

# 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

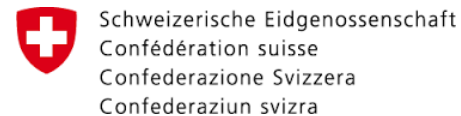
### BMC MarketZone



### BMC Technology Alliance



## 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

Scheduler

RBAC

Shared services



MarketZone

# ProactivePack for Monitoring

PROACTIVE  
PACK



## Monitoring Configuration Reports

Build monitoring configuration reports in seconds



## Monitoring Configuration Self-Service

Delegate monitoring & threshold configuration

Deliver Self-Service

Accelerate Order Fulfillment

Reduce operational risk

Maximize BMC investment



MarketZone



## Key facts

- **Platform**
  - Enhanced RBAC for task scheduling
  - Session expiry
- **Configuration reports**
  - Include associated instance information in reports (e.g. path to logfile for a monitored logfile)
  - Built-in mechanism to associate CMDB CI attributes to the reporting data
  - Switch from reporting to configuration in one click
- **Configuration self-service**
  - New template to add monitors
  - Improved threshold management
  - Enhanced monitoring catalog

# Configuration Reports



## Key facts

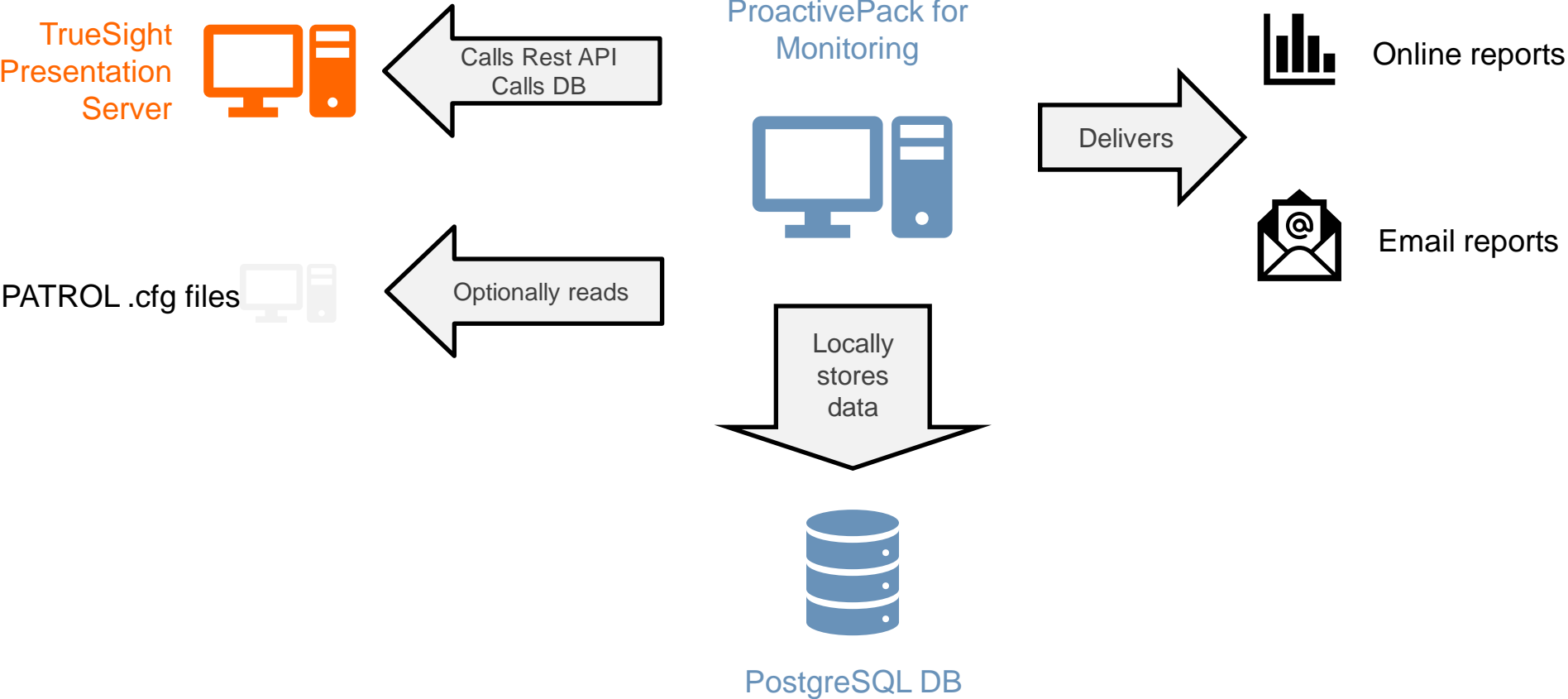
- Create Monitoring Configuration Reports in seconds
- Read from CMA and optionally from PATROL .cfg files
- Report on devices, instances, thresholds, deployed KM,...
- Generate report online, as PDF/XLS, as email
- Add custom dimensions to the reports, e.g. using CMDB attributes
- Segregate data easily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



## Added value

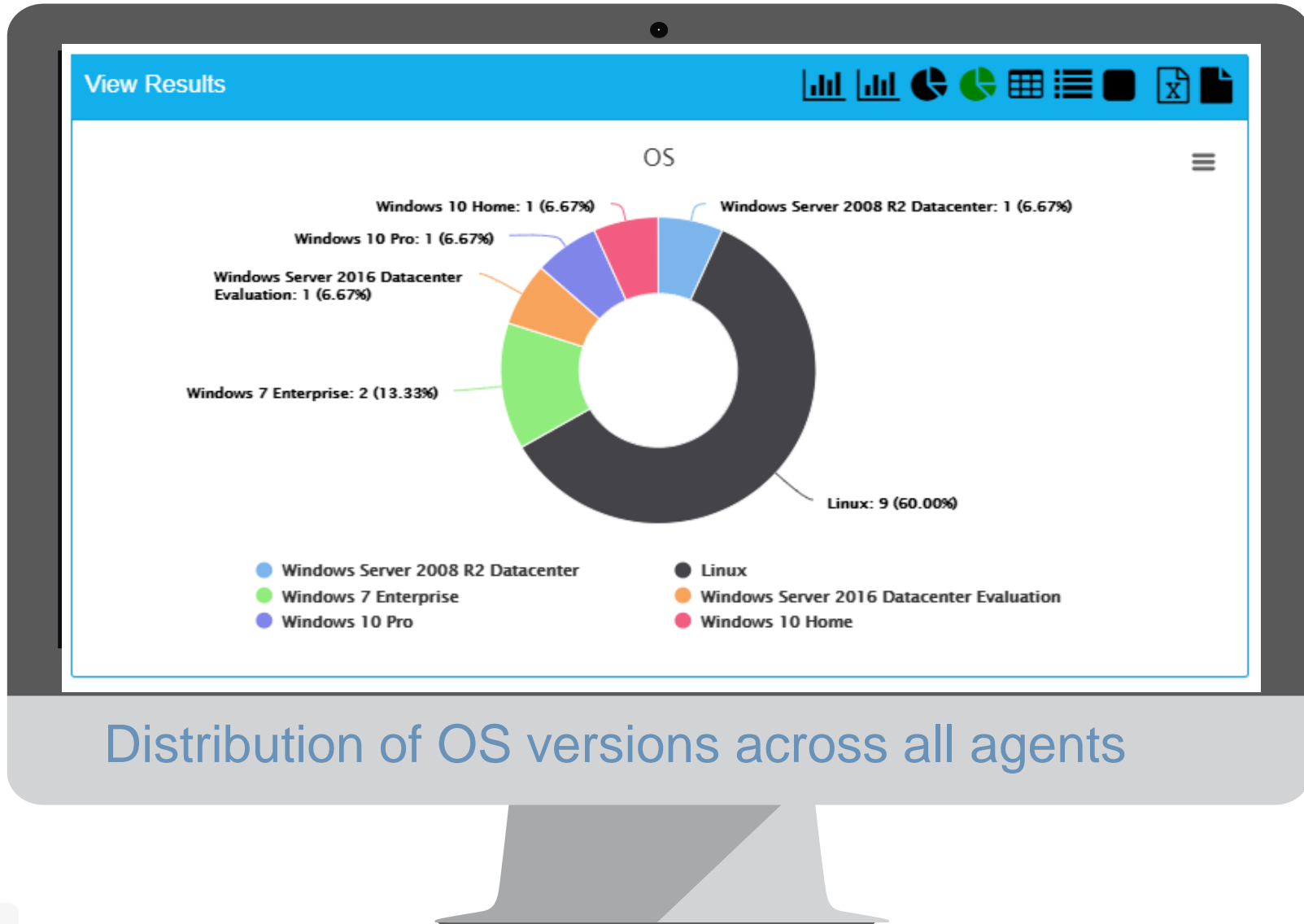
- Ensure monitoring SLAs are met
- Helps monitoring consumers to understand easily what is currently monitored
- Self-service – no admin time required
- Identify monitoring inconsistencies

# Configuration Reports - process



MarketZone

# Configuration Reports - examples





# 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:

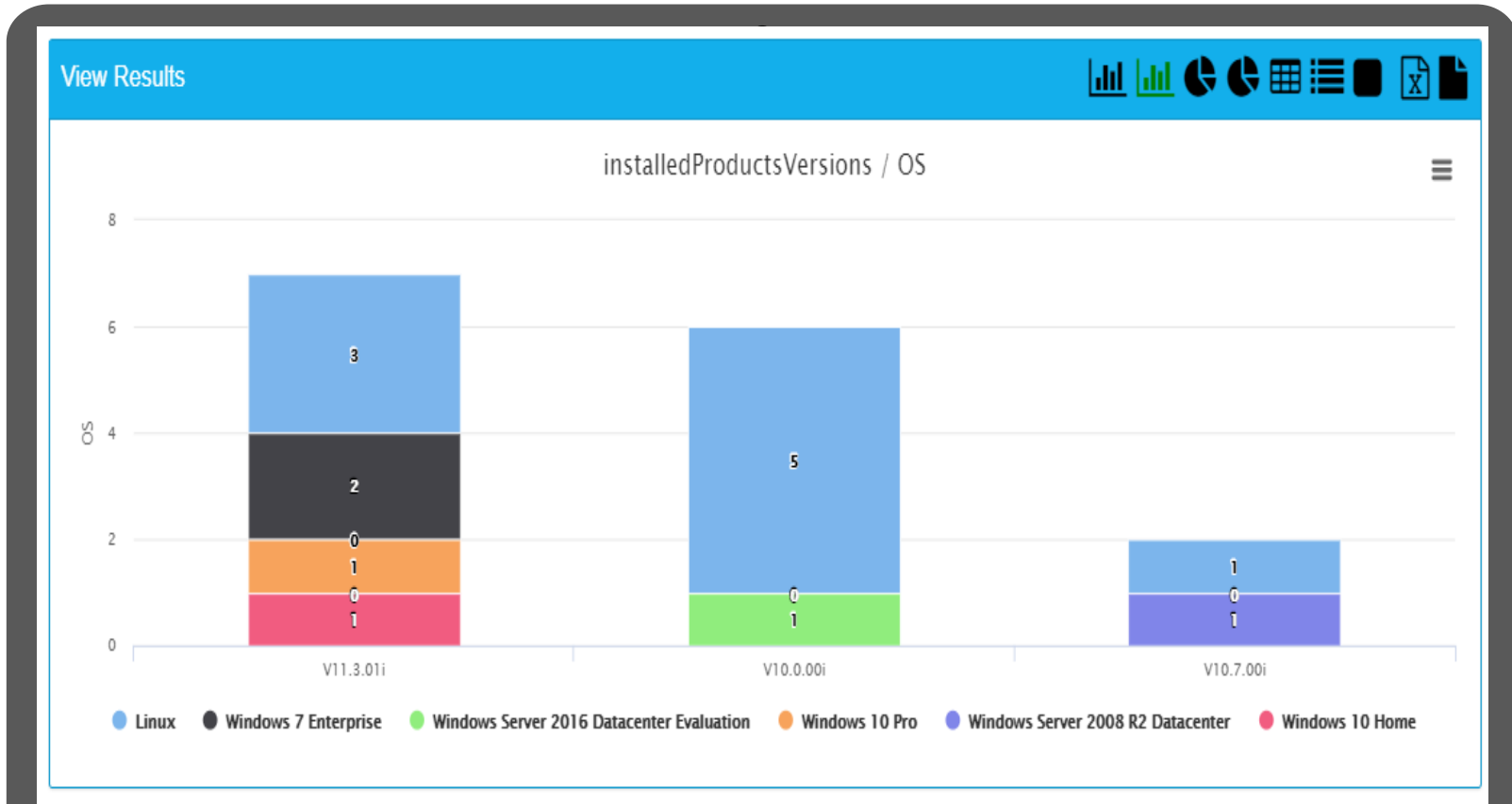
displayName	ApplicationClass	Instance	Parameter	AgentParameterThresholds	ServerParameterThresholds																													
vm-rh7-mysql	FILESYSTEM	root	% Filesystem Space Used (%)	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th>Min</th> <th>Max</th>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

All parameters & thresholds on filesystems, host X



MarketZone

# Configuration Reports - examples



Distribution of PATROL agent versions by OS



MarketZone

# Configuration Reports - examples

PROACTIVE  
PACK

The screenshot displays a software interface for configuration reports. At the top, there is a 'Filtering' section with 'Additional Slot Conditions'. It contains three filter rows:

- Row 1: A dropdown menu, 'displayName', 'equals', 'vm-rh7-bl-007', a dropdown menu, 'AND', and a red minus icon.
- Row 2: '(', a dropdown menu, 'Parameter', 'equals', 'FSCapacity', a dropdown menu, 'OR', and a red minus icon.
- Row 3: A dropdown menu, 'Parameter', 'equals', 'SWPSwapFreeSpace', a dropdown menu, and a green plus icon.

Below the filters is a 'View Results' section with 'Selected columns: displayName, ApplicationCla...' and a toolbar with various icons. The main area shows an 'Object hierarchy view' with a tree structure:

- Root node: ApplicationClass: FILESYSTEM (blue box)
- Children of FILESYSTEM: Instance: /usr, Instance: /Data/MySQL, Instance: /var, Instance: /boot, Instance: /home, Instance: /opt, Instance: /tmp, Instance: /Data/WWWRoot, Instance: FILESYSTEM501233, Instance: root, Instance: Summary, Instance: dm-4, Instance: \_Total, Instance: SWAP501199.
- Children of SWAP501199: Instance: SWAP501199, Instance: \_Total, Instance: dm-4, Instance: Summary.

Object hierarchy view



MarketZone

# Self-Service Monitoring - Concepts

PROACTIVE  
PACK



## 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



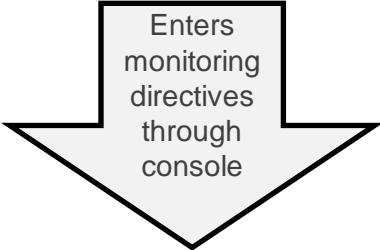
## Added value

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

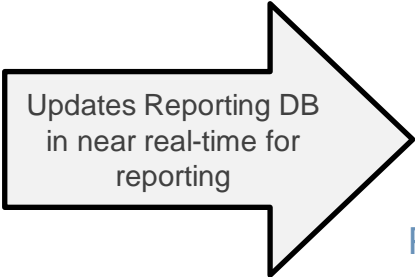
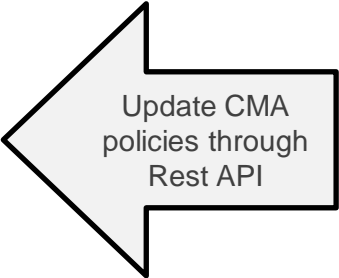
# Self-Service Monitoring - process



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).






MarketZone


# Manage monitoring by device









Target Object




View by:  Selection:   




Templates 




Applied templates: True Sight 


  902 BRONZE: Unix monitoring 


  900 GOLD: Unix monitoring 




  899 Hardware 




  10 PPACK\_Device\_5887 




  951 PostgreSQL 









Available templates: True Sight 




  995 FW Ping 




  500 MSSQL Instance2 




  999 My Application log monitoring 




  900 ORACLE Monitoring 




  900 PPX testing policy 




  500 PostGreSQL-core 




  963 Predefined Policy For AIX 




  964 Predefined Policy For SunOS 

  961 Predefined Policy For Windows 

  999 Remote Console Server monitoring 

  998 RemoteLinuxMonitoring 

  500 ServiceMonitoringWindows 

  964 TS-Self-Monitoring-JVM 



## Manage Monitoring by device

- Clear view on applied/available policies & content
- Add monitoring from same dialog
- Subscribe/unsubscribe in one click



MarketZone

# Manage monitoring by host group

PROACTIVE

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

 bmc

MarketZone



# 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; border-collapse: collapse;"> <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__												
	Min	Max	When	N times																																			
	0	0	immediately	0																																			
	80	94	n times	2																																			
	95	100	n times	2																																			
	CPU	CPU501239	CPUCpuUtil	No threshold found		<table border="1" style="font-size: 8px; border-collapse: collapse;"> <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__												
	Min	Max	When	N times																																			
	0	0	immediately	0																																			
	80	94	n times	2																																			
	95	100	n times	2																																			
	FILESYSTEM	/var	FSCapacity	<table border="1" style="font-size: 8px; border-collapse: collapse;"> <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; border-collapse: collapse;"> <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
	>15	5																																					
	>90	5																																					
	>99	5																																					
	Min	Max	When	N times																																			
	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



Name	Menu	Type	Scope	User/Group	Enabled
▶ Remote firewall ping		Monitoring template		sguedon/OnlyAgentsGroup	
▼ M S S Q L Instance2		Monitoring template		admin/Admins	
▼ Microsoft SQL Server (Microsoft SQL Server)		Solution			
▼ Default		SQLEnvironment			
▼ \$HOSTNAME		SQL Host Name			
MSSQL_INSTANCE2		Instance Name		admin/Admins	
▶ M S S Q L monitoring		Monitoring template		admin/Admins	
▶ Post GreSQL core		Monitoring template		admin/Admins	
▼ Postgres SQL		Monitoring template		admin/Admins	
▶ Unix and Linux - HP-UX and Linux (Unix Processes)		Solution			
▼ Log Management (Log Monitoring)		Solution			
▼ POSTGRE_LOG		File Logical Name			
error		String Logical Name		admin/Admins	
pp		String Logical Name		admin/Admins	



## 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

			Name	Description	Monitoring Solution(s)	Authorized groups
			AixSolarisOS	Standard OS monitoring (AIX & Solaris)	Unix and Linux - Solaris and AIX (Unix Default) 9.13.20.05	*
			HPLinuxOS	Standard OS monitoring (Linux & HP)	Unix and Linux - HP-UX and Linux (Unix Default) 9.13.20.05	Guests,SME.group2
			LinuxProcess	Process Monitoring (Linux)	Unix and Linux - HP-UX and Linux (Unix Processes) 9.13.20.05	*
			LinuxProcess	Process Monitoring (Linux)	Unix and Linux - HP-UX and Linux (Unix Processes) 9.13.20.05	*
			Remote Linux Monitoring	Remote Linux Monitoring	pukepd2 (REMOTE) 9.13.20.05	*
			SimplePing	Simple host ping	Light Weight Protocols (ICMP) 2.1.00	*
			TSLogfileSearch	Logfile string search	Log Management (Log Monitoring) 2.7.40	*
			TSMSSQL	MSSQL instance monitoring	Microsoft SQL Server (Microsoft SQL Server) 9.6.20	*
			TSWindowsServiceMonitoring	Service Monitoring (Windows)	psx_epd (NT_SERVICES) 5.1.10	*
			URLCheck	URL monitoring	Web URL (Web URL) 9.0.30	*

Showing 1 to 10 of 12 entries

[Previous](#)



MarketZone

# Self-Service Monitoring - example

PROACTIVE  
PACK



ProactivePack for Monitoring

TrueSight CMA



Log Management (Log Monitoring) Display mode: Basic ▾ ▲

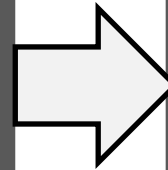
Enabled

File Logical Name  ⓘ 🔍

File Path  ⓘ

String Logical Name  ⓘ 🔍

String  ⓘ



Edit Monitoring Configuration

Monitoring Solution  Version

Monitor Profile  ⓘ Monitor Type

Monitoring configuration

- TrueSightLog [ Monitoring environment label ]
  - ERRORS [ Search identifier name ]



## Added value

- Minimize input and expose only required parameters
- Adjust view to user profile (basic <> advanced <> expert)

bmc

MarketZone

# Enterprise ready



## Secure

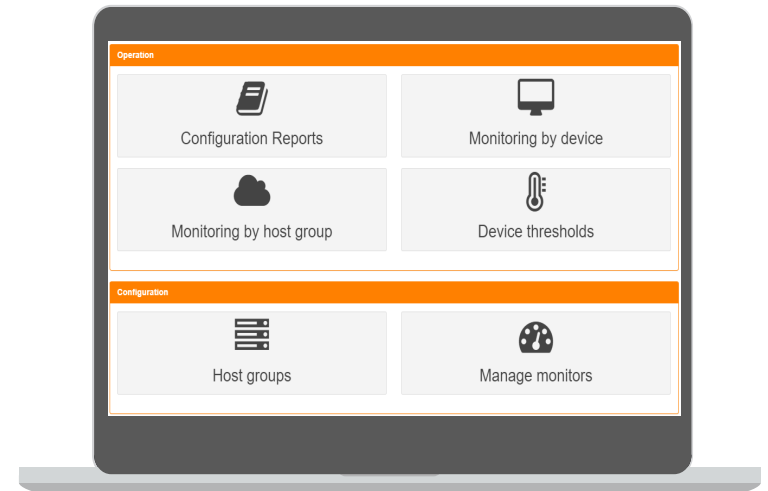
- Authentication : TrueSight, AD or custom
- Very granular Access Control
- Data segregation
- Comprehensive audit log

## 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 20+ years
- Listening and providing consulting services to TrueSight 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)

