Integrating HP OpenView Service Desk and HP Systems Insight Manager

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Introduction

Enterprise IT managers are responsible for delivering and maintaining the infrastructure and services that enable businesses to compete effectively and respond quickly to changing market conditions. Keeping business services operating smoothly requires in-depth knowledge of the environment from end-to-end, an understanding of how IT affects the availability and operations of business processes, and an effective set of well-integrated management tools.

HP OpenView Service Desk provides a unique solution to successfully manage service levels. Comprehensive functionality allows IT administrators to proactively manage service level agreements (SLAs) by highlighting the service and infrastructure dependencies, and by indicating service state and user relationships. The ability to detect and resolve IT problems before they impact business operations helps to prevent the potential loss of revenue and customers.

HP Systems Insight Manager forms the foundation of HP's unified strategy for managing infrastructure lifecycles. HP Systems Insight Manager delivers extensive core capabilities for HP servers, storage, clients, printers and other manageable hardware devices, plus extensible support for value-added plug-ins that improve remote management, rapid deployment, vulnerability and patch management, storage management, and the advanced administration of virtual machine environments.

This document illustrates how HP Systems Insight Manager and HP Service Desk combine to deliver complementary well-integrated enterprise management, helping IT organizations consolidate end-toend management and increase availability from the hardware infrastructure to the business service level. Using the steps outlined in this paper, IT administrators can extend the functionality of Service Desk with HP hardware data by creating Service Desk Configuration Items and by automating the population of Service Desk Incidents, based on events and other data presented by Systems Insight Manager.

This information was compiled based on the following configuration:

- HP OpenView Service Desk 4.5, Service Pack 14 for Windows
- HP OpenView Web Console for Windows
- HP Systems Insight Manager version 5.0 for Windows and HP-UX
- HP Storage Essentials 5.0
- Microsoft Windows 2000 Server
- Microsoft Windows Server 2003
- HP-UX 11.11

Several files are provided to help the user with adding information into Service Desk:

- ACES_InsightManager.xml file for importing several Insight Manager definitions into the Service Desk database
- hpsim-sql.ini configuration file for exporting data from the Systems Insight Manager database running on Microsoft SQL Server into an XML file that can be imported into Service Desk
- hpsim-oracle.ini configuration file for exporting data from the Systems Insight Manager database running on Oracle into an XML file that can be imported into Service Desk
- servicedesk.xml tool definition file to add a launch to the Service Desk Service Pages from Systems Insight Manager
- ovwebconsole.xml tool definition file to add a launch to the HP OpenView Service Desk Web Console from Systems Insight Manager
- hpsimsde.exe program to automatically create Incidents from events received by Systems Insight Manager
- insightmanager.xml sample XML file that can be imported into Service Desk

The information provided in this paper serves as a foundation for integrating Systems Insight Manager data into Service Desk. Although the Systems Insight Manager database is capable of storing an extensive collection of systems data, for clarity this white paper concentrates on a small subset of the total information available.

ACES XML Import

A predefined XML file provided in association with this paper automatically defines several default values for Insight Manager in the Service Desk database. Importing this file simplifies the configuration process, and removes the need to manually define a default template and import mapping for objects related with the Systems Insight Manager database.

The following items are defined in the ACES_InsightManager.xml file:

- InsightManager template based on the Default template
- Configuration Item Smart Action to launch the Insight Web Agents
- Configuration Item Smart Action to launch Systems Insight Manager in-context.
- Incident Smart Action to launch the Insight Web Agents
- Incident Smart Action to launch Systems Insight Manager in-context.
- Import Mapping for the class INSIGHTMANAGER

Follow these steps in order to import the Insight Manager XML file into the Service Desk database.

- 1. Open the ACES_InsightManager.xml file and replace the string "localhost" with the name of your Systems Insight Manager server.
- 2. Start the Service Desk Administrator Console.
- 3. Select File ACES ACES Import Wizard and click Next.
- 4. Add the file ACES_InsightManager.xml to the list of files to import and click Next.
- 5. Click Start Import in the next window to import the XML file.
- 6. Click Finish once the import is complete.

Note: Possible error message - During parsing of the file 'C:\temp\ACES_InsightManager.xml': Invalid ACES Xml file (Wrong version tag, the current system version is '4.5.0588.1004 (SP10)' while the file has version '4.5.0588.1405 (SP14)')

If an error similar to this occurs, upgrade to sp14 before importing the ACES xml file.

SD ACES Import Wizard	
	Select one or more ACES xml files. ACES_InsightManager.xml Add Remove Image: Contract of the second secon
	< Back Next > Cancel

ACES Import Selection Window

The items automatically imported by the ACES_InsightManager.xml file can also be created manually if desired. The steps to perform a manual configuration are described in the following sections of this white paper.

Importing items as Service Desk configuration items from the HP SIM database

Creating a new template

Create a new InsightManager template based on the default template. This process allows for the definition of default values for certain fields (like Location), that will be applied to the imported objects. If default values are already provided in the DEFAULT template, then a specific template for Insight Manager Objects is not necessary.

Note: This step is not necessary if the user imported the ACES_InsightManager.xml file.

- 1. Start Service Desk and select the Tools->System menu.
- 2. In the Administrator Console window, browse to hp OpenView service desk->Data->Templates->Configuration Item.
- Click the New button to create a new Configuration Item Template for Insight Manager objects.
- 4. Fill in the required fields with default values (the required fields are listed in bold). For example: Location, Max Installations, Search Code, and Status.
- 5. Click the Save button to save the new template.

🗹 InsightManager - Template		×
<u>File Edit View Tools Actions Help</u>		
Save and Close 🛃 🔣	· X 😂 % 🖻 🛍 🔺 ◆ 🛛 .	
Item Configuration Item		
Name InsightManager		
Template category CI		2
C Default template		
🕞 Administrator Organization		
📧 Administrator Person		
🔚 Administrator Workgroup		
Asset Tag		
Blocked		
👬 Brand	Hewlett Packard	
E Category	Server	
🚓 Child Configuration Items		
📲 ClOrgs		
Contact		
Description		
Drives		1
E Folder		
进 History		1
IP Address]
Location	USA	
Location		•

Property	Value
Brand	Hewlett Packard
Category	Server
Location	USA
Max. Installations	100000
Search Code	HPSIM
Status	Installed

Default InsightManager Template Values

Install the InsightManager Configuration File

Copy the configuration file (hpsim-sql.ini or hpsim-oracle.ini) to the Service Desk \data_exchange\config directory. This file is used when exporting information from the Systems Insight Manager database to an XML file.

For example: E:\Hewlett-Packard\OpenView\service desk 4.5\client\data_exchange\config

After copying configuration file to the config directory, edit the file so that it contains the correct path and user information. The following information fields should be changed to match the defined use information: USR, PWD, LOG_FILE, and XML_OUTPUT_FILE. After making these changes, setting the file attributes to Read-Only is recommended to prevent further modification by the Extraction Configuration Wizard.

```
For example:
[DSN]
NAME=InsightManager
USR=sa
PWD=password
[SYSTEM]
LOG=TRUE
XML=TRUE
DUMP=TRUE
TXT=FALSE
LOG_FILE=C:\Program Files\Hewlett-Packard\OpenView\service desk
4.5\client\data_exchange\log\insightmanager.log
XML_OUTPUT_FILE=C:\Program Files\Hewlett-Packard\OpenView\service desk
4.5\client\data_exchange\xml\insightmanager.xml
APPLICATION_NAME=INSIGHTMANAGER
```

Creating a Data Source for Systems Insight Manager using an SQL Database

Create a System Data Source Name (DSN) on an OpenView Service Desk system that can connect to the HP Systems Insight Manager database.

- 1. Start->Settings->Control Panel->Administrative Tools->Data Sources(ODBC)
- 2. Click the System DSN tab.
- 3. Click the Add Button.
- 4. Select SQL Server from the list and click Finish.
- 5. Enter a name for the DSN, for example InsightManager.
- 6. In the Server field, enter the name of your HP SIM server and click Next.
- 7. Specify the login credentials and click Next.
- 8. Check the Change the default database to box and select the name of the HP SIM database in the drop-down box (for example: Insight_v42_0_11139421).
- 9. Click Next then click Finish.

Creating a Data Source for Systems Insight Manager using an Oracle database

Create a System Data Source Name (DSN) on an OpenView Service Desk system that can connect to eh HP Systems Insight Manager database running on Oracle.

- 1. Start->Settings->Control Panel->Administrative Tools->Data Sources(ODBC)
- 2. Click the System DSN tab.
- 3. Click the Add Button.
- 4. Select the Oracle driver and click Finish (for example, "Oracle in OraHome90").
- 5. Enter a name for the DSN in the Oracle ODBC Driver Configuration window, for example HPSIM-ORACLE.
- 6. Select the correct TNS service name for the HP SIM server.
- 7. Specify the User ID.
- 8. Click the Test Connection button to verify the configuration is correct.
- 9. Click OK to close the Oracle ODBC Driver Configuration window.

Creating the Import Mapping for the HP SIM database

Note: This step is not necessary if the user imported the ACES_InsightManager.xml file.

- 1. Open the Service Desk Administrator Console
- 2. Navigate to hp OpenView service desk->Data->Data Exchange->Import Mapping
- 3. Click the New button to create a new mapping.
- 4. Enter a name in the Name field, for example InsightManager.
- 5. Click the Add button under the Item Mapping window.
- 6. Enter a name in the Name field, InsightManager could be used again.
- 7. In the Item field, select Configuration Item.
- 8. In the Template field, select the new template previously defined for Insight Manager objects.
- 9. Map the appropriate fields as defined in the table below.

Name InsightManager
Item Mapping Field Mapping Name Import mapping Property Field Default Used as Value Mapping Name InsightManager InsightManager Import Choose Template
Item Gonfiguration Item Item Item
Template to en Template category Name Change Harddisk Monitor ROUTER DTA NNM PCKAYAK P3 900 Mhz HUB LAN Incident Use this template as default OK Cancel

Import Mapping Window

Property	Field	Used As
DEVICES_MXGUID	Source ID	Unique Key
DEVICES_NAME	Search Code	
DEVICES_FULLDNSNAME	ID	
IM_CATEGORY	Category	
IM_PARENT	Parent Cl's; Cl Parent	
DB_DEVICEINFOEX_SERIALNUMBER	Serial Number	
IM_NAME1	Name 1	
IM_NAME2	Name 2	
DEVICEPROTOCOLINFO_PRIMARYADDRESS	IP Address	

Import Mapping Table

ime	Import mapping	Field Mapping Configurat	ion Item> InsightManager		
sightManager	InsightManager	Property	Field	Default	Used as
		IM NAME2	Name 2		
		IM NAME1	Name 1		
		DEVICEPROTOCOLINFO PRIMARYA	IP Address		
		DEVICES NAME	Search code	HPSIM	
		DEVICES_FULLDNSNAME	ID		
		IM PARENT	Parent Cls;Cl Parent		
		IM CATEGORY	Category	Server	
		DB DEVICEINFOEX SERIALNUMBER	Serial Number		
		DEVICES_MXGUID	Source ID		Unique ke
		-	Administrator Organization		
			Administrator Person		
			Administrator Workgroup		
			Asset Tag		
			Attachment;Attachment exists		
			Blocked		
			Brand	Hewlett Packard	
			Changes		
			Child Configuration Items:Cl		
			Child Configuration Items;Cl		

Default InsightManager Import Mapping

Creating and Importing the InsightManager XML file from the HP SIM database.

This action will export items from the HP Systems Insight Manager database into an XML file that can be parsed by Service Desk. The items exported to the XML file are defined by the filters in the InsightManager.ini configuration file.

Note: If you do not have access to a Systems Insight Manager server, import the sample insightmanager.xml file in order to test the data import functionality.

- 1. Start the Service Desk Administrator Console
- 2. Browse to hp OpenView service desk->Data->Data Exchange->Data Exchange Task
- 3. Right Click and select New Data Exchange Task.
- 4. Click the Export Data from a Storage Device checkbox.
- 5. In the Export Configuration drop down menu, select the appropriate configuration file entry from the list of configuration files (hpsim-sql.ini or hpsim-oracle.ini).
- In the "Export data to or Import data from file" field enter insightmanager.xml. (For example, E:\Hewlett-Packard\OpenView\service desk 4.5\client\data_exchange\xml\insightmanager.xml)
- 7. Click the "Import data into Service Desk database" checkbox.
- 8. Enter the account name to use for the import.
- 9. Enter the account password.
- 10. Select InsightManager as the import mapping.
- 11. Click the Start button to begin the export and import process (click Ok if prompted that the XML file will be overwritten by the export process).
- 12. Click Ok when asked if you want to exchange data now.
- 13. Click Ok to close the Data Exchange Task Window when the process is complete.

😽 Data Exchange T	ask - Hpsim-or	acle	? ×				
Export data from	a storage device.						
	-						
Select a configuratio	n file for extracting	g data:					
Export Configuration	hpsim-oracle.ini	i	•				
			<u>E</u> dit				
Export data to or import data from file							
Exchange file	insightmanager.	.xml					
		Browse	View				
		Browse	view				
✓ Import data into \$ Select import setting: Account ▼ Password			<u></u>				
Import mapping	InsightManage	r	•				
🗖 Debug		New	<u>M</u> odify				
🗖 Use delta proces	sing						
Previous exchange.							
		Browse	View				
Start L	ist Log Files	ОК	Cancel				

Data Exchange Task Window

When importing the XML file, several messages, similar to those below, will appear in the status window. These messages are normal and are displayed because of several attributes defined in the insightmanager.ini configuration file are not used in the default import mapping. If desired, these attributes can be manually added to the import mapping.

```
Import warning messages:
warning: Attribute not defined: DEVICES_OVERALLSTATUS on entity
InsightManager (id = 1)
warning: Attribute not defined: DB_DEVICEINFOEX_ASSETTAG on entity
InsightManager (id = 1)
warning: Attribute not defined: DB_DEVICEINFOEX_TOTALMEMORY on entity
InsightManager (id = 1)
warning: Attribute not defined: DB_DEVICEINFOEX_ROMVERSION on entity
InsightManager (id = 1)
```

Importing Different Types of Devices from Systems Insight Manager

By default, the provided Insight Manager configuration file only imports data objects for HP servers, as defined by the condition criteria "[devices].[ProductTypeStr]='Server'".

To import different devices, such as desktop systems, the condition criteria can be edited to specify the inclusion of desired device types. Once the necessary edits are made, the import process can be run to import the new devices. In addition to changing the matching criteria, an appropriate Parent CI Category must also be created to enable a successful import. For example, the Parent CI "Desktop" should be created in order to import desktop devices correctly. The following example describes how to create a new CI Category and import desktop devices.

The CI Category used when importing objects is defined in the configuration files as IM_CATEGORY. This is defined in the InsightManager import mapping. The CI category "Server" already exists in the database, but new categories may need to be created to import other device types. The Product Types table lists the product type strings that can be used, and whether a new category must be created for that product type.

Several import categories and conditions are defined in the configuration files. These are provided in order to make changing between import types easier. The user simply comments out the existing category and condition and uncomments the desired category and condition before performing the export from the HP SIM database.

For example, create a new CI category under the System parent named "Desktop" to import Desktop objects.

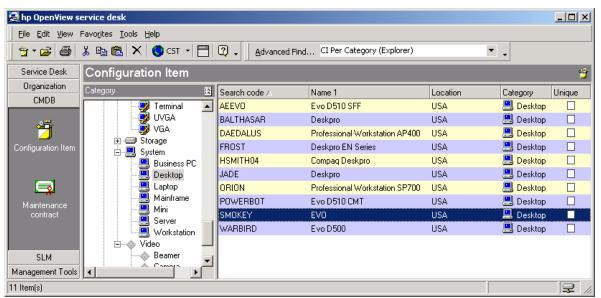
- 1. To create a new CI category, select Configuration Item in Service Desk
- 2. Browse to the Hardware->System category.
- 3. Right-click on System and select New CI Category.
- 4. Enter the name for the new category (for example, "Desktop")
- 5. If desired, select an icon for the new category.
- 6. Click Save and Close to create the new category.

Once the appropriate parent CI Category has been created, the configuration file can be edited to include the new condition criteria.

- 1. Start the OpenView Service Desk Administrator Console by selecting Tools->System from the menu.
- 2. Browse to hp OpenView service desk->Data->Data Exchange->Data Exchange Task.
- 3. Open the data exchange task created for exporting Servers from the Systems Insight Manager Database.
- 4. Verify that the correct configuration file is selected for the export configuration and click the Edit button.
- 5. Scroll down in the file and locate the line 'Server' AS [IM_CATEGORY]
- 6. Place two dashes in front of the line to make it a comment.
- 7. Remove the two dashes from the front of the 'Desktop' AS [IM_CATEGORY] line.
- Scroll down to the end of the file and locate the following at the end of the "condition" line: [devices].[ProductTypeStr]='Server' or SIM_MANAGER.DEVICES.PRODUCTTYPESTR='Server'
- 9. Place two dashes in front of the line to make it a comment.
- 10. Remove the two dashes from the front of the 'Desktop"' line.
- 11. Save the file with a different name to preserve the original file.
- 12. Select the file you just saved as the "Export Configuration File".
- 13. Click the "Import data into Service Desk database" checkbox.

- 14. Enter the account name to use for the import.
- 15. Enter the account password.
- 16. Select InsightManager as the import mapping.
- 17. Click the Start button to begin the export and import process (click Ok if prompted that the XML file will be overwritten by the export process).
- 18. Click Ok when asked if you want to exchange data now.
- 19. Click Ok to close the Data Exchange Task Window when the process is complete.

The insightmanager.xml file will now contain desktop information from the Systems Insight Manager database.



Desktop Items imported into Service Desk from Systems Insight Manager

Product Types that can be imported from Systems Insight Manager

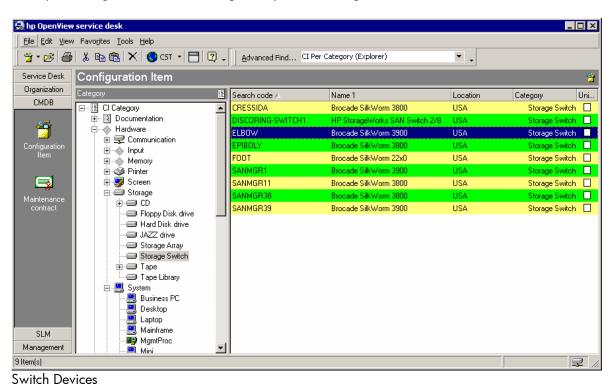
Insightmanager.ini value for	CI Category Exists	CI Category must be created
[devices].[ProductTypeStr]		
'Server'	Х	
'Printer'	X	
'Workstation'	X	
'Switch'	X	
'Storage'	X	
'Desktop'		Х
'MgmtProc'		X
'Enclosure'		Х
'Rack'		X
'KVM'		X
'UPS'		Х

Note: When importing different types of objects, remember to change both the IM_CATEGORY and the condition lines in the configuration file.

Importing Storage Essentials Devices from Systems Insight Manager

Additional categories should be created in Service Desk before importing Storage Devices from HP Systems Insight Manager.

By default, the configuration file imports all devices with the "StorageEssentials" product sub-type into the overall Storage CI Category. After the devices are imported, they can be moved into more descriptive categories, such as "Storage Array" and "Storage Switch".



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Service Desk	Configuration Item						*
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CMDB	E- E CI Category		BONSAI	HSV100	USA	Storage Array	
	🗄 🔣 Documentation		CORTESRING	HSV110	USA	Storage Array	
- <u>†</u>	Hardware		DISCORING1	HSV110	USA	Storage Array	
Configuration	E Communication E Input		DISCORING2	HSV110	USA	Storage Array	
ltem	I I I I I I I I I I I I I I I I I I I		DISCORINGXL2	HSV210	USA	Storage Array	
	🛛 🕀 🍑 Printer		XP1024~15.43.212.61	XP1024/128	USA	Storage Array	
	🕀 🛒 Screen		×P12000~15.3.105.189	XP12K/10K	USA	Storage Array	
Maintenance	Storage		×P12000~15.43.212.69	XP12K/10K	USA	Storage Array	
contract	E CD		×P512~15.43.208.80	XP512/48	USA	Storage Array	
	Hard Disk drive		×P512~15.43.212.63	XP512/48	USA	Storage Array	
	JAZZ drive						
	Storage Array						
	Storage Switch						
	Tape ⊡ Tape Library						
	- B Desktop						
	Laptop						
SLM	Mainframe						
Management		-					
10 Item(s)							₽ //

Storage Array Devices

Automatic incident creation from HP SIM events

The program hpsimsde.exe is used to automatically parse the environment variables from HP Systems Insight Manager (HP SIM) events. Using these environment variables, the program creates the appropriate command string and launches the sd_event executable to pass the HP SIM event information to Service Desk.

Note: The sd_event.exe program must be installed on the HP SIM server. By using this program with Systems Insight Manager, the user can define events that should automatically be imported into Service Desk as incidents.

Installing the Service Event Program

To install the Service Event program on the Systems Insight Manger server, run the Service Desk setup program. In the setup program, click on Install Service Desk – Integrations Menu – Install Service Event.

After installing the Service Event program, verify the program is at the same service pack level as the Service Desk server. Install the appropriate service pack for the Service Event program on the Systems Insight Manager server as necessary.

After installing the Service Event program and verifying the service pack level, edit the sd_event.ini file and input the appropriate account and server information. For example:

ACCOUNT=system/password SERVER=ServiceDeskServer

Creating a custom command on Windows

The first step for automatic incident creation is configuring a custom command within Systems Insight Manager. This custom command hpsimsde.exe is the program that will be executed when an event is received. This program takes the trap environment variables set by Systems Insight Manager, formats the values, and launches sd_event.exe with the appropriate parameters.

- Copy the executable hpsimsde.exe to the location of sd_event.exe, for example "c:\progra~1\hewlet~1\openview\servic~1.5\event\bin\" ("C:\Program Files\Hewlett-Packard\OpenView\service desk 4.5\event\bin\")
- 2. Browse to the HP Systems Insight Manager server and login.
- 3. Click on Tools -> Custom Commands -> New Custom Command
- 4. Enter the name for the new command, for example "Service Desk Event"
- 5. In the Command field, enter the full path to the hpsimsde executable, for example: "c:\progra~1\hewlet~1\openview\servic~1.5\event\bin\hpsimsde.exe" ("C:\Program Files\Hewlett-Packard\OpenView\service desk 4.5\event\bin\hpsimsde.exe"). Note: sd_event.exe must be installed on the Systems Insight Manager server.
- 6. Add the IM_WORKGROUP environment variable if desired. Note: this field must first be added to the external_event import mapping.
- 7. Click Ok to save the new command.

🖉 HP Systems Insight Manager - Micros	soft Internet Explorer			_ 🗆 🛛
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IP Systems Insight M	anager		User: administrator <u>Home</u> <u>Sign Out</u>	
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Legend Customize Updated: Thu, 10/20/2005, 7:08:08 AM PDT	Manage Custom Commands Manage custom commands that run on the central m	nanagement server.		?
11 0 19 19 Uncleared Event Status	Name De	scription	Command	Total: 7 🔼
0 26 14 440 System Status	Event		set	^
Search 📃	List Processes		c:\tools\pstools\pslist.exe	
Search	Microsoft Baseline Security Analyzer		C:VPROGRA~1 WICROS~4 Imbsacli.exe	-
Advanced Search	Create Event Cre	eate event from SIM trap	c:\bin\hpsim.cmd	
Systems and Events	System Info		c:\tools\pstools\psinfo	
Customize	Service Desk Event Ge	nerate an incident in Service Desk	c:\progra~1\hewlet~1\openview\servic~1.5	veve 🗸
System Overview	<			>
 All Systems All Events 		New Ed	dit Run Now/Schedule De	lete
 ✓ ■ Systems ✓ ■ Private 				
🔮 🔲 IntegrationDev	Edit Custom Command Details			
C Dev Systems				
Shared	Required field*			
Systems by Type	Name:*	Service Desk Event		
Systems by Status Systems by Operating System				
Clusters by Type	Description:	Generate an incident in Service Desk		
Clusters by Status System Functions	Comments:		<u>~</u>	
Integration				
Events Private			100	
Shared				
Events by Severity Login Events	Command (Executable path and file name):	c:lprogra~1\hewlet~1\openview\servic~1.5\e	eventibinihpsimsde.exe	
Service Events	Parameters:			
UPM Events	Environment variables:			
Events by Type	Variable name:	Nam		
	Value:		VORKGROUP SERVER	
		2.01000		~
Cone Done			🔒 🍕 Local intr	anet 🤢

Custom Command Screen

Creating a custom command on HP-UX

The first step for automatic incident creation is configuring a custom command within Systems Insight Manager. The custom command hpsimsde is the program that will be executed when an event is received. This program takes the trap environment variables set by Systems Insight Manager, formats the values, and launches sd_event with the appropriate parameters.

- Copy the executable hpsimsde to the location of sd_event, for example "/opt/OV/sd/event/bin".
- 2. Browse to the HP Systems Insight Manager server and login.
- 3. Click on Tools -> Custom Commands -> New Custom Command
- 4. Enter the name for the new command, for example "Service Desk Event"
- In the Command field, enter the full path to the hpsimsde executable, for example: "/opt/OV/sd/event/bin/hpsimsde". Note: sd_event.exe must be installed on the Systems Insight Manager server.
- 6. Add the IM_WORKGROUP environment variable if desired. Note: this field must first be added to the external_event import mapping.
- 7. Click Ok to save the new command.

Γ								_	
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Γ	dequeue.pl # ls -l total 304	queuectl.pl	sd_ev	ent					Δ
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	[SD_EVENT] LOGFILE=sd_event.log ERROR_LOGFILE=sd_eve ACCOUNT=system/serv: SERVER=helix.america PORT=30980 MAPPING=external_eve CLASSNAME=incident MODUS=insert #	ent_error,log icedesk as.cpqcorp.net							Ĩ

Service Desk Event files installed on the HP SIM server running on HP-UX

-	HP Systems Insight Mar	nager – Mozilla		· -
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Legend Customize Updated: Sun, 12/4/2005, 10:13:14 AM CST ♀ ▼ ▲ ♥	Manage Custom Comman Manage custom commands that run on the cent			?
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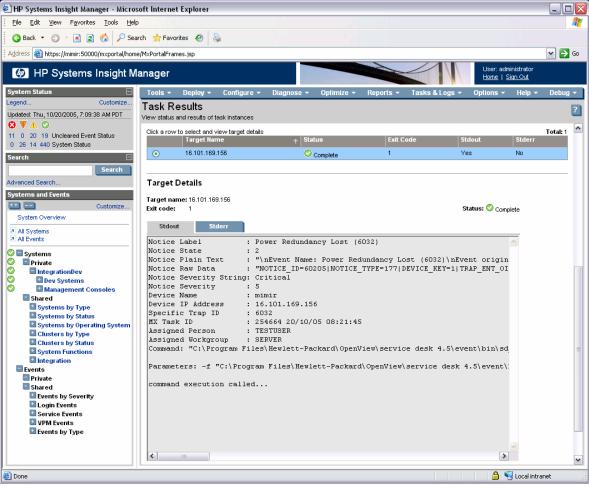
Creating a custom command in HP SIM running on HP-UX

Creating an "Action on Event" in HP SIM

The user configures what HP SIM events should be created as Service Desk Incidents when the "action on event" is created. This is the step where system filters and event filters can be applied so that only the desired events are created as incidents.

- 1. Click Options->Events->Automatic Event Handling->New Task
- 2. Enter the name for the new task, for example Generate Service Desk Incident, and click Next.
- 3. Select the events you want this task to run against, for example all critical events, and click Next.
- 4. Select the systems you want this task to run against, for example all servers, and click Next.
- Select the Action to perform. In this case, click Run Custom Command and in the drop down list, select the new custom command you defined earlier (Service Desk Event from the previous example). Click Next.
- 6. Enter a time filter if desired and click Next.
- 7. Click Finished to save the new task.

Any of the Systems Insight Manager events can be forwarded as incidents. Hardware events received as SNMP traps can be forwarded, as well as events created by HP Systems Insight Manager.



Task Results for event forwarded to Service Desk.

💶 2,895 - Incident	× 0_	1
Eile Edit View Tools Actions Help		
Save and Close 📑 🔣 external_event	- X 😂 0 X 🖻 🛍 🛧 + Q 🗸	
📵 Due in 6 days.		Į
ID 2,895	General Work orders Subcontract calls Relations Time/Cost History	-
Status Registered	Severity	
	Impact None	
Configuration I	Priority 5. None	
Name 1: Microsoft Windows	Deadline 20/01/05 09:00	
Name 2: Service Pack 4, Build	Actual Finish	
2195 Multiprocessor Free 📃		
	Assignment	
Description	To workgroup 👻	
Logical Drive Status Change (3034)	To person 👻	
Information	More 🔊	-
Event Name: Logical Drive Status Change (3034)		
Event originator: mimir Event Severity: Critical		
Event received: 13-Jan-2005, 14:40:59		
Event description: Logical Drive Status Change. This 🗨		
Solution	Service 🗸	<u>·</u>]

Incident Received from Systems Insight Manager

Adding other fields to the External Event Import Mapping

The external_event import mapping defines several fields for use with the sd_event executable. For other fields to be utilized during automatic incident creation, the import mapping must be updated to include the new fields. The steps below describe how to update the import mapping so that the Assignment information can be filled in automatically

- 1. Start the Service Desk Administrator Console
- 2. Navigate to Data Data Exchange Import Mapping
- 3. Select and open external_event
- 4. Add new mapping for "Assignment;To Workgroup"
- 5. Enter IM_WORKGROUP in the External Property field
- 6. Click Ok to save the changes to the import mapping.

Note: The workgroup that will be used in this field must already be defined in Service Desk by the user. For example, if you want to set the IM_WORKGROUP field to "Storage Specialists", this workgroup would need to be created separately in Service Desk.

Creating Incidents from Storage Essentials Events

Incidents in Service Desk can be automatically generated for Storage Essentials events using the procedure described in the previous sections. A custom command would be created as described above, then an action on event would be created that forwards the desired storage events.

🗟 hp Open¥iew s	service desk				
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Service Desk	Incident				
	ID	Configuration Item Deadline	Description	Category	Status 🛆 🔺
	15,991	STROMBOLI	Error	Hardware	Registered
Service Today	15,990	QTEST66	Partial Error	Hardware	Registered
	15,989	STROMBOLI	Storage Essentials Event	Hardware	Registered
400	15,972	STROMBOLI	Access Point Missing	Hardware	Registered
<u> </u>	15,967	CRESSIDA	Element Missing	Hardware	Registered
Service call	15,877	QTEST39	End Xgather	Hardware	Registered
	15,874	QTEST39	End Drive Scan Ok	Hardware	Registered
	15,873	QTEST39	Start Drive Scan	Hardware	Registered
<u> </u>	15,820	QTEST66	Storage Essentials Event	Hardware	Registered
Incident	15,459		Remote Insight/Integrated LightsOut Interface Error	. Hardware	Registered
moldent	15,219	MSEBLADE1	hello world	Hardware	Registered
	15,204	STROMBOLI	Refreshsuccess	Hardware	Registered
	15,203	STROMBOLI	Configsuccess	Hardware	Registered
	14,613	ATHENA	Virtual Machine Detected Guest Heartbeat	Hardware	Registered
Problem	14,612	ATHENA	Virtual Machine Detected Lost Guest Heartbeat	Hardware	Registered
	14,155	ATHENA	VM Host Threshold	Hardware	Registered
77	14,150	IPBLADE16	Critical Software update Notification Trap (11014)	Hardware	Registered
T <mark>i</mark>	13,783	WATCH	OVIS Critical Alarm	Hardware	Registered
Change	13,775	MIMIR	Rising Threshold Passed (10005)	Hardware	Registered
	13,774	WATCH	OVIS Critical Alarm	Hardware	Registered
Organization	13,773	LOKI	NIC Connectivity Restored Trap (18005)	Hardware	Registered
CMDB	13,771	WATCH	OVIS Normal Alarm	Hardware	Registered
SLM	12,585	WATCH	Accelerator Board Status Change (3038)	Hardware	Registered
Management	12,583	WATCH	Accelerator Board Status Change (3038)	Hardware	Registered 🗨
64 Item(s)					

Storage Essentials Incidents created from HP SIM

1 15,989 - Incident		
<u>File Edit View Tools Actions Help</u>		
Save and Close 🕞 🔀 external_event	▼ × ⊕ 0 % th th th + < 2 .	
🔥 Overdue by 10 days.		
ID 15,989	General Work orders Subcontract calls Relations Time/Cost History	1
Status Registered	Severity	⊡
Configuration I STROMBOLI	Impact None	
Name 1: ProLiant DL360 G4	Priority 5. None	•
IP Address:	Deadline 24/11/05 09:00 Actual Finish	┛
Location: USA 🗾		
Description	Assignment To workgroup 👻 Storage Specialists	
Storage Essentials Event	To person 👻	
Information Event Name: Storage Essentials Event	More Assignment Status: New From workgroup: Helpdesk] €€
Event Severity: Critical	From person: User, System	.
Event received: 17-Nov-2005, 15:07:10 Event description: For further information click on the		
event details link below.	Service V	4
Solution	Service Level V Bronze (8 x 5)	-
<u> </u>	Folder	
Workaround	Category Hardware	
	Classification	
v		

Storage Essentials Incident Details

Launching HP SIM and other Management Applications from Service Desk

Shortcuts can be created on the Service Desk shortcut bar to access various applications. To create a shortcut to HP Systems Insight Manager, follow these steps:

- 1. Right-click on one of the categories in the shortcut bar and select Add Group.
- 2. Enter a name for the new group, for example Management Tools.
- 3. Select the new group.
- 4. Right-click in the new group and select Add Shortcut.
- 5. In the Add Shortcut Windows, select File or URL.
- 6. Enter http://localhost:280 in the File or URL field, replacing localhost with the name or address of the Systems Insight Manger server.
- 7. Enter Systems Insight Manager in the Name field.
- 8. Click Ok.

Similar shortcuts can be created for other applications such as Network Node Manager Home Base and HP Web Jetadmin.

	service desk											_ 8
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Management Tool shortcuts in Service Desk

Launching HP SIM and the Insight Management Agents from Service Desk

Smart actions can be defined to provide direct launches to specific systems. These Smart Actions will be available in the Configuration Item window for a specified device. Clicking the Actions -> Insight Agents or Actions -> Systems Insight Manager menu items will launch newly defined actions.

Defining a Smart Action for the Insight Management Agents

- 1. In the HP OpenView Service Desk main window, select the Tools Menu and click on the System entry.
- 2. Under hp OpenView service desk, click Business Logic -> Actions -> Smart Actions.
- 3. Under Smart Actions, select the Configuration Items entry.
- 4. Click the New button to create a new Smart Action.
- 5. In the Text field, enter a name for the entry, for example "Insight Agents".
- 6. Click the Quick Find button next to the Application field.
- 7. Select Internet Explorer as the application. Note, if Internet Explorer is not the browser being used, define a new application entry for the appropriate browser and enter that in the Application field.
- 8. In the Parameters field, enter "https://[Search code]:2381"
- 9. Click OK to save the new Smart Action.
- 10. Close the Administrator Console.

🕻 Insight Agents -	Smart Action	? ×
Item	Configuration Item	ОК
Text	Insight Agents	Cancel
Application 👻	Internet Explorer	
Parameters		
https://[Search.code]2381	
	Insert at cursor position: Field 👻	
Comment		
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Smart Action defined for the Insight Management Agents

Defining a Smart Action for the in-context launch of HP Systems Insight Manager

- 1. In the HP OpenView Service Desk main window, select the Tools Menu and click on the System entry.
- 2. Under hp OpenView service desk, click Business Logic -> Actions -> Smart Actions.
- 3. Under Smart Actions, select the Configuration Items entry.
- 4. Click the New button to create a new Smart Action.
- 5. In the Text field, enter a name for the entry, for example "Systems Insight Manager".
- 6. Click the Quick Find button next to the Application field.
- Select Internet Explorer as the application. Note, if Internet Explorer is not the browser being used, define a new application entry for the appropriate browser and enter that in the Application field.
- 8. In the Parameters field, enter

"https://HPSIM:50000/mxportal/MxContextLaunch.jsp?systems=[Search code]&tool=DEFAULT", where HPSIM is the name or address of your Systems Insight Manager server.

- 9. Click OK to save the new Smart Action.
- 10. Close the Administrator Console.

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Smart Action defined for HP Systems Insight Manager

Additionally, similar smart actions can be defined for Incidents so the user could launch to the webenabled agents or Systems Insight Manager from the Incident page.

🛃 hp OpenView se	ervice desk					
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Service Desk	Incident	S All calls for this CI				
®	ID	All incidents for this CI All problems for this CI	Description	Category	Status 🛆	<u> </u>
	🖃 Registered - 3	Open calls for this CI				
Service Today	2,707	S Open calls per workgroup	Started VPM Acquisition	Hardware	Registered	
	2,708	S Open incidents for this CI	VPM Generic Radia Error	Hardware	Registered	
_4=1	2,712	S Open problems for this CI	UCD SNMP Agent Shutdown	Hardware	Registered	
<u> </u>	<mark>2,714</mark>	-	Virtual Machine Powered On	Hardware	Registered	
Service call	2,729	Kara Insight Agents	Physical Drive Threshold Passed (3037)	Hardware	Registered	
	2,740	😤 Ping CI	Installed VPM Patch Agent	Hardware	Registered	
	2,741	😤 Systems Insight Manager	Rising Threshold Passed (10005)	Hardware	Registered	
	2,750	🟂 Create subcontract service call	Started VPM Scan for System	Hardware	Registered	
Incident	2,751	€ Reply	Completed VPM Scan for System	Hardware	Registered	
moldorit	2,759	мімів	Started VPM Acquisition	Hardware	Registered	
	2,761	MIMIR	VPM Scan Definitions Up-to-date	Hardware	Registered	
()	2,760	MIMIR	VPM / STAT Up-to-date	Hardware	Registered	
	2,787	WOKING	Started VPM Scan for System	Hardware	Registered	
Problem 🔽	2,788	MIMIR	Power Redundancy Lost (6032)	Hardware	Registered	
Organization	2,789	MIMIR	Power Redundancy Restored (6054)	Hardware	Registered	
CMDB	2,098	MIMIB	NIC Connectivity Restored	Hardware	Registered	
SLM	2,156	MIMIB	Physical Drive Status Change	Hardware	Registered	
Management Tools	2,155	MIMIR	Logical Drive Status Change	Hardware	Registered	-
25 Item(s)						

Smart Actions defined for the Incident view.

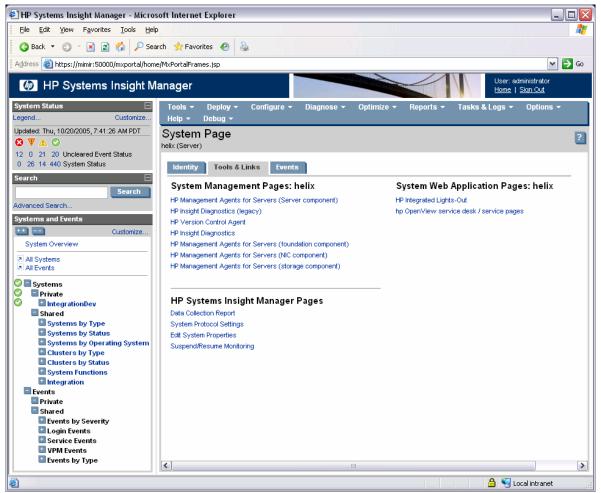
Service Desk Service Pages

Updating Systems Insight Manager to Discover the Service Desk Web Interface

The Systems Insight Manager server can be modified to discover the Service Pages web interface running on a server. This will appear on System Page under the Links tab.

Open the additionalWsDisc.props file in the Systems Insight Manager\config\identification directory.

Add the following line to the file: "8080=OpenView Service Desk - Service Pages,sdsp45/index.html,true,false, ,http" Note: This entry may change if 8080 is not the port being used or <u>http://server:8080/sdsp45/index.html</u> is not the default start page.



Service Pages Discovered in Systems Insight Manager

Adding Service Pages Tools Menu Entry

Adding this tool definition will allow the user to launch to the OpenView Service Desk Service Pages from within Systems Insight Manager.

1. Copy the servicedesk.xml file to the Systems Insight Manager\tools directory.

- 2. Open a command prompt and change to the Systems Insight Manager\tools directory.
- 3. Run the command "mxtool -a -f servicedesk.xml" to add the new entries to the Tools Menu.

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• ▼ 🛆 🥝			nd Line		;						Customiz
0 20 20 Uncleared Event Status		stom nsole:	Comma	ands		2					
26 14 440 System Status			s ment P	kocer		or	🔔 0 Minor 🛇 53 Normal 🔟 0	Disabled 21 Unknown Tota	al: 54		
arch 📃			Node			м	VM System Name	↑ System Type	System Address	Product Name	OS Name
Search			w Serv		~	•	Service Pages	Desktop	172.25.54.97	Deskpro	Microsoft
vanced Search		0	(1)	(i)	0	G	Web Console	Server	172.25.52.36	hp server	Microsoft
stems and Events		\bigcirc				(i)	apache	Workstation	16.101.168.135	Solaris	
Customize		\bigcirc	(i)	(i)	0	i	athena	Server	170.50.5.8	ProLiant DL320	Linux - Vi
System Overview		\bigcirc		(j)		(i)	athena-w2k3vm	Unknown	170.50.5.87		
All Systems		\bigcirc		(i)		(i)	athena-w2kvm	Unknown	170.50.4.90		
All Events		0				0	balthasar	Desktop	16.101.169.205	Deskpro	Microsoft
Systems		0				(i)	blackfoot	Workstation	172.25.52.34	Solaris	
Private IntegrationDev		0	\odot	\odot	0	(i)	callisto	Server	170.50.4.130	ProLiant DL320 G3	Microsoft
Shared		0					callisto-ilo	Management Processor	170.50.4.126	Integrated Lights-Out	Embedde
Systems by Type		_					in Server callisto				
Systems by Status		0	(1)	0	0	i	calypso	Server	172.25.52.28	ProLiant ML310 G1	Microsoft
Systems by Operating System Clusters by Type		0	(i)	(j)	0		castle	Server	16.101.168.133	9000/800/A500-7X	HP-UX
Clusters by Status		0					castle-gsp	Management Processor		HP Single Partition Se	
System Functions		0				i	chickasaw	Workstation	172.25.52.29	Solaris	
Integration Events		0	(i)	١	0		clock	Server	170.50.6.244	ProLiant DL360	NetWare
Private		\odot				Δ	daedalus	Desktop	172.25.52.27	Professional Workstati	
Shared		\bigcirc	0	(i)	0	i	epping	Server	170.50.4.16	Linux Server	LINUX
Events by Severity		\odot					epping-riloe in Server epping	Management Processor	170.50.4.8	Remote Insight Lights	Embedde
* Login Events Service Events		0				(i)	frost	Desktop	170.50.4.115	Deskpro EN Series	Microsoft
VPM Events		ŏ	0	(i)	0	U	quard	Server	170.50.4.62	ProLiant DL320	Linux - Re
Events by Type	<	-	~	U			Same a				
									re Selection As	Delete	Print

Tool Menu Additions to Systems Insight Manager

Viewing Incidents in Service Pages

It may be necessary to modify the Services Pages settings in order to display the Incidents automatically created by System Insight Manager.

- 1. Open the Administrator Console.
- 2. Navigate to Service Pages->Presentation->Incident.
- 3. Select Workgroup All Incidents and modify the Filter settings.
- 4. Select Workgroup Open Incidents and modify the Filter settings.

For example, click Filter, go to the More Choices tab, and uncheck the box for Part of the Assigned Workgroup.

hp OpenView service desk / File Edit View Favorites	Tools Help	Links			
			Address 🕘 http://localho	st:8080/sd-sp45/index.html	.
invent.	Organization: I Location: USA(Telephone:	em administrator Timezone: CS T Service Management Dept. Language: en)1 @invention-inc.com			
Menu		Inci	dent (full list)		
ervice call » ncident »	Registered	ID Description	Category Priority Impa	ct Configuration	Deadline
New incident	Dec 2, 2004 10:50:08 AM	2750 Started VPM Scan for System	Hardware None None	SPIRAL	Dec 9, 2004 9:00:00 AM
Incidents (full list) Incidents (restricted list)	Dec 2, 2004 10:56:13 AM	2751 Completed VPM Scan for System	Hardware None None	SPIRAL	Dec 9, 2004 9:00:00 AM
Problem »	Dec 2, 2004 12:38:57 PM	2759 Started VPM Acquisition	Hardware None None	MIMIR	Dec 9, 2004 9:00:00 AM
hange » /ork order »	Dec 2, 2004 9:25:20 AM	2729 Physical Drive Threshold Passed (3037)) Hardware None None	SPIRAL	Dec 9, 2004 9:00:00 AM
AQ	Dec 2, 2004 10:06:02 AM	2740 Installed VPM Patch Agent	Hardware None None	MIMIR	Dec 9, 2004 9:00:00 AM
hange password	Dec 2, 2004 10:08:03 AM	2741 Rising Threshold Passed (10005)	Hardware None None	MIMIR	Dec 9, 2004 9:00:00 AM
og out	Dec 2, 2004 3:42:57 PM	2787 Started VPM Scan for System	Hardware None None	WOKING	Dec 9, 2004 9:00:00 AM
	Dec 2, 2004 3:43:56 PM	2788 Power Redundancy Lost (6032)	Hardware None None	MIMIR	Dec 9, 2004 9:00:00 AM
Links	Dec 2, 2004 3:44:31 PM	2789 Power Redundancy Restored (6054)	Hardware None None	MIMIR	Dec 9, 2004 9:00:00 AM
<u>ewlett-Packard</u> o OpenView	Dec 2, 2004 12:39:22 PM	2760 VPM / STAT Up-to-date	Hardware None None	MIMIR	Dec 9, 2004 9:00:00 AM
ervice desk	Dec 2, 2004 12:39:25 PM	2761 VPM Scan Definitions Up-to-date	Hardware None None	MIMIR	Dec 9, 2004 9:00:00 AM
	Dec 2, 2004	2777 Rising Threshold Passed (10005)	Hardware None None	PHANTOM	Dec 9, 2004

Service Pages Full Incident List

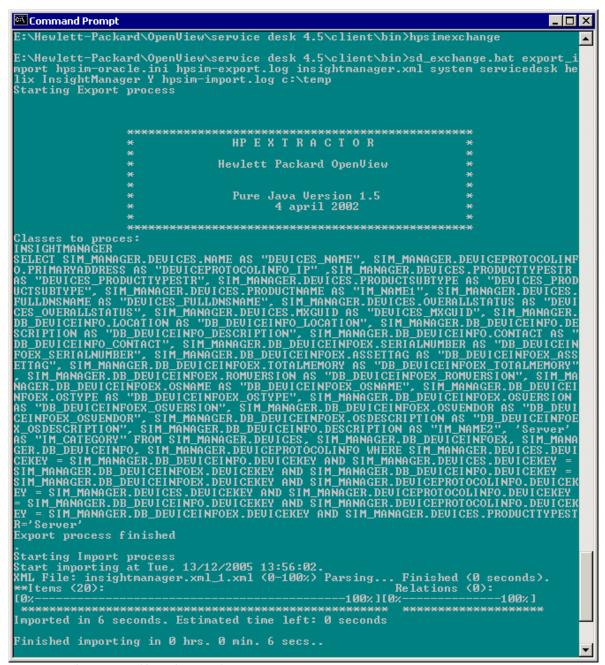
In the open wiew service desk / s	service pages - Microsoft Internet Explore	r X
<u>File E</u> dit <u>V</u> iew F <u>a</u> vorites	Tools Help	10
← Back ▾ ⇒ ▾ 🖄 🙆 🖓	🔍 🕄 Search 👔 Favorites 🎯 Media 🎯	🖏 - 🎒 🛛 🖂 Address 餐 http://localhost:8080/sd-sp45/index.htm 💌 🄗 Go
invent		imezone: CST anguage: eng (USA)
Menu		View/Edit Incident
Service call » Incident »	ID Status	2156 Registered 💌
 New incident Incidents (full list) 	Description	Physical Drive Status Change
 Incidents (idit list) Incidents (restricted list) 	Category	Hardware 🔻
Problem »	Impact	None
Change » Work order »	Priority	None 💌
FAQ	Registered	Oct 13, 2004 10:22:57 AM
FAQ	Deadline	Oct 20, 2004 10:00:00 AM
Change password Log out	Configuration Item	MIMIR
Log out	To workgroup	
	To person	
Links	Information	drive. Location: Slot 0 Bus Number: 2 Bay: 1 Model: COMPAQ
<u>Hewlett-Packard</u> <u>hp OpenView</u>		BF01885A34 FW Rev: HPB3 Serial Number: 3JY0BC4V000073414V9C Failure
service desk		Code: O Status: failed
	Solution	
🕘 Done		🛛 🗮 Local intranet

Service Pages Specific Incident created by Systems Insight Manager

Scheduling the HP SIM Data Exchange

OpenView Service Desk provides command line utilities for performing various data exchange tasks. One of these tools (sd_exchange.bat) can be used to import data from the HP SIM database. A sample script is included (hpsimexchange.bat) that will execute the sd_exchange command to export data from the HP SIM database and then import that data into service.

This script can be scheduled in the Task Scheduler in order to provide periodic updates to the Service Desk database from Systems Insight Manager.



Service Desk command-line data exchange

The user must edit the hpsimexchange.bat file to include the correct configuration file, username, password, and ServiceDesk server name.

Open the Windows Control Panel and select Scheduled Tasks.

Click Add Scheduled Task and then click Next.

Click the Browse button and select the hpsimexchange.bat file located in the \service desk 4.5\client\bin directory.

Scheduled Task Wizard		×
	<u>Click</u> the program you want Windows To see more programs, click Browse.	
	Application	Version 🔺
y y	4 HP Array Configuration Utility	7.40.8.0
	🚯 HP Array Configuration Utility	7.40.7.0
	4 HP Array Configurtion Utility CLI	7.40.7.0
1000	🚯 HP Array Diagnostic Utility	7.40.7.0
	IIII HP ProLiant Integrated Mana	5.2.0.0
	HP ProLiant Legacy Port Con	1.8.2195.0
	🖾 UD Custom Management He	c nn 2000 11 🔟
		Browse
	< <u>B</u> ack <u>N</u> ext >	Cancel

Enter a name for the task and how often the task should run, then click Next.

Scheduled Task Wizard		×
	Lype a name for this task. The task name can be the same name as the program name. hpsimexchange Perform this task: Daily Weekly Monthly One time only When my computer starts When I Jog on 	
	< <u>B</u> ack <u>N</u> ext > Cancel	

Enter a time for the task to execute and click Next.

Scheduled Task Wizard		×
	Select the time and day you want this task to start. Start time: 2:05 M = = Perform this task: © Every Day © Weekdays © Every 1 = days Start date: 12/13/2005 T	
	< <u>B</u> ack <u>N</u> ext > Cancel	

Enter the login credentials to execute the task, click Next, then click Finished.

Scheduled Task Wizard			×
	Enter the name and pas run as if it were started b	sword of a user. The task will by that user.	
· 9	Enter the user n <u>a</u> me:	HELIXVAdministrator	
-1-	Enter the password:	*****	
6	<u>C</u> onfirm password:	******	
			_
	< <u>B</u> ack	Next > Cancel	

HP OpenView Web Console

Updating Systems Insight Manager to Discover the OpenView Web Console

The Systems Insight Manager server can be modified to discover the OpenView Web Console running on a server. This will appear on System Page under the Links tab.

Open the additionalWsDisc.props file in the Systems Insight Manager\config\identification directory.

Add the following line to the file:

"80=HP OpenView Web Console,ovportal,true,false, ,http" Note: This entry may change if 80 is not the port being used or <u>http://server:80/ovportal</u> is not the default start page.

Adding OpenView Web Console Tools Menu

This will allow the user to launch to the OpenView Web Console from within Systems Insight Manager.

- 1. Copy the ovwebconsole.xml file to the Systems Insight Manager\tools directory.
- 2. Open a command prompt and change to the Systems Insight Manager\tools directory.
- Run the command "mxtool –a –f ovwebconsole.xml" to add the new entries to the Tools Menu.

BP OpenView Web Console - Mic		🖏 🛛 🗃 🗍 Address 🗃 http)://woking/ovportal	× ₩ • ๙₀
system: HP OpenView	Web Console 💌 Jan 14, 20	 105 1:22:38 PM	Options 👔 🛛 Logout 💉 🕅 He	Ip?
HP OpenView Web				
object type	View: CI Per Category (Explorer)	•	9 🗟 🖾 🗙 🤶	Choose a
Configuration	围 CI Category ■ 周 Documentation	▲ Search code	Name 1	Location Search code
	📮 🗇 Hardware	ALTIRIS2	ProLiant 6400R	USA
🛆 Incident	🔁 🚸 Communication	AP-BUILD4	Linux Server	USA
Maintenance contract	■- 問 Input ■- 問 Memory	ATHENA	ProLiant DL320	USA
Organization	Printer	ATHENA-RHAS21VM	Linux Server	USA
i Person	🖻 🚸 Screen 🗟 🚸 Storage	ATHENA-W2K3VM	VMware Virtual Platform	USA
🔍 Problem	बि- ♦ System ⊡ ≣ Business PC	ATHENA-W2KVM	VMware Virtual Platform	USA
避 Project	副 Laptop	BL10E-GSX1	ProLiant BL10e	USA
🕰 Service	🚽 🗒 Mainframe	BL10E-GSX3	ProLiant BL10e	USA
Service call	₿ Mini ₿ Server	BL10E-GSX5	ProLiant BL10e G2	USA
	- 🖪 Workstation	BL10E-MSVS2	ProLiant BL10e	USA
Service Level Agreement	📴 🗏 Video	CASTLE	9000/800/A500-	USA
Service	🚽 🗏 Operational Level Service		7X	
↓				
🗐 Done			📃 📄 🗮 Local intr	anet

OpenView Web Console Displaying Configuration Items

Launching to the Insight Agents

If Smart Actions that launch to the management agents are defined for Configuration Items and Incidents, these Smart Actions will be available in the OpenView Web Console.

<u>Edit View Favorites T</u> oo							L
Back 🔹 🔿 👻 🙆 🚮 🔇	🔍 Search	n 📓 Favorites 🛞 Media	3 B- 3	Address 🙆 http://w	oking/ovportal	•	ć
2							
HP OpenView Web (Conse	ole					
Object Type	Viouu	All Incidents (Table)		▼ 89	🔥 🖂 🗙 🍳 Cho	ose a Menu	lt.
	VIEW.					Jose a Ivienu	
	ID	Configuration Item Search code	Deadline	Description		Category	Ş
Configuration	🖻 Sta	atus: Registered (15 it	ems)				
	<u>151</u>	OSHPUX11001	12/09/01 07:00	Root password cha	nged on Server02	Hardware	F
Maintenance contract	<u>152</u>	PCKAY006	01.00	Memory error: map	ping: FFF x 0008AAF	Hardware	F
📲 Organization	<u>153</u>	PCKAY009	26/09/01 07:00	Server down: No co	onnection after 45 sec.	Hardware	F
	<u>155</u>	PCKAY002	30/09/01 07:00	Server 02 booted		Hardware	F
	<u>165</u>	SRVHPO04	26/08/01 07:00	CPU bottleneck der 100 % and the que	<u>A</u> New		_
🗱 Project	0.000	AATAATO			🖾 Open Form		
🚳 Service	2,930	MIMIR	21/01/05 09:00	Power Redundancy	× Delete		
Service call	<u>2,931</u>	MIMIR	21/01/05 09:00	Power Redundancy	All calls for this CI All incidents for this	CI	_
Service Level	<u>2,932</u>		21/01/05	Server Reset Dete	🐱 All problems for this		
-			09:00	-	🐼 Open calls for this CI		_
Service Today	<u>2,933</u>		21/01/05 09:00	FOUT LITUIS OCCUL	🖲 Open calls per workg 🐼 Open incidents for th		_
🙀 Workgroup	2 034	SPIRAL	21/01/05		The second secon		-
e Work order	2,304	OFINAL	09:00	FOST Entris occur	😤 Insight Agents		
	<u>2,935</u>		21/01/05	Physical Drive Thre			
			09:00		😤 Systems Insight Man	iager	

OpenView Web Console Incident Pop-up Actions

Appendix A: Insight Manager SQL Data Exchange File

-- SQL database configuration file.

-- Entries beginning with "--" are comments.

- -- Several device types are included in this file, but only one
- can be active at a time. To import different types of devices,
- comment out the current device type and uncomment the device
- type you wish to import.

[DSN] NAME=HPSIM-APPIQ USR=system PWD=manager

[SYSTEM]

LOG=TRUE XML=TRUE DUMP=TRUE TXT=FALSE LOG_FILE=C:\Program Files\Hewlett-Packard\OpenView\service desk 4.5\client\data_exchange\log\insightmanager.log XML_OUTPUT_FILE=C:\Program Files\Hewlett-Packard\OpenView\service desk 4.5\client\data_exchange\xml\insightmanager.xml APPLICATION_NAME=INSIGHTMANAGER [CLASSES] NAME=INSIGHTMANAGER

```
[INSIGHTMANAGER]
SOURCE=[DB_DeviceInfo], [DB_DeviceInfoEx], [devices], [deviceProtocolInfo]
ATT=[devices_Name], \setminus
[devices_ProductTypeStr], \setminus
[devices fullDNSName], \
[devices_OverallStatus], \
[devices MxGUID], \setminus
[DB_DeviceInfo_Location], \setminus
[DB DeviceInfo Description], \
[DB_DeviceInfo_Contact], \setminus
[DB_DeviceInfoEx_SerialNumber], \
[DB DeviceInfoEx AssetTaq], \setminus
[DB_DeviceInfoEx_TotalMemory], \
[DB DeviceInfoEx ROMVersion], \
[DB_DeviceInfoEx_OSName], \
[DB_DeviceInfoEx_OSType], \setminus
[DB\_DeviceInfoEx\_OSVersion], \setminus
[DB_DeviceInfoEx_OSVendor], \
[DB_DeviceInfoEx_OSDescription], \setminus
[deviceProtocolInfo_PrimaryAddress], \
[IM_NAME1], \setminus
[IM_NAME2], \setminus
```

[IM_CATEGORY]

COLUMNS=[devices].[Name] AS [devices_Name], \ CAST ([deviceProtocolInfo].[PrimaryAddress] AS VARCHAR) AS [deviceProtocolInfo_PrimaryAddress], [devices].[ProductTypeStr] AS [devices_ProductTypeStr], \ CAST ([devices].[ProductName] AS VARCHAR) AS [IM NAME1], \ [devices].[fullDNSName] AS [devices_fullDNSName], \ [devices].[OverallStatus] AS [devices_OverallStatus], \ [devices].[MxGUID] AS [devices MxGUID], \setminus CAST ([DB_DeviceInfo].[Location] AS VARCHAR) AS [DB_DeviceInfo_Location], \ CAST ([DB DeviceInfo].[Description] AS VARCHAR) AS [DB DeviceInfo Description], CAST ([DB_DeviceInfo].[Contact] AS VARCHAR) AS [DB_DeviceInfo_Contact], \ CAST ([DB_DeviceInfoEx].[SerialNumber] AS VARCHAR) AS [DB_DeviceInfoEx_SerialNumber], \ CAST ([DB_DeviceInfoEx].[AssetTaq] AS VARCHAR) AS [DB_DeviceInfoEx_AssetTaq], \ [DB DeviceInfoEx].[TotalMemory] AS [DB DeviceInfoEx TotalMemory], \ CAST ([DB_DeviceInfoEx].[ROMVersion] AS VARCHAR) AS [DB_DeviceInfoEx_ROMVersion], \ CAST ([DB DeviceInfoEx].[OSName] AS VARCHAR) AS [DB DeviceInfoEx OSName], \ CAST ([DB_DeviceInfoEx].[OSType] AS VARCHAR) AS [DB_DeviceInfoEx_OSType], \ CAST ([DB DeviceInfoEx].[OSVersion] AS VARCHAR) AS [DB DeviceInfoEx OSVersion], \ CAST ([DB_DeviceInfoEx].[OSVendor] AS VARCHAR) AS [DB_DeviceInfoEx_OSVendor], \ CAST ([DB_DeviceInfoEx].[OSDescription] AS VARCHAR) AS [DB_DeviceInfoEx_OSDescription], \ CAST ([DB DeviceInfoEx].[OSName] AS VARCHAR) + ' - ' + \ CAST ([DB_DeviceInfoEx].[OSDescription] AS VARCHAR) + ' - ' + \ CAST ([DB DeviceInfo].[Description] AS VARCHAR) + $' - ' + \setminus$ CAST ([DB_DeviceInfo].[Location] AS VARCHAR) + ' - ' + \ CAST ([DB_DeviceInfo].[Contact] AS VARCHAR) AS [IM_NAME2], \ 'Server' AS [IM CATEGORY] --'Switch' AS [IM CATEGORY] --'Storage' AS [IM_CATEGORY] --'Workstation' AS [IM CATEGORY] --'MgmtProc' AS [IM_CATEGORY] --'Desktop' AS [IM CATEGORY] -- 'Printer' AS [IM_CATEGORY] --'Storage' AS [IM CATEGORY] LOADTABLE=FALSE CONDITION=[devices].[DeviceKey] = [DB DeviceInfo].[DeviceKey] AND \ [devices].[DeviceKey] = [DB_DeviceInfoEx].[DeviceKey] AND \ [DB_DeviceInfo].[DeviceKey] = [DB_DeviceInfoEx].[DeviceKey] AND \ [deviceProtocolInfo].[DeviceKey] = [devices].[DeviceKey] AND \ [deviceProtocolInfo].[DeviceKey] = [DB_DeviceInfo].[DeviceKey] AND \ [deviceProtocolInfo].[DeviceKey] = [DB_DeviceInfoEx].[DeviceKey] AND \ [devices].[ProductTypeStr]='Server' --[devices].[ProductTypeStr]='Switch'

--[devices].[ProductSubType]='Storage'

--[devices].[ProductTypeStr]='Workstation'

--[devices].[ProductTypeStr]='MgmtProc'

--[devices].[ProductTypeStr]='Desktop'

--[devices].[ProductTypeStr]='Printer'

--[devices].[ProductSubType]='StorageEssentials'

ORDERBY=[devices].[Name] ASC

Appendix B: Insight Manager Oracle Data Exchange File

- Oracle database configuration file.

- Entries beginning with "-" are comments.

- Several device types are included in this file, but only one
- can be active at a time. To import different types of devices,
- comment out the current device type and uncomment the device
- -- type you wish to import.

--

[DSN] NAME=HPSIM-APPIQ USR=system PWD=manager

[SYSTEM]

LOG=TRUE XML=TRUE DUMP=TRUE TXT=FALSE LOG_FILE="E:\Program Files\Hewlett-Packard\OpenView\service desk 4.5\client\data_exchange\log\insightmanager.log" XML_OUTPUT_FILE="E:\Program Files\Hewlett-Packard\OpenView\service desk 4.5\client\data_exchange\xml\insightmanager.xml" APPLICATION_NAME=INSIGHTMANAGER

[CLASSES] NAME=INSIGHTMANAGER

[INSIGHTMANAGER] SOURCE=SIM MANAGER.DEVICES, SIM MANAGER.DB DEVICEINFOEX, SIM MANAGER.DB DEVICEINFO, SIM MANAGER.DEVICEPROTOCOLINFO $ATT=[devices_Name], \setminus$ [devices ProductTypeStr], \ [devices_ProductSubType], \ [devices SubType2], \setminus [devices_fullDNSName], \ [devices_OverallStatus], \ [devices MxGUID], \setminus [DB_DeviceInfo_Location], \setminus [DB DeviceInfo Description], \setminus [DB_DeviceInfo_Contact], \setminus $[DB_DeviceInfoEx_SerialNumber], \setminus$ $[DB_DeviceInfoEx_AssetTaq], \setminus$ [DB_DeviceInfoEx_TotalMemory], \ $[DB_DeviceInfoEx_ROMVersion], \setminus$ [DB_DeviceInfoEx_OSName], \ [DB_DeviceInfoEx_OSType], \setminus [DB_DeviceInfoEx_OSVersion], \setminus

[DB_DeviceInfoEx_OSVendor], \ [DB_DeviceInfoEx_OSDescription], \ [deviceProtocolInfo_ip], \ [IM_NAME1], \ [IM_NAME2], \ [IM_PARENT], \ [IM_CATEGORY]

COLUMNS=SIM_MANAGER.DEVICES.NAME AS [devices_Name], \ SIM MANAGER.DEVICEPROTOCOLINFO.PRIMARYADDRESS AS [deviceProtocolInfo ip], \ SIM_MANAGER.DEVICES.PRODUCTTYPESTR AS [devices_ProductTypeStr], \ SIM MANAGER.DEVICES.PRODUCTSUBTYPE AS [devices ProductSubType], \ SIM_MANAGER.DEVICES.SUBTYPE2 AS [devices_SubType2], \ SIM MANAGER.DEVICES.PRODUCTNAME AS [IM NAME1], \ SIM MANAGER.DEVICES.FULLDNSNAME AS [devices fullDNSName], \ SIM MANAGER.DEVICES.OVERALLSTATUS AS [devices OverallStatus], \ SIM_MANAGER.DEVICES.MXGUID AS [devices_MxGUID], \ SIM MANAGER.DB DEVICEINFO.LOCATION AS [DB DeviceInfo Location], \ SIM_MANAGER.DB_DEVICEINFO.DESCRIPTION AS [DB_DeviceInfo_Description], \ SIM MANAGER.DB DEVICEINFO.CONTACT AS [DB DeviceInfo Contact], \ SIM_MANAGER.DB_DEVICEINFOEX.SERIALNUMBER AS [DB_DeviceInfoEx_SerialNumber], \ SIM_MANAGER.DB_DEVICEINFOEX.ASSETTAG AS [DB_DeviceInfoEx_AssetTag], \ SIM_MANAGER.DB_DEVICEINFOEX.TOTALMEMORY AS [DB_DeviceInfoEx_TotalMemory], \ SIM_MANAGER.DB_DEVICEINFOEX.ROMVERSION AS [DB_DeviceInfoEx_ROMVersion], \ SIM MANAGER.DB DEVICEINFOEX.OSNAME AS [DB DeviceInfoEx OSName], \ SIM_MANAGER.DB_DEVICEINFOEX.OSTYPE AS [DB_DeviceInfoEx_OSType], \ SIM_MANAGER.DB_DEVICEINFOEX.OSVERSION AS [DB_DeviceInfoEx_OSVersion], \ SIM MANAGER.DB DEVICEINFOEX.OSVENDOR AS [DB DeviceInfoEx OSVendor], \ SIM MANAGER.DB DEVICEINFOEX.OSDESCRIPTION AS [DB DeviceInfoEx OSDescription], SIM_MANAGER.DB_DEVICEINFO.DESCRIPTION AS [IM_NAME2], \ 'Server' AS [IM CATEGORY] --'Switch' AS [IM_CATEGORY] --'Storage' AS [IM CATEGORY] --'Workstation' AS [IM_CATEGORY] --'MgmtProc' AS [IM_CATEGORY] --'Desktop' AS [IM CATEGORY] --'Printer' AS [IM_CATEGORY] --'Storage' AS [IM CATEGORY]

LOADTABLE=FALSE

CONDITION=SIM_MANAGER.DEVICES.DEVICEKEY = SIM_MANAGER.DB_DEVICEINFO.DEVICEKEY AND \ SIM_MANAGER.DEVICES.DEVICEKEY = SIM_MANAGER.DB_DEVICEINFOEX.DEVICEKEY AND \ SIM_MANAGER.DB_DEVICEINFO.DEVICEKEY = SIM_MANAGER.DEVICES.DEVICEKEY AND \ SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKEY = SIM_MANAGER.DEVICES.DEVICEKEY AND \ SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKEY = SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKEY = SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKEY = SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKEY = SIM_MANAGER.DEVICEINFO.DEVICEKEY AND \ SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKEY = SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKEY = SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKEY = SIM_MANAGER.DEVICEINFOEX.DEVICEKEY AND \ SIM_MANAGER.DEVICES.PRODUCTTYPESTR='Server'

--SIM_MANAGER.DEVICES.PRODUCTTYPESTR='Switch'

--SIM_MANAGER.DEVICES.PRODUCTSUBTYPE='Storage' --SIM_MANAGER.DEVICES.PRODUCTTYPESTR='Workstation' --SIM_MANAGER.DEVICES.PRODUCTTYPESTR='MgmtProc' --SIM_MANAGER.DEVICES.PRODUCTTYPESTR='Desktop' --SIM_MANAGER.DEVICES.PRODUCTTYPESTR='Printer' --SIM_MANAGER.DEVICES.PRODUCTSUBTYPE='StorageEssentials'

--The example below shows how to check all product subtype fields for the value "Storage" --so those items will be imported into the storage category. This example can be --modified to check for "StorageEssentials", etc.

```
--(SIM_MANAGER.DEVICES.PRODUCTSUBTYPE='Storage' OR \
--SIM_MANAGER.DEVICES.SUBTYPE2='Storage' OR \
--SIM_MANAGER.DEVICES.SUBTYPE3='Storage' OR \
--SIM_MANAGER.DEVICES.SUBTYPE4='Storage' OR \
--SIM_MANAGER.DEVICES.SUBTYPE5='Storage' OR \
--SIM_MANAGER.DEVICES.SUBTYPE6='Storage' OR \
--SIM_MANAGER.DEVICES.SUBTYPE7='Storage' OR \
--SIM_MANAGER.DEVICES.SUBTYPE8='Storage' OR \
```

Appendix C: servicedesk.xml file

```
<?xml version="1.0" encoding="UTF-8"?>
<!--
                                                                    -->
<!-- (c)2006 Hewlett-Packard Development Company, L.P., All Rights
Reserved -->
<!--
                                                                    -->
<!-- File: servicedesk.xml
                                                                     -->
<!--
                                                                     -->
<!-- Description:
                                                                    -->
<!-- This file defines tool definitions for OpenView Service
                                                                    -->
<!--
       Desk integration.
                                                                    -->
<tool-list>
    <web-launch-tool name="Service Pages" max-targets="0">
        <category>Monitoring Tool</category>
        <description>Display the Service Desk web page.</description>
        <default-target>CMS</default-target>
        <toolbox toolbox-name="Monitor Tools" />
        <web-block accepts-targets="false">
            <main-url><![CDATA[http://SERVICEDESK:8080/sd-
sp45/index.html]]></main-url>
        </web-block>
      <attribute name="menu-path">Tools|OpenView Service Desk</attribute>
        <attribute name="menu-sort-key">400</attribute>
      <attribute name="target-frame">ServicePages</attribute>
    </web-launch-tool>
```

</tool-list>

Appendix D: ovwebconsole.xml file

```
<?xml version="1.0" encoding="UTF-8"?>
<!--
                                                                    -->
<!-- (c)2006 Hewlett-Packard Development Company, L.P., All Rights
Reserved -->
<!--
                                                                    -->
<!-- File: ovwebconsole.xml
                                                                    -->
<!--
                                                                    -->
<!-- Description:
                                                                    -->
       This file defines tool definitions for OpenView Service
<!--
                                                                    -->
<!--
        Desk integration.
                                                                    -->
<!--
                                                                    -->
<tool-list>
    <web-launch-tool name="Web Console" max-targets="0">
        <category>Monitoring Tool</category>
        <description>Display the Service Desk web page.</description>
        <default-target>CMS</default-target>
        <toolbox toolbox-name="Monitor Tools" />
        <web-block accepts-targets="false">
            <main-url><![CDATA[http://OVWEBCONSOLE:80/ovportal]]></main-
url>
        </web-block>
     <attribute name="menu-path">Tools|OpenView Service Desk</attribute>
     <attribute name="menu-sort-key">400</attribute>
     <attribute name="target-frame">ServicePages</attribute>
    </web-launch-tool>
</tool-list>
```

For more information

http://www.hp.com/servers/manage http://www.hp.com/servers/integration http://managementsoftware.hp.com http://support.openview.hp.com/support

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