

# ConsoleWorks



## TDi SCAN INTRODUCTION

PUTTING CONSOLEWORKS TO WORK -

[www.tditx.com](http://www.tditx.com)

### Basic Operation

Systems, devices and applications communicate status, warnings, and distress by sending strings of text that are intended to be interpreted by an operator and/or system manager. Having humans monitor and respond to all these messages has become an overwhelming task due to the number of systems, devices, and applications being managed. ConsoleWorks can assist by monitoring these communications 7x24, matching them with predefined text patterns, and declaring alarms based on the critical nature of their occurrence in real-time.

ConsoleWorks administrator can include text patterns for monitoring by:

1. Loading files from TDi containing the text patterns defined by the manufacturer as critical to proper equipment performance,
2. Creating site-specific patterns for managed devices using the ConsoleWorks interface.

### Event Definition

An event is a predefined text pattern that is significant enough to have ConsoleWorks watch for it, recognize it, and provide a response. ConsoleWorks declares an active event when the incoming text string or pattern matches one that has been identified.

Within ConsoleWorks, each event has associated attributes and actions. Attributes include:

- Event Name
- Event Description
- Text Pattern
- Wildcarding Capability
- Subsystem
- Class
- Priority
- Severity (with associated color for display)
- Context File
- Help Information (customizable on a site-by-site basis)

Actions typically associated with events include:

- real-time operator notification in browser
- notification via e-mail, pager, etc.
- alarm sent to SNMP-based tools
- commands issued directly to the managed device
- recurring scheduled actions.

### Scan Definition

A scan is a logical collection of important text strings or patterns called events. A scan is simply a way to conveniently group related events. ConsoleWorks users need this capability because most systems or devices have too many events to deal with on an event-by-event basis.

The desired scan is associated with the managed device within ConsoleWorks with a single 'click' in the browser interface. This provides an immediate monitoring for many text patterns.

### ConsoleWorks Scan Files

Scan files are ConsoleWorks' data modules for specific devices or systems. They contain lists of information, error codes, and corrective actions as identified by the device's manufacturer. These lists are compiled by TDi into ConsoleWorks event and scan formats.

A license is required in order to load a particular scan file into a ConsoleWorks server. During the import process, the ConsoleWorks license manager verifies that the appropriate license is present. After loading, the scans may be associated with specific consoles.

Once a scan file is loaded, the associated consoles can immediately be monitored and subsequently managed, based on the information and error codes published by the manufacturer for those machines.

Integration into a specific environment includes cap-

turing site-specific data. ConsoleWorks provides the capability to capture this critical support information and make it available to users in order to speed up the response to critical events. Contact phone numbers, service reps, contract numbers, and html or non-html based web pages are just a few examples of the information that can be included with event response information.

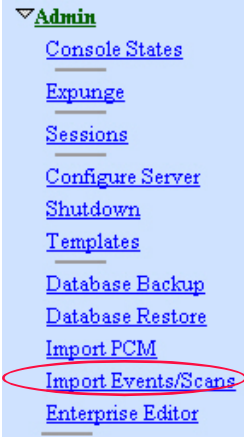
## Installation Process

The TDi Scan File are available on CD-ROM or may be downloaded from the TDi website at <http://www.tditx.com/>. If you require additional formats and/or help obtaining the file, please contact TDi Support.

In order to load a particular scan file into a ConsoleWorks server, a valid license (Product Authorization Key - PAK) is required. For the OpenVMS ConsoleWorks server this process includes registering and loading the PAK using the License Management Facility commands.

For the Unix and Windows versions of ConsoleWorks, the process includes:

1. Copying the license PAK to the appropriate TDi Licenses directory;
2. Stopping the ConsoleWorks Server invocation;
3. Stopping the ConsoleWorks LMF application;
4. Restarting the ConsoleWorks LMF application; and
5. Restarting the ConsoleWorks Server invocation.

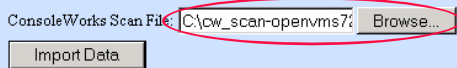


Once the license has been loaded, the scan file may be imported using the ConsoleWorks browser interface. Log into a ConsoleWorks account with the appropriate Profile assigned to allow administration of the desired ConsoleWorks server invocation. Navigate down the menu options and select "Import Events/Scans" from the "Admin" menu. This will bring up the "Import ConsoleWorks Scan Database Data" screen.

Select "Browse" and locate the scan file to be imported into the

ConsoleWorks database (ex: cw\_scan-openvms72.bin). Select "Import Data" and wait for ConsoleWorks to complete the

## Import ConsoleWorks Scan Database Data



import process. Once the import process has completed, the scans and events are available for use.

## Import ConsoleWorks Scan Database Data

ConsoleWorks scan file import started.  
Please wait for completion message before continuing.  
ConsoleWorks imported 31631 scan and event data elements

ConsoleWorks Scan File:  Browse...  
Import Data

## Scan Application

Detailed information is available for each of the Scan Files supplied by TDi. These scans include a collection of the error codes, and corrective actions as identified by the device's manufacturer. The organization of the scan file includes events (the text patterns) and scans. Multiple scans in the TDi Scan File represent the different subsystems the manufacturer has identified for that particular device.

Reviewing the scan information enables the user to understand the monitoring capability once the scan has been associated with a managed device in ConsoleWorks. TDi recommends you to insure that monitoring for your particular environment includes the events (text patterns) you have deemed critical for the particular device in your environment.

Additionally, TDi recommends to create a local scan and include the critical scans/events required by your site. Then associate this local scan with the device to be managed.

## Site-Specific Integration

Once one of these scan files is loaded, the associated consoles can immediately be monitored and subsequently managed, based on the information and error codes published by the manufacturer for those machines. Integration into a specific environment includes capturing site-specific data. ConsoleWorks provides the capability to capture this critical support information and make it available to users in order to speed up the response to critical events. Contact phone numbers, service reps, contract numbers, and html or non-html based web pages are just a few examples of the information that can be included with event response information.

## Scan Updates

Periodically TDi anticipates providing updates to existing scans. In order to preserve event/scan integrity, TDi recommends that users do not change the name of events or scans provided in one of our Scan Files.

## Beyond TDi Scan Files

To clarify the user event creation process, each event is identified by a unique name and description for the associated text pattern. This pattern may be up to five lines for matching pur-

poses. The text pattern is compared to the character flow from a console, that when the pattern is matched, a *ConsoleWorks* event is evoked for the associated console.

Event definitions include a number of attributes which further define the event. Wildcarding and the use of regular expressions enable complex pattern matching to take place. Text case may be forced or ignored. Priority allows the user to set the priority of this event appropriate with the environment. Subsystem and Class are text fields that may be used in any way to support organizational needs. Severity allows the user to define the color context of the event for quick recognition.

Defining the event context carefully may help the user in diagnosing the circumstances of a particular event. Lines above and below the event pattern may provide keen insight into the state of the system when the event occurred and of the necessary corrective action.

In addition to the context, each event has an associated help file that can be customized with local information, creating a knowledge base of your environment.

## Creating User Events & Scans

*ConsoleWorks* allows the user to create custom events and scans necessary to monitor devices that can report via a text stream. This enables monitoring of almost any device, whether the manufacturer has identified specific message patterns of interest or not.

The process starts by deciding the text pattern that requires monitoring, the critical nature of its occurrence in your environment, and the actions that should be taken if *ConsoleWorks* detects the assigned text. In addition, specific user help can be created to provide insight into what the text means and what specific user action should be taken.

Once events have been created, they can be logically

**Add Event**

Event:

Description:

Pattern:

Wildcarding:

Case-insensitive:

Priority:  (Highest priority:1, Lowest priority:999)

Severity:

Display Lines: Above:  , Below:

grouped into a scan for association with specific devices and/or groups of devices. At this point, *ConsoleWorks* begins actively watching the devices and reporting on the occurrence of the text patterns you have defined.

## Customizable Event Help

When an event occurs, one of the major issues to be addressed includes understanding of what occurred and of what to do in response. To facilitate building this event's "knowledge base", *ConsoleWorks* allows user-customizable help for each event.

The desired information is entered in HTML format in the "Help Text" section for the event. Users then simply request

Help Text:

```
<br>
<h2>My ConsoleWorks Event</h2>
Template</h2>
<hr>
<h3><b>Explanation</b></h3>Enter
the event description here!<hr>
<h3><b>User Action</b></h3>Enter
what to do here!
<hr>
<br>
```

help to see the display which can include both help information and hyperlinks (internal and external) to other locations that may provide additional insight to the event occurrence.

## Foreign Devices

Foreign devices are those devices that *ConsoleWorks* is not necessarily aware of (ex: temperature probe, PBX system) and for which TDi does not have a scan file. Streaming text from the devices may contain critical information regarding the device's health and/or operational status. In order to monitor these type devices, it is essential to identify the types of output they provide and determine the nature of the messaging.

To monitor one of these foreign devices, TDi recommends connection to *ConsoleWorks* and allowing several days of log file collection in order to sort through the messaging used. Once this has taken place, you can determine which messages are important and create events/scans specific to the foreign device.

## Additional Information

For additional product information, a live demonstration, or current pricing, please call 1-800-695-1258 today or visit our web site at <http://www.tditx.com/>.

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