

SCOM MONITOR Reset App

User Guide

SCOM Monitor Reset App is an application for automatically resetting monitors closed by Alerts.

Scenario

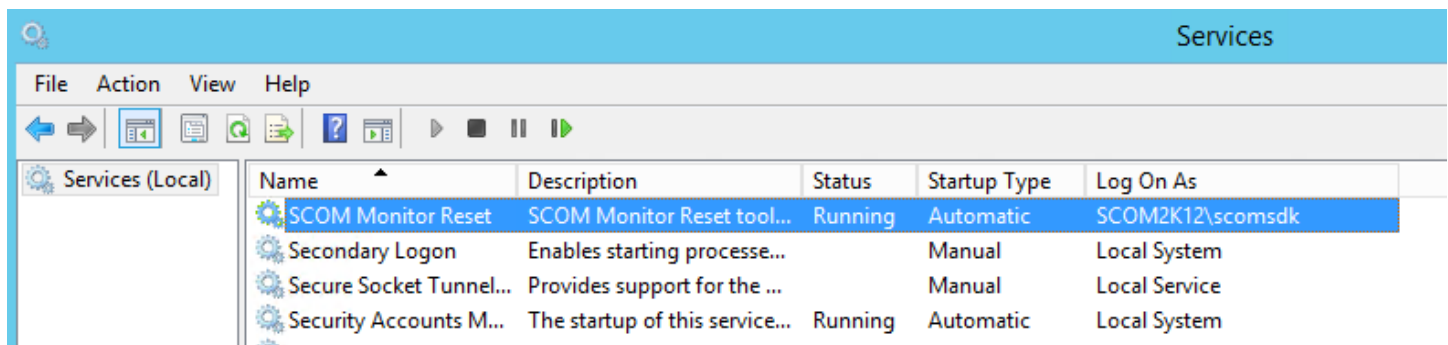
A user named Max closes a monitor based disk alert for a critical system. Max thought he logged into the critical system and cleared up space, but accidentally logged into the wrong system. When max closed the alert the monitor remained in a critical state. The system eventually filled up and crashed.

Logan their smart SCOM administrator recently installed the SCOM Monitor Reset App.

Now when Max closes the alert. The tool catches the closed alert and resets the state of the monitor. Now the monitor re-evaluates the disk space and re-opens the alert as the system is still out of disk space. Max realizes his mistake and clears up the disk space on the critical system and it doesn't crash.

Administration

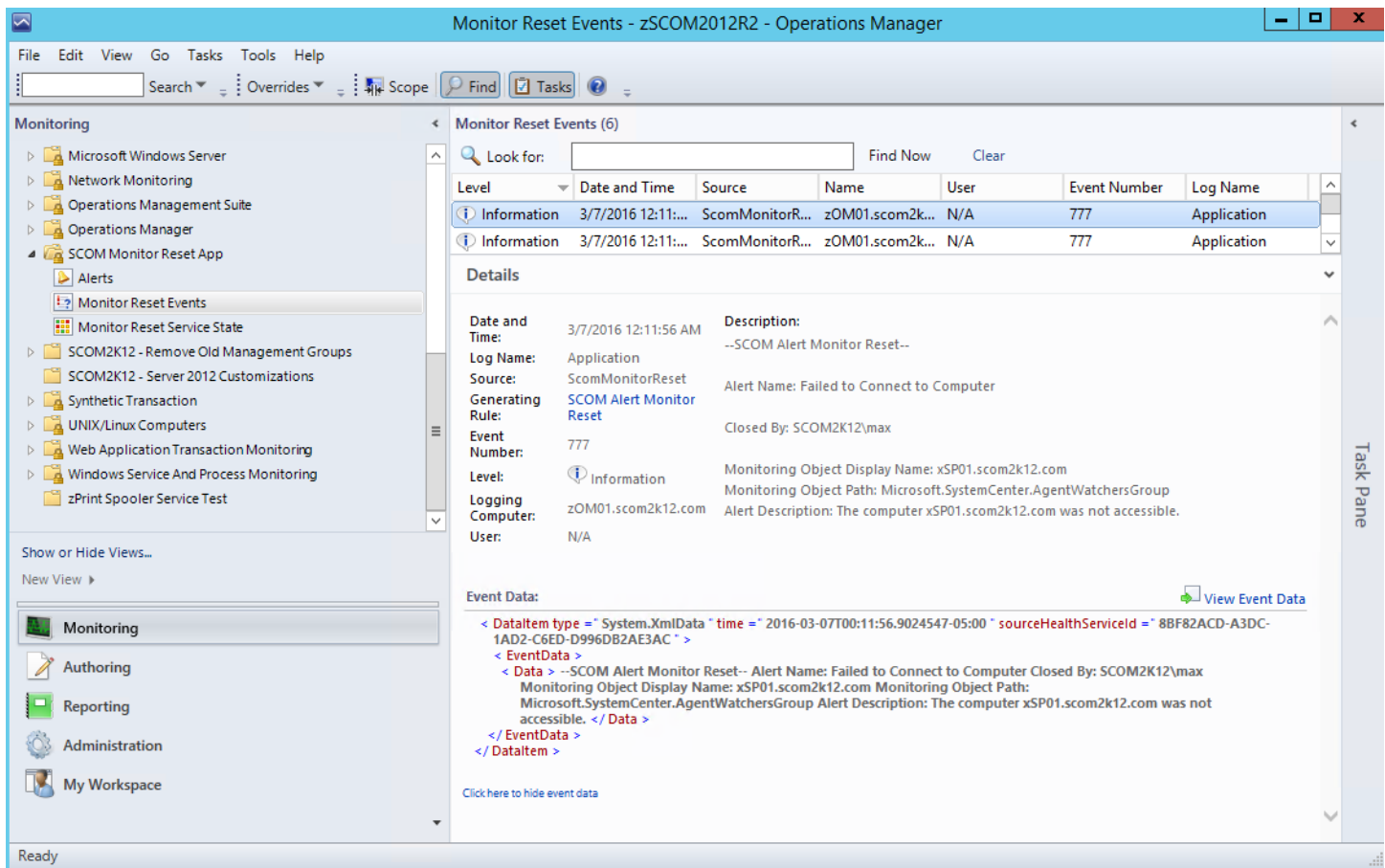
Verify the SCOM Monitor Reset Service is running



The screenshot shows the Windows Services console with the 'Services (Local)' pane on the left. The main pane displays a list of services. The 'SCOM Monitor Reset' service is highlighted in blue. The table below represents the data shown in the screenshot.

Name	Description	Status	Startup Type	Log On As
SCOM Monitor Reset	SCOM Monitor Reset tool...	Running	Automatic	SCOM2K12\scomsdk
Secondary Logon	Enables starting processe...		Manual	Local System
Secure Socket Tunnel...	Provides support for the ...		Manual	Local Service
Security Accounts M...	The startup of this service...	Running	Automatic	Local System

Close a few monitor based Alerts. Verify they show up in the Monitor Reset Events View



Recommendation

After installing the SCOM Monitor Reset App. We recommend resetting all the unhealthy monitors once in your environment. This way you will be confident there are not some unhealthy monitors in a red state from before the app was installed.

There are two ways to accomplish this.

- 1.) Put all servers excluding the management server into Maintenance mode and close all alerts.
- 2.) Run a script. I recommend Scott Murry's PowerShell script here.
<http://sc.scomurr.com/files/reset/Custom.Example.MonitorReset.PS1.zip>

Advanced Configuration

Change the field used by the app. By default, the app uses the TFS Work Item Owner Field to keep track of alerts.

TFS Work Item ID:

TFS Work Item Owner: Monitor Reset App

Owner:

Change...

Ticket ID:

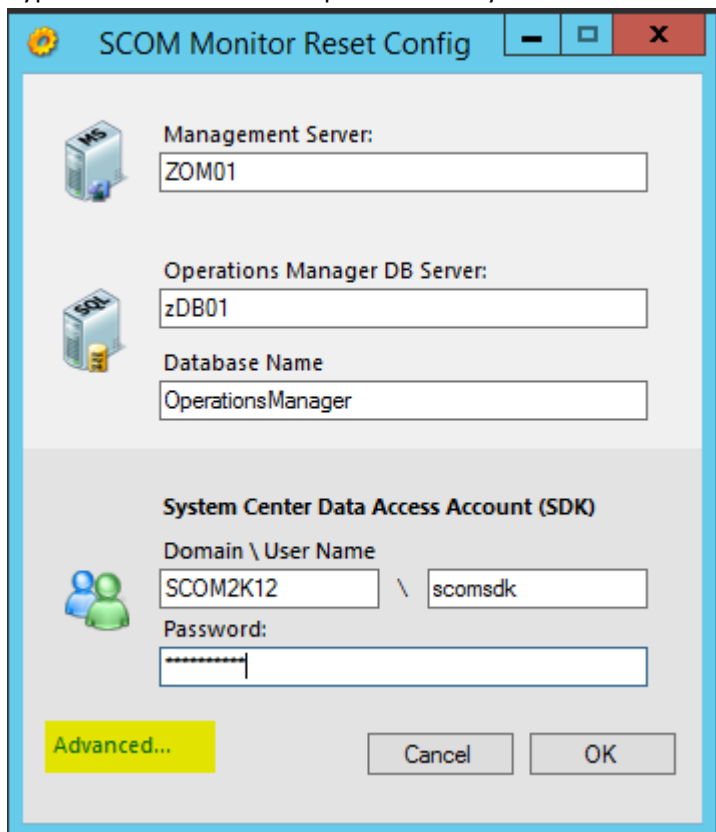
To change the field to a Custom Field.



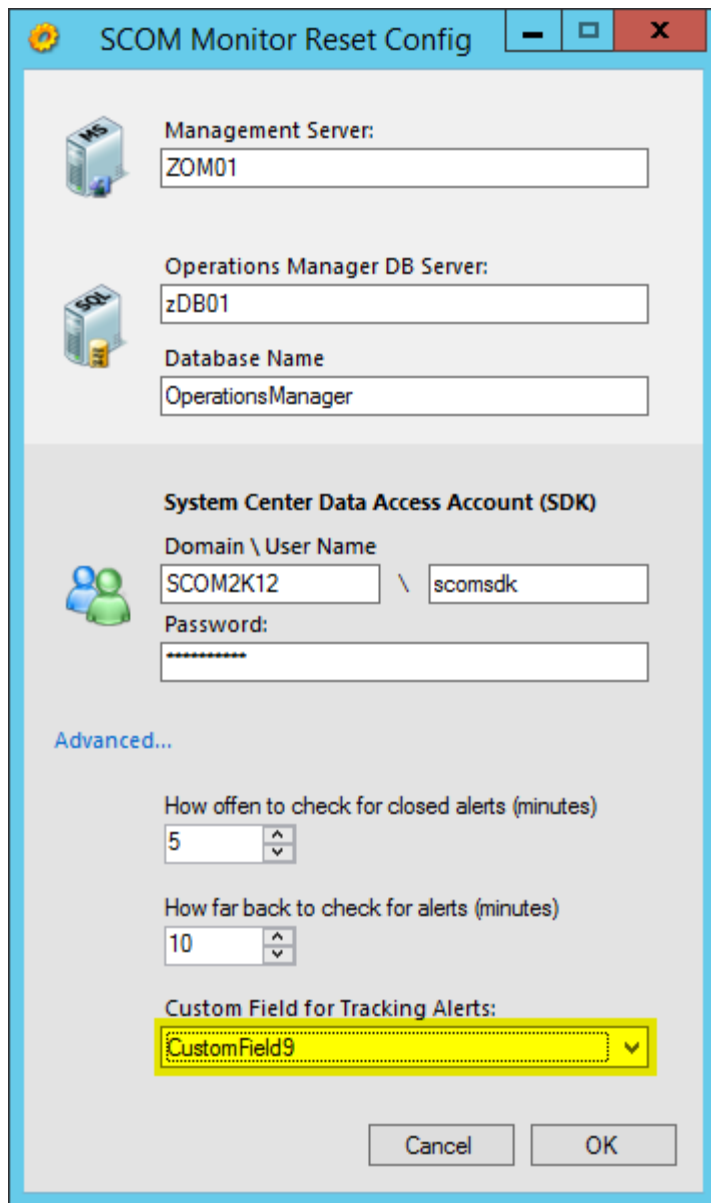
- 1.) On the **Desktop** you will see an Icon called **Configure SCOM Monitor Reset App**.

Right click on the icon and choose **Run as Administrator**.

- 2.) Type in the username and password for your sdk service. Then click the Advanced...



- 3.) Select the custom field you want to use.



The image shows a Windows-style dialog box titled "SCOM Monitor Reset Config". It contains several input fields and a section for advanced settings. The "Management Server" field is set to "ZOM01". The "Operations Manager DB Server" field is set to "zDB01". The "Database Name" field is set to "OperationsManager". The "System Center Data Access Account (SDK)" section shows a domain of "SCOM2K12" and a user of "scomsdk". The password field is masked with asterisks. The "Advanced..." section is expanded, showing "How often to check for closed alerts (minutes)" set to 5 and "How far back to check for alerts (minutes)" set to 10. The "Custom Field for Tracking Alerts" dropdown is set to "CustomField9". The dialog has "Cancel" and "OK" buttons at the bottom right.

Management Server:
ZOM01

Operations Manager DB Server:
zDB01

Database Name
OperationsManager

System Center Data Access Account (SDK)

Domain \ User Name
SCOM2K12 \ scomsdk

Password:

Advanced...

How often to check for closed alerts (minutes)
5

How far back to check for alerts (minutes)
10


Custom Field for Tracking Alerts:
CustomField9


Cancel OK

4.) Click OK


Change how often the tool runs. By default, the tool runs every 5 minutes and checks for closed alerts 10 minutes back.

- 1.) Follow the steps above.
- 2.) Change the number of minutes to your desired interval.

SCOM Monitor Reset Config—□×




Management Server:



Operations Manager DB Server:

Database Name

System Center Data Access Account (SDK)



Domain \ User Name
 \
Password:

[Advanced...](#)

How often to check for closed alerts (minutes)

How far back to check for alerts (minutes)

Custom Field for Tracking Alerts:

Cancel

OK