MasterScope SystemManagerG

IT Service Response Monitor

Probe Agent

Duplex Setup Guide

April 2017

Revision History

Revision No.	Date Shipped	Description
1st Edition	7.2016	Newly released for Ver4.2.0
2nd Edition	4.2017	Revision in Product name change.

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Chapter 1　　Introduction

This document describes the procedure to install duplex system for the MasterScope System Manager G IT Service Response MonitorProbe Agent.

1.1 <u>Overview of Duplex System Probe Agent</u>

The duplex system Probe Agent is a function that monitors IT Services that are switched in conjunction with a "cluster package".
The product of the old version was supporting only a single node.

When using the duplicated Probe Agent function, you are advised to pay attention to the following:
(1) Self hostname of Probe Agent
The Self hostname of the Probe Agent must be unique on the manager.
(2) Setting a cluster package
The Probe Agent must be switched in conjunction with the cluster package, but as any product enabled for MasterScope Framework does not perform this control, you are advised to set any which is necessary such as creating scenarios by following the instructions of your cluster software.

1.2 Installation Environment for Probe Agent

The following shows an example of a configuration when installing duplex system Probe Agent:
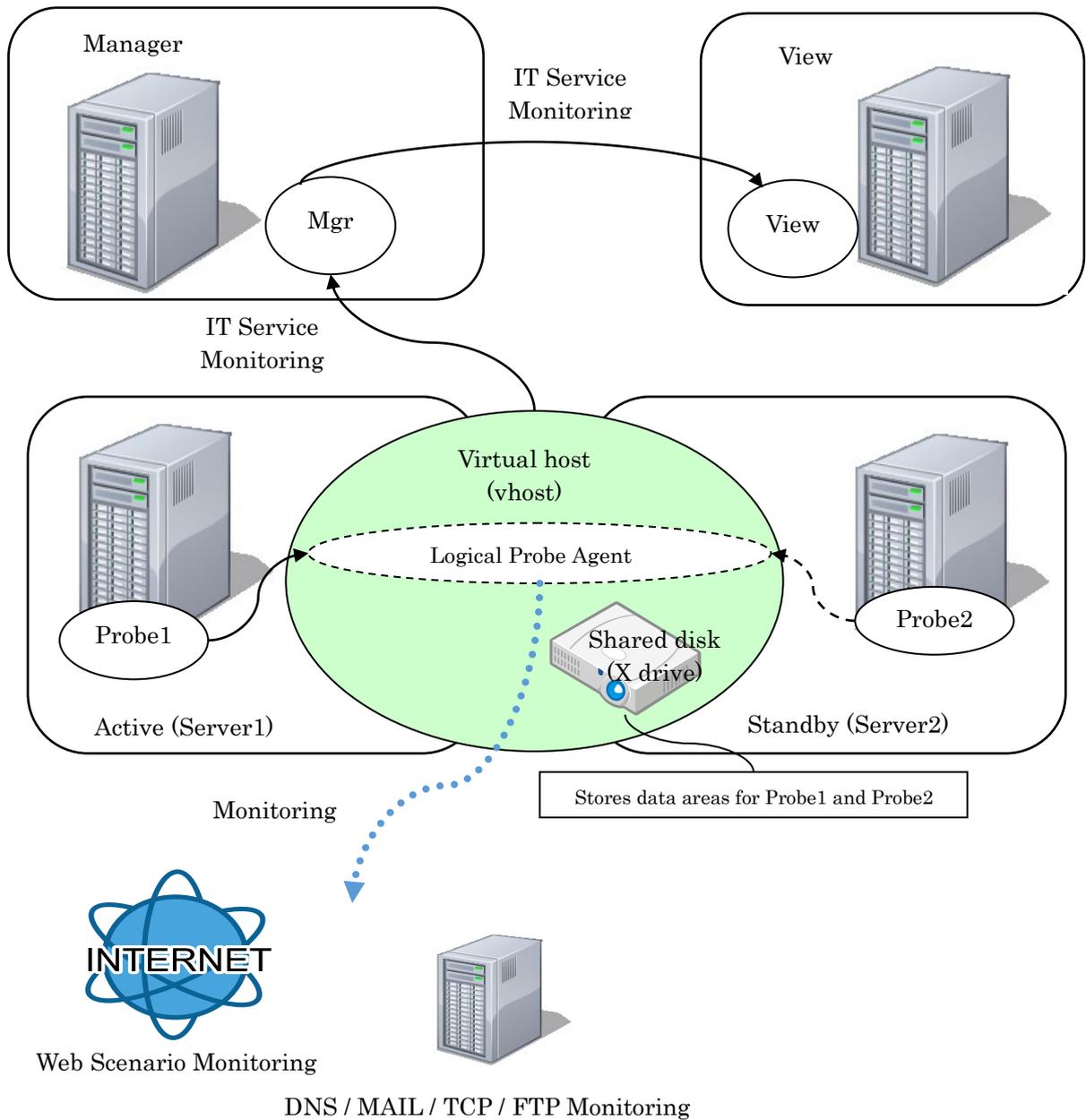
Figure 1: Probe Agent configuration diagram

In a duplex system, install the Probe Agent to server 1 and server 2. The data area is stored on a shared disk.

If a failover or failback occurs, the Probe Agent service is started or stopped in conjunction with the cluster package.

Because monitoring is continued using monitoring settings on the shared disk, users can monitor the IT Service without being aware of which server is active or standby after switching.

Chapter2　　　Installation Procedure

This chapter describes the procedure to install Probe Agent in a duplex system.

2.1 <u>Setting up a duplex system</u>

It is assumed that an appropriate duplex system has been set up.

2.2 <u>Setting up Probe Agent</u>

The following table shows the product for the single system or duplex system Probe Agent.

Product Name	Type	Comment
MasterScope SystemManager G IT Service Response Monitor	Agent	Probe Agent

The following pages describe the flow of the installation process on a Windows platform and an example of configuring each item to be set in the installation setting window. For information on the installation method, refer to appropriate "MasterScope Media Release Notes" and appropriate release memos attached to the product.
This explanation also assumes the following to be the shared resources for cluster:

•Virtual hostname: vhost
•Shared disk: X drive

Notes:
* After a duplex system Probe Agent has been installed to the active system, proceed with installing the other agent to the standby system.
* When installing a duplex system Probe Agent to the active system node, the shared disk must have been made referencable.
* Set the self host name of each duplex system Probe Agent on the active and standby systems to be the same.*Use the same drive name and same folder name for the installation locations for them.
* The virtual hostname and the shared disk must be reread where appropriate to your environment.

The installation procedure is as follows:

First, install a duplex system Probe Agent to the active system node.
Specify as follows each item to be set in the installation setting window in the active system node.
Note that you may refer to an appropriate "MasterScope Media Release Notes" for the meaning of each setting item.

[Duplex system Probe Agent]

(Note) Although "Self hostname" is described as optional, ensure that you will specify the virtual hostname for it. For [Data area folder], specify any path to the shared disk.

(*1) Specify the same value as that of the Probe Agent.

(*2) When implementing the Probe Agent on the server on which MasterScope System Manager GAgent, Logical Agent, or Remote Agent is running, specify a different value.

Name of Item to Be Set	Setting	Remarks
Installation folder	C:\Program Files\NEC\UMF\OperationsProbe (*2)	Path(any) to local disk
Self hostname (optional)	Vhost	Virtual hostname
Manager hostname	Manager (*1)	(Any)
Communication port to manager	12520 (*1)	(Any)
Is data area set in separate folder?	Yes	(Fixed)
Data area folder	X:\MasterScope_Share	Path(any)to the shared disk
Is initial data populated?	Yes	(Fixed)
Service identifier	Probe (*2)	Service identifier(any)
Agent internal communication port	12571 (*2)	(Any)
Service Number		(Any)

"\Agent\sg" will automatically be added under the data area folder and the setup information that should be shared will be stored there. When the installation process has been completed, ensure that "\Agent\sg" is created under the data area folder.

Next, proceed with installing the other Probe Agent to the standby system node.
Specify as follows each item to be set in the installation setting window in the standby system node.
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[Duplex system Probe Agent]

(Note) Specify the same values for the items as those in the active system, except that of the "Is initial data populated?" item. Specify "No (only for cluster standby)" for [Is initial data populated?].

Name of Item to Be Set	Setting	Remarks
Installation folder	C:\Program Files\NEC\UMF\OperationsProbe	Path to a local disk
Self hostname (optional)	Vhost	Virtual hostname
Manager hostname	Manager	
Communication port to manager	12520	
Is data area set in separate folder?	Yes	
Data area folder	X:\MasterScope_Share	Path to the shared disk
Is initial data populated?	No (only for cluster standby)	
Service identifier	Probe	Service identifier
Agent internal communication port	12571	
Service Number		(Any)

When the installation process has been completed, change the startup type of the service both in the active node and in the standby one.

Click [Start] -> [Administrative Tool] -> [Service] and stop the service "MasterScope SystemManagerGProbe Agent__<Service identifier>_N" (N is "Probe" in this example. For information on N, refer to "Default Values for Each Product" in the MasterScope Media Release Notes) and change the type of the startup from "Automatic" to "Manual" in [Properties].

2.3 <u>Duplicating the Probe Agent Service</u>

Set your cluster software by following its procedure manual so that the Probe Agent service may be duplicated.

- Mount common disk which specified at installation of Probe Agent before executing startup script of the Probe Agent.
- Be network available before executing startup script of the Probe Agent.
- Unmount common disk which specified at installation of Probe agent after executing stop script of the Probe Agent.
- Be network unavailable after executing stop script of the Probe Agent.

You have now completed the Probe Agent installation process.

Chapter3　　Uninstallation Procedure

3.1　Removing Setting for Duplication

Remove the duplicate settings configured in " [2.3 Duplicating the Probe Agent Service](#)".
Before proceeding with the removal process, ensure that you stop the Probe Agent services.

3.2　Uninstalling the Probe Agent

Uninstall the Probe Agent by following the instructions described in the release memo for the product.

3.3　Removing Files

After the Probe Agent have been uninstalled, the files and directories will still remain on the shared disk. Manually remove from the shared disk the directories you specified in the installation process.

Chapter4　　Othre Note

4.1　Registering Licenses

The Target License When Using the MasterScope System Manager G IT Service Response Monitor
You need to have the same number of licenses as that of monitoring targets in each active system.
In each standby system, you need to have the same number of HA Option licenses as that of monitored servers.

4.2　Version Upgrade

When upgrading a version, SysMonAgt.ini is overwritten by file of an installation media. If upgrading version from Ver3.0.2 or earlier, and you have modified SysMonAgt.ini to set up the cluster environment, please modify it again after an upgrade. Before upgrading a version, stop the agent.