



QUESTION

How can I reduce the complexity of my "Enterprise Event Manager"?

DESCRIPTION

Many customers use a central event manager, such as PATROL Enterprise Manager (PEM), Tivoli Enterprise Console (TEC) or PATROL Operations Manager (POM), to help keep up with the large numbers of events that can be generated by even a moderate number of remote agents. In many cases, just keeping up with all the rules at the event management console can become a significant task in itself.

SOLUTION

BMC's EventSpring can help dramatically simplify the task of managing events. EventSpring can be configured so that remote agents forward their events to a central Notification Server, which the event manager can then poll. This means that the event management console does not have a list of all production agents with valid login ids (and encrypted passwords), which could represent a security risk.

Because the event management rules are distributed to the agents instead of being concentrated at a central console, there are some less apparent advantages. Instead of forcing the event manager to sort through thousands of irrelevant events, Agents can easily be configured to filter and forward only actionable alerts. This will reduce dramatically the load at the console and the network.

Finally, EventSpring has some other features that can really simplify management of Patrol in general, such as easy rewording of event messages, blackouts of any application class, instance or parameter for maintenance, alarm threshold reporting, etc.

EVENT MANAGER INTEGRATION

After EventSpring is in use, you will still need to integrate it with your event manager to get the full benefit.

As an example, PEM users can create a transformer to plug in for the Agent Connection filter path, so that the filter can be used to process EventSpring-forwarded events like regular Patrol alerts. This transformer will need convert the Remote Notify Events from the EventSpring notification server into regular PATROL format, including parsing the hostname from the event description.

POM is not as customizable as PEM, but integration with EventSpring is still possible and very beneficial. Forward all events to the notification server, then use PatrolCli or Patrol API to connect to the agent running on POM and trigger new alerts. This will improve dramatically the scalability and stability of POM since it will only need connect to one Patrol Agent.

BEST PRACTICES

It is important to think of an EventSpring deployment in phases.

The first phase includes installing the KM across the enterprise. There are several ways to do this, but whatever method is normally used will be fine. EventSpring makes changes to the standard event catalog, so any customizations will need to be migrated in advance. Also, each agent will need to be restarted after the installation so that the new catalog will be used.

The next phase is primarily for education. EventSpring brings a new way of thinking about event management. Setup a test environment with several agents and experiment with enabling alert actions from various parameters, setting up email notification, rewording events, etc. Also, since EventSpring keeps all of its configuration information in pconfig variables, this is a good time to figure out how to manage those settings. (Hint: ChangeSpring is an excellent tool for managing Agent Configuration variables.)

The final phase is for configuring production. By this time, you should have a clear set of configuration rules which can be easily deployed across the environment.

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