

## COSprint KM for PATROL

The Knowledge Module which brings the assurance of PATROL monitoring to *COSprint* and allows *COSprint* to be administered from the PATROL console.

The *COSprint* KM for PATROL is a Knowledge Module that allows *COSprint* to be integrated into, and monitored by, BMC Software's PATROL proactive monitoring software. It not only provides the support for PATROL to monitor all aspects of the active *COSprint* environment but also extends PATROL by enabling full print job control and monitoring through the simple to use and secure PATROL interface.

The *COSprint* KM for PATROL is useful for:

- any user of *COSprint* who wishes to implement proactive monitoring using BMC PATROL
- any user of BMC PATROL who wishes to integrate print management and control into their environment.

When a problem exists with the print environment the user is able to drill down in the normal PATROL manner to the underlying components – at any level, including both queues and daemons.

At one level, therefore, the *COSprint* KM for PATROL acts as a standard Knowledge Module, in that the essential components for *COSprint*

working successfully are monitored by PATROL, alarms are generated when something goes wrong, and action can be taken before the problem gets out of hand. What distinguishes the *COSprint* KM from a standard PATROL KM however, is that remedial action can be taken from within the PATROL user interface.

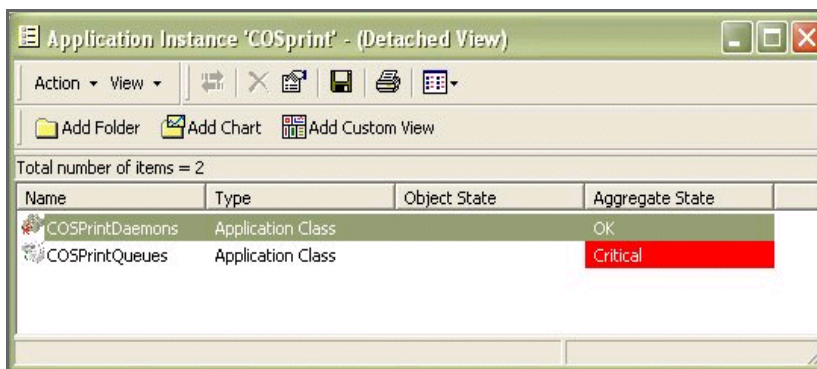


Figure 1 – PATROL Windows console – top level view of *COSprint* KM

Users of BMC's PATROL monitor essential, computerised, business processes through an MS Windows or web browser based console. Printing is an essential component of an end-to-end business process and requires proactive monitoring in the same manner as any other component.

To that end, all print queues and daemons under the control of *COSprint* are monitored and alarms are automatically generated if there is a problem. For example, if a printer is offline and a print request cannot be processed.

It is essential to know about problems occurring in the printing environment, but it is better

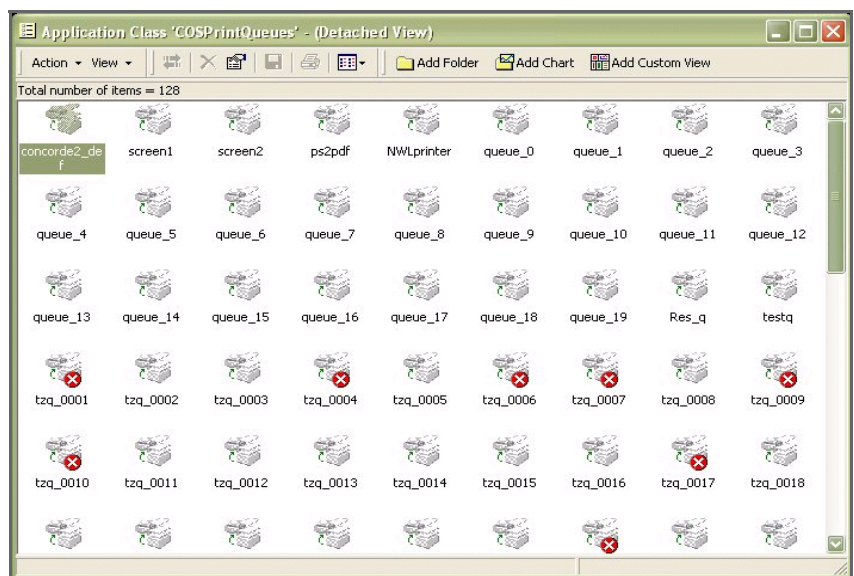


Figure 2 – PATROL Windows console showing status of all *COSprint* queues

to be able to also rectify them without having to leave PATROL to enter the COSprint environment, with the need to learn a second user interface. To that end OSM supply a PATROL GUI front end to COSprint that allows help desk or administration staff working with PATROL to drill down onto the component causing the problem, and monitor and manage it from within.

This seamless integration effectively extends PATROL to perform print spooling and print management.

### Availability

Sun Solaris, IBM AIX, HP-UX, Linux 2.4 and 2.6.

Other versions of UNIX and Linux subject to request.

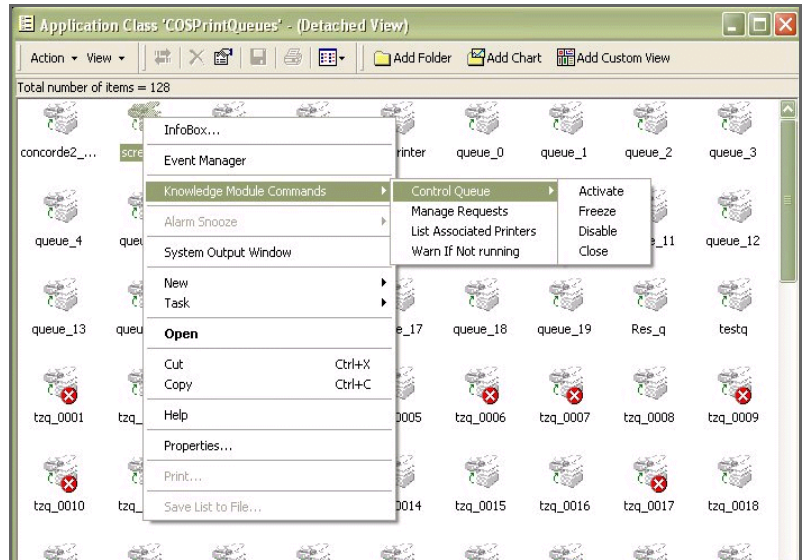


Figure 4 – managing COSprint from within PATROL

### Summary

The COSprint KM for PATROL provides the following benefits:

- encapsulated knowledge that allows BMC Software's PATROL to proactively monitor COSprint
- a common user interface that allows COSprint to be managed from within the PATROL GUI
- a potential reduction in output management costs, as output management can be off-loaded in part from administration staff to help desk staff trained in PATROL
- improved service levels as help desk and administration staff can more easily correct print problems

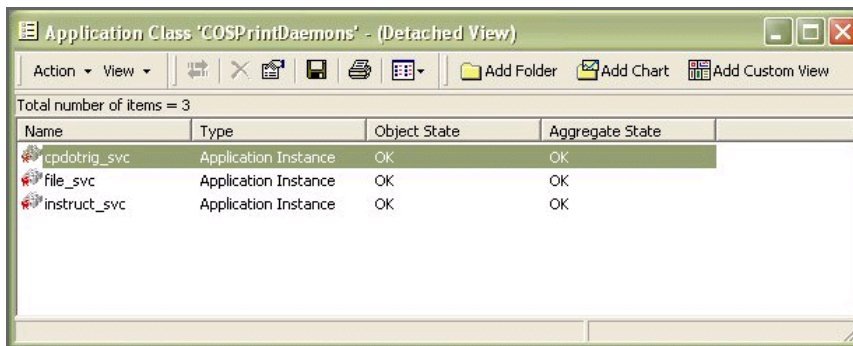


Figure 3 – PATROL Windows console, status of daemons

For more information please visit [www.cosprint.com](http://www.cosprint.com)



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