

CA NSM r11.2

Q: What is CA NSM?

A: At a high level, CA NSM is a system management solution that provides comprehensive integration with many CA Enterprise IT Management (EITM) solutions to consolidate physical and virtual systems management and normalize events across multivendor and multiplatform environments. CA NSM creates a foundation for service availability and data center automation initiatives.

CA NSM r11.2 provides in-depth event management and performance reporting capabilities that can scale to meet the needs of the largest organizations. It establishes the groundwork for a comprehensive service availability solution that can grow to manage and correlate a million events in a day, and control and manage thousands of systems and services.

Q: What business value does CA NSM provide?

A: CA NSM helps improve business continuity and operational efficiency. It supports virtualization and data center automation initiatives by providing deeper integration with and support for many CA solutions and third-party platforms, applications and databases.

CA NSM helps you to ensure the availability and performance of business-critical services with automated tools that provide an integrated view of events and alerts across your entire IT infrastructure in the context of the business processes and services they support.

In diverse IT environments, CA NSM r11.2 integrates the management of physical, virtual and clustered systems, whether distributed or mainframe, and with automation, proactively manages events and alerts from all these systems on a common console. This is an important differentiator if you are working to consolidate your management domains and eliminate IT silos.

The integration of event and performance management across the technology domains improves service with faster problem resolution and enables proactive IT management by eliminating event storms and the inefficient use of your staff. The automation in CA NSM will help you reduce server downtime, increase worker productivity and increase service availability for your customers.

Q. What are the new features in CA NSM r11.2?

A. Here are the following key enhancements to CA NSM r11.2:

ENHANCED INTEGRATIONS WITH CA SOLUTIONS CA NSM continues to support CA's Enterprise IT Management (EITM) vision by enhancing and extending integrations with CA EITM solutions including virtual management, data center automation and CMDB solutions. CA NSM integrates with many new and existing CA products including CA Data Center Manager, CA Advanced Systems Management, CA CMDB, CA SPECTRUM[®] Network Fault Manager, CA eHealth[®] Network Performance Manager, CA Wily Introscope[®], CA Wily Customer Experience Manager and CA Service Desk Manager. The process of integration has been enhanced with System Management Packs. The System Management packs are free downloadable modules that combine a wizard-based interface with tools and procedures that provide configuration guidance for the identification, management, and remediation of events for the integrated solutions.

EXPANDED PLATFORM SUPPORT Meets your requirement for consolidation of events and alerts across your infrastructure, including the ability to see all your platforms from the same console. A key distinguishing feature of CA NSM continues to be the interoperability of heterogeneous platforms and the quality of integration between CA and third-party products

NEW LINUX AND UNIX MANAGER SUPPORT Provides you with expanded configuration and scalability through new manager support on non-Windows platforms. Also provides an easier upgrade path if you are running earlier versions of NSM on these platforms.

NEW PLATFORM SUPPORT CA NSM now supports both manager and agent configurations on Windows 2003 Server, Linux Redhat (4.0 or 5.0), Linux SuSE (9.0 or 10.0), AIX (5.2 or 5.3), Solaris SPARC (9 or 10), and HP-UX PA-RISC (11.2 or 11.3) and support for agent configurations for Windows Vista Server.

USABILITY DESIGN IMPROVEMENTS The increased pressure on IT to do more with less means they need tools that are easier to use and create faster time-to-value. CA incorporated design ideas and customer recommendations to improve the CA NSM Management Command Center (MCC). New features include a new tabbed views and updated performance reports available in context in the MCC.

NEW SUPPORT FOR MICROSOFT SCOM 2007 AND BUILT-IN ACTIVE DIRECTORY MANAGEMENT CA NSM has embedded integrations with Microsoft SCOM 2007, Microsoft Operations Manager 2005 and built-in Active Directory management at no extra cost. If you have large Microsoft Windows installations you know that managing Active Directory is a critical requirement for success. The CA NSM provides enterprise level management for Active Directory with topology maps, health and performance monitoring and reporting. An expanded knowledge base has been added to support the Microsoft applications including Microsoft SCOM 2007 and Microsoft Exchange 2007*

*Requires an optional product

Q. What are the platforms and environments supported by CA NSM r11.2?

A. The following table contains the platforms, databases and environments supported by CA NSM r11.2.

SUPPORTED PLATFORMS AND ENVIRONMENTS	
<p>CA NSM r11.2 Manager¹:</p> <ul style="list-style-type: none">• Microsoft Windows Server 2003 Standard, Enterprise, Data Center & Small Business Server• Microsoft Windows Server 2003 x64 Edition• Microsoft Windows Server 2003 R2 x64 Edition• Microsoft Windows Server 2003 R2 Edition Standard, Enterprise, Data Center <p>CA NSM r11.2 Linux/Unix Managers (limited at launch³)</p> <ul style="list-style-type: none">• HP-UX RISC11.23 and 11.31• IBM-AIX 5.2 and 5.3 (32- and 64 Bit)• Redhat Enterprise Linux AS/ES 4.0 and ES 5.0 (32 and 64-bit)• Solaris SPARC 8 , 9 and 10• SuSE Enterprise Server 9.0 and 10.0 (32- and 64-bit) <p>Choice of Management Database:</p> <ul style="list-style-type: none">• Microsoft SQL Server 2000 SP4+, Standard and Enterprise Edition• Microsoft SQL Server 2005 (32-bit)	<p>CA NSM r11.2 Managed Resource¹:</p> <ul style="list-style-type: none">• Windows XP Professional• Windows Server 2003 Standard, Enterprise, Data Center & Small Business Server• Windows Server 2003 & R2 x64 Edition, R2 Edition Standard, Enterprise, Data Center• Windows Vista² x86, x64• Ultimate, Business, Enterprise• Windows Vista Server2 x86, x64• Redhat Enterprise Server 4.0, 5.0 x64 & x86 ES and AS• SuSE Enterprise Server 9.0, 10.0 x64 & x86• Solaris SPARC 8,9,10• Solaris 10 x64 & x86• HP-UX 11.23, 11.31• AIX 5.2, 5.3 <p>CA NSM r11.2 Remote Managed Platforms</p> <ul style="list-style-type: none">• Windows 2000 Professional, Server, Advanced Server, Datacenter• Mac OS X 10.2, 10.3, 10.4, 10.5• HP -UX 11.11 (11iv1)• HP Tru64 5.1b• FreeBSD 6.2 <p>CA NSM High Availability Service (HAS)</p> <ul style="list-style-type: none">• Microsoft Windows 2003 Enterprise Edition, Datacenter Edition• Microsoft Windows Clusters• Red Hat Linux RHEL 4

¹ Platforms are being added on a regular basis. Check with customer support or visit <https://support.ca.com> for the latest information.

² Embedded database for the following components: Event Manager, Advanced Event Correlation, Security, Trap Manager, Remote DSM and JMO

³ For Windows Vista only Distributed Agent components are supported, the URM Agent & AI components are not supported but can be remotely monitored

Q. Are there resources to help you migrate to CA NSM r11.2?

A. CA NSM has well established migration procedures for customers who wish to migrate themselves.

- Support.ca.com offers the clients detailed migration information in the Migration Guide, on the Migration site and there are detailed best practices for integration and implementation in the Green books — all of these resources are available for customers with active licenses on <https://support.ca.com>.

Q. Are there CA Services available to assist you with migrating from earlier versions to CA NSM r11.2?

A. If you would like CA Services to assist with your migration, there are several service offerings to help you prepare and migrate from earlier versions to r11.2:

- CA NSM Migration Readiness Assessment
 - Plan and design a CA NSM r11 migration.
 - Medium and large sized customers that have more complex environments and CA NSM implementations.
 - Ensure the customer environment is prepared for the migration and identify any potential issues that could prevent a successful migration.
- CA NSM Implementation
 - Deploy, integrate and test a CA NSM r11 migration.
 - Services offering used to deliver Customer NSM implementations and migrations.
- CA NSM Implementation
 - Deploy, integrate and test a CA NSM r11 migration.

For more information on these services, visit

<http://www.ca.com/us/infrastructure-management-services.aspx>

Q. Are there courses available for CA NSM r11.2?

A. If you would like to learn more about CA NSM, there will be a number of courses available:

- CA NSM r11.2: Administration 200, 02NSM20161
- CA NSM r11.2: Installation & Configuration 200, 02NSM20151
- CA NSM r11.2: Advanced Configuration 300, 02NSM30051

For more information on these courses, visit

<http://gems.ca.com/Gemsmarketing/Coursefinder.asp>