CA Virtual Performance Management r12 (CA VPM): The Next Generation

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Agenda

> Systems Management Strategy
> Introduction to CA VPM r12
  ▪ Marquee Features
  ▪ Architectural Overview
> CA VPM in Action
> Infrastructure and Integrations
> Installation and Upgrade
> Timelines
> Q & A
Systems Management Strategy
Systems Management: New Demands

**Business Service Assurance**

**Virtualization Management**

**Informed Automation**

CA provides the foundation for service assurance for over 38 million managed nodes globally.
CA Assurance and Automation Solution Set
Available today

“Our best in class modular products are increasingly integrated and converging into a single solution for Business Service Assurance and Automation”
– John Swainson, CEO

CA Spectrum
Service Assurance Manager

CA eHealth Performance Manager & CA Spectrum Infrastructure Manager

Model based RCA

Virtual platforms

CA Virtual Performance Management

CA Workload Automation (AutoSys dSeries)

Virtual platforms

CA Virtual Performance Management

OS Agents

Service Modeling

CA Spectrum Automation Manager

Event management

Configuration management

Process Automation Provisioning

Service Impact Dashboards

Performance analysis & reporting

CA NSM

System management

Workload Scheduling

Model based RCA

System management

Process Automation Provisioning

Virtual platforms

CA Virtual Performance Management

OS Agents

Service Modeling

CA Spectrum Automation Manager

Event management

Configuration management

Process Automation Provisioning

Service Impact Dashboards

Performance analysis & reporting

CA NSM

System management

Process Automation Provisioning

Virtual platforms

CA Virtual Performance Management

OS Agents
Introducing CA VPM r12
CA VPM Overview

> Delivers standards-based, integrated fault and performance management for both virtual and physical Systems

> **Common** agent technology that is integrated with CA’s enterprise managers
  - CA Spectrum Infrastructure Manager
  - CA eHealth Performance Manager
  - CA NSM
  - CA Spectrum Automation Manager

> Provides centralized management of physical, virtual and clustered systems and broad coverage of *heterogeneous* platforms
CA VPM r12: Marquee Features

> Core Monitoring and Management Features

> Reduced Cost-of-Ownership Features

> Advanced Management Features

> Heterogeneous Virtual Platform Support

> Comprehensive Operating System Support

> Standards based Architecture
CA VPM r12: Marquee Features

> Core Monitoring and Management Features
  - Integrated health and performance management for Virtual and Physical Servers
  - Web Based User Interfaces
  - State-ful Management Model
  - Minimal monitoring footprint
  - Performance Reporting
  - ‘At a Glance’ Dashboards
  - Event and Automation Management
  - Role-based Security and Audit-trail

> Reduced Cost-of-Ownership Features
  - Core, lightweight, standalone systems management capabilities with no prerequisites
  - Rapid certification of new platforms
> Reduced Cost-of-Ownership Features (cont.)

- **Centralized Remote Deployment:**
  - Ability to remotely deploy SystemEDGE, SRM and Perf-lite monitoring components from centralised location
  - Supports immediate, scheduled and automated (policy based) deployment rules

- **Centralized Policy-based Configuration:**
  - Ability to remotely configure groups of agents to adhere to a pre-defined monitoring policy. Supports enforcement of policy and platform independent policy definitions

- **Centralized ‘Point’ Configuration:**
  - Ability to remotely configure SystemEDGE Agents and Virtual AIMs on an individual, machine by machine basis.

- **Agent Manageability**
  - Remote application of agent updates & maintenance
  - Address the major pain point for current NSM / ASM customers
CA VPM r12: Marquee Features

- Advanced Management Features
  - Integrated Response Time monitoring
  - Integrated Zero Footprint (agent-less) monitoring
  - Audit Logging & Tracking
  - Dynamic resource balancing and re-allocation

- Heterogeneous Virtual Platform Support
  - VMware ESX, vCenter, vSphere
  - Sun Solaris Zones
  - IBM POWER LPARs (P6)
  - Citrix XEN Support
  - Cisco N1000v *
  - Microsoft Hyper-V *
  - Microsoft Cluster *
  - IBM HACMP *
  - Sun Cluster *

* Coming soon
CA VPM r12: Marquee Features

> Comprehensive Operating System Support

- Microsoft Windows
  - 2003, 2008, XP & Vista
  - x86, x64, IA-64

- Solaris
  - 8, 9, 10
  - Sparc-64 and x64

- HP-UX
  - 11.1x, 11.2x, 11.3
  - PA-RISC 64 & IA-64

- AIX
  - 5.2, 5.3, 6.1
  - POWER

- Redhat
  - 4, 5
  - x86, x64, IA-64, zLinux*

- SuSE
  - 9, 10, 11
  - x86, x64, IA-64, zLinux*

- Debian
  - x86, x64

- Alpha Tru-64
  - 5.1B

* Coming soon
CA VPM r12: Marquee Features

> Standards based Architecture

- SOA based, Web Services infrastructure
- CIM based Management Model, for interoperability
- Aligned with CA’s Catalyst technology
- Extensible, 'Plug-in' Management Modules
- WS-MAN, WS-Security, Configuration & Deployment
- IPv6 Support
- SNMP v3 Support
- EEM based Common Security model
- Internationalization ready
Architecture

CA VPM Web Based UI (GWT)

AIP Web Services Bus (SOAP / XML)

Collection Engine
Policy Engine
Scheduling
Reporting
Common Discovery
Deployment
Policy Configuration
Event Engine

Reliable Messaging

Platform Management Modules

AIP Core Services
Automation Object Model (AOM)
AOM Web Service
CIM Compliant Schema
Message Broker (ActiveMQ)
Message Catalog
Service Controller

Physical, Clustered and virtual Servers
Systems Applications
3rd Party Virtual Management tools
CA VPM in Action
CA VPM r12: In Action…

- Integrated, Remote Deployment
- Centralized, Policy-based Configuration
- Physical & Virtual Systems Management
- Automatic Discovery
- Event Management & Automation
- Dashboards
- Dynamic Resource Allocation
- Remote, Zero Footprint Monitoring
- Integrated Response Time Monitoring
- Reporting
CA VPM r12: Remote Deployment

> Key Features

- Deployment for SystemEDGE, SRM & Performance-Lite
- Deployment for Virtual and Applications AIMs
- Sequenced deployment control for multiple packages
- Role Based Security
- Server Group / Service Based Deployment
- Scalable to 100s of Concurrent Deployments
- Delayed and Scheduled Deployment
- Staggered Deployments
- Event-based policy Based Deployment
- Service Desk Integration
- Support for deployment of product maintenance
- Upgrade path to ITCM Software Delivery
- Heterogeneous support for multiple platforms
- Detection of Failed Deployments
- Support for monitoring of Deployment Progress
- Support for restart of any failed deployments
- Minimal footprint on target node
- Audit trail / deployment history reporting
Remote Deployment
Package Wrappers Provide The Ability To Customize Installation Parameters
Remote Deployment
Provides Ability To Deploy One Or More Packages To Multiple Machines
Remote Deployment
Single summary view of all Deployment Jobs, including progress

<table>
<thead>
<tr>
<th>Job ID</th>
<th>Status</th>
<th>Job Name</th>
<th>OS Type</th>
<th>Packages</th>
<th>Deployment Progress</th>
<th>Created By</th>
<th>Created On</th>
</tr>
</thead>
<tbody>
<tr>
<td>J00001</td>
<td>Completed</td>
<td>Test Deployment</td>
<td>Windows</td>
<td>CA LiteAgent 5.0.0 CA SystemEDGE 5.0.0</td>
<td>100%</td>
<td>causer</td>
<td>16 September 2009 11:42:48</td>
</tr>
<tr>
<td>J00002</td>
<td>Completed but has failures</td>
<td>Test Deployment 2</td>
<td>Windows</td>
<td>CA LiteAgent 5.0.0 CA SystemEDGE 5.0.0 CA SystemEDGE Advanced Encryption 5.0.0</td>
<td>100%</td>
<td>causer</td>
<td>16 September 2009 12:19:20</td>
</tr>
<tr>
<td>J00003</td>
<td>Completed but has failures</td>
<td>Test Lite Agent</td>
<td>Windows</td>
<td>CA LiteAgent 5.0.0</td>
<td>100%</td>
<td>causer</td>
<td>16 September 2009 12:33:01</td>
</tr>
<tr>
<td>J00004</td>
<td>Active</td>
<td>Mail Servers</td>
<td>Windows</td>
<td>CA SystemEDGE 5.0.0 CA SystemEDGE Advanced Encryption 5.0.0</td>
<td>66%</td>
<td>causer</td>
<td>17 September 2009 13:40:13</td>
</tr>
<tr>
<td>J00005</td>
<td>Completed</td>
<td>Web Servers</td>
<td>Windows</td>
<td>CA LiteAgent 5.0.0</td>
<td>100%</td>
<td>causer</td>
<td>16 September 2009 12:33:01</td>
</tr>
<tr>
<td>J00006</td>
<td>Active</td>
<td>Production Servers</td>
<td>Windows</td>
<td>CA SystemEDGE 5.0.0 CA SystemEDGE Advanced Encryption 5.0.0</td>
<td>16%</td>
<td>causer</td>
<td>17 September 2009 13:40:13</td>
</tr>
<tr>
<td>J00007</td>
<td>Completed</td>
<td>Lite Agent Rollout</td>
<td>Windows</td>
<td>CA LiteAgent 5.0.0</td>
<td>100%</td>
<td>causer</td>
<td>16 September 2009 12:33:01</td>
</tr>
<tr>
<td>J00008</td>
<td>Active</td>
<td>Upgrade Servers</td>
<td>Windows</td>
<td>CA SystemEDGE 5.0.0 CA SystemEDGE Advanced Encryption 5.0.0</td>
<td>23%</td>
<td>causer</td>
<td>17 September 2009 13:40:13</td>
</tr>
</tbody>
</table>

Last updated: 17 September 2009 15:32:18
Remote Deployment

Ability To Review Deployment History Of Each Package
Key Features

- Configuration Services for SystemEDGE & SRM
- Configuration Services for Virtual and Applications AIMs
- Policy Based Configuration, using file based mechanism
- Support for 'Default Policy' Assignment
- Seamless Integration with VPM Deployment
- Minimal Footprint on Target Node
- Platform Independent Configuration Policies
- Single Point of Truth for Configuration Information / Policy Enforcement
- Monitoring and alerts for Policy Exceptions
- Ability to remotely control AIMs started by SystemEDGE
- Scalable to 1000s of Concurrent Configuration Operations
- Extensible Configuration Architecture
- Monitoring of Configuration State
- Maintenance Mode Capability

- Hierarchical Policy support through templates
- Encryption & configuration integrity checking
- Support for importing of existing SystemEDGE configurations
- Support for 'accepting' SNMP Set configuration updates
- View Configuration Errors
- Reporting & Auditing
- Ability to view the running configuration
- Role Based Security
- Ability to apply policies to server groups / Services
- Ability to apply policies based on current policy state
- Support for pick lists when defining monitors
- Automatic monitor index assignment
- Upgrade support for SystemEDGE 4.x configurations
Policy-based Configuration
Policies hold standardized set of Monitors for use of all required machines
Policy-based Configuration
Configuration of Control Settings, and MIB Extensions
Policy-based Configuration Templates allow common Monitors to be copied to multiple Policies.
Policy-based Configuration
A Default Policy can be automatically applied to all new agent instances.
Servers can be put into Maintenance Mode for all Managers from the Management UI.
P+V: CA VPM r12: OS Monitoring

> Key Features

- Unified management for physical and virtualised servers
- WEB based instrumentation & administration of SystemEDGE, SRM and Virtual AIMs
- TRAPs feed directly into VPM Event Management to drive automation
- CIM based Management Model
- Object and Severity specification for stateful monitors
- CIM compliant managed object states and severities
- Aggregate Table for reduced load on managers
- Aggregated SNMP Traps for Manager Notification
- File-Based Configuration
- Directory Monitoring
- Reverse Lookup of OIDs
- Configuration Lockdown Structure
- SNMP Change and Operational Notifications for VPM Manager
- Platform-Independent Point Configuration
- Maintenance Mode Support
- Historical metric gathering via Performance Cubes
Health State Overview of a Server

<table>
<thead>
<tr>
<th>Health State</th>
<th>Operation Status</th>
<th>Obj.Class</th>
<th>Obj.Instance</th>
<th>Obj.Attribute</th>
<th>Current Value</th>
<th>Threshold Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minor</td>
<td>OK</td>
<td>processEntry</td>
<td>InoRPC</td>
<td>procNumThreads</td>
<td>12</td>
<td>12</td>
</tr>
<tr>
<td>Minor</td>
<td>OK</td>
<td>processEntry</td>
<td>InoRT</td>
<td>procNumThreads</td>
<td>18</td>
<td>18</td>
</tr>
<tr>
<td>Warning</td>
<td>OK</td>
<td>ntMemoryPerf</td>
<td>null</td>
<td>ntAvailKBytes</td>
<td>377032</td>
<td>377032</td>
</tr>
<tr>
<td>OK</td>
<td>OK</td>
<td>cpuGroup</td>
<td>null</td>
<td>cpuTotalSysPercent</td>
<td>11</td>
<td>11</td>
</tr>
</tbody>
</table>
Server Details and Properties

The image shows a screenshot of a server management interface with details about a managed resource named "czpresm-srm2.ca.com". The interface includes a summary of the system details, showing various properties such as:

- **Name**: czpresm-srm2.ca.com
- **SystemEDGE Agent Version**: CA, Inc. SystemEDGE Agent Version 5.0 Patchlevel 0
- **Severity**: Green
- **Item Type**: Discovered Server

The table below lists several properties of the system:

<table>
<thead>
<tr>
<th>Category</th>
<th>Property</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kernel</td>
<td>Max Number of Processes</td>
<td>0</td>
</tr>
<tr>
<td>Kernel</td>
<td>Serial Number</td>
<td>0</td>
</tr>
<tr>
<td>Kernel</td>
<td>ROM Version</td>
<td>PTLTD - 6040000</td>
</tr>
<tr>
<td>Kernel</td>
<td>Number of CPUs</td>
<td>1</td>
</tr>
<tr>
<td>Kernel</td>
<td>Kernel Version</td>
<td>Build 3790, Service Pack 2</td>
</tr>
<tr>
<td>Kernel</td>
<td>Total Virtual Memory Size</td>
<td>1834440</td>
</tr>
<tr>
<td>Kernel</td>
<td>Swap Space Size [kB]</td>
<td>786432</td>
</tr>
<tr>
<td>Kernel</td>
<td>Page Size</td>
<td>4096</td>
</tr>
<tr>
<td>Kernel</td>
<td>Word Size</td>
<td>4</td>
</tr>
</tbody>
</table>

The interface also includes options for viewing different categories and managing the server.
CPUs, Processes, Disks and File systems
Viewing, Editing, Adding and Removing Monitored Resources

Automation Manager

Logged in as: ca (Log Out)

Managed Resource

View

- Data Center
  - Managed
    - czpresm-vpm2.ca.com
    - czpresm-srm2.ca.com

---

### Summary

**Product Type:** SystemEDGE  
**Number of Monitors:** 7

<table>
<thead>
<tr>
<th>Index</th>
<th>Obj.Class</th>
<th>Obj.Attribute</th>
<th>Severity</th>
<th>Current Value</th>
<th>Threshold Value</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>101</td>
<td>cpuGroup</td>
<td>cpuTotalSysPercent</td>
<td>Minor</td>
<td>11</td>
<td>50</td>
<td>Active</td>
</tr>
<tr>
<td>102</td>
<td>cpuGroup</td>
<td>cpuTotalSysPercent</td>
<td>Major</td>
<td>11</td>
<td>70</td>
<td>Active</td>
</tr>
<tr>
<td>103</td>
<td>cpuGroup</td>
<td>cpuTotalSysPercent</td>
<td>Critical</td>
<td>11</td>
<td>90</td>
<td>Active</td>
</tr>
<tr>
<td>110</td>
<td>mtMemoryPerf</td>
<td>mtAvailBytes</td>
<td>Warning</td>
<td>379532</td>
<td>400000</td>
<td>Active</td>
</tr>
<tr>
<td>111</td>
<td>mtMemoryPerf</td>
<td>mtAvailBytes</td>
<td>Minor</td>
<td>379532</td>
<td>200000</td>
<td>Active</td>
</tr>
<tr>
<td>112</td>
<td>mtMemoryPerf</td>
<td>mtAvailBytes</td>
<td>Major</td>
<td>379532</td>
<td>100000</td>
<td>Active</td>
</tr>
<tr>
<td>113</td>
<td>mtMemoryPerf</td>
<td>mtAvailBytes</td>
<td>Critical</td>
<td>379532</td>
<td>5000</td>
<td>Active</td>
</tr>
</tbody>
</table>

### Details of Individual Monitor

- **Index:** 110  
- **Obj.Class:** mtMemoryPerf  
- **Obj.Instance:** null  
- **Obj.Attribute:** mtAvailBytes  
- **Description:** null  
- **Action:** Save

- **Current Value:** 379532  
- **Threshold Value:** 400000

- **Sample Type:** Absolute  
- **Severity:** Warning  
- **Interval:** 30

- **Min Value:** 346212  
- **Max Value:** 449820

- **Status:** Active  
- **Flags:** 0

---

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Viewing, Editing, Adding and Removing Process Monitors

![Process Monitor Interface](https://example.com/process-monitor-interface.png)
Viewing Service Response Monitor Results

Logged in as: ca (Log Out)

<table>
<thead>
<tr>
<th>Index</th>
<th>Obj. Class Name</th>
<th>Test Name</th>
<th>Type</th>
<th>Destination</th>
<th>Interval</th>
<th>Status</th>
<th>Results</th>
<th>Total Errors</th>
</tr>
</thead>
<tbody>
<tr>
<td>100</td>
<td>Ping</td>
<td>czpresm-vpm2 alive</td>
<td>PING</td>
<td>czpresm-vpm2</td>
<td>60</td>
<td>Active</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>101</td>
<td>Ping</td>
<td>czpresm-win7 alive</td>
<td>PING</td>
<td>czpresm-win7</td>
<td>60</td>
<td>Active</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>102</td>
<td>Ping</td>
<td>am-vlab4712 alive</td>
<td>PING</td>
<td>am-vlab4712</td>
<td>60</td>
<td>Active</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
Infrastructure & Integrations
VPM Web Based UI (GWT)

AIP Web Services Bus (SOAP / XML)

Collection Engine
Policy Engine
Scheduling
Reporting
Common Discovery
Deployment
Policy Configuration
Event Engine

Reliable Messaging

Platform Management Modules

AIP Core Services
Automation Object Model (AOM)
- AOM Web Service
- CIM Compliant Schema
Message Broker (ActiveMQ)
Message Catalog
Service Controller

Physical, Clustered and Virtualised Servers
Systems Applications
3rd Party Virtual Management tools
CA VPM r12 - Key Components

> Automated Integration Platform
  ▪ Provides core infrastructure components, including a CIM Schema based DB, Common Discovery, an Event Engine, a State Engine, a UI Framework and Role Based Security (based on EEM)

> AOM Database
  ▪ MS-SQL DB. Stores all managed objects based on CIM model

> AOM Web Service
  ▪ Exposes AOM DB via WS-Management protocols. Provides a generic mechanism for operations (create, delete, get, put, filtered queries,...) on the objects stored within the DB

> AIP Message Broker
  ▪ A reliable message broker based on Active-MQ, used to transport messages between AIP components
CA VPM r12 - Key Components

> SystemEDGE 5.0

- Advanced new release of SystemEDGE agent provides enhanced systems monitoring capabilities, including state management

> SRM AIM

- Based on the SA AIM, provides Service Response Time Monitoring

> Virtual Management AIMs

- Provides support for the monitoring of VMware VC, Solaris Zones, IBM LPAR and Citrix XEN environments

> Web Browser based User Interface

> Platform Management Modules

- These components link the monitoring components (SystemEDGE and SRM, MSCS AIM, VC AIM) into the AIP infrastructure, in order to provide visualization of monitored entities
Scalability Consideration

- Web Services architecture offers high levels of scalability and high availability
- Components can be deployed across multiple machines
- Multiple Instances of components can be deployed
- ActiveMQ message broker provides scalability, high availability and introduces a level of redundancy in the communication
- Scalable, high-volume Deployment and Configuration achieved by allowing packages to be ‘fanned out’ via multiple Distribution Servers
CA VPM r12 – Integration with CA Managers

> CA VPM supports integration with other CA Assurance and Automation solutions. This is achieved by:

- Open, industry standard, monitoring interfaces, based on SNMP v1 / v3
- Publication of events using a standardized event mechanism
- Exposure of key VPM management functions and data via Web Services (WS-MAN, WS Configuration & Deployment)
- Determination of monitoring state, using a common state management format
- “In context” launch of VPM from NSM MCC
CA VPM Integration with CA Spectrum Automation Manager, CA eHealth Performance & CA Spectrum Infrastructure Manager.
CA VPM Integration with CA NSM

CA VPM

VPM Web Based UIs

AOM CIM OM

Deployment
Configuration

Reporting
Analytics

Event
State Mgmt

Platform Module
Discovery

WEB Services

VPM Agents & Virtual AIMs

CA NSM Technology

MCC / Portal

MDB WV OM

SMP 3rd Party Intg

WorldView

Event Discovery

Performance A-Tech DSM

NSM Agents

In-context 'right-click' launch into VPM Web UIs

Discovery, Instrumentation, Point Configuration

Performance Stats, Events

In-context "right-click" launch into VPM Web UIs

In-context "right-click" launch into VPM Web UIs
CA VPM r12: Integration Summary

> Integration with CA Assurance and Automation Managers

- CA Spectrum Infrastructure Manager 9.2
  - SystemEDGE 5.0 / AIM Visualization & ‘Point’ Configuration
  - VPM UI Launch Integration planned

- CA eHealth Performance Manager 6.2
  - SystemEDGE 5.0 / AIM Visualization & ‘Point’ Configuration
  - VPM UI Launch Integration planned

- CA Spectrum Automation Manager r12
  - Intrinsic integration of all components / functions

- CA NSM r11.2 SP1
  - SystemEDGE / AIM Visualization & ‘Point’ Configuration
  - VPM UI Launch Integration
  - Response metrics integrated with NSM Performance Reporting
Installation & Upgrade
Industry-strength, package based technologies:

- VPM Managers: InstallAnywhere
- VPM Agents / AIMs: MSI (Windows), PIF (UNIX & Linux)

Support for both interactive and response file driven installs

Upgrades (Manager Components)

- Supports upgrade from VPM r11.5 and VPM r11.7
- Upgrade follows [export data -> detect which component is installed -> uninstall previous version -> install new version -> import data process]

Upgrades (Agent Components)

- Supports upgrade direct from SystemEDGE 4.2 (no AIMs)
- Supports upgrade direct from SystemEDGE 4.3 (inc. AIMs)
- Upgrade automatically converts agent configuration policies and NSM manager specific monitor entries
CA VPM r12: Timeline

> Beta targeted for Q1 CY2010
  - Beta Participation is welcome

> GA targeted for 1H CY2010
Don’t Miss Out On These Related Sessions and Labs...

> CA VPM: Overview and Roadmap – The future of agent technology

> 49% of Data Centers are virtualized: Learn how you can integrate both your physical and virtual environments

> “First Look Session” Managing database performance within virtual environments

> Virtualization Hands on Lab: Integrations with CA eHealth Performance Manager, CA Spectrum Infrastructure Manager
Questions