IBM Tivoli Composite Application Manager for Microsoft Applications
Version 6.3.1

Offering Guide

IBM

IBM Tivoli Composite Application Manager for Microsoft
Applications
Version 6.3.1

Offering Guide

IBM

Contents

Figures

Tables

Chapter 1. Introduction

The IBM Tivoli Composite Application Manager for Microsoft Applications offering includes multiple components. You can use this publication to determine which components you need to download, install, and configure.

The ITCAM for Microsoft Applications product monitors systems, applications, and transactions to speed problem determination and automate problem resolution in Microsoft environments to increase productivity while supporting cross-platform growth.

Contents of the package

ITCAM for Microsoft Applications is available in two different versions, ITCAM for Microsoft Applications: Entry Edition and ITCAM for Microsoft Applications: Advanced Edition.

This offering contains monitoring agents and other components.

Before you install any of the components in this offering, you must install IBM® Tivoli® Monitoring, which is the prerequisite software.

ITCAM for Microsoft Applications: Entry Edition contains the following components:

Agentless Monitoring for Windows Operating Systems
> Provides you with the capability to monitor Windows operating systems by using SNMP or Windows APIs.

Windows OS agent
> Offers a central point of management for your Microsoft Windows server environment. This agent provides a comprehensive means for gathering exactly the information you need to detect problems early and to prevent them. Information is standardized across your enterprise. By using the Windows OS agent, you can easily collect and analyze server-specific information.

IBM DB2® Workgroup Server Edition and Apache Derby database
> Stores data that is collected by the agents.

In addition to the components that are included in the Entry Edition, ITCAM for Microsoft Applications: Advanced Edition also contains the following components:

Active Directory agent
> Offers a central point of management for your Microsoft Active Directory service. This agent provides a comprehensive means for gathering exactly the information you need to detect problems early and to prevent them. You can monitor many servers from a single workstation, and information is standardized across the system. This agent provides the ability to generate reports for the attributes collected.

Application Launch Pad
> Provides a starting point for performing operational and administrative tasks. From the Launch Pad, you can access workspaces from which you can monitor resources and view collected real-time data.

Discovery and Deployment

Discovers the computers and devices in your networks and deploys the monitoring of operating systems, network devices, and applications from a central location.

Installation Launchpad

Guides you through basic or custom installation of multiple agents at one time.

Microsoft BizTalk Server agent

Monitors and indicates when BizTalk services status is down, monitors for errors and events that affect BizTalk Server availability or performance, collects applicable performance attributes and provides situations where appropriate, provides actions to start and stop BizTalk services, and provides the ability to generate reports for the attributes collected.

Microsoft Cluster Server agent

Monitors availability of cluster and cluster resources, provides the ability to generate reports for the metrics collected, provides availability monitoring for the cluster server's key monitoring points (cluster level, cluster nodes, cluster resource groups, cluster resources and cluster networks), and provides cluster resource usage across the nodes of the cluster.

Microsoft Exchange Server agent

Offers a central point of management for your Microsoft Exchange Server product. This agent provides a comprehensive means for gathering exactly the information you need to detect problems early and to prevent them. By using this monitoring agent, you can easily collect and analyze information related to the Microsoft Exchange Server. This agent provides the ability to generate reports for the attributes collected.

Microsoft Host Integration Server agent

Monitors and displays information related to Microsoft Host Integration Servers and BizTalk Adapters for Host Systems, and provides ability to generate reports for the attributes collected.

Microsoft Hyper-V Server agent

Monitors Microsoft Hyper-V Server, and includes the following functions: availability monitoring for Hyper-V services, provides Hyper-V configuration and virtual machine configuration information, collects applicable performance attributes, provides situations where appropriate, displays the enterprise level information for all the Hyper-V systems, provides actions to start and stop the Hyper-V services and virtual machines, monitors the availability of virtual machines, and provides the ability to generate reports for the attributes collected.

Microsoft Internet Information Services agent

Monitors internet information services and processes and indicates when they are down, monitors for errors and events that affect Microsoft IIS availability or performance, collects applicable performance attributes, provides situations where appropriate, provides actions to start and stop the website, FTP sites, and the several internet services, and provides the ability to generate reports for the attributes collected.

Microsoft .NET Framework agent

Collects performance attributes within the .NET Framework, provides situations where appropriate, monitors for errors and events that affect the .NET Framework, provides the ability to generate reports for the attributes collected, and provides support for 32-bit and 64-bit .NET applications.

Microsoft SharePoint Server agent

Monitors SharePoint Server services, indicating when down, monitors for SharePoint event sources that affect SharePoint Server availability or performance, collects applicable performance attributes, provides situations where appropriate, provides start and stop functions for SharePoint services, and provides the ability to generate reports for the attributes collected.

Microsoft SQL Server agent

Offers a central point of management for distributed databases. This monitoring agent provides a comprehensive means for gathering exactly the information you need to detect problems early and prevent them. Information is standardized across all systems so you can monitor hundreds of servers from a single workstation. You can easily collect and then analyze specific information by using the Tivoli Enterprise Portal. This agent provides the ability to generate reports for the attributes collected.

Microsoft Lync Server agent

Monitors functional components of the Microsoft Lync Server, such as instance messaging, text conferencing, audio and video conferencing, web conferencing, and provides the ability to generate reports for the attributes collected. It also generates situational alerts and provides suggestions for triggered situations. The Microsoft Lync Server was previously called as Microsoft Office Communications Server.

Network Devices agent

Offers a central point of management for your network devices environment or application. Provides a comprehensive means for gathering the information you need to detect problems early and to prevent them. Information is standardized across the system. You can monitor multiple servers from a single workstation. By using the Network Devices agent, you can easily collect and analyze network devices-specific information.

Tivoli Common Reporting

Provides a consistent approach to viewing and administering predefined Cognos® reports that use a consistent look and feel. Tivoli Common Reporting also provides an approach to design new Cognos reports by using data models.

VMware VI agent

Collects monitoring information for memory, CPU, system, disk, and network usage for the VMware ESX server and the virtual machines, provides actions to start and stop the virtual machines installed on the VMware ESX server, provides the support to collect monitoring data from the VMware Virtual Center product and ESX server, provides the ability to generate reports for the metrics collected, and monitors events and alarms generated by VMware Virtual Center and VMware ESX servers.

.NET Data Collector

Collects information about the transactions that occur through the ASP.NET web applications, ASMX/WCF web services, and ADO.NET database calls.

New in this release

For version 6.3.1 of ITCAM for Microsoft Applications, the following enhancements were made since version 6.3, including the fix packs:

* Updated the following agents:
  – Microsoft Active Directory agent

– Microsoft BizTalk Server agent
  – Microsoft Cluster Server agent
  – Microsoft Exchange Server agent
  – Microsoft Host Integration Server agent
  – Microsoft Hyper-V Server agent
  – Microsoft Internet Information Services agent
  – Microsoft .NET Framework agent
  – Microsoft SharePoint Server agent
  – Microsoft SQL Server agent
  – Microsoft Lync Server agent (previously called Microsoft Office Communications Server agent)
- Updated the .NET Data Collector to track transactions that occur in the applications and services that are created by using the .NET Framework and Internet Information Services
- Added new Cognos data models and reports for the following agents:
  – Microsoft Active Directory agent
  – Microsoft BizTalk Server agent
  – Microsoft Cluster Server agent
  – Microsoft Exchange Server agent
  – Microsoft Host Integration Server agent
  – Microsoft Hyper-V Server agent
  – Microsoft Internet Information Services agent
  – Microsoft .NET Framework agent
  – Microsoft SharePoint Server agent
  – Microsoft SQL Server agent
  – Microsoft Lync Server agent (previously called Microsoft Office Communications Server agent)

For additional information about new and updated software, see the documentation for the individual components in the IBM Tivoli Composite Application Manager for Microsoft Applications Information Center (http://publib.boulder.ibm.com/infocenter/tivihelp/v24r1/topic/com.ibm.itcamms.doc_6.3.1/welcome_msapps631.html).

Architecture

IBM Tivoli Composite Application Manager for Microsoft Applications helps you to manage server and middleware components, even in virtualized environments.

Figure 1 on page 5 illustrates the architecture of the monitoring environment after the following monitoring components are installed.

Note: The Entry Edition contains only the components marked with an asterisk (*). The Advanced Edition contains all of the components in the list. The architecture of the environment is the same for both editions.
- The hub Tivoli Enterprise Monitoring Server*
- The remote Tivoli Enterprise Monitoring Servers*
- Tivoli Enterprise Portal browser and desktop clients*
- Tivoli Enterprise Portal Server*

- Tivoli Agentless monitoring for Windows operating systems*
- Tivoli Data Warehouse*
- Windows OS agent*
- The Advanced Edition contains the following monitoring components:
  - Microsoft Active Directory agent
  - Microsoft BizTalk Server agent
  - Microsoft Cluster Server agent
  - Microsoft Exchange Server agent
  - Microsoft Host Integration Server agent
  - Microsoft Hyper-V Server agent
  - Microsoft Internet Information Services agent
  - Microsoft .NET Framework agent
  - Microsoft Sharepoint Server agent
  - Microsoft SQL Server agent
  - Microsoft Lync Server agent
  - Network Devices agent
  - VMware VI agent
  - .NET Data Collector
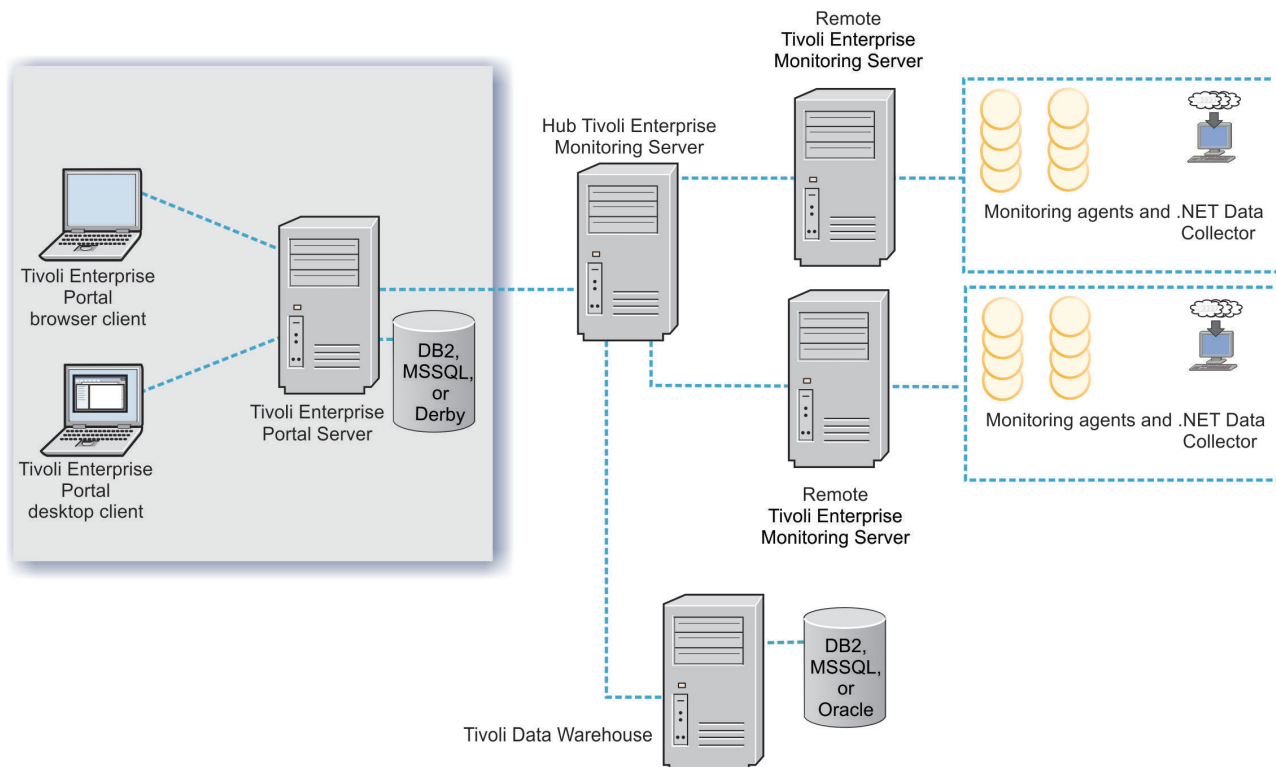
Figure 1. Architecture of the monitoring environment

Figure 2 on page 6 illustrates the optional integration of the Tivoli event management and business service management products into the monitoring environment. In Figure 2 on page 6, the box labeled "Tivoli Monitoring Infrastructure" represents everything in Figure 1 except for the monitoring agents.

You can integrate and manage events from a single console if you use IBM Tivoli
Enterprise Console or IBM Tivoli Netcool/OMNIbus products in addition to IBM
Tivoli Monitoring. The event synchronization component sends updates to
situation events that are forwarded to a Tivoli Enterprise Console® event server or
a Netcool/OMNIbus Objects Server back to the monitoring server.
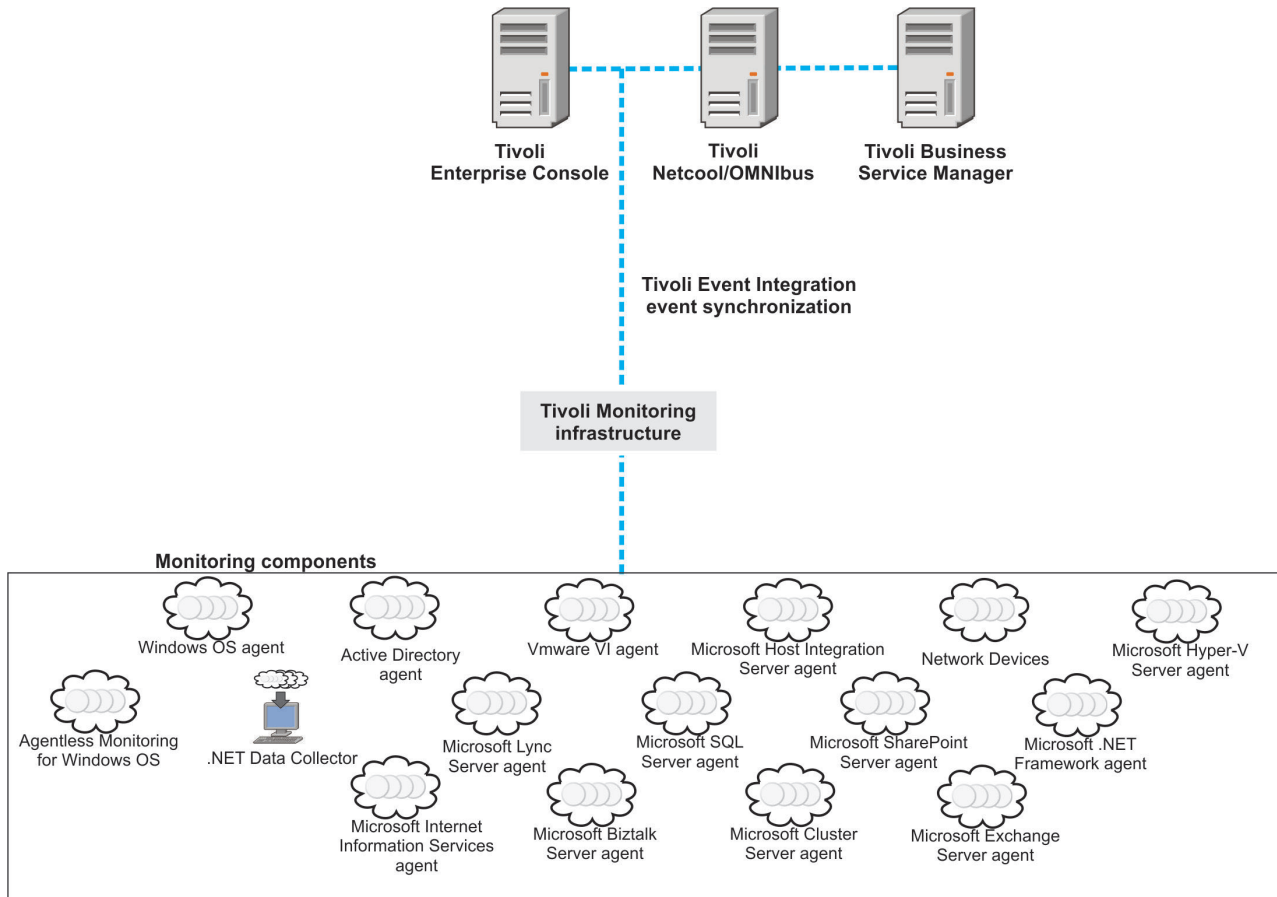
Figure 2. Integrating Tivoli event management and business service management into the environment

For information about how to design your network firewall in relation to your IBM
Tivoli Monitoring environment, see Appendix C, "Firewalls," of the *IBM Tivoli
Monitoring: Installation and Setup Guide* in the IBM Tivoli Monitoring Information
Center (http://pic.dhe.ibm.com/infocenter/tivihelp/v61r1/topic/
com.ibm.itm.doc_6.3fp2/welcome.htm).

Chapter 2. Planning your installation

Before you download or install the component products, plan your installation.

Choose an installation method

You can install the ITCAM for Microsoft Applications software by using an automated tool or you can install it manually.

Use the Installation Launchpad tool on the *ITCAM for Microsoft Applications Quick Start* CD for automated installation. This tool guides you through basic or custom installation of multiple agents at one time.

- Use the Basic Installation option for evaluation or small production environments that do not have an existing solution.
- Use the Custom Installation option to install server and agent components by using a common installer, and also to install application support for multiple agents at a time.

The Quick Start Guides contain an overview of the steps to install ITCAM for Microsoft Applications software manually:

- ITCAM for Microsoft Applications Quick Start Guide - Entry Edition (http://publib.boulder.ibm.com/infocenter/tivihelp/v24r1/topic/com.ibm.itcamms.doc_6.3.1/itmmsa631ee_qsg_en.htm)
- ITCAM for Microsoft Applications Quick Start Guide - Advanced Edition (http://publib.boulder.ibm.com/infocenter/tivihelp/v24r1/topic/com.ibm.itcamms.doc_6.3.1/itmmsa631ae_qsg_en.htm)

The installation and configuration guide for each agent contains directions for installing and configuring the agent.

Component products to install

See Table 2 on page 8 for a list of component products you can install based on the resources that you want to monitor. All of these components are part of the ITCAM for Microsoft Applications package. For more specific information about the resources that the agents can monitor, see the agent-specific prerequisites information in the Software Product Compatibility Reports (http://pic.dhe.ibm.com/infocenter/prodguid/v1r0/clarity/prerequisiteCategory.html). See the "Locating components at the information center" on page 16 topic that contains component-wise details to help you quickly locate the components on the information center. Use Table 2 on page 8 and the prerequisites information to identify the components that you want to download and install.

Before you install any of the components listed in Table 2 on page 8, you must install IBM Tivoli Monitoring, which is the prerequisite software. The minimum required version of IBM Tivoli Monitoring is V6.2.3, Fix Pack 3. However, certain features of ITCAM for Microsoft Applications require IBM Tivoli Monitoring V6.2.3, Fix Pack 1 or Fix Pack 2. The version of IBM Tivoli Monitoring that is included with ITCAM for Microsoft Applications is V6.3, Fix Pack 2.

IBM Tivoli Monitoring includes the following components that are shared by all component products in this offering, and also the components that are listed in Table 1:

- Tivoli Enterprise Portal browser and desktop clients
- Tivoli Enterprise Portal Server
- Tivoli Enterprise Monitoring Server
- Tivoli Data Warehouse

Note: The information in the following tables applies to the Advanced Edition of ITCAM for Microsoft Applications. If you purchase the Entry Edition of ITCAM for Microsoft Applications, you have only the following components in the package:

- Agentless monitoring for Windows operating systems
- Windows OS agent

Table 1. Components that are included in the IBM Tivoli Monitoring product

Agents included with Tivoli Monitoring	Monitored resources
Operating system agents: • Windows OS agent • Agentless monitoring for Windows operating systems	Windows operating system

Table 2. Determining the component products to install

Resource you want to monitor	Install this component	Product containing the component
BizTalk Server	Microsoft BizTalk Server agent	ITCAM for Microsoft Applications V6.3.1
Cluster Server	Microsoft Cluster Server agent	ITCAM for Microsoft Applications V6.3.1
Discover the computers and devices in networks and deploy monitoring of operating systems, network devices, and applications from a central location.	Discovery and Deployment feature (including Application Launch Pad)	ITCAM for Microsoft Applications V6.3.1
Host Integration Server	Microsoft Host Integration Server agent	ITCAM for Microsoft Applications V6.3.1
Active Directory	Microsoft Active Directory agent	ITCAM for Microsoft Applications V6.3.1
Microsoft Exchange Server	Microsoft Exchange Server agent	ITCAM for Microsoft Applications V6.3.1
Microsoft Hyper-V Server	Microsoft Hyper-V Server agent	ITCAM for Microsoft Applications V6.3.1
Microsoft IIS Server	Microsoft Internet Information Services agent	ITCAM for Microsoft Applications V6.3.1

Table 2. Determining the component products to install (continued)

Resource you want to monitor	Install this component	Product containing the component
Microsoft SharePoint Server	Microsoft SharePoint Server agent	ITCAM for Microsoft Applications V6.3.1
Microsoft SQL Server	Microsoft SQL Server agent	ITCAM for Microsoft Applications V6.3.1
Microsoft Lync Server	Microsoft Lync Server agent	ITCAM for Microsoft Applications V6.3.1
Network devices	Network Devices agent V6.2.2	ITCAM for Microsoft Applications V6.3.1
.NET Framework	Microsoft .NET Framework agent	ITCAM for Microsoft Applications V6.3.1
VMware Virtual Center, VMware ESX Server	VMware VI agent	IBM Tivoli Monitoring for Virtual Environments V7.2
.NET transactions	.NET Data Collector V7.3.2	ITCAM for Microsoft Applications V6.3.1

Installation files to download

Use the following download instructions to identify the components that you want to download:

- For instructions on downloading ITCAM for Microsoft Applications: Entry Edition, see the download document at ITCAM for Microsoft Applications Information Center (http://publib.boulder.ibm.com/infocenter/tivihelp/v24r1/topic/com.ibm.itcamms.doc_6.3.1/DLD_msapps631ee.html).
- For instructions on downloading ITCAM for Microsoft Applications: Advanced Edition, see the download document at ITCAM for Microsoft Applications Information Center (http://publib.boulder.ibm.com/infocenter/tivihelp/v24r1/topic/com.ibm.itcamms.doc_6.3.1/DLD_msapps631ae.html).

Where to install the component products

Monitoring agents must be installed on the server that contains the resource to be monitored. Agent support files must be installed on the Tivoli Enterprise Monitoring Server, Tivoli Enterprise Portal Server, and Tivoli Enterprise Portal.

The Discovery and Deployment feature support files must be installed on the Tivoli Enterprise Portal Server and the Tivoli Enterprise Portal Desktop client.

Hardware and software requirements

The following table shows where to find the hardware and software requirements for the component products.

Table 3. Where to find hardware and software requirements for the component products

Information	Location of information
IBM Tivoli Monitoring hardware and software requirements	See the "Hardware and software requirements" section under "Preparing for installation" in the *IBM Tivoli Monitoring Installation and Setup Guide* in the IBM Tivoli Monitoring Information Center (http://pic.dhe.ibm.com/infocenter/tivihelp/v61r1/topic/com.ibm.itm.doc_6.3fp2/welcome.htm).
Agent hardware and software requirements	See the agent-specific prerequisites topics at the Software Product Compatibility Reports (http://pic.dhe.ibm.com/infocenter/prodguid/v1r0/clarity/prerequisiteCategory.html).

Sizing the installation

The following resources can help you size the installation:

- *IBM Tivoli Monitoring Deployment Guide* and *IBM Tivoli Monitoring Installation and Setup Guide* at the IBM Tivoli Monitoring Information Center (http://pic.dhe.ibm.com/infocenter/tivihelp/v61r1/topic/com.ibm.itm.doc_6.3fp2/welcome.htm).
- Tivoli Data Warehouse load projections spreadsheet at the IBM Tivoli Integrated Service Management Library (http://www.ibm.com/software/brandcatalog/ismlibrary/).

Order of installation

When you are ready for installation, install or upgrade the components that you downloaded in the following order:

1. Install the prerequisite software, IBM Tivoli Monitoring, according to the information in the *IBM Tivoli Monitoring Installation and Setup Guide* at the IBM Tivoli Monitoring Information Center (http://pic.dhe.ibm.com/infocenter/tivihelp/v61r1/topic/com.ibm.itm.doc_6.3fp2/welcome.htm). Follow the recommended upgrade order for server components (such as Tivoli Enterprise Monitoring Server, Tivoli Enterprise Portal Server, and Tivoli Data Warehouse).
2. Install the agent application support on the Tivoli Enterprise Monitoring Server, the Tivoli Enterprise Portal Server, and if you are using it, the Tivoli Enterprise Portal desktop client. You can use the IBM Tivoli Monitoring images to install support files for the operating system agents. For all other types of agents, use the agent image to install the support files.
3. To remotely install, configure, and upgrade other agents on the same server, you must install the operating system agent on each system where a non-operating system monitoring agent is installed.
4. Install any other agents that you plan to use. See Chapter 3, "Installing and configuring your components," on page 11 for information about installation and configuration documentation.

Chapter 3. Installing and configuring your components

Use one of the following download instructions to identify the eAssembly and part numbers of the components that you want to download and install.

- For identifying the eAssembly and part numbers for the components of the ITCAM for Microsoft Applications: Entry Edition, see the download document at ITCAM for Microsoft Applications Information Center (http:// publib.boulder.ibm.com/infocenter/tivihelp/v24r1/topic/ com.ibm.itcamms.doc_6.3.1/DLD_msapps631ee.html).

- For identifying the eAssembly and part numbers for the components of the ITCAM for Microsoft Applications: Advanced Edition, see the download document at ITCAM for Microsoft Applications Information Center (http://publib.boulder.ibm.com/infocenter/tivihelp/v24r1/topic/ com.ibm.itcamms.doc_6.3.1/DLD_msapps631ae.html).

Note: Upgrading from a 32-bit agent to a 64-bit agent is not supported.

Location of the installation files

After you download the components, identify the directories where the files are located in the installation image. The installation files are located in the following directories of the installation image, which are described in Table 4.

- WINDOWS
- REPORTS
- unix

Table 4. Contents of installation image directories

Directory name	Contents
WINDOWS	ITCAM for Microsoft Applications V6.3.1 provides binary files for installing the 32-bit and 64-bit agents on Windows systems and agent support files for Tivoli Enterprise Monitoring Server, Tivoli Enterprise Portal Server, and Tivoli Enterprise Portal for the following agents: • Microsoft SQL Server agent • Microsoft Exchange Server agent • Microsoft Lync Server agent • Microsoft BizTalk Server agent • Microsoft Cluster Server agent • Microsoft Host Integration Server agent • Microsoft Hyper-V Server agent • Microsoft Internet Information Services agent • Microsoft SharePoint Server agent • Microsoft .NET Framework agent • Microsoft Active Directory agent • Network Devices agent IBM Tivoli Monitoring for Virtual Server provides binary files for installing the 32-bit and the 64-bit VMware VI agent. Additionally, this directory contains the following files: • Binary files for installing the .NET Data Collector • Binary files for installing the Prerequisite Checker bundles
unix	Agent support files for non-Windows Tivoli Enterprise Monitoring Server, Tivoli Enterprise Portal Server, and Tivoli Enterprise Portal.

Table 4. Contents of installation image directories (continued)

Directory name	Contents
REPORTS	Subdirectories for each agent are labeled with 3-character agent codes, such as KOQ, where OQ is the code for the SQL agent.
	Tivoli Common Reporting .zip files for the agents use the following codes:
	• Active Directory agent: K3Z
	• BizTalk Server agent: KQB
	• Cluster Server agent: KQ5
	• Exchange Server agent: KEX
	• Internet Information Services Server agent: KQ7
	• SharePoint Server agent: KQP
	• SQL Server agent: KOQ
	• .NET Framework agent: KQF
	• Host Integration Server agent: KQH
	• Hyper-V Server agent: KHV
	• Lync Server agent: KQL
	The .zip files for the agents contain Cognos data models and reports. **Note:** To view Cognos reports, the version of Tivoli Common Reporting Server must be 1.3, or later.

Use the flowcharts in Figure 3 on page 13, Figure 4 on page 14, Figure 5 on page 15, and Figure 6 on page 16 to locate the directories that contain the images that you want to install for the following types of installation and the operating systems in your environment:

- Prerequisite checker
- Agent
- Tivoli Enterprise Monitoring Server, Tivoli Enterprise Portal Server, and Tivoli Enterprise Portal support
- Deployment bundle on the Tivoli Enterprise Monitoring Server

Use the flowchart in Figure 3 on page 13 to identify the location of images that are required to run the prerequisite checker.

Run the prerequisite checker

Run the prerequisite checker from the Windows\prereqcheker directory	← Yes — Do you want to run the prerequisite checker locally?

Do you want to run the prerequisite checker locally? — No → Do you want to run the prerequisite checker remotely?

Do you want to run the prerequisite checker remotely? — Yes ↓

Have you added the prerequisite checker bundle to the IBM Tivoli Monitoring?

Is the IBM Tivoli Monitoring version 6.2.3 or later? — No → Have you added the prerequisite checker bundle to the IBM Tivoli Monitoring?

Adding the prerequisite checker bundle to the earlier IBM Tivoli Monitoring versions is not supported ← No — Is the IBM Tivoli Monitoring version 6.2.3 or later?

Is the IBM Tivoli Monitoring version 6.2.3 or later? — Yes ↓

Add the prerequisite checker bundle to the IBM Tivoli Monitoring from the Windows\prereqchecker directory

Have you added the prerequisite checker bundle to the IBM Tivoli Monitoring? — Yes ↓

Run the prerequisite checker remotely

Add the prerequisite checker bundle to the IBM Tivoli Monitoring from the Windows\prereqchecker directory → Run the prerequisite checker remotely
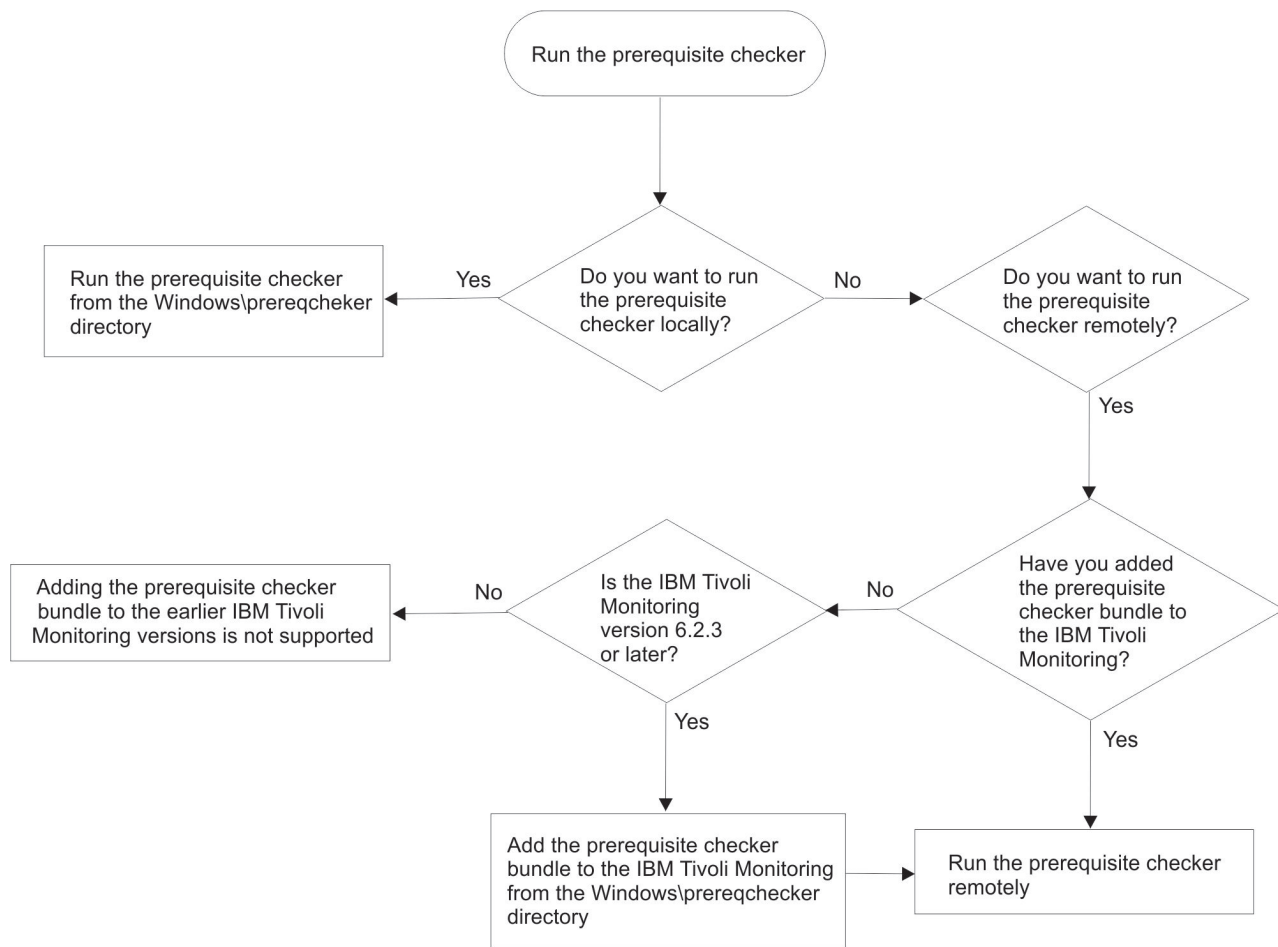
Figure 3. Identifying the images for running the prerequisite checker

Use the flowchart in Figure 4 on page 14 to identify the location of the images that are required to install the agent.

Install agent

Are you installing the agent on Windows?

No → Non-Windows installation is not supported

Yes

Is this a 64-bit Windows OS?

No → Install the 32-bit agent from the Windows directory

Yes

Do you want to install the 64-bit agent?

Yes → Install the 64-bit agent from the Windows directory

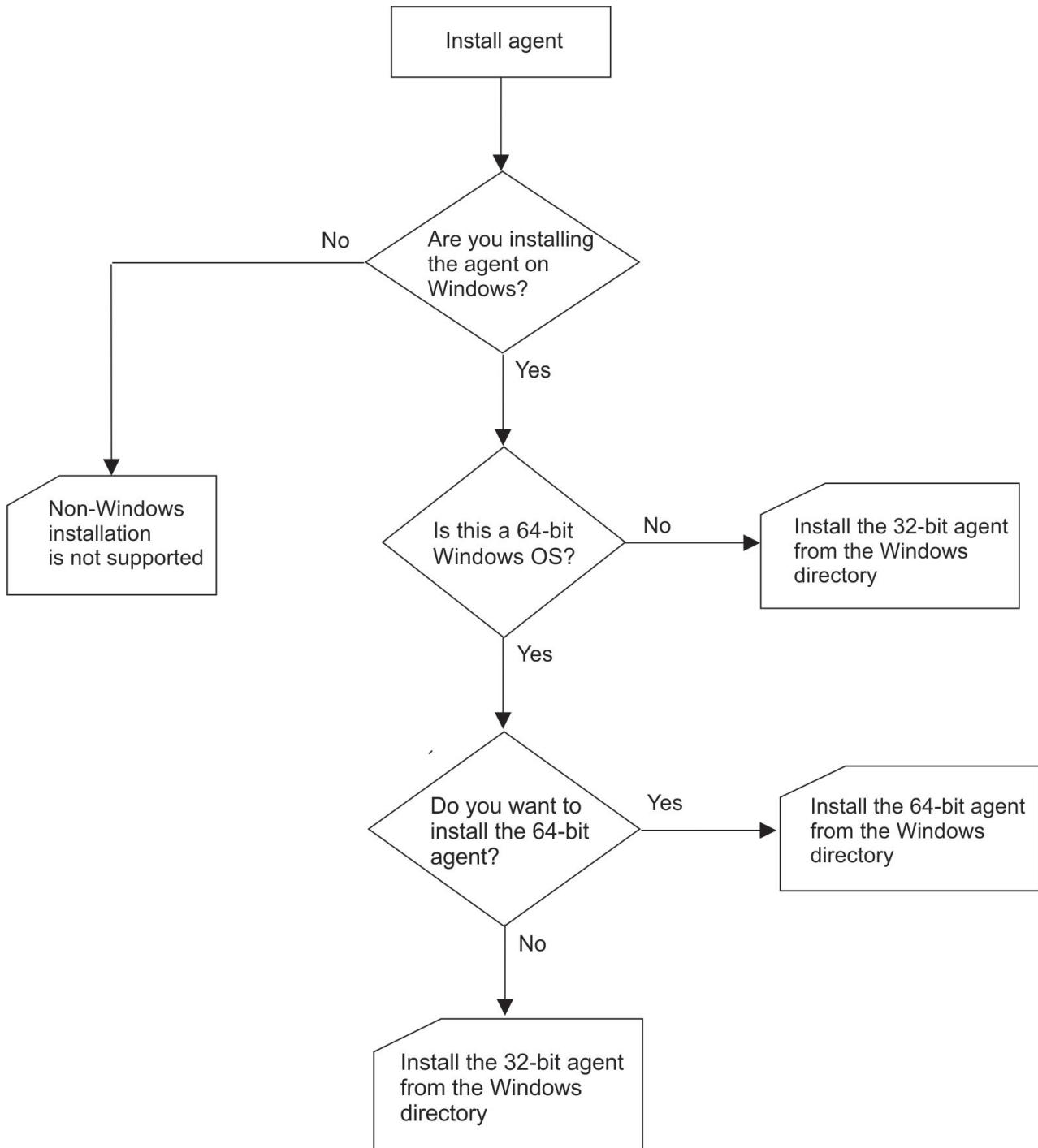No → Install the 32-bit agent from the Windows directory

Figure 4. Identifying the images for installing an agent

Use the flowchart in Figure 5 on page 15 to identify the directory and subdirectory that contains the images that are required to install the agent support on the Tivoli Enterprise Monitoring Server, Tivoli Enterprise Portal Server, and Tivoli Enterprise Portal.

Figure 5. Identifying the images for installing support on the Tivoli Enterprise Monitoring Server, Tivoli Enterprise Portal Server, and Tivoli Enterprise Portal

Use the flowchart in Figure 6 on page 16 to identify the location of the images that are required to install the deployment bundle on the Tivoli Enterprise Monitoring Server.
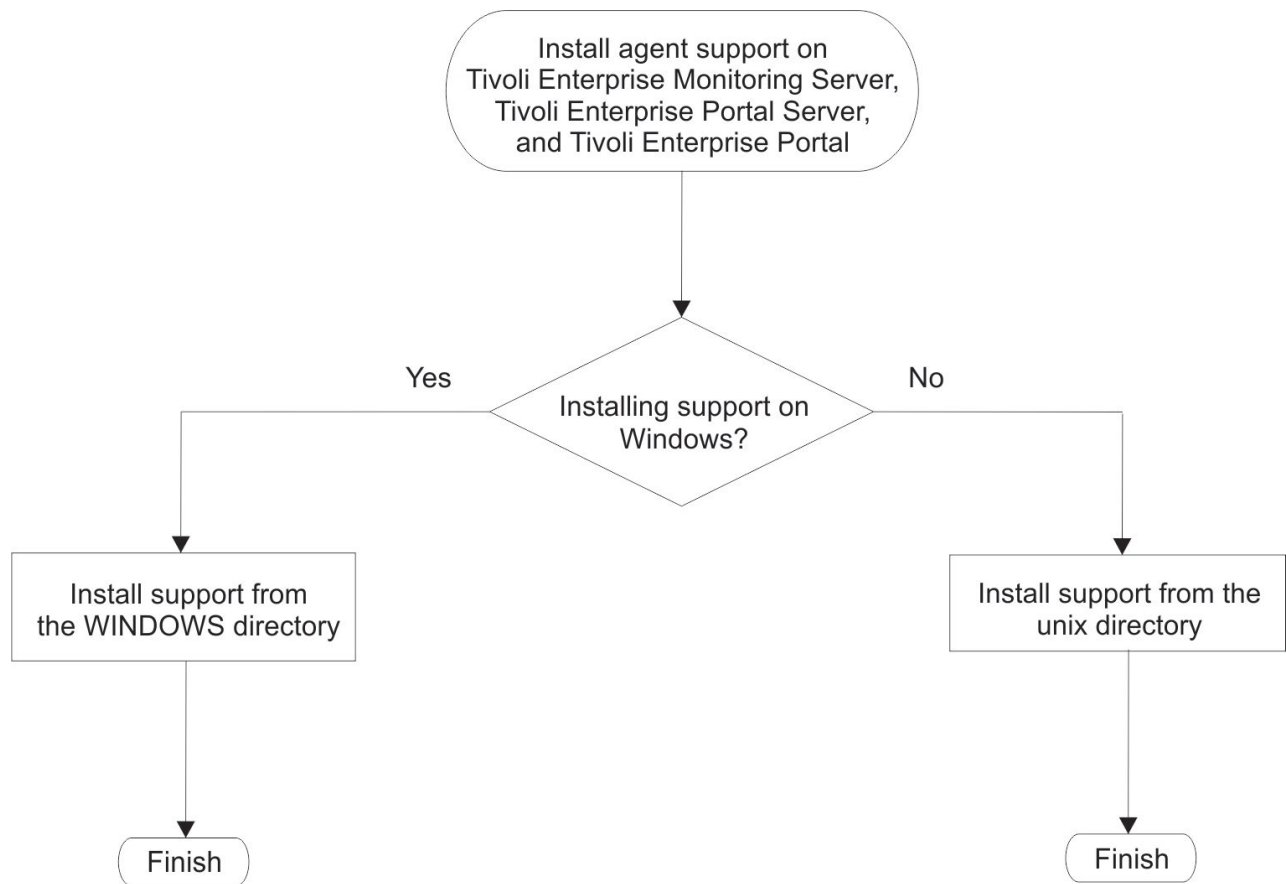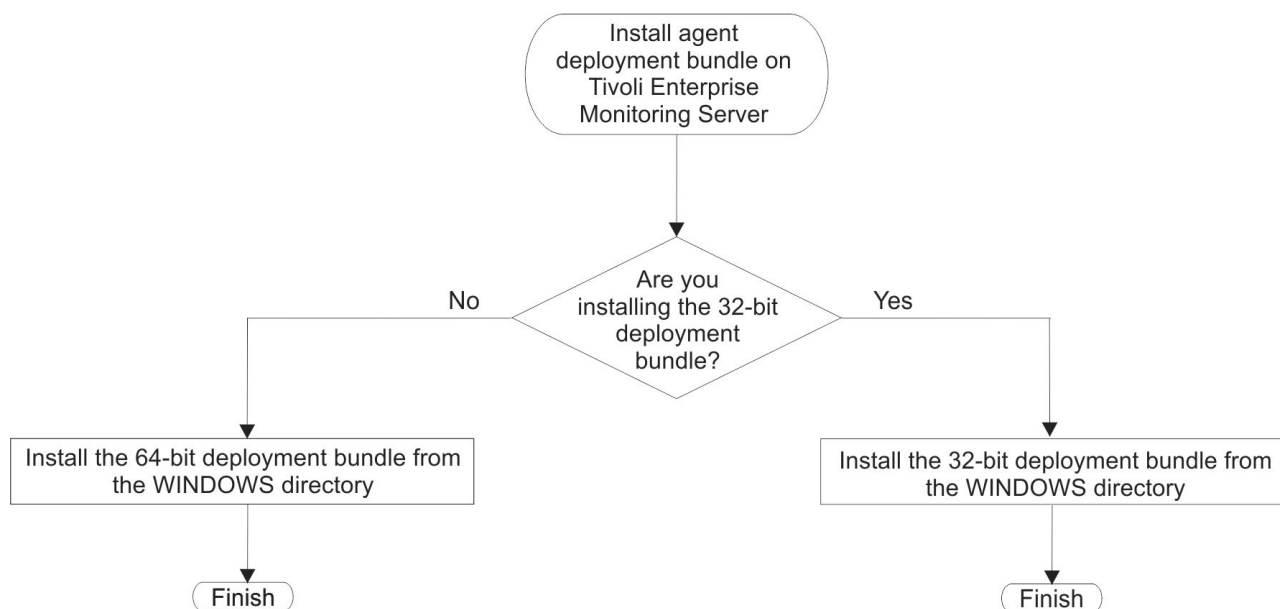
Figure 6. Identifying the images for installing the deployment bundle on the Tivoli Enterprise Monitoring Server

Locating components at the information center

Install and configure the components by using the information in the documentation for each component that is listed in Table 5.

Table 5. Location of component installation and configuration information at the information center

Component	Product	Installation information	Configuration information
Agentless Monitoring for Windows OS	IBM Tivoli Monitoring V6.3, Fix Pack 2	*Tivoli Monitoring: Installation and Setup Guide*	*Tivoli Monitoring V6.3, Fix Pack 2: Agentless Monitoring for Windows User's Guide*
Application Launch Pad Discovery and Deployment	ITCAM for Microsoft Applications V6.3.1	Discovery and Deployment and Launch Pad topics in the ITCAM for Microsoft Applications V6.3.1 Information Center	
VMware VI agent	IBM Tivoli Monitoring for Virtual Environments Agent for VMware VI V7.2	*Tivoli Monitoring: Installation and Setup Guide*	*Tivoli Monitoring for Virtual Environments V7.2: Agent for VMware VI User's Guide*
Windows OS Agent	IBM Tivoli Monitoring V6.3, Fix Pack 2	*Tivoli Monitoring: Installation and Setup Guide*	*Tivoli Monitoring V6.3, Fix Pack 2: Windows OS Agent User's Guide*

Table 5. Location of component installation and configuration information at the information center (continued)

Component	Product	Installation information	Configuration information
Microsoft Active Directory agent	ITCAM for Microsoft Applications V6.3.1	*Tivoli Monitoring: Installation and Setup Guide*	*Tivoli Composite Application Manager for Microsoft Applications V6.3.1: Microsoft Active Directory Agent Installation and Configuration Guide*
Microsoft BizTalk Server agent	ITCAM for Microsoft Applications V6.3.1	*Tivoli Monitoring: Installation and Setup Guide*	*Tivoli Composite Application Manager for Microsoft Applications V6.3.1: Microsoft BizTalk Server Agent Installation and Configuration Guide*
Microsoft Cluster Server agent	ITCAM for Microsoft Applications V6.3.1	*Tivoli Monitoring: Installation and Setup Guide*	*Tivoli Composite Application Manager for Microsoft Applications V6.3.1: Microsoft Cluster Server Agent Installation and Configuration Guide*
Microsoft Exchange Server agent	ITCAM for Microsoft Applications V6.3.1	*Tivoli Monitoring: Installation and Setup Guide*	*Tivoli Composite Application Manager for Microsoft Applications V6.3.1: Microsoft Exchange Server Agent Installation and Configuration Guide*
Microsoft Host Integration Server agent	ITCAM for Microsoft Applications V6.3.1	*Tivoli Monitoring: Installation and Setup Guide*	*Tivoli Composite Application Manager for Microsoft Applications V6.3.1: Microsoft Host Integration Server Agent Installation and Configuration Guide*

Component	Product	Installation information	Configuration information
Microsoft Hyper-V Server agent	ITCAM for Microsoft Applications V6.3.1	*Tivoli Monitoring: Installation and Setup Guide*	*Tivoli Composite Application Manager for Microsoft Applications V6.3.1: Microsoft Hyper-V Server Agent Installation and Configuration Guide*
Microsoft Internet Information Services agent	ITCAM for Microsoft Applications V6.3.1	*Tivoli Monitoring: Installation and Setup Guide*	*Tivoli Composite Application Manager for Microsoft Applications V6.3.1: Microsoft Internet Information Services Agent Installation and Configuration Guide*
Microsoft .NET Framework agent	ITCAM for Microsoft Applications V6.3.1	*Tivoli Monitoring: Installation and Setup Guide*	*Tivoli Composite Application Manager for Microsoft Applications V6.3.1: Microsoft .NET Framework Agent Installation and Configuration Guide*
Microsoft SharePoint Server agent	ITCAM for Microsoft Applications V6.3.1	*Tivoli Monitoring: Installation and Setup Guide*	*Tivoli Composite Application Manager for Microsoft Applications V6.3.1: Microsoft SharePoint Server Agent Installation and Configuration Guide*
Microsoft SQL Server agent	ITCAM for Microsoft Applications V6.3.1	*Tivoli Monitoring: Installation and Setup Guide*	*Tivoli Composite Application Manager for Microsoft Applications V6.3.1: Microsoft SQL Server Agent Installation and Configuration Guide*
Microsoft Lync Server agent	ITCAM for Microsoft Applications V6.3.1	*Tivoli Monitoring: Installation and Setup Guide*	*Tivoli Composite Application Manager for Microsoft Applications V6.3.1: Microsoft Lync Server Agent Installation and Configuration Guide*

Table 5. Location of component installation and configuration information at the information center (continued)

Component	Product	Installation information	Configuration information
Network Devices agent	ITCAM for Microsoft Applications V6.3.1	*Tivoli Monitoring: Installation and Setup Guide*	*Tivoli Composite Application Manager for Microsoft Applications V6.3.1: Network Devices Agent V6.2.2 User's Guide*
.NET Data Collector	ITCAM for Microsoft Applications V6.3.1	*Tivoli Composite Application Manager for Microsoft Applications V6.3.1: .NET Data Collector V7.3.2 Installation and Configuration Guide*	*Tivoli Composite Application Manager for Microsoft Applications V6.3.1: .NET Data Collector V7.3.2 Installation and Configuration Guide*

Appendix A. Support information

If you have a problem with your IBM software, you want to resolve it quickly. IBM provides the following ways for you to obtain the support you need:

Online

The following sites contain troubleshooting information:

- Go to the IBM Software Support website (http://www.ibm.com/support/entry/portal/software) and follow the instructions.
- Go to the Application Performance Management Wiki (http://www.ibm.com/developerworks/servicemanagement/apm/index.html). Feel free to contribute to this wiki.

IBM Support Assistant

The IBM Support Assistant (ISA) is a free local software serviceability workbench that helps you resolve questions and problems with IBM software products. The ISA provides quick access to support-related information and serviceability tools for problem determination. To install the ISA software, go to the IBM Support Assistant website (http://www.ibm.com/software/support/isa).

Appendix B. Notices

This information was developed for products and services offered in the U.S.A. IBM may not offer the products, services, or features discussed in this document in other countries. Consult your local IBM representative for information on the products and services currently available in your area. Any reference to an IBM product, program, or service is not intended to state or imply that only that IBM product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any IBM intellectual property right may be used instead. However, it is the user's responsibility to evaluate and verify the operation of any non-IBM product, program, or service.

IBM may have patents or pending patent applications covering subject matter described in this document. The furnishing of this document does not give you any license to these patents. You can send license inquiries, in writing, to:

IBM Director of Licensing
IBM Corporation
North Castle Drive
Armonk, NY 10504-1785 U.S.A.

For license inquiries regarding double-byte (DBCS) information, contact the IBM Intellectual Property Department in your country or send inquiries, in writing, to:

Intellectual Property Licensing
Legal and Intellectual Property Law
IBM Japan Ltd.
19-21, Nihonbashi-Hakozakicho, Chuo-ku
Tokyo 103-8510, Japan

The following paragraph does not apply to the United Kingdom or any other country where such provisions are inconsistent with local law:

INTERNATIONAL BUSINESS MACHINES CORPORATION PROVIDES THIS PUBLICATION "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Some states do not allow disclaimer of express or implied warranties in certain transactions, therefore, this statement might not apply to you.

This information could include technical inaccuracies or typographical errors. Changes are periodically made to the information herein; these changes will be incorporated in new editions of the publication. IBM may make improvements and/or changes in the product(s) and/or the program(s) described in this publication at any time without notice.

Any references in this information to non-IBM Web sites are provided for convenience only and do not in any manner serve as an endorsement of those Web sites. The materials at those Web sites are not part of the materials for this IBM product and use of those Web sites is at your own risk.

IBM may use or distribute any of the information you supply in any way it believes appropriate without incurring any obligation to you.

Licensees of this program who wish to have information about it for the purpose of enabling: (i) the exchange of information between independently created programs and other programs (including this one) and (ii) the mutual use of the information which has been exchanged, should contact:

IBM Corporation
2Z4A/101
11400 Burnet Road
Austin, TX 78758 U.S.A.

Such information may be available, subject to appropriate terms and conditions, including in some cases payment of a fee.

The licensed program described in this document and all licensed material available for it are provided by IBM under terms of the IBM Customer Agreement, IBM International Program License Agreement or any equivalent agreement between us.

Any performance data contained herein was determined in a controlled environment. Therefore, the results obtained in other operating environments may vary significantly. Some measurements may have been made on development-level systems and there is no guarantee that these measurements will be the same on generally available systems. Furthermore, some measurement may have been estimated through extrapolation. Actual results may vary. Users of this document should verify the applicable data for their specific environment.

Information concerning non-IBM products was obtained from the suppliers of those products, their published announcements or other publicly available sources. IBM has not tested those products and cannot confirm the accuracy of performance, compatibility or any other claims related to non-IBM products. Questions on the capabilities of non-IBM products should be addressed to the suppliers of those products.

All statements regarding IBM's future direction or intent are subject to change or withdrawal without notice, and represent goals and objectives only.

All IBM prices shown are IBM's suggested retail prices, are current and are subject to change without notice. Dealer prices may vary.

This information is for planning purposes only. The information herein is subject to change before the products described become available.

This information contains examples of data and reports used in daily business operations. To illustrate them as completely as possible, the examples include the names of individuals, companies, brands, and products. All of these names are fictitious and any similarity to the names and addresses used by an actual business enterprise is entirely coincidental.

COPYRIGHT LICENSE:

This information contains sample application programs in source language, which illustrate programming techniques on various operating platforms. You may copy, modify, and distribute these sample programs in any form without payment to

IBM, for the purposes of developing, using, marketing or distributing application programs conforming to the application programming interface for the operating platform for which the sample programs are written. These examples have not been thoroughly tested under all conditions. IBM, therefore, cannot guarantee or imply reliability, serviceability, or function of these programs. You may copy, modify, and distribute these sample programs in any form without payment to IBM for the purposes of developing, using, marketing, or distributing application programs conforming to IBM's application programming interfaces.

Each copy or any portion of these sample programs or any derivative work, must include a copyright notice as follows:

© IBM 2009. Portions of this code are derived from IBM Corp. Sample Programs. © Copyright IBM Corp. 2009. All rights reserved.

If you are viewing this information in softcopy form, the photographs and color illustrations might not be displayed.

Trademarks

IBM, the IBM logo, and ibm.com® are trademarks or registered trademarks of International Business Machines Corp., registered in many jurisdictions worldwide. Other product and service names might be trademarks of IBM or other companies. A current list of IBM trademarks is available on the web at Copyright and trademark information (www.ibm.com/legal/copytrade.shtml).

Intel, Intel logo, and Intel Xeon, are trademarks or registered trademarks of Intel Corporation or its subsidiaries in the United States and other countries.

Java™ and all Java-based trademarks and logos are trademarks or registered trademarks of Oracle and/or its affiliates.

Linux is a registered trademark of Linus Torvalds in the United States, other countries, or both.

Microsoft and Windows are trademarks of Microsoft Corporation in the United States, other countries, or both.

UNIX is a registered trademark of The Open Group in the United States and other countries.

Other company, product, or service names may be trademarks or service marks of others.

Privacy policy considerations

IBM Software products, including software as a service solutions, ("Software Offerings") may use cookies or other technologies to collect product usage information, to help improve the end user experience, to tailor interactions with the end user or for other purposes. In many cases no personally identifiable

information is collected by the Software Offerings. Some of our Software Offerings can help enable you to collect personally identifiable information. If this Software Offering uses cookies to collect personally identifiable information, specific information about this offering's use of cookies is set forth below.

Depending upon the configurations deployed, this Software Offering may use session cookies that collect each user's user name for purposes of session management, authentication, and single sign-on configuration. These cookies cannot be disabled.

If the configurations deployed for this Software Offering provide you as customer the ability to collect personally identifiable information from end users via cookies and other technologies, you should seek your own legal advice about any laws applicable to such data collection, including any requirements for notice and consent.

For more information about the use of various technologies, including cookies, for these purposes, See IBM's Privacy Policy at http://www.ibm.com/privacy and IBM's Online Privacy Statement at http://www.ibm.com/privacy/details the section entitled "Cookies, Web Beacons and Other Technologies" and the "IBM Software Products and Software-as-a-Service Privacy Statement" at http://www.ibm.com/software/info/product-privacy.

Index

A

Advanced Edition components   1, 4
architecture   4
automated installation   7

C

cognos reports   11
components   7
   Advanced Edition   1, 4
   configuring   16
   download instructions   11
   Entry Edition   1, 4
   identifying file locations   11
   installing   16
cookies   25

D

deployment bundle   11, 15
download instructions   11
downloading installation files   9

E

Entry Edition components   1

F

flowcharts   11

H

hardware requirements   10

I

IBM Tivoli Monitoring   7
IBM Tivoli Monitoring components   7
identifying installation images   11
installation image directories   11
installing agent   11
installing agent support   11
installing deployment bundle   11
   flowchart   15
ITCAM for Microsoft Applications   7, 9
   Advanced Edition   1
   architecture   4
   enhancements   3
   Entry Edition   1
   installation sequence   10
   product usage   1
   sizing the installation   10

M

manual installation   7

P

privacy policy   25

S

software requirements   10
software support   21

IBM®

Printed in USA