

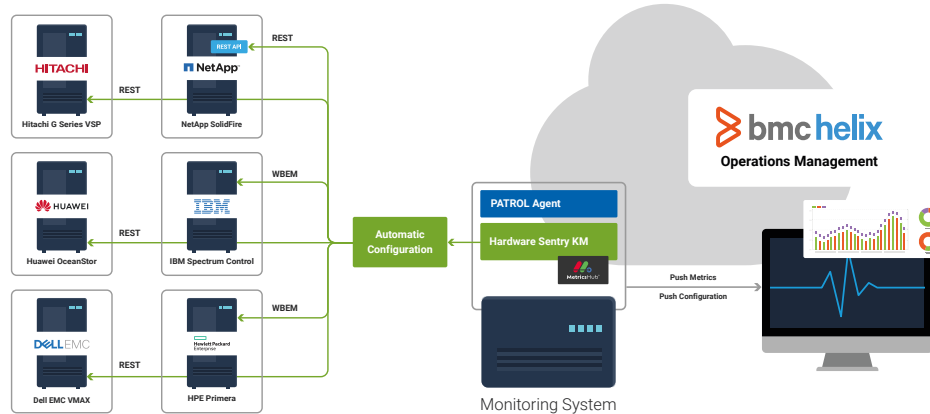
Hardware Sentry KM

Hardware Sentry KM consolidates hardware health and performance metrics from servers, storage devices, network devices, SAN switches, tape libraries, and UPS systems—regardless of vendor, model, or generation—into **BMC Helix Operations Management**.

How Hardware Sentry KM Works

Hardware Sentry KM integrates natively with **BMC Helix Operations Management** and can be deployed, installed, and configured directly from the **BMC Helix SaaS** console. For an on-premises deployment, **Hardware Sentry KM** must first be imported into the **BMC Helix** repository.

The KM is installed on a server that has remote access to the systems to be monitored. It uses standard protocols, including HTTP/REST, SSH, SNMP, WBEM, WMI, IPMI, and system commands, to collect hardware health and performance metrics from both legacy and modern platforms.



Administrators configure monitoring through policies in **BMC Helix Operations Management**. Once a policy is applied to the selected **PATROL Agents**, the collected metrics and status information become available in the **BMC Helix** console.

Hardware Sentry KM integrates natively with BMC Helix

Requirements

- ✓ Any supported version of **BMC Helix Operations Management**
- ✓ A **Sentry Bundle for BMC Helix Operations Management** license
- ✓ Access to **BMC Helix Operations Management** with **Tenant Administrator** rights
- ✓ JRE 1.8+ for Hardware Sentry v11.x; JRE17 for Hardware Sentry v20 and higher
- ✓ Access to the systems to be monitored
- ✓ The credentials, protocols, and manufacturer-specific instrumentation required by each monitored platform.

Instrumentation Prerequisites

Hardware Sentry KM uses standard protocols to remotely collect hardware health and performance metrics. The exact requirements depend on the monitored platform. They may include:

- A management agent provided by the manufacturer
- A baseboard or out-of-band management controller
- A REST API or other management interface
- An SNMP agent exposing the required MIBs
- A WBEM or WMI provider
- A command-line utility

Monitoring Coverage

Hardware Sentry KM supports more than 100 platforms across heterogeneous infrastructure, from legacy systems to recent platforms.



For the exhaustive list of supported platforms, refer to:



Monitored Hardware and Metrics

Hardware Sentry KM discovers and monitors the physical and logical components available on each supported platform. The metrics collected depend on the monitored system and the information exposed by its instrumentation. They may include:

 Compute Resources Blade servers Status · Presence · Power state · Power consumption GPUs Status · Utilization · Memory utilization · Temperature · Power Memory modules Status · Presence · Size · Corrected errors · Predicted failure Processors Status · Presence · Speed · Corrected errors · Predicted failure · Power Virtual machines Status · Power consumption	 Chassis, Indicators & Diagnostics Enclosures and chassis Status · Presence · Power consumption · Identification Hardware connectors Connector status · Collection status · Diagnostics LEDs LED state · Reported condition Other devices Status · Presence · Device-specific information
 Environmental & Power Batteries Status · Presence · Charge · Remaining capacity Fans Status · Presence · Speed · Speed percentage PDUs Status · Input/output voltage · Current · Load · Power consumption Power supplies Status · Presence · Consumption · Capacity UPS Systems Status · Battery status · Charge · Remaining runtime · Input/output voltage · Load Temperature sensors Temperature · Operating status Voltage sensors Voltage · Operating status	 Storage & Tape Disk controllers Status · Presence · Controller type · Associated disks Logical disks Status · Presence · Capacity · RAID level · Associated disks LUNs Status · Capacity · Path availability · Multipath information Physical disks Status · Presence · Capacity · Temperature · Predicted failure · Errors Robotic devices Status · Presence Tape drives Status · Presence · Activity · Errors
 Network & Communication Network interfaces, switch ports, and HBAs Status · Presence · Link state · Link speed · Bandwidth utilization · Traffic · Errors · Discarded packets	



About Sentry Software

Sentry Software develops solutions that extend BMC Helix with deep visibility into hardware, storage, and custom technologies. Organizations across industries rely on Sentry Software to monitor heterogeneous infrastructure, optimize storage resources, and reduce operational complexity. Learn more: sentrysoftware.com



About BMC Helix

BMC Helix is an enterprise software company specializing in IT service and operations management. Its solutions help organizations manage IT services, monitor complex environments, automate workflows, and use AIOps and agentic AI to improve operational efficiency and service availability. Learn more: helixops.ai