

# Engyro Product Connector for Operations Manager 2007 to Tivoli Enterprise Console

As the management and administration of today's enterprise applications becomes increasingly specialized, the need to share real-time event management information between support organizations becomes a key component for the successful management of all critical business systems.

The Engyro Product Connector for Operations Manager (OpsMgr) to Tivoli Enterprise Console (TEC) is designed to provide enterprises of all sizes with complete event sharing and event synchronization between the OpsMgr and the Tivoli TEC management platforms.

The result is a more robust and seamless management environment which provides significant correlation capabilities. These capabilities can be leveraged to design cross-organization support processes that maximize the resources and strengths of the formerly independent support groups.

The ultimate effect is improved enterprise health, realized by the creation of a better support organization through cooperative and more informed decision-making.

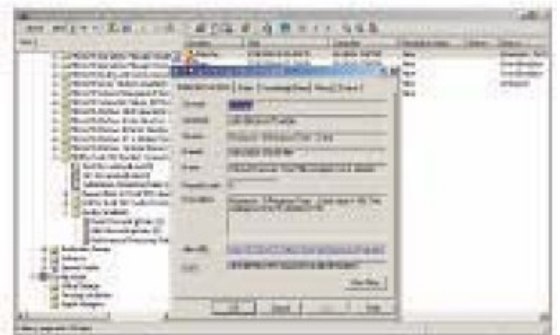
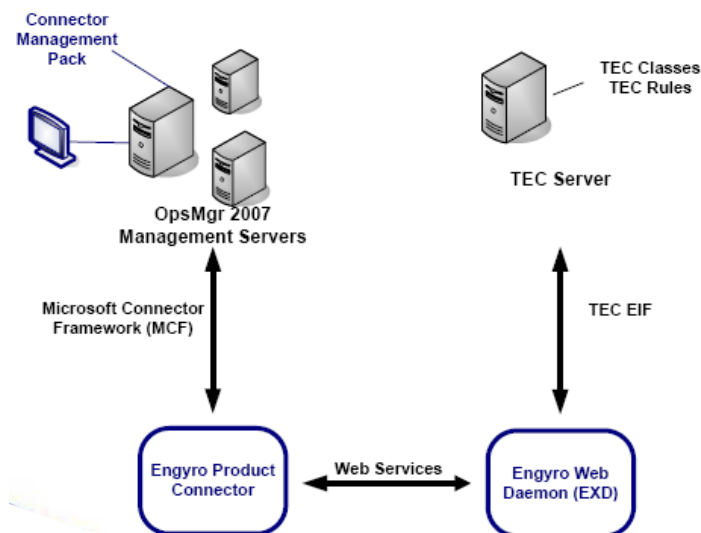
## Key Benefits

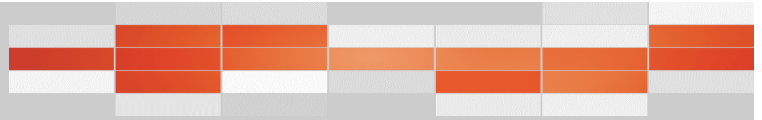
**High Availability** — Take advantage of High Availability and support mission critical environments through redundancy of product connectors and run in automatic failover mode.

**Guaranteed delivery** — Events created in either OpsMgr or TEC trigger an automated process that ensures events are received and acknowledged by each system. If an acknowledgement fails within defined thresholds, the event is resent and the acknowledgement logic is re-initiated.

**Event properties synchronization** — Multiple event properties including many user configured properties are kept in sync between OpsMgr and TEC

### Engyro Product Connector Overview





## Key Features

**Event creation, acknowledgement and closure is mirrored between OpsMgr and TEC** — As events on each management platform are created, modified and ultimately closed in the course of normal support operations, this change in status is communicated between the systems.

**Customizable event severities when TEC events are created from OpsMgr alerts** — The severity level of OpsMgr alerts can be mapped to any severity level in Tivoli TEC as the new OpsMgr alerts are forwarded and the TEC events are created.

**OpsMgr Management Pack to monitor the Engyro Product Connector** — The Engyro Product Connector for OpsMgr to Tivoli TEC is equipped with a OpsMgr Management Pack written specifically to monitor the operational status of the product connector. Any problems detected by the management pack are immediately relayed to OpsMgr where automated notifications can be configured to alert appropriate support organizations.

**Automatic failover to other TEC servers** — Support for multiple TEC servers. Failover to additional servers when the product connector is unable to communicate with the primary.

**Web Services Communication Mechanism** — The Engyro Product Connector for OpsMgr to Tivoli TEC utilizes industry standard web services to communicate between OpsMgr and TEC. The result is an extremely efficient communication path between the two management platforms.

## Additional Capabilities

- Uses web services for communication between OpsMgr and TEC
- Support of multiple OpsMgr Management Groups communicating with a single TEC server
- Management and configuration of product connector via OpsMgr console
- Customize optional fields that will be sent from OpsMgr to Tivoli TEC
- Set size limits on OpsMgr fields that are passed to TEC
- Best attempt delivery options — define the number of attempts when sending alerts to TEC
- Multi-TMR support by consolidating Tivoli resources to the TEC server only
- Support for distributing TEC processing through the use of the TEC gateway

## System Requirements

- Microsoft Environment:
  - Windows 2000/2003 Server/Workstation
  - Systems center Operations Manager 2007
- Tivoli Environment:
  - Tivoli Framework 3.7.1/4.x
  - Tivoli Enterprise Console 3.8 / 3.9

For more information : <http://www.microsoft.com/opsmgr>.  
<http://www.engyro.com>