

Knowledge Base Articles

Title:

Xian performance counters are never shown on MOM operator console.

Revision:

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Description:

When you launch rules configured to collect performance data over any device on the Xian console, this data is never shown on the MOM 2005 operator console under the performance view.

The error is produced by performance rules contained in some MOM management packs that use script-generated data as input. When these rules are running on the Management Server machine where the Xian Connector is installed, the Xian performance counters are removed. To see which rules may be causing the problem you can run the following query on your MOM OnePoint Data Base

```
SELECT *  
  
FROM ProcessRule  
  
WHERE (idProviderInstance = '{F320DA51-13BF-11D3-B2CD-  
00A0C92A28B4}') AND (idRuleType = '{726D49F9-6F3A-11D2-A404-  
00A0C9AFE040}')
```

These rules are from the 'compare performance script generated data' rule type and cause Xian performance counter to not be shown in the MOM operator console.

Solution:

This problem was solved on MOM SP1 so we recommend you to update your current MOM 2005 version to the SP1 version if you are experiencing this problem. You can download MOM 2005 SP1 at:

<http://www.microsoft.com/mom/downloads/2005/sp1.msp>

If you do not wish to upgrade your current MOM 2005 version, you can move the 'Xian Connector for MOM 2005' component and the script generated MOM rules from the management server where they are installed, to another management server that does not belong to any computer group except for 'Microsoft Operations Manager 2005 Servers' and Xian computer groups.

To do this you should execute the following steps:

1. Install a MOM Management server and the MCF (MOM Connector Framework) components on another machine.

Note: If you already have a dedicated MOM Management Server installed with the Xian Connector you can skip this step.

2. Move the Xian Connector to the machine where the new Management Server was installed.

You have to uninstall or disable the actual Xian connector service and install another connector on the new machine, with the MOM management server and MCF installed.

In order to move the Xian Connector, you need to follow this procedure:

- 2.1. Stop all Xian services.
- 2.2. Uninstall the Xian Connector (or disable the Jalasoft Xian Connector for MOM 2005 service).
- 2.3. On the SQL Server Xian Database, remove the entry for the current Xian connector under the Connector's table (there should be an entry with the IP address of your current Management Server machine). For example, if your old connector was installed on a machine with IP address '10.50.8.1', you can use the following SQL sentence:

```
DELETE FROM connector WHERE connector_ipaddress='10.50.8.1'
```

- 2.4. Start all Xian services.
- 2.5. Install the new Xian Connector and provide the connection information to access the Jalasoft Xian Data Server (IP Address and port).

3. Remove the new Management Server machine, where the Xian Connector is running, from all the computer groups where it is associated except for 'Microsoft Operations Manager 2005 Servers' and Xian computer groups (Xian 2005 Connectors, Xian 2005 Data Servers, Xian 2005 Network Manager Servers and Xian 2005 Network Scan Servers).

To remove the management server from the computer groups where it belongs, follow these steps:

- 3.1. On the MOM Operator Console, go to 'Computers and Groups>Computer View. Select the new Management Server (where the Xian Connector for MOM is installed) and open its 'Computer Groups' tab. You should see a list of all the computer groups to which the server belongs, you should remove the new management server from all those groups except from MOM servers and Xian servers.
- 3.2. On the MOM Administrator Console, expand the 'Management Packs> Computer Groups branch and remove the new management server from all the computers groups to which it belongs (determined on the previous step) except:
 - Microsoft Operations Manager 2005 Servers
 - Xian 2005 Connectors
 - Xian 2005 Data Servers
 - Xian 2005 Network Manager Servers
 - Xian 2005 Network Scan Servers

To remove the new management server from the computer group follow this procedure:

- 3.2.1. Right click on the computer group and then select properties.
- 3.2.2. Go to the 'Excluded Computers tab, click on the 'Add' button and select the new management server (where the Xian Connector is installed).
- 3.2.3. Repeat steps 1 and 2 for each computer group.
- 3.2.4. Right click on 'Computer Groups' folder and click on 'Calculate Group Membership' menu item.
- 3.2.5. Right click on 'Management Packs' folder and click on 'Commit Configuration Change'.

3.3. Open again the MOM Operator console and verify that the new management server only belongs to 'Microsoft Operations Manager 2005 Servers' and Xian server computer groups (Xian 2005 Connectors, Xian 2005 Data Servers, Xian 2005 Network Manager Servers and Xian 2005 Network Scan Servers).

4. Verify that Xian performance counters are now arriving to MOM.

Applies to:

All Xian builds installed under MOM 2005 no service pack

Status:

Workaround provided

Additional Comments:

None