



Avaya Visualization Performance and Fault Manager — VPFM SCOM Connector Installation

2.3
NN48014-301
02.03
June 2011

Notice

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

Documentation disclaimer

“Documentation” means information published by Avaya in varying mediums which may include product information, operating instructions and performance specifications that Avaya generally makes available to users of its products. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of documentation unless such modifications, additions, or deletions were performed by Avaya. End User agrees to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

Link disclaimer

Avaya is not responsible for the contents or reliability of any linked Web sites referenced within this site or documentation provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

Warranty

Avaya provides a limited warranty on its Hardware and Software (“Product(s)”). Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya’s standard warranty language, as well as information regarding support for this Product while under warranty is available to Avaya customers and other parties through the Avaya Support Web site: <http://support.avaya.com>. Please note that if you acquired the Product(s) from an authorized Avaya reseller outside of the United States and Canada, the warranty is provided to you by said Avaya reseller and not by Avaya.

Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, [HTTP://SUPPORT.AVAYA.COM/LICENSEINFO/](http://support.avaya.com/licenseinfo/) ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AUTHORIZED AVAYA RESELLER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AUTHORIZED AVAYA RESELLER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA AUTHORIZED RESELLER; AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS “YOU” AND “END USER”), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE (“AVAYA”).

Copyright

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, or Hardware provided by Avaya. All content on this site, the documentation and the Product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

Third-party components

Certain software programs or portions thereof included in the Product may contain software distributed under third party agreements (“Third Party Components”), which may contain terms that expand or limit rights to use certain portions of the Product (“Third Party Terms”). Information regarding distributed Linux OS source code (for those Products that have distributed the Linux OS source code), and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply to them is available on the Avaya Support Web site: <http://support.avaya.com/Copyright>.

Trademarks

The trademarks, logos and service marks (“Marks”) displayed in this site, the Documentation and Product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the Documentation and Product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party.

Avaya is a registered trademark of Avaya Inc.

All non-Avaya trademarks are the property of their respective owners, and “Linux” is a registered trademark of Linus Torvalds.

Downloading Documentation

For the most current versions of Documentation, see the Avaya Support Web site: <http://support.avaya.com>.

Contact Avaya Support

Avaya provides a telephone number for you to use to report problems or to ask questions about your Product. The support telephone number is 1-800-242-2121 in the United States. For additional support telephone numbers, see the Avaya Web site: <http://support.avaya.com>.

Contents

Chapter 1: New in this release	5
Features.....	5
Chapter 2: Introduction	7
Chapter 3: Installation fundamentals	9
VPFM SCOM Connector.....	9
Installation process.....	9
Uninstallation process.....	10
Chapter 4: VPFM SCOM Connector installation	11
Installing VPFM SCOM Connector.....	11
Deploying Avaya VPFM MP.....	15
Starting or restarting VPFM SCOM Connector service.....	17
Verifying installation.....	17
Chapter 5: VPFM SCOM Connector uninstallation	19
Deleting Avaya VPFM MP.....	19
Uninstalling VPFM SCOM Connector.....	20
Chapter 6: Troubleshooting	21
Unable to view campus.....	21
Troubleshooting device health status.....	23

Chapter 1: New in this release

This is the initial release of the Avaya Visualization Performance and Fault Manager (VPFM) System Center Operations Manager (SCOM) Connector. It is a part of the Avaya 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:

- Avaya Communication Server 1000 (Avaya CS 1000)
- Avaya Secure Router 4134 (Avaya SR 4134)
- Advanced Gateway 2330 MCR (SR 2330)
- Avaya Secure Router 1000 series
- Avaya Secure Router 3000 series
- Avaya Ethernet Routing Switch 2500
- Avaya Ethernet Routing Switch 4500
- Avaya Ethernet Routing Switch 8600
- Avaya Ethernet Routing Switch 8800
- Avaya Virtual Services Platform 9000
- WLAN
- Belden/ or Hirschmann routers and switches

New in this release

Chapter 2: Introduction

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

This document provides information about the following:

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

Navigation

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

Chapter 3: Installation fundamentals

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

Navigation

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

VPFM SCOM Connector

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

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

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

Following are limitations of Avaya VPFM SCOM Connector:

- Scope of monitoring is limited to Avaya CS 1000 and Avaya SR 4134 for this release.
- Supports only Unified Branch Office Solution (UBS) for this release.
- VPFM-Lite does not support Avaya VPFM integration with Microsoft SCOM through VPFM SCOM Connector. Install VPFM 2.3 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 2.3 software is installed on the Windows or Linux.

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

Uninstallation process

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

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

Chapter 4: VPFM SCOM Connector installation

This chapter provides procedure to install Avaya 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](#) on page 11
- [Deploying Avaya VPFM MP](#) on page 15
- [Starting or restarting VPFM SCOM Connector service](#) on page 17
- [Verifying installation](#) on page 17

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, Avaya Communication Server 1000 (Avaya CS 1000) or Avaya Secure Router 4134 (Avaya SR 4134).



Important:

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 Avaya VPFM integration with Microsoft SCOM.

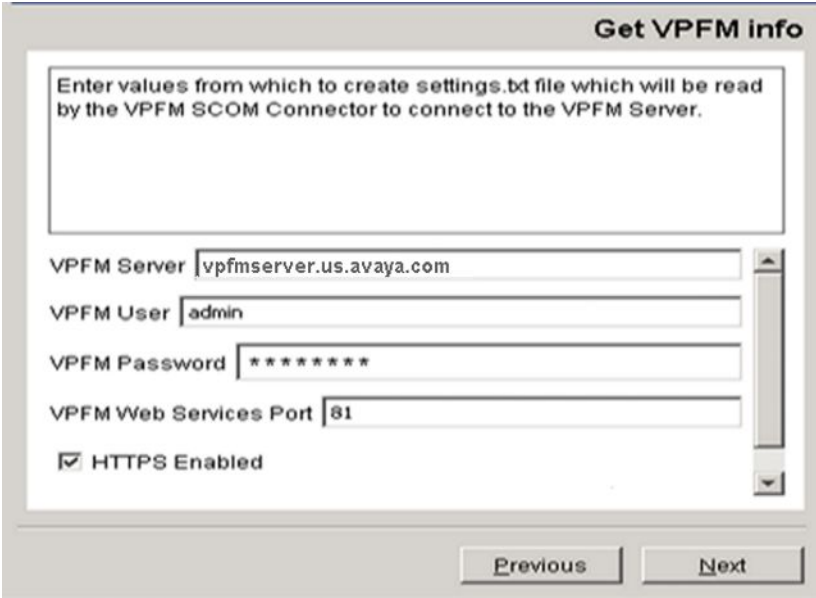
-
1. Run the DVD or double-click on the installer saved on hard-drive.
The initial installation dialog box appears.
 2. Click **Next**.
License Agreement dialog box appears.

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.

 **Important:**

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**.

Get VPFM info

Enter values from which to create settings.bt file which will be read by the VPFM SCOM Connector to connect to the VPFM Server.

VPFM User

VPFM Password

VPFM Web Services Port

HTTPS Enabled

Domain Name

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

Get SCOM info

Enter values from which to create settings.bt file which will be read by the VPFM SCOM Connector to connect to the SCOM Server.

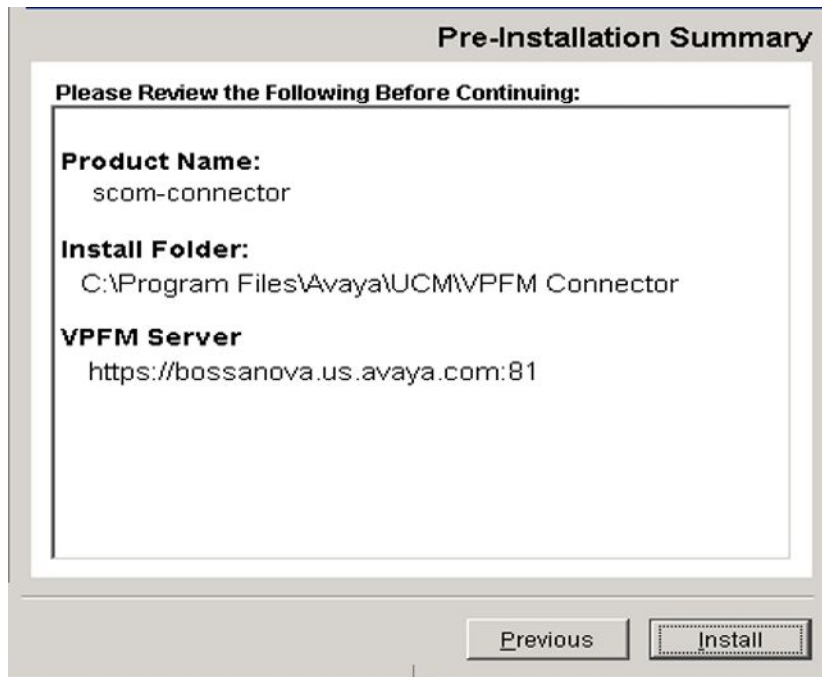
SCOM Server

SCOM User

SCOM Password

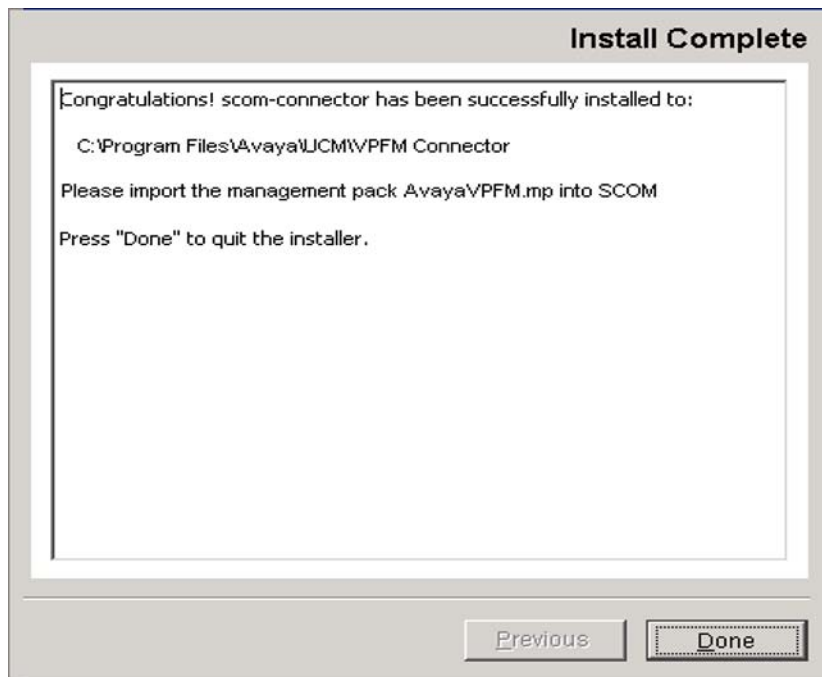
14. Enter the SCOM server domain name in **SCOM Server**.
By default, the SCOM server name is localhost.
15. Enter user name with SCOM write permissions in **SCOM User**.
16. Enter password with SCOM write permissions in **SCOM Password**.
17. Click **Next**.

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\Avaya\UCM\VPFM Connector\services**. These configuration values can be modified. For more

information, see *Avaya Visualization Performance and Fault Manager VPFM SCOM Connector Fundamentals* (NN48014-101).

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 Avaya VPFM MP

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

Prerequisites

VPFM SCOM Connector must be installed on SCOM server.

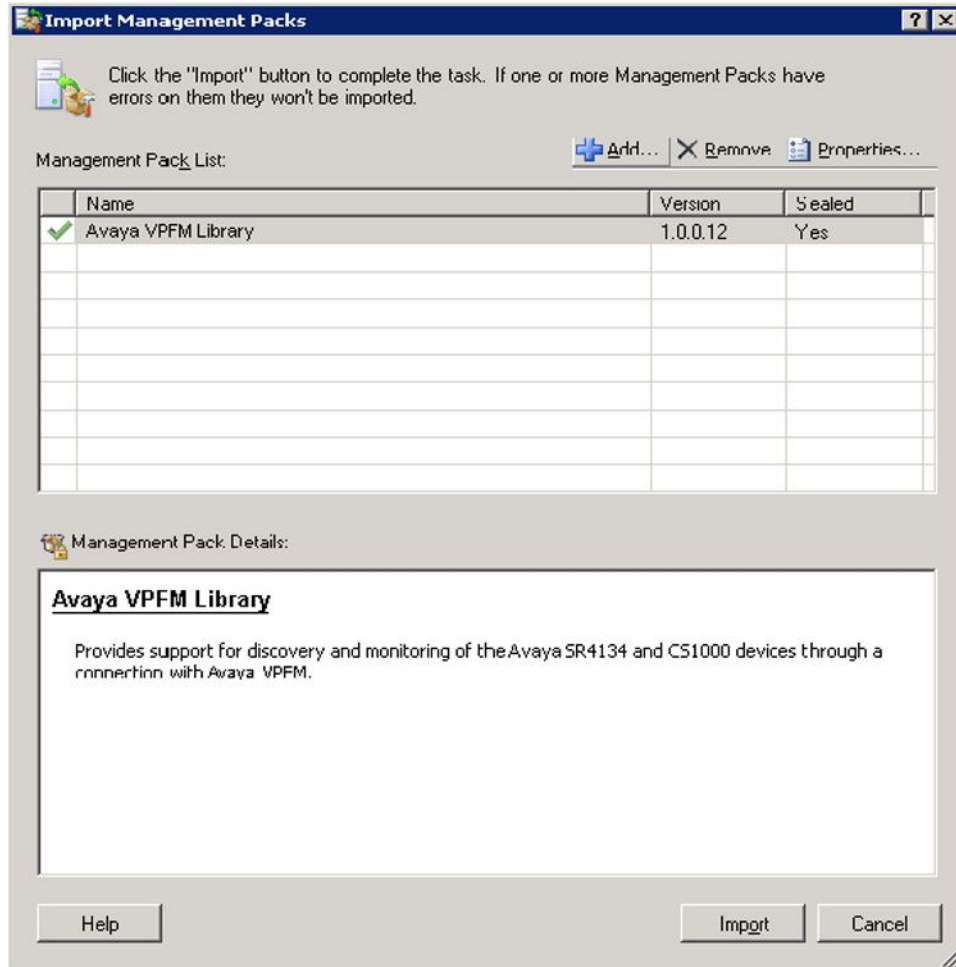
-
1. Launch the SCOM Operations Console.
Select **Start > All Programs > System Center Operations Manager 2007 > Operations Console**.
 2. In Operations Console, click **Administration**.
 3. In Administration pane, expand **Administration**.
 4. Right-click on **Management Packs** and then click **Import 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\Avaya\UCM\VPFM Connector**.
6. Select **AvayaVPFM.mp** and click **Open** to import.
Import Management Packs 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 VPFM library under the Management Packs.
10. Start/restart the VPFM SCOM Connector service after importing the Management Pack.

For more information, see [Starting or restarting VPFM SCOM Connector service](#) on page 17.

Starting or restarting VPFM SCOM Connector service

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

-
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:
 - Click **VPFM Connector**, and then, on **Actions** menu select **Start** to start the service after installing VPFM MP or **Restart** to restart the VPFM SCOM Connector service.
 - Right-click **VPFM Connector** and then click **Start** or **Restart**.

The VPFM Connector service is started or restarted according to your selection.

Verifying installation

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

-
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**.
VPFM appears in the Monitoring pane.

For more information about VPFM SCOM Connector operation details, see *Avaya Visualization Performance and Fault Manager VPFM SCOM Connector Fundamentals* (NN48014-101).

Chapter 5: VPFM SCOM Connector uninstallation

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

Uninstallation of VPFM SCOM Connector software does not delete the Avaya VPFM Management Pack (MP) from SCOM 2007 console. It is necessary to delete the Avaya 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 Avaya VPFM MP](#) on page 19
- [Uninstalling VPFM SCOM Connector](#) on page 20

Deleting Avaya VPFM MP

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

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 **VPFM Library**.
6. Right-click on **VPFM Library** and then click **Delete**
Or
Select **Delete**, from **Actions**.

VPFM MP is deleted.

Uninstalling VPFM SCOM Connector

Use the following procedure to uninstall VPFM SCOM Connector.

-
1. Navigate to the location **C:\Program Files\Avaya\UCM\VPFM connector\Uninstall_SCOM-Connector**.
 2. Double-click **Uninstall SCOM-Connector.exe**.
The Uninstall SCOM Connector dialog box appears.
 3. Click **Uninstall**.
The uninstallation process may take several minutes.
-

Chapter 6: Troubleshooting

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

Navigation

- [Unable to view campus](#) on page 21
- [Troubleshooting device health status](#) on 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 2.3 license for Avaya VPFM integration with Microsoft SCOM.
- Ensure VPFM SCOM Connector is installed on SCOM server.

-
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 **VPFM Library**. Go to step [6](#) on page 21 if VPFM Library appears.
 5. Import VPFM Connector Management Pack (MP).
For more information to import Management Pack, see [Deploying Avaya VPFM MP](#) on page 15.
 6. Launch Services.
Navigate to select **Start > Control Panel > Administrative Tools > Services**.
 7. Navigate to locate **VPFM Connector**.
 8. Ensure **VPFM Connector** is started.

For more information, see [Starting or restarting VPFM SCOM Connector service](#) on page 17.

9. Log onto VPFM.
10. Ensure to discover domain in VPFM.
For more information to discover VPFM domain discovery, see *Avaya Visualization Performance and Fault Manager Configuration* (NN48014-500).
11. Open **log.txt** file in text editor.
By default, the location is **C:\Program files\Avaya\UCM\VPFM Connector\Services\logs**
12. In logs file, check event severities. Go to step [14](#) on page 22 if there are no severities.
13. Check VPFM SCOM Connector or VPFM server configuration.
14. Open **status.txt** file with text editor.
By default, the location is **C:\Program files\Avaya\UCM\VPFM Connector\Services**
15. Check the status message. Go to step [17](#) on page 22 if OK appears.
16. Check 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\Avaya\UCM\VPFM Connector\Services**.
18. Check VPFM and SCOM server configuration details. Go to step [21](#) on page 23 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 **editing-settings.txt** file, in the same location, can be used as reference while modifying **settings.txt** file.

 **Important:**

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 **VPFM Connector** in **Services**.

 **Important:**

The `scomManagementPackName` value must not be changed.

21. In **Services**, restart **VPFM Connector** to apply changes saved in **settings.txt** file.

For more information, see [Starting or restarting VPFM SCOM Connector service](#) on page 17.

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 Avaya VPFM server health status.

Prerequisites

Ensure SCOM 2007 console is working correctly.

1. Open **status.txt** file with text editor.
By default, the location is **C:\Program Files\Avaya\UCM\VPFM Connector\Services**
2. Check the status message. Go to step [4](#) on page 23 if OK appears.
3. Check the configuration according to the error description.
4. Open **log.txt** file in text editor.
By default, the location is **C:\Program Files\Avaya\UCM\VPFM Connector\Services\logs**
5. In logs file, check event severities. Go to step [7](#) on page 23 if there are no severities.
6. Check the configurations accordingly.
7. In **Services**, restart **VPFM Connector**.
For more information, see [Starting or restarting VPFM SCOM Connector service](#) on page 17.
8. Open **status.txt** file.
9. Check the status message. Go to step [11](#) on page 24 if OK appears.

 **Important:**

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 VPFM server status appears healthy.
-