

BMC® Performance Manager Express Monitoring Studio by Sentry Software™

Installation Guide



Supporting

BMC® Performance Manager Express Monitoring Studio by Sentry Software™
Version 2.5.00

January 2008

Customer Support

You can obtain technical support by using the Support page on the Sentry Software Web site or by contacting Customer Support by telephone or e-mail. To expedite your inquiry, please see the section “Before Contacting Sentry Software” given below.

Support Web Site

You can obtain technical support from Sentry Software 24 hours a day, 7 days a week at <http://www.sentrysoftware.net/support.asp>. From this Web site, you can

- register a case online
- report a problem or ask a question
- read overviews about support services and programs that Sentry Software offers
- find the most current information about Sentry Software products
- download trial versions of products
- download product documentation
- consult the Online Technical Library that provides detailed product documentation

Support by Telephone or E-mail

To find telephone and e-mail contact information for the Sentry Software support center please, refer to the Contact Us section of the Support page on the Sentry Software Web site at <http://www.sentrysoftware.net/support.asp>

Before Contacting Sentry Software

Before you contact Sentry Software, please ensure you 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



Table of Contents

OVERVIEW.....	4
GETTING STARTED.....	5
1. <i>Minimum Requirements</i>	<i>6</i>
2. <i>The Product.....</i>	<i>7</i>
3. <i>Migration</i>	<i>8</i>
INSTALLING BMC PERFORMANCE MANAGER EXPRESS MONITORING STUDIO	9
1. <i>Getting Ready to Install</i>	<i>10</i>
2. <i>Installation</i>	<i>11</i>
3. <i>License Keys.....</i>	<i>15</i>
4. <i>Begin using BMC Performance Manager Express Monitoring Studio</i>	<i>16</i>
UNINSTALLING BMC PERFORMANCE MANAGER EXPRESS MONITORING STUDIO	17
1. <i>Removing BMC Performance Manager Express Monitoring Studio Application Classes from an Element.....</i>	<i>18</i>
2. <i>Removing BMC Performance Manager Express Monitoring Studio from the Portal</i>	<i>20</i>

Overview

BMC® Performance Manager Express Monitoring Studio is an agent-less Performance Manager for the BMC® Portal environment. It enables you to setup the monitoring, without any coding, of diverse applications, devices, IT components and non-standard technologies. The solution enables you to centralize diverse monitoring needs within the Portal framework with a single solution – instead of juggling with separate tools and consoles.

BMC® Performance Manager Express Monitoring Studio offers the following monitoring tools:

1. Command line execution and analysis on Windows and Unix/Linux
2. Java MBean polling on JBoss, JOnAS, WebSphere, WebLogic application servers and standard or standalone JMX applications
3. LOG file monitoring and analysis
4. SNMP polling
5. SQL database query analysis (Oracle Database Server, Microsoft SQL Server, MySQL Server)
6. WBEM requests (CIM over RPC & CIM over HTTP)
7. Web requests (Simple-HTTP GET & Forms-HTTP POST)

In addition you can run *String searches* and *Numeric Value Extractions* on the result outputs of the monitored instances of all the above application classes/monitoring tools.

This document explains how to install and run BMC® Performance Manager Express Monitoring Studio within the BMC® Portal environment.

Being a Performance Manager specifically designed for BMC Portal, BMC Performance Manager Express Monitoring Studio uses the Portal's web-based interface and features for installing, managing and monitoring your infrastructure.

For convenience, BMC Performance Manager Express Monitoring Studio will be referred to as ***Monitoring Studio Express*** within the product documentation.

For details on how to use this product, please refer to the [User Guide](#). The Sentry Software Website also offers an [Online Technical Library](#) that gives complete product information.

Getting Started

This chapter describes the prerequisites and the procedures you must perform *before* you install BMC Performance Manager Express Monitoring Studio. Please follow the given instructions carefully in order to ensure a successful integration of the solution within the Portal environment.

1. Minimum Requirements

The computer on which you install BMC Performance Manager Express Monitoring Studio should already have:

1. BMC Performance Manager Portal version 2.5.00
2. Access to an RSM i.e. Remote Service Monitor

The RSM program must be installed on a Windows platform. This can either be same as the server where the Portal is installed or any other Windows computer on the network.

Once you install Monitoring Studio Express on one computer, you can add as many elements as you require to your monitoring environment, irrespective of whether they are Windows-based, UNIX or Linux.

2. The Product

The BMC Performance Manager Express Monitoring Studio package

The file required for the installation of BMC Performance Manager Express Monitoring Studio is:

- BPM-Express-MonitoringStudio-2.5.00.par

The above-mentioned file is valid for installation on Windows, UNIX and Linux.

Please contact your BMC sales representative to purchase the license to use product and obtain the package. A trial version is available for free on the [Sentry Software](#) website and can be downloaded from the [BMC Performance Manager Express Monitoring Studio Download](#) page.

3. Migration

BMC Performance Manager Express Monitoring Studio

As version 2.5.00 is the very first release of the product BMC Performance Manager Express Monitoring Studio, migration from *previous* versions is not applicable here.

Migrating from Monitoring Studio *KM for PATROL*[®]

No automatic migration from the KM

There is no automatic migration from Monitoring Studio KM for PATROL to BMC Performance Manager Express Monitoring Studio. To use BMC Performance Manager Express Monitoring Studio, you are required to install the product on your Portal environment and set-up the monitoring of the elements from scratch.

Existing customers of Monitoring Studio KM for PATROL

The BMC Performance Manager Express Monitoring Studio is free for customers of BMC[®] Performance Manager Monitoring Studio (KM for PATROL). This is due to the fact that purchase of a license for BMC Performance Manager Monitoring Studio includes the KM for PATROL as well as the PM for the Portal.

Note

Please note that BMC Performance Manager Express Monitoring Studio does not replace its “KM for PATROL” counterpart. Both products will continue to co-exist.

Installing BMC Performance Manager Express Monitoring Studio

This section describes the step-by-step procedure to install BMC Performance Manager Express Monitoring Studio on your BMC Portal environment.

1. Getting Ready to Install

Prerequisites

You must already be equipped with:

1. BMC Performance Manager Portal v2.5
2. Remote Service Manager (RSM) program up and running any Windows computer
3. BPM-Express-MonitoringStudio-2.5.00.par
4. Credentials to install and use the solution

2. Installation

Uploading BMC Performance Manager Express Monitoring Studio to BMC Portal v2.5

1. Place the **BPM-Express-MonitoringStudio-2.5.00.par** file in a known location on your file system.
2. Logon to the Portal with super-administrator credentials.

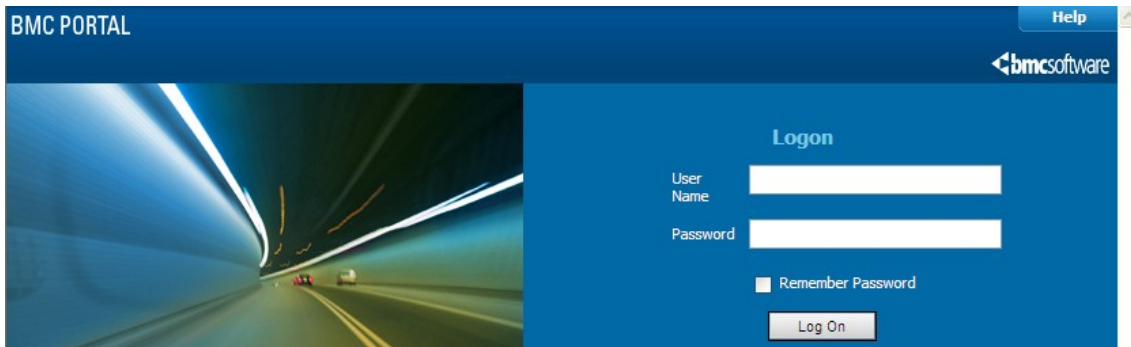


Figure 1: Login with super administrator credentials

3. Click on the **Portal** tab. Under **Tasks** in the left pane, click on **Performance Managers**.

These are the Performance Managers currently loaded in the Portal. Each Performance Manager is stored in a PAR file (Performance Manager Archive) and contains a set of application classes that can be used to monitor elements. The only PARs that are available to end users for assignment to elements are ones which are Published or In Use. Click Create to create a new Performance Manager or Upload to bring in one you have defined in a PAR file.

	Name	Version	Type	Status	Elements	Profiles
<input type="checkbox"/>	BMC PM Collector for Command Shell	2.5.00	Core	Published	0	0
<input type="checkbox"/>	BMC PM Collector for HTTP/S	2.5.00	Core	Published	0	0
<input type="checkbox"/>	BMC PM Collector for JMX	2.5.00	Core	Published	0	0
<input type="checkbox"/>	BMC PM Collector for Logs	2.5.00	Core	Published	0	0
<input type="checkbox"/>	BMC PM Collector for PATROL Configuration	2.5.00	Core	Published	0	0
<input type="checkbox"/>	BMC PM Collector for Perfmon	2.5.00	Core	Published	0	0
<input type="checkbox"/>	BMC PM Collector for Regular Expressions	2.5.00	Core	Published	0	0
<input type="checkbox"/>	BMC PM Collector for rstatd	2.5.00	Core	Published	0	0

Figure 2: List of Performance Managers

- Click **Upload** and then click on **Browse** to open a file selection dialogue box.

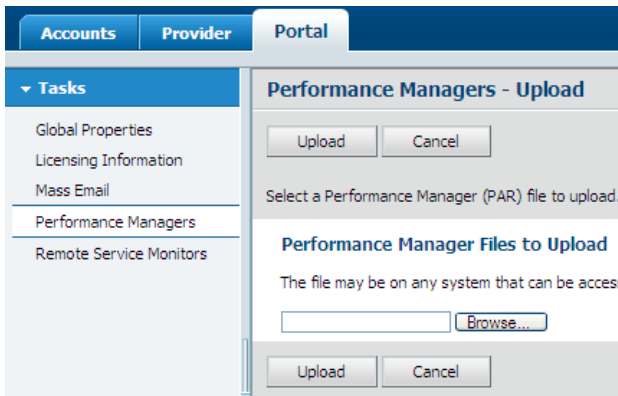


Figure 3: Click Upload and Browse for PAR file

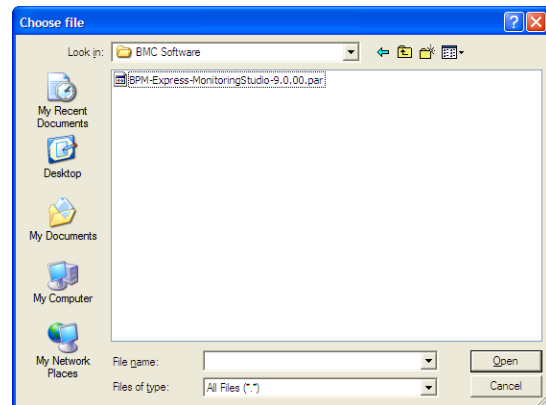


Figure 4: Select PAR file

- Select **BPM-Express-MonitoringStudio-2.5.00.par** and click on **Upload** again.

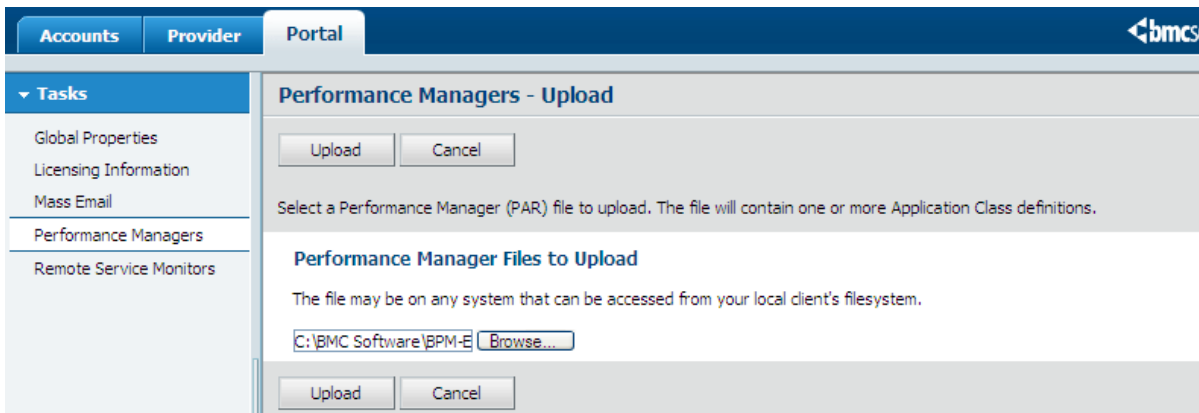
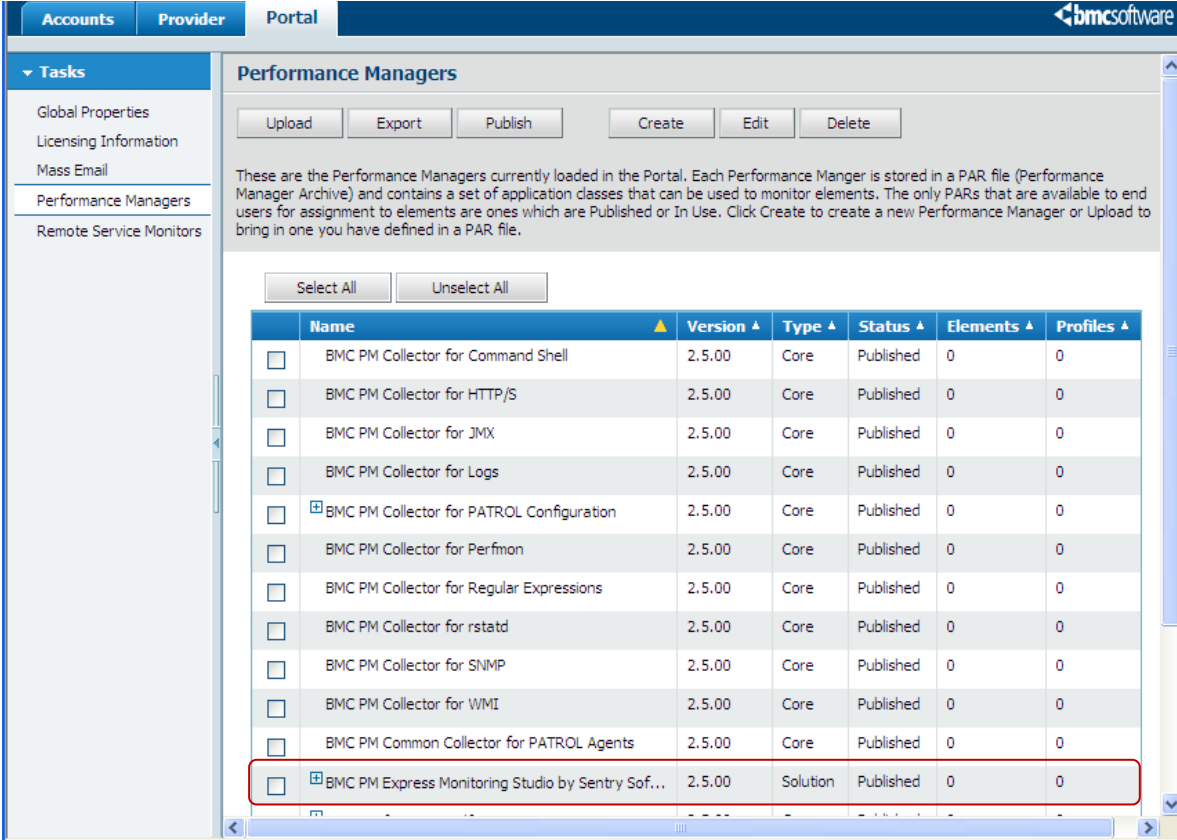


Figure 5: Upload BMC Performance Manager Express Monitoring Studio PAR file

6. The Portal uploads the PAR file to the database and BMC Performance Manager Express Monitoring Studio v2.5 is added to the list of Performance Managers on the Portal. It appears as **BMC PM Express Monitoring Studio by Sentry Software**.



The screenshot shows the 'Performance Managers' section of the BMC Performance Manager Express Monitoring Studio v2.5 Portal. The interface includes a navigation menu on the left with options like 'Global Properties', 'Licensing Information', 'Mass Email', 'Performance Managers', and 'Remote Service Monitors'. The main content area displays a table of Performance Managers with columns for Name, Version, Type, Status, Elements, and Profiles. The 'BMC PM Express Monitoring Studio by Sentry Software' entry is highlighted with a red box, indicating it is published.

	Name	Version	Type	Status	Elements	Profiles
<input type="checkbox"/>	BMC PM Collector for Command Shell	2.5.00	Core	Published	0	0
<input type="checkbox"/>	BMC PM Collector for HTTP/S	2.5.00	Core	Published	0	0
<input type="checkbox"/>	BMC PM Collector for JMX	2.5.00	Core	Published	0	0
<input type="checkbox"/>	BMC PM Collector for Logs	2.5.00	Core	Published	0	0
<input checked="" type="checkbox"/>	BMC PM Collector for PATROL Configuration	2.5.00	Core	Published	0	0
<input type="checkbox"/>	BMC PM Collector for Perfmon	2.5.00	Core	Published	0	0
<input type="checkbox"/>	BMC PM Collector for Regular Expressions	2.5.00	Core	Published	0	0
<input type="checkbox"/>	BMC PM Collector for rstatd	2.5.00	Core	Published	0	0
<input type="checkbox"/>	BMC PM Collector for SNMP	2.5.00	Core	Published	0	0
<input type="checkbox"/>	BMC PM Collector for WMI	2.5.00	Core	Published	0	0
<input type="checkbox"/>	BMC PM Common Collector for PATROL Agents	2.5.00	Core	Published	0	0
<input checked="" type="checkbox"/>	BMC PM Express Monitoring Studio by Sentry Sof...	2.5.00	Solution	Published	0	0

Figure 6: PAR file uploaded and PM displays as *Published*

The word **Published** next to **BMC PM Express Monitoring Studio by Sentry Software** in the Performance Manager list indicates that the product is successfully installed.

7. On expanding the tree sign next to **BMC PM Express Monitoring Studio by Sentry Software**, you should see the following application classes:

Accounts		Provider		Portal				
Tasks Global Properties Licensing Information Mass Email Performance Managers Remote Service Monitors		<input type="checkbox"/>	BMC PM Express for Hardware by Sentry Software	2.3.17	Solution	In Use	3	0
		<input type="checkbox"/>	BMC PM Express Monitoring Studio by Sentry Sof...	2.5.00	Solution	Published	0	0
			Studio - WBEM Request (CIM over HTTP)					
			Studio - JMX Polling (Standard or Standalone JMX Application)					
			Studio - SNMP Polling					
			Studio - Web Request (Post a form, HTTP POST)					
			Studio - JMX Polling (JOnAS)					
			Studio - SQL Query (Microsoft SQL Server)					
			Studio - LOG File Monitoring and Analysis (UNIX/Linux)					
			Studio - LOG File Monitoring and Analysis (Windows)					
			Studio - JMX Polling (JBoss)					
			Studio - SQL Query (Oracle Database Server)					
			Studio - Web Request (Simple, HTTP GET)					
			Studio - JMX Polling (WebSphere)					
			Studio - JMX Polling (WebLogic)					
			Studio - SQL Query (MySQL Server)					
			Studio - WBEM Request (Windows WMI, CIM over RPC)					
			Studio - Remote Command Execution and Analysis (UNIX/Linux)					
			Studio - Remote Command Execution and Analysis (Windows)					
		<input type="checkbox"/>	BMC PM for BPM - Self Monitoring	2.5.00	Core	Published	0	0

Figure 7: Expand to see the list of monitoring tools/application classes

1. Studio - JMX Polling (JBoss)
2. Studio - JMX Polling (JOnAS)
3. Studio - JMX Polling (WebLogic)
4. Studio - JMX Polling (WebSphere)
5. Studio - JMX Polling (Standard or Standalone JMX applications)
6. Studio – LOG File Monitoring and Analysis (UNIX/Linux)
7. Studio – LOG File Monitoring and Analysis (Windows)
8. Studio - Remote Command Execution and Analysis (UNIX and Linux)
9. Studio - Remote Command Execution and Analysis (Windows)
10. Studio - SNMP Polling
11. Studio - SQL Query (Microsoft SQL Server)
12. Studio - SQL Query (MySQL Server)
13. Studio - SQL Query (Oracle Database Server)
14. Studio - WBEM Request (Windows WMI, CIM over RPC)
15. Studio - WBEM Request (CIM over HTTP)
16. Studio - Web Request (Post a form - HTTP POST)
17. Studio - Web Request (Simple - HTTP GET)

You are now ready to begin using BMC Performance Manager Express Monitoring Studio version 2.5.

3. License Keys

BMC Performance Manager Express Monitoring Studio does not require any license keys. Once the solution is uploaded, you can start using it.

4. Begin using BMC Performance Manager Express Monitoring Studio

Overview

This is just a brief overview of how to start using Monitoring Studio Express. As seen earlier, the Monitoring Studio Express package once loaded on the Portal, consists of separate application classes:

1. Studio - JMX Polling (JBoss)
2. Studio - JMX Polling (JOnAS)
3. Studio - JMX Polling (WebLogic)
4. Studio - JMX Polling (WebSphere)
5. Studio - JMX Polling (Standard or Standalone JMX applications)
6. Studio – LOG File Monitoring and Analysis (UNIX/Linux)
7. Studio – LOG File Monitoring and Analysis (Windows)
8. Studio - Remote Command Execution and Analysis (UNIX and Linux)
9. Studio - Remote Command Execution and Analysis (Windows)
10. Studio - SNMP Polling
11. Studio - SQL Query (Microsoft SQL Server)
12. Studio - SQL Query (MySQL Server)
13. Studio - SQL Query (Oracle Database Server)
14. Studio - WBEM Request (Windows WMI, CIM over RPC)
15. Studio - WBEM Request (CIM over HTTP)
16. Studio - Web Request (Post a form - HTTP POST)
17. Studio - Web Request (Simple - HTTP GET)

String Search and Numeric Value Extraction: These tools can be used on the output of the monitoring instances of all the application classes mentioned above. These two tools do not appear in *Available Application Classes* list as they are integrated *within* each application class.

Start using BMC Performance Manager Monitoring Express Studio

After the installation, to start using Monitoring Studio Express, you need to add the application classes to each Element/Element Profile on which you wish to use that particular tool. The procedure is the same as for any Performance Manager on the Portal. (See the [User Guide](#) for details)

Example

You want to monitor and analyze a LOG file on element X. Logon to the Portal with user credentials. Click on **computer X > Configure**. This displays the **Properties** page, scroll down to see the section on **Application Classes** for X and click on **Add**.

The list of **Available Application Classes** will appear. Select **Miscellaneous** from the drop-down category list and you will see all the application classes of Monitoring Studio Express.

Select *Studio – LOG File Monitoring and Analysis*, click on **Next** and then enter all the required input fields in order to add the LOG file monitoring application class to element X. Set/modify alert thresholds as per your specific needs and add a string search or numeric value extraction.

Once all the required fields are entered, an icon representing the *Studio - LOG File Monitoring and Analysis* will appear in the left pane under the element icon.

Uninstalling BMC Performance Manager Express Monitoring Studio

Uninstalling Monitoring Studio Express removes or permanently deletes it from your Portal environment. This section describes the procedure to remove Monitoring Studio Express from your Portal environment.

Note

You cannot uninstall BMC Performance Manager Express Monitoring Studio if any of its application classes are currently monitoring infrastructure elements. You are required to first delete all of its application classes from all the elements in your infrastructure.

1. Removing BMC Performance Manager Express Monitoring Studio Application Classes from an Element

1. To delete an application class from an element, click on the **Element > Properties > Application class > Delete**.

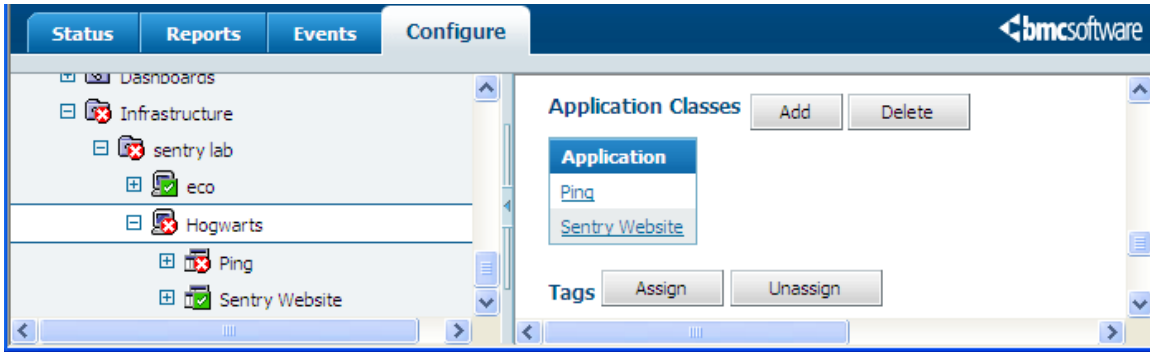


Figure 8: Delete an application class

2. The **Available Application Classes for Removal** page pops up. Select the application class(es) you wish to delete and click **Next**.

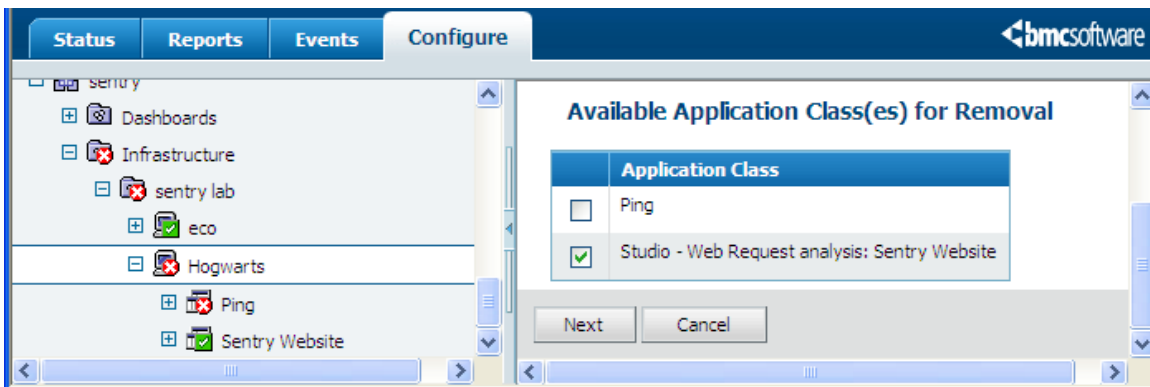


Figure 9: Select application class for removal

3. Click **Delete** to confirm the deletion of the selected application class(es).

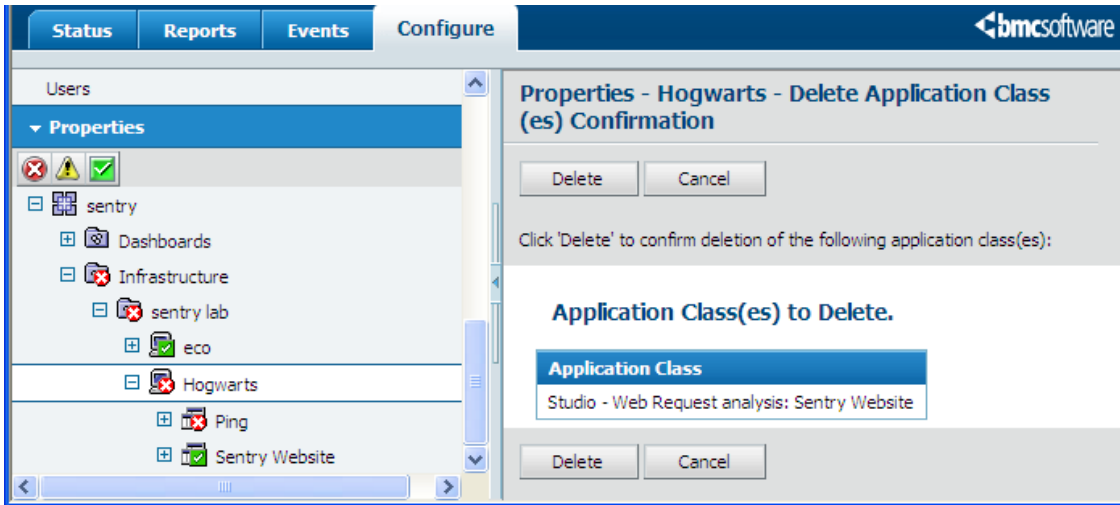


Figure 10: Confirm deletion of the application class

4. The **Changes have been saved** message pops up, confirming deletion of the application class(es).

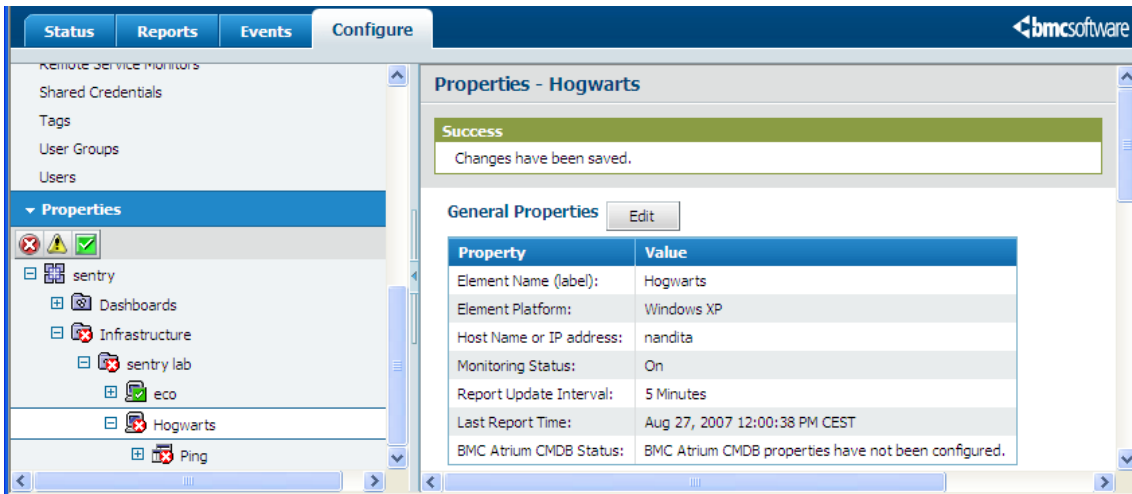


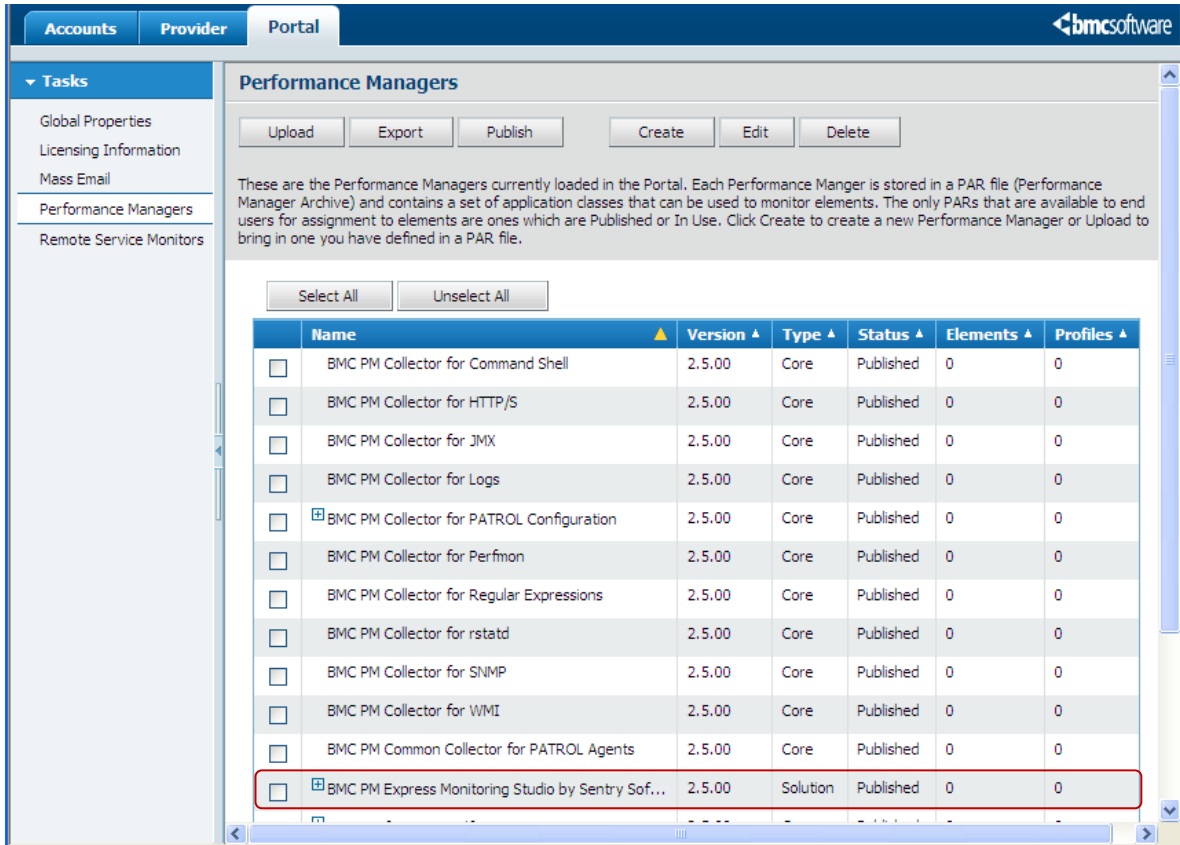
Figure 11: Changes saved...deletion complete

Once all the Monitoring Studio Express application classes have been removed from each element and/or element profile, you are ready to uninstall the BMC Performance Manager Express Monitoring Studio package from your Portal environment.

2. Removing BMC Performance Manager Express Monitoring Studio from the Portal

To uninstall or remove Monitoring Studio Express from the Portal, you follow the same steps as for any PM on the Portal.

1. Login with super - administrator credentials and click on **Portal > Performance Managers**. If the PM shows “0” Elements next to it, it means you can now uninstall the PM.



The screenshot shows the BMC Performance Managers interface. The left sidebar contains navigation options: Accounts, Provider, and Portal. Under Portal, there are tasks: Global Properties, Licensing Information, Mass Email, Performance Managers, and Remote Service Monitors. The main content area is titled 'Performance Managers' and includes buttons for Upload, Export, Publish, Create, Edit, and Delete. A text block explains that Performance Managers are stored in PAR files and can be used to monitor elements. Below this, there are 'Select All' and 'Unselect All' buttons. A table lists the installed Performance Managers with columns for Name, Version, Type, Status, Elements, and Profiles. The last row, 'BMC PM Express Monitoring Studio by Sentry Sof...', is highlighted with a red box and shows 0 elements and 0 profiles.

	Name	Version	Type	Status	Elements	Profiles
<input type="checkbox"/>	BMC PM Collector for Command Shell	2.5.00	Core	Published	0	0
<input type="checkbox"/>	BMC PM Collector for HTTP/S	2.5.00	Core	Published	0	0
<input type="checkbox"/>	BMC PM Collector for JMX	2.5.00	Core	Published	0	0
<input type="checkbox"/>	BMC PM Collector for Logs	2.5.00	Core	Published	0	0
<input checked="" type="checkbox"/>	BMC PM Collector for PATROL Configuration	2.5.00	Core	Published	0	0
<input type="checkbox"/>	BMC PM Collector for Perfmon	2.5.00	Core	Published	0	0
<input type="checkbox"/>	BMC PM Collector for Regular Expressions	2.5.00	Core	Published	0	0
<input type="checkbox"/>	BMC PM Collector for rstatd	2.5.00	Core	Published	0	0
<input type="checkbox"/>	BMC PM Collector for SNMP	2.5.00	Core	Published	0	0
<input type="checkbox"/>	BMC PM Collector for WMI	2.5.00	Core	Published	0	0
<input type="checkbox"/>	BMC PM Common Collector for PATROL Agents	2.5.00	Core	Published	0	0
<input checked="" type="checkbox"/>	BMC PM Express Monitoring Studio by Sentry Sof...	2.5.00	Solution	Published	0	0

Figure 12: “0” elements - PM ready for removal

2. Select **BMC PM Express Monitoring Studio by Sentry Software** and click **Delete**.

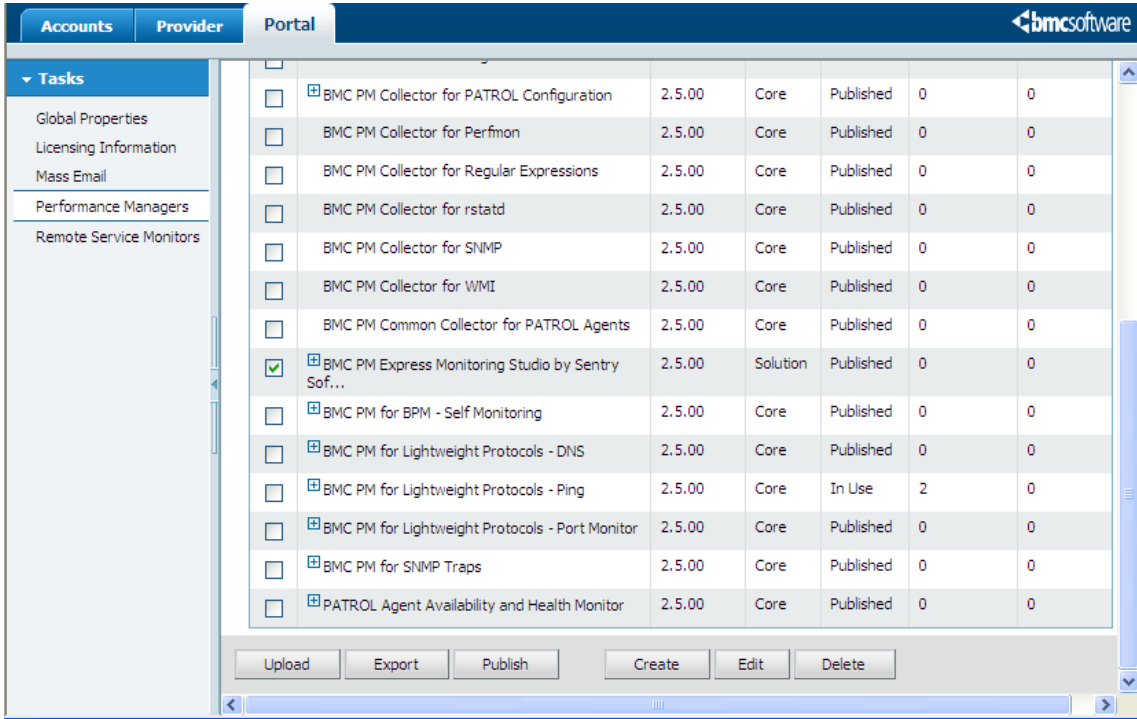


Figure 13: Select PM for deletion

3. Confirm deletion of the selected PM by clicking on **Delete**.

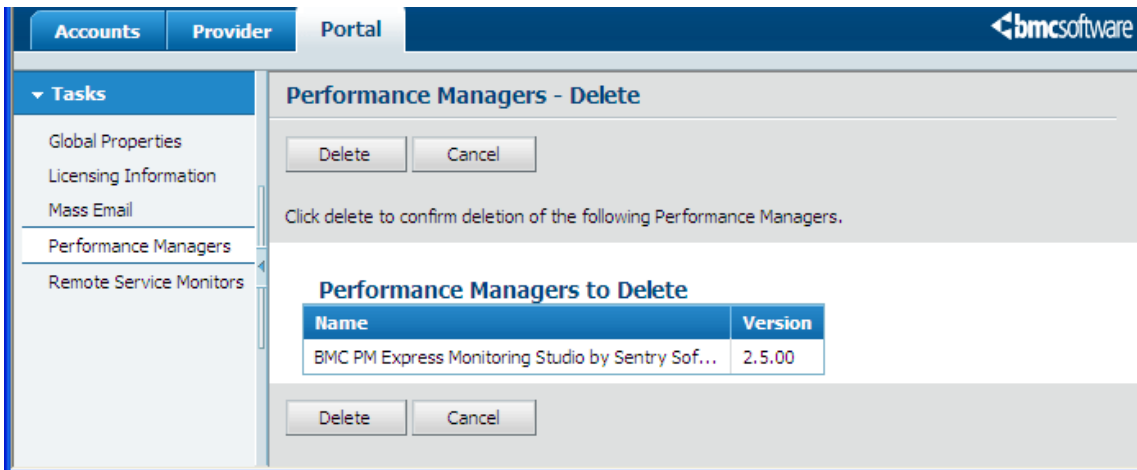


Figure 14: Confirm PM deletion

4. A message displaying successful deletion appears.

5. The BMC PM Express Monitoring Studio by Sentry Software no longer appears in the PM list.

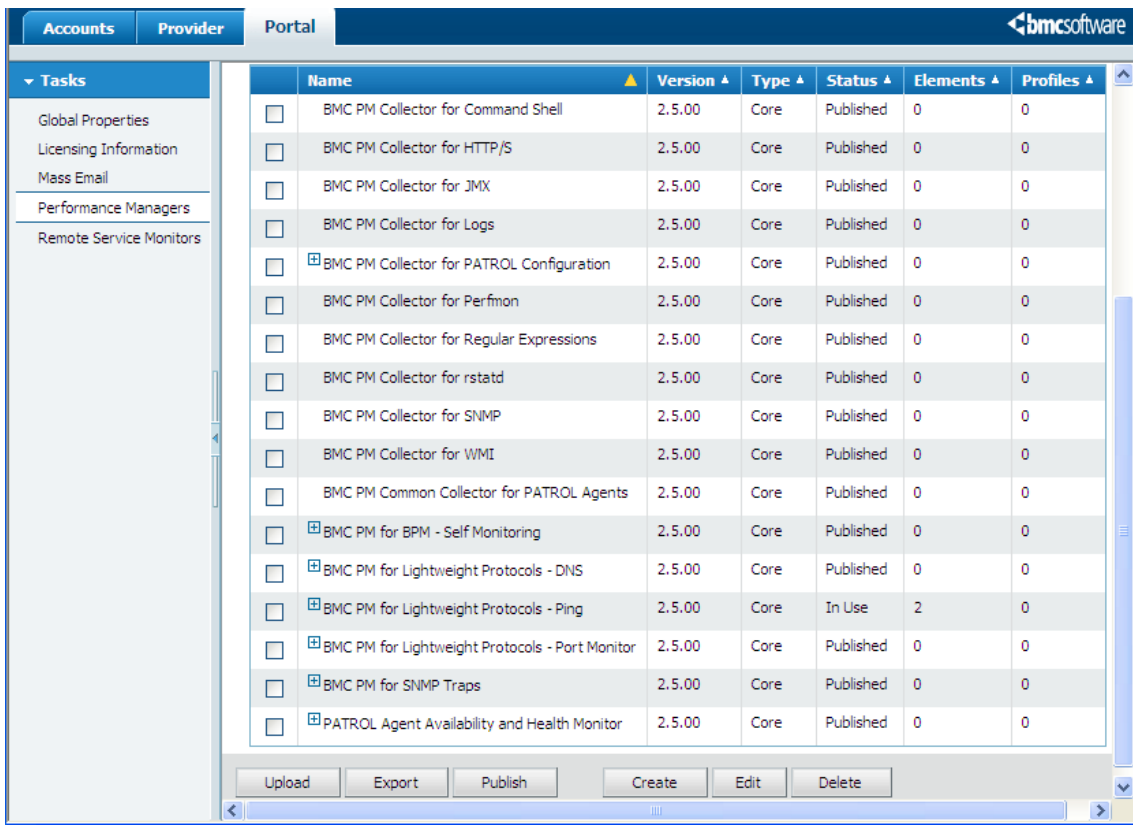


Figure 15: BMC PM Express Monitoring Studio is successfully uninstalled

BMC Performance Manager Express Monitoring Studio is now successfully uninstalled!

To *completely remove* the product from the Portal environment, it is advisable to remove the PAR file from the RSM. Stop the RSM; go to **%RSM_HOME%\RSM25\server\rsm\solutions** and delete: *SentrySoftware-MonitoringStudio-solution-2.5.00.par*

Notes

About BMC® Software

BMC Software, Inc. [NYSE:BMC], is a leading provider of enterprise management solutions that empower companies to manage their IT infrastructure from a business perspective. Delivering Business Service Management, BMC Software solutions span enterprise systems, applications, databases, and service management. Founded in 1980, BMC Software has offices worldwide and fiscal 2004 revenues of more than \$1.4 billion. For more information about BMC Software, visit www.bmc.com.

About Sentry Software™

Sentry Software, a strategic Technology Alliance Partner of BMC Software, provides key monitoring solutions specifically designed to expand the capabilities of BMC Performance Manager (Agent and Agent-less based) and a, thus enabling up to 100% coverage of any infrastructure. Sentry Software specializes in single solutions for multi-platform monitoring of hardware, custom applications or any IT component, and blackout windows. This R&D enterprise, founded in 2004, has clients all across the globe, and leads the list of BMC Software's third-party product sales. For more information about Sentry Software, please visit www.sentrysoftware.net.

