

EMC Ionix Adapter for NetIQ AppManager

Part of Ionix IT Operations Intelligence

Protect and enhance your NetIQ AppManager investment

The Big Picture

- Applies the cross-domain correlation capabilities of EMC Ionix (formerly Smarts) Application Services Manager to the rich set of events provided by NetIQ AppManager
- Leverages and enhances the value of your NetIQ investment
- Speeds mean-time-to-repair by finding the root cause of application events identified by NetIQ AppManager wherever they happen—in the network, the servers, or the applications

NetIQ AppManager is a leading solution for monitoring servers and applications across Microsoft Windows and UNIX platforms. The EMC[®] Ionix (formerly Smarts[®]) Adapter for NetIQ AppManager adds value by enabling powerful Ionix (formerly Smarts) root-cause and impact analysis of AppManager events.

Act.	Owner	Class	Name	Event	Source	Impact	Count	Last Notify	First Notify	Last Change
No	Host		flicker.smarts.com	Degraded	INCHARGE-ASM	1	1	18 Nov 16:05:59	18 Nov 16:05:59	18 Nov 16:06:30
No	Host		east.megalith.com	Degraded	INCHARGE-ASM	1	1	18 Nov 15:17:29	18 Nov 15:17:29	18 Nov 15:18:17
No	Host		flicker.smarts.com	DegradedSymptom	NETIO	0	0	18 Nov 16:04:23	18 Nov 16:04:23	18 Nov 16:05:59
No	Host		east.megalith.com	DegradedSymptom	NETIO	0	0	18 Nov 15:15:34	18 Nov 15:15:34	18 Nov 15:17:29
Yes	admin	InChargeService	INCHARGE-AM	Down	INCHARGE-ASM	0	0	131 Oct 20:09:12	31 Oct 20:09:12	18 Nov 15:45:29

NetIQ AppManager events appear as EMC Ionix Service Assurance Manager notifications.

The Adapter for NetIQ AppManager gives Ionix (formerly Smarts) direct access to NetIQ AppManager events, enabling the two solutions to work together to:

- Process and forward NetIQ AppManager events to Service Assurance Manager
- Correlate NetIQ AppManager events to symptoms in Application Services Manager
- Automatically synchronize event notifications between the two systems

NetIQ AppManager Microsoft Windows and UNIX Knowledge Script events that can be mapped to Application Services Manager symptoms include:

- UNIX mapping—CPULoaded, DNSHealth, FileSystemSpace, HTTPHealth, LogicalDiskUtilization, MemShortage, and others
- Windows mapping—CPULoaded, LogicalDiskBusy, LogicalDiskSpace, MemUtil, PagingHigh, ServiceHung, and others

Ionix also provides sample scripts to enable you to support additional NetIQ AppManager Knowledge Scripts.

The Adapter for NetIQ AppManager is one of a family of Ionix (formerly Smarts) adapters that link Ionix to the tools, operations support systems, and business support systems that make up your IT management solution. Ionix adapters deliver events, topology, inventory, and analysis results into and out of Service Assurance Manager.

In addition, Ionix adapters support integrations to third-party products. Integrations include creation of a trouble ticket, sending a page or e-mail message, and linking to or launching of third-party products from a console via “right-click” integration. Ionix adapters support centralized visibility into your entire infrastructure, transforming your disparate tools into a unified infrastructure management solution.

Business features

- Processes and forwards NetIQ AppManager events into Service Assurance Manager, providing a network, application, and business topology context for events
- Maps NetIQ AppManager, Microsoft Windows, and UNIX application group Knowledge Script events to symptoms in Application Services Manager
- Automatically synchronizes event notifications in the two systems

About EMC

EMC Corporation is the world's leading developer and provider of information infrastructure technology and solutions that enable organizations of all sizes to transform the way they compete and create value from their information. Information about EMC's products and services can be found at www.EMC.com.



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