

Blackout KM for PATROL[®]

Reference Guide



Supporting
Blackout KM for PATROL[®]
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Foreword

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.

This Reference Guide provides detailed information on regular expressions and configuration variables. The product's documentation consists of:

1. [Installation Guide](#) – for details on how to install the product
2. [User Guide](#) – for details on how to use the product
3. Reference Guide – current document
4. [Release Notes](#) – for a summary of the key features and changes in the product

Reference

This manual provides the following detailed chapters:

- **Regular expressions:** regular expression syntax supported in Blackout KM for PATROL
- **Backup, log and temporary folders:** automatically structured data.
- **Configuration Variables:** global and host-specific variables that can be used.

Regular Expressions

A regular expression is a string formatted with a specific syntax. It is intended to select some lines in a text, which will match the regular expression. Regular expressions are commonly used in pattern matching, and especially on UNIX systems with the grep, awk and sed commands.

The following table describes the regular expression syntax that is supported in Blackout KM for PATROL.

Character	Meaning
. (dot)	Match any single character Example: Err.. will match Err01, Err02 or ErrAB, etc.
[xyz]	Match any character in the brackets Example: Err[123] will match Err1, Err2 or Err3 [Ee]rror will match either error or Error
[^xyz]	Match any character not in the brackets Example: Err[^12345] will match Err0, Err6, Err7, etc. but not Err1
[a-z]	Match any character in the range in the brackets Example: Err[0-9] will match Err0, Err1, etc. and Err9 Err[A-Z][0-9] will match ErrA0, ErrA1, ErrS9, ErrZ0, etc. but not Err1A Err[A-Z0-9] will match ErrA0, ErrA1, etc. and Err1A
[^a-z]	Match any character not in the range in the brackets Example: Application[^0-9] will match ApplicationA, ApplicationB, Application! but not Application1
*	Match zero or more repetitions of the preceding Example: Err[0-9A-F]* will match Err, Err0, ErrA, Err11, ErrBF0001, etc. Error.*ApplicationABC will match all lines that contains Error and ApplicationABC further (Critical Error 0x000295F0 on ApplicationABC)

+ Match one or more repetitions of the preceding

Example:

`Err[0-9A-F]+` will match `Err0`, `ErrA`, `Err11`, `ErrBF0001`, etc. but not `Err`

^ Match the beginning of the line

Example:

`^Err` will match all lines that begin with `Err`

\$ Match the end of the line

Example:

`[0-9]+ connections$` will match all lines that end with `xxx` connections where `xxx` is an integer

\< Match the beginning of a word

Example:

`\<set` will match any line that contains a word that begins with `set`. It will not match a line that only contains the word `unset`

\> Match the end of a word

Example:

`[Aa]pplication\>` will match all lines that contain the word `Application` or `application` but not `ApplicationAA`

\(expression\) Defines an expression which has to be processed as a unit regarding the modifier `*`, `+` and `\|`

Example:

`\([a-zA-Z0-9]\)+` will match only sequences like `_patrol`, `_patrol_agent`, `_patrol_console`, etc.

exprA\|exprB Match either `exprA` or `exprB`

Example:

`\(firewall\)\|\(antivirus\)` will match all lines that contains either the word `firewall` or the word `antivirus`

**** Avoid the meaning of the following character

Example:

`\.` will match the single character dot (`.`)

`C:\Program Files` will match `C:\Program Files`

Backup, Log and Temporary Folders

The blackout KM automatically creates and writes the necessary information to the folder called: "%PATROL_HOME/SEN_BO_LOG". This folder is used to save thresholds before a "no threshold" blackout as well as to write log information and temporary files.

The "SEN_BO_LOG" directory contains three sub-folders:

- /BACKUP: this is the directory threshold backups are written. Before starting a "no threshold" blackout, the Blackout KM writes a backup file (".cfg"), readable by PATROL wpconfig or xpconfig, that contains the removed thresholds. In case a problem occurs and thresholds are not put back at the end of the blackout, it is possible to simply apply this threshold configuration file to the PATROL agent to set them back. The backup files are called:

```
SEN_BO_<blackout ID>_backup_<starting time>_<starting date>.cfg
```
- /LOG: contains log information written by the blackout KM. You may be asked to sent the files contained in this folder to the Sentry Software support if you open a case against the blackout KM.
- /TMP: folder containing various temporary files used by the Blackout KM.

The Blackout KM automatically clears any file in the "/BACKUP" and "/LOG" folders, which filename start by "SEN_BO" and last modification date is over 3 week old. This is performed to avoid over flooding the disk with obsolete information. If you wish to keep any of these files, you should either move them to another folder or rename them.

Configuration Variables

The following table recapitulates the general configuration variables used by Blackout KM for PATROL. These variables are stored in the PATROL Agent configuration and can be managed through PATROL Configuration Manager (PCM), WPCONFIG.EXE (Windows) or xpcnfig (UNIX/Linux).

All configuration variables are stored under the "/SENTRY/BLACKOUT1" folder in the configuration tree. By default, none of them are set.

Variable	Description
debugMode	When set to '1', enables the debug mode of Blackout KM for PATROL. Default: OFF
debugFile	Optional file name and path of the debug output when the debug mode is enabled. Default: No file output
lsCommand	Command used to get a directory file list on UNIX systems Default: ls -atp1 %{FOLDERPATH}
dirCommand	Command used to get a directory file list on Windows systems Default: dir /A:-D /B /O:-D /T:W %{FOLDERPATH} 2>nul
vmsDirCommand	Command used to get a directory file list on VMS systems Default: directory /columns=1 /notrailing /SELECT=(FILE=(NAME,NOVERSION)) /noheading %{FOLDERPATH}
psCommand	Command used to get the list of processes running Default: ps -A -o args
processPollingInterval	Polling interval, in seconds, at which the list of running processes is updated. This is most useful on UNIX systems for which there is no real-time process monitoring. Default: 60
noRealTimeMonitoring	Set it to '1' to turn off all real-time monitoring in Blackout KM for PATROL and '1' to enable it. Default: ON
noRealTimeProcessMonitoring	Set it to '1' to turn off processes real-time monitoring in Blackout KM for PATROL and '1' to enable it. Default: ON

noRealTimeServiceMonitoring	Set it to '1' to turn off NT services real-time monitoring in Blackout KM for PATROL and '1' to enable it. Default: ON
noRealTimeFileMonitoring	Set it to '1' to turn off files real-time monitoring in Blackout KM for PATROL and '1' to enable it. Default: ON
timeToDelete	Number of seconds since the last modification of any file found under %PATROL_HOME/SEN_BO_LOG will be deleted. Default: 1814400 (21 days)

SEN_BO_BLACKOUT_MANAGER

Icon



Parameters

Name	Description
removeOlderFilesColl	Deletes files that are over 21 days old from the %PATROL_HOME/SEN_BO_LOG" directory
selfCheckColl	Performs a check of the Blackout KM status
serviceColl	Collects information on NT services
processColl	Collects information on processes
fileColl	Collects information on files

Infobox

None.

SEN_BO_BLACKOUT

Icon



Parameters

Name	Description
Status	Blackout status. May trigger and alert if an incident occurs at the start of a blackout Unit: 0 = OK, 1 = Warning, 2 = Alarm
blackoutColl	Evaluates the blackout status
Active	Blackout Status. Unit: 0 = Stopped, 1 = Started

Infobox

Name	Description
PATROL ID	Blackout PATROL internal identifier
Current status	Blackout current status
Last started on	Date and time at which the blackout was last started
Last stopped on	Date and time at which the blackout was last stopped

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