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**News Release**

Database &amp; Client/Server World

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**BMC Software Announces Major Technology Enhancements to  
PATROL, Enabling it to Manage Thousands of Distributed  
Servers, Applications and Databases****PATROL 3.0 Increases Scalability, Interoperability and Flexibility for Automating the  
Management of Distributing Computing Environments**

HOUSTON, Texas (June 12, 1995) — BMC Software, Inc. today announced major technology enhancements to PATROL, the company's award-winning product suite for automating application management in distributed computing environments. Designed to increase management efficiency, Version 3.0 adds significant enhancements in scalability, interoperability and flexibility including autonomous agents, agent-to-agent integration and independent consoles. Additional platform support and new Knowledge Modules (KMs) further broaden PATROL's management capabilities for heterogeneous environments.

"Applications are the intersection between business and computer systems, making application management a critical aspect of systems management," said Chet Geschickter, vice president and director of research for Hurwitz Consulting Group. "BMC's PATROL provides a customizable foundation for monitoring and managing key applications and automated processes. PATROL also successfully addresses the management of relational database management systems and other key technology components."

PATROL automates and centralizes the control of all the critical elements in distributed application management -- data, databases, servers, applications and networks. The PATROL architecture consists of intelligent agent(s), management console(s) and KM(s). KMs are encapsulated expertise about how to manage objects in the environment. KMs provide the agent with more product-specific information, allowing a single agent to manage all the components and objects associated with a server. PATROL provides off-the-shelf solutions for monitoring and managing common components, along with extensibility to allow PATROL to be customized to manage any management scenario -- a combination unique to PATROL.

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**BMC EXHIBIT 2010**  
ServiceNow v. BMC  
IPR2015-01176

## **BMC Software Announces Major Technology Enhancements to PATROL Add One**

PATROL is part of BMC Software's Cooperative Enterprise Management Strategy (CEMS). CEMS focuses on leveraging the company's core competencies, data and application management, to deliver integrated solutions across the enterprise. CEMS also calls for working with other complementary management vendors to provide complete solutions for its customers.

### **Greater Scalability Through Autonomous Agents**

One of PATROL's competitive advantages is its scalability to manage anywhere from one server, application and/or database, to thousands or tens of thousands. Scalability enhancements in Version 3.0 include the industry's first intelligent autonomous agent. Autonomous agents operate independently from a console. Log parameter and event history is stored locally at the agent. Alarm conditions and corrective actions are determined by the agent, removing the need for console dependence. This reduces network traffic and increases the efficiency of the monitoring and management process.

Another key area of scalability enhancement in Version 3.0 is agent support for SNMP (Simple Network Management Protocol). Any SNMP management console can access PATROL's intelligent autonomous agents. Additionally, the PATROL agent can act as a mid-level manager, accepting data from other SNMP agents including those monitoring RDBMs and hosts. SNMP support primes the PATROL architecture to support additional console platforms and information sources in the future -- providing increased interoperability and flexibility.

### **Increased Interoperability With Agent-to-Agent Integration**

The interoperability of PATROL, or its ability to operate with other management solutions to effectively solve a business problem, is another competitive advantage for the product. To further this concept, BMC Software provides agent-to-agent integration between PATROL and products from leading systems, network, hardware and tool vendors. For example, Hewlett-Packard integrated the data management capabilities of PATROL into HP PerfView, eliminating the need for users to purchase, learn and support additional point products for managing heterogeneous databases. The integration also provides complete management for all of the technology components in an environment including data, systems and network. Other relationships for agent-to-agent integration are in progress and announcements are forthcoming.

### **Greater Flexibility Through Console Independence**

PATROL Version 3.0 now provides freedom of choice for consoles, providing flexibility and management efficiency not offered with other application management products in today's market. PATROL 3.0 offers two types of consoles -- operator and developer -- for increased control

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## **BMC Software Announces Major Technology Enhancements to PATROL Add Two**

and efficiency over management environments. Operator consoles provide centralized monitoring of PATROL information. The PATROL developer's console enables customers or third parties to customize or create their own KMs and define new rules for managing the environment. PATROL 3.0 offers a choice between the PATROL console or a management framework console as the method for viewing data. PATROL also enables users to choose any SNMP manager as the console for viewing data through PATROLVIEW™.

With Version 3.0, BMC Software is introducing the first of many new products in the PATROL suite for integrating with management frameworks, known as PATROLVIEW™. The PATROLVIEW™ products use the native console of a network management framework to display events and information collected by PATROL. The benefit is seamless integration between network, database and application management, as well as choices in the way different users view data. Today, PATROLVIEW™ is available for HP OpenView, NetView for AIX and SunNet Manager. The PATROLVIEW™ products can easily be customized to support additional management frameworks.

### **Greater Breadth and Depth of Function**

Greater breadth of function is available in Version 3.0 for servers, databases, consoles and applications. New servers supported in Version 3.0 include Windows/NT, OS/2, OpenVMS, Siemens Nixdorf and ICL. New databases supported include DB2\* for OS/2 and DB2 for AIX. Additional consoles supported in Version 3.0 include Windows/NT and Windows95. PATROL 3.0 has extended its application support by adding a KM for Lotus Notes to monitor and initiate automated corrective actions to problems.

To increase depth of function, the KMs for Oracle, Sybase, CA-OpenIngres and Informix have been significantly enhanced in Version 3.0 to include additional monitored parameters and corrective actions, as well as to improve efficiency and resource consumption. In addition, PATROL offers incremental backup and recovery for Oracle and Sybase through new KMs for DataTools' SQL BackTrack products.

"It has been a year since the last major release of PATROL, and since that time we have been working closely with our customers to ensure that Version 3.0 is a significant release and reflects the demands of the market," said Kirill Tatarinov, director of PATROL product development for BMC Software. "Increased breadth and depth lays the foundation for the future success of PATROL. As one of the original founders of the PATROL product, I can say that PATROL has truly evolved from its inception to become best-of-breed in the application management marketplace."

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## **BMC Software Announces Major Technology Enhancements to PATROL Add Three**

### **Greater Customization and Extensibility**

One of the keys to PATROL's extensibility lies in PATROL Script Language (PSL). PSL is a conventional programming language that is native to PATROL and used for managing complex management scenarios not easily handled by other programming languages. PSL goes beyond simple metrics provided by other script languages to include more than 100 built-in functions for collecting advanced data metrics and performing analysis of the metrics. A graphical debugger added to Version 3.0 also makes script generation a simpler, quicker process.

### **Availability and Pricing**

PATROL 3.0 will be generally available from BMC Software, its agents and distributors worldwide in August 1995. Pricing begins at \$6,000 (U.S. list), depending on the number of consoles and managed objects. For more information, view a demonstration of PATROL 3.0 at Database & Client/Server World, booth #930, or call (713) 918-8800 or (800) 841-2031.

### **About BMC Software**

BMC Software, Inc. is a worldwide developer and vendor of Cooperative Enterprise Management Solutions (CEMS) that automate application and data management across heterogeneous legacy and open systems environments. BMC Software is cooperating with leading vendors throughout the computer industry to provide its customers with integrated enterprise-wide data, system, application and network management solutions. BMC Software has a 15-year history of industry-leading product development for large scale computing environments. It now is leveraging this knowledge and strength in the management and movement of data to introduce new solutions for total enterprise computing management. BMC Software is headquartered in Houston, Texas and currently offers more than 70 products.