

Spotlight® on SQL Server Enterprise 11.7.1

## **Spotlight Management Pack for SCOM**



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### Legend

-  **WARNING:** A WARNING icon indicates a potential for property damage, personal injury, or death.
-  **CAUTION:** A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.
-  **IMPORTANT, NOTE, TIP, MOBILE, or VIDEO:** An information icon indicates supporting information.

Spotlight on SQL Server Enterprise Spotlight Management Pack for SCOM

Updated - October 2016

Version - 11.7.1

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# Spotlight Management Pack for SCOM

The Spotlight Management Pack for SCOM is appropriate for organizations that use SCOM (System Center Operations Manager) as their centralized monitoring system and wish to use Spotlight as their tool of choice for SQL Server monitoring.

Refer to this guide for installation and usage of the Spotlight Management Pack for SCOM.

# Deployment

Following deployment of the Spotlight Management Pack for SCOM you will be able to use a SCOM Console to:

- Manage a work flow of Spotlight alarms through SCOM alerts (for example raise SCOM tickets).
- View data from monitored Spotlight connections.
- Snooze, unsnooze and acknowledge raised Spotlight alarms.

## Requirements

The Spotlight Management Pack for SCOM requires the following:

**Table 1: Requirements**

Requirement	Details
SCOM	SCOM (System Center Operations Manager) 2012 and above as deployed in your organization.
Spotlight	<p>Spotlight on SQL Server Enterprise 11 or later.</p> <p>Spotlight on SQL Server Enterprise 11.1 or later is required to snooze / unsnooze and acknowledge alarms.</p> <p>In the deployment of Spotlight, consider the following:</p> <ul style="list-style-type: none"> <li>• It is recommended that the Spotlight Diagnostic Server and SCOM Management Server be installed on different host computers.</li> <li>• The Spotlight Client is required to configure Spotlight, manage Spotlight connections and configure alarms.</li> <li>• The Spotlight Client is not required by SCOM. The SCOM Console and SCOM Management Server communicate directly with the Spotlight Diagnostic Server.</li> </ul>
User Privileges	The Windows user(s) running the SCOM Console and SCOM Management Server must be member(s) of the Spotlight Diagnostic

Requirement	Details
	Administrators Group for each Spotlight Diagnostic Server. This ensures that a secure connection to the Spotlight Diagnostic Server can be made through Port 40403 and that Spotlight information can be retrieved. For more information on the Spotlight Diagnostic Administrators Group, refer to the <i>Spotlight on SQL Server Deployment Guide</i> .

## Unpack the Spotlight Management Pack for SCOM

On the Windows server where the SCOM Console is installed:

1. Unzip the contents of **Quest.SoSSE.MP.zip** to a known directory.
2. Create an Environment Variable called **sosse\_mp\_path**. Set the Environment Variable value to the directory above. This Environment Variable is required to snooze, unsnooze and acknowledge alarms from the SCOM application.

Open the SCOM Console:

1. Expand **Administration**.
2. Select **Management Packs**.
3. Right click **Management Packs** and select to import the **Quest.SoSSE.mpb** management pack from the directory created above.

## Configure the Spotlight Management Pack for SCOM

Repeat these steps for each Spotlight Diagnostic Server. The purpose of these steps is to configure SCOM to target the Windows server that hosts the Spotlight Diagnostic Server.

1. From the SCOM Console, expand **Administration | Device Management**.
2. Right click **Device Management** and select **Discovery Wizard...** to open the **Computer and Device Management Wizard**.

**Table 2: Complete the Computer and Device Management Wizard**

Wizard page	Description
Discovery Type	Select <b>Windows computers</b> to discover devices of this type.
Auto or Advanced?	Select <b>Advanced Discovery</b> .

Wizard page	Description						
	<table border="1"> <thead> <tr> <th>Parameter</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Computer and Device Classes</td> <td>Select <b>Servers and Clients</b>.</td> </tr> <tr> <td>Management Server</td> <td>Select the Windows computer hosting the Spotlight Diagnostic Server. As per the requirements it is recommended that the Spotlight Diagnostic Server and SCOM Management Server are installed on different host computers.</td> </tr> </tbody> </table>	Parameter	Description	Computer and Device Classes	Select <b>Servers and Clients</b> .	Management Server	Select the Windows computer hosting the Spotlight Diagnostic Server. As per the requirements it is recommended that the Spotlight Diagnostic Server and SCOM Management Server are installed on different host computers.
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Discovery Method	Select <b>Browse for, or type in computer names</b> . From the <b>Select Computers</b> dialog select objects of type <b>Computers</b> from the <b>Entire Directory</b> . Enter the name(s) of the computer(s) running a Spotlight Diagnostic Server.						
Administrator Account	Select <b>Other User Account</b> . Enter the account details of a Windows user that is a member of the Spotlight Diagnostic Administrators Group for the Spotlight Diagnostic Server.						
Select Objects to Manage	Use SCOM Agent or Agentless monitoring. <table border="1"> <thead> <tr> <th>Option</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Agent</td> <td>To use SCOM Agent monitoring, set the <b>Management Mode</b> option to <b>Agent</b>. Click <b>Next</b> to open the <b>Summary</b> page of the Computer and Device Management wizard.</td> </tr> <tr> <td>Agentless</td> <td>To use SCOM Agentless monitoring, set the <b>Management Mode</b> option to <b>Agentless</b>. Click <b>Finish</b> to complete the Computer and Device Management wizard.</td> </tr> </tbody> </table>	Option	Description	Agent	To use SCOM Agent monitoring, set the <b>Management Mode</b> option to <b>Agent</b> . Click <b>Next</b> to open the <b>Summary</b> page of the Computer and Device Management wizard.	Agentless	To use SCOM Agentless monitoring, set the <b>Management Mode</b> option to <b>Agentless</b> . Click <b>Finish</b> to complete the Computer and Device Management wizard.
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Summary	The Summary page is applicable to SCOM Agent monitoring. Verify / Change the Agent installation directory. Enter credentials for the Agent Action Account. Enter the account details of a Windows user that is a member of the Spotlight Diagnostic Administrators Group for the Spotlight Diagnostic Server and an Administrator on the Spotlight Diagnostic Server host.						

## Work flow for Spotlight alarms

A new SCOM Spotlight Alert is raised each time a Spotlight alarm is raised or the severity of a Spotlight alarm changes. All Spotlight alarms can be managed through the SCOM alerts work flow.

### Monitor Spotlight alarms

Open the SCOM Console. From the **Monitoring** pane select **Active Alerts**. Each SCOM alert is listed on the Active Alerts table.

**Table 3: Active Alerts table**

Spotlight Alerts	Description
Source	The connection the Spotlight alarm was raised against.
Name	The name of the Spotlight alarm.
Resolution State	The resolution state of the Spotlight Alert. Note that when the Spotlight alarm is resolved the SCOM Alert is NOT automatically resolved.
Created	The date and time the Spotlight Alert was raised.

**i** TIP: The visible fields on the Active Alerts table can be personalized with Custom Fields from the Spotlight Alert. For definitions of the Spotlight Alert Custom Fields, right click on a Spotlight Alert in the Active Alerts table and select **Properties | Custom Fields**.

**Table 4: Select a Spotlight Alert on the Active Alerts table to view the Alert Details and Description**

Alert Details	Description
Diagnostic Server	The name of the Spotlight Diagnostic Server. The Spotlight alarm is raised against a connection that is monitored through this Spotlight Diagnostic Server.
Connection	The display name of the Spotlight Connection. The Spotlight alarm is raised against this



Alert Details	Description
	connection.
Technology	The Spotlight Connection Type; for example SQL Server or Windows.
Display Name	The display name of the Spotlight alarm.
Severity	The severity of the Spotlight alarm.
Details	The details of the Spotlight alarm.
First Raised	The earliest known time the same Spotlight alarm was raised against the connection (as sourced from the Playback Database).
Last Raised	The most recent time the same Spotlight alarm was raised against the connection. For an alarm that has been raised repeatedly this could be a more recent time than the time of this alarm.
Is Snoozed	True if the Spotlight alarm has been snoozed. The Spotlight Alarm can be snoozed in Spotlight or the SCOM Console.
Snoozed By	If the Spotlight alarm Is Snoozed - Snoozed By records the user that snoozed the alarm.
Snoozed Until	If the Spotlight alarm Is Snoozed - Snoozed Until records the time the alarm is snoozed till.
Requires Acknowledgment	True if the Spotlight alarm is configured to require acknowledgment.

**Table 5: Right click a Spotlight Alert on the Active Alerts table for further detail and / or to make changes**

Right Click   Select	Description						
View or edit settings for this rule   Overrides	Override parameters of this Spotlight Alert such as priority and severity. Note that the Spotlight Management Pack for SCOM is sealed so an alternative destination management pack is required.						
Properties   General	Change the properties of the Spotlight Alert.						
	<table border="1"> <tr> <td>Owner</td> <td>Assign an owner to the Spotlight Alert.</td> </tr> <tr> <td>Ticket ID</td> <td>Assign a Ticket ID to the Spotlight Alert.</td> </tr> <tr> <td>Alert Status</td> <td>Change the Alert status as appropriate.</td> </tr> </table>	Owner	Assign an owner to the Spotlight Alert.	Ticket ID	Assign a Ticket ID to the Spotlight Alert.	Alert Status	Change the Alert status as appropriate.
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Alert Status	Change the Alert status as appropriate.						
Properties   Product Knowledge	Show help on Spotlight Alerts.						
Alert Context	Show all details of the Spotlight alarm.						
Custom Fields	Show details of the Spotlight alarm that can be displayed as Custom Fields on the Active Alerts table.						

## Spotlight Alerts rule

You may want to override the defaults to the Spotlight Alerts rule. By default: Spotlight Alerts are enabled, have a warning severity, medium priority and the rule is run every 60 seconds. The rule properties for Spotlight Alerts

can be overridden for an individual connection, group of connections or globally.

Open the SCOM Console.

1. From the **Authoring** pane select **Management Pack Objects | Rules**. Look for **Spotlight Alerts**.
2. Right click on the **Spotlight Alerts** rule and select **Properties**.
3. Open the **Overrides** tab.
4. Click **Disable** to disable the Spotlight Alerts rule. Click **Override** to override one or more parameters of this rule. Click on an override to override properties of the rule. Note that the Spotlight Management Pack for SCOM is sealed so an alternative destination management pack is required.

## Send notifications to subscribers when criteria is matched relating to the Spotlight Alerts rule

Setup SCOM to send notifications when Spotlight Alerts match a defined Subscription criteria.

Open the SCOM Console. Expand **Tasks | Subscription**, click **Create** to open the **Notification Subscription Wizard**.

**Table 6: The Notification Subscription Wizard**

Wizard page	Description						
Description	Give a name to the Notification Subscription. Optionally, provide a description.						
Criteria	Select criteria as appropriate. A notification will be sent on all selected criteria being matched. In addition to your own criteria, ensure the following criteria are selected. <table><thead><tr><th>Criteria</th><th>Description</th></tr></thead><tbody><tr><td>raised by any instance in a specific group</td><td>The <b>Group Search</b> dialog opens when you select this criteria. From the Management Pack dropdown, select <b>Spotlight Management Pack</b>.</td></tr><tr><td>raised by instances with a specific name</td><td>The <b>Object Search</b> dialog opens when you select this criteria. From the Look for dropdown, select <b>Spotlight Management Pack</b>.</td></tr></tbody></table>	Criteria	Description	raised by any instance in a specific group	The <b>Group Search</b> dialog opens when you select this criteria. From the Management Pack dropdown, select <b>Spotlight Management Pack</b> .	raised by instances with a specific name	The <b>Object Search</b> dialog opens when you select this criteria. From the Look for dropdown, select <b>Spotlight Management Pack</b> .
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Subscribers	Add subscribers as appropriate. On all selected criteria being matched, SCOM will send a notification to the selected subscribers.						

# SCOM Console views of Spotlight

Open the SCOM Console. Expand **Monitoring | Quest Spotlight on SQL Server Enterprise**. Select from the available SCOM Console views.

SCOM Console View	Description
Dashboard	<p>Select to show the Spotlight Diagnostic Servers known to SCOM, the connections monitored by each Spotlight Diagnostic Server and the alarms raised for each connection.</p> <p>To add a Spotlight Diagnostic Server to SCOM see <a href="#">Configure the Spotlight Management Pack for SCOM</a>.</p>
Diagnostic Servers' Health	<p>Select to show alarms raised against each Spotlight Diagnostic Server. For example, show:</p> <ul style="list-style-type: none"> <li>• Health check data upload alerts</li> <li>• Auto update of the Spotlight Diagnostic Server alerts</li> <li>• Mobile monitoring data transfer failure alerts</li> <li>• Failure to monitor the Spotlight connection</li> <li>• Failure to send email notifications of alarms raised</li> </ul>
Spotlight Alarms	<p>Select to show in detail alarms raised against monitored Spotlight connections.</p> <ul style="list-style-type: none"> <li>• Show the alarm, the severity of the alarm, the connection the alarm is raised against, a descriptive message of the alarm, the date and time the alarm was raised.</li> <li>• Snooze / Unsnooze the alarm. If the alarm is snoozed, show the date and time the alarm is snoozed until.</li> <li>• Acknowledge the alarm.</li> </ul>



Note:

- The views in the SCOM Console update automatically when an alarm is raised or the alarm status changes.
- The views in the SCOM Console show all Spotlight connections, including those connections that are disabled and in outage.

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# Snooze and acknowledge Spotlight alarms

Open the SCOM Console.

1. Expand **Monitoring | Quest Spotlight on SQL Server Enterprise**.
2. Select the **Spotlight Alarms** view.
3. Select the alarm in the **All Alarms** panel.
4. From the main menu select: **Tasks | SoSSE Alarms Class Tasks**. Select to snooze, unsnooze or acknowledge the selected alarm.

Alternatively, from the SCOM Console Tasks Pane click **Tasks | SoSSE Alarms Class Tasks** to snooze, unsnooze or acknowledge the selected alarm. To open the Tasks Pane, from the SCOM Console main menu click **View | Tasks**.

**i** | Note: This functionality can only be performed one alarm at a time.

# Launch the Spotlight Client from the SCOM Console

The Spotlight Client is not required by SCOM. However, the Spotlight Client is required to configure Spotlight, manage Spotlight connections and configure alarms. If the Spotlight Client is installed on the same computer as the SCOM Console, then the Spotlight Client can be launched from the SCOM Console.

From the SCOM Console main menu select **Tasks | Windows Computer Tasks | Launch Spotlight on SQL Server Enterprise**.

Alternatively, from the Tasks Pane click **Tasks | Windows Computer Tasks | Launch Spotlight on SQL Server Enterprise**. To open the Tasks Pane, from the SCOM Console main menu click **View | Tasks**.

**i** Note: The Spotlight Diagnostic Server selected on the SCOM Dashboard has no direct relation to the Spotlight Client launched. A scenario may be to select a Spotlight Diagnostic Server on the SCOM Dashboard then launch Spotlight to investigate further information from this Diagnostic Server. To do this:  
1) Launch the Spotlight Client 2) From the Spotlight Client, click **Configure | Diagnostic Server** to verify/change the Spotlight Diagnostic Server configured to work with this Spotlight Client.

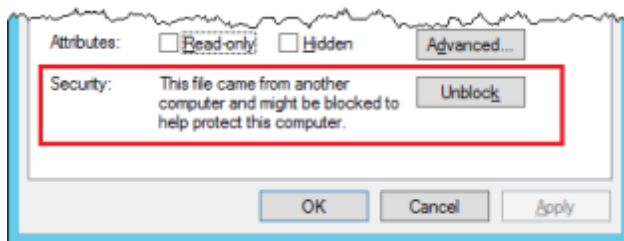
# Troubleshooting

## Acknowledging or snoozing an alarm fails to run or results in error: "LoadFile ... An attempt was made to load an assembly from a network location ..."

Perhaps Windows blocked files from the Spotlight Management Pack for SCOM when those files were unzipped on the SCOM Console host.

### Resolution

1. Navigate to the directory pointed to by "%sosse\_mp\_path%"
2. Locate the file associated with the error. Right click on the file and select **Properties**.
3. From the file **Properties** dialog, **General** tab, if you see the **Security** section with an **Unblock** button then click **Unblock** to resolve the problem.



## Additional Resources

To download the Spotlight Management Pack for SCOM and view the demonstration videos see:  
<https://www.spotlightessentials.com/download>.



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