

# ProactivePack for Monitoring

## Keep monitoring under control !



# Overview

ProactivePack for Monitoring enhances the BMC TrueSight Operations Management platform through the delivery of powerful, yet easy-to-use, self-service capabilities to any user who needs to understand, or configure, the monitoring of the IT infrastructure.


ProactivePack for Monitoring works within a simple GUI and addresses two important use cases :

- **Monitoring Configuration reporting** – what exactly is monitored out there ?
- **Monitoring Configuration self-service** – how can I securely delegate the configuration of monitoring to users who are not TrueSight administrators ?

Two major use cases:

**Configuration reporting** – what exactly is monitored out there ?

**Configuration self-service** – how can I securely delegate the configuration of monitoring to users



**Monitoring Configuration Self-Service**

Delegate monitoring definition and configuration



**Monitoring Configuration Reports**

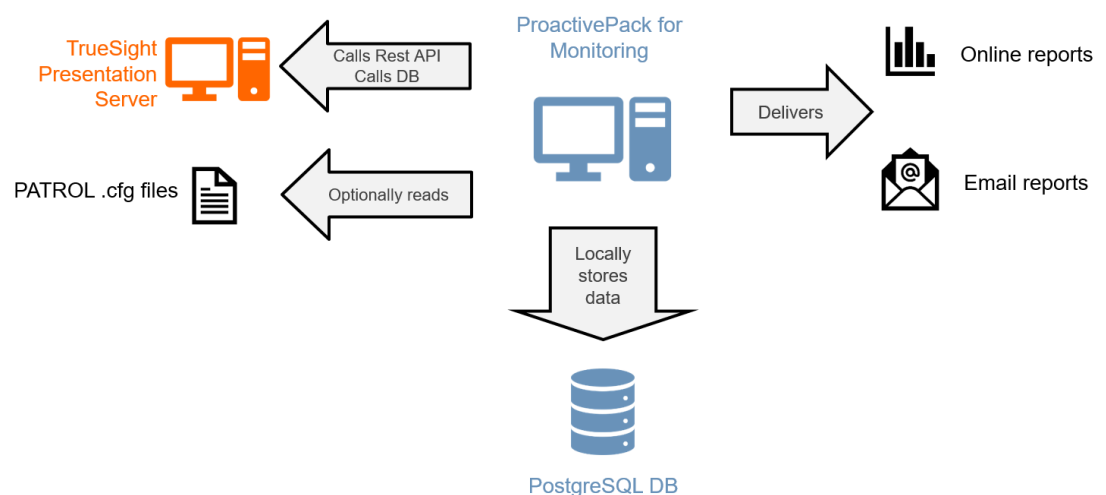
Build monitoring configuration reports in seconds

## How it works

ProactivePack for Monitoring uses a mixture of REST API and database calls into the BMC TrueSight Presentation Server (TSPS) to deliver its capabilities. Hence, it plays “by BMC TrueSight rules” and does not e.g. require direct agent connections to fulfil its duties.

Data collected from TSPS (among others, for reporting purposes) is stored by ProactivePack in a Postgres repository.

ProactivePack users can be authenticated in a variety of ways, the most straightforward being TSPS authentication, which must anyway be configured for direct TSPS access.



# Enterprise-ready

## Extensible data model

The default data model of ProactivePack for Monitoring of course includes all the expected “dimensions” related to monitoring configurations: device name, OS and IP address, installed knowledge modules, application/instance/parameter information, agent and server thresholds, applied templates, tenant, etc.

This model can very easily be enhanced to include custom dimensions – for example, devices may be associated to a customer, a location, a cost center, or other data specific to the customer business environment. These attributes may be directly integrated from the Configuration Items (CI) that have been published to TrueSight.

Once the model has been extended, it is then very easy to report against those dimensions, and also to use these dimensions for data segregation.

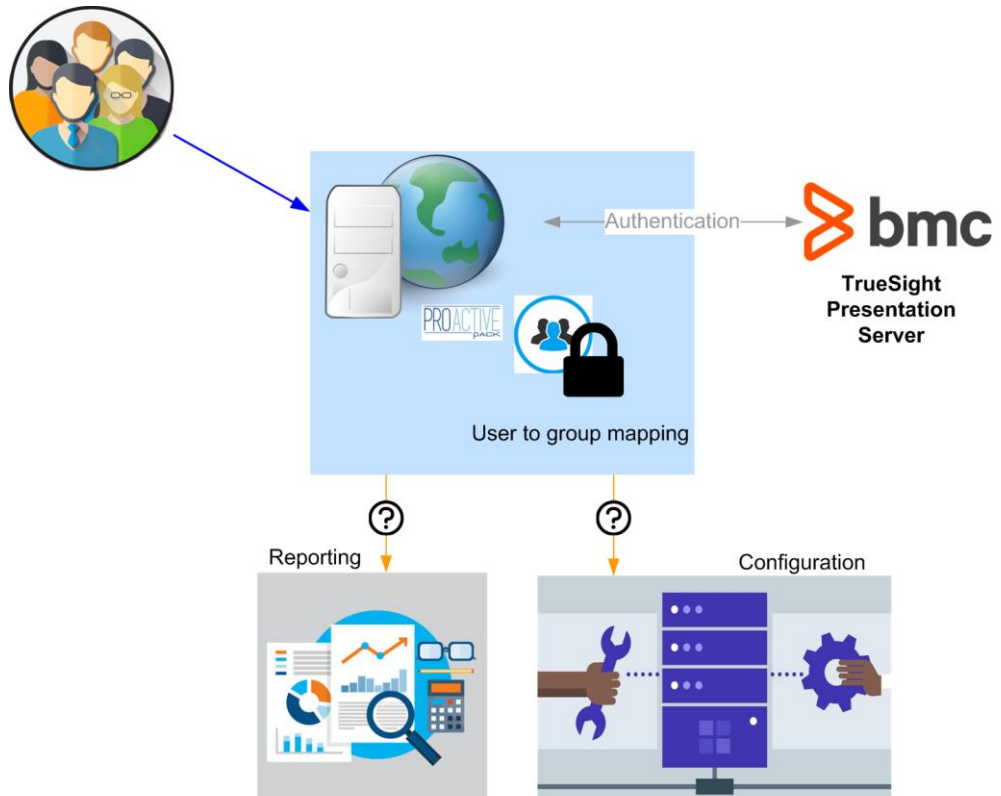
Extensible data model - add your own (functional, organizational ..) dimensions to the model

Segregate data easily based on any out-of-box or custom device attribute.

## Data segregation

In most environments, it is critical to ensure that the different entities (teams, customers, BU...) be restricted to manage their own devices only.

ProactivePack for monitoring can use any combination of any model dimensions (including custom dimensions), to provide for data segregation. It will be for example very easy to express that users from the CustomerXYZ\_Linux group can only report and manage devices that (a) belong to CustomerXYZ and (b) run the Linux Operating System.



User allowed to report / configure only on devices she/he has access to. Security available even on custom dimensions

# Monitoring configuration reports

## Overview

ProactivePack for Monitoring provides an intuitive, easy-to-use editor to build configuration reports in a few clicks.

A large set of output templates are available – from a simple list of elements to table, bar, pie or hyperbolic charts.

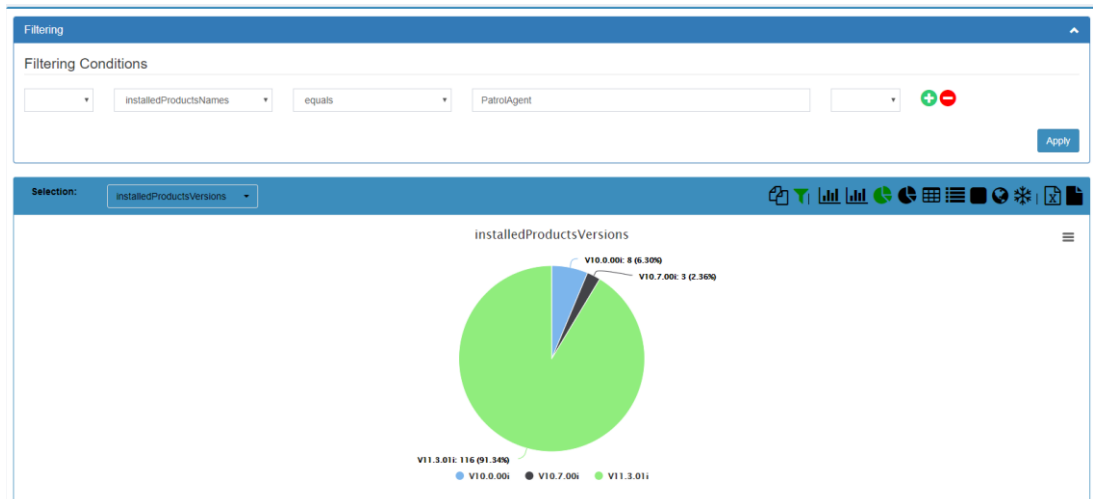
The primary source of information for the reports comes from the TSPS itself, but for legacy PATROL customers, PATROL “config files” (.cfg) can also be parsed to obtain agent-level threshold configurations and report against those also.

All the dimensions from the data model can be used as conditions, or output, of the reports.

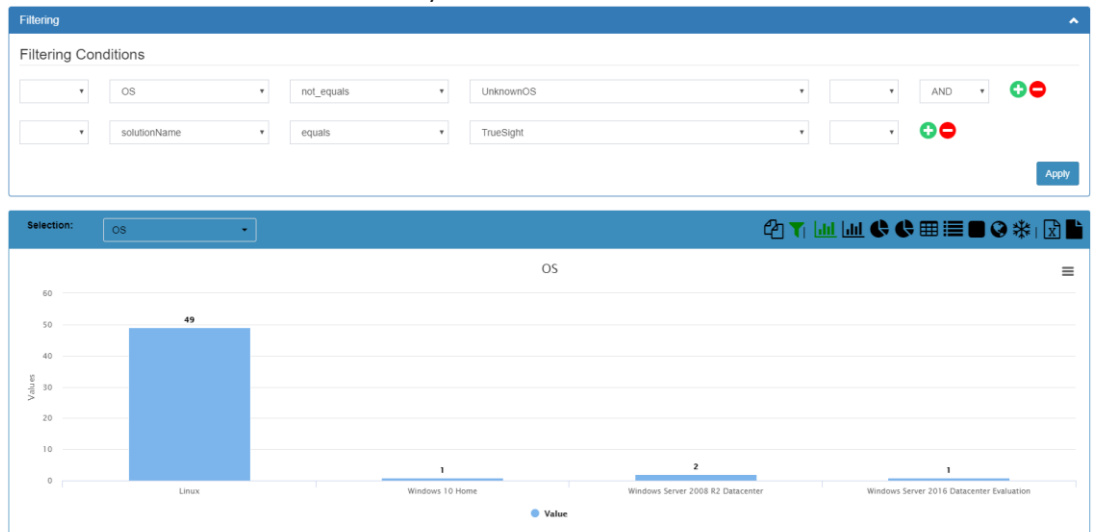
Reports themselves can be generated online in the console, or as HTML, PDF or Excel documents that can be sent by email to the desired recipients on a periodical basis.

## Samples

Distribution of the Patrol Agent versions across all systems :



Distribution of the OS value across all systems :



Easy to use interface

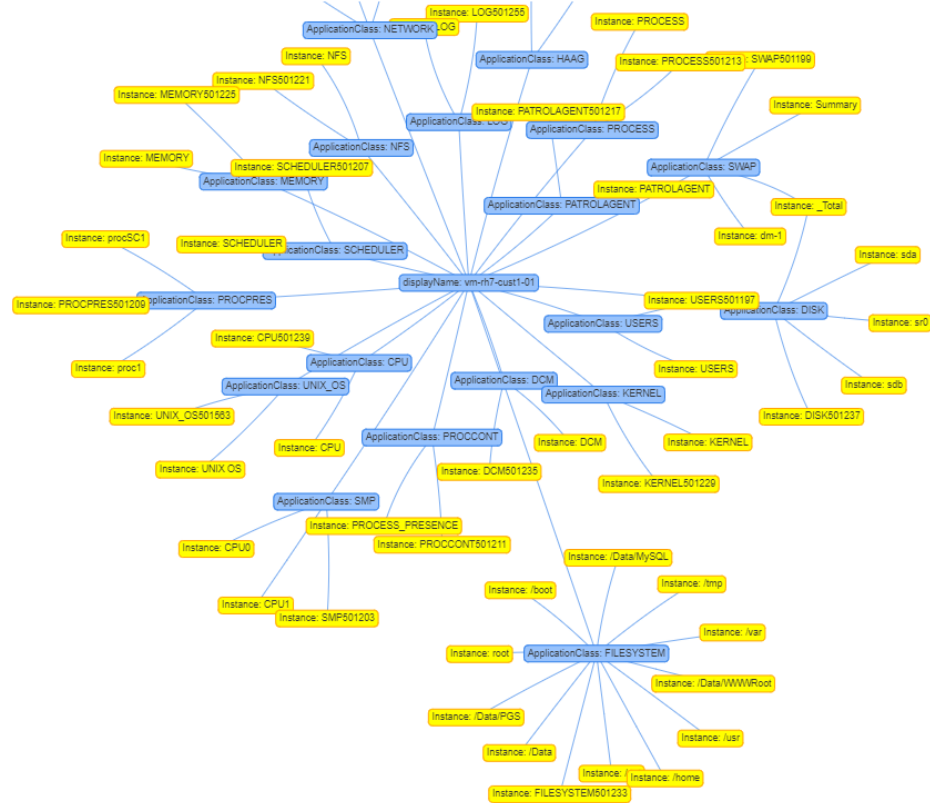
Get what you need in seconds

Report on all monitoring dimensions

Restrict access easily

# Monitoring configuration reports

## Applications and Instances of a given device:



Large set of templates available – table, pie, bar, widget, network...

Generate online or as PDF, XLS, HTML via email

## Thresholds (agent & server) for the “FSCapacity” parameter of all /Data.\* filesystems on system vm-rh7-cust1-01 :

**Filtering**

Filtering Conditions

displayName	equals	vm-rh7-cust1-01	AND	<span style="color: green;">+</span> <span style="color: red;">-</span>
ApplicationClass	equals	FILESYSTEM	AND	<span style="color: green;">+</span> <span style="color: red;">-</span>
Parameter	equals	FSCapacity	AND	<span style="color: green;">+</span> <span style="color: red;">-</span>
Instance	has_prefix	/Data		<span style="color: green;">+</span> <span style="color: red;">-</span>

**Apply**

---

**Selected columns:** 5 items selected

Search:

displayName	Instance	Parameter	AgentParameterThresholds				ServerParameterThresholds			
			Min	Max	When	N times		Duration	AutoClose	
vm-rh7-cust1-01	/Data/MySQL	FSCapacity	0	0	immediately	0	OK	> 90	5	<span style="color: green;">✓</span>
			89	97	immediately	0	WARNING	> 99	5	<span style="color: green;">✓</span>
			97	98	immediately	0	ALARM			
vm-rh7-cust1-01	/Data/PGS	FSCapacity								

# Monitoring configuration Self-Service

## Overview

Delegation of monitoring configuration in TrueSight can be challenging for several reasons. Access to the Central Monitoring Administration (CMA) console requires elevated rights; the CMA itself can be perceived as complex and error-prone; it is also difficult to enforce standards from one configuration to the other.

ProactivePack hides away CMA to provide authorized users with various bite-size access to the monitoring configuration. Configuration is split in different, simple to understand use cases that can be turned on or off depending on the user profile.

Monitoring configuration, thresholds and other objects created as part of the monitoring configuration self-service are stored as CMA infrastructure management policies and can be reviewed directly in the CMA, if needed.

### Monitoring catalog

At the heart of ProactivePack for Monitoring lies a monitoring catalog – a catalog of monitoring templates (e.g. : process monitoring, logfile monitoring, OS monitoring, ping...) that can be instantiated by the users. The out-of-box catalog includes templates for common scenarios, but it can of course be extended by the customer.

All templates included in the catalog can be hidden away from users who have no use or no right for them.

### Use cases

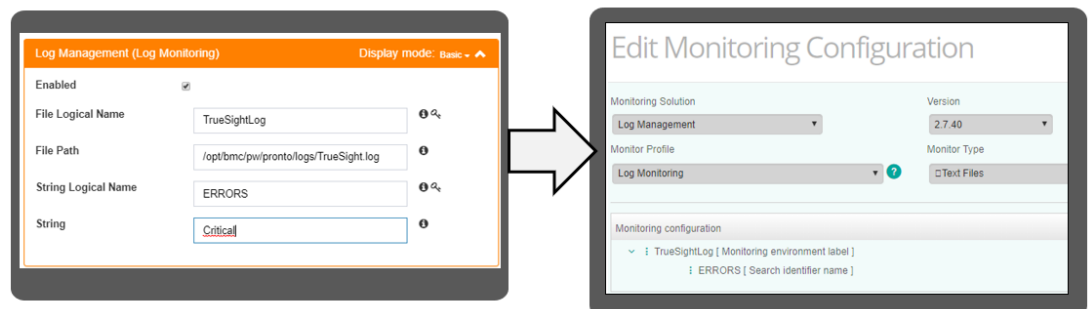
All use cases below can be separately authorized and run. This allows for easy segregation of duties – e.g. let team A build the monitors and let team B apply them, if that is required.

To each use case corresponds a simple dialog (usually a single window) that is easy to understand and use.

### Monitor creation

In this dialog, users pick up one of the authorized templates in the monitoring catalog, and configures it within a monitoring policy.

The configuration of a monitor in this dialog is much more simple than in CMA, as most advanced choices and options are not exposed to the user.



Monitors created through this interface will be consistent with each other (as many configuration options that are normally exposed in CMA are not shown). It is also possible to enforce input validation to ensure input values match business requirements.

Define monitoring templates in your monitoring catalog

Securely delegate the configuration to any user

Manage thresholds easily

# Monitoring configuration Self-Service

## Monitoring by device

In this dialog, users immediately see to which policies a given device is subscribed. They can subscribe or unsubscribe monitoring policies from that device in a single click. This allows for simple activation or deactivation of monitoring without the need to access the CMA.

Target Object

View by:  Selection:

Templates Sort by Precedence increasing

Applied templates: TrueSight

- PPACK\_Device\_5887
- Hardware
- GOLD: Unix monitoring
- BRONZE: Unix monitoring
- PostgreSQL

Available templates: TrueSight

- ServiceMonitoringWindows
- PostGreSQL-core
- MSSQL Instance2
- RemoteLinuxMonitoring
- ORACLE Monitoring
- PPX testing policy
- VCenter monitoring
- Predefined Policy For AIX
- Predefined Policy For SunOS
- FW Ping
- My Application log monitoring
- Remote Console Server monitoring

Use-case driven interface – simple dialogs for non-TrueSight experts !

## Device Thresholds

This dialog shows all the thresholds currently applied to a device, and provides add/modify/delete capability – both for agent and server thresholds. Precedence in the policies are taken into account to ensure the right threshold is always applied.

Target Object

View by:  Selection:  View Default Thresholds

Thresholds

Thresholds: TrueSight

Menu	Class	Instance	Parameter	Server Thresholds	Server Threshold source	Agent Thresholds	Agent																				
	CPU	CPU	CPUCpuUtil	No threshold found		<table border="1"><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>80</td><td>94</td><td>n times</td><td>2</td></tr><tr><td>ALARM</td><td>95</td><td>100</td><td>n times</td><td>2</td></tr></tbody></table>		Min	Max	When	N times	OK	0	0	immediately	0	WARN	80	94	n times	2	ALARM	95	100	n times	2	STD LI
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# More information

Need more info ?

Please contact us or your  
BMC representative.

## Technical requirements

ProactivePack for Monitoring is distributed as an appliance that can be very rapidly integrated in a TrueSight environment.

Multiple ProactivePack instances can be run within a single appliance; each ProactivePack instance connects to a single TSPS server.

Customers who wish to install ProactivePack for Monitoring as a product on their own systems may do so – Linux and Windows are supported, and a httpd server (apache or IIS) running PHP is required.

ProactivePack for monitoring supports all versions of TrueSight Presentation Server since version 10.7.

## About ProactivePack

ProactivePack is a BMC MarketZone and BMC Technology alliance partner. ProactivePack runs at BMC TrueSight customers in 7 countries, covering all industry sectors.

ProactivePack delivers other high-value solutions for TrueSight Operations Management – to securely delegate the management of event blackouts, TrueSight data tables (“DDA”) and easy event reporting.

[www.proactivepack.com](http://www.proactivepack.com)

[contact@proactivepack.com](mailto:contact@proactivepack.com)