

COSuser KM for PATROL

The Knowledge Module which integrates COSuser with BMC Software's PATROL

The COSuser KM for PATROL is a Knowledge Module ("KM") that allows COSuser to be proactively and automatically monitored by BMC Software's PATROL. The KM is useful for any organization with COSuser which wishes to implement monitoring using the simple and secure interface supplied as a standard component of BMC's PATROL products.

As PATROL can be connected to other enterprise monitoring tools such as IBM Tivoli Monitoring, CA Unicenter and Hewlett-Packard's IT/Operations and OpenView products, it additionally allows those tools to monitor COSuser. As an alternative, OSM offers the facility where COSuser is monitored directly by such products so as to avoid the need for any part of PATROL to be installed.

Name	Type	Object State	Aggregate State
CU_Agent_ORACLE_Error_Report	Text Parameter	Warning	
CU_Agent_UNIX_Error_Report	Text Parameter	Warning	
CU_Agent_NT_Error_Report	Text Parameter	Warning	
COSUserTasks	Application Class		Critical
CUAgentConnColl	Boolean Parameter	OK	

Figure 1 – PATROL Windows console – top-level view of COSuser KM

Users of BMC's PATROL monitor essential, computerised, business processes through an MS Windows or web browser based console. User provisioning and access control (the primary functions of COSuser) are essential components of an end-to-end business process and therefore benefit from proactive monitoring to the same extent as any other.

To that end, all critical components of COSuser, including the COSbatch transaction engine and COSduty-SSA delegation engine, are monitored, and alarms are automatically

generated if there is a problem. For example, if an agent is not responding and users cannot be registered/deregistered on the infrastructure element supported by that agent.



When a problem exists with the COSuser environment, the PATROL user is able to drill down in normal PATROL fashion to the underlying components.

The COSuser KM for PATROL acts as a standard Knowledge Module in that the essential components for COSuser working successfully are monitored by PATROL, alarms are generated when something goes wrong, and action can be taken before the problem gets out of hand.

Name	Type	Object State	Aggregate State
alice	Application Instance	OK	OK
ALL	Application Instance	OK	Critical
terminals2	Application Instance	OK	OK
localhost	Application Instance	OK	OK
concorde2	Application Instance	OK	OK
BULLA	Application Instance	OK	OK
bullA	Application Instance	OK	OK
PS2-concorde8	Application Instance	OK	OK
PS2-BDC-concorde9	Application Instance	OK	OK
DEV_REMOTE	Application Instance	OK	OK
DEV	Application Instance	OK	Critical

Figure 2 – PATROL Windows console showing the status of all COSuser tasks

Availability

Sun Solaris, IBM AIX, HP-UX, Linux. Other versions of UNIX and Linux subject to request.

For more information please visit www.cosuser.com

Summary

The COSuser KM for PATROL provides the following benefits:

- It supplies the encapsulated knowledge that allows BMC Software's PATROL to proactively monitor COSuser
- It delivers improved service levels as help desk and administration staff can more easily correct user provisioning related problems.



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