Enterprise Content Management

IBM FileNet System Monitor Overview

Steven Bass
Consulting I/T Specialist, FSM SME

This product roadmap is presented as a statement of direction. It is IBM's proprietary and confidential information. It is not intended as a contractually binding representation. Any features presented, dates and releases are subject to change or availability.

Agenda

- **Overview**

- **Capabilities**

- **What's New in FSM 4.0.1?**

- **Customer Success Stories**

- **Demo**

- **Key Sales Contacts, Collateral**

Industry Findings

- **<u>80% of downtime</u>** is caused by applications and/or operator errors

Cost of computer downtime and data loss for businesses by industry per hour:

Energy . . . .

Telecommunications . . . .

Manufacturing . . . .

Financial Institutions . . . .

Information Technology . . . .

Insurance . . . .

Retail . . . .

Pharmaceuticals . . . .

Banking . . . .

Source: IT Performance Engineering & Measurement Strategies:
Quantifying Performance Loss, META Group, October 2000

Enterprise System Management Market

2005 Performance & Availability Market Shares
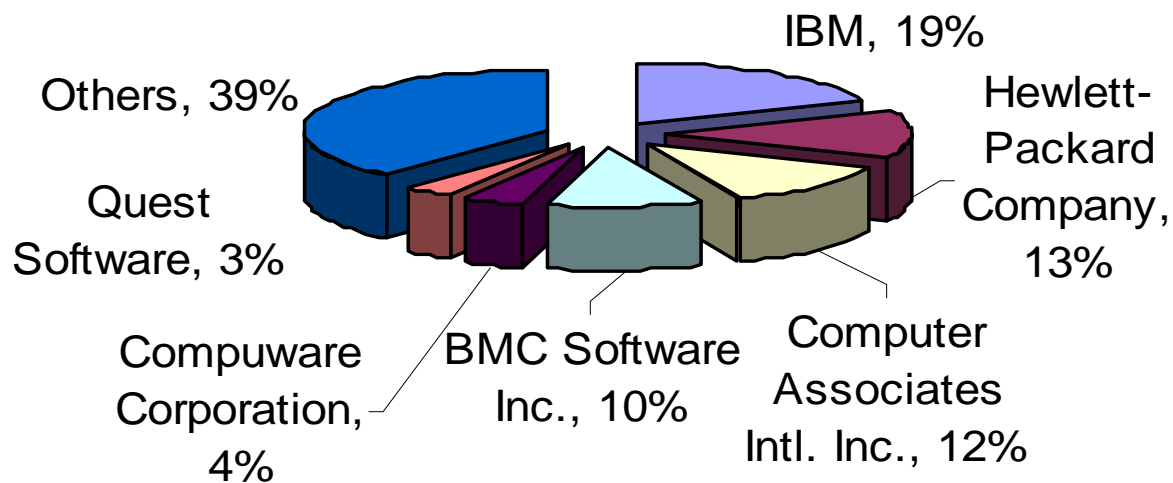
Source: IDC

Enterprise Content Management

Capabilities

Before IBM FileNet System Monitor
– no proactive monitoring of app health status

IBM. Tivoli. software

Processes
– up/down

hp invent

ca.

bmcsoftware

No application health status information = black box!
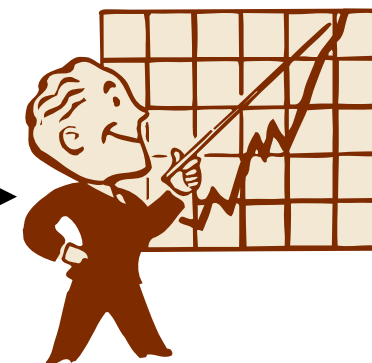
Microsoft®

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

IBM FileNet System Monitor Automates Managing Your FileNet Systems
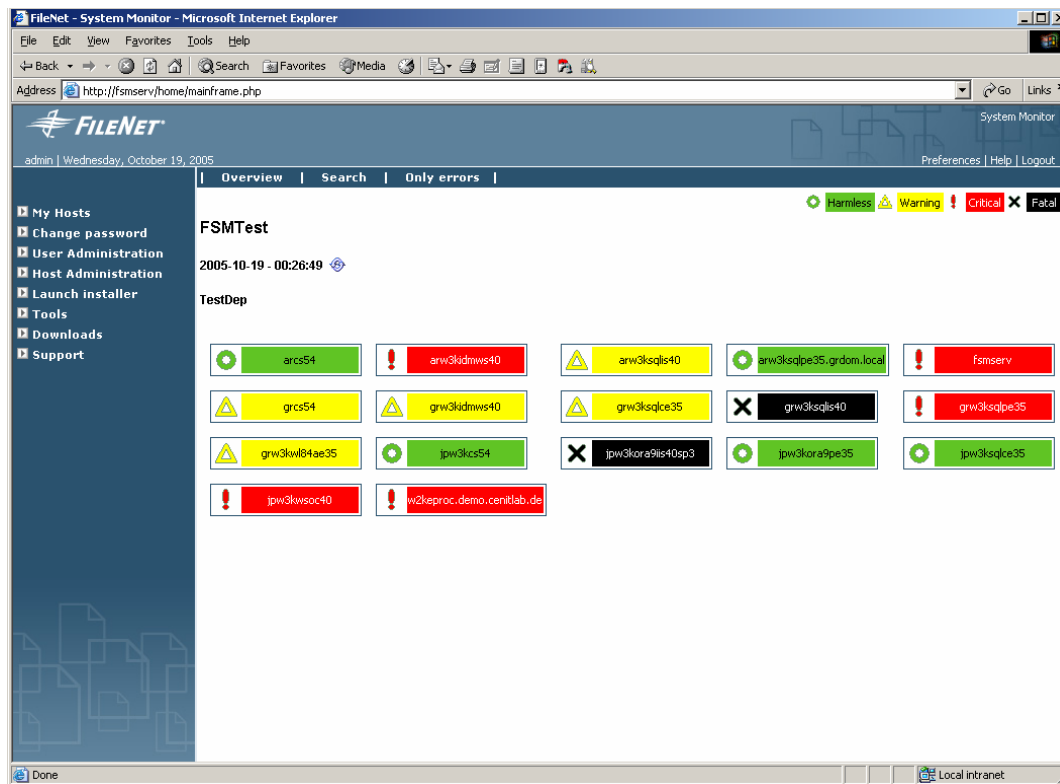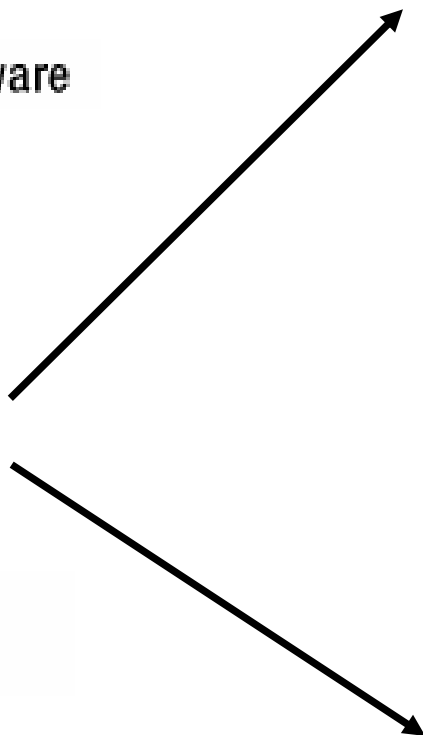

FileNet Server

1. **Database error prevents document access**

2. **System Monitor identifies error, alerts Administrator who instantly solves the problem**

3. **Increased uptime, meeting your SLA**
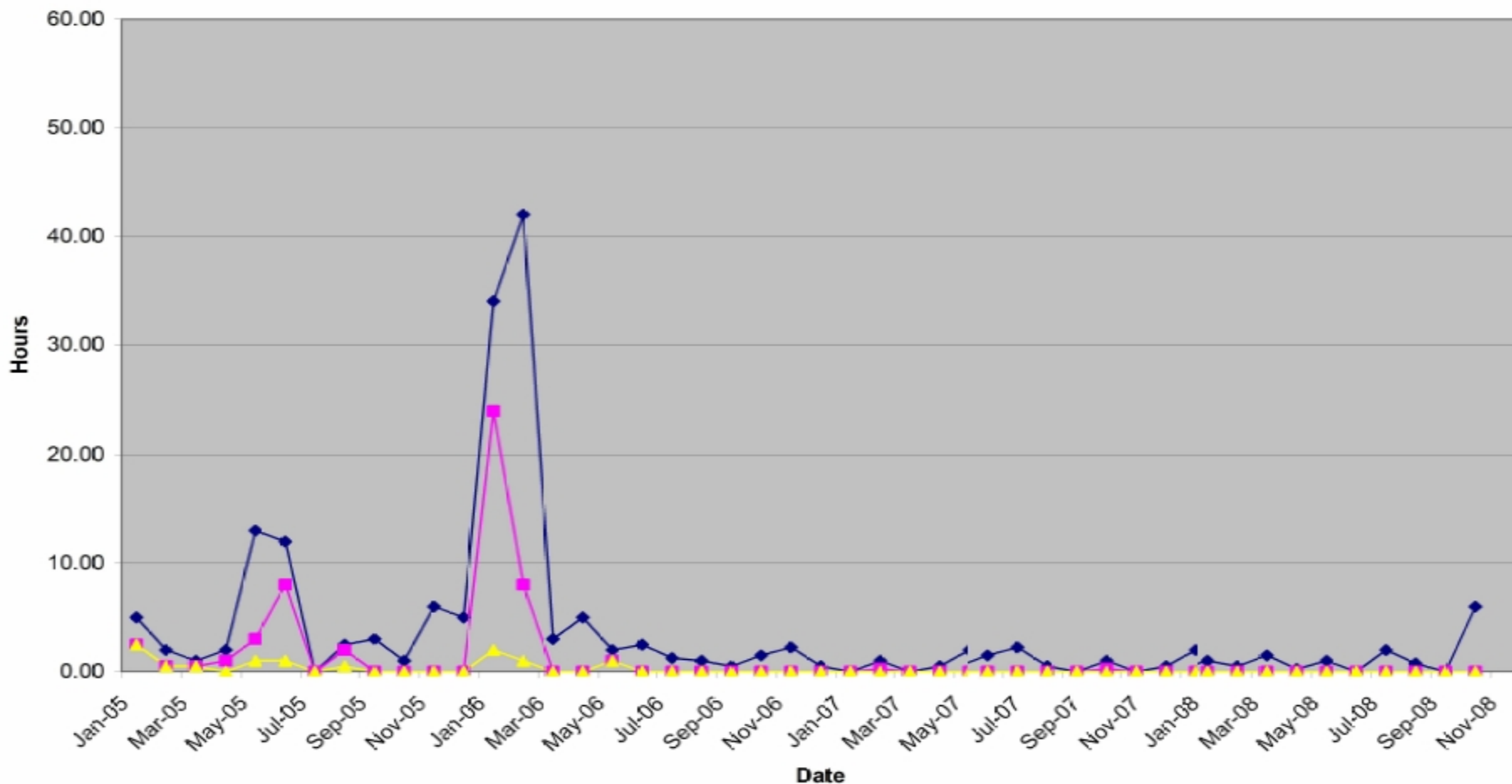
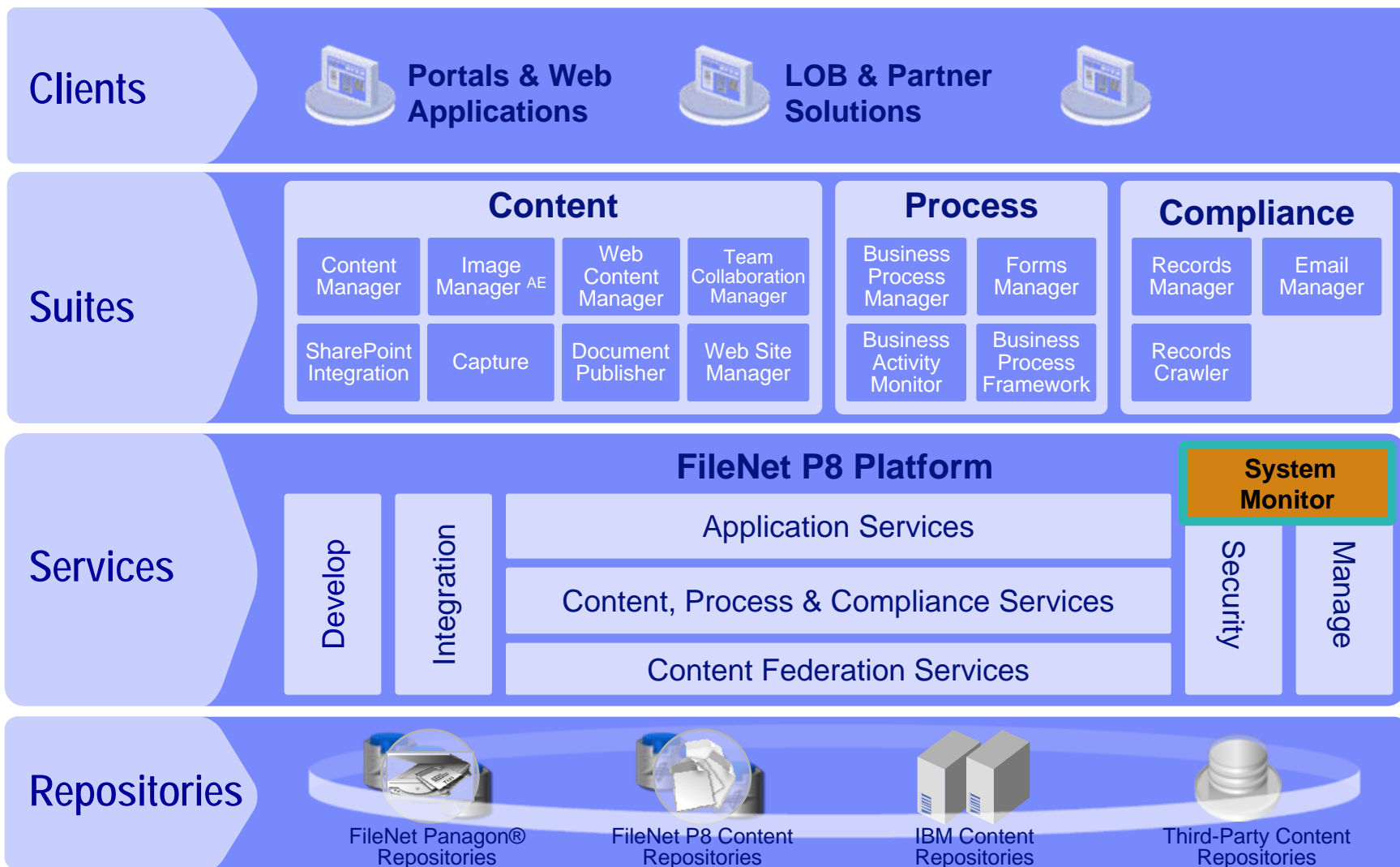# After IBM FileNet System Monitor – Proactive monitoring in a web console

Platform Stability before and after FSM Implementation (April 06) – Return on Investment within a few months

FileNet Image and Workflow production impacts by month

IBM FileNet P8

Clients
Portals & Web Applications | LOB & Partner Solutions

Suites

Content
| Content Manager | Image Manager AE | Web Content Manager | Team Collaboration Manager |
| SharePoint Integration | Capture | Document Publisher | Web Site Manager |

Process
| Business Process Manager | Forms Manager |
| Business Activity Monitor | Business Process Framework |

Compliance
| Records Manager | Email Manager |
| Records Crawler | |

Services

FileNet P8 Platform

System Monitor

Develop | Integration

Application Services

Content, Process & Compliance Services

Content Federation Services

Security | Manage

Repositories
FileNet Panagon® Repositories | FileNet P8 Content Repositories | IBM Content Repositories | Third-Party Content Repositories

IBM FileNet System Monitor is the Answer to Address These Challenges

Challenge	Benefits
End user knows FileNet application is 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 FileNet applications	✓ **Enables Data Center / Network Operations to remotely monitor FileNet**
Unable to increase productivity of FileNet administrators	✓ **Increases productivity by automating manual tasks**

IBM FileNet System Monitor Capabilities

- Proactive monitoring
  - 1200 performance & system parameters
  - Operator console for defining thresholds
  - Real-time alerts via Blackberry, pager, email, console, SMS
- Real-time monitoring of 28 logfiles
- Real-time system performance
- Automate 85 manual administration tasks
- Seamless integration with enterprise system mgmt. tools
  - Pre-defined SNMP MIB
  - Logfile
- Management reports and knowledge base
  - Analysis of historical events – identifying weak spots
  - Analysis of resource utilization – trending and capacity planning
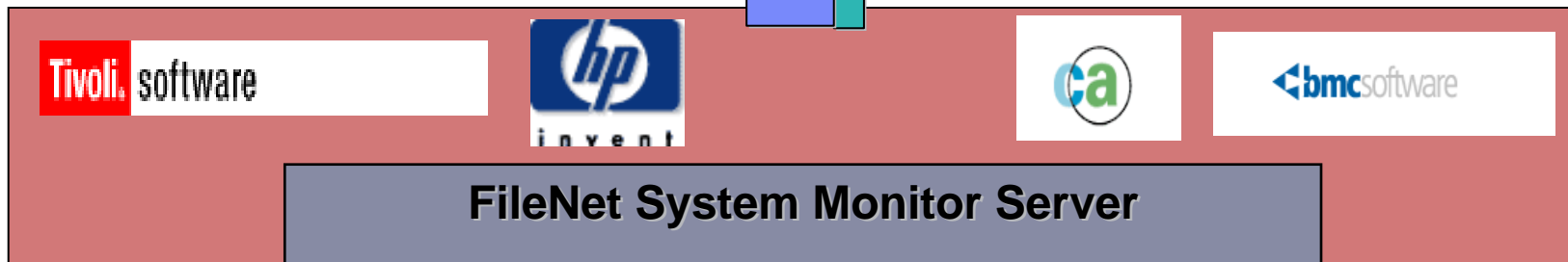
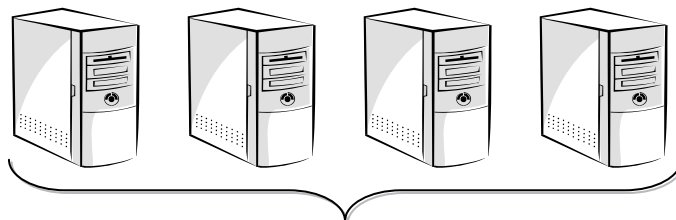# Customer Deployment

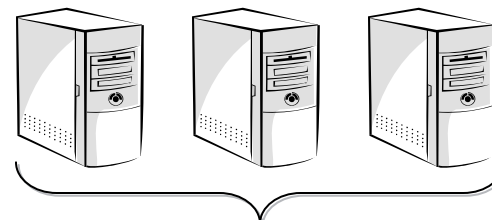**Data Center / Network Operations**

FileNet Administrators

SNMP MIB, Logfile

FSM Web Console

Tivoli. software

hp invent

ca

bmcsoftware

FileNet System Monitor Server

Monitored Servers

FileNet Systems

Non-FileNet Systems

Monitors for...

- **Image Manager Active Edition**

  - Image Services
  - Oracle / MS SQL-Server
  - WorkFlo Services
  - Web Services / Open Client
  - HPII / MRII (high-volume ingestion)
  - Storage (EMC Centera, NetApp Snaplock, MSAR, OSAR)
  - Application Connector for SAP
  - Logfile management

Monitors for...

- **Capture / Print / Fax Support**

  - Capture Professional

  - Capture ADR

  - Remote Capture Services

  - FAX

  - Print

- **Content Federation Services for Image Services**

- **Process Analyzer**

Monitors for...

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

Monitors for...

- **IBM ECM Products**
  - Content Manager
  - Content Manager on Demand
  - IICE
  - CommonStore
  - IBM Content Collector
  - Logfile management

Monitors for...

- **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

Monitors for...

- **Compliance Suite**

  - Records Crawler

  - Email Manager

  - Records Manager (via JMX)

- **Monitor types available include**

  - Customized DB monitors

  - Specific process and services

  - Log file monitoring

Over 100 Parameters

Monitoring of Third Party Components

- **Generic JMX Monitoring**

  - Know what's happening inside your Application Server – including your memory footprint!

  - WebLogic, WebSphere, JBoss

  - Workplace, Records Manager, Business Activity Monitor

Intelligent Logfile Management | 24+ FileNet Logfiles

Real-time Logfile Monitoring

- Processing of unknown events, classification by FileNet error numbers

- Event information contains original error message, error description from FileNet error catalog, possible error cause and corrective action

- Instructions can be extended by customer

- Filtering and adjustable duplicate recognition

- Self-monitoring

FileNet Logfile Coverage

- ELOG / WAL / ISRA

- HPII / MRII / ServerLink

- CS Index and Replication / Verity

- CS Auditlog database entries

- BPM RMI, PPM Trace and Router

- Content Engine

- Process Engine

- Process Analyzer

- Component Integrator

- All FileNet related messages in Windows Eventlog

Task Management | Automate 85+ Manual Tasks

Configuration tasks

- Configure FileNet domain
- Configure module for a FileNet 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.)

Enterprise Content Management

FSM 4.0.1

What's New in FSM 4.0.1?

Shipping now

- **Support for P8 4.5.1 (FileNet Content Manager, BPM, Image Services 4.1.2, CFS for IS, eForms)**

- **64 bit support on Windows 2003, 2008, Linux**

- **Database support for DB2 9.7, SQL Server 2008**

- **Support for CM 8.4.2, CMOD 8.4.1, CommonStore and IICE**

- **Website monitoring with user/password input including https**

- **Websphere 7.0, JBoss5, BEA Weblogic 10 support**

- **Linux 64 bit FSM Server - Intel**

- **New Java Bean and FileNet Listener Browser**

Product Roadmap

- **Oracle 10 as local FSM Database**

- **Symphony Support (IBM Content Collector 2.1)**

- **Updated GUI**

- **IBM LAP (License Acceptance Process) installer support**

Enterprise Content Management

Customer Success

Over 75 Customers Worldwide…

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

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

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-FileNet products**

- **Seamless integration with existing System Mgmt. tools**

- **Deployed successfully by many companies worldwide**
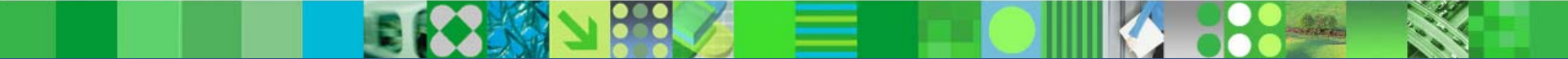
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Key Sales Contacts & Collateral

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

- **Installation Packages and Scheduling**

    - North America: Mike Egan, mike.egan@us.ibm.com

    - Rest of World: Contact local IBM Lab Services Manager

- **IBM ECM Community**

    - Join the Conversation: www.ibm.com/community/ecm

Enterprise Content Management

Thank You