

## **BMC® Performance Manager Integration with Monitoring Studio KM for PATROL®**

**by Sentry Software™**

**Version 8.5.00**

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Sentry Software is releasing version 8.5.00 of BMC Performance Manager Integration with Monitoring Studio KM for PATROL. 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. The information in this document supplements and supersedes information in the documents listed under “Product documents” on page 8.

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# Overview of BMC Performance Manager Integration

BMC Performance Manager Integration with Monitoring Studio 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 the parameter threshold values that can be used by the BMC Performance Manager Integration with Monitoring Studio KM for PATROL. After you perform the initial import of threshold values into the BMC Performance Manager 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.

## Integrated application classes and parameters

This BMC Performance Manager Integration component contains the application classes and parameters listed in the following table:

Application Classes	Parameters
SW_APPLICATIONS	None
SW_DB_QUERIES	ConnectionStatus QueryStatus ReturnOutput ExecutionTime DbQueryColl
SW_FILES	GrowthPercentage GrowthSpeed FileColl

Application Classes	Parameters
	Size LastChanged Exists
SW_FILE_SECURITY	FileSecurityColl AccesRightsCheck Integrity GroupCheck OwnerCheck
SW_FILESYSTEMS	UsedSpaceGrowthPercentage UsedSpaceGrowthSpeed FreeSpacePercent FreeMegabytes
SW_FOLDERS	FolderColl GrowthPercentage GrowthSpeed LastModifiedFileElapsedTime OldestModifiedFileElapsedTime FolderSize FileCount NewFileCount DeletedFileCount ModifiedFileCount
SW_HTTP_REQUESTS	httpRequestColl ServerConnectionState Status ReturnOutput ExecutionTime
SW_HTTP_WEBFARM	httpWebFarmColl OperationalServerPercent

Application Classes	Parameters
	OperationServerCount
SW_JMX	JMXColl ExecutionStatus Value Text
SW_KMWATCH	KMWatchColl Value
SW_NTEVENTS	MatchingEvenRate MatchingEventCount
SW_NTPERFORMANCE	NTPerformanceColl Value
SW_NTSERVICES	Status
SW_NTWMI	WMIQueryColl ReturnOutput QueryStatus
SW_NUMBERS	Value
SW_OSCOMMANDS	OSCommandColl ReturnOutput ExecutionTime ExecutionStatus
SW_PROCESSES	ThreadCount (Windows only) ChildCount HandleCount (Windows only) PageFaultsPerSec (Windows only) VirtualBytes PrivateBytes (Windows only)

Application Classes	Parameters
	PageFileBytes (Windows only) WorkingSet (Windows only) ProcessorTime Count
SW_SENTRY	NTEventColl ApplicationColl NTServiceColl FileSystemColl ExtraFileList ProColl
SW_SNMP_POLLING	SNMPPollingColl Content Value Status
SW_SNMP_TRAPS	SNMPTrapColl MatchingTrapRate MatchingTrapCount
SW_STRINGS	LastMatchingLines MatchingLineCount MatchingLineRate
SW_TRANSFORM	TransformResult

## Open issues and workarounds

The following general issues impact each BMC Performance Manager Integration component:

- The Portal is unable to dynamically remove application instances that are no longer active. To remove an inactive instance, remove the infrastructure element and add it back to the Portal.

If you are using Portal v2.4, removing an instance is possible by clicking on the instance > Configure > Delete

- The Portal does not dynamically activate or inactivate parameters based on the environment.
- Parameter data with values larger than 7 digits may be represented in the Portal in scientific notation
- It is not possible to have border thresholds in the Portal as opposed to in the KM. The Portal will translate border thresholds from the KM into its own system of “greater than” / “lesser than”.

## Installation information

You can download the BMC Performance Manager Integration with Monitoring Studio KM for PATROL from the BMC Software electronic product download (EPD) page and manually install it at any time following the installation of the Portal.

## Before you begin

Place the BMC-PM-PATROL-Monitoring-Studio-8.5.00.par file that you downloaded from the EPD page in a known location on your file system. To install BMC Performance Manager Integration with Monitoring Studio KM for PATROL:

1. **Log on** to the Portal as portal administrator, and select the **Portal** tab.
2. Under **Tasks** in the navigation pane, select **Performance Managers**.
3. Click the **Import** tab.
4. Click **Browse** to open a file selection dialog box, and select the **PAR file**.
5. Click **Upload**.

The portal uploads the PAR file to the application server. On the PAR Files page, the PAR file name and Performance Manager properties appear as **Published** under **PAR Files Currently Loaded**.

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.

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 always update the values in the Portal to reflect those in the PATROL Agent.

# Support for the integration component

This section provides information about BMC Software support for the BMC Performance Manager Integration component

- documents that support the product
- how to obtain the latest information about the product
- how to order the product
- how to contact BMC Software Customer Support

## Levels of support

BMC Software provides the same support for BMC Performance Manager Integration with Monitoring Studio KM for PATROL as it does for the corresponding PATROL KM, i.e. version 8.5 of BMC Performance Manager Monitoring Studio 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](http://www.bmc.com/support_home).

## Product documents

The following documents support the product:

- *BMC Performance Manager Monitoring Studio - User Guide*
- *BMC Performance Manager Monitoring Studio - Installation Guide*
- *BMC Performance Manager Monitoring Studio - Reference Guide*

## Where to view the latest product information

To view the latest BMC Software books and release notes, visit the Customer Support Web page at [http://www.bmc.com/support\\_home](http://www.bmc.com/support_home) or visit the [BMC Performance Manager Monitoring Studio](#) page on the Sentry Software website, from where you can download updates as well as all the support documents in PDF format and refer to the online version of the support documents available in the [online technical library](#).

## How to obtain BMC Performance Manager Integration with Monitoring Studio KM for PATROL

The integration component is available on the BMC Performance Manager Monitoring Studio (KM) solutions CD and you can also obtain the product in the following ways:

- Order BMC Performance Manager Integration through a BMC Software sales representative.
- If you have obtained BMC Performance Manager Integration through a BMC Software sales representative and need to download the product, or if you want to upgrade to the latest version of BMC Performance Manager Integration, download the product from <http://www.bmc.com/ega>. Use the user name and password given by your BMC Software sales representative.

## 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](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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