

# PATROL® Integration™ for HP OpenView IT/Operations

## Key benefits

- Integrates HP OpenView IT/Operations with PATROL, providing a single solution for management across a distributed computing environment
- Forwards events directly from the PATROL Agent to the IT/Operations agent
- Allows users to stop repeated warning messages, by means of a blackout feature, when a PATROL Event Translator (PET) connection is terminated voluntarily
- Supports IT/Operations management server on Solaris and HP-UX
- Supports IT/Operations managed nodes on Unix and Microsoft Windows NT

## Business challenge

As your corporate IT environment grows in size and complexity, the need for a centralized, administrative view of diverse system and network resources increases. Many organizations address this need by implementing a system or network management framework solution such as the HP OpenView IT/Operations product.

## Business opportunity

Increasing the monitoring scope of the IT/Operations product to include applications, databases, middleware and other critical resources increases the overall value of all the management information. The PATROL Integration for HP OpenView IT/Operations product from BMC Software leverages the system management capabilities of the IT/Operations product across a wide range of business-critical resources.

## The PATROL solution

PATROL by BMC Software and the PATROL Integration for HP OpenView IT/Operations product provide the cost-effective, powerful solution organizations are looking for. PATROL Integration extends the management scope of the existing framework solution by delivering a

seamless interface between PATROL and the IT/Operations console.

PATROL Integration enables administrators to use the IT/Operations console to monitor and manage PATROL-managed networks, systems, messaging middleware, databases, applications, Internet/intranet technologies and other critical resources.

## How it works

Once PATROL Integration for HP OpenView IT/Operations is installed on the IT/Operations management server, one or more PET servers are installed on one or more IT/Operations managed nodes. After you start the PATROL Agents and the PET server(s), PATROL event messages are sent from each PATROL Agent to the appropriate PET server. The PET server then forwards the messages to the IT/Operations agent on the node where the PET server is installed using the IT/Operations API. The IT/Operations forwards the events to the IT/Operations management server, at

which time you can use the IT/Operations message browser to view and process PATROL events.

Default message groups that correspond to PATROL-managed resources (i.e., databases, applications, etc.) are installed on the IT/Operations Message Group Bank window. Additional message groups can be created if more than the standard set provided is required. Information about PATROL events is obtained by clicking on the appropriate message group (i.e., Oracle) and viewing events through the message browser. Events listed in the browser can be selected to display additional detail.

### **PATROL event monitoring**

PATROL and HP OpenView IT/Operations are tightly integrated at the agent-to-agent level. When a PATROL Agent detects an event on a monitored application, it sends a message through the PET to IT/Operations. IT/Operations then correlates, prioritizes and administers the message from an enterprise-wide perspective.

In many cases, the PATROL Agent can respond to events by executing a correction routine automatically. If the PATROL Agent is unable to resolve an issue, it will forward an alert to the console. All events detected and/or resolved by PATROL are stored for review. By clicking on the PATROL Integration group icon in the IT/Operations application bank, you can access other available PATROL applications.

To ensure that PATROL is always able to communicate with IT/Operations, an IT/Operations process monitor periodically checks for the existence of the PATROL Agent and the PET. If neither is detected, a message is generated and displayed on the message browser.

Additionally, if you need to bring down a connection for maintenance or other purposes, the blackout feature allows you to purposefully terminate a connection without the hassle of receiving and responding to continual disconnect alarms.

### **PATROL Integration components**

PATROL Integration consists of several components, including the PET and PATROL Integration configuration utility.

### **PATROL Event Translator**

The PET is a core component of PATROL Integration that establishes and maintains connections with each PATROL Agent discovered (or agents specified by the administrator). The PET also sets up filtering criteria with each connected agent.

Once connected, the messages and events occurring at these agents are forwarded to the PET. The PET passes the information to the PATROL Integration Module™ for the IT/Operations message browser resident on the console host.

### **PATROL Integration configuration utility**

The PATROL Integration configuration utility is a graphical user interface tool that allows you to define and modify the configuration of PATROL Integration. With this utility you can individually modify the settings that determine which hosts PATROL Integration will communicate with, the port number of the PATROL Agent, the PATROL user name and password for the agent and the event filter settings. Modifications of these settings are stored in the configuration file for the designated host. The configuration utility allows users to:

- Add hosts to the configuration file

- Specify a target management host
- Save settings to the configuration file
- Set the connection attributes
- Set the auto-discovery attributes

### **About BMC Software**

BMC Software is the leading provider of management solutions that enhance the availability, performance and recovery of companies' business-critical applications. This *application service assurance*™ strategy combines superior products with BMC Software Professional Services and outstanding customer support to ensure the e-business applications companies and their customers rely on most stay up and running around the clock. For more than 19 years, the world's leading companies have relied on BMC Software.

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