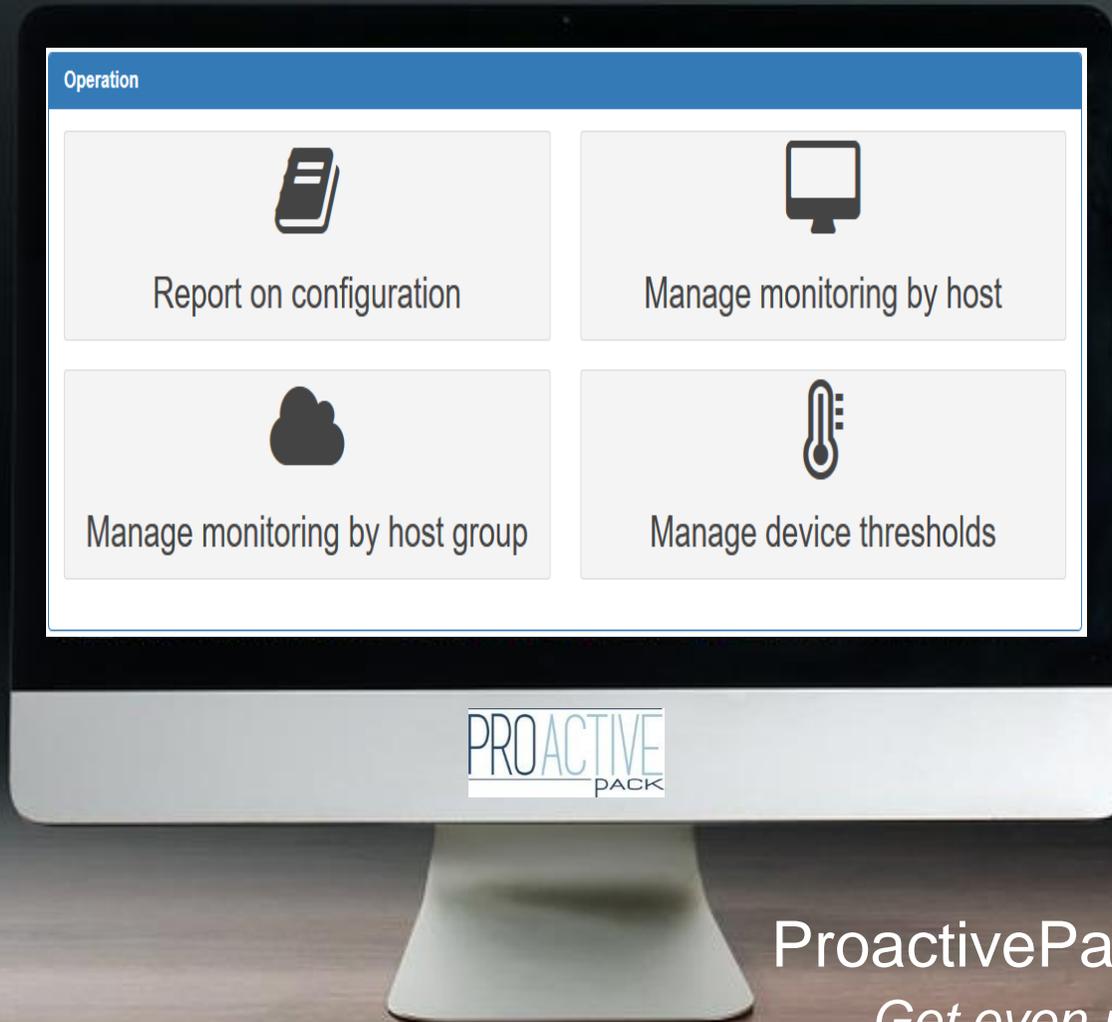


# Improve Control. Report Better. Delegate More.



ProactivePack for Monitoring  
*Get even more from TrueSight*



# Who we are

## Our mission

Provide a simple self-service platform for BMC TrueSight

## Our partnerships

### BMC MarketZone



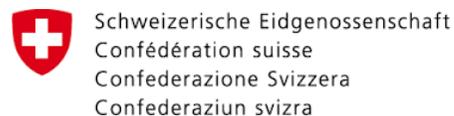
### BMC Technology Alliance



MarketZone



## Our references



# ProactivePack solutions



## ProactivePack for Event Management

*Boost IT Ops productivity*



Quick Queries

Build event queries and reports in seconds



Blackout Management

Manage & delegate event blackouts



Data Editor

Manage DDA securely



Data Replicator

Manage DDA across multiple cells

## ProactivePack for Monitoring

*Implement self-service for monitoring*



Monitoring Configuration Reports

Build monitoring configuration reports in seconds



Monitoring Configuration Self-Service

Delegate monitoring & threshold configuration

## ProactivePack Platform



Unified GUI

Audit

Authentication (e.g. TrueSight)

Scheduler

RBAC

Shared services



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# ProactivePack for Monitoring



## Monitoring Configuration Reports

Build monitoring configuration reports in seconds



## Monitoring Configuration Self-Service

Delegate monitoring & threshold configuration

Deliver Self-Service

Reduce operational costs

Reduce operational risk

Maximize BMC investment



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# Configuration Reports



## Key facts

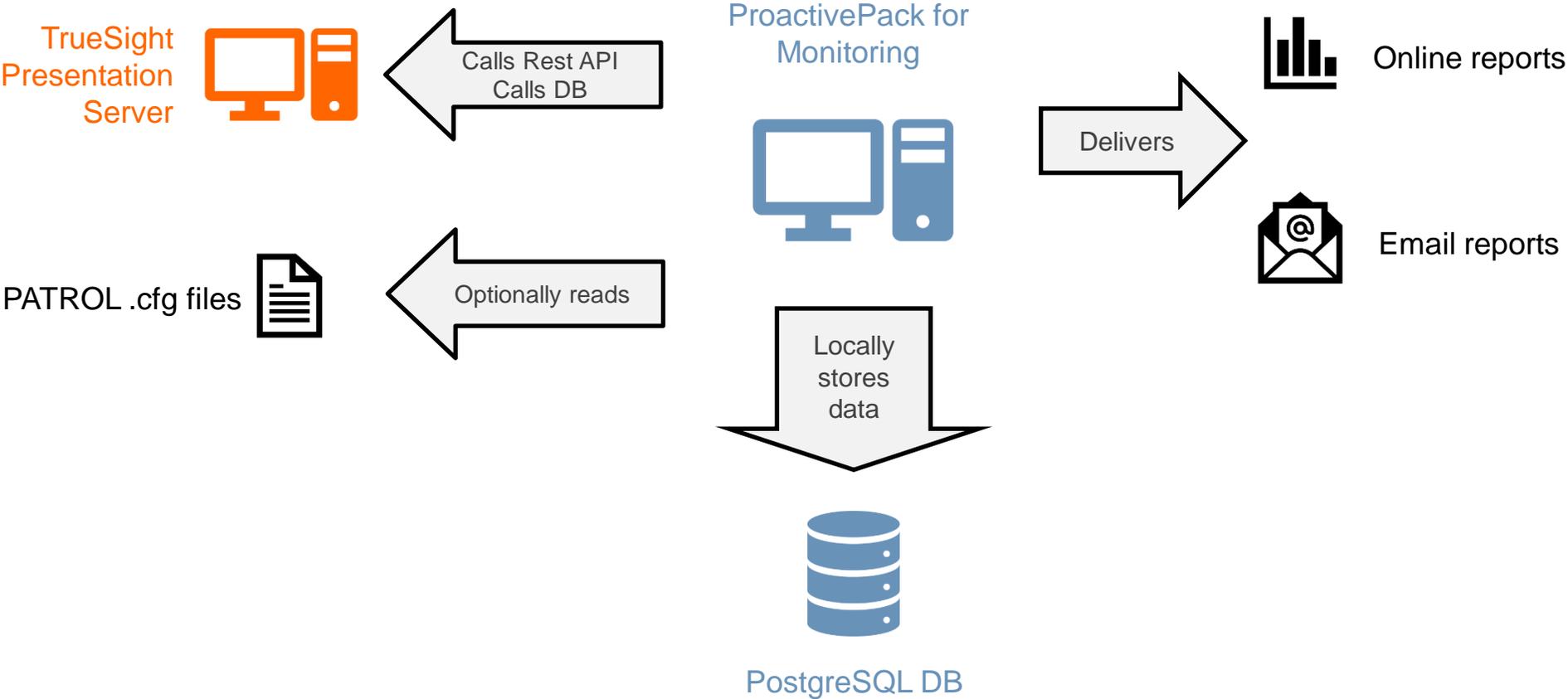
- Create Monitoring Configuration Reports in seconds
- Read from CMA and optionally from PATROL .cfg files
- Report on devices, thresholds, deployed KM,...
- Generate report online, as PDF/XLS, as email
- Add custom dimensions to the reports
- Segregate data easily
- Large set of templates available



## Added value

- Ensure monitoring SLAs are met
- Helps monitoring consumers to understand easily what is currently monitored
- Self-service – no admin time required
- Identify monitoring inconsistencies

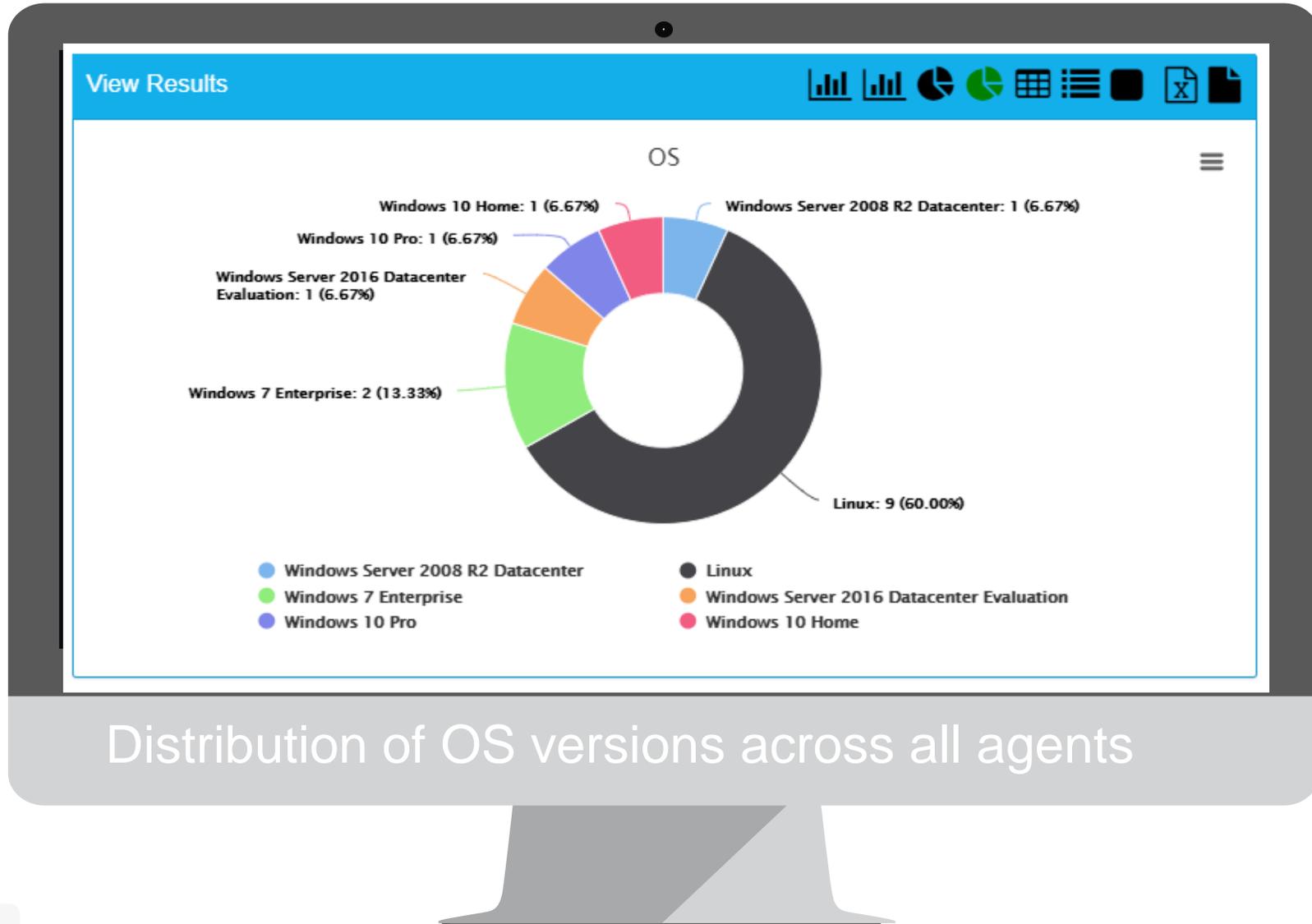
# Configuration Reports - process



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# Configuration Reports - examples

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PACK



# Configuration Reports - examples



Filtering

Additional Slot Conditions

<input type="text"/>	OS	equals	Linux	↓		AND	+ -
<input type="text"/>	ApplicationClass	equals	FILESYSTEM	↓		AND	+ -
<input type="text"/>	Parameter	equals	FSCapacity	↓			+ -

User restrictions

Apply

View Results

Search:

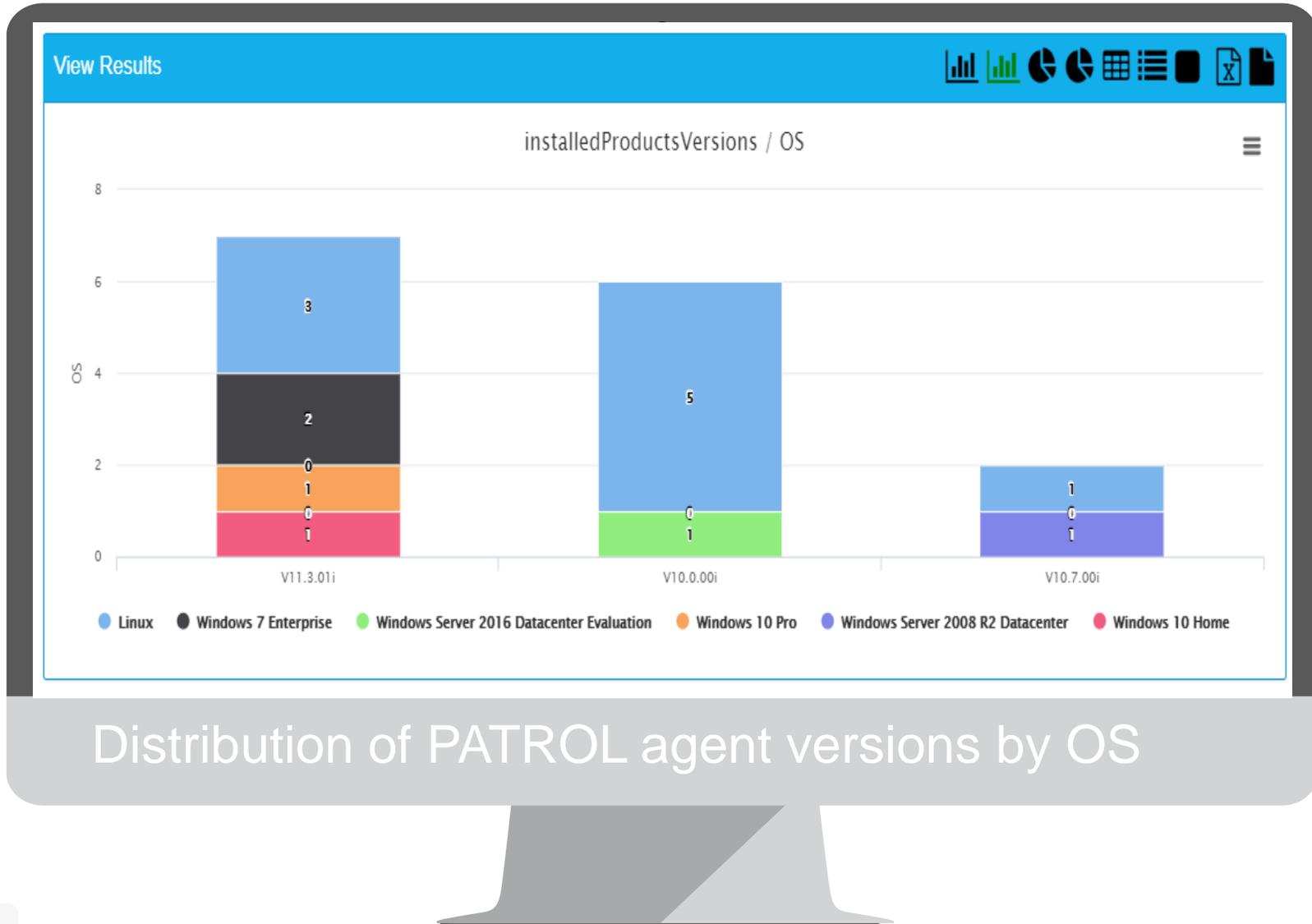
displayName	ApplicationClass	Instance	Parameter	AgentParameterThresholds	ServerParameterThresholds																													
vm-rh7-mysql	FILESYSTEM	root	% Filesystem Space Used (%)	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th>Min</th> <th>Max</th> <th>When</th> <th>N times</th> </tr> </thead> <tbody> <tr> <td>OK</td> <td>0</td> <td>0</td> <td>immediately</td> <td>0</td> </tr> <tr> <td>WARN</td> <td>5</td> <td>10</td> <td>immediately</td> <td>0</td> </tr> <tr> <td>OK</td> <td>0</td> <td>0</td> <td>immediately</td> <td>0</td> </tr> </tbody> </table>		Min	Max	When	N times	OK	0	0	immediately	0	WARN	5	10	immediately	0	OK	0	0	immediately	0	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th>Duration</th> <th>AutoClose</th> </tr> </thead> <tbody> <tr> <td>MAJOR</td> <td>GTE90</td> <td>5</td> </tr> <tr> <td></td> <td></td> <td style="text-align: center;">✓</td> </tr> </tbody> </table>		Duration	AutoClose	MAJOR	GTE90	5			✓
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MAJOR	GTE90	5																																
		✓																																
vm-rh7-postgres.demo.stratoga.net	FILESYSTEM	root	% Filesystem Space Used (%)	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th>Min</th> <th>Max</th> <th>When</th> <th>N times</th> </tr> </thead> <tbody> <tr> <td>ALARM</td> <td>100</td> <td>0</td> <td>immediately</td> <td>0</td> </tr> <tr> <td>WARN</td> <td>98</td> <td>0</td> <td>immediately</td> <td>0</td> </tr> <tr> <td>ALARM</td> <td>100</td> <td>0</td> <td>immediately</td> <td>0</td> </tr> </tbody> </table>		Min	Max	When	N times	ALARM	100	0	immediately	0	WARN	98	0	immediately	0	ALARM	100	0	immediately	0	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th>Duration</th> <th>AutoClose</th> </tr> </thead> <tbody> <tr> <td>MAJOR</td> <td>GTE90</td> <td>5</td> </tr> <tr> <td></td> <td></td> <td style="text-align: center;">✓</td> </tr> </tbody> </table>		Duration	AutoClose	MAJOR	GTE90	5			✓
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	Duration	AutoClose																																
MAJOR	GTE90	5																																
		✓																																

All parameters & thresholds on filesystems, host X



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# Configuration Reports - examples



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# Configuration Reports - examples

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The screenshot displays a configuration report interface. At the top, there is a 'Filtering' section with 'Additional Slot Conditions'. Three conditions are listed:

- Condition 1: `displayName` equals `vm-rh7-bl-007` AND
- Condition 2: `(` `Parameter` equals `FSCapacity` OR
- Condition 3: `Parameter` equals `SWPSwapFreeSpace` `)`

Below the filtering section, a 'View Results' bar shows 'Selected columns: displayName, ApplicationCla'. To the right of this bar are several icons for visualization options.

The main content area displays an 'Object hierarchy view'. The hierarchy is as follows:

- ApplicationClass: FILESYSTEM** (blue box)
  - Instance: /usr
  - Instance: /Data/MySQL
  - Instance: /boot
  - Instance: /var
  - Instance: /home
  - Instance: /opt
  - Instance: /tmp
  - Instance: /Data/WWWRoot
  - Instance: FILESYSTEM501233
  - Instance: root
- ApplicationClass: SWAP** (blue box)
  - Instance: SWAP501199
  - Instance: \_Total
  - Instance: dm-4
  - Instance: Summary

The central node for both is `displayName: vm-rh7-bl-007` (blue box).

Object hierarchy view



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# Self-Service Monitoring - Concepts

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## Key facts

- Allows secure delegation of monitoring configuration to end users
- Subscribe/Unsubscribe devices to policies
- Easily view and set thresholds
- Create monitors for common scenarios (log, process monitoring...)
- Minimizes & controls user input
- Granular permission model



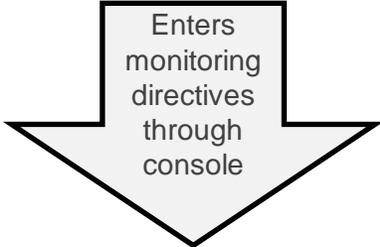
## Added value

- Hides away the complexity of CMA
- Self-Service for monitoring configuration & threshold management
- Minimizes human input, errors, and required training

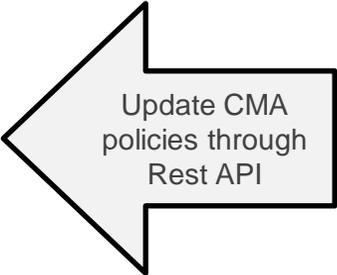
# Self-Service Monitoring - process



ProactivePack user



ProactivePack for Monitoring



PostgreSQL DB

TrueSight  
Presentation  
Server



MarketZone

# Use-case driven interface

PROACTIVE



## Key facts

- Monitoring configuration broken down in simple to use, simple to understand use cases
- Permission-controlled
- Every operation goes to CMA (no hidden flows/storage)

The screenshot displays a user interface with two main sections: 'Operate' and 'Configure'. The 'Operate' section contains four buttons: 'Manage monitoring by host' (with a monitor icon), 'Manage monitoring by host group' (with a cloud icon), 'Configuration Reports' (with a document icon), and 'Manage device thresholds' (with a thermometer icon). The 'Configure' section contains three buttons: 'Manage monitors' (with a gauge icon), 'Manage host groups' (with a server rack icon), and 'Manage Monitoring Catalog' (with a gear icon). Each button is centered within a light gray rectangular area.



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# Manage monitoring by device



Target Object

View by:  Selection:    

Templates

Applied templates: TrueSight

-  STD Linux
-  STD Linux -2

Available templates: TrueSight

-  CENTREON G2S
-  DemoForTimo
-  DemoSC
-  HWStratOrga
-  MikePolicy
-  Patrol Data Integration
-  PostGres\_ProactivePack
-  Predefined Policy For AIX
-  Predefined Policy For Linux
-  Predefined Policy For Windows
-  TestTag
-  TestTag2
-  URLMonitoringPolicy
-  VCenterWindows
-  WMISpecific

 Windows Linux Monitoring

Template	Level 1	Level 2	Le 3
<input checked="" type="checkbox"/> LinuxProcess	localhost	proc123	N/.
<input checked="" type="checkbox"/> LinuxProcess	localhost	proc456	N/.
<input checked="" type="checkbox"/> LinuxProcess	localhost	notepad.exe	N/.



## Manage Monitoring by device

- Clear view on applied/available policies & content
- Subscribe/unsubscribe in one click



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# Manage monitoring by host group

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Target Object

View by:

HostGroup

Selection:

OS\_Equals\_Linux



Templates

Applied templates: TrueSight

GOLD: Unix monitoring

CRG Application Monitoring

Available templates: TrueSight

ApplicationRH

BRONZE: Unix monitoring

CENTREON G2S

EMCell

HWStratOrga

Patrol Data Integration

Predefined Policy For Linux

Predefined Policy For Windows

VCenterWindows

testrem

## Manage Monitoring by host group

- Group together devices that should be monitored in the same way
- Clear view on applied/available policies & content
- Reuse existing TrueSight tags.
- Subscribe/unsubscribe in one click



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# Manage device thresholds



Target Object

View by: displayName
Selection: vm-rh7-cust1-01
View Default Thresholds

Thresholds

Thresholds: TrueSight

Menu	Class	Instance	Parameter	Server Thresholds	Server Threshold source	Agent Thresholds	Agent Threshold source																																
	CPU	CPU	CPUCpuUtil	No threshold found		<table border="1" style="font-size: 8px;"> <tr><td></td><td>Min</td><td>Max</td><td>When</td><td>N times</td></tr> <tr><td></td><td>0</td><td>0</td><td>immediately</td><td>0</td></tr> <tr><td></td><td>80</td><td>94</td><td>n times</td><td>2</td></tr> <tr><td></td><td>95</td><td>100</td><td>n times</td><td>2</td></tr> </table>		Min	Max	When	N times		0	0	immediately	0		80	94	n times	2		95	100	n times	2	STD Linux -2: __ANYINST__												
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	80	94	n times	2																																			
	95	100	n times	2																																			
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	FILESYSTEM	/var	FSCapacity	<table border="1" style="font-size: 8px;"> <tr><td></td><td>&gt;15</td><td>5</td><td></td></tr> <tr><td></td><td>&gt;90</td><td>5</td><td></td></tr> <tr><td></td><td>&gt;99</td><td>5</td><td></td></tr> </table>		>15	5			>90	5			>99	5		STD Linux -2:/var	<table border="1" style="font-size: 8px;"> <tr><td></td><td>Min</td><td>Max</td><td>When</td><td>N times</td></tr> <tr><td></td><td>0</td><td>0</td><td>immediately</td><td>0</td></tr> <tr><td></td><td>19</td><td>51</td><td>n times</td><td>5</td></tr> <tr><td></td><td>52</td><td>100</td><td>immediately</td><td>0</td></tr> </table>		Min	Max	When	N times		0	0	immediately	0		19	51	n times	5		52	100	immediately	0	STD Linux:var
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	0	0	immediately	0																																			
	19	51	n times	5																																			
	52	100	immediately	0																																			

## Manage device thresholds

- Clear view on applied thresholds & threshold source
- Add/Modify/Delete agent or server threshold

# Manage Monitoring

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Search  [Collapse all](#) [Expand all](#)

Name	Menu	Type
Supervision de l application RH		Monitoring template
CRG process and log monitoring (linux)		Monitoring template
Log Management (Log Monitoring)		Solution
CRGAuditLog		File Logical Name
LOGFILE3		File Logical Name
MainCRGLOG		File Logical Name
Unix and Linux - HP-UX and Linux ...		Solution
localhost		Host Name
CRG_MsgQueue		Process Name
CRG_jar		Process Name
EM Cell monitoring		Monitoring template
log mon		Monitoring template
PP_Monitoring1		Monitoring template
Remote Policy 2		Monitoring template
HTTPD process monitoring for Windows		Monitoring template
test remote		Monitoring template

[Back](#) [+ Create a new Monitoring template](#)



## Manage monitoring

- Configure monitoring policies based on monitoring catalog
- Hide away CMA complexity
- Minimize & validate input, check consistency
- See and do only what is authorized

# Monitoring catalog



## Monitoring Catalog

- Contains templates for common scenarios (e.g. process, service, log monitoring)
- Customer can extend for e.g. custom-built KMs
- Permission-controlled

Show  entries

	Name ▲	Description ⇅	Monitoring Solution(s) ⇅
	AixSolarisOS	Standard OS monitoring (AIX & Solaris)	Unix and Linux - Solaris and AIX (Unix Default) - 9.13.10 9.13.11 AIX (Unix Default) - 9.13.20 9.13.20
	HPLinuxOS	Standard OS monitoring (Linux & HP)	Unix and Linux - HP-UX and Linux (Unix Default) - 9.13.10 9.13.11 Linux (Unix Default) - 9.13.20 9.13.20
	LinuxProcess	Process Monitoring (Linux - 9.13.20)	Unix and Linux - HP-UX and Linux (Unix Processes) 9.13.20
	LogfileSearch	Logfile string search	Log Management (Log Monitoring) 2.7.30
	SimplePing	Simple host ping	Light Weight Protocols (ICMP) 2.1.00
	URL Monitoring	URL Monitoring test	Monitoring Studio (Monitoring Studio) 9.3.00
	URLCheck	URL monitoring	Web URL (Web URL) 9.0.30
	WindowsOS	Standard OS monitoring (Windows)	Microsoft Windows Servers (Operating System) - 4.9.00 4.9.01 (Operating System) - 5.0.00.01 5.0.00.01
	WindowsProcess	Process Monitoring (Windows - 5.0.00.01)	Microsoft Windows Servers (Processes) 5.0.00.01

Showing 1 to 9 of 9 entries



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# Self-Service Monitoring - example



ProactivePack for Monitoring

TrueSight CMA



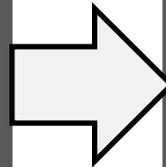
Unix and Linux - HP-UX and Linux (Unix Processes) ^

Enabled

Host Name  ⓘ 🔍

Process Name  ⓘ 🔍

Process String  ⓘ



Monitoring Solution  
Unix and Linux - HP-UX and Linux ▼

Version  
9.13.20 ▼

Monitor Profile  
Unix Processes ▼ ⓘ

Monitor Type  
Unix Processes ▼ ⓘ ?

Process Configuration

- localhost [ Host Name ]
  - proc1 [ Process Label ]



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# Enterprise ready



## Secure

- Authentication : TrueSight, AD or custom
- Very granular Access Control
- Data segregation
- Comprehensive audit log

## User friendly

- Internationalized & localized EN/FR/DE/ES
- UI responsive design
- No TrueSight expertise required

## Up to your standards

- Product or appliance
- Linux or Windows
- Supports all TSOM versions from 10.7



MarketZone

## 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

## Contact

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

