems. Besides, provided that your action account has Administrator rights upon all of the systems you are to perform management, you can achieve flexible and comprehensive global views about the managed systems, which contribute to informing you of the latest system information, preventing you from potential malfunctions, enabling immediate troubleshooting when any error, warning or even fatal failure occurs on managed systems.

As an out-of-the-box software module, Acer Altos MP makes it possible for IT staffs to manage multiple server systems from different vendors without paying extra effort on learning multiple server management software.

The user's guide includes the following information:

- *1.Introduction*, p.1 provides an overview of Acer Altos MP and the work flow when it interoperates with Microsoft Operations Manager.
- *2.Installing Acer Altos MP*, p.5 introduces system requirements for Microsoft Operations Manager and Acer Altos MP, and instructs how to install Acer Altos MP on MOM Management Server.

- *3.Uninstalling Acer Altos MP*, p.19 guides you through uninstallation of Acer Altos MP on MOM Management Server.
- *4.Getting Started*, p.20 provides necessary preparation work on ASM Standard Console and MOM Administrator Console.
- *5.Discovering and Grouping Acer Altos Servers*, p.29 illustrates how to use MOM Administrator Console and Discovery Program to discover and group Acer Altos servers.
- *6.Monitoring Acer Altos Servers*, p.44 provides relationship among ASM Standard Console, Acer Altos MP and Microsoft Operations Manager, and guides you through monitoring Acer Altos servers through various views on MOM Operator Console.
- *7.Launching ASM Standard Console*, p.55 introduces how to launch ASM Standard Console on MOM Management Server.
- *8.Glossary*, p.56 explains frequently used terms when managing Acer Altos servers on MOM platforms.

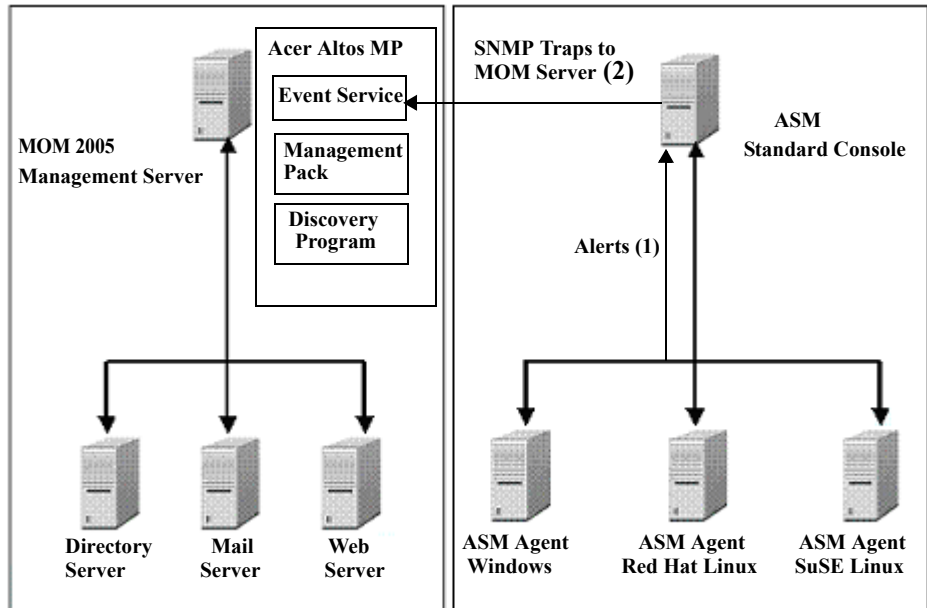
1.1 Acer Altos MP Work Flow

Acer Altos MP lies between ASM Standard Console and MOM Management Server, playing the role of something like an interpreter.

Before you start, you should first of all configure alert rules on ASM Standard Console in order for SNMP traps to be sent to Acer Altos MP in the case of warnings and errors taking place on Acer Altos platforms. For details on how to configure ASM Standard Console to send SNMP traps to MOM Management Server, please refer to *Configuring an ASM Alert Ruleset*, p.20.

Afterwards, complete the full installation of Acer Altos MP. Upon importing the Management Pack into MOM Administrator Console, you are expected to find an Acer Altos computer group, namely Acer Altos Servers, under Microsoft Operations Manager >> Management Packs >> Computer Groups. The Management Pack includes a script to discover and group Acer Altos platforms. For details about how to discover and group Acer Altos platforms, please refer to *Discovering and Grouping Acer Altos Servers*, p.29.

Now you are about to monitor and manage Acer Altos platforms in the MOM environment. The figure below illustrates how alerts and events are delivered and processed by Acer Altos MP.



In the event of warnings or errors related to fan, temperature, hard disk, network, etc, Acer Altos platforms send alerts to ASM Standard Console (1), which delivers corresponding SNMP traps to the MOM server according to pre-configured alert rules (2). MOM Management Server, however, is not able to identify the traps. Acer Altos MP comes in handy by mapping the ASM-enabled traps to MOM-specific alerts.

Acer Altos alert and event rules interoperate with MOM Management Server to handle the alerts and provide ability of system health monitoring and multiple system views such as alerts views, events views, etc.

1.2 Features

Acer Altos MP provides the following features:

- Discovering and grouping: Acer Altos Management Pack provides a script for discovering and grouping Acer Altos platforms in the MOM environment.

- Receiving and processing SNMP traps: ASM Event Service auto runs in the background of the MOM environment and maps SNMP traps sent from ASM Standard Console to MOM specific alerts.
- Monitoring system health: By analyzing SNMP traps, Acer Altos MP co-operates with MOM Management Server to display the system states of the managed Acer Altos systems.
- Viewing systems: Provided that your action account has Administrator privilege on all system you are to perform management, two viewing modes are available for you to acquire system properties: a list view and a diagram view.
- Accessing windows event log: Acer Altos MP's log feature is an efficient instrument in analyzing and solving system failure and potential malfunction for troubleshooting purpose.
- Launching ASM Standard Console: The Management Pack allows an access to ASM Standard Console from MOM Operator Console. IP address of the ASM Standard Console is required.

2. *Installing Acer Altos MP*

A full installation of Acer Altos MP includes:

- Installing ASM Event Service
- Importing Acer Altos Management Pack into MOM Administrator Console

This section details the installation procedures.

2.1 *System Requirements*

2.1.1 *Hardware Requirements*

- **MOM 2005 (on which Acer Altos MP runs):**

Items	Requirements
CPU	PC with 550 MHz or higher Pentium-compatible
Memory	512 MB of RAM or higher
Hard Disk	5 GB of available hard disk space

2.1.2 *Software Requirements*

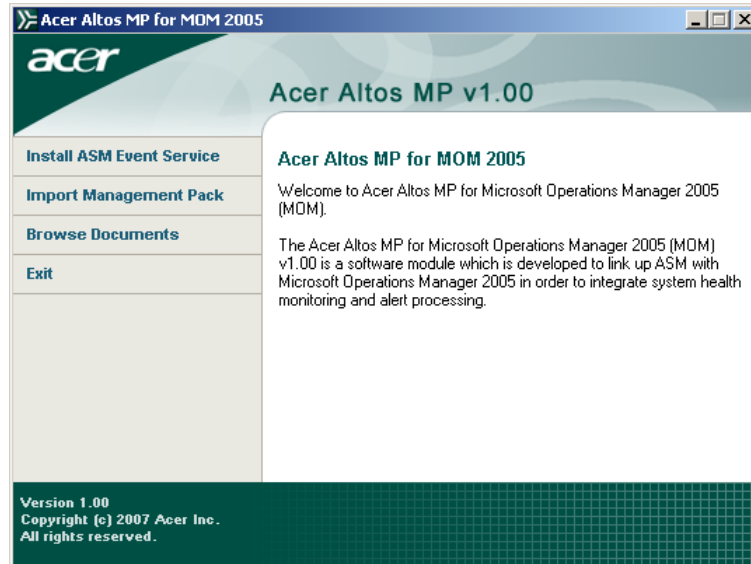
Before installing Acer Altos MP, ensure that the local computer has been installed with MOM 2005. Please refer to MOM 2005 documents for its software requirements.

2.2 *Installing ASM Event Service*

ASM Event Service runs on MOM Management Server and processes SNMP traps delivered by ASM Standard Console to warrant administrator's attention.

- **To install ASM Event Service:**

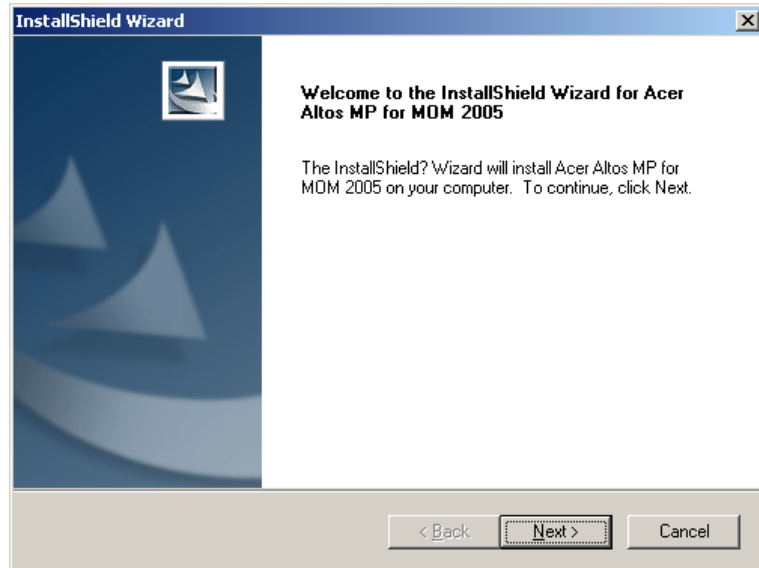
- 1 Locate the software package of Acer Altos MP on your computer and open the Acer Altos MP for MOM 2005 folder. Click the **welcome.exe** file. The installation interface pops up.



- 2 Click **Install ASM Event Service** on the Acer Altos MP for MOM 2005 window. The InstallShield Wizard window pops up with an progress bar indicating installation preparation.

NOTE: Make sure that you have installed MOM 2005 on the local computer.

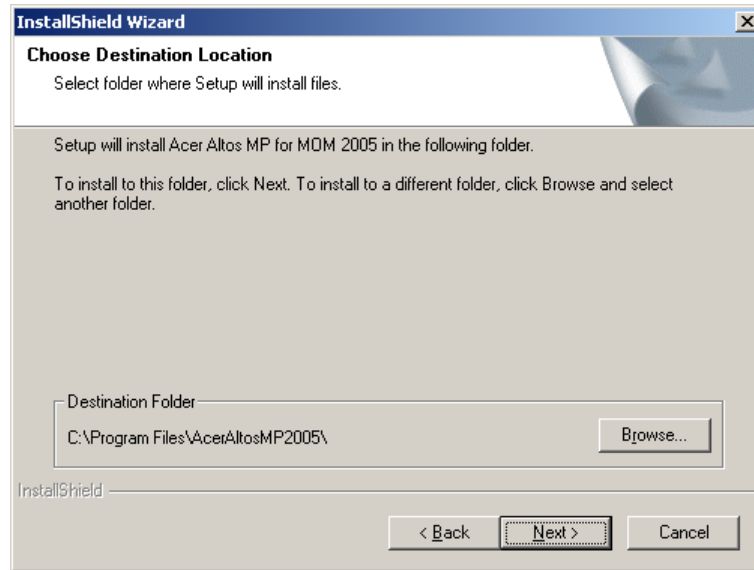
- 3 Click **Next** to continue.



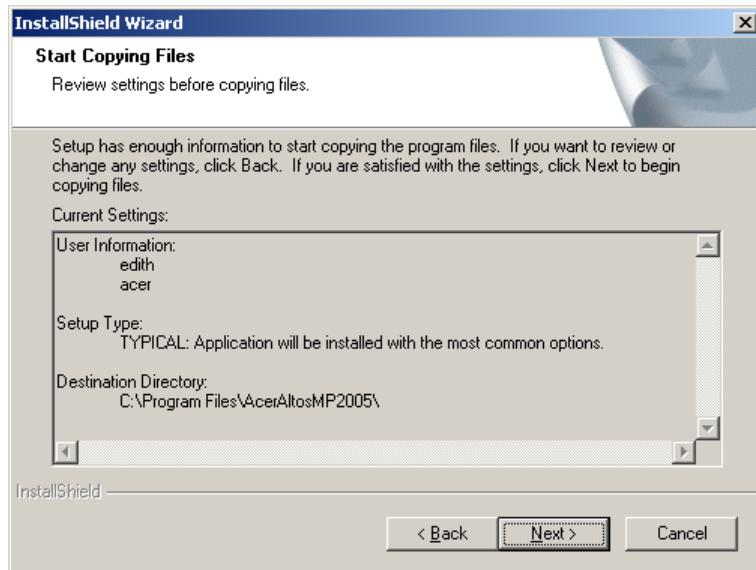
- 4 Enter the required **Customer Information** in the User Name and Company Name fields. Click **Next**.

A screenshot of the 'InstallShield Wizard' window, specifically the 'Customer Information' step. The title bar reads 'InstallShield Wizard'. The window has a blue header bar. Below the header, the text 'Customer Information' is displayed, followed by 'Please enter your information.' and 'Please enter your name and the name of the company for which you work.' There are two input fields: 'User Name:' with the text 'edith' and 'Company Name:' with the text 'acer'. At the bottom, there are three buttons: '< Back', 'Next >' (which is highlighted with a dashed border), and 'Cancel'.

- 5 Click the **Browse** button and choose the **Destination Folder** you use to install ASM Event Service. Click **Next**.

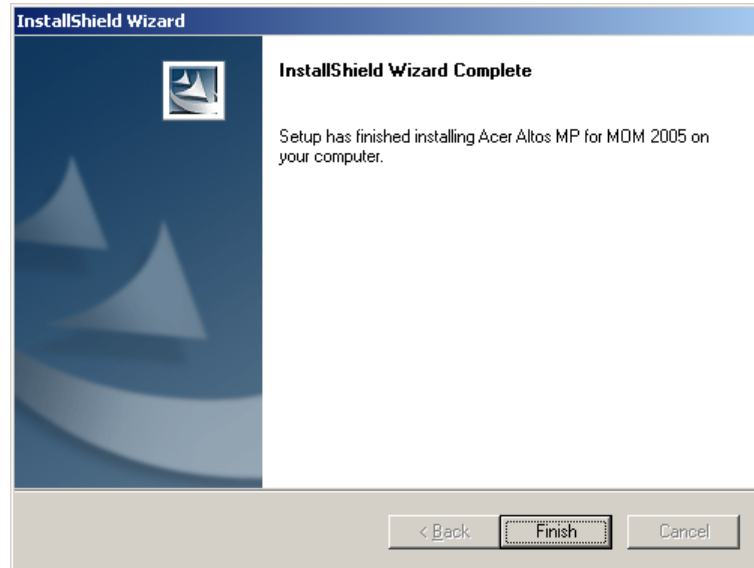


- 6 Confirm the installation information and click **Next**.



- 7 The InstallShield Wizard window displays a progress bar to indicate the installation process.

- 8 When the installation process completes, click **Finish**.

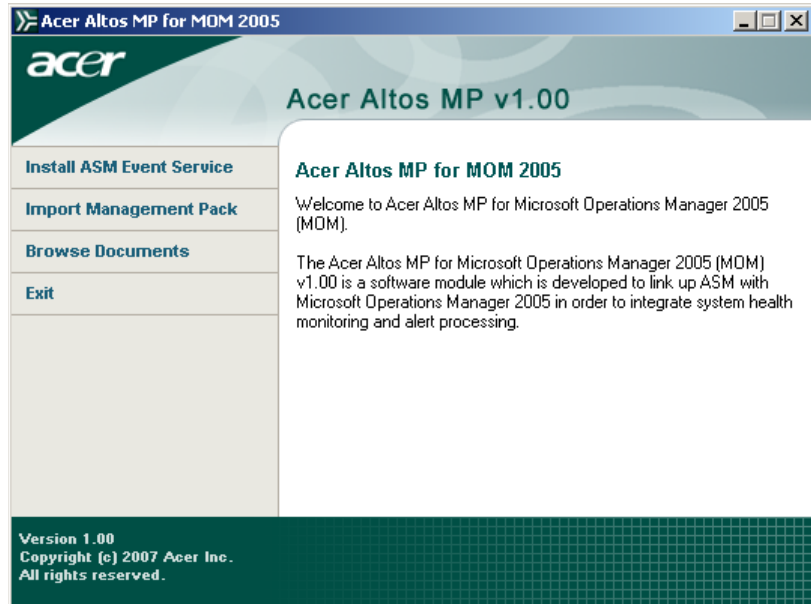


2.3 Importing Acer Altos Management Pack

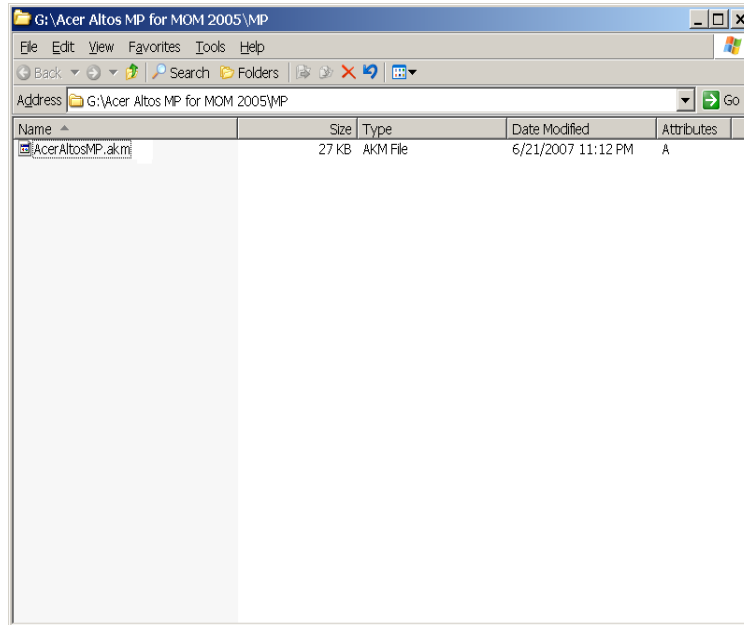
Acer Altos MP includes a Management Pack for a centralized system grouping, monitoring, alerting and securing solution.

- **To import the Management Pack:**

- 1 Locate the software package of Acer Altos MP on your computer and open the Acer Altos MP for MOM 2005 folder. Click the **welcome.exe** file. The installation interface pops up.

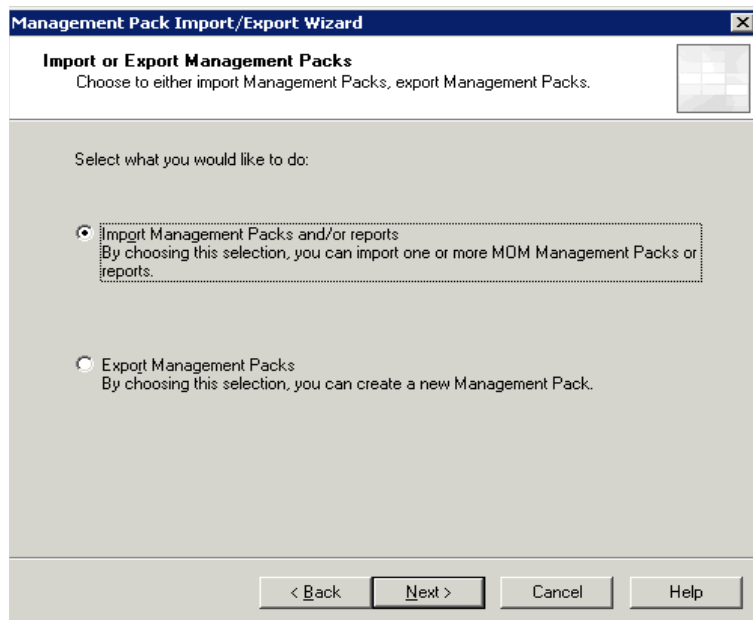


- 2 Click **Import Management Pack** on the Acer Altos MP for MOM 2005 window. You are then prompted with the location of the Acer Altos Management Pack file in akm format. Keep the window open.

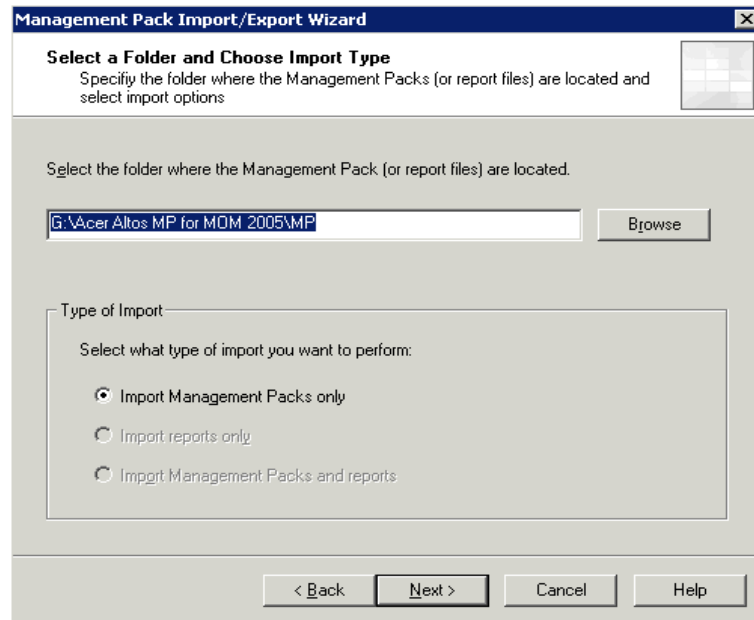


- 3 Launch MOM Administrator Console.
- 4 Expand the **Microsoft Operations Manager** node.
- 5 Right click **Management Packs** and select **Import/Export Management Pack** in the popped task pane.
- 6 On the pop-up Management Pack Import/Export Wizard window, click **Next** to continue.

- 7 Select the **Import Management Packs and/or reports** option and click **Next**.

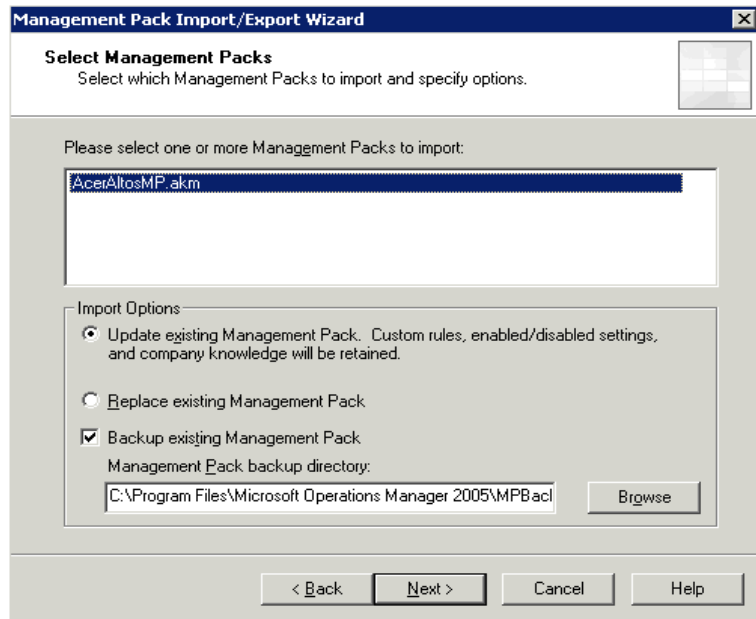


- 8 Specify the directory of Acer Altos Management Pack. Click the window opened in Step 2 to copy and paste the location.

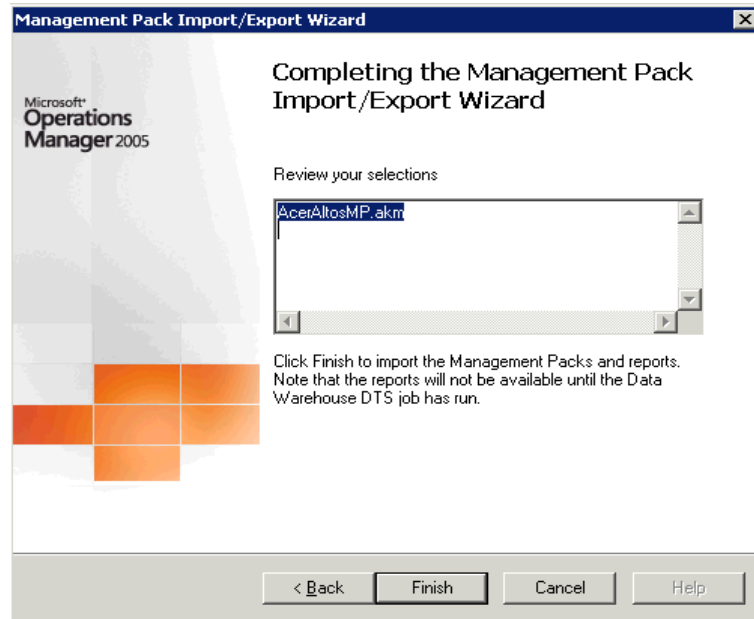


- 9 Click **AcerAltosMP.akm** and select the import option in the lower pane. Backup existing Management Pack if necessary. Two import options are available:
 - Update exiting Management Pack. Custom rules, enabled/disabled settings, and company knowledge will be retained: This is the default option. Click to update information only in the existing Management Pack that has changed.
 - Replace existing Management Pack: Click to completely replace an existing Management Pack.

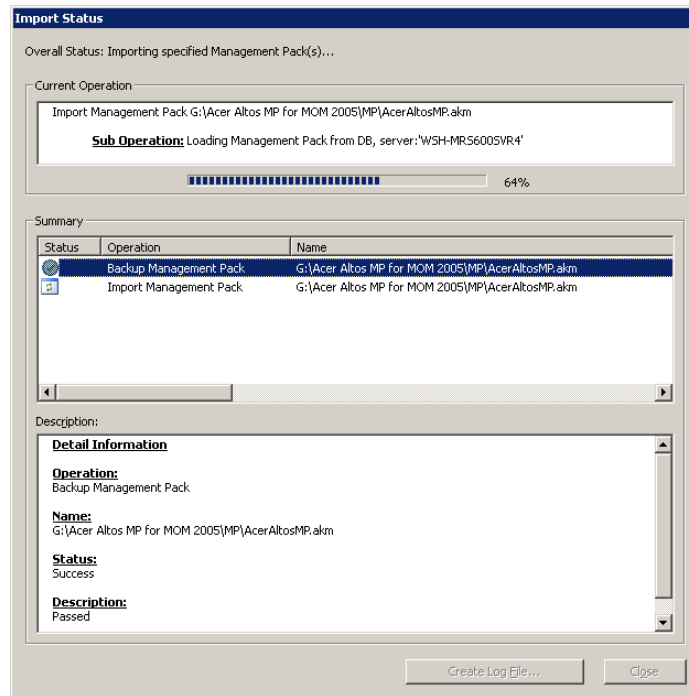
The Backup existing Management Pack option is checked by default to backup the currently used Management Pack so that it can be restored if necessary. Click **Browse** to customize the backup directory.



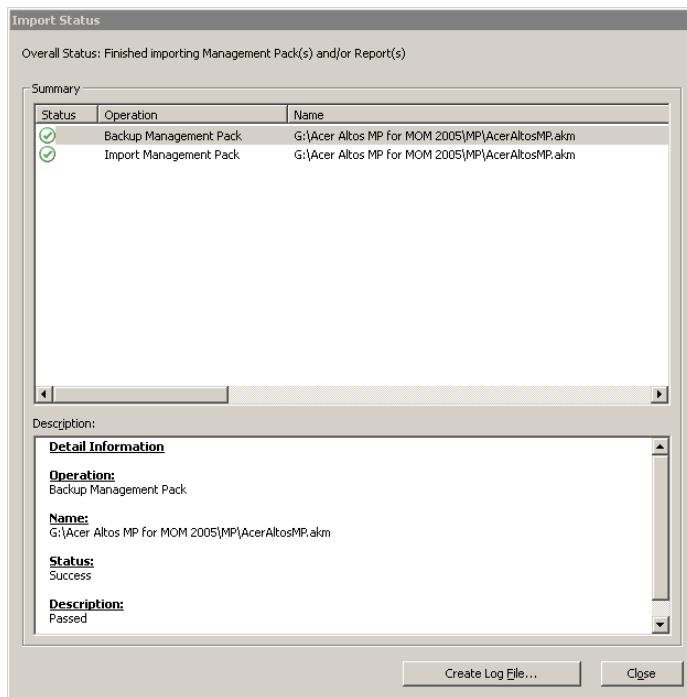
- 10 Confirm the Management Pack and click **Finish** to start the import process.



- 11 A progress bar indicates the import process.



- 12 When the import process completes, the import interface announces the success. Create a log if necessary. Otherwise, click **Close**.



3. *Uninstalling Acer Altos MP*

To uninstall Acer Altos MP, you are expected to:

- Uninstall ASM Event Service
- Remove Acer Altos components

3.1 *Uninstalling ASM Event Service*

To uninstall ASM Event Service, click **Start >> Settings** and select **Control Panel**. Double click **Add or Remove Programs**. Select **Acer Altos MP for MOM 2005** and then click the **Change/Remove** button. Follow the on-screen instructions to remove ASM Event Service from your computer.

3.2 *Removing Acer Altos Components*

To remove Acer Altos components, launch MOM Administrator Console. Right click Acer Altos specific elements one by one on both MOM Administrator Console and MOM Operator Console and click **Delete** to remove them.

4. *Getting Started*

Before you start, you should firstly prepare ASM Standard Console and MOM environment for a fluent and seamless cooperation. You are demanded to:

- Configure ASM Standard Console to send SNMP traps to MOM Management Server when an alert occurs.
- Have an action account that is granted with Administrator rights on all systems you are to perform management.
- Enable execution of custom responses on MOM Management Server.
- Including MOM Management Server into the Acer Altos Servers group.

4.1 *Configuring an ASM Alert Ruleset*

It is required that you configure ASM to send SNMP traps to MOM Management Server to make alerts and warnings from Acer Altos platforms available on MOM Management Server. You should:

- Create an action ruleset to send SNMP traps to MOM Management Server
- Specify alerts to be sent to MOM Management Server

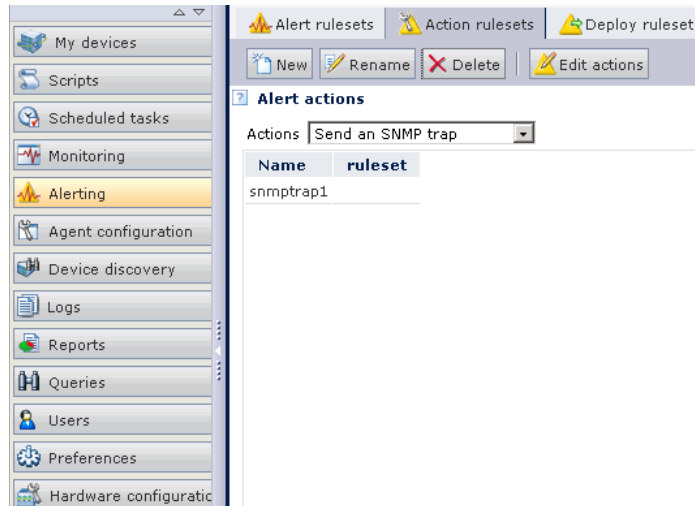
4.1.1 *Creating an Action Ruleset*

First of all, you need to configure the IP address of the MOM Management Server to notify Acer Altos MP of SNMP traps that reflect real time health condition of Acer Altos platforms.

► **To create an action ruleset:**

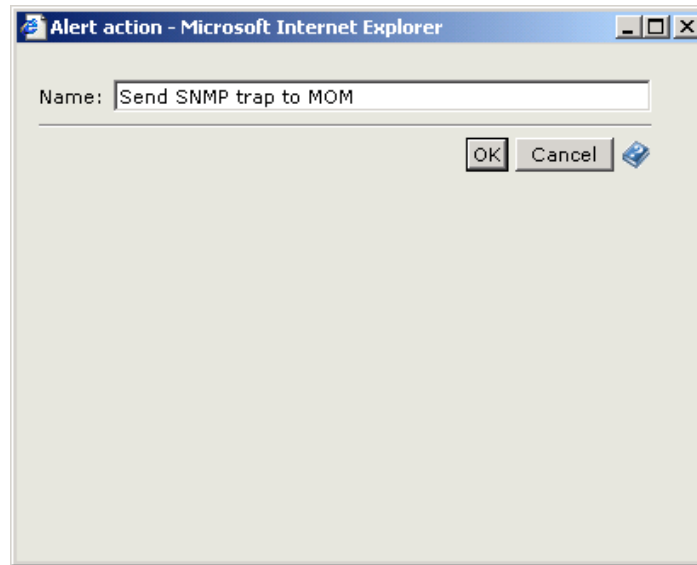
- 1 Launch ASM Standard Console.
- 2 In the left Navigation pane, click **Alerting**.

- 3 Select the **Action rulesets** tab in the right Details pane.



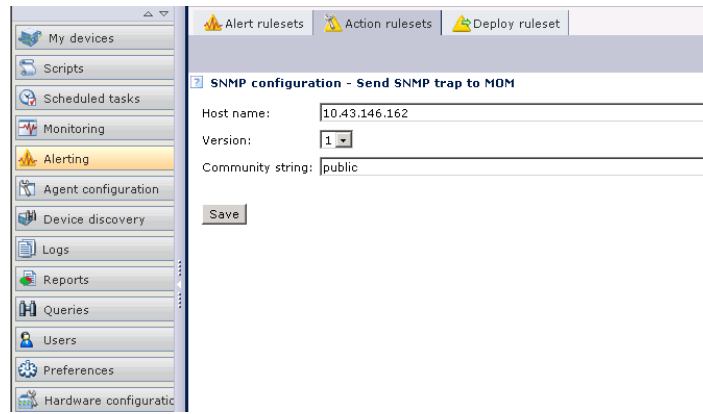
- 4 In the Actions drop-down list, select **Send an SNMP trap**.
- 5 Click **New** to create a new action rule. A dialog box pops up.
- 6 In the Name field, assign a **name** for the action, for example, “*Send SNMP trap to MOM*”.

- 7 Click **OK**.



- 8 Back to the **Action rulesets** page.
- 9 Select the newly created action rule and click **Edit actions**. A dialog box pops up.
- 10 In the Host name field, specify the **IP address** of the MOM Management Server for receiving SNMP traps.
- 11 In the Version drop-down list, select **1**.
- 12 In the Community string field, input **public**.

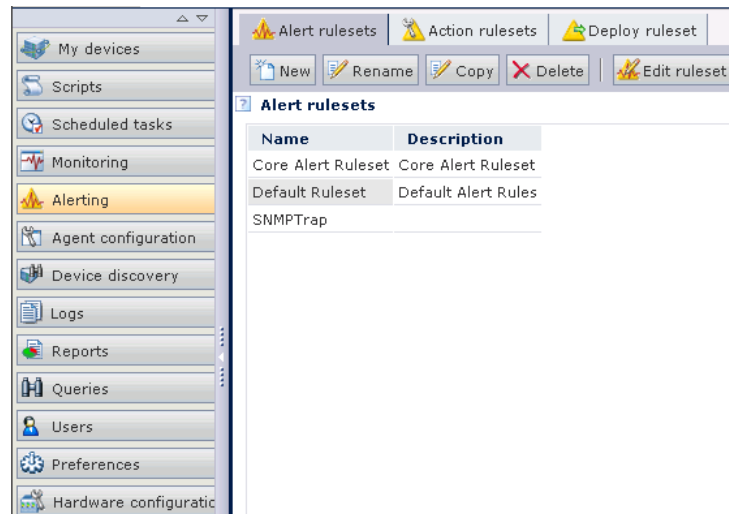
13 Click **Save** to finish.



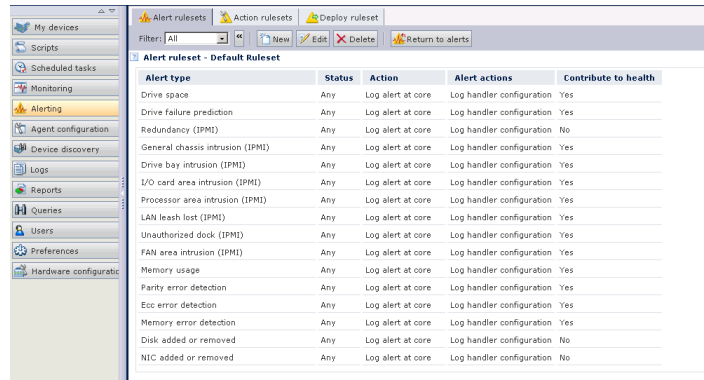
14 In the Navigation pane, click **Alerting**.

15 Select the **Alert rulesets** tab.

16 Select **Default Ruleset** and click **Edit ruleset**.



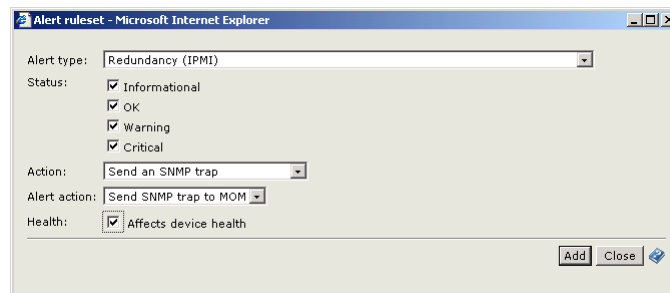
- 17 You are then prompted with a list of all existent alert rules and their details. The page allows you either to create a new alert ruleset or modify an existent one.



Alert type	Status	Action	Alert actions	Contribute to health
Drive space	Any	Log alert at core	Log handler configuration	Yes
Drive failure prediction	Any	Log alert at core	Log handler configuration	Yes
Redundancy (IPMI)	Any	Log alert at core	Log handler configuration	No
General chassis intrusion (IPMI)	Any	Log alert at core	Log handler configuration	Yes
Drive bay intrusion (IPMI)	Any	Log alert at core	Log handler configuration	Yes
I/O card area intrusion (IPMI)	Any	Log alert at core	Log handler configuration	Yes
Processor area intrusion (IPMI)	Any	Log alert at core	Log handler configuration	Yes
LAN leach lost (IPMI)	Any	Log alert at core	Log handler configuration	Yes
Unauthorized dock (IPMI)	Any	Log alert at core	Log handler configuration	Yes
FAH area intrusion (IPMI)	Any	Log alert at core	Log handler configuration	Yes
Memory usage	Any	Log alert at core	Log handler configuration	Yes
Parity error detection	Any	Log alert at core	Log handler configuration	Yes
Ecc error detection	Any	Log alert at core	Log handler configuration	Yes
Memory error detection	Any	Log alert at core	Log handler configuration	Yes
Disk added or removed	Any	Log alert at core	Log handler configuration	No
NIC added or removed	Any	Log alert at core	Log handler configuration	No

- 18 Click **New** to create an alert rule.

- 1) In the Alert type drop-down list, select an alert type.
- 2) In the Status field, check the desired **alert states**. ASM Standard Console sends only those alerts of selected alert severities.
- 3) In the Action drop-down list, select **Send an SNMP trap**.
- 4) In the Alert action drop-down list, select the **newly created action rule** defined from Step 1 - 13.
- 5) In the Health field, check the **Affects device health** checkbox if desired.
- 6) Click **Add**.



Alert ruleset - Microsoft Internet Explorer

Alert type: Redundancy (IPMI)

Status:

- ☒ Informational
- ☒ OK
- ☒ Warning
- ☒ Critical

Action: Send an SNMP trap

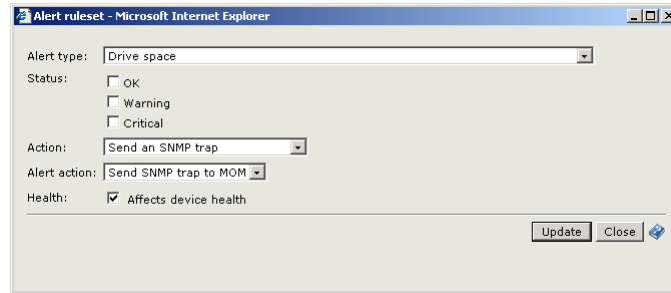
Alert action: Send SNMP trap to MOM

Health: ☒ Affects device health

Add Close

19 Click **Edit** to modify an existent alert rule:

- 1) Select an entry on the **Default Ruleset** page and click **Edit**.
- 2) Complete the changes and click **Update**.



For more details about configuring alert rules, refer to documentation shipped with ASM Standard Console.

4.2 About Action Account

Before getting started, an understanding of the action account is a pre-requisite to perform the various functions of Acer Altos MP. After a full coverage of the installation, ensure that your action account has Administrator rights on all computers you are to perform management.

For more information on action account, refer to documentation shipped with MOM.

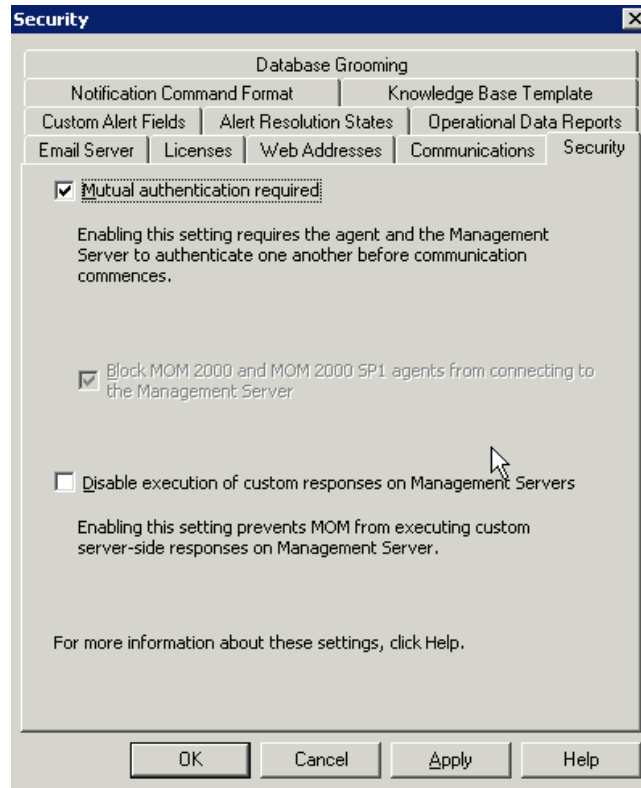
4.3 Enabling Custom Responses

Acer Altos MP includes a script to respond to data gathered from Acer Altos platforms. In this sense, it is demanded that you enable execution of custom responses on MOM Management Server to make availability of feedbacks between ASM Standard Console and MOM Management Server.

► To enable execution of custom responses on MOM Management Server

- 1 Click **Microsoft Operations Manager >> Administration**.
- 2 Right Click **Global Settings** and select **Global Settings** from the pop-up task pane.

- 3 Click the **Security** tab.
- 4 Uncheck **Disable execution of custom responses on Management Servers**.
- 5 Click **Apply** and select **OK**.

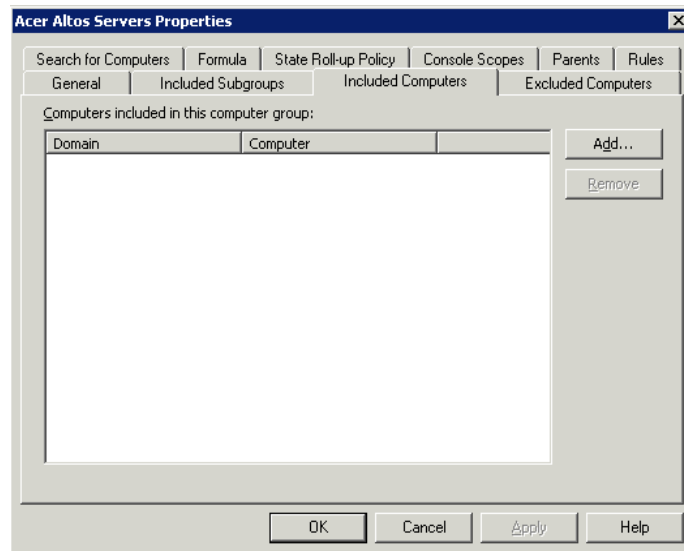


For more details about custom responses, refer to documentation shipped with MOM products.

4.4 Including MOM Management Server

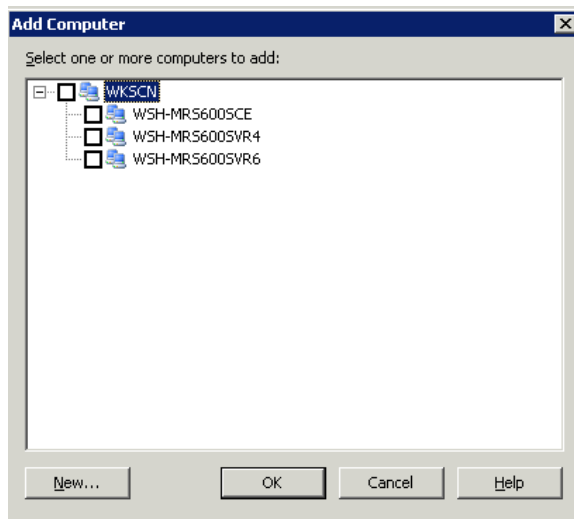
Follow this part to always include MOM Management Server into the Acer Altos Servers group, regardless of its actual specifications.

- To include MOM Management Server into the Acer Altos Servers group, please perform the following:
 - 1 Launch MOM Administrator Console.
 - 2 Click **Microsoft Operations Manager >> Management Packs >> Computer Groups**.
 - 3 Right click **Acer Altos Servers** and select **Properties** in the pop-up task pane.
 - 4 Click the **Included Computers** tab on the **Acer Altos Servers Properties** page.

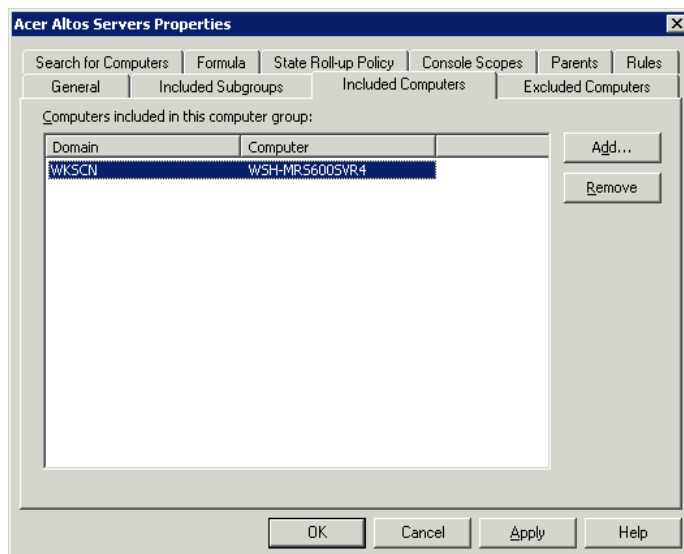


- 5 Click **Add** to include MOM Management Server to the Acer Altos Servers group.

- 6 Expand the domain node and click **MOM Management Server**. Click **OK**.



- 7 Click **Apply** and select **OK**.



5. Discovering and Grouping Acer Altos Servers

Acer Altos MP allows you to add both Windows-based and Linux-based computers into MOM 2005. You can use native MOM Administrator Console to discover Windows-based Acer Altos servers. On the other hand, you are allowed to utilize Discovery Program to discover and group computers running Linux operating systems.

5.1 Discovering and Grouping Windows-based Acer Altos Servers

In prior to performing management upon Acer Altos servers, you should use MOM Administrator Console to discover them. Acer Altos MP provides MOM capability of discovering, grouping, and monitoring Acer Altos servers running on Microsoft Windows Server operating systems:

- Windows 2000 Server/Advanced Server with SP4
- Windows Server 2003 R2/SP1 Standard/Enterprise 32 bit x86
- Windows Server 2003 R2/SP1 Standard/Enterprise x64
- Windows Server 2003 R2 SP2 Standard/Enterprise 32-bit x86
- Windows Server 2003 R2 SP2 Standard/Enterprise x64

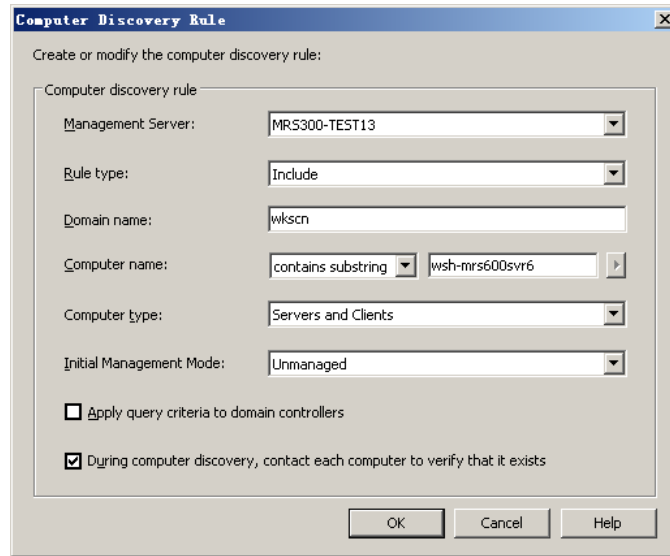
When setting computer discovery rules, you should specify the rule type, domain name, rule contents, match patterns, initial management mode, etc.

MOM supports three management modes:

- **Agent:** The default option for initial management mode. When MOM manages Acer Altos servers in agent-managed mode, the agent collects information from the server on which it is running.
- **Agentless:** The ability to monitor remote servers in a manner similar to how local resources are monitored through windows event logs, etc. When MOM manages Acer Altos servers in agentless mode, the MOM action account must have Administrator rights on the computers you want to manage without an agent.
- **Unmanaged:** Computer are not being managed by the Microsoft Operations Manager. In order for MOM Administrative Console to provide more detailed and comprehensive information about the Acer Altos platforms, it is recommended that you start agentless management or install agents on Acer Altos systems.

Whatever you select when defining the initial management mode, the discovered computers appear as unmanaged computers on MOM Administrator Console. You should manually start agentless management or install an agent on them later.

- **To discover and group Windows-based Acer Altos servers, please perform the following:**
- 1 Launch MOM Administrator Console.
 - 2 Click **Microsoft Operations Manager >> Administration >> Computers**.
 - 3 Right click **Computer Discovery Rules** and select **Create Computer Discovery Rule** in the pop-up task pane.
 - 4 The Computer Discovery Rule window pops up, allowing you to create the computer discovery rule.
 - 5 From the Management Server drop-down list, select the **Management Server** you use to perform discovery.
 - 6 From the Rule type drop-down list, select a **rule type**.
 - 7 In the Domain name field, input the name of the **domain** you want to search. It is recommended that you provide the domain name to accelerate the search process.
 - 8 In the Computer name field, select a **match pattern** from the drop-down list and input a name criteria. Asterisks act as wildcard herein.
 - 9 From the Computer type drop-down list, select one of the three **computer types**.
 - 10 From the Initial Management Mode, select one of the three **management modes**.
 - 11 Click **OK**. Now you have finished defining the computer discovery rule.



- 12 Click **Microsoft Operations Manager >> Administration >> Computers**.
- 13 Right click **Management Servers** and select **Run Computer Discovery Now**.
- 14 When the computer discovery process completes, a dialog box pops up informing you that the discovery task has been submitted to MOM Management Server.

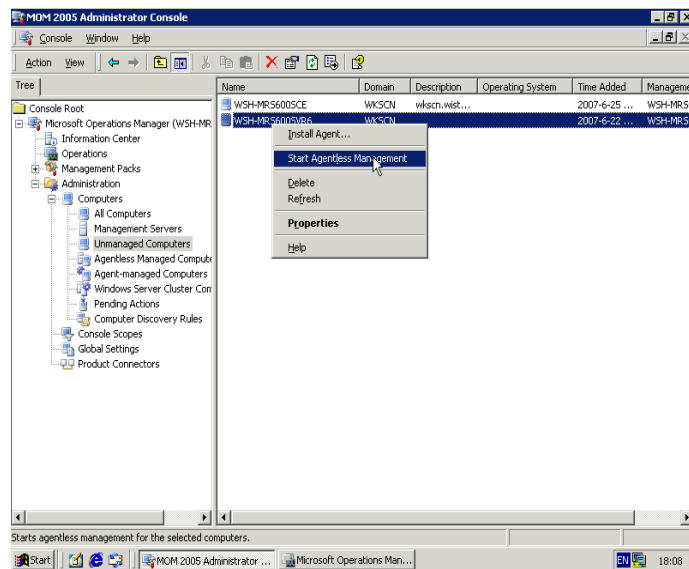
NOTE: Whatever initial mode you select, the discovered computers appear as unmanaged computers on MOM Administrator Console.

- 15 After a while, the script of Acer Altos MP will auto run and group Acer Altos systems to the Acer Altos Servers group. The processing script runs at 15 minutes intervals.

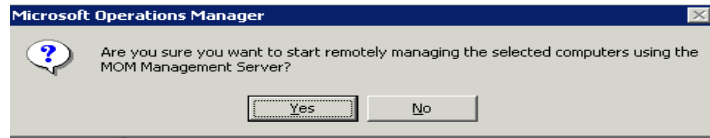
In order for MOM Administrator Console to provide more detailed and comprehensive information about the Acer Altos platforms, it is recommended that you start agentless management or install agents on Acer Altos systems.

► **To change an unmanaged computer to an agentless managed computer:**

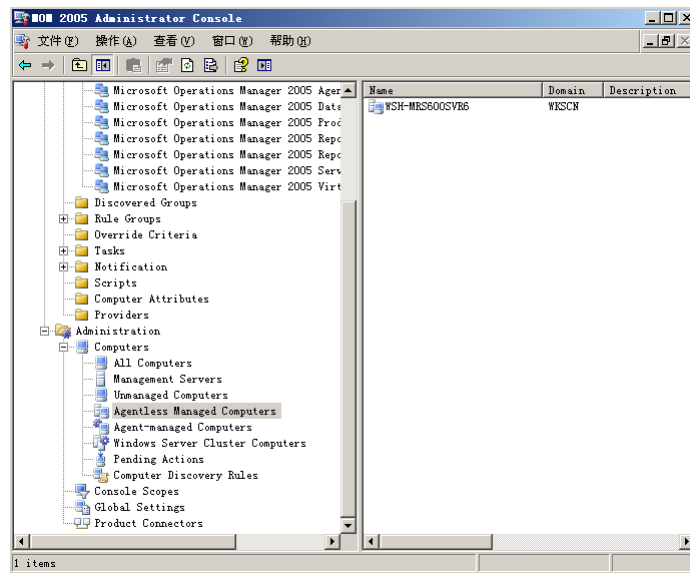
- 1 In the Navigation pane of MOM Administrator Console, click **Microsoft Operations Manager >> Administration >> Computers >> Unmanaged Computers**.
- 2 In the Details pane, right click the computer upon which you are to manage without an agent. Click **Start Agentless Management** to begin agentless management.



- 3 You are prompted to confirm whether you are sure to start agentless management. Click **Yes**.



Now the computer is listed under the Agentless Computers node. For more information, please refer to documentation shipped with the MOM products.

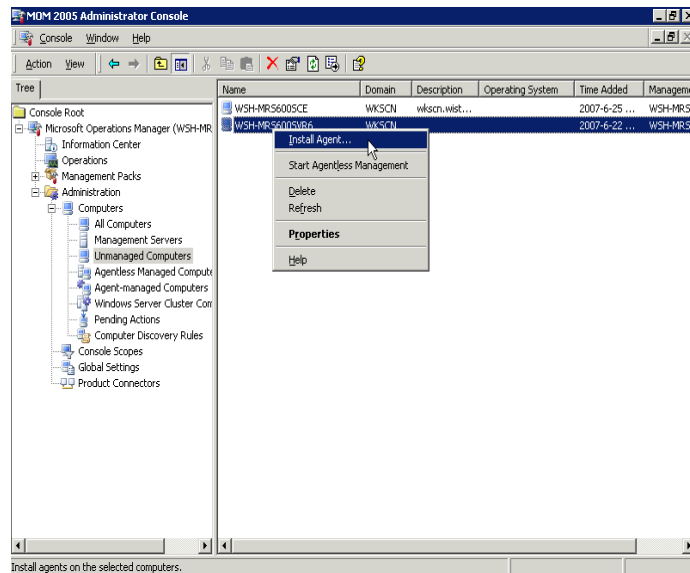


NOTE: When you manage computers in agentless management mode, make sure that your action account has Administrator rights upon them. Otherwise, you will be prevented from a full range of the MOM system monitoring features.

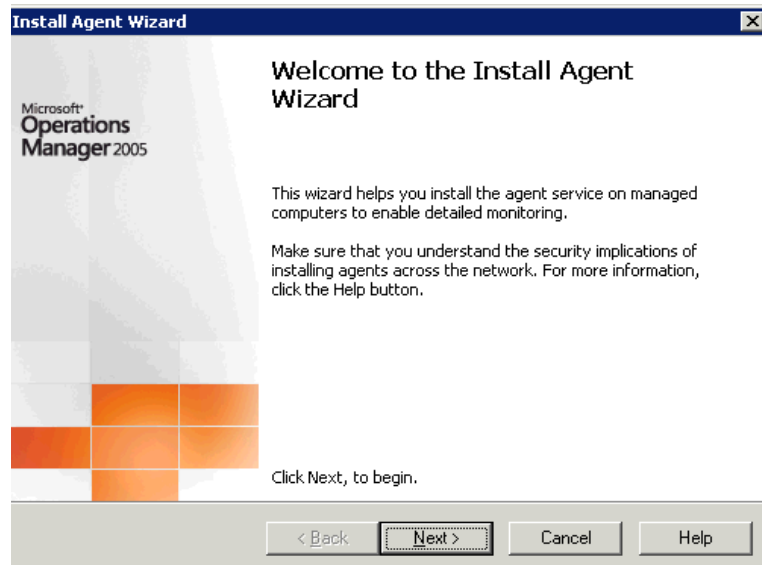
► **To change an unmanaged computer to an agent-managed computer:**

- 1 In the Navigation pane of MOM Administrator Console, click **Microsoft Operations Manager >> Administration >> Computers >> Unmanaged Computers**.

- 2 In the Details pane, right click the computer you want to manage with an agent. Click **Install Agent** in the task pane.



- 3 You are prompted with the Install Agent Wizard window. Click **Next**.



- 4 Provide an account to use for installing agents. The account must have Administrator rights on the computer where the agent will be installed. Click **Next**.

The screenshot shows a Windows-style dialog box titled "Install Agent Wizard". The main heading is "Agent Installation Permissions" with a subtitle "Provide an account which is an administrator on the agents." Below this, the question "Which account do you want to use to install the agents?" is posed. There are two radio button options: "Management Server Action Account" (which is selected) and "Other". To the right of these options is a small icon of a person with a gear. Below the "Other" option, there are two text input fields labeled "User name (as domain\user name):" and "Password:". At the bottom of the dialog, there are four buttons: "< Back", "Next >", "Cancel", and "Help".

- 5 Specify the account you want to use. The default option is **Local System**, which is the default account that runs on the managed computer. Alternatively, you can also

provide a name (domain\user name) and password for an account that has Administrator rights on the managed computer. Click **Next**.

The screenshot shows a Windows-style dialog box titled "Install Agent Wizard" with a close button (X) in the top right corner. The main heading is "Agent Action Account". Below it, a text box explains: "The Agent Action Account is used to collect data from providers and run responses." To the right of this text is a small icon of a computer monitor. The question "Which account do you want to use for the Agent Action Account?" is centered. There are two radio button options: "Local System" (which is selected) and "Other". To the right of these options is a small icon of a person. Below the "Other" option, there are two text input fields. The first is labeled "User name (as domain\user name):" and the second is labeled "Password:". At the bottom of the dialog, there are four buttons: "< Back", "Next >", "Cancel", and "Help".

Install Agent Wizard

Agent Action Account
The Agent Action Account is used to collect data from providers and run responses.

Which account do you want to use for the Agent Action Account?

☒ Local System

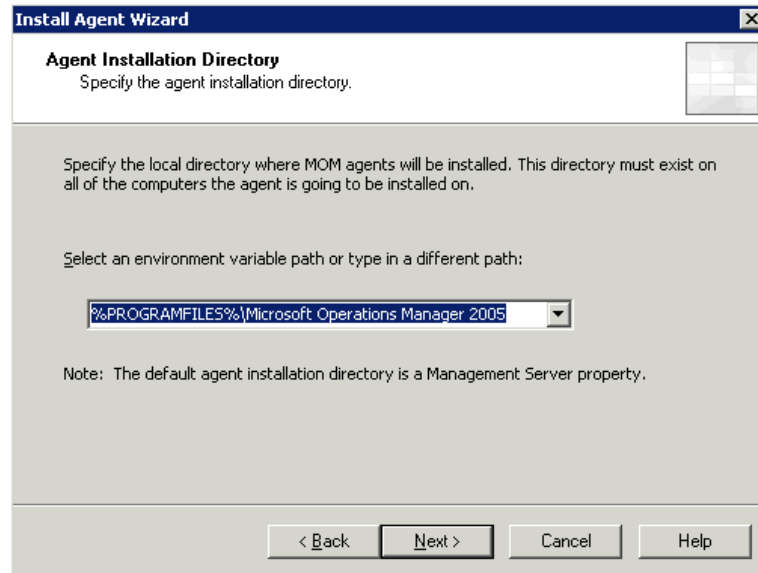
☐ Other

User name (as domain\user name):

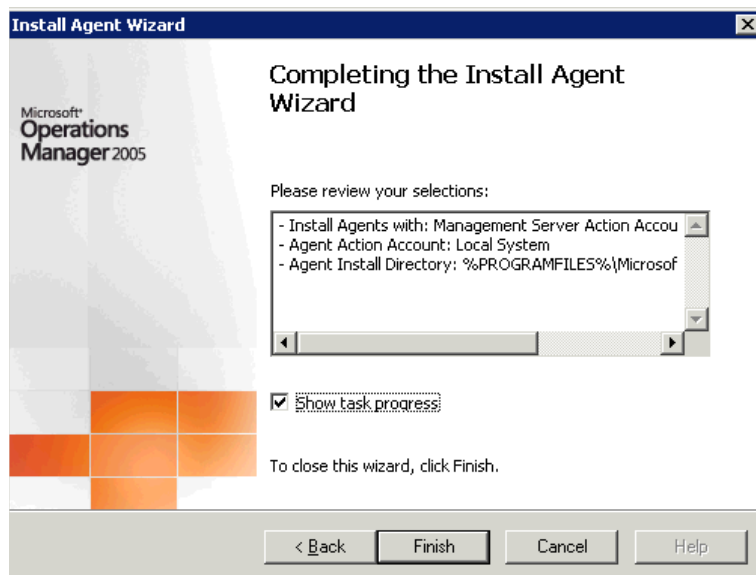
Password:

< Back Next > Cancel Help

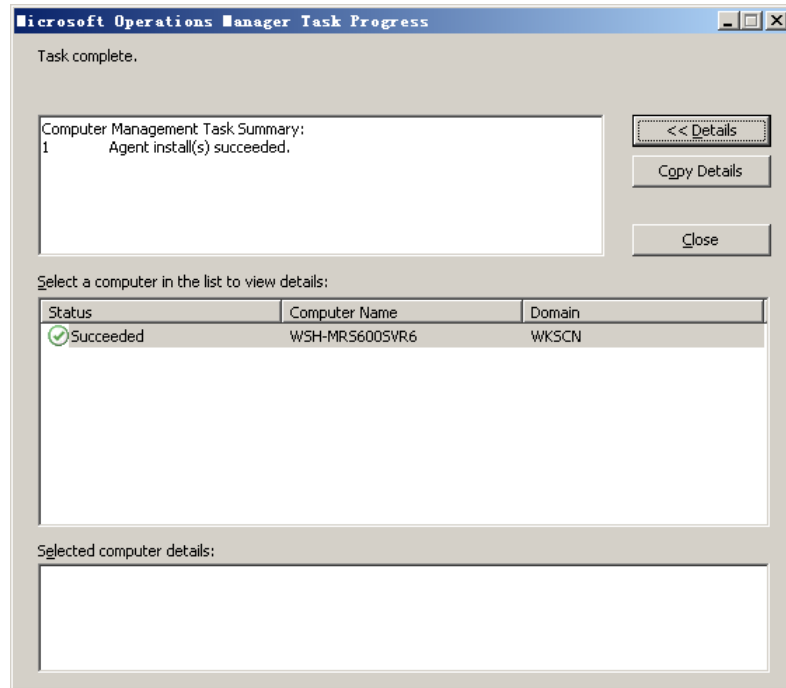
- 6 From the drop-down list, specify the installation directory where the agent is installed on a discovered server. Ensure that the directory does exist on the discovered server to be installed with an agent. Click **Next**



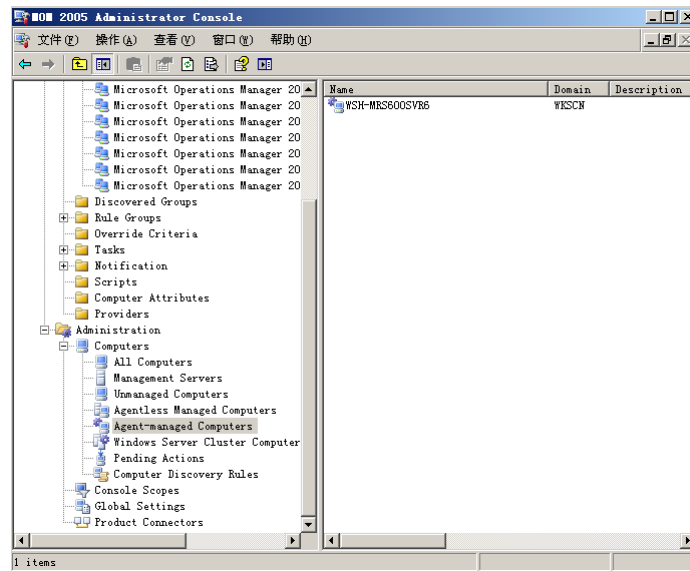
- 7 Confirm the installation information and click **Finish** to start the installation process.



- 8 When the installation process completes, the Microsoft Operations Manager Task Progress window announces the success. Click **Close**.



- 9 Back to MOM Administrator Console. The discovered server is displayed under the Agent-managed Computers node.



You can use MOM Administrator Console to change how computers are managed. For details, please refer to help resources shipped with Microsoft Operations Manager.

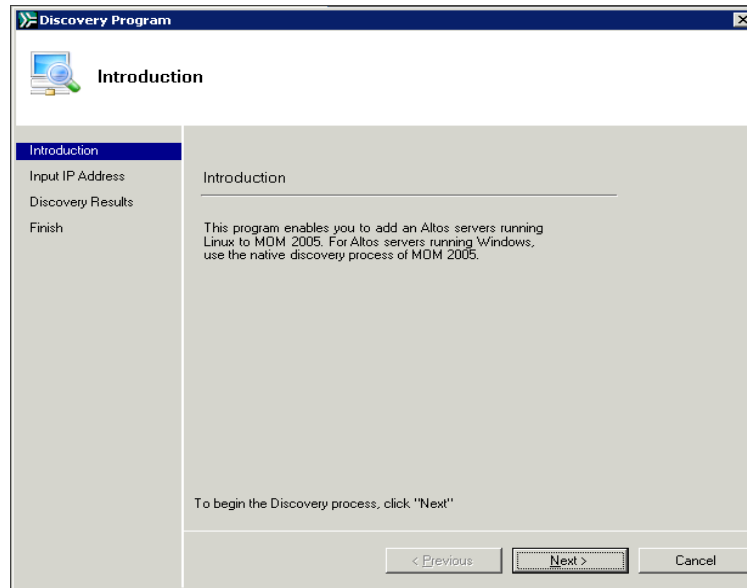
5.2 Discovering and Grouping Linux-based Acer Altos Servers

Also, you are allowed to add Acer Altos servers running Linux to MOM 2005. To achieve this, utilize Discovery Program to manually discover and add Acer Altos servers running on the following Linux operating systems:

- Red Hat Enterprise Linux 4 for x86
- Red Hat Enterprise Linux 4 for Intel EM64T and AMD64
- SuSE Linux Enterprise Server 10 for x86
- SuSE Linux Enterprise Server 10 for Intel EM64T and AMD64

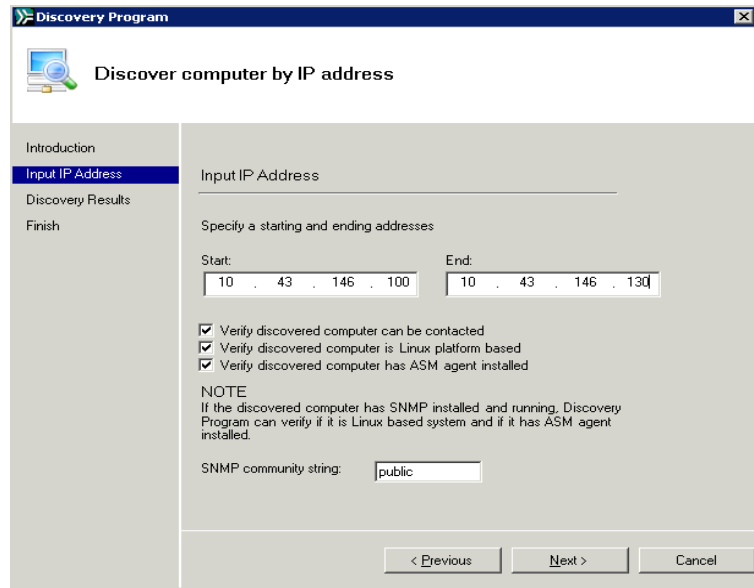
NOTE: In spite of the fact that Discovery Program is able to discover Windows-based servers, it is recommended that you use native MOM Administrator Console to add Acer Altos servers running Windows operating systems.

- **To discover Linux-based Acer Altos servers, please perform the following:**
- 1 Click **Start >> Programs >> Acer Altos MP for MOM 2005 >> Discovery Program** to launch the application.
 - 2 On the Introduction page, click **Next** to begin the discovery process.



- 3 On the Discovery computer by IP address page, specify an **IP address range** you want to search. Discovery Program searches for only computers whose IP addresses lie in that range. Move the cursor onto the very beginning of the IP address field and simply use the keyboard to input the entire IP address, for example, 10.43.146.100, leaving alone periods that already exist on the user interface.
- 4 Closely below the IP address fields, three options are checked by default to ensure success rate and efficiency of the discovery process. The options include:
 - **Verify discovered computer can be contacted:** With this option selected, Discovery Program checks whether the computer is online or offline.
 - **Verify discovered computer is Linux platform based:** Check the option to enable Discovery Program to discover only computers running Linux.

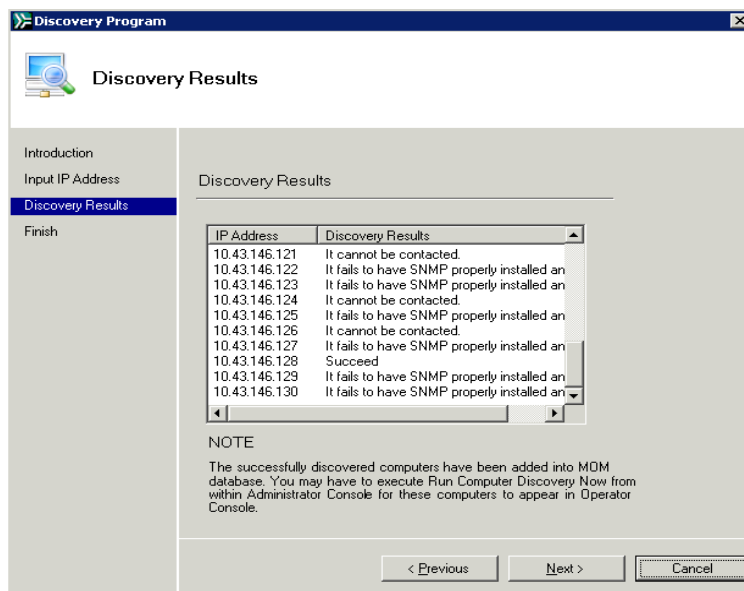
- **Verify discovered computer has ASM agent installed:** Check the option to enable Discovery Program to discover only computers with ASM agent installed.
- 5 The default value for the **SNMP community string** field is **public**.
 - 6 Click **Next** to start the discovery process.



NOTE: Ensure that target computers have SNMP properly installed and running. Otherwise, Discovery Program is unable to verify if the computer is installed with ASM agent and is running Linux.

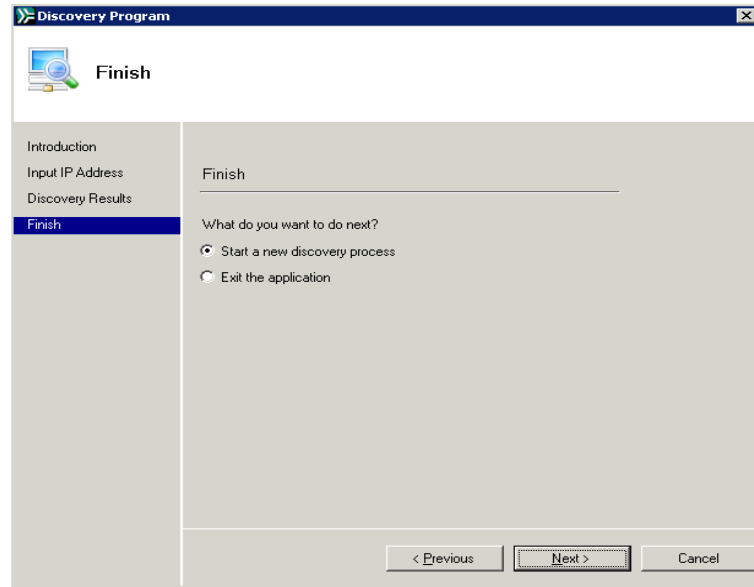
- 7 The Discovery Program window then skips to the Discovery Results page. When the discovery process completes, you can find the discovery results. Discovery Pro-

gram takes advantage of the Discovery Results column to detail the reason for the discovery failure. Click the **Next** button to continue.



NOTE: The successfully discovered computers will be added into MOM database. You may have to execute **Run Computer Discovery Now** from within MOM Administrator Console for these computers to appear in MOM Operator Console.

- 8 Now you have almost finished the discovery process. Check the **Start a new discovery process** option and proceed to re-initiate a new discovery process. Alternatively, select **Exit the application** to exit. Click **Next**.



NOTE: When navigating through the Discovery Program wizard, be careful with the **Cancel** button which is designed to exit the program.

After a while, the discovered Linux-based computers will be added into the Acer Altos Servers group automatically. The processing script runs at 15 minutes intervals.

6. Monitoring Acer Altos Servers

In the event of warnings and errors related to fan, temperature, hard disk, network, etc, Acer Altos platforms send alerts to ASM Standard Console, which delivers corresponding SNMP traps to MOM Management Server according to pre-configured alert rules. MOM Management Server, however, is not able to identify the traps. Acer Altos MP comes in handy by mapping the ASM-enabled SNMP traps to alert information available for MOM Management Server.

The table below illustrates how Acer Altos MP establishes mapping relationship between SNMP traps and MOM alerts:

SNMP traps	Map to	MOM alert types
Generic traps	→	 Information
Unknown traps	→	 Information
Info traps	→	 Information
OK traps	→	 Success
Warning traps	→	 Warning
Critical traps	→	 Critical Error
Fatal traps	→	 Critical Error

Acer Altos MP interoperates with MOM Management Server to handle SNMP traps and provides multiple views about the system information including the Alerts view, the Events view, the Computers and Groups view, etc, which makes it easy for you to monitor global system health on MOM Operator Console.

The state of a server depends on the most severe alert generated from the server. The table below illustrates how Microsoft Operations Manager establishes mapping relationship between alerts and server states.

MOM alert types	Map to	Computer states
 Success	→	Success

MOM alert types	Map to	Computer states
 Warning	→	Warning
 Critical Error	→	Critical Error

When alerts on Acer Altos systems are self resolved, MOM updates the various views according to SNMP traps in result of the newly generated alerts to present synchronized and accurate system views.

Yet, some alerts require manual resolution on MOM Operator Console. For how to manually resolve alerts, please refer to *Accessing the Alerts View*, p.45.

To sum up, Microsoft Operations Manager provides the following views about managed computers:

- The Alerts view
- The State view
- The Events view
- The Performance view
- The Computers and Groups view
- The Diagram view

NOTE: In this chapter, windows-based servers are taken as examples to illustrate how to monitor and manage Acer Altos servers through various views on MOM Operator Console. Management of Linux-based servers works in a quite similar manner and should be self-explanatory for users who have read through the following instructions.

6.1 Accessing the Alerts View

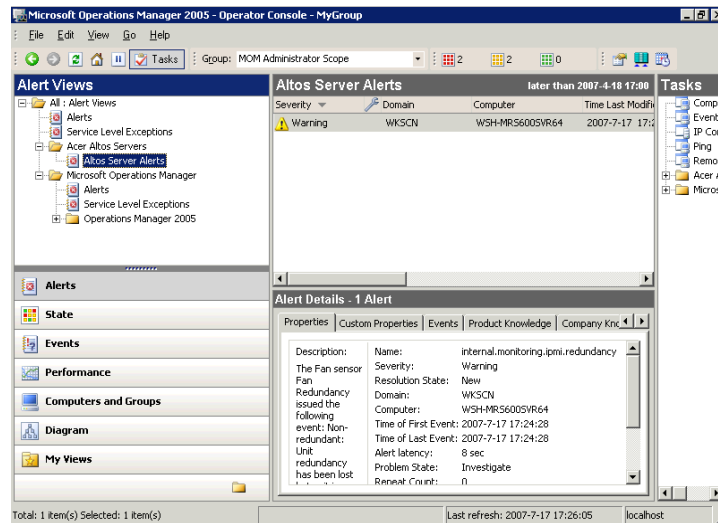
All alert logs about Acer Altos servers are displayed in the Details pane when you click the **Alerts** view name in the Navigation pane on MOM Operator Console. Alternatively, you can also access the view by clicking **Public Views**.

By default, MOM Operator Console displays alerts of all servers. To achieve Acer Altos alerts, expand the **Acer Altos Servers** node in the Navigation pane.

NOTE: Make sure that the action account has Administrator rights on computers you manage without an agent.

► **To access the Alerts view:**

- 1 Launch MOM Operator Console.
- 2 In the Navigation pane, click the **Alerts** view name.
- 3 Expand the **All: Alert Views** node and click **Acer Altos Servers**. Click **Altos Server Alerts**.
- 4 All alerts generated from Acer Altos servers are displayed in the Details pane with available details such as severities, computers, domains and descriptions.



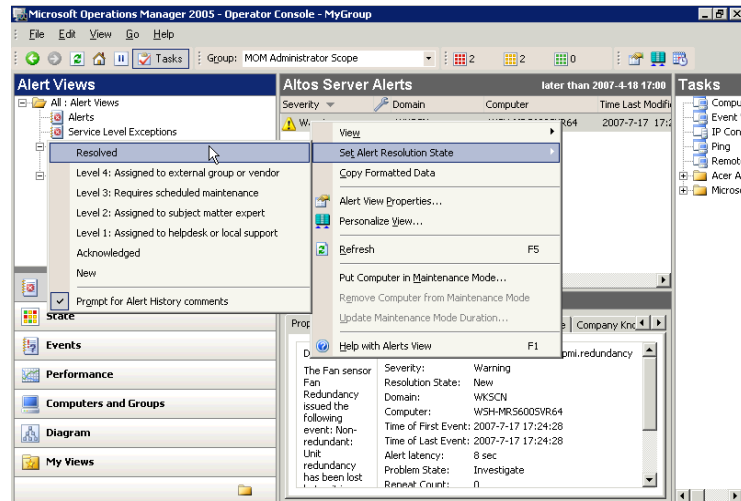
NOTE: MOM allows you to personalize the view by changing the order of entries and customizing columns that are displayed. For more information, please refer to help resources shipped with Microsoft Operations Manager.

Sometimes it is necessary for you to alter the alert severity manually on MOM Operator Console.

► **To alter the alert severity manually:**

- 1 Access the Altos Server Alerts view.
- 2 In the Details pane, right click the alert you want to resolve.
- 3 In the pop-up task pane, move the cursor onto **Set Alert Resolution State**.

- 4 Click one of the resolution level to update its severity.



6.2 Accessing the State View

States of Acer Altos servers are displayed in the Details pane when you click the **State** view name in the Navigation pane on MOM Operator Console. Alternatively, you can also access the view by clicking **Public Views**.

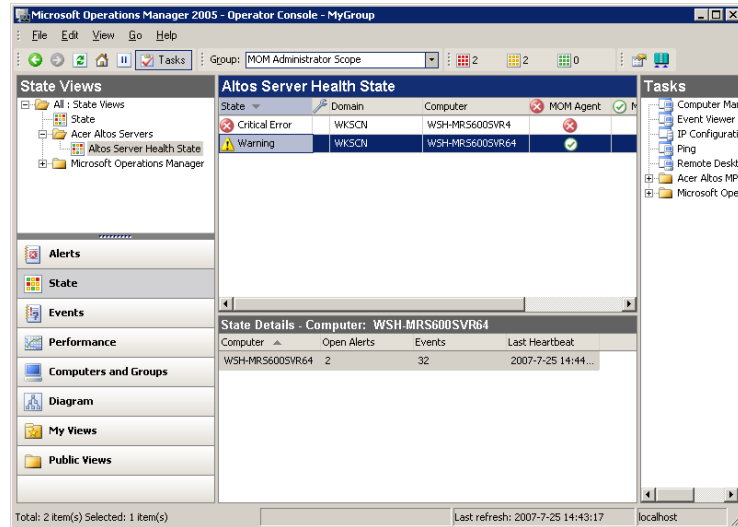
By default, MOM Operator Console displays states of all servers. To achieve Acer Altos State view, expand the **Acer Altos Servers** node in the Navigation pane.

NOTE: Make sure that the action account has Administrator rights on computers you manage without an agent.

► **To access the State view:**

- 1 Launch MOM Operator Console.
- 2 In the Navigation pane, click **State**.
- 3 Expand the **All: State Views** in the Navigation pane and click **Acer Altos Servers**. Click **Altos Server Health State**.

- 4 States of Acer Altos servers are displayed in the Details pane with an state icon and other available details such as severities, computers, domains and last heartbeat time.



NOTE: MOM allows you to personalize the view by changing the order of entries and customizing columns that are displayed. For more information, please refer to help resources shipped with Microsoft Operations Manager.

6.3 Accessing the Events View

Events of Acer Altos servers are displayed in the Details pane when you click the **Events** view name in the Navigation pane on MOM Operator Console. Alternatively, you can also access the view by clicking **Public Views**.

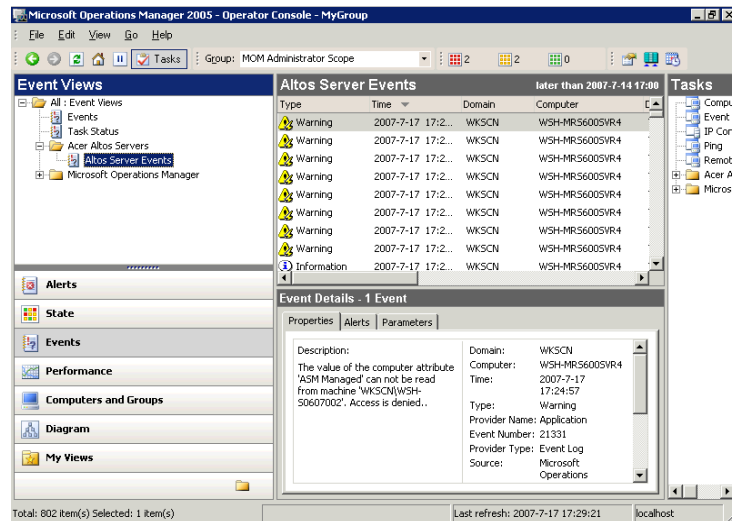
By default, MOM Operator Console displays events of all servers. To achieve Acer Altos Events view, expand the **Acer Altos Servers** node in the Navigation pane.

NOTE: Make sure that the action account has Administrator rights on computers you manage without an agent.

► To access the Events view:

- 1 Launch MOM Operator Console.
- 2 In the Navigation pane, click **Events**.

- 3 Expand the **All: Event Views** node and click **Acer Altos Servers**. Click **Altos Server Events**.
- 4 All events of Acer Altos servers are displayed in the Details pane with available details such as types, computers, domains and description.



NOTE: MOM allows you to personalize the view by changing the order of entries and customizing columns that are displayed. For more information, please refer to help resources shipped with Microsoft Operations Manager.

6.4 Accessing the Performance View

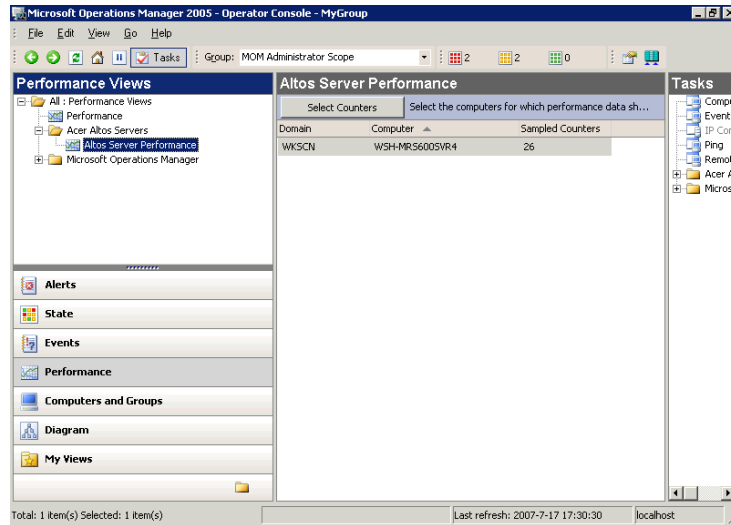
Performance information of Acer Altos servers is displayed in the Details pane when you click the **Performance** view name in the Navigation pane on MOM Operator Console. Alternatively, you can also access the view by clicking **Public Views**.

By default, MOM Operator Console displays performance information of all servers. To achieve Acer Altos Performance view, expand the **Acer Altos Servers** node in the Navigation pane.

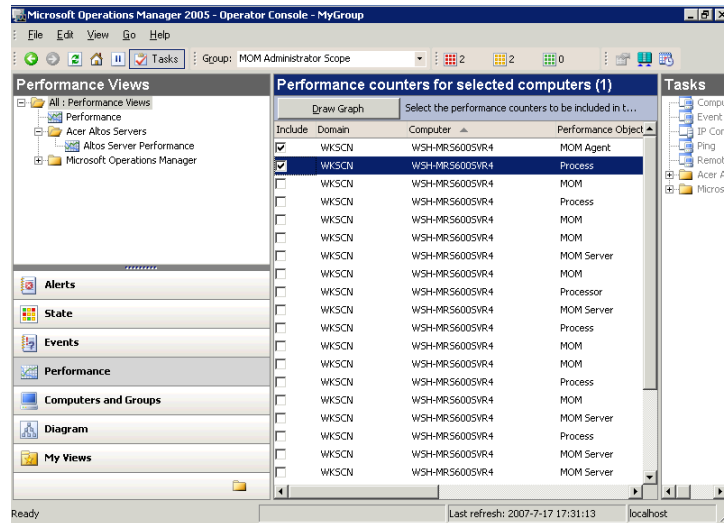
NOTE: Make sure that the action account has Administrator rights on computers you manage without an agent.

- **To access the Performance view:**

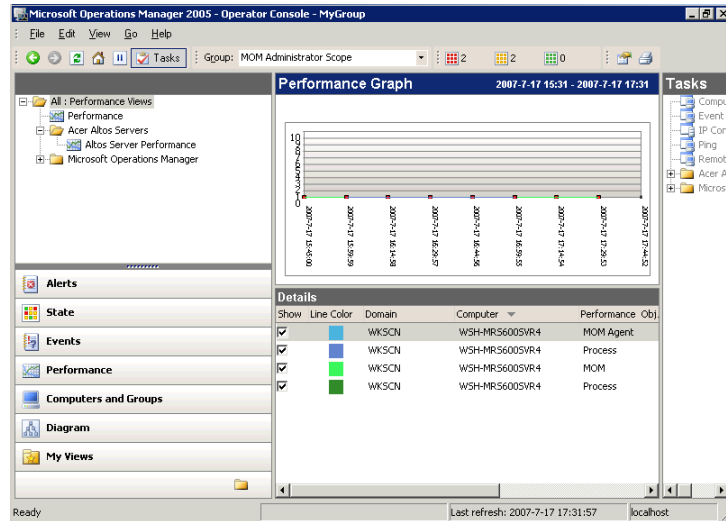
- 1 Launch MOM Operator Console.
- 2 In the Navigation pane, click **Performance**.
- 3 Expand the **All: Performance Views** node and click **Acer Altos Servers**. Click **Altos Server Performance**.
- 4 Click the **Select Counters** button.



- 5 Check the desired counters to be included in the graph and click the **Draw Graph** button.



- 6 Performance data of Acer Altos servers is displayed in the Details pane.



NOTE: MOM allows you to personalize the view by changing the order of entries and customizing columns that are displayed. For more information, please refer to help resources shipped with Microsoft Operations Manager.

6.5 Accessing the Computers and Groups View

All available details of Acer Altos servers are displayed in the Details pane when you click the **Computers and Groups** view name in the Navigation pane on MOM Operator Console. Alternatively, you can also access the view by clicking **Public Views**.

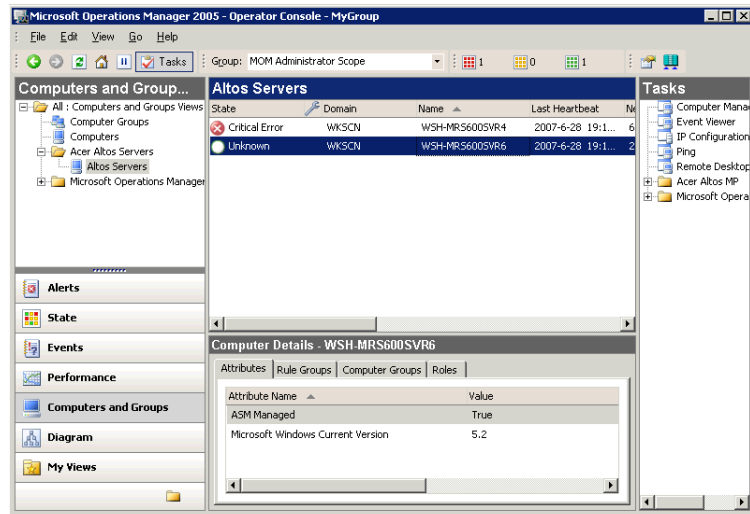
By default, MOM Operator Console displays details of all servers. To achieve Acer Altos Computers view, expand the **Acer Altos Servers** node in the Navigation pane.

NOTE: Make sure that the action account has Administrator rights on computers you manage without an agent.

► **To access the Computers view:**

- 1 Launch MOM Operator Console.
- 2 In the Navigation pane, click **Computers and Groups**.

- 3 In the Navigation pane, expand the **All: Computers and Groups Views** node and click **Acer Altos Servers**. Click **Altos Servers**.
- 4 Information of Acer Altos servers are displayed in the Details pane with an state icon and computer attributes. Besides, different attribute names are utilized to display ASM properties of different servers. When, say, an x32-based system is managed, MOM 2005 Management Server takes advantage of the ASM Managed attribute name to reflect whether the managed server is installed with ASM agent or not. On the other hand, when MOM 2005 Management Server manages a server based on x64 technology, a different attribute name, namely ASM Managed (x64), is used to mirror its ASM related properties. Whatsoever, when a managed server is installed with ASM agent, its corresponding attribute value appears as true. Vice versa.



NOTE: MOM allows you to personalize the view by changing the order of entries and customizing columns that are displayed. For more information, please refer to help resources shipped with Microsoft Operations Manager.

6.6 Accessing the Diagram View

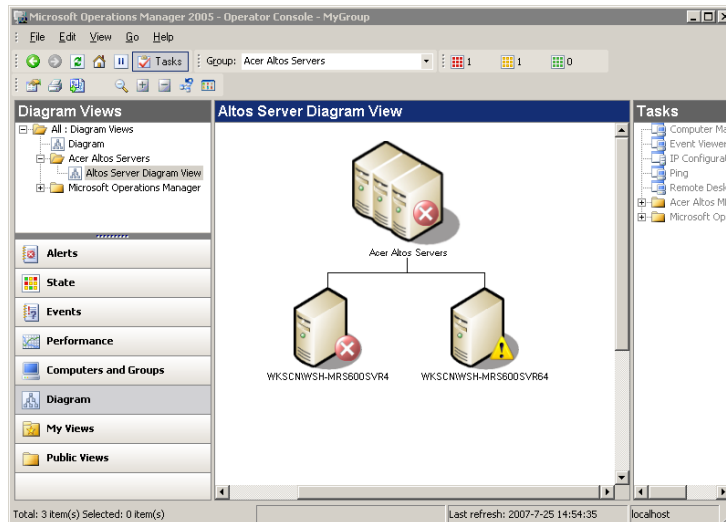
In addition to a list view, a diagram view of the Acer Altos Servers group are also available in the Details pane when you click the **Diagram** view name in the Navigation pane on MOM Operator Console. Alternatively, you can also access the view by clicking **Public Views**.

By default, MOM Operator Console displays diagrams of all computer groups. To achieve Acer Altos Diagram view, select expand the **Acer Altos Servers** node in the Navigation pane.

NOTE: Make sure that the action account has Administrator rights on computers you manage without an agent.

► **To access the Diagram view:**

- 1 Launch MOM Operator Console.
- 2 In the Navigation pane, click **Diagram**.
- 3 Expand the **All: Diagram Views** node and click **Acer Altos Servers**. Click **Altos Server Diagram View**.
- 4 Select **Acer Altos Servers** from the **Group** drop-down list in the toolbar.
- 5 A diagram view of Acer Altos servers is displayed in the Details pane with a graphical view of all managed computer groups to present relationship among them. Move the cursor onto one of the computer groups, and you will be presented with details about the group.



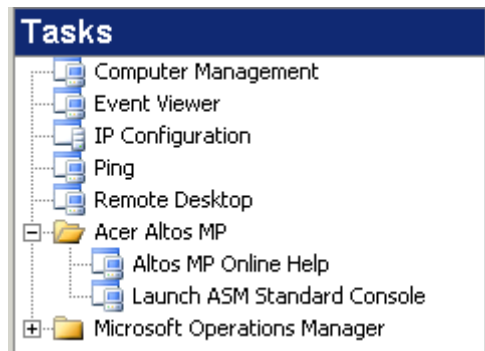
NOTE: MOM allows you to personalize the view by changing the order of entries and customizing columns that are displayed. For more information, please refer to help resources shipped with Microsoft Operations Manager.

7. Launching ASM Standard Console

Acer Altos MP provides the capability of launching ASM Standard Console on MOM Operator Console.

► **To Launch ASM Standard Console:**

- 1 Launch MOM Operator Console.
- 2 Select a computer at random.
- 3 In the Tasks pane, expand the **Acer Altos MP** node and click **Launch ASM Standard Console**.



- 4 A dialog box pops up, asking you to specify the Internet address of ASM Standard Console.
- 5 Type the **address** of ASM Standard Console in the Address text box. The default address is the local server.
- 6 Click the **Go** button.



8. Glossary

This part provides explanation and details about the frequently used terms when using Acer Altos MP:

- **Action account:** An action account must have Administrator rights upon computers you want to manage without an agent.
- **Action ruleset:** Action rulesets define how alerts behave and where they go.
- **Alert ruleset:** In configuring an alert ruleset, you specify alert content and its action.
- **Agentless monitoring:** When MOM Management Server performs remote management in agentless mode, it collects remote system information in a manner similar to how local computers are monitored through windows event logs, etc.
- **ASM:** ASM is a web-based server management software solution, which let businesses to maintain the availability of their server systems.
- **MOM (Microsoft Operations Manager):** As one of the server management solutions of Microsoft's Windows Server System, MOM provides the ability to monitor remote computers by either installing agents or managing them in agentless mode, which contributes to informing administrators of latest system information and preventing potential failure.
- **MOM Administrator Console:** MOM Administrator Console is the administrator user interface to centralize configuration and administration.
- **MOM Management Server:** MOM Management server is the platform on which MOM runs.
- **MOM Operator Console:** MOM Operator Console is the user interface that allows access to information such as system state, alerts view, events views, etc.
- **SNMP (Simple Network Management Protocol):** SNMP is a widely used network monitoring and management protocol.