

Service Description

Fujitsu Service BS2000

SE/HA Add-on Service V1.1

Customized surveillance of the high-available BS2000 SE Infrastructure through professional integration of monitoring and managed automation.

Description of offering

The BS2000 SE/HA Solution is a customer-specific implementation of a monitoring and managed automation system for the BS2000 SE Infrastructure. The service consists of the two components SEHABASIS and SEHAMONITOR, which will be integrated in the Management Unit.

The solution supports individual monitoring of selected hardware components, virtual machines and applications within the BS2000 target system. Application checks can be integrated by a generic interface. Statuses of the customer system and applications are reviewed periodically and events as well as alarms are generated situationally.

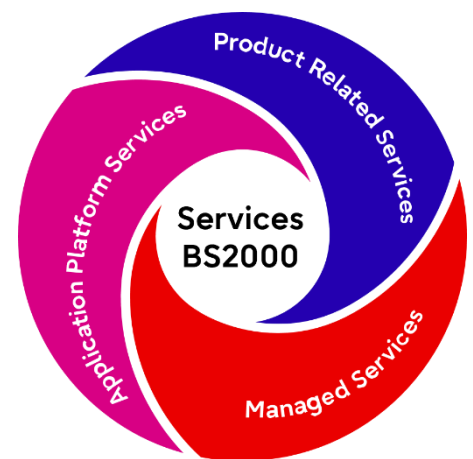
The **SE/HA Add-on Service** ensures a professional installation and support of the configuration of the SE/HA Solution. As agreed upon with the customer, the components to be monitored will be configured individually. Also the customer can customize the configuration by a command line interface in the Management Unit.

SEHABASIS

The base product is a working environment on the Management Unit with an own user identification. A connection to the BS2000 system ensures a proper execution of processes and gathering of status information. Additionally, it offers an access control to define approved BS2000 procedures, which can be executed by the REWAS interface.

SEHAMONITOR

The monitoring system is used to manage processes, evaluate inspection results, handle alarm procedures and save log entries. Customer-specific hard- and software components, network interfaces of VMs, openUTM applications and Leasy/SESAM databases of all BS2000 guest systems can be monitored. A command line interface provides an optimized configuration of the SE/HA-Solution, which also offers an administration of saved configurations.



Features & Benefits

Features

- Cluster support
- Integration in SE Manager
- Individual configuration of SEHAMONITOR
- Central Audit Logging
- Event Logging and Alarm Management
- Identification of currently running migrations

Benefits

- Automized migration and start of the SE/HA Solution on the active cluster manager after manager change
- Start, stop and restart of SE/HA Solution in the SE Manager
- Customer-specific monitoring
- Tracing of every action (account, action, result) of the SE/HA Solution
- Overview of inspection results and status changes in the SE Manager
- Correct status inspection despite migration

Additional information

Scope of service

Installation of SEHABASIS and SEHAMONITOR

Customer-specific configuration of the components to be monitored

- Network Check
- MU Power & System Status
- SU Power & System Status
- VM Status
- Application checks for BS2000
 - Status of Leasy-, SESAM-databases
 - Status of openUTM-applications
 - Status of shared pubsets
 - Status of customized applications (by self-developed SDF-procedures)

Important License Information

SEHAMONITOR is Open Source Software. All relevant legal license information can be found here:

[SEHAMONITOR V1.1 License Information](#)

Inclusions*

Services

- Installation of SEHABASIS and SEHAMONITOR
- Configuration by agreement with the customer

Infrastructure

- Necessary software configurations

Exclusions*

Services

- Only SE Infrastructures
- No workshops or trainings
- No software licenses

Infrastructure

- No hardware configurations needed

Key Performance Indicators

- Successful implementation and test of the SE/HA Solution (customer system)
- All configuration demands by the customer were satisfied (by agreement)

Assumptions & Impact

Assumptions:

- X2000 and M2000 (Version 6.2 Service Pack 1 or higher) are running on the customer system.
- Models of the SE Infrastructure are supported and require VM2000 operation mode.
- The customer uses a monitoring system on a monitoring server with SNMP trap processing, e. g. Check_MK

Impact:

- Installation is only possible for supported version.
- Installation on previous models is not supported.
- If the customer does not have a monitoring system on an external/customer owned server, not all features of SE/HA Solution can be used.

Customer Responsibilities

- The customer grants all necessary access rights on the BS2000 guest systems during the configuration
- Version 6.2 Service Pack 1 or higher is in use (X2000, M2000)
- Cooperation during configuration and determination of the components to be monitored

Availability of service

- Regional (Germany)
- International (by agreement)

Contact

Fujitsu

Email: bs2000services@fujitsu.com

Website: <https://www.fujitsu.com/emeia/bs2000>

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* Note: The list of Inclusions is a high-level summary of all the service elements that form part of the Service. The list of Exclusions is a high-level summary of some items that do not form part of the service and has been provided to give additional clarity.