

Blackout Knowledge Module® for PATROL® by Sentry Software™ Installation Guide



Supporting

Blackout Knowledge Module® for PATROL® by Sentry Software™ version 1.0

April 4, 2005

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Blackout KM for PATROL - Installation Guide

This document explains the procedure to follow to install and run the Blackout KM for PATROL.

Blackout Knowledge Module® for PATROL® is a Knowledge Module for BMC Software® PATROL® that allows administrators to temporarily and under certain conditions suspend the monitoring of some part of their IT infrastructure. A blackout is useful when a monitored system (a database or an application) encounters abnormal but planned activities like back-ups. Such unusual activities will lead PATROL® to trigger false positives. Thanks to the Blackout KM, administrators can dramatically reduce the false alerts that operators have to process.

Section I - Setup planning

1 - Targeted computers

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

- Every managed system with a PATROL Agent
- Every PATROL Console (Classic) that will show hardware-related information and alerts
- The Console Server
- PATROL Central – Web Edition

2 - Packages

Two Blackout KM for PATROL packages are available on the Sentry Software Web site (www.sentrysoftware.net):

- sebo_ntx86_1000.exe for Windows-based systems
- sebo_unix_1000.tar for UNIX and Linux systems

Each package can be used to install Blackout KM for PATROL on every PATROL component (Agent, Console, etc.). You will need to use the sebo_ntx86_1000.exe package on Windows systems (Agent, Console, Console Server, etc.) and the sebo_unix_1000.tar package on UNIX and Linux systems (Agent, Console, Console Server, etc.).

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

3 - Requirements

3.1 - Software requirements

Blackout KM for PATROL requires the following software component to be installed on the monitored systems:

- BMC Software PATROL Agent 3.4.00 or higher
- For real-time monitoring of processes and NT Services on Windows servers, the WBEM layer (WMI, Windows Management Instrumentation)

Blackout KM for PATROL requires the following software component to be installed on the Console system:

- BMC Software PATROL Console v3.4.00 or higher or PATROL Central or PATROL Console Web-edition

3.2 - Hardware requirements

Blackout KM for PATROL does not have any specific requirements. The standard PATROL Agent requirements are sufficient for the KM to run properly.

The footprint of Blackout KM on the monitored system is very limited:

- less than 1 percent of processor time
- less than 1 megabyte of memory
- less than 2 megabytes of disk usage
- no network bandwidth usage

Section II - Installing Blackout KM for PATROL

1 - Getting the BMC Software Installation utility

In order to install Blackout KM for PATROL, 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 Blackout KM for PATROL:

- 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 Blackout KM for PATROL 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 `sebo_ntx86_1000.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 xvf ins_ALL_7520.tar`
2. `tar xvf sebo_unix_1000.tar`

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

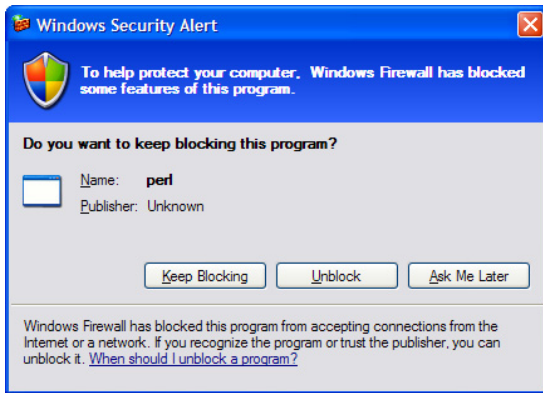
3 - Installing Blackout KM for PATROL

```
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
```

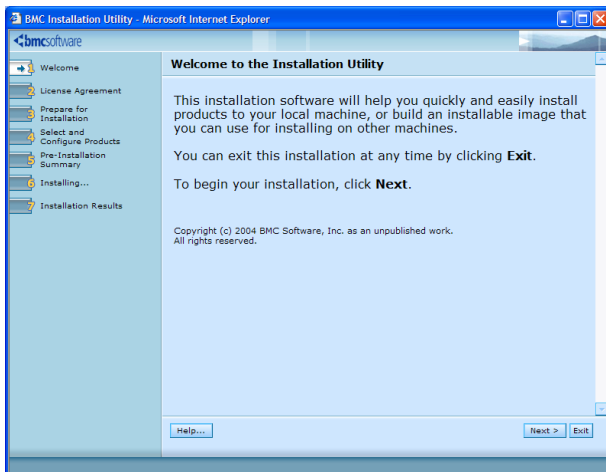
Browse the `bmc_products` folder where the files have been extracted (both Blackout KM for PATROL and the Installation utility).

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

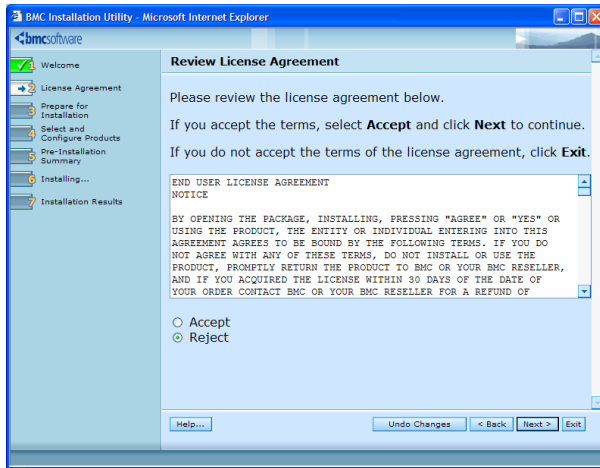
On UNIX, launch the `setup.sh` script.



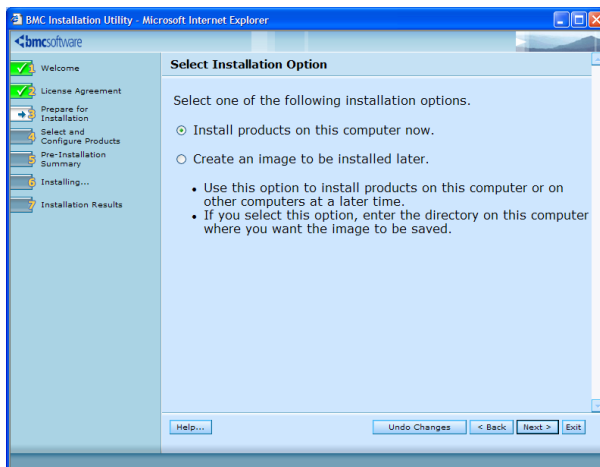
On the latest versions of Windows XP and Windows 2003, you may get this security alert dialog: “Windows detected that the BMC Software Installation utility is listening on the 50001 port.” To install Blackout KM for PATROL, you have to allow the `perl.exe` program to listen on this port by clicking on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



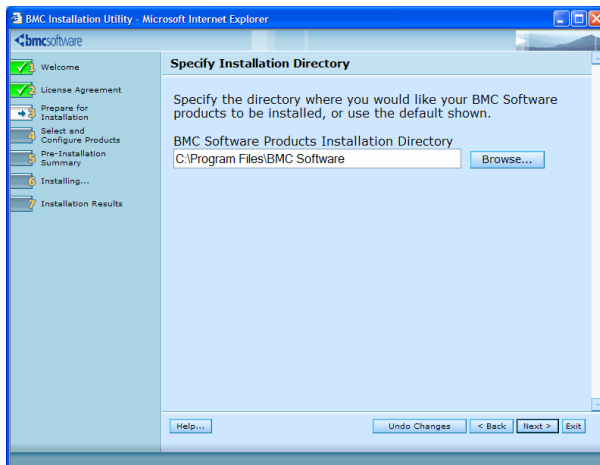
The welcome screen of the installer comes up. Click on the [Next >] button.



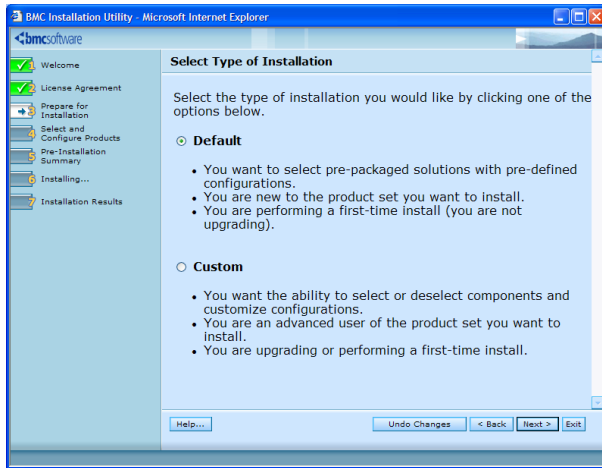
Read and accept the terms of the license agreement.



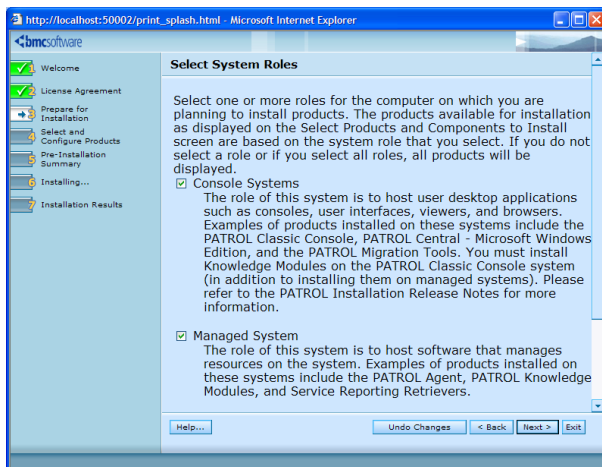
Select the "Install the products on this computer now" option.



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 Blackout KM for PATROL.

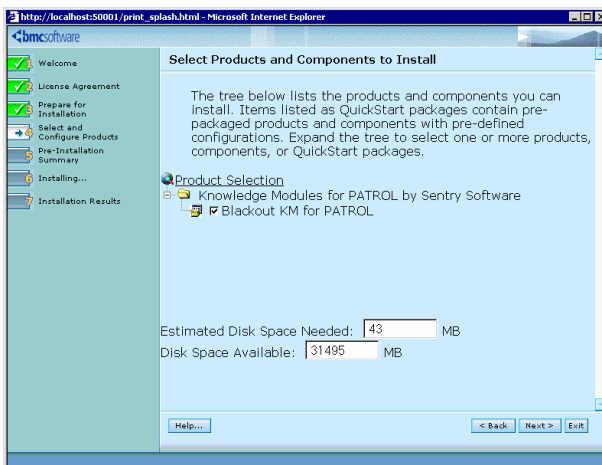


Select the "Console Systems" role if you wish to install Blackout KM for PATROL on a PATROL Classic Console.

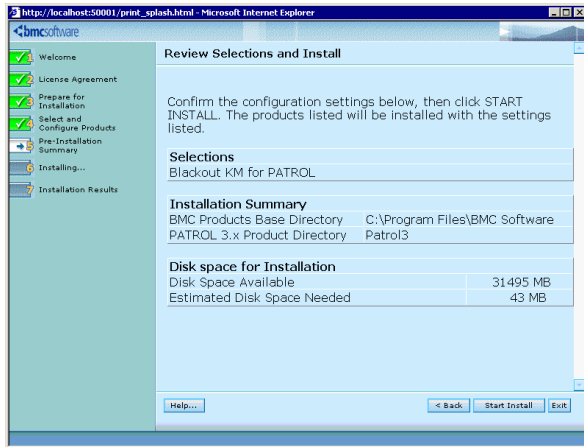
Select the "Managed System" role if you wish to install Blackout KM for PATROL on a PATROL Agent.

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

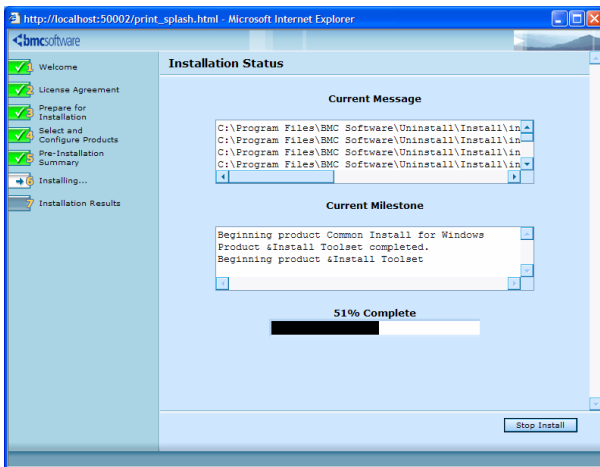
Note: You can select several options at one time.



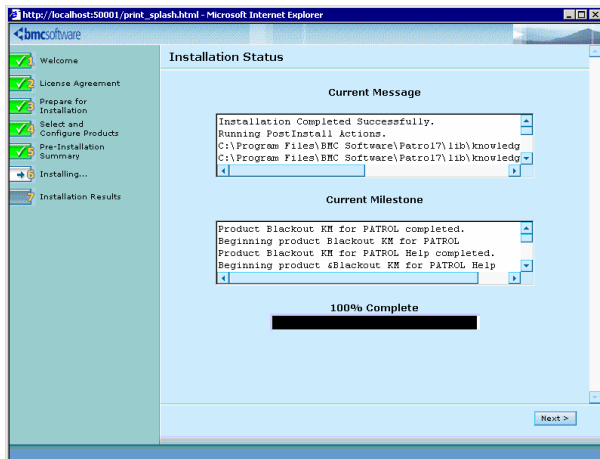
Check the "Blackout KM for PATROL" box to install the KM (it should be selected by default).



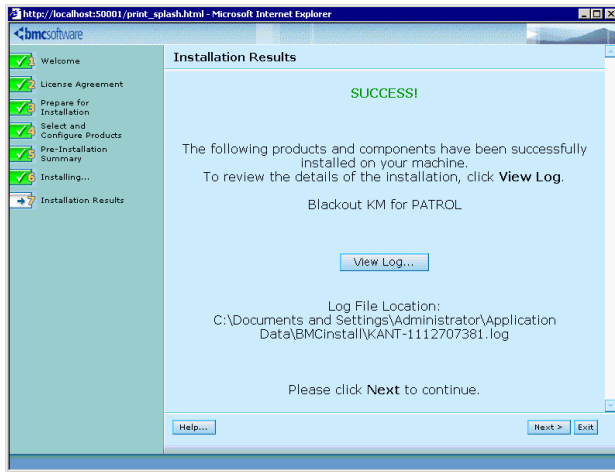
Review the summary and click the [Start Install] button.



Let the setup program perform the installation.



If successful, the setup shows this screen.



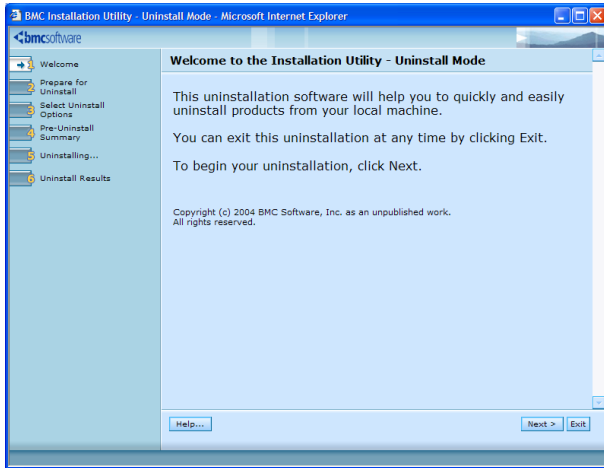
The next screen must show a successful installation result.

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.

Section III - Uninstalling Blackout KM for PATROL

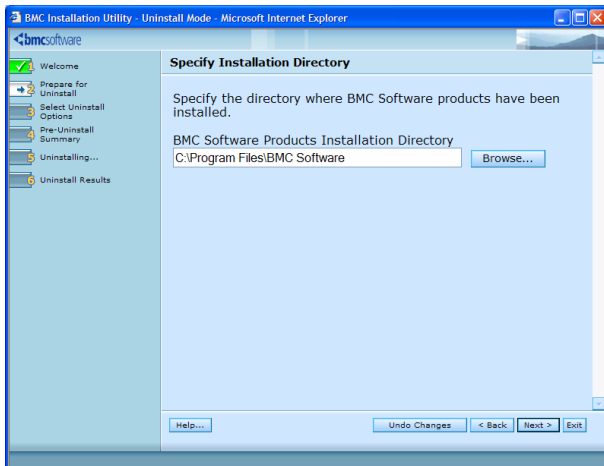
1 - Uninstall procedure



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.

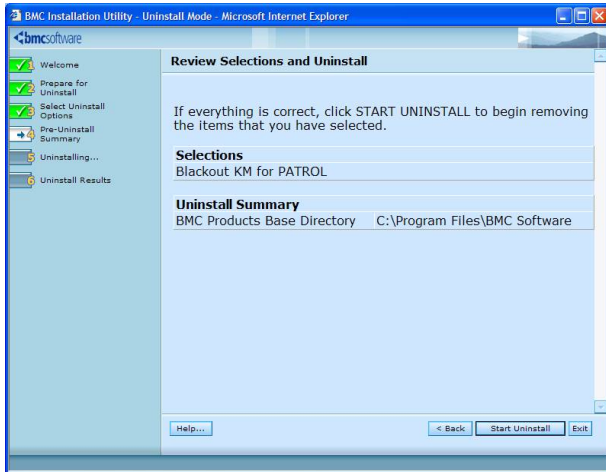


Specify the BMC Software products folder.

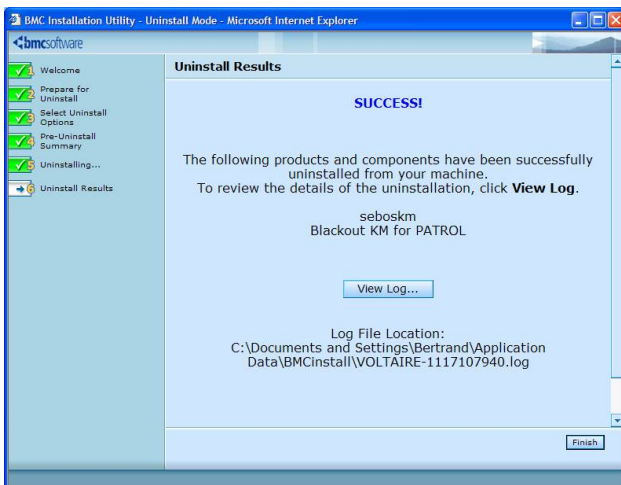
See the BMC Software documentation for more information about the BMC Software products folder.



Check the "Blackout KM for PATROL" box to uninstall the KM.



Click the [StartUninstall] button to run the uninstallation.



The uninstallation of Blackout KM for PATROL is complete.