Managing Your Enterprise from Microsoft Windows

Jon Haworth

Senior Consultant

Solution Services

HP OpenView

jonathon_haworth@hp.com

Tel: +44 1344 365439

Agenda

- ✓ Overview of ManageX and OVO/W.
  - Architecture
  - Similarities and Differences
  - Technology
- ✓ Summary of products (May 2001)
- ✓ Features Checkpoint.
- ✓ OVO/W 6.2
- ✓ Where we are NOW
- ✓ Where are we going?
- ✓ Q&A

Overview of ManageX.

ManageX is a powerful, easy-to-use solution enabling proactive control of Windows 2000/NT performance, event, and application management
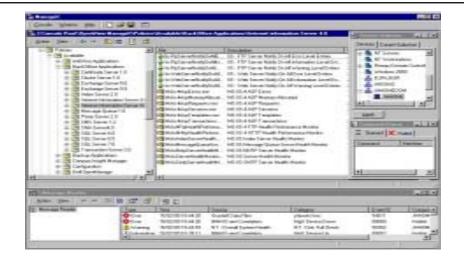
✓ Large scale (100s), one-to-many mgmt.
✓ Consolidated event notification
✓ Real-time performance monitoring
✓ Automated corrective actions
✓ Unattended, 7x24 operations.
✓ Integrated paging via TelAlert
✓ Historical performance reporting.
✓ Automated web publishing.

• Utilizes advanced Microsoft technologies (DCOM, WSH, MMC, WMI)
• Auto-discovery and configuration (Servers, OS, applications)
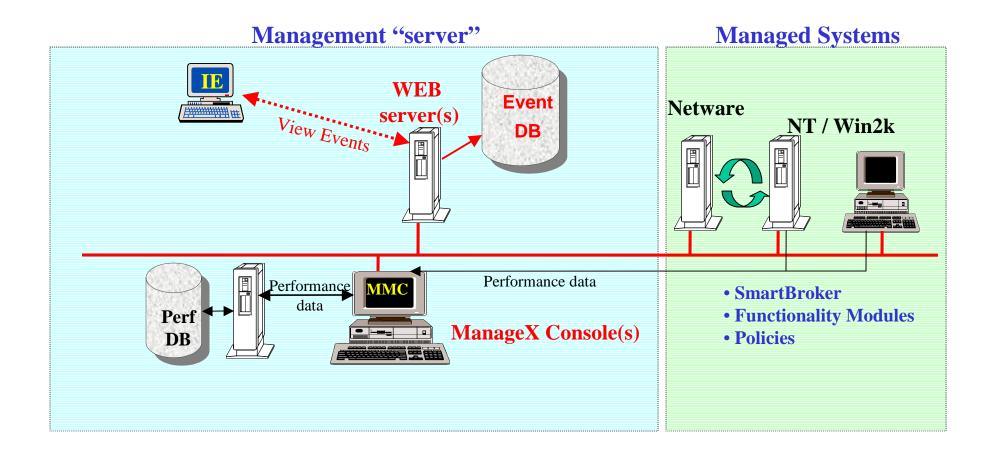• Central policy-based management with "push" deployment

Hundreds of OOB policies

Win2K / NT, ADS, Backoffice (Exchange, SQL, IIS…), Oracle, Sybase, Netware etc.

PLUS SPIs

Lotus Notes
Exchange
Linux

Architecture of ManageX.

Management "server"   **Managed Systems**

IE

WEB server(s)

Event DB

View Events

Netware

NT / Win2k

Perf DB

Performance data

MMC

Performance data

ManageX Console(s)

• **SmartBroker**
• **Functionality Modules**
• **Policies**

ManageX is 'pre-integrated' into OV Express.

OpenView Express

Industry-Leading Products
Application & System Management
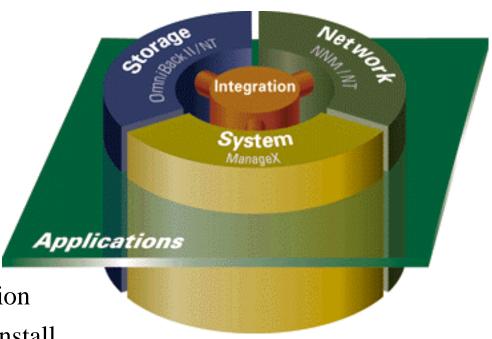**ManageX**
Network Management
Network Node Manager / NT
Storage Management
Omniback II / NT

Sophisticated cross-product Integration

Quick ROI: Rapid OOB integrated install.
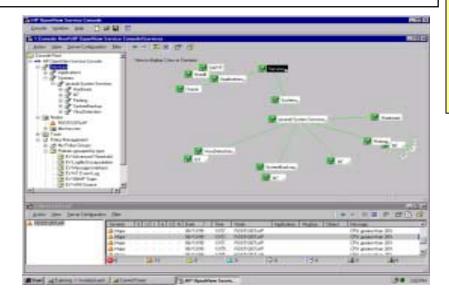Fast, Proactive Control

Overview of OVO/W

OVO / Windows is a powerful solution enabling proactive control of Heterogenous systems performance, event, and application management

- • Utilizes advanced Microsoft technologies (DCOM, WSH, MMC, WMI).
- • Auto-discovery and configuration (Servers, OS, applications)
- • Central policy-based management with automatic or manual "push" deployment.

✓ Enterprise scale (1000s), one-to-many mgmt.
✓ Consolidated event notification
✓ Service model and visualization
✓ Real-time performance monitoring
✓ Automated corrective actions.
✓ Operator actions & Tools.
✓ Unattended, 7x24 operations.
✓ Integrated paging via TelAlert
✓ Historical performance reporting.
✓ Automated web publishing.

Hundreds of OOB policies

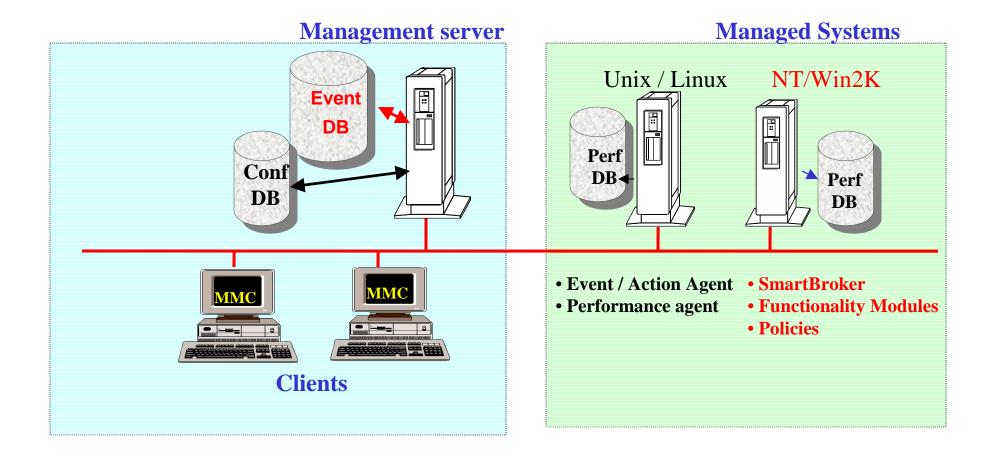Win2K / NT, ADS, Backoffice (Exchange, SQL, IIS…), Oracle, Sybase, Netware etc.

PLUS SPIs

Lotus Notes Exchange Databases

Architecture of OVO/W

Overview of ManageX and OVO/W

Similarities......because both are distributed monitoring products

- **Manage the Windows NT/Win2k environment FROM NT/Win2K.**
- **Breadth and depth of monitoring.**
  - **Many OOB policies for NT/Win2k systems and applications**
  - **Built using MS technologies – scripting host, MMC, DCOM, WMI etc.**
  - **Additional SPIs (SmartPlugIns), Exchange, Notes.**
- **Data collection and reporting**
  - **Intelligent Reporting to track performance historically or in real-time**
- **Automation**
  - **Auto-discovery of Environment.**
  - **Automatic responses to events.**
- **Productivity**
  - **Remote command execution.**
  - **One to many management.**
- **Quick Results**
  - **Fast, Easy Installation**
  - **Intelligent, Centralized Management**
  - **"Push" Technology**
  - **Quick ROI**

Overview of ManageX and OVO/W.

Q: So why does HP have two products that do similar things?

A: Because they were built to address different market needs.

'Large' Enterprise Needs

- Heterogeneous
- Service Management & Modelling
- Custom deployments.
- Complex organization structure.
- Specialist staff.
- Scaleable to 1000's

Investment
- $'s
- Time
- Expertise

BUSINESS INSIGHT
HP OpenView Operations for Windows

PROACTIVE CONTROL
HP OpenView ManageX

Reactive Monitoring

'Mid-sized' Enterprise Needs

- NT centric (no Unix).
- No service management needs.
- Fast ROI.
- Straight-forward organization structure.
- Limited staff (multiple hats).
- Scaleable to 100's

IT Complexity

Overview of ManageX and OVO/W.

Differences.......driven by target markets.

ManageX	OVO/W
o No service map / limited node status visualization.	o Service map / comprehensive node status visualization.
o Integration with only a few other OV products (NNM, SD, OVO).	o Integration with many OV products (NNM, SD, IS, WTO, Reporter, OVO/U).
o No (multi user) management server or configuration database.	o Three tier architecture (agent, server, consoles). Server maintains config DB.
o Web based event browser.	o No web based UI.
o Includes integrated data collection & reporting.	o Reporting is an add-on.
o No (native) Unix monitoring capability.	o Unix monitoring capability.
o Very easy UI to learn and use.	o More complex UI (more options!).
o Uses native MS databases for event / performance data.	o Uses portable industry standard database (Solid).
o No MoM / Follow the Sun capability out of the box.	o MoM / Follow the Sun capability (& with OVO/Unix)

Overview of ManageX and OVO/W - Technology.

ManageX is completely based on NT technologies / protocols.

 ➢ COM / DCOM, Windows Scripting Host (ActiveX), MMC, WMI
 ➢ Security model is reliant on NT Security configuration.
 ➢ Use of MS products 'around' ManageX (IIS, SQL Server, Jet Access)

OVO/W uses NT technologies and other Industry Standard protocols.

 ❖ COM / DCOM, Windows Scripting Host (ActiveX), MMC, WMI
 ❖ Wintel security model is reliant on NT Security configuration.
 ❖ DCE-RPC

OVO/W uses technologies from ManageX & OVO/Unix.

 ✓ Event Agent for NT is based on OVO/Unix agent.
 ✓ NT/Win2K agent / policy deployment uses ManageX SmartBroker.
 ✓ ManageX VBScripting enhancements & COM objects included in agent.

ManageX current release.

ManageX v4.23

(& Policy Pack)
(& General Release patch '4.24')

April 2001 Release

Download from:

- Quality enhancements (GR patch)
- Additional policies for

  Citrix MetaFrame 2000

  Citrix MetaFrame NT4

  Microsoft Exchange Server 2000

  Microsoft Site Server 3.0

  Microsoft SMS 2.0

  Microsoft SQL Server 2000

  Microsoft SQL Server 7.0

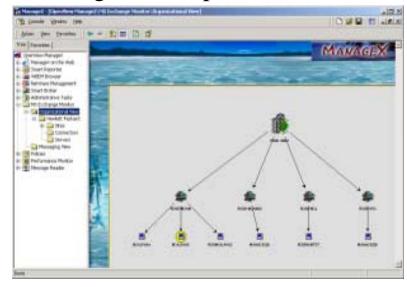 Microsoft Terminal Services Windows 2000

  Microsoft Terminal Server NT 4

ManageX current release.

Policy coverage OOB

- ✓ AntiVirus
- ✓ BackOffice
- ✓ BackUp Applications
- ✓ Hardware Monitors (TopTools, CIM, Dell)
- ✓ Exchange 5.5 & 2000 SPI (& OOB)
- ✓ Lotus Notes SPI from Nworks (&OOB)
- ✓ NetWare
- ✓ NT4 & Win2K (including Active Directory)
- ✓ Oracle
- ✓ Sybase
- ✓ Web Server Solution (IIS)

+ Intelligent NNM Integration

➔ Broad coverage of current releases of MS / 3rd party apps.
➔ In depth monitoring of NT, Exchange, Notes, IIS

Exchange SPI maps

VantagePoint Windows 6.10
(& Skywalker 1 Features)

January 2001 Release

- **Quality enhancements – over 800 fixes**
- **Scalability - ~500 nodes or 12,500 services**
- **New platforms: Linux RedHat, IBM AIX, Compaq Tru64**
- **NNM Adapter**
- **Enhanced Windows+ SPI with ADS functionality**
- **Exchange SPI (no maps)**
- **OV Reporter integration**
- **Common installer & licensing**
- **OV ServiceDesk integration**
- **OV Internet Services integration**
- **Telamon – TelAlert**
- **nWorks – Lotus Domino/Notes SPI**

Features Checkpoint (May 2001).

❖ Similar OOB policy breadth and depth (NT/Win2K).

❖ ManageX has TIGHT OOB integration with NNM & OBII.
❖ ManageX has Netware proxy monitoring.

❖ Exchange SPI for VPW 6.10 does not include Exchange maps.

❖VPW 6.10 is heterogeneous (Unix / Linux).
❖ VPW has integration with NNM, SD, Reporter, IS.
❖ VPW 6.10 has Service Model.

OpenView Operations for Windows

June 2001 Release

✓ **OpenView Operations for Windows is "Windows 2000 Server" certified**

✓ **Scalable architecture for multiple mgt servers**

– **Homogeneous server-to-server message forwarding, with message acknowledgement**

– **Backup server concept**

– **Competence centers**

– **Follow-the-sun**

✓ **Support for non-trusted domains and workgroups**

✓ **TIGHT integration with OpenView Service Desk**

OpenView Operations
for Windows

June 2001 Release
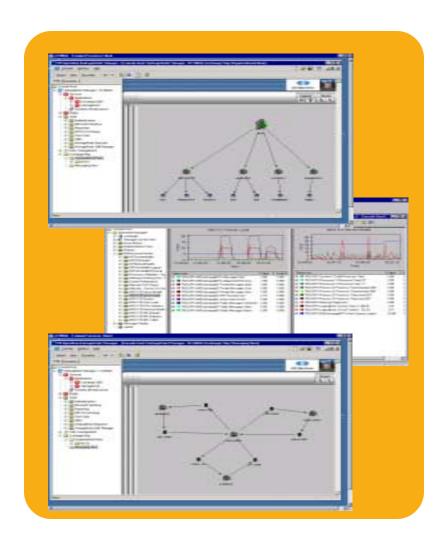
- **Oracle SPI**

- **SQL Server SPI**

- **Informix SPI**

- **Sybase SPI**

- **SAP R/3 SPI**

- **Enhanced Windows+ SPI with ADS functionality & MAPS**

- **Enhanced Exchange SPI, with support for Conference Server , Instant Messaging and Chat Server & MAPS**

- **Common installer & licensing**

- **New Web apps supported; Apache, Netscape,…**

SMART Plug-In for MS Exchange

- End to End Mail Message Delivery Analysis for Proactive Control of Enterprise Message Environments
- Visualization of the Exchange Environment
  - Integration with Service View Map
  - Topology Discovery via LDAP
- Central Monitoring of Exchange 5.5/2000 environments including:
  - Conferencing Server
  - Chat Server
  - Instant Messaging Server
  - **Out-of-the-Box Intelligence**
  - Pre-configured alarms/event
  - Pre-configured graphing
  - Centralized reporting and trending
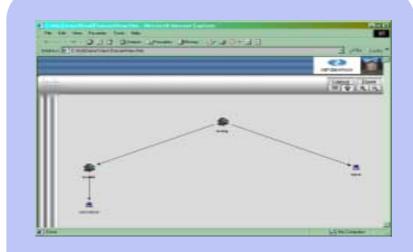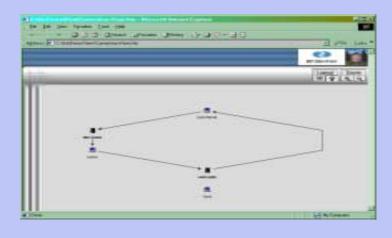 - Instructional Text
    - Cause, Impact, Actions

SMART Plug-In for Windows+
Active Directory Additions

•Gain Control and manage Active Directory for improved availability:

•topology presentation of Active Directory
- hierarchical graphical view
- domain, servers, services

•replication traffic view of Active Directory
- servers
- connectors
- update sequence number
- replication traffic flow

•extensive resource monitoring of AD
- replication performance levels
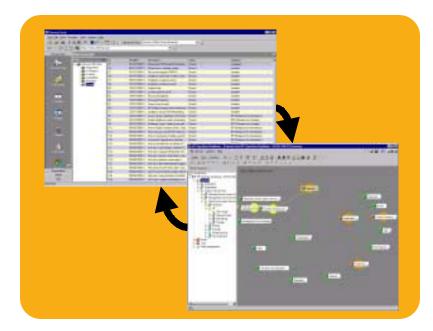- schema update utilization
- DNS resources
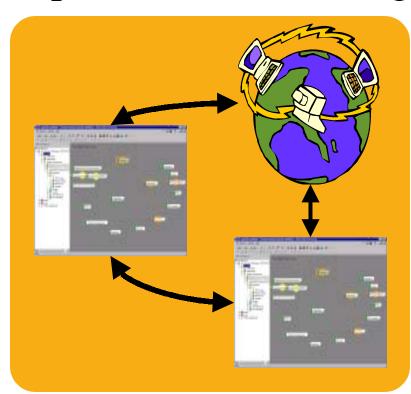
OpenView Service Desk integration

- Send and update events from OpenView Operations for Windows to OpenView service desk

- Acknowledge and annotate events in OpenView Operations for Windows from OpenView service desk

- Extract and update managed nodes from OpenView Operations for Windows to OpenView service desk configuration items

- Create OpenView Operations for Windows events from OpenView service desk

benefit from closed loop services and operations management

OpenView NNM integration
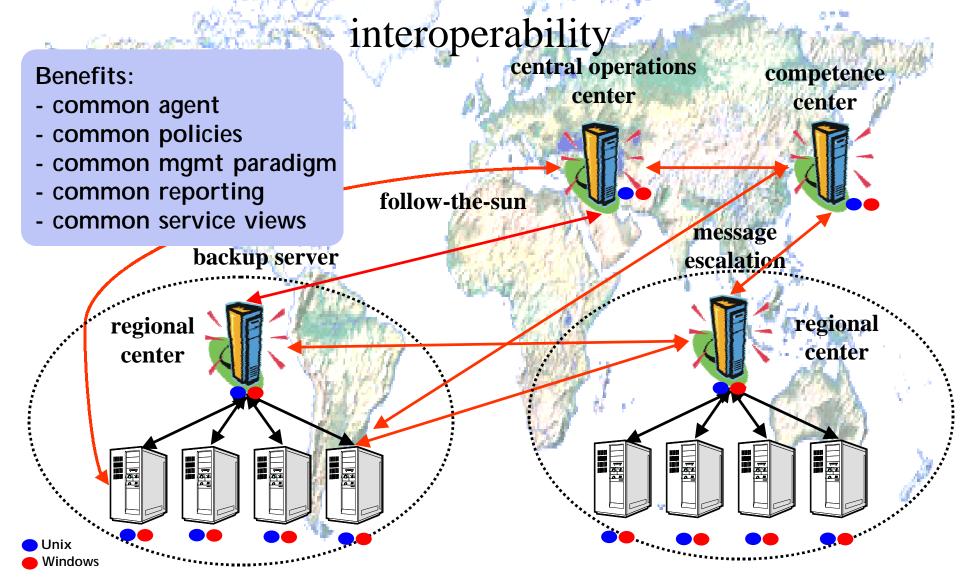

E2E automated server management

- Automatically import new servers into OpenView Operations for Windows
- Automatically discover application services on the newly discovered managed node
- Automatically deploy default set of policies
- Receive NNM events on the console and start NNM tools
- Open NNM maps from OpenView Operations for Windows

Scalable architecture and Windows/Unix interoperability

Benefits:
- common agent
- common policies
- common mgmt paradigm
- common reporting
- common service views

central operations center

competence center

follow-the-sun

message escalation

backup server

regional center

regional center

● Unix
● Windows

Common Installation Utility

OOB integrated installation

Where are we NOW (as of June 2001).

OVO/W

ManageX

| Service Desk |
| Reporter |

Windows NT / 2000

Windows NT / 2000 / Unix / Linux

ManageX components: Nettwae, Exchange, IIS, Notes, NNM

OVO/W components: IS, SAP, Database, Exchange, Web Servers, Notes, NNM

ManageX:
- ✓ Fast Installation (1 hour)
- ✓ OOB integrated install (OV Express)
- ✓ Fast Deployment (1 day)
- ✓ Rapid ROI
- ✓ Breadth of monitoring for NT core
- ✓ Depth of monitoring for selected areas

OVO/W:
- ✓ Quick Installation (hours)
- ✓ OOB integrated install
- ✓ Quick Deployment (days)
- ✓ Fast ROI
- ✓ Broad coverage of NT core
- ✓ Depth of monitoring in MANY areas.

Where are we going?

Users expectations have changed.

Mid sized enterprises.

- Need Heterogeneous monitoring (Linux)
- Are starting to want Service Management.
- Want more status visualization.
- Want increasing depth of monitoring with simple install / integration.
- Want to grow from 100s to 1000s of managed systems

Large enterprises.

- Want FAST ROI.
- Want integrated OOB solutions for detailed monitoring.
- Want End to End Service Monitoring.
- Want closed loop Service Management.
- Want to choose the platform.
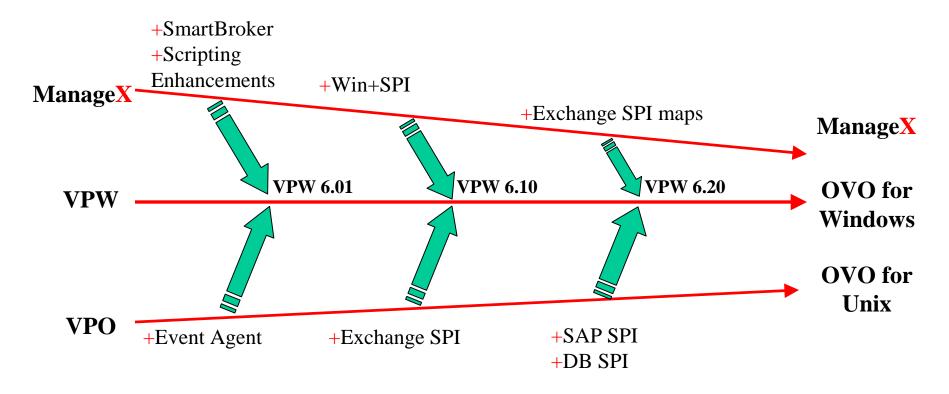- Scaleable to 1000's

xSPs

Requirements are converging….

Where are we going?

ManageX
+SmartBroker
+Scripting
Enhancements

+Win+SPI

+Exchange SPI maps

ManageX

VPW — VPW 6.01 — VPW 6.10 — VPW 6.20 — **OVO for Windows**

VPO
+Event Agent

+Exchange SPI

+SAP SPI
+DB SPI

OVO for Unix

Technologies are converging….

Where are we going?

closed loop services mgmt

– Integrated SLA mgt

– Additional apps mgt

– my.openview.com

– Integrated internet probes

– Internet transaction breakdown

internet services mgmt

– Single Windows foundation

– SLA alarming

– E2E problem diagnosis

– Internet infrastructure readiness

– Management breadth & depth

– Advanced Unix interoperability

today's solutions

Proactive control with OV Express

– Quickly take your NT environment
  from chaos to control

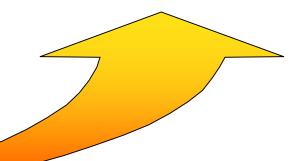Business insight with OV Ops for
Windows

– Determine business impact of your
  IT outages

Today   **Q1/2002**   **Future**

Summary.

✓ ManageX and OVO/W designed to address different market needs.

✓ BUT users needs are converging.

✓ Common technology base allows sharing of development collateral.

✓ Convergence of capabilities will provide rapid evolution of solution features for all users.

Q&A