

Dell PowerVault MD Storage  
Arrays Management Pack  
Suite Version 4.1 For Microsoft  
System Center Operations  
Manager 2007 R2/SP1 and  
System Center Essentials 2007  
SP1/2010

## User's Guide



# Notes and Cautions



**NOTE:** A NOTE indicates important information that helps you make better use of your computer.



**CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

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# Overview

 **CAUTION:** It is recommended that the procedures in this document should be performed only by personnel with knowledge and experience in using the Microsoft Windows operating system and SCOM or SCE, due to the possibility of data corruption and/or data loss.

The Dell MD Storage Arrays Management Pack Suite Version 4.1 integrates with Microsoft System Center Operations Manager (SCOM) and System Center Essentials environment and enables you to manage, monitor, and ensure the availability of the Dell PowerVault MD Storage Arrays.

 **NOTE:** The Dell MD Storage Arrays Management Pack Suite is supported *only* on Microsoft Systems Center Operations Manager (SCOM) 2007 SP1/R2 and Systems Center Essentials (SCE) 2007 SP1/2010 versions.

## What is New in Dell MD Storage Arrays Management Pack Suite 4.1

The Dell MD Storage Arrays Management Pack Suite 4.1 supports the following:

- Scalability and performance improvements over the previous releases
- Support for the following MD Storage devices: MD3200, MD3200i, MD 3220, MD3220i, MD3600i, MD 3620i, MD3600f, and MD3620f
- 25 new recovery failure alerts
- Revised and updated knowledge articles for recovery failures
- Launching the Dell Discovery Utility from the SCOM console
- Option for Scalable or Detailed Monitoring. For more information, see [Details of Components Modelled by the Management Pack Suite](#).

# Key Features of Dell MD Storage Arrays Management Pack Suite

**Table 1-1. Features and Functionalities**

Feature	Functionality
Discovery and Monitoring of Dell PowerVault MD Storage Arrays	<ul style="list-style-type: none"><li>• Supports discovery and monitoring of: MD3000, MD3000i, MD3200, MD3200i, MD 3220, MD3220i, MD3600i, MD 3620i, MD3600f, and MD3620f.</li><li>• Manages recovery failure events from MD Storage Arrays.</li><li>• Displays realistic icons in the Diagram view for all the components modelled by the MD Storage Arrays Management Pack.</li></ul>
Access Recovery Guru information	The management pack provides Recovery Guru information as a point of reference for troubleshooting the MD Storage Array Failure events.

## Supported Dell MD Storage Arrays

The Dell MD Storage Management Pack Suite Version 4.1 supports the following Dell PowerVault MD storage arrays:

- MD3000/MD3000i and MD3000/MD3000i with MD1000 daisy-chained to it.
- MD3200/MD3200i and MD3200/MD3200i with MD1200 or MD1220 daisy-chained to it.
- MD3220/MD3220i and MD3220/MD3220i with MD1200 or MD1220 daisy-chained to it.
- MD3600i/MD3620i/MD3600f/ MD3620f and MD3600i/MD3620i/MD3600f/ MD3620f with MD1200 or MD1220 daisy-chained to it.

# Supported Operating Systems

## For the Management Station

For the list of supported operating systems for the management station for SCOM/SCE, see the Microsoft website at [http://technet.microsoft.com/hi-in/library/bb309428\(en-us\).aspx](http://technet.microsoft.com/hi-in/library/bb309428(en-us).aspx).

## For the Managed Node

When you discover storage arrays through in-band, install the Modular Disk Storage Manager (MDSM) software on the system where you attach the storage array through the Serial Attached SCSI (SAS), internet Small Computer System Interface (iSCSI) or Fibre channels (FC) ports.

For the list of the supported operating systems for MDSM, see the Support Matrices for Dell PowerVault MD3200/MD3200i/MD3220/MD3220i/MD3000/MD3000i/MD3600i/MD3600f/MD3620i/MD3620f systems available at [support.dell.com/manuals](http://support.dell.com/manuals).

# Installing and Uninstalling the Management Pack Suite

For information on installing and uninstalling the Dell MD Storage Arrays Management Pack Suite version 4.1, see the Installation guide packaged in the self-extracting executable

`Dell_MD_StorageArray_Management_Pack_Suite_v4.1_A00.exe`. It is also available on the Systems Management documentation page at [support.dell.com/manuals](http://support.dell.com/manuals).

# Details of Components Modelled by the Management Pack Suite

The Dell MD Storage Arrays Management Pack Suite version 4.1 consists of two management packs — the Dell MD Storage Arrays Management Pack (Scalable) and the Dell Detailed Monitoring Overrides Management Pack.

Table 1-2 lists the details and the components modelled by each of the management pack.

**Table 1-2. Management Pack Details and Components Modelled**

Management Pack	Details and Components Modelled
Dell MD Storage Arrays Management Pack (Scalable)	<ul style="list-style-type: none"> <li>• Discovers the MD Storage Array device and all its components.</li> <li>• Overall health of the MD Storage Array is displayed.</li> <li>• Individual component health under the MD Storage Array is disabled.</li> <li>• Recovery failure events for a discovered MD Storage array are displayed.</li> </ul>
Dell Detailed Monitoring Overrides Management Pack	<ul style="list-style-type: none"> <li>• Enables the unit monitors for all the components discovered under an MD Storage array.</li> <li>• Health of individual components in the <b>Diagram</b> view is shown for the following:               <ul style="list-style-type: none"> <li>– Volumes</li> <li>– Controllers</li> <li>– ESM</li> <li>– Physical Disks</li> <li>– Fans</li> <li>– Batteries</li> <li>– Power Supplies</li> <li>– Enclosure health</li> <li>– Enclosure Group Health</li> </ul> </li> <li>• NIC, Chassis and Firmware are not monitored in any configuration.</li> </ul>



## **Dell Recommendation for Scalability**

If you have more than 6 MD Storage Arrays, then it is recommended that you remove the Dell Detailed Monitoring Overrides Management Pack.

Enable the Autogrow options on Operations Manager database to accommodate the increment in the transaction log size as the number of MD Storage Arrays increases.

Ensure that you have a minimum of 5GB disk space for Operations Manager Transaction log to increase the log size as the number of MD Storage Arrays increases.



# Dell MD Storage Arrays Management Pack Suite Operations

## Overview

This chapter describes the various operations that you can perform on Microsoft Systems Center Operations Manager (SCOM) or Systems Center Essentials (SCE) using the Dell MD Storage Arrays Management Pack Suite version 4.1.

The MD Storage Arrays Management Pack allows you to perform the following operations to manage Dell PowerVault MD storage arrays:

- Discover and monitor the health of components, view their instance level information and display alerts for Dell PowerVault MD storage arrays through out-of-band and in-band using the IP address of the host system. For more information, see [Discovery](#) and [Monitoring](#).
- Launch MD storage arrays discovery utility through a console task. For more information, see [Launching the Dell Discovery Utility From the SCOM/SCE Console](#).
- Customize parameters of the MD Storage Arrays Management Pack by using overrides. For more information, see [Customizing the MD Storage Arrays Management Pack](#).

## Web Console

The Web Console server enables you to monitor and manage your Dell devices with the MD Storage Arrays Management Pack using a browser instead of the Operations Manager console. You can use the Web console server without installing the Operations console. Using the Web console has the following limitations:

- It provides only the **Monitoring** feature for all management packs.
- The **Personalize** view is not available.
- Only the first 200 alerts are displayed in the **Alerts** view.



**NOTE:** The **Alert** view is applicable only to SCOM R2 web console.

## Discovery

To discover PowerVault MD Storage Arrays in the network, an important prerequisite is the IP listing file that contains the IP addresses of the PowerVault MD storage arrays.

The default IP listing file, `Dell_MDStorageArray_ip_sample.cfg` is available on the management station where you extracted the Array Bridge Broker (ABB) files, and the Dell Discovery utility. This file provides the reference format for the IP addresses.

To discover a Dell MD Storage Array:

- 1 Run the **Dell Discovery Utility** and populate the IP listing file, `Dell_MDStorageArray_ip.cfg` with the IP addresses of the MD storage arrays in the network.
- 2 Import the Dell MD Storage Arrays Management Packs into the SCOM Operations console.

When you import the MD Storage Arrays Management Pack into the SCOM console, the management pack scans the IP listing file at scheduled intervals to discover and monitor the Dell MD Storage Arrays. The default schedule is 24 hours.



**NOTE:** You can discover additional MD storage devices by launching the Dell Discovery utility. For more information, see [Launching the Dell Discovery Utility From the SCOM/SCE Console](#).

The Dell MD Storage Arrays Management Pack performs two level of discovery. Table 2-3 lists the discovery objects and the affected groups.

**Table 2-3. Discovery Object and Affected Groups**

<b>Discovery Object</b>	<b>Description</b>	<b>Affected Groups</b>
MD Storage Array Seed Discovery	Creates seed objects after getting the MD Array device IP details from the IP listing file for the later discovery objects to be populated.	MD Storage Array device component.
MD Storage Array Discovery	Discovers hardware components for the Dell MD storage arrays. It uses the ABB toolset to contact the MD Array device and fetch the device inventory and failure information.	<ul style="list-style-type: none"> <li>• MD Storage Array Battery</li> <li>• MD Storage Array Power Supply</li> <li>• MD Storage Array RAID Controller Module</li> <li>• MD Storage Array Enclosure</li> <li>• MD Storage Array Fan</li> <li>• MD Storage Array Physical Disk</li> <li>• MD Storage Array Virtual Disk</li> <li>• MD Storage Array EM Modules Group</li> <li>• MD Storage Array Current Configuration</li> <li>• MD Storage Array Chassis</li> <li>• MD Storage Array Network Interfaces</li> </ul>

# Monitoring

The Dell MD Storage Array Management Pack Suite v4.1 enables you to monitor the discovered Dell MD Storage Array devices. The [Health Status Indicators](#) help you to monitor the health of your MD Storage Array devices on the network.






You can monitor the MD Storage Array devices using the following views:

- [Alerts View](#)
- [Diagram View](#)
- [State View](#)

## Health Status Indicators

Table 2-4 lists the icons that indicate the health status of the discovered Dell MD Storage Array devices on the Operations Console. For more information on severity propagation, see [State View](#).

**Table 2-4. Severity Level Indicators**

Icon	Severity Level
	Normal/OK. The component is working as expected.
	Warning/Non-critical. A probe or other monitoring device has detected a reading for the component that is above or below the acceptable level. The component may still be functioning, but it could fail. The component may also be functioning in an impaired state.
	Critical/Failure/Error. The component has either failed or failure is imminent. The component requires immediate attention and may need replacement. Data loss may have occurred.
	The specific component is not monitored.
	The service is unavailable.

## Alerts View

The **Alerts** view displays the alerts for the events received from the PowerVault MD storage arrays that you are monitoring.

To view the alerts for the systems you are monitoring:

- 1 In the Operations Console, click **Monitoring**.
- 2 In the Monitoring pane on the left side, navigate to the Dell folder to display the different views.
- 3 Click **Alerts View** → **MD Storage Array Alerts**.

The Operations Console displays the alerts for all the storage arrays that you are monitoring in the **MD Storage Array Alerts** pane. These alerts meet the criteria you specified in the **Authoring** pane, such as severity, resolution state, or alerts that are assigned to you.

- 4 Select an alert to view its details in the **Alert Details** pane.

## Accessing Recovery Guru Information

The MD Storage Arrays Management Pack provides Recovery Guru information as a point of reference assistance in troubleshooting the MD storage arrays for the respective events.

To access the Recovery Guru Information:

- 1 Select the alert in the **Alerts** view.
- 2 In the **Alert Details** pane, scroll down the details of the knowledge base and view the information. The knowledge base contains information such as causes, important notes, recovery steps, or recovery procedure for storage arrays with one controller, recovery procedure for storage arrays with two controllers, and additional notes.

## Diagram View

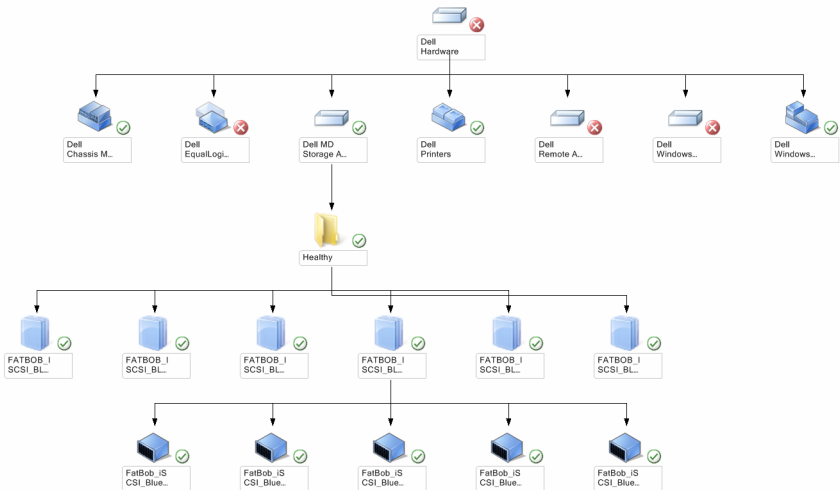
The **Diagram** view offers a hierarchical and graphical representation of all PowerVault MD Storage Arrays on your network. The **Diagram** view of the MD storage arrays displays icons for the various components modeled by the MD Storage Arrays management pack. The management pack offers the following views:

- [Complete Diagram View](#)
- [MD Storage Array Diagram](#)

### Complete Diagram View

The **Complete Diagram View** offers a graphical representation of all Dell devices that SCOM manages and allows you to expand and verify the status of individual devices and their components in the diagram. The root node for this view is the **Dell Hardware** group.

**Figure 2-1. Graphical Representation of all Dell Devices**





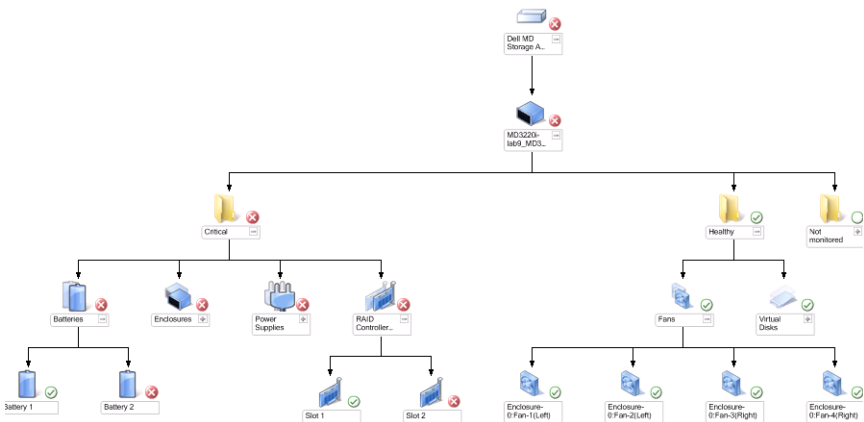
To access the **Complete Diagram View**:

- 1 In the Operations Console, click **Monitoring**.
- 2 In the **Monitoring** pane on the left side, navigate to the **Dell** folder to display the different views.
- 3 Click **Diagram View**→ **Complete Diagram View**.
- 4 Select a component in the diagram to view its details in the **Detail View** pane.

## MD Storage Array Diagram

The **Dell MD Storage Array Diagram** offers a graphical representation of all Dell MD storage arrays that SCOM manages and allows you to expand and verify the status of individual devices, and their components in the diagram. The root node for this view is the **Dell MD Storage Arrays** group.

**Figure 2-2. Graphical Representation of Dell MD Storage Arrays Managed by SCOM**



You can also view the health status and event processing for the storage devices.

To access the MD Storage Array Diagram:

- 1** In the Operations Console, click **Monitoring**.
- 2** In the **Monitoring** pane on the left side, navigate to the **Dell** folder and click the folder to display the different views.
- 3** Click **Dell Storage Array** → **Diagram View** → **MD Storage Array Diagram**.
- 4** Select a component in the diagram to view its details in the **Detail View** pane. View details of the following hardware components of MD Storage Arrays:
  - Batteries
  - Fans
  - Physical Disks
  - Power Supplies
  - RAID Controller Modules
  - Virtual Disks
  - Enclosures
  - Enclosure Management (EM) Modules

The MD Storage Arrays Management Pack does not monitor the following components of the storage arrays:

- Chassis
- Current Configuration
- Network Interfaces

The **MD Storage Array Diagram** view displays the above components under the **Not Monitored** group.



**NOTE:** EM Modules are applicable only for daisy-chained MD Storage arrays.

## Launching the Dell Discovery Utility From the SCOM/SCE Console

You can launch the Dell Discovery Utility through a console task. Console tasks are available in the **Actions** pane of the Operations Console. When you select a device or a component in any of the Dell diagram views, the relevant tasks appear in the **Actions** pane.

To Launch the Dell Discovery Utility:

- 1 Select **Dell MD Storage Arrays** group in the **Complete Diagram** view or the **MD Storage Array** diagram.
- 2 Click **Launch Dell Discovery Utility** under **Dell MD Storage Arrays Tasks** in the **Actions** pane.



**NOTE:** You can see the discovered MD Storage Arrays only in the next discovery cycle.

## State View

The **State View** displays the status of each Dell device managed by SCOM or SCE on your network. The MD Storage Management Pack provides a list of severity level indicators to help you monitor the health of your Dell MD storage arrays on the network.

To access the **State View**:

- 1 In the Operations Console, click **Monitoring**.
- 2 In the **Monitoring** pane on the left side, navigate to the **Dell** folder and click the folder to display the different views.
- 3 Click **State View** → **MD Storage Array**.

The Operations Console displays the status of all the Dell storage arrays that you are monitoring on the right pane.

- 4 Select a state to view its details in the **Detail View** pane.

# Customizing the MD Storage Arrays Management Pack

You can customize the following MD Storage Arrays Management Pack discovery parameters, using overrides:

- **Enabled:** Allows you to enable or disable discoveries. You can choose the **Override Setting** to be **True** or **False**.
- **IntervalSeconds:** The frequency (in seconds) with which the Dell Management Pack discovers the component instance and attributes of your Dell device. The default value for this attribute is 86400 seconds (24 hours).
- **IP Config File Path:** Override this parameter if you are using a different file or folder location. By default, the IP listing file is at **C:\Dell\_MDStorageArray\_ABB**. For more information on configuring the IP listing file, see the Installation guide. The Installation guide is packaged in the self-extracting executable **Dell\_MD\_StorageArray\_Management\_Pack\_Suite\_v4.1\_A00.exe** file. You can download the executable from [support.dell.com](http://support.dell.com).


You can specify the override parameters in the **Authoring** pane of the SCOM console.

## Object Discoveries

To specify override parameters for object discoveries:

- 1 Launch the SCOM console and click the **Authoring** tab.
- 2 Select **Object Discoveries** under **Management Pack Objects** in the **Authoring** pane.
- 3 Select the MD Storage Array Seed Discovery group object and under that select **Dell MD Storage Array Seed Discovery**.
- 4 Right-click on selected Object Discovery and from the pop-up menu select **Overrides** → **Override the Object Discovery** and you can choose to override objects of a specific type or for all objects within a group.
- 5 Check on the appropriate discovery parameter that you want to override and set its **Override Value**.
- 6 Save the Override settings onto a new Management Pack.

- 7 Click **Apply**.
- 8 Similarly select **Dell MD Storage Array Discovery** under the **MD Storage Array Seed Discovery group** object and repeat [step 4](#) to [step 7](#) in order to override its discovery interval.


 **NOTE:** When you upgrade the MD Storage Arrays Management Pack from version 4.0 to 4.1, discovery interval overrides specified in version 4.0 are carried over only to the **Seed Discovery** interval.

 **NOTE:** Override the **Dell MD Storage Array Discovery** interval setting to the same interval seconds specified in the **Seed Discovery** interval in order to run both the discovery cycles at the same schedule.

## Unit Monitors

You can customize the following parameters of the MD Storage Arrays Management Pack unit monitors by using overrides:

- **Enabled:** Allows you to enable or disable monitors. You can choose the **Override Setting** to be **True** or **False**. The default setting is **True**.
- **Interval in Seconds:** The frequency (in seconds) with which the Management Pack polls the Dell device to check the health of a component. The default setting for monitors could range between 3600 - 4300 seconds.

 **NOTE:** When you upgrade the MD Storage Arrays Management Pack from version 4.0 to 4.1, unit monitor override settings specified in version 4.0 are not carried over to version 4.1 and do not work.

To specify override parameters for unit monitors:

- 1 Launch the SCOM console and click the **Authoring** tab.
- 2 Select **Monitors** under **Management Pack Objects** in the **Authoring** pane.
- 3 Select the component unit monitor, right-click and select **Overrides** → **Override the Monitor**. You can choose to override objects of a specific type or for all objects within a group.
- 4 Check on the appropriate monitor parameter that you want to override and set its **Override Value**.

- 5 Save the Override settings onto a new management pack.
- 6 Click **Apply**.



**NOTE:** After overriding the discovery interval seconds, the health state of the MD array components may turn to **Normal**, as a result of the Unit Motors getting re-initialized. The components return to their original health state in the next Unit Monitoring cycle.

Table 2-5 lists the various Dell unit monitors and the applicable parameters for your Dell MD Storage Arrays.

**Table 2-5. Dell Monitors - MD Storage Arrays**

<b>Groups</b>	<b>Unit Monitor Name</b>	<b>Description</b>	<b>Default Periodic Poll Setting</b>
MD Storage Array State Information	Dell MD Array Device Status(Periodic)	<b>Unit Monitor for all MD Storage Arrays:</b> Tracks the global health status of the storage array.	4300 seconds (72 minutes)
Dell MD Array Battery	Dell MD Array Battery Status(Periodic)	<b>Unit Monitor for MD Storage Array Batteries:</b> Indicates the health of the storage array's battery unit.	3600 seconds (60 minutes)
Dell MD Array RAID Controller	Dell MD Array Controller Status(Periodic)	<b>Unit Monitor for MD Storage Array RAID Controller Modules:</b> Indicates the health of the storage array's RAID Controller modules.	3600 seconds (60 minutes)
Dell MD Array Fan	Dell MD Array Fans Status(Periodic)	<b>Unit Monitor for MD Storage Array Fans:</b> Indicates the health of the storage array's fan.	3600 seconds (60 minutes)
Dell MD Array Physical Disk	Dell MD Array PhysicalDisk Status(Periodic)	<b>Unit Monitor for MD Storage Array Physical Disks:</b> Indicates the health of the storage array's physical disks.	3600 seconds (60 minutes)

**Table 2-5. Dell Monitors - MD Storage Arrays (continued)**

<b>Groups</b>	<b>Unit Monitor Name</b>	<b>Description</b>	<b>Default Periodic Poll Setting</b>
Dell MD Array Power Supply	Dell MD Array Power Supply Status(Periodic)	<b>Unit Monitor for MD Storage Array Power Supplies:</b> Indicates the health of the Storage Array's power supplies.	3600 seconds (60 minutes)
Dell MD Array Virtual Disk	Dell MD Array Volume Status(Periodic)	<b>Unit Monitor for MD Storage Array Virtual Disks:</b> Indicates the health of the Storage Array's Virtual Disks.	3600 seconds (60 minutes)
Dell MD Array Enclosure Service Modules	Dell MD Array ESM Status(Periodic)	<b>Unit Monitor for MD Storage Array EM Modules:</b> Indicates the health of the Storage Array's EM Modules.	3600 seconds (60 minutes)
Dell MD Array EM Modules Group	Dell MD Storage Array Availability Rollup	<b>Dependency Monitor for MD Storage Array Enclosure Management Modules:</b> Represents the consolidated health of physical disk components under the enclosures.	
Dell MD Array Enclosure	Dell MD Storage Array Availability Rollup	<b>Dependency Monitor for MD Storage Array Enclosures:</b> Represents the consolidated health of physical disk components under the enclosures.	





## Related Documentation and Resources

This chapter gives the details of documents and references to help you work with the Dell MD Storage Arrays Management Pack Suite v4.1.

### Microsoft Guidelines for Performance and Scalability for Operations Manager 2007 SP1/R2

For optimal performance, deploy device-specific Dell Management Packs on different management servers.

For information on Microsoft's recommendations for scalability, see the Microsoft website at

[http://technet.microsoft.com/hi-in/library/bb735402\(en-us\).aspx](http://technet.microsoft.com/hi-in/library/bb735402(en-us).aspx)



**NOTE:** Make sure that the Autogrow Option is enabled in Operations Manager Data Warehouse and/ or Database for improved performance.

### Other Documents You May Need

Besides this *User's Guide*, you may need to refer to the following guides available on the Dell Support website at [support.dell.com/manuals](http://support.dell.com/manuals).

- *The Dell PowerVault MD3000 and MD3000i Array Tuning Best Practices*
- *The Dell PowerVault MD3000 and 3000i Support Matrix*
- *The Dell PowerVault MD3200 and MD3220 Support Matrix*
- *The Dell PowerVault MD3200i and MD3220i Support Matrix*
- *The Dell PowerVault MD 3600 and MD3620f Support Matrix*
- *The Dell PowerVault MD3600i and MD3620i Support Matrix*
- *The Hardware Owner's Manual*
- *The Dell PowerVault Modular Disk Storage Manager User's Guide*
- *Upgrading Your Dell PowerVault MD3000i From Simplex to Duplex Mode*

For information on terms used in this document, see the *Glossary* on the Dell Support website at [support.dell.com/manuals](http://support.dell.com/manuals).

## Obtaining Technical Assistance

If at any time you do not understand a procedure described in this guide, or if your product does not perform as expected, different types of help are available. For more information see "Getting Help" in your system's *Hardware Owner's Manual*.

Additionally, Dell Enterprise Training and Certification is available; see [www.dell.com/training](http://www.dell.com/training) for more information. This service might not be offered in all locations.

# Appendix

## Issues and Resolutions

The following table lists the known issues, resolutions, and where the issues are applicable to.

**Table A-1. Issues and Resolutions**

Issue	Resolution	Applicable To
Dell alerts are not sorted according to their age.	<p>Check the registry on the managed system that has this problem. There could be a left-over view definition that has set the sorting flags to 'false'. In some instances, when you import a management pack with changes to the sorting flags, the sorting flags may not get updated in the registry. If you delete the settings for the view in the registry, they are recreated from the new management pack when you navigate to that view again. You can also edit the sorting flags in the registry for the view.</p> <p>Registry edit:</p> <pre> HKEY_CURRENT_USER\Software \Microsoft\Microsoft Operations Manager\3.0\Console\%GUID. ViewTitle%AlertsView\Age </pre> <p>To enable sorting of alerts, ensure the keys <b>IsSortable</b> and <b>IsSorted</b> are set to 1.</p>	SCOM 2007 SP1, SCE 2007 SP1

**Table A-1. Issues and Resolutions**

<b>Issue</b>	<b>Resolution</b>	<b>Applicable To</b>
Under certain conditions, alerts related to <b>Handle Count Threshold</b> and <b>Private Bytes Threshold</b> are displayed on the Operations console of the management server.	Microsoft <b>KB968760</b> available on the Microsoft support site at <a href="http://support.microsoft.com">support.microsoft.com</a> resolves this.	SCOM 2007 SP1, SCE 2007 SP1
Under certain conditions, an error message is displayed on the Operations Console of the management server with the Event ID – <b>623</b> and Event Source – <b>Health Service ESE Store</b> .	Microsoft <b>KB975057</b> available on the Microsoft support site at <a href="http://support.microsoft.com">support.microsoft.com</a> resolves this.	SCOM 2007 SP1, SCE 2007 SP1
The System Center Operations Manager 2007 console may crash on certain operating systems.	Microsoft <b>KB951327</b> , <b>KB951526</b> available on the Microsoft support site at <a href="http://support.microsoft.com">support.microsoft.com</a> resolves this.	SCOM 2007 SP1, SCE 2007 SP1
You may experience one or more of the following situations: <ul style="list-style-type: none"> <li>• The Web Console does not open.</li> <li>• The My Workspace page does not display.</li> <li>• Performance and Power Monitoring Views do not display.</li> <li>• Health Service may not start up on the system.</li> </ul>	Microsoft <b>KB954049</b> available on the Microsoft support site at <a href="http://support.microsoft.com">support.microsoft.com</a> resolves this	SCOM 2007 SP1, SCE 2007 SP1

**Table A-1. Issues and Resolutions**

<b>Issue</b>	<b>Resolution</b>	<b>Applicable To</b>
The reports do not appear as expected in the Reporting space of the Administration console.	Microsoft <b>KB954643</b> available on the Microsoft support site at <a href="http://support.microsoft.com">support.microsoft.com</a> resolves this.	SCOM 2007 SP1, SCE 2007 SP1
The SCOM console intermittently displays the following error message - "Health service Host Process encountered a problem and needed to close" as a result of this Health Service crash. You may notice unexpected behavior in the discovery and monitoring of Dell devices.	Microsoft <b>KB951526</b> available on the Microsoft support site at <a href="http://support.microsoft.com">support.microsoft.com</a> resolves this.	SCOM 2007 SP1, SCE 2007 SP1
SCOM 2007 cannot receive SNMP trap data when you use a Windows Server 2008-based computer or a Windows Vista-based computer as a proxy agent for SNMP devices.	Microsoft <b>KB958936</b> available on the Microsoft support site at <a href="http://support.microsoft.com">support.microsoft.com</a> resolves this.	SCOM 2007 SP1, SCE 2007 SP1

