

Ready for

IBM. | **Tivoli.**

software



*Blue Medora ITM Agent
for Ping Probe*

(Updated for version 6.20.01)

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*Products sold only under
IBM License Agreements

Tivoli Certified ITM Agents

IBM Tivoli Directory Server ITM agent
Symantec Endpoint Protection ITM agent
Files & Directories ITM agent
Ping Probe ITM agent
Remote SSL Certificates ITM agent
Amazon Elastic Computer Cloud (EC2) ITM agent
Amazon Simple Storage Service (S3) ITM agent
Citrix XenServer ITM agent (*anticipated Q4/10*)
Google App Engine ITM agent (*anticipated Q1/11*)

Tivoli Certified TCR Reporting Packages

IBM Tivoli Directory Server (ITDS) Reporting
Ping Probe Reporting
Remote SSL Certificates Reporting

Certified ITM Agents

ITCAM for Applications:
PeopleSoft Enterprise 6.2.2

ITCAM for Applications:
Siebel CRM 6.2.4

Certified TCR Reporting Packages

ITCAM for Applications:
PeopleSoft Reporting Package



- IBM Tivoli Monitoring (ITM) based high-capacity ping functionality for any network host that supports ICMP based pinging including switches, routers, servers, and other TCP/IP enabled devices
- Easily scales to ping thousands of hosts via multiple Agent instances via
 - Sharing of single configuration file across Agent instances via new 'Scope' parameter ***(New in v6.20.01)***
 - Custom polling intervals
 - Maximum concurrent ping setting
- Quickly and easily discern if individual Hosts are Up, Down, Slow, or "Not Resolvable in DNS" ***(New in v6.20.01)*** via Summary and detailed Workspaces as well as Out-of-Box Situations
- Summarized metrics on the overall number and percentage of Hosts by status
- IBM Certified - Ready for IBM Tivoli



Ping Probe Agent for ITM answers the following questions and more:

- How many of our hosts are DOWN?
- How many hostnames are Unresolved in DNS?
- What portions of the network are experiencing slowness?
- What percentage of our hosts are reachable and responding with an acceptable response time?
- What percentage of the monitored hosts were UP %100 of the time last month?
- Which hosts are not resolvable in DNS?
- How do Ping response times compare from various customer geographies?

Ping Probe New Feature – Host Unresolvable



- New Ping Result, 'Host Unresolvable', has been added for both 'Results' and 'Notable Results' attribute groups
- Differentiates a host that the agent was unable to resolve against DNS vs a host that the agent was simply unable to reach

Alias	Host	IP Address	Ping Response Time	Ping Result Description
Blue Medora 2nd - 200 timeout	bluemedora.com	66.135.60.156	0	Unsuccessful
Blue Medora	bluemedora.com	66.135.60.156	1071	Slow
internal Jira	bmjira.bluemedora.localnet	10.66.1.14	1	Successful
"rome" workstation	rome.bluemedora.localnet		0	Host Unresolvable
hp-ux 11.12 itanium build environment	ares.bluemedora.localnet	10.66.1.33	0	Unsuccessful
local host	localhost	127.0.0.1	1	Successful
liger workstation (jeremy rowe)	liger.bluemedora.localnet		0	Host Unresolvable
NOT HERE	absurdity.bluemedora.localnet		0	Host Unresolvable
windows ibm-workstation	delphi.bluemedora.localnet		0	Host Unresolvable
file server	it2.bluemedora.localnet	10.66.1.150	1	Successful
Google	google.com	209.85.225.99	1023	Slow
Yahoo	yahoo.com	72.30.2.43	1101	Slow
Hera Red Hat 5 Virtual Workstation	hera.bluemedora.localnet		0	Host Unresolvable
TEMS/TEPS Testbed	tw3g1.bluemedora.localnet	10.66.1.105	1	Successful
file server.. DON'T SHRUG!	atlas.bluemedora.localnet	10.66.1.150	1	Successful
test server	pw3g3.bluemedora.localnet		0	Host Unresolvable
virtual infrastructure controller	athena.bluemedora.localnet	10.66.1.11	1	Successful
ubuntu workstation	arrakis.bluemedora.localnet		0	Host Unresolvable
vi	zeus.bluemedora.localnet	10.66.1.32	1	Successful
red hat 4 build environment	pluto.bluemedora.localnet	10.66.1.201	1	Successful
legacy test server	piggy.bluemedora.localnet	10.66.1.137	0	Unsuccessful
test server	kermit.bluemedora.localnet		0	Host Unresolvable
virtual workstation	manolete.bluemedora.localnet		0	Host Unresolvable
subversion server 2	anubis.bluemedora.localnet	10.66.1.22	1	Successful
subversion server	thoth.bluemedora.localnet	10.66.1.22	1	Successful
time tracking	wilt.bluemedora.localnet	10.66.1.34	7	Successful
aix 5.3 build environment	vulcan.bluemedora.localnet	10.66.1.36	1	Successful
solaris 8 build environment	hermes.bluemedora.localnet	10.66.3.16	0	Unsuccessful
aix virtual server	beastvm.bluemedora.localnet	10.66.1.17	1	Successful

Ping Probe New Feature – Notable Results only



- New attribute group, 'Notable Results' – only contains Ping results for hosts that were evaluated as Unsuccessful, Slow, Host Unresolvable, or Error
- Implemented by customer request to isolate "interesting" results into a specific attribute group so Data Warehousing can be turned on for that attribute group only, removing collection of Warehousing data for all successful Ping results

Alias	Host	IP Address	Ping Response Time	Ping Result Description
Blue Medora 2nd - 200 timeout	bluemedora.com	66.135.60.156	0	Unsuccessful
Blue Medora	bluemedora.com	66.135.60.156	1074	Slow
"rome" workstation	rome.bluemedora.localnet		0	Host Unresolvable
hp-ux 11.12 itanium build environment	ares.bluemedora.localnet	10.66.1.33	0	Unsuccessful
liger workstation (jeremy rowe)	liger.bluemedora.localnet		0	Host Unresolvable
NOT HERE	absurdity.bluemedora.localnet		0	Host Unresolvable
windows ibm-workstation	delphi.bluemedora.localnet		0	Host Unresolvable
Google	google.com	209.85.225.99	1034	Slow
Yahoo	yahoo.com	72.30.2.43	1079	Slow
Hera Red Hat 5 Virtual Workstation	hera.bluemedora.localnet		0	Host Unresolvable
test server	pw3g3.bluemedora.localnet		0	Host Unresolvable
ubuntu workstation	arrakis.bluemedora.localnet		0	Host Unresolvable
legacy test server	piggy.bluemedora.localnet	10.66.1.137	0	Unsuccessful
test server	kermite.bluemedora.localnet		0	Host Unresolvable
virtual workstation	manolete.bluemedora.localnet		0	Host Unresolvable
solaris 8 build environment	hermes.bluemedora.localnet	10.66.3.16	0	Unsuccessful
aix 5.3 test bed	beast53	10.66.2.11	0	Unsuccessful
aix 6.1 test bed	beast61		0	Host Unresolvable
fedora virtual workstation	corinth		0	Host Unresolvable
fedora virtual workstation	athens	10.66.1.62	0	Unsuccessful
test server build or workstation	antioch.bluemedora.localnet		0	Host Unresolvable
test server build or workstation	aw3g2.bluemedora.localnet		0	Host Unresolvable
test server build or workstation	azure.bluemedora.localnet		0	Host Unresolvable
test server build or workstation	babyblue.bluemedora.localnet		0	Host Unresolvable
test server build or workstation	behemoth.bluemedora.localnet		0	Host Unresolvable
test server build or workstation	besx2k3.bluemedora.localnet		0	Host Unresolvable
test server build or workstation	bmpsdb-11 ora.bluemedora.localnet		0	Host Unresolvable
test server build or workstation	bmpsdb-db2.bluemedora.localnet	10.66.1.31	0	Unsuccessful
test server build or workstation	bmpsdb-ora-fra.bluemedora.localnet		0	Host Unresolvable

Ping Probe New Feature – Shared config file ‘Scope’

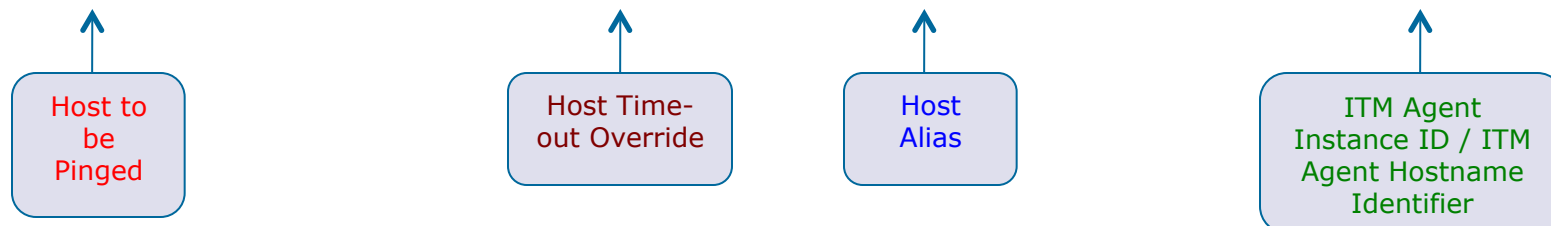


Addition of ‘**Scope**’ for each host in the Ping file

- Host definition format in CSV-based directive file expanded to include 'scope'
- A collection of Ping Probe agent instances can utilize a single, shared host directive file when the 'scope' field is defined for entries. Ideally used in combination with ITM 6.2.2 features such as 'tacmd putfile', the ITM Configuration Facility introduced in ITM 6.2.2 FP2, or a network shared common file location.

Example Config entry from the optional CSV file where only the ITM instance ‘intranet’ on the Agent host PW3G32 will execute the ping:

dns1.bluemedora.localnet, 200, Primary DNS Srv, intranet:PW3G32

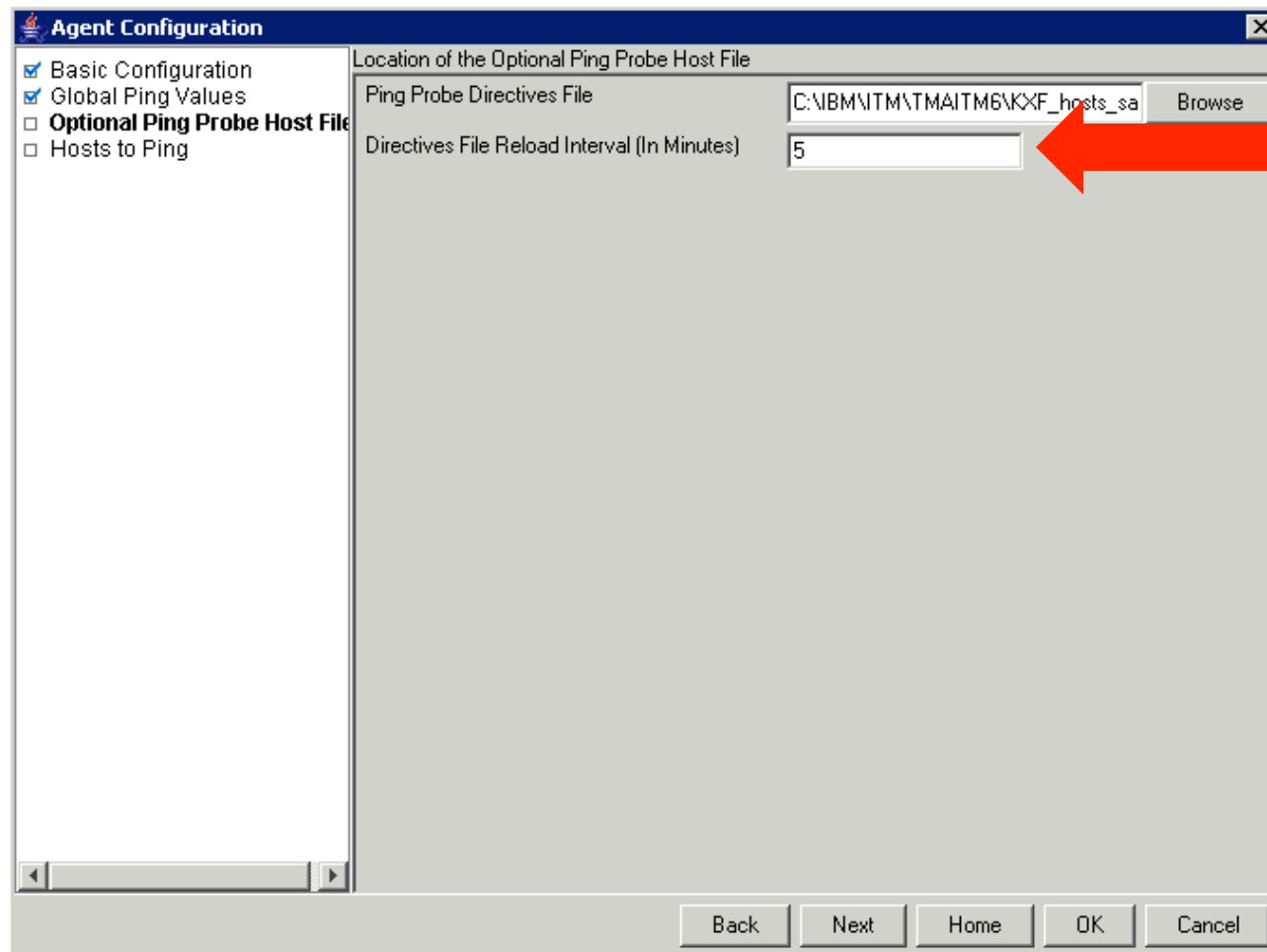


Note: The ITM Agent Instance ID / ITM Agent Hostname Identifier can be left blank (defaults to ‘all’) or explicitly set to ‘all’ . When set to all, any agent reading the entry executes a Ping attempt for that host.

Ping Probe New Feature – Directive File Reload



- A user defined reload interval (in minutes) has been added for the optional CSV-based directive file containing a list of hosts to be monitored
- Previously the CSV directive file was reloaded only after an agent restart



Consistency With Existing ITM Infrastructure



ITM Agent for Ping Probe **has been designed from the ground up to look, feel, and operate like IBM-developed ITM agents** in terms of ITM remote deployment, manageability via ITM command-line utilities, installation and configuration

The screenshot displays the ITM Summary - S80WINORAC3 - SYSADMIN interface. The Navigator pane on the left shows the tree structure: Enterprise > Windows Systems > S80WINORAC3 > Ping Probe > Ping Probe Results. The main area contains two charts and two tables.

Ping Results Percentage Breakdown (Pie Chart):

- Percent Hosts Up: 13%
- Percent Host Down: 12%
- Percent Host Slow: 2%
- Percent Host Unresolvable: 73%

Ping Results Breakdown (Bar Chart):

- Hosts Up: 16
- Host Down: 18
- Host Slow: 3
- Unresolvable Host: 102

Ping Results Percentage Breakdown Table:

Percent Hosts Up	Percent Host Down	Percent Host Slow	Percent Host Unresolvable
13	12	2	73

Ping Results Breakdown Table:

Hosts Up	Host Down	Host Slow	Unresolvable Host
16	18	3	102

Hosts with Slow, Down, or Error results Table:

Alias	Host	IP Address	Ping Response Time	Ping Result Description
Blue Medora 2nd - 200 timeout	bluemedora.com	66.135.60.156	0	Unsuccessful
"rome" workstation	rome.bluemedora.localnet		0	Host Unresolvable
hp-ux 11.12 titanium build environment	ares.bluemedora.localnet	10.66.1.33	0	Unsuccessful
liger workstation (jeremy rowe)	liger.bluemedora.localnet		0	Host Unresolvable
NOT HERE	absurdity.bluemedora.localnet		0	Host Unresolvable

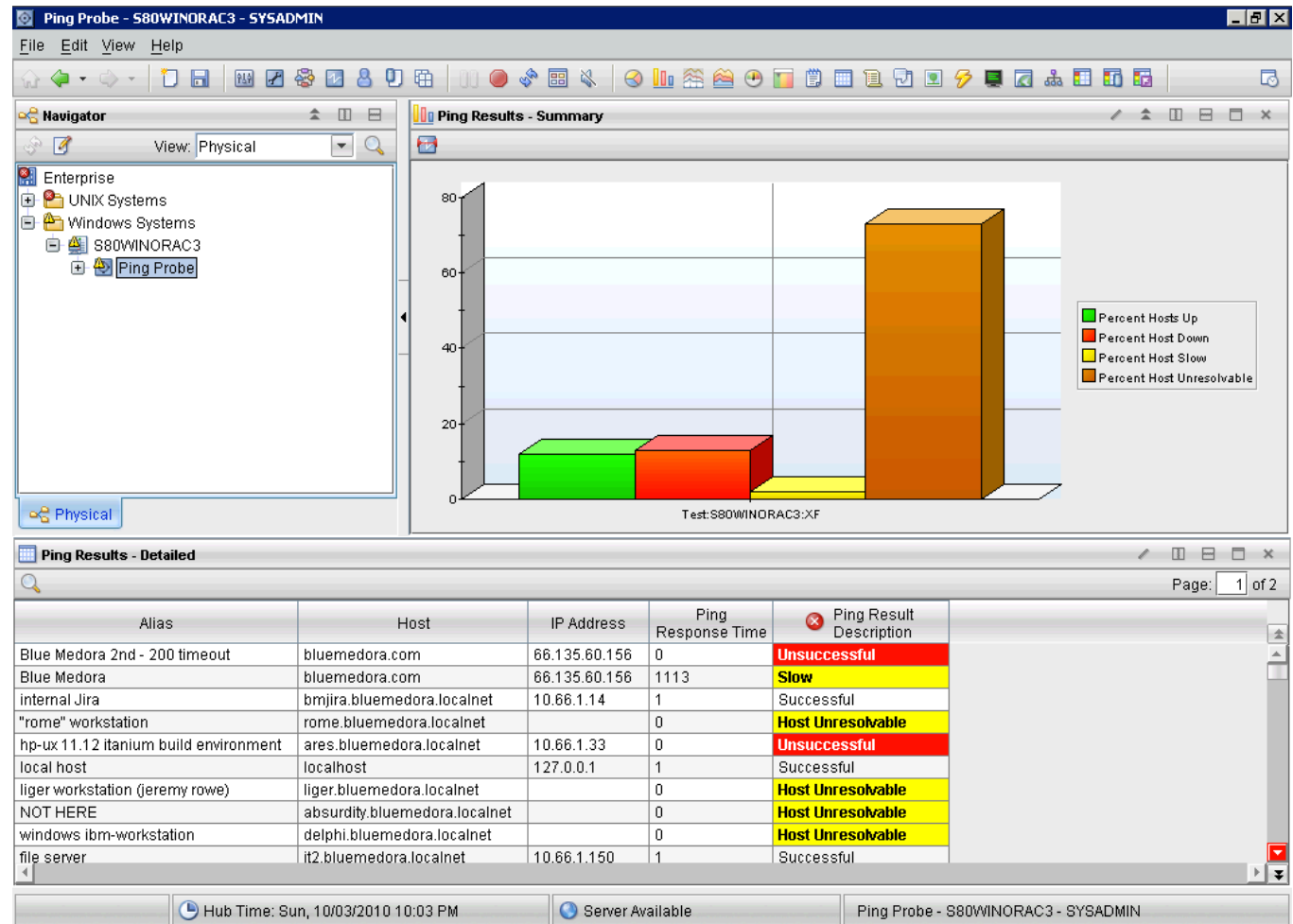
Hub Time: Sun, 10/03/2010 10:31 PM | Server Available | Summary - S80WINORAC3 - SYSADMIN

1st Class Citizens of the Tivoli Monitoring Ecosystem



ITM Agent for Ping Probe operates as a **first-class citizens of the ITM ecosystem**

Ping Probe Agent leverages ITM's Tivoli Enterprise Portal (TEP) visualization capabilities to include expert advice, customized workspaces, and historical data gathering

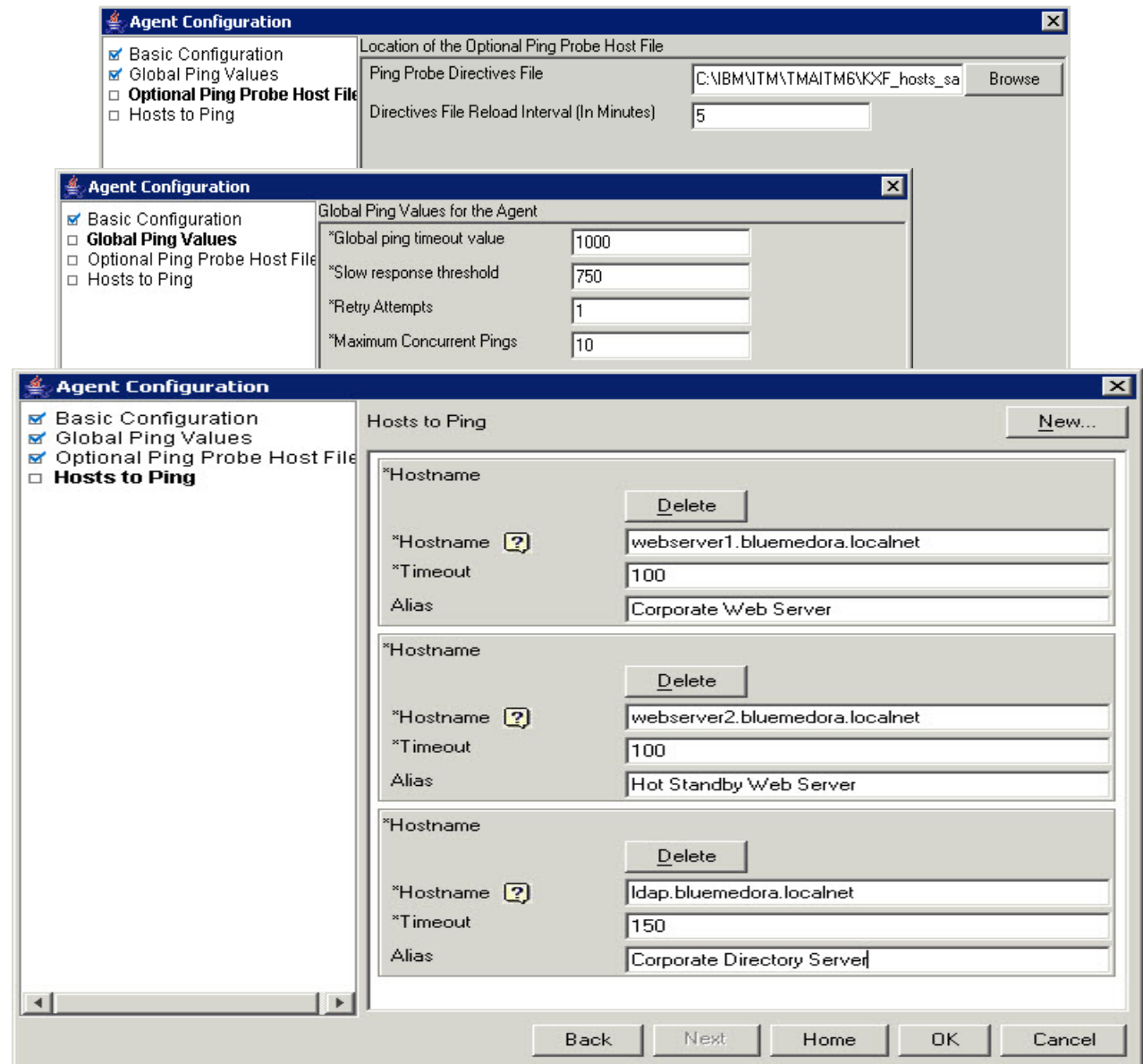


Agent Configuration – Global Config Options



ITM Agent for Ping Probe allows an administrator to set up **Global Ping Options** along with individual host over-rides allowing fine grained tuning of Ping scans

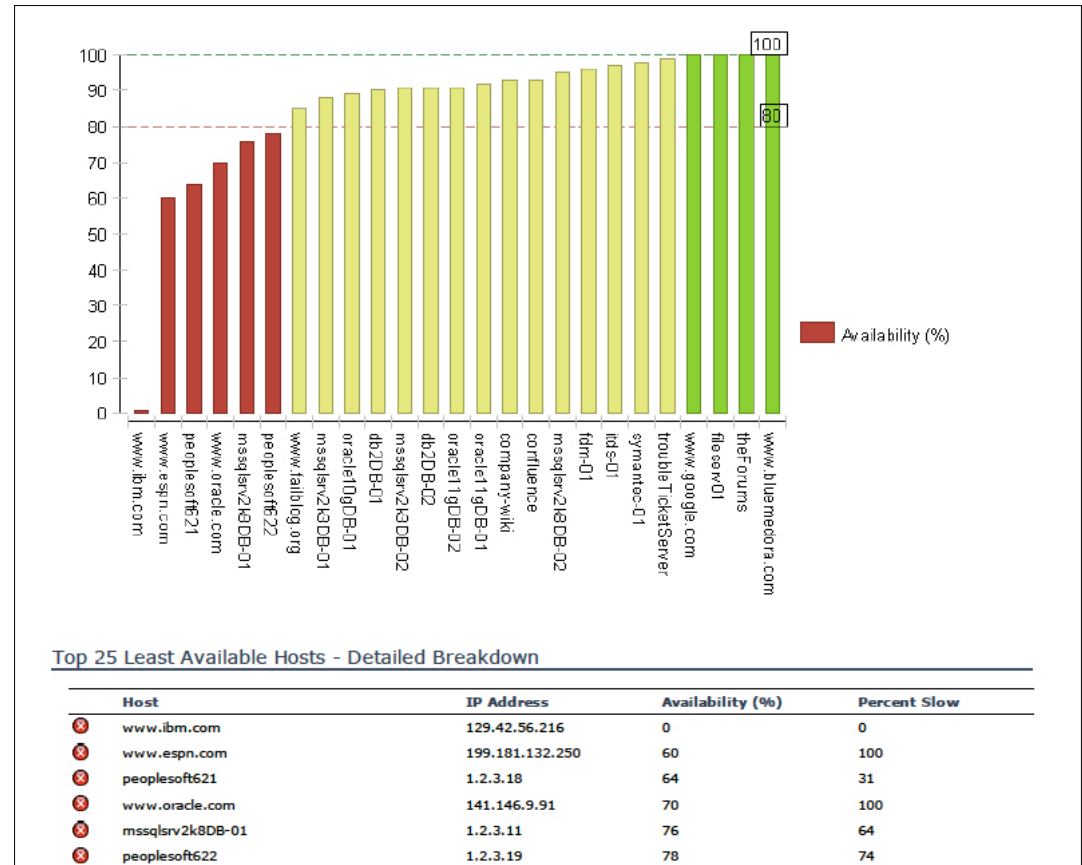
Hosts can be added via Traditional ITM Agent Configuration panels and/or Host directive file (CSV format) to **monitor tens of thousands of hosts**



TCR Reports for Ping Probe



- Daily, Weekly, Monthly, and Yearly views of Host availability
- Based on data collected by ITM and stored in the Tivoli Data Warehouse
- IBM Ready for Tivoli certified





- **Blue Medora Sales Contact**

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 - Phone: +1.616.504.1725

- **Online Resources**

- Product Page >> <http://bluemedora.com/product/page/52>
- Product Demo >> http://bluemedora.com/flash_demos/PingProbe/index.html
- Blue Medora Blog >> <http://blog.bluemedora.com>
- Documentation >> <http://bluemedora.com/page/48>
- Evaluation Download >> <http://bluemedora.com/evaluation>

Backup

- **IBM Tivoli Monitoring (ITM)**
 - ITM 6.2.0 FP3 +
 - ITM 6.2.1 FP2 +
 - ITM 6.2.2 +
- **Operating systems**
 - Windows 2003 and 2008 (32 and 64-bit)
 - Red Hat Enterprise Linux 4 and 5 on Intel (32 and 64-bit)
 - Red Hat Enterprise Linux 4 and 5 on Power (64-bit)
 - Red Hat Enterprise Linux 4 and 5 on IBM zSeries (32 and 64-bit)
 - Suse Linux Enterprise Server (SLES) 10 and 11 on Intel (32 and 64-bit)
 - Suse Linux Enterprise Server (SLES) 10 and 11 on Power (64-bit)
 - Suse Linux Enterprise Server (SLES) 10 and 11 on IBM zSeries (32 and 64-bit)
 - AIX 5.3 and 6.1
 - Solaris 9 and 10 (Sparc)
 - HP-UX IA64

- Founded 2007 – Privately Backed
- Independent ISV focused exclusively on developing extensions for the Tivoli SAPM product portfolio
- OEM Developer of IBM Tivoli Composite Application Manager (ITCAM) for Applications: PeopleSoft & ITCAM for Applications: Siebel CRM
- Only ISV (other than IBM) to have developed commercial IBM Tivoli Monitoring (ITM)/ and Tivoli Common Reporting (TCR) Report packages



9 Tivoli Certified Tivoli Monitoring Agents

3 Tivoli Certified TCR Report Packages

12 Blue Medora Tivoli Certified Solutions

**World's Leading ISV focused on Tivoli
Monitoring Value-Added Products**

Ping Probe Primary Workspace

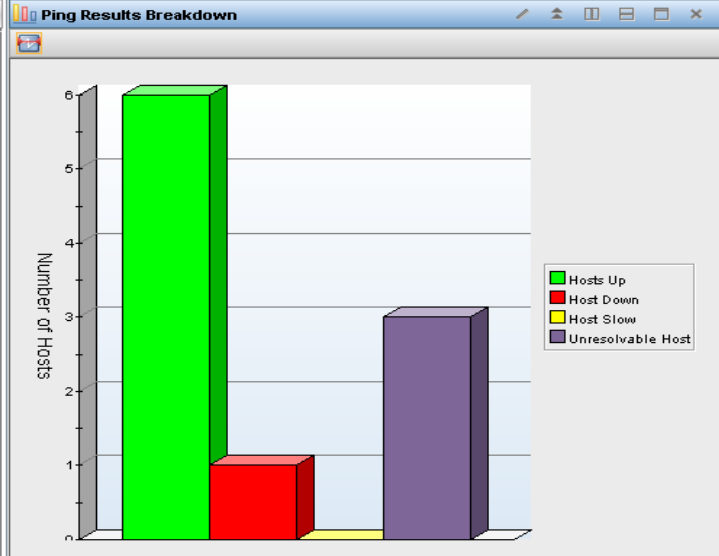
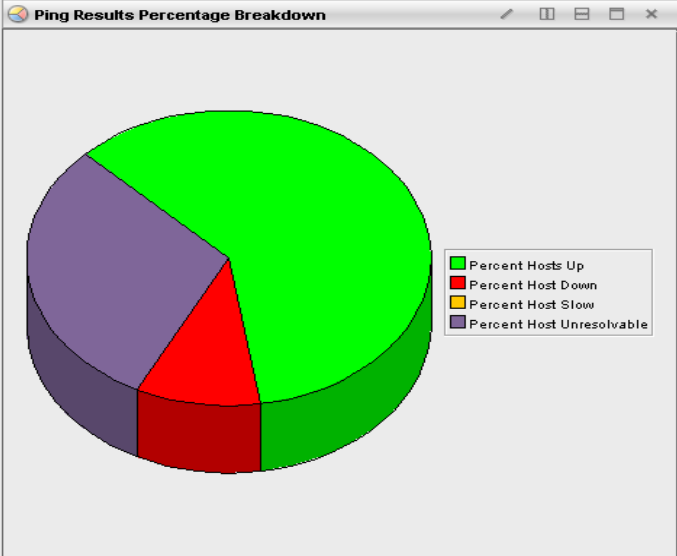


Summary - localhost - SYSADMIN

File Edit View Help

Navigator View: Physical

- Enterprise
 - Windows Systems
 - MEDORA-C657A7BF
 - Ping Probe
 - Agent Status
 - Ping Probe Results



Percent Hosts Up	Percent Host Down	Percent Host Slow	Percent Host Unresolvable
60	10	0	30

Hosts Up	Host Down	Host Slow	Unresolvable Host
6	1	0	3

Alias	Host	IP Address	Ping Response Time	Ping Result Description
Not in DNS	blah.bluemedora.localnet		0	Host Unresolvable
Down Host	piggy.bluemedora.localnet	10.66.1.137	0	Unsuccessful
Not in DNS	noexist.bluemedora.localnet		0	Host Unresolvable
Another Down Example	pw3g10.bluemedora.localnet		0	Host Unresolvable

Ping Probe Top Level Node



Ping Probe - S80WINORAC3 - SYSADMIN

File Edit View Help

Navigator

View: Physical

- Enterprise
 - UNIX Systems
 - Windows Systems
 - S80WINORAC3
 - Ping Probe

Ping Results - Summary

Test: S80WINORAC3:XF

Ping Results - Detailed

Page: 1 of 2

Alias	Host	IP Address	Ping Response Time	Ping Result Description
Blue Medora 2nd - 200 timeout	bluemedora.com	66.135.60.156	0	Unsuccessful
Blue Medora	bluemedora.com	66.135.60.156	1113	Slow
internal Jira	bmjira.bluemedora.localnet	10.66.1.14	1	Successful
"rome" workstation	rome.bluemedora.localnet		0	Host Unresolvable
hp-ux 11.12 itanium build environment	ares.bluemedora.localnet	10.66.1.33	0	Unsuccessful
local host	localhost	127.0.0.1	1	Successful
liger workstation (jeremy rowe)	liger.bluemedora.localnet		0	Host Unresolvable
NOT HERE	absurdity.bluemedora.localnet		0	Host Unresolvable
windows ibm-workstation	delphi.bluemedora.localnet		0	Host Unresolvable
file server	it2.bluemedora.localnet	10.66.1.150	1	Successful

Hub Time: Sun, 10/03/2010 10:03 PM Server Available Ping Probe - S80WINORAC3 - SYSADMIN

Ping Probe – All Hosts View



All Hosts - S80WINORAC3 - SYSADMIN

File Edit View Help

Navigator View: Physical

- Enterprise
 - UNIX Systems
 - Windows Systems
 - S80WINORAC3
 - Ping Probe
 - Agent Status
 - Ping Probe Results

All Hosts Scanned Page: 1 of 2

Alias	Host	IP Address	Ping Response Time	Ping Result Description
Blue Medora 2nd - 200 timeout	bluemedora.com	66.135.60.156	0	Unsuccessful
Blue Medora	bluemedora.com	66.135.60.156	1071	Slow
internal Jira	bmjira.bluemedora.localnet	10.66.1.14	1	Successful
"rome" workstation	rome.bluemedora.localnet		0	Host Unresolvable
hp-ux 11.12 itanium build environment	ares.bluemedora.localnet	10.66.1.33	0	Unsuccessful
local host	localhost	127.0.0.1	1	Successful
liger workstation (jeremy rowe)	liger.bluemedora.localnet		0	Host Unresolvable
NOT HERE	absurdity.bluemedora.localnet		0	Host Unresolvable
windows ibm-workstation	delphi.bluemedora.localnet		0	Host Unresolvable
file server	it2.bluemedora.localnet	10.66.1.150	1	Successful
Google	google.com	209.85.225.99	1023	Slow
Yahoo	yahoo.com	72.30.2.43	1101	Slow
Hera Red Hat 5 Virtual Workstation	hera.bluemedora.localnet		0	Host Unresolvable
TEMS/TEPS Testbed	tw3g1.bluemedora.localnet	10.66.1.105	1	Successful
file server.. DONT SHRUG!	atlas.bluemedora.localnet	10.66.1.150	1	Successful
test server	pw3g3.bluemedora.localnet		0	Host Unresolvable
virtual infrastructure controller	athena.bluemedora.localnet	10.66.1.11	1	Successful
ubuntu workstation	arrakis.bluemedora.localnet		0	Host Unresolvable
vi	zeus.bluemedora.localnet	10.66.1.32	1	Successful
red hat 4 build environment	pluto.bluemedora.localnet	10.66.1.201	1	Successful
legacy test server	piggy.bluemedora.localnet	10.66.1.137	0	Unsuccessful
test server	kermit.bluemedora.localnet		0	Host Unresolvable
virtual workstation	manolete.bluemedora.localnet		0	Host Unresolvable
subversion server 2	anubis.bluemedora.localnet	10.66.1.22	1	Successful
subversion server	thoth.bluemedora.localnet	10.66.1.22	1	Successful
time tracking	wilt.bluemedora.localnet	10.66.1.34	7	Successful
aix 5.3 build environment	vulcan.bluemedora.localnet	10.66.1.36	1	Successful
solaris 8 build environment	hermes.bluemedora.localnet	10.66.3.16	0	Unsuccessful
aix virtual server	beastvm.bluemedora.localnet	10.66.1.17	1	Successful

Physical

Hub Time: Sun, 10/03/2010 10:23 PM Server Available All Hosts - S80WINORAC3 - SYSADMIN

Ping Probe – Alternate Workspaces



File Edit View Help

Navigator View: Physical

- Enterprise
 - UNIX Systems
 - Windows Systems
 - S80WINORAC3
 - Ping Probe
 - Agent Status
 - Ping Probe Results

Workspace

- Slow
- Down
- Healthy
- All Hosts
- ✓ Summary
- Hosts Unresolvable

Take Action... Link To... Launch... Situations... Show Navigator List... Split vertically Split horizontally Print Preview... Print... Find... Properties...

Physical

Ping Results Percentage Breakdown

Ping Results Breakdown

Ping Results Percentage Breakdo...

Percent Hosts Up	Percent Host Down	Percent Host Slow	Percent Host Unresolvable
12	2	3	73

Ping Results Breakdown

Hosts Up	Host Down	Host Slow	Unresolvable Host
16	18	3	102

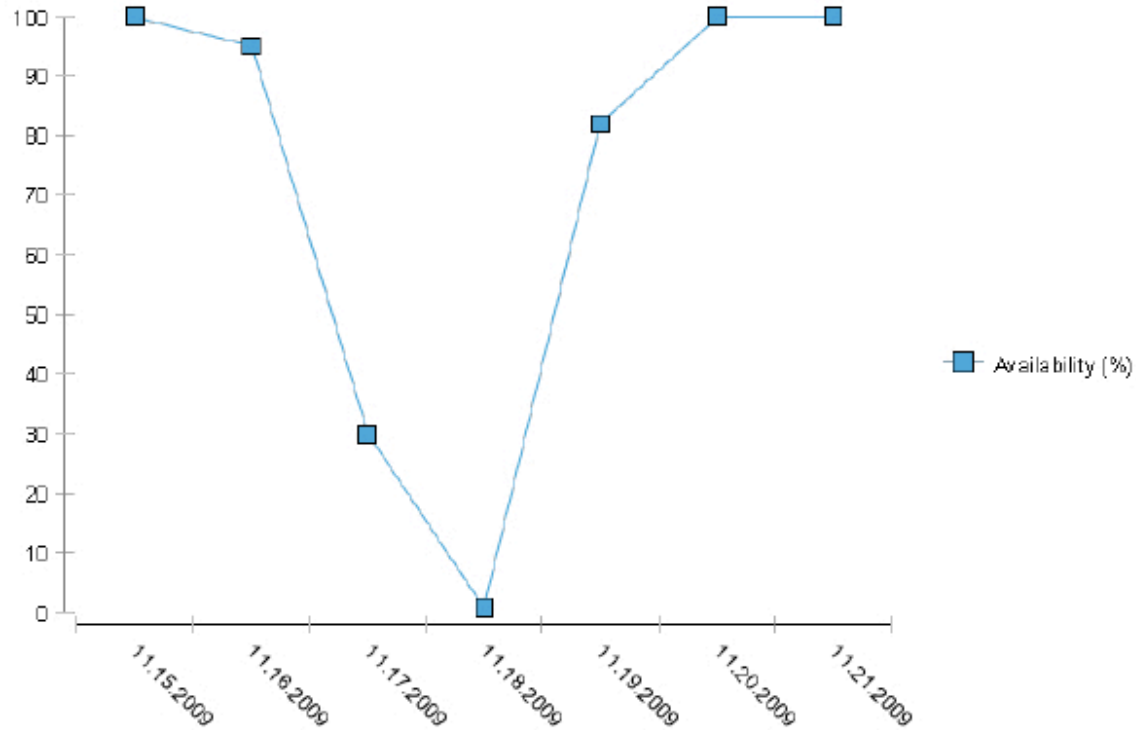
Hosts with Slow, Down, or Error results

Page: 1 of 2

Alias	Host	IP Address	Ping Response Time	Ping Result Description
Blue Medora 2nd - 200 timeout	bluemedora.com	66.135.60.156	0	Unsuccessful
"rome" workstation	rome.bluemedora.localnet		0	Host Unresolvable
hp-ux 11.12 itanium build environment	ares.bluemedora.localnet	10.66.1.33	0	Unsuccessful
liger workstation (jeremy rowe)	liger.bluemedora.localnet		0	Host Unresolvable
NOT HERE	absurdity.bluemedora.localnet		0	Host Unresolvable

Hub Time: Sun, 10/03/2010 10:26 PM Server Available Summary - S80WINORAC3 - SYSADMIN

Ping Probe TCR Report – Weekly Availability



Host Availability - Detailed Breakdown

Node	Timestamp	Availability (%)	Average Ping (ms.)	Slow (%)
WebServ:BlueMedora:XF	Nov 15, 2009 12:00 AM	100	21	0
WebServ:BlueMedora:XF	Nov 16, 2009 12:00 AM	95	35	20
WebServ:BlueMedora:XF	Nov 17, 2009 12:00 AM	30	40	100
WebServ:BlueMedora:XF	Nov 18, 2009 12:00 AM	0	1000	100
WebServ:BlueMedora:XF	Nov 19, 2009 12:00 AM	82	21	30
WebServ:BlueMedora:XF	Nov 20, 2009 12:00 AM	100	19	0
WebServ:BlueMedora:XF	Nov 21, 2009 12:00 AM	100	25	0



Ping Probe - Availability Overview of the Year to Date

Infrastructure Availability Overview Report Parameters

Report Period	Year to Date	Node	WebServ:BlueMedora:XF
Begin Date	Jan 1, 2009 12:00 AM	End Date	Dec 25, 2009 11:59 PM

Availability in Percentage - Year to Date

