

BMC® Performance Manager for Hardware by Sentry Software™

Version 1.5.00

July 09, 2008

Sentry Software is releasing version 1.5.00 of the product. These release notes provide information about the enhancements and resolved problems in this release. The information in this document supplements and supersedes information in the Hardware Sentry KM for PATROL product manuals.

The following topics are discussed:

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What's New

These topics describe the major new features of this product.



New Supported Connectors/Platforms

The table below describes the new supported connectors/platforms:

Connectors/Platforms	Description
Dell DRAC/MC (Dell Remote Access Controller/Modular Chassis)	Provides environmental information (temperatures, fans and power supplies) on Dell Blade servers through the Dell Remote Access Card (DRAC)
Fujitsu-Siemens ServerView RAID Agent	Provides disk and RAID information for various RAID controllers from different manufacturers: Adaptec and LSI
IBM Director Agent 5.20 Linux	<p>Adds support for the version 5.20 of the IBM Director Agent on Linux systems. Enables the monitoring of:</p> <ul style="list-style-type: none"> ▪ Disk controllers ▪ Logical disks, RAIDs ▪ Physical disks ▪ Fans ▪ Voltage ▪ Temperature ▪ Power supplies ▪ Memory modules ▪ Processors ▪ Enclosure model
LSI MegaRaid SAS on Fujitsu-Siemens PRIMERGY servers, Bull NovaScale and NEC Express5800 servers	<p>Adds support for the LSI MegaRaid SAS disk controllers embedded in various server models. Monitors:</p> <ul style="list-style-type: none"> ▪ Disk controllers ▪ Logical disks, RAIDs ▪ Physical disks
SMS (System Management Services) on Sun F12K, F15K, F20K and F25K	<p>Supports the SMS v 1.5 & v1.6 that run on the System Controller of Sun F12K, F15K, F20K and F25K servers. Enables environment monitoring:</p> <ul style="list-style-type: none"> ▪ Temperatures ▪ Fans ▪ Voltages ▪ Power supplies and currents ▪ Domains and system boards (CPU and IO)

Connectors/Platforms	Description
Sun Advanced Lights-Out Management (ALOM) cards (out-of-band) on Sun SPARC system	<p>Adds remote monitoring (out-of-band) of a Sun SPARC server through its management card for systems such as Sun Fire T1000, T2000, V210, V240, V440, etc. Enables monitoring:</p> <ul style="list-style-type: none"> ▪ Internal hard disks ▪ Temperatures ▪ Fans ▪ Voltages ▪ Power supply and current

New Features

This release of the product has the following new features:

1. **Alert after N Times**—enables you to set/modify the number of times parameter thresholds can be breached *before* triggering an alert. This helps prevent false alerts. It is accessible through the main **Hardware icon > KM Commands > This System's Settings > Alert after N Times...**
2. **Discovery Interval**—enables you to customize the discovery cycle. By default, discovery is performed every hour. It is accessible through the main **Hardware icon > KM Commands > KM Settings > Discovery Interval ...**
3. **Polling Interval**—enables you to customize the polling cycle. By default, the polling interval is done every two minutes. It is accessible through the main **Hardware icon > KM Commands > KM Settings > Polling Interval ...**
4. **Instant Hardware Health Report for the managed system**—generates an instant report of the hardware health of the entire managed system. It is accessible through the main **Hardware icon > KM Commands > Show Hardware Health Report...**
5. **Instant Hardware Health Report for an individual hardware component**—generates an instant report of the hardware health of the selected monitored object. It is accessible through the main **component icon > KM Commands > Show Hardware Health Report...**
6. **Schedule Hardware Health Report**—enables you to schedule automated generation of hardware health reports for the managed system on a hourly, daily, weekly or monthly basis on specified days and time.

- 7. **Tune Threshold Tolerance**—allows you to tune the numeric thresholds obtained from a manufacturer’s agent, or the default thresholds used by Hardware Sentry. You can increase or decrease threshold values by a given percentage for each numeric parameter. It is accessible through the main **Hardware icon > KM Commands > This System’s Settings > Tune Threshold Tolerance ...**
- 8. **Unknown Status Management**—allows you to select the alert actions to be performed if Hardware Sentry returns an “Unknown” status when it is unable to detect a device or sensor. It is accessible through the main **Hardware icon > KM Commands > KM Settings > Unknown Status Management...**

What’s Changed

Changes in menu commands

The following table displays the **re-organization** of menu commands in the KM interface:

Old Menu Commands (up to v1.4x)	New Menu Commands
<p>Hardware > KM Commands > Pause Monitoring Resume Monitoring Monitor Another System Remotely Remove This System System Monitoring Settings > System Settings and Credentials Choose... Connectors for This System... KM Settings > Edit Alert Actions... Network Link Failure Alerts... Intrusion Detection Alerts... Missing Device Detection... Threshold Management... Show/Hide Information Messages... Display Settings for UNIX Consoles... Restore Device or Sensor Monitoring... License... Debug... Reinitialize About</p>	<p>Hardware > KM Commands > KM Settings > Alert Actions... Threshold Mechanism Selection... Missing Device Detection... Intrusion Detection Alerts... Network Link Alerts... Internal KM Issues Notification... Unknown Status Management... Discovery Interval Polling Interval... Additional Settings > Restore Device or Sensor Monitoring... Display Settings for UNIX Consoles... Debug... This System’s Settings > Connection, Credentials and Connectors... Alert after N Times... Tune Threshold Tolerance... Remove This System... Add a Remote System to Monitor Pause Monitoring Resume Monitoring Instant Hardware Health Report Schedule Hardware Health Report Trigger a KM Discovery Reinitialize KM License About</p>

Enhancements and Corrected Problems

The following problems were reported in earlier releases of BMC Performance Manager for Hardware and have been corrected in this release:

Platform or Instrumentation Agent	Corrected Issues
HP c-Class BladeSystem with the HP iLO card	<p>Fixed: Discovered power supplies were generating alerts on the <i>UsedCapacity</i> parameter.</p> <p>Since the power consumption report appears to be broken on the HP BladeSystem's iLO card, the <i>UsedCapacity</i> parameter has been deactivated and only the <i>Status</i> parameter remains enabled.</p>
HP-UX systems installed with Support Tools Manager	<p>Fixed:</p> <ul style="list-style-type: none"> ▪ At times, duplicate objects were created in the PATROL Console <p>Improved:</p> <ul style="list-style-type: none"> ▪ Root privileges are now required by fewer commands
HP-UX systems installed with Integrated Lights-Out Management Card (iLO) management card or, service processor MP or GSP commands	<p>Fixed: On some HP-UX servers, most hardware components and sensors were properly discovered but no collect was performed for all.</p>
IBM Director Agent 5.20	<p>Added: Version 5.20 of the IBM Director on IBM xSeries servers running Windows or Linux is now fully supported</p>
IBM eServer p5 server running AIX	<p>Fixed: Hardware Sentry was unable to report the global powering and cooling status of some AIX servers.</p>
NEC Express 5800/ Bull NovaScale servers running Microsoft Windows or Linux.	<p>Fixed:</p> <ul style="list-style-type: none"> ▪ Bull servers were incorrectly reported as NEC servers ▪ On some servers, the temperature sensors were always in Warning due to an incorrect threshold value.

Platform or Instrumentation Agent	Corrected Issues
Sun SPARC systems	<p>Fixed:</p> <ul style="list-style-type: none"> ▪ Faulty processors were incorrectly reported with an "unknown status" ▪ Monitored components were randomly marked as "missing" on some systems (due to the prtdiag command that at time took more than 30 seconds to complete) ▪ Error message displayed every 2 minutes in the System Output Window ▪ Some external disks (like in a storage array) were incorrectly discovered and monitored as internal disks ▪ On Solaris 10, the KM was unable to report the actual temperatures, voltage levels and fans speeds
VMWare ESX Host system	Fixed: Network cards on VMWare ESX Host systems were not properly detected.
Dell PowerEdge	Added: The status of the DRAC card (if any) is now reported (in the "Other Devices" category)
General	Improved: The initialization sequence of the KM has been optimized and completes slightly faster than in previous versions of the KM.
Sun SPARC-T1 and T2 systems	Improved: The KM is now able to monitor the environment (temperature, fans, currents, voltages and power supplies) of Sun SPARC-T1 and T2 systems through their ALOM card (telnet and SSH)
General	Fixed: Customized thresholds were lost in spite of specifying in the Reinitialize wizard that they are to be kept after a forced reinitialize. This is now fixed.

Support Status

For more information about the latest Support policies, see the Customer Support page on the BMC Software Web site at http://www.bmc.com/support_home.

Note on the Integration Component of the KM for BMC Portal

An integration component for BMC Performance Manager Portal is released (since v1.4.00) along with the KM: **BMC-PM-PATROL-Hardware-Sentry-1.5.xx.par**

This integration component for the BMC Performance Manager Portal environment is in the form of a PAR file. It enables visualization of parameter data of all objects monitored by the KM, in the BMC Performance Manager Portal environment

The details on this integration component are stated in the [Hardware Sentry Integration Component Release Notes](#) available on the Hardware Sentry product page of the Sentry Software website. The integration component provided with this release is valid on?

Product Documents

The following documents support the product:

- [Hardware Sentry KM for PATROL – Installation Guide](#)
- [Hardware Sentry KM for PATROL – User Guide](#)
- [Hardware Sentry KM for PATROL – Reference Guide](#)

To view the latest BMC Software books and release notes, visit the Customer Support Web page at http://www.bmc.com/support_home or the Hardware Sentry page on the Sentry Software website at <http://www.sentrysoftware.net/downloadHardwareSentry.asp>.

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. 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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