Troubleshooting

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Management Pack Sync Rule Troubleshooting

In case of any problem with data not populating or stops syncing , MSDashboards Unified Sync Engine for Multiple Groups rule has built in events created under OperationsManager log.
Sync rule will create events with event id 9995 to 9999 as seen below

ⓘ Information	10/30/2017 12:00:45 AM	Health Service Script	9999	None
ⓘ Information	10/30/2017 12:00:31 AM	Health Service Script	9998	None
ⓘ Information	10/30/2017 12:00:31 AM	Health Service Script	9998	None
ⓘ Information	10/30/2017 12:00:31 AM	Health Service Script	9998	None
ⓘ Information	10/30/2017 12:00:31 AM	Health Service Script	9998	None
ⓘ Information	10/30/2017 12:00:31 AM	Health Service Script	9998	None
ⓘ Information	10/30/2017 12:00:30 AM	Health Service Script	9998	None
ⓘ Information	10/30/2017 12:00:30 AM	Health Service Script	9997	None
ⓘ Information	10/30/2017 12:00:29 AM	Health Service Script	9995	None

When Logging parameter is set to true , following events will be logged;
Event 9995 Sync start
DashboardAllinOneSync
Starting Dashboard Sync Rule with Parameters :SQLserver=azdemosrv3,
SQLDBName=EnterpriseDashboards,GroupList=Ad Dashboard Group, GetAlerts=True, GetMonitorTree=True, Logging=True
Event 9997 (one event for each group)
DashboardSyncAdDashboardGroup
Starting runspace 1 for Ad Dashboard Group
Event 9998 -- All information in runspace for the specific group will be recorded with 9998 events
DashboardSyncAdDashboardGroup
4 objects found in Ad Dashboard Group
DashboardSyncAdDashboardGroup
14 alerts found in Ad Dashboard Group
DashboardSyncAdDashboardGroup
Connected to SQL Server azdemosrv3
Successfully purged data on AdDashboardGroup_Statedata
Successfully bulkcopy state table to AdDashboardGroup_Statedata.
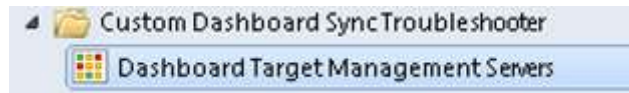Finishing runspace 1
Event 9999

DashboardAllinOneSync
All jobs completed in 0 minutes and 15 seconds
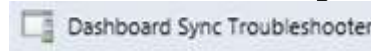
Note:
If Logging is not enabled only 9995 and 9999 events will be logged

Troubleshooter Task
Navigate to Monitoring / Custom Dashboard Sync Troubleshooter / Dashboard Target Management Servers

Select one of the management servers and run

Click override and type the SQL Server name as its recorded in SCOM SQL Database registry keys

Override the task parameters with the new values

Name	Type	Default Value	New Value
TimeoutSeconds	decimal	550	
SQLServer	string		<SQLServer>
SQLDBName	string	EnterpriseDashboards	
Mode	string	Rule	
Logging	bool	true	
GroupList	string	Ad Dashboard Group	
GetMonitorTree	bool	true	
GetAlerts	bool	true	

In case of any errors exception details will be written in the log. Troubleshooter task will check;
• Management Group Connection
• Group retrieval
• Group member exist
• Database connection (for state, alert and monitoring datesets)
• Table Purge task (for state, alert and monitoring datesets)
• Table data copy task (for state, alert and monitoring datesets)