

BMC[®] Performance Manager Integration with Hardware Sentry KM for PATROL[®]

Version 1.6.00

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BMC Software is releasing version 1.6.xx of the BMC[®] Performance Manager Integration with Hardware Sentry KM for PATROL component. These release notes provide information about the applications and parameters available for this BMC Performance Manager Integration component, as well as information about known issues and support for the integration component.

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Overview of the Integration Component

BMC Performance Manager Integration with Hardware Sentry KM for PATROL mines data from the PATROL Agent for integration into the BMC Performance Manager Portal, so that you can use the Portal to monitor your infrastructure from within a single console using PATROL parameter data.

Using the Host Name or IP Address option in the BMC Portal to specify one or more managed systems as monitored elements, you can select parameter threshold values that can be used by the *BMC Performance Manager Integration with Hardware Sentry KM for PATROL* component.

After you perform the initial import of threshold values into the Portal, you can update the threshold settings from within the Portal and not impact the values set in the BMC Performance Manager Consoles, PATROL Configuration Manager, or PATROL KM for Event Management.

During the data discovery process, the Portal matches the application classes and parameters in its BMC Performance Manager Integration with PATROL component with those in the KM on the agent, and it obtains only the data for which it identifies a match.

The integration component file is called: **BMC-PM-PATROL-Hardware-Sentry-1.6.xx.par** and is valid on BMC Performance Manager Portal v2.3xx and upwards.

Migration from integration components v1.4.xx upwards to v1.6.xx

The BMC Performance Manager Portal Integration with Hardware Sentry KM for PATROL includes an automatic migration feature. In order to upgrade to a newer version, all you need to do is import the new version, and the Portal will migrate all the elements from the previous version, to the upgraded version of the BPM Integration with Hardware Sentry KM for PATROL application class. There will be no loss of any customized thresholds set in the previous version.

Integrated application classes and parameters

Application Classes	Parameters
MS_HW_BATTERY	Status, Charge
MS_HW_CONT	n/a
MS_HW_BLADE	Status
MS_HW_BLADE_CONT	None
MS_HW_CAPACITYREPORT	UnallocatedDiskSpace, PowerConsumption, LogicalDiskSize, PhysicalDiskSize; MemorySize, CPUCount
MS_HW_CONNECTOR	Status, TestReport
MS_HW_CONNECTOR_CONT	None
MS_HW_CPU	Status, PredictedFailure, CorrectedErrorCount

Application Classes	Parameters
MS_HW_CPU_CONT	None
MS_HW_CONNECTOR	Status, TestReport
MS_HW_CONNECTOR_CONT	n/a
MS_HW_DISKCONTROLLER	BatteryStatus, ControllerStatus
MS_HW_ENCLOSURE	Status, IntrusionStatus, PowerConsumption
MS_HW_FAN	Status, Speed, SpeedPercent
MS_HW_FAN_CONT	None
MS_HW_LED	Status, Color
MS_HW_LED_CONT	n/a
MS_HW_LOGICALDISK	Status, ErrorCount
MS_HW_LOGICALDISK_CONT	n/a
MS_HW_MAIN	bladeColl, cpuColl, connectorColl, diskcontrollerColl, diskEnclosureColl, enclosureColl, fanColl, logicaldiskColl, memoryColl, networkColl, otherDeviceColl, physicaldiskColl, powersupplyColl, temperatureColl, voltageColl
MS_HW_MEMORY	Status, PredictedFailure, ErrorCount, ErrorStatus
MS_HW_MEMORY_CONT	n/a
MS_HW_NETWORK	LinkStatus, ErrorPercent, Status, ConnectionType, BandwidthUtilization, DuplexMode, LinkSpeed,

Application Classes	Parameters
	PhysicalAddress, ReceivedBytes, ReceivedByteRate, TransmittedBytes, TransmittedByteRate
MS_HW_NETWORK_CONT	n/a
MS_HW_OTHERDEVICE	Status, PredictedFailure, ErrorCount, ErrorStatus
MS_HW_OTHERDEVICE_CONT	n/a
MS_HW_PHYSICALDISK	Status, PredictedFailure, ErrorCount
MS_HW_PHYSICALDISK_CONT	n/a
MS_HW_POWERSUPPLY	Status, UsedCapacity
MS_HW_POWERSUPPLY_CONT	n/a
MS_HW_ROBOTICS	Status, MoveCount, ErrorCount
MS_HW_ROBOTICS_CONT	n/a
MS_HW_TAPEDRIVE	Status, NeedsCleaning, MountCount, UnmountCount, ErrorCount
MS_HW_TAPEDRIVE_CONT	n/a
MS_HW_TEMPERATURE	Status, Temperature
MS_HW_TEMPERATURE_CONT	n/a

Application Classes	Parameters
MS_HW_VOLTAGE	<p>Status, Voltage (HB), Voltage (LB)</p> <p>Note: (HB) = "Higher is Better" and (LB) = "Lower is Better" HB and LB parameters display the same value since, basically, both represent the same value. The purpose of having two parameters for the same value is to be able to set different alert thresholds depending on the nature of the monitored object.</p> <p>For instance, an alert can be set to be triggered on the HB parameter when the value dips too low (it breaches the lower threshold of the range) and an alert can be set on the LB parameter to go off when the value rises too high. The setting of alerts is flexible and can be done on either of the two parameters, on both, or on neither as per custom needs.</p>
MS_HW_VOLTAGE_CONT	n/a

Installation Information

You can download the integration component from the [Sentry Software website](#) or the BMC Software electronic product download (EPD) page and manually install it any time.

Before you begin

Place the **BMC-PM-PATROL-Hardware-Sentry-1.6.xx.par** file in a known location on your file system:

- 1 **Log on** to the Portal as portal administrator, and select the **Portal** tab.
- 2 Under **Tasks** in the navigation pane, select **Performance Managers** and click **Upload**.
- 3 Click **Browse** to open a file selection dialog box, and select the **PAR file** and click **Upload**.
- 4 The portal uploads the PAR file to the application server. On the PAR Files page, the PAR file name and Performance Manager appear as **Published** under **PAR Files Currently Loaded**.
- 5 Once the Integration component is loaded, you can add Elements and then add the application class to them or add this application class to existing elements, just as you would do for any PM on the Portal.
- 6 Once the application class has been added to the Elements, click on **Configure > Elements > Refresh PATROL Integration** to collect the threshold values from the PATROL Agent

and reflect them in the Portal.

Updating threshold values in Portal

If threshold values are modified in the PATROL Agent, you need to manually update them in the Portal, by clicking on **Configure > Elements > Refresh PATROL Integration**.

However, please note that although you are able to change the threshold values in the Portal – these will not in any way impact the values set in the PATROL Agent. Also, clicking the **Refresh PATROL Integration** will update the values in the Portal to reflect those in the PATROL Agent. Note: Any manually set thresholds will be lost when you click **Refresh**.

Support for the Integration Component

BMC Software provides the same support for BMC Performance Manager Integration with Hardware Sentry KM for PATROL as it does for the corresponding PATROL KM, i.e. version 1.4 of BMC Performance Manager for Hardware (KM for PATROL). For more information about the latest Support policies and guidelines, see the Customer Support page of the BMC Software website at http://www.bmc.com/support_home.

Product Documents

The following documents support the product:

- *Hardware Sentry KM for PATROL - Release Notes*
- *Hardware Sentry KM for PATROL - Installation Guide*
- *Hardware Sentry KM for PATROL - User Guide*
- *Hardware Sentry KM for PATROL - Reference Guide*
- *Hardware Sentry KM for PATROL – Platform-specific Guides*

To view the latest BMC Software books and release notes, visit the Customer Support Web page at http://www.bmc.com/support_home or visit the BMC Performance Manager for Hardware page on the [Sentry Software website](#), from where you can download updates, as well as all the support documents in PDF format. You can also refer to the online version of the support documents in the [Online Technical Library](#).

Customer Support

If you have problems with or questions about a BMC Software product, go to the BMC Software Customer Support page at http://www.bmc.com/support_home. You can view and download product documents, release notes, frequently asked questions, and related information from the Customer Support Web site. If you do not have access to the Web and you are in the USA or Canada, contact BMC Software Customer Support at 800 537 1813. Outside the USA or Canada, contact your local BMC Software office or agent.

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