Deep Dive into NSM r11.2 SP1: Customer Benefits from Product Features & New Improved Features

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Agenda

> CA Systems Management
  - **Foundation**: CA NSM
  - **NSM Role in Assurance & Automation**

> Roadmap

> VMWare, Xen Support through Integrations

> NSM R11.2

> New with NSMR11.2 SP1
  - DIA, Atech Enhancements
  - Improvements with AMS-SD Integrations
  - Improvements for MCC
  - New Platforms Certified

> NSM Recorded “How To” Trainings
CA NSM

Role in CA Systems Management
Our best in class modular products are increasingly integrated and converging into a single solution for Business Service Assurance and Automation.

Assurance & Automation Solution

- Spectrum Service Assurance Manager
- Service Impact Dashboards
- eHealth Performance Manager
- Spectrum Infrastructure Manager
- Model RCA IP/Network Svcs
- Performance analysis & reporting
- Event management
- Configuration management
- NSM
- System management
- Spectrum Automation Manager
- Process Automation Provisioning
- Workload Automation (AutoSys dSeries)
- Workload Scheduling
- Virtual platforms
- Virtual Performance Management
- OS Agents
- Deep Dive Into CA NSM R11.2 SP1
Our Strategy: Systems Management

- CA continues to invest in CA NSM supporting our customers who depend on this technology for Systems & Event Management
  - Adding certifications for new platforms & enhancements to improve customer value focused on these core areas
- CA is accelerating investment SystemEDGE as a ‘small footprint’ agent
  - Developing new remote deployment and configuration, integrated support for database, exchange, active directory, & virtual performance management
- CA is accelerating investment in agent-less monitoring

This agent technology will be available for use by CA NSM, CA eHealth PM, CA Spectrum IM and CA Spectrum Automation Manager
NSM Integrations for VMWare & Xen

- Protecting investment made in NSM
- Satisfying immediate need to manage most popular virtual environments through NSM
- Provide a smooth migration path to the full blown capabilities of VPM
- Supporting VPM 11.7 VMWare & Xen agents through NSM managers
- Support for discovery, configuration & event handling
- NSM Integration for VMWare GA (Sept 2009)
- NSM Integration for Xen will be GA End of CY 2009
Roadmap

> CA NSM r11.2 SP1 – 2H CY 2009
  - New Agent Certifications, VPM Integration
  - Improvements to Agent Architecture (DIA Improvements)
  - Enhanced Integration between Alert Management & Service Desk
  - Improved System Performance Reporting & Analytics
  - Enhanced CA Event Integration for NSM
  - Enhanced Integration with Spectrum IM

> CA NSM r11.2 SP2 – 1H CY 2010
  - Patch Management Capabilities
  - Enhancements to Agent-less Monitoring
  - More Stability & Performance Enhancements
  - Improvements to DIA & MCC
  - Better Integration with VPM & Service Assurance
Roadmap

> CA NSM r12.0 - 1H CY 2011
  - New Agent Certifications
  - Manager Platform updates
  - Security Improvements
  - Enhanced Integrations with Assurance Manager, Virtual Performance Manager & Automation Manager
  - Better and Integrated Remote Monitoring Support
  - More improvements to MCC
  - Better Agent Configuration & Maintenance Management
CA NSM R11.2
CA NSM R11.2 was released in Sept 2008

Following are the key features of NSM R11.2:

- New SCOM 2007 Integration
- New Linux & UNIX configurations for multiple CA NSM Manager components
- Native and dual stack IPv6 support
- Integrated, advanced active directory management
- Single sign-on for CA Service Desk & CA eHealth NPM
- High Availability Service support for AMS and CA DIA MKB on clusters
- Enhanced Integrations with CA CMDB, CA Spectrum NFM, CA Service Desk, CA Wily Introscope, CA Wily CEM
- Advanced user interfaces, visualisations
CA NSM R11.2 SP1

DIA Improvements
DIA Grid in CSV Format

> Tool that will get the entire grid in CSV format

> Figuring out problematic machines or “missing” machines (using excel features)

> Sort et al features can be used for verifying activations and associations of DNA with specific UKBs

```
E:\Program Files\CA\SC\CCS\DIA\dia\ukb\bin>ukbgridcsv
Usage: UkblGridCSV.bat <Choice for Grid Report> <UKBHOSTNAME/IP Address>

E:\Program Files\CA\SC\CCS\DIA\dia\ukb\bin>ukbgridcsv 1 localhost

The Grid report is ready
```
Remote Invocations

> Execute commands on a group of machines (across platforms) from a single machine

> Transfer scripts to a group of machines and then execute those scripts
   - Get report of the status of execution of scripts on particular machines

> Can be used to push reasonably sized CA patches and apply them (and get the report as well)

> CA provides pre-canned scripts for following:
   - Pushing and applying patches (reasonable sized) to a group of machines
   - Configurations for NSM for multi-NIC environments
Utilities for Automating DIA Procedures

> DIA needs lot of manual steps as part of some of its procedures

> Automated utilities packaged with the PES for following:
  - DIA “cleanup”
  - DIA services restart
  - DIA activations/re-activations

> All utilities can be executed from a remote machine across platforms on a group of machines simultaneously

> All utilities generate a success/failure report
Automated Grid Verification

> There are instances when a DNA is not activated and hence creates problems

> The tool retrieves data from MDB discovery

> It validates the data against DIA grid and finds differences (typically machines not activated)

> The tool then takes automated steps to “rectify the situation”

> Generates reports for where it was successful and where not (with reasons for non-success. Ex: Connection blocked, service not running)
Automated Grid Verification

```
E:\>wvdiacomp
Usage: wvdiacomp [-n DSMServer!ALL]
E:\>wvdiacomp -n DAWYA01V1
Connect Repository <DAWYA01V1> OK!

There are 3 hosts found
WUHOSTS == [DAWYA01V1.ca.com, DAWYA01V4.ca.com, DAWYA01V5.ca.com]
WUHOSTS for ACTIVATION == [DAWYA01V4.ca.com, DAWYA01V5.ca.com]
Generating report E:\Program Files\CA\SC\CCS\DIA\dia\logs\WvDiaIntegrationReport.txt
E:\>

DAWYA01V5.ca.com
SEND_DIA_ACTIVATION [ok]
*************************

DAWYA01V4.ca.com
SEND_DIA_ACTIVATION [failed]
NSLOOKUP [ok]
PING [ok]
DNA_CONNECTIVITY [failed]
*************************
```
Usability Enhancements

> Report before problem occurs
CA NSM R11.2 SP1

Agent Technology Improvements
Agent-less Monitoring

> Out of the box capability to manage and monitor systems without any CA agents on them

> Major subset of parameter that CA agents monitor
  - Refer docs for the exact parameters

> Only requirement is native SNMP service to be active on the target machines

> Individual monitoring parameters are configurable

> Capability to monitor all BIG-5 platforms

> Capability to have part of network use CA agents and another part agent-less and have same DSM manage both
Deep Dive Into CA NSM R11.2 SP1
Agent-less Monitoring

> Events generated for threshold breaches
  > Event and alert management can be used to complete the loop for automation

> Robustness: Capability to configure agent-less monitoring as fallback option
  > CA Agents and Agent-less monitoring co-exist and if CA Agent goes down agent-less takes over ensuring no monitoring downtime at all

> Same views and same info as with CA agents – no learning curve and easy to understand

> Will show immediate value
  > Can be used where agent needs to be down for some time
SNMP as Fallback for DIA Failures

> Multiple instances of DIA communication failures causing loss of monitoring data from agents
> In many cases, SNMP communication is possible
> Wherever SNMP is available, by turning a flag on in a configuration file, you can have DSM use SNMP whenever it detects DIA communication failures
  - When DIA comes back again, DSM starts using it
> Assured monitoring even with one communication mechanism failure
CA NSM R11.2 SP1

AMS-SD Integration Improvements
AMS-SD Integration Improvements

> Support for multi-tenancy capabilities of CA Service Desk
  ▪ Gives the capability to work with multiple instances of Service Desk

> Enhanced and cleaner CA Service Desk ticket creation and closure through AMS
  ▪ Easier mapping of alert closure to the desired name for the “closed” state
  ▪ Flexibility to suppress ticket creation for CI’s not being tracked

> More options for synchronisation of alerts and CA Service Desk Tickets
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    <SDCloseStatus>Closed</SDCloseStatus>
    <SDCloseStatus>Closed-Unresolved</SDCloseStatus>
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  </ConfigItem>
  <TicketCloseOption>
    <SetTicketCloseStatus>Closed-AMS</SetTicketCloseStatus>
  </TicketCloseOption>
</AMS>
CA NSM R11.2 SP1

MCC Improvements
MCC Improvements

> Lot of improvements and fixes to MCC related issues

> Key ones are:

- Memory & Session Leaks Handled
- “Connection to RMIServer Lost”
- Severity Propagation for Status of Objects
- Non-Responsive MCC
- Missing Children
- Improved Logging for better diagnostics
CA NSM R11.2 SP1

New Supported Platforms
New Supported Platforms

> Windows 7 Support
  - Agents & Remote Admin Client Support

> HP Itanium
  - 11.23
  - 11.31
  - Both for Agents Only

Coming Soon....

> Windows 2008 R2
> Windows 2008 User Account Control (UAC)
> Windows SCOM 2007 R2
> SLES 11
More Investment in NSM

Making NSM administration EASIER through Education

<table>
<thead>
<tr>
<th>Component/Area</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>DSM/Atech</td>
<td>Performance, Tips and Tricks for Stability, Troubleshooting in Cluster, Firewall Environments</td>
</tr>
<tr>
<td>DIA</td>
<td>Tips and Tricks, Troubleshooting</td>
</tr>
<tr>
<td>EM (legacy and advanced)</td>
<td>Troubleshooting &amp; Tips and Tricks</td>
</tr>
<tr>
<td>WV</td>
<td>Troubleshooting (Sev Prop, DB Errors etc)</td>
</tr>
<tr>
<td>Upgrades to 11.x</td>
<td>Guide to Migration and things to considered before hand (this could have the actual stuff from Migration Guide being &quot;shown&quot;) and also using experience with existing customers that migrated</td>
</tr>
<tr>
<td>Agents</td>
<td>Troubleshooting, Tips and Tricks</td>
</tr>
<tr>
<td>Visualization (MCC only)</td>
<td>Troubleshooting, Tips and Tricks for performance &amp; stability</td>
</tr>
<tr>
<td>Using &amp; Troubleshooting NSM in Clustered and Firewall Environments</td>
<td>This training would entail setting up NSM and its subsequent troubleshooting in the mentioned environments end-to-end.</td>
</tr>
</tbody>
</table>

Available for free download from CA Support Site
Thank You...

Feel free to get in touch with us:

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