

# IBM FileNet System Monitor Overview

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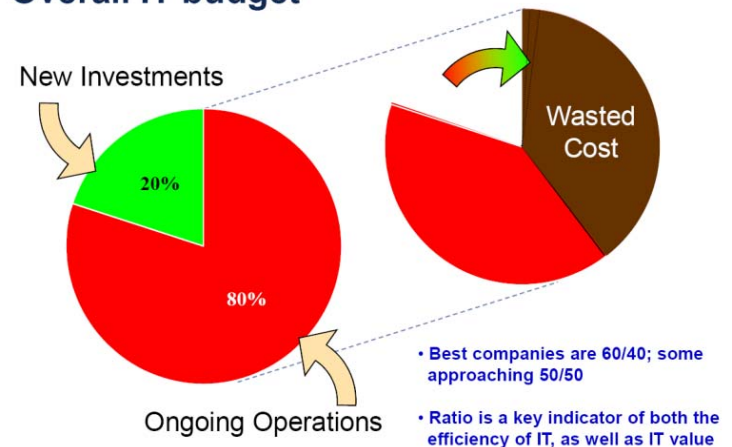
## Agenda

- Overview
- Capabilities
- What's New in FSM 4.5.0?
- Customer Success Stories
- Demo
- Key Sales Contacts, Collateral

## IBM FileNet is essential – Customer Feedback\*

- BPM and CM support mission-critical business processes
- Image Manager is repository for vital documents, e.g. customer correspondence, contracts and policies, etc.
- Availability of P8 & CM8 is crucial to customer satisfaction and productivity of IBM / FileNet's customers
- To reduce TCO, the operation of P8 & CM8 needs to be covered by Data Center / centralized operations teams (24x7)
- ECM specialists need to focus on trouble shooting, system optimization and project support, not on routine monitoring

### Overall IT budget



Source: Forrester Business Technographics Survey, 2006

\* Findings of Total Customer Experience Initiative by FileNet Corp.

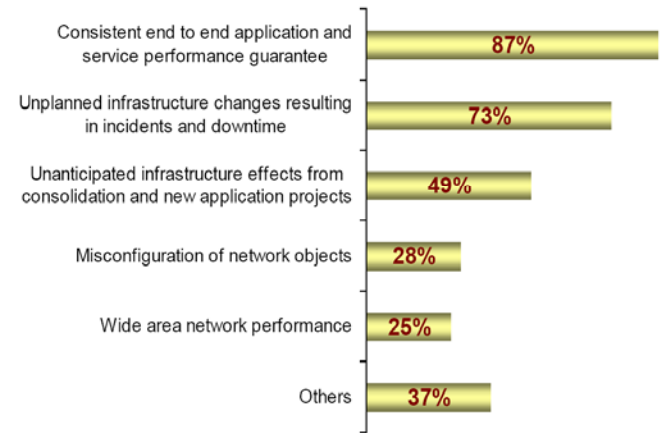
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## IBM FileNet is essential – Industry Findings

- Studies: 80% of downtime is related to application or operator errors, only 20% to hardware failures – HA Clusters are not enough to ensure uptime!
- Service Management Studies:
  - 73% of problems reported by enduser, not detected by administrators
  - 63% of problems require 4+ hours to isolate root cause
  - 38% of enterprises involve 10+ specialists to solve one enduser problem
- IT Infrastructure Library: Availability Management is crucial element for Service Operations

### The top five challenges of IT management continue to be ....



Source: Forrester Research Survey 2005

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It's NOT FileNet/IBM CM!

# Capabilities



# Before IBM FileNet System Monitor

- no proactive monitoring of app health status

IBM, **Tivoli**, software



Processes  
– up/down



No application health status information  
= black box!



Processes and details –  
up/down, tablespaces, etc.



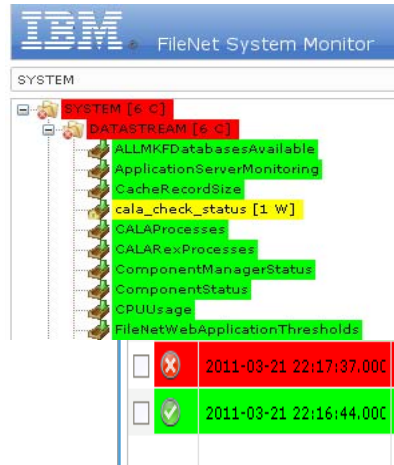
# IBM FileNet System Monitor Automates the Management of your ECM Systems

## Problem



ECM System

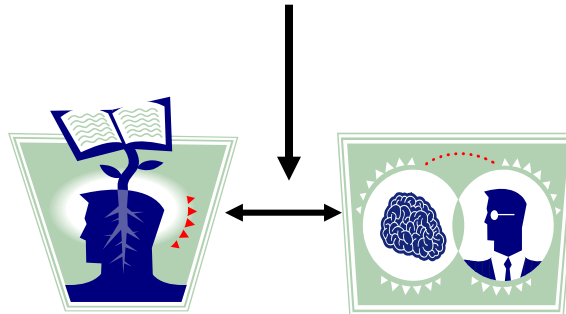
1. Database error prevents document access



## Solution



2. System Monitor identifies error, alerts Administrator who instantly solves the problem with the built in knowledge base, or SysMon can auto correct the outage



## Result

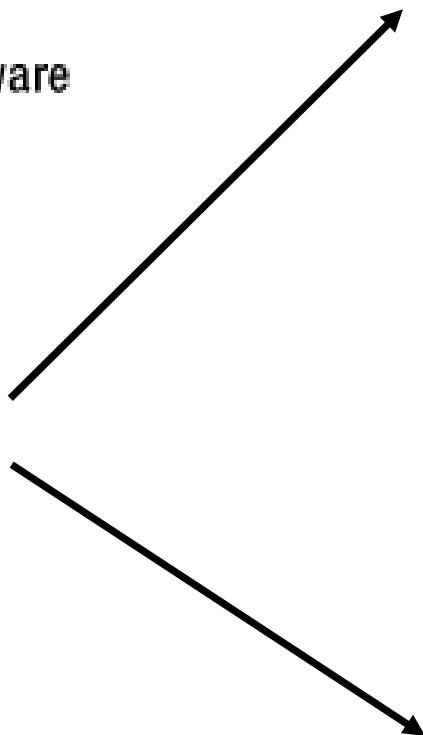


3. Increased uptime, meeting your SLA, satisfied users



# After IBM FileNet System Monitor – Proactive monitoring in the new web console

IBM, **Tivoli.** software



**IBM FileNet System Monitor**

Refresh + New Automatic Refresh

SYSTEM

- SYSTEM [6 C]
  - DATASTREAM [6 C]
    - ALLMKFDatabasesAvailable
    - ApplicationServerMonitoring
    - CacheRecordSize
    - cala\_check\_status [1 W]
    - CALAProcesses
    - CALARexProcesses
    - ComponentManagerStatus
    - ComponentStatus
    - CPUUsage
    - FileNetWebApplicationThresholds
    - GeneralDiskSpace
    - ImageServicesSystemStatus
    - IndexDatabaseAvailability
    - JPSMonConfJMKMon
    - JPSMonConfPCHMon
    - MemoryUsage
    - MKFNonvirginBlocks
    - MSSQLProcesses
    - NetworkPing
    - nlog [6 C]
    - ObjectstoreInformation
    - ObjectstorePerformance [1 W]

Event List

	Timestamp	Severity	Value
<input checked="" type="checkbox"/>	2011-03-22 12:55:05.000	Harmless	OK
<input checked="" type="checkbox"/>	2011-03-22 12:51:03.000	Harmless	40
<input checked="" type="checkbox"/>	2011-03-22 12:29:54.000	Critical	W32Time17
<input checked="" type="checkbox"/>	2011-03-22 12:21:04.000	Harmless	31
<input checked="" type="checkbox"/>	2011-03-22 12:16:01.000	Harmless	ok
<input checked="" type="checkbox"/>	2011-03-22 12:15:56.000	Harmless	ok
<input checked="" type="checkbox"/>	2011-03-22 12:15:56.000	Harmless	ok
<input checked="" type="checkbox"/>	2011-03-22 12:15:53.000	Harmless	ok
<input checked="" type="checkbox"/>	2011-03-22 12:14:42.000	Critical	W32Time17
<input checked="" type="checkbox"/>	2011-03-22 09:34:53.000	Harmless	OK
<input checked="" type="checkbox"/>	2011-03-22 09:29:40.000	Harmless	12

Goto Page [ ] Page

Business View KnowledgeBaseEntryView Unlink

>> SYSTEM >> DATASTREAM

JPSMonConfPCHMon

CacheRecordSize

CPUUsage

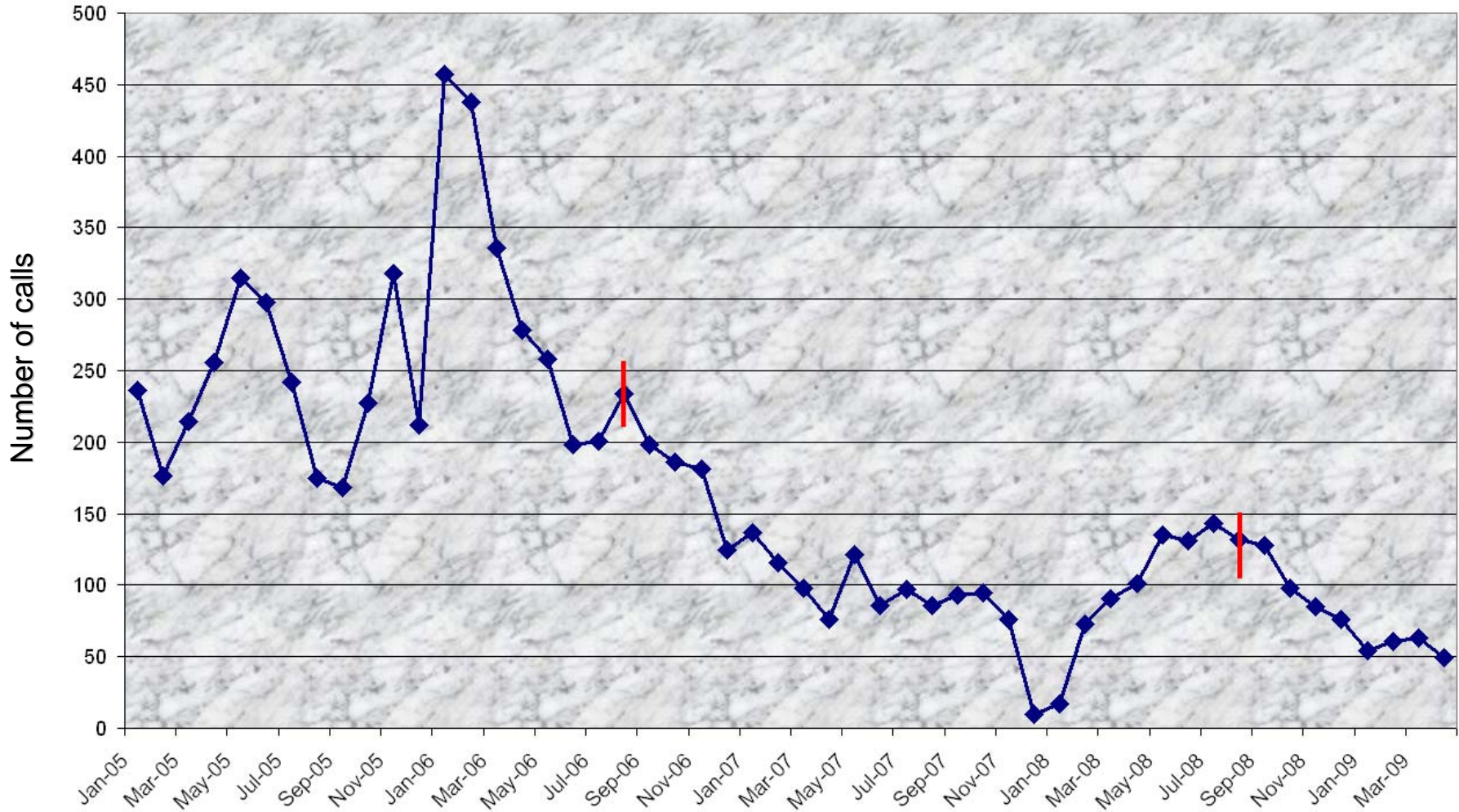
FSM Server Status

Status:



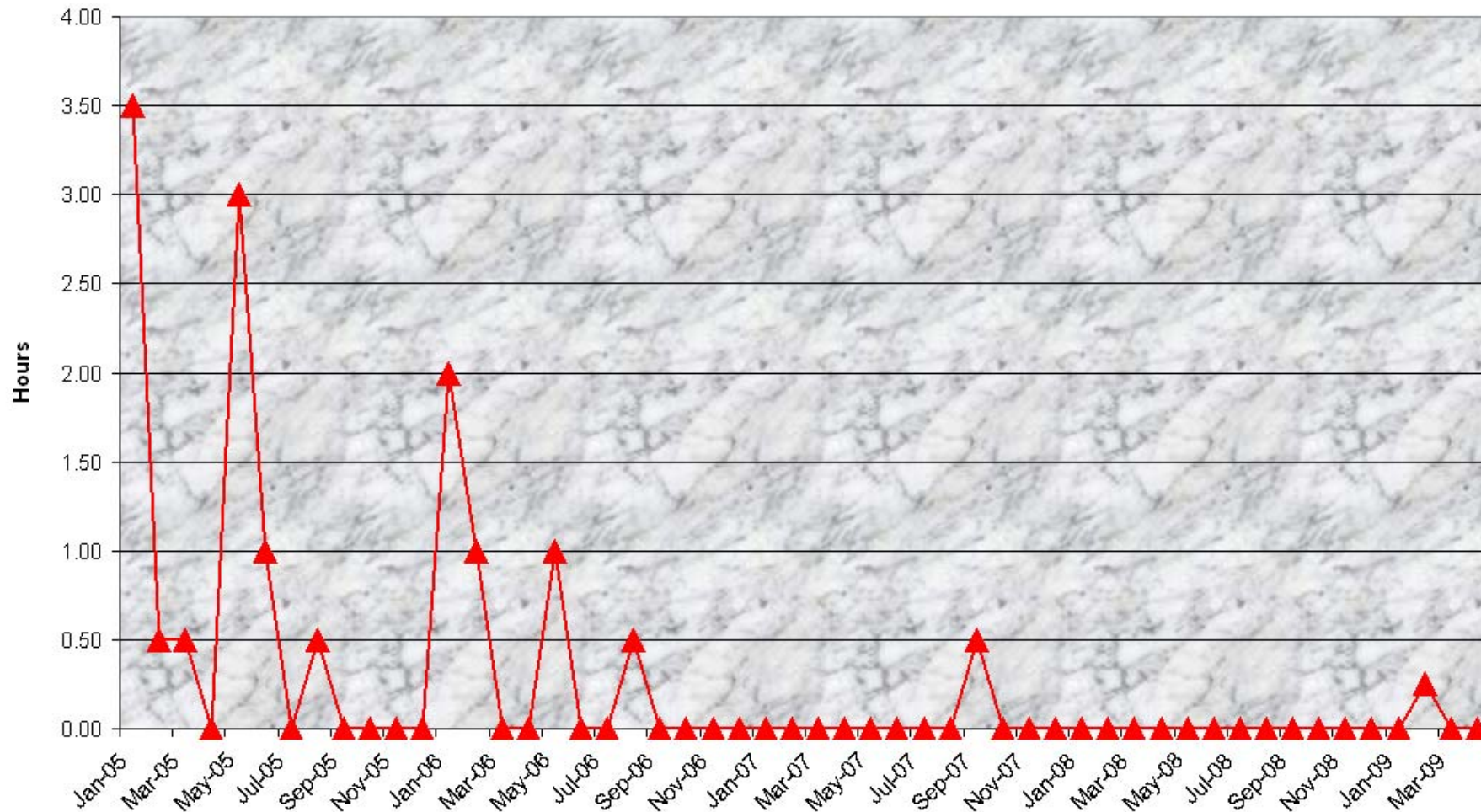
# Benefits – before and after FSM Installation

Calls Routed from the Help Desk

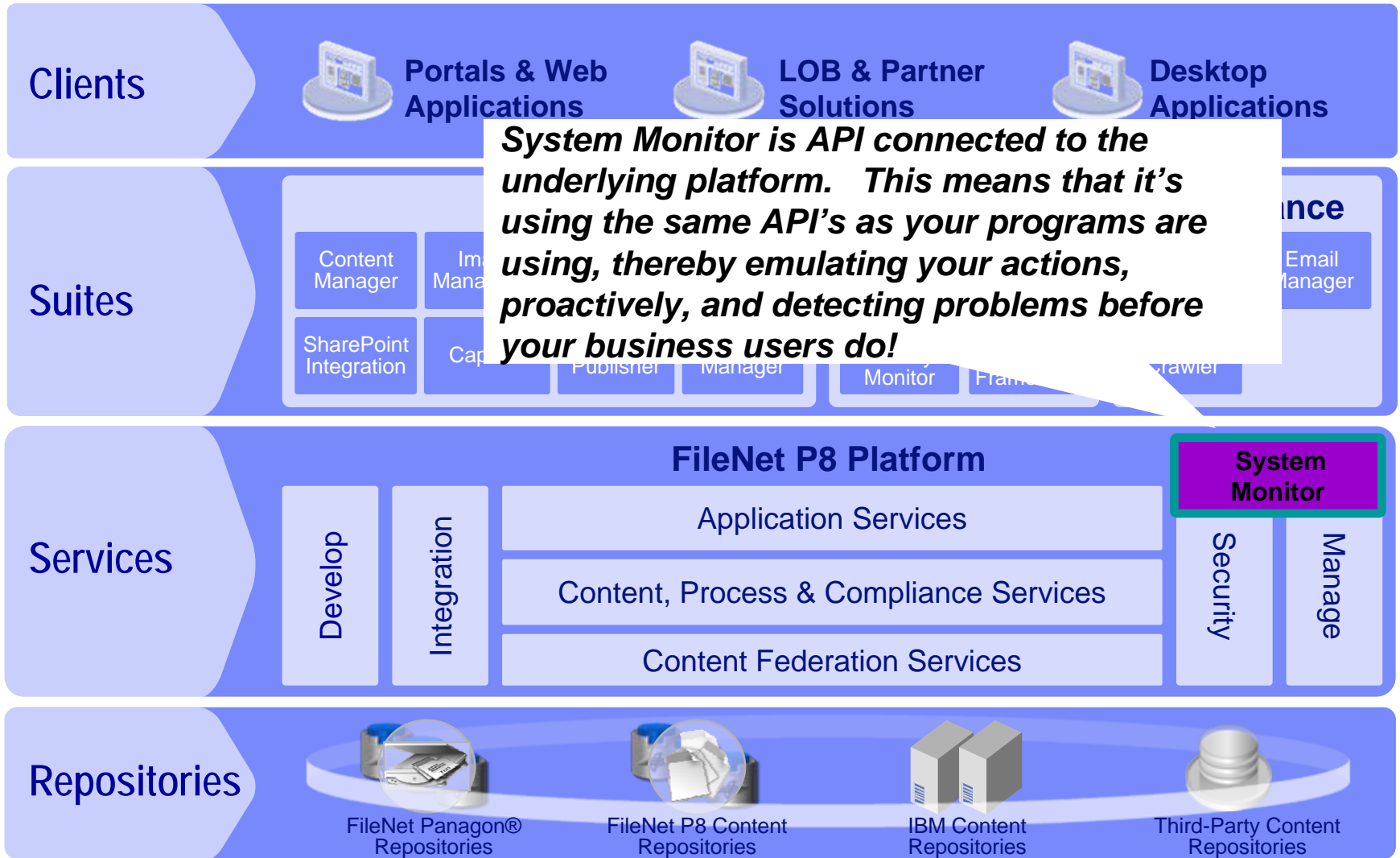


# Benefits (continued)

### Production impact



# FSM is part of the Enterprise Reference Architecture





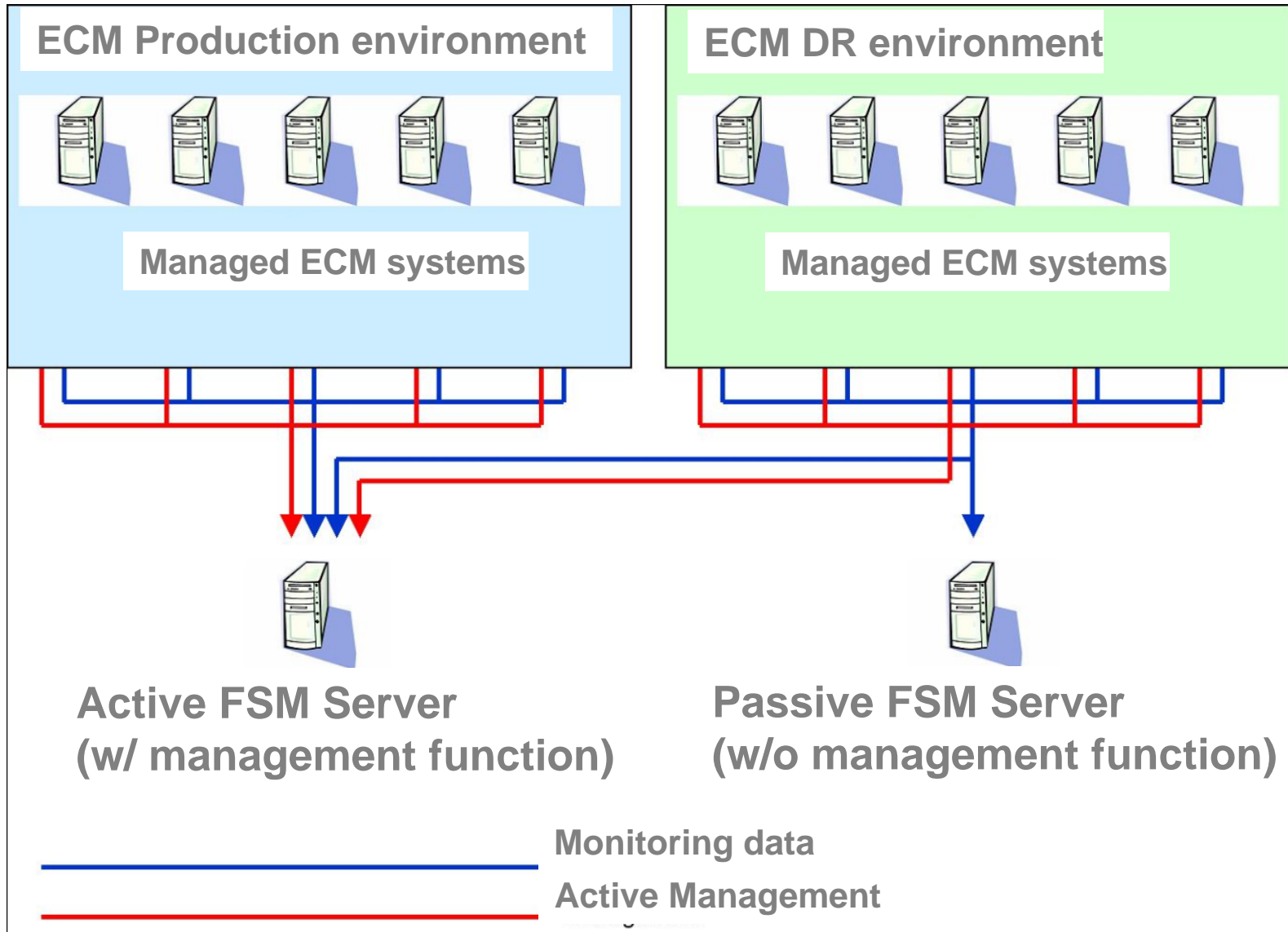
## IBM FileNet System Monitor is the Answer to Address These Challenges

Challenge	Benefits
End user knows ECM applications are down before you do	✓ Immediately notifies you before end users do (proactive vs. reactive)
Unable to meet Service Level Agreement (SLA) / uptime requirements	✓ Increases uptime and ability to meet SLA
Trouble diagnosing problems and determining the corrective action to take	✓ Faster time to diagnose problems by providing corrective actions, knowledge base
Data Center / Network Operations unable to remotely monitor ECM applications	✓ Enables Data Center / Network Operations to remotely monitor ECM applications
Unable to increase productivity of ECM administrators	✓ Increases productivity by automating manual tasks

## IBM FileNet System Monitor Capabilities

- **Proactive monitoring**
  - 1200 performance & system parameters
  - 600 RPC level Listener metrics
  - Real-time alerts via Blackberry, pager, email, console, SMS
- **InstallAnywhere support**
- **New Database, Platform, and Operating Systems**
- **Automate 85 manual administration tasks**
- **Seamless integration with enterprise system mgmt. tools**
  - Pre-defined SNMP MIB
  - Logfile
- **New Management reports and enhanced knowledge base**
  - Analysis of historical events – identifying weak spots
  - Analysis of resource utilization – trending and capacity planning

# IBM FileNet System Monitor Architecture





## Monitors for...

**Over 400 Parameters**

- Image Manager Active Edition
  - Image Services
  - Oracle / MS SQL-Server
  - WorkFlo Services
  - Web Services / Open Client
  - HP II / MR II (high-volume ingestion)
  - Storage (EMC Centera, NetApp Snaplock, MSAR, OSAR)
  - Application Connector for SAP
  - Logfile management
  - New Platforms and Versions available with FSM 4.5

## Monitors for...

**Over 60 Parameters**

- Capture / Print / Fax Support
  - Capture Professional
  - Capture ADR
  - Remote Capture Services
  - FAX
  - Print
  
- Content Federation Services for Image Services
  
- Process Analyzer

## Monitors for...

**Over 85 Parameters**

- Content Services
  - Content Services
  - MS SQL-Server / Oracle
  - Verity Search Engine
  - Web Services / Open Client
  - Logfile management

## Monitors for...

**Over 230 Parameters**

- IBM ECM Products
  - Content Manager
  - Content Manager on Demand
  - IICE
  - CommonStore
  - IBM Content Collector
  - Logfile management
  - New Versions and Platforms supported with FSM 4.5

## Monitors for...

**Over 250 Parameters**

- Business Process Manager / Content Manager
  - Application Engine
  - Component Integrator
  - Content Federation Services
  - Content Engine
  - Content Engine Cache
  - Object Store Service
  - File Store Service
  - Content Engine Database
  - Process Engine Database
  - PPMs
  - Queues
  - Rosters
  - Routers
  - Logfile Management
- New Platforms and Versions available with FSM 4.5

## Monitors for...

***Over 100 Parameters***

- Compliance Suite
  - Records Crawler
  - Email Manager
  - Records Manager (via JMX)
  
- Monitor types available include
  - Customized DB monitors
  - Specific process and services
  - Log file monitoring



## Monitoring of Third Party Components

**Over 100 Parameters**

- Generic JMX Monitoring
  - Know what's happening inside your Application Server – including your memory footprint!
  - WebLogic, WebSphere, JBoss
  - Workplace, Records Manager, Business Activity Monitor
- New visibility for Line of Business owners with FSM 4.5

## Intelligent Logfile Management | 28+ ECM Logfiles

### Real-time Logfile Monitoring

- Processing of unknown events, classification by ECM error numbers
- Event information contains original error message, error description from ECM error catalog, possible error cause and corrective action
- Instructions can be extended by customer
- Filtering and adjustable duplicate recognition
- Self-monitoring

### ECM Logfile Coverage

- ELOG / WAL / ISRA
- HP11 / MR11 / ServerLink
- CS Index and Replication / Verity
- CM8 database entries
- BPM RMI, PPM Trace and Router
- Content Engine
- Process Engine
- CMOD
- Component Integrator
- All ECM related messages in Windows Eventlog

## Task Management | Automate 85+ Manual Tasks

### Configuration tasks

- Configure ECM domain
- Configure module for a ECM server
- Configure FileNet ELOG logfile adapter
- Setup TEC event server for FileNet
- Setup FileNet logfile adapter filepacks
- Setup event console for FileNet

### Administrative tasks

- Starting/stopping of systems, domains
- Starting and viewing of reports and statistics, e.g.:
  - Capacity reporting of databases and cache server
  - Status of services
  - Statistics of roster and queues
  - Statistics for license compliance (how many users, which users, etc.)

# FSM 4.5



**Shipping now**

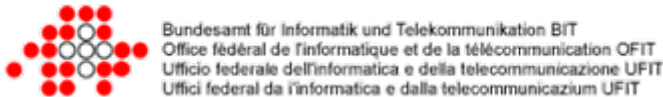
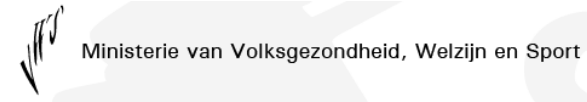
- Support for P8 5.0 (FileNet Content Manager, BPM, Image Services 4.1.2, CFS for IS, eForms)
- Runs as Web Application or Rich Client
- Database support for Oracle, DB2 9.7, SQL Server 2008
- Support for CM 8.4.2, CMOD 8.4.1, CommonStore and IICE
- Solaris 9 and 10 (Sparc), AIX, HPUX 11
- Windows 2003, 2003 R2, 2008 R2
- Linux FSM Server – x86 and PowerPC
- Monitor zLinux on s390
- InstallAnywhere Support for FSM Server and CalaRex
- Multiple Client Upgrade possibility
- Many More new features

# Customer Success





# Select Customers



## Challenges | SunTrust



- Negative end-user perception of system stability
- Business users notified FileNet administrators of system outages
- Dependency on custom monitor scripts
- Administrators in a reactive mode, continually firefighting platform issues
- Time consuming manual system checks
- There was no audit trace of system outages or problem resolution documentation
- Remote connections to distributed servers were time consuming

## System Monitor Benefits | SunTrust



- Higher availability
  - Administrators immediately notified of warnings and critical errors via SMS
- Leverage existing CA Unicenter Monitoring infrastructure
  - Real time dashboard view of servers for IT and business users
  - Automatic trouble ticket creation for critical and fatal events
- Provided reports and statistics for SLA governance

## System Monitor Benefits | SunTrust



- Remote Task Execution eliminated need for remote logon to distributed servers
- Single administrative portal to FileNet platform streamlined administrative work effort
- FSM Console provided “at a glance” System availability assurance
- Help Desk tickets reduced by 65%+

## System Monitor Benefits | SunTrust



- Optimize system performance by identification of system bottlenecks
- Higher productivity for FileNet Admins – ability to focus on new development activities
- Eliminated throughput bottlenecks
- Business users embrace enterprise content management technology
- Eliminated dependency on custom scripts
- Provided an customer extensible knowledge base for problem resolution documentation

## Summary

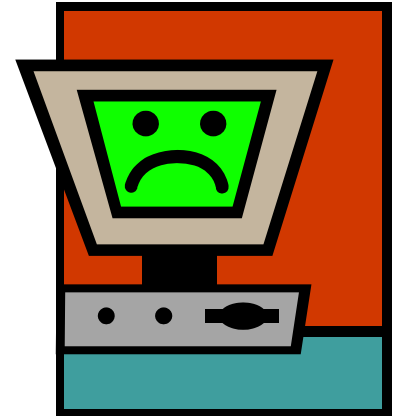
- Unsurpassed monitoring coverage for IBM FileNet P8
- Support for other IBM ECM products such as IBM Content Manager, Content Manager On Demand, IICE, and CommonStore
- Easily monitor non-ECM products
- Seamless integration with existing System Mgmt. tools
- Deployed successfully by many companies worldwide



## ECM Software Services – Common Problems/Solutions

### Problem

- FSM Clients needing assistance due to the following problems:
  - false alarms
  - undetected problems
  - incorrect severities & actions taken
  - lack of FSM knowledge
  - un-implemented functionality
  - behind in FSM maintenance



### Solution

- Two Options
  - **Option 1:**
    - For clients with FSM implemented, IBM is delivering tuning & mentoring refresher services scaled to client specific needs
  - **Option 2:**
    - For new clients or resources new to the FSM Administrative role, IBM now offers a formal Education course: **F1550 - IBM FileNet System Monitor Implementation and Administration**

### Results

***Better detection, reduced downtime, confident FSM Administrators***

# Key Sales Contacts & Collateral



## Collateral

- Datasheet
- Technical white paper – new JMX Monitoring guide prepared by Steven Bass, FSM SME
- Customer link
  - <http://www-306.ibm.com/software/data/content-management/filenet-system-monitor/>

## Contacts

- North America
  - Steve Bass, [sbass@us.ibm.com](mailto:sbass@us.ibm.com)
- Installation Packages and Scheduling
  - Contact local IBM Lab Services Manager
- IBM ECM Community
  - Join the Conversation: [www.ibm.com/community/ecm](http://www.ibm.com/community/ecm)

Thank You

