



# ProactivePack

Get even more from TrueSight

*Version 3.5 – October 2018*



MarketZone

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# ProactivePack – Who we are

## → Our mission

***Provide a simple self-service platform for TrueSight***

## → Partnerships

- BMC MarketZone partners since 2018
- BMC Technology Alliance Partner (TAP) since 2014

## → 25+ customers across Europe and US in all sectors

- From BEM 7.4 and BPPM 9.x to TrueSight 11.

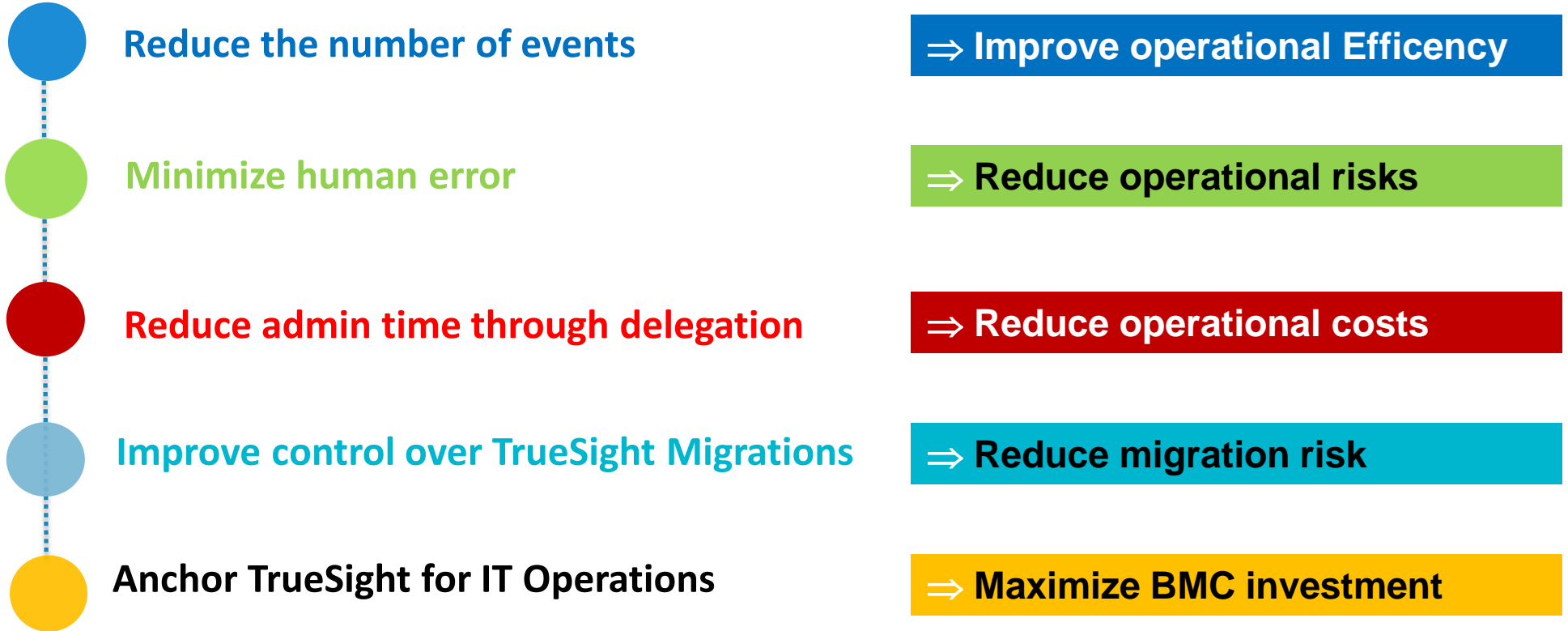


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PROACTIVE  
PACK

# Value Proposition



# ProactivePack modules



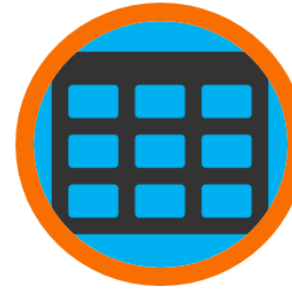
## Quick Queries

Build event queries and reports in seconds.



## Blackout Management

Manage event blackouts securely



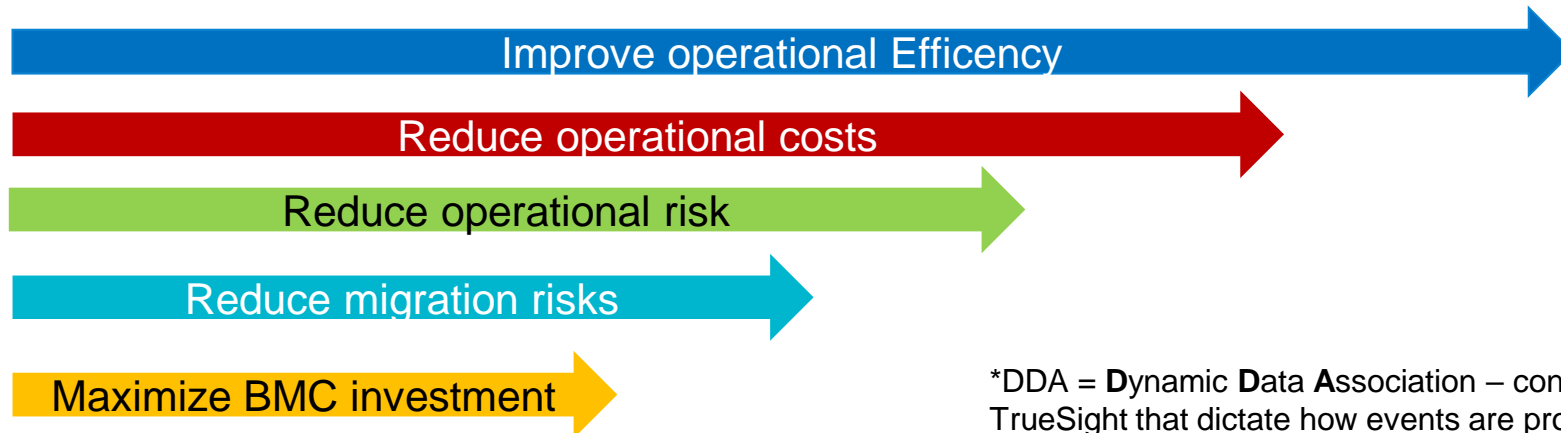
## Data Editor

Manage TrueSight data ("DDA")\* securely



## Data Replicator

Manage DDA across multiple cells



\*DDA = **D**ynamic **D**ata **A**ssociation – configuration tables in TrueSight that dictate how events are processed



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# Enterprise ready

→ Very granular Access Control



→ Authentication : TrueSight, Active Directory or custom

→ Internationalized ; localized in 4 languages

→ Supports multiple timezones & date formats

→ Supports multiple databases

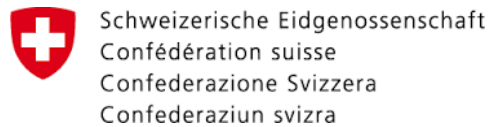
→ Comprehensive audit log

→ UI responsive design for all device formats

→ Easy upgrade & migration



# Selected references



SCHWEIZERISCHE NATIONALBANK  
BANQUE NATIONALE SUISSE  
BANCA NAZIONALE SVIZZERA  
BANCA NAZIUNALA SVIZRA  
SWISS NATIONAL BANK



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# ProactivePack – Return on Investment

- **In general**

- Reduced TCO for event reporting
- Reduced “in house” developments around reporting, blackout, etc.
- Improved control on migrations and upgrades

- **Quick queries**

- Identify and reduce event noise and recurrent problems
- Accurately measure “time to assign” and “time to close”



- **DDA Editor & Replicator**

- Delegate routine tasks to level 1 users
- Stay in control of your data
- Accurately replicate DDA from test to prod and across multiple cells

- **Blackout Management**

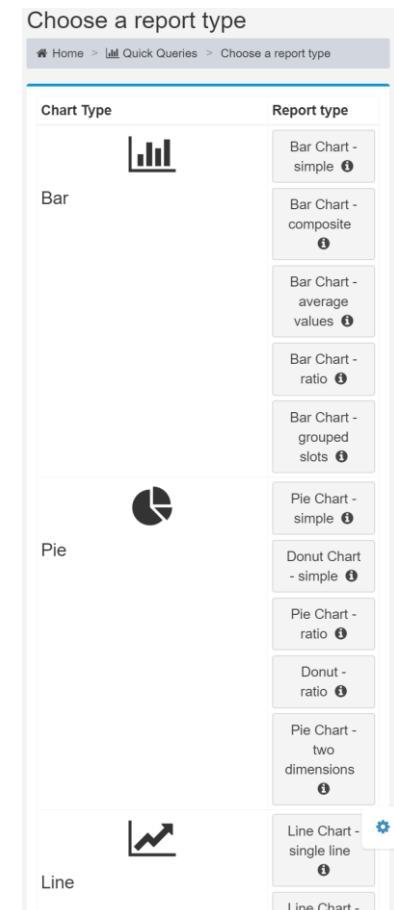
- Delegate routine blackout tasks to level 1 users
- Implement self-service !

# Quick Queries

*“Build event queries in seconds”*

→ **With this module, you will be able to :**

- **Create quick queries against events, querying transparently :**
  - Cells :
    - realtime reporting
  - a database
    - Long term reporting
    - Event import mechanism provided
- **Use a large set of report templates :**
  - Volumes over time
  - Values distribution
  - Heatmaps, gauges, tables
  - Ratios
  - And more.
- **Email, schedule, export, save as PDF.**
- **Build Dashboards combining multiple Quick Queries**





# Quick Queries

## → Straightforward configuration dialog

The image shows a configuration dialog for a 'Bar Chart - simple' query. The dialog is divided into several sections, with five numbered callouts highlighting key configuration steps:

- 1. Select source (cell or DB):** Points to the 'Data Source' section where 'MySQL' is selected.
- 2. Select timewindow – date to date or using predefined templates:** Points to the 'Reporting time window' section, specifically the 'Predefined timewindow' dropdown which is set to 'Since day start'.
- 3. Set graph specific parameters:** Points to the 'Advanced conditions' section, which is expanded to show 'Additional Slot Conditions'. It shows two conditions: 'Severity' (set to 'MAJOR CRITICAL') and 'client' (set to 'Mutualise').
- 4. Set filter criteria:** Points to the 'Advanced conditions' section, specifically the 'Additional Slot Conditions' area.
- 5. Provide optional drilldown arguments:** Points to the 'Drill down' section, which includes options for 'Drill down target' (selected as 'Drill-Down to specific Dashboard or Query'), 'Graph Type' (set to 'Queries'), and 'Short Name' (set to 'DefaultQQ\_CriticalEventVolumes').

The 'Advanced conditions' section shows the following configuration:

- Additional Slot Conditions:
- Severity: MAJOR CRITICAL
- client: Mutualise

The 'Drill down' section shows the following configuration:

- Drill down target:  Drill-Down to specific Dashboard or Query
- Graph Type: Queries
- Short Name: DefaultQQ\_CriticalEventVolumes
- Keep previous conditions

# Quick Queries – PDF exports

→ Generate & email reports in PDF format

**PROACTIVE**  
page

DefaultReport\_MainGraphs

Top 10: Nb d événements par Host (01-02-2016 20:52:11 -> 08-02-2016 20:52:11)

Host	Number of events
mfnas5	4119
mfnas4	4044
mfnexch1	2852
mfn4	2839
mfnas6	2838
mfnas5	2835
mfnas400b	2835
mfnas2	2834
mfnas400a	2830
mfnexch3	2824
mfnas1	2812

Lien direct vers la requête:  
[http://localhost@proactivepackV3.0/index.php?saved\\_query=DefaultIQQ\\_Top10\\_ByHost&direct\\_url=1&module\\_name=QuickQueries](http://localhost@proactivepackV3.0/index.php?saved_query=DefaultIQQ_Top10_ByHost&direct_url=1&module_name=QuickQueries)

Indicateurs & Tendances		Détails de la requête	
Valeur minimum	2812	Source	EM
Valeur maximum	4119	Date Début/Fin	01-02-2016 20:52:11 / 08-02-2016 20:52:11
Valeur moyenne	3082.7	Champ principal	Host
Nb total d'événements requêtés	78215	Top	10
Conditions additionnelles		severity greater_or_equals WARNING	

Détails d'exécution	
Non de la requête	DefaultIQQ_Top10_ByHost (Top 10 hosts sending events with a severity of WARNING or above, last 7 days)
Date d'exécution	08/02/2016 20:52:13
Créateur	ppx
Utilisateur	ppx
Temps d'exécution	3 s

Mon Feb 08 2016 20:52:23 DefaultReport\_MainGraphs Page 3 of 5

**PROACTIVE**  
page

Nb d événements par mc\_object\_class,mc\_parameter (01-02-2016 20:52:15 -> 08-02-2016 20:52:15)

mc_object_class,mc_parameter	Number of events
NetBackup-@-	9641
UCI-@-	9564
DolbeU-@-	6658
ControM-@-	6613
HR-@-	6563
IplLoadMgr-@-	6579
Invoices-@-	6539
Herakles-@-	6537
Undefined-@-	6511
Exchange-@-	6505
RMES-@-	6485

Lien direct vers la requête:  
[http://localhost@proactivepackV3.0/index.php?saved\\_query=DefaultIQQ\\_MostFrequentProblems&direct\\_url=1&module\\_name=QuickQueries](http://localhost@proactivepackV3.0/index.php?saved_query=DefaultIQQ_MostFrequentProblems&direct_url=1&module_name=QuickQueries)

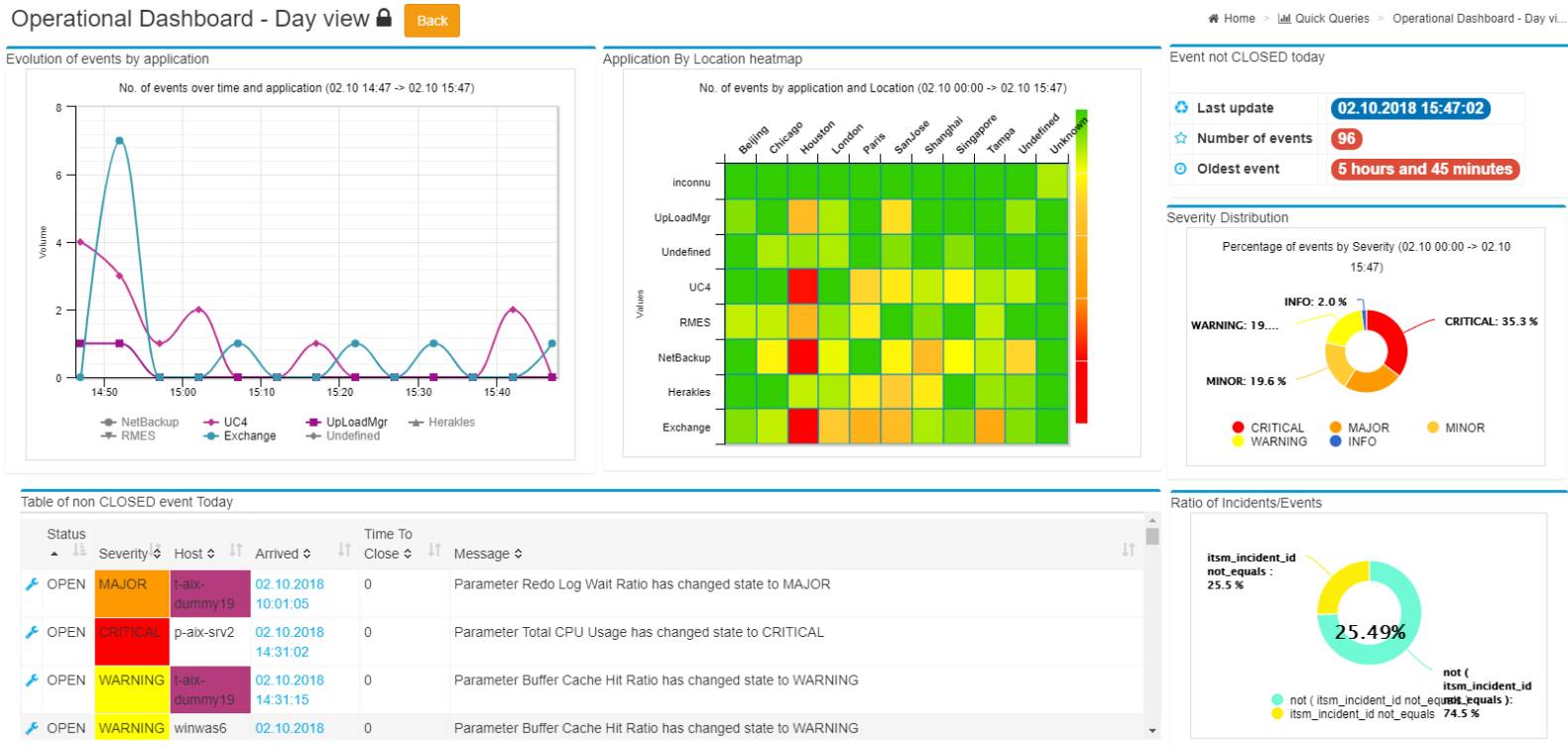
Indicateurs & Tendances		Détails de la requête	
Valeur minimum	6485	Source	EM
Valeur maximum	9641	Date Début/Fin	01-02-2016 20:52:15 / 08-02-2016 20:52:15
Valeur moyenne	7110.45	Conditions additionnelles	
Nb total d'événements requêtés	78215	severity greater_or_equals WARNING	

Détails d'exécution	
Non de la requête	DefaultIQQ_MostFrequentProblems (Events >= WARNING grouped by object class & parameter, last 7 days)
Date d'exécution	08/02/2016 20:52:18
Créateur	ppx
Utilisateur	ppx
Temps d'exécution	4 s

Mon Feb 08 2016 20:52:23 DefaultReport\_MainGraphs Page 4 of 5

# Quick queries - dashboards

- Combine multiple queries on a single page
- Resize/Reposition as needed
- Auto-refresh



# Blackout management

*“Delegate the management of blackouts”*

## → With this module you will be able to

- Manage TrueSight calendars
- Easily and securely position blackouts, either dates- or calendar-based
- Use out-of-box Blackout templates or use your own
- Define blackout profiles to group together a pool of objects that are usually blacked out together
- Easily view current, past and future blackouts
- Accurately audit who does what.
- Manage blackouts using an extended event API





# Blackout management

## WEB-BEM Add blackout period

Blackout type

Specific object

Technical details

hosts :   

Object class :

Object :

Parameter :

Calendar name

Dates based

Time Zone: (UTC +1:00) Brussels, Copenhagen, Madrid, Paris

Start:

End:

Action

Set event to BLACKOUT and reopend at end if not closed

Apply on existing non closed events :

Comment

Pas de commentaire

1. Select blackout type.  
Customizable list of fields,  
operators, and default values.

2. Select the object(s) that need  
to be put in blackout

3. Select the blackout window –  
either one shot or based on a  
calendar

4. Additional options &  
comments for audit purposes.

# Blackout management – define profiles

Blackout profiles let you group together a pool of objects (hosts, applications, sites, etc) that are usually blacked out together

Modify blackout profile

Profile name

Profile name:  Description:

Profile content - CGIWebApplication

10 records per page

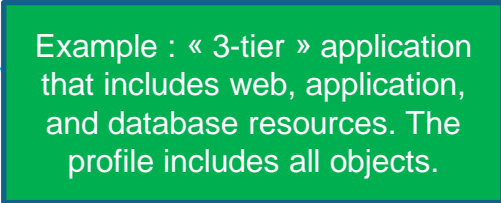
Delete	Modify	Hostname	Object class	Object	Parameter
		appserver1	WEBLOGIC.*	*	
		dbserver1	ORA_	*	
		webserver1	WEB.*	*	

Showing 1 to 3 of 3 entries

Technical details

hosts :

Object class :

 Example : « 3-tier » application that includes web, application, and database resources. The profile includes all objects.



# Data Editor

## → With this module, you will be able to :

- Delegate the management of any DDA (or DDEN) table
- Import / Export Data from/to Excel
- Grant permissions at table, slot and operation (view/add/delete) level
- Validate contents using regular expressions
- Provide drop-down list of valid values for any of your slots.
- Link several menus together (think category-type-item in ITSM)
- Provide tooltips, custom labels, and help pages to users



### Create DDA Entry

Technical details - HOST\_ENRICHMENT - kandy

#### Data Slots

Host

winwas4

Environment

UNKNOWN

Site

Tags

WINDOWS  
UNIX

DropDown generated from the output of a script

Simple enumerations

« LIST\_OF ENUM » management

date

02/22/2016 11am h 34 m

Contacts

hidden\_slot

counter

10

pi

0

Load

Import from file



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# DDA Replicator

*“Make sure all your cells use the same data !”*

→ With this module, you will be able to :

- Create replication tasks to replicate DDA from one source to one or more destinations
- Choose replication behavior (merge/replace/smart)
- Backup data before replication
- Trigger replications from the CLI
- Trigger replications from the Data Editor module

Technical details - DataReplicationTasks - kandy

**Data Slots**

Task Name: ReplicateMatchTables

Source Cell: kandy

Source DDAs:

- PP\_SCHEDULER
- PP\_SELF\_MONITORING
- PP\_EVENT\_COUNTER

Target Cells:

- cell\_process
- cell\_view
- tsys
- tsys\_tsim

Target DDAs:

- CORE\_DATA
- DATA
- MC\_CELL\_DATA
- MC\_CELL\_DIR\_COMPONENT
- MC\_CELL\_REGULATE

Replication Type: 'Fusion - source priority'

Backup data before replication: YES

RunOnCalendar: NO

Calendar: Casa13Avril

# Technical requirements

## → Software requirements

- Operating Systems :
  - Windows
  - Linux RedHat
- Database (optional)
  - MySQL 5.1+
  - Oracle 11G+
  - MS/SQL 2008+
- Web Server
  - Apache and IIS,
  - PHP – from 5.3 to 7.1

## → BMC products

- TrueSight 11.x, 10.x
- BPPM 9.x
- BEM 7.4

# Contact

## → Who we are

- BMC Technology Alliance and BMC MarketZone Partners
- Experts on monitoring and event management solutions for 15+ years
- Listening and providing consulting services to tier-1 customers daily
- Enabling control rooms and NOC's worldwide

## → Any question ?

- [contact@proactivepack.com](mailto:contact@proactivepack.com)
- <http://support.proactivepack.com>