

Check Exchange 2007 using System Center Operations Manager 2007 - Part 1

In this article, I will show you how to test Exchange Server 2007 using System Center Operations Manager (OpsMgr) 2007.

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Introduce

The administration and operation of Exchange Server 2007 infrastructure includes not only daily administration tasks but also processes and procedures needed to help ensure that all components in the environment Enterprise Exchange works in a smooth, efficient way.

The Exchange Server 2007 Management Pack will help you perform the test effectively with the following main scenarios:

- Are all Exchange services currently active?
- All databases are mounted and the disks have enough free space?
- Can Microsoft Office Outlook 2007 clients connect and have good performance?
- Does mail flow between servers?
- Is Exchange working effectively and reliably?
- Is Exchange properly configured and secure? For example, are backups done regularly?

Exchange Server 2007 Management Pack (MP) for Operations Manager 2007 also includes rules for checking some of the server's health indicators and giving warnings when problems are detected. , or exceed a certain threshold.

The following table provides an overview of the Exchange Server 2007 MP testing functions available in Operations Manager 2007:

Exchange component	Test function
Exchange Client Access	

- Check for ActiveSync connection and OWA for fake transactions.
- Check performance and reports

Exchange Edge Transport

- Check performance and reports

Exchange Hub Transport

- Check performance and reports

Exchange Mailbox

- Check the saved information
- Check Mailflow connection and MAPI
- Check performance and reports

Exchange Unified Messaging

- Check for unified mail connections with fake transaction sessions
- Check performance and reports

Configuration and Security

- The best operation

Exchange Event Log monitoring

- Comprehensive rules for Exchange
- Detailed knowledge of events

Table 1: Exchange 2007 MP test functions

Figure solution

For the purpose of this article, we have set up an environment below in the lab:

Picture 1 of Check Exchange 2007 using System Center Operations Manager 2007 - Part 1

As you can see, we will use x64 computers (virtualized Hyper-V), except only 32 bit OpsMgr server.

Name

Role

Architecture

Software

OPSMGR

Root Management Server

x86

Windows Server 2003 R2 SP2

System Center Operations Manager 2007 SP1

E2K7-x64

Domain Controller

Mailbox Server

CAS Server

Transport Server HUB

x64

Windows Server 2008

Exchange Server 2007 SP1 + UR3

E2K7UM

Unified Messaging Server

x64

Windows Server 2003 R2 SP2

Exchange Server 2007 SP1 + UR3

E2K7EDGE

Edge Server

x64

Windows Server 2003 R2 SP2

Exchange Server 2007 SP1 + UR3

Table 2: List of servers

Conditions of the Exchange 2007 Management Pack

Before importing the Exchange Server 2007 Management Pack for Operations Manager 2007, you need to ensure that there are all the following factors:

- Install System Center Operations Manager Service Pack 1. This is an important service pack for OpsMgr, you need to install it even if you don't use Exchange 2007 MP. However, in this case, some updates need to be SP1.

- Installing Microsoft Core XML Services (MSXML) 6.0 Service Pack 1 on all servers will be tested. MSXML 6.0 is installed automatically if an agent is deployed from the Operations Console (with Edge server, we will have to install the agent manually).
- Install the agent upgrade package specified in hotfix 950853 on all Exchange servers managed by Operations Manager before importing the Exchange Server 2007 Management Pack.
- The upgrade installation is specified in hotfix 951979. This upgrade package includes an updated agent restart script and patches for cluster discovery.
- If you are checking Exchange Server 2007 clusters, make sure that you have installed the agent upgrade package specified in hotfix 951979 951380 on the Exchange Server 2007 cluster node managed by Operations Manager. This upgrade addresses issues with cluster discovery.
- Install Exchange Server 2007 Service Pack 1 - with the release of Exchange Server 2007 Service Pack 1, some performance counters have been renamed. For example, the Database object is reset to MExchange Database (this affects the Mailbox, Hub Transport and Edge Transport roles). If Operations Manager checks Exchange Server 2007 RTM with version 6.0.6278.12 (or higher) of the Management Pack, agents on those servers will report lost performance counters.

Install the hotfix

The required hotfixes need to be installed before installing Exchange 2007 MP. Downloading the required files and then installing them is quite simple. The relevant articles will contain the link above (see Figure 1), which will direct you to the Hotfix request page.



Figure 1: Download Hotfix is available

When you download the hotfix installation files, run them on the OpsMgr server. However, the Hotfix from KB 951979 is slightly different. It includes some updated Management Pack files that you will have to import.

After running Software Update (in Figure 2), open the OpsMgr 2007 Operations Console. Click the **Administration** tab, right-click the **Management Packs** button, and then click Import Management Packs. Browse to % ProgramFiles% System Center 2007 Hotfix Utility\Q951979, and select the necessary Management

Pack then click the **Import** button (see Figure 3).

Picture 3 of Check Exchange 2007 using System Center Operations Manager 2007 - Part 1

Figure 2: Hotfix Software Update

Picture 4 of Check Exchange 2007 using System Center Operations Manager 2007 - Part 1

Figure 3: Import KB951979 updated MP files

Exchange Server 2007 MP installation

Download and install Exchange Server 2007 latest Management Pack for System Center Operations Manager 2007 (when we ran this test, this software is at version 6.0.6363.0). You can find the new Management Pack at System Center Operations Manager 2007 Catalog.

When downloading Exchange 2007 MP, double click on the .msi file to install this file. Installation will be very simple, it will extract some necessary files into the folder you choose (Figure 4).

Picture 5 of Check Exchange 2007 using System Center Operations Manager 2007 - Part 1

Figure 4: Exchange 2007 MP installation process

If you look in the newly created directory, you will see that there are four files, an installation guide file, a file that gives registration messages and two required file management packs:

- Microsoft.Exchange.2007.mp
- Microsoft.Exchange.2007.Reporting.mp

To import the Exchange 2007 MP, open the OPSMGR 2007 Operations Console. Click the **Administration** tab, right-click the **Management Packs** button, and then select **Import Management Packs** . Select the required Management Packs, and then click the **Import** button. When the import process completes, a dialog box will appear next to each Management Pack indicating that the import was successful (Figure 5), click the **Close** button.

Picture 6 of Check Exchange 2007 using System Center Operations Manager 2007 - Part 1

Figure 5: Import Management Packs

As you can see from the image above, we have installed 2 other Management Pack packages:

- Windows System Management Pack Server for Operations Manager 2007 (v6.0.6278.22)
- Windows Server 2000/2003/2008 DNS Management Pack for Operations Manager 2007 (v6.0.6278.27)

Add Exchange servers

1. Click the **Administration** tab, then click **computers and devices to manage** on the **Actions** panel. This will launch Computer and Device Management Wizard (Figure 6). Click **Next** , select **Advanced Discovery** (Figure 7) and select **Servers Only** from the **Computers & Device Types list**.

Picture 7 of Check Exchange 2007 using System Center Operations Manager 2007 - Part 1

Figure 6: Computer and Device Management Wizard

Picture 8 of Check Exchange 2007 using System Center Operations Manager 2007 - Part 1

Figure 7: Advanced detection

2. On the next window, browse to find the computers you will be adding (Figure 8) and click **Next** . Select **Use selected Management Server Action Account** (Figure 9), click **Discovery** and wait for the results (Figure 10). If the Discovery Wizard does not respond, follow the procedures in KB 941409. Figure 11 shows a summary that is displayed at the end of the wizard. It is imperative that all systems running Exchange Server 2007 are managed by Operations Manager to use Local System as an Agent Action Account. Click **Finish** .

Picture 9 of Check Exchange 2007 using System Center Operations Manager 2007 - Part 1

Figure 8: Discovery method

Picture 10 of Check Exchange 2007 using System Center Operations Manager 2007 - Part 1

Figure 9: Administrator account

Picture 11 of Check Exchange 2007 using System Center Operations Manager 2007 - Part 1

Figure 10: Select managed objects

Picture 12 of Check Exchange 2007 using System Center Operations Manager 2007 - Part 1

Figure 11: Summary screen

3. If the agent installation process is successful, on each Exchange server you will see the System Center Operations Manager 2007 Agent listed in **Add / Remove Programs** or **Programs and Features** in Windows 2008 (Figure 12). A new service is also created that is **OpsMgr Health Service** as described in Figure 13.

Picture 13 of Check Exchange 2007 using System Center Operations Manager 2007 - Part 1

Figure 12: Programs and features (Add / Remove Programs)

Picture 14 of Check Exchange 2007 using System Center Operations Manager 2007 - Part 1

Figure 13: Properties of OpsMgr health service

All Exchange 2007 servers need to be added. If you are checking Exchange Server 2007 clusters, make sure that all physical nodes of the cluster are checked by Operations Manager 2007 and that Agent Proxy is enabled for each physical node in the cluster:

To enable Agent Proxy configuration on all managed Exchange servers, in the **Administration** panel, the **Administration** section, **Device Management** , **Agent Managed** , right-click on each Exchange server, select **Properties** , and then select the **Security** tab (Figure 4), and check the **Allow this agent checkbox to act as a proxy and discover managed objects on other computers** . This is a necessary step to make exchange cluster cases appear in **Agentless Managed** section.

Picture 15 of Check Exchange 2007 using System Center Operations Manager 2007 - Part 1

Figure 14: Enable Agent Proxy

Conclude

This is the end of part 1 of a 4-part series. In Part 2, we will show you how to enable certificate-based authentication for the agent running on the Edge server.

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