TAUBER

BUSINESS SOLUTIONS

TAUBER TrueSight
Infrastrcuture
Monitor
for BMC TrueSight

User Guide
Version 0.x.xx
June 2016

BETA VERSION!

Contacting TAUBER Business Solutions Software

You can access TAUBER Business Solutions Software website at http://www.tabuso.com where you can also obtain information about the company, its products and services.

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Index

Version History

V0.5.07 BETA 1

- First public release

V0.5.08 BETA 1

- Fixed a bug in building the hierarchy

V0.5.11 BETA 1

- Fixed a bug preventing it to run on TrueSight 10.5

Introduction

This document describes in a fast and simple way the installation, configuration and use of the **TAUBER** Infrastructure Monitor for BMC TrueSight Operations Management.

The product is used to monitor the BMC TrueSight Operations Management Infrastructure relating to availability, performance and load of the main BMC TrueSight Infrastructure components like TrueSight Presentation Server, TrueSight Infrastructure Management Server and Integration Services.

For more information about the BMC TrueSight Operations Management formerly known as BMC ProactiveNet please take a look at www.bmc.com or contact your local BMC office or reseller.

BETA STATEMENT

Please note that you are using a BETA version of TAUBER TrueSight Infrastructure Monitor. The product has been tested against large environments and no negative impact has been observed yet.

Please use this version of the product as carefully as possible and if you observe any impact you might lead back to TAUBER Infrastructure Monitor please stop running the product by disabling the policy or removing the product from the preloadedKMs list of your PATROL Agent and contact TAUBER Business Solutions as fast as possible for analysis!

Introduction

Supported OS platforms

This table shows all supported OS platforms for the **TAUBER** TrueSight Infrastructure Monitor.

Operating System	Supported?	Runnig?
Windows 2003 (32 & 64 Bit)	No	Yes
Windows 2008 (32 & 64 Bit)	Yes	Yes
Windows 2008 R2 (32 & 64 Bit)	Yes	Yes
Windows 2012 (32 & 64 Bit)	Yes	Yes
Windows 2012 R2 (32 & 64 Bit)	Yes	Yes

Supported BMC TrueSight versions and databases

The following table will show the supported BMC TrueSight versions and databases.

BMC TrueSight version	Sysbase	Oracle
BMC ProactiveNet 9.5.xx	Yes	No
BMC ProactiveNet 9.6.xx	Yes	No
	Postgress	
BMC TrueSight 10.0	Yes	
BMC TrueSight 10.1	Yes	
BMC TrueSight 10.5	Yes	

How does the TIM KM work?

TIM (=TrueSight Infrastructure Monitor) KM connects to the TrueSight Presentation Server Postgres database or the BPPM Server database running the CMA and collects infrastructure configuration data from the database.

Using this data it generates a hierarchy representing the BMC TrueSight or BPPM infrastructure and starts monitoring the availability and performance of this infrastructure.

Therefore it uses the command line tools "curl.exe", "tssh.bat" and "pw.exe" . Next to this it collects additional performance and availability data from the databases.

Installation

This release of **TAUBER** TrueSight Infrastructure Monitor for BMC TrueSight Operations Management is not distributed as a BMC Common Installer version. To install the different packages you have to unzip the according zip file directly to the installed component (PATROL Agent and so on …) or use the Deployable Package mechanism of CMA.

Prerequisites and hints

- You need a PATROL Agent V9.5 or higher to run the KM in a BPPM or TrueSight environment

- Install or spawn a separate PATROL Agent to run only TIM KM

Install the product to the PATROL Agent

- Stop the PATROL Agent Service

- Unzip the file
  TIM_KM_V0.x.xx_PATROL_KM_and_Manual_(InstallByCopy).zip
  and copy the <u>lib</u> and <u>tim_km</u> directory and content to the PATROL Agent running on the TrueSight Presentation server or the BPPM server hosting the CMA for your BPPM environment.

- If you have received an additional license for this product:
  Copy the ptf_license.txt to the PATROL_HOME\tim_km\license directory e.g. \Program Files (x86)\Patrol3\tim_km\license on the Server running the PATROL Agent with**TAUBER** TrueSight Infrastructure Monitor.

  After the first installation without a license file the product will activate a Trial period of thirty days.

- Start the PATROL Agent Service …

Install the product to the PATROL Classic Console

- Stop all PATROL Classic Consoles …

- Unzip the file **TIM_KM_V0.x.xx_PATROL_KM_and_Manual_(InstallByCopy).zip** to the PATROL Agent running on the TrueSight Presentation server or the BPPM server hosting the CMA for your BPPM environment. Unzip the file directly to PATROL_HOME or copy the content to this directory.

    To load the product into the Classic Console load the Knowledge Module List file PTF_TIM_KM.kml using your Classic Console.

Install the product to BMC TrueSight or BPPM

Download the file TIM_KM_V0.x.xx_BMC_TrueSight_and_Manual.zip and unzip it to a temporary directory. The file contains the manual and the Solution file you can directly import into your BPPM or TrueSight repository.

Product content

The product contains the following directories and content after installing on a PAROL Agent:

| \lib | \knowledge | TIM KM .km, .kml and xml files |
	\psl	TIM KM libraries
\tim_km	\backup	* no yet used *
	\bin	curl.exe and Microsoft portqry.exe
	\config	* not yet used *
	\license	Directory to store production license
	\log	Directory to store debug log by default
	\reports	* not yet used *

Configuration

This chapter will roughly describe the configuration of **TAUBER** TrueSight Infrastructure Monitor **KM**.

NOTE:
TAUBER TrueSight Infrastructure Monitor is designed to impact the TSPS & BPPM server as less as possible but monitor the infrastructure as much as needed so the **complete creation of the Monitor structure may take about 20 minutes**.

Configuration with PATROL Central or PATROL Classic

To configure the KM using PATROL Central or PATROL Classic Console right click on the main instance of the KM named "TrueSight Infrastructure Monitor (Vx.y.zz)!" and select "Knowledge Module Commands" or "KM Commands" and select "Product Configuration"
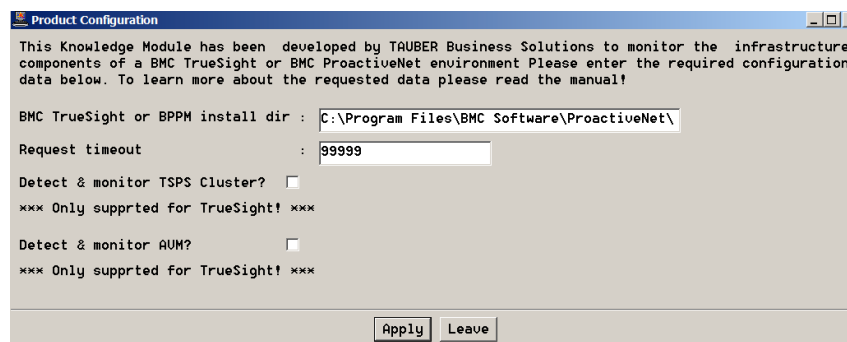
Picture (1) Product Configuration dialog in PATROL Central or Classic Console

In the input fields enter the following information:

BMC TSPS or BPPM Installation directory

Enter the path to the TrueSight Presentation Server installation directory , e.g.

D:\Program Files\BMC Software\TrueSightPServer\truesightpserver

If you run the KM on your BPPM Server hosting CMA please enter the installation directory of the BPPM Server, e.g.

D:\Program Files\BMC Software\ProactiveNet

Query timeout:

Timeout for commands (not used in all commands yet!).

Detect and monitor TSPS cluster? (only TSPS)

Activating this check box the KM will check for the presence of ha.conf file and automatically monitor the http and https availability of the secondary TSPS.

Activate debugging on Agent?
Selecting this checkbox the KM will start creating additional debug output und store it in the PATROL Agents installation directory under %PATROL_HOME%\tim_km\debug

Configuration with CMA Policy

This chapter will describe how you can configure the **TAUBER** TrueSight Infrastructure Monitor **KM** using CMA and policies.

After you have installed the Knowledge Module to a PATROL Agent V9.5.xx or higher running on your TrueSight Presentation Server or BPPM Server hosting CMA and connected it to an Integration Service login to your CMA and create a Monitoring policy.

Switch the "Monitoring Configuration" checkbox to selected and click "Next" till the "Monitoring Configuration" dialog appears.

Click the "+" and select
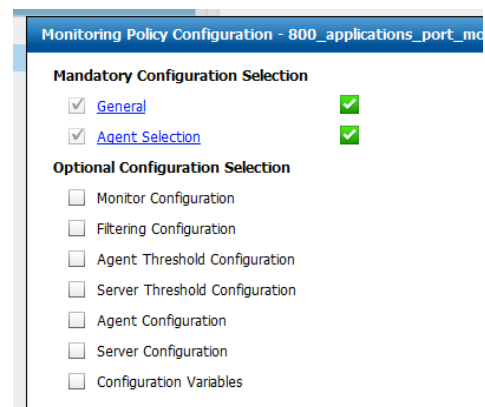
Picture (2) Monitoring policy in TrueSight or BPPM
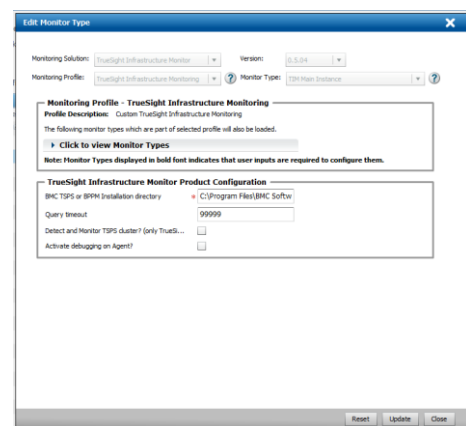
Picture (3) TrueSight Infrastructure Monitor Configuration

TAUBER TrueSight Infrastructure Monitor

"TrueSight Infrastructure Monitor" from the "Monitoring Solution" dropdown list. Select "TrueSight Infrastructure Monitoring" from the "Monitoring Profile" dropdown list.

Finally select "TIM Main Instance" from the "Monitor Type" dropdown list and enter the following information to configure the monitor.

BMC TSPS or BPPM Installation directory

Enter the path to the TrueSight Presentation Server installation directory, e.g.

D:\Program Files\BMC Software\TrueSightPServer\truesightpserver

If you run the KM on your BPPM Server hosting CMA please enter the installation directory of the BPPM Server, e.g.

D:\Program Files\BMC Software\ProactiveNet

Query timeout:

Timeout for commands (not used in all commands yet!).

Detect and monitor TSPS cluster? (only TSPS)

Activating this check box the KM will check for the presence of ha.conf file and automatically monitor the http and https availability of the secondary TSPS.
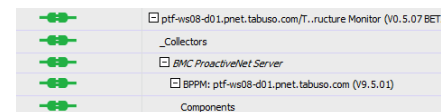
Activate debugging on Agent?

Selecting this checkbox the KM will start creating additional debug output und store it in the PATROL Agents installation directory under %PATROL_HOME%\tim_km\debug

Monitoring

How and what does the KM monitor?

TAUBER TrueSight Infrastructure Monitor connects to the database where your CMA configuration and status information is stored. In a TrueSight 10.x environment this is the TrueSight Presentation Server database. In a BMC ProactiveNet environment this is the database of the BPPM server running your CMA.

TIM KM (short for TrueSight Infrastructure Monitor KM) first of all checks the Component status of your TSPS or BPPM server.

Picture (4) Component status of BPPM server

Monitoring a TrueSight Infrastructure the component status contains the status of the TSPS Core Server, the Index Server and the database of the TSPS server. Monitoring a BPPM Infrastructure the component status contains the services, httpd, jserver, pronet_agent, pronet_cntl, tunnelproxy, rate, dbserver, mcell and acell status of the BPPM server.

Below the "HTTP / HTPPS" container the status of the Webinterfaces / Protocols of the local Presentation Server or BPPM server is monitored for availability and response time.

Picture (6) Web status

In a TSPS environment also the
Web interface of the secondary TSPS is monitored if the option "Detect and monitor TSPS cluster?" is selected. The KM will look for the ha.conf file of your primary TSPS installation and monitor the Web interfaces (http & https) defined in this file.
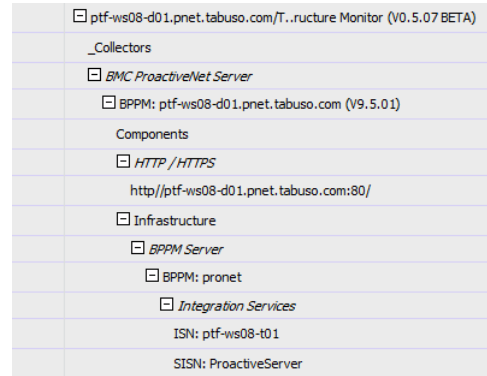
The "Infrastructure" folder contains the structure from your TSIM or BPPM servers down to the Integration services.

In a BPPM environment select the instance using the name of your BPPM servers to display Agent connection data summarized for this server and availability data.

Select the instances named like your integration services in the "Integration Services" folder to get Agent connection data for this IS.

Picture (7) Structure of TIM KM in BPPM Ops console

In a TSPS environment there is an additional "Presentation Server" instance in the "Infrastructure" folder to show a summary of Agents connected and disconnected to the TSPS environment at all.

To see how much PATROL Agents are connected to the TSIM or Integration service select the proper instance.
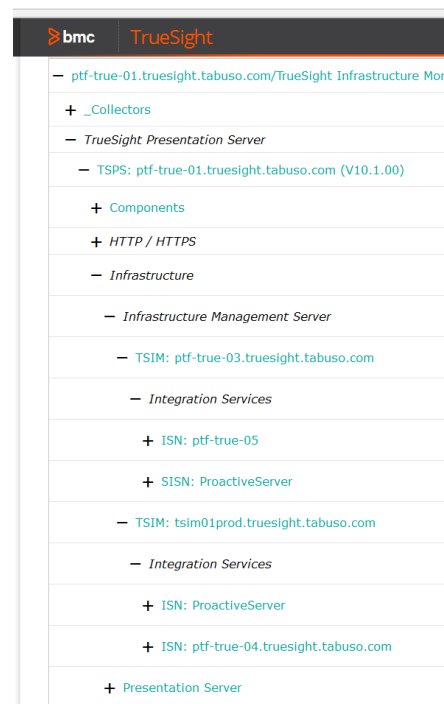
Picture (8) Structure of TIM KM in TSPS console

Parameter / Attribute list

Coming soon!

Known problems

Please review this section before you contact us because of features that do not work correctly. We will try to fix these issues as fast as possible!

ID	Status	Description
PKTM000001	Open	Sometimes the number of connected Agents is not 100% right!