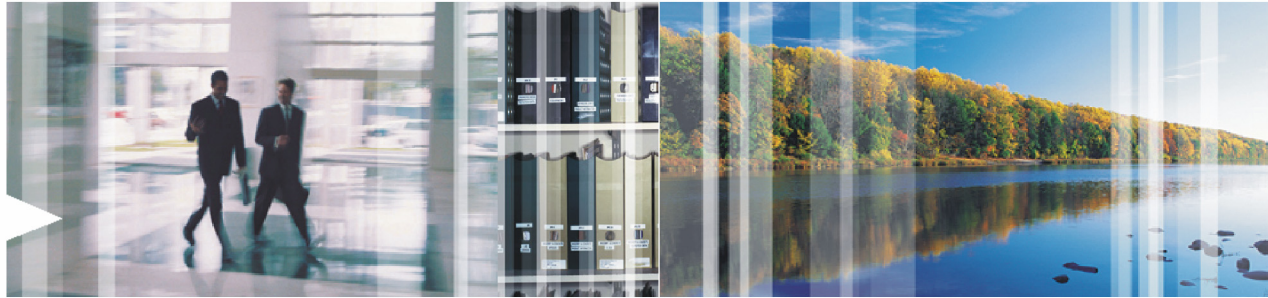




BMC® Performance Manager Monitoring Studio by Sentry Software Installation Guide



Supporting

BMC® Performance Manager Monitoring Studio version 8.4.01, by Sentry Software

February 1st, 2006



Contacting BMC Software

You can access the BMC Software Web site at <http://www.bmc.com/>. From this Web site, you can obtain information about the company, its products, corporate offices, special events, and career opportunities.

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- find the most current information about BMC Software products
- search a database for problems similar to yours and possible solutions
- order or download product documentation
- report a problem or ask a question
- subscribe to receive e-mail notices when new product versions are released
- find worldwide BMC Software support center locations and contact information, including e-mail addresses, fax numbers, and telephone numbers

Support by Telephone or E-mail

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Before you contact BMC Software, have the following information available so that Customer Support can begin working on your problem immediately:

- product information
 - product name
 - product version (release number)
 - license number and password (trial or permanent)
- operating system and environment information
 - machine type
 - operating system type, version, and service pack or other maintenance level such as PUT or PTF
 - system hardware configuration
 - serial numbers
 - related software (database, application, and communication) including type, version, and service pack or maintenance level
- sequence of events leading to the problem
- commands and options that you used
- messages received (and the time and date that you received them)
 - product error messages
 - messages from the operating system, such as **file system full**
 - messages from related software

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BMC Performance Manager Monitoring Studio - Installation Guide

This document explains the procedure to follow in order to install and run BMC Performance Manager Monitoring Studio.

BMC® Performance Manager Monitoring Studio is a Knowledge Module for BMC Software® PATROL® that allows the PATROL administrators to setup the monitoring of any application or piece of software for which there is no standard Knowledge Module, with an easy-to-use graphical user interface. Monitoring Studio is a sort of toolbox that dramatically extends the monitoring coverage and the capabilities of PATROL.

Section I - Setup planning

This section gives you details about the installation of Monitoring Studio. It helps you understand what you need to install on which component of your IT infrastructure. Please read this section carefully to understand the impact the installation of Monitoring Studio may have on your servers and which steps are required to successfully integrate it in your PATROL environment.

1 - Targeted computers

Like most Knowledge Modules for PATROL, you need to install Monitoring Studio on the following components of your PATROL architecture:

- Every managed system with a PATROL Agent
- Every PATROL Console (Classic)
- The Console Server
- PATROL Central – Web Edition

2 - Packages

Two Monitoring Studio packages are made available on the BMC Software Web site (www.bmc.com) as well as on the Sentry Software Web site (www.sentrysoftware.net):

- `swsy_ntx86_8400.exe` for Windows-based systems
- `swsy_unix_8400.tar` for UNIX and Linux systems

Each package can be used to install Monitoring Studio on every PATROL component (Agent, Console, etc.). You will need to use the `swsy_ntx86_8400.exe` package on Windows systems (Agent, Console, Console Server, etc.) and the `swsy_unix_8400.tar` package on UNIX and Linux systems (Agent, Console, Console Server, etc.).

The Monitoring Studio packages are designed for use with the BMC Software Installation Utility (formerly known as Thorium). They need to be merged with the latest available version of the BMC Software Installation Utility (see instructions below).

3 - Requirements

3.1 - Requirements for managed systems

Operating system must be one of the following:

- Windows (any NT-based version, including Windows NT4, 2000, XP and 2003)
- UNIX or Linux-based (including Solaris, HP-UX, IBM AIX, HP Tru64, RedHat Linux, SUSE Linux, VMWare ESX Host)
- OpenVMS

The BMC Software PATROL Agent must be installed, and its version should be at least 3.4.11.

3.2 - Requirements for console systems

The minimum version supported of the BMC Software PATROL Console is 3.4.11.

Other console components (Console Server, PATROL Central, etc.) need to be updated with the latest available version on the BMC Software FTP site.

4 - Migrating from previous versions of Monitoring Studio

BMC® Performance Manager Monitoring Studio is the new name of Application Sentry KM for PATROL. Therefore, previous versions of Monitoring Studio were formerly known and referred to as Application Sentry.

4.1 - On PATROL Agents

As only one version of Monitoring Studio can be installed on a PATROL Agent, any previous installation of Monitoring Studio will be overwritten by the newest version. No specific migration operation is required (you don't need to uninstall the previous version of Monitoring Studio first). Upon startup, Monitoring Studio will take the action needed to complete the migration (migrating configuration variables if needed).

Note: Automatic migration is only supported from 8.x versions of Monitoring Studio (formerly known as Application Sentry). Earlier versions are no longer supported.

4.2 - On PATROL Consoles (Classic)

As for the PATROL Consoles, only one version of Monitoring Studio can be installed on a PATROL Console (Classic). The difficulty stands in the fact that a PATROL Console may need to connect to several PATROL Agents with different versions of Monitoring Studio.

This version of Monitoring Studio is a superset of the previous versions. It means that with the latest version of Monitoring Studio on the PATROL Console, you will be able to connect to Agents with previous versions of Monitoring Studio seamlessly.

In any case, you will need to update the console profiles to include the new Monitoring Studio classes. To achieve this, you only need to load the SW_SENTRY8.kml file in the PATROL Console. This will add the new file security-related class. If you do not load the new class in the console, Monitoring Studio will not work properly, that is, you will not be able to monitor the security settings of a file.

Warning! It is strongly recommended that you avoid the use of the “Developer” connection type in the PATROL Console. It is even more important that you never use the “Commit KMs” feature of the PATROL Console, especially when you deal with several versions of the same KM in your environment.

This version of Monitoring Studio adds various new Menu Commands in the PATROL Console. Therefore, although the new Menu Commands may seem available on all agents, previous versions of Monitoring Studio (formerly known as Application Sentry) won't be able to execute these new Menu Commands. In such case, an error message will be displayed in the System Output Window of the Agent. This problem will not occur on PATROL Central consoles.

4.3 - On Console Server, PATROL Central – Web Edition

As Console Server and PATROL Central are able to manage several versions of the same KM, you can install Monitoring Studio 8.4.00 and earlier versions (Application Sentry) side-by-side on the same Console Server. Console Server will automatically use the appropriate version of the KM depending on what is running on the displayed agent.

However, you still need to update the console profiles to include the new Monitoring Studio classes. To achieve this, you only need to load the SW_SENTRY8.kml file in the profile. This will add the new file security-related class. If you do not load the new classes in the profile, Monitoring Studio will work, however, you will not be able to monitor the security settings of a file.

Section II - Setting up Monitoring Studio

The following section describes the procedure to install Monitoring Studio on any PATROL component (Agents, Consoles, Console Server, etc.). As the setup is based on the BMC Software Installation Utility, this procedure applies to all operating systems supported by Monitoring Studio.

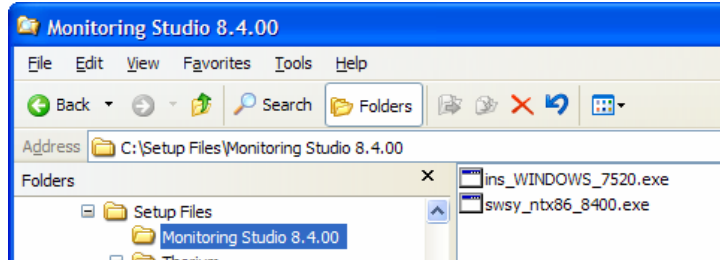
Although not covered by this section, the installation through the Distribution Server is fully supported. Please refer to the Distribution Server documentation for a detailed description of the deployment procedure.

1 - Getting the BMC Software Installation Utility

In order to install Monitoring Studio, you need the latest version of the BMC Software Installation Utility. You can download the latest version of the Installation Utility on the BMC Software FTP site (<ftp://ftp.bmc.com>). Choose the appropriate package depending on the platform you plan to install Monitoring Studio:

- ins_ALL_7520.tar for UNIX/Linux systems (agent, console, Console Server, etc.)
- ins_WINDOWS_7520.exe for Windows systems (agent, console, Console Server, etc.)

You have to put the Installation Utility package in the same folder as the Monitoring Studio package:



2 - Extracting the setup files

2.1 - On Windows

The packages for Windows can be simply extracted by first double-clicking on `ins_WINDOWS_7520.exe` and then on `swsy_ntx86_8400.exe`, in this order. The packages extract themselves in a subfolder named `bmc_products`.

2.2 - On UNIX/Linux

The packages for UNIX/Linux have to be extracted with the tar utility:

1. `tar xf ins_ALL_7520.tar`
2. `tar xf swsy_unix_8400.tar`

The files are extracted in a sub-directory named `bmc_products`.

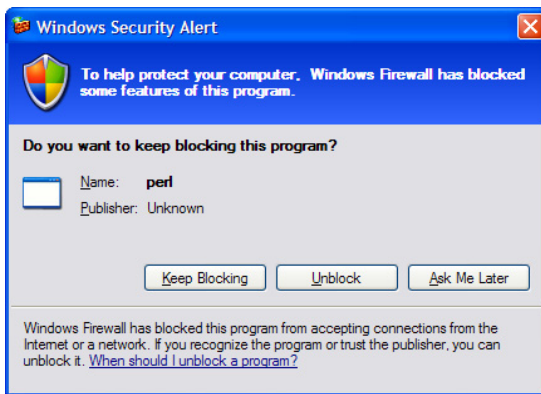
3 - Installing BMC® Performance Manager Monitoring Studio

```
patrol@cioran-linux:/tmp/bmc_products
[patrol@cioran-linux Patrol3]$ cd /tmp
[patrol@cioran-linux tmp]$ cd bmc_products
[patrol@cioran-linux bmc_products]$ ls
cdname      index      products  setup.sh   uninstall.sh
imginfo.040628-184702  Install  setup.exe  uninstall.exe
[patrol@cioran-linux bmc_products]$ ./setup.sh
```

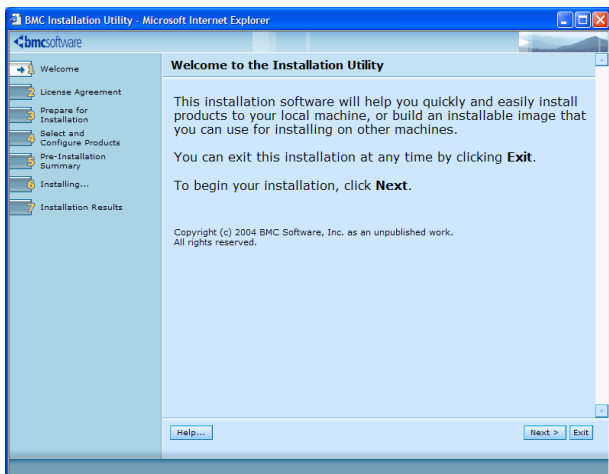
Browse to the `bmc_products` folder where the files have been extracted (both Monitoring Studio and the Installation Utility).

On Windows, launch the **setup.exe** program.

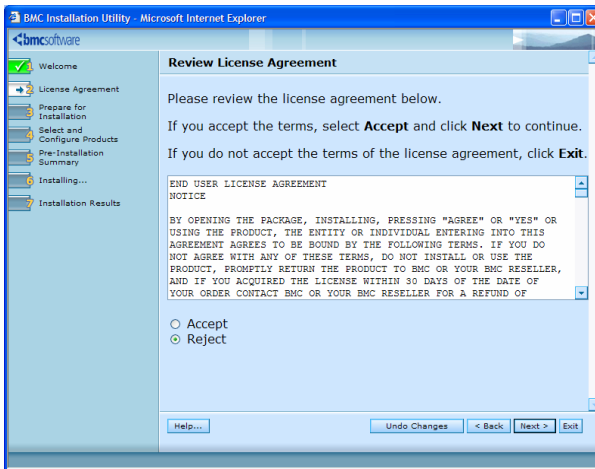
On UNIX, launch the **setup.sh** script.



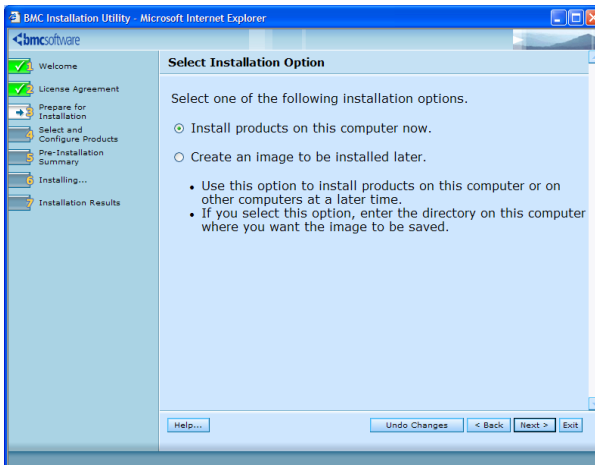
On latest versions of Windows XP and Windows 2003, you may get this security alert dialog. Windows detected that the BMC Software Installation Utility is listening on the 50001 port. To install Monitoring Studio, you have to allow the `perl.exe` program listen on this port by clicking on the [Unblock] button.



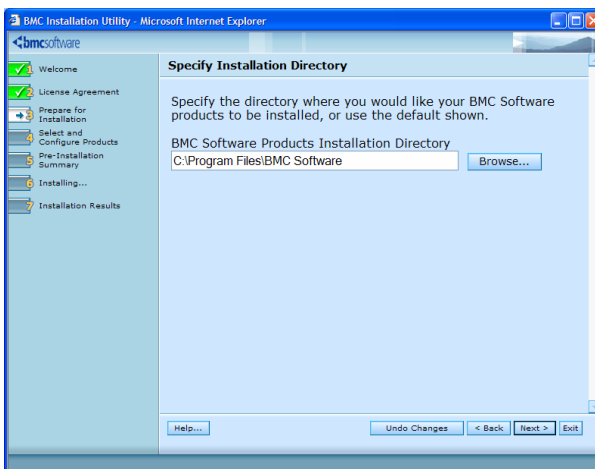
The welcome screen of the installer comes up. Click on the [Next >] button.



Read and accept the terms of the license agreement.

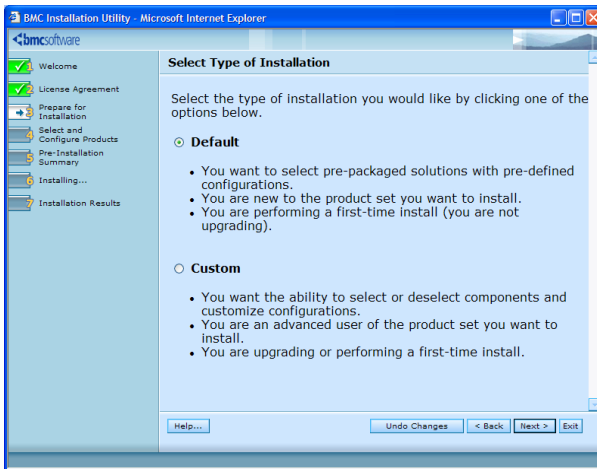


Select the "Install the products on this computer now" option.

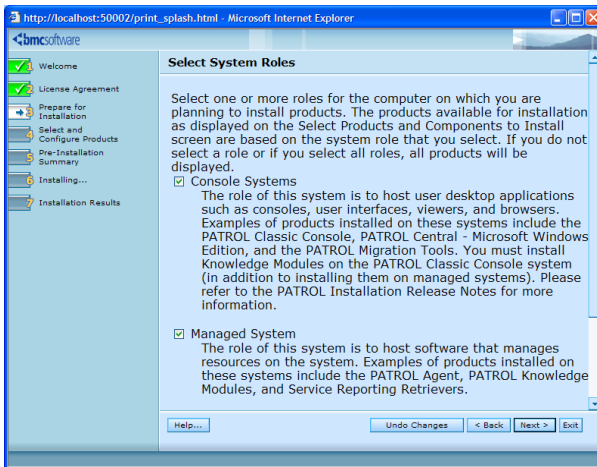


Specify the BMC Software products folder.

See the BMC Software documentation for more information about the BMC Software products folder.



Select the “Default” option. You will not need to customize anything for the installation of Monitoring Studio.

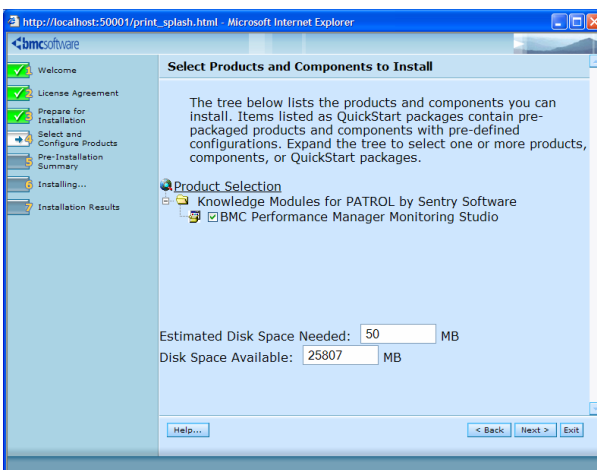


Select the "Console Systems" role if you wish to install Monitoring Studio on a PATROL Classic Console.

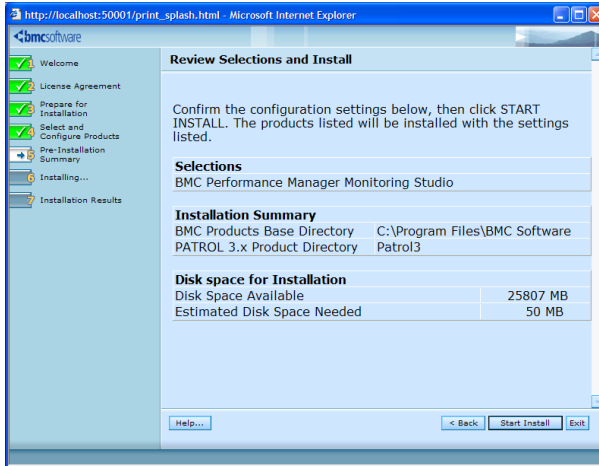
Select the "Managed System" role if you wish to install Monitoring Studio on a PATROL Agent.

Select the "Common services" role if you wish to install Monitoring Studio on the Console Server or on PATROL Central – Web Edition.

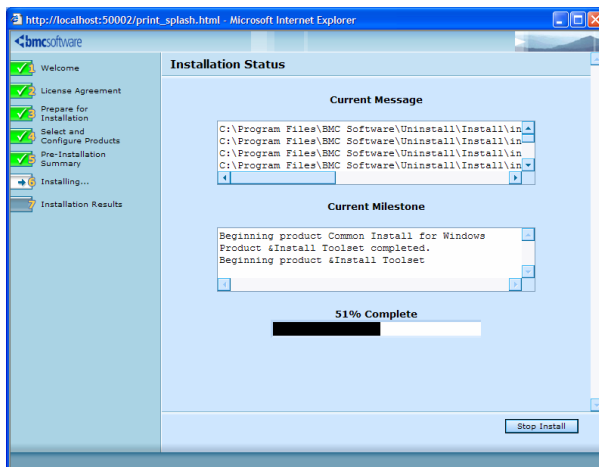
Note: You can select several options at one time.



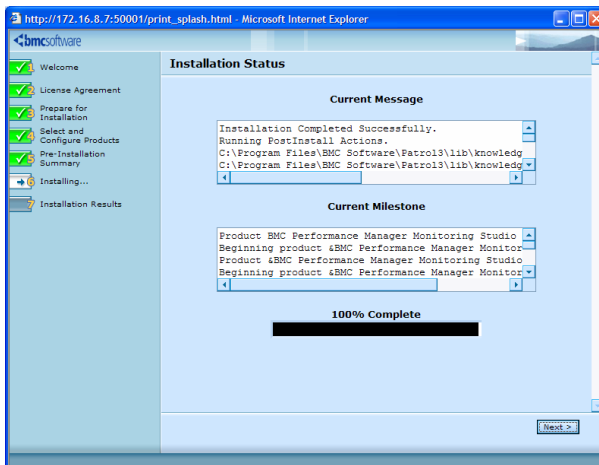
Check the "BMC Performance Manager Monitoring Studio" box to install the KM (it should be selected by default).



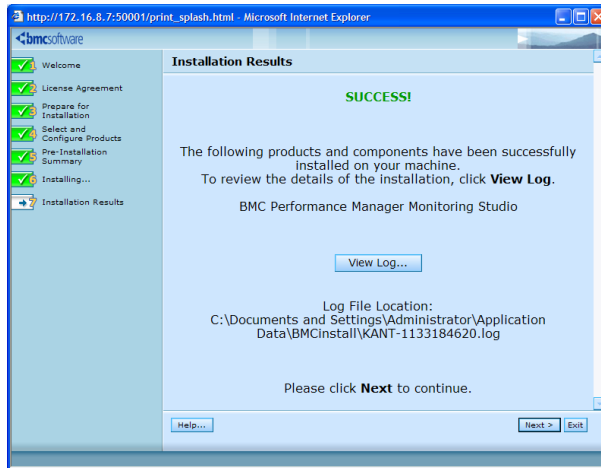
Review the summary and click the [Start Install] button.



Let the setup program perform the installation.



If successful, the setup shows this screen.



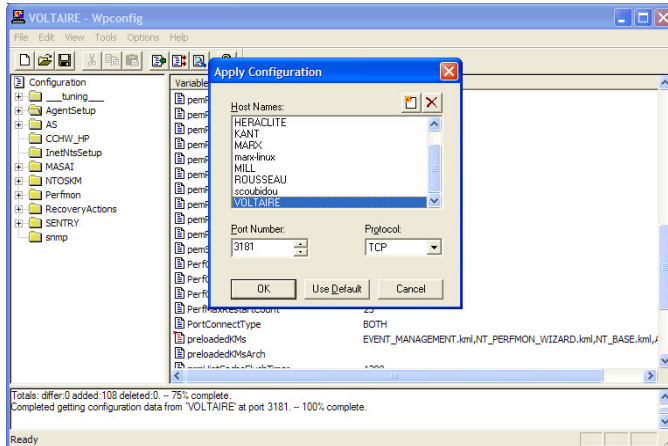
The next screen must show a successful installation result.

Click [Next] and [Finish] to exit the setup program.

Note: You can cancel the installation setup at any step by simply clicking the [Exit] button.

4 - Preloading Monitoring Studio

For optimal operation of Monitoring Studio, it is strongly recommended that you configure the PATROL Agent to preload the KM. This means that the PATROL Agent will automatically load Monitoring Studio upon startup and will not wait for a console requesting the KM.



This can be done by setting the `/AgentSetup/preloadedKMs` configuration variable of each PATROL Agent where Monitoring Studio has been installed.

To set a configuration variable, you need to use PATROL Configuration Manager (PCM), WPCONFIG.EXE (Windows) or xpcnfig (UNIX/Linux). For more information about these tools, please refer to the BMC Software PATROL documentation.

The `/AgentSetup/preloadedKMs` is a comma-separated list of KM files or KM lists that have to be loaded by the agent upon startup. Basically, it will look like the following:

```
EVENT_MANAGEMENT.kml,NT_PERFMON_WIZARD.kml,NT_BASE.kml,AS_EVENTSRING.kml
```

Add `SW_SENTRY8.kml` to this list as shown below and then apply the configuration:

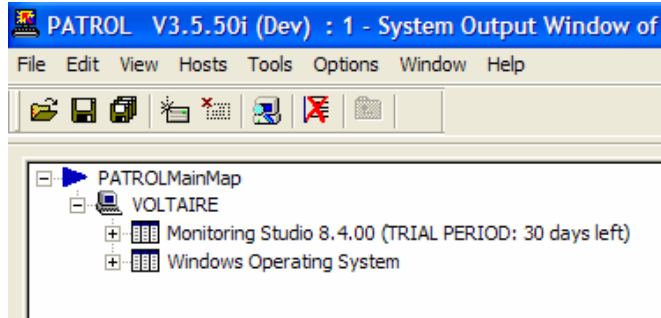
```
EVENT_MANAGEMENT.kml,NT_PERFMON_WIZARD.kml,NT_BASE.kml,AS_EVENTSRING.kml,SW_SENTRY8.kml
```

Section III - License keys

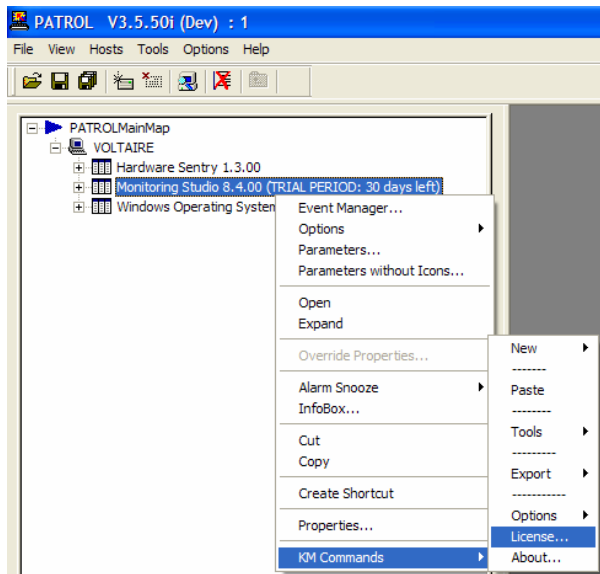
The following section explains how the licensing is implemented in Monitoring Studio, its automatic trial period and how you can enter your license key to permanently enable Monitoring Studio.

1 - Trial period

Once installed, Monitoring Studio will work without any license key for 30 days. This is the trial period. A short message in the label of the main Monitoring Studio icon indicates when the trial period will expire.



2 - Entering a license key

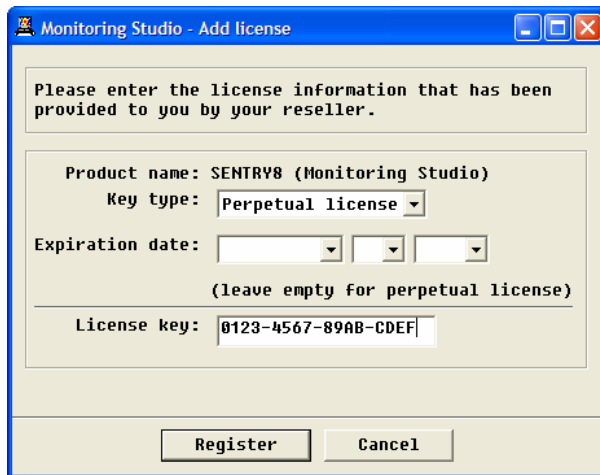


[Right-click] on the main Monitoring Studio icon > [KM Commands] > [License...]



A dialog box appears and shows the license Monitoring Studio is currently working with (automatic 30-day trial, term license or perpetual license).

To enter a new license key, click on the [Register a new license] button.

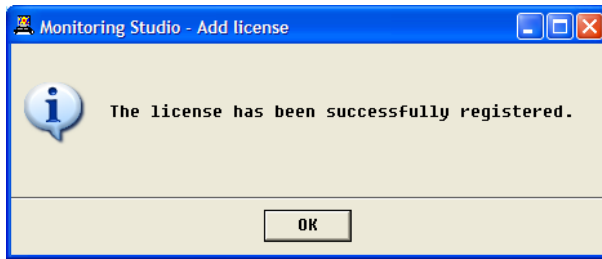


Choose the key type depending on the license you purchased (Perpetual License or Term License).

If you purchased a Term License, you have to enter your Term License expiration date.

If you purchased a Perpetual License, you should leave the expiration date field blank.

Then, enter your license key in the last field and press the [Register] button.



A popup should inform you that the license is valid and has been successfully registered.



Once the license key has been accepted, the license dialog box is refreshed and shows the new license as registered.

Please note that the automatic trial is always displayed even if it has expired. This has no effect on the product.

3 - Distributing the license over several computers

3.1 - Distributing the license key as a configuration variable

The first way to distribute the Monitoring Studio license key to several computers is to deploy the corresponding configuration variable through wpconfig, xpcnfig or PATROL Configuration Manager (PCM).

1. On a first computer, enter the license key through the graphical user interface as described in the previous section.
2. Use wpconfig, xpcnfig or PATROL Configuration Manager to retrieve the /MASAI/SENTRY8/license4 configuration variable that has been set by the graphical user interface on the first computer.
3. Distribute this /MASAI/SENTRY8/license4 configuration variable to all of the hosts that run Monitoring Studio, through wpconfig, xpcnfig or PCM.
4. The license key that has been distributed through this mechanism should be taken into account within one hour (after a discovery).

3.2 - Distributing the license key as a file

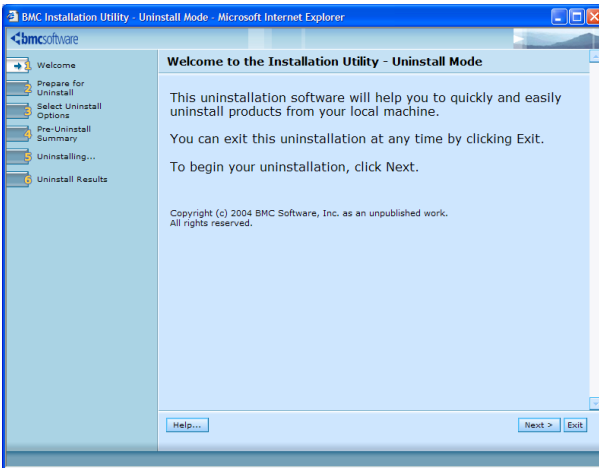
The other way to distribute the Monitoring Studio license key to several computers is to deploy the corresponding file through any file distribution mechanism (Distribution Server, Marimba, ftp, etc.)

1. On a first computer, enter the license key through the graphical user interface as described in the previous section.
2. Retrieve the file %PATROL_HOME%\lib\SW_SY_license4 (alternatively under UNIX/Linux: \$PATROL_HOME/lib/SW_SY_license4)
3. Distribute the SW_SY_license4 file to the %PATROL_HOME%\lib directory on all of the hosts that run Monitoring Studio.
4. The license key that has been distributed through this mechanism should be taken into account within one hour (after a discovery).

Section IV - Uninstalling Monitoring Studio

The following section describes the procedure to uninstall Monitoring Studio from a computer where it has been installed (Agent, Console or Console Server).

1 - Uninstall procedure

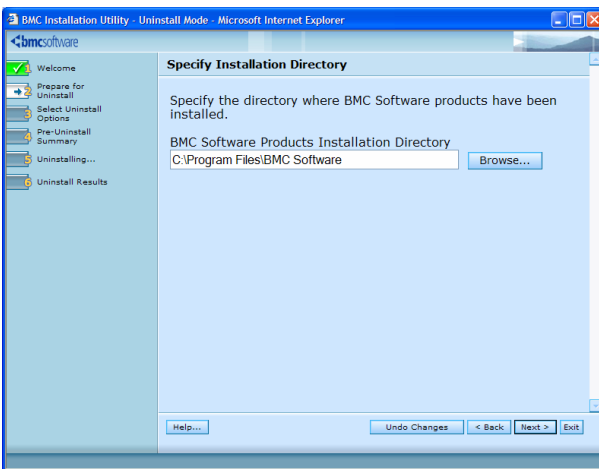


Browse to the Uninstall directory under the BMC products directory (typically under C:\Program Files\BMC Software, or /opt/bmc)

On Windows, launch the **uninstall.exe** program.

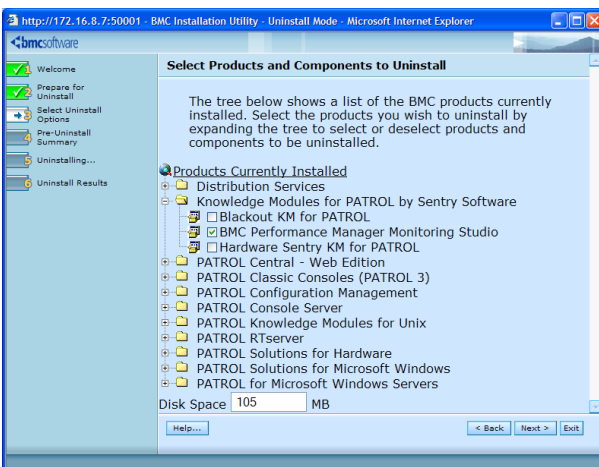
On UNIX, launch the **uninstall.sh** script.

Note: Check that the uninstall program is up-to-date. You may need to use one from a fresh Installation Utility package.

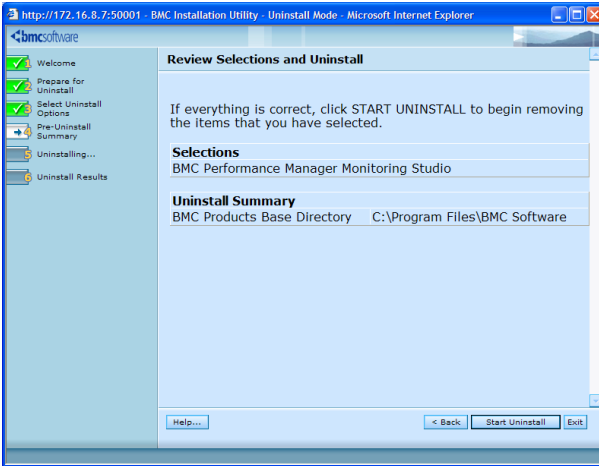


Specify the BMC Software products folder.

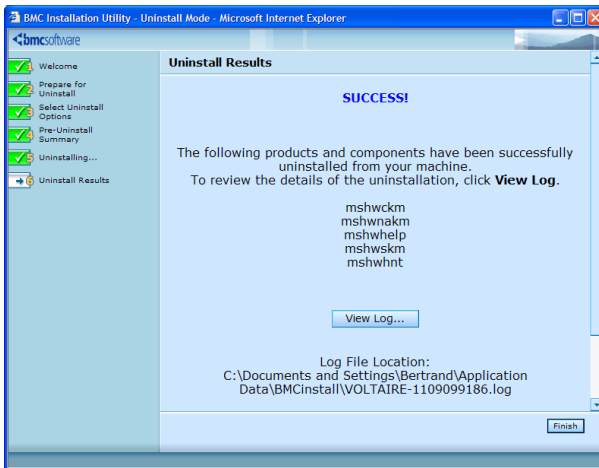
See the BMC Software documentation for more information about the BMC Software products folder.



Check the "BMC Performance Manager Monitoring Studio" box to uninstall the KM.

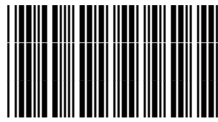


Click the [StartUninstall] button to run the uninstallation.



The uninstallation of BMC Performance Manager Monitoring Studio is complete.

Notes



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