What's New in SAS® IT Resource Management 2.7

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CHAPTER

1

What's New in SAS IT Resource Management 2.7

Note: SAS IT Resource Management is the new name for IT Service Vision. You might see references in our older documentation to the former name.

The hotfixes that were issued during the 2.6 release cycle were cumulative. That is, hotfix 82IS05 contained all the changes that were contained within hotfix 82IS04. Release 2.7 contains all the contents of these earlier hotfixes as well as other new features. △

Contents:

Available with 2.6 Hotfix 2 (82IS05):

Available with 2.6 Hotfix 1 (82IS04):

Support for SAS 9

SAS IT Resource Management 2.7 ships with SAS 9. For information regarding conversion of SAS IT Resource Management objects from SAS 8 format to SAS 9 format, see the Conversion Instructions that can be viewed by selecting **OnlineHelp ▶ Other ITRM Documentation** from the SAS IT Resource Management client software. You can also view this list on the Web at http://www.sas.com/itsvconv.

Support for HP OpenView Performance Agent C.03.82 on Solaris

Support for HP OpenView Performance Agent C.03.82 on Solaris added several metrics to existing tables in the data dictionary. You can view a detailed list of the changes that are associated with this update by selecting **OnlineHelp ▶ Other ITRM Documentation** from the SAS IT Resource Management client software.

Updates to MXG-Based Dictionaries Using MXG 21.21

The SAS IT Resource Management data dictionary has been updated using MXG 21.21.

Support for MXG 21.21 also implies support for the following enhancements to existing tables:

Support for z/OS 1.5

Support for JVM Heap sizes in SMF 120 subtypes 1, 3

Support for DB2 Version 8.1

Support for Type 42 Subtype 10

Support more NDM/Connect Direct subtypes

Support for Web Service Cache, WSRM objects

Support for SMF 99 subtype 7 PAV Device record

Support for Oracle V9.x

Support for CICS/TS 2.3

Support for several ESS segments "34x, 35x, 37x, 47x"

Support for z/990

Support for Windows 2003 Server MEMORY object

Support for HMF Subtype 29, 30, 32, 33 changes

Support for APAR PQ71799 HTTP Server SMF 103 data

Support for WebSphere APAR PQ74463 - adds CPU time

Support for NDM Release 4.3

Support for STK IXFP SMF L2P00A2/LZP00A9

Support for TCP and TCPIEF objects for AS/400

Support for IDMS/R PerfMon type 30 subtype 3

Support for NTSMF 2.4.5

Support for NTSMF BlackBerry Server object

Support for Domino Server Release 6.0.0

Support for ASG/TMON CICS V2.2

Support for Tivoli Netview NPM 2.7 SMF 28 records

Support for DFSMSrmm Extended Extract "X" records

Support for SYNCSORT for z/OS 1.1 SMF record

Support for IDMS V1500 new subtypes 13, 14, 15

Support for NetSpy Version 6 subtypes G, H

Support for AS/400 5.2 Collection Services

Support for NTSMF new objects from MS Exchange 2000 SP3, XP Professional, Citrix, DataCore, MSMQ, and changes to PROCESSOR and MQSERIES objects.

You can view a detailed list of the changes that are associated with this update by selecting **OnlineHelp ▶ Other ITRM Documentation** from the SAS IT Resource Management client software. You can also view this list by selecting **Help ▶ What's New ▶ Dictionary updates** in the SAS IT Resource Management 3270 interface on z/OS.

Updates to NTSMF Data Support

The NTSMF data dictionary has been updated to add support for the "MSExchangeDSAccess Caches" object. The new table name is NTACCHS. You can view a detailed list of the changes that are associated with this update by selecting **OnlineHelp ▶ Other ITRM Documentation** from the SAS IT Resource Management client software.

Support for sar Data from SYSSTAT 5.0.0 on Linux

Support has been added for processing sar data from SYSSTAT 5.0.0 on Linux. Sar data can now be processed from the operating environments in the following table.

Table 1.1 Operating Environments That Process sar Data

Operating Environment	Notes
HP-UX	
AIX	
SunOS	
Linux	Use SYSSTAT 4.0.1 or SYSSTAT 5.0.0
SCO_SV	

Note that, with SYSSTAT 5.0.0, sar no longer reports Block Transfer Rate (BLKTRRT). Instead it reports Sectors Read and Sectors Written. Because the ITRM sar QuickStart report job (rreport) uses BLKTRRT, customers who have an existing QuickStart report job for sar should change it as follows. Locate and delete the following %CPIDTOPN macro within your rreport job:

```
%CPIDTOPN(
   INLIB    = DAY
  ,INMEM    = SARDEV
  ,TOPNVARS = BLKTRRT
  ,TOPNCLAS = DEVPATH
```

```
,TOPNSTAT = MEAN
,TOPN     = 16
,BEGIN    = &QS_BEGDY
,END      = &QS_ENDDY
,LTCUTOFF = &QS_CTOFF
,MACNAMES = TOPBLOCK);
```

Then locate the four references to the &TOPBLOCK macro variable and replace them with &TOPDATA. Upgrading to SYSSTAT 5.0.0 and leaving BLKTRRT coded will yield unpredictable results in your reports, since that variable will contain missing values.

If you re-execute the sar QuickStart Wizard with this release, then the rreport job will be regenerated with these changes in place.

Support for New MXG Method of Summarizing CICS Transaction Data

MXG Change 21.105 documents an improved method for summarizing CICS transactions. Prior to that change, any site that uses MRO would see multiple observations per "unit of work," representing work done in different CICS regions on behalf of the original CICS transaction. With this change, all CICS transactions from the same unit of work are merged together to represent the single, originating transaction's workload.

This change affects the SMF table XCICSUM and the ASG (formerly Landmark) Monitor for the CICS tables XTC2SUM, XTCSUM, and XTCCSUM. When any of these tables are processed, SAS IT Resource Management will now submit the newly recommended ASUMUOW (or ASUMUOWT) and ASUMCICX members, instead of the original ASUMCICS member.

Preliminary Support for SiteScope Data

This update provides preliminary support for Mercury Interactive's SiteScope product in Windows and UNIX operating environments. Currently, there are no supplied report definitions or QuickStart Wizard support for this collector.

This initial support processes the following SiteScope monitors:

- CPUMonitor - reports the percentage of CPU currently in use
- DiskSpaceMonitor - reports the percentage of disk space currently in use
- MemoryMonitor - measures virtual memory usage
- PingMonitor - checks the availability of a host via the network
- URLMonitor - verifies availability and access time for specified URLs.

To process SiteScope data into your SAS IT Resource Management PDB, use the %CPPROCES macro as follows:

```
%CPPROCES(
   ,COLLECTR=SITESCOP
   ,TOOLNM=SASDS
   ,RAWDATA=
   ,GROUPDIR=
);
```

By default, SiteScope stores the log files in a folder that is referred to as \logs and stores the group file directory in a folder that is referred to as \groups. Use the rawdata parameter to point to one SiteScope log file. If the groupdir parameter is not specified, then the %CPPROCES macro will assume that the group files can be found according to these defaults. If the group file directory cannot be located using this rule,

then the groupdir parameter must be used to specify the actual folder that contains the group files.

The SiteScope collector support also includes the automatic execution of duplicate-checking macros. As with similar collectors, use the DUPMODE=DISCARD option in the %CPPROCES macro to initiate duplicate checking of incoming data.

The Process Wizard has been updated to support this new collector, but, as with all collectors that the Process Wizard supports, the tables need to exist in the PDB before you can invoke the collector.

The following table lists the currently supported SiteScope tables that have been added to the SAS IT Resource Management data dictionary.

Table 1.2 SiteScope Tables Added to Data Dictionary

Table	Description
SSCPU	CPUMonitor - reports the percentage of CPU currently in use
SSDISK	DiskSpaceMonitor - reports the percentage of disk space currently in use
SSMMR	MemoryMonitor - measures virtual memory usage
SSPING	PingMonitor - checks the availability of a host via the network
SSURL	URLMonitor - verifies availability and access time for specified URLs

You can view a detailed list of the changes that are associated with this update by selecting **OnlineHelp ▶ Other ITRM Documentation** from the SAS IT Resource Management client software.

Updates to NTSMF Data Processing

In the past, SAS IT Resource Management has allowed processing of NTSMF log files that contain comma-delimited data only. However, within the NTSMF product, the user has the option of generating log files that contain a delimiter of either a comma or a tab. The %CPPROCES macro in SAS IT Resource Management has been updated to process NTSMF log files that contain either comma-delimited data or tab-delimited data. If the delimiter is a comma in your NTSMF files, then nothing needs to be changed. If the delimiter is a tab in your NTSMF files, then you should use the DELIM= option in the %CPPROCES macro to specify the delimiter.

For example, if the delimiter in the NTSMF data is a comma, then the macro might look like this:

```
%CPPROCES(
   ,COLLECTR=NTSMF
   ,RAWDATA=
   ,TOOLNM=SASDS
 );
```

If the delimiter in the NTSMF data is a tab, then the macro might look like this:

```
%CPPROCES(
    ,COLLECTR=NTSMF
    ,RAWDATA=
    ,DELIM='TAB'
    ,TOOLNM=SASDS
);
```

By default, the delimiter for NTSMF data is a comma, so the DELIM= parameter value does not need to be set if the log files contain comma-delimited data.

Updates to NTSMF Data Support

The NTSMF data dictionary has been updated to add support for the "MSExchangeIS Mailbox" object. The new table name is NTSMLBX.

You can view a detailed list of the changes that are associated with this update by selecting **OnlineHelp ▶ Other ITRM Documentation** from the SAS IT Resource Management client software.

Support for SMF TYPE30_6 De-accumulation

The SMF data collector that is used by the %CMPROCES and %CPPROCES macros has been updated to execute the proper de-accumulation of the TYPE30_6 SMF record. Previously, this could be achieved only by adding the necessary MXG code to an exit point. With this fix, you do not need to code any exit points or execute any extra code.

Updates to Enhanced UNIX Accounting Support

Common Header File Functionality

Before this release, it was necessary to run the itsvacct shell script against every pacct binary file before it was processed. At a minimum, this script prefixed the binary data with a header record that contains information that assists with the processing of the binary data (it can also include passwd and group information).

If a UNIX system produces multiple binary pacct files each day (for example, one per hour), then it was necessary to run the itsvacct script against each binary pacct file, even though it was prefixing the same information.

To resolve this problem, the itsvacct shell script has been modified so that it can be run without specifying the -i option (no binary pacct file). The result is a file that usually contains only header information, and possibly the passwd and group information if included in the header. The raw binary pacct files can then be processed with no modification by the %CPPROCES macro by using the CPACCHDR macro variable to specify the location of the file that contains the common header information.

```
%let CPACCHDR=/mydata/header.only;
%CPPROCES(
     ,COLLECTR=ACCUNX
     ,RAWDATA=/accton/tmp/
     ,TOOLNM=SASDS
);
```

As a result of this update the following functionality changes were implemented:

- *Revised itsvacct shell script*

  The behavior of the -i switch in this shell script has changed. If the -i switch is not specified, then the shell script will no longer reference a default location that is defined in the shell script. Instead, the shell script will write only header information to the directed file.

- *New CPACCHDR macro variable*

  This new macro variable was added to enable the user to specify the location of the header file.

Removal of Passwd and Group Information Dependency

Prior to hotfix 82IS04, the passwd information and group information were treated as one—that is, both had to be either included with binary raw data by using the itsvacct script, prebuilt by using the itsvfmt shell script and the %CPACCFMT macro, or stored locally. With hotfix 82IS04, the passwd information and group information are treated independently. For example, the passwd information could be included with the binary pacct file by using the itsvacct command, and the group information could be derived from the prebuilt formats.

Updates to NTSMF Data Support

The NTSMF data dictionary has been updated to add support for "Citrix," "DataCore," "WMI," "PSched," and "MSMQ" objects. The following table lists the new NTSMF tables.

Table 1.3 NTSMF Tables Added to Data Dictionary

Table	Description
NTCASSN	Windows NT ICA Session
NTCMFXP	Windows NT Citrix MetaFrame XP
NTCNTWK	Windows NT Citrix IMA Networking
NTCNTRL	Windows NT DataCore Domain Controller
NTDCCCH	Windows NT DataCore Cache
NTFCHNL	Windows NT DataCore Fibre Channel
NTMRRNG	Windows NT DataCore Mirroring
NTMVPLS	Windows NT DataCore NMV Pools
NTSCHDL	Windows NT DataCore Scheduler
NTVDSKS	Windows NT DataCore NMV Disks
NTMSMQQ	Windows NT MSMQ Queue
NTQSRVC	Windows NT MSMQ Service
NTPSFLW	Windows NT PSched Flow
NTWMIOB	Windows NT WMI Objects

You can view a detailed list of the changes that are associated with this update by selecting **OnlineHelp ▸ Other ITRM Documentation** from the SAS IT Resource Management client software.