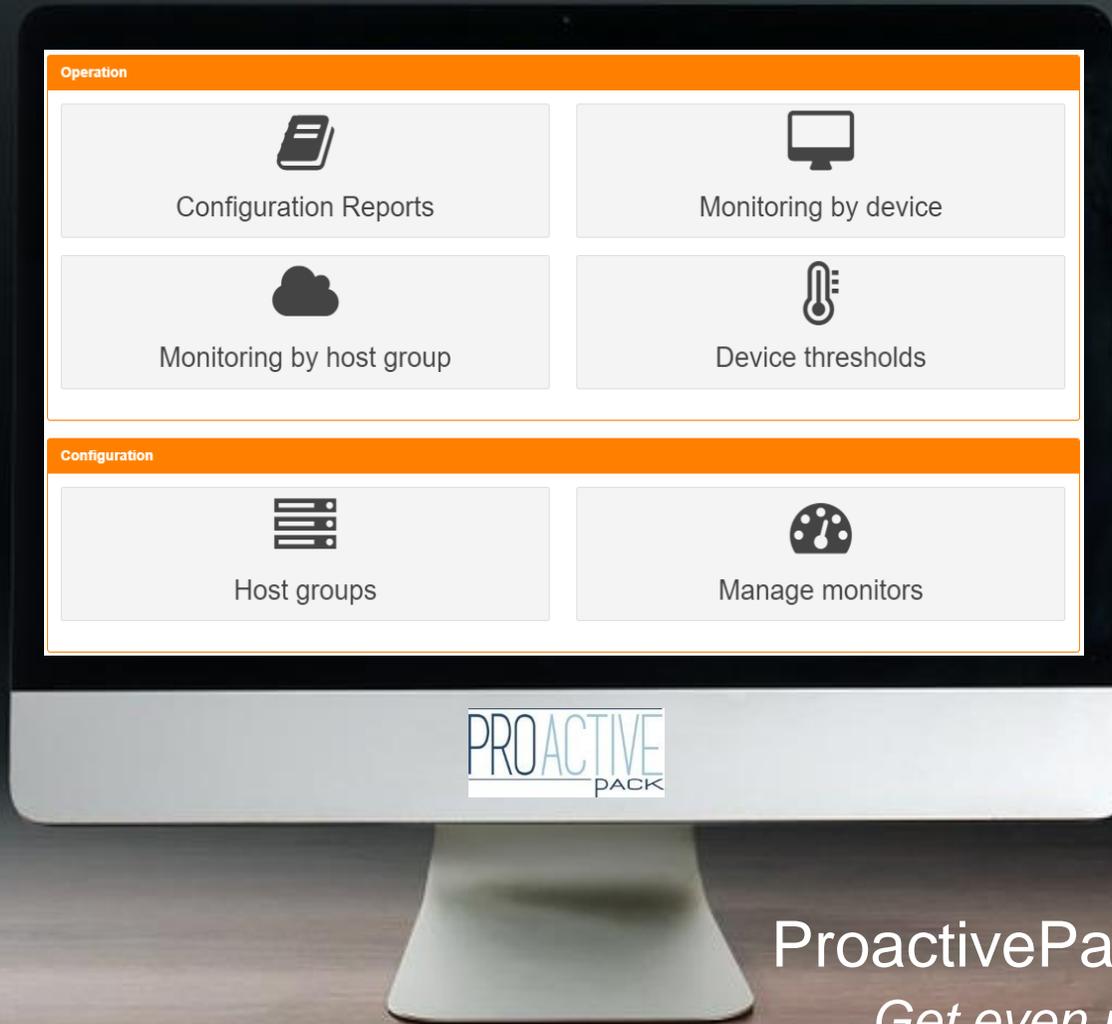


Improve Control. Report Better. Delegate More.



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

Deliver Self-Service

Accelerate Order Fulfillment

Reduce operational risk

Maximize BMC investment



MarketZone

Who we are

Our mission

Provide a simple self-service platform for BMC TrueSight

Our partnerships

BMC MarketZone



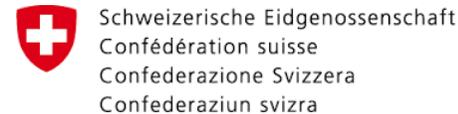
BMC Technology Alliance



MarketZone



Selected references



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



MarketZone

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

Configuration Reports



Key facts

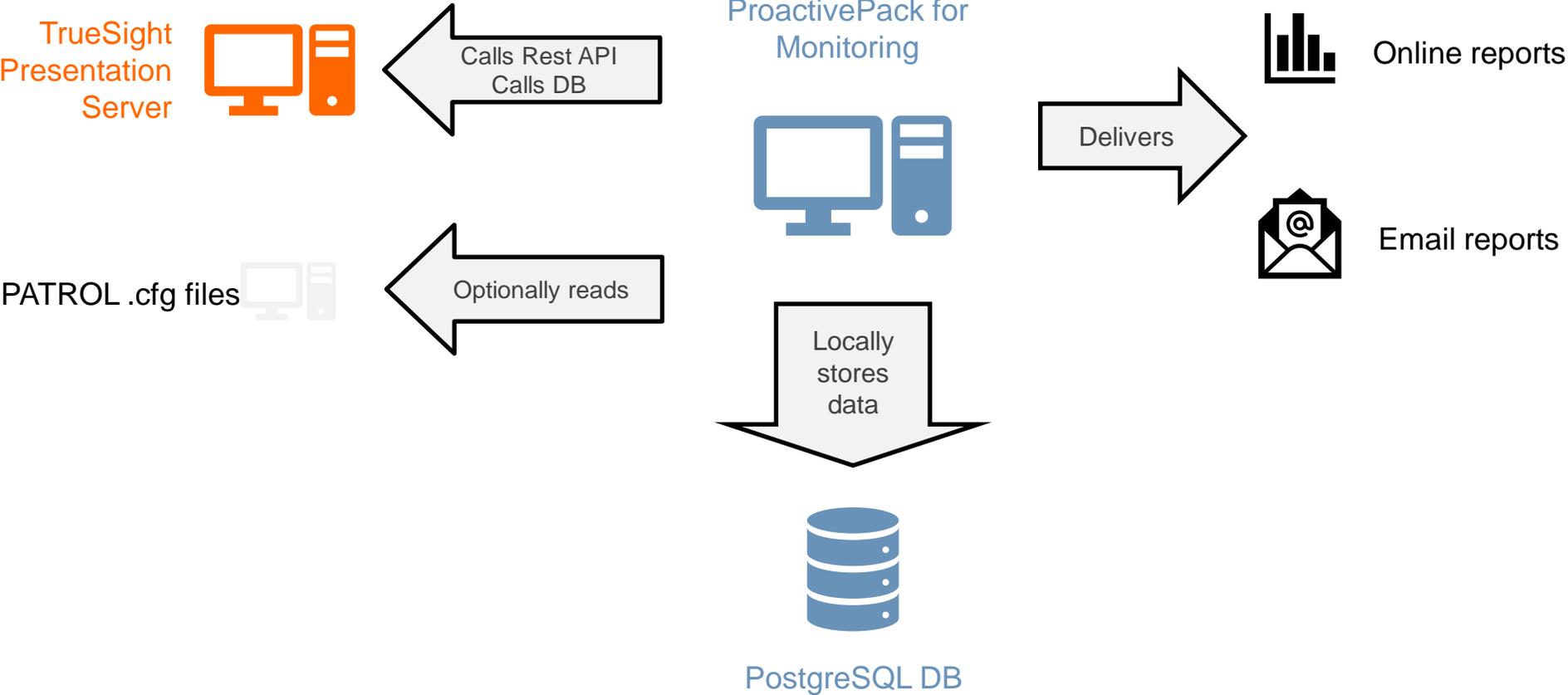
- Create Monitoring Configuration Reports in seconds
- Read from CMA and optionally from PATROL .cfg files
- Report on devices, instances, thresholds, deployed KM,...
- Generate report online, as PDF/XLS, as email
- Add custom dimensions to the reports and RBAC, e.g. using CMDB attributes
- Segregate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

Configuration Reports - process



MarketZone

Configuration Reports - examples



Distribution of OS versions across all agents

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:

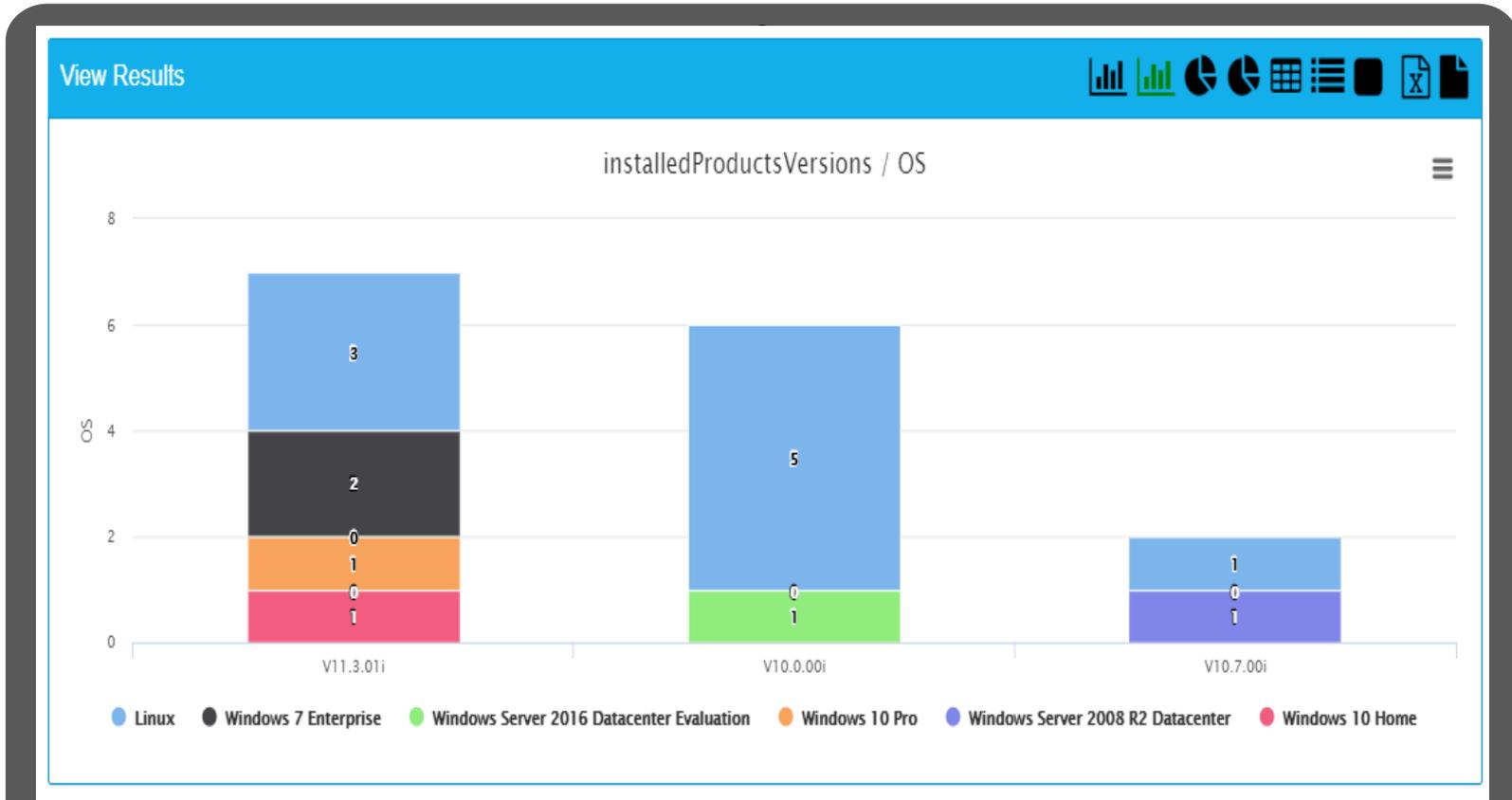
displayName	ApplicationClass	Instance	Parameter	AgentParameterThresholds	ServerParameterThresholds																													
vm-rh7-mysql	FILESYSTEM	root	% Filesystem Space Used (%)	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th>Min</th> <th>Max</th> <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



Filtering

Additional Slot Conditions

	displayName	equals	vm-rh7-bl-007		AND	+ -
(Parameter	equals	FSCapacity		OR	+ -
	Parameter	equals	SWPSwapFreeSpace)		+ -

View Results Selected columns: displayName, ApplicationCla

```
graph TD; AC_FILESYSTEM[ApplicationClass: FILESYSTEM] --- I_usr[Instance: /usr]; AC_FILESYSTEM --- I_DataMySQL[Instance: /Data/MySQL]; AC_FILESYSTEM --- I_boot[Instance: /boot]; AC_FILESYSTEM --- I_home[Instance: /home]; AC_FILESYSTEM --- I_lopt[Instance: /opt]; AC_FILESYSTEM --- I_tmp[Instance: /tmp]; AC_FILESYSTEM --- I_DataWWWRoot[Instance: /Data/WWWRoot]; AC_FILESYSTEM --- I_FILESYSTEM501233[Instance: FILESYSTEM501233]; AC_FILESYSTEM --- I_ivar[Instance: /var]; AC_FILESYSTEM --- I_root[Instance: /root]; AC_SWAP[ApplicationClass: SWAP] --- I_SWAP501199[Instance: SWAP501199]; AC_SWAP --- I_Summary[Instance: Summary]; AC_SWAP --- I_dm4[Instance: dm-4]; AC_SWAP --- I_Total[Instance: _Total]; AC_FILESYSTEM --- AC_SWAP; AC_FILESYSTEM --- I_DisplayName[displayName: vm-rh7-bl-007];
```

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



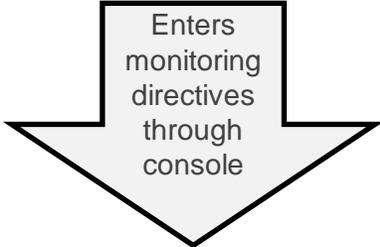
Added value

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

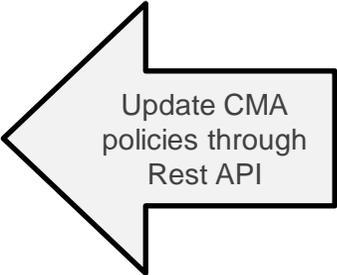
Self-Service Monitoring - process



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;"> <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> </table>	OK	0	0	immediately	0	WARN	80	94	n times	2	ALARM	95	100	n times	2	STD Linux -2: __ANYINST__												
OK	0	0	immediately	0																														
WARN	80	94	n times	2																														
ALARM	95	100	n times	2																														
	CPU	CPU501239	CPUCpuUtil	No threshold found		<table border="1" style="font-size: 8px;"> <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> </table>	OK	0	0	immediately	0	WARN	80	94	n times	2	ALARM	95	100	n times	2	STD Linux -2: __ANYINST__												
OK	0	0	immediately	0																														
WARN	80	94	n times	2																														
ALARM	95	100	n times	2																														
	FILESYSTEM	/var	FSCapacity	<table border="1" style="font-size: 8px;"> <tr><td>MINOR</td><td>>15</td><td>5</td><td>✓</td></tr> <tr><td>MAJOR</td><td>>90</td><td>5</td><td>✓</td></tr> <tr><td>CRITICAL</td><td>>99</td><td>5</td><td>✓</td></tr> </table>	MINOR	>15	5	✓	MAJOR	>90	5	✓	CRITICAL	>99	5	✓	STD Linux -2:/var	<table border="1" style="font-size: 8px;"> <tr><td>OK</td><td>0</td><td>0</td><td>immediately</td><td>0</td></tr> <tr><td>WARN</td><td>19</td><td>51</td><td>n times</td><td>5</td></tr> <tr><td>ALARM</td><td>52</td><td>100</td><td>immediately</td><td>0</td></tr> </table>	OK	0	0	immediately	0	WARN	19	51	n times	5	ALARM	52	100	immediately	0	STD Linux:var
MINOR	>15	5	✓																															
MAJOR	>90	5	✓																															
CRITICAL	>99	5	✓																															
OK	0	0	immediately	0																														
WARN	19	51	n times	5																														
ALARM	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 ▾ ▲

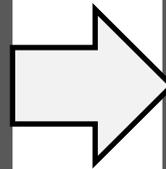
Enabled

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)



MarketZone

Enterprise ready



Secure

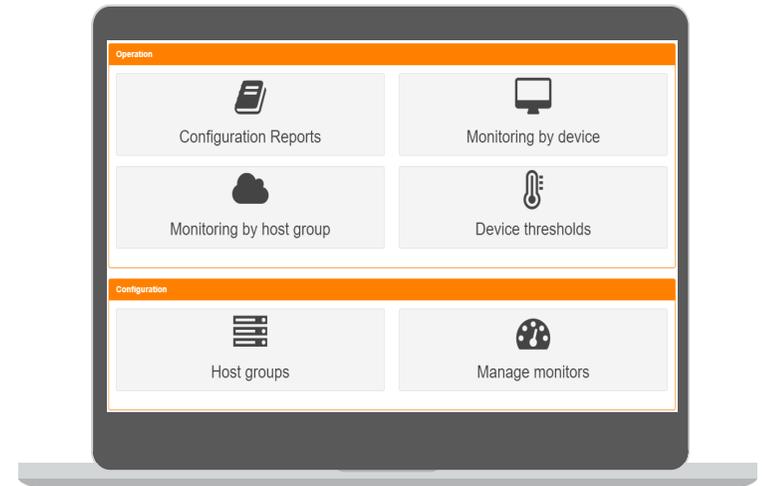
- Authentication : TrueSight, Helix, AD or custom
- Very granular Access Control
- Data segregation
- Comprehensive audit log

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



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

