



BMC® Performance Manager Monitoring Studio Installation Guide



Supporting

Monitoring Studio KM for PATROL® by Sentry Software™
Version 8.5.01

October 2007



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. TARGETED COMPUTERS	6
2. PACKAGES	7
3. REQUIREMENTS	8
4. MIGRATING FROM PREVIOUS VERSIONS OF MONITORING STUDIO.....	9
INSTALLING MONITORING STUDIO	11
1. GETTING THE BMC® SOFTWARE INSTALLATION UTILITY.....	12
2. EXTRACTING THE SETUP FILES	13
3. INSTALLING BMC® PERFORMANCE MANAGER MONITORING STUDIO	14
4. LOADING MONITORING STUDIO KM FOR PATROL®	19
5. PRELOADING MONITORING STUDIO	21
LICENSE KEYS	22
1. TRIAL PERIOD	23
2. ENTERING A LICENSE KEY	24
3. DISTRIBUTING THE LICENSE OVER SEVERAL COMPUTERS	26
UN-INSTALLING MONITORING STUDIO	27
UNINSTALL PROCEDURE	28

Overview

While out-of-the-box BMC Software monitoring solutions are available for the most common applications, most companies also need to use various custom or in-house applications.

Until recently, monitoring these custom applications, often critical as they are intrinsically linked to the business, was feasible only through a custom PATROL® Knowledge Module®. Developing a PATROL KM, although not an impossible task inevitably involves a lot of programming, project management, release and maintenance management skills, all of which are time and resource-intensive.

BMC® Performance Manager Monitoring Studio is a KM for PATROL that allows you to set up the monitoring, without any coding, of almost any application, device or IT component for which there is no out-of-the-box monitoring solution available. It also enables you to consolidate diverse monitoring needs through a single solution.

In a few clicks, and thanks to intelligent wizards, you can cover up to 100% of your critical applications in your BMC Software monitoring environment.

This document explains how to install and run BMC® Performance Manager Monitoring Studio.

It takes you through the step by step procedure to install BMC Performance Manager Monitoring Studio within your PATROL® environment. The documentation for BMC Performance Manager Monitoring Studio consists of:

1. Installation Guide – current document.
2. User Guide – for a detailed view on how to use the product.
3. Reference Guide - for information about application classes, parameters and menu commands.
4. Release Notes – for a summary of the key features and changes in the product.

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

Getting Started

This section gives you details about the pre-requisites for the installation of Monitoring Studio. It helps you understand what you need to install and where (on which components of your IT infrastructure).

Please read this section carefully to understand the impact the installation of Monitoring Studio could have on your servers, and the steps you should follow for a successful integration within your PATROL environment.

1. Targeted computers

Like most Knowledge Modules for PATROL, you need to install BMC Performance Manager Monitoring Studio on the following components of your PATROL architecture:

- Every managed system with a PATROL Agent
- Every PATROL Console (Classic)
- The Console Server
- PATROL Central – Web Edition

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2. Packages

Two Monitoring Studio packages are available on the BMC Software Web site (www.bmc.com) as well as on the Sentry Software Web site (www.sentrysoftware.net):

- **swsy_WINDOWS_8501.exe**: For Windows-based systems
- **swsy_UNIX_8501.tar**: For UNIX and Linux systems

Each package can be used to install Monitoring Studio on every PATROL component (Agent, Console, etc.).

Important!

The Monitoring Studio packages are designed for use with the BMC Software Installation Utility (formerly known as Thorium). They need to be merged with the latest available version of the BMC Software Installation Utility. Please refer to the instructions in the section: [Getting the BMC® Software Installation Utility](#)

3. Requirements

Requirements for managed systems

The Operating system must be one of the following:

- Windows (any NT-based version, including Windows NT4, 2000 and 2003)
- UNIX or Linux-based (including Solaris, HP-UX, IBM AIX, HP Tru64, RedHat Linux, SUSE Linux, VMWare ESX Host)
- OpenVMS

The BMC Software PATROL Agent must be installed, and its version should be at least 3.4.11.

Requirements for console systems

- BMC Software PATROL Console
- PATROL Central Operator
- PATROL Console Web-edition

4. Migrating from previous versions of Monitoring Studio

BMC® Performance Manager Monitoring Studio is the new name assigned to Application Sentry KM for PATROL. Previous versions of Monitoring Studio were formerly known and referred to as Application Sentry.

On PATROL Agents

As only one version of Monitoring Studio can be installed on a PATROL Agent, any previous installation of Monitoring Studio will be overwritten by the latest version. No specific migration operation is required (there is no need to uninstall the previous version of Monitoring Studio first). Upon startup, Monitoring Studio will take the necessary action to complete the migration (migrating configuration variables if needed).

Note

Automatic migration is only supported from 8.x versions of Monitoring Studio (formerly known as Application Sentry). Earlier versions are no longer supported.

On PATROL Consoles (Classic)

Just as for PATROL Consoles, only one version of Monitoring Studio can be installed on a PATROL Console (Classic). The difficulty lies in the fact that a PATROL Console may need to connect to several PATROL Agents with different versions of Monitoring Studio.

This version of Monitoring Studio supersedes previous versions. Therefore, with this latest version of Monitoring Studio on the PATROL Console, you will be able to connect seamlessly to Agents with previous versions of Monitoring Studio.

However, you still need to update the console profiles to include the new Monitoring Studio classes. To do so:

- Load SW_SENTRY8.kml file in the PATROL Console.

This will add the new classes. If you do not load the new classes in the profiles, Monitoring Studio will work, but you will not be able to use features of the new classes.

Warning!

Avoid the use of the “Developer” connection type in the PATROL Console. Never use the “Commit KMs” feature of the PATROL Console, especially when you deal with several versions of the same KM in your environment.

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Note

Version 8.5.00 added various new Menu Commands in the PATROL Console. Therefore, ever since, although the new Menu Commands may seem available on all agents, previous versions of Monitoring Studio (formerly known as Application Sentry) will not execute these new Menu Commands. In such a case, an error message will be displayed in the System Output Window of the Agent. This problem will not occur on PATROL Central consoles.

On Console Server, PATROL Central – Web Edition

As the Console Server and PATROL Central are able to manage several versions of the same KM, you can install Monitoring Studio 8.5.01 and earlier versions side-by-side on the same Console Server. Console Server will automatically use the appropriate version of the KM depending on what is running on the displayed agent.

However, you still need to update the console profiles to include the new Monitoring Studio classes. To achieve this, you only need to load the SW_SENTRY8.kml file in the profile. This adds the new classes.

Note

If you do not load the new classes in the profile, Monitoring Studio will work, but you will not be able to use the features of the new classes.

Installing Monitoring Studio

This section describes the installation procedure of Monitoring Studio on any PATROL component (Agents, Consoles, Console Server, etc.). As the setup is based on the BMC Software Installation Utility, this procedure applies to all operating systems supported by Monitoring Studio.

Although not covered by this section, the installation through the Distribution Server is fully supported as well. Please refer to the Distribution Server documentation on the BMC website for a detailed description of the procedure.

1. Getting the BMC® Software Installation Utility

In order to install Monitoring Studio, you need the latest version of the BMC Software Installation Utility. You can download the latest version of the Installation Utility from the BMC Software FTP site at: <ftp://ftp.bmc.com/pub/patrol/patches/>.

Choose the appropriate package depending on the platform on which you plan to install Monitoring Studio:

- **ins_ALL_<version number>.tar** - For UNIX/Linux systems (agent, console, Console Server, etc.)
- **ins_WINDOWS_<version number>.exe** - For Windows systems (agent, console, Console Server, etc.)

Place the Installation Utility package in the same folder as the Monitoring Studio package.

2. Extracting the setup files

On Windows

To extract the packages for Windows, double-click on the setup files in the following *consecutive order*:

1. ins_WINDOWS_<version number>.exe
2. swsy_WINDOWS_8501.exe

The packages extract themselves in a subfolder named bmc_products.

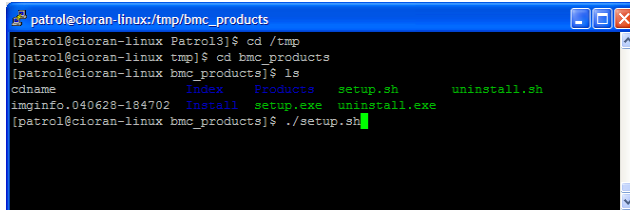
On UNIX/Linux

Use the tar utility to extract the packages for UNIX/Linux:

1. tar xf ins_<version number>.tar
2. tar xf swsy_UNIX_8501.tar

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

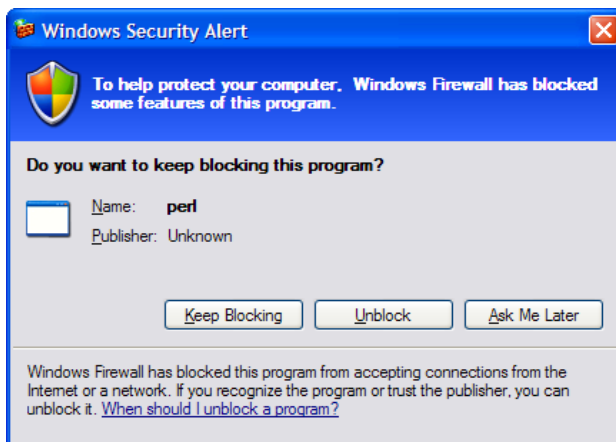
3. Installing BMC® Performance Manager Monitoring Studio



```
patrol@cioran-linux:/tmp/bmc_products
[patrol@cioran-linux Patrol13]$ 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 to the bmc_products folder where the files have been extracted (both Monitoring Studio and the Installation Utility).

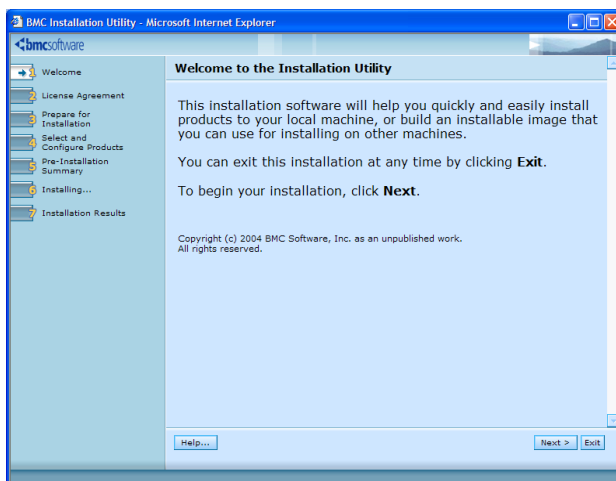
- **On Windows:** Launch the setup.exe program.
- **On UNIX:** Launch the setup.sh script.



On the latest versions of Windows 2003, you may get this security alert dialog:

“Windows detected that the BMC Software Installation Utility is listening on the 50001 port.”

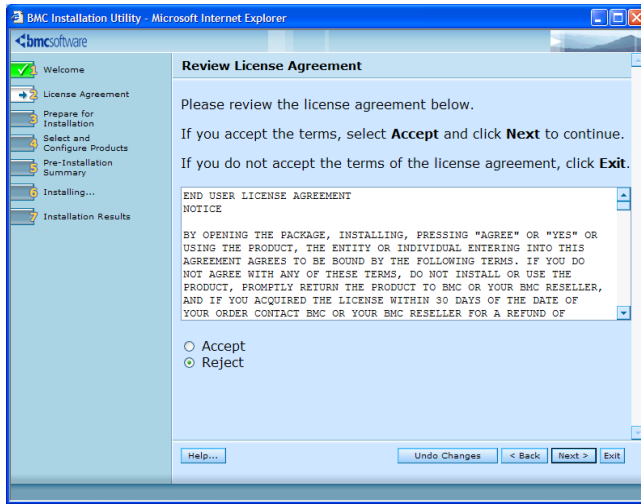
To install Monitoring Studio allow the perl.exe program to listen on this port by clicking on **Unblock**.



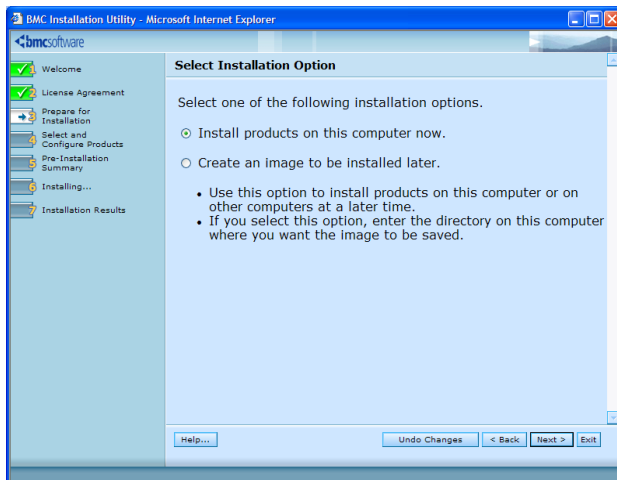
The welcome screen of the installer appears. Click on **Next... >**.

Installation Guide - Installing Monitoring Studio

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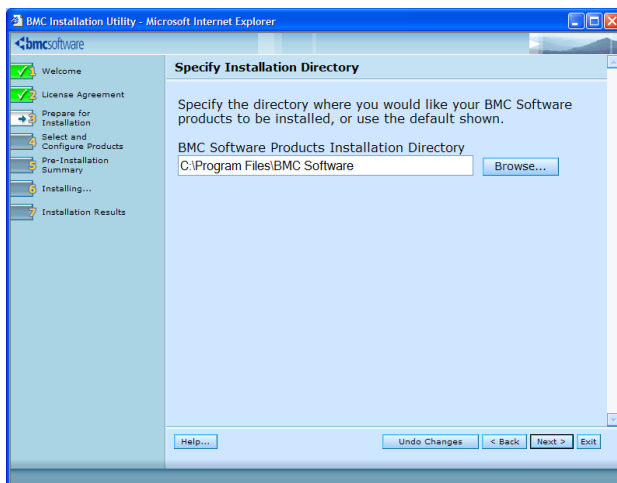


Read and accept the terms of the license agreement.



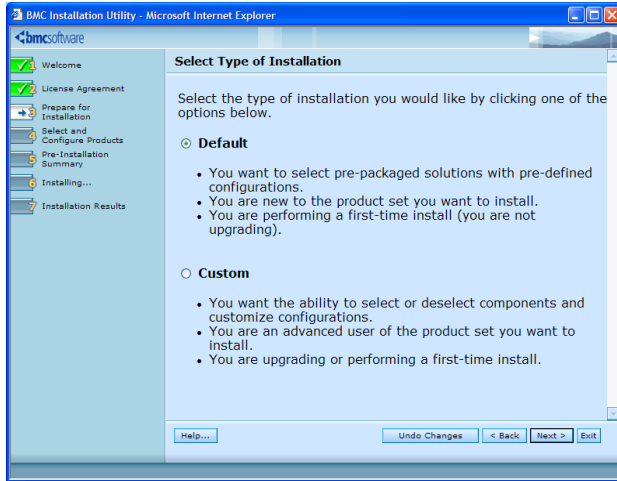
Select the option:

Install the products on this computer now



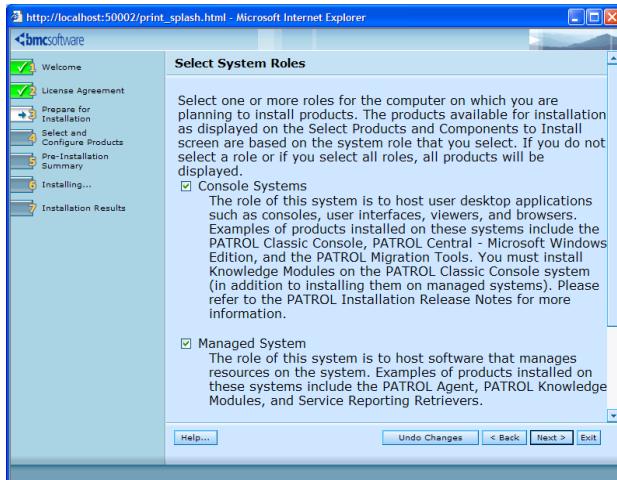
Specify the BMC Software products folder. See the BMC Software documentation for more information about the BMC Software products folder.

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Select the **Default** option.

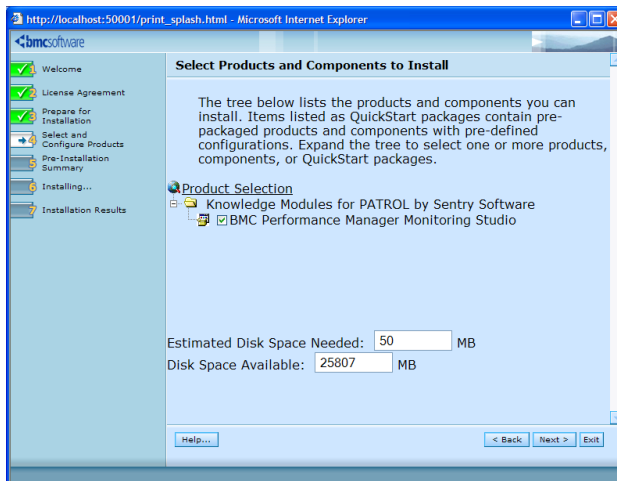
You do not need to customize anything for the installation of Monitoring Studio.



To install Monitoring Studio on:

- PATROL Classic Console: Select Console Systems
- PATROL Agent: Select Managed System
- Console Server or on PATROL Central – Web Edition: Select Common services

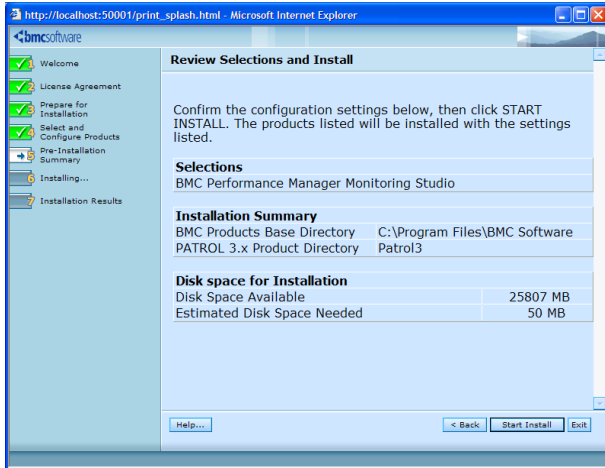
Note
You can select several options at a time.



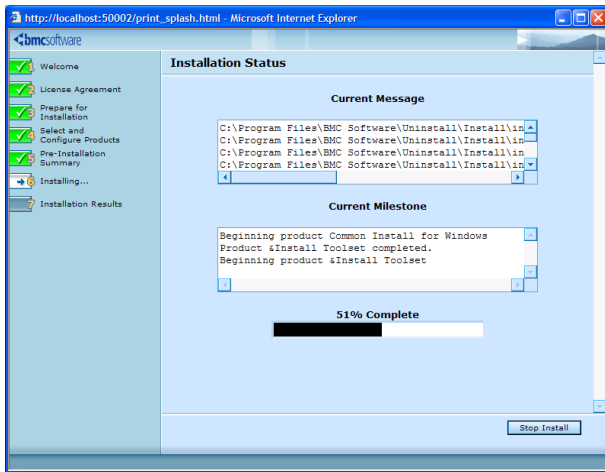
Check the **BMC Performance Manager Monitoring Studio** box to install the KM (it should be selected by default).

Installation Guide - Installing Monitoring Studio

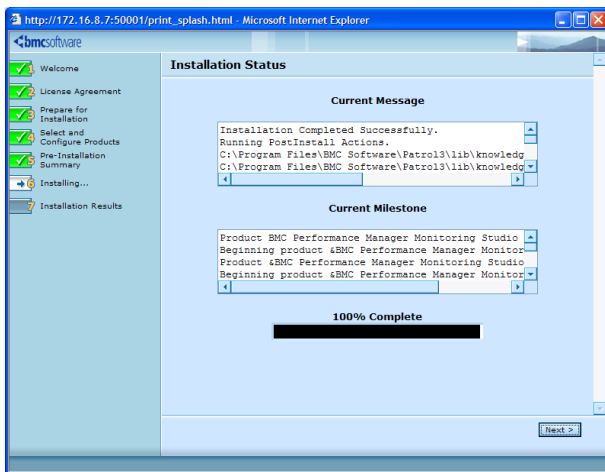
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Review the summary and click on: **Start Install.**

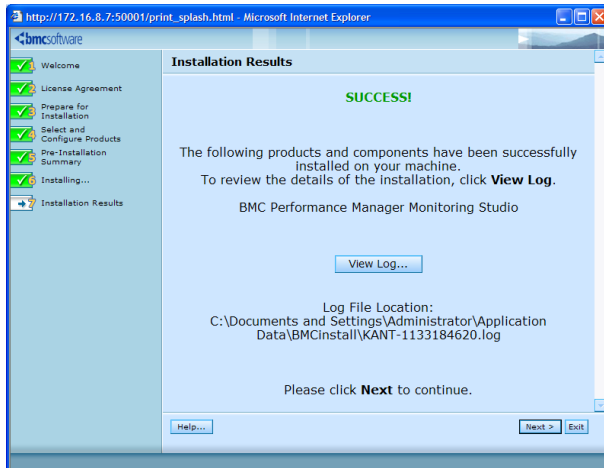


Let the setup program perform the installation.



If successful, this screen will appear.

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The next screen should show a successful installation result.

Click **Next** and **Finish** and exit the setup program.

Note

You can cancel the installation at any step by simply clicking the Exit button.

4. Loading Monitoring Studio KM for PATROL®

Before loading the BMC Performance Manager Monitoring Studio KM for PATROL, please make sure that all requirements have been met and that the product has been properly installed on all PATROL Agents and Consoles using the procedure described in this guide.

Prior to using Monitoring Studio KM for PATROL you must load the Knowledge Modules (KMs) on the PATROL Console. Follow the steps below to load Monitoring Studio KM for PATROL:

Loading the KM on PATROL Console for Windows or on PATROL Console for UNIX

1. Select **File > Load KM** in the PATROL Console menu
2. In the dialog box, select **SW_SENTRY8.kml** and click **Open**

Loading the KM on PATROL Central Operator

1. Select **Action > Load Knowledge Modules...**
2. In the dialog box, check the box next to the managed systems for which you wish to load Monitoring Studio KM for PATROL and click **Next**
3. Click the **Knowledge Module lists** tab, check the box near **SW_SENTRY8.kml** and click **Next**
4. Click on the **Finish** button

Loading the KM on PATROL Central Web Edition

1. In the **General Tasks** panel, click **Load Knowledge Modules...**
2. In the dialog box, click on the managed systems for which you wish to load Monitoring Studio KM for PATROL and click **Next**
3. Select **SW_SENTRY8.kml** from the list and click **Next**
4. Click on the **Finish** button

Application classes on the monitored systems and Console

If the KM is properly loaded, the following 22 classes should be loaded on the monitored system and console:

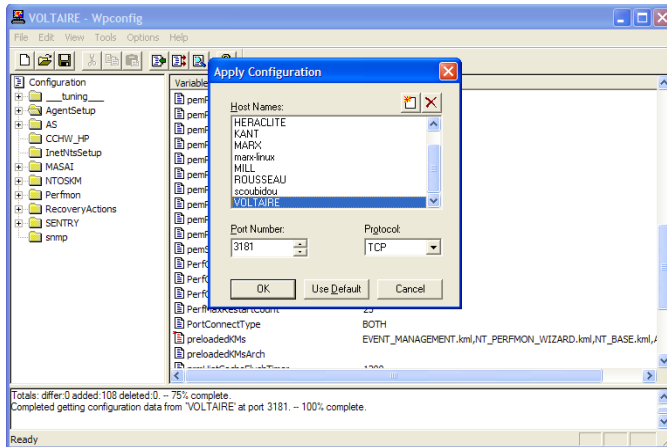
Application Class	Description
SW_APPLICATIONS	Monitors application/container icons
SW_DB_QUERIES	Executes and monitors database queries
SW_FILES	Monitors files and file content
SW_FILE_SECURITY	Monitors file security
SW_FILESYSTEMS	Monitors file-systems
SW_FOLDERS	Monitors folders
SW_HTTP_REQUESTS	Monitors web-based applications, executes HTTP requests
SW_HTTP_WEBFARM	Monitors web farms

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Application Class	Description
SW_JMX	Polls and monitors JMX-enabled application servers
SW_KMWATCH	Monitors parameters of other KMs
SW_NTEVENTS	Monitors Windows Event Logs
SW_NTPERFORMANCE	Monitors Windows Performance
SW_NTSERVICES	Monitors Windows Services
SW_NT_WMI	Executes and monitors WMI queries
SW_NUMBERS	Enables extracting numeric values
SW_OSCOMMANDS	Executes, monitors and parses command lines and scripts
SW_PROCESSES	Monitors Processes
SW_SENTRY	Main application class
SW_SNMP_POLIING	Polls and monitors SNMP agents
SW_SNMP_TRAPS	Monitors and listens for SNMP traps
SW_STRINGS	Executes string searches
SW_TRANSFORM	Transforms complex (multi-line, HTML, XML) text to enable string/numeric value searches

5. Preloading Monitoring Studio

For optimal functioning of Monitoring Studio, it is strongly recommended that you configure the PATROL Agent to preload the KM. This means that the PATROL Agent will automatically load Monitoring Studio upon startup and will not wait for a console requesting the KM.



This can be done by setting the `/AgentSetup/preloadedKMs` configuration variable of each PATROL Agent where Monitoring Studio has been installed.

- To set a configuration variable, you need to use **PATROL Configuration Manager (PCM)**, **WPCONFIG.EXE** (Windows) or **xpconfig** (UNIX/Linux). For more information about these tools, please refer to the BMC Software PATROL documentation.
- The `/AgentSetup/preloadedKMs` is a comma-separated list of KM files or KM lists that have to be loaded by the agent upon startup. Basically, it looks like the following:

```
EVENT_MANAGEMENT.kml,NT_PERFMON_WIZARD.kml,NT_BASE.kml,AS_EVENTSRING.kml
```

- Add **SW_SENTRY8.kml** to this list as shown below and then apply the configuration:

```
EVENT MANAGMENT.kml,NT PERFMON WIZARD.kml,NT_BASE.kml,AS_EVENTSRING.kml,  
SW_SENTRY8.kml
```

License Keys

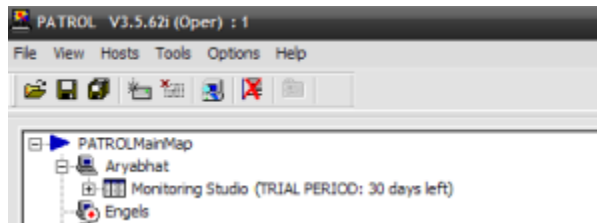
This section deals with the licensing procedure for Monitoring Studio. It tells you about the automatic trial period and explains how to enter your license key to activate Monitoring Studio.

License keys remain unchanged over releases, so existing customers can use the same keys as for the previous version, and new customers can use the keys given for the current version as well as all forthcoming releases.

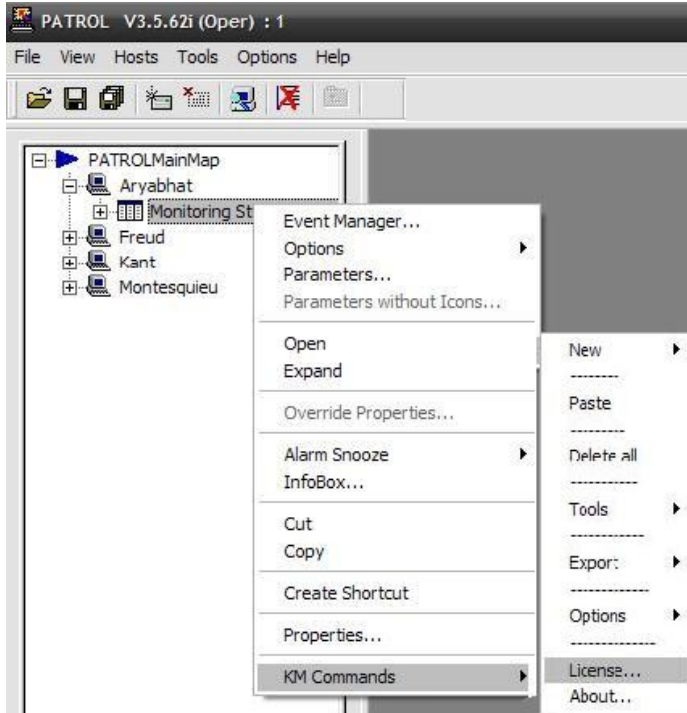
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1. Trial period

Once installed, Monitoring Studio will work without any license key for 30 days. This is the free trial period. A short message in the label of the main Monitoring Studio icon indicates when the trial period will expire.



2. Entering a license key



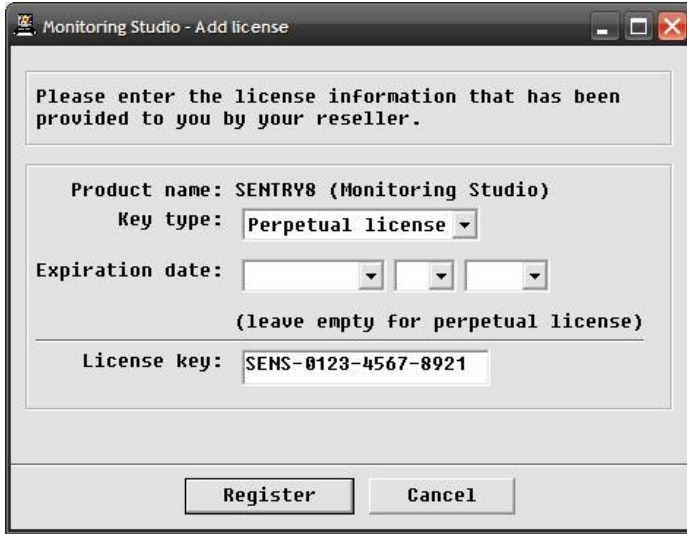
Right-click on the main Monitoring Studio icon > **KM Commands** > **License...**



A dialog box appears and shows the license Monitoring Studio is currently working with (automatic 30-day trial, term license or perpetual license).

To enter a new license key, click on the **Register a new license** button.

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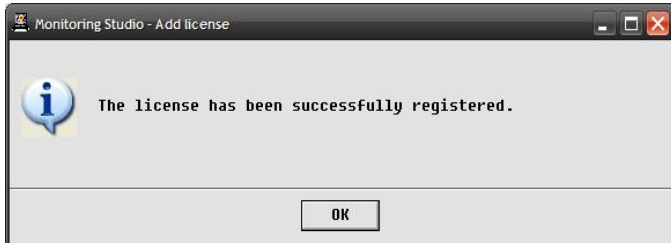


Choose the key depending on the type of license you purchased (Perpetual License or Term License).

- For a **Term License**: Enter your Term License expiration date
- For a **Perpetual License**: Leave the expiration date field blank
- For a **Trial Extension**: Enter the new expiration date

Then, enter your license key in the last field and press the **Register** button.

Note
The license keys remain unchanged across releases.



A pop-up will inform you whether or not the key was accepted, and if so, the following panel will appear.



Once the license key is accepted, the license dialog box gets refreshed and shows the new license as registered.

Note
The automatic trial period always appears, even if it has expired. This has no effect on the product.

3. Distributing the license over several computers

Distributing the license key as a configuration variable

The first way to distribute the Monitoring Studio license key to several computers is to deploy the corresponding configuration variable through **wpconfig**, **xpconfig** or **PATROL Configuration Manager (PCM)**.

1. On the first computer, enter the license key through the graphical user interface as described in the previous section.
2. Use **wpconfig**, **xpconfig** or **PATROL Configuration Manager** to retrieve the **/MASAI/SENTRY8/license4** configuration variable that has been set by the graphical user interface on the first computer.
3. Distribute this **/MASAI/SENTRY8/license4** configuration variable to all of the hosts that run Monitoring Studio, through **wpconfig**, **xpconfig** or **PCM**.
4. The license key that has been distributed through this mechanism should take effect within one hour (after a discovery).

Distributing the license key as a file

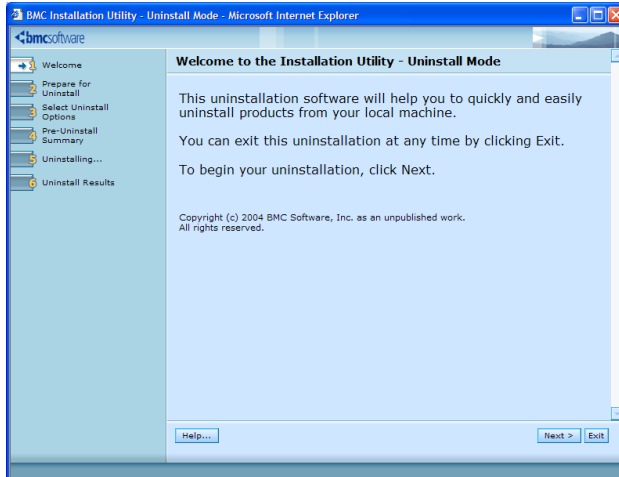
The other way to distribute the Monitoring Studio license key to several computers is to deploy the corresponding file through any file distribution mechanism (Distribution Server, Marimba, ftp, etc.)

1. On the first computer, enter the license key through the graphical user interface as described in the previous section.
2. Retrieve the file **%PATROL_HOME%\lib\SW_SY_license4** (alternatively under UNIX/Linux: **\$PATROL_HOME/lib/SW_SY_license4**)
3. Distribute the **SW_SY_license4** file to the **%PATROL_HOME%\lib** directory on all of the hosts that run Monitoring Studio.
4. The license key that has been distributed through this mechanism should take effect within one hour (after a discovery).

Un-installing Monitoring Studio

This section describes the procedure to uninstall Monitoring Studio from an element on which it has been installed (Agent, Console or Console Server).

Uninstall procedure

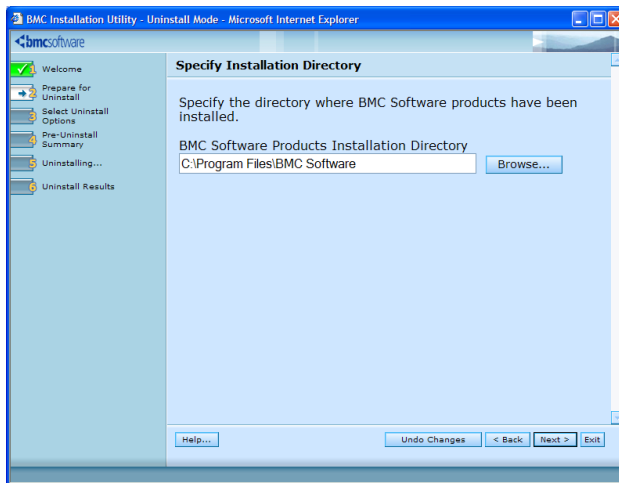


Browse to the Uninstall directory under the BMC products directory (typically under C:\Program Files\BMC Software, or /opt/bmc)

- **On Windows:** Launch the uninstall.exe program.
- **On UNIX:** Launch the uninstall.sh script.

Note

Ensure that the uninstall program is up-to-date. You may need to use one from a fresh Installation Utility package.

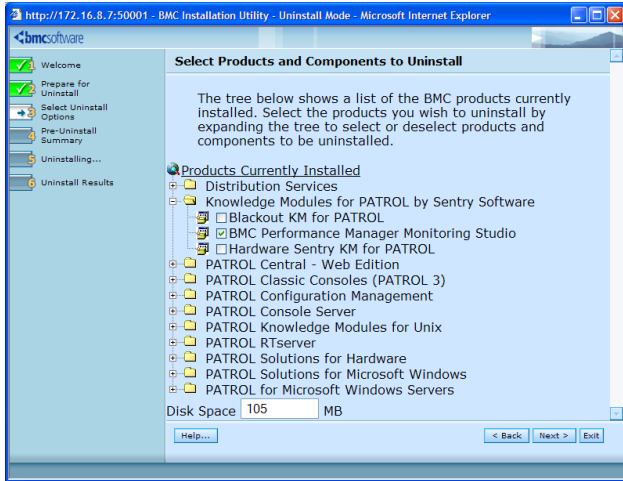


Specify the BMC Software products folder.

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

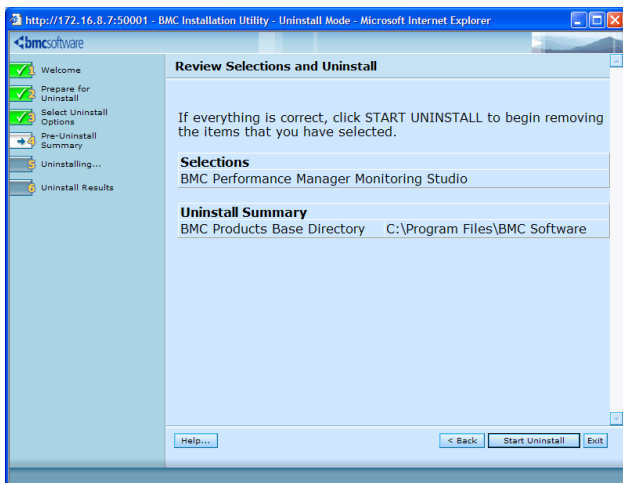
Installation Guide - Un-installing Monitoring Studio

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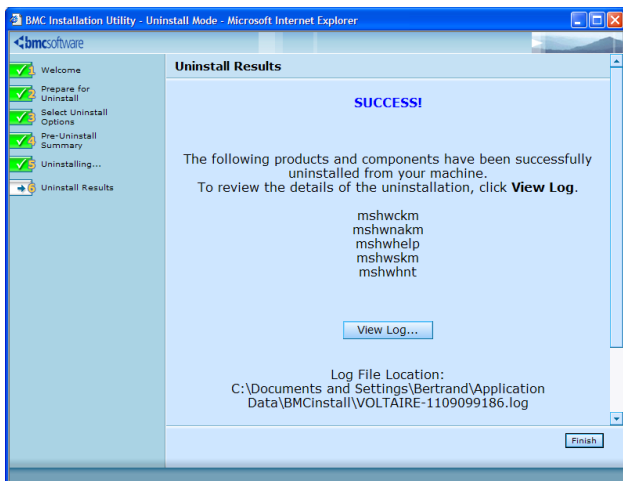


To uninstall the KM:

Select **BMC Performance Manager Monitoring Studio**.



Click on **Start Uninstall** to run the un-installation program.



You have now successfully uninstalled BMC Performance Manager Monitoring Studio.

Click on **Finish**.

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, thus enabling up to 100% coverage of any infrastructure. There are agent-based solutions for the BMC Performance Manager (PATROL) environment, as well as agent-less solutions for the web-based BMC Performance Manager Portal environment. 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.

