

Bull System   
Manager

BSM 2.1

User's Guide



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# BSM 2.1

## User's Guide

### Software

June 2012

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# Table of Contents

<b>Table of Contents</b> .....	<b>iii</b>
<b>List of Figures</b> .....	<b>viii</b>
<b>List of Tables</b> .....	<b>x</b>
<b>Preface</b> .....	<b>xi</b>
Intended Readers.....	xi
Highlighting .....	xi
Related Publications.....	xii
<b>Chapter 1.    Bull System Manager Overview</b> .....	<b>1</b>
1.1    Architecture.....	1
1.1.1    Management Console .....	2
1.1.2    Management Server .....	2
1.1.3    Management Agent .....	2
1.1.4    Hardware Management CLIs.....	3
1.2    Features.....	3
1.2.1    Monitoring .....	3
1.2.2    Reporting .....	4
1.2.3    Alerting.....	4
1.2.4    Remote Operations .....	4
1.2.5    Inventory.....	4
<b>Chapter 2.    Getting Started</b> .....	<b>5</b>
2.1    Starting the Console .....	5
2.1.1    Differences between local and global Console .....	5
2.1.2    Console Basics .....	5
2.1.3    Bull System Manager Authentication and Roles.....	6
2.1.3.1    Role Based Management .....	6
2.1.3.2    Bull System Manager Server User Authentication – Linux & Windows .....	7
2.2    Displaying Monitoring Information .....	8
2.2.1    Starting with the Tree mode.....	8
2.2.2    Using a Functional domain filter with the Tree mode.....	9
2.2.3    Tracking Problems.....	11
2.2.3.1    Alert History .....	11
2.2.3.2    Status Trends .....	12
2.2.4    Viewing More Information.....	14
2.3    Receiving Alerts .....	16

2.3.1	Email Notifications .....	16
2.3.2	SNMP Trap Notifications .....	16
2.3.3	Viewing Notifications .....	16
2.4	Scheduling Downtime .....	17
2.4.1	Show scheduled downtime lists .....	17
2.4.2	How to schedule a downtime.....	17
2.4.3	How to cancel a scheduled downtime.....	19
2.5	Taking Remote Control of a Host.....	20
2.5.1	Windows Hosts.....	20
2.5.2	Linux and AIX Hosts.....	22
2.6	Managing Hardware.....	24
2.6.1	Using the System Native Hardware Manager .....	24
2.6.2	Using the Bull System Manager Hardware Management Application .....	26
2.7	Tracking a Performance Indicator over a Long Period via PNP4Nagios .....	28
2.8	Configuring Bull System Manager .....	29
2.9	Bull System Manager Server Control.....	30
<b>Chapter 3.</b>	<b>Using Bull System Manager Console Supervision Modes .....</b>	<b>31</b>
3.1	Working in the Tree Mode .....	31
3.1.1	Management Tree Basics .....	31
3.1.2	Management Tree Status Colors.....	33
3.1.3	Management Tree Nodes.....	35
3.1.3.1	Root Node .....	36
3.1.3.2	Hardware Manager Node and Status Levels .....	36
3.1.3.3	Storage Manager Node.....	38
3.1.3.4	Virtual Manager Node .....	38
3.1.3.5	Platform Node and Hostgroup Node .....	38
3.1.3.6	Host Node and Status Levels .....	39
3.1.3.7	Category Node .....	39
3.1.3.8	Services Node and Status Levels .....	40
3.1.4	Management Tree Views.....	41
3.1.4.1	Hosts View .....	42
3.1.4.2	HostGroups View .....	42
3.1.4.3	Hardware Managers View .....	43
3.1.4.4	Storage Managers View .....	44
3.1.4.5	Virtual Managers View .....	45
3.1.4.6	Functional Domains View .....	45
3.2	Working in the Map Mode .....	46
3.3	Working in Alerts Mode .....	47
3.3.1	Alert Basics.....	47
3.3.2	Alert Selection.....	48
3.3.3	Alert Information .....	50

3.4	Supervision Information .....	51
3.4.1	FOCUS area .....	51
3.4.2	Supervision Information Basics.....	52
3.4.3	Monitoring Information .....	53
3.4.3.1	Status Overview.....	53
3.4.3.2	Status GRID.....	54
3.4.3.3	Status Detail .....	55
3.4.3.4	Host Status .....	56
3.4.3.5	Service Status .....	56
3.4.3.6	Configuration .....	57
3.4.3.7	Log.....	58
3.4.3.8	Control .....	59
3.4.4	Reporting Information .....	62
3.4.4.1	Alert History .....	63
3.4.4.2	Notifications.....	64
3.4.4.3	Availability.....	65
3.4.4.4	Status Trends .....	66
3.4.4.5	PNP4Nagios Indicator Trends .....	67
3.4.5	Inventory Information .....	68
3.4.5.1	Platform Information .....	68
3.4.5.2	Operating System Information .....	70
3.4.6	Operations Menu.....	74
3.4.6.1	Platform Menu .....	74
3.4.6.2	Operating system Menu.....	75
3.4.6.3	Storage Menu .....	75
3.4.6.4	Consolidation Menu .....	75
3.4.6.5	Application Menu .....	75
<b>Chapter 4.</b>	<b>Using Bull System Manager Console Applications .....</b>	<b>77</b>
4.1	Bull System Manager Hardware Management Application .....	77
4.1.1	Host Selection.....	78
4.1.1.1	Host Properties .....	78
4.1.2	Commands.....	79
4.1.2.1	Prerequisites .....	79
4.1.2.2	Command Outputs.....	80
4.2	PNP4Nagios Reports.....	85
4.3	Other Applications.....	87
<b>Chapter 5.</b>	<b>Categories and Services Reference List .....</b>	<b>89</b>
5.1	Monitoring Hosts .....	89
5.1.1	Internet Category .....	89
5.1.1.1	HTTP .....	89
5.1.1.2	HTTP_BSM .....	89
5.1.1.3	FTP.....	90
5.1.1.4	TCP_n.....	90

5.1.1.5	UDP_n .....	90
	5.1.2 Reporting Category .....	90
5.1.2.1	Perf_indic .....	90
5.2	Monitoring Linux or AIX Systems .....	91
	5.2.1 FileSystems Category .....	91
5.2.1.1	All Service .....	91
	5.2.2 LinuxServices Category (for Linux system) .....	91
5.2.2.1	Syslogd Service .....	91
	5.2.3 AIXServices Category (for AIX system) .....	92
5.2.3.1	Syslogd Service .....	92
	5.2.4 Syslog Category .....	93
5.2.4.1	AuthentFailures Service (for Linux system) .....	93
5.2.4.2	Errors Service (for AIX system) .....	94
5.2.4.3	Alerts Service (for Linux and AIX system) .....	94
	5.2.5 SystemLoad Category .....	95
5.2.5.1	CPU Service (for Linux system) .....	95
5.2.5.2	CPU Service (for AIX system) .....	96
5.2.5.3	Memory Service (for Linux system) .....	96
5.2.5.4	Processes Service (for Linux system) .....	97
5.2.5.5	Users Service (for Linux system) .....	97
5.2.5.6	PagingSpace Service (for AIX system) .....	98
5.2.5.7	Swap Service (for AIX system) .....	98
5.3	Monitoring Windows Systems .....	99
	5.3.1 EventLog Category .....	99
5.3.1.1	Application Service .....	99
5.3.1.2	Security Service .....	100
5.3.1.3	System Service .....	101
	5.3.2 LogicalDisks Category .....	102
5.3.2.1	All Service .....	102
	5.3.3 SystemLoad Category .....	102
5.3.3.1	CPU Service .....	102
5.3.3.2	MemoryUsage Service .....	103
	5.3.4 WindowsServices Category .....	104
5.3.4.1	EventLog Service .....	104
5.4	Hardware Monitoring .....	105
	5.4.1 Power Category for NovaScale bullion & GCOS, NovaScale T800 & R400 Series .....	105
5.4.1.1	Status Service .....	105
	5.4.2 Hardware Category for NovaScale bullion & GCOS, NovaScale T800 & R400 Series .....	105
5.4.2.1	Alerts Service .....	105
	5.4.3 Hardware Category for Blade Series .....	106
5.4.3.1	Health Service .....	106
	5.4.4 Hardware Categories for Escala Servers .....	107
5.4.4.1	CECStatus Service .....	107



5.4.4.2	Events .....	107
	5.4.5 Hardware Category for NovaScale 4000 Series .....	108
5.4.5.1	Alerts Service .....	108
5.4.5.2	PowerStatus.....	108
5.4.5.3	Health Service .....	109
	5.4.6 Hardware Category for Express 5800.....	110
5.4.6.1	PowerStatus Service .....	110
5.4.6.2	Alerts Service .....	110
	5.4.7 Hardware Category for NovaScale 3000 Series .....	111
5.4.7.1	PowerStatus Service .....	111
5.4.7.2	Alerts Service .....	111
	5.4.8 Hardware Category for NovaScale 5000 & 6000 Series.....	112
5.4.8.1	Health Service .....	112
	5.4.9 Hardware Category for NovaScale 9010 Series .....	112
5.4.9.1	Alerts Service .....	112
5.4.9.2	PowerStatus Service .....	112
5.5	Blade Monitoring .....	113
	5.5.1 CMM Category .....	113
5.5.1.1	ChassisStatus Service .....	113
5.5.1.2	Alerts Service .....	113
5.6	Storage and Virtualization Monitoring.....	114
<b>Appendix A.</b>	<b>Third Party License Agreements.....</b>	<b>115</b>
<b>Technical Glossary .....</b>		<b>117</b>

---

## List of Figures

Figure 2-1	Bull System Manager console .....	5
Figure 2-2	bsmadm user authentication – Linux .....	7
Figure 2-3	Example of expanded Hosts tree .....	8
Figure 2-4	Example of functional filter menu .....	9
Figure 2-5	<b>OperatingSystem</b> domain filter use.....	10
Figure 2-6	Alert History window.....	11
Figure 2-7	Status Information for an instance of the <b>EventLog.Application</b> service.....	12
Figure 2-8	Example of Status Trends for <b>EventLog.Application</b> service (last 24 hours) -.....	13
Figure 2-9	Host status display - example .....	14
Figure 2-10	Host information - example .....	15
Figure 2-11	Scheduled downtime lists .....	17
Figure 2-12.	Scheduling downtime for Host Monitoring .....	17
Figure 2-13.	Scheduling downtime for a particular host .....	18
Figure 2-14.	Host monitoring information for Scheduled Downtime .....	18
Figure 2-15.	Canceling Scheduled Downtime for a host.....	19
Figure 2-16.	Information details for scheduled downtime for a host .....	19
Figure 2-17	Starting UltraVNC Viewer on a host.....	20
Figure 2-18	VNC Authentication window .....	21
Figure 2-19	Remote connection to a Windows host with VNC Viewer .....	21
Figure 2-20	Launching Webmin window.....	22
Figure 2-21	Webmin login window .....	23
Figure 2-22	Webmin interface on Linux hosts .....	23
Figure 2-23	HW Manager GUI menu .....	25
Figure 2-24	ns bullion Hardware Manager - Home Page .....	25
Figure 2-25	Launching the Remote Hardware Management Window .....	26
Figure 2-26	Remote Hardware Management window .....	27
Figure 2-27	Bull System Manager PNP4Nagios Reporting Indicators Home Page .....	28
Figure 2-28	Bull System Manager PNP4Nagios Reporting Indicators - example .....	29
Figure 2-29	Bull System Manager Server Control .....	30
Figure 2-30	Bull System Manager Server Status .....	30
Figure 3-1	Management Tree.....	31
Figure 3-2	A service node menu.....	32
Figure 3-3	Management Tree menu .....	32
Figure 3-4	Management Tree commands .....	32
Figure 3-5	Management Tree animation - example .....	33
Figure 3-6	Node icon menu.....	34
Figure 3-7	Deactivating supervision - example .....	34
Figure 3-8	Hosts view .....	42
Figure 3-9	HostGroups view .....	42
Figure 3-10	HW Managers view.....	43
Figure 3-11	Storage Managers view .....	44
Figure 3-12	Functional Domain view example .....	45
Figure 3-13	Map mode.....	46
Figure 3-14	Bull System Manager Alert Viewer .....	47
Figure 3-15	Alert Selection .....	48
Figure 3-16	Alert selection - example .....	48
Figure 3-17	Acknowledged alerts selection .....	49
Figure 3-18	BSM Focus windows example .....	51

Figure 3-19	Status detailed information from the BSM Focus window .....	51
Figure 3-20	Supervision Window.....	52
Figure 3-21	Hostgroup Status Overview.....	53
Figure 3-22	Servicegroups Status Overview .....	54
Figure 3-23	Host Status Overview .....	54
Figure 3-24	Host Status GRID .....	54
Figure 3-25	Hosts Status Detail .....	55
Figure 3-26	Host Status.....	56
Figure 3-27	Service Status.....	56
Figure 3-28	Monitoring Server Configuration .....	57
Figure 3-29	Monitoring Server Log.....	58
Figure 3-30	Monitoring Server commands .....	59
Figure 3-31	Performance statistics .....	60
Figure 3-32	Scheduling Information.....	61
Figure 3-33	Monitoring Host commands .....	61
Figure 3-34	Alert History screen - example .....	63
Figure 3-35	Notifications screen - example .....	64
Figure 3-36	Availability screen - example .....	65
Figure 3-37	Status Trends on a Service.....	66
Figure 3-38	PNP4Nagios Indicator Trends on a Host .....	67
Figure 3-39	Hardware Inventory information – example .....	68
Figure 3-40	Storage information - example .....	69
Figure 3-41	Windows Memory screen - example .....	70
Figure 3-42	Windows Process screen - example .....	70
Figure 3-43	Windows Users screen - example .....	70
Figure 3-44	Windows Products screen - example .....	71
Figure 3-45	Windows Logical Disks screen - example .....	71
Figure 3-46	Windows Services screen - example .....	71
Figure 3-47	Linux Memory Usage screen - example.....	72
Figure 3-48	Linux Process screen - example.....	72
Figure 3-49	Linux Users screen - example.....	73
Figure 3-50	Linux RPM Products - example .....	73
Figure 3-51	Linux System Logs screen – example .....	74
Figure 4-1	Remote Hardware Management screen.....	77
Figure 4-2	NovaScale bullion Server host properties - example.....	78
Figure 4-3	Power Status output - example.....	80
Figure 4-4	FRU output - example .....	81
Figure 4-5	SENSOR output - example .....	81
Figure 4-6	SEL output - example .....	82
Figure 4-7	PAM History output – example .....	82
Figure 4-8	LAN Alert Destinations – example.....	83
Figure 4-9	Alert Policies – example .....	83
Figure 4-10	Platform Event Filters – example.....	84
Figure 4-11	Platform Manager – example .....	84
Figure 4-12	Bull System Manager PNP4Nagios Reporting Indicators Home Page.....	85
Figure 4-13	Bull System Manager PNP4Nagios Reporting Indicators - example.....	86
Figure 4-14	Other applications.....	87

---

## List of Tables

Table 3-1.	Management Tree nodes .....	35
Table 3-2.	Root node menu .....	36
Table 3-3.	PAM and CMM status levels .....	36
Table 3-4.	RMC status levels .....	37
Table 3-5.	Hardware Manager node menu .....	37
Table 3-6.	Storage Manager node menu.....	38
Table 3-7.	Virtual Manager node menu .....	38
Table 3-8.	Platform node and Hostgroup node menus.....	38
Table 3-9.	Host status levels.....	39
Table 3-10.	Host node menu .....	39
Table 3-11.	Category node menu .....	39
Table 3-12.	Service status levels.....	40
Table 3-13.	Service node menu .....	40
Table 3-14.	Tree views.....	41
Table 3-15.	Monitoring information.....	53

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## Preface

This guide explains how to monitor and manage Bull systems using Bull System Manager, and in particular via the Bull System Manager Console.

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**Note** The Bull Support Web site may be consulted for product information, documentation updates and service offers:  
<http://support.bull.com>

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## Intended Readers

This guide is intended for use by System Operators.

## Highlighting

The following highlighting conventions are used in this guide:

**Bold** Identifies the following:

- Interface objects such as menu names, labels, buttons and icons.
- File, directory and path names.
- Keywords to which particular attention must be paid.

*Italics* Identifies references such as manuals.

Monospace Identifies portions of program code, command lines, or messages displayed in command windows.

< > Identifies parameters to be supplied by the user.

```
Commands entered by the user
```

```
-----  
System messages displayed on the screen  
-----
```



### WARNING

A Warning notice indicates an action that could cause damage to a program, device, system or data.

---

## Related Publications

This list is not exhaustive. Useful documentation is supplied on the Resource & Documentation CD(s) delivered with your system. You are strongly advised to refer carefully to this documentation before proceeding to configure, use, maintain, or update your system.

- *BSM Installation Guide, 86 A2 54FA*  
explains how to install the Bull System Manager solution for monitoring and managing Bull systems. This guide is intended for use by System Administrators.
- *BSM Administrator's Guide, 86 A2 56FA*  
explains how to customize Bull System Manager to monitor specific environments. This guide is intended for use by System Administrators.
- *BSM User's Guide, 86 A2 55FA*  
explains how to monitor and manage Bull systems using Bull System Manager, and in particular via the Bull System Manager Console. This guide is intended for use by System Operators.
- *BSM Remote Hardware Management CLI Reference Manual, 86 A2 58FA*  
describes the Hardware Management CLI (Command Line Interface) for Bull systems.
- *BSM Server Add-ons - Installation Guide, 86 A2 59FA*  
Bull System Manager Server Add-ons provide extensions for Bull System Manager to monitor specific system devices or products. This guide is intended for use by System Administrators.
- *Release Notes, 86 A2 57FA*  
describe the contents, system requirements, installation instructions, and known issues (with workarounds, where applicable) for the current Bull System Manager release.

# Chapter 1. Bull System Manager Overview

**Bull System Manager (BSM)** is designed to simplify the management of Bull servers and external devices, including storage subsystems and switches.

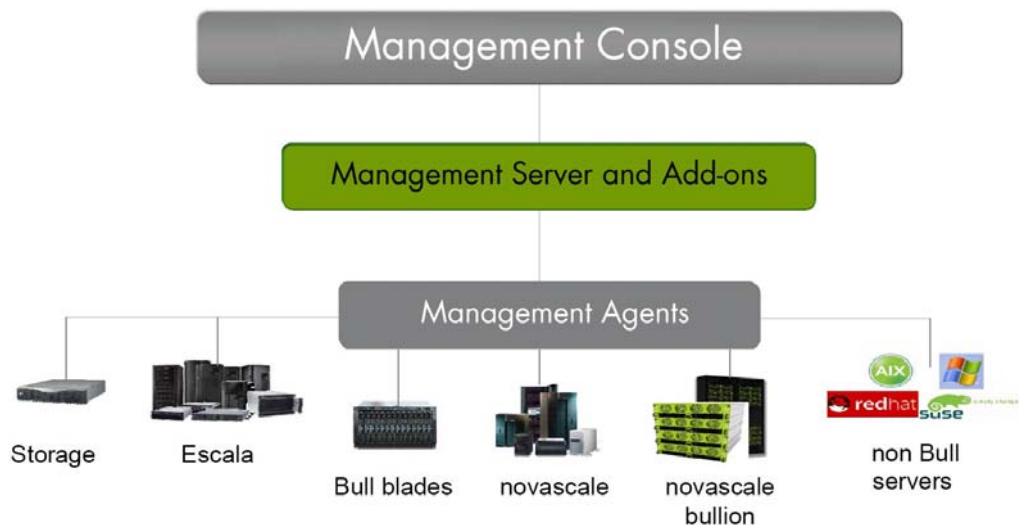
It provides a single point of control for the integrated management of Bull servers and external devices, allowing administrators to see alerts quickly and to take the appropriate actions, thereby enhancing system availability and performance.

Bull System Manager integrates Open Source software, including **Nagios** and uses standard network protocols including **SNMP**, **CIM/WBEM** and **IPMI**.

## 1.1 Architecture

Based on a 3-tier architecture, Bull System Manager includes:

<b>Management Console</b>	installed on each end-user station (Windows or Linux)
<b>Management Server and Add-ons</b>	installed on the management server(s) (Windows or Linux)
<b>Management Agents</b>	<b>installed</b> on each managed hardware platform (Windows or Linux or AIX)



For large infrastructures, a distributed monitoring solution can be implemented allowing an overall view of managed system status via a Global Management Console. For more information, contact your Bull Customer Representative.

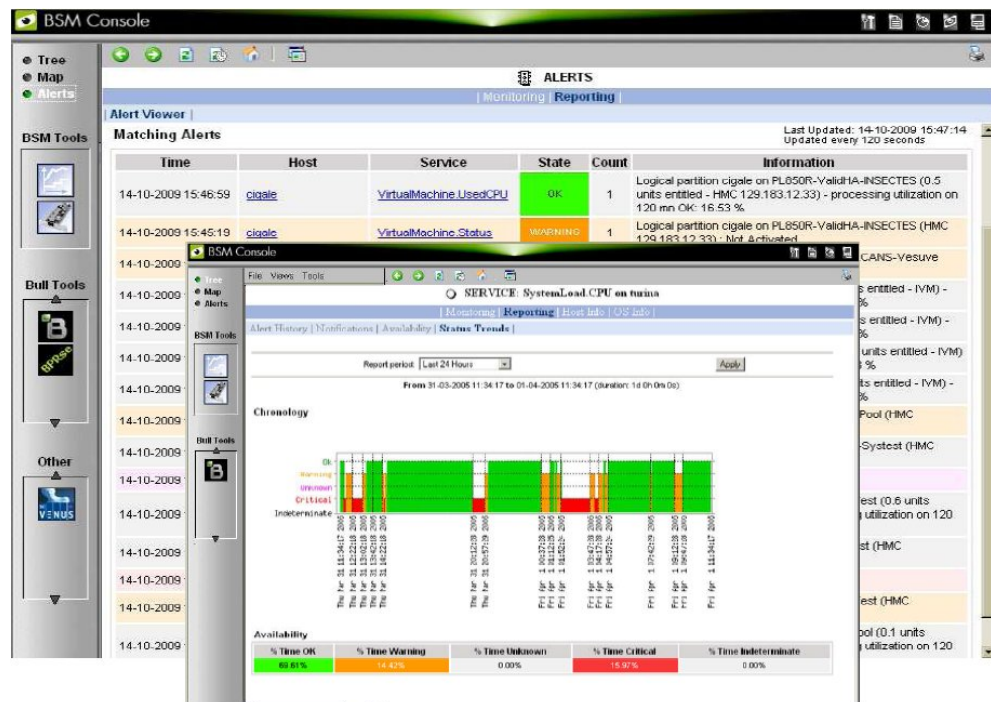
Bull System Manager is also delivered with a Hardware Management CLI package, providing an easy Command Line Interface (CLI) for local or remote hardware management and automation scripts.

A description of the key components and concepts for **BSM** is given in the *Bull System Manager Technical Glossary* in the Appendices.

## 1.1.1 Management Console

The Management Console is a web-based Graphical User Interface compatible with Internet Explorer and/or FireFox. The Management Console allows you to graphically view, monitor and manage all the hosts configured for administration by the associated Management Server.

If a distributed monitoring solution is implemented, a Global Management Console allows you to graphically view, monitor and manage all the hosts configured for administration on a set of Management Servers.



## 1.1.2 Management Server

The Management Server provides the infrastructure and services required to collect, process and store operational and monitoring data.

Dedicated Add-ons provide extensions to Bull System Manager to manage specific devices or tools.

## 1.1.3 Management Agent

The Management Agent consists of the instrumentation and administration tools used to obtain monitoring and inventory information. The Management Agent is system specific and must be installed on each target server to be monitored by BSM.



## 1.1.4 Hardware Management CLIs

The **Hardware Management Command Line Interface (CLI)** package can be used for remote hardware management tasks including:

- Powering on/off
- Obtaining power status details
- Monitoring hardware components
- Inventory purposes for hardware, partition and module details
- Hardware discovery and topological verification
- Configuration and Maintenance
  - Updating firmware
  - Managing CPU allocation
  - Creating and modifying partitions
  - Configuring platform modules
  - Allowing a Support Online connection to be made

## 1.2 Features

**Bull System Manager** offers the following features:

- Monitoring
- Reporting
- Alerting
- Remote Operations and Inventory

### 1.2.1 Monitoring

The servers and external devices to be monitored are either explicitly specified by the Administrator or detected by a discovery mechanism:

- Specific elements and services such as **Power status, CPU load, memory usage, disk usage, number of users, processes and service execution, http and ftp services** can be monitored. When an anomaly occurs or when normal status is recovered, **alerts** (in a log file) and **notifications** (by e-mail, by Bull auto-call and/or by **SNMP** trap) are generated.
- Status thresholds (**OK, WARNING, CRITICAL, UNKNOWN**) can be defined for each element monitored.
- Monitored hosts and services can be grouped into entities that reflect your environment so that you can easily identify an anomaly for these entities.
- Instantiated services can be grouped into specific functional domains so that you can display monitoring information for a given functional domain only.

Monitoring is based on communication with management modules embedded on the hardware

## 1.2.2 Reporting

All **events** generated by the Operating Systems and hardware managers are automatically recorded.

The data is accessible in a graph format for a defined period so that system changes, such as load, can easily be detected.

## 1.2.3 Alerting

When hardware or software thresholds are reached, when an anomaly occurs (**alerts** in a log file), or when normal status is recovered, the Administrator is notified automatically by e-mail, or by Bull autocall and/or by SNMP traps:

### E-mail Notification

A **Mail server** is needed to relay e-mails. E-mail notifications are sent to all the **Contacts** in a **Contactgroup**.

### Bull Autocall Transmission

The **Autocall server** must be configured to define the **GTS** server that will relay autocalls to the Bull maintenance site.

### SNMP Trap Alerting

The **SNMP manager** must be configured to define **SNMP** trap receivers.

## 1.2.4 Remote Operations

Remote Operation is used to configure target hosts and execute actions on these hosts via the Operating System or via Remote Hardware Management CLIs.

## 1.2.5 Inventory

The Inventory is used to display hardware and software information for hosts.

---

## Chapter 2. Getting Started

This chapter explains how to use **Bull System Manager** for basic monitoring and administration tasks.

### 2.1 Starting the Console

See *Chapter 6 of the Installation Guide* for details on how to launch the console and the applications.

#### 2.1.1 Differences between local and global Console

Even if some contextual menu are absent in the global console (generally due to the localization of the associated URL), both consoles are very similar.

#### 2.1.2 Console Basics

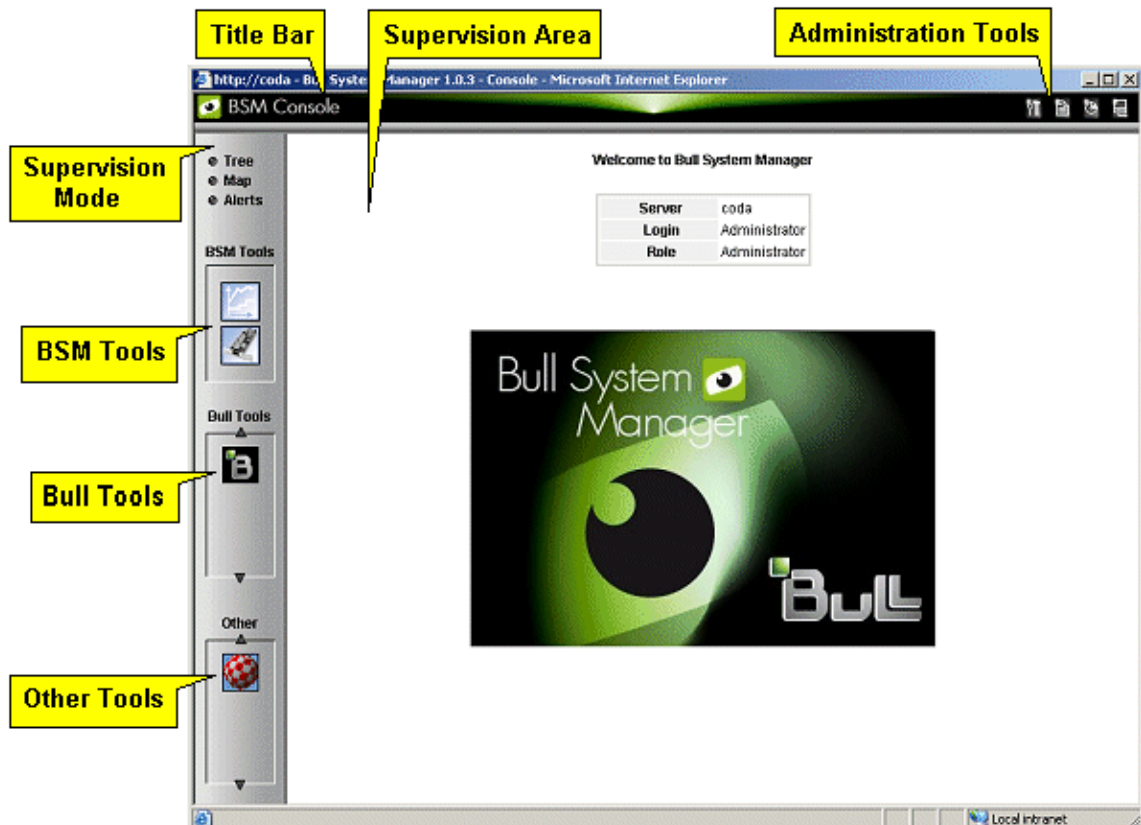


Figure 2-1 Bull System Manager console

The Bull System Manager console is divided into the following functional parts:

**Title Bar** Displays the server name.

**Administration Tools** Enable access to the following administration tools:

- Bull system Manager focus (if needed, only in local console)
- Bull System Manager configuration tool (only in local console)
- Bull System Manager documentation
- Bull System Manager download page
- Bull System Manager Server control (only in local console)
- Display of server information: Netname, Date/Time, Login, Role (and Global server for global console).

**Supervision Mode** Allows you to choose one of the three supervision modes:

- Supervision using a tree
- Supervision using a map
- Supervision using alerts

**Supervision Area** Displays information about the resources monitored, related to the type of supervision (see *Supervision Information*, on page 51)

**BSM Tools** Enables access to the Bull System Manager Tools (only in local console):  
Reports, Hardware Management.

**Bull Tools** Enables access to the Bull Applications:  
Bull Support, Cassatt Controller, Cassatt Manager, BPREE, ARF

**Other Tools** Enables access to external applications

## 2.1.3 Bull System Manager Authentication and Roles

Bull System Manager applications must be authenticated.

The authentication type varies according to the web Server (Apache) See the following paragraphs for more information.

---

**Note** To change the Bull System Manager authentication state, close all the web browser windows that are open, and start a new session for the browser. Otherwise, the browser will retain the existing authentication context.

---

### 2.1.3.1 Role Based Management

The authenticated user type will have a different user profile or role. See section 1.1

---

**Note** User roles can be only configured by the **Administrator**. Refer to the *Administrator's Guide* for more details.

---

## 2.1.3.2 Bull System Manager Server User Authentication – Linux & Windows

### Apache server authentication

A default Apache user called **bsmadm** (password **bsmadm**) is created when Bull System Manager Server is installed. This user is not a Linux user and will only be used contextually by Apache Server.



Figure 2-2 bsmadm user authentication – Linux

The users database is stored in the following file:  
`/opt/BSMServer/core/etc/htpasswd.users`


### Adding a New User / Modifying a Password

You can use the BSM configuration WEB GUI to add a new user or to modify a password on the Apache server.

## 2.2 Displaying Monitoring Information

### 2.2.1 Starting with the Tree mode

#### Notes

- Tree Mode concepts are explained in detail in *Chapter 3*.
- When the Console is started, the default view is opened, i.e. the **Hosts** view, displaying all the hosts declared at the same level.  
By clicking on , you can load four other views: the **Hostgroups** view, the **HardwareManager** view, **StorageManager** view or the **VirtualManager** view.  
As the Administrator, you can change the default view.

The left part of the console is a tree representing all the platforms managed. It can be expanded, as shown below:

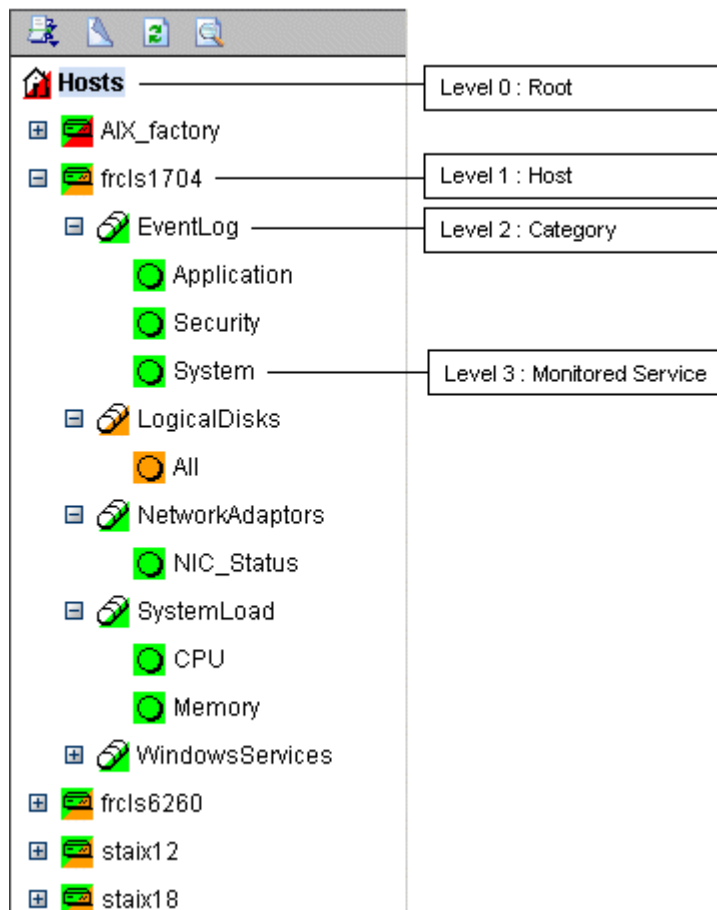


Figure 2-3 Example of expanded Hosts tree

A **Service** is a **Monitored Entity** and the color of the icon indicates the status for the service: red (critical), orange (warning), magenta (unknown) or green (OK).

Each icon is divided into two sections:

- The top left section indicates the status of the host or service,
- The bottom right cascades the sub trees.

For instance, for a Host node, when there is a service status change, the color of the bottom right corner of the category icon changes to reflect this change.

The color of the top left corner of a host icon indicates if this host is responding or not (following a **ping** command).

### Example

The top left corner of the `nsmaster` host node is green because it responds to the ping command and the bottom right corner is green because all its services are ok.

A **Category** is a node that groups the services monitored logically. The overall Category status is determined by the most critical service status for the sub services or hosts.

## 2.2.2 Using a Functional domain filter with the Tree mode

For each tree, you can apply a functional domain filter from the menu, as shown in the graphic below:

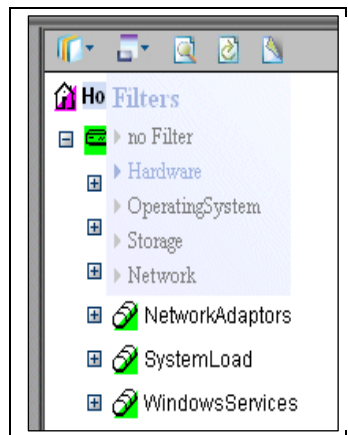


Figure 2-4 Example of functional filter menu

Thus, all contextual applicative frames will apply this functional domain filter for their content.

---

**Notes** The filter Menu can be used at any time, and applied to any topological level, in a tree or a map.

Once selected, the filter will be active until it is unselected (**no Filter** setting)

---

The graphic below shows the use of the **OperatingSystem** filter for a NovaScale host:

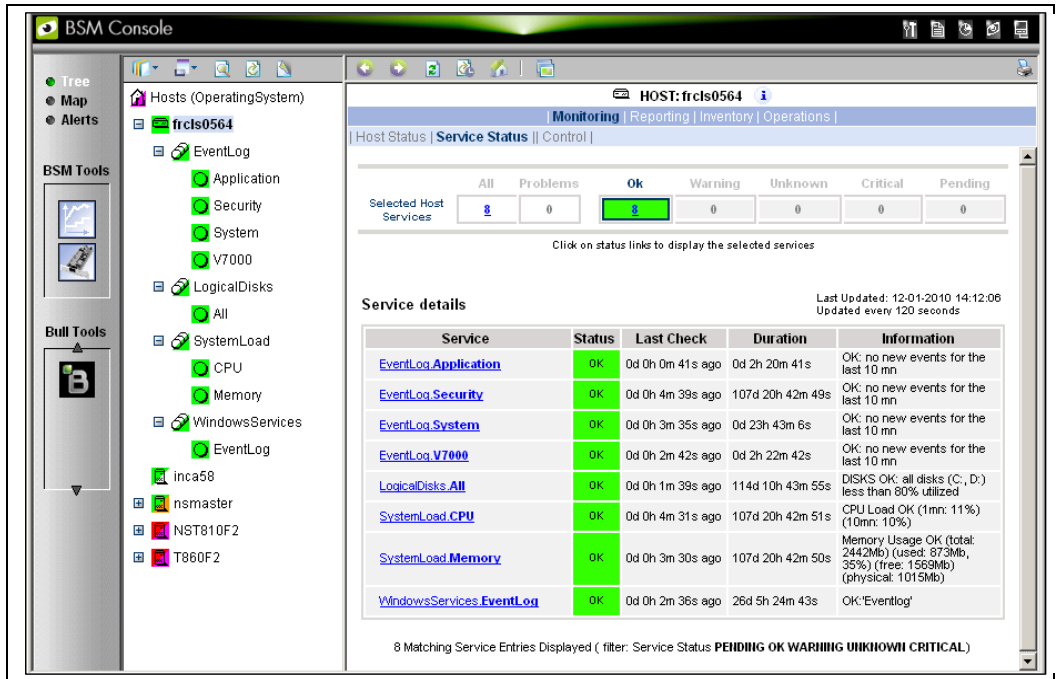


Figure 2-5 **OperatingSystem** domain filter use

Only Categories whose monitoring domain is **Operating System** are displayed.



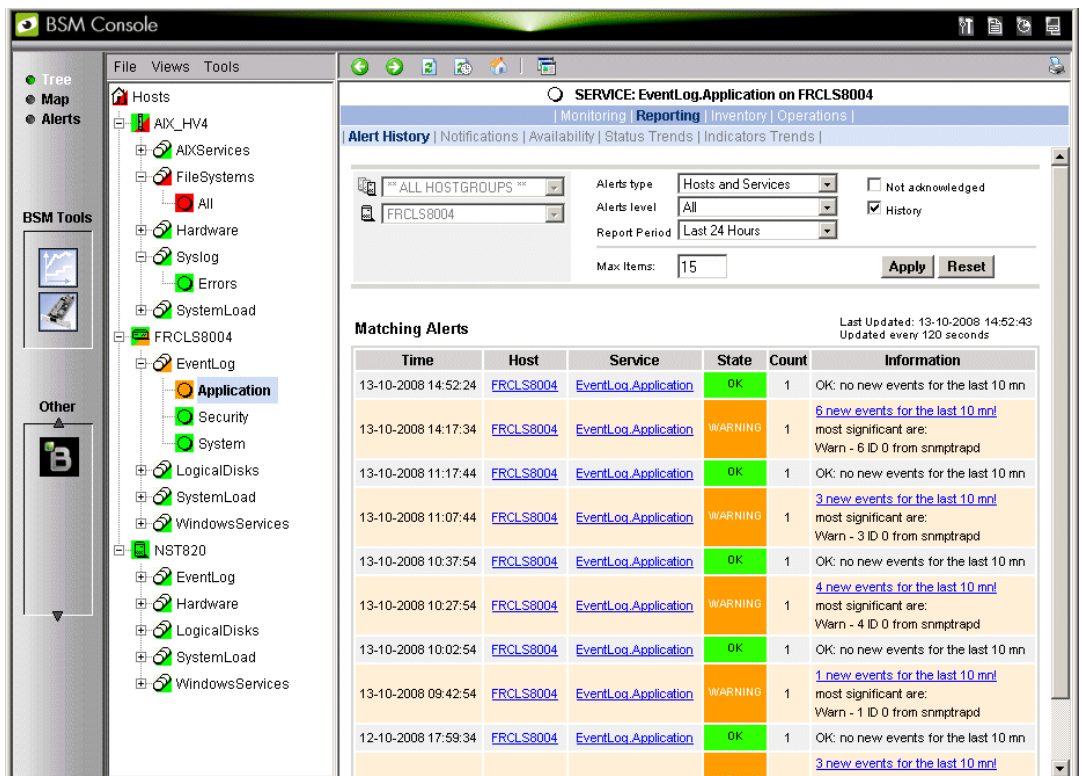
## 2.2.3 Tracking Problems

When a problem occurs, it is useful to know if it has occurred previously, and if so, how often.

Bull System Manager provides several different ways to track and analyze problems.

### 2.2.3.1 Alert History

From the Applications Window, click **Reporting > Alert History**. The screen below appears (in this example, the host is called FRCLS8004).



The screenshot shows the BSM Console interface. The left sidebar contains a tree view with 'Hosts' expanded to show 'FRCLS8004' and its services, including 'EventLog' and 'Application'. The main window displays the 'Alert History' for 'SERVICE: EventLog.Application on FRCLS8004'. The filter panel shows 'Alerts type' set to 'Hosts and Services', 'Alerts level' set to 'All', and 'Report Period' set to 'Last 24 Hours'. The 'Matching Alerts' table is as follows:

Time	Host	Service	State	Count	Information
13-10-2008 14:52:24	FRCLS8004	EventLog.Application	OK	1	OK: no new events for the last 10 mn <a href="#">6 new events for the last 10 mn!</a>
13-10-2008 14:17:34	FRCLS8004	EventLog.Application	WARNING	1	most significant are: Warn - 6 ID 0 from snmptrapd
13-10-2008 11:17:44	FRCLS8004	EventLog.Application	OK	1	OK: no new events for the last 10 mn <a href="#">3 new events for the last 10 mn!</a>
13-10-2008 11:07:44	FRCLS8004	EventLog.Application	WARNING	1	most significant are: Warn - 3 ID 0 from snmptrapd
13-10-2008 10:37:54	FRCLS8004	EventLog.Application	OK	1	OK: no new events for the last 10 mn <a href="#">4 new events for the last 10 mn!</a>
13-10-2008 10:27:54	FRCLS8004	EventLog.Application	WARNING	1	most significant are: Warn - 4 ID 0 from snmptrapd
13-10-2008 10:02:54	FRCLS8004	EventLog.Application	OK	1	OK: no new events for the last 10 mn
13-10-2008 09:42:54	FRCLS8004	EventLog.Application	WARNING	1	<a href="#">1 new events for the last 10 mn!</a> most significant are: Warn - 1 ID 0 from snmptrapd
12-10-2008 17:59:34	FRCLS8004	EventLog.Application	OK	1	OK: no new events for the last 10 mn <a href="#">3 new events for the last 10 mn!</a>

Figure 2-6 Alert History window

The **Alert History** shows all previous alerts for this service for different periods. Service information is also logged; this data can be used for the decision-making process regarding corrective actions.

### 2.2.3.2 Status Trends

The **Alerts** and **Trends** functions use monitoring logs to display the monitoring history:

- **Alerts** shows events.
- **Trends** shows a status graph for a defined period.

In the example shown in Figure 2-6, the monitored system is FRCLS8004. The tree displays **WARNING** states for the **EventLog.Application** service. Click **Application** to display additional status information.

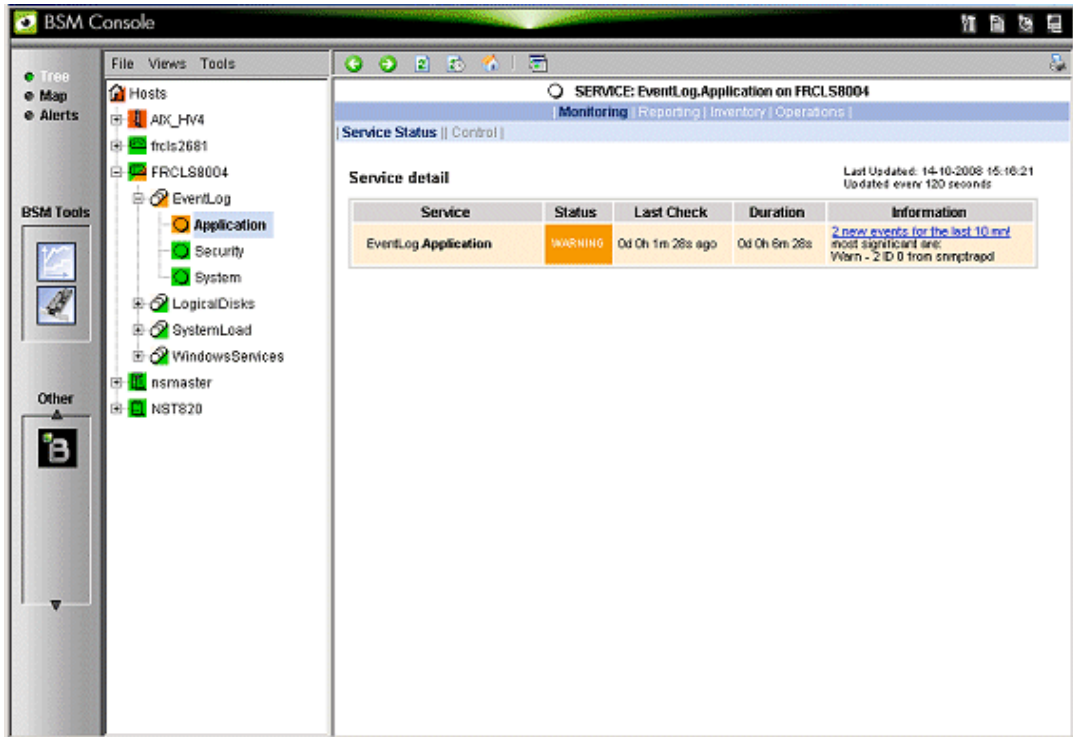


Figure 2-7 Status Information for an instance of the **EventLog.Application** service

Click **Reporting > Status Trends** if you would like to know how often, and when, this situation has occurred previously. A screen similar to that below will appear.

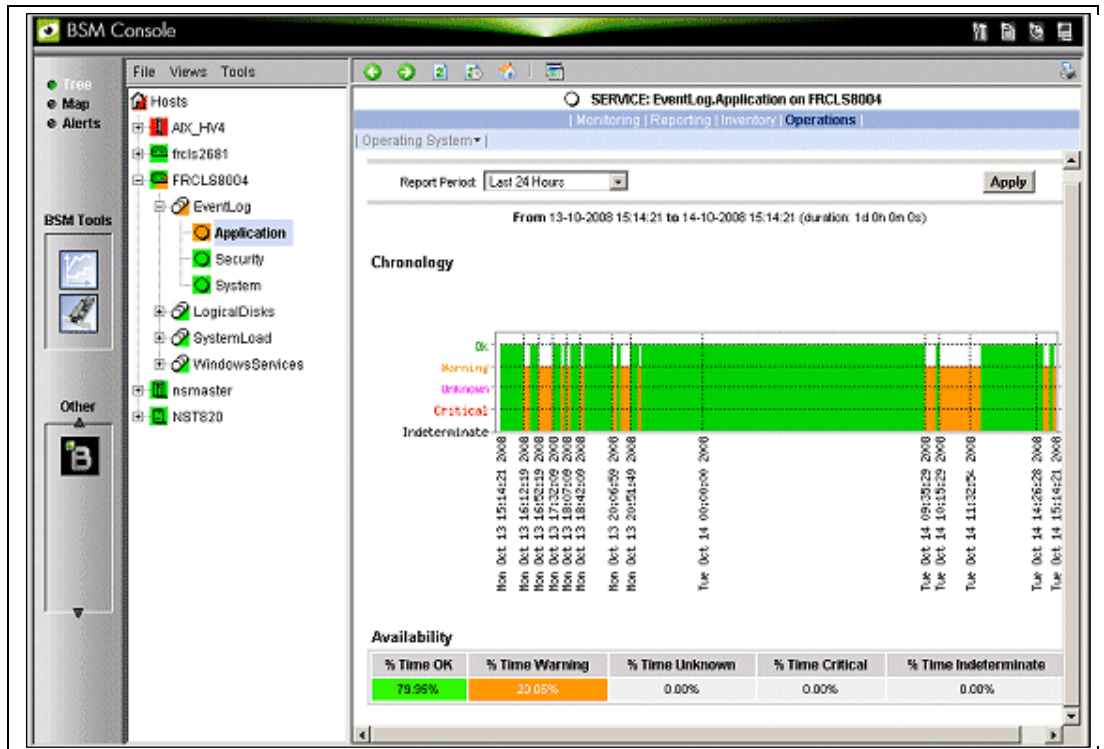


Figure 2-8 Example of Status Trends for **EventLog.Application** service (last 24 hours) - The graph of the service for the previous 24 hours, in the example above, shows that **BSM** has registered some **EventLog.Application** warnings during this time.

## 2.2.4 Viewing More Information

The **Applications** Window displays more information, as and when requested by the Administrator via menu items or links.

- Click a **node** in the **Tree** Window to display basic monitoring information, according to the node type.
- Right-click a node in the **Tree** Window to display a pop-up menu giving access to all the operations available for that node.
- Click an option in the secondary level menu in the **Applications** Window to access additional information for that node.

### Example

When you click the FRCLS8004 node, the following screen appears, indicating that the status for this host is UP:

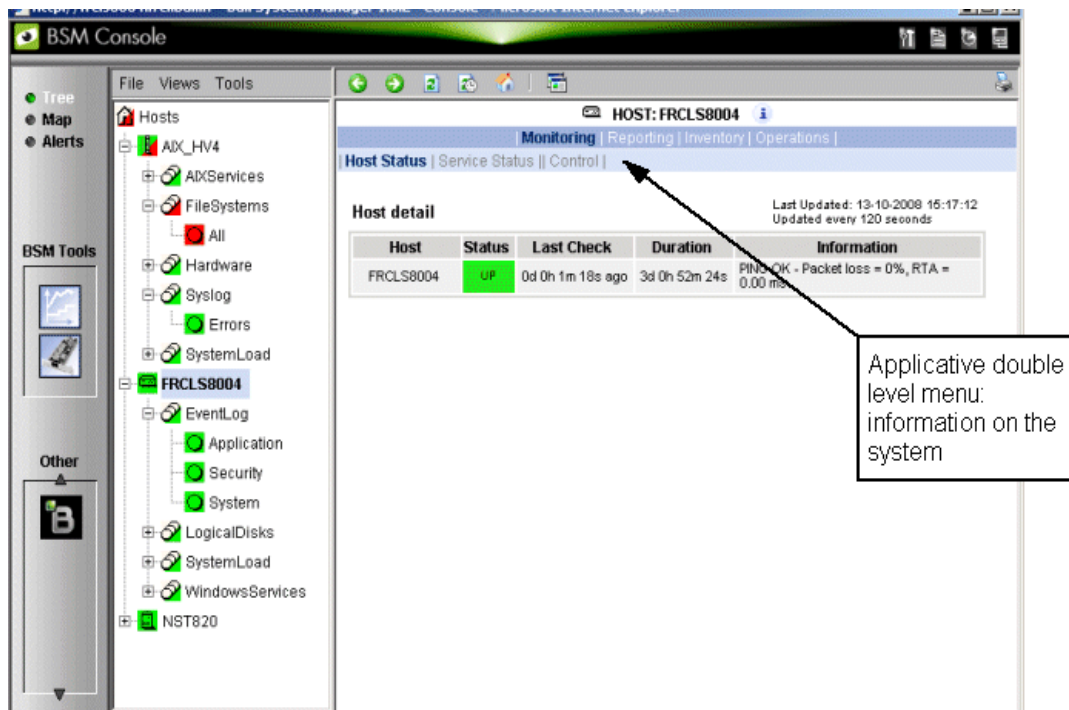


Figure 2-9 Host status display - example

From the **Applications Window**, click **Hardware Information > Inventory** to display the host hardware inventory.

The screenshot shows the BSM Console interface for host FRCLS3104. The main content area displays the following hardware information:

**PROCESSOR(S)**

Type	Processor Speed (Mhz)	Number
Intel(R) Pentium(R) 4 CPU 2.60GHz	2600	1

**MEMORY**

Caption	Description	Capacity (MB)	Purpose	Type	Speed	Slot number
Physical Memory Array	Physical Memory Array	0	System Memory	Empty slot		4
Physical Memory	A1 (No ECC)	1024	System Memory	SDRAM		2
Physical Memory	A0 (No ECC)	256	System Memory	SDRAM		1
Physical Memory	A2 (No ECC)	256	System Memory	SDRAM		3

**BIOS**

Serial number	Manufacturer	Model	BIOS Manufacturer	BIOS Version	BIOS Date
102214990006	NEC Computers International	POWERMATE ML6	Phoenix Technologies, LTD	IntelR - 42302e31; AwardBIOS v6.00PG; Phoenix - AwardBIOS v6.00PG; Phoenix - AwardBIOS v6.00PG-SMBiosVersion: V2.3	

**SOUND**

Manufacturer	Name	Description
Analog Devices, Inc.	SoundMAX Integrated Digital Audio	SoundMAX Integrated Digital Audio

Figure 2-10 Host information - example

## 2.3 Receiving Alerts

The System Administrator can set up email and/or **SNMP** notifications, for enhanced operational monitoring.

### 2.3.1 Email Notifications

Configure email notifications as follows:

**Step 1:** Start the Bull System Manager Configuration window.

**Step 2:** Configure the Mail Server (only if Bull System Manager Server runs on a Windows system).

**Step 3:** Specify the mail address of the Alert receiver.

**Step 4:** Reload the monitoring service so that the modifications are taken into account.

Refer to the *BSM Administrator's Guide* for more details.

### 2.3.2 SNMP Trap Notifications

Configure **SNMP** notification as follows:

**Step 1:** Start Bull System Manager Configuration window.

**Step 2:** Specify the **SNMP** managers that will receive the traps.

**Step 3:** Reload the monitoring service so that the modifications are taken into account.

Refer to the *BSM Administrator's Guide* for details.

### 2.3.3 Viewing Notifications

In the following example, an authentication failure has generated an email notification:

---

```
***** Bull Bull System Manager *****
Notification Type: PROBLEM
Service: LogicalDisks.All
Host: w2k-addc01 Description: Portal DC (current network name: w2k-
addc01)
Address: w2k-addc01
State: CRITICAL
Date/Time: Wed May 18 16:26:21 GMTDT 2005
Additional Info:
DISKS CRITICAL: (Z:) more than 95% utilized.
```

---

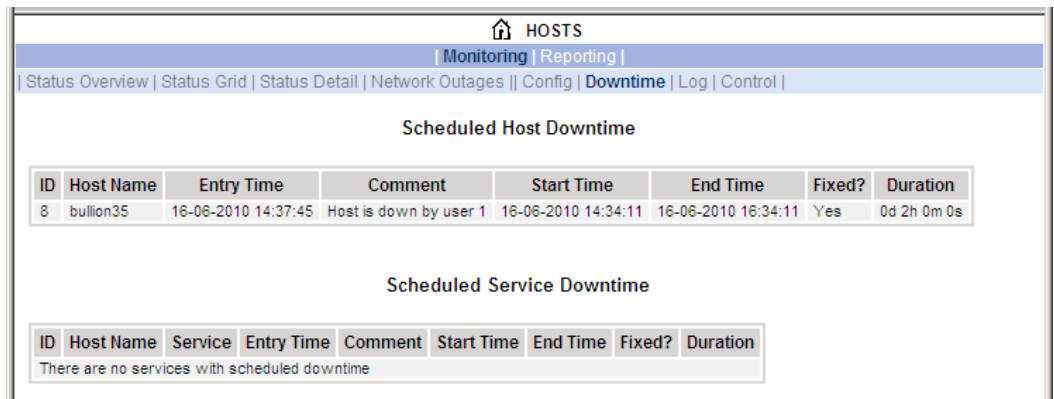
The Bull System Manager Console allows you to view all the notifications sent by the monitoring service.

## 2.4 Scheduling Downtime

BSM (via Nagios) allows you to schedule periods of planned downtime for hosts and services that you are monitoring. This is useful in the case you know that you are going to be taking a server down for an upgrade, etc.

### 2.4.1 Show scheduled downtime lists

You can see all current scheduled downtime rules at the root menu: Monitoring/Downtime



The screenshot shows the Nagios Monitoring/Downtime page. At the top, there are navigation links: Home, HOSTS, Monitoring, and Reporting. Below that, there are sub-navigation links: Status Overview, Status Grid, Status Detail, Network Outages, Config, Downtime, Log, and Control. The main content is divided into two sections: Scheduled Host Downtime and Scheduled Service Downtime.

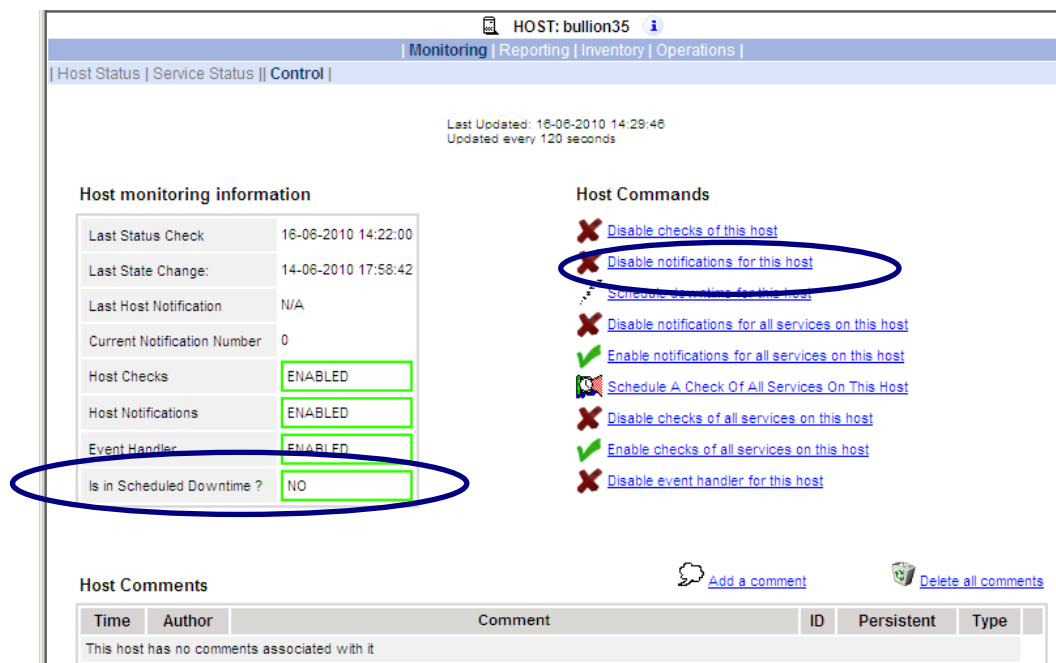
ID	Host Name	Entry Time	Comment	Start Time	End Time	Fixed?	Duration
8	bullion35	16-06-2010 14:37:45	Host is down by user 1	16-06-2010 14:34:11	16-06-2010 16:34:11	Yes	0d 2h 0m 0s

Below the host downtime list, there is a section for Scheduled Service Downtime. It shows a table with columns: ID, Host Name, Service, Entry Time, Comment, Start Time, End Time, Fixed?, and Duration. The content of this table is: "There are no services with scheduled downtime".

Figure 2-11 Scheduled downtime lists

### 2.4.2 How to schedule a downtime

You can schedule downtime for hosts and services through the Monitoring/Control menu:



The screenshot shows the Nagios Monitoring/Control page for host bullion35. At the top, there are navigation links: Monitoring, Reporting, Inventory, and Operations. Below that, there are sub-navigation links: Host Status, Service Status, and Control. The main content is divided into two sections: Host monitoring information and Host Commands.

**Host monitoring information**

Last Status Check	16-06-2010 14:22:00
Last State Change:	14-06-2010 17:58:42
Last Host Notification	N/A
Current Notification Number	0
Host Checks	ENABLED
Host Notifications	ENABLED
Event Handler	ENABLED
Is in Scheduled Downtime ?	NO

**Host Commands**

- [Disable checks of this host](#)
- [Disable notifications for this host](#)
- [Disable checks of all services on this host](#)
- [Disable notifications for all services on this host](#)
- [Enable notifications for all services on this host](#)
- [Schedule A Check Of All Services On This Host](#)
- [Enable checks of all services on this host](#)
- [Disable event handler for this host](#)

**Host Comments**

[Add a comment](#) [Delete all comments](#)

Time	Author	Comment	ID	Persistent	Type
This host has no comments associated with it					

Figure 2-12. Scheduling downtime for Host Monitoring

When you click on the hypertext link for this action, the following form must be completed and applied.

HOST: bullion35

Monitoring | Reporting | Inventory | Operations |

Host Status | Service Status || Control |

### Schedule downtime for a particular host

Host Name: bullion35

Comment: \*

Triggered By:

Start Time: \*

End Time: \*

Type:

If Flexible, Duration:  Hours  Minutes

Child Hosts:

[Show help](#)

Please enter all required information before committing the command.  
 Required fields are prefixed with \*.  
 Failure to supply all required values will result in an error.

Figure 2-13. Scheduling downtime for a particular host

The Show help hypertext link gives more details for the fields list.

Once you schedule downtime for a host or service, BSM (Nagios) will add a comment to that host/service indicating that it is scheduled for downtime during the period of time you indicated. The following picture shows the Monitoring/Control CGI in a scheduled downtime state:

HOST: bullion35

Monitoring | Reporting | Inventory | Operations |

Host Status | Service Status || Control |

Last Updated: 16-06-2010 14:37:52  
 Updated every 120 seconds

#### Host monitoring information

Last Status Check	16-06-2010 14:32:10
Last State Change:	14-06-2010 17:58:42
Last Host Notification	N/A
Current Notification Number	0
Host Checks	ENABLED
Host Notifications	ENABLED
Event Handler	ENABLED
Is in Scheduled Downtime ?	YES

#### Host Commands

- [Disable checks of this host](#)
- [Disable notifications for this host](#)
- [Cancel scheduled downtime for this host](#)
- [Disable notifications for all services on this host](#)
- [Enable notifications for all services on this host](#)
- [Schedule A Check Of All Services On This Host](#)
- [Disable checks of all services on this host](#)
- [Enable checks of all services on this host](#)
- [Disable event handler for this host](#)

#### Host Comments

Time	Author	Comment	ID	Persistent	Type
16-06-2010 14:37:45	(Nagios Process)	This host has been scheduled for fixed downtime from 16-06-2010 14:34:11 to 16-06-2010 16:34:11. Notifications for the host will not be sent out during that time period.	12	No	Scheduled Downtime

Figure 2-14. Host monitoring information for Scheduled Downtime



When that period of downtime passes or when the scheduled time is cancelled, BSM will automatically delete the comment that it added.

### 2.4.3 How to cancel a scheduled downtime

When the period of downtime passes, BSM will automatically delete the scheduled downtime rule and the comment that it added.

You can cancel a scheduled downtime via the Monitoring/Control menu associated to the related object (host or service).

HOST: bullion35

Monitoring | Reporting | Inventory | Operations |

Host Status | Service Status || Control |

Last Updated: 16-06-2010 14:37:52  
Updated every 120 seconds

**Host monitoring information**

Last Status Check	16-06-2010 14:32:10
Last State Change:	14-06-2010 17:58:42
Last Host Notification	N/A
Current Notification Number	0
Host Checks	ENABLED
Host Notifications	ENABLED
Event Handler	ENABLED
Is in Scheduled Downtime ?	YES

**Host Commands**

- ✗ Disable checks of this host
- ✗ Disable notifications for this host
- zz Cancel scheduled downtime for this host
- ✗ Disable notifications for all services on this host
- ✓ Enable notifications for all services on this host
- 📅 Schedule A Check Of All Services On This Host
- ✗ Disable checks of all services on this host
- ✓ Enable checks of all services on this host
- ✗ Disable event handler for this host

Host Comments

[Add a comment](#) [Delete all comments](#)

Time	Author	Comment	ID	Persistent	Type
16-06-2010 14:37:45	(Nagios Process)	This host has been scheduled for fixed downtime from 16-06-2010 14:34:11 to 16-06-2010 16:34:11. Notifications for the host will not be sent out during that time period.	12	No	Scheduled Downtime

Figure 2-15. Canceling Scheduled Downtime for a host

Then the following form must be completed and applied.

HOST: bullion35

Monitoring | Reporting | Inventory | Operations |

Host Status | Service Status || Control |

Cancel scheduled downtime for a particular host

Scheduled Downtime ID: \*

Apply Reset Cancel

[Show help](#)

Please enter all required information before committing the command.  
Required fields are prefixed with \*.  
Failure to supply all required values will result in an error.

Figure 2-16. Information details for scheduled downtime for a host

**Note** The Scheduled Downtime ID appears in the root Monitoring/Downtime web page (see Figure 2-11).

## 2.5 Taking Remote Control of a Host

As the Administrator, if you want to investigate a problem and fix it, you need to take a remote control of the platform concerned. Bull System Manager uses standard, commonly used tools to perform this function. These tools differ according to whether the remote Operating System is Windows or Linux.

### 2.5.1 Windows Hosts

**UltraVNC Viewer** is used to connect remotely to Windows hosts.

**Note** Prerequisite: The **VNC** package delivered with Bull System Manager must be installed and started on the remote host. Refer to the *Installation Guide* for details.

#### Example

Bull System Manager informs you that the **C:** disk is nearly full on the `nsmaster` Windows host, via the **LogicalDisks** node, and you decide to connect to `nsmaster` to see if you can free some disk space.

To connect to the remote host:

1. Start VNC Viewer from the `nsmaster` host menu (**Operations > Operating System > VNC Viewer**).

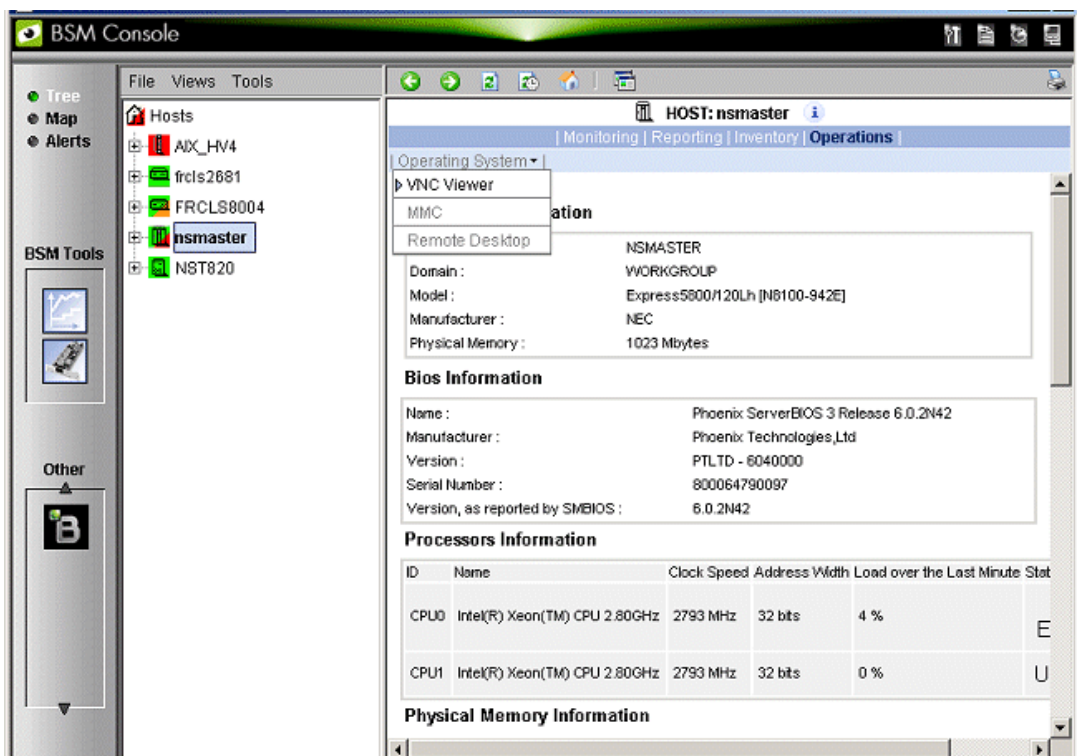


Figure 2-17 Starting UltraVNC Viewer on a host

- When prompted, enter the password used when VNC Server was installed or configured on the target host (`nsmaster` in this example).

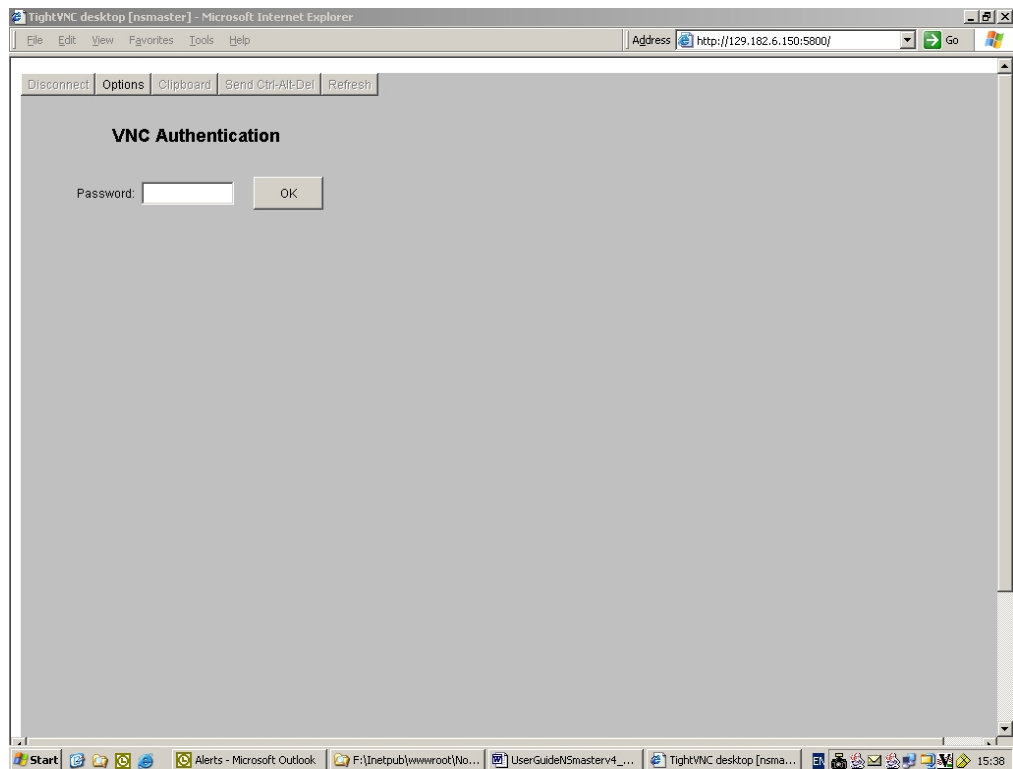


Figure 2-18 VNC Authentication window

- Click **OK**. You now have full access to the remote host (`nsmaster`), although response times may be longer.

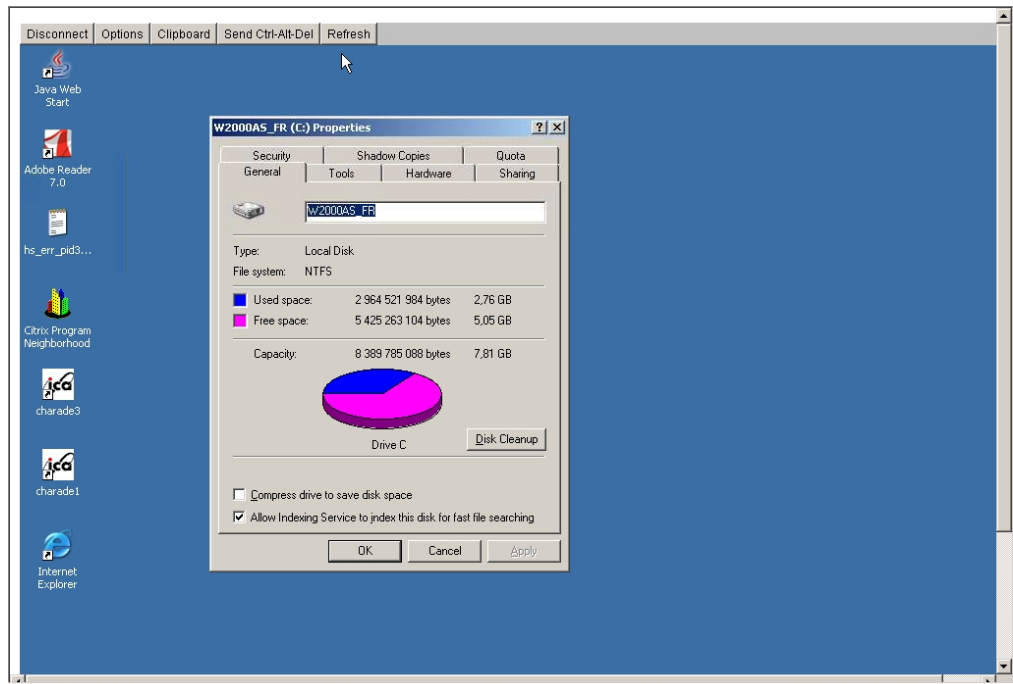


Figure 2-19 Remote connection to a Windows host with VNC Viewer

You can now display information related to disk C: and make changes.

---

**Note** If you do not require full access to the remote desktop, you can also open a telnet connection, as long as the telnet service has been started on the remote host.

---

## 2.5.2 Linux and AIX Hosts

**Webmin** is used to connect to Linux and AIX hosts remotely.

---

**Note** **Webmin** is a graphical tool for managing Linux and AIX systems and allows you to configure the system, application servers (http, mail, etc.), the network, and many other parameters. Webmin is Open Source software and the Open Source Community regularly adds new modules.

---

### Example

You want to add a new user to your FRCLS2681 Linux host.

From the FRCLS2681 host menu, select **Operations > Operating System > Users**.

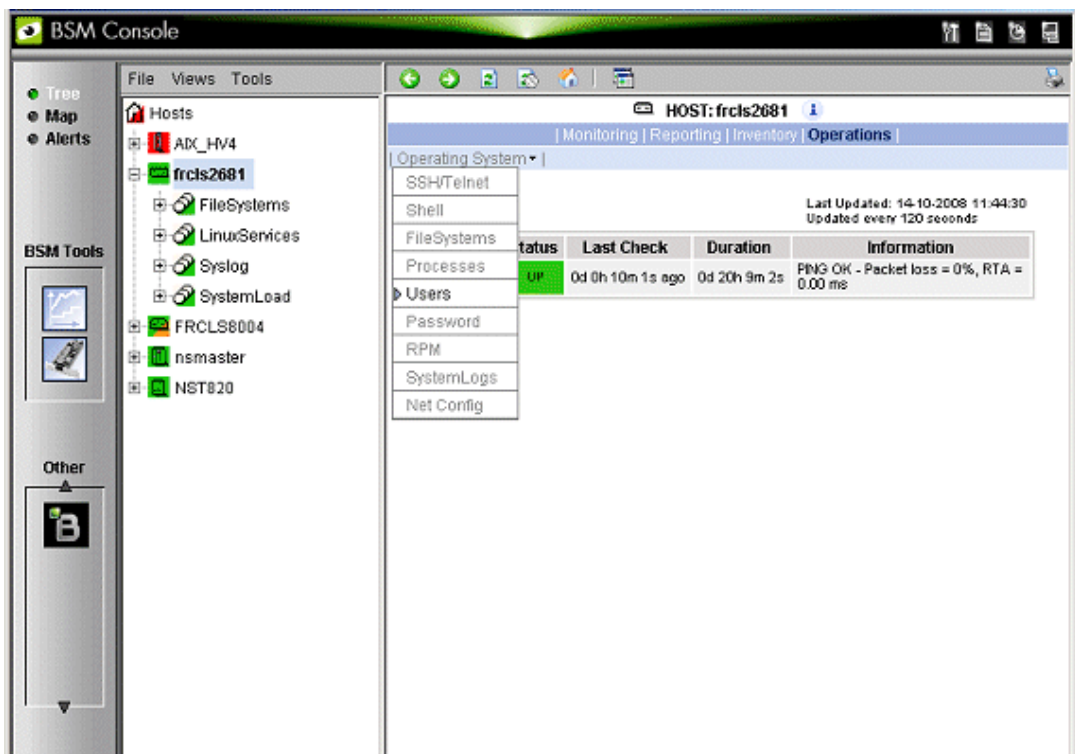


Figure 2-20 Launching Webmin window

A **Webmin** page opens and prompts you for a **Username / Password**. As Administrator, with the corresponding Linux password, you can connect as root.

**Login to Webmin**

You must enter a username and password to login to the Webmin server on 129.182.6.150.

**Username**

**Password**

Remember login permanently?

Figure 2-21 Webmin login window

**Note** If the Linux host is running in **SSL** mode the following message appears, before the Webmin login page is loaded:

This web server is running in SSL mode. Try the URL `https://<hostname>:10000/` instead.

You must click the link indicated in this message.

You are now in the **Webmin** page that manages **Users and Groups**.

**Users and Groups**

Local Users Local Groups

Select all. | Invert selection. | Create a new user. Run batch file. | Export to batch file.

Username	User ID	Group	Real name	Home directory	Shell
<input type="checkbox"/> root	0	root	root	/root	/bin/bash
<input type="checkbox"/> bin	1	bin	bin	/bin	/sbin/nologin
<input type="checkbox"/> daemon	2	daemon	daemon	/sbin	/sbin/nologin
<input type="checkbox"/> adm	3	adm	adm	/var/adm	/sbin/nologin
<input type="checkbox"/> lp	4	lp	lp	/var/spool/lpd	/sbin/nologin
<input type="checkbox"/> sync	5	root	sync	/sbin	/bin/sync
<input type="checkbox"/> shutdown	6	root	shutdown	/sbin	/sbin/shutdown
<input type="checkbox"/> halt	7	root	halt	/sbin	/sbin/halt
<input type="checkbox"/> mail	8	mail	mail	/var/spool/mail	/sbin/nologin
<input type="checkbox"/> news	9	news	news	/etc/news	
<input type="checkbox"/> uucp	10	uucp	uucp	/var/spool/uucp	/sbin/nologin
<input type="checkbox"/> operator	11	root	operator	/root	/sbin/nologin
<input type="checkbox"/> games	12	users	games	/usr/games	/sbin/nologin
<input type="checkbox"/> gopher	13	gopher	gopher	/var/gopher	/sbin/nologin
<input type="checkbox"/> ftp	14	ftp	FTP User	/var/ftp	/sbin/nologin
<input type="checkbox"/> nobody	99	nobody	Nobody	/	/sbin/nologin
<input type="checkbox"/> nscd	28	nscd	NSCD Daemon	/	/sbin/nologin
<input type="checkbox"/> vcsa	69	vcsa	virtual console memory owner	/dev	/sbin/nologin
<input type="checkbox"/> pcap	77	pcap		/var/arpwatch	/sbin/nologin
<input type="checkbox"/> rpc	32	rpc	Portmapper RPC user	/	/sbin/nologin
<input type="checkbox"/> mailnull	47	mailnull		/var/spool/mqueue	/sbin/nologin

Figure 2-22 Webmin interface on Linux hosts

Add a new user by clicking **Create a new user**.

## 2.6 Managing Hardware

### 2.6.1 Using the System Native Hardware Manager

Hardware monitoring and management - such as temperature or voltage monitoring, remote power control, access to BIOS or system logs - is not directly performed from Bull System Manager.

Each type of server has a dedicated hardware manager that Bull System Manager uses to perform these operations. Bull System Manager provides the appropriate menu item for each server type, as follows:

- EMM for NovaScale bullion and GCOS series
- CMM for NovaScale Blade series
- HMC for Escala servers,
- iDRAC for NovaScale R400 or T800 series
- PAM for NovaScale 5000 and 6000 series
- ISM for NovaScale 4000 series
- RMC or ARMC for Express5800 Series
- Any other manager that can be accessed via a URL.

---

#### Notes

- The corresponding Hardware Manager **MUST** be installed and configured. Please refer to the documentation delivered with the server for details.
- When the Hardware Manager is launched via a URL (Web GUI), the browser on the console must be configured to access this URL without using an HTTP proxy.
- Connection to PAM, ISM, RMC, iDRAC, CMM and HMC hardware managers **requires authentication**.  
Logins must be defined in the management modules before they can be used by Bull System Manager.  
CMM: only one session is allowed per user. You must therefore register one user for each Bull System Manager Console (used when the Manager GUI is launched from the Management Tree).
- NovaScale **Blade hardware monitoring** is performed through the CMM SNMP interface. You must therefore declare the Bull System Manager server as the SNMP Manager when you configure the CMM.
- Escala monitoring is performed through a remote secure shell. You must therefore configure a non-prompted SSH connection between BSM and the HMC.

---

To manage hardware, proceed as follows:

**Step 1:** Declare a HW manager and the hosts, or platforms, it manages.

**Step 2:** Reload the monitoring server so that the modifications are taken into account.

**Step 3:** Call the HW Manager from the Tree Window.

### Example: Calling a configured PAM Manager

The **Operations > Platform > Hardware Manager GUI** item is opened from the `nsmaster` host menus.

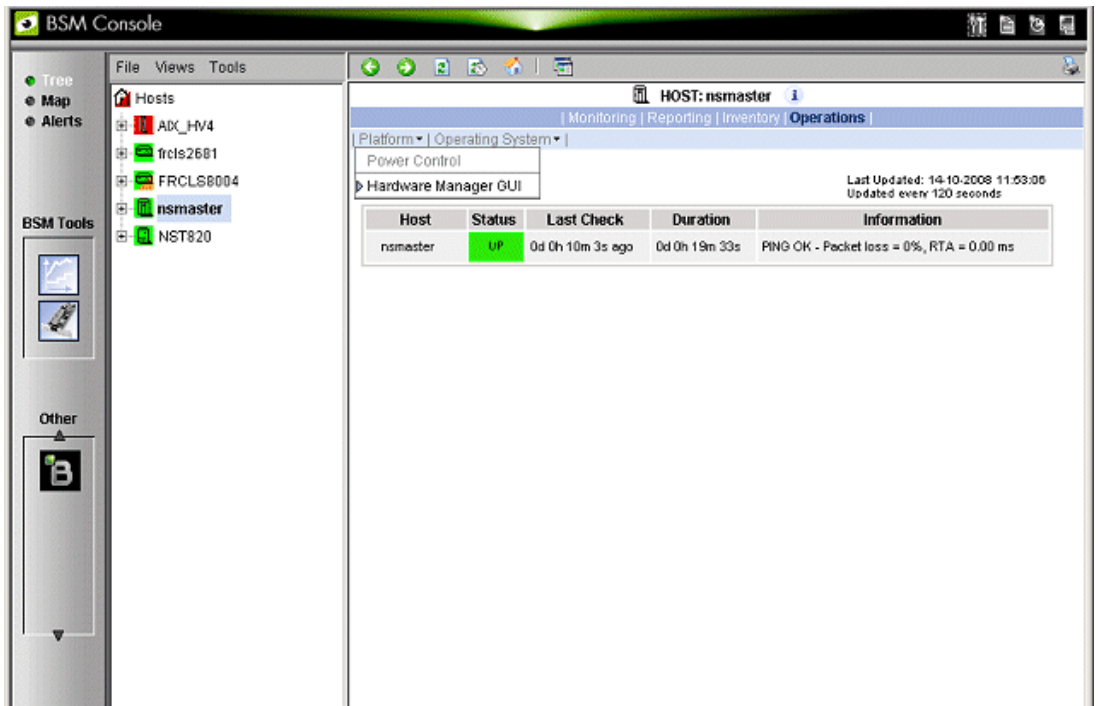


Figure 2-23 HW Manager GUI menu

Starting the **Hardware Manager GUI** menu item calls the associated Hardware Manager, for instance for a `ns bullion` server:

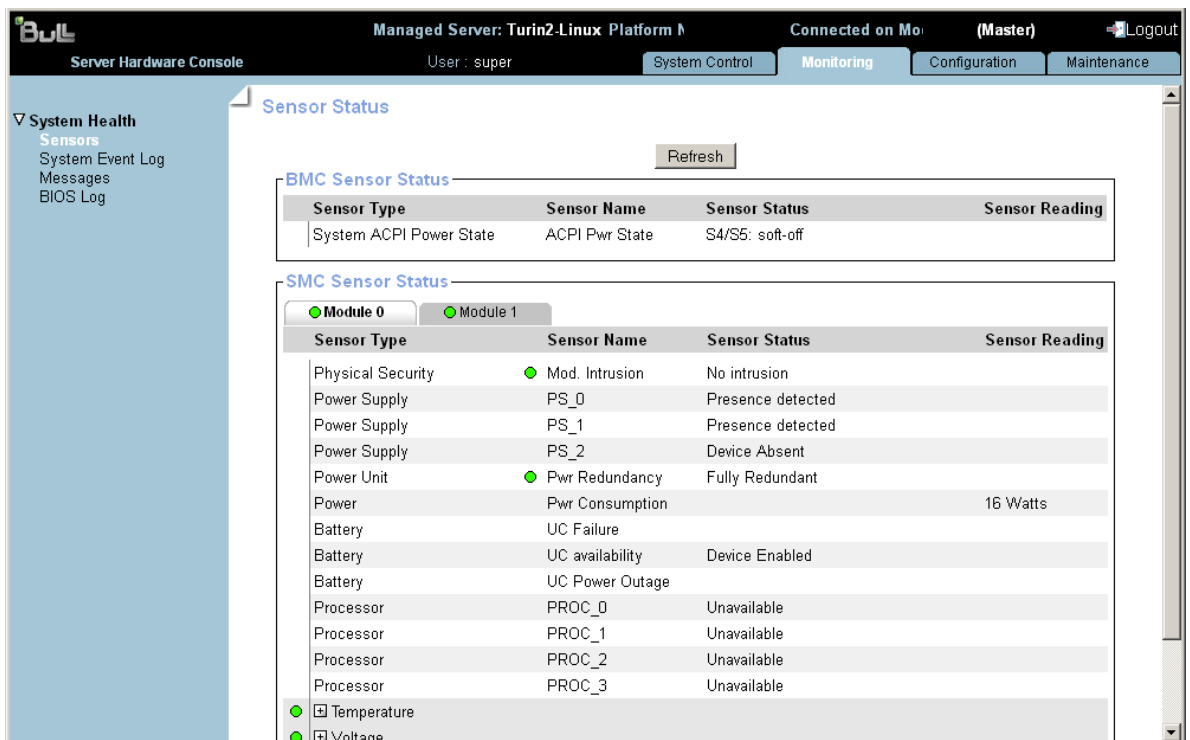


Figure 2-24 ns bullion Hardware Manager - Home Page

See the *Administrator's Guide* for details.

## 2.6.2 Using the Bull System Manager Hardware Management Application

**Bull System Manager** also provides its own Hardware Management application that can be used instead of the native hardware managers (e.g. PAM, CMM, etc.). The Bull System Manager Hardware Management application has the same look and feel for all hardware operations, independently of the target server type.

The application manages the Power Control, and displays FRUs, Sensors and System Event Logs for Bull systems.

To start the application:

From the Console Management Tree, click the **Operations > Platform > Power Control** items in the host menu.

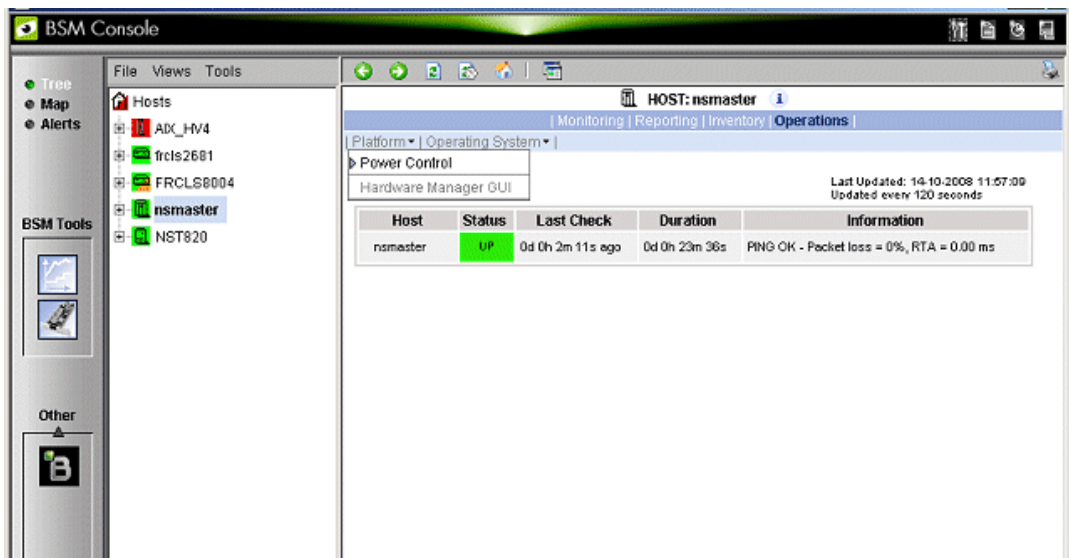


Figure 2-25 Launching the Remote Hardware Management Window



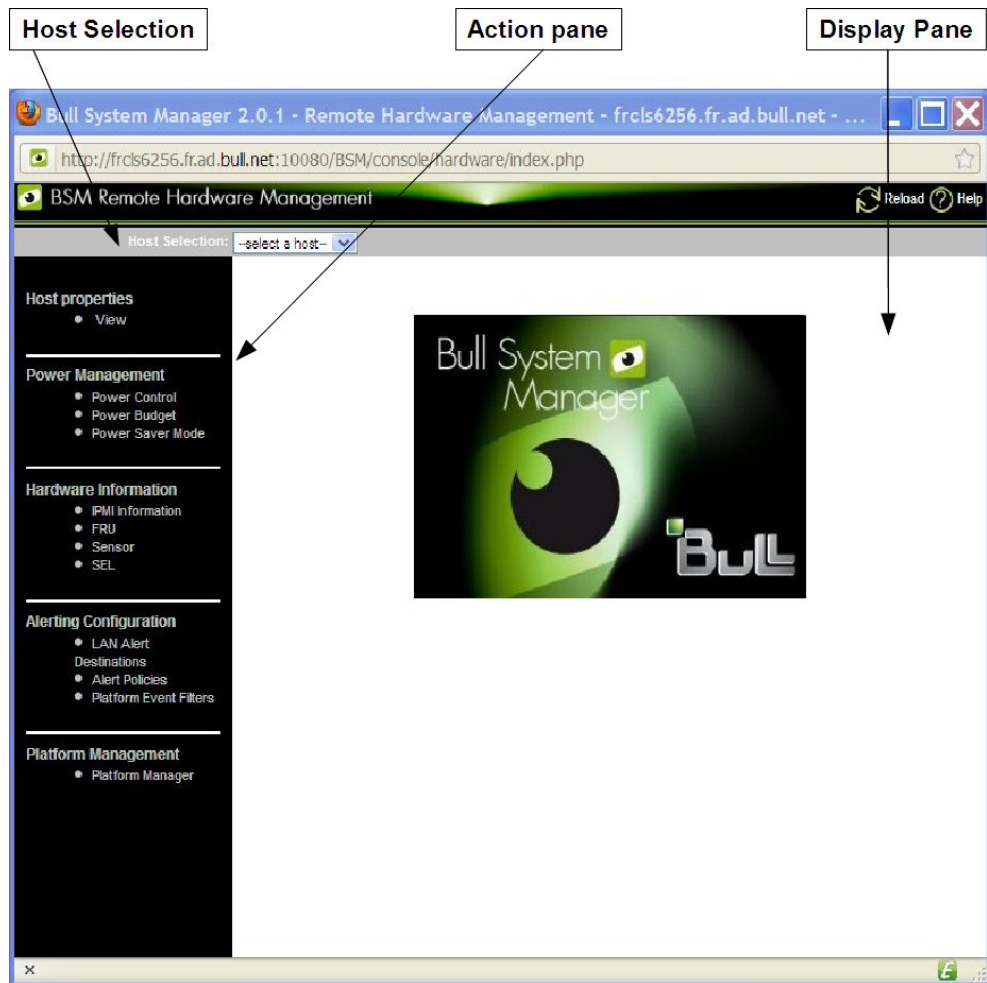


Figure 2-26 Remote Hardware Management window

The Bull System Manager Remote Hardware Management application Window is divided into the following functional parts:

**Host Selection Bar** Allows you to select a host from the Bull systems listed.

**Action Sub-Window** Displays the hardware operations that can be performed:

- Power management functions
- FRU visualization
- Sensor visualization
- Event log visualization
- LAN Alert Destinations visualization
- Alert Policies visualization
- Platform Event Filters visualization
- Platform management application

**Display Sub-Window** Displays parameter forms, messages and command results.


## 2.7 Tracking a Performance Indicator over a Long Period via PNP4Nagios

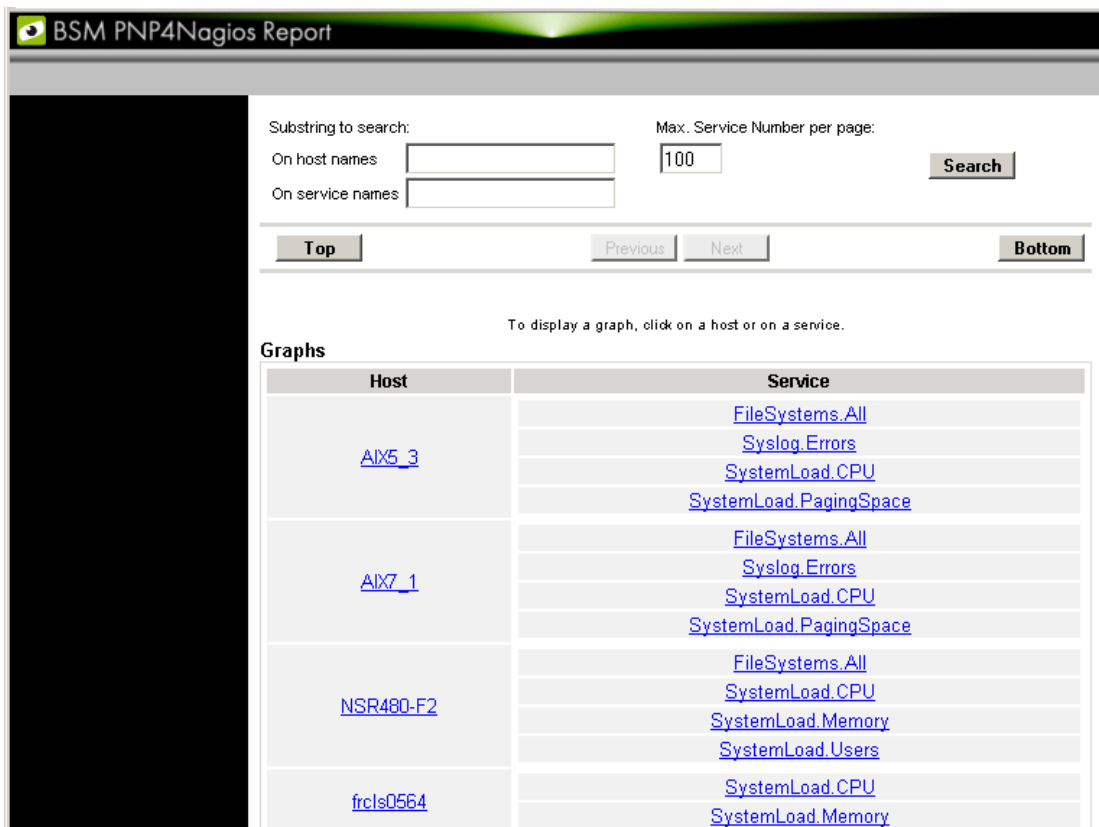
**Note** The following items can be used only if the BSM PNP4Nagios ( or PNP4Nagios04 on a RedHat 5.n) server extension package is installed.

It may be useful to follow the evolution of certain performance indicators over a long period (e.g. the evolution of the memory use).

Performance indicators are automatically collected from Bull System Manager monitoring data.

To visualize performance indicator reports, proceed as follows:

1. Launch the Bull System Manager Console from the Bull System Manager Home Page.
2. Click the **PNP4Nagios Reports** icon  to display the list of all the reports that are available.
3. Select the report you want to display from the services list or the host list.



Host	Service
<a href="#">AIX5_3</a>	<a href="#">FileSystems.All</a>
	<a href="#">Syslog.Errors</a>
	<a href="#">SystemLoad.CPU</a>
	<a href="#">SystemLoad.PagingSpace</a>
<a href="#">AIX7_1</a>	<a href="#">FileSystems.All</a>
	<a href="#">Syslog.Errors</a>
	<a href="#">SystemLoad.CPU</a>
	<a href="#">SystemLoad.PagingSpace</a>
<a href="#">NSR480-F2</a>	<a href="#">FileSystems.All</a>
	<a href="#">SystemLoad.CPU</a>
	<a href="#">SystemLoad.Memory</a>
	<a href="#">SystemLoad.Users</a>
<a href="#">frcls0564</a>	<a href="#">SystemLoad.CPU</a>
	<a href="#">SystemLoad.Memory</a>

Figure 2-27 Bull System Manager PNP4Nagios Reporting Indicators Home Page

**Note** You can filter by substring the services list via the top form.

The following Window appears:

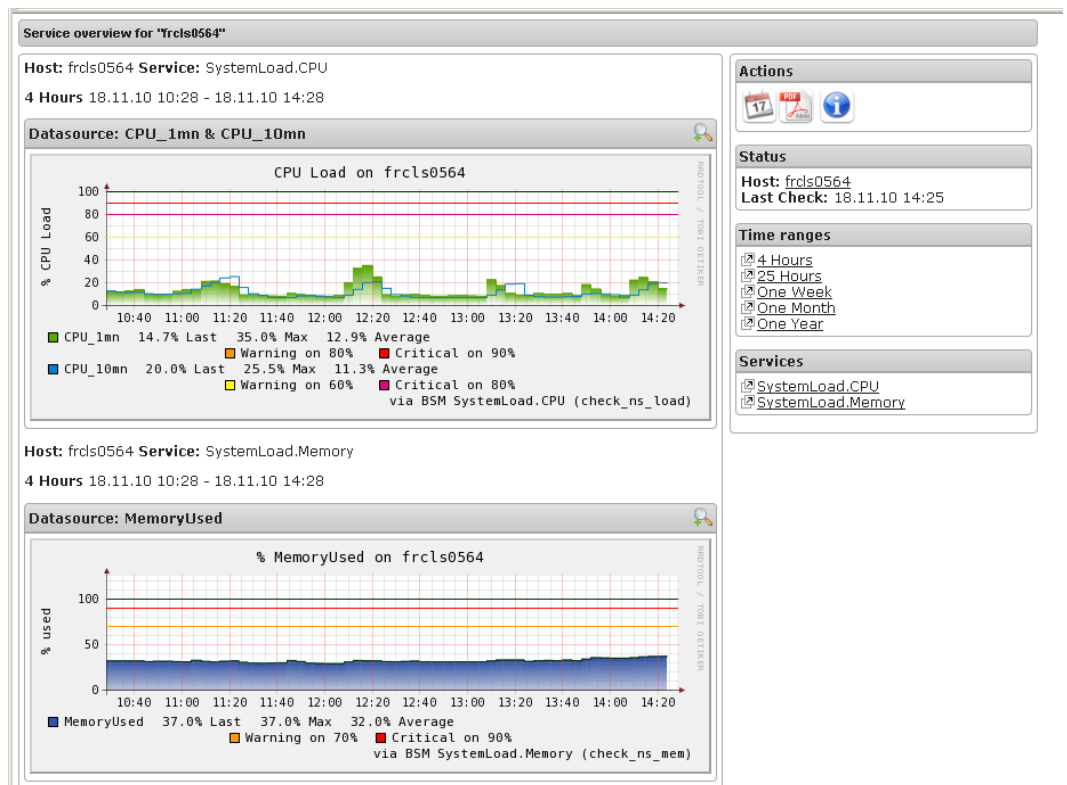


Figure 2-28 Bull System Manager PNP4Nagios Reporting Indicators - example

This display shows 2 graphs . Each graph shows the evolution of a different indicator ("CPU load" and " % Memory used" in the example above) for one period of 4 hours.


**Note** You can notify that the granularity is different between MRTG and PNP4Nagios. MRTG manages a set of indicators that can be associated to a host or a Nagios monitoring service. While PNP4Nagios manages a set of indicators that are necessarily associated to a Nagios monitoring service.

On the contrary of MRTG, the PNP4Nagios configuration does not contain a list of declared indicators. A generic mechanism collects automatically indicators that are exported by Nagios monitoring services.

## 2.8 Configuring Bull System Manager

Refer to the *Administrator's Guide*, 86 A2 56FA, for details about configuration tasks.

## 2.9 Bull System Manager Server Control

The **Bull System Manager Server Control** application can be launched by clicking on the control icon  in the Console **Administration Tools** toolbar.

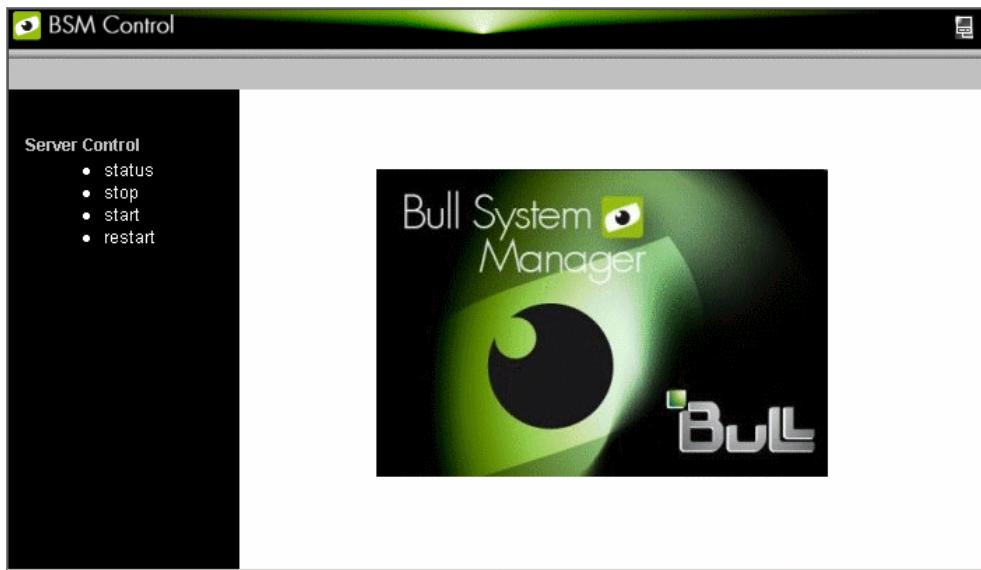


Figure 2-29 Bull System Manager Server Control

The **Bull System Manager Server Control** application allows you to start, stop or restart BSM Server, as required.

When the BSM Server Control application is launched, the status of the server is displayed, as shown in the figure below:

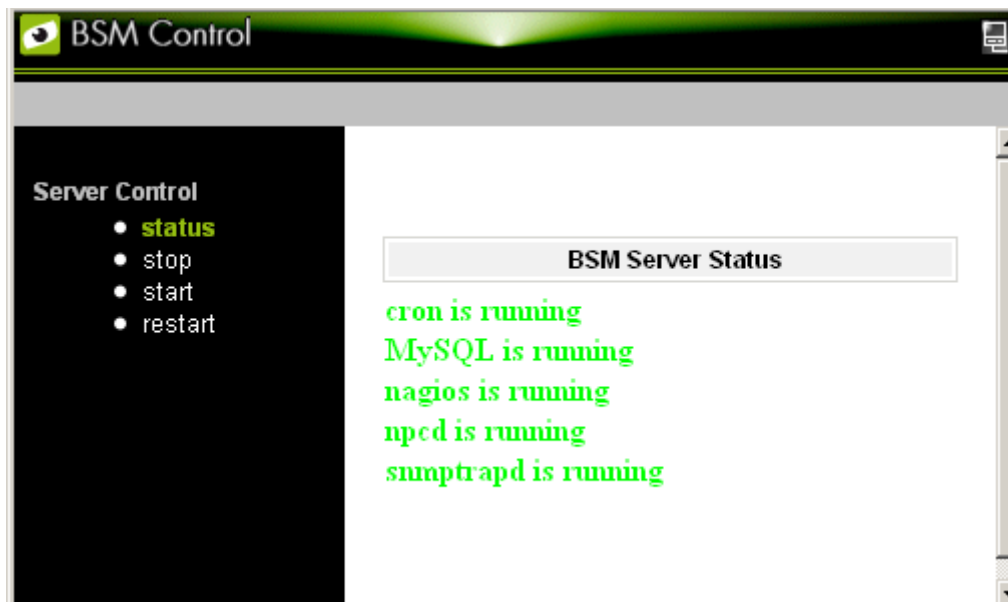


Figure 2-30 Bull System Manager Server Status

---

## Chapter 3. Using Bull System Manager Console Supervision Modes

The Bull System Manager console provides three supervision modes, each providing its own representation of the resource monitored by Bull System Manager:

- Tree mode
- Map mode
- Alerts mode

Whatever the mode, the characteristics of the monitored resource selected are automatically displayed in the Supervision Window.

---

**Note** For more information about Console Basics and Console Security Access, refer to the sections on *Console Basics* and *Bull System Manager Authentication and Roles*.

---

### 3.1 Working in the Tree Mode

When you select the **Tree** radio button, a Management Tree is displayed in the Supervision Window.

#### 3.1.1 Management Tree Basics

The Management Tree is a hierarchical representation of the resources defined in the Bull System Manager configuration. Each resource displayed in the tree is represented by a node that may have sub-nodes.

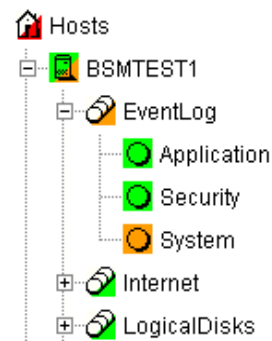


Figure 3-1 Management Tree

- Double-click a node or click the +/- expand/collapse icon to display sub-nodes.
- Select a node to display its characteristics in the Supervision Window.
- Right-click to display the specific node menu.

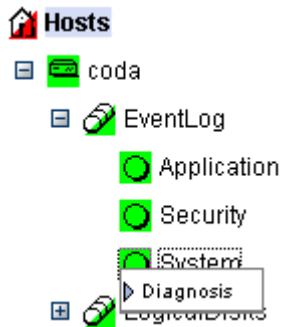


Figure 3-2 A service node menu

Above the Management Tree, a menu provides the Select View, Hide Tree, Refresh and Search commands:

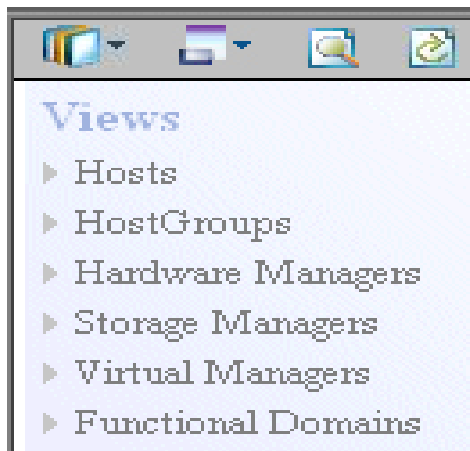







Figure 3-3 Management Tree menu

<b>Management Tree Menu</b>	
 <b>Select View</b>	Selects a view to be loaded
 <b>Filter Select</b>	Selects a Functional domain filter
 <b>Hide Tree</b>	Hides the tree to display the whole Supervision Window
 <b>Refresh</b>	Reloads the current view if the configuration has been modified.
 <b>Search</b>	Allows you to search a node in its current view, according to its name, or part of its name.

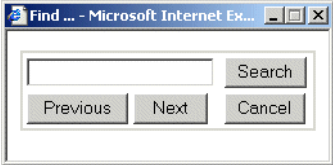


Figure 3-4 Management Tree commands

---

**Note** The default view mode is the mode “topology & service” which allows to display all hosts with their services. You can choose the “topology” mode which allows to display only hosts. (See *Chapter 11: Customizing the Bull System Manager Console*, in the *Administrator’s Guide*, 86 A2 56FA).

---

### 3.1.2 Management Tree Status Colors

The Management Tree displays status information according to the following rules:

- The color coding is dependent on status:

Red	CRITICAL
Orange	WARNING
Magenta	UNKNOWN
Green	OK
Blank	UNMONITORED

This color scheme is applicable to **hosts** and **services**.
- When a node has sub-nodes, the node icon is split in two. The top left triangle is colored to represent the node status and the bottom right triangle represents the sub-node status (i.e. the node in the worst state).
- Host and associated monitoring services node icons are colored according to their status. All other node icons are colored according to the status of their sub-nodes (i.e. the node in the worst state).

#### Example:

**SYSMAN** (root node) and associated services are self-monitoring. The top left triangle is GREEN, showing that host status is OK (the **ping** operation is successful), but the bottom right triangle is RED, showing that **at least one service status is CRITICAL**.

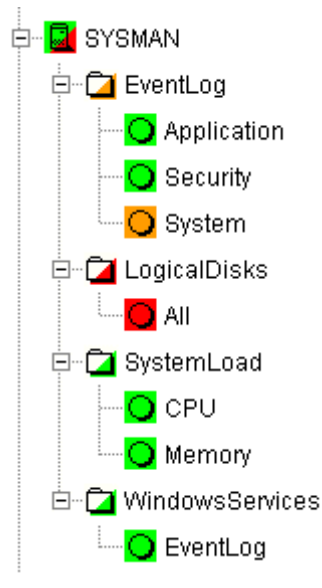


Figure 3-5 Management Tree animation - example

Right-click the colored node icon to display the **Diagnosis** and **On/Off** menus:

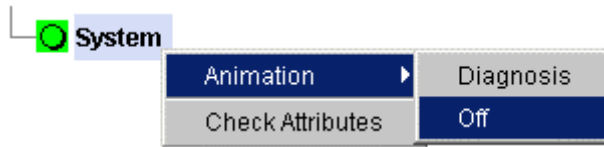


Figure 3-6 Node icon menu

- Diagnosis** Displays the animation information Window
- On** Activates node animation
- Off** Deactivates node animation. This option is useful if you decide not to animate a specific service or host.

**Example:**

Animation of the **System** and **All** services nodes has been deactivated. As these nodes are no longer monitored, the status is not propagated (icons are BLANK) and SYSMAN (root node) status is now OK.

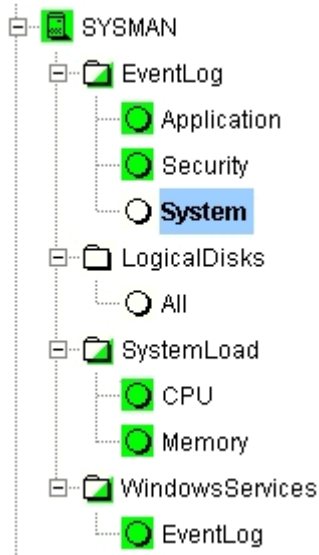


Figure 3-7 Deactivating supervision - example

---

**Note** Monitoring services are independent due to the server polling mechanism. This may create a temporary de-synchronization during an animation refresh.

---



### 3.1.3 Management Tree Nodes

Each Bull System Manager monitored resource is represented as a node with a specific icon in the dynamically colored Management Tree. Management Tree nodes are colored according to node status. When a node is selected, its characteristics are displayed automatically in the Supervision Window.












Monitored Resource	Icon	Description
Root Node		First node in the tree
Platform		A platform is a physical group of hosts of the same type.
Hardware Manager		Several hardware managers can be displayed: <ul style="list-style-type: none"> <li>• PAM Manager for NovaScale 5000 and 6000 Series Platforms.</li> <li>• CMM Manager for NovaScale Blade Series Chassis.</li> <li>• ISM Manager for NovaScale 4000 series Platforms.</li> <li>• ESMPRO Manager for Express 5800 hosts.</li> <li>• RMC manager for Express 5800 hosts.</li> <li>• Any other hardware manager.</li> </ul>
Storage Manager		Two storage managers can be displayed: <ul style="list-style-type: none"> <li>• S@N.IT! Manager for shared host storage via a SAN.</li> <li>• Any other storage manager.</li> </ul>
Virtual Manager		A Virtual Manager is composed of Virtual Platform.
Host	 ia64  ia32  other	A host is composed of categories.
Category		A category contains specific monitoring services. For example, the SystemLoad category contains the CPU service and the Memory service.
Service		Each service belongs to a category.
ServiceGroup		Services can be organized into functional domain. For example the servicegroup for the Network domain (automatically generated).

Table 3-1. Management Tree nodes

---

**Note** Currently, NovaScale 64 bits is applicable to NovaScale 4xxx, 5xxx and 6xxx servers and NovaScale 32 bits is applicable to NovaScale 2xxx and Express 5800 servers.

---

### 3.1.3.1 Root Node

The Root node is the first node in the tree. The top left triangle reflecting self-status is always blank (unmonitored). The bottom right triangle reflects the status for the sub-node in the worst state (host and services).

Root node menu	
<b>Expand</b>	Shows a tree view of all hosts, hostgroups or managers in the configuration.
<b>Animation</b>	Indicates resource status.

Table 3-2. Root node menu

### 3.1.3.2 Hardware Manager Node and Status Levels

A Hardware Manager node represents one of the hardware managers listed in Table 3-5.

#### PAM and CMM Managers Status Levels

The top left triangle reflects self-status and the bottom right triangle reflects the worst sub-node status (hosts and services), as shown in the following table:

Manager (PAM, CMM) Status Levels	
Status	Description
PENDING (gray)	The service has not been checked yet. Pending status occurs only when <b>nagios</b> is started. Status changes as soon as services are checked.
OK (green)	The manager is up and running.
WARNING (orange)	The manager has a problem, but is still partially up and running.
UNKNOWN (magenta)	An internal plug-in error has prevented status checking. An unknown status is considered as a warning status.
CRITICAL (red)	The manager has a serious problem or is completely unavailable.

Table 3-3. PAM and CMM status levels

### RMC Manager Status Levels

The top left triangle reflects the power status and the bottom right triangle reflects the status for the sub-node in the worst state (**hosts** and **services**), as shown in the following table:

Manager (RMC) Status Levels	
Status	Description
PENDING (gray)	The service has not been checked yet. Pending status occurs only when nagios is started. Status changes as soon as services are checked.
OK (green)	The power status is on.
UNKNOWN (magenta)	An internal plug-in error has prevented status checking. An unknown status is considered as a warning status.
CRITICAL (red)	The power status is off.

Table 3-4. RMC status levels

### ISM and ESM PRO Managers Status Levels

The top left triangle reflecting self-status is always blank (unmonitored). The bottom right triangle reflects the status for the sub-node in the worst state (**hosts** and **services**).


 Hardware Manager node menu	
Expand -> PAM manager	Shows all NovaScale 5000 and 6000 Series platforms managed by this PAM manager.
-> CMM manager	Shows all NovaScale Blade Series Chassis managed by this CMM manager.
-> other managers	Shows all hosts managed by these managers.
Animation	Briefly explains resource status.

Table 3-5. Hardware Manager node menu

### 3.1.3.3 Storage Manager Node

The Storage Manager node represents either the S@N.IT! Manager or any other storage manager.

The top left triangle reflecting self-status is always blank (unmonitored). The bottom right triangle reflects the status for the sub-node in the worst state (hosts).

<b>Expand</b>	Shows all hosts managed by this manager.
<b>Animation</b>	Briefly explains resource status.

Table 3-6. Storage Manager node menu

---

**Note** The S@NIT Web GUI is based on java applet technology. So, do not close the first browser Window launched, as this contains the java applet.

---

### 3.1.3.4 Virtual Manager Node

The Virtual Manager node represents the interface used to manage the virtual elements. The Virtual Manager administrates the Virtual Platform, which includes both the native host and the VM hosts.

The top left triangle reflecting self-status is always blank (unmonitored). The bottom right triangle reflects the status for the sub-node in the worst state.


 <b>Virtual Manager node menu</b>	
<b>Expand</b>	Shows all virtual Platforms managed by this manager.
<b>Animation</b>	Briefly explains resource status.

Table 3-7. Virtual Manager node menu

### 3.1.3.5 Platform Node and Hostgroup Node

A Hostgroup node represents a group of hosts. A platform node is a specific hostgroup node, which represents a group of hosts of the same type.

The top left triangle reflecting self-status is always blank (unmonitored). The bottom right triangle reflects the status for the sub-node in the worst state (hosts and services).


 <b>Platform node and Hostgroup node menu</b>	
<b>Expand</b>	Shows the hosts included in the hostgroup or platform.
<b>Animation</b>	Briefly explains resource status.

Table 3-8. Platform node and Hostgroup node menus

### 3.1.3.6 Host Node and Status Levels

A Host node represents a single host. The top left triangle reflects self-status and the bottom right triangle reflects the status for the sub-node in the worst state (services).

Host Status Levels	
Status	Description
PENDING (gray)	Host status is unknown because no associated service has been checked yet. Pending status occurs only when NetSaint is started. Status changes as soon as an associated service is checked.
UP (green)	The host is up and running.
DOWN (red)	The host is down or unreachable.

Table 3-9 Host status levels


 Host node menu		
<b>Expand</b>		Shows all monitoring categories associated with this host.
<b>Animation</b>	-> <b>Diagnosis</b>	Briefly explains resource status.
	-> <b>On / Off</b>	Activates / deactivates node animation.

Table 3-10 Host node menu

### 3.1.3.7 Category Node

A Category node contains specific monitoring services.

The top left triangle reflecting self-status is always blank (unmonitored). The bottom right triangle reflects the status for the sub-node in the worst state (services).


 Category node	
<b>Expand</b>	Shows all monitoring services belonging to this category.
<b>Animation</b>	Briefly explains resource status.

Table 3-11. Category node menu

### 3.1.3.8 Services Node and Status Levels

A Services node is a leaf node.

The service node reflects the service status computed by the monitoring process, as shown in the following table:

Service Status Levels	
Status	Description
PENDING (gray)	The service has not been checked yet. Pending status occurs only after NetSaint is started. Status changes as soon as services are checked.
OK (green)	The monitored service is up and running.
WARNING (orange)	The monitored service has a problem, but it is still partially up and running.
UNKNOWN (magenta)	An unreachable or internal plug-in error has prevented service status checking. An unknown status is considered as a warning status.
CRITICAL (red)	The service has a serious problem or is completely unavailable.

Table 3-12. Service status levels



 Service node menu		
<b>Animation</b>	-> <b>Diagnosis</b>	Briefly explains resource status.
	-> <b>On / Off</b>	Activates / deactivates node animation.

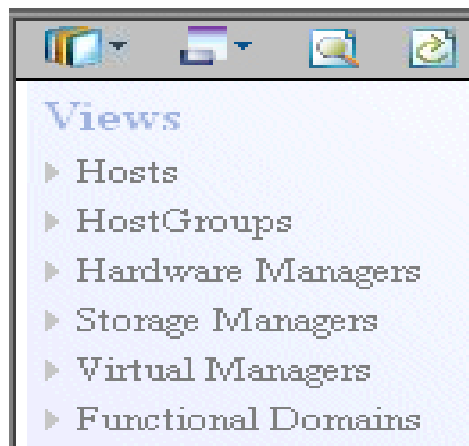
Table 3-13. Service node menu

### 3.1.4 Management Tree Views

Management Tree views allow you to represent monitored resources according to your needs at a given time. The Management Tree provides five standard views:

- Hosts
- HostGroups
- Hardware Managers
- Storage Managers
- Virtual Managers
- Functional Domains

The default view is the **Hosts** view, but you can load another view by clicking on  and selecting the view:



Standard Tree Views	
<b>Hosts View</b>	All hosts are displayed under the root node.
<b>HostGroups View</b>	All hostgroups in the configuration plus all NovaScale 5000 and 6000 Series platforms and NovaScale Blade Chassis are displayed as hostgroup nodes with their associated hosts.
<b>Hardware Managers View</b>	All hardware managers in the configuration are displayed. Each manager node contains the hosts that it manages. For example, the PAM manager nodes contain the NovaScale 5000 and 6000 Series platforms and the CMM manager nodes contain the NovaScale Blade Chassis.
<b>Storage Managers View</b>	All storage managers in the configuration are displayed. Each manager node contains the hosts that it manages.
<b>Virtual Manager View</b>	All virtual managers in the configuration are displayed. Each manager node manages a set of virtual machines, viewed as Virtualization Platform.
<b>Functional Domains</b>	All service groups (functional domains) in the configuration are displayed.

Table 3-14. Tree views

### 3.1.4.1 Hosts View

The Hosts view is the default view. All the hosts in the configuration are displayed with their monitoring services classified by category (**EventLog**, **LogicalDisks**, etc.), as shown in the following figure.

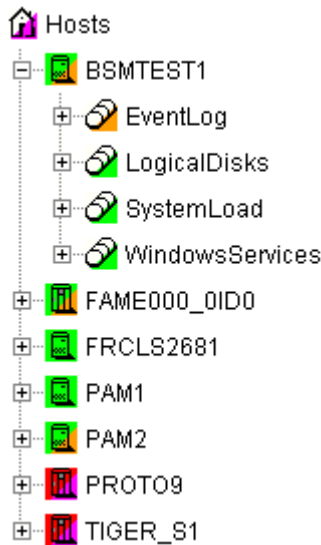


Figure 3-8 Hosts view

### 3.1.4.2 HostGroups View

The **HostGroups** view displays all the hostgroups in the configuration.

Hosts are displayed under each hostgroup, with their monitoring services classified by category (**EventLog**, **LogicalDisk**, etc.), as shown in the following figure.

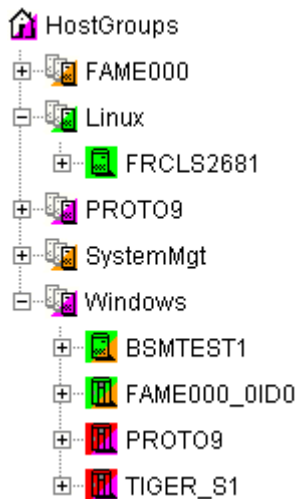


Figure 3-9 HostGroups view

In the example above, the administrator has defined a Windows HostGroups grouping all Windows servers. The bottom right triangle of a HostGroups icon is not green, meaning that a host or a service has a problem. The operator can expand the HostGroups icon to identify the host or service with a problem.



### 3.1.4.3 Hardware Managers View

The **HWManagers** view displays all the managers in the configuration:

- PAM Managers, displaying NovaScale 5000 and 6000 Series platforms with their hosts (domains)
- CMM Managers displaying NovaScale Blade Chassis with their hosts (NS 20x0)
- RMC, ISM or ESM PRO Managers displaying other hosts.

Hosts are displayed with monitoring services classified by categories supported (**Hardware**, **EventLog**, **LogicalDisk**, etc.), as shown in the following figure:

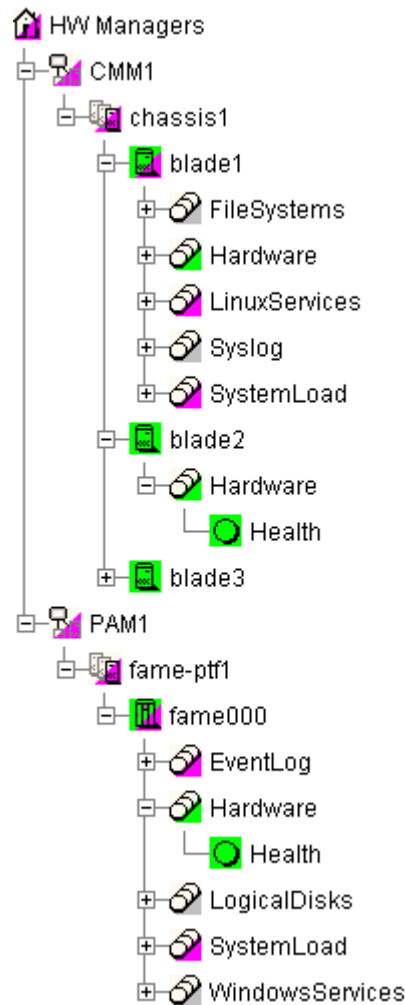


Figure 3-10 HW Managers view

### 3.1.4.4 Storage Managers View

The **Storage Managers** view displays all the storage managers in the configuration. Hosts are displayed with monitoring services classified by the categories supported (**Storage, EventLog, LogicalDisk, etc.**), as shown in the following figure:

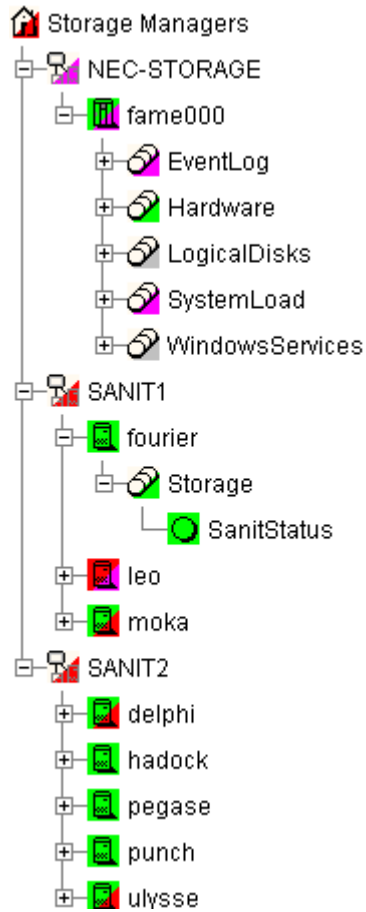
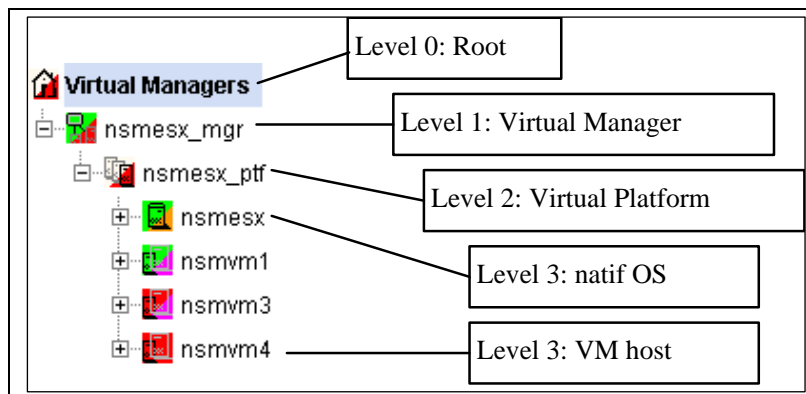


Figure 3-11 Storage Managers view

### 3.1.4.5 Virtual Managers View

The **Virtual Managers** view displays all the virtual managers in the configuration.

Under the root node, the first node is the Virtual Manager that administrates the Virtual Platform. The Virtual Platform contains the native host and the VM hosts. Hosts are displayed with the monitoring services sorted by supported category.



For details, refer to the *Bull System Manager Server Add-ons Installation and Administrator's Guide*, 86 A2 59FA.

### 3.1.4.6 Functional Domains View

The **Functional domains** view displays all the service groups in the configuration.

The following picture shows a functional domain view containing three domains (**Network**, **OperatingSystem** and **Storage**) for a single host.

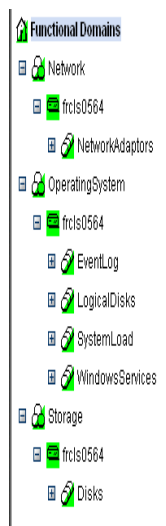


Figure 3-12 Functional Domain view example

## 3.2 Working in the Map Mode

When you select the Map radio button, the Map and Applicative Windows are displayed.

---

**Note** The **Map** and **Applicative** Windows are always synchronized.

---

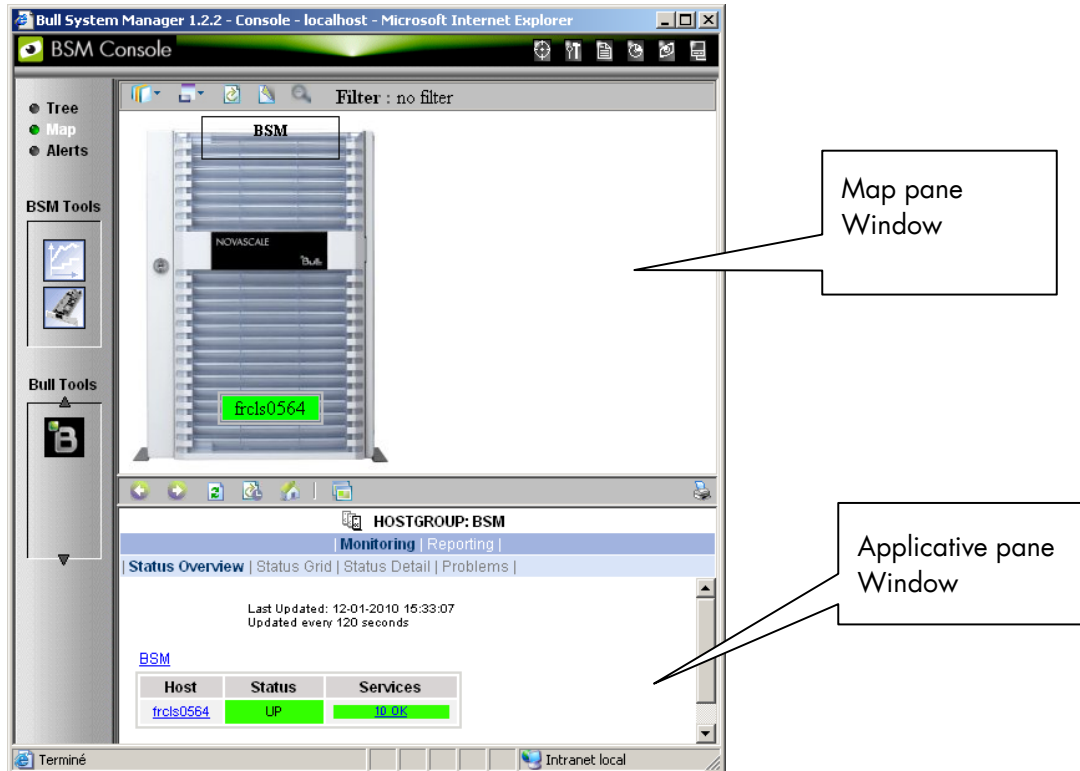


Figure 3-13 Map mode

In the **Map** Window, Hostgroups, Hosts and Monitoring services are displayed, and are color coded according to their status. Their positions (x, y) are specified in the Configuration GUI.

The Hostgroup status is determined by the status of their corresponding hosts and monitoring services.

The **Applicative** Window lists all the information and functional menus for any host belonging to the Hostgroups on the map. You can navigate using the hyper-links and return using the **Back** button.

---

**Note** A map can contain other maps.

---

## 3.3 Working in Alerts Mode

### 3.3.1 Alert Basics

The **Bull System Manager Alert Viewer** application displays monitoring alerts (also called events) concerning a set of Hostgroups, Hosts and Services.

The application provides filter functions in order to display alerts for all monitored resources or for a subset of these resources only.

Whenever a service or host status change takes place, the monitoring server generates an alert, even when the status passes from CRITICAL to RECOVERY and then to OK. Alerts are stored in the monitoring log in operation and are then archived.

The Bull System Manager Alert Viewer application scans the current monitoring log and archives according to filter report period settings.

The screenshot shows the 'Alerts' section of the Bull System Manager Alert Viewer. It includes a navigation bar with 'Monitoring' and 'Reporting' tabs. Below this is the 'Alert Viewer' section with several filter controls: three dropdown menus for 'Hosts' (set to 'ALL HOSTGROUPS'), 'Alerts level' (set to 'All'), and 'Report Period' (set to 'Last 24 Hours'); a 'Max Items' input field set to '15'; and checkboxes for 'Net acknowledged' and 'History'. 'Apply' and 'Reset' buttons are also present.

Below the filters is a table titled 'Matching Alerts' with the following data:

Time	Host	Service	State	Count	Information
27-10-2009 15:03:46	frcls6260	Syslog.AllEvents	WARNING	263	WARNING: 154 new events found in AvarLog/messages (NB: 19 excluded events)
27-10-2009 14:57:36	frcls6260	Syslog.Alerts	WARNING	93	Trap BSMSyslogMsgW - Warning: facility:0 severity:3 time:2009-10-27T14:57:29+01:00 msg:kernel: : Buffer I/O error on device sdb, logical block 0
27-10-2009 13:44:01	frcls3104	SystemLoad.CPU	OK	2	CPU Load OK (1mn: 23%) (10mn: 30%)
27-10-2009 13:39:01	frcls3104	SystemLoad.CPU	WARNING	1	CPU Load HIGH (1mn: 78%) (10mn: 16%) - Process svchost using 55%
27-10-2009 11:16:24	frcls3104	EventLog.Security	OK	1	OK: no new events for the last 10 mn
27-10-2009 11:15:44	frcls3104	EventLog.Application	OK	2	OK: no new events for the last 10 mn
27-10-2009 11:15:44	frcls3104	SystemLoad.Memory	OK	1	Memory Usage OK (total: 2121Mb) (used: 564Mb, 26%) (free: 1557Mb) (physical: 1519Mb)
27-10-2009 11:15:24	frcls3104	WindowsServices.EventLog	OK	1	OK: 'Eventlog'
27-10-2009 11:15:04	frcls3104	Disks.DrivesStatus	OK	1	All Disk Drives are OK. OK: 'W:\PHYSICALDRIVE0', Fixed hard disk media (IDE, SN=Maxtor 6E040L0) has a status: OK .
27-10-2009 11:14:14	frcls3104	NetworkAdaptors.NIC_Status	OK	1	All Ethernet Network Adaptors are OK. OK: 'Local Area Connection', (Intel(R) PRO/1000 CT Network Connection, MAC=00:0C:76:F4:50:57) has a status: Connected .
27-10-2009 11:13:34	frcls3104	LogicalDisks.All	WARNING	2	DISKS WARNING: (D:) more than 80% utilized.
27-10-2009 11:12:14	frcls3104	EventLog.System	OK	1	OK: no new events for the last 10 mn

At the top right of the table area, it says 'Last Updated: 27-10-2009 15:05:08 Updated every 120 seconds'.

Figure 3-14 Bull System Manager Alert Viewer

Bull System Manager Alert Viewer is divided into two main functional parts:

- The **Alert Selection** Window, where all filters are taken into account like a logical AND. Exception: when the **Alert** level is set to **Display Current problems only**, the **Time Period** is automatically set to **This Year**, and cannot be modified.
- The **Information** Window, which displays the filtered alerts.

## 3.3.2 Alert Selection

**Note** By default, alerts for all Hostgroups, all Servicegroups and all Hosts are displayed.



The screenshot shows a configuration window for alert selection. On the left, there are three dropdown menus for filtering: Hostgroups (set to "\*\* ALL HOSTGROUPS \*\*"), Servicegroups (set to "\*\* ALL SERVICEGROUPS \*\*"), and Hosts (set to "\*\* ALL HOSTS \*\*"). To the right, there are fields for "Alerts type" (Hosts and Services), "Alerts level" (All), and "Report Period" (Last 24 Hours). Below these are a "Max Items" field set to 15 and two checkboxes: "Not acknowledged" and "History", both of which are unchecked. At the bottom right, there are "Apply" and "Reset" buttons.

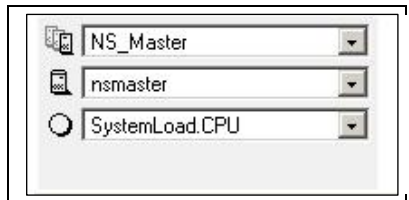
Figure 3-15 Alert Selection

### Selecting Hostgroups, Servicegroups and Hosts

You can filter Hostgroup, Servicegroup and host Alerts from the Selection Window, in any combination:

- When you select a specific **hostgroup**, only the hosts belonging to that hostgroup are selected.
- When you select a specific **servicegroup**, only the hosts belonging to the previously selected servicegroup and hostgroup are selected.
- When you select **\*\*ALL HOSTS\*\***, all the hosts belonging to the previously selected hostgroup and servicegroup are selected.

### Example:



The screenshot shows a zoomed-in view of the selection window. The Hostgroups dropdown is set to "NS\_Master", the Servicegroups dropdown is set to "nsmaster", and the Hosts dropdown is set to "SystemLoad.CPU".

Figure 3-16 Alert selection - example

In this example, the user has decided to select all alerts concerning **SystemLoad.CPU** on the **nsmaster** host in the **NS\_Master** hostgroup.

**Note** When the **servicegroup** filter field of the Alert Viewer is set to **ALL SERVICEGROUPS**, the resulting list will also contain Categories with no defined monitoring domain (= "none" or not set). In fact, the value "ALL \* GROUP" means that this filter field is not used for the search. Therefore, the resulting list will contain all items, whether they have a defined monitoring domain or not.

### Selecting Alert Type

You can filter alerts according to the following alert types:

- Hosts and Services
- Hosts
- Services

**Note** By default, **Hosts and Services** is selected.

### Selecting Alert Level

You can filter Alerts according to the following alert levels:

- **All**  
Displays all alerts.
- **Major and Minor problems**  
Displays host alerts with DOWN or UNREACHABLE status levels.  
Displays service alerts with WARNING, UNKNOWN or CRITICAL status levels.
- **Major problems**  
Displays host alerts with DOWN or UNREACHABLE status levels.  
Displays service alerts with UNKNOWN or CRITICAL status levels.
- **Current problems**  
Displays alerts with a current non-OK status level.  
When this alert level is selected, the Time Period is automatically set to 'This Year' and cannot be modified.

---

**Note** By default, **All** is selected.

---

### Selecting Acknowledged Alerts

As Administrator, you can acknowledge alerts and decide whether they should be displayed or not.

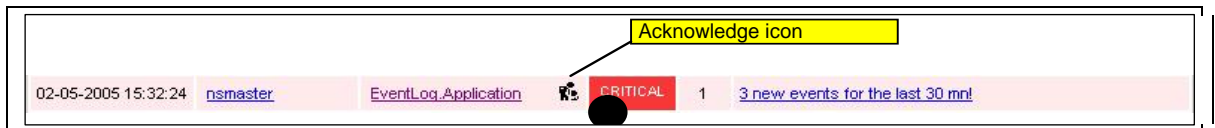


Figure 3-17 Acknowledged alerts selection

---

**Note** By default, **All** alerts is selected (acknowledged or not).

---

### Selecting Alert History

By default, all the alerts concerning a particular service of a particular host with a given status level are displayed in a single line:

- The **Count** field lists the number of similar alerts over the specified Report Period.
- The **Time** field displays the time when the most recent alert was generated.
- The **Information** field details the most recent alert.

When you select this option, each alert is displayed in a different line:

- The **Time** field displays the time when the alert occurred.

### Selecting Time Periods

The user can specify the period for which alerts are displayed:

- Last 24 Hours
- Today
- Yesterday

- This Week
- Last 7 Days
- Last Week
- This Month
- Last Month
- This Year
- Last Year
- \*CUSTOM PERIOD\*

When you select \*CUSTOM PERIOD\*, you can specify time period start and end dates. The default \*CUSTOM PERIOD\* setting is the beginning of the current month up to the current date.

---

**Note** By default, alerts over the **Last 7 Days** are displayed.

---

#### Selecting Max Items

This option allows you to specify the maximum number of lines displayed.

---

**Note** By default, the **Max Items** setting is 15.

---

### 3.3.3 Alert Information

Alerts provide the following information:

- **Time** when the alert occurred
- **Host Name** where the alert occurred
- **Service Name** where the alert occurred
- **Status Level**
- **Count**
- **Information**

---

**Note** The **Count** field is always set to **1** if the **History** option is set to **true**. Otherwise, the **Count** field indicates the number of alerts with the same status level. The **Time** and **Information** fields concern the most recent alert.

---



## 3.4 Supervision Information

### 3.4.1 FOCUS area


From the console menu , you can display a **BSM Focus** Window containing a set of monitoring services that can be surveyed in parallel to the BSM Console use. This list of services is configured via the BSM Configuration web GUI (See the *Administrator's Guide* for more information).



Figure 3-18 BSM Focus windows example

When you click on a service status line, a popup Window appears with more detailed information, as shown in the screen grab below:

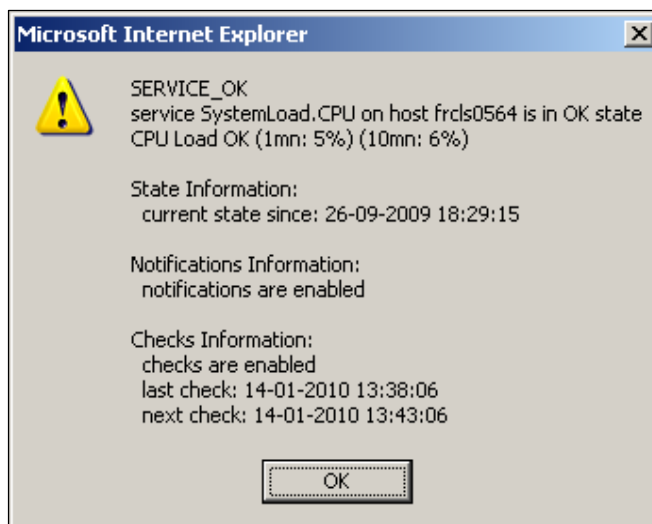


Figure 3-19 Status detailed information from the BSM Focus window.

### 3.4.2 Supervision Information Basics

The Supervision Window displays information about the resources and works monitored, and functions exactly like a web browser. You can click a link, retrace your steps (back, forward), reload a page, detach a page and print a page. The Supervision Window is divided into five functional parts, as shown in the following figure:

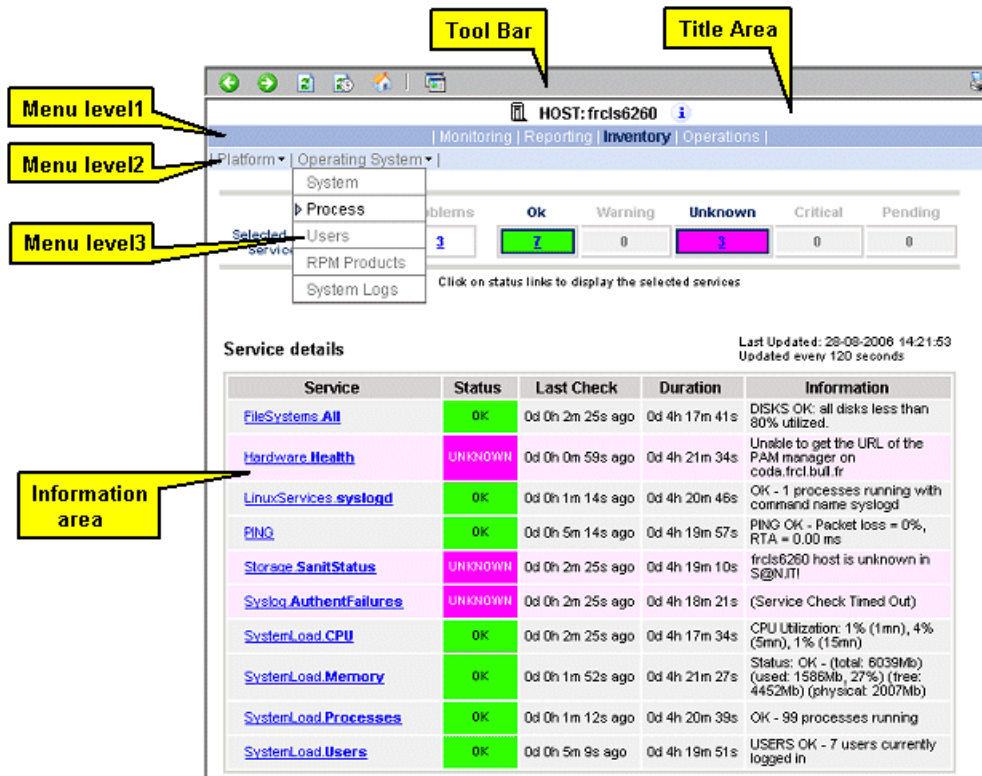


Figure 3-20 Supervision Window

- Tool Bar**
  - Go back one page
  - Go forward one page
  - Reload the current page
  - Modify the information Window refresh delay
  - Reload the first page
  - Detach the current page and insert it into a separate frame
- Title Window** Displays the monitored resource icon selected, type and name.
  - Only available for hosts. Gives a short description of the selected host (name, model, OS, netname and domain).
- Menu Level1** Allows you to select the type of functional domain you want to access, according to the resource selected: Monitoring, Reporting, Inventory, Operations.
- Menu Level2** Allows you to select the information or operation you want to access, according to Level1 information selected.
- Menu Level3** Allows you to select the information or operation you want to access, according to Level2 information selected.

**Information Window** Displays selected information about the selected resource.

### 3.4.3 Monitoring Information

The table below lists the information types available and the associated supervision scope.

Information Type	Supervision Scope
Status Overview	Root nodes of Hosts and Hostgroups Views (Tree) Hostgroup
Status GRID	Root nodes of Hosts and Hostgroups Views (Tree) Hostgroup
Status Detail	Root nodes of Hosts and Hostgroups Views (Management Tree) Hostgroup
Host Status	Host
Service Status	Service
Network Outages	Not yet supported
Config	Root nodes of Hosts and Hostgroups Views (Tree)
Log	Root nodes of Hosts and Hostgroups Views (Tree)
Control	Root nodes of Hosts and Hostgroups Views (Tree)

Table 3-15. Monitoring information

#### 3.4.3.1 Status Overview

This screen allows you to view the status of all the monitored hosts and services.

- When you launch this screen from a hostgroup node, a status overview of all hostgroups (or a particular hostgroup) is displayed.

Host Group	Host Status Totals	Service Status Totals
<a href="#">NS_Master</a>	2 UP	15 OK 1 WARNING
<a href="#">default_map</a>	2 UP	15 OK 1 WARNING

Figure 3-21 Hostgroup Status Overview

<b>Host Group</b>	Hostgroup name
<b>Host Status Totals</b>	Number of hosts classified by status level in the hostgroup
<b>Service Status Totals</b>	Number of services classified by status level in the hostgroup

- When you launch this screen from the Functional Domains node, a status overview of all servicegroups (or a particular servicegroup) is displayed:

Network			OperatingSystem			Storage		
Host	Status	Services	Host	Status	Services	Host	Status	Services
<a href="#">frcls0564</a>	UP	1 OK	<a href="#">frcls0564</a>	UP	8 OK	<a href="#">frcls0564</a>	UP	1 OK

Figure 3-22 Servicegroups Status Overview

**Host** Host name

**Status** Hosts status level in the servicegroup

**Services** Number of services classified by status level in the servicegroup

- When you launch this screen from the host node, a status overview of all hosts is displayed:

Hosts Overview		
Host	Status	Services
<a href="#">frcls3104</a>	UP	7 OK 1 WARNING
<a href="#">nsmaster</a>	UP	8 OK
<a href="#">nsmaster-rmc</a>	UP	2 OK 1 PENDING

Figure 3-23 Host Status Overview

**Host** Host name

**Host Status** Host status level

**Service Status** Number of services classified by status level

### 3.4.3.2

### Status GRID

This screen displays the name of all the services monitored for each host.

Host	Services			
<a href="#">frcls3104</a>	EventLog.Application	EventLog.Security	EventLog.System	LogicalDisks.All
	PING	SystemLoad.CPU	SystemLoad.Memory	WindowsServices.EventLog
<a href="#">nsmaster</a>	EventLog.Application	EventLog.Security	EventLog.System	LogicalDisks.All
	PING	SystemLoad.CPU	SystemLoad.Memory	WindowsServices.EventLog
<a href="#">nsmaster-rmc</a>	PING	RMC.Alerts	RMC.PowerStatus	

Figure 3-24 Host Status GRID

**Host** Host name

**Service Status** Host services color coded according to status level.

- When you launch this screen from the Functional Domains node, you will obtain a grid overview by functional domain:

Network	
Host	Services
frcls0564	NetworkAdaptors.NIC_Status

OperatingSystem	
Host	Services
frcls0564	EventLog.Application    EventLog.Security    EventLog.System    EventLog.V7000
	LogicalDisks.All    SystemLoad.CPU    SystemLoad.Memory    WindowsServices.EventLog

Storage	
Host	Services
frcls0564	Disks.DrivesStatus

### 3.4.3.3 Status Detail

This screen gives detailed information about the hosts and/or services selected.

	All	Problems	Up	Down	Unreachable	Pending	
Host Selection	3	0	3	0	0	0	
	All	Problems	Ok	Warning	Unknown	Critical	Pending
Selected Host Services	19	1	17	1	0	0	1

Click status links to display the selected hosts and services

Host details				
Host	Status	Last Check	Duration	Information
<a href="#">frcls3104</a>	UP	0d 0h 3m 52s ago	0d 1h 45m 37s	PING OK - Packet loss = 0%, RTA = 0.00 ms
<a href="#">nsmaster</a>	UP	0d 1h 45m 5s ago	1d 2h 30m 33s	(Host assumed to be up)
<a href="#">nsmaster-rrmc</a>	UP	0d 1h 43m 30s ago	1d 2h 28m 58s	(Host assumed to be up)

3 Matching Host Entries Displayed

Figure 3-25 Hosts Status Detail

The Selection Window allows you to select the host and service according to status level:

**Host Selection**      Number of hosts with Up, Down, Unreachable or Pending status. You can select hosts according to status: All hosts, Problem hosts, or Specific hosts.

**Selected Host Services**      Number of services with OK, Warning, Unknown, Critical or Pending status. You can select services according to status: All services, Problem services, or Specific services.

**Information**      Gives host details if a host is selected and service details if host and service are selected.

See *Host Status* and *Service Status* below for more information.

### 3.4.3.4

### Host Status

This screen gives a detailed view of the status of the host selected.

Host detail				
Host	Status	Last Check	Duration	Information
<a href="#">frcls3104</a>	UP	0d 0h 2m 8s ago	0d 1h 58m 53s	PING OK - Packet loss = 0%, RTA = 0.00 ms

Figure 3-26 Host Status

- Host** Host name
- Host Status** Host status
- Last Check** Time since the last check occurred
- Duration** Time since the current state was set
- Information** Additional information about the host state

### 3.4.3.5

### Service Status

This screen gives a detailed view of the status of all the services associated with the selected host. Services can also be selected according to status level.

Selected Host Services						
All	Problems	Ok	Warning	Unknown	Critical	Pending
8	2	6	2	0	0	0

Click on status links to display the selected services

Service	Status	Last Check	Duration	Information
<a href="#">EventLog.Application</a>	OK	0d 0h 1m 29s ago	0d 2h 6m 30s	OK: no new events for the last 30 mn
<a href="#">EventLog.Security</a>	WARNING	0d 0h 0m 42s ago	0d 0h 5m 31s	<a href="#">20 new events for the last 30 mn!</a>
<a href="#">EventLog.System</a>	WARNING	0d 0h 4m 55s ago	0d 2h 4m 41s	<a href="#">39 new events for the last 30 mn!</a>
<a href="#">LogicalDisks.All</a>	OK	0d 0h 4m 8s ago	0d 2h 4m 8s	DISKS OK: all disks (C:, D:) less than 80% utilized
<a href="#">PING</a>	OK	0d 0h 3m 20s ago	0d 2h 3m 20s	PING OK - Packet loss = 0%, RTA = 0.00 ms
<a href="#">SystemLoad.CPU</a>	OK	0d 0h 2m 33s ago	0d 2h 2m 33s	CPU Load OK (1mn: 5%) (10mn: 5%)
<a href="#">SystemLoad.Memory</a>	OK	0d 0h 1m 45s ago	0d 2h 1m 45s	Memory Usage OK (total: 1162Mb) (used: 285Mb, 24%) (free: 877Mb) (physical: 495Mb)
<a href="#">WindowsServices.EventLog</a>	OK	0d 0h 1m 14s ago	0d 2h 6m 14s	OK: 'Eventlog'

8 Matching Service Entries Displayed ( filter: Service Status **PENDING OK WARNING UNKNOWN CRITICAL**)

Figure 3-27 Service Status

The Selection Window allows you to select services according to status level:

### Selected Host Services

Number of services with OK, Warning, Unknown, Critical, or Pending status. You can select services according to status: All services, Problem services, or Specific services.

<b>Service</b>	Service name
<b>Status</b>	Service status
<b>Last Check</b>	Time since the last check occurred
<b>Duration</b>	Time since the current state was set
<b>Information</b>	Gives status details for the selected services

### 3.4.3.6 Configuration

This screen displays the Monitoring Server (**nagios**) configuration objects (hosts, hostgroups, services, contacts, contact groups, time periods and commands) that you have defined.

Object Type:

Nagios initial Configuration

**Hosts**

Host	Description	Address	Parent Hosts	Host Check Command	Enable Active Checks	Enable Passive Checks	Default Contact Groups	Notification Period	Event Handler	Enable Event Handler
CMM	host of platform manager	192.168.207.30		<a href="#">check-host-alive</a>	No	Yes	<a href="#">mgt-admins</a>	<a href="#">24x7</a>		No
FRCLS1704	NS Master server	FRCLS1704		<a href="#">check-host-alive</a>	No	Yes	<a href="#">mgt-admins</a>	<a href="#">24x7</a>		No
PAP	host of platform manager	172.31.50.69		<a href="#">check-host-alive</a>	No	Yes	<a href="#">mgt-admins</a>	<a href="#">24x7</a>		No
blade1	no description	192.168.207.34		<a href="#">check-host-alive</a>	No	Yes	<a href="#">mgt-admins</a>	<a href="#">24x7</a>		No
blade2	no description	192.168.207.42		<a href="#">check-host-alive</a>	No	Yes	<a href="#">mgt-admins</a>	<a href="#">24x7</a>		No
charly.L	no description	172.31.50.70		<a href="#">check-host-alive</a>	No	Yes	<a href="#">mgt-admins</a>	<a href="#">24x7</a>		No
charly.W	no description	172.31.50.71		<a href="#">check-host-alive</a>	No	Yes	<a href="#">mgt-admins</a>	<a href="#">24x7</a>		No
frcls0109	no description	frcls0109		<a href="#">check-host-alive</a>	No	Yes	<a href="#">mgt-admins</a>	<a href="#">24x7</a>		No
frcls1704	System Management Server	frcls1704		<a href="#">check-host-alive</a>	No	Yes	<a href="#">mgt-admins</a>	<a href="#">24x7</a>		No
frcls3104	test	frcls3104		<a href="#">check-host-alive</a>	No	Yes	<a href="#">mgt-admins</a>	<a href="#">24x7</a>		No
frcls6260	no description	frcls6260		<a href="#">check-host-alive</a>	No	Yes	<a href="#">mgt-admins</a>	<a href="#">24x7</a>		No
ip16.50.frcl.bull.fr	Linux 2.4.20 (itanium)	ip16.50.frcl.bull.fr			No	Yes	<a href="#">none</a>	<a href="#">24x7</a>		No
lynx1	no description	129.182.6.57		<a href="#">check-host-alive</a>	No	Yes	<a href="#">mgt-admins</a>	<a href="#">24x7</a>		No
nsmaster	NEC 120 LH	nsmaster.frcl.bull.fr		<a href="#">check-host-alive</a>	No	Yes	<a href="#">mgt-admins</a>	<a href="#">24x7</a>		No

Figure 3-28 Monitoring Server Configuration

### 3.4.3.7

## Log

This screen displays the current Monitoring Server log file. You can also browse archived events.

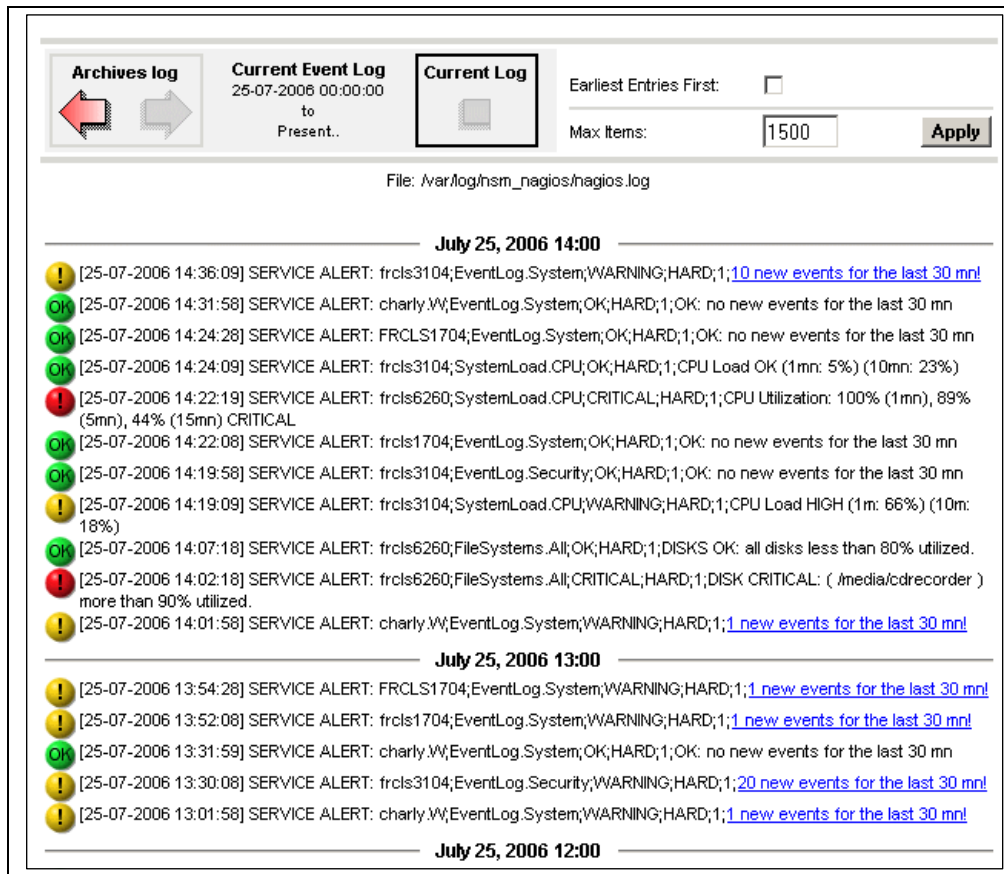


Figure 3-29 Monitoring Server Log

Bull System Manager Log shows all the events logged by the monitoring process:

The screen is divided into two parts:

- The top part of the screen allows you to modify the display according to the criteria selected:
  - Event Log selection** By default, only the entries recorded in the current log are displayed. To see previous entries, select an archived log.
  - Earliest Entries First** Used to change the order of the entries displayed. By default, the most recent entries are displayed first.
- The bottom part of the screen displays logged events:
  - Host and Service alerts
  - Alert notifications
  - Alert acknowledgements
  - New comments
  - Configuration information messages
  - Miscellaneous



### 3.4.3.8 Control

When you launch the Control screen from the Hosts or Hostgroups root nodes, the **Monitoring Server information** is displayed. You also have a launching point for the monitoring server commands and links to **Detailed Information**.

The screenshot shows a web interface with two main sections: 'Monitoring server information' and 'Commands'. The 'Monitoring server information' section is a table with the following data:

Monitoring server information	
Process Status	OK
Program Start Time	08-11-2011 14:53:26
Total Running Time	0d 0h 4m 0s
Last External Command Check	08-11-2011 14:57:15
Last Log File Rotation	N/A
Monitoring server (Nagios) PID	580
Notifications Enabled?	<input type="checkbox"/> YES
Service Checks Being Executed?	<input type="checkbox"/> YES
Host Checks Being Executed?	<input type="checkbox"/> YES
Event Handlers Enabled?	<input type="checkbox"/> YES
Performance Data Being Processed?	<input type="checkbox"/> YES

The 'Commands' section contains a list of actions, each with an icon and a link:

- [Stop the Monitoring server](#)
- [Restart the Monitoring server](#)
- [Stop executing service checks](#)
- [Stop executing host checks](#)
- [Disable notifications](#)
- [Disable event handlers](#)
- [Disable performance data](#)

The 'Detailed Information' section contains two links with hand icons:

- [Performance Information](#)
- [Scheduling Queue](#)

Figure 3-30 Monitoring Server commands

#### Monitoring Server Information

Gives general information about the Nagios monitoring process.

#### Commands

Allows you to manage the monitoring functions.

When you click a command, you are prompted to confirm by clicking **Commit** in the confirmation page. The command is dispatched for immediate execution by the Monitoring Server.

---

**Note** To process commands you must have Administrator rights.

---

#### Detailed Information

Allows you to access detailed information about the performance and scheduling queue.

**Performance Information** gives statistical information about the **Nagios** monitoring process for each kind of check:

- The minimum, maximum and average time recorded for each iteration of the check The minimum, maximum and average time recorded for check latency (check delay time due to monitoring server overload)
- The current number of active service checks
- The current number of passive service checks
- The current number of active host checks

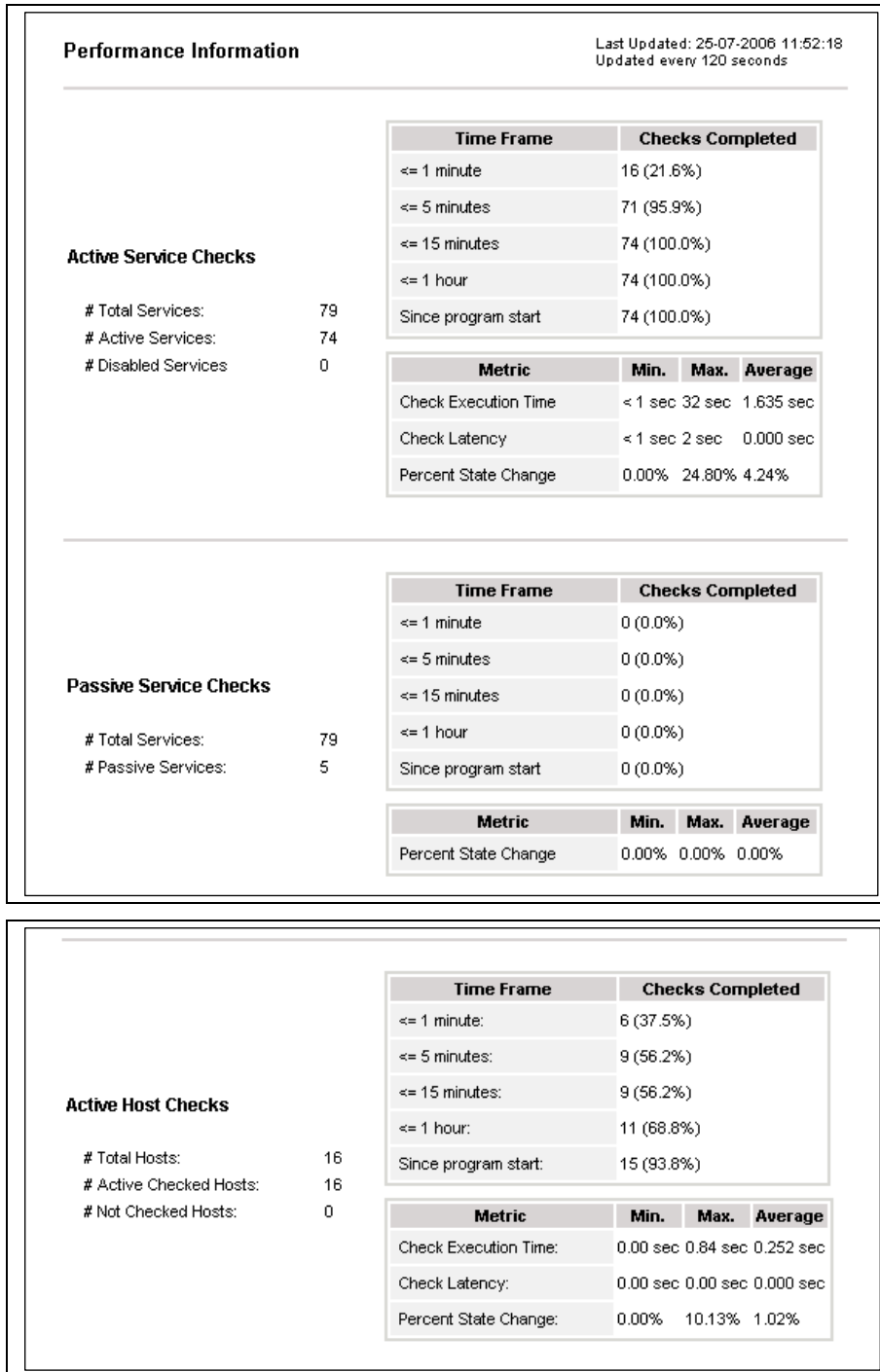


Figure 3-31 Performance statistics

**Scheduling Queue** displays the time of the last and next checks scheduled for each host or service that is monitored.

Check Scheduling Queue					Last Updated: 25-07-2006 14:22:07 Updated every 120 seconds
Host ↑↓	Service ↑↓	Last Check ↑↓	Next Check ↑↓	Active Checks	
<a href="#">charly.WV</a>	<a href="#">EventLog.System</a>	25-07-2006 14:16:50	25-07-2006 14:21:50	ENABLED	
<a href="#">charly.L</a>	<a href="#">SystemLoad.Memory</a>	25-07-2006 14:16:50	25-07-2006 14:21:50	ENABLED	
<a href="#">charly.WV</a>	<a href="#">SystemLoad.Memory</a>	25-07-2006 14:16:51	25-07-2006 14:21:51	ENABLED	
<a href="#">frcls1704</a>	<a href="#">SystemLoad.Memory</a>	25-07-2006 14:16:58	25-07-2006 14:21:58	ENABLED	
<a href="#">frcls1704</a>	<a href="#">EventLog.System</a>	25-07-2006 14:16:58	25-07-2006 14:21:58	ENABLED	
<a href="#">frcls3104</a>	<a href="#">LogicalDisks.All</a>	25-07-2006 14:17:02	25-07-2006 14:22:02	ENABLED	
<a href="#">lynx1</a>	<a href="#">PING</a>	25-07-2006 14:17:08	25-07-2006 14:22:08	ENABLED	
<a href="#">frcls6260</a>	<a href="#">SystemLoad.CPU</a>	25-07-2006 14:17:08	25-07-2006 14:22:08	ENABLED	
<a href="#">frcls6260</a>	<a href="#">FileSystems.All</a>	25-07-2006 14:17:08	25-07-2006 14:22:08	ENABLED	
<a href="#">blade1</a>	<a href="#">Hardware.Health</a>	25-07-2006 14:21:09	25-07-2006 14:22:09	ENABLED	
<a href="#">nsmaster</a>	<a href="#">PING</a>	25-07-2006 14:17:18	25-07-2006 14:22:18	ENABLED	
<a href="#">nsmaster-rmc</a>	<a href="#">RMC.PowerStatus</a>	25-07-2006 14:17:19	25-07-2006 14:22:19	ENABLED	
<a href="#">FRCLS1704</a>	<a href="#">EventLog.Application</a>	25-07-2006 14:17:19	25-07-2006 14:22:19	ENABLED	
<a href="#">charly.WV</a>	<a href="#">Hardware.Health</a>	25-07-2006 14:21:24	25-07-2006 14:22:24	ENABLED	
<a href="#">blade2</a>	<a href="#">Hardware.Health</a>	25-07-2006 14:21:24	25-07-2006 14:22:24	ENABLED	

Figure 3-32 Scheduling Information

When you launch the **Control** screen from a host or a service, host or service monitoring information and host or service comments are displayed. You can also enable/disable notifications, and enable or disable service checks.












Host monitoring information		Host Commands	
Last Status Check	08-11-2011 14:53:26	 <a href="#">Disable checks of this host</a>	
Last State Change:	03-11-2011 09:14:39	 <a href="#">Disable notifications for this host</a>	
Last Host Notification	N/A	 <a href="#">Schedule downtime for this host</a>	
Current Notification Number	0	 <a href="#">Disable notifications for all services on this host</a>	
Host Checks	<input type="text" value="ENABLED"/>	 <a href="#">Enable notifications for all services on this host</a>	
Host Notifications	<input type="text" value="ENABLED"/>	 <a href="#">Schedule A Check Of All Services On This Host</a>	
Event Handler	<input type="text" value="ENABLED"/>	 <a href="#">Disable checks of all services on this host</a>	
Is in Scheduled Downtime ?	<input type="text" value="NO"/>	 <a href="#">Enable checks of all services on this host</a>	
Performance Data Being Processed?	<input type="text" value="NO"/>	 <a href="#">Disable event handler for this host</a>	
<b>Host Comments</b>		 <a href="#">Add a comment</a>	 <a href="#">Delete all comments</a>
<b>Time</b>	<b>Author</b>	<b>Comment</b>	<b>ID</b> <b>Persistent</b> <b>Type</b>
This host has no comments associated with it			

Figure 3-33 Monitoring Host commands

### Host/Service Monitoring Information

Gives general information about host or service monitoring.

### Host/Service Comments

Displays the comments associated with the host or service, and allows you to add or delete comments.

### Host/Service Commands

Enables actions for the monitoring functions.

When you click a command, you are prompted to confirm by clicking **Commit** in the confirmation page. The command is posted for immediate execution by the Monitoring Server.

---

**Note** To process commands you must have Administrator rights.

---

## 3.4.4 Reporting Information

The following table lists the information types available and associated supervision scope.

Information Type	Supervision Scope
Alert History	Root nodes of Hosts and Hostgroups views (Tree) Hostgroup Host Service
Notifications	Root nodes of Hosts and Hostgroups views (Tree), Hostgroup Host Service
Availability	Root nodes of Hosts and Hostgroups views (Tree), Hostgroup Host Service
Status Trends	Root nodes of Hosts and Hostgroups views (Tree) Host Service
PNP Indicator Trends	Root nodes of Hosts views (Tree) Host Service

### 3.4.4.1

## Alert History

This screen displays host and service alerts according to the context selected. For example, when this screen is called from a Hostgroup, only the Alerts related to the hosts contained in the selected Hostgroup are given, as shown below. Information about **Alert History** is detailed in *Alert History*, on page 11.

The screenshot shows the Alert History interface with the following configuration:

- Alerts type: Hosts and Services
- Alerts level: All
- Report Period: Last 7 Days
- Max Items: 15
- Not acknowledged:
- History:

**Matching Alerts** (Date/Time Server: 28-04-2005 14:40:17)

Time	Host	Service	State	Count	Information
28-04-2005 13:07:18	<a href="#">frcls5208</a>	<a href="#">EventLog.Application</a>	OK	1	OK: no new events for the last 30 mn
28-04-2005 12:41:18	<a href="#">frcls5208</a>	<a href="#">SystemLoad.CPU</a>	OK	1	CPU Load OK (1mn: 46%) (10mn: 80%)
28-04-2005 12:36:22	<a href="#">frcls5208</a>	<a href="#">SystemLoad.CPU</a>	CRITICAL	1	CPU Load HIGH (1mn: 99%) (10mn: 80%) - Process Rtvscan using 84%
28-04-2005 12:31:22	<a href="#">frcls5208</a>	<a href="#">SystemLoad.CPU</a>	WARNING	1	CPU Load HIGH (1mn: 69%) (10mn: 77%) - Process Rtvscan using 53%
28-04-2005 12:26:23	<a href="#">frcls5208</a>	<a href="#">SystemLoad.CPU</a>	CRITICAL	1	CPU Load HIGH (1mn: 94%) (10mn: 54%) - Process Rtvscan using 90%
28-04-2005 12:22:22	<a href="#">frcls5208</a>	<a href="#">EventLog.Application</a>	WARNING	1	<a href="#">28 new events for the last 30 mn!</a>
28-04-2005 12:21:23	<a href="#">frcls5208</a>	<a href="#">SystemLoad.CPU</a>	WARNING	1	CPU Load HIGH (1m: 66%) (10m: 27%)
28-04-2005 12:02:58	<a href="#">frcls5208</a>	<a href="#">EventLog.Security</a>	OK	1	OK: no new events for the last 30 mn
28-04-2005 11:33:02	<a href="#">frcls5208</a>	<a href="#">EventLog.Security</a>	CRITICAL	1	<a href="#">4 new events for the last 30 mn!</a>
27-04-2005 16:21:29	<a href="#">frcls5208</a>	<a href="#">EventLog.System</a>	OK	1	OK: no new events for the last 30 mn
27-04-2005 16:20:06	<a href="#">frcls5208</a>	<a href="#">EventLog.Application</a>	OK	1	OK: no new events for the last 30 mn
27-04-2005 15:51:37	<a href="#">frcls5208</a>	<a href="#">EventLog.System</a>	WARNING	1	<a href="#">1 new events for the last 30 mn!</a>
27-04-2005 15:45:02	<a href="#">frcls5208</a>	<a href="#">EventLog.Application</a>	WARNING	1	<a href="#">2 new events for the last 30 mn!</a>
27-04-2005 14:45:38	<a href="#">frcls5208</a>	<a href="#">EventLog.Security</a>	OK	1	OK: no new events for the last 30 mn

Figure 3-34 Alert History screen - example

### 3.4.4.2 Notifications

This screen displays notifications that have been sent to various contacts, according to the context selected. When this screen is called from a Root node, it reports all the notifications for all the resources declared in the Bull System Manager application, as displayed below.

The screenshot shows the 'Log File Navigation' interface. At the top, there's a navigation bar with 'Archives' and a left arrow, and a 'Log File Navigation' section showing 'Sun Apr 24 00:00:00 RDT 2005 to Present..'. To the right, there's a 'Notification Level' dropdown set to 'All notifications', an 'Earliest Entries First' checkbox, and an 'Apply' button. Below this is a table titled 'Matching Notifications' with the following data:

Time	Host	Service	Type	Contact	Command	Information
28-04-2005 15:02:37	frcls1704	EventLog.Application	CRITICAL	manager	notify-by-email	<a href="#">2 new events for the last 30 mn!</a>
28-04-2005 15:02:16	frcls6260	SystemLoad.CPU	CRITICAL	manager	notify-by-email	CPU Utilization: 68% (1mn), 79% (5mn), 80% (15mn) CRITICAL
28-04-2005 15:00:28	blade2	N/A	HOST DOWN	manager	host-notify-by-email	PING CRITICAL - Packet loss = 100%

At the bottom of the table, it says '(displayed notifications: 3)'.

Figure 3-35 Notifications screen - example

The screen is divided into two parts:

- The top part of the screen allows you to modify the notifications reported, according to a set of criteria:

- Log File** By default, only the notifications recorded in the current log are displayed. To see older notifications, you can select an archived log.
- Notification Level** Allows you to select the type of Notifications displayed (Service notifications, Host notifications, Host Down, Service Critical, etc.). By default, all notifications are displayed.
- Earliest Entries First** Used to select the order of notifications displayed. By default, the most recent notifications are displayed first.

- The bottom part of the screen contains matching notification information according to the context and the criteria set in the top part of the screen.

Notifications and information about these notifications (Time, Type, Notified Contacts, etc.) are displayed according to the criteria previously set. Type information reflects the severity of the notification.

### 3.4.4.3

## Availability

This screen reports the availability of hosts and services over a user-specified period. When called from a root node, it reports the availability summary for each host declared in the Bull System Manager application. When called from a Host context, the report will be more detailed as shown below.

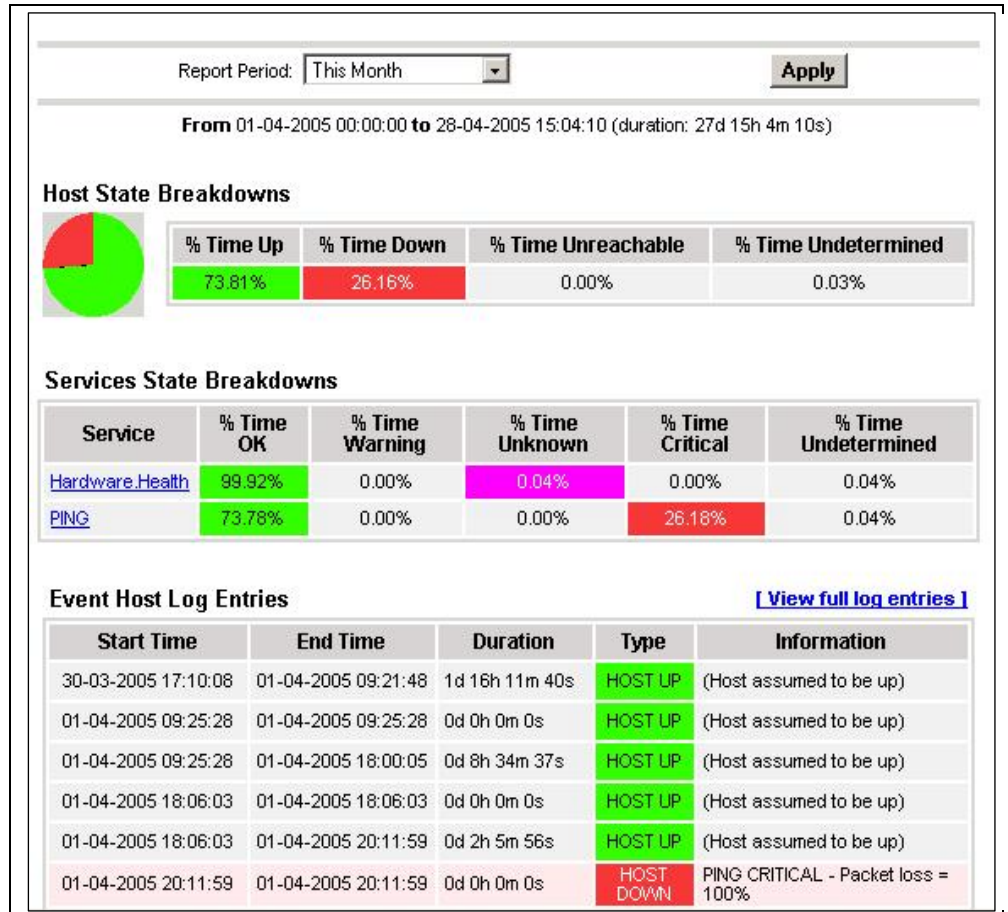


Figure 3-36 Availability screen - example

The screen is divided into two parts:

- The top part allows you to define the period over which the report is built (Report Period selection box). The default period is the last 24 hours.
- The bottom part displays reporting information, according to the context and the report period.

The following information is reported:

**Host State Breakdowns** or **Service State Breakdowns** Represents the percentage of time spent by the host or service in each of its possible states.

**Note:**

**Time Unknown** is reported when the monitoring server cannot obtain information about the service (because, for instance, the host is down, or the monitoring agent is not running on the target).

**Time Undetermined** is reported when no information was collected, mainly because the monitoring server was not running.

**Services State Breakdowns** This information is available when a report is requested for a host. Availability report for all the services of the host.

**Host Log Entries** or **Service Log Entries** List of all the Nagios events logged for the host or service during the chosen period.

### 3.4.4.4 Status Trends

This screen displays a graph of host or service states over a defined period, as shown below.

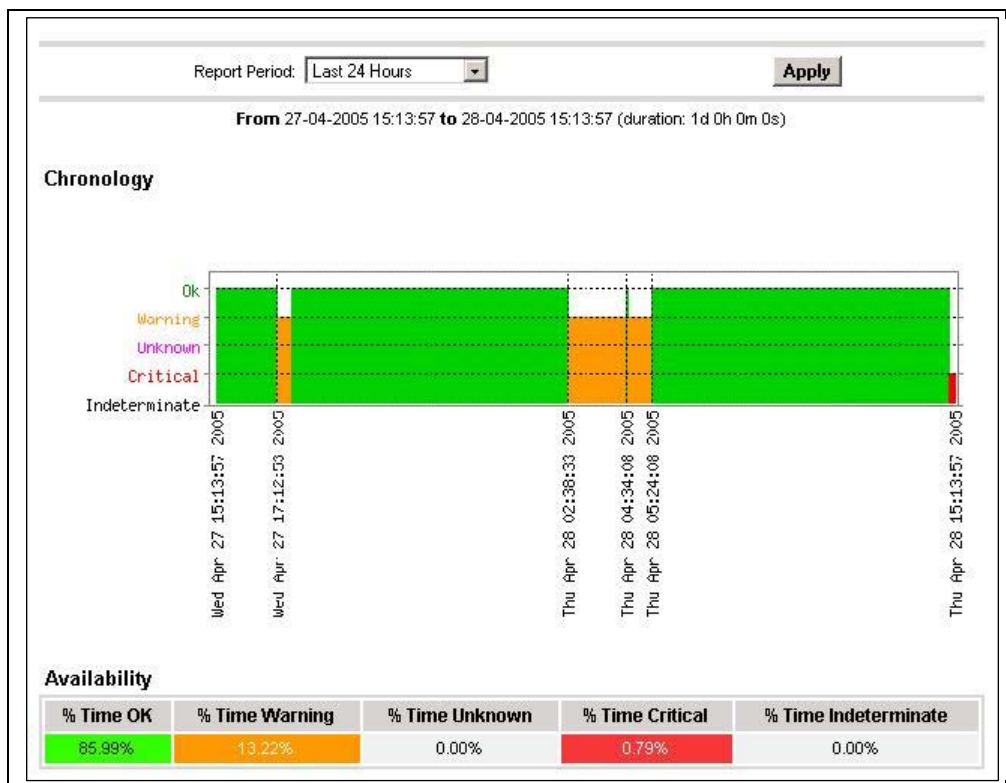


Figure 3-37 Status Trends on a Service



The screen is divided into two parts:

- The top part allows you to select the period for which the report is built (**Report Period** selection box). The default period is the last 24 hours.
- The bottom part displays information, according to the context and the Report Period selected.

The following information is reported:

- Chronology** Represents the evolution of the host or service status over the selected period.
- Availability** Represents the percentage of time spent in each state for the host or service.

### 3.4.4.5 PNP4Nagios Indicator Trends

**Note** The following items can be used only if the BSM PNP4Nagios (or PNP4Nagios04 on a RedHat 5.n) server extension package is installed.

The **PNP Indicators Trends** screen lists the available indicator reports associated to a given resource, as displayed below.

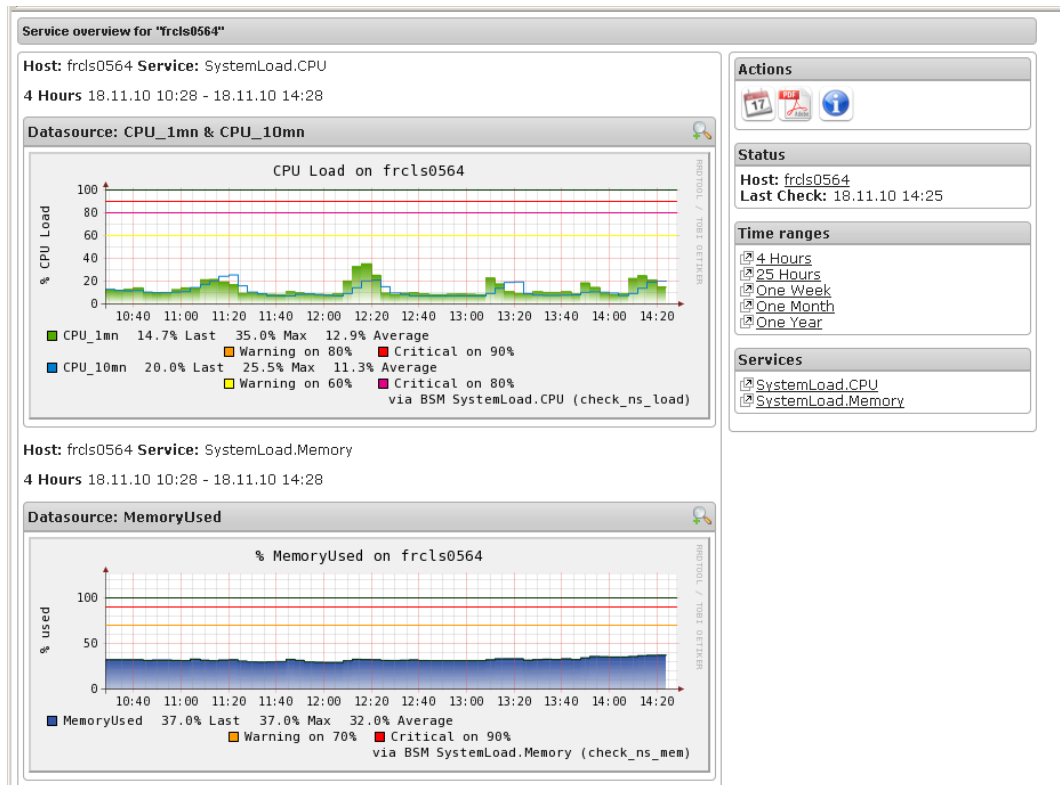


Figure 3-38 PNP4Nagios Indicator Trends on a Host

### 3.4.5 Inventory Information

The **Inventory** menu is divided into two submenus: **Platform** and **Operating System**.

Inventory information, which is sent by the **BSM** agent, is stored in a database on the BSM server. If the target host is down, the inventory data is always available.

The **Refresh Inventory** button is used to force a refresh of the inventory stored in the database.

The **BSM** server sends a request to the BSM agent installed on the target host, asking it to send an inventory (hardware and software):

- When the target host is defined in the BSM configuration.
- When the target host reboots.
- Manually when the operator clicks on **Refresh Inventory**.
- Automatically if the **updateInventory** periodic task is enabled in the BSM configuration (See *Chapter 4: Configuring Inventory*, in the *Administrator's Guide*, 86 A2 56FA).

#### 3.4.5.1 Platform Information

These screens are available for Host or Service supervision. Information levels vary according to OS and host type.

##### Hardware Information

This information is only available for hosts with **Windows**, **Linux** or **AIX** Operating Systems.

- For Windows hosts, this screen displays the following information:
  - Processor, Memory, BIOS, SOUND, VideoCard, Input Devices, Monitor, Network, Ports, Printer, Controller and Slots Information

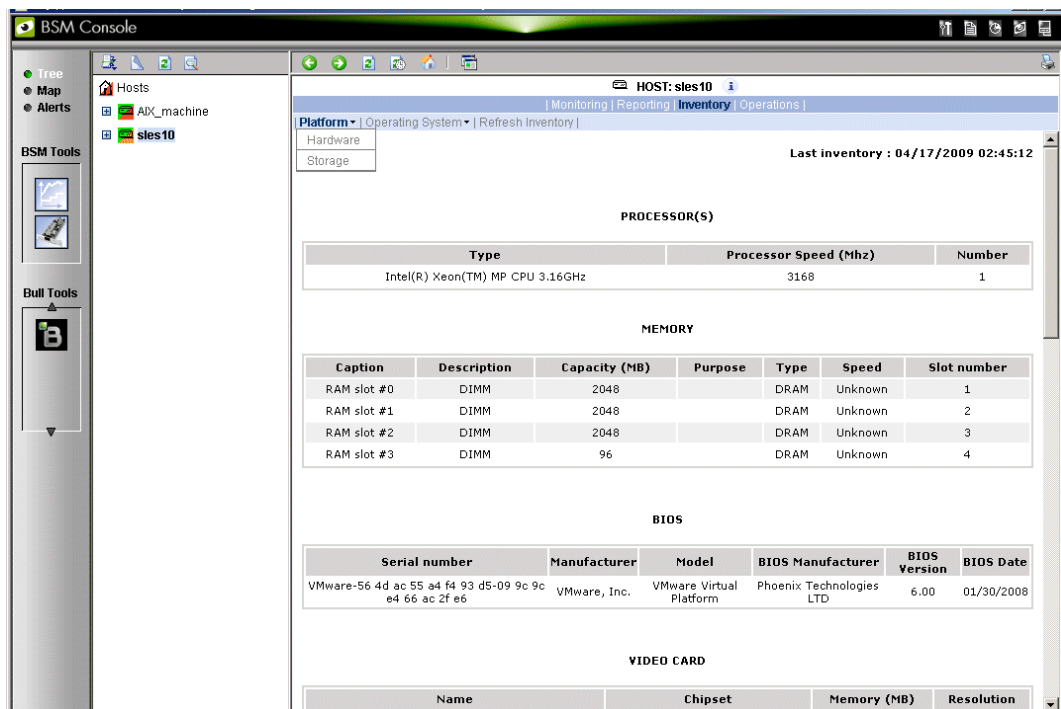
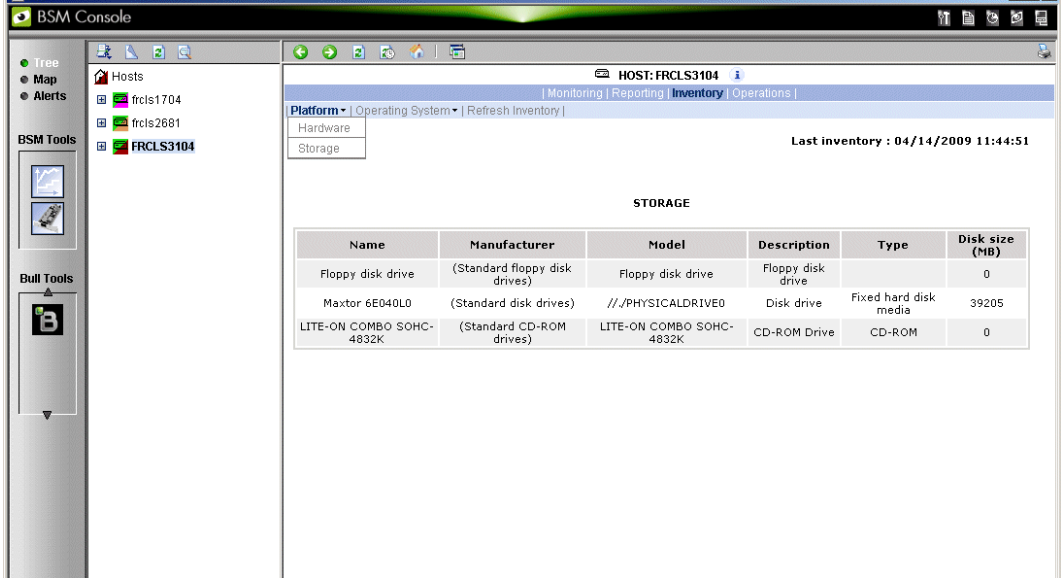


Figure 3-39 Hardware Inventory information – example

## Storage Information

This information is only available for hosts with **Windows** or **Linux** Operating Systems.



The screenshot shows the BSM Console interface for host FRCLS3104. The left sidebar contains a 'Tree' view with 'Hosts' selected, listing FRCLS1704, FRCLS2681, and FRCLS3104. Below the tree are 'BSM Tools' and 'Bull Tools' sections. The main panel displays the host details for FRCLS3104, including a breadcrumb trail: Platform > Operating System > Refresh Inventory. A 'Storage' tab is active, showing a table of storage components. The table has columns for Name, Manufacturer, Model, Description, Type, and Disk size (MB). The data rows are:

Name	Manufacturer	Model	Description	Type	Disk size (MB)
Floppy disk drive	(Standard floppy disk drives)	Floppy disk drive	Floppy disk drive		0
Maxtor 6E040L0	(Standard disk drives)	///PHYSICALDRIVE0	Disk drive	Fixed hard disk media	39205
LITE-ON COMBO SOHC-4832K	(Standard CD-ROM drives)	LITE-ON COMBO SOHC-4832K	CD-ROM Drive	CD-ROM	0

Figure 3-40 Storage information - example

## FRU Information

This information is only available for NovaScale bullion and GCOS, Express 5800, R400, T800, NovaScale 3000, 4000, 5000, 6000 and 9010 series, NovaScale Blade and Escala Blade hosts.

For details about the information displayed, refer to *Chapter 4*.

## Sensor Information

This information is only available for NovaScale bullion and GCOS, Express 5800, R400, T800, NovaScale 3000, 4000 and 9010 series and Nova Scale Blade hosts.

For details about the information displayed, refer to *Chapter 4*.

## SEL Information

This information is only available for NovaScale bullion and GCOS, Express 5800, R400, T800, NovaScale 3000, 4000, 5000, 6000 and 9010 series, Nova Scale Blade and Escala Blade hosts.

For details about the information displayed, refer to *Chapter 4*.

### 3.4.5.2 Operating System Information

These screens are available for the supervision of Hosts or Services. Information levels vary according to OS and host type.

#### Windows Information

The Windows System screen displays the following information:

- System, Memory, Logical Disks Process, Users, Products installed, Shared resources and Services Information

Memory Usage			
	Size	Used	Free
Physical	1.5 Gbytes	53 %	725 Mbytes
Paged	744 Mbytes	13 %	654 Mbytes
Total (Virtual)	2.1 Gbytes	30 %	1.5 Gbytes

Figure 3-41 Windows Memory screen - example

The Windows Process screen displays the processes running:

Processes Information							
Name	PID	Executable Path	Creation Date	Priority	CPU Time	Virtual Memory Used	Threads
System Idle Process	0	-	-	0	306:26:06	0 Kb	1
System	4	-	-	8	01:26:13	0 Kb	65
smss.exe	432	-	2005/04/14 15:46:10	11	00:00:02	184 Kb	3
csrss.exe	480	C:\WINDOWS\system32\csrss.exe	2005/04/14 15:46:12	13	01:15:28	1840 Kb	15
winlogon.exe	504	C:\WINDOWS\system32\winlogon.exe	2005/04/14 15:46:13	13	00:03:04	7044 Kb	17
services.exe	548	C:\WINDOWS\system32\services.exe	2005/04/14 15:46:15	9	00:23:11	7484 Kb	21
lsass.exe	560	C:\WINDOWS\system32\lsass.exe	2005/04/14 15:46:15	9	00:56:41	9016 Kb	36
svchost.exe	736	C:\WINDOWS\system32\svchost.exe	2005/04/14 15:46:16	8	00:03:26	1152 Kb	11
svchost.exe	796	C:\WINDOWS\system32\svchost.exe	2005/04/14 15:46:16	8	00:04:16	2252 Kb	21
svchost.exe	948	C:\WINDOWS\system32\svchost.exe	2005/04/14 15:46:19	8	00:01:26	3644 Kb	9

Figure 3-42 Windows Process screen - example

The Windows Users screen displays information regarding the users:

Users Information			
Name	Domain	Description	Status
Administrator	FRCLS5208	Built-in account for administering the computer/domain	OK
Guest	FRCLS5208	Built-in account for guest access to the computer/domain	Degraded
IUSR_FRCLS5208	FRCLS5208	Built-in account for anonymous access to Internet Information Services	OK
WVAM_FRCLS5208	FRCLS5208	Built-in account for Internet Information Services to start out of process applications	OK
nsmaster	FRCLS5208	nsmaster	OK
SUPPORT_388945a0	FRCLS5208	This is a vendor's account for the Help and Support Service	Degraded
__vmware_user__	FRCLS5208	VMware User	OK

Figure 3-43 Windows Users screen - example

The **Windows Products** screen displays the products installed:

SOFTWARE			
Editor	Name	Version	Comments
Adobe Systems Incorporated	Adobe Flash Player ActiveX	9.0.115.0	N/A
Adobe Systems Incorporated	Adobe Flash Player Plugin	9.0.124.0	N/A
	Adobe SVG Viewer 3.0	3.0	N/A
	Microsoft FrontPage 98		N/A
	InstallShield PackageForTheWeb 2		N/A
	Java Web Start		N/A
Microsoft Corporation	Security Update for Step By Step Interactive Training (KB898458)	20050502.101010	N/A
Microsoft Corporation	Security Update for Windows Server 2003 (KB921503)	1	N/A
Microsoft Corporation	Security Update for Windows Media Player 6.4 (KB925398)		N/A
Microsoft Corporation	Security Update for Windows Server 2003 (KB925902)	1	N/A
Microsoft Corporation	Security Update for Windows Server 2003 (KB926122)	1	N/A

Figure 3-44 Windows Products screen - example

**Note** On servers running the Windows Operating System, only the products installed that use a .MSI file are displayed.

The **Windows Logical Disks** screen displays information about the logical disks:

DISK(S)					
Letter	Type	File System	Total (MB)	Free (MB)	Designation
A:/	Removable Drive		0	0	
C:/	Hard Drive	NTFS	19194	2110	
D:/	Hard Drive	NTFS	20002	5847	DATA
E:/	CD-Rom Drive		0	0	

Figure 3-45 Windows Logical Disks screen - example

The **Windows Services** screen displays information regarding the services:

Services Information						
Display Name	State	Has Been Started ?	Start Mode	Executable Path	Action if Startup Failure	Account
Alerter	Stopped	FALSE	Disabled	C:\WINDOWS\system32\svchost.exe -k LocalService	Normal	NT AUTHORITY\LocalService
Application Layer Gateway Service	Stopped	FALSE	Manual	C:\WINDOWS\System32\alg.exe	Normal	NT AUTHORITY\LocalService
Application Management	Stopped	FALSE	Manual	C:\WINDOWS\system32\svchost.exe -k netsvcs	Normal	LocalSystem
Windows Audio	Stopped	FALSE	Disabled	C:\WINDOWS\System32\svchost.exe -k netsvcs	Normal	LocalSystem
Background Intelligent Transfer Service	Running	TRUE	Manual	C:\WINDOWS\system32\svchost.exe -k netsvcs	Normal	LocalSystem
Computer Browser	Running	TRUE	Auto	C:\WINDOWS\system32\svchost.exe -k netsvcs	Normal	LocalSystem
Indexing Service	Stopped	FALSE	Disabled	C:\WINDOWS\system32\cisvc.exe	Normal	LocalSystem
ClipBook	Stopped	FALSE	Disabled	C:\WINDOWS\system32\clipsrv.exe	Normal	LocalSystem
COM+ System Application	Stopped	FALSE	Manual	C:\WINDOWS\system32\wllhost.exe /Processid:{02D4B3F1-FD88-11D1-960D-00805FC79235}	Normal	LocalSystem
Cryptographic Services	Running	TRUE	Auto	C:\WINDOWS\system32\svchost.exe -k netsvcs	Normal	LocalSystem

Figure 3-46 Windows Services screen - example

## Linux and AIX Information

The Linux System screen displays the following information:

- System, Memory, File Systems, Process, Users, RPM products and System Logs Information

Memory Usage					
Type	Percent Used	Free	Used	Size	
Physical Memory	97%	52.42 MB	1.91 GB	1.96 GB	
Swap	0%	1.95 GB	144.00 KB	1.95 GB	

Figure 3-47 Linux Memory Usage screen - example

The **Linux Process** screen displays processes sorted by PID, User, Memory Usage or CPU Usage.

The following example shows processes sorted by **Memory Usage**. You can change the sort option by clicking the corresponding link.

Display: <a href="#">PID</a> <a href="#">User</a> <a href="#">Memory</a> <a href="#">CPU</a> <a href="#">Search</a>					
<b>Real memory:</b> 515724 kB total / 203216 kB free <b>Swap space:</b> 562264 kB total / 559736 kB free					
Process ID	Owner	Size	Command		
15711	root	56568 kB	/usr/X11R6/bin/X :0 -audit 0 -auth /var/gdm/:0.Xauth -nolist ...		
27654	root	43936 kB	/usr/bin/artsd -F 10 -S 4096 -s 60 -m artsmesssage -c drkonqi ...		
27687	root	41656 kB	eggccups --sm-config-prefix /eggccups-SgSNey/ --sm-client-id 1 ...		
27659	root	35116 kB	kdeinit: knotify		
27676	root	32116 kB	kdeinit: kicker		
28473	root	32076 kB	kdeinit: konsole		
27689	root	30924 kB	/usr/bin/python /usr/bin/rhn-applet-gui --sm-config-prefix / ...		
27692	root	30840 kB	kdeinit: konsole -session 10109a895a20001112338110000015947 ...		
27667	root	29664 kB	kdeinit: kdesktop		
27665	root	28736 kB	kdeinit: kwin -session 10109a895a200011081231590000005652000 ...		
27680	root	27932 kB	kdeinit: kio_file file /tmp/ksocket-root/launcherYWScga.sla ...		
27685	root	27520 kB	kdeinit: khotkeys		
27664	root	27360 kB	kdeinit: ksmsserver		
27637	root	27288 kB	kdeinit: klauncher		
10916	root	27096 kB	/usr/bin/kdesktop_lock		
27632	root	26464 kB	kdeinit: Running...		
10917	root	25604 kB	/usr/bin/kbanner.kss -root		
27635	root	25100 kB	kdeinit: dcoptions --nosid		

Figure 3-48 Linux Process screen - example

The **Linux Users** screen displays information regarding the users:

Local Users				
Username	User ID	Real name	Home directory	Shell
adm	3	adm	/var/adm	/sbin/nologin
apache	48	Apache	/var/www	/sbin/nologin
bin	1	bin	/bin	/sbin/nologin
daemon	2	daemon	/sbin	/sbin/nologin
dbus	81	System message bus	/	/sbin/nologin
ftp	14	FTP User	/var/ftp	/sbin/nologin
games	12	games	/usr/games	/sbin/nologin
gdm	42		/var/gdm	/sbin/nologin
gopher	13	gopher	/var/gopher	/sbin/nologin
haldaemon	68	HAL daemon	/	/sbin/nologin
halt	7	halt	/sbin	/sbin/halt
lp	4	lp	/var/spool/lpd	/sbin/nologin
mail	8	mail	/var/spool/mail	/sbin/nologin
mailnull	47		/var/spool/mqueue	/sbin/nologin
netdump	34	Network Crash Dump user	/var/crash	/bin/bash
news	9	news	/etc/news	
nfsnobody	65534	Anonymous NFS User	/var/lib/nfs	/sbin/nologin

Figure 3-49 Linux Users screen - example

The **Linux RPM Products** screen allows you to display the packages installed by using a search tool or by browsing the package tree.

SOFTWARE			
Editor	Name	Version	Comments
	cyrus-sasl-lib.x86_64	2.1.22-4	Shared libraries needed by applications which use Cyrus SASL.
	dmidecode.x86_64	2.7-1.28.2.el5	Tool to analyse BIOS DMI data.
	libXaw.x86_64	1.0.2-8.1	X.Org X11 libXaw runtime library
	libXxf86dga.i386	1.0.1-3.1	X.Org X11 libXxf86dga runtime library
	rdate.x86_64	1.4-6	Tool for getting the date/time from a remote machine.
	openldap.i386	2.3.27-5	The configuration files, libraries, and documentation for OpenLDAP.
	libnotify.x86_64	0.4.2-6.el5	libnotify notification library
	libutempter.x86_64	1.1.4-3.fc6	A privileged helper for utmp/wtmp updates
	system-config-language.noarch	1.1.18-1.el5	A graphical interface for modifying the system language
	pyorbit.x86_64	2.14.1-1.1	Python bindings for ORBit2.
	gmp.i386	4.1.4-10.el5	A GNU arbitrary precision library.
	slang-devel.x86_64	2.0.6-4.el5	The static library and header files for development using S-Lang.
	postgresql-libs.x86_64	8.1.4-1.1	The shared libraries required for any PostgreSQL clients.
	system-config-kdump.noarch	1.0.9-3.el5	A graphical interface for configuring kernel crash dumping
	libXdamage-devel.x86_64	1.0.3-2.1	X.Org X11 libXdamage development package
	gnome-desktop.i386	2.16.0-1.fc6	Package containing code shared among gnome-panel, gnome-session, nautilus, etc

Figure 3-50 Linux RPM Products - example

The **Linux System Logs** screen displays, and allows you to view, the logs that are available.

Log destination	Active?	Messages selected	
File /dev/console	No	kern.*	
File /var/log/messages	Yes	*.info ; mail.none ; authpriv.none ; cron.none	<a href="#">View..</a>
File /var/log/secure	Yes	authpriv.*	<a href="#">View..</a>
File /var/log/maillog	Yes	mail.*	<a href="#">View..</a>
File /var/log/cron	Yes	cron.*	<a href="#">View..</a>
All users	Yes	*.emerg	
File /var/log/spooler	Yes	uucp,news.crit	<a href="#">View..</a>
File /var/log/boot.log	Yes	local7.*	<a href="#">View..</a>

Figure 3-51 Linux System Logs screen – example

## 3.4.6 Operations Menu

The **Operations** menu allows an Administrator to take remote control of a platform or Operating System.

This menu is only available to Administrators and is divided into several potential submenus: **Platform**, **Operating System**, **Consolidation**, **Applications** and **Storage**.

### 3.4.6.1 Platform Menu

These menus are available for the **Hardware Manager** and **Host** (and **Services**) with a dedicated hardware manager.

#### Power Control

Allows the Administrator to manage the power control via the Bull System Manager Hardware Management application.

#### Manager GUI

Allows you to launch the appropriate hardware manager:

- EMM for NovaScale bullion and GCOS
- HMC for Escala series
- CMM for NovaScale Blade series
- iDRAC for NovaScale R400 or T800 series
- RMC or ARMC for Express5800 series.
- PAM for NovaScale 5000 and 6000 series
- ISM for NovaScale 4000 series
- All other managers that can be accessed via a URL.



### 3.4.6.2 Operating system Menu

These menus are available for **Host** or **Service** supervision. Information levels vary according to OS and host type.

Remote Operation Menu for Windows	
... ->VNC Viewer	Starts VNC viewer to connect to this host.
... ->Remote Desktop	
Remote Operation Menu for Linux	
... ->SSH	Launches SSH to connect to this host.
... ->Shell	The following items Open a Webmin page: to execute a Unix shell command.
... -> FileSystem	to manage disk and network file systems.
... -> Processes	to manage running processes.
... -> Users	to manage Users and Groups.
... -> Password	to manage passwords.
... -> RPM	to manage software packages.
... -> System Logs	to manage system logs.
... -> NetConfig	to manage network configuration.

---

**Note** SSH command calls a local SSH client console. This command runs only on **Linux** console machines.

---

### 3.4.6.3 Storage Menu

This menu is available for the Storage Manager, Host or Service supervision.  
From this menu, you can call the storage manager GUI.

### 3.4.6.4 Consolidation Menu

This menu is available for **Host** supervision.  
From this menu, you can call specific management tools for virtualization and/or consolidation (generally, these items come with specific Server Add-ons).

### 3.4.6.5 Application Menu

This menu is available for Host supervision.  
From this menu, you can call specific management tools for a specific Bull applicative framework and/or applications (generally, these items come with specific Server Add-ons).



## Chapter 4. Using Bull System Manager Console Applications

### 4.1 Bull System Manager Hardware Management Application

The **Bull System Manager Remote Hardware Management Application** provides the same look and feel for hardware operations, independently of the target machine type.

This application manages **Power Control**, and displays **FRUs**, **Sensors** and **System Event Logs** for Bull systems.

This application manages **Power Management** for NovaScale R400, T800 servers.

This application manages **Power Saver Mode** for PL servers.

This application displays **Alerting Configuration** for all machine types.

This application also manages **Platform Management** for NovaScale bullion machines.

There are two ways to start the application:

- Launch the **Hardware Management Application** from the application bar
- Activate the **Hardware > Remote Control** item in the Console Management Tree host menu.

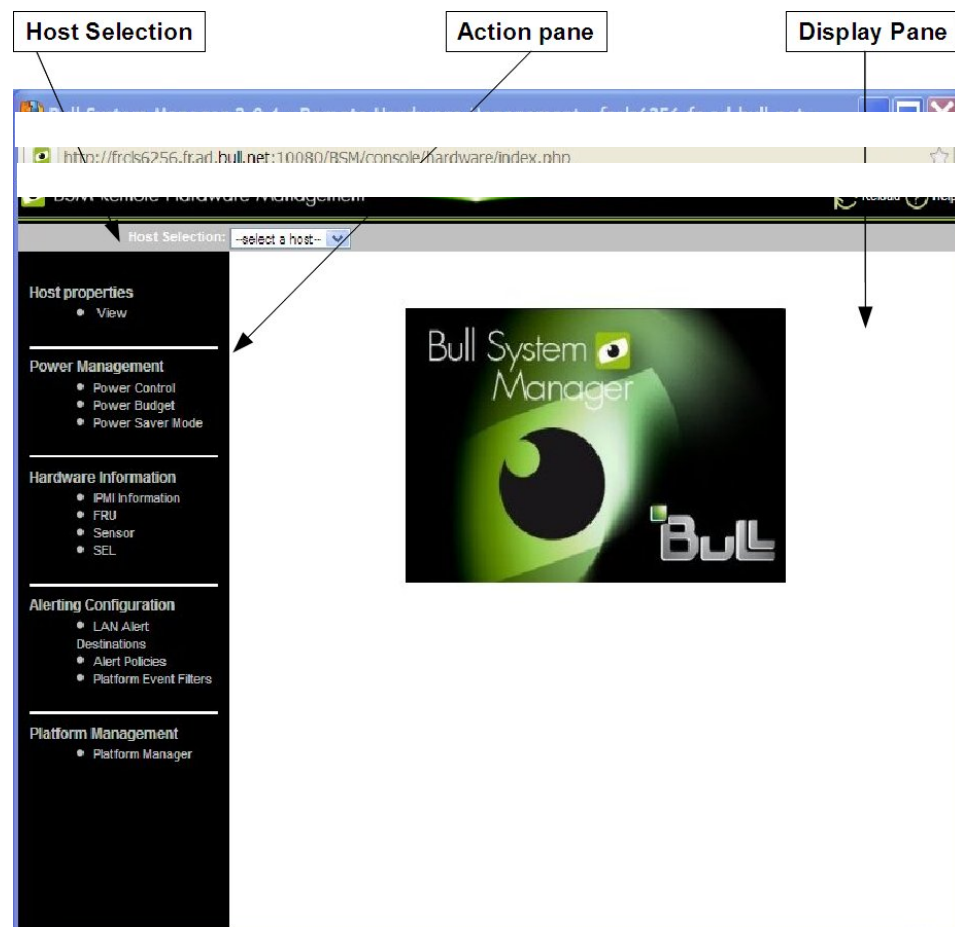


Figure 4-1 Remote Hardware Management screen

Bull System Manager Remote Hardware Management comprises three functional parts:

**Host Selection Window & Current Selected Host Window**

Used to select and display the current host from the Bull systems declared in the Bull System Manager network.

**Action Window** Displays the hardware operations that can be executed.

**Display Window** Displays parameter forms, messages and command results.

## 4.1.1 Host Selection

Hardware commands only apply to the selected host. The selected host name is displayed in the **Current Selected Host** Window.

The application is launched contextually from the **Current Selected Host** in the **Console Management Tree**.


You can select another host from the list of available hosts in the **Host Selection** Window.

When a host is selected, the application reads the Bull System Manager configuration files to obtain the host properties.

### 4.1.1.1 Host Properties

You can display selected host properties by clicking **View**:

---

 **HOST: NSBULLION**

**Host Description**

Name	NSBULLION
Description	N/A
Model	ns bullion
OS	other OS
Network Name	172.31.50.203
<b>Out-of-band attribute</b>	
Network Name	172.31.50.203
User	super

Figure 4-2 NovaScale bullion Server nost properties - example  
Host properties differ according to host type.

---

**Note** These values always correspond with those found in the Bull System Manager Configuration.

---

## 4.1.2 Commands

---

**Note** All commands are applicable to the Host Selected.

---

### 4.1.2.1 Prerequisites

#### NovaScale Blade Servers

Bull System Manager server must be declared as a SNMP Manager in the CMM configuration. For details, please refer to the *NovaScale Blade Chassis Management Module Installation and User's Guide*

#### NovaScale bullion/NS R400/NS T800

The BMC (Baseboard Management Controller) on the managed host must be configured for remote control over LAN.

#### NovaScale 3000 Servers

The BMC (Baseboard Management Controller) on the managed host must be configured for remote control over LAN.

#### NovaScale 4000 Servers

An SMU (System Maintenance Utility) user must be declared for the managed host via the ISM (Intel Server Management) software delivered with NovaScale 4000 servers. User authentication must be declared in the Bull System Manager Configuration.

#### NovaScale 5000 and 6000 Servers

Bull System Manager Hardware commands are sent to the PAP server for execution. The only prerequisite is that the targeted host is managed by an operational PAP unit accessible from the Bull System Manager server.

#### Express 5800 Servers

The BMC (Baseboard Management Controller) on the managed host must be configured for remote control over LAN. This is done using the Intel **SysConfig** tool or **DOS** configuration tool available on the Bull EXPRESSBUILDER CD-ROM delivered with Express 5800 Series servers.

## 4.1.2.2 Command Outputs

A message indicating command failure or acceptance is displayed.

### Power Control

As Power Control operations (except Power Status) are executed asynchronously, the output only indicates if the command is accepted and started. It does not indicate whether the command has been executed or not.

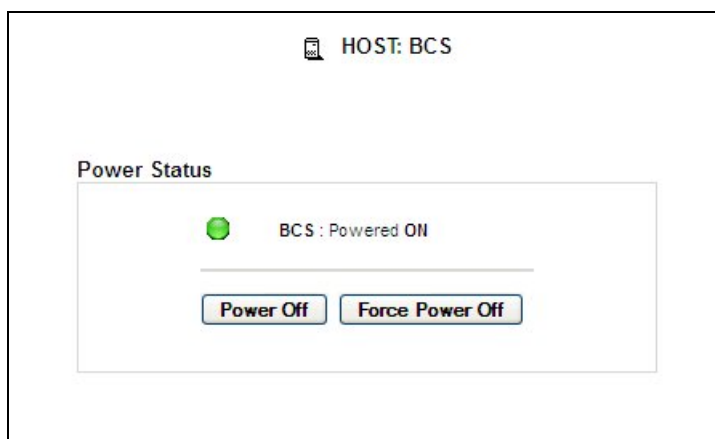


Figure 4-3 Power Status output - example

---

**Note** In order for the **power off** command to be taken into account on a remote host running Windows 2000 / 2003 server, the *Shutdown: Allow system to be shut down without having to log on* security option must be enabled on the remote host.

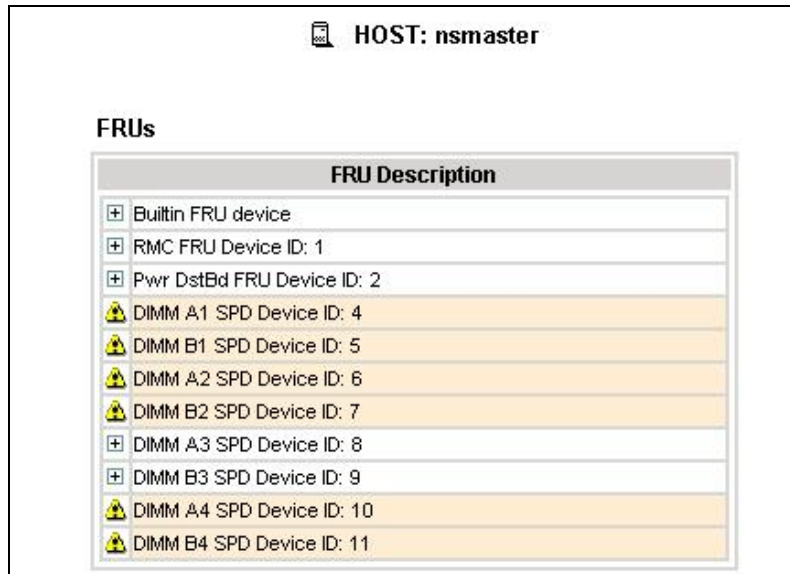
---

You can configure this security setting by opening the appropriate policy and expanding the console tree as such:

1. Click **Start**, and then click **Run**.
2. In the **Open** box, type **gpedit.msc**, and then click **OK**.
3. In the **Group Policy** window, expand **Computer Configuration\Windows Settings\Security Settings\Local Policies\Security Options**.
4. Set the shutdown security option to **enabled**.

## FRU

Click **FRU** to display the FRUs (Field Replacement Unit).



HOST: nsmaster

**FRUs**

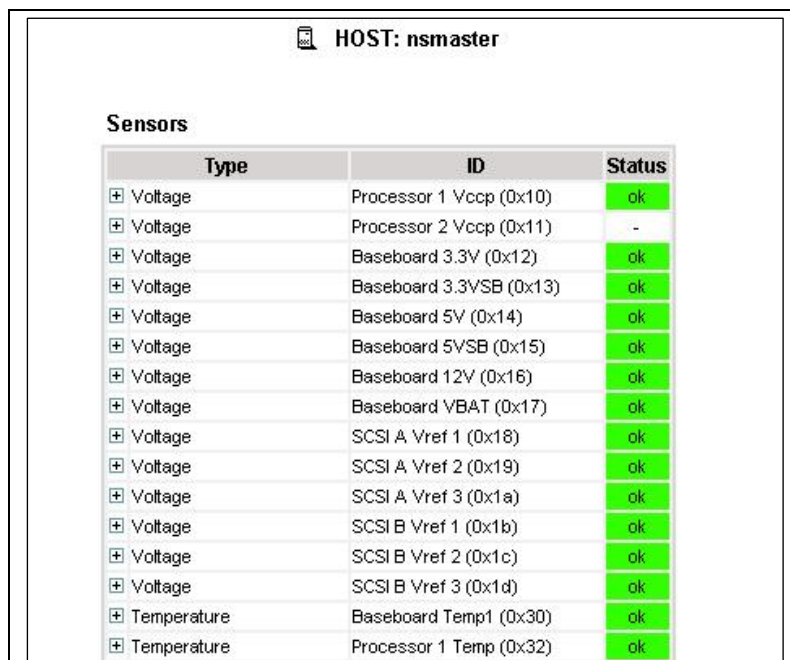
FRU Description	
<input type="checkbox"/>	Built-in FRU device
<input type="checkbox"/>	RMC FRU Device ID: 1
<input type="checkbox"/>	Pwr DstEd FRU Device ID: 2
<input checked="" type="checkbox"/>	DIMM A1 SPD Device ID: 4
<input checked="" type="checkbox"/>	DIMM B1 SPD Device ID: 5
<input checked="" type="checkbox"/>	DIMM A2 SPD Device ID: 6
<input checked="" type="checkbox"/>	DIMM B2 SPD Device ID: 7
<input type="checkbox"/>	DIMM A3 SPD Device ID: 8
<input type="checkbox"/>	DIMM B3 SPD Device ID: 9
<input checked="" type="checkbox"/>	DIMM A4 SPD Device ID: 10
<input checked="" type="checkbox"/>	DIMM B4 SPD Device ID: 11

Figure 4-4 FRU output - example

## SENSOR

Click **Sensor** to display the sensors.

**Note** This option is not available for NovaScale 5000, 6000 and Blade series servers.



HOST: nsmaster

**Sensors**

Type	ID	Status
<input type="checkbox"/> Voltage	Processor 1 Vccp (0x10)	ok
<input type="checkbox"/> Voltage	Processor 2 Vccp (0x11)	-
<input type="checkbox"/> Voltage	Baseboard 3.3V (0x12)	ok
<input type="checkbox"/> Voltage	Baseboard 3.3VSB (0x13)	ok
<input type="checkbox"/> Voltage	Baseboard 5V (0x14)	ok
<input type="checkbox"/> Voltage	Baseboard 5VSB (0x15)	ok
<input type="checkbox"/> Voltage	Baseboard 12V (0x16)	ok
<input type="checkbox"/> Voltage	Baseboard VBAT (0x17)	ok
<input type="checkbox"/> Voltage	SCSI A Vref 1 (0x18)	ok
<input type="checkbox"/> Voltage	SCSI A Vref 2 (0x19)	ok
<input type="checkbox"/> Voltage	SCSI A Vref 3 (0x1a)	ok
<input type="checkbox"/> Voltage	SCSI B Vref 1 (0x1b)	ok
<input type="checkbox"/> Voltage	SCSI B Vref 2 (0x1c)	ok
<input type="checkbox"/> Voltage	SCSI B Vref 3 (0x1d)	ok
<input type="checkbox"/> Temperature	Baseboard Temp1 (0x30)	ok
<input type="checkbox"/> Temperature	Processor 1 Temp (0x32)	ok

Figure 4-5 SENSOR output - example

## SEL/PAM History

Click **SEL** (NovaScale bullion and GCOS, Express 5800 and NovaScale R400, T800, 3005, 4000 and Blade Series) or **PAM History** (Nova Scale 5000 and 6000 Series) to display the 20 most recent records for the **System Event Log**.

You can view records according to rank, or navigate to the next or previous records, and to view the oldest records.

The **Clear all SEL entries** button is used to clear all the **System Event Log** entries. This functionality is not present in **PAM** history.

**Note** The **Refresh** button is only enabled when the most recent records are displayed.

HOST: nsmaster

Rank Number  OK Top << >> Bottom Refresh Clear all SEL entries

**System Event Log** Records from 00020 to 00001 (the most recent records)

Rank	Record ID	Time	Sensor Type	Num	Description
00020	0180	06/20/2007 17:02:53	System Boot Initiated (System Init)	a1	Initiated by power up (00ffff)
00019	016c	06/20/2007 17:01:47	System Event (System Event)	87	OEM System boot event (418fff)
00018	0158	06/20/2007 17:00:07	Physical Security (Physical Scrtcy)	05	General Chassis intrusion (408fff)
00017	0144	06/20/2007 16:59:43	Physical Security (Physical Scrtcy)	05	General Chassis intrusion (408fff)
00016	0130	06/20/2007 16:26:10	Physical Security (Physical Scrtcy)	05	General Chassis intrusion (408fff)
00015	011c	06/20/2007 14:40:12	System Boot Initiated (System Init)	a1	Initiated by power up (00ffff)
00014	0108	06/20/2007 14:15:27	System Event (System Event)	87	OEM System boot event (418fff)
00013	00f4	06/20/2007 13:24:16	Physical Security (Physical Scrtcy)	05	General Chassis intrusion (408fff)
00012	00e0	06/20/2007 08:07:02	Physical Security (Physical Scrtcy)	05	General Chassis intrusion (408fff)
00011	00cc	06/20/2007 00:12:31	Physical Security (Physical Scrtcy)	05	General Chassis intrusion (408fff)
00010	00b8	06/20/2007 00:01:17	Physical Security (Physical Scrtcy)	05	General Chassis intrusion (408fff)
00009	00a4	06/19/2007 14:52:10	Physical Security (Physical Scrtcy)	05	General Chassis intrusion (408fff)
00008	0090	06/18/2007 19:46:58	Physical Security (Physical Scrtcy)	05	General Chassis intrusion (408fff)

Figure 4-6 SEL output - example

HOST: pf4B-10-3

Rank Number  OK Top << >> Bottom Refresh

**PAM history (PAM)** Records from 2 to 1 (the most recent records)

SV Rank	Record ID	Time	Target	Description
2	2B2B101B	05/01/05 22:00:02	.PAP	PAM internal error. Please contact the customer support.
1	2B2B260D	05/01/05 22:00:02	.HISTORY_PAMHISTORY	Current history created with PAM revision : 8.10.0

Figure 4-7 PAM History output – example



## LAN Alert Destinations

Click **LAN Alert Destinations** to display the configured alert destinations.

HOST: BCS151

**LAN Alert Destinations**

ID	Ack	Timeout	Retries	Alert type	Gateway	IP addr	MAC addr
1	on	12	3	PET Trap	Default	129.182.6.95	00:00:00:00:00:00
2	off	0	0	PET Trap	Default	0.0.0.0	00:00:00:00:00:00
3	off	0	0	PET Trap	Default	0.0.0.0	00:00:00:00:00:00
4	off	0	0	PET Trap	Default	0.0.0.0	00:00:00:00:00:00
5	off	0	0	PET Trap	Default	0.0.0.0	00:00:00:00:00:00
6	off	0	0	PET Trap	Default	0.0.0.0	00:00:00:00:00:00
7	off	0	0	PET Trap	Default	0.0.0.0	00:00:00:00:00:00
8	off	0	0	PET Trap	Default	0.0.0.0	00:00:00:00:00:00
9	off	0	0	PET Trap	Default	0.0.0.0	00:00:00:00:00:00
10	off	0	0	PET Trap	Default	0.0.0.0	00:00:00:00:00:00
11	off	0	0	PET Trap	Default	0.0.0.0	00:00:00:00:00:00
12	off	0	0	PET Trap	Default	0.0.0.0	00:00:00:00:00:00
13	off	0	0	PET Trap	Default	0.0.0.0	00:00:00:00:00:00
14	off	0	0	PET Trap	Default	0.0.0.0	00:00:00:00:00:00
15	off	0	0	PET Trap	Default	0.0.0.0	00:00:00:00:00:00

Figure 4-8 LAN Alert Destinations – example

## Alert Policies

Click **Alert Policies** to display the configured alert policies.

HOST: BCS151

**Alert Policies**

ID	Set	Rule	Channel	Medium	Dest_ID	Community	Status
1	0	Match-always	1	802.3 LAN	1	public	Enabled
2	0	Match-always	0	IPMB (IC)	0		Disabled
3	0	Match-always	0	IPMB (IC)	0		Disabled
4	0	Match-always	0	IPMB (IC)	0		Disabled
5	0	Match-always	0	IPMB (IC)	0		Disabled
6	0	Match-always	0	IPMB (IC)	0		Disabled
7	0	Match-always	0	IPMB (IC)	0		Disabled
8	0	Match-always	0	IPMB (IC)	0		Disabled
9	0	Match-always	0	IPMB (IC)	0		Disabled
10	0	Match-always	0	IPMB (IC)	0		Disabled
11	0	Match-always	0	IPMB (IC)	0		Disabled
12	0	Match-always	0	IPMB (IC)	0		Disabled
13	0	Match-always	0	IPMB (IC)	0		Disabled
14	0	Match-always	0	IPMB (IC)	0		Disabled
15	0	Match-always	0	IPMB (IC)	0		Disabled
16	0	Match-always	0	IPMB (IC)	0		Disabled
17	0	Match-always	0	IPMB (IC)	0		Disabled
18	0	Match-always	0	IPMB (IC)	0		Disabled
19	0	Match-always	0	IPMB (IC)	0		Disabled
20	0	Match-always	0	IPMB (IC)	0		Disabled

Figure 4-9 Alert Policies – example

## Platform Event Filters

Click **Platform Event Filters** to display configured filters applied to events.

HOST: BCS151

**Platform Event Filters**

ID	Set	Action	Sensor type	Sensor num	Generator ID	Severity	Class	Triggers	Status
1	0	Alert	ACPI power state	15	0xffff	Information	Discrete	Generic Any	active, pre-configured
2	0	Alert	Button	Any	0xffff	Information	Any	Any	active, pre-configured
3	0	Alert	Power supply	Any	0xffff	Information	Discrete	Sensor-specific	active, pre-configured
4	0	Alert	Power supply	Any	0xffff	Non-recoverable	Discrete	Sensor-specific	active, pre-configured
5	0	Alert	Power supply	Any	0xffff	Warning	Discrete	Sensor-specific	active, pre-configured
6	0	Alert	Power supply	Any	0xffff	Information	OEM	OEM	active, pre-configured
7	0	Alert	Power supply	Any	0xffff	OK	OEM	OEM	active, pre-configured
8	0	Alert	Power Unit	Any	0xffff	Information	Discrete	Generic (0x0b) -- (0x0001),fully redundant	active, pre-configured
9	0	Alert	Power Unit	Any	0xffff	Warning	Discrete	Generic (0x0b) -- (0x0012),redundancy lost,>non-redundant) -- (sufficient	active, pre-configured
10	0	Alert	Power Unit	Any	0xffff	Non-recoverable	Discrete	Generic (0x0b) -- (0x0020),non-redundant) -- (insufficient	active, pre-configured
11	0	Alert	Voltage	Any	0xffff	Non-recoverable	Discrete	Generic (0x05) -- (0x0002),limit exceeded	active, pre-configured
12	0	Alert	Voltage	Any	0xffff	Information	OEM	OEM	active, pre-configured
13	0	Alert	Processor	Any	0xffff	Non-recoverable	Discrete	Sensor-specific	active, pre-configured
14	0	Alert	Processor	Any	0xffff	Information	Discrete	Sensor-specific	active, pre-configured

Figure 4-10 Platform Event Filters – example

## Platform Manager

Click **Platform Manager** to open the platform management application. Look at [BPM2.0\\_Install&UserGuide](#).

The screenshot shows the Bull Platform Management web application. The browser title is "Bull Platform Management - Mozilla Firefox". The address bar shows the URL: <http://frcls6256.fr.ad.bul.net:10080/BSM/console/harc>. The page content includes a navigation sidebar on the left with "Platform", "Partition 1", and "Module 1". The main content area is titled "Platform" and shows "System Control | Monitoring | Information | Maintenance". Under "Properties", the following information is displayed:

Platform Name	QUADRI-15X
Platform ID	153
Modules count	4
IP Prefix	172.24
Partitions Management	enabled


Below the properties is a "Composition" section for "Partition1" with the following table:

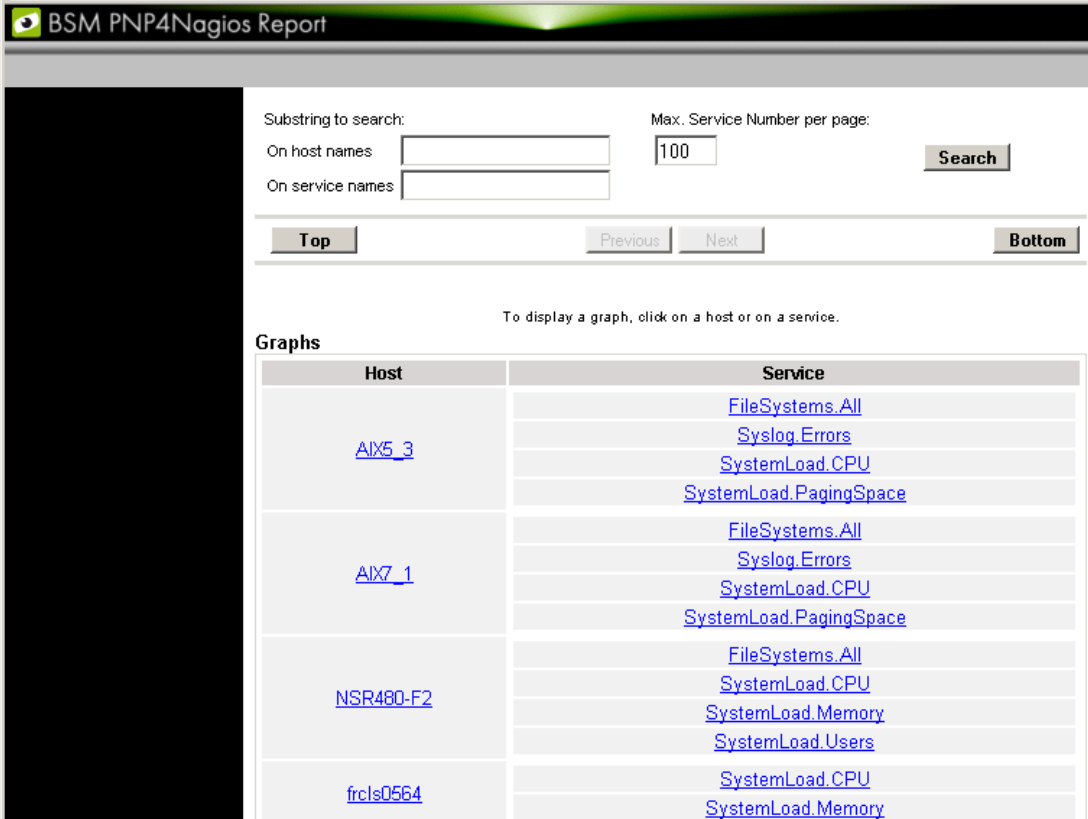
Partition1			
Module	Actual Status	IP Address	Model Type
Module1	Slave	172.31.50.151	MESCA_X_4SNL

Figure 4-11 Platform Manager – example

## 4.2 PNP4Nagios Reports

You can visualize the reports associated with these indicators, as follows:

1. Launch the Bull System Manager Console from the Bull System Manager Home Page.
2. Click the **PNP4Nagios Reports** icon  to display the list of all the reports.



Host	Service
<a href="#">AIX5_3</a>	<a href="#">FileSystems.All</a>
	<a href="#">Syslog.Errors</a>
	<a href="#">SystemLoad.CPU</a>
	<a href="#">SystemLoad.PagingSpace</a>
<a href="#">AIX7_1</a>	<a href="#">FileSystems.All</a>
	<a href="#">Syslog.Errors</a>
	<a href="#">SystemLoad.CPU</a>
	<a href="#">SystemLoad.PagingSpace</a>
<a href="#">NSR480-F2</a>	<a href="#">FileSystems.All</a>
	<a href="#">SystemLoad.CPU</a>
	<a href="#">SystemLoad.Memory</a>
	<a href="#">SystemLoad.Users</a>
<a href="#">frcls0564</a>	<a href="#">SystemLoad.CPU</a>
	<a href="#">SystemLoad.Memory</a>

Figure 4-12 Bull System Manager PNP4Nagios Reporting Indicators Home Page

**Note** You can filter by substring the services list via the top form.

3. Select the report you want to display from:
  - The **Host** list  
To show an overview of all available services for a host.
  - The **Service** list  
To show all the available time range graphs for a service.

An example of the Window displayed when the host report is selected is shown below:



Figure 4-13 Bull System Manager PNP4Nagios Reporting Indicators - example

This display shows 2 graphs. Each graph shows the evolution of a different indicator (CPU load and % Memory used in the example above) for a period of 4 hours.

The **Time ranges** box displays graphs for a given time interval.

The **Services** box toggles to display a detailed view of a service. Only available services are listed in the **Services** box.

---

**Note** If you need more usage details for PNP4nagios, you can click on the following URL:  
<http://www.pnp4nagios.org/>

---

## 4.3 Other Applications

You can launch external applications by clicking the appropriate icon in the **Other Tools** Window. Use the arrows to scroll through the list of applications. As the Administrator, you can add external applications. Please refer to the *Administrator's Guide* for details.

---

**Note** The **Bull** icon gives you direct access to the Bull Support Web Site.

---



Figure 4-14 Other applications



---

## Chapter 5. Categories and Services Reference List

This chapter describes the categories and default services for monitoring Linux, AIX or Windows systems.

As the Administrator, you can change, remove or add categories and services to the configuration. Please refer to the *Administrator's Guide* for details.

---

**Notes** Other Categories and Services are provided by NovaScale Server Add-Ons. They are described in the *Bull System Manager Server Add-ons Installation and Administrator's Guide*. A **PING** monitoring service allows you to monitor the presence of a targeted Host. This service is not represented by a service node in the Management tree but is represented in the Applications Window (Monitoring Status Details).

---

### 5.1 Monitoring Hosts

The following categories and services can be used to monitor items independently of the OS (network access and protocols for instance). By default, they appear under any declared host.

#### 5.1.1 Internet Category

This category contains all the services for monitoring the IP port (TCP, UDP, HTTP, FTP, etc.).

##### 5.1.1.1 HTTP

The **Internet.HTTP** service monitors the HTTP access of the hosts on port 80 (by default) on the '/' URL (i.e. `http://host:80/`). The timeout value is 10 seconds.

- Status is set to WARNING state for HTTP errors: 400, 401, 402, 403 or 404 such as 'unauthorized access'.
- Status is set to the CRITICAL state if the response time exceeds 10 seconds or for HTTP errors 500, 501, 502 or 503, or if the connection with the server is impossible.

##### 5.1.1.2 HTTP\_BSM

The **Internet.HTTP\_BSM** service monitors the presence and status of the BSM URL.

### 5.1.1.3 FTP

The **Internet.FTP** service checks the FTP accessibility on its standard port (21).

- Status is set to the **WARNING** state if the connection is successful, but incorrect response messages are issued from the host.
- Status is set to **CRITICAL** state if the response time exceeds 10 seconds or if the connection with the server is impossible.

### 5.1.1.4 TCP\_n

The **Internet.TCP\_n** service monitors TCP access of the hosts for a port.

- Status is set to the **CRITICAL** state if the connection with the server is impossible.

### 5.1.1.5 UDP\_n

The **Internet.UDP\_n** service monitors UDP port access of the hosts.

- Status is set to **CRITICAL** state if the connection with the server is impossible.

## 5.1.2 Reporting Category

This category contains all the services for monitoring reporting indicators associated with a threshold.

### 5.1.2.1 Perf\_indic

The **reporting.Perf\_indic** service monitors defined reporting indicators.

Please refer to the *Administrator's Guide* for details.



## 5.2 Monitoring Linux or AIX Systems

The following categories and services can be used to monitor Linux or AIX systems. By default, they appear under any host, declared as a Linux or AIX system.

### 5.2.1 FileSystems Category

This category contains all the services for monitoring file systems.

#### 5.2.1.1 All Service

The **FileSystems.All** service monitors the percentage of used space for each mounted file-system, except CD-ROM and floppy disks.

- Status is set to WARNING if there is at least one file-system with more than 80% space used.
- Status is set to CRITICAL if there is at least one file-system with more than 90% space used.

#### Status Information

If status is set to WARNING or CRITICAL, Status Information lists the file-systems concerned.

#### Examples:

---

```
DISKS OK: all disks less than 80% utilized
DISKS WARNING: /home more than 80% utilized
DISK CRITICAL: ( / ) more than 90% utilized - DISKS WARNING: ( /usr
/var ) more than 80% utilized
```

---

#### Correcting Status

- From the **Applications** Window, click **System (Detailed Information box)** to get information about host file-system size.
- From the **Applications** Window, click the **Operations** menu and select: **Operating System > FileSystems**.  
You now have access to the host and you can investigate and correct any problems.

### 5.2.2 LinuxServices Category (for Linux system)

This category contains all the services for checking the presence of Linux daemons.

#### 5.2.2.1 Syslogd Service

The **Syslogd** service checks that there is one and only one **syslogd** process running on the system.

---

**Note** Syslogd is a system utility daemon that provides support for system logging.

---

- Status is set to WARNING if the number of **syslogd** processes differs from 1.
- Status is only set to CRITICAL when a processing error occurs.

### Status Information

Gives the number of processes running with the **syslogd** name.

#### Example:

---

```
OK - 1 processes running with command name syslogd
```

---

### Correcting Status

- From the Applications Window, click Processes (Detailed Information box) to obtain the list of processes currently running on the system.
- From the Applications Window, click the **Operations** menu and select: **Operating System > SSH/Telnet**.  
You now have access to the host and can investigate and correct any problems.

## 5.2.3 AIXServices Category (for AIX system)

This category contains all the services for checking the presence of an **AIX** daemon.

### 5.2.3.1 Syslogd Service

The **Syslogd** service checks that there is one and only one **syslogd** process running on the system.

---

**Note** Syslogd is a system utility daemon that provides support for system logging.

---

- Status is set to WARNING if the number of syslogd processes differs from 1.
- Status is only set to CRITICAL when a processing error occurs.

### Status Information

Gives the number of processes running with the **syslogd** name.

#### Example:

---

```
OK - 1 processes running with command name syslogd
```

---

### Correcting Status

- From the Applications Window, click **Processes** (Detailed Information box) to get the list of processes currently running on the system.
- From the **Applications** Window, click the **Operations** menu and select: **Operating System > SSH/Telnet**.  
You now have access to the host and can investigate and correct any problems.

## 5.2.4 Syslog Category

This category contains all the services for monitoring the content of the **syslog** files.

### 5.2.4.1 AuthentFailures Service (for Linux system)

The **AuthentFailures** service monitors the `/var/log/messages` file for the detection of authentication failure messages. It searches for the lines containing:  
*authentication failure OR FAILED LOGIN OR Permission denied,*  
but not containing *login.\*authentication failure* (because such a line traps the same error as a **FAILED LOGIN** line that has already been detected).

---

**Note** Only new lines (if any) are checked each time. If the file has been truncated or rotated since the last check, then the search is started from the beginning.

---

- Status is set to **WARNING** if there is at least one new matching line since the last check.
  - Status is only set to **CRITICAL** when a processing error occurs.
- 



#### Important

The **WARNING** status can be very transitory in the console. When a new matching line appears in the log file, status is only set to **WARNING** during the interval between the check that detects the error and the next check (if no new error appears). You are therefore advised to activate the notification mechanism for this service, and to consult the service history regularly.

---

**Note** The `notify_recovery` field is set to **no** because it is not applicable for this service.

---

#### Status Information

If status is set to **WARNING**, **Status Information** gives the number of lines and the last line matching the patterns searched.

#### Examples:

```
-----  
OK - No matches found  
(3): Nov 26 15:31:32 horus login[4786]: FAILED LOGIN 3 FROM isis FOR  
admin, Authentication failure  
-----
```

---

**Note** "(3):" indicates that 3 matching lines were found; the text that follows (Nov 26 15:31:32 horus...) includes the last matching line detected.

---

#### Correcting Status

- From the **Applications Window**, click the **System Logs (Detailed Information)** box to access the content of the **syslog** files for the system. Then click **View** for `/var/log/messages` to consult log file details.
- From the **Applications Window**, click the **Operations** menu and select: **Operating System > SSH/Telnet**.  
You have now access to the host and can investigate and correct any problems.

### 5.2.4.2 Errors Service (for AIX system)

The **Syslog.Errors** service monitors the number of error reports generated in the error log over the last 30 minutes (based on the **errpt** command).

- Status is set to WARNING if there is at least one new matching line since the last check.
- Status is only set to CRITICAL when a processing error occurs.



WARNING status can be very transitory in the Console. When a new matching line appears in the log file, status is only set to WARNING during the interval between the check that detects the error and the next check (if no new error appears). You are therefore advised to activate the notification mechanism for this service, and to consult the service history regularly.

---

#### Examples:

```
-----  
No new Error Reports since Tue Jan 29 15:02:11 CST 2008  
1 New error reports generated since Tue Jan 29 15:02:11 CST 2008  
-----
```

#### Correcting Status

- From the **Applications Window**, click the **Operations** menu and select: **Operating System > SSH/Telnet**.  
You now have access to the host and can investigate and correct any problems.

### 5.2.4.3 Alerts Service (for Linux and AIX system)

The **Alerts** Service is used to collect the hardware SNMP traps emitted by the host.

To enable this service, the **BSM-SYSLOG-MSG.mib** must be integrated in the Bull System Manager application, and SNMP trap reception must be enabled.

At installation time, the MIB is integrated and SNMP trap reception is enabled.

Traps are previously filtered, and only the traps emitted by **SyslogToBsm** on the Bull System Manager agent are used to animate this service. The Bull System Manager agent must be properly configured to send traps to the Bull System Manager\_server host.

The status of this service depends on the trap severity:

- Status is set to OK if the trap severity is NORMAL.
- Status is set to WARNING if the trap severity is INFORMATION or WARNING.
- Status is set to CRITICAL if the trap severity is MAJOR or CRITICAL.

## 5.2.5 SystemLoad Category

This category contains all the services for monitoring system load.

### 5.2.5.1 CPU Service (for Linux system)

The CPU service monitors the total CPU load over three periods:

- 1 min
- 5 min
- 15 min.

CPU load is computed using the load average given by the `w` command, or in the `/proc/loadavg` file. The Load average is the average number of processes in the system run queue, that is, the number of processes able to run:  
(load average / number of CPUs) \* 100.

Therefore, CPU load should be equal to 100% when the average of running processes per CPU is 1 (all CPUs are busy).

- Status is set to WARNING if the average CPU load is higher than:
  - 80% over the last 1 minute
  - 70% over the last 5 minutes
  - 60% over the last 15 minutes.
- Status is set to CRITICAL if the average CPU load is higher than:
  - 90% over the last 1 minute
  - 80% over the last 5 minutes
  - 70% over the last 15 minutes.

#### Status Information

Displays the percentage of average CPU load for the last minute, the last 5 minutes, and the last 15 minutes respectively.

#### Examples:

CPU Utilization: 0% (1mn), 1% (5mn), 0% (15mn)

CPU Utilization: 86% (1mn), 51% (5mn), 33% (15mn) WARNING

#### Correcting Status

- From the **Applications** Window, click the **Inventory** menu and select: **Operating system > Processes** to get process CPU consumption.
- From the **Applications** Window, click the **Operations** menu and select: **Operating System > Processes**.

You have now access to the host and can investigate and correct any problems.

### 5.2.5.2 CPU Service (for AIX system)

This CPU service monitors the CPU load of an AIX system or an AIX partition.

The result depends on the partition type: shared (Uncapped or Capped) or dedicated.

- Status is set to WARNING if the average CPU load is higher than 80%.
- Status is set to CRITICAL if the average CPU load is higher than 90%.

#### Examples:

---

```
CPU OK - CPU load is 0 (idle:100.0% wait:0.0%) - type=Dedicated partition
CPU OK: Phys CPU load is 0.01 1% of 1 CPU (idle:99.0% wait:0%) - max_vp=2
type=Shared Uncapped partition
```

---

#### Correcting Status

- From the **Applications** Window, click on the **Inventory** menu and select: **Operating System > Processes** to get CPU consumption for the processes.
- From the **Applications** Window, click the **Operations** menu and select: **Operating System > Processes**.

You have now access to the host and can investigate and correct any problems.

### 5.2.5.3 Memory Service (for Linux system)

The **Memory** service monitors the percentage of used memory (physical + swap) for the system.

- Status is set to WARNING if used memory is higher than 70%.
- Status is set to CRITICAL if used memory is higher than 90%.

#### Status Information

Displays the total (physical + swap) memory size in Mbytes, the total amount of memory used in Mbytes and percent, the total free memory in Mbytes and the physical memory size in Mbytes.

#### Examples:

---

```
Status: OK - (total: 2996Mb) (used: 863Mb, 29%) (free: 2132Mb)
(physical: 1004Mb)
Status: WARNING - (total: 1097Mb) (used: 878Mb, 80%) (free: 219Mb)
(physical: 501Mb)
```

---

#### Correcting Status

- From the **Applications** Window, click **System** (Detailed Information box) to get memory consumption details.  
Click **Processes** to get information regarding the memory consumption for each process running on the system.
- From the **Tree** Window, display the host pop-up menu and select: **Remote Operation > Actions**, or **Remote Operations > Telnet**

You have now access to the host and can investigate and correct any problems.

#### 5.2.5.4 Processes Service (for Linux system)

The Processes service monitors the number of processes running on the system.

- Status is set to WARNING if the number of processes is higher than 150.
- Status is set to CRITICAL if the number of processes is higher than 200.

##### Status Information

Displays the number of processes running on the system.

##### Examples:

---

```
OK - 101 processes running
WARNING - 162 processes running
```

---

##### Correcting Status

- From the **Applications** Window, click **Processes** (Detailed Information box) to get the list of the processes.
- From the **Applications** Window, click the **Operations** menu and select:  
**Operating System > Processes**  
You have now access to the host and can investigate and correct any problems.

#### 5.2.5.5 Users Service (for Linux system)

The Users service monitors the number of users currently logged onto the system.

- Status is set to WARNING if the number of connected users is higher than 15.
- Status is set to CRITICAL if the number of connected users is higher than 20.

##### Status Information

Displays the number of users logged onto the system.

##### Examples:

---

```
USERS OK - 2 users currently logged in
USERS WARNING - 16 users currently logged in
```

---

##### Correcting Status

- From the **Applications** Window, click **Processes** (Detailed Information box) to get information on users running processes.
- From the **Tree** Window, display the host pop-up menu and select:  
**Remote Operation > Actions** or **Remote Operation > Telnet**  
You have now access to the host and can investigate and correct any problems.

### 5.2.5.6 PagingSpace Service (for AIX system)

The **PagingSpace** service monitors the current system paging space in relation with **paging space in** and **paging space out** parameters.

- Status is set to **WARNING** if the paging space used is higher than 80%.
- Status is set to **CRITICAL** if the paging space used is higher than 90%.

**Example:**

---

```
OK - Used paging space 0.72 % : paging-ins 0.00 pg/s paging-outs : 0.00 pg/s
```

---

#### Correcting Status

- From the **Applications** Window, click the **Operations** menu and select: **Operating System > SSH/Telnet**.

You have now access to the host and can investigate and correct any problems.

### 5.2.5.7 Swap Service (for AIX system)

The **Swap** service monitors the current swap space for the system.

- Status is set to **WARNING** if the swap space used is higher than 50%.
- Status is set to **CRITICAL** if the swap space used is higher than 80%.

**Examples:**

---

```
Swap ok - Swap used: 0% (5 out of 512)
```

---

#### Correcting Status

- From the **Applications** Window, click the **Operations** menu and select: **Operating System > SSH/Telnet**.

You have now access to the host and can investigate and correct any problems.



## 5.3 Monitoring Windows Systems

The following categories and services can be used to monitor Windows systems. By default, they appear under any host, declared as a Windows system.

---

**Notes** The Windows monitoring agent part is based on two Windows services:

**Bull System Manager Management agent**

Its main function is to provide OS and HW information, but it also provides the **LogicalDisk.All** monitoring service.

**Bull System Manager NSCP agent**

This provides all the Windows monitored services, except LogicalDisk.All.

---

### 5.3.1 EventLog Category

This category contains all the services for monitoring the Windows Event Log.

#### 5.3.1.1 Application Service

The **EventLog.Application** service monitors the number of Error, Warning and Information events generated in the Application Event log for the last 10 minutes.

- Status is set to WARNING if there are more than 10 Information events or at least 1 Warning event.
- Status is set to CRITICAL if there is at least 1 Warning or Error event.
- Status is set to WARNING if there are at least 3 Warning or Error events.

#### Status Information

If the status is set to WARNING or CRITICAL, the following detailed information is indicated:

<b>Event Type</b>	Error or Warning or Information
<b>Count</b>	Number of events with the same type, source and id
<b>Source</b>	Event source
<b>Id</b>	Event id

#### Examples:

---

```
Eventlog check ok  
error - 1 ID 13 from SescLU<br>, eventlog: 1 > warning
```

---

#### Correcting Status

- From the **Applications** Window, click **Events** (Detailed Information box) for more information.
- From the **Applications** Window, click the **Operations** menu and select: **Operating System > VNC Viewer** or **Remote Desktop**. You now have access to the host and can investigate and correct any problems.

### 5.3.1.2 Security Service

The **EventLog.Security** service monitors the number of Audit Failures, Error and Warning events generated in the Security event log for the last 10 minutes.

- Status is set to CRITICAL if there is at least 1 Audit Failure, Warning or Error event.
- Status is set to WARNING if there are at least 3 Audit Failure, Warning or Error events.

#### Status Information

If the status is set to WARNING or CRITICAL, the following detailed information is indicated:

<b>Event Type</b>	Error, Warning, Information, Audit Success or Audit Failure
<b>Count</b>	Number of events with the same type, source and id
<b>Source</b>	Event source
<b>Id</b>	Event id

#### Examples:

---

```
Eventlog check OK
WARNING: 4 new events for the last 30 mn!
```

---

#### Correcting Status

- From the **Applications** Window, click **Events** (Detailed Information box) for more information.
- From the **Applications** Window, click the **Operations** menu and select: **Operating System > VNC Viewer** or **Remote Desktop**.  
You now have access to the host and can investigate and correct any problems..

### 5.3.1.3 System Service

The **EventLog.System** service monitors the number of Error, Warning and Information events generated in the System event log over the last 10 minutes.

- Status is set to WARNING if there are more than 10 Information events or at least 1 Warning event.
- Status is set to CRITICAL if there is at least 1 Error event.

#### Status Information

If the status is set to WARNING or CRITICAL, the following detailed information is indicated:

<b>Event Type</b>	Error, Warning or Information
<b>Count</b>	Number of events with the same type, source and id
<b>Source</b>	Event source
<b>Id</b>	Event id

#### Examples:

---

```
Eventlog check ok  
error - 1 ID 13 from SescLU<br>, eventlog: 2 > warning
```

---

#### Correcting Status

- From the **Applications** Window, click **Events** (Detailed Information box) for more information.
- From the **Applications** Window, click the **Operations** menu and select: **Operating System > VNC Viewer** or **Remote Desktop**.  
You now have access to the host and can investigate and correct any problems.

## 5.3.2 LogicalDisks Category

This category contains all the services for monitoring the logical disks.

### 5.3.2.1 All Service

The **All Service** monitors the percentage of used space for each local disk. The local disks list is dynamically established at each check.

- The status is set to WARNING if one of the disks has more than 80% space used.
- The status is set to CRITICAL if one of the disks has more than 90% space used.

#### Status Information

List the local disks checked.

#### Examples:

---

```
DISKS OK: all disks (C:, E:, F:) less than 80% utilized
DISK WARNING: (G:) more than 90% utilized - DISKS CRITICAL: (C:) more
than 80% utilized
```

---

#### Correcting Status

- From the **Applications** Window, click **Logical Disks** (Detailed Information box) to get all information about the size of the host disks. Then click **Storage** to get information on the physical storage devices for the host.
- From the **Applications** Window, click the **Operations** menu and select: **Operating System > VNC Viewer** or **Remote Desktop**.  
You now have access to the host and can investigate and correct any problems.

## 5.3.3 SystemLoad Category

This category contains all the services for monitoring the load for the system.

### 5.3.3.1 CPU Service

The CPU service monitors the total CPU load over two times: 1 minute and 10 minutes

- Status is set to WARNING if the average CPU load is higher than:
  - 80% over the last 1 minute
  - 60% over the last 10 minutes
- Status is set to CRITICAL if the average CPU load is higher than:
  - 90% over the last 1 minute
  - 80% over the last 10 minutes

#### Status Information

Displays the average CPU load percentage for the previous minute, and for the last 10 minutes.

### Examples:

---

```
OK: 1m: average load 6%, 10m: average load 5%  
WARNING: 1m: average load 85% > warning, 10m: average load 65% >  
warning
```

---

### Correcting Status

- From the **Applications** Window, click **CPU** (Detailed Information box) to get CPU usage per processor. Then click **Processes** to get CPU time spent per process.
- From the **Tree** Window, display the host pop-up menu and select: **Remote Operation > VNC Viewer** or **Remote Operation > Telnet**.  
You have now access to the host and can investigate and correct any problems.

## 5.3.3.2 MemoryUsage Service

The **MemoryUsage** service monitors the paged memory used by the system. It is equivalent to the Commit Charge displayed in the Windows Task Manager.

- Status is set to WARNING if the memory used is higher than 70%.
- Status is set to CRITICAL if the memory used is higher than 90%.

### Status Information

Displays the total paged memory size in Mbytes or Gbytes, the paged memory used in Mbytes or Gbytes and percentage, the paged free memory in Mbytes or Gbytes and percentage.

### Examples:

---

```
OK: paged bytes: Total: 5.26G - Used: 1.59G (30%) - Free: 3.68G (70%)  
WARNING: paged bytes: Total: 5.26G - Used: 3.79G (72%) - Free: 1.47G  
(28%) > warning
```

---

### Correcting Status

- From the **Applications** Window, click **Memory** (Detailed Information box) to get details of memory use.  
Then click **Processes** to get memory used per process.  
Then click **General** (Host Information box) to get information about the physical memory configuration and layout.
- From the **Applications** Window, click the **Operations** menu and select: **Operating System > VNC Viewer** or **Remote Desktop**.  
You have now access to the host and can investigate and correct any problems.

## 5.3.4 WindowsServices Category

### 5.3.4.1 EventLog Service

The **WindowsServices.EventLog** service monitors the state of the services involved in event logging functions:

Service Key	Display Name	Description
Eventlog	Event Log	Log event messages issued by programs and Windows. Event Log Reports contain information that can be useful in diagnosing problems. Reports are viewed in Event Viewer

- Status is set to CRITICAL if at least one of these services does not exist or is not running.

#### Status Information

Displays service name and status.

#### Examples:

---

```
OK: Eventlog: started
CRITICAL: Eventlog: stopped (critical)
```

---

#### Correcting Status

- From the **Applications** Window, click **Memory** (Detailed Information box) to get detailed information about services.
- From the **Applications** Window, click the Operations menu and select: **Operating System > VNC Viewer** or **Remote Desktop**.  
You have now access to the host and can investigate and correct any problems.

## 5.4 Hardware Monitoring

### 5.4.1 Power Category for NovaScale bullion & GCOS, NovaScale T800 & R400 Series

#### 5.4.1.1 Status Service

The **Power.Status** service reflects the power status of a NovaScale server, as returned by the management card.

- Status is set to CRITICAL if the cardName has assigned a power off status.
- Status is set to UNKNOWN if the cardName is not accessible or if the cardName has not been able to obtain the power status.

### 5.4.2 Hardware Category for NovaScale bullion & GCOS, NovaScale T800 & R400 Series

#### 5.4.2.1 Alerts Service

The **Hardware.Alerts** Service is used to collect the SNMP traps for the hardware emitted by the manager.

To enable this service, the **bmclanpet** MIB must be integrated in the Bull System Manager application. SNMP trap reception must be enabled.

At installation time, the **MIB** is integrated and SNMP trap reception is enabled.

The Hardware Management BMC must be correctly configured to send traps to the Bull System Manager\_SERVER host.

The status of this service depends on trap severity:

- Status is set to OK if trap severity is NORMAL.
- Status is set to WARNING if trap severity is INFORMATION or WARNING.
- Status is set to CRITICAL if trap severity is MAJOR or CRITICAL.

As Administrator, you can display and edit trap severity using the **Configuration** application. Please refer to the *Administrator's Guide* for details.

## 5.4.3 Hardware Category for Blade Series

### 5.4.3.1 Health Service

The **Health** service monitors hardware status, as returned by the CMM software tool.

To enable this service, a CMM manager must be declared for the host and the hardware identifier (used to identify the host in the NovaScale Blade Chassis) must be provided when Bull System Manager is configured. Please refer to the *Administrator's Guide* for details.

- Status is set to WARNING if CMM has assigned a WARNING status to the host.
- Status is set to CRITICAL if CMM has assigned a CRITICAL status to the host.
- Status is set to UNKNOWN if CMM is not accessible or if the host has not been successfully mapped in the chassis (due, for example, to an incorrect hardware identifier).

#### Status Information

Status information is set by CMM and represents the host hardware status.

#### Examples:

---

```
Current status:      OK
Status Information  No critical or warning events
```

---

The hardware state of the host is OK.

---

```
Current status:      CRITICAL
Status information:  DASD Removed.
```

---

The hardware state of the host is CRITICAL.

---

```
Current status:      unknown
Status information:  Unable to get SNMP response [No response from
remote host '192.168.207.46']
```

---

The hardware state cannot be retrieved from the CMM manager due to a connection timeout. This issue can result from a bad declaration of the SNMP Manager in the CMM configuration.

#### Correcting Status

From the Tree Window, display the host pop-up menu and select HW Manager GUI, and then launch the CMM tool. This investigates any problems and will help to correct them.

---

**Note** For more information about CMM, please refer to the documentation delivered with your server.

---



## 5.4.4 Hardware Categories for Escala Servers

### 5.4.4.1 CECStatus Service

The **CECStatus** service monitors the CEC status, as returned by the HMC system. To enable this service, the Escala server must be declared as a managed element of an HMC (see the *Administrator's Guide* for details about how, as Administrator, you can declare an HMC and systems it manages).

- Status is set to OK if the CEC status given by HMC has one of the following states:  
**Running, Operating**
- Status is set to WARNING if the CEC status given by HMC has one of the following states:  
*Not Activated, Starting, Shutting Down, Initializing Standby, On Demand Recovery, Recovery, Version Mismatch, Open Firmware, Pending authentication, Failed authentication, Power Off, Power Off In Progress, Service Processor Failover In Progress.*
- Status is set to CRITICAL if the CEC status given by HMC has one of the following states:  
*No Connection, Incomplete, Error, Error - Dump in Progress, Error - Terminated, Not Available.*

### 5.4.4.2 Events

The **Events** service monitoring is based on hardware events reported by the HMC for the server.

The status of this service depends on trap severity:

- Status is set to OK if no hardware event is reported for the server
- Status is set to WARNING if at least one hardware event is reported for the server.

## 5.4.5 Hardware Category for NovaScale 4000 Series

### 5.4.5.1 Alerts Service

The **Alerts** Service is used to collect the hardware SNMP traps emitted by the host. To enable this service, the **basebrd5** MIB must be integrated in the Bull System Manager application and SNMP trap reception must be enabled. At installation time, the MIB is integrated and SNMP trap reception is enabled. Traps are filtered previously and only the traps emitted by the Hardware Management card are used to animate this service. The Hardware Management card must be properly configured with the Intel SMU tool to send traps to the Bull System Manager\_server host.

The status of this service depends on trap severity:

- Status is set to OK if trap severity is NORMAL.
- Status is set to WARNING if trap severity is INFORMATION or WARNING.
- Status is set to CRITICAL if trap severity is MAJOR or CRITICAL.

As Administrator, you can display and edit trap severity through the Configuration application. Please refer to the *Administrator's Guide* for details.

#### Status Information

Trap description, as found in the trap MIB, is used as to indicate the status.

#### Example:

---

```
Trap systemHealthCriticalEvent - Server Health Critical: The overall health of the server is critical
```

---

#### Correcting Status

From the Tree Window, display the host pop-up menu and select the HW Manager GUI to launch the ISM tool and investigate and correct any problems.

---

**Note** For more information about ISM, please refer to the documentation delivered with your server.

---

### 5.4.5.2 PowerStatus

The **PowerStatus** service reflects the power status of a NovaScale server, as indicated by the management card.

- Status is set to CRITICAL if the cardName has assigned an off power status.
- Status is set to UNKNOWN if the cardName is not accessible or if the cardName has not been able to obtain the power status.

### 5.4.5.3 Health Service

The **Health** service monitors hardware status, as returned by the Intel System Management (ISM) software tool.

To enable this service, a manager must be declared for the host (see the *Administrator's Guide* for details about how, as Administrator, you can declare a manager) and ISM must be installed and running on that manager.

Health is an ISM indicator that reflects the global state of hardware. The hardware components taken into account in Health can be configured in the ISM tool.

- Status is set to WARNING if the status of one of the hardware components described as a contributor to Health is in the WARNING state.
- Status is set to CRITICAL if the status of one of the hardware components described as a contributor to Health is in the CRITICAL state.

#### Correcting Status

From the **Tree** Window, display the host pop-up menu and select:

**HW Manager GUI** to launch the ISM tool, to investigate and correct any problems.

## 5.4.6 Hardware Category for Express 5800

### 5.4.6.1 PowerStatus Service

The **PowerStatus** service indicates the power status of an Express 5800 server, as returned by the RMC management card.

- Status is set to CRITICAL if RMC has returned a power status off.
- Status is set to UNKNOWN if RMC is not accessible or if RMC has not been able to calculate the power status.

#### Correcting Status

- From the Tree Window, display the host pop-up menu and select RMC to launch the CMM tool and investigate and correct any problems.

---

**Note** For more information about RMC, please refer to the documentation delivered with your server.

---

### 5.4.6.2 Alerts Service

The **Alerts** Service is used to collect the hardware SNMP traps emitted by the manager.

This service uses the **bmclanpet** MIB, integrated in the Bull System Manager application. **SNMP** trap reception must be enabled.

The Hardware Management card must be correctly configured to send traps to the Bull System Manager\_SERVER host.

The status of this service depends on trap severity:

- Status is set to OK if trap severity is NORMAL.
- Status is set to WARNING if trap severity is INFORMATION or WARNING.
- Status is set to CRITICAL if trap severity is MAJOR or CRITICAL.

As the Administrator, you can display and edit trap severity using the Configuration application. Please refer to the *Administrator's Guide* for details.

## 5.4.7 Hardware Category for NovaScale 3000 Series

### 5.4.7.1 PowerStatus Service

The **PowerStatus** service reflects the power status of a NovaScale server, as returned by the management card.

- Status is set to CRITICAL if the cardName has indicated a power off status.
- Status is set to UNKNOWN if the cardName is not accessible or if the cardName has not been able to obtain a power status.

### 5.4.7.2 Alerts Service

The **Alerts** Service is used to collect the SNMP traps for the hardware emitted by the manager.

This service uses the **bmclanpet** and **SMSmp** MIBs integrated in the Bull System Manager application. SNMP trap reception must be enabled.

The Hardware Management BMC must be correctly configured to send traps to the Bull System Manager\_SERVER host.

The status of this service depends on trap severity:

- Status is set to OK if trap severity is NORMAL.
- Status is set to WARNING if trap severity is INFORMATION or WARNING.
- Status is set to CRITICAL if trap severity is MAJOR or CRITICAL.

As Administrator, you can display and edit trap severity using the Configuration tool. Please refer to the *Administrator's Guide* for details.

## 5.4.8 Hardware Category for NovaScale 5000 & 6000 Series

### 5.4.8.1 Health Service

The **Health** service monitors hardware status, as returned by the **PAM** software tool, for the host (or PAM domain).

To enable this service, a manager must be declared for the host (see the *Administrator's Guide* for details about how, as Administrator, you can declare a manager) and a **PAP** server must be installed and running on that manager.

- Status is set to WARNING if PAM has assigned a WARNING status to the domain.
- Status is set to CRITICAL if PAM has assigned a CRITICAL status to the domain.
- Status is set to UNKNOWN if PAM is not accessible or if PAM has not successfully computed domain status.

#### Status Information

Status information is set by PAM and represents host hardware status.

#### Example:

---

```
For the Domain FAME000_OID0 of the CentralSubSystem FAME000, the functional
status is NORMAL (The domain state is "BIOS READY - STARTING EFI)
```

---

#### Correcting Status

From the **Tree** Window, display the host pop-up menu and select:  
**PAM** to launch the PAM tool to investigate and correct any problems.

---

**Note** For more information about PAM, see the documentation delivered with your server.

---

## 5.4.9 Hardware Category for NovaScale 9010 Series

### 5.4.9.1 Alerts Service

### 5.4.9.2 PowerStatus Service

The **PowerStatus** service reflects the power status of a NovaScale server, as returned by the management card.

- Status is set to CRITICAL if the cardName has assigned an off power status.
- Status is set to UNKNOWN if the cardName is not accessible or if the cardName has not been able to obtain the power status.

## 5.5 Blade Monitoring

### 5.5.1 CMM Category

#### 5.5.1.1 ChassisStatus Service

The **ChassisStatus** service reflects the functional status of the NovaScale Blade Chassis, as returned by the CMM manager. This state comprises the hardware status of the whole configuration managed by this CMM, as well as the status of the CMM manager itself.

This service exists only on a host that is declared as a CMM manager (see the *Administrator's Guide* for details about how, as Administrator, you can declare a manager).

- Status is set to WARNING if CMM has assigned a WARNING status to the host.
- Status is set to CRITICAL if CMM has assigned a CRITICAL status to the host.
- Status is set to UNKNOWN if CMM is not accessible or if CMM has not been able to compute global status.

#### Correcting Status

From the Tree Window, display the host pop-up menu and select HW Manager GUI, and then launch the CMM tool. This investigates any problems and will help to correct them.

---

**Note** For more information about CMM, please refer to the documentation delivered with your server.

---

#### 5.5.1.2 Alerts Service

The **Alerts** Service is used to collect the hardware SNMP traps emitted by the manager. To enable this service, the **mmalert** MIB must be integrated in the Bull System Manager application and SNMP trap reception must be enabled.

At installation time, the MIB is integrated and SNMP trap reception is enabled.

The Hardware Management card must be correctly configured to send traps to the Bull System Manager\_SERVER host.

The status of this service depends on trap severity:

- Status is set to OK if trap severity is NORMAL.
- Status is set to WARNING if trap severity is INFORMATION or WARNING.
- Status is set to CRITICAL if trap severity is MAJOR or CRITICAL.

As Administrator, you can display and edit trap severity through the Configuration application. Please refer to the *Administrator's Guide* for details.

## 5.6 Storage and Virtualization Monitoring

See document *BSM Server Add-ons Guide* (Bull REF: 86A259FA) for more information about the storage and/or virtualization monitoring services.



## Appendix A. Third Party License Agreements

The table below lists the license details for the third party software used by **Bull System Manager**.

Software Tool	License Type	More Information	License available from
Apache	Apache	<a href="http://www.apache.org/licenses/">www.apache.org/licenses/</a>	<a href="http://www.apache.org/licenses/">www.apache.org/licenses/</a>
IPMItool	BSD	<a href="http://ipmitool.sourceforge.net/">ipmitool.sourceforge.net/</a>	
MYSQL	GPL	<a href="http://www.mysql.com/about/legal/licensing//opensource-license.html">www.mysql.com/about/legal/licensing//opensource-license.html</a>	<a href="http://www.gnu.org/licenses/gpl.html">www.gnu.org/licenses/gpl.html</a>
Net-SNMP	BSD	<a href="http://www.net-snmp.org/about/license.html">www.net-snmp.org/about/license.html</a>	<a href="http://www.net-snmp.org/about/license.html">www.net-snmp.org/about/license.html</a>
Nagios	GPL	<a href="http://www.nagios.com/legal/licenses">www.nagios.com/legal/licenses</a>	<a href="http://www.gnu.org/licenses/gpl.html">www.gnu.org/licenses/gpl.html</a>
OCS Inventory	GPL	<a href="http://www.ocsinventory-ng.org/en/about/licence.html">www.ocsinventory-ng.org/en/about/licence.html</a>	<a href="http://www.gnu.org/licenses/gpl.html">www.gnu.org/licenses/gpl.html</a>
Webmin	BSD	<a href="http://www.webmin.com/intro.html">www.webmin.com/intro.html</a>	
Cygwin	GPL	<a href="http://cygwin.com/licensing.html">cygwin.com/licensing.html</a>	<a href="http://www.gnu.org/licenses/gpl.html">www.gnu.org/licenses/gpl.html</a>
SNMPTT	GPL	<a href="http://snmptt.sourceforge.net/license.shtml">snmptt.sourceforge.net/license.shtml</a>	<a href="http://www.gnu.org/licenses/gpl.html">www.gnu.org/licenses/gpl.html</a>
UltraVNC	GPL	<a href="http://www.uvnc.com/general/license.html">www.uvnc.com/general/license.html</a>	<a href="http://www.gnu.org/licenses/gpl.html">www.gnu.org/licenses/gpl.html</a>
PHP	PHP/BSD	<a href="http://www.php.net/license/">www.php.net/license/</a>	<a href="http://www.php.net/license/">http://www.php.net/license/</a>
winPcap	winPcap	<a href="http://www.winpcap.org/misc/copyright.htm">www.winpcap.org/misc/copyright.htm</a>	
RRDtool	GPL	<a href="http://oss.oetiker.ch/rrdtool/license.en.html">oss.oetiker.ch/rrdtool/license.en.html</a>	<a href="http://www.gnu.org/licenses/gpl.html">www.gnu.org/licenses/gpl.html</a>
PNP4Nagios	GPL	<a href="http://www.pnp4nagios.org/">www.pnp4nagios.org/</a>	<a href="http://www.gnu.org/licenses/gpl.html">www.gnu.org/licenses/gpl.html</a>
NSClient++	GPL	<a href="http://www.nsclient.org/nscp/">www.nsclient.org/nscp/</a>	<a href="http://www.gnu.org/licenses/gpl.html">www.gnu.org/licenses/gpl.html</a>



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# Technical Glossary

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## A

### Add-on

Provides extensions to Bull System Manager to manage specific devices or tools.

### Alert

Notification of a problem via e-mail, SNMP trap or Bull format autocall.

### Alert Mode

Alerts Mode displays alerts (also called events) for a set of **Hostgroups**, **Hosts** and **Services** monitored by **Alert Viewer** application in the BSM Console.

### Autocall Server

Used to relay notifications to Bull support.

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## BMC

Baseboard Management Controller. See Embedded Management Controller.

## BSM

Bull System Manager.

## BSM Console

See Management Console

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## Category

A **category** is a container for a group of services, for example, the **SystemLoad** category for Windows systems contains both the **CPU** and **Memory** services for a Windows host.

## CIM

Common Information Model.

## CLI

Bull Command Line Interface for local or remote hardware management and for automation scripts that can, for example, power on/off or obtain the power status for a system.

## CMM

Chassis Management Module.

## Configuration GUI

Used to configure BSM settings for Topology, Third-Party Applications, Supervision, Console, Local Settings and Global Settings.

## Contact

Defines the target for BSM notifications

## Contactgroup

Groups contacts together to be notified about the events (alerts/recoveries which occur for a host or service).

## Control GUI

Used by the Administrator to start, stop, restart or obtain a status for **BSM Server**.

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## DHCP

Dynamic Host Configuration Protocol.

## Distributed Solution

Used for a group of BSM servers that are linked together with a centralized database. The monitoring data is visible via the **Global Console**.

## Domain

Hosts for **NovaScale 5000** and **6000** series.

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## EMM

Embedded Management Module. Software embedded in the server module to implement management functions and accessible from the Hardware Console graphical interface.

## Event Handler

An optional command executed when the status changes for a monitored **host** or **service**. These commands are executed locally on the BSM server.

## Event Reception

Reception of SNMP traps, defined in a MIB, from SNMP agents.

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## Focus Pane

Used by the GUI to display monitoring services specified by the user.

## FRU

Field Replaceable Unit. A component (board, module, fan, power supply, etc.) that is replaced or added by Customer Service Engineers as a single entity.

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## Global Console

Used to manage all configured hosts for a set of BSM servers.

## GTS

Global Transaction Server

## GUI

Graphical User Interface

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## Hardware Manager

The **Hardware Manager** manages hardware for a server or a set of servers.

## Hardware Partition

A set of hardware components that can boot and run a Base OS image.

## HMC

Hardware Management Controller.

## Host

The **Host** is the main resource to be monitored and can be a physical server, workstation, hardware or virtual platform, device etc. The Administrator has to define the host properties (**Operating System, Model, Notification properties**, etc.) for all the hosts in the configuration.

## Hostgroup

A **Hostgroup** structures hosts into logical entities that reflect your environment. Hostgroup statistics show the status for the Hostgroup elements.

## Hostlist

List of hosts associated with a host group.

## Hosts view

Window that displays all configured hosts with their status.

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## **IPMI**

Intelligent Platform Management Interface. A specification owned by Intel which describes mechanisms and devices to completely offload the task of managing system hardware from the primary CPU.

## **IPMITool**

For remote operations on hardware systems that contain **Intel BMCs** (Baseboard Management Controller).

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No entries

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No entries

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## **LDAP**

Lightweight Directory Access Protocol.

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## **Management Agent**

Instrumentation and administration tools used to obtain monitoring and inventory information.

## **Management Console**

Used to graphically view, monitor and manage all the hosts configured for administration by the associated Management Server.

## **Management Server**

Provides the infrastructure and services required to collect, process and store operational and monitoring data

## **Management Tree**

A hierarchal representation of the resources defined in the Bull System Manager configuration. Each resource displayed in the tree is represented by a node that may have sub-nodes.

## **Map Mode**

A representation of **hostgroups** located at specified positions (x,y) and animated according to their status. Zooming in on a hostgroup displays the associated hosts and the overall service status (derived from the worst service status for all the associated services monitored).

## **MIB**

Management Information Base.

## **Monitoring Service**

A monitoring service defines how specific host elements are monitored. A service can be defined for all hosts or for a list of hosts, depending on the OS (**Windows, Linux, AIX** or any) and/or on the model.

## **MySQL**

Structured Query Language Relational Database Management System (RDBMS) that runs as a server providing multi-user access to a number of databases.

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## **Nagios**

Open Source monitoring tool.

## **NDOutils**

Used to store all the **Nagios** status information in a **MySQL** database.

## **NIC**

Network Interface Controller.

## **NSCA**

**Nagios Service Check Acceptor** is used to send service check results to the BSM server securely.

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## **OCS Inventory Ng**

For the inventory information collected via the Operating System and centralized in a database.

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## **PAM**

Platform Administration and Maintenance Software

## **Performance Indicators**

Used as long-term counters reflecting specific functional qualities. The **PNP4Nagios** server extension is used to collect the performance indicators.

## **PDU**

Power Distribution Board. Sub-assembly of the Power Supply Module.

## **PHP**

PHP: Hypertext Preprocessor. A server side scripting language.

## Platform

A particular Hostgroup defined to represent a common set of hosts from the same series, for example, an **Escala** server might contain one or more hosts.

## PNP4Nagios

Analyzes performance data provided by plug-ins and store it automatically in RRD databases.

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No entries

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## RRD

Round-robin database.

## RRD Indicators

Monitoring service performance indicators collected and stored in RRD files in a defined RRD database by the PNP4Nagios Nagios extension.

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## Service

A **service** monitors specific system items. Monitoring agents compute the status (**OK**, **WARNING**, **CRITICAL**, **UNKNOWN** or **PENDING**) and status information (a message providing more details regarding the status) for each service.

## Service group

A **service group** is a list of instantiated services that can be used to filter topological views and maps, for example, the **OperatingSystem** service group includes all services that monitor OS items (meaning all categories that monitor the Operating System).

## SNMP

Simple Network Management Protocol.

## Storage Manager

The **Storage Manager** manages storage for one or a more servers and/or bays.

## Supervision Mode

A **BSM Console** data resource viewing mode, either **Tree mode** or **Map mode** or **Alerts Mode**.



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### Timeperiod

Timeperiods are used to control when hosts and services are monitored or when contacts receive notifications.

### Topology

A representation of the hosts, hostgroups, hardware managers, storage managers and virtualization managers that are monitored.

### Tree mode

Hierarchical display of all the resources defined in the Bull System Manager configuration. Each node in the tree may contain sub-nodes that can be selected for more specific information.

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### UltraVNC Server

For remote operation on **Windows** hosts.

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### View

A **view** is a tree structure that can display:

- the entire host list
- managers and the hosts they manage
- host groups

From each tree node, the user can display detailed information about a host or a service, according to their User role (Administrator or Operator).

### Virtualization Platform

A particular Hostgroup defined to represent a set of virtual machines. For example, the VMware ESX servers are commonly represented as a virtualization platform grouping the virtual machines together.

### Virtualization Manager

The **Virtualization Manager** manages the virtual elements of a Virtualization platform.

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### WBEM

Web-Based Enterprise Management.

### Webmin

A **Linux** administration tool (Bull System Manager **Webmin** restricted to obtaining information).





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