

# NetIQ AppManager, Version 8 New Features

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## Introduction: NetIQ AppManager 8 New Features

NetIQ AppManager 8.0 continues the rich heritage NetIQ has in delivering comprehensive application and system monitoring and management solutions to support the uninterrupted delivery of IT services. With improved usability and responsiveness of AppManager Control Center, operations teams can better centralize and simplify heterogeneous server management across physical and fast-changing virtualized environments. Deeper and more comprehensive discovery and inventory of monitored components ensures that auto-deployment of monitoring is done in accordance with policy, leading to greater monitoring fidelity. With NetIQ AppManager 8, customers can take a phased approach to implementation and upgrade specific capabilities at their own pace, significantly improving their ability to successfully deploy and maximize business value from NetIQ AppManager.

This guide has been prepared to help AppManager Administrators understand in-depth what new features are available in NetIQ AppManager 8, specifically:

### NetIQ AppManager Setup

- New Remote Installation
- Improved Installation
- Improved Deployment

### Operations

- Improved Adaptability
- Improved Reliability

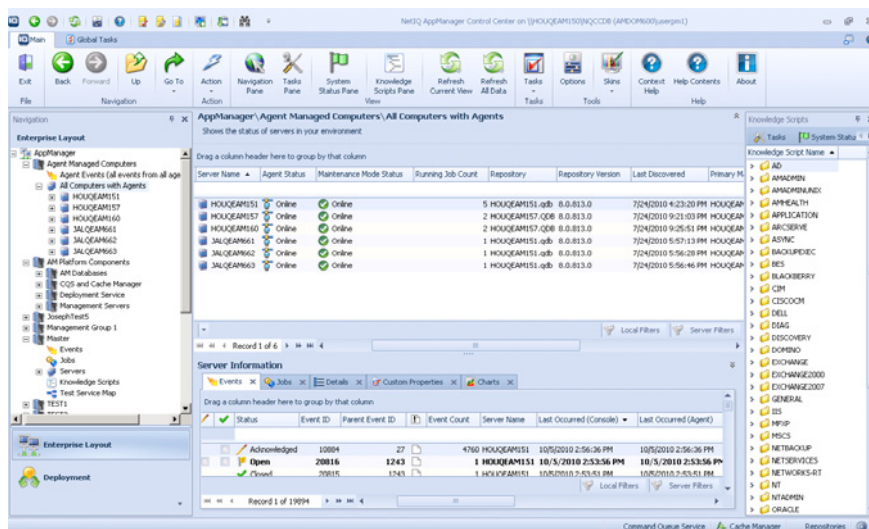
### Control Center

- Improved Responsiveness
- Improved Flexibility
- Improved Usability
- Improved Views

### Architecture

- Improved Maintainability
- Improved Design
- Improved Security

And more...



Improved Control Center UI

## Setup and Operations

### New Remote Installation

#### New: Remote Database Installation

The setup allows you to remotely install the NetIQ AppManager Repositories (QDB, NQCCDB) to the SQL Server. The databases no longer require any local binaries or registry settings.

#### New: Remote Knowledge Script Installation

The NetIQ AppManager modules setup has an option to check-in the new Knowledge Scripts<sup>®</sup> (KSs) into the repositories remotely.

### Improved Installation

#### Improved: Installation Speed

NetIQ AppManager setup routines have been substantially improved to reduce the amount of time required to install the product. In particular, module installation to the repository and consoles takes much less time than before.

#### Improved: Module Installation

Module installers now retain parameter customizations during Knowledge Script upgrades. By default, if a user has customized default parameters of KSs in their repository, when they upgrade to a new version of the module, their parameter customizations will not be overwritten.

#### Improved: Platform Support

All NetIQ AppManager core components can now be installed on Windows Server 2008 32 bit, 64 bit and R2 and SQL 2008 32 bit, 64 bit and R2. NetIQ AppManager 8 also supports mixed environments, where some components are on 2008 while others are on older platforms.

### Improved Deployment

#### Improved: Deployment communication

Software inventory now uses the Agent-MS communication to store back inventory information, no longer requiring direct HTTP communication to the Web Deployment Service.

#### Improved: Software Inventory from Agents

NetIQ AppManager 8 agents transmit their software inventory information to Control Center via the Management Server (MS) and no longer require a separate web service connection to collect inventory information.

#### New: Software Inventory from Other Components

NetIQ AppManager 8 components such as consoles, management servers and databases now transmit inventory information to the Deployment Service so administrators can track versions of all components in a single place.

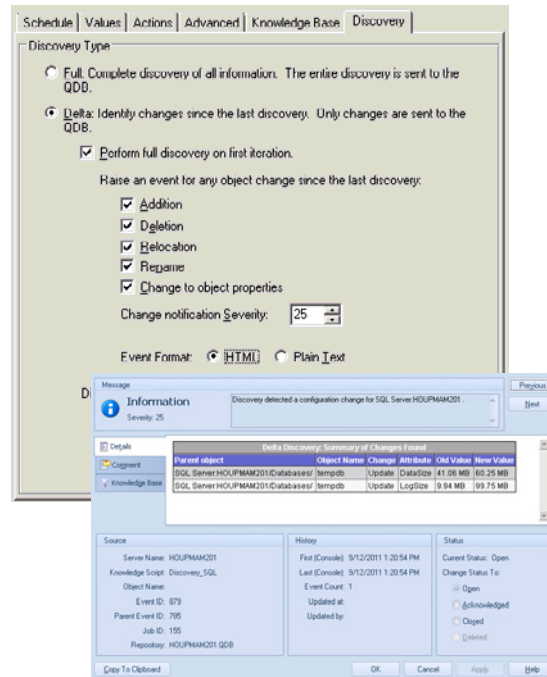
## Improved Adaptability

### New: Delta Discovery

With each discovery you now have the option to run it as a delta discovery. The agent stores the information locally and compares each discovery with the local copy. Only when there are changes will the agent pass on the newly discovered information. There is also an option to raise events in the case of changes. You can configure for the changes you are interested in: additions, deletions, relocations, renamings or property changes. The event will have the information about the change type and the previous and new settings.

### New: Auto-detect agent registry changes

Configuration changes to the agent no longer require you to restart the agent services. The agent will read and apply the changes as soon as they are stored.



New Delta-Discovery

## Improved Reliability

### New: Self-Monitoring

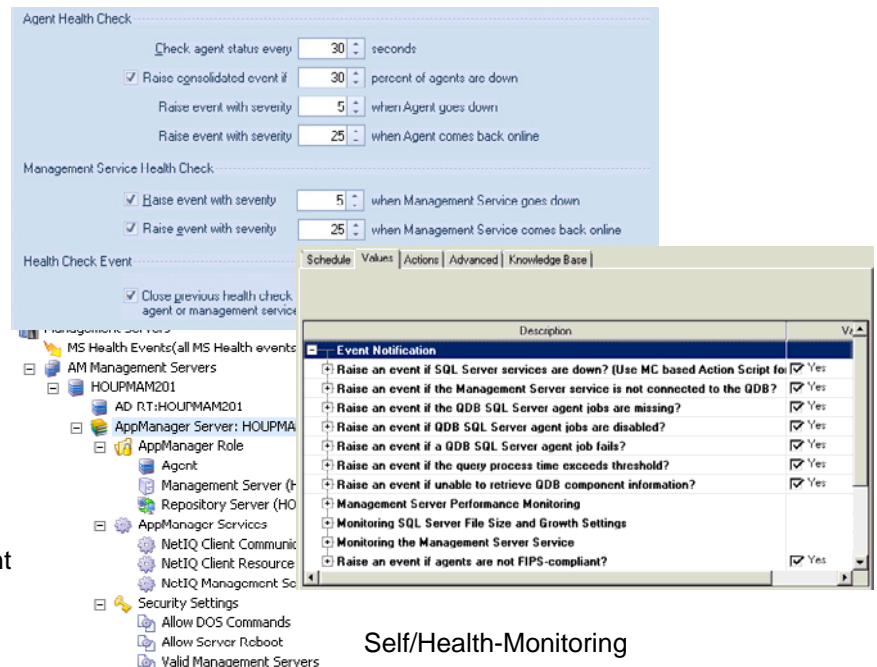
NetIQ AppManager by default reports via alerts on unresponsive agents and core components. Each agent sends events and data points on a configure-able basis to ensure the communication is working end-to-end. Communication failures are reported as an event and shown in Control Center in the new status bar.

### New: AppManager Module

This module discovers all your NetIQ AppManager components and automatically shows them in the new Control Center Management Group. You will see what role each component has and what services are related.

### New: Health Monitoring

The new NetIQ AppManager module gives you in-depth details of the NetIQ AppManager component health. NetIQ AppManager reports misconfigurations on the core components and uncommon runtimes for jobs on agents.



Self/Health-Monitoring

### **New: Check for New Modules**

From any computer that has Internet access and the Control Center UI installed you can now check for new or updated modules. NetIQ AppManager compares the module versions you have checked into Control Center with the latest releases on the NetIQ web page. The delta is presented as a web page with the related download links. This helps you to stay current with the latest updates and fixes.

## **Improved Responsiveness**

### **New: Background tasks**

Whenever you run a task, switch a view or execute an action in Control Center, it provides an immediate response that the action was received and will work in the background while you are free to navigate somewhere else in the UI.

### **New: On-demand tree loading**

The main navigation tree and the object tree (within the Server view) now load child objects only on demand when a user expands a node in the tree. This avoids your having to load the entire tree into memory at login and thus reduces memory consumption and login time. Because NetIQ AppManager 8 Control Center includes sub-objects in the main navigation tree, this type of on-demand loading is imperative to avoid performance degradation in the Operator Console at high scale.

### **Improved: Event Properties Pre-load**

When you view event details in Control Center, the details of the next and several previous events are pre-loaded in the background to improve responsiveness when you switch between adjacent event details.

## **Improved Flexibility**

### **New: Multiple Console Instances**

You can run multiple console instances simultaneously when you're logged in as the same or a different user. You can also open multiple views of Control Center at the same time.

### **Improved: View Settings for Administrators**

Custom settings to the administrator view are saved only to their profile by default. Administrators are no longer asked whether they'd like to save view settings only for themselves or for all users. If an administrator wants to save settings as default for all users, he or she can do so via a new menu item on the View context menu.

### **Improved: View Settings for Users**

View settings such as filtering, current view and row selected are remembered automatically for each view. When users switch views and then return to a view, they are automatically returned to the last selected location in that view. This enables easy comparison between views. NetIQ AppManager also remembers view settings on logout so the next time a user logs in, he or she will be returned to the last view.

### **Improved: Export Enhancements**

Export now supports several new formats (PDF, MHT, RTF, CSV and various image formats) and includes a preview of what will be exported. Users can adjust settings for headers and footers, scaling, margins,



orientation, background color, watermark and so on. Control Center can use your email client to send the exported files.

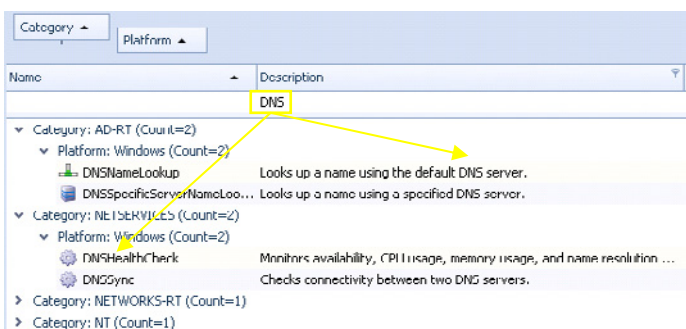
### New: Added Export/Print to Many Lists

The ability to export the contents of a list has been added to the following locations: Server View\Details, Server View\Custom Properties, Security\Users, Security\User Groups, Security\User Group Membership, Security\Permission Sets, Security\Permission Set Contents, Security\Global Permissions, Manage Repositories

## Improved Usability

### New: Group Summary Control

When grouping by a column, users can now modify the summary calculations that are displayed for each group. For example, when grouping events by KS category name, the default summary is a count of the number of events in each group. To see the average severity of events in each group, you can right-click on the group and select Group Summary Editor. Users can also sort the groups by the Group Summary values instead of the default sort order for that column.



Improved usability

### New: Filter Row

Most views, which include a grid or list control, now include a Filter Row at the top of the list just under the column headers. Users can enter a value in this row by which to filter the contents of the list. For example, in Server View you can type the first few letters of a server name to filter the list to matching servers.

### Improved: Sort order

Sort orders such as Discovery order are now alphabetized.

### Improved: Skinning

More dialogs have a consistent look with a modern, clean appearance overall.

### Improved: Object Icons

All object icons are modernized for a more professional appearance.

### New: Automatic Sign In

The login dialog can remember credentials or Windows authentication settings for prompt-free logins.

### New: Find Objects

You can now search Control Center in its entirety or specific management groups for servers or sub-objects. You can then double-click an object in the found list to navigate to the object in Control Center.

### Improved: Add Computer Wizard

This wizard has improved usability and consistency.

### **Improved: Tasks**

The ribbon now includes a Task list for improved keyboard control. Tasks are reorganized for usability, and all tasks remain visible to improve usability and discovery.

### **Improved: Accessibility**

New keyboard controls for many functions and improved screen readability improve accessibility and compliance with Section 508 guidelines.

## **Improved Management Groups**

### **New: Ad Hoc Membership**

Management groups can now include an ad hoc list of individual computers, which are defined only in the management group and do not depend on rules or QDB groups or views. Users can even drag individual servers from the navigation tree into a management group to add them to the ad hoc membership list.

## **Improved Navigation Tree**

### **New: Move Folders and Management Groups**

Users can now drag and drop folders, views and management groups to relocate them within the navigation tree.

### **New: Servers and Sub-Objects**

The Control Center navigation tree now displays servers and sub-objects under Server Views. Users can expand Server Views and see servers that are members of the view. Users can then expand the view to see objects on the server.

### **New: Status Display & Propagation**

The highest severity of any event open under any view, server or sub-object is now propagated to the view's icon in the navigation tree. From there, the status is propagated up the tree to parents so users can see the path of status down to the individual affected element, similar to the way the Operator Console displays event status.

## **Improved Server View**

### **New: Primary and Secondary MS Columns**

The Server View now displays the primary and secondary MS designated for each agent.

### **New: Drag and Drop Job Control**

Control Center users can now drag Knowledge Scripts from the new KS Pane onto server views or servers in the navigation tree in order to create a new job, similar to the way that jobs are created in the Operator Console.

### **Improved: Details View List**

The Details tab now includes a rich grid control to support filtering, sorting, grouping and export. Also, the object tree now displays the top-level computer object and its details. Previously, only sub-objects were displayed in the Details tab.

### New: Cross-linking Between Events and Jobs

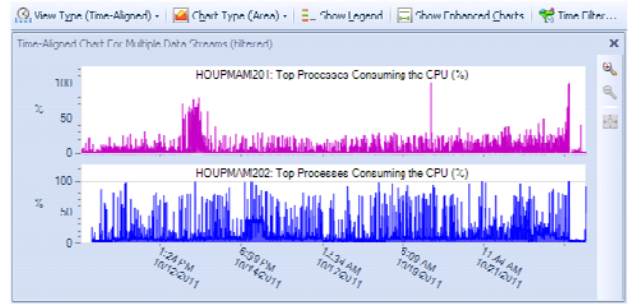
From the Jobs tab, users can choose to view all events related to a job. From the Events tab, they can choose to view the job that generated the event.

### New: Delete Custom Properties

Users can now delete custom property values **and** custom property definitions.

### New: Chart Tab

Server Views now include a new Chart Tab, which displays performance data collected in the QDB. Multiple chart options are provided and users can export charts to share with others.



Improved Charting

## Improved Event View

### Improved: Parent/Child Event Display

Parent and child events are now displayed in a single pane with child events in a collapsible child list instead of a separate pane.

### New: Columns for KSG, KS Category and KS Name

New columns have been added to display the KSG name, KS category and KS name separately. This allows users to filter, sort or group their event list by KSG or KS category.

### New: Agent and Console Time

Separate columns now display event time in the time zone of the agent and the console. For global enterprises, this option simplifies tracking events occurring in other time zones than the user.

### New: Copy Event Details to Clipboard

When viewing event details, users can now copy all details of the event to the clipboard.

## Improved Service Map Views

### New: Status-Only Icons

Users have the option of displaying only the status tile and omitting the object's icon. This gives users flexibility to display uncluttered tables or maps with simple status icons.

### Improved: Icon Scaling

Modernized object icons now scale smoothly to larger icon sizes.

### New: Print

Control Center now provides the ability to print service maps.

	Hamburg	London	Houston	Seattle
Active Directory		Global	DC	Local
Network				
Database	AppDB	WebDB	AppDB	ConfigDB
Web Page	Web App	Public Pages	Web App	Internet

Improved Service Maps

### **Improved: Adding Objects**

Users can now select multiple objects and drag them into a service map in a single operation. Users can also drag servers and sub-objects from the main navigation tree into a service map.

### **New: Selectable Icons**

Users can select which icon is displayed for an object from a library of dozens of available icons. This provides new ways to control the appearance of a service map to better convey the meaning of the diagram.

## **Improved Job View**

### **New: Columns for KSG, KS Category and KS Name**

New columns display KSG name, KS category and KS name separately. This allows users to filter, sort or group their job list by KSG or KS category.

### **New: Parent Jobs**

Job views now include parent jobs displayed together with child jobs in a single pane. Parent jobs can be expanded to show the list of associated child jobs.

### **Improved: Custom Property Overrides**

The dialogs associated with custom property overrides have a new design to improve usability.

### **Improved: KS Version Display**

Knowledge Script build and version numbers are now displayed in the Job and Knowledge Script views within Control Center. This enables users to quickly and accurately identify the versions of KSs running in their environment.

## **Improved Maintainability**

### **Improved: Module Replication**

Replication of Knowledge Scripts from the primary QDB to secondary QDBs is now performed automatically as soon as a KS changes in the primary QDB. Users of the Operator Console on secondary QDBs have immediate access to KS changes made in the primary QDB.

### **Improved: Propagation of KS Parameters**

A new KS propagation wizard enables administrators to propagate KS parameter definitions together with KS code, while retaining customized parameter values.

### **New: Propagation to Renamed KSs**

The new KS propagation wizard allows propagation of KS code and parameters to KSs that have previously been renamed. This accelerates the rollout of upgraded modules, so users can frequently copy or rename KSs.

## **Improved Design**

### **Improved: SPROC review and refactor**

We carefully reviewed and optimized much of the business logic that resides in the SQL stored procedures in the Control Center database to improve performance.

#### **Improved: Backend Filtering and Status Calculation**

All processing for list view server filters and SMV object status has been relocated from the Control Center console to the Control Center database. This improves console performance by reducing console-side processing and over-the-network data traffic and ensures that all consoles see the same master status view. Intelligent caching in the database reduces repeat retrieval of the same data and calculation of the same status.

#### **Improved: Set administrative event severity**

You can modify the default event severity for internal or administrative events such as discovery failures or cold starts.

#### **New: Background Threads**

Many Control Center operations are performed on background threads. The UI returns user control quickly while background threads retrieve data. Views display a “retrieving...” message when a background thread is retrieving data.

### **Improved Security**

#### **New: FIPS 140-2 compliant**

FIPS compliance is a new option you can set.

#### **New: FDCC compliant**

NetIQ AppManager is now FDCC compliant.

#### **Improved: Splitting of Permissions**

Some combined permissions are now split into distinct permissions. For example, "Allowed to start/stop/close existing jobs" is split into three permissions, and "Allowed to create or update custom properties" is now two permissions. This enables more effective separation of duties through the permission system.

#### **New: QDB User Control**

When administrators import, create or delete users in Control Center, they are now offered the option of provisioning corresponding minimum-permissions users in the QDB. This eliminates the need for you to provision user accounts in both Control Center and the AM security console.

#### **New: Global Permissions**

Global permissions replaces miscellaneous permissions so administrators can configure any permission assignments that apply to all management groups globally in Control Center. Previously, only members of the Control Center Admins group had global access.

#### **New: Permission Inheritance**

Children of a management group now inherit the permissions assigned to that management group. This simplifies delegating access only to relevant portions of the management group hierarchy for specific departments or customers.

### **New: Delegated MG Administration**

A new "Allowed to create and modify management groups and folders" permission enables you to create child management groups where the permission is assigned. This allows administrators to delegate administration of a section of the management group hierarchy to a department or customer administrator without needing to give the administrator full Control Center administration permissions.

### **New: Default Groups and Permission Sets**

Control Center now includes default user groups, default permission sets and default global permission assignments based on the default groups. These include default settings for read-only users, event operators, management group administrators and more. This accelerates adoption of the Control Center security model.

### **New: KS Category Security**

Permission sets can now include KS category permissions. This enables administrators to control user access to KSs globally or per management group.

## **Conclusion**

Large enterprises and service providers alike continue to rely on NetIQ and AppManager to monitor and manage today's complex and dynamic application environments because 'just good enough' is not an option for IT teams if they are to meet service commitments. NetIQ AppManager 8 is our easiest to use version yet, and delivers greater monitoring fidelity to minimize the chaos when outages occur. Global 50 companies spanning the Energy, Telecommunications, Automotive and Manufacturing verticals are already running NetIQ AppManager 8 in production, which is a testament to its ability to support the highest demands of service health visibility as well as our ability to help them achieve successful outcomes with monitoring and management solutions.

NetIQ welcomes your feedback at the new NetIQ [AppManager HQ on Qmunity](#).

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