

# OpenManage Management Pack for vRealize Operations Manager Version 1.0 Installation Guide

## Notes, cautions, and warnings

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

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

 **WARNING:** A WARNING indicates a potential for property damage, personal injury, or death.

<b>Chapter 1: Introduction.....</b>	<b>4</b>
Pre-requisites.....	4
<b>Chapter 2: Configure extended monitoring on OMIVV.....</b>	<b>5</b>
<b>Chapter 3: Installing or upgrading .....</b>	<b>6</b>
Adding OMIVV instance .....	6
Removing OMIVV instances.....	7
<b>Chapter 4: Troubleshooting.....</b>	<b>9</b>

# Introduction

The OpenManage Management Pack for vRealize Operations Manager enables you to monitor the health status and analyze important metrics of the Dell EMC PowerEdge servers and chassis that are managed by OpenManage Integration for VMware vCenter (OMIVV) 4.0 or later.


## Topics:

- [Pre-requisites](#)

## Pre-requisites


Following are the requirements to install OpenManage Management Pack for vRealize Operations Manager:

- A compatible version of the Dell EMC OpenManage Integration for VMware vCenter and vRealize Operations is required (see compatibility matrix).
- Ensure that you have OMIVV license to manage the Dell EMC hosts. For more information about the OMIVV license, see *Dell EMC OpenManage Integration for VMware vCenter Quick Installation Guide for vSphere Web Client*.
- It is recommended to set deployment mode of OMIVV to either medium, large or extra-large.
- Ensure that the vROPS configuration is set to Extra large, if more than 500 servers are managed.

 **NOTE:** If the OMIVV is managing many servers (>100), it is recommended to set the **collection interval** (minutes) in vROPS to 45.

- Ensure that the hosts are part of host credentials profile and Chassis are part of chassis credentials profile of Dell EMC OMIVV to manage them using OMMP.
- It is recommended to have vROPS cluster environment for OMIVV that manages more than 1000 PowerEdge Servers. For details on configurations, see vROPS sizing guidelines.

# Configure extended monitoring on OMIVV

 **NOTE:** OpenManage Management Pack supports multiple OMIVV adapter instances for single vROPS instance by following *vRealize Operations Manager Sizing Guidelines*.

To configure Dell EMC OpenManage Integration for VMware vCenter (OMIVV) with vRealize Operations (vROPS), enable extended monitoring on OMIVV.


To enable the extended monitoring support, perform the following steps:


1. Launch the OMIVV administration console. To launch the console, open a web browser **https:\\<Appliance IP> or <Appliance Hostname>**.
2. Type the password in the **Login** box.
3. In the left pane, click **APPLIANCE MANAGEMENT** and scroll down to the **EXTENDED MONITORING** section.
4. In the **EXTENDED MONITORING** section, click **Edit**, and then click **Enable** or **Disable** to enable or disable the extended monitoring support. Extended monitoring support is disabled by default.
5. Enable **SNMP Trap Monitoring** to support SNMP alerts for OpenManage Management Pack for vRealize Operations Manager(OMMP). This trap allows the user to monitor the health status of the server or chassis in real time.

# Installing or upgrading

To install or upgrade to OpenManage Management Pack for vRealize Operations Manager v2.1, perform the following steps:


1. Go to **Dell.com/support**.
2. Following are two ways to download vRealize Operations Manager v2.1:
  - a. Enter the Service Tag of your Dell EMC Software Virtualization Solutions, and then select search.
    - Select the appropriate model.
    - On the support page of your server, select **Drivers & Downloads**.
    - From the **Operating System** list, select the appropriate version of VMware ESXi.
    - From the **Category** list, select **System Management**. The supported version of vRealize Operations Manager v2.1 is displayed.
    - Click **Download** or select the check box to add the software to your download list.
  - b. Select **Browse all products--> Software--> Virtualization Solutions**.
 


 **NOTE:** User can directly select the vRealize Operations Manager v2.1 from the list once they go to the previous mentioned path.
3. **To upgrade or install vRealize Operations Manager v2.1**
  - a. Open **vRealize Operations Manager** console as, **https://<IP or Hostname or FQDN>**.
  - b. In the top pane of **vRealize Operations Manager**, click **Administration > Solutions > Repository**.
  - c. Click on **Add/Upgrade**.
  - d. To go to the location of the .pak file, click **Browse**.
  - e. Select **OpenManageAdapter** .pak file.
 

 **NOTE:** While upgrading, select both the check boxes.
  - f. Click **Upload**.
  - g. Click **Next** to continue.
 

The **Dell End User License Agreement** (EULA) is displayed.
  - h. Select **License Agreement** and, click **Next**.
  - i. Click **Finish**.
 

The **OpenManage Management Pack for vRealize Operations Manager** is now listed in the **Solutions > Repository** tab of **vRealize Operations Manager**.

 **NOTE:** Solution UI is unavailable for a minute until management pack installation is completed.

 **NOTE:** After installing or upgrading, log out and log in to the OpenManage Management Pack for vRealize Operations Manager to view the Dell EMC Dashboard and Dell EMC customized ICONs.
  - j. If you are upgrading to OpenManage Management Pack for vRealize Operations Manager version 2.1, in the **Solution > Other Accounts**, click **Stop Collecting > Start Collecting** for each instance of the adapter.

## Topics:


- [Adding OMIVV instance](#)
- [Removing OMIVV instances](#)


## Adding OMIVV instance


Ensure that you add an adapter instance by providing either the hostname, or Fully Qualified Domain Name, or IP address and the appropriate login credentials of OMIVV and vROPS.

To add an adapter instance, perform the following steps:


1. In a browser, launch **vRealize Operations Manager**
2. Log in as an administrator.


3. Click **Administration → Solutions**.
4. To configure, click **Solutions > Other Accounts > Add Account**
5. Select your account type and click **Dell OpenManage Management Pack for vRealize Operations Manager**.
6. In New account information page **OpenManage vRealize Operations Management Pack** screen, perform the following steps:
  - a. In instance Settings:
    - i. In the **Name** box, enter a name for the adapter.
    - ii. In the **Description** box, enter a description.
  - b. In Connect Information:
    - i. Enter the hostname, or FQDN, or IP address of the OMIVV instances.
    - ii. To add login credentials, click .
    - iii. Provide appropriate admin (default username) credentials for authenticating with OMIVV along with vROPS user details.
 


 **NOTE:** You must have an administrative privilege for vROPS.
    - iv. Click **OK**.
    - v. Expand **Advanced Settings** and select a collector from the list.
    - vi. To validate the settings that you entered, click **Test Connection**.
 


 **NOTE:**  
Ensure that the extended monitoring is enabled. For more details, see [Configuring with OMIVV](#).
  - c. Advanced Settings:
    - i. It is recommended that you to set the value as **True** to use Auto Discovery.
    - ii. Click **Add**.

OpenManage Management Pack for vRealize Operations Manager starts collecting data from the OMIVV server instance.

 **NOTE:**  
The data and alerts for the server and chassis are populated after three data collection cycles after the OMIVV instance is added. By default data collection cycle runs every 5 minutes.


 **NOTE:**  
vROPS credential is required for creating the relationship between physical servers and ESXi hosts and to post SNMP alerts.
7. Go to **Homepage**, from the **Dashboard**, select **All dashboard** Click on check box to select OpenManage dashboards. OpenManage dashboards are now displayed.
 

 **NOTE:**  
If the OMIVV IP address is changed, update the IP address in **Administration > Solutions > Other account > Edit wizard**

 **NOTE:**  
If you want to replace the existing OMIVV instance with another OMIVV, delete existing OMIVV instance and then configure with new OMIVV instance.

## Removing OMIVV instances

1. In a browser, open the **vRealize Operations Manager** console.
2. Log in as an administrator.
3. Click **Administration → Solutions**.
4. Click **Other accounts**.
5. Select **OpenManage vRealize Operations Management Pack**  
List of adapter instances is displayed.
 

 **NOTE:** Clear all the Dell EMC alerts before removing the OMIVV adapter instance.
6. Select a required instance, and then click **Delete**.

**NOTE:**

Disable the extended monitoring in OMIVV after deleting the instance if you do not want to monitor deleted instance in OMIVV.

**NOTE:** Deleting may take few minutes depending upon the number of servers and chassis, managed by OMIVV.



## Troubleshooting

- After I create and configure a new adapter instance, I am unable to see the firmware metrics.
  - Firmware metrics collection does not happen when the firmware catalog is getting refreshed. Run the inventory in OMIVV again, and check for the metrics after the next collect cycle.
- I still see the resources in unknown state once I delete the adapter instances.
  - When you delete the configured instance of the adapter, then in the inventory view, the older instances of servers and chassis may be listed in unknown state; delete these components from inventory explorer page.
- I deleted an adapter instance and created an instance and configured it with the same OMIVV, now the widgets are not populated.
  - To populate the data, edit the widgets in the dashboard and save without making any changes. See OpenManage Management Pack for vRealize Operations Manager Version 1.2 or later user guide for more information about configuration.
- I see the health status as "Unknown" for few Dell EMC Server Storage Controllers.
  - For onboard controller, 6GBps SAS HBA and Software RAID there is no real-time monitoring support. Hence, the health status is shown Unknown."
- The basic health update and extended metric jobs may fail to run within a minute when multiple traps for the same server are received. The associated metrics for the server are refreshed after the next successful run.
- Post upgrade to vROPS 8.0 and OMMP 2.1, dashboards are not loading.
  - Click **Stop collecting** for adapter instances under accounts and start it again after a while
- Post upgrade to vROPS 8.0 and OMMP 2.1, there are multiple instances of metrics that are seen for instanced metrics like Chassis and server warranty and License Info metrics.
  - Delete the adapter instance which has multiple metrics for warranty and license information and reconfigure the same adapter instance.