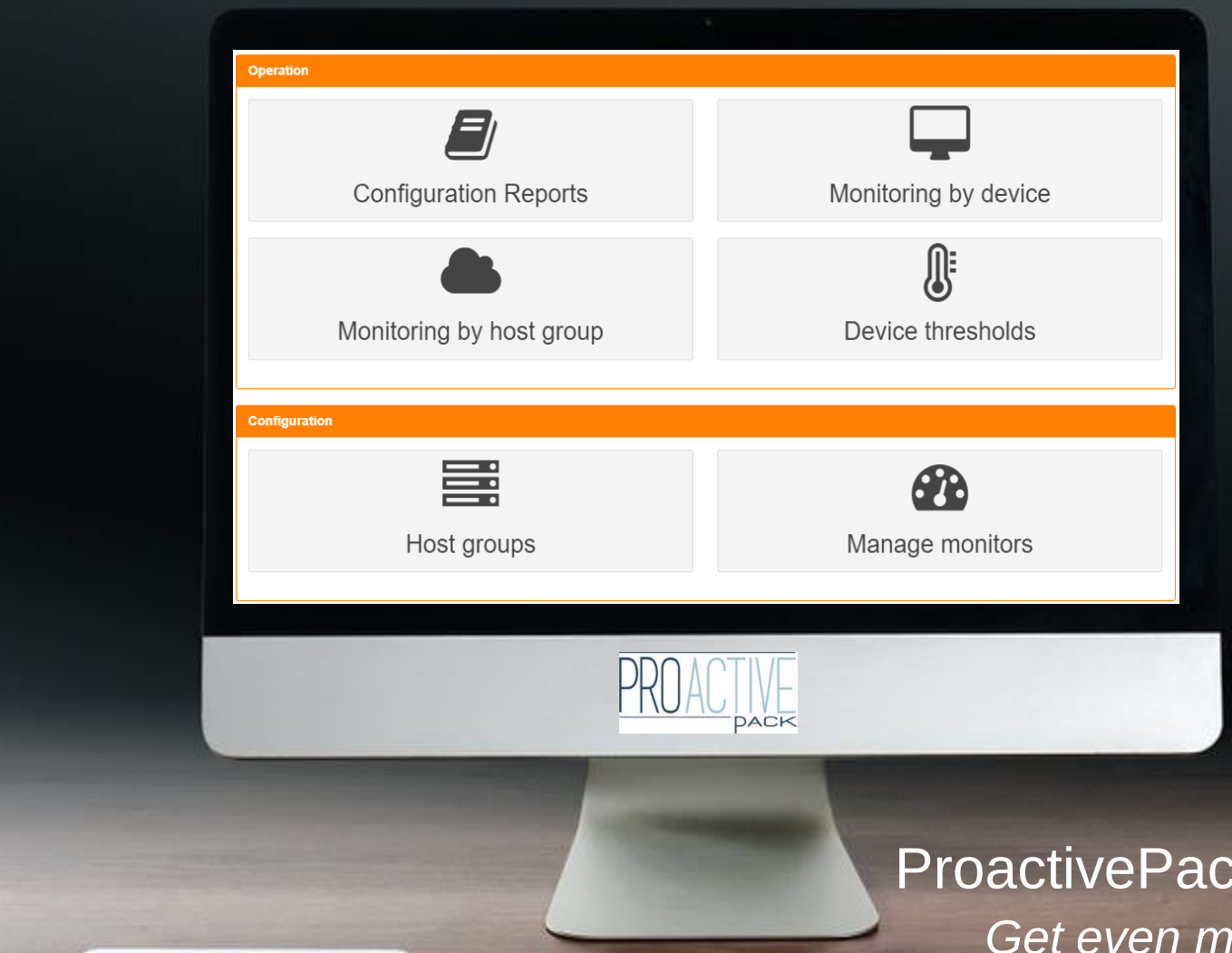
Improve Control. Report Better. Delegate More.



ProactivePack for Monitoring

Get even more from TrueSight

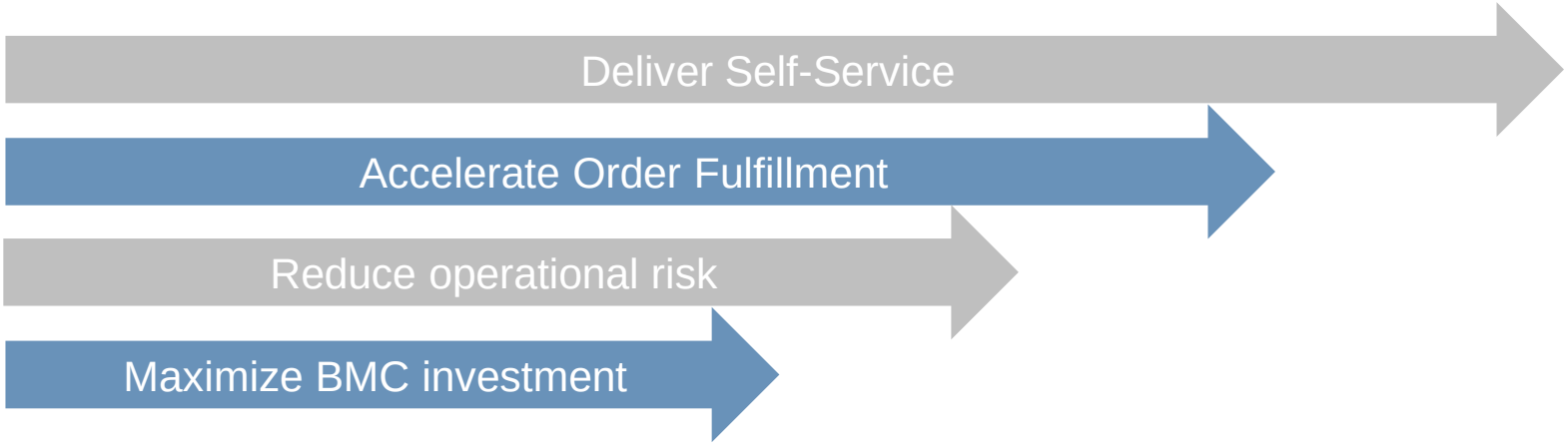
ProactivePack for Monitoring

Monitoring Configuration Reports

Build monitoring configuration reports in seconds

Monitoring Configuration Self-Service

Delegate monitoring & threshold configuration



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Who we are

Our mission

Provide a simple self-service platform for BMC TrueSight

Our partnerships

BMC MarketZone

BMC Technology Alliance

TAP Premier Partner

Selected references

SOCIETE GENERALE

orange

Ahold Delhaize

TD Ameritrade

Zürcher Kantonalbank

SANOFI

PostFinance

orange Business Services

CRÉDIT AGRICOLE

BITMARCK®

Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

ADIA
جهاز أبو ظبي للاستثمار
Abu Dhabi Investment Authority

NATIXIS

SFR

essilor

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ProactivePack solutions

ProactivePack for Event Management

Boost IT Ops productivity

Quick Queries
Build event reports and dashboards in seconds

Blackout Management
Manage 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

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What is new in 2.1

Key facts

- **Platform**
  - Use TrueSight groups for RBAC
  - Scheduler : on demand capability and REST API
  - Use BMC Helix for authentication
- **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
  - Improved historization for drift reporting
  - REST API available to run reports from anywhere
- **Configuration self-service**
  - New template to add monitors
  - Improved threshold management
  - Enhanced monitoring catalog

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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, instances, thresholds, deployed KM,…
- Generate report online, as PDF/XLS, as email
- Add custom dimensions to the reports and RBAC, e.g. using CMDB attributes
- Segregate data easily
- Large set of templates available
- Run reports over a REST API

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

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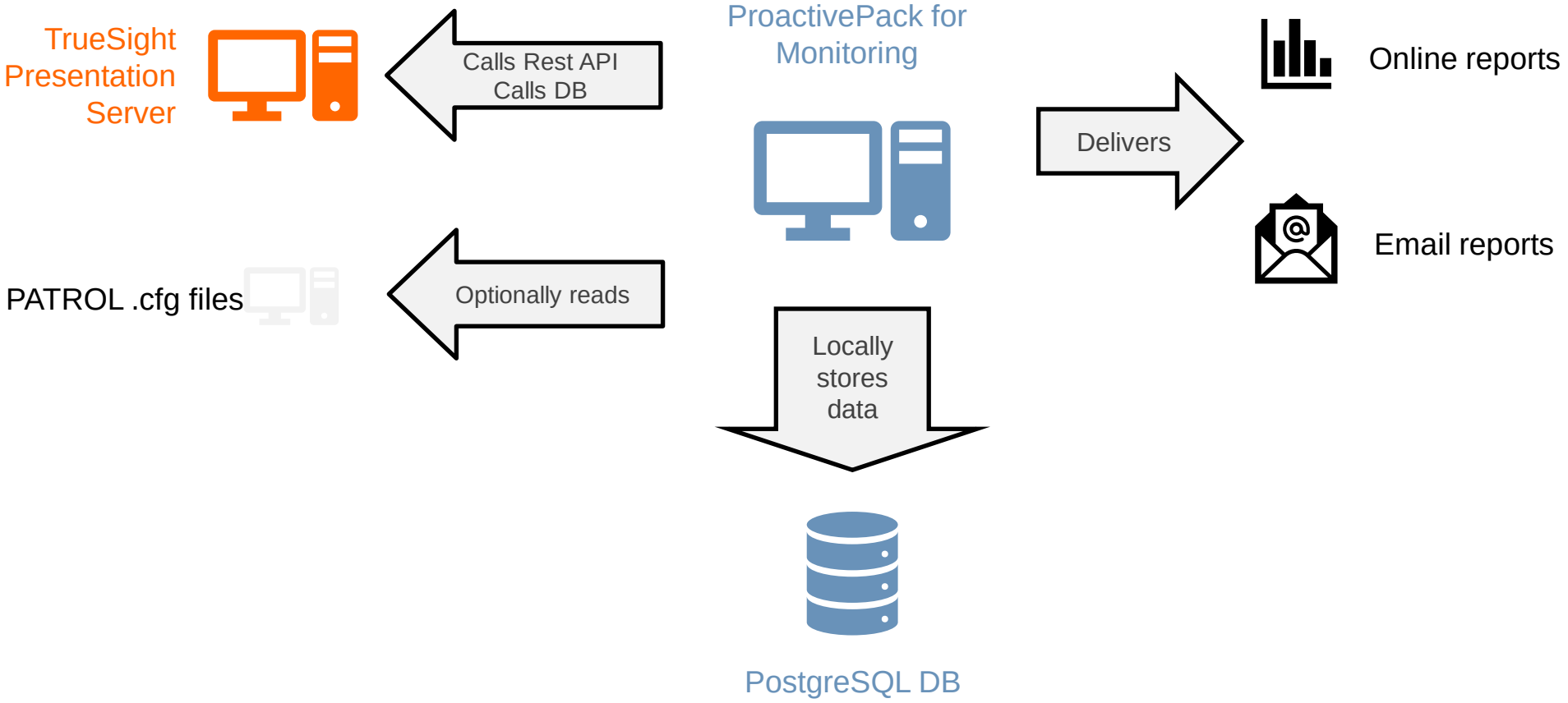
Configuration Reports - process



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Configuration Reports - examples

Distribution of OS versions across all agents

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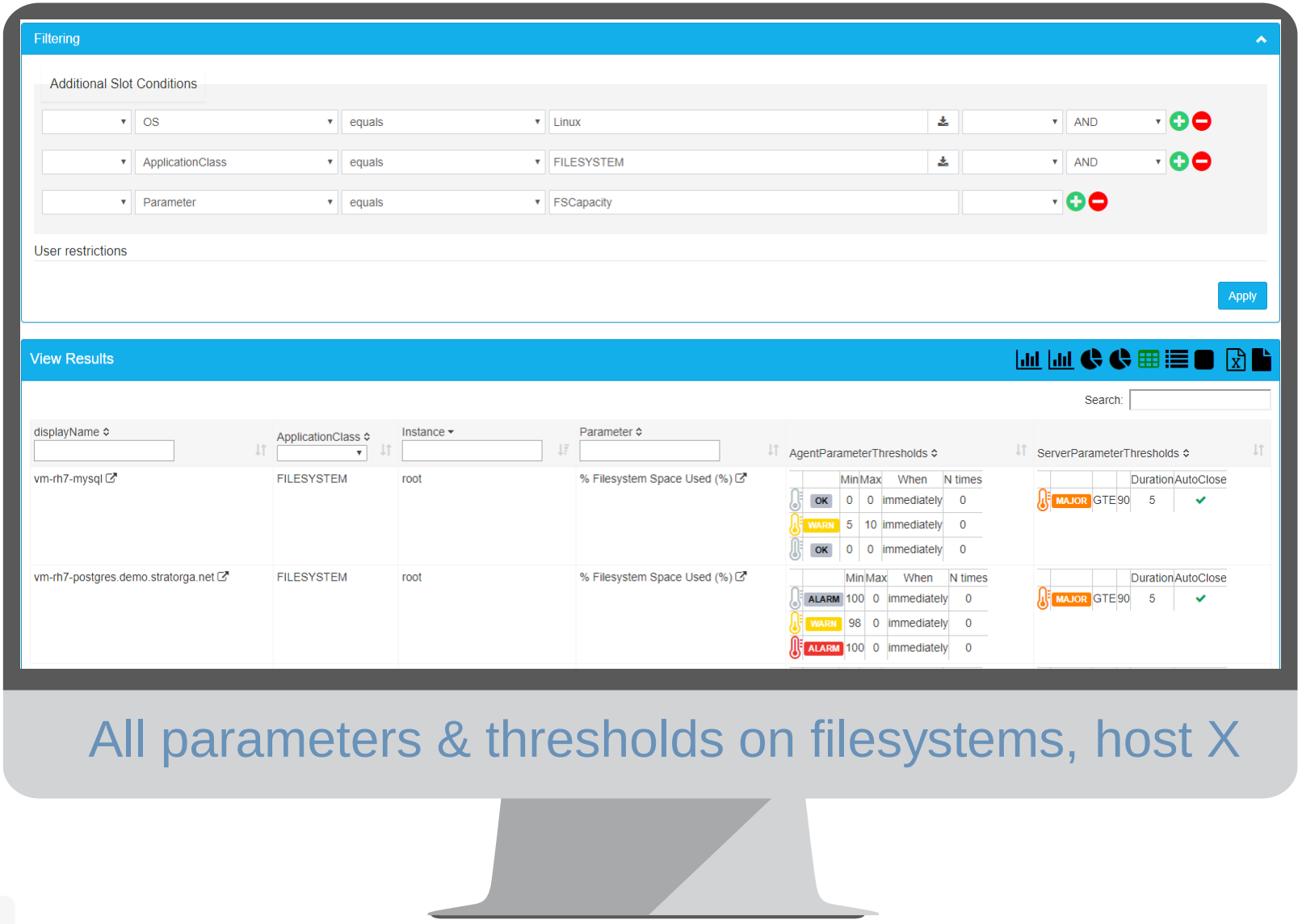
Configuration Reports - examples



All parameters & thresholds on filesystems, host X

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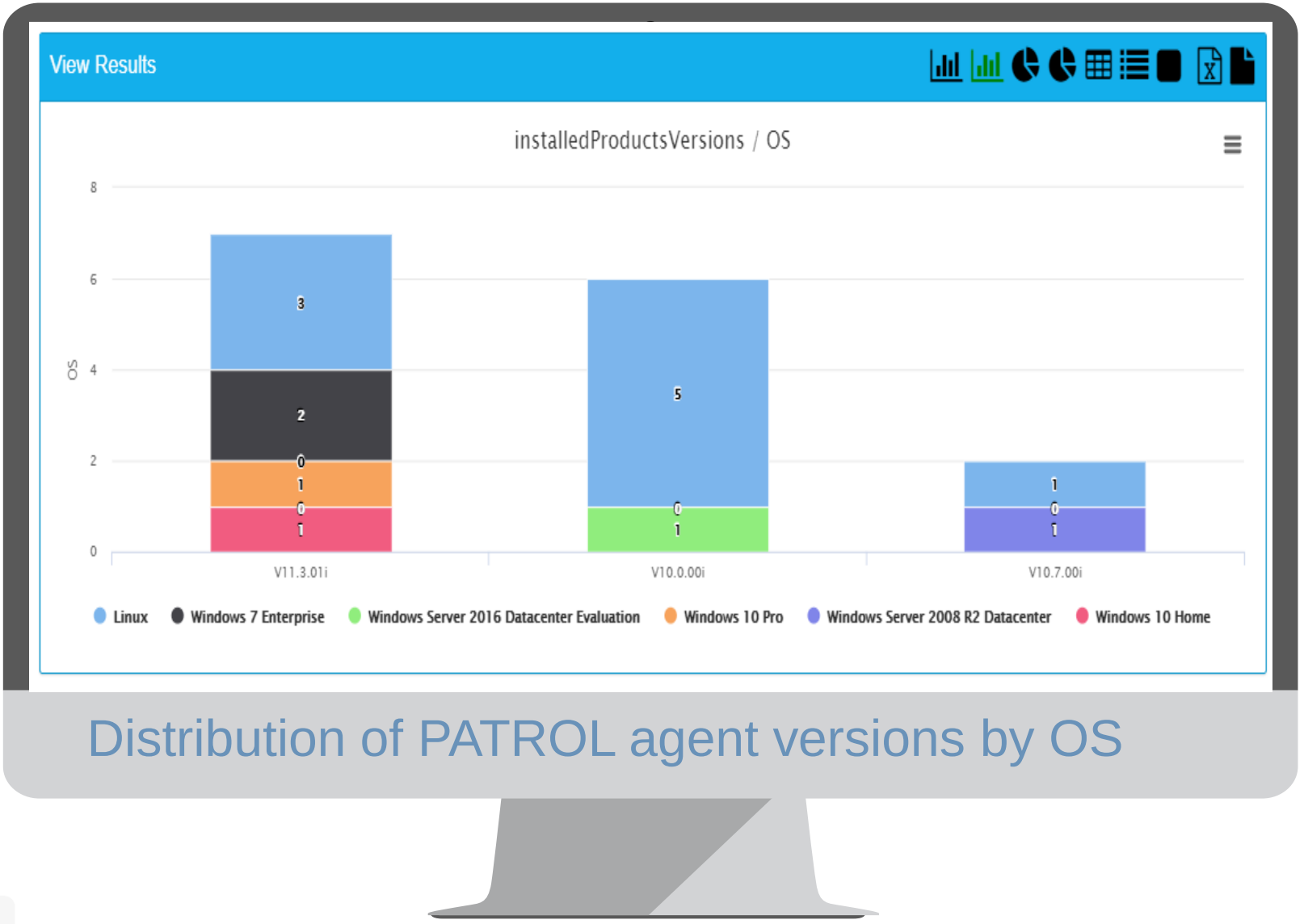
Configuration Reports - examples



Distribution of PATROL agent versions by OS

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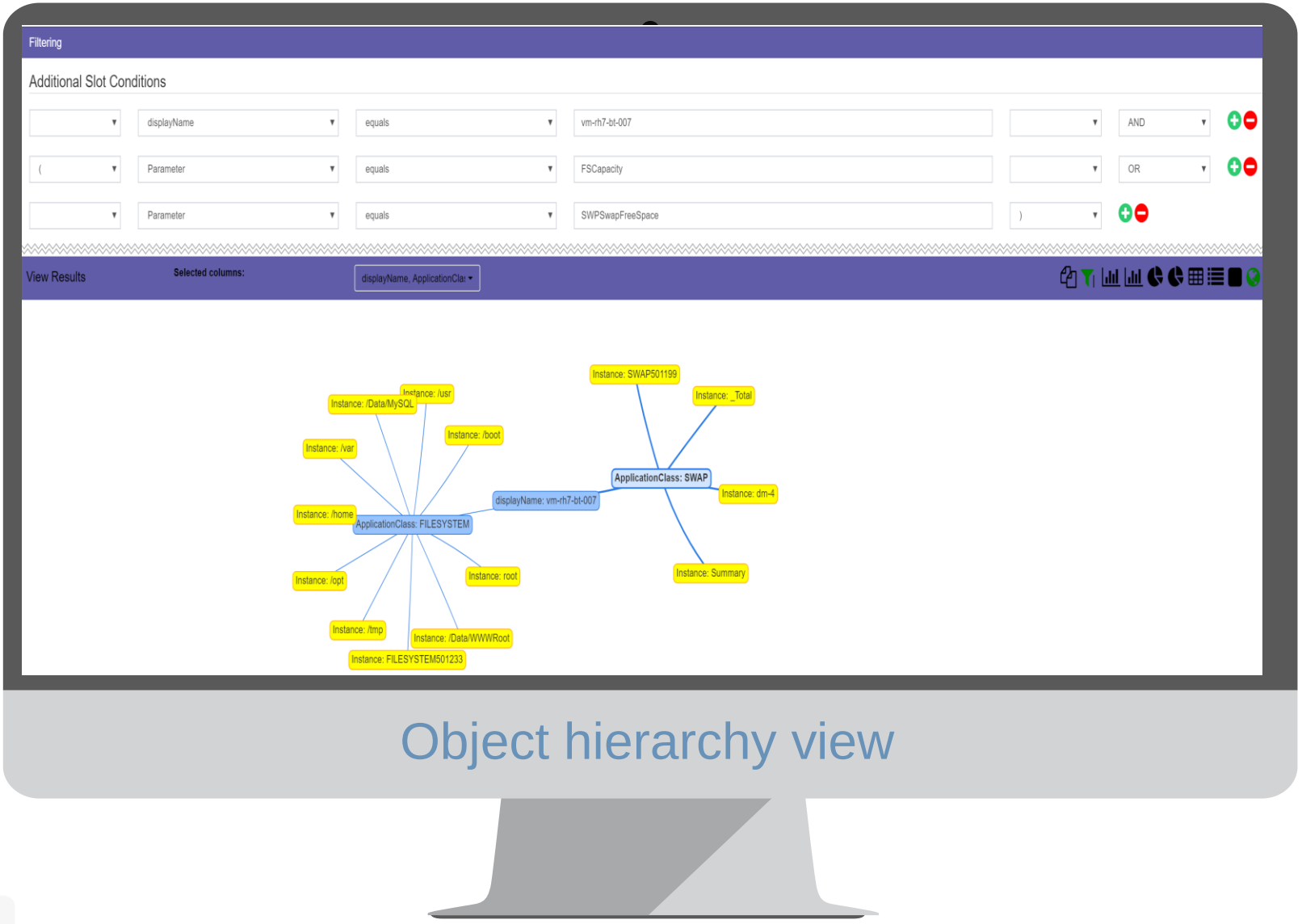
Configuration Reports - examples



Object hierarchy view

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Self-Service Monitoring - Concepts

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

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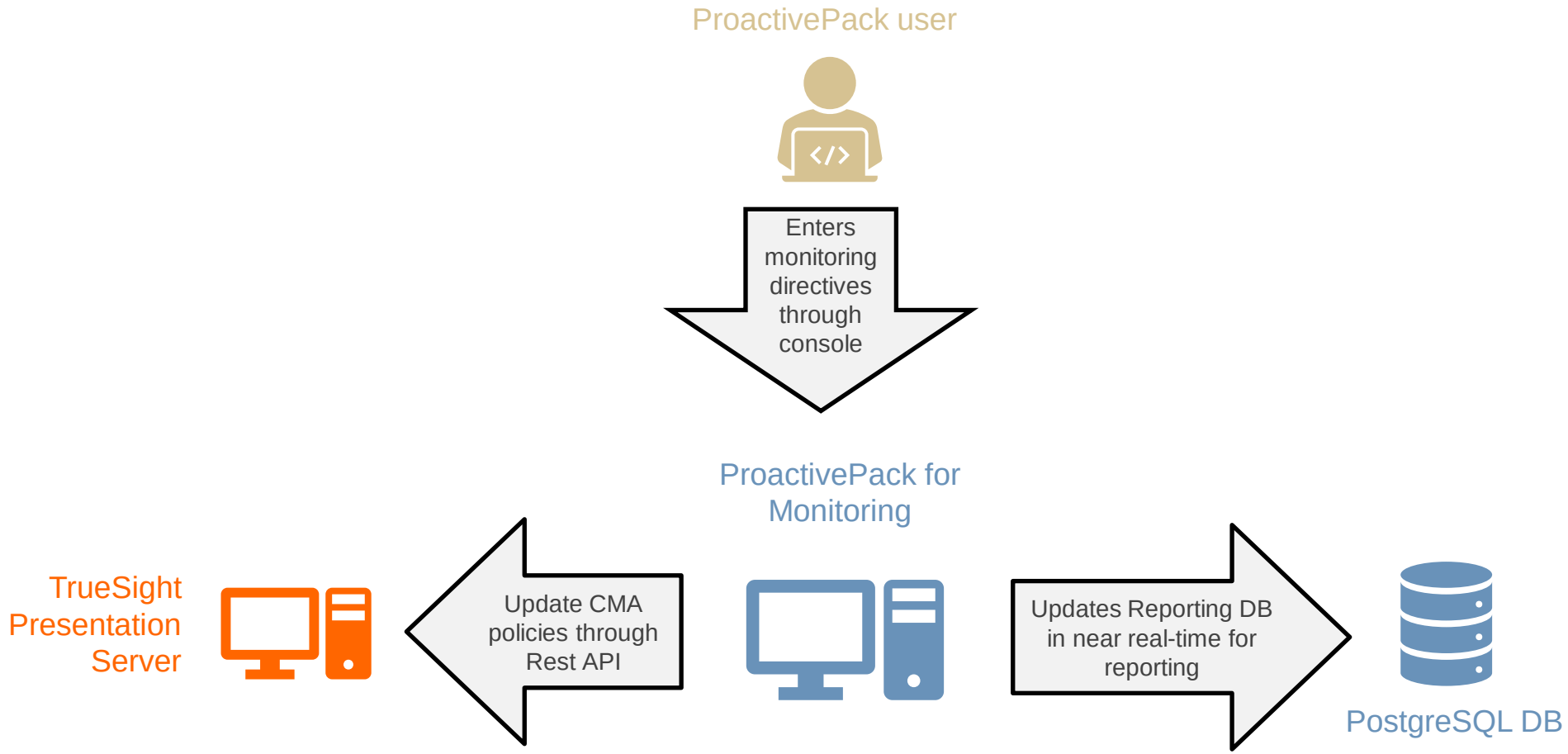
Self-Service Monitoring - process



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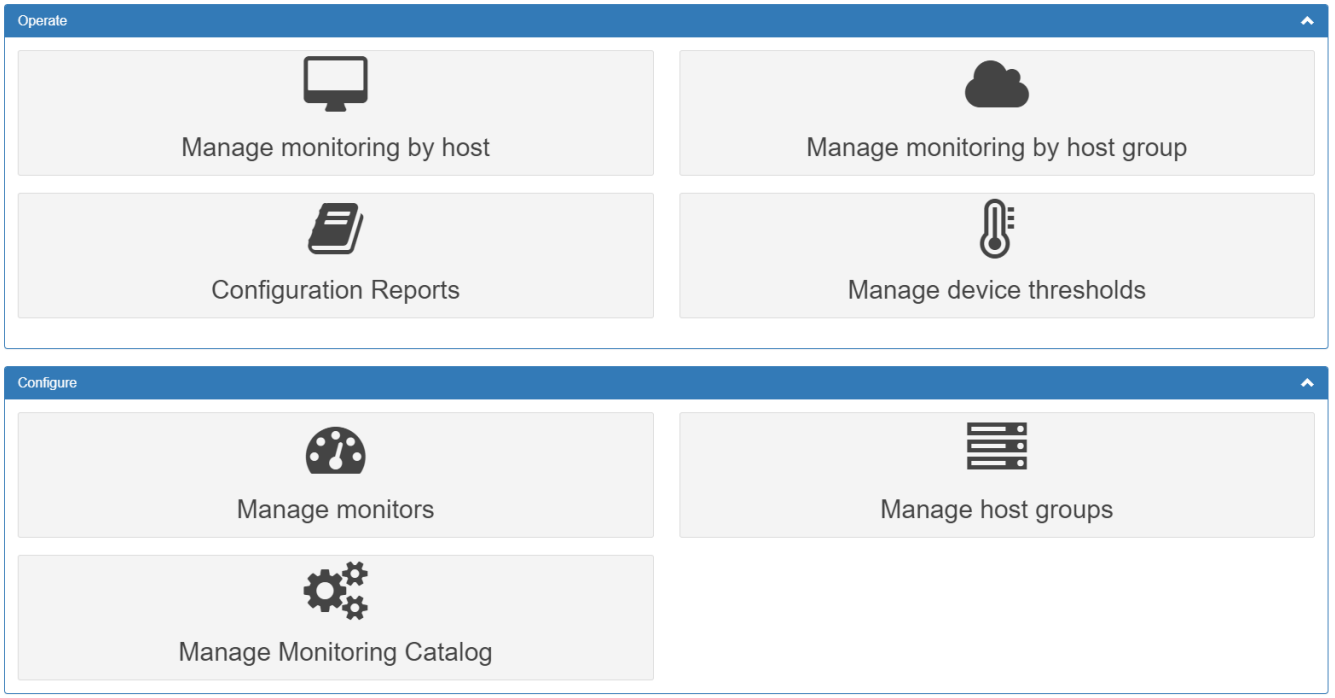
Use-case driven interface

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)



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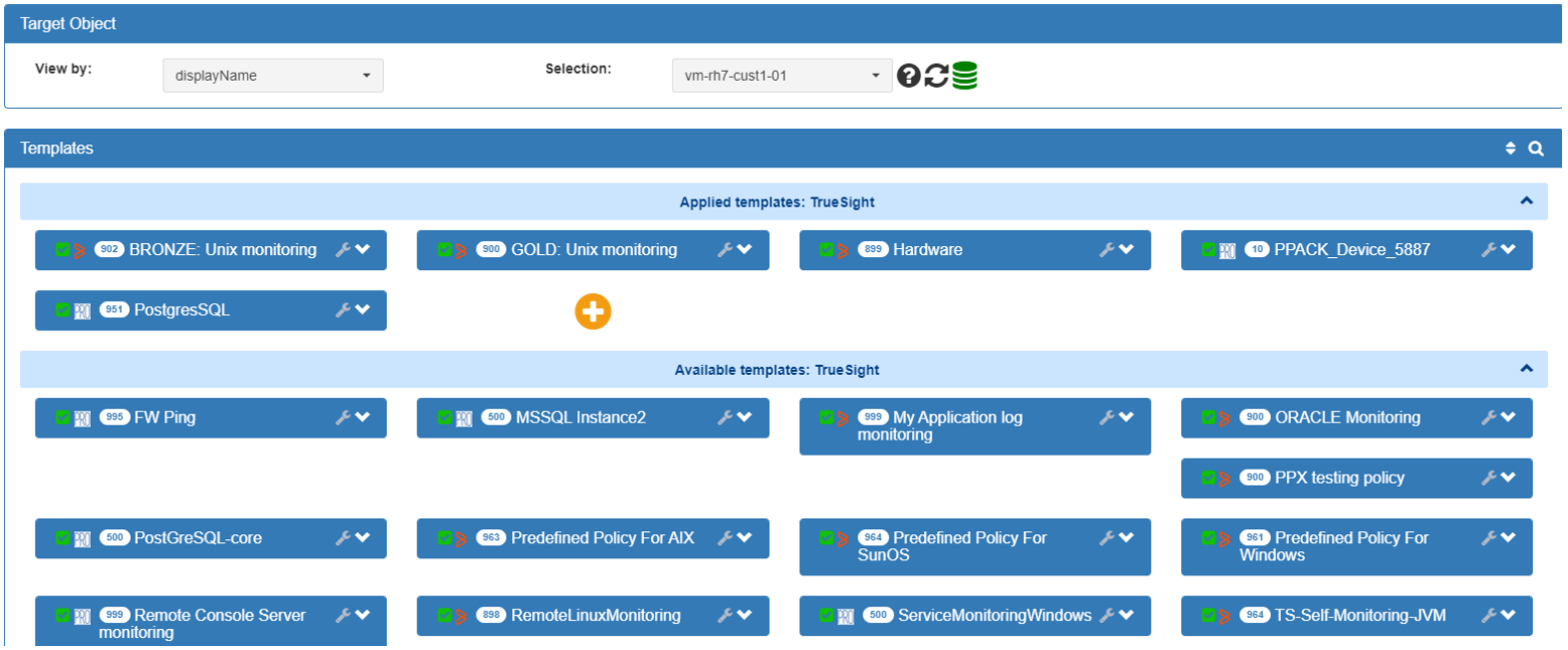
Manage monitoring by device



Manage Monitoring by device

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

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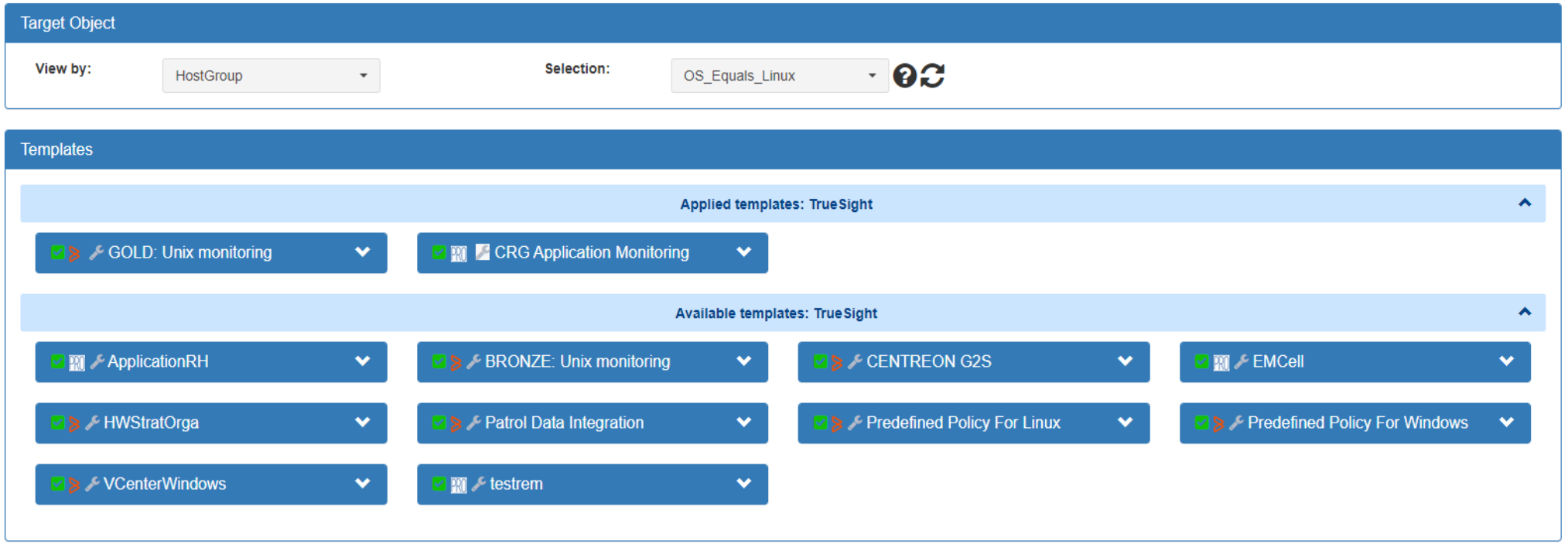
Manage monitoring by host group



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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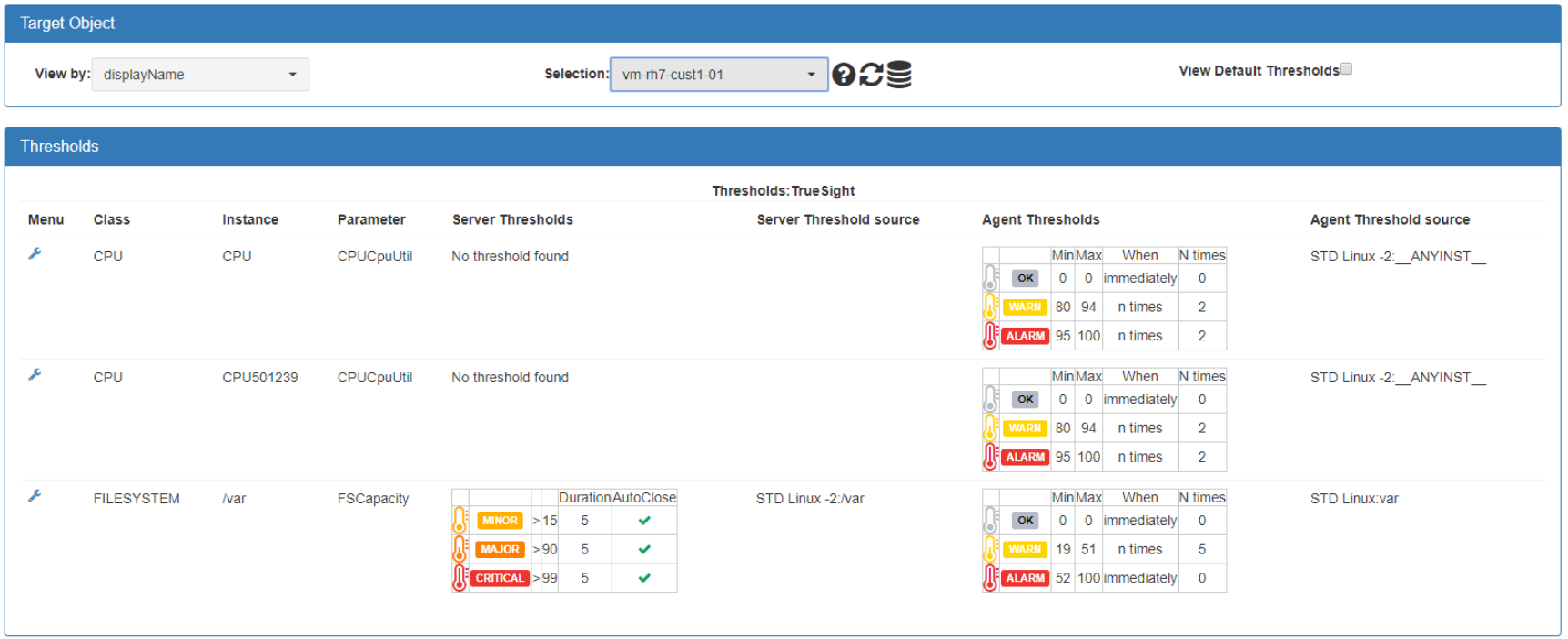
Manage device thresholds



Manage device thresholds

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

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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

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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

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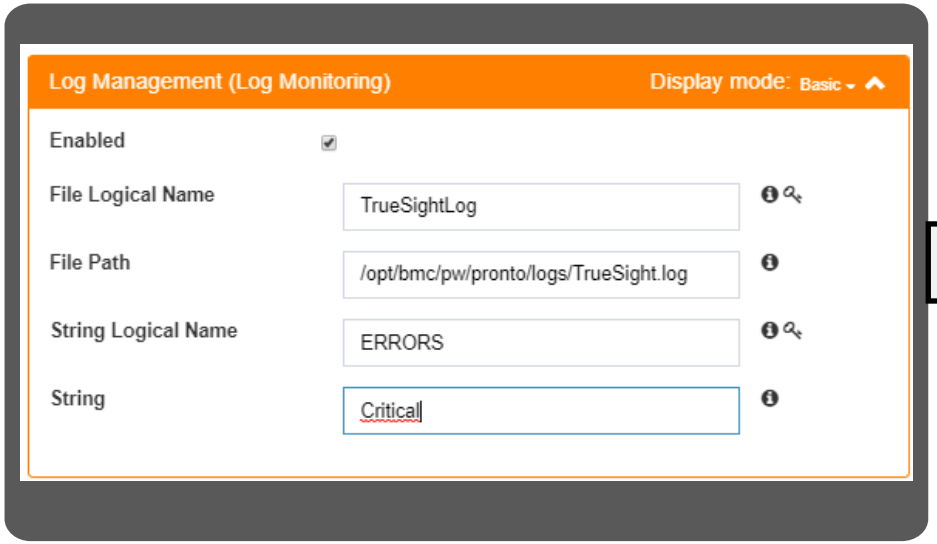
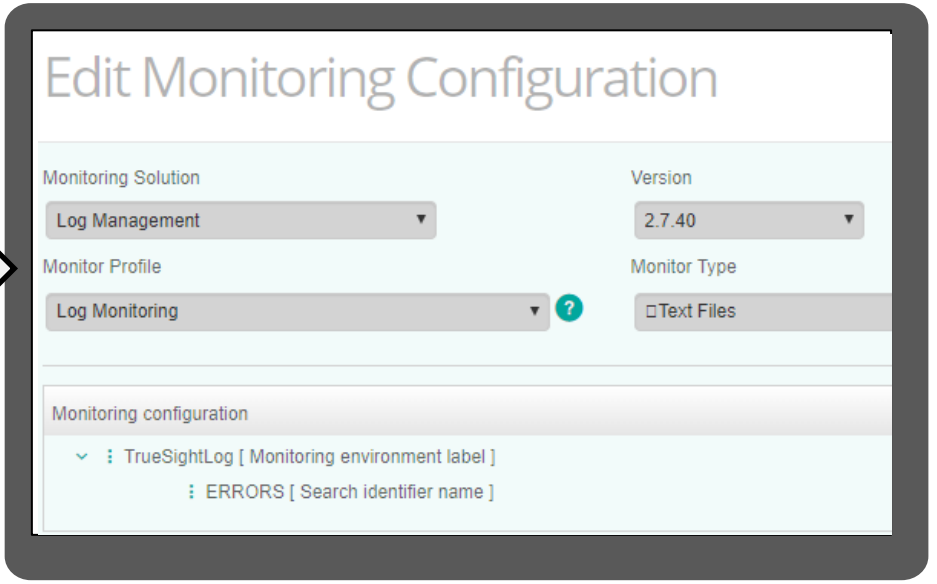
Self-Service Monitoring - example

ProactivePack for Monitoring

TrueSight CMA





Added value

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

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Enterprise ready

Secure

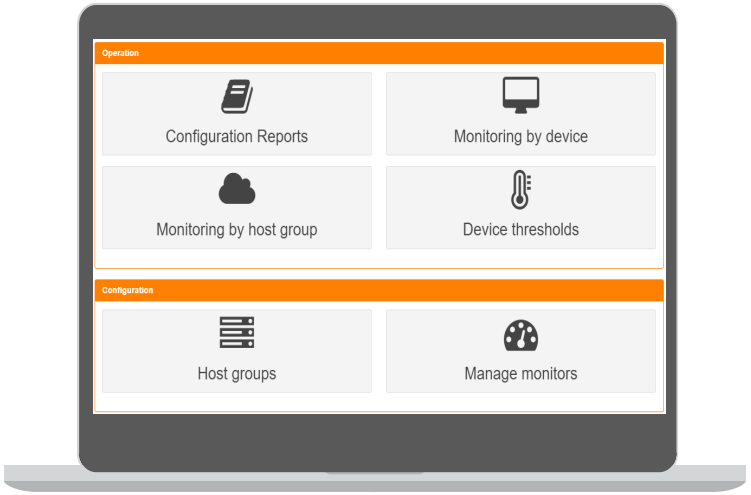
- Authentication : TrueSight, Helix, AD or custom
- Very granular Access Control
- Data segregation
- Comprehensive audit log

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



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Contact

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
- https://support.proactivepack.com
- https://www.proactivepack.com

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