



Netfinity *White Paper*

Netfinity Technology Center

Integrating IBM Netfinity Manager with Intel[®] LANDesk[®] Server Manager

Abstract

IBM Netfinity Manager 5.1 offers enhanced integration with LANDesk Server Manager in three key areas: custom inventory extensions, Netfinity alerts, and Netfinity Manager launch support. A LANDesk systems administrator can configure this integration by following a few simple steps described in this white paper. This integration can provide greater productivity and better usability for the systems administrator by consolidating desktop and server management tasks into one console, while retaining the benefits of both management strategies.

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Introduction

Netfinity, the award-winning LAN management software, helps you manage your distributed desktop, notebook, and server PCs with ease and efficiency. Most networks today are heterogeneous in nature. For that reason, systems administrators may need to implement more than one management solution to lower the total cost of ownership. Netfinity 5.1 was designed to integrate with other management solutions with the same simplicity and efficiency that are characteristic of the Netfinity management framework.

For the LANDesk Server Manager environment, Netfinity 5.1 provides integration in three ways. First of all, it adds enhanced inventory capability to a LANDesk client via a DMI interface. With this enhancement, certain features (such as RAID information, PCI/EISA/MCA device information, IBM systems serial numbers, and other vital product data) are displayed via the LANDesk DMI browser.

The second area of integration offers the sharing of Netfinity alerts with the LANDesk management console. Netfinity uses alert actions configured through the Netfinity Alert Manager service to define what actions a user wants to take in response to a monitor event. By following the configuration steps described below, the administrator can view alerts generated by Netfinity and bind LANDesk alert actions to them.

Finally, Netfinity Service Manager launch support is available to the LANDesk systems administrator who has Netfinity 5.1 Manager installed along with his LANDesk management console. With this launch support, the administrator can now leverage (within a LANDesk environment) the Netfinity management features that complement LANDesk management features. For example, the LANDesk Server Manager alert actions are more limited in number than those in Netfinity. Other complementing features include: 1) RAID management, 2) Predictive Failure Analysis, and 3) the various Netfinity extensions provided by third parties, such as American Power Conversion, Vinca Corp., and Lexmark. This three-fold integration allows a system administrator to take full advantage of two very powerful management solutions.

The system requirements for this integration are LANDesk Server Manager 2.52 and Netfinity 5.1. Netfinity Services. Manager 5.1 must be installed on all LDSM clients you wish to manage with LDSM and Netfinity. Moreover, Netfinity Manager 5.1 must be installed on all LDSM management consoles for which the launch support and sharing of management features are desired.

Configuration Setup

Inventory Integration

The integration of inventory data occurs automatically during the installation of Netfinity Manager on a LANDesk management console. The data can be accessed via the LDSM console's DMI browser category for the selected system. After logging into the desired system, click on DMI, then Browser, then either Netfinity Services or Netfinity Manager. A list of DMI components will appear for each, and their attributes will be displayed by clicking on them.

Alert Integration

The Netfinity alert actions that are compatible with the LDSM environment are "Add Event to Event Log," "Map Alert to SNMP trap," and "Send SNMP Alert." The alert actions are triggered when Netfinity monitor thresholds are met or if Netfinity attribute monitors have been set to a particular state. An example of a Netfinity monitor threshold is "CPU utilization exceeded 90%." An example of a Netfinity attribute monitor is "RAID Physical Drive 0 has become Defunct." A monitor event takes place when a threshold has been met. Thresholds are set by selecting the desired item to monitor from the Netfinity Monitor service. Additional attributes that can be monitored are also available from within other Netfinity services. (Please refer to the Netfinity 5.1 documentation for more detailed information.)

In order for Netfinity alerts configured with the "Add Event to Event Log" action to be available to LANDesk, the administrator must install the LANDesk SNMP Event Forwarder on the client machine, and the TCP/IP and SNMP on both the client and manager machines. The SNMP Event Forwarder translates NT event log entries into SNMP traps and displays them in the SNMP Event Viewer that is installed with the Event Forwarder.

In order for Netfinity alerts configured with the "Send SNMP Alert" or "Map Alert to SNMP" trap actions to be available to LANDesk, the administrator must install TCP/IP and SNMP on both the agent and manager console machines. The administrator must also configure the agent's SNMP service to send SNMP traps to the manager machine via the Windows NT SNMP Service configuration dialog. Then, when the administrator selects IBM from the list of SNMP Trap Receivers, the traps received from Netfinity on the agent machine will be displayed in the LANDesk SNMP Trap log.

Configuring the Event Forwarder

The Event Forwarder application must be installed on a machine in order for the translation capability to be available.

1. Open the LANDesk Event Forwarder configuration utility located in the LANDesk Server Manager group.
2. Select which NT Event log to receive traps from (i.e. Application, System or Security).
3. Select Netfinity from the list of sources.
4. Select which events to include in the list to be translated to SNMP traps and click OK.
5. View the forwarded events with the LANDesk SNMP Event Viewer.

Configuring the Windows NT SNMP Service

In order to perform this step, the system must have TCP/IP installed as a network protocol, and SNMP installed as a service.

1. Open the Windows Control Panel and double-click the Network icon.
2. Click on the "Services" tab and select "SNMP" service.

3. Click on the "Properties" button and then the "Traps" tab. Enter "public" as the Community Name, and the address or host name of the machine to which the SNMP traps will be sent as the Trap Destination; this machine should be an LDSM managing console.
4. Re-boot the machine or stop and start the SNMP service using the Control Panel's "Services" application.

Configuring the SNMP Trap Receiver

Netfinity is added as an SNMP trap source for the LDSM trap receiver during the installation of Netfinity Manager on an LDSM management console. Accordingly, Netfinity alerts configured with the "Send SNMP Alert" action or "Map" alert to SNMP trap action, will be displayed in the SNMP Trap Log when the IBM Enterprise icon is selected from the list of SNMP Trap Receivers.

Configuring LANDesk alert actions for Netfinity alerts

To configure a LANDesk alert action for an SNMP trap received from Netfinity, select the IBM Enterprise icon from the list of SNMP Trap Receivers.

1. Right-click on the "Converted Netfinity Alert" parameter in the parameter selection panel and select "Configure Alert Actions."
2. Select "IBM:Converted Netfinity Alert" from the list of alerts.
3. Press the "Configure" button. (Refer to the LANDesk documentation for configuring particular alert actions.)

Launch Support Integrations

The Netfinity 5.1 Service Manager can be added as a category of a particular LDSM client system on the LDSM Management Console. This allows a LANDesk administrator to launch the Netfinity 5.1 Service Manager against a LDSM client machine in his network that is Netfinity-enabled. Support for the Netfinity Manager launch integration will be added transparently during a Netfinity 5.1 Manager install on a machine that is already configured as a LDSM Management Console. Then, Netfinity Service Manager will appear as a category of a Netfinity-enabled client machines; selecting it will launch Netfinity Manager against that machine. The administrator will need a Netfinity user I.D. and password for the machine just as if it were being accessed from the Netfinity Remote System Manager service.