



Centralizing Console and Log Management Across the zEnterprise

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Agenda

- Introduction
 - Centralized versus distributed management
 - A hybrid approach combining the methodologies
 - Central area
 - Central collection
- Where to start?
 - Model z/OS mature practices
 - z/VM tools functionality (SCIF)
 - Console management
 - Syslog management
- Enterprise event management





Central vs Distributed Management

- PROs of Central
 - One place to look for messages
 - One system to maintain simplifies maintenance, rules, alerts, etc
- CONs of Central
 - Shipping large number of messages across network
 - UDP reliability

- PROs of Distributed
 - Less Network traffic

- CONs of Distributed
 - Multiple systems to maintain
 - Multiple sources for support of business applications across the enterprise



A Hybrid Approach - Combining Methodologies



- The best of both worlds
 - May not be possible to completely centralize console and log management
 - Technically
 - Politically
 - Cost effectively
 - However, consolidating where appropriate/possible can realize some benefits



zEnterprise Makes Consolidated Management Easier



- Powerful z/VM hypervisor
 - Full OS with tools and applications
- Central area: Tightly integrated network(s) within zEnterprise
 - The reliability of log messages improves as the source generating the messages moves closer to the syslog server
- Central collection: Centralized operations and log storage





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Where to Start

- z/OS has a mature management structure around the system console
 - NetView (or equivalent) enhances message attributes
 - Automated response to specific messages
 - Integration to enterprise level event monitoring
- z/VM
 - Someone needs to be watching the house (operations)
 - Focus often on distributed solutions for Linux on System z
 - z/VM and CMS guests often ignored
 - z/VM as a central base for Linux management often missed
- zBX
 - Introduces additional virtual and physical servers
 - Focus often on distributed solutions for these servers
 - Opportunity to include in Enterprise Management infrastructure
 - Geographical advantages
 - Architectural advantages





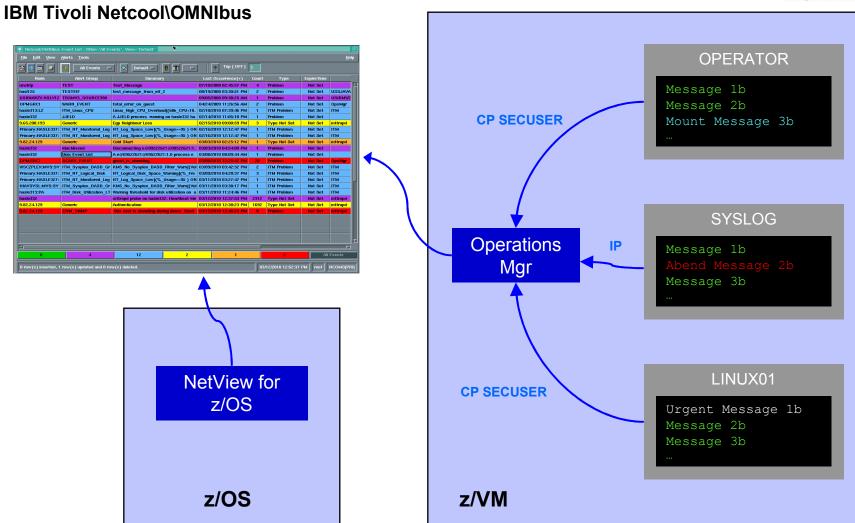
Where to Start

- Virtual server sprawl has increased distributed management structures in the traditionally centralized mainframe arena
- 7/VM
 - Console management
- Linux on System z
 - Console management
 - Syslog management
 - Centralize Linux on System z with z/VM tools
- zBX
 - Centralize server logs on physical and virtual servers with z/VM tools
- Enterprise Management
 - Roll up appropriate console and log events to an enterprise alerting system



Consolidating Console and Log Management







Where to Start: z/VM

- Console management for z/VM and Linux guests
 - PROP
 - Included in z/VM
 - Basic function to take actions based on z/VM console messages
 - IBM Operations Manager for z/VM
 - Provides z/OS style console management practices
 - Higher level of functionality and flexibility over PROP
 - Console viewing and customizing
 - Take actions, including sending events to enterprise alerting system
 - Other vendor solutions ...
- Syslog management for Linux on System z and zBX
 - IBM Operations Manager for z/VM
 - Consolidated log management and take action functions
 - Combined or separate views of each syslog
 - · Take actions, including sending events to enterprise alerting system
 - Other vendor solutions ...





z/VM Tooling

- z/VM SCIF (Single Console Image Facility)
 - User logged on to a single virtual machine
 - Can control one or more disconnected virtual machines
 - Secondary user controlling virtual machine
 - Primary user disconnected virtual machine being controlled
- Example application using SCIF
 - Operations Manager for z/VM
 - Receiving console messages from primary user
 - Sending commands to primary user





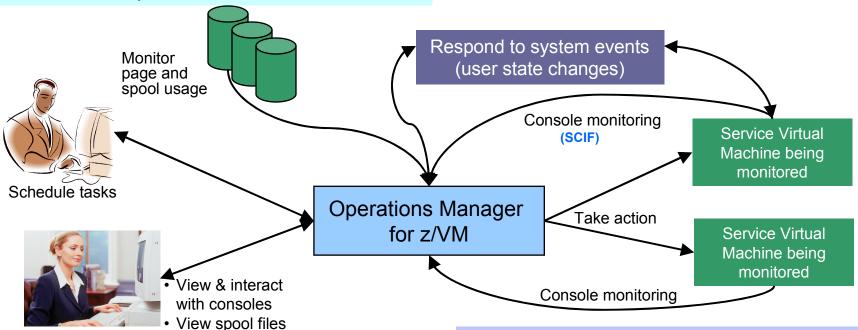
Operations Manager for z/VM

Increase productivity

- Authorized users to view and interact with monitored virtual machines without logging onto them
- Multiple users view/interact with a virtual machine simultaneously

Improve system availability

- ➤ Monitor virtual machines and processes
- > Take automated actions based on console messages
- > Reduce problems due to operator error



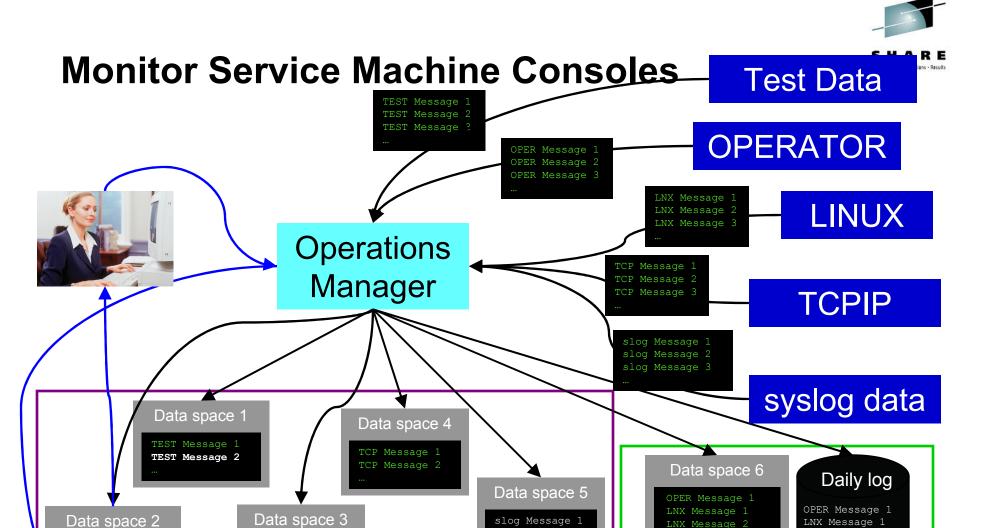
Automation

- Routine activities done more effectively with minimal operations staff
- Schedule tasks to occur on a regular basis

Integration

- ➤ Fulfill take action requests from performance monitoring products (e.g. OMEGAMON XE on z/VM and Linux)
- ➤ Send alerts to email, central event management systems (e.g. Netcool\OMNIbus), etc.





slog Message 2

slog Message 3

Complete your sessions evaluation online at SHARE.org/AnaheimEval

OPER Message 1

OPER Message 2

Filtered

LNX Message 1

LNX Message 2

TCP Message 1

OPM Message 1

slog Message 1

Unfiltered

TCP Message 1

slog Message 1

TEST Message 1 OPER Message 2

OPM Message 1



Features and Functions

- Monitor service machine consoles
- Monitor page space and spool usage
- Monitor system events
- Schedule events/actions
- Take actions automatically based on monitoring results
- View and interact with monitored consoles from authorized user IDs
- Find and view spool files
- Dynamic configuration
- Separation of access control





Monitor Service Machines

- Define rules to
 - Scan console messages for text matching
 - Includes column, wildcard, and exclusion support
 - Optionally restrict to specific user ID(s)
 - Take actions based on matches
 - Change color, highlight, hold, or suppress a console message
 - CP or CMS commands
 - REXX EXECs
- Multiple rules can apply to one message
 - Rules processed in order of definition in the configuration file
 - FINAL option available to indicate no additional rules should be evaluated
- Take multiple actions based on one message
 - Chain actions together
- Rules apply to consoles received by <u>local</u> Operations Manager server





View and Interact with Consoles

- Authorized users can view live consoles of monitored service machines and guests
 - Multiple users can view the same console simultaneously
 - No need to logon to the service machine to see its console
 - Test data treated as a "console"
 - Views can be defined to look at a group of consoles in one view
- Full screen mode
 - Scroll up and down to view and search historical data
 - Auto scroll (on or off) as new output is displayed on the console
 - From command line, issue commands back to the monitored console
- Amount of data that is visible depends on specified or default data space size
- Rules/actions may modify the view
 - Suppress messages from the console
 - Hold or highlight messages with color, blinking, etc.
- Authorized users can view the log file
 - Can also request a copy of the log file from today or a previous day





View Syslog Messages - Automation

- Authorized users can view syslog messages as if they were live consoles of monitored service machines
 - Multiple users can view the same syslog "console" simultaneously
 - Views can be defined to look at a group of syslog "consoles" in one view
- Full screen mode
 - Scroll up and down to view and search historical data
 - Auto scroll (on or off) as new output is added to the syslog (and displayed on the "console")
- Amount of data that is visible depends on specified or default data space size
- Rules/actions may modify the view
 - Suppress messages from the console view of syslog
 - Hold or highlight messages with color, blinking, etc.
- Included in the Operations Manager log file





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Console Management

- Most z/OS customers provide a centralized management console in their operations center
 - Often enhanced using IBM Tivoli NetView for z/OS
 - Highlight messages
 - Automate actions associated with known messages
 - Suppress messages
- Highlighted and held messages designed to grab the operator's attention
- Most operations staff is accustomed to this type of message monitoring and quickly adapts to the look and feel





Console Management

- z/VM OPERATOR user ID similar to a systems console
 - May not be appropriate to suppress messages on OPERATOR.
 - Not all important messages go to OPERATOR by default
 - Often don't want operations staff to access OPERATOR
 - High level authority
 - Reserved for sysprogs
- Prefer to create a custom console for the operations staff
 - Appropriate authorization
 - Message attributes
 - Automation
 - Mimic z/OS systems console
- Introduce z/VM to the operations staff





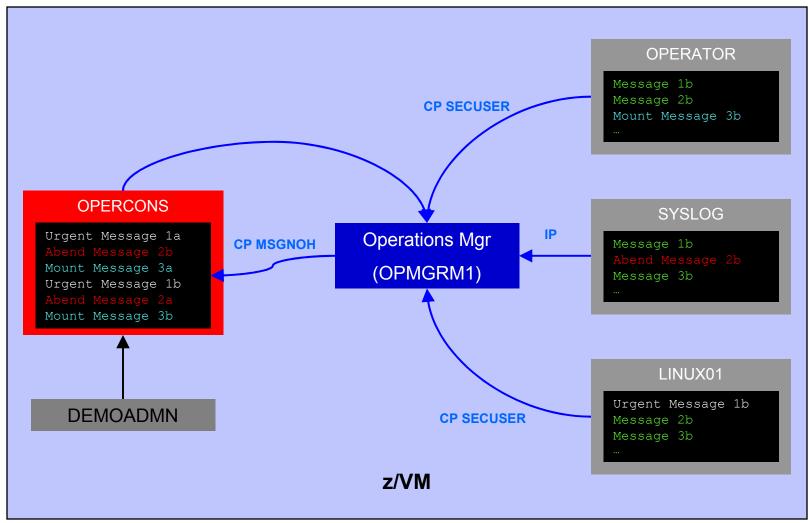
Console Management

- Create a new user ID as the operations console
 - Standard z/VM CMS guest user ID: OPERCONS
 - Only has permissions appropriate for the operations staff
 - Privilege class G, in our example
- Operations Manager for z/VM rules defined
 - Look for critical messages to be forwarded to OPERCONS (filter stage)
 - Apply attributes to them on OPERCONS for viewing by operations staff (attribute stage)



SHARE Technology - Connections - Results

Creating a Central Console on One z/VM System





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Console Management: Filter Stage

- First stage of processing
 - Determine if the console message received is important for operations staff
 - If yes, create a rule in Operations Manager
 - Define an action associated with the rule
 - Forward/send message to OPERCONS
 - Sent in its original or modified (reworded) form





Console Management: Filter Stage

```
*
DEFRULE NAME(ABEND),+
    MATCH(*abend*),+
    EXUSER(OPERCONS),+
    ACTION(MSG2OPER)
*
DEFACTN NAME(MSG2OPER),+
    COMMAND(CP MSGNOH OPERCONS &U : &T),+
    OUTPUT(LOG),+
    ENV(LVM)
*
```





Console Management: Attribute Stage

- Second phase of processing
- Apply audio and/or visual attributes to messages
 - Only on operations console
 - Draw attention to the operations staff indicating the severity of the alert

```
DEFRULE NAME(ABENDHLT),+
MATCH(*abend*),+
USER(OPERCONS),+
ACTION(HLTHOLD)

*
DEFACTN NAME(HLTHOLD),+
INPUT(AHI,HLD)
*
```





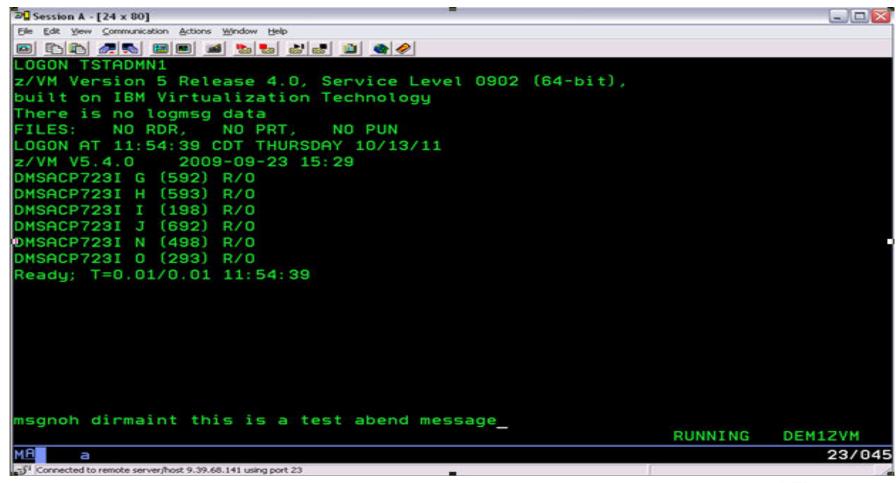
Console Management: Attribute Stage

- Audio and visual attributes in Operations Manager:
 - AAL Audible alarm
 - ABL Blinking
 - AHI High intensity / highlight
 - ARV Reverse video
 - AUL Underline
 - CBL Blue
 - CCY Cyan
 - CGR Green
 - CPI Pink
 - CRE Red
 - CWH White
 - CYE Yellow
 - HLD Holds the message when viewing the console until it is unheld





Console Management: An Example







Console Management: An Example

```
3 Session A - [24 x 80]
                                                                          _ D X
Elle Edit Yiew Communication Actions Window Help
* MSG FROM TSTADMN1: TEST ABEND
                    * MSG FROM TSTADMN1: REMOTE TEST ABEND
11:57:06 DIRMAINT : THIS IS A TEST ABEND MESSAGE
                   DIRMAINT DEM1ZVM. - 2011/10/13; T=0.01/0.01 12:01:01
                   DIRMAINT DEM12VM. - 2011/10/13; T=0.01/0.02 12:01:02
                   OUTPUT LINE 1 : CATALOG
                                            GRANULE
                   RETURN CODE: 0
                   DIRMAINT DEM1ZVM. - 2011/10/13; T=0.01/0.01 12:06:02
                   DIRMAINT DEM1ZVM. - 2011/10/13; T=0.01/0.01 12:11:02
                   DIRMAINT DEM12VM. - 2011/10/13: T=0.01/0.01 12:16:02
                   DIRMAINT DEM1ZVM. - 2011/10/13; T=0.01/0.01 12:21:02
                   DIRMAINT DEM1ZVM. - 2011/10/13; T=0.01/0.01 12:26:02
                   DIRMAINT DEM12VM. - 2011/10/13: T=0.01/0.01 12:31:02
                   DIRMAINT DEM12VM. - 2011/10/13; T=0.01/0.01 12:36:02
                   DIRMAINT DEM12VM. - 2011/10/13; T=0.01/0.01 12:41:02
12:46:02 DIRMAINT : DIRMAINT DEM1ZVM. - 2011/10/13; T=0.01/0.01 12:46:02
12:51:02 DIRMAINT : DIRMAINT DEM1ZVM. - 2011/10/13; T=0.01/0.01 12:51:02
12:51:36 * -- Operations Manager VIEWCON session from TSTADMN1 entered the foll
12:51:36 altrcon
12:51:36 Unknown CP/CMS command
PF01= SCROLL PF02= VIEWPF PF03= END
                                        PF04= HELP
                                                     PF05= HOLD
                                                                  PF06= FORMAT
                                                     PF11= RIGHT
                                                                  PF12= RECALL
PF07= UP
              PF08= DOWN
                          PF09= CMS CO PF10= LEFT
                                                          OPERCONS (Scroll)
                                                                          11)
                                                                          23/001
```



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Syslog Management

- Why consider Syslog management?
 - Linux on System z
 - Centralize visibility into all guests
 - zBX: zEnterprise BladeCenter eXtension
 - Manage distributed servers as part of zEnterprise
 - Bring the applications closer to the data
 - Centralize visibility into all physical and virtual servers inside (and outside) the zEnterprise
 - Remote systems
 - Business or application level monitoring





Syslog Management

- Ability to collect data across the zEnterprise and beyond
- Central location for collection
 - Across platforms
 - Virtual and physical servers
- Collect and <u>manage</u> log data on all servers consistently
 - Based on console management on mainframe
- Contributes to a comprehensive management solution
 - Consistent with qualities of service and capabilities of the mainframe





Syslog Management

- Loghost
 - Alias defined to a system's /etc/hosts file
 - Specifies a central destination for syslog messages
- Can define Operations Manager for z/VM as the Loghost
 - Central host for syslogs across the zEnterprise and beyond
 - Treats syslog data like console data
 - View it live
 - Take actions based on messages
 - Add it to overall system log





Syslog Management: Example

- Three step process
 - Configure Operations Manager to listen on TCP/IP port for syslog data
 - In TCP/IP, authorize Operations Manager to listen on the port
 - Configure each virtual or physical server to send syslog data to
 - IP address of z/VM system
 - IP port where Operations Manager is listening



Syslog Management: Configure Operations Manager



 Specify the DEFTCPA configuration statement in Operations Manager configuration file

```
DEFTCPA NAME(LXSYSLOG),+
TCPUSER(TCPIP),+
TCPAPPL(GOMRSYL),+
TCPADDR(000.000.000.000),+
TCPPORT(00514),+
PARM(LXSYSLOG03330417UTF8)

View name ASCII to EBCDIC translation
```



Syslog Management: Authorize Operations Manager to TCP/IP



- Authorize Operations Manager to listen on the TCPIP port
 - Add the following line to PROFILE TCPIP
 - Usually on TCPMAINT 198 disk

514 UDP OPMGRM1 ; OPERATION MANAGER SYSLOG PORT

- Recycle TCPIP
 - Or dynamically activate the change without restarting the TCPIP server

netstat obey port 514 udp opmgrm1 noautolog



Syslog Management: Configure Source Server



- Several syslog daemons exist for Linux, Unix, and Windows
 - syslogd
 - Original Syslog Daemon
 - syslog-ng
 - Content-based filtering
 - Rich filtering capabilities
 - Flexible configuration options (ex: port flexibility)
 - Adds TCP for transport
 - rsyslog
 - Features of syslog-ng...plus
 - On-demand disk buffering
 - Reliable transport over TCP, SSL, TLS and RELP
 - Writing to databases
 - Email alerting



Syslog Management: Source Server Tasks



- Linux syslogd configuration
 - Update /etc/hosts

```
9.39.68.141 dem1zvm.demopkg.ibm.com dem1zvm loghost
```

Configure /etc/syslog.conf

```
*.* @loghost
*.debug @loghost
```

Restart syslogd
 /etc/init.d/syslog restart



Syslog Management: Source Server Tasks



- AIX syslogd configuration
 - Update /etc/hosts

```
9.39.68.141 dem1zvm.demopkg.ibm.com dem1zvm loghost
```

Configure /etc/syslog.conf

```
*.* @loghost
*.debug @loghost
```

 Restart syslogd refresh –s syslogd



Syslog Management: Source Server Tasks



- Linux syslog-ng configuration
 - Configure /etc/syslog-ng/syslog-ng.conf
 - destination <destname> { destdriver params; destdriver params; ...; };

```
destination loghost { udp("9.39.68.141" port(515));};
```

log { source S1; source S2; ... filter F1; filter F2; ... destination
 D1; destination D2; ... };

```
log { source(src); filter(f_messages); destination(loghost); };
```

Restart syslogd

/etc/init.d/syslog restart





Syslog Management: Linux tasks

- Linux rsyslog configuration
 - Configure /etc/rsyslog.conf
 - Name/ip:port (port optional)
 - @ = UPD protocol, @@ = TCP protocol
 - *.*@9.39.68.141:514
 - *.*@@9.39.68.141:516
- Restart syslogd

/etc/init.d/service rsyslog restart





Syslog Management: Testing

- Simple and quick test: Linux "logger" command
 - Makes entries in the syslog
 - Shell command interface to the syslog(3) system log module
 - logger [-isd] [-f file] [-p pri] [-t tag] [-u socket] [message ...]

logger this is a syslog message from hasl106





Syslog Management: Test Scenario

```
🚰 root@hasl106:~
[root@hasl106 ~]# logger this is a syslog message from hasl106
[root@has1106 ~]#
```

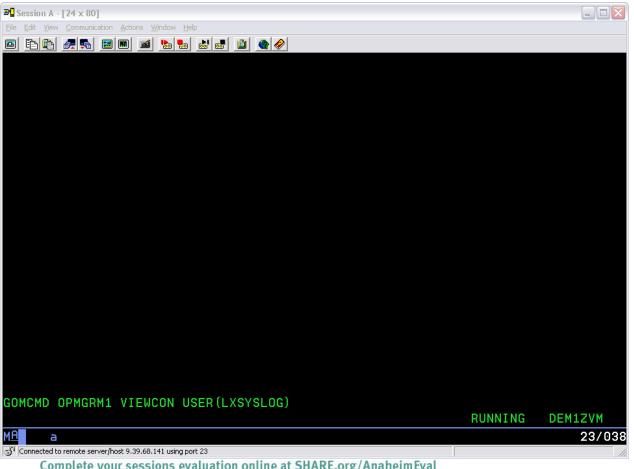




Syslog Management: Test Scenario

View the syslog from Operations Manager

gomcmd opmgrm1 viewcon user(lxsyslog)



DEFTCPA NAME(LXSYSLOG),+ TCPUSER(TCPIP),+ TCPAPPL(GOMRSYL),+ TCPADDR(000.000.000.000),+ TCPPORT(00514),+ PARM(LXSYSLOG03330417UTF8)





Syslog Management: Test Scenario

```
№ Session A - [24 x 80]
                                                                             File Edit View Communication Actions Window Help
<78>crondÝ24901": (root) CMD (run-parts /etc/cron.hourly).
<78>crondÝ27121": (root) CMD (run-parts /etc/cron.hourly).
<78>crondÝ29342": (root) CMD (run-parts /etc/cron.hourly).
<78>crondÝ31617": (root) CMD (run-parts /etc/cron.hourly).
(78>crondÝ1398": (root) CMD (run-parts /etc/cron.hourly).
<78>crondÝ3637": (root) CMD (run-parts /etc/cron.hourly).
<78>crondÝ5858": (root) CMD (run-parts /etc/cron.hourly).
<85>sshdÝ7049": pam unix(sshd:auth): authentication failure; logname= uid=0 eui
<86>sshdÝ7049": Failed password for root from 9.65.168.28 port 4559 ssh2.
<86>sshd
m 	ilde{Y}7049": Accepted password for root from 9.65.168.28 port 4559 ssh2.
<86>sshdÝ7049": pam_unix(sshd:session): session opened for user root by (uid=0)
<13>root: test test.
<78>crondÝ8107": (root) CMD (run-parts /etc/cron.hourly).
<6>kernel: Kernel logging (proc) stopped...
<6>kernel: Kernel log daemon terminating...
<46>exiting on signal 15.
<46>syslogd 1.4.1: restart...
<6>kernel: klogd 1.4.1, log source = /proc/kmsg started..
<13>root: test test test.
<78>crondÝ10346": (root) CMD (run-parts /etc/cron.hourly).
<78>crondÝ12566": (root) CMD (run-parts /etc/cron.hourly).
<13>root: this is a syslog message from has1106.
                                                             LXSYSLOG (Scroll)
                                                                            23/001
Connected to remote server/host 9.39.68.141 using port 23
```





Logging Best Practices

- Source: www.syslog.org
- Forward syslog messages from clients to a secure syslog server
- Group "like sources" into the same log file (i.e. mail server, MTA, spamassassin and A/V scanner all consolidated to one file)
- ✓ Use an automated tool to establish a baseline of your logs and escalate exceptions as appropriate
- Review your records retention policy, if applicable, and determine if anything kept in logs falls under that policy. If so, establish retention periods based on the records policy. Legal requirements for keeping logs vary by jurisdiction and application
 - The "sweet spot" for log retention appears to be one year. Shorter than 1 year, and it is likely that key data would be unavailable in the wake of a long running attack, and longer than one year is most likely wasting disk space
- Include logs and log archives in a standard backup process for disaster recovery
- Change read/write permissions on logs files so they are not accessible to unprivileged user accounts





Logging Best Practices

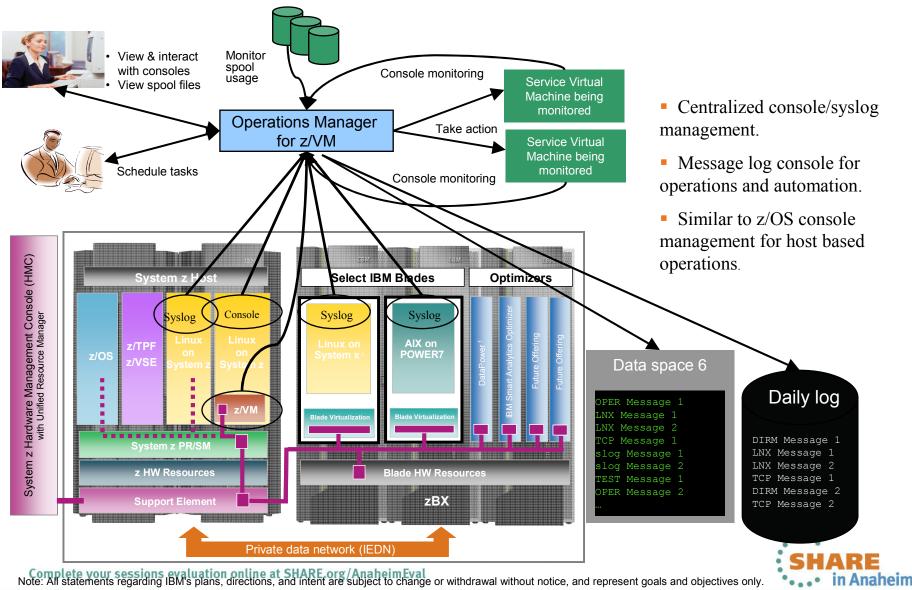
- Syslog is a simple protocol
 - Easy to wrap security around it
- Goal: remove as many opportunities for the central syslog server to be compromised as practical
- Four aspects to hardening a syslog server
 - 1. The operating system
 - 2. The network
 - 3. The application
 - 4. The users and administrators
- Centralizing with a z/VM application on zEnterprise uniquely addresses these security recommendations of syslog.org



Enterprise level console/syslog management:



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Enterprise Event Management

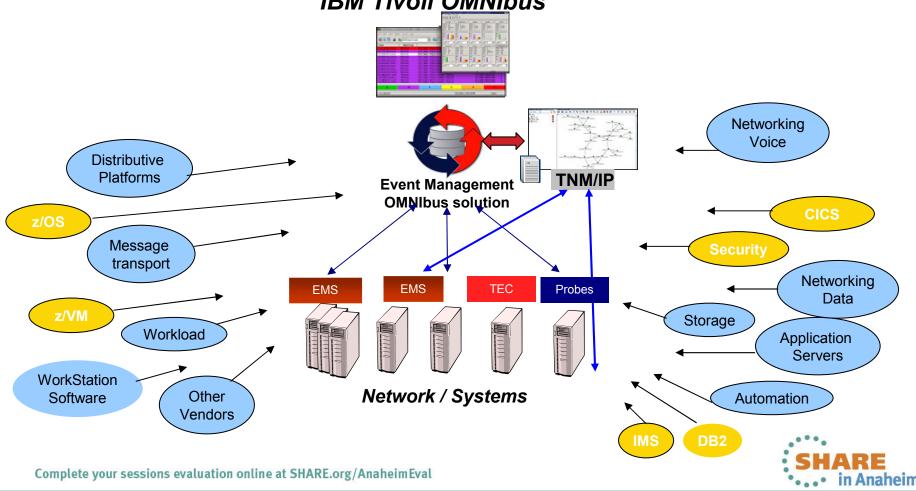
- z/OS tools today integrate with most enterprise management solutions
- z/VM tools collecting z/VM, Linux, and syslog data can also interface with enterprise management solutions
- Staging collection at the console and syslog management level
 - Allows pre-filtering only forward appropriate events
 - Maintain and execute rules in one place



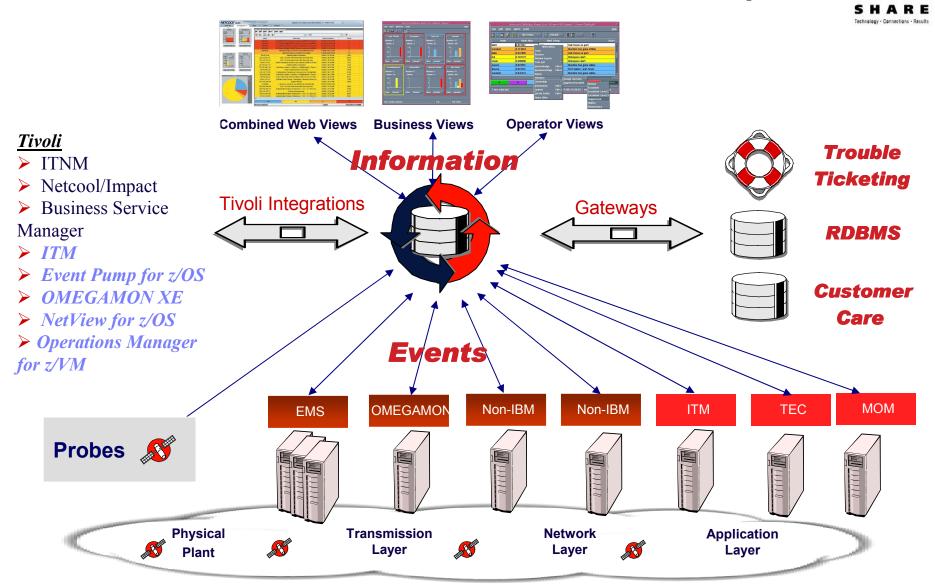


Tivoli z/OS Management Integrated for end to end solutions

A Platform for Centralization of Events
IBM Tivoli OMNIbus



Tivoli Netcool/OMNIbus : Event Management



 ${\bf Complete\ your\ sessions\ evaluation\ online\ at\ SHARE.org/AnaheimEval}$





Summary

- z/OS console and event management is a mature process in most data centers
- z/VM tools can be used to bring z/VM and Linux consoles into the mature management process of the data center
- Centralizing Linux guest and remote syslog management with z/VM tools allows syslog data to
 - Be included in the mature processes of the datacenter
 - Meet syslog best practice standards
- z/OS and z/VM tooling integrates well with enterprise event management roll-up





Resources

- Creating an Event Console with Automation for z/VM and Linux
 - http://www.ibm.com/support/techdocs/atsmastr.nsf/WebIndex/WP102015
- Routing Linux and UNIX SYSLOG data to IBM Operations Manager for z/VM
 - http://www.ibm.com/support/techdocs/atsmastr.nsf/WebIndex/WP101379
- Integrating IBM Operations Manager for z/VM with IBM Tivoli Netcool/OMNIbus
 - http://www.ibm.com/support/techdocs/atsmastr.nsf/WebIndex/WP101492
- Automatically Logging on a User at Linux System Boot time for Console Management
 - http://www-03.ibm.com/support/techdocs/atsmastr.nsf/WebIndex/WP101634





धन्यवाद

Hindi



Traditional Chinese

감사합니다

Korean

Спасибо

Russian



Spanish



Thank You

Obrigado

Brazilian Portuguese

Grazie

Italian



Danke German

Merci

French



ありがとうございました

Japanese



