

## PATROL Information

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## Fact Sheet

### APPLICATION MANAGEMENT

BMC Software is focused on open systems in automating application and data management. Application management is the integrated, centralized management of all the elements critical to running complex business applications including applications, databases, networks, operating systems and business-defined processes.

Application Management is a key element of BMC Software's Cooperative Enterprise Management Strategy (CEMS). CEMS focuses on leveraging the company's core competencies, data and application management, to deliver those solutions across the enterprise. CEMS also calls for working with other complementary management vendors to provide complete solutions for its customers. The company launched its first application management product in 1994 with the introduction of PATROL. Since that time, the company has delivered a family of PATROL products and will continue to introduce more solutions for automating application management.

### PATROL

PATROL automates and centralizes the control of all the critical elements in distributed application management – data, databases, servers, applications and networks. PATROL consists of intelligent agent(s), management console(s) and Knowledge Modules (KMs). Agents run on each managed server or workstation. KMs are intelligent product-specific 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.

### KEY DIFFERENTIATORS

#### Intelligent, Autonomous Agents

The ability to perform automatic discovery and proactive management by taking corrective action makes PATROL agents truly "intelligent". PATROL introduced the industry's first detachable and autonomous agent. Autonomous agents operate independently from a console. Autonomous agents log event history locally and eliminate the need for dependence on the console, reducing network traffic and increasing management efficiency.

#### Independent Console

Because of the lack of dependence on the console, the PATROL agent can simultaneously support multiple and diverse consoles. In addition, any SNMP-based console can be used to receive information from the PATROL agent.

#### Knowledge Modules (KMs)

KMs are libraries of expertise that contain rules for how PATROL will manage a particular system object. KMs monitor and manage databases, applications and operating systems. Any number of combinations of KMs can be loaded into PATROL to provide a complete solution to the management of heterogeneous systems. Off-the-shelf KMs are available for monitoring and managing common databases and applications. In addition, customers and third-party vendors can create additional customized modules.

### PATROL Script Language (PSL)

PSL is a built-in application management language for writing scripts to customize PATROL. Other script languages only provide basic metrics. PSL has more than 100 built-in functions beyond basic metrics to assist in sophisticated script building including SNMP operations, event triggers, shared channels, mathematical and file operations.

### Integration with Other Management Solutions

PATROL's ability to interoperate with other management solutions to efficiently solve business problems is a competitive strength for the product. Multiple levels of integration are available between PATROL and leading systems, network, hardware and tool vendors through PATROVIEW™ and PATROLINK.

*PATROVIEW™* – The PATROVIEW™ products use the native console of network management frameworks to display information collected by PATROL. Users can view information through the network management console or the PATROL console, while PATROVIEW™ provides the ability to monitor application and database events and metrics behind the scenes.

*PATROLINK--* The PATROLINK suite of products provide console-to-console integration with network management solutions. With PATROLINK, network administrators can perform key tasks such as starting new databases or tracking performance data by calling up the PATROL icon directly from the network management console. PATROLINK supports any SNMP-compliant network management products, including those from HP, Sun and IBM.

## **MAJOR BENEFITS**

### Scalability and Extensibility

Because of its architecture, PATROL can manage anywhere from one server, application and/or database, to thousands or tens of thousands. PATROL offers out-of-the-box monitoring and management functions. Because of its extensibility, customers also can add or develop KMs to allow PATROL to manage custom applications.

### Flexibility

PATROL's flexibility provides freedom of choice. Once users determine what is to be monitored and managed by PATROL, they can choose the number, type and role of the console(s) they wish to use for viewing data -- an industry first.

### Minimal network traffic

PATROL intelligent agents keep network traffic to an absolute minimum by avoiding constant communication with the console. The agent notifies the console only when there is a change in status for any of the monitored systems that it cannot automatically repair or when it discovers a new application.

### Capacity Planning

PATROL automatically stores event and performance data for each monitored object. Historical information can be viewed graphically to detect trends and plan for future growth. This also plays a vital role for any problem analysis activities.

### Help Desk Integration

PATROL integrates with third-party help desk systems including Remedy, Paradigm, Vantif and others to allow PATROL to automatically open, update and close trouble tickets as events are discovered and corrective actions initiated. This enhances the productivity of help desk personnel by reducing the time it takes to track, assess and rectify problems.

## **USER PROFILE**

Typical users of the PATROL family of products include database administrators, system administrators, help desk operators, network managers and capacity planners at companies like Marion Merrill Dow, Sherwin Williams, Texaco, Unocal, John Deere, Cummins Engine, Advanced Micro Devices, Byer California and others. PATROL frees users from the more repetitive, error-prone administration tasks as it oversees and automatically administers all the business-critical components in distributed computing environments.

## **ENVIRONMENTS SUPPORTED**

### Operating systems

AIX, ICL, IRIX, Open VMS, OS/2, Unix, Siemens Nixdorf, Solaris, Windows '95, Windows NT

### Platforms

Bull, DEC Alpha, Data General AViiON, HP 9000s, IBM RS/6000s, NCR, Olivetti, Pyramid, Sequent, SGI MIPS, Sun SPARC, Unisys, others

### Databases

CA-OpenIngres, DB2 for OS/2, DB2 for AIX, Informix, Oracle, SQL Server, Sybase, Rdb, others

### Applications

Lotus Notes, Oracle Financials, SQL-BackTrack, Remedy, Paradigm, Vantif

### Consoles

Any SNMP-based console, Windows NT, Windows 95

### Network and system managers

HP OpenView, HP PerfView, SunNet Manager, NetView for AIX, POLYCENTER Manager on NetView, CA-UniCenter

### Standards

PATROL is architected to support de facto open systems standards such as TCP/IP, SNMP and OSF/Motif. Standards compliance for PATROL is under evaluation and will be included in future releases.

## **PRICING AND AVAILABILITY**

PATROL pricing begins at \$6,000, depending on the number of consoles and managed objects. The PATROL family of products is available today from BMC Software by calling 800-841-2031 or 713-918-8800 or through BMC offices, agents and distributors worldwide.