



NORTEL

Nortel Visualization Performance and Fault Manager

VPFM SCOM Connector

Installation

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Nortel Visualization Performance and Fault Manager

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In this release

This is the initial release of the Visualization Performance and Fault Manager (VPFM) System Center Operations Manager (SCOM) Connector. It is a part of the Nortel Unified Branch Office Solution (UBS).

Features

VPFM SCOM Connector for Microsoft SCOM is a separate installable installed on SCOM server.

VPFM SCOM Connector Management Pack (MP) includes the following products:

- Communication Server (CS) 1000
- Secure Router (SR) 4134

Introduction

This document provides information to install Visualization Performance and Fault Manager (VPFM) System Center Operations Manager (SCOM) Connector on SCOM 2007 server and deploy Nortel VPFM Management Pack (MP) in your existing SCOM environment. The VPFM SCOM Connector, shipped with Nortel network management solution VPFM, monitors performance, propagates events and device information from Nortel VPFM to SCOM 2007 console.

This document provides information about the following:

- Installing VPFM SCOM Connector
- Modifying VPFM SCOM Connector settings
- Deploying Nortel VPFM MP
- Uninstalling VPFM SCOM Connector

Navigation

- ["Installation fundamentals" \(page 9\)](#)
- ["VPFM SCOM Connector installation" \(page 11\)](#)
- ["VPFM SCOM Connector uninstallation " \(page 19\)](#)
- ["Troubleshooting" \(page 21\)](#)

Installation fundamentals

This chapter provides the basic installation information specific to Visualization Performance and Fault Manager (VPFM) System Center Operations Manager (SCOM) Connector.

Navigation

- ["VPFM SCOM Connector" \(page 9\)](#)
- ["Installation process" \(page 9\)](#)
- ["Uninstallation process" \(page 10\)](#)

VPFM SCOM Connector

VPFM SCOM Connector is a service on SCOM server bridging the connection between Nortel VPFM and SCOM 2007 console.

The following products MPs are included in the VPFM SCOM Connector software package:

- Communication Server (CS)1000
- Secure Router (SR) 4134

Following are limitations of Nortel VPFM SCOM Connector:

- Scope of monitoring is limited to CS 1000 and SR 4134 for this release.
- Supports only Unified Branch Office Solution (UBS) for this release.
- VPFM-Lite does not support Nortel VPFM integration with Microsoft SCOM through VPFM SCOM Connector. Install VPFM 1.0 license.

Installation process

VPFM SCOM Connector is installed through a wizard based installer. Installer can be run from DVD or can be copied to hard drive and run from there.

VPFM SCOM Connector is installed on the SCOM server. SCOM server is the machine on which Microsoft SCOM 2007 is installed with Service Pack (SP) 1. VPFM server is the machine on which VPFM 1.0 software is installed on the Windows or Linux.

For more information about VPFM SCOM Connector installation, see ["VPFM SCOM Connector installation" \(page 11\)](#).

Uninstallation process

Uninstallation of VPFM SCOM Connector is done through the wizard based installer.

For more information, see ["VPFM SCOM Connector uninstallation " \(page 19\)](#).

VPFM SCOM Connector installation

This chapter provides procedure to install Visualization Performance and Fault Manager (VPFM) System Center Operations Manager (SCOM) Connector on SCOM server and deploy VPFM Management Pack (MP) into your existing SCOM 2007 console.

Navigation

- ["Installing VPFM SCOM Connector" \(page 11\)](#)
- ["Deploying Nortel VPFM MP" \(page 16\)](#)
- ["Starting/restarting VPFM SCOM Connector service" \(page 17\)](#)
- ["Verifying installation" \(page 18\)](#)

Prerequisites

- Ensure Microsoft SCOM 2007 is installed on a machine running Windows 2003 with Service Pack (SP) 1.
- Ensure at least one VPFM discovery domain is defined to cover the supported devices, Communication Server (CS) 1000 or Secure Router (SR) 4134.

Attention: VPFM SCOM Connector can connect to only one VPFM discovery domain.

Installing VPFM SCOM Connector

Use the following procedure to install VPFM SCOM Connector.

Prerequisites

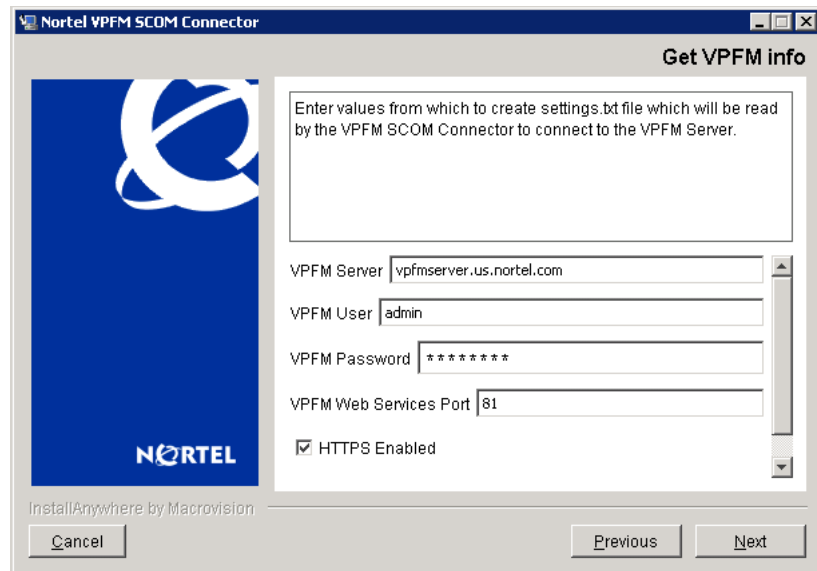
- Ensure Microsoft SCOM 2007 is installed on a machine running Windows 2003 with Service Pack (SP) 1.
- Ensure to install VPFM 1.0 license for Nortel VPFM integration with Microsoft SCOM.

Procedure Steps

Step	Action
1	Run the DVD or double-click on the installer saved on hard-drive. The initial installation dialog box appears.
2	Click Next . License Agreement dialog box appears.
3	Select I accept the terms of the license agreement .
4	Click Next . Choose Install Folder dialog box appears.
5	Select Restore Default Folder Or click Choose to select the storage space.

Attention: The path name cannot contain spaces.

- 6 Select **Next**.
Get VPFM Info dialog box appears.



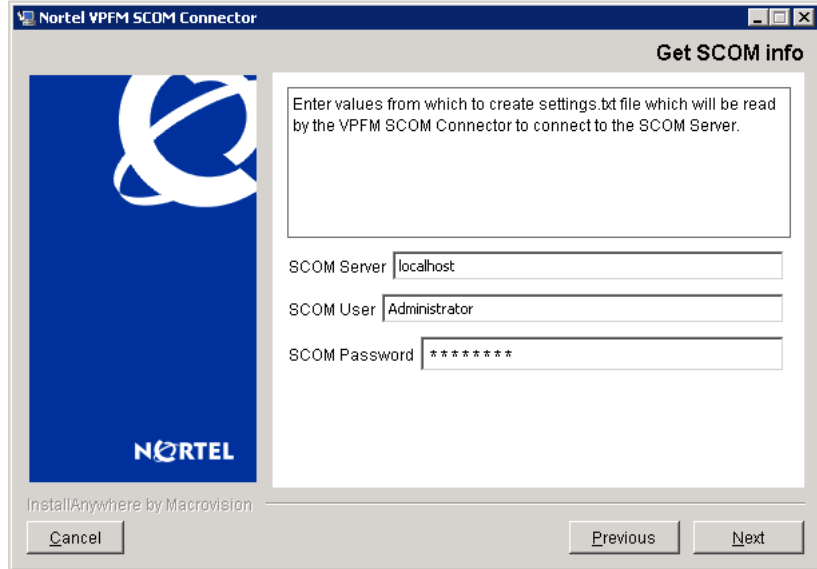
- 7 Enter the VPFM Fully Qualified Domain Name (FQDN) in **VPFM Server**.

- 8 Enter VPFM user name connected with rule UCMSysAdmin in **VPFM User**.
- 9 Enter VPFM password connected with rule UCMSysAdmin in **VPFM Password**.
- 10 Enter VPFM web services port number in **VPFM Web Services Port** and select **HTTPS Enabled**.
By default, VPFM Web Services Port number is 81 and HTTPS Enabled is enabled.
- 11 Scroll down to enter VPFM discovery domain name.
- 12 Enter the discovery domain name created in VPFM for campus discovery and topology view in **Domain Name**.

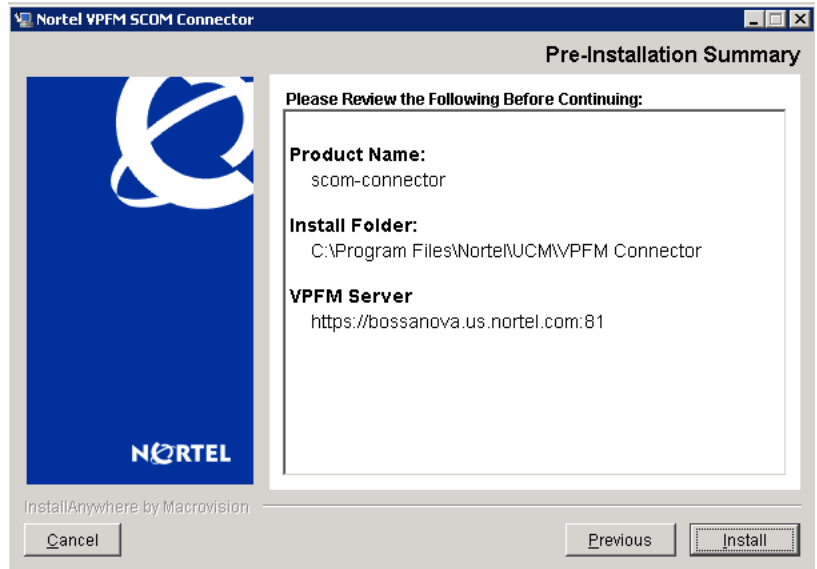
The screenshot shows a window titled "Nortel VPFM SCOM Connector" with a sub-dialog titled "Get VPFM info". The dialog contains the following elements:

- A text box with the instruction: "Enter values from which to create settings.txt file which will be read by the VPFM SCOM Connector to connect to the VPFM Server."
- A text input field for "VPFM User" containing the value "admin".
- A text input field for "VPFM Password" containing masked characters "*****".
- A text input field for "VPFM Web Services Port" containing the value "81".
- A checkbox labeled "HTTPS Enabled" which is checked.
- A text input field for "Domain Name" containing the value "SCOMTest".
- Buttons for "Cancel", "Previous", and "Next" at the bottom.
- A logo for "NORTEL" on the left side.
- Small text at the bottom left: "InstallAnywhere by Macrovision".

- 13 Click **Next**.
Get SCOM Info dialog box appears.

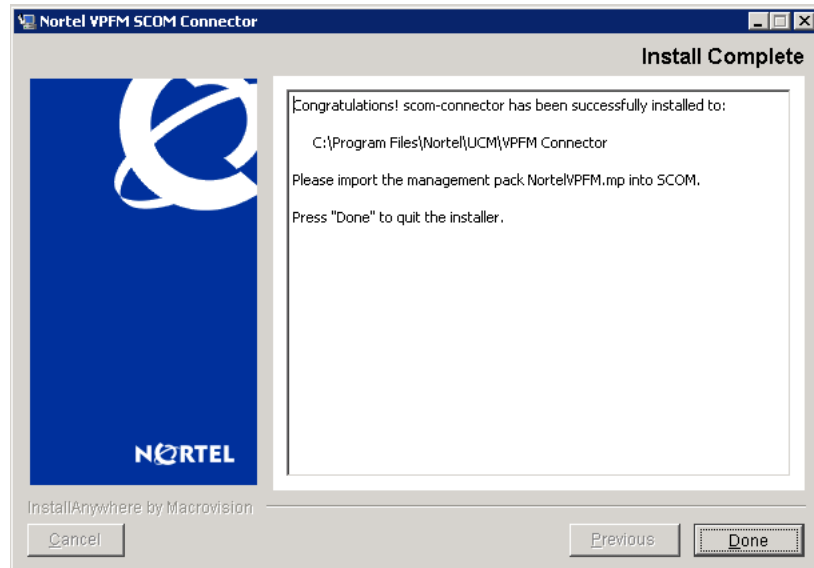


- 14 Enter the SCOM server domain name in **SCOM Server**.
By default, the SCOM server name is localhost.
- 15 Enter user name with SCOM write permissions in **SCOM User**.
- 16 Enter password with SCOM write permissions in **SCOM Password**.
- 17 Click **Next**.
Pre-Installation Summary dialog box appears.



- 18 Click **Install**.

The Install Complete dialog box appears after installation.



- 19 Click **Done** to exit the installer.

The SCOM and VPFM values provided during the installation are stored in *settings.txt*. By default, the file is located in **C:\Program Files\Nortel\UCM\VPFM Connector\services**. These configuration values can be modified. For more information, see *Nortel Visualization Performance and Fault Manager VPFM SCOM Connector Fundamentals (NN48014-101)*.

--End--

Variable definitions

Variable	Definition
VPFM Server	FDQN of the VPFM Server.
VPFM User	VPFM user name connected with rule UCMSysAdmin.
VPFM Password	VPFM password connected with rule UCMSysAdmin.
VPFM Web Service Port	VPFM Web server port number provided during VPFM server installation. By default, the port is 81.
HTTPS Enabled	Enable the HTTPS.
Domain Name	Discovery domain name created in VPFM for campus discovery and topology view.
SCOM Server	Domain name of the SCOM server. By default, the domain name is localhost.
SCOM User	User name with SCOM write permissions.
SCOM Password	Password with SCOM write permissions.

Deploying Nortel VPFM MP

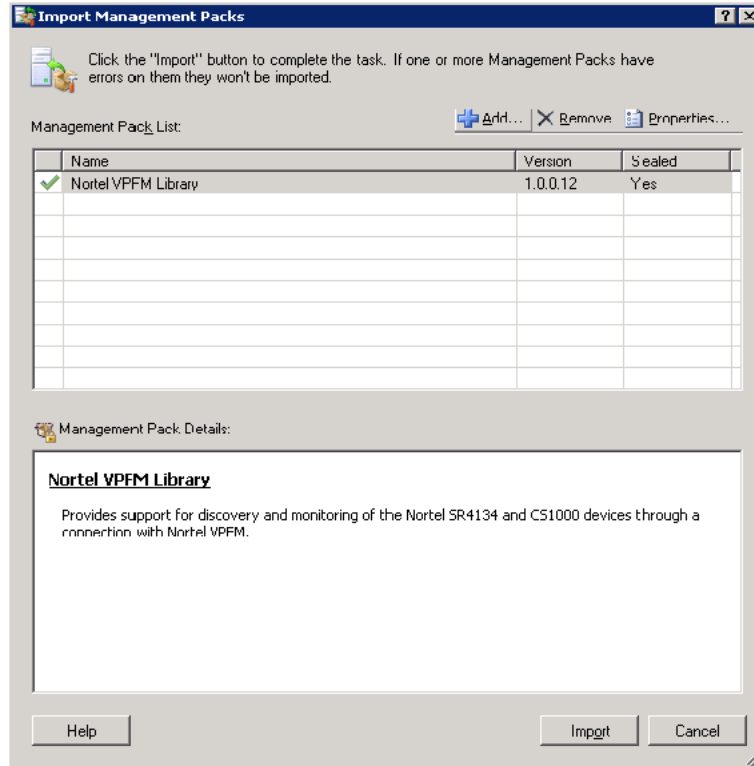
Use the following procedure to deploy the Nortel VPFM Management Pack (MP) on SCOM 2007 Operations Console.

Prerequisite

- VPFM SCOM Connector must be installed on SCOM server.

Procedure Steps

Step	Action
1	Launch the SCOM Operations Console. Select Start > All Programs > System Center Operations Manager 2007 > Operations Console .
2	In Operations Console, click Administration .
3	In Administration pane, expand Administration .
4	Right-click on Management Packs and then click Import Management Packs Or Select Import Management Pack , from Actions . Select Management Pack to Import dialog appears.
5	Browse to the directory where VPFM connector is saved. By default, the location is C:\Program Files\Nortel\UCM\VPFM Connector .
6	Select <i>NortelVPFM.mp</i> and click Open to import. Import Management Pack dialog box appears.



- 7 Click **Import**.
 - After the import process is complete, and the dialog box displays an icon next to the Management Pack indicating success or failure of the importation.
 - 8 Click **Close**.
 - 9 The content area lists Nortel VPFM library under the Management Packs.
 - 10 Start/restart the VPFM SCOM Connector service after importing the Management Pack.
- For more information, see ["Starting/restarting VPFM SCOM Connector service" \(page 17\)](#).

--End--

Starting/restarting VPFM SCOM Connector service

Use the following procedure to start or restart VPFM SCOM Connector service.

Procedure Steps

Step	Action
1	On the SCOM server where VPFM SCOM Connector is installed, select Start > Control Panel .
2	Double-click Administrative Tools , and then double-click Services . Services window appears.
3	In details panel, do one of the following: <ul style="list-style-type: none"> Click Nortel VPFM Connector, and then, on Actions menu select Start to start the service after installing Nortel VPFM MP or Restart to restart the VPFM SCOM Connector service. Right-click Nortel VPFM Connector and then click Start or Restart. <p>The Nortel VPFM Connector service is started or restarted according to your selection.</p>
--End--	

Verifying installation

After completing the installation, use the following procedure to check deployment of Nortel VPFM Connector in SCOM 2007 console.

Procedure Steps

Step	Action
1	Launch the SCOM Operations Console. Select Start > All Programs > System Center Operations Manager 2007 > Operations Console .
2	In Operations Console, click Monitoring .
3	In Monitoring pane, expand Monitoring . Nortel VPFM appears in the Monitoring pane. For more information about VPFM SCOM Connector operation details, see <i>Nortel Visualization Performance and Fault Manager VPFM SCOM Connector Fundamentals</i> (NN48014-101).
--End--	

VPFM SCOM Connector uninstallation

This chapter describes how to uninstall Visualization Performance and Fault Manager (VPFM) System Center Operations Manager (SCOM) Connector.

Uninstallation of VPFM SCOM Connector software does not delete the Nortel VPFM Management Pack (MP) from SCOM 2007 console. It is necessary to delete the Nortel VPFM MP from SCOM 2007 console and then uninstall the software.

The log, event, and setting files are not deleted during uninstallation. You can delete them manually. If files are not deleted, the event and setting files are replaced with data provided during the next installation and log file is appended with new logs.

Navigation

- ["Deleting Nortel VPFM MP" \(page 19\)](#)
- ["Uninstalling VPFM SCOM Connector" \(page 20\)](#)

Deleting Nortel VPFM MP

Use the following procedure to delete the VPFM MP from SCOM 2007 console.

Procedure Steps

Step	Action
1	Launch the SCOM Operations Console. Select Start > All Programs > System Center Operations Manager 2007 > Operations Console .
2	In Operations Console, click Administration .
3	In Administration pane, expand Administration .
4	Select Management Packs . The Management Packs appear.

- 5 Navigate to select **Nortel VPFM Library**.
- 6 Right-click on **Nortel VPFM Library** and then click **Delete**
Or
Select **Delete**, from **Actions**.
VPFM MP is deleted.

--End--

Uninstalling VPFM SCOM Connector

Use the following procedure to uninstall VPFM SCOM Connector.

Procedure Steps

Step	Action
1	Navigate to the location C:\Program Files\Nortel\UCM\VPFM connector\Uninstall_SCOM-Connector
2	Double-click <i>Uninstall SCOM-Connector.exe</i> . The Uninstall SCOM Connector dialog box appears.
3	Click Uninstall . The uninstallation process may take several minutes.

--End--

Troubleshooting

This chapter provides procedural information to troubleshoot and isolate problems in your Visualization Performance and Fault Manager (VPFM) System Center Operations Manager (SCOM) Connector and SCOM 2007.

Navigation

- ["Unable to view campus" \(page 21\)](#)
- ["Troubleshooting device health status" \(page 23\)](#)

Unable to view campus

Use the following procedure when VPFM discovery domain does not appear in Campus View.

Prerequisites

- Ensure to install VPFM 1.0 license for Nortel VPFM integration with Microsoft SCOM.
- Ensure VPFM SCOM Connector is installed on SCOM server.

Procedure Steps

Step	Action
1	Launch SCOM 2007 console. Select Start > All Programs > System Center Operations Manager 2007 > Operations Console .
2	In Operations console, select Administration .
3	In Administration pane, select Management Packs .
4	In results pane, navigate to check Nortel VPFM Library . Go to Step 6 if Nortel VPFM Library appears.
5	Import Nortel VPFM Connector Management Pack (MP). For more information to import Management Pack, see "Deploying Nortel VPFM MP" (page 16) .

- 6 Launch Services.
Navigate to select **Start > Control Panel > Administrative Tools > Services**.
 - 7 Navigate to locate **Nortel VPFM Connector**.
 - 8 Ensure **Nortel VPFM Connector** is started.
For more information, see "[Starting/restarting VPFM SCOM Connector service](#)" (page 17).
 - 9 Log onto Nortel VPFM.
 - 10 Ensure to discover domain in Nortel VPFM.
For more information to discover Nortel VPFM domain discovery, see *Nortel Visualization Performance and Fault Manager Configuration* (NN48014-500).
 - 11 Open *log.txt* file in text editor.
By default, the location is **C:\Program files\Nortel\UCM\VPFM Connector\Services\logs**
 - 12 In logs file, check event severities. Go to [Step 14](#) if there are no severities.
 - 13 Check VPFM SCOM Connector or Nortel VPFM server configuration.
 - 14 Open *status.txt* file with text editor.
By default, the location is **C:\Program files\Nortel\UCM\VPFM Connector\Services**
 - 15 Check the status message. Go to [Step 17](#) if OK appears.
 - 16 Check Nortel VPFM and VPFM SCOM Connector configuration according to the error description.
 - 17 Open *settings.txt* file with text editor.
By default, location is **C:\Program files\Nortel\UCM\VPFM Connector\Services**.
 - 18 Check VPFM and SCOM server configuration details. Go to [Step 21](#) if the configurations are correct.
Initial values in *settings.txt* file contains the VPFM and SCOM sever details provided during VPFM SCOM Connector installation.
 - 19 Update the VPFM and SCOM server changes in *settings.txt* file.
The *editting-settings.txt* file, in the same location, can be used as reference while modifying *settings.txt* file.
-

Attention: Before making the changes, rename or save *settings.txt* file for later reference.

- 20 Prefix user name and password with `plaintext:.`
 The entries in *settings.txt* file prefixed with `plaintext:` are encrypted after restarting **Nortel VPFM Connector** in **Services**.

Attention: The `scomManagementPackName` value must not be changed.

- 21 In **Services**, restart **Nortel VPFM Connector** to apply changes saved in *settings.txt* file.
 For more information, see "[Starting/restarting VPFM SCOM Connector service](#)" (page 17).

--End--

Troubleshooting device health status

In SCOM 2007, **Managed Devices** display device health status. The status of the device is **Healthy** if the device is working correctly, else the status changes. Use the following procedure to troubleshoot Nortel VPFM server health status.

Prerequisite

- Ensure SCOM 2007 console is working correctly.

Procedure Steps

Step	Action
1	Open <i>status.txt</i> file with text editor. By default, the location is C:\Program Files\Nortel\UCM\VPFM Connector\Services
2	Check the status message. Go to Step 4 if OK appears.
3	Check the configuration according to the error description.
4	Open <i>log.txt</i> file in text editor. By default, the location is C:\Program Files\Nortel\UCM\VPFM Connector\Services\logs
5	In logs file, check event severities. Go to Step 6 if there are no severities.

- 6 Check the configurations accordingly.
- 7 In Services, restart **Nortel VPFM Connector**.
For more information, see "[Starting/restarting VPFM SCOM Connector service](#)" (page 17).
- 8 Open *status.txt* file.
- 9 Check the status message. Go to [Step 11](#) if OK appears.

Attention: The *status.txt* file is written with a new value only when the VPFM SCOM Connector service is restarted, or when *settings.txt* file is manually modified and VPFM SCOM Connector service is restarted.

- 10 Check the configuration if there is any error description.
- 11 Check health status of VPFM server in Managed Devices.
It may take few minutes and the Nortel VPFM server status appears healthy.

--End--

Nortel Visualization Performance and Fault Manager

VPFM SCOM Connector Installation

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