

Veritas™ Configuration Manager—Application and Server Configuration Management

In today's IT infrastructures, with global data centers, multi-tiered architectures, and shared resources, controlling the impact change is increasingly difficult. As a result, 80 percent of application downtime is caused by change to the infrastructure. Veritas Configuration Manager helps IT staff avoid change-related outages and speed problem resolution by isolating the technology that supports the application and tracking changes made to the technology.

Veritas Configuration Manager, the industry's only fully automated, real-time application and server configuration management solution, helps IT staff understand how infrastructure components work together to deliver IT services to the business. Without the need for manual input or prior knowledge, Veritas Configuration Manager automatically discovers servers and software, dynamically maps their relationships, and tracks configuration changes in real time to ensure configuration integrity. The powerful analytics and reports of Veritas Configuration Manager present actionable information, while standards-based interfaces enable integration of configuration information into existing processes and enterprise management tools.

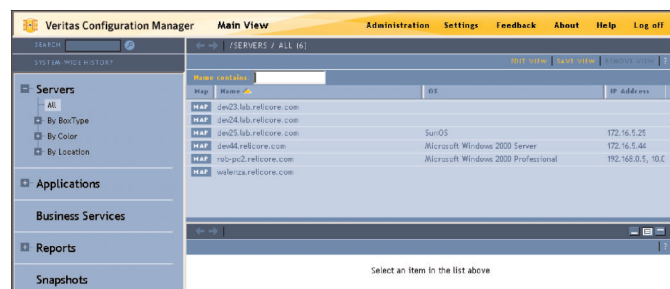


Figure 1. Veritas Configuration Manager provides an accurate inventory of server and software configurations, a complete audit trail of change in the environment, and dynamic dependency maps.

Highlights

- **Automated discovery**—Without the need for manual input or prior knowledge, automatically builds a comprehensive hardware and software configuration inventory, including enterprise and custom-developed software
- **Real-time change tracking**—Tracks changes to hardware and software configurations in real time to reduce change-related downtime
- **Server comparison**—Maintains server consistency and controls configuration drift across Q/A, production, and clustered servers
- **Dynamic dependency mapping**—Improves service delivery with dynamic dependency maps that identify how the infrastructure supports the business

Automated discovery

Veritas Configuration Manager automatically creates a complete account of all installed servers and software in the managed environment. Discovery, which does not require manual input or prior knowledge, includes both commercial and custom-developed applications running on a wide variety of heterogeneous server platforms.

Fully automated, real-time discovery of key infrastructure software elements includes custom and packaged applications, Web applications, running processes, and UNIX or Linux packaged applications. Software documentation includes version, installation directory, application components, and server location.

Automatic discovery of server configurations collects over 30 attributes, including installed applications, operating system, patches, CPUs (type, number, speed), memory, file systems, IP addresses, BIOS, network devices, serial number, and DNS data.

Real-time change tracking

With Veritas Configuration Manager, users can reduce change-related downtime by isolating the source of the problem more quickly and avoiding outages caused by change by leveraging dependency information to perform impact analysis.

To speed problem resolution, Veritas Configuration Manager immediately isolates any change that has taken place within the infrastructure that supports the application. Details include who made the change, where and when it was made, and exactly what changed. Changes are tracked by server, application, entire business service, and time. Users can apply context-aware searches to quickly isolate changes that cause failure. Color-coded maps of related business services and IT infrastructure isolate changes across systems during a specific time interval.

Veritas Configuration Manager builds a real-time log of software changes, including configurations, files, directories, registry keys, IIS metabase properties, and permissions such as who made the changes and when. By automatically detecting and logging changes to files, directories, registry keys, and configuration settings of applications in real time, an accurate representation of the infrastructure is always available.

Server comparison

Maintain server consistency and control configuration drift across hundreds of servers by comparing against user-defined gold standards. In an effort to lower the cost associated with managing the infrastructure and to increase the value of the service IT is providing to the business application end user, organizations are looking to standardize on the technology in their environment. With increasingly complex infrastructures, shared resources, and multi-tiered architectures, ensuring consistent server and software configurations and controlling drift is challenging. The Veritas Configuration Manager analytics, dependency mapping, and robust reporting enable customers to ensure consistency and compliance, as well as validate disaster recovery sites and development and production server and software configurations.

Dynamic dependency mapping

With Veritas Configuration Manager dependency maps, users can improve service delivery and implement IT service management best practices. Veritas Configuration Manager observes how servers and software function and dynamically builds a dependency map depicting how components interoperate.

Veritas Configuration Manager detects and tracks relationships between applications, files, and servers—within and across servers. In addition, the maps reflect new or altered dependencies in real time. Dependency characterization provides details such as when the dependency was established, its current state, and frequency of communication.

Data Sheet: Server Management

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The customizable browser-based console tailors the view to each user. Data can be organized by server, software, application, location, department, or business service. Out-of-the-box reports and a built-in reporting engine provide information in the context of an IT service for faster problem resolution and improved business decisions.

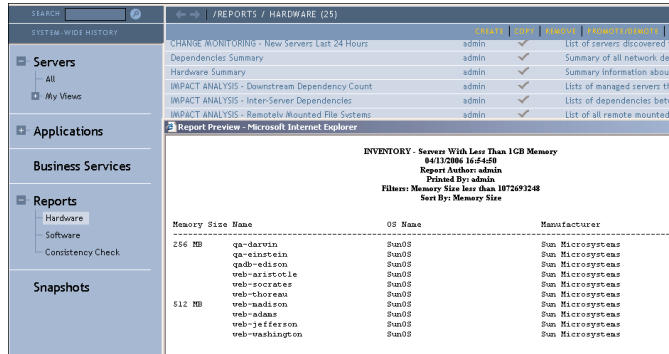


Figure 2. Veritas Configuration Manager includes powerful out-of-the-box reports to facilitate activity such as conducting configuration consistency checks, dependency characterization, impact analysis, and more.

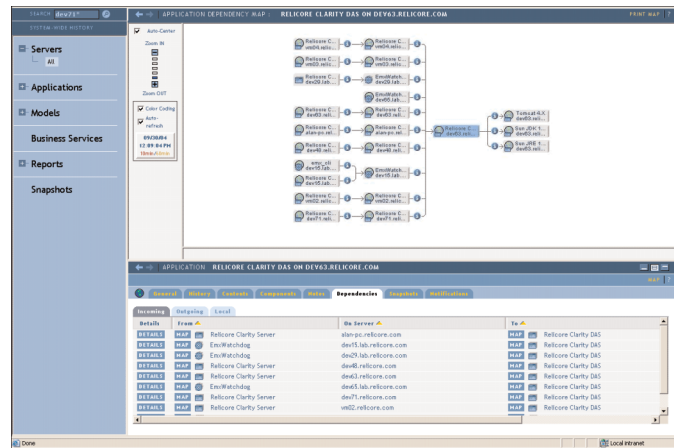


Figure 3. The Veritas Configuration Manager Global Mapping capability allows for operational visibility into thousands of managed servers across geographically dispersed locations.

Additional product highlights

Enterprise scalability and integration

- Manage up to 15,000 server environments with Global Mapping technology.
- A Launch-in-Context API integrates with enterprise system management tools to provide valuable context and allows for automatic launch and login from third-party systems management tools to the relevant information within Veritas Configuration Manager.
- A Notification API makes it possible to send change events to external systems; a Change Window API allows customers to feed change window information into Veritas Configuration Manager to eliminate notifications during window.
- Database views provide an abstraction layer to easily access information from the Veritas Configuration Manager data repository.
- Optional off-the-shelf adapters are available for integration to HP OpenView and Peregrine, IBM Tivoli, and others.

Powerful analytics and reporting

- Validate server and application configuration consistency
- Conduct technical and business impact analysis
- Build custom reports with a built-in reporting engine or an interface to enterprise reporting tools



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User and system security

- A pluggable user authentication mechanism supports password-based access, LDAP, RADIUS-based authentication environments, and optionally, token-based Secure ID environments such as RSA's Authentication Manager.
- Mutually authenticate agent and server relationships using X.509 certificates with SSL communication.

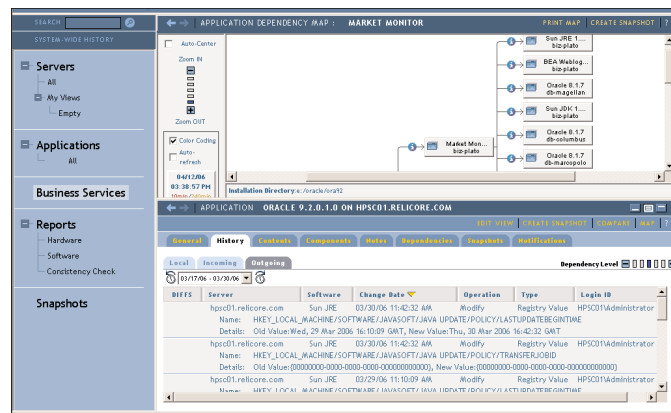


Figure 4. The Veritas Configuration Manager real-time change tracking identifies changes to the application infrastructure and configuration that could impact availability.

More information

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