Systemwalker
Runbook Automation

Glossary

Windows/Linux

Preface

Purpose of This Document

This document describes terms used in Systemwalker Runbook Automation V15.1.1.

Intended Readers

This document is intended for a person who wishes to understand terms used in Systemwalker Runbook Automation.

No special knowledge is required to read this document.

Abbreviations and Generic Terms Used

- The term "Windows(R) 7" refers to the following products:

    - Windows(R) 7 Home Premium(x86)

    - Windows(R) 7 Professional(x86)

    - Windows(R) 7 Ultimate(x86)

    - Windows(R) 7 Home Premium(x64)

    - Windows(R) 7 Professional(x64)

    - Windows(R) 7 Ultimate(x64)

- The term "Windows Server 2008" refers to the following products

    - Microsoft(R) Windows Server(R) 2008 R2 Standard(x64)

    - Microsoft(R) Windows Server(R) 2008 R2 Enterprise(x64)

    - Microsoft(R) Windows Server(R) 2008 R2 Datacenter(x64)

    - Microsoft(R) Windows Server(R) 2008 Standard(x86)

    - Microsoft(R) Windows Server(R) 2008 Enterprise(x86)

    - Microsoft(R) Windows Server(R) 2008 Standard(x64)

    - Microsoft(R) Windows Server(R) 2008 Enterprise(x64)

    - Microsoft(R) Windows Server(R) 2008 Datacenter(x64)

    - Microsoft(R) Windows Server(R) 2008 Standard without Hyper-V(x86)

    - Microsoft(R) Windows Server(R) 2008 Enterprise without Hyper-V(x86)

    - Microsoft(R) Windows Server(R) 2008 Datacenter without Hyper-V(x64)

- The term "Windows Vista(R)" refers to the following products:

    - Windows Vista(R) Home Basic(x86)

    - Windows Vista(R) Home Premium(x86)

    - Windows Vista(R) Business(x86)

    - Windows Vista(R) Ultimate(x86)

    - Windows Vista(R) Enterprise(x86)

    - Windows Vista(R) Business(x64)

    - Windows Vista(R) Ultimate(x64)

- The term "Windows Server 2003" refers to the following products:

    - Microsoft(R) Windows Server(R) 2003, Standard Edition

    - Microsoft(R) Windows Server(R) 2003, Enterprise Edition

    - Microsoft(R) Windows Server(R) 2003, Standard x64 Edition

    - Microsoft(R) Windows Server(R) 2003, Enterprise x64 Edition

    - Microsoft(R) Windows Server(R) 2003 R2, Standard Edition

    - Microsoft(R) Windows Server(R) 2003 R2, Enterprise Edition

    - Microsoft(R) Windows Server(R) 2003 R2, Standard x64 Edition

    - Microsoft(R) Windows Server(R) 2003 R2, Enterprise x64 Edition

- The term "Windows(R) XP" refers to the following products:

    - Microsoft(R) Windows(R) XP Professional x64 Edition

    - Microsoft(R) Windows(R) XP Professional

    - Microsoft(R) Windows(R) XP Home Edition

- The Oracle Solaris Operating System may be referred to as Solaris, Solaris Operating System or Solaris OS.

- Microsoft (R) Cluster Server and Microsoft (R) Cluster Service are referred to as MSCS.

- The versions of Systemwalker Runbook Automation that run on Windows systems are referred to as the Windows version.

- The versions of Systemwalker Runbook Automation that run on Linux systems are referred to as the Linux version.

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This guide uses screenshots in accordance with Microsoft Corporation's guidelines.

September 2012

Revision history
March 2012: First edition
July 2012: Second edition
September 2012: Third edition

Contents

Glossary

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account

User information that contains a password, attributes, and privileges of the user.

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active node

A node that is currently operating in a cluster system.

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activity

Each operating unit of an Automated Operation Process. This is an action for which an agent (a name starting with "@") has not been defined for the role. This term refers to processing boxes that require human intervention.

Agent

A Systemwalker Runbook Automation application that is installed and resides on the managed Business Server, Linked Server or Relay Server and performs processing by operation instructions from the Management Server. There are two types of Agents: Agents for Business Servers and Agents for Linked Servers and Relay Servers.

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application project

A folder that Studio uses to manage items such as Automated Operation Processes and forms.

Automated Operation Process

Process definitions for procedures of system operation tasks. With Systemwalker Runbook Automation Studio, Automated Operation Processes can be created easily using the Process Definition Editor.

Automated Operation Process Group

A unit of management for Automated Operation Processes on a Management Server.

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beginning of fiscal month

The first day of the fiscal month. With Schedule Definitions, schedules can be defined based on rules such as "the beginning of the fiscal month is the first business day of the month".

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business day

A day when an Automated Operation Process is subject to starting. All days other than days defined as holidays by a holiday calendar are business days.

Business Server

A server on which operations are performed from the Management Server.

Certificate Authority (CA)

An institution that manages the issuance of certificates. Certificates are required to perform encryption of communication data and emails and to serve as digital signatures for Internet communications and electronic email services. Once they have been issued, the Certificate Authority also manages the certificates. The Certificate Authority adds its own electronic signature to the issued certificate, and verifies that the certificate was issued by the Certificate Authority.

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cluster environment

An environment where a cluster system has been installed.

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configuration item (CI)

The configuration information required to manage the operation of an IT system. This is the unit for configuration components managed in the CMDB.

Configuration Management Database (CMDB)

A configuration management database defined by ITIL(R). This database handles configuration information, operations process information, and other information that is relevant to managing IT system operations.

day change time

Refers to the boundary between one day's operations and the next day's operations. The day change time is the starting time for each day when Automated Operation Processes are displayed with the Process Status Chart.

developer

A person who plans, designs, develops (creates) and tests Automated Operation Processes.

Development Computer

A computer where developers use Systemwalker Runbook Automation Studio to develop Automated Operation Processes and operation components.

Directory Information Tree (DIT)

A data structure used in LDAP (Lightweight Directory Access Protocol) based directory services.

directory service

A service that systematically organizes (in a tree) and manages the names and associated attributes of various physical/logical resources distributed inside and outside an organization. The resources are organized and managed according to the organizational structure, geographical classifications, etc. The directory service also updates and references these names and attributes.

distinguished name (DN)

An entry that represents an object and whatever was defined as the RDN column of its parent entry. Each name must be unique within the Directory Information Tree (DIT).

Example:

cn=user001
o=fujitsu
dc=com

EJB

A common abbreviation of "Enterprise JavaBeans".

end of fiscal month

The last day of the fiscal month. This is the day before the beginning of the (next) fiscal month.

expected execution time

Refers to the execution times for Automated Operation Processes that are specified by Schedule Definitions.

This time is used to determine the expected finishing time for an Automated Operation Process when using the Process Status Chart to display the execution schedule for an Automated Operation Process.

failover

The process in which the standby node inherits operations from the active node when an error occurs in a cluster system.

file transfer infrastructure

A protocol for communications between computers. It is available when a Systemwalker Runbook Automation Agent has been installed.

help desk

Personnel who support all the possible paths (including escalation) that may follow from accepting through resolving requests/complaints of customers, including issues in systems and operators inside organization.

holiday calendar

A calendar that defines holidays - the days when an Automated Operation Process needs to be suppressed from starting.

If the startup day for an Automated Operation Process that is specified by a Schedule Definition coincides with a holiday, holiday calendars can be used to select whether to cancel the startup of the Automated Operation Process or shift it to the day before or after the holiday.

IT resource information

Computer configuration information, such as the IP address, host name, operating system, hardware information (such as CPU, memory, and disk drives), software information, and patch information.

LDAP

LDAP (Lightweight Directory Access Protocol) is an Internet-standard, directory access protocol operating on TCP/IP. By using this protocol, it is possible to search and refer to a directory service directly from an LDAP client such as a web browser.

Linked Server

A server where a product linked to Systemwalker Runbook Automation (such as a Systemwalker Centric Manager Operation Management Server) is running.

logical IP address

A virtual IP address that is shared by the active node and the standby node in a cluster system.

maintenance data

Data and files that are used to investigate problems in Systemwalker Runbook Automation, which contain settings information, operating system information, and various logs (such as error, trace, and access logs).

Managed Server

A server that is operated from the Management Server. This is a generic term that includes Business Servers, Linked Servers and Relay Servers.

Management Server

A server where Systemwalker Runbook Automation Manager can run and where Automated Operation Processes are executed.

node

In Systemwalker Runbook Automation, this term is used in the following two senses:

- A generic term of the process box for process definitions created by Systemwalker Runbook Automation Studio. There are the following types of node:

Start Node, Exit Node and Activity Node

- Individual devices that make up the computer network. Similar to node information such as active node, standby node, and IT resources, it is mainly used in reference to the servers.

node information

IT resource information related to nodes, such as IP addresses, host names, operating system names and LAN information.

non-cluster environment

This term is the opposite of a cluster environment, that is, an environment where a cluster system has not been installed.

observed record

Information indicating the actual status of system in an operational environment, which is stored in CMDB.

Operation Administrator

A person who manages the entire data center. He or she issues instructions to operators to use Automated Operation Processes, and checks the results of the work done.

operation component

A Ruby or Perl script written to automatically execute operations for Business Servers and linked products, which have been previously performed manually. Operation components absorb differences between platforms, and are designed to make them easy to use even without detailed knowledge about system management tools and operating system. Also, it is possible to call existing applications to perform associated operations.

operation component project

A folder that Studio uses to manage operation components.

operation period

The operation period for a Schedule Definition. During the period specified by the operation period, Automated Operation Processes will be started according to the startup days and startup times specified by the Schedule Definition.

operation schedule

A schedule displayed in calendar format to indicate the startup days for an Automated Operation Process that have been specified in the Schedule Definition.

Operation schedules show one month's worth of startup days separated into single day units.

It is possible to look up operation schedules for up to three years.

operator

A person who uses Automated Operation Processes according to instructions issued by administrators.

physical IP address

An IP address that is specific to each node. In cluster systems, physical IP addresses are contrasted with logical IP addresses.

primary node

A node that is the active node when the cluster service starts. After that, the primary node switches between the standby node and the active node every time a failover occurs.

process definition

A specification that expresses business processes and supports operation automation. Process definitions define the properties and behavior of the process instances generated, including the flow of control within the process.

process ID

A number that is allocated to the process by the Management Server.

process instance

Entities generated when process definitions are executed. The structure of a process instance is the same as the structure of the process definition on which it is based.

published

The status in which Automated Operation Processes run in production mode. Published Automated Operation Processes cannot be changed (draft Automated Operation Processes can be changed).

Relation

Indicates each configuration item or relationship between each configuration item.

Relative Distinguished Name (RDN)

A name used to distinguish an entry that is directly under a parent entry. Each RDN must be unique within that sibling relationship.

Example: o=fujitsu

Relay Server

A server that is used to relay the collected configuration information. It is necessary to deploy Relay Servers when there are more than 300 Business Servers being managed.

release

The overall flow of release tasks such as planning, approval, testing, deployment, and confirmation.

release automation template

The release automation template is a process definition that deploys release packages to the release targeted servers.

The following three types of release package are provided:

- Template for release of Interstage Application Server Java EE Application

- Template for release of Interstage Application Server J2EE Application

- Template for release of other Applications

release package

A jar format or zip format file for each of the release targeted servers. The file contains applications and definition files to be deployed respectively to each server.

release package storage server

The server where the release package is archived. Refers to Interstage Application Development Cycle Manager and ftp Servers etc. The term 'Release package storage server' presumes a separate independent server configuration from the Management Server.

release targeted server

Business Server where the release package will be deployed.

release task

Tasks such as planning, approval, testing, deployment, and confirmation etc., related to individual releases.

release task process

An individual release task automated by a process definition.

Schedule Definition

A definition for automatically starting an Automated Operation Process on a prescheduled day and time.

Schedule Pattern

A pattern that registers startup days for an Automated Operation Process. When specifying startup days in Schedule Definitions, Schedule Definitions can be easily set up by simply selecting a Schedule Pattern that has been registered in advance.

secondary node

A node that is the standby node when the cluster service starts. After that, the secondary node switches between the active node and the standby node every time a failover occurs.

selection item

An item where the user selects from values already provided using a checkbox, radio button, list box, or combo box.

shared disk

A disk area shared between the active node and the standby node in a cluster system.

shift limit

The maximum number of days that the startup of an Automated Operation Process can be shifted. If the startup day for an Automated Operation Process coincides with a holiday, the Schedule Definition enables the startup day for the Automated Operation Process to be shifted to the day before or after the holiday. If the day to which the startup of the Automated Operation Process has been shifted is also a holiday, the Automated Operation Process will be shifted further, but the number of days that the Automated Operation Process can be shifted is limited by the shift limit. If the shift limit is exceeded, the Automated Operation Process will no longer be started.

specific day

When specifying the startup days for an Automated Operation Process by specifying a Schedule Pattern or a rule such as "every week" or "every month" in a Schedule Definition, the behavior of the Automated Operation Process may need to be changed for specific days. Those days are referred to as "specific days".

For example, particular days can be defined so that the startup of an Automated Operation Process is suppressed on a particular day even though it was due to start on that day, or conversely so that an Automated Operation Process starts on a particular day even though it was not due to start on that day.

SSH

Abbreviation for Secure Shell, a protocol for communications between computers, which is supported by most operation components for Systemwalker Runbook Automation.

standby node

A node that is currently on standby in a cluster system.

startup day

The day when an Automated Operation Process starts.

The startup days for Automated Operation Processes are specified by Schedule Definitions or Schedule Patterns.

startup time

The time when an Automated Operation Process starts. The startup times for Automated Operation Processes are specified by Schedule Definitions.

Studio

Abbreviation for Systemwalker Runbook Automation Studio, a development tool used to create Automated Operation Processes. It can be used to create the following elements of Automated Operation Processes:

- Process definitions

- Forms

- Operation components

system administrator

A person who changes operational settings for Systemwalker Runbook Automation, performs maintenance and manages accounts for administrators.

system user

A person who uses Systemwalker Runbook Automation from a Web Console connected to a Management Server. This term includes administrators and operators.

task

The status in which the processing within a process instance has moved to an Activity node and an operation has been allocated to a person.

template

Customizable models for Automated Operation Processes, provided with Systemwalker Runbook Automation as standard or as needed.

UDA

User-defined attributes used by Systemwalker Runbook Automation Studio. These are global variables defined within process definitions, and their values are maintained throughout process execution. UDAs contain data that process participants need to access, change or add.

Web console

A window, used at a Web browser, for using Systemwalker Runbook Automation to automate operations or define information required for Systemwalker Runbook Automation operations.