



Microsoft Partner Integration Note

CA Wily Technology Management Pack for
Microsoft System Center Operations Manager 2007

Product Category: System Management

Support Category: CA Wily Field Engagement Tool

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Integration Abstract

CA Wily Technology's Management Pack for Microsoft System Center Operations Manager 2007 is a field engagement tool developed by Wily in collaboration with Microsoft. This Management Pack enables IT users to conduct more efficient Level 1 support activities with respect to server-side .NET or J2EE application environments in production. The tool provides for better integration of Introscope® with Operations Manager and streamlines and enhances the ability to manage server-side .NET and J2EE Web applications.

Background

Microsoft .NET, CA Wily Technology and CA Wily Introscope®. The Microsoft .NET Framework is a proven platform for building mission-critical web applications. However, the complex, highly interconnected and heterogeneous nature of application environments consisting of Web-based systems and SOAs pose major challenges for performance management. Wily's vast experience in helping F1000 enterprises successfully deploy mission-critical web applications helps facilitate enterprise deployments of .NET by allowing IT teams to quickly detect, triage and diagnose performance issues.

CA Wily Introscope is the solution that helps IT administrators and other operations professionals handle the challenges of managing modern, complex, heterogeneous application infrastructures. Introscope delivers real-time monitoring of server-side .NET or J2EE application environments in production, including custom applications that are built on the .NET Framework and applications that connect using the protocols of Web services. Utilizing Introscope, Microsoft clients experience quicker implementations, a reduction of associated IT costs, and increased end user satisfaction.

Microsoft System Center Operations Manager 2007. Microsoft Systems Center Operations Manager 2007 helps customers with Microsoft infrastructure solve end-to-end client monitoring and management challenges. Operations Manager provides easy integration with Microsoft software and applications, intelligent monitoring and reporting, and increased efficiency while enabling greater control of an IT environment.

Microsoft System Center Operations Manager Management Packs. Operations Manager Management Packs are the building blocks which extend the Operations Manager framework's management and integration capabilities to various operating systems, applications, and other valuable technology components and tools. Microsoft's Management Packs contain best practices knowledge designed to discover, monitor, troubleshoot report on, integrate, or resolve problems with a specific technology component. Management Packs are available for Microsoft and third-party operating systems, applications, tools and devices.

Integration Summary

CA Wily Technology Management Pack for System Center Operations Manager 2007. CA Wily Technology has developed a management pack field engagement tool for enhanced integration with Operations Manager. Wily's management pack enables CA Wily Introscope application data and alerts to be reported in the Operations Manager management console. Wily's Management Pack enables Operations Manager users to conduct Level 1 support activities such as immediate problem detection and accelerated assignment of problem resolution to the correct technical team. Operational experts can utilize CA Wily Introscope for a deeper level of transactional analysis when required. Wily's Management Pack was developed in close collaboration with Microsoft.

Features of CA Wily Management Pack for Operations Manager:

Provides a cross-platform view of application environments

- Microsoft .NET
- J2EE
- Back-end systems (details below)

Automatic discovery and automatic creation of the following Operations Manager categories of relationship structures based on information from the CA Wily Introscope Enterprise Manager:

- Web application
- 1-to-n application servers (possibly across multiple servers)
- For each application server instance
 - Front-end
 - Response time
 - Concurrency
 - Virtual machine
 - Java JVM
 - .NET CLR
 - Back-end system
 - DB
 - MQ Series
- Operations Manager users can leverage their standard dashboard and alert system while importing application performance data from Introscope.
- Remote access to Introscope application performance data via WebView (thin client UI), launchable directly from Operations Manager.
- Ready for use by Operations; no additional expertise or involvement required from other stakeholders.

Supported Application Environments

Microsoft .NET Framework 1.1 and 2.0, SQL Server 2000, SQL Server 2005, Microsoft IIS Versions 5.1 and 6.0, IBM WebSphere, BEA WebLogic, Sun Java System Application Server 7, Oracle Application Server, Fujitsu Interstage, ATG Dynamo, Macromedia Jrun™, SAP NetWeaver and more. Wily also supports open-source solutions such as JBoss® Application Server and others.

Supported Operating Systems

Microsoft Windows XP Professional 2002, Windows 2000, Windows Server 2003 Enterprise Edition, AIX, AS/400, HP-UX, Linux, S/390, Solaris, z/OS and more.

System Requirements

- Introscope 7.0 and above
- Microsoft Systems Center Operations Manager 2007 and above

Integration Details

How Wily's Management Pack for Operations Manager works. Wily's Management Pack Field Tool is easily imported into the Operations Manager 2007 environment. The Wily Management Pack interfaces with deployed Introscope Enterprise Managers and automatically discovers all application metrics collected by Introscope. The Management Pack default setting for information retrieval is two minutes, but can be configured to shorter time intervals. Introscope communicates this information via XML protocols.

What an Operations Manager user sees. Upon installation of the Wily Management Pack Field Tool, automatic discovery and automatic creation of Operations Manager relationship structures occurs. The Operations Manager user sees an Introscope node in the managed objects display. This node can be expanded to show all of the servers, application servers, and back ends being used by each application. The Management Pack can be used to define alerts connected to a large variety of application performance metrics. When an incident occurs, this allows the user to immediately drill down to the likely cause of the problem. The user can then work collaboratively with .NET or J2EE experts to remediate the issues and quickly restore normal business operations.

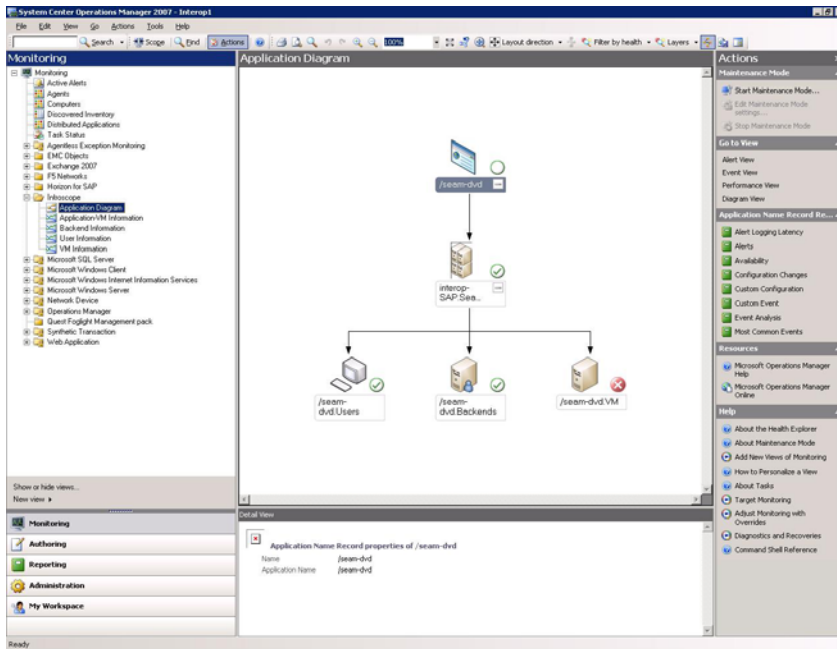


Figure 1. Microsoft System Center Operations Manager 2007 display of a hierarchical application-centric view across multiple VMs, multiple servers and multiple back-ends. Made possible by the utilization of CA Wily Introscope and the CA Wily Management Pack for Operations Manager.

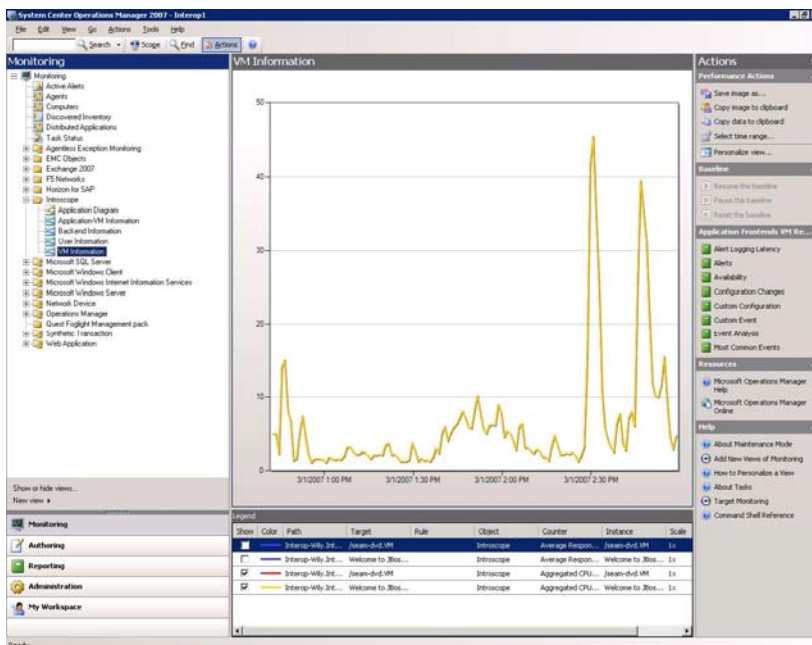


Figure 2. After detecting a VM issue utilizing the Operations Manager display in Figure 1, it is possible to drill down and determine the CPU utilization on the server.

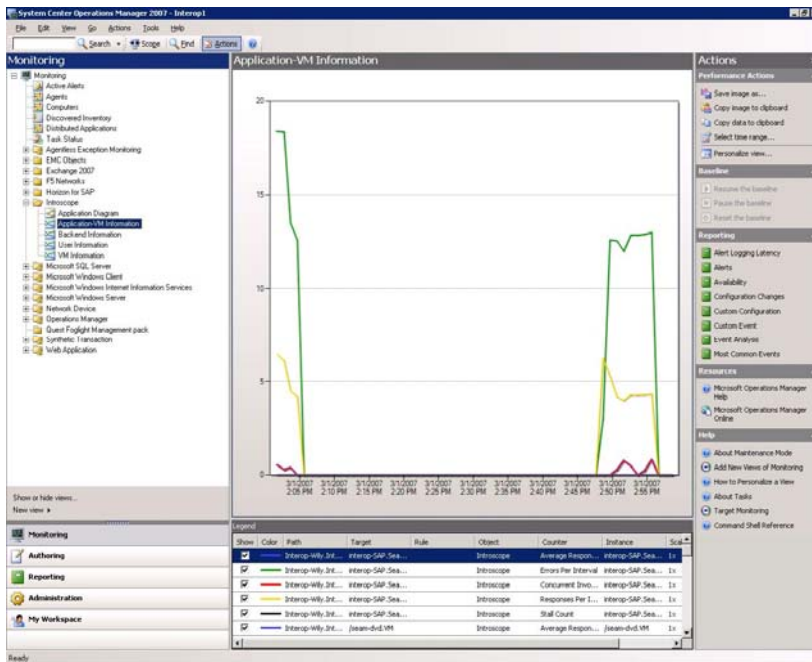


Figure 3. After detecting a user issue utilizing the Operations Manager display in Figure 1, this figure shows errors that the user is experiencing, as caught by Introscope ErrorDetector.



Figure 4. It is possible to launch Introscope's WebView thin client user interface from the Operations Manager console, to see more detail.

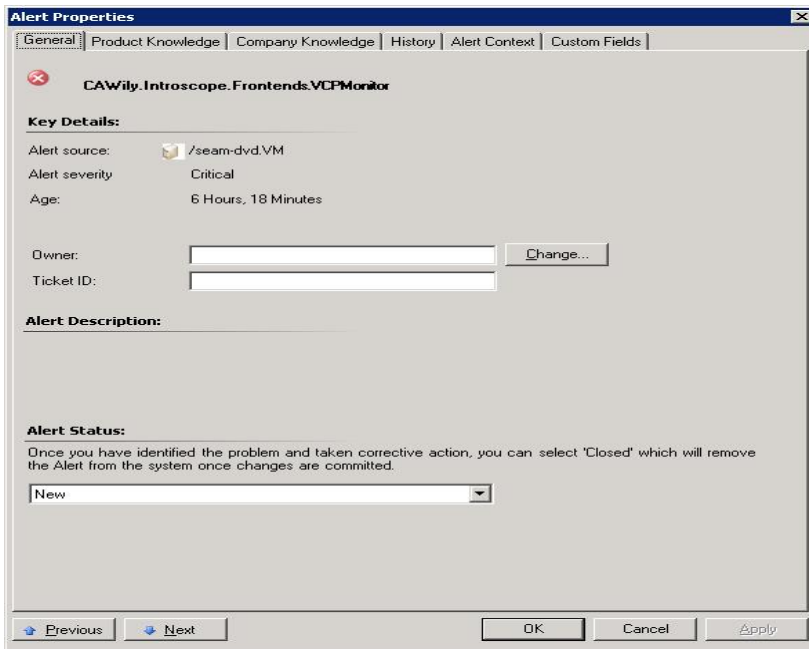


Figure 5. Illustration of an Introscope-generated alert for a metric pre-defined in Operations Manager.

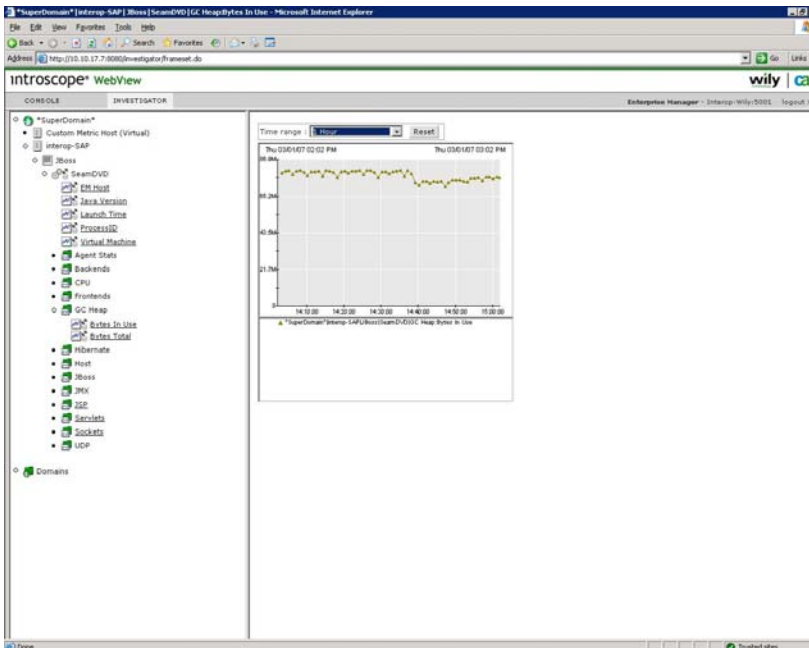


Figure 6. Image of Introscope WebView (launched from Operations Manager), this time displaying the explorer tree of additional data categories.