






Introduction	Click Instructions	Talking Points
	<p>1.</p>	<p>Welcome to this guided lab on how to “Take Corrective Actions in the Fabric and Infrastructure.”</p>
	<p>2.</p>	<p>This guided lab is the eleventh in the Microsoft® Private Cloud series. It is recommended that the 14 labs in this series be taken in order, to best understand the experience and the benefits of working with the Microsoft Private Cloud.</p>

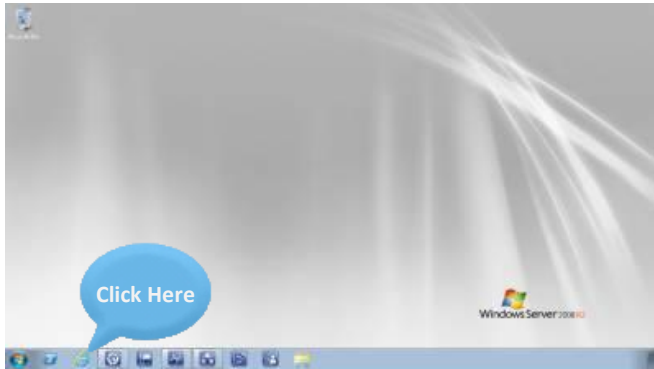

 <p>The diagram illustrates the Microsoft Private Cloud architecture. It shows a flow from 'Self-Service' (with a 'Click Here' callout) through 'Service Models' to 'Service Delivery and Automation'. This process involves 'Configure/Deploy' and 'Monitor/Operate' steps, supported by 'System Center' and 'Windows Server'. The architecture is layered over 'Virtual' infrastructure, which can be either 'Private Cloud' or 'Public Cloud'. The bottom bar categorizes the components into 'APPLICATION MANAGEMENT', 'SERVICE DELIVERY AND AUTOMATION', and 'INFRASTRUCTURE MANAGEMENT'.</p>	<p>3.</p>	<p>By completing this series of labs, you will gain in-depth experience with the Microsoft Private Cloud and the products it comprises, including Microsoft System Center 2012 and Windows Server® 2008 R2 SP1.</p> <p>You will see how this new approach to computing delivers IT-as-a-Service, by providing:</p> <ul style="list-style-type: none">Application Management;Service Delivery and Automation; andInfrastructure Management.
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How to Navigate	Click Instructions	Talking Points
	<p>1.</p>	<p>To navigate this guided lab, either click the prompts indicated on the screen, or use your forward and back arrow keys to navigate through the steps.</p> <p>You can also access the control bar at the bottom of the screen for additional options.</p>
	<p>2.</p>	<p>To navigate this guided lab, either click the prompts indicated on the screen, or use your forward and back arrow keys to navigate through the steps.</p> <p>You can also access the control bar at the bottom of the screen for additional options.</p>

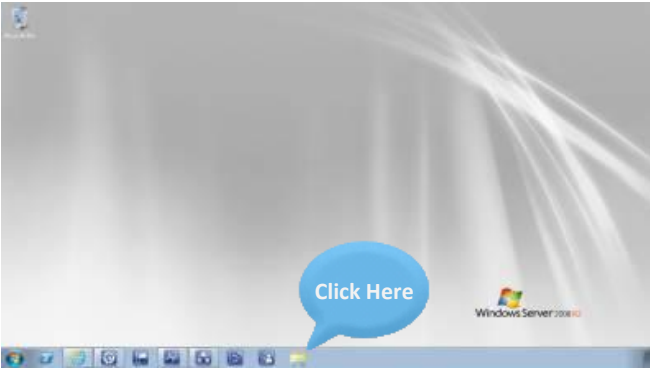
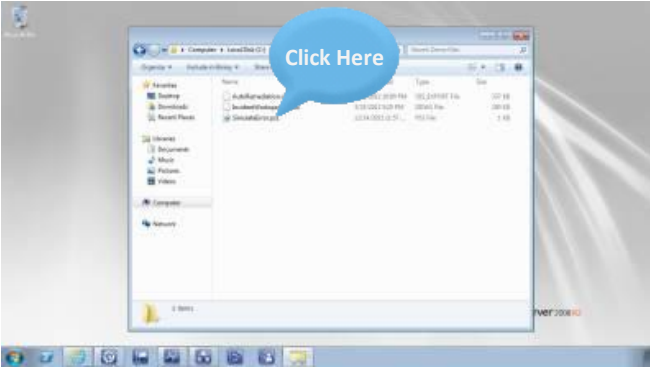
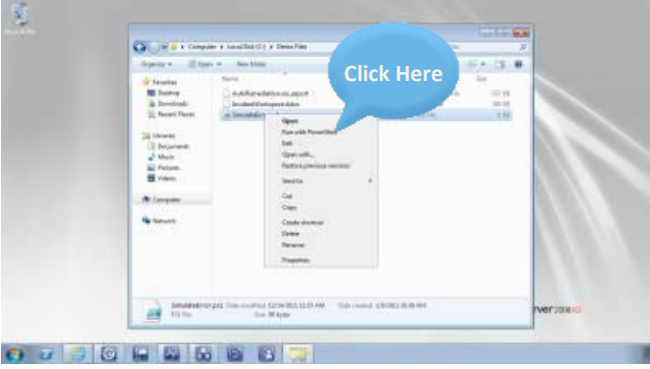
Demo Script: Lab 11 - Take Corrective Actions

Learning Objective	Click Instructions	Talking Points
<p>Learning Objective</p> <p>In this guided lab, you will learn how you can use Microsoft System Center 2012 to automatically detect and remediate a failed service.</p> 	<ol style="list-style-type: none">1.	<p>In this guided lab, you will learn how you can use Microsoft System Center 2012 to automatically detect and remediate a failed service.</p>


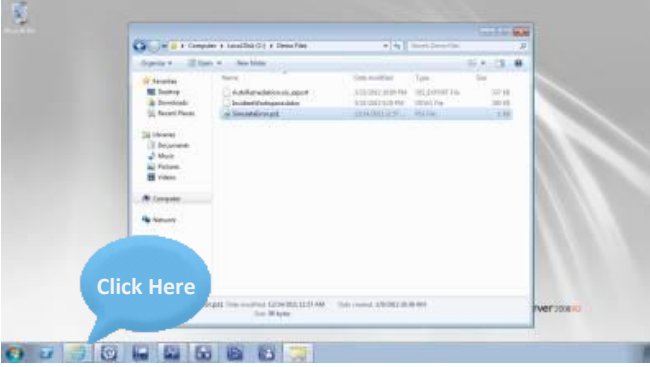

Demo Script: Lab 11 - Take Corrective Actions

Take Corrective Actions	Click Instructions	Talking Points
	<ol style="list-style-type: none"> 1. Click Internet Explorer. 	<p>To get started, follow the prompts on the screen.</p>
	<ol style="list-style-type: none"> 2. Click Minimize. 	<p>This DinnerNow web application is being monitored by Operations Manager.</p>

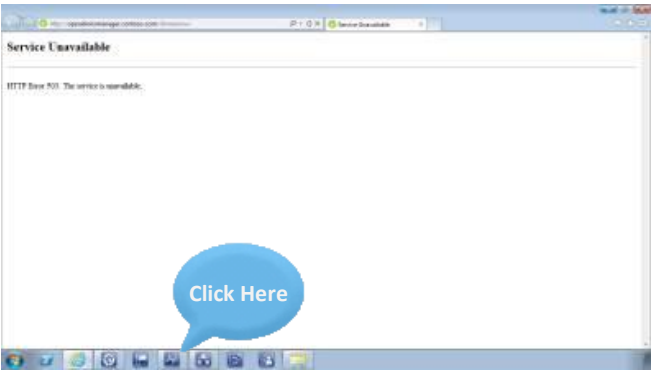
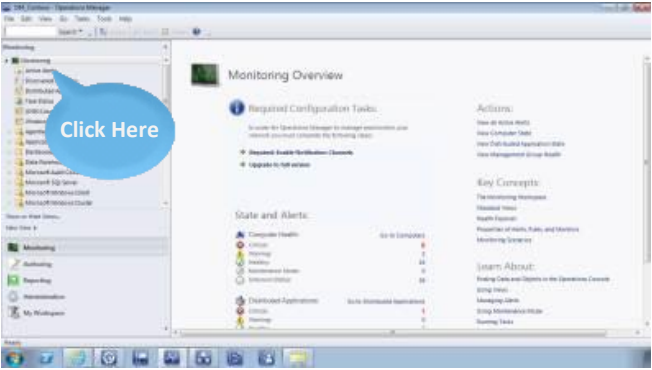

Demo Script: Lab 11 - Take Corrective Actions

	<p>3. Click Windows Explorer.</p>	
	<p>4. Click SimulateError.ps1.</p>	<p>Now, you will run a PowerShell® script to simulate an error on the website.</p>
	<p>5. Select Run with PowerShell.</p>	

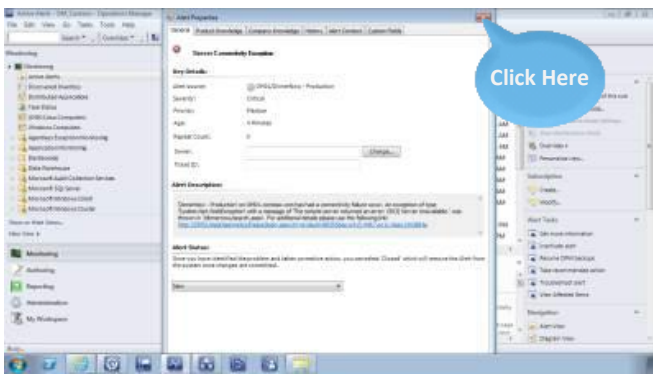
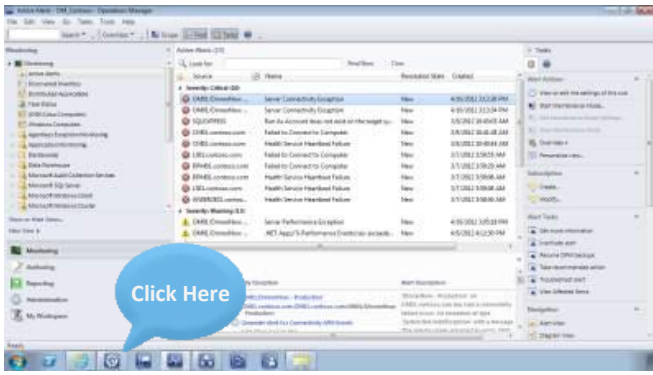
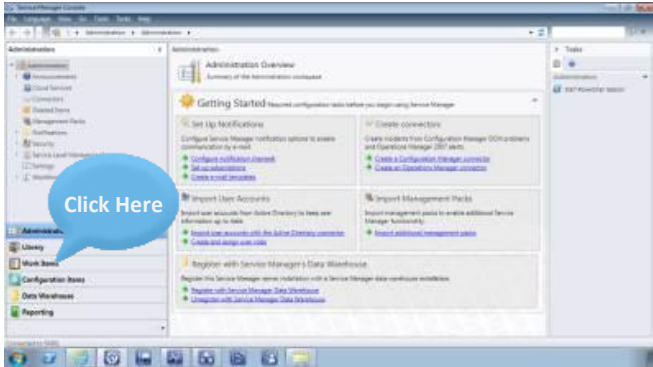
Demo Script: Lab 11 - Take Corrective Actions

	6.	
	7. Click Internet Explorer .	
	8. Click Refresh .	When you refresh the page, you can see that the application is no longer available.

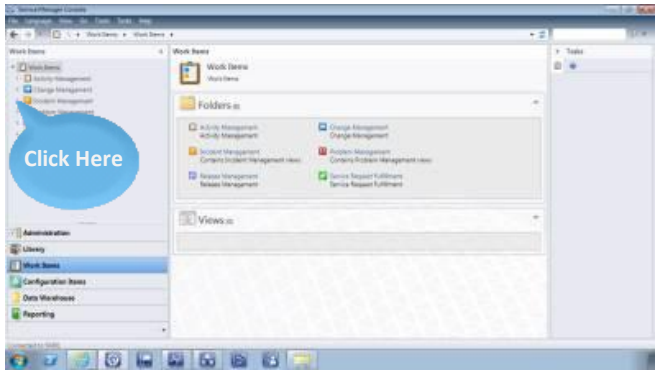
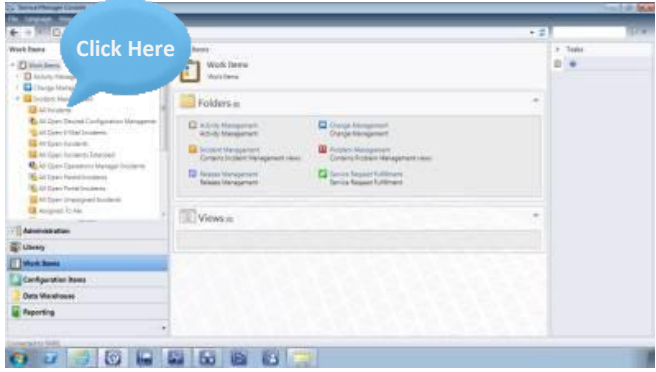
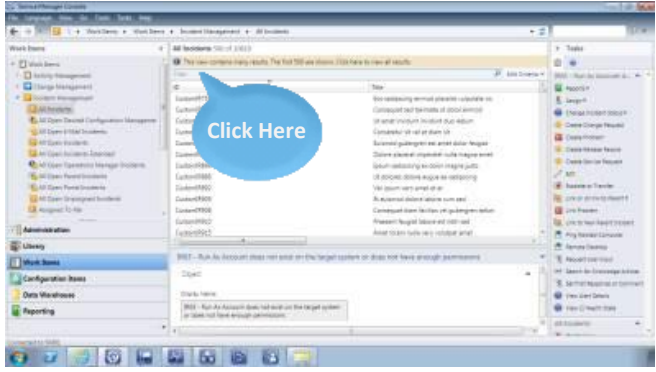
Demo Script: Lab 11 - Take Corrective Actions

	<p>9. Click OM_Contoso - Operations Manager.</p>	
	<p>10. Click Active Alerts.</p>	<p>Operations Manager provides deep monitoring that can help you ensure the predictable performance of vital applications.</p>
	<p>11. Click the first alert.</p>	<p>You can see that the DinnerNow web application has critical errors that need to be addressed.</p>

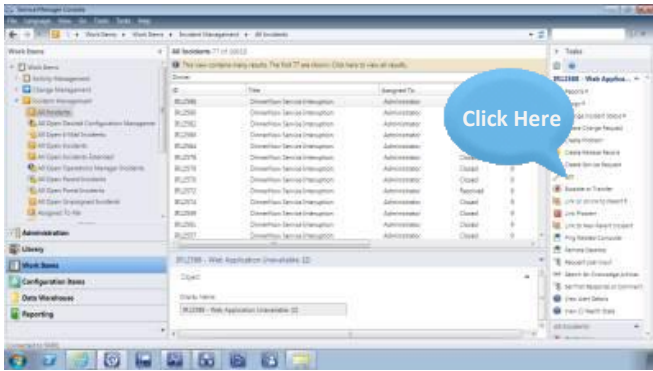
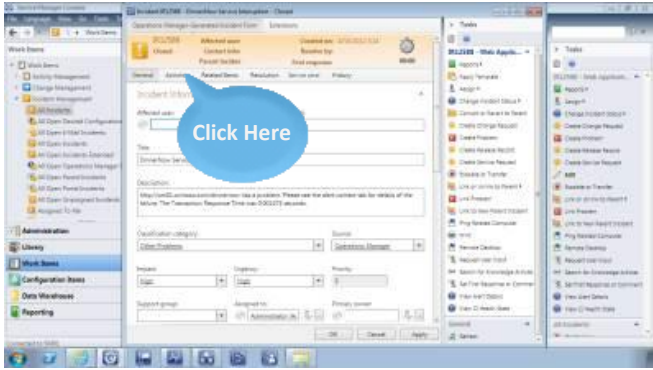
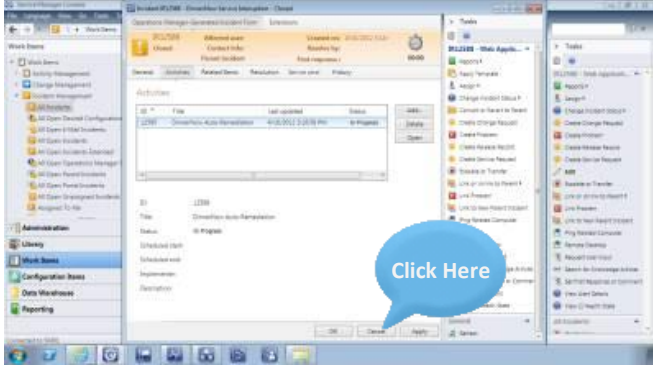
Demo Script: Lab 11 - Take Corrective Actions

	<p>12. Click Close.</p>	
	<p>13. Click Service Manager Console.</p>	<p>Now, switch to the Service Manager console.</p>
	<p>14. Click Work Items.</p>	<p>Microsoft System Center 2012 - Service Manager provides flexible, self-service experiences and standardized data center processes that can help you integrate people, workflows, and knowledge across your enterprise infrastructure and applications.</p>

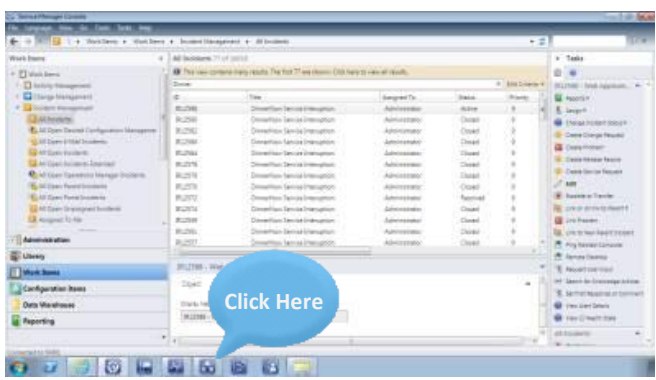
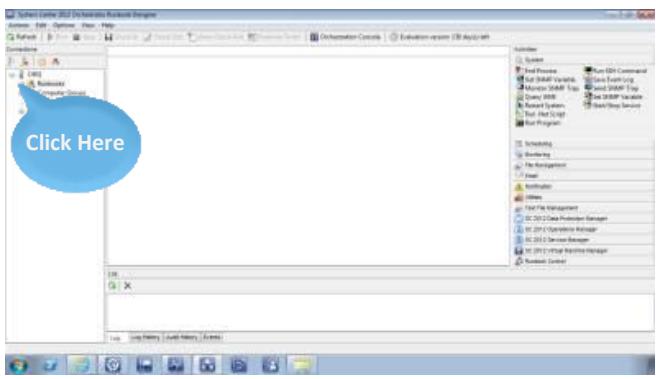
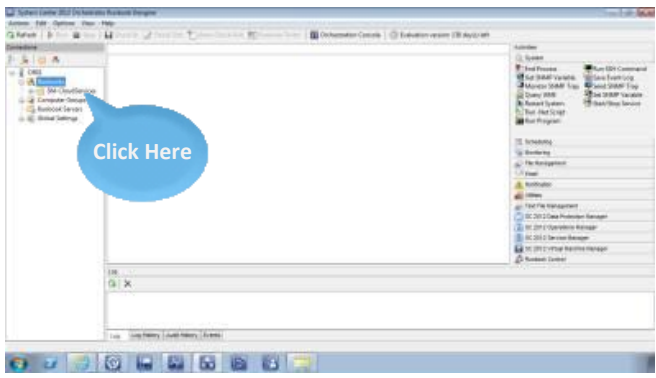
Demo Script: Lab 11 - Take Corrective Actions

	<p>15. Expand Incident Management.</p>	<p>Now, you will review the open incidents in the Work Items section of Service Manager.</p>
	<p>16. Click All Incidents.</p>	
	<p>17. Click in the Filter field.</p>	<p>Filter the incidents using the word "Dinner" to display only those associated with the DinnerNow application.</p>

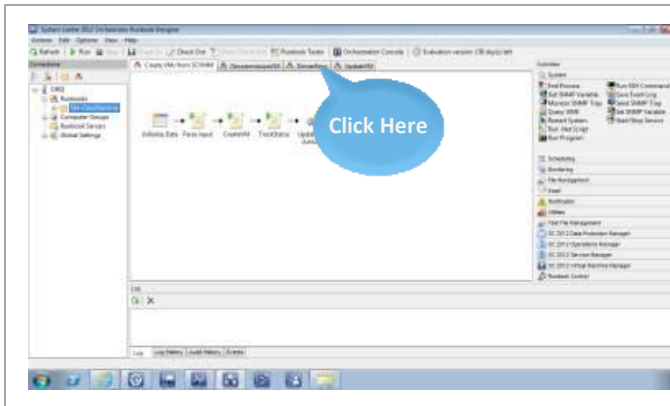
Demo Script: Lab 11 - Take Corrective Actions

	<p>18. Click Edit.</p>	
	<p>19. Click Activities.</p>	<p>Within the first visible incident, you can see the activities that are already underway to correct this incident.</p>
	<p>20. Click Cancel.</p>	<p>These activities are being executed automatically by a Microsoft System Center 2012 - Orchestrator runbook.</p>

Demo Script: Lab 11 - Take Corrective Actions

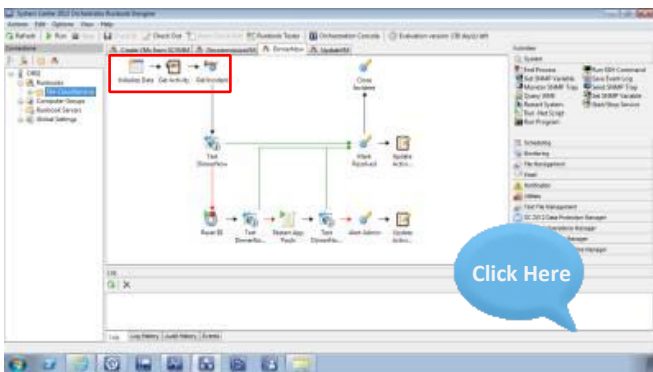
	<p>21. Click System Center 2012 Orchestrator Runbook Designer.</p>	<p>To see how, switch to the Orchestrator Runbook Designer.</p>
	<p>22. Expand Runbooks.</p>	<p>Orchestrator provides orchestration, integration, and automation of IT processes through the use of runbooks which you can use to define and standardize best practices and improve operational efficiency.</p>
	<p>23. Click SM-CloudServices.</p>	

Demo Script: Lab 11 - Take Corrective Actions

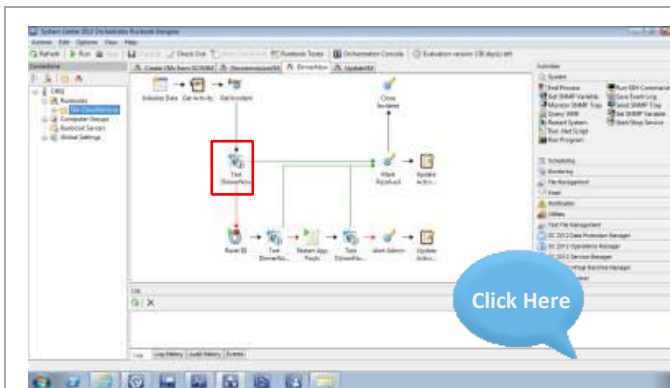


24. Click **DinnerNow**.

Select the **DinnerNow** tab to view the details of the runbook.

DinnerNow	Click Instructions	Talking Points
	<ol style="list-style-type: none"> 1. 	<p>After an incident is logged, the runbook is given details about the incident.</p> <p>The runbook first tests the application to ensure that it is unavailable. If the service is running, the incident is marked as “resolved” and then closed.</p> <p>If the service is not running, an IIS Reset job is sent to the Web Application Host.</p> <p>Once the IIS Reset job has completed, the application is tested again and closed if the service is running.</p> <p>If the service is still not running, a script to reset the related IIS Application Pools is sent to the Web Application Host.</p> <p>After the new IIS Reset job has completed, the web application is tested again and closed if the service is running.</p> <p>If the service is still down, an administrator is alerted that manual intervention is needed.</p>

Demo Script: Lab 11 - Take Corrective Actions



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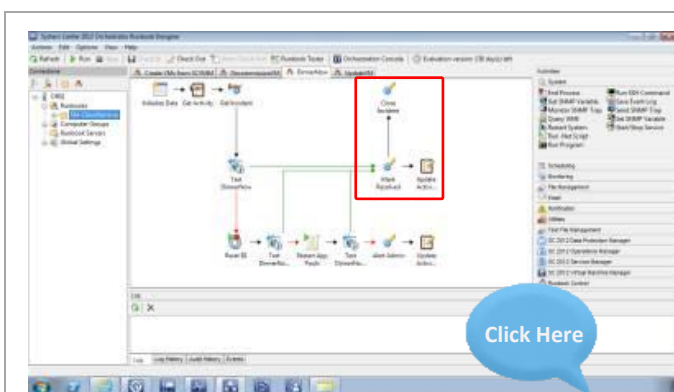
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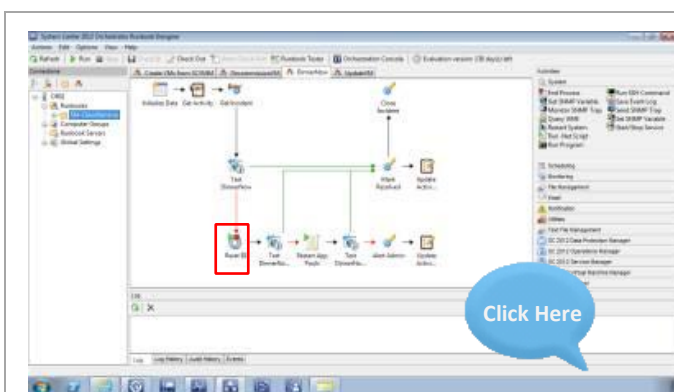
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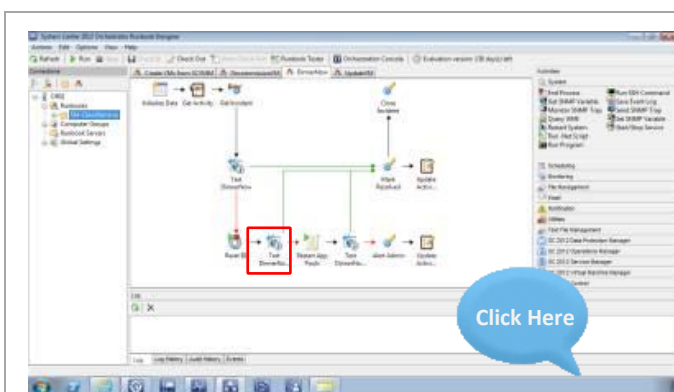
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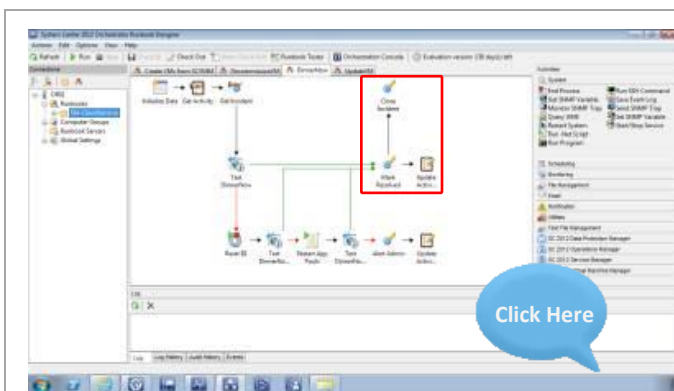
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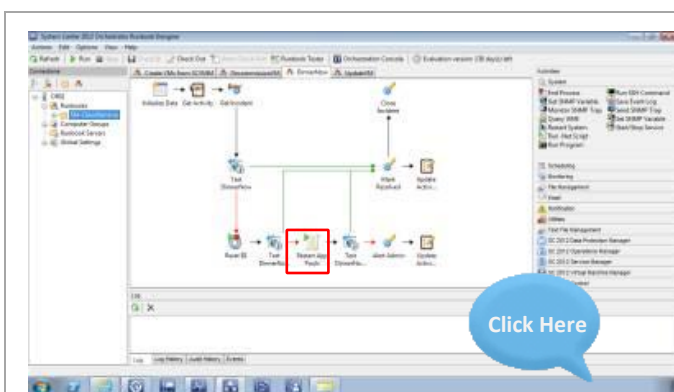
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Demo Script: Lab 11 - Take Corrective Actions



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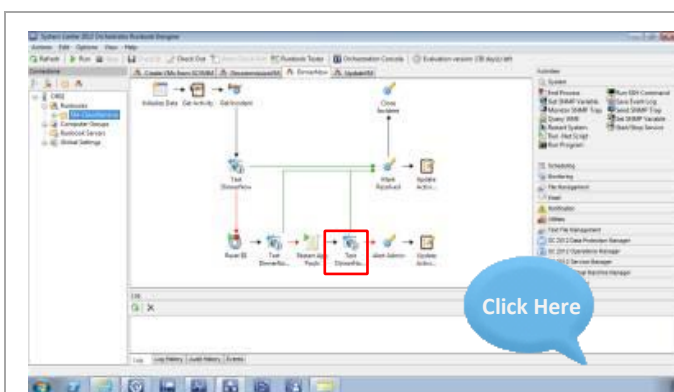
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Demo Script: Lab 11 - Take Corrective Actions



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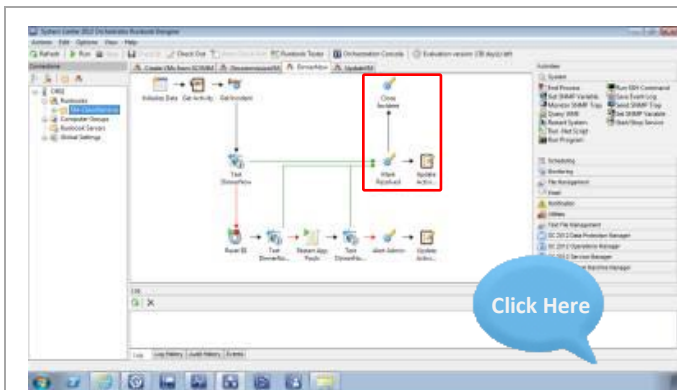
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Demo Script: Lab 11 - Take Corrective Actions



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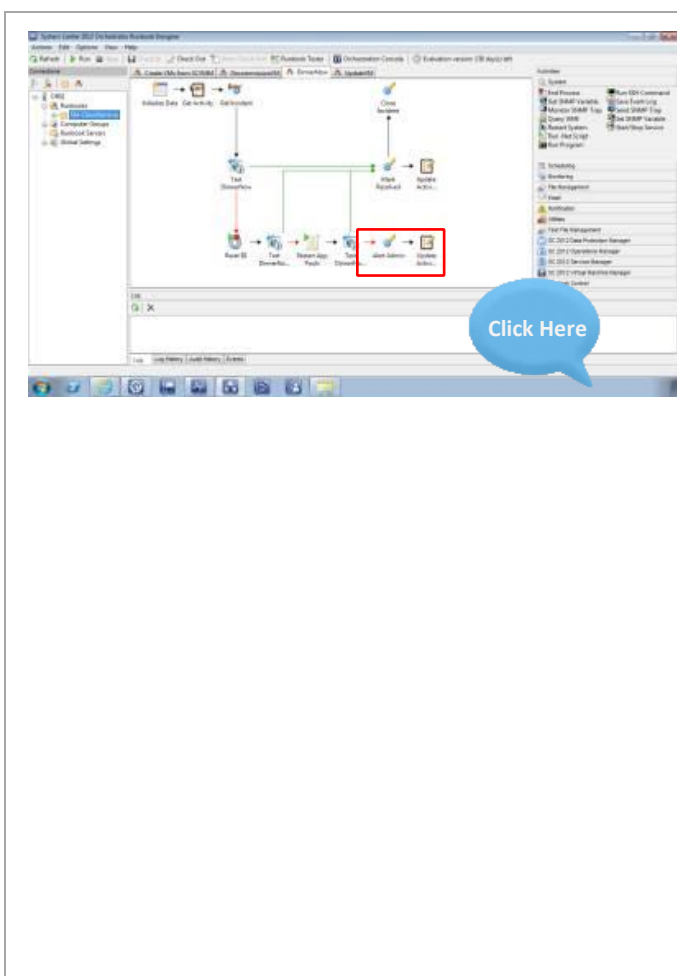
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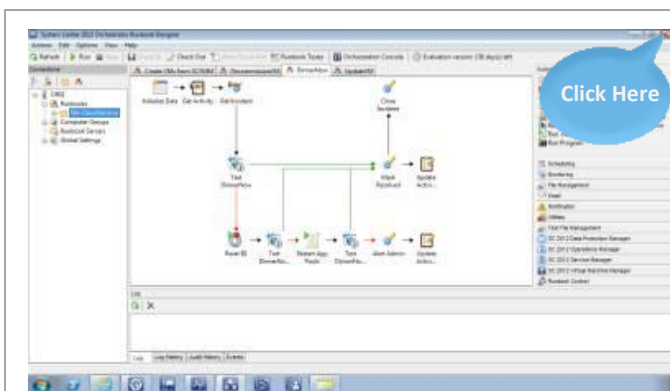
If the service is not running, an IIS Reset job is sent to the Web Application Host.

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11. Click **Close**.

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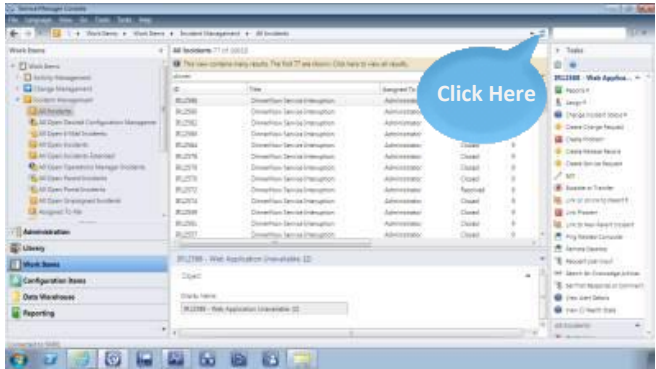
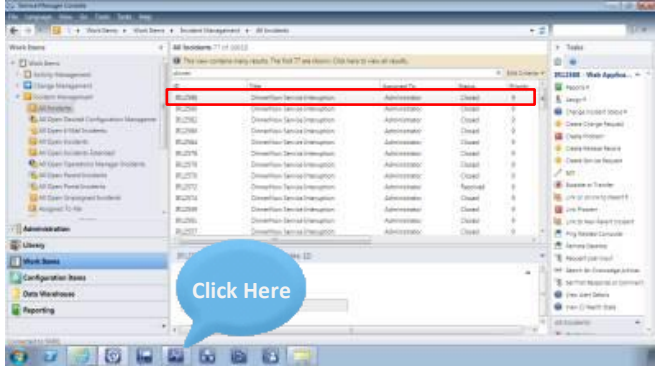
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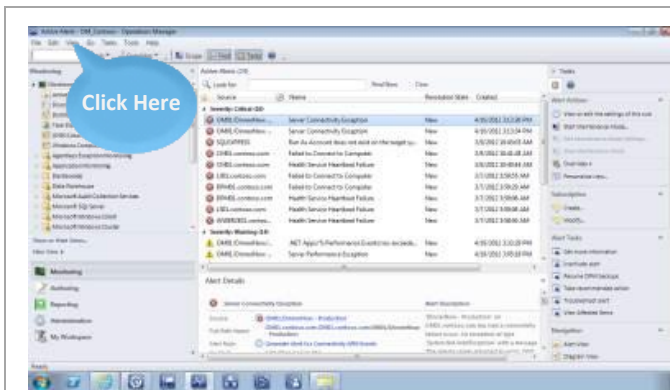
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Demo Script: Lab 11 - Take Corrective Actions

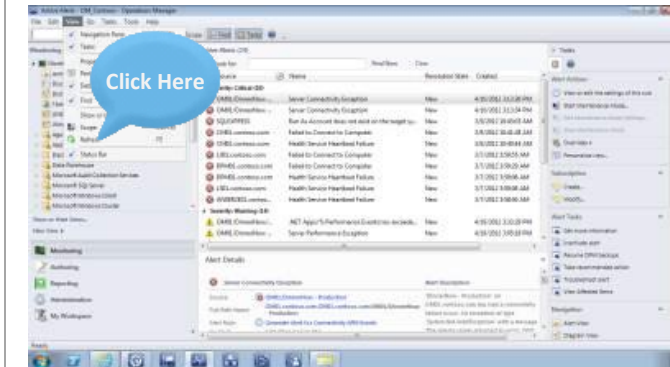
Alerts	Click Instructions	Talking Points
	<ol style="list-style-type: none"> 1. Click Refresh. 	<p>Refresh the incident list to see that the incident has been resolved and is now closed.</p>
	<ol style="list-style-type: none"> 2. Click Active Alerts - OM_Contoso... 	

Demo Script: Lab 11 - Take Corrective Actions

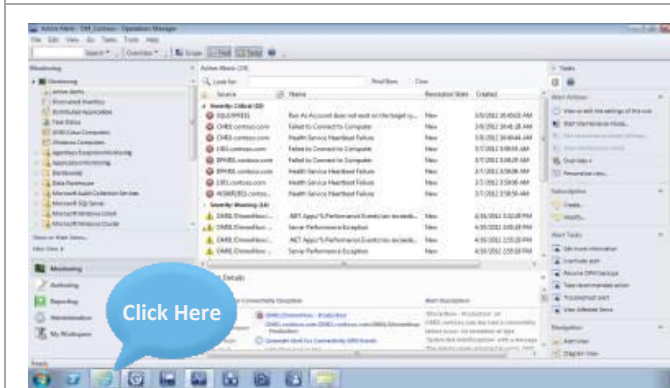


3. Click **View**.

In Operations Manager, refresh the alerts list to see that the server connection alerts are no longer present.

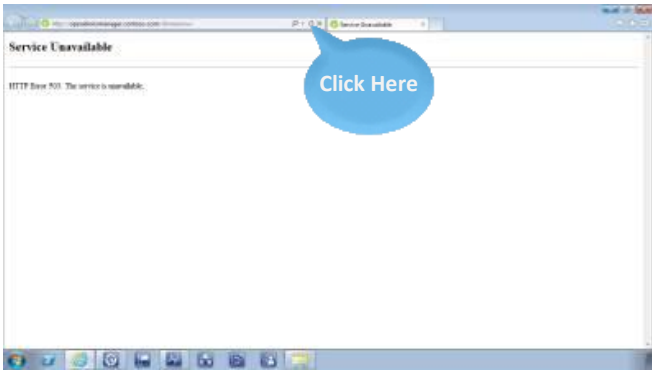



4. Select **Refresh**.




5. Click **Internet Explorer**.

Demo Script: Lab 11 - Take Corrective Actions

	<p>6. Click Refresh.</p>	<p>Returning to the DinnerNow web application, refresh the page to see that the issue has in fact been resolved and the application is working again.</p>
	<p>7.</p>	<p>In this brief guided lab, you saw a representative example of how System Center provides automatic detection and remediation of fabric and infrastructure problems as they occur.</p>

Demo Script: Lab 11 - Take Corrective Actions

Conclusion	Click Instructions	Talking Points
 <p>Series Progression</p> <p>1. Provision Resources Through Self-Service Requests</p> <p>2. Create Consistent Service Delivery</p> <p>3. Add Additional Infrastructure to Accommodate Resource Needs</p> <p>4. Delegate Cloud Resources to Web Service Provider Access</p> <p>5. Create Consistency Through Service Template</p> <p>6. Perform a Standardized Application Deployment to Test</p> <p>7. Stage Application Resources</p> <p>8. Deploy an Application to a Production Environment</p> <p>9. Scale Out and Verify Package Supporting</p> <p>10. Monitor Fabric and Infrastructure</p> <p>11. Take Corrective Actions in the Fabric and Infrastructure</p> <p>12. Perform Mean Time to Resolution with Alerts</p> <p>13. Deploy an Update to a Service Instance</p> <p>14. Monitor Existing Dashboards</p> <p>APPLICATION MANAGEMENT SERVICE DELIVERY AND AUTOMATION INFRASTRUCTURE MANAGEMENT</p> <p>Microsoft</p>	<p>1.</p>	<p>You have successfully completed the guided lab on how to “Take Corrective Actions in the Fabric and Infrastructure.” We encourage you to progress to the next lab to further understand the experience and benefits of working with the Microsoft Private Cloud.</p>
 <p>Thank You for Completing This Guided Lab</p> <p>Complete a brief survey.</p> <p>Download Microsoft Private Cloud software here.</p> <p>Click Here</p> <p>Microsoft</p>	<p>2.</p>	<p>Thank you for completing this guided lab. To complete a brief survey or download software, follow the links on your screen.</p>