

Integrating HP OpenView Service Desk and HP Systems Insight Manager



Introduction	2
ACES XML Import	3
Importing items as Service Desk configuration items from the HP SIM database	4
Creating a new template	4
Install the InsightManager Configuration File	5
Creating a Data Source for Systems Insight Manager	6
Creating the Import Mapping for the HP SIM database	7
Creating and Importing the InsightManager XML file from the HP SIM database	8
Importing Different Types of Devices from Systems Insight Manager	10
Automatic incident creation from HP SIM events	13
Installing the Service Event Program	13
Creating a custom command	13
Creating an action on event	14
Adding other fields to the External Event Import Mapping	17
Launching HP SIM and other Management Applications from Service Desk	19
Launching HP SIM and the Insight Management Agents from Service Desk	20
Defining a Smart Action for the Insight Management Agents	20
Defining a Smart Action for the in-context launch of HP Systems Insight Manager	21
Service Desk Service Pages	23
Updating Systems Insight Manager to Discover the Service Desk Web Interface	23
Adding Service Pages Tools Menu Entry	23
Viewing Incidents in Service Pages	24
HP OpenView Web Console	26
Updating Systems Insight Manager to Discover the OpenView Web Console	28
Adding OpenView Web Console Tools Menu	29
Launching to the Insight Agents	29
Appendix A: Insight Manager Data Exchange File	31
Appendix B: servicedesk.xml file	36
Appendix C: ovwebconsole.xml file	37
For more information	38

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-to-end 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:

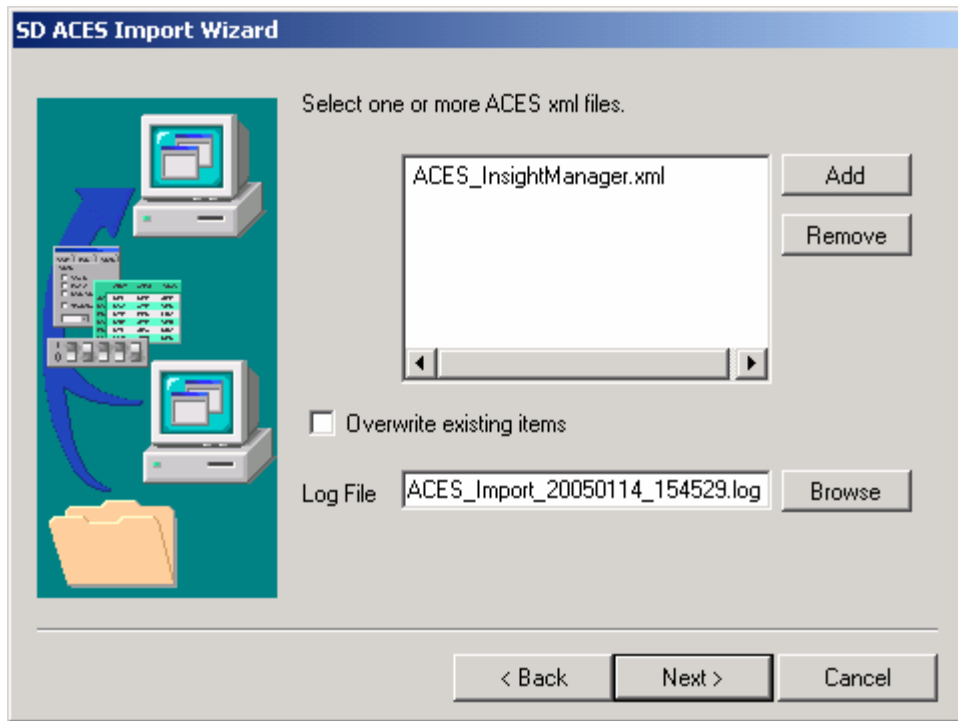
- InsightManager template based on the Default template
- Configuration Item Smart Action to launch the Insight Web Agents
- Configuration Item Smart Action to launch Systems Insight Manager in-context.
- Incident Smart Action to launch the Insight Web Agents
- Incident Smart Action to launch Systems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



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.

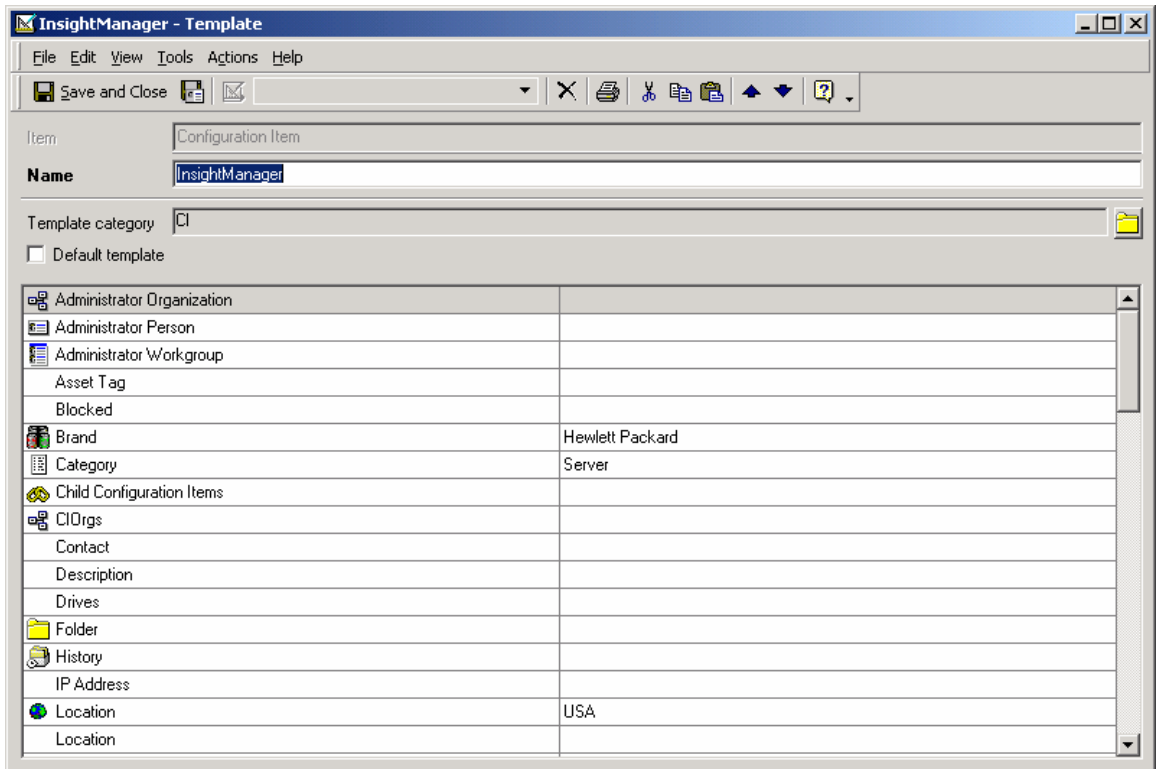
Importing items as Service Desk configuration items from the HP SIM database

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.
3. 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.



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

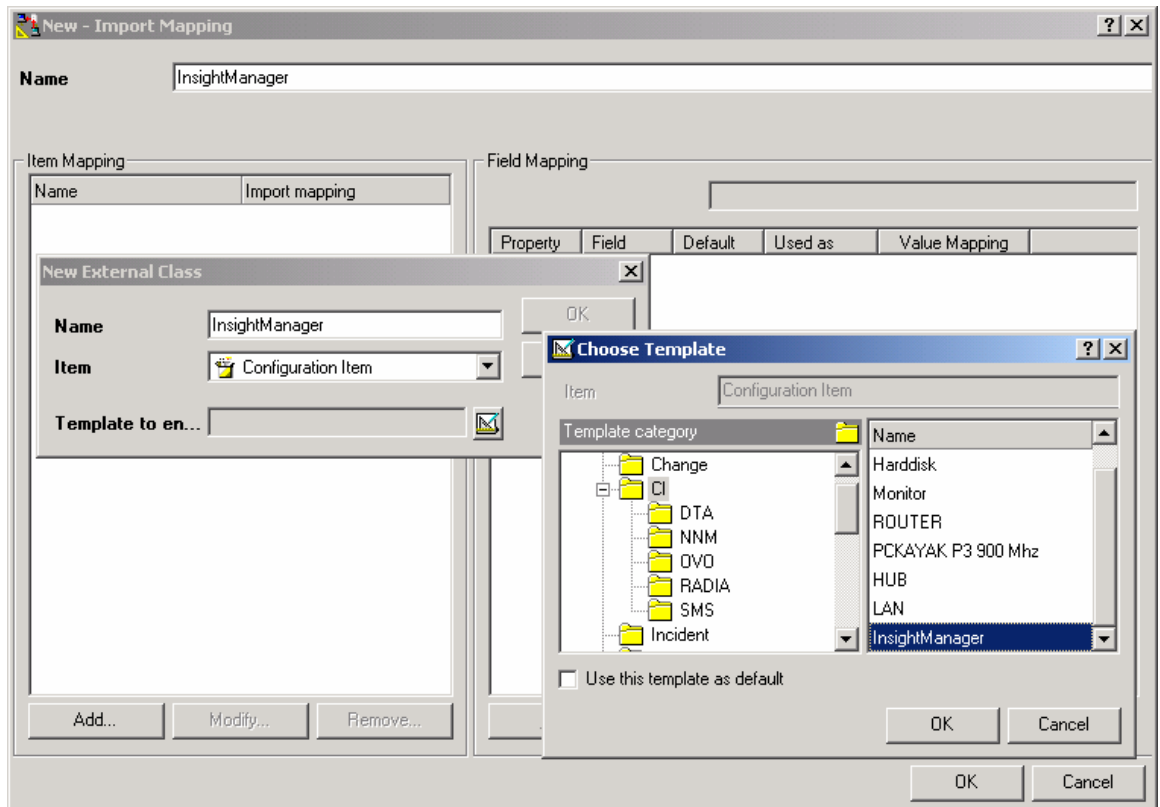
Create a System Data Source Name (DSN) on an OpenView Service Desk system that can connect to eh HP Systems Insight Manager database running on Oracle.

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.

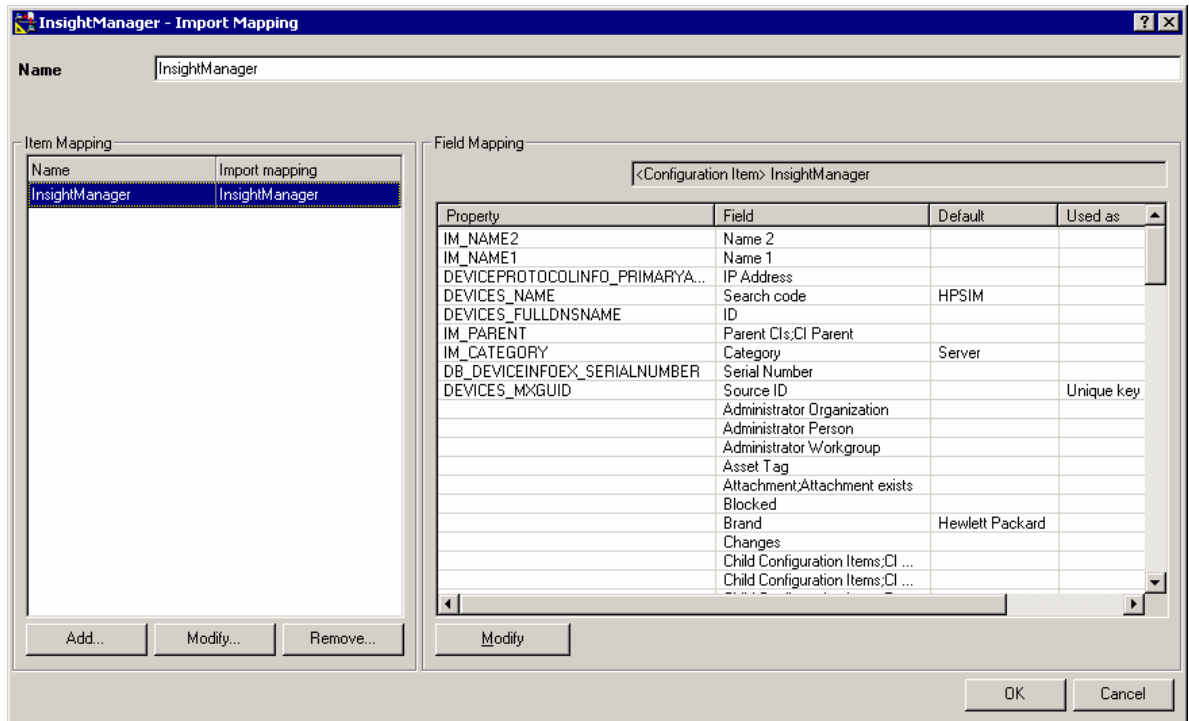
1. Open the Service Desk Administrator Console
2. Navigate to hp OpenView service desk->Data->Data Exchange->Import Mapping
3. Click the New button to create a new mapping.
4. Enter a name in the Name field, for example InsightManager.
5. Click the Add button under the Item Mapping window.
6. Enter a 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.



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 CI's; CI Parent	
DB_DEVICEINFOEX_SERIALNUMBER	Serial Number	
IM_NAME1	Name 1	
IM_NAME2	Name 2	
DEVICEPROTOCOLINFO_PRIMARYADDRESS	IP Address	

Import Mapping Table



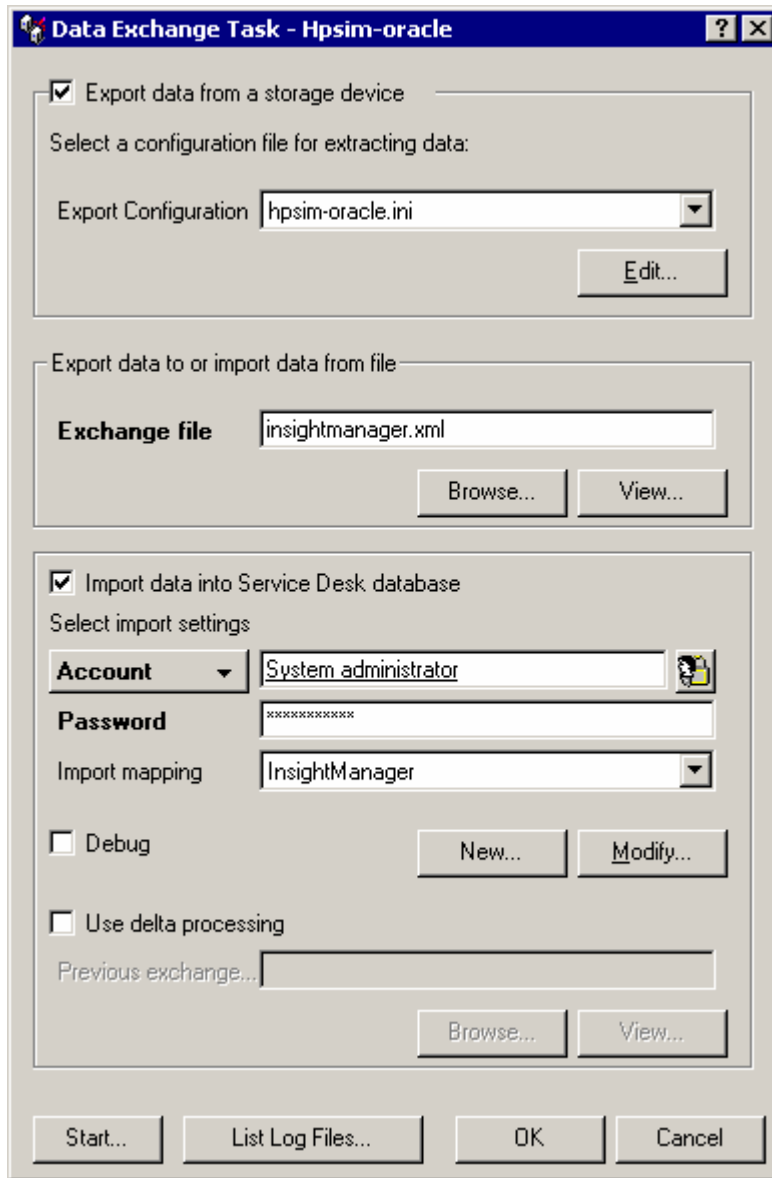
Default InsightManager Import Mapping

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).
6. 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 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.

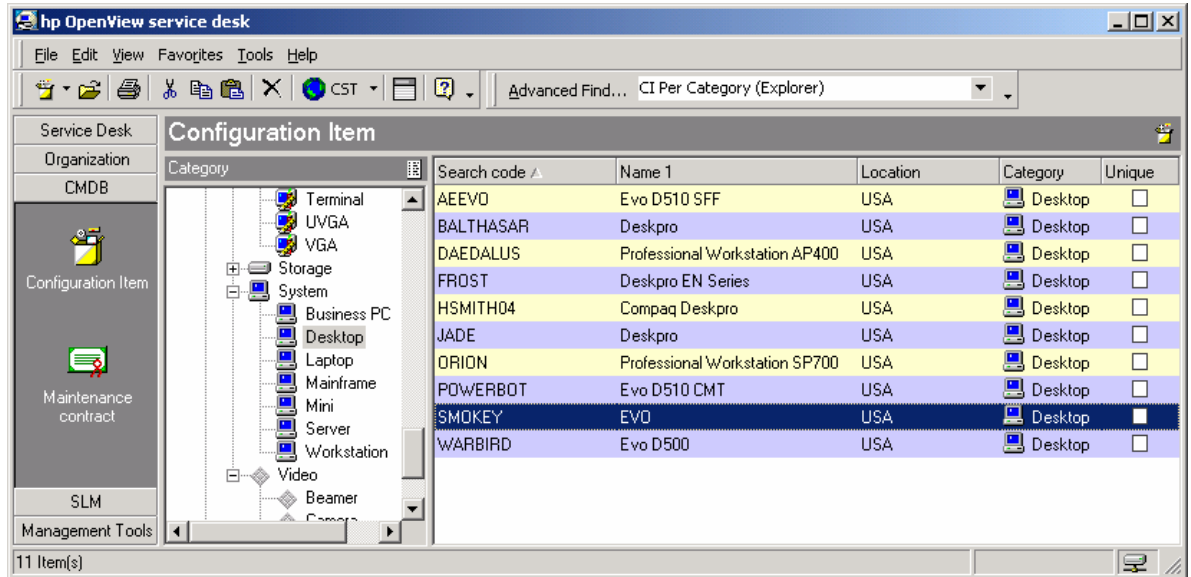
1. To create a new CI category, select Configuration Item in Service Desk
2. Browse to the Hardware->System category.
3. Right-click on System and select New CI Category.
4. Enter the name for the new category (for example, "Desktop")
5. If desired, select an icon for the new category.
6. Click Save 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.
8. 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

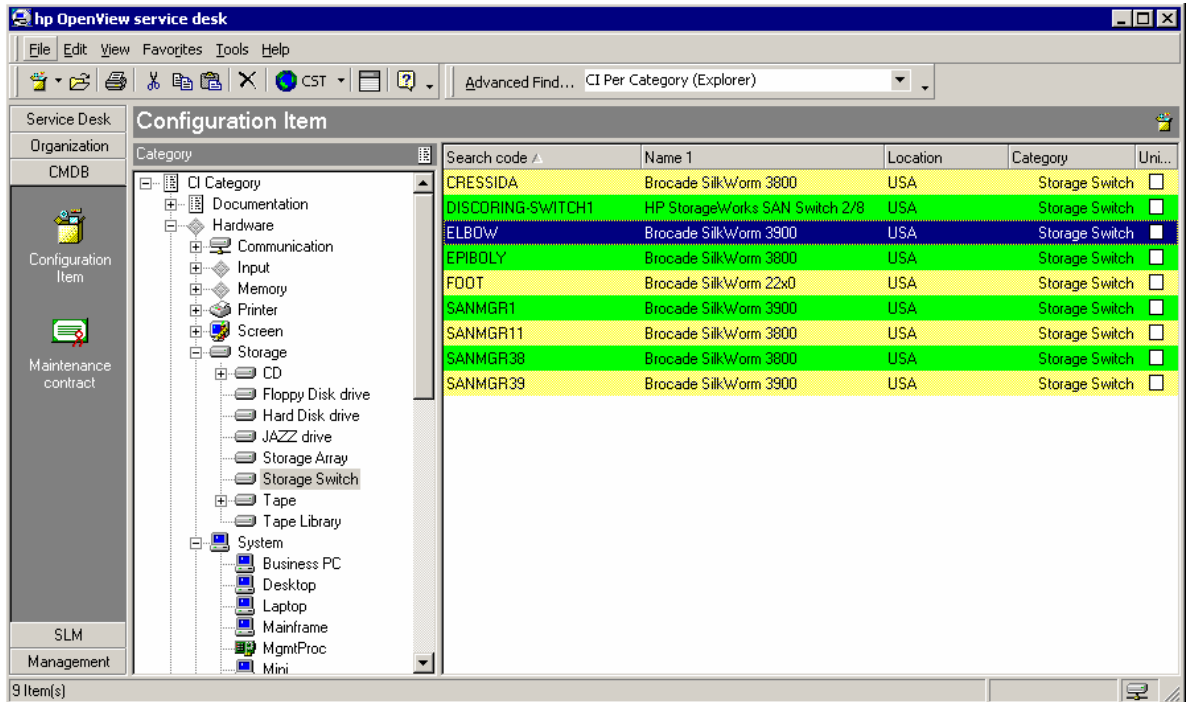
Insightmanager.ini value for [devices].[ProductTypeStr]	CI Category Exists	CI Category must be created
'Server'	X	
'Printer'	X	
'Workstation'	X	
'Switch'	X	
'Storage'	X	
'Desktop'		X
'MgmtProc'		X
'Enclosure'		X
'Rack'		X
'KVM'		X
'UPS'		X

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

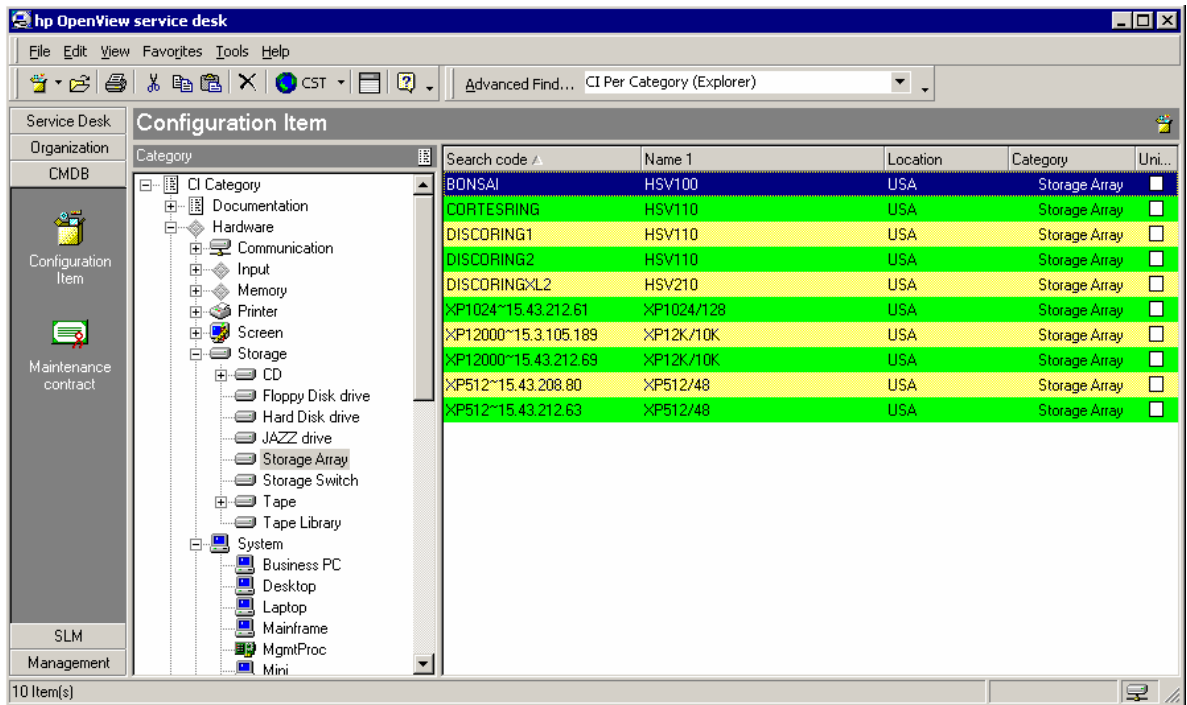
Importing Storage Essentials Devices from Systems Insight Manager

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".



Switch Devices



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 Manager 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.

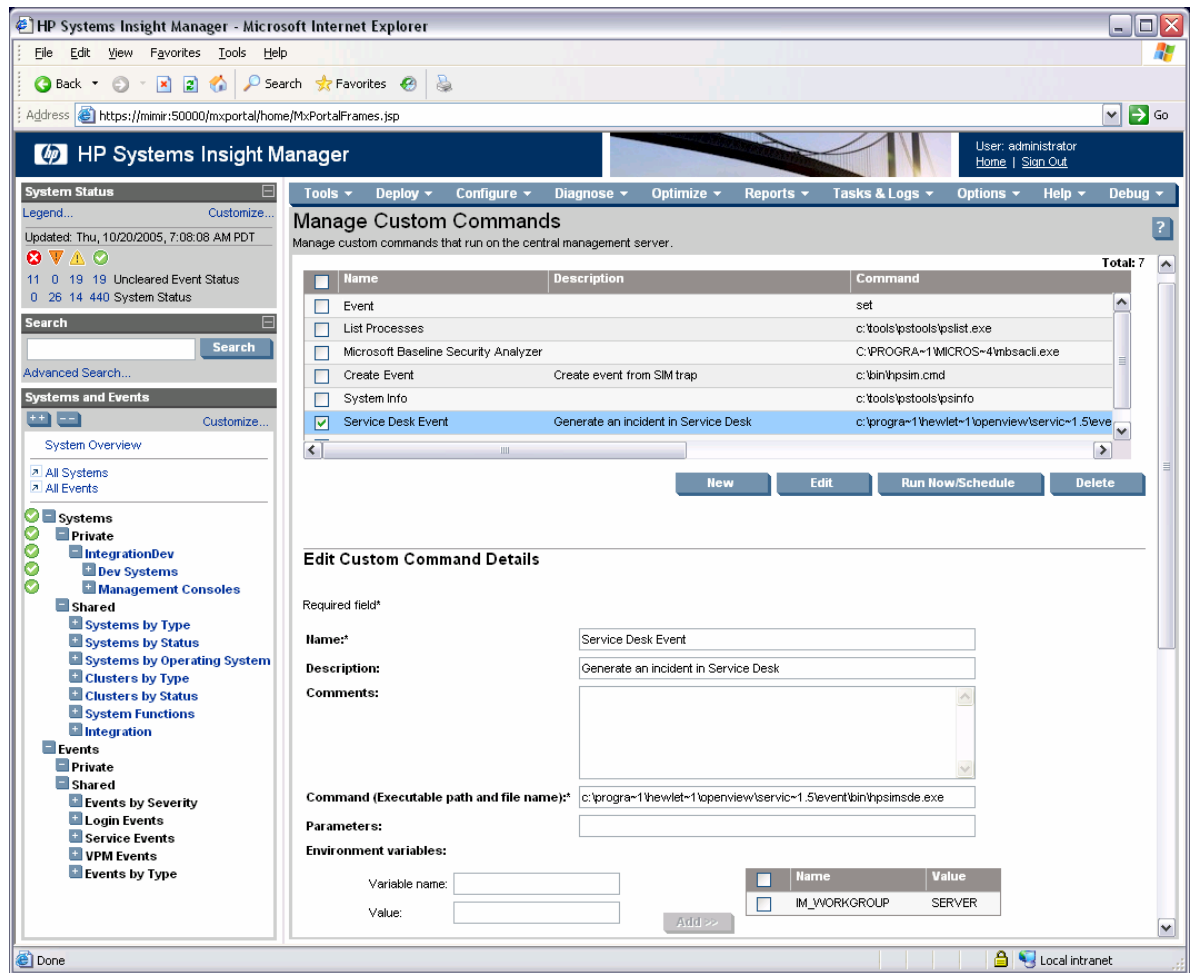
After installing the Service Event program and verifying the service pack level, edit the `sd_event.ini` file and input the appropriate account and server information. For example:

```
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.

1. 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.



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.

1. 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"
5. 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.

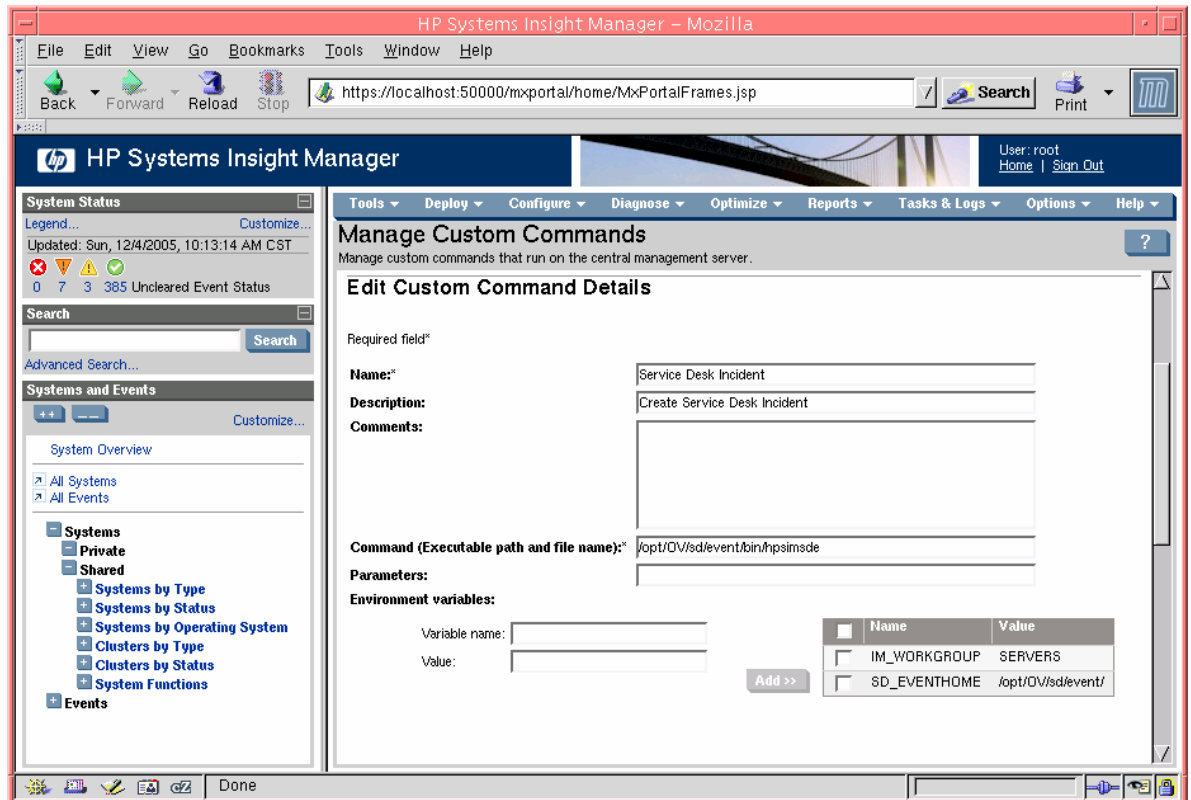
```

hpterm (castle via OPENSSH)
dequeue.pl      queuectl.pl      sd_event
# ls -l
total 304
-rwxr--r-- 1 root    root    15845 Jul 19  2002 Queue.pm
-rwxr--r-- 1 root    root     968 Jul 19  2002 addentry
-rwxr--r-- 1 root    root    4673 Jul 19  2002 dequeue.pl
-rwxr--r-- 1 root    root    2870 Jul 19  2002 enqueue.pl
-rwxrwxrwx 1 root    sys    32841 Nov 16 10:21 hpsimsde
-rwxr--r-- 1 root    root    2796 Jul 19  2002 queuectl.pl
-rw-r--r-- 1 root    root    9651 Jul 19  2002 readme_queueing.txt
-rwxrwxrwx 1 root    sys     773 Nov 15 15:49 sd
-rwxr--r-- 1 root    root   22537 Jul 19  2002 sd_event
-rw-r--r-- 1 root    root     192 Nov 15 15:38 sd_event.ini
-rw-rw-r-- 1 root    sys    1350 Nov 15 15:48 sd_event.log
# more sd_event.ini

[SD_EVENT]
LOGFILE=sd_event.log
ERROR_LOGFILE=sd_event_error.log
ACCOUNT=system/servicedesk
SERVER=helix.americas.cpqcorp.net
PORT=30980
MAPPING=external_event
CLASSNAME=incident
MODUS=insert
#

```

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



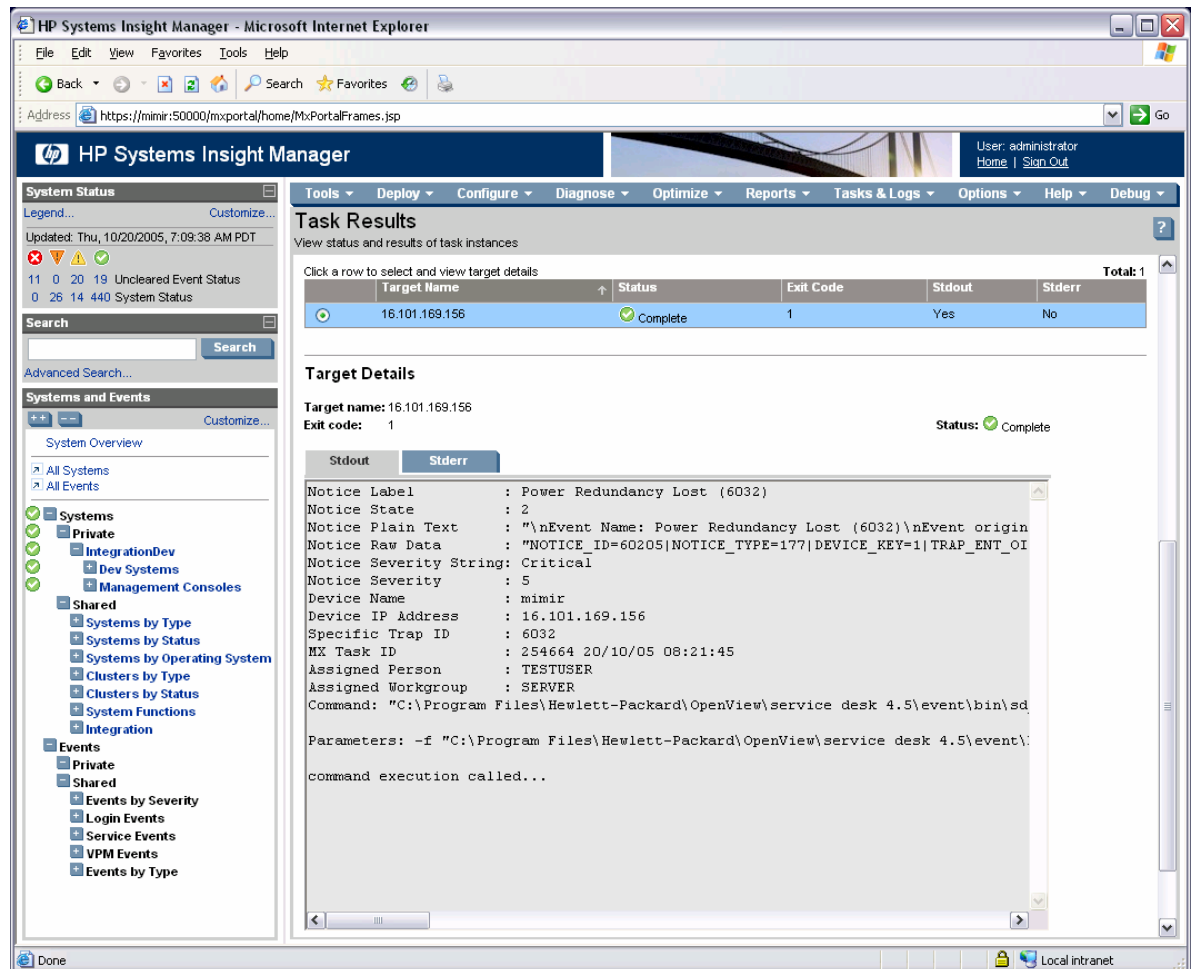
Creating a custom command in HP SIM running on HP-UX

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.
5. 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.



The screenshot displays the HP Systems Insight Manager interface in Microsoft Internet Explorer. The main content area shows the 'Task Results' for a task instance on target 16.101.169.156, which is in a 'Complete' status. The 'Target Details' section provides the following information:

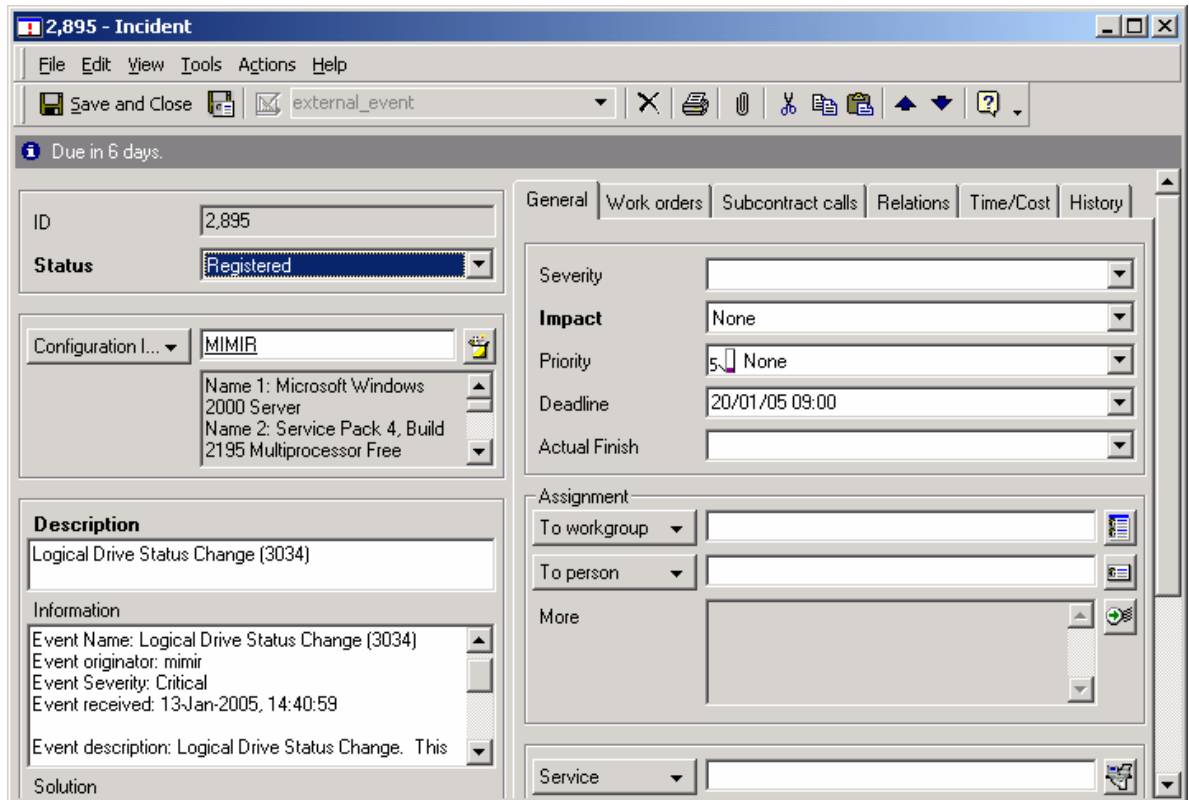
- Target name: 16.101.169.156
- Exit code: 1
- Status: Complete

The 'Stdout' tab shows the following details:

- Notice Label: Power Redundancy Lost (6032)
- Notice State: 2
- Notice Plain Text: "\nEvent Name: Power Redundancy Lost (6032)\nEvent origin
- Notice Raw Data: "NOTICE_ID=60205|NOTICE_TYPE=177|DEVICE_KEY=1|TRAP_ENT_OI
- Notice Severity String: Critical
- Notice Severity: 5
- Device Name: mimir
- Device IP Address: 16.101.169.156
- Specific Trap ID: 6032
- MX Task ID: 254664 20/10/05 08:21:45
- Assigned Person: TESTUSER
- Assigned Workgroup: SERVER
- Command: "C:\Program Files\Hewlett-Packard\OpenView\service desk 4.5\event\bin\sd

The 'Stderr' tab shows the output: Parameters: -f "C:\Program Files\Hewlett-Packard\OpenView\service desk 4.5\event\... command execution called...

Task Results for event forwarded to Service Desk.



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 OpenView service desk

File Edit View Favorites Tools Actions Help

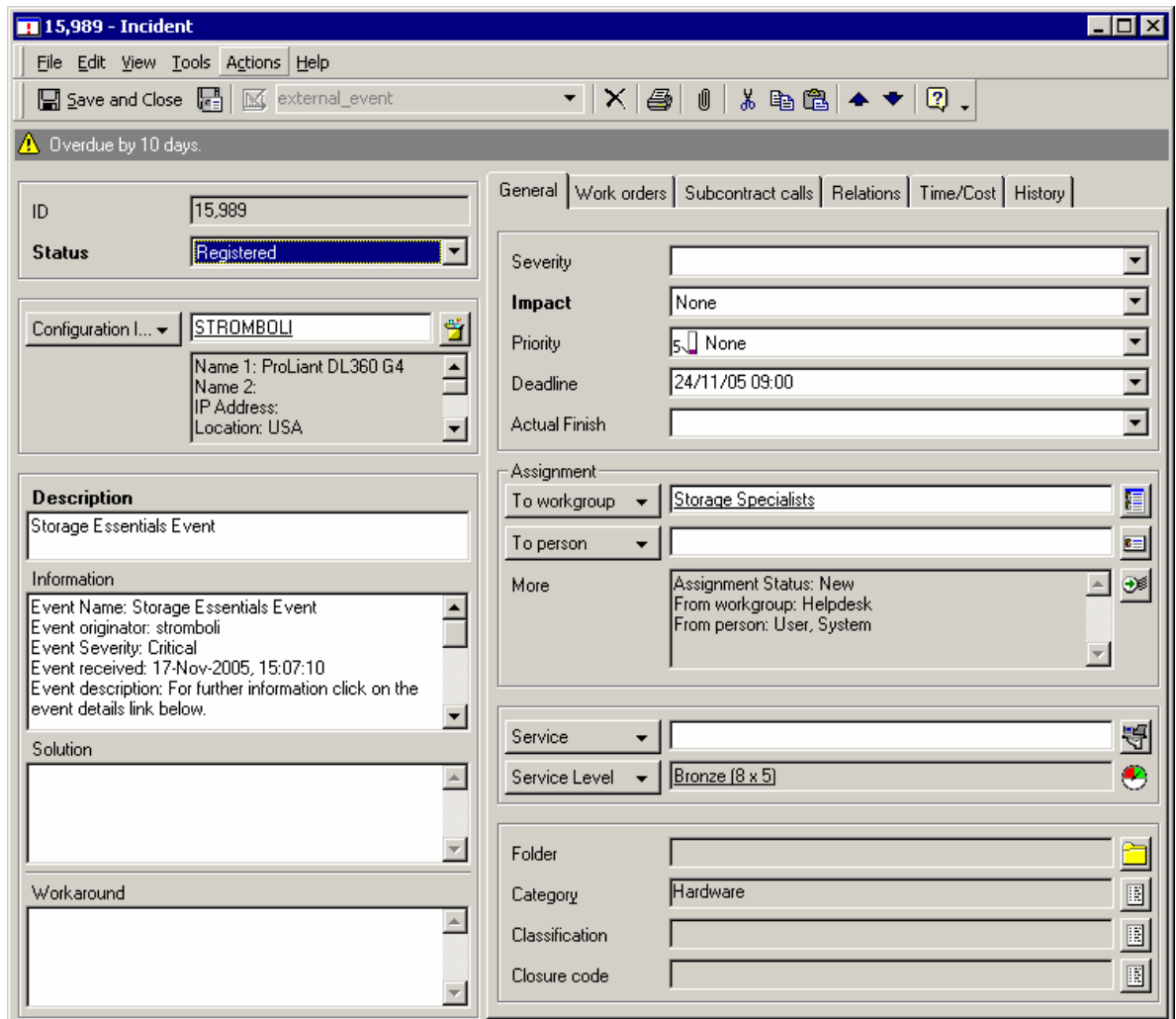
Advanced Find... All Incidents (Table)

Service Desk Incident

ID	Configuration Item	Deadline	Description	Category	Status
15,991	STROMBOLI		Error	Hardware	Registered
15,990	QTEST66		Partial Error	Hardware	Registered
15,989	STROMBOLI		Storage Essentials Event	Hardware	Registered
15,972	STROMBOLI		Access Point Missing	Hardware	Registered
15,967	CRESSIDA		Element Missing	Hardware	Registered
15,877	QTEST39		End Xgather	Hardware	Registered
15,874	QTEST39		End Drive Scan Ok	Hardware	Registered
15,873	QTEST39		Start Drive Scan	Hardware	Registered
15,820	QTEST66		Storage Essentials Event	Hardware	Registered
15,459			Remote Insight/ Integrated LightsOut Interface Error ...	Hardware	Registered
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
14,612	ATHENA		Virtual Machine Detected Lost Guest Heartbeat	Hardware	Registered
14,155	ATHENA		VM Host Threshold	Hardware	Registered
14,150	IPBLADE16		Critical Software update Notification Trap (11014)	Hardware	Registered
13,783	WATCH		OVIS Critical Alarm	Hardware	Registered
13,775	MIMIR		Rising Threshold Passed (10005)	Hardware	Registered
13,774	WATCH		OVIS Critical Alarm	Hardware	Registered
13,773	LOKI		NIC Connectivity Restored Trap (18005)	Hardware	Registered
13,771	WATCH		OVIS Normal Alarm	Hardware	Registered
12,585	WATCH		Accelerator Board Status Change (3038)	Hardware	Registered
12,583	WATCH		Accelerator Board Status Change (3038)	Hardware	Registered

64 Item(s)

Storage Essentials Incidents created from HP SIM



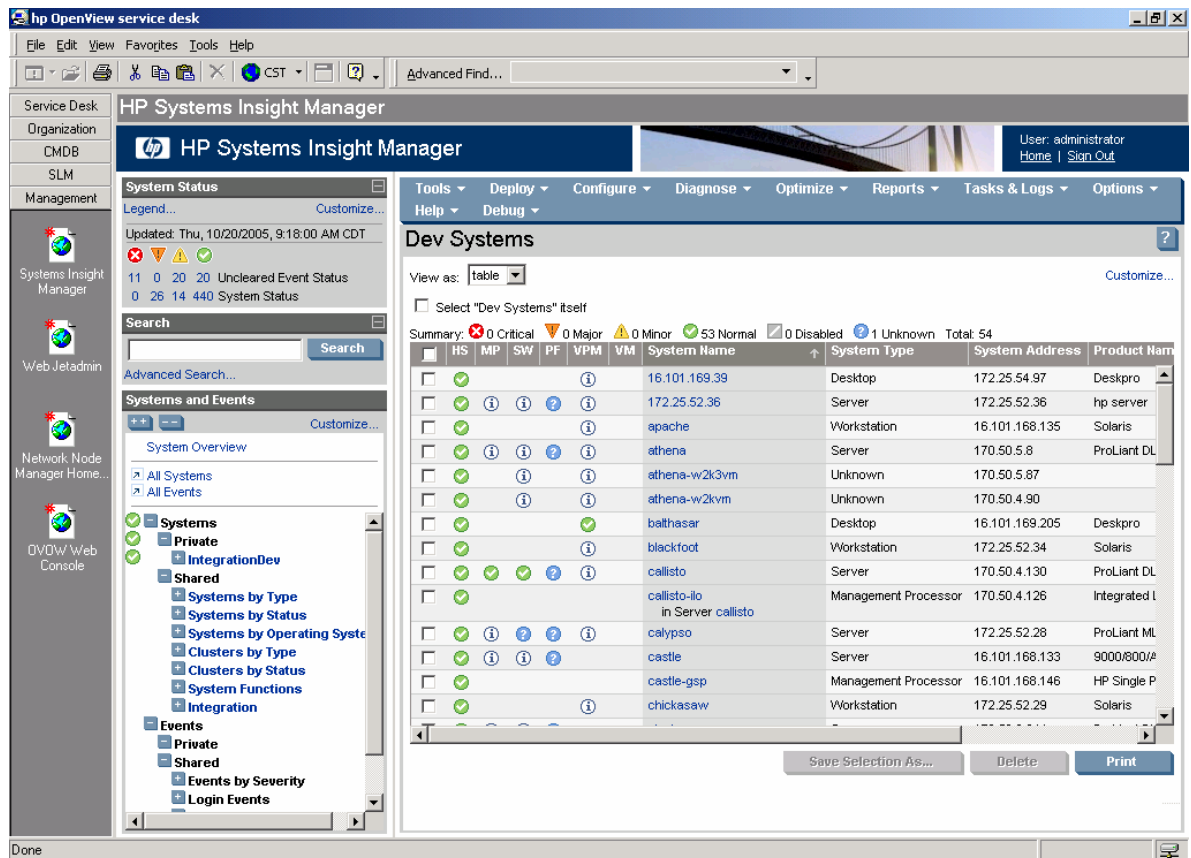
Storage Essentials Incident Details

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.



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

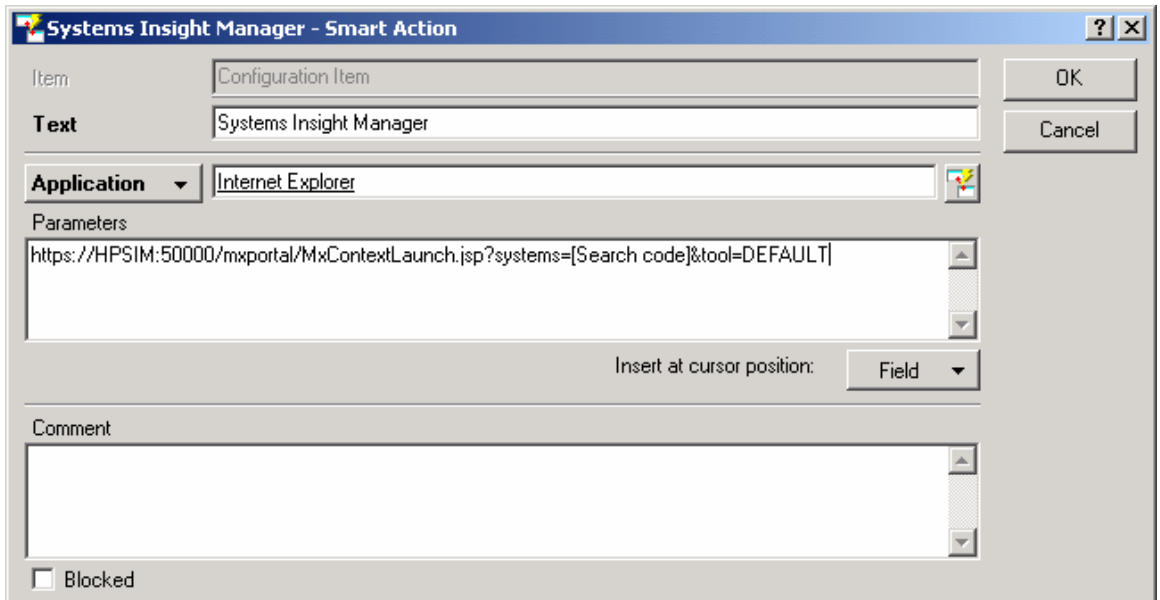
1. In the HP OpenView Service Desk main window, select the Tools Menu and click on the System entry.
2. Under hp OpenView service desk, click Business Logic -> Actions -> Smart Actions.
3. Under Smart Actions, select the Configuration Items entry.
4. Click the New button to create a new Smart Action.
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.

The screenshot shows a dialog box titled "Insight Agents - Smart Action". It has several input fields: "Item" (Configuration Item), "Text" (Insight Agents), "Application" (Internet Explorer), and "Parameters" (https://[Search code]:2381). There are "OK" and "Cancel" buttons on the right side. At the bottom left, there is a "Blocked" checkbox which is currently unchecked. A "Comment" field is also present but empty. An "Insert at cursor position:" dropdown menu is set to "Field".

Smart Action defined for the Insight Management Agents

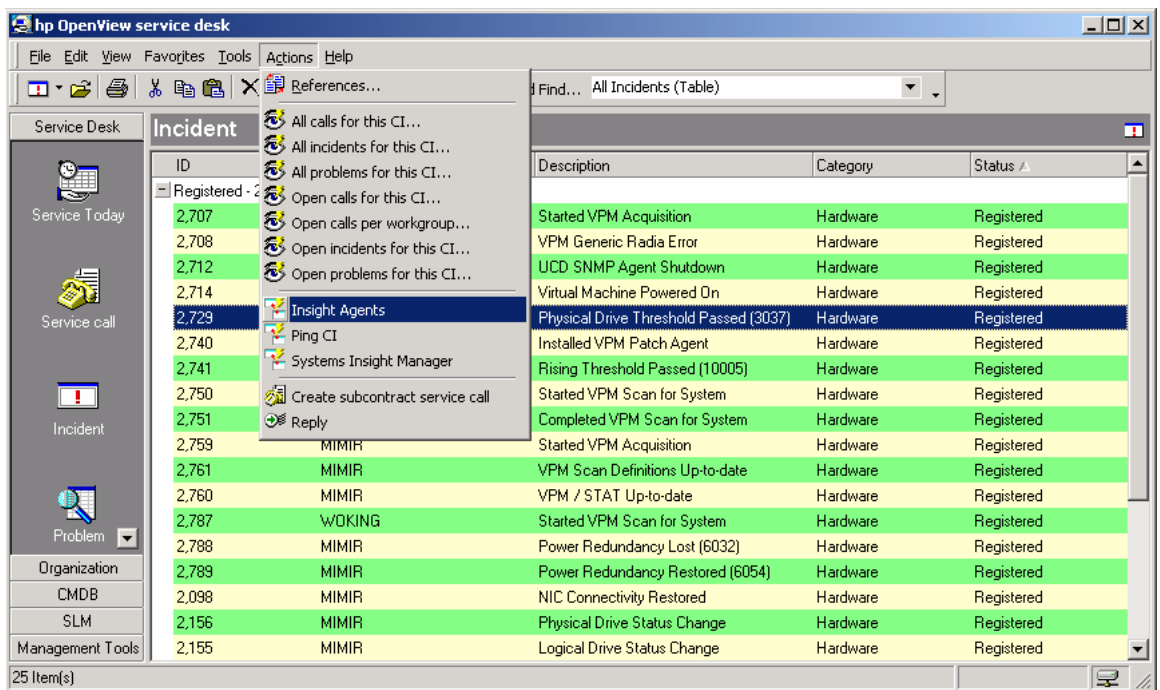
Defining a Smart Action for the in-context launch of HP Systems Insight Manager

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.
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://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.



Smart Action defined for HP Systems Insight Manager

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



Smart Actions defined for the Incident view.

Service Desk Service Pages

Updating Systems Insight Manager to Discover the Service Desk Web Interface

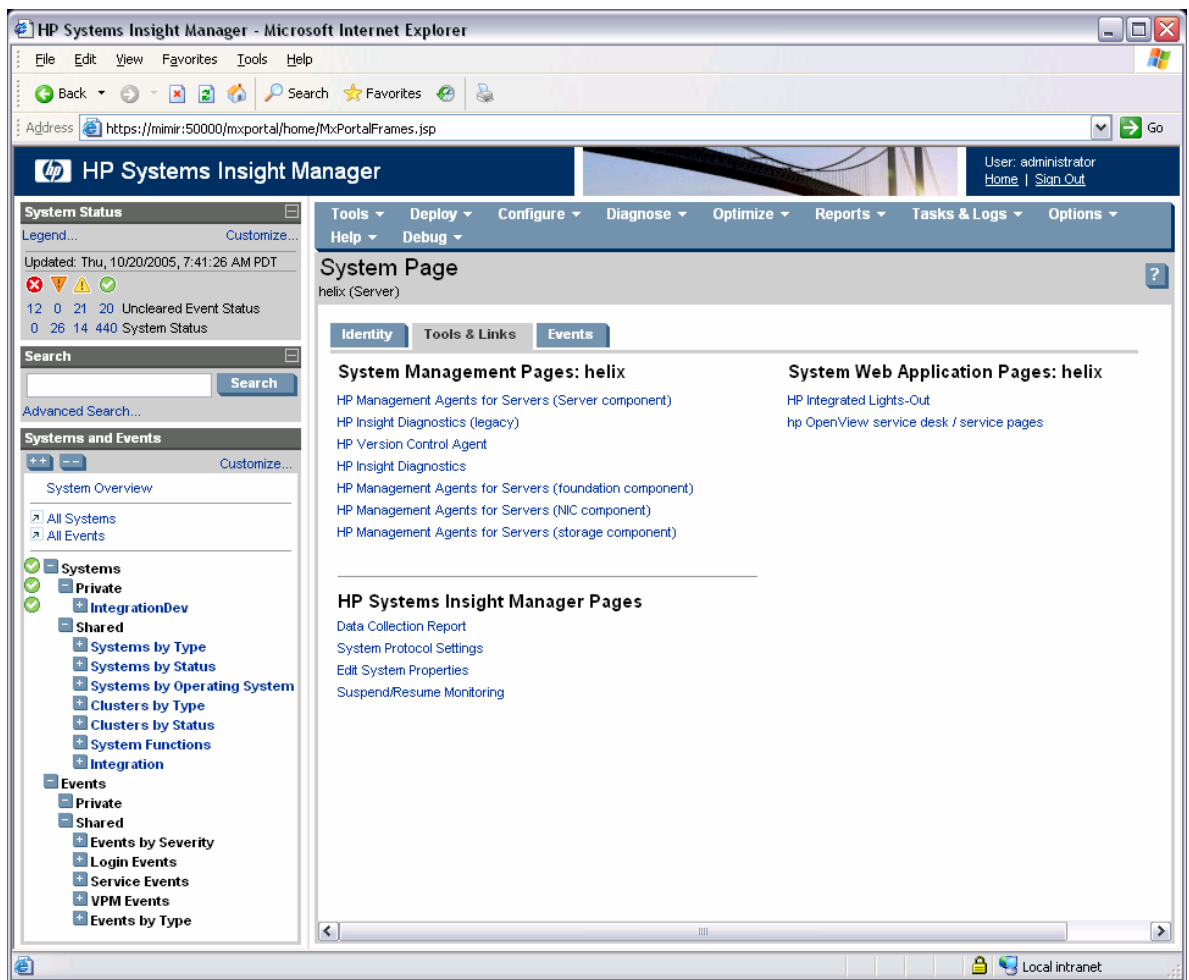
The Systems Insight Manager server can be modified to discover the Service Pages web interface running on a server. This will appear on System Page under the Links tab.

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

Add the following line to the file:

```
"8080=OpenView Service Desk - Service Pages, sd-sp45/index.html,true,false, ,http"
```

Note: This entry may change if 8080 is not the port being used or <http://server:8080/sd-sp45/index.html> is not the default start page.



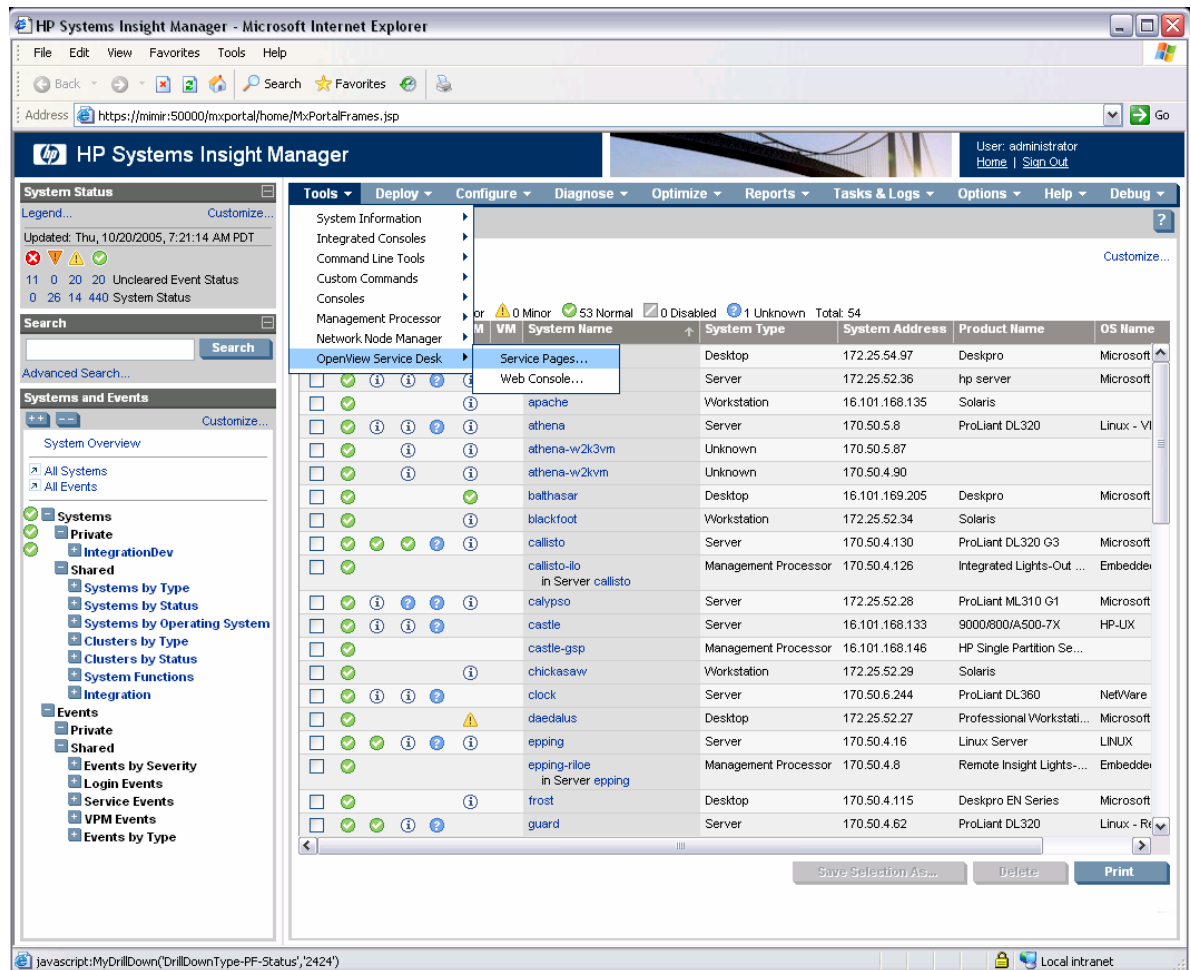
Service Pages Discovered in Systems Insight Manager

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.



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 / service pages - Microsoft Internet Explorer

File Edit View Favorites Tools Help Links

Address http://localhost:8080/sd-sp45/index.html

Welcome System administrator
 Organization: IT Service Management Dept.
 Location: USA01
 Telephone:
 E-mail address: @invention-inc.com

Timezone: CST
 Language: eng (USA)

Menu

- Service call »
- Incident »
 - New incident
 - Incidents (full list)
 - Incidents (restricted list)
- Problem »
- Change »
- Work order »
- FAQ
- Change password
- Log out

Links

- Hewlett-Packard
- hp OpenView
- service desk

Incident (full list)

Registered	ID	Description	Category	Priority	Impact	Configuration Item	Deadline
Dec 2, 2004 10:50:08 AM	2750	Started VPM Scan for System	Hardware	None	None	SPIRAL	Dec 9, 2004 9:00:00 AM
Dec 2, 2004 10:56:13 AM	2751	Completed VPM Scan for System	Hardware	None	None	SPIRAL	Dec 9, 2004 9:00:00 AM
Dec 2, 2004 12:38:57 PM	2758	Started VPM Acquisition	Hardware	None	None	MIMIR	Dec 9, 2004 9:00:00 AM
Dec 2, 2004 9:25:20 AM	2729	Physical Drive Threshold Passed (3037)	Hardware	None	None	SPIRAL	Dec 9, 2004 9:00:00 AM
Dec 2, 2004 10:06:02 AM	2740	Installed VPM Patch Agent	Hardware	None	None	MIMIR	Dec 9, 2004 9:00:00 AM
Dec 2, 2004 10:08:03 AM	2741	Rising Threshold Passed (10005)	Hardware	None	None	MIMIR	Dec 9, 2004 9:00:00 AM
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
Dec 2, 2004 3:44:31 PM	2789	Power Redundancy Restored (6054)	Hardware	None	None	MIMIR	Dec 9, 2004 9:00:00 AM
Dec 2, 2004 12:39:22 PM	2760	VPM / STAT Up-to-date	Hardware	None	None	MIMIR	Dec 9, 2004 9:00:00 AM
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 2:46:18 PM	2777	Rising Threshold Passed (10005)	Hardware	None	None	PHANTOM	Dec 9, 2004 9:00:00 AM

Done Local intranet

Service Pages Full Incident List

hp OpenView service desk / service pages - Microsoft Internet Explorer

File Edit View Favorites Tools Help Links

Address http://localhost:8080/sd-sp45/index.html

Welcome System administrator
 Organization: IT Service Management Dept.
 Location: USA01
 Telephone:
 E-mail address: @invention-inc.com

Timezone: CST
 Language: eng (USA)

Menu

- Service call »
- Incident »
 - New incident
 - Incidents (full list)
 - Incidents (restricted list)
- Problem »
- Change »
- Work order »
- FAQ
- Change password
- Log out

Links

- Hewlett-Packard
- hp OpenView
- service desk

View/Edit Incident

ID: 2156

Status: Registered

Description: Physical Drive Status Change

Category: Hardware

Impact: None

Priority: None

Registered: Oct 13, 2004 10:22:57 AM

Deadline: Oct 20, 2004 10:00:00 AM

Configuration Item ...: MIMIR

To workgroup ...:

To person ...:

Information:

```
drive. Location: Slot 0
Bus Number: 2 Bay: 1 Model: COMPAQ
BF01885A34 FW Rev: HPB3 Serial
Number: 3JY0BC4V000073414V9C Failure
Code: 0 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.



```
Command Prompt
E:\Hewlett-Packard\OpenView\service desk 4.5\client\bin>hpsimexchange
E:\Hewlett-Packard\OpenView\service desk 4.5\client\bin>sd_exchange.bat export_i
mport hpsim-oracle.ini hpsim-export.log insightmanager.xml system servicedesk he
lix InsightManager Y hpsim-import.log c:\temp
Starting Export process

*****
*                               *
*             HP EXTRACTOR      *
*                               *
*             Hewlett Packard OpenView *
*                               *
*                               *
*             Pure Java Version 1.5 *
*             4 april 2002        *
*                               *
*****

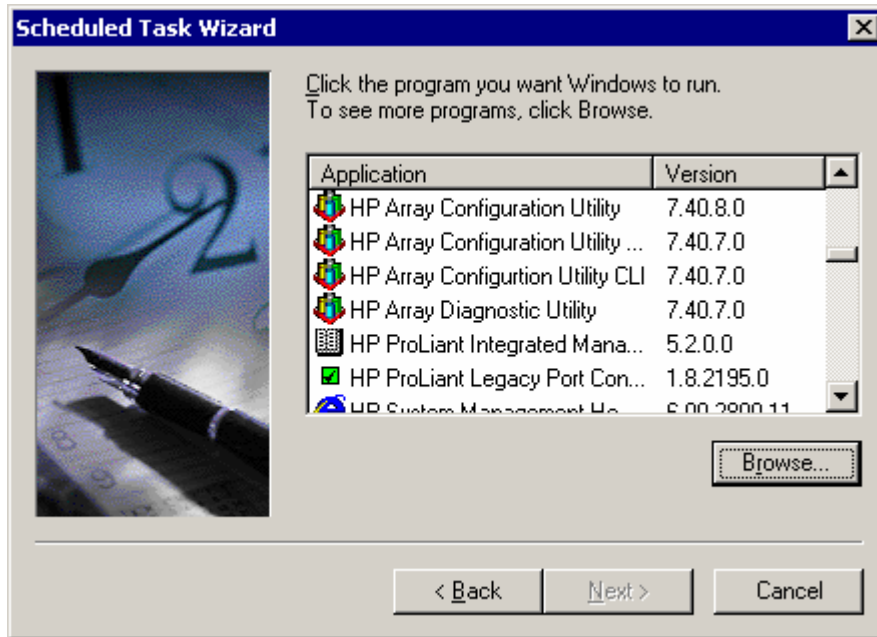
Classes to proces:
INSIGHTMANAGER
SELECT SIM_MANAGER.DEVICES.NAME AS "DEVICES_NAME", SIM_MANAGER.DEVICEPROTOCOLINF
O.PRIMARYADDRESS AS "DEVICEPROTOCOLINFO_IP",SIM_MANAGER.DEVICES.PRODUCTYPESTR
AS "DEVICES_PRODUCTYPESTR", SIM_MANAGER.DEVICES.PRODUCTSUBTYPE AS "DEVICES_PROD
UCTSUBTYPE", SIM_MANAGER.DEVICES.PRODUCTNAME AS "IM_NAME1", SIM_MANAGER.DEVICES.
FULLDNSNAME AS "DEVICES_FULLDNSNAME", SIM_MANAGER.DEVICES.OVERALLSTATUS AS "DEVI
CES_OVERALLSTATUS", SIM_MANAGER.DEVICES.MXGUID AS "DEVICES_MXGUID", SIM_MANAGER.
DB_DEVICEINFO.LOCATION AS "DB_DEVICEINFO_LOCATION", SIM_MANAGER.DB_DEVICEINFO.DE
SCRIPTION AS "DB_DEVICEINFO_DESCRIPTION", SIM_MANAGER.DB_DEVICEINFO.CONTACT AS "
DB_DEVICEINFO_CONTACT", SIM_MANAGER.DB_DEVICEINFOEX.SERIALNUMBER AS "DB_DEVICEIN
FOEX_SERIALNUMBER", SIM_MANAGER.DB_DEVICEINFOEX.ASSETAG AS "DB_DEVICEINFOEX_ASS
ETAG", SIM_MANAGER.DB_DEVICEINFOEX.TOTALMEMORY AS "DB_DEVICEINFOEX_TOTALMEMORY"
, SIM_MANAGER.DB_DEVICEINFOEX.ROMVERSION AS "DB_DEVICEINFOEX_ROMVERSION", SIM_MA
NAGER.DB_DEVICEINFOEX.OSNAME AS "DB_DEVICEINFOEX_OSNAME", SIM_MANAGER.DB_DEVICEI
NFOEX.OSTYPE AS "DB_DEVICEINFOEX_OSTYPE", SIM_MANAGER.DB_DEVICEINFOEX.OSVERSION
AS "DB_DEVICEINFOEX_OSVERSION", SIM_MANAGER.DB_DEVICEINFOEX.OSVENDOR AS "DB_DEVI
CEINFOEX_OSVENDOR", SIM_MANAGER.DB_DEVICEINFOEX.OSDESCRIPTION AS "DB_DEVICEINFOE
X_OSDESCRIPTION", SIM_MANAGER.DB_DEVICEINFO.DESCRPTION AS "IM_NAME2", 'Server'
AS "IM_CATEGORY" FROM SIM_MANAGER.DEVICES, SIM_MANAGER.DB_DEVICEINFOEX, SIM MANA
GER.DB_DEVICEINFO, SIM_MANAGER.DEVICEPROTOCOLINFO WHERE SIM_MANAGER.DEVICES.DEVI
CEKEY = SIM_MANAGER.DB_DEVICEINFO.DEVICEKEY AND SIM_MANAGER.DEVICES.DEVICEKEY =
SIM_MANAGER.DB_DEVICEINFOEX.DEVICEKEY AND SIM_MANAGER.DB_DEVICEINFO.DEVICEKEY =
SIM_MANAGER.DB_DEVICEINFOEX.DEVICEKEY AND SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEK
EY = SIM_MANAGER.DB_DEVICEINFO.DEVICEKEY AND SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEK
EY = SIM_MANAGER.DB_DEVICEINFOEX.DEVICEKEY AND SIM_MANAGER.DEVICES.PRODUCTYPESTR
R='Server'
Export process finished

Starting Import process
Start importing at Tue, 13/12/2005 13:56:02.
XML File: insightmanager.xml_1.xml (0-100%) Parsing... Finished (0 seconds).
**Items (20): Relations (0):
[0%-----100%][0%-----100%]
*****
Imported in 6 seconds. Estimated time left: 0 seconds
Finished importing in 0 hrs. 0 min. 6 secs..
```

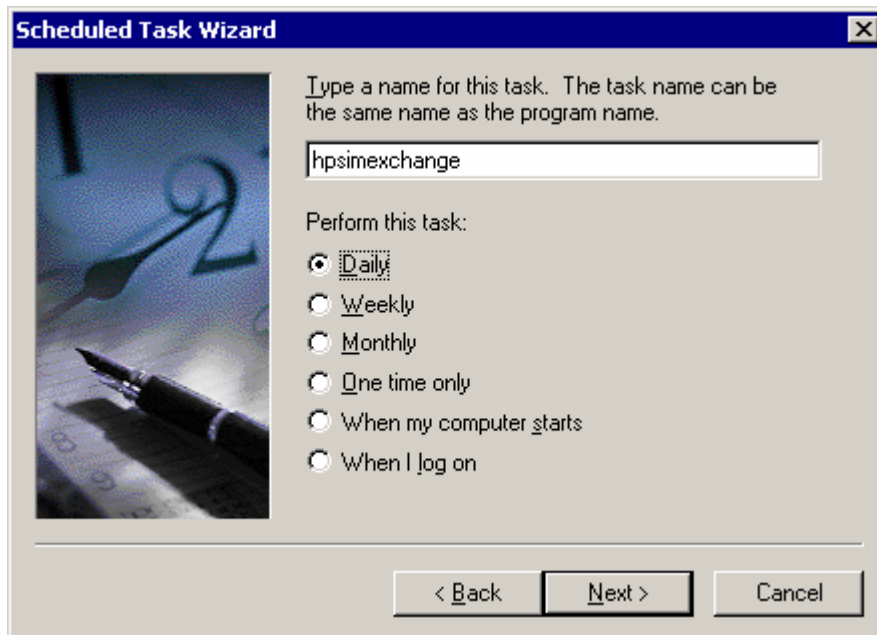
Service Desk command-line data exchange

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.



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



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



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



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:

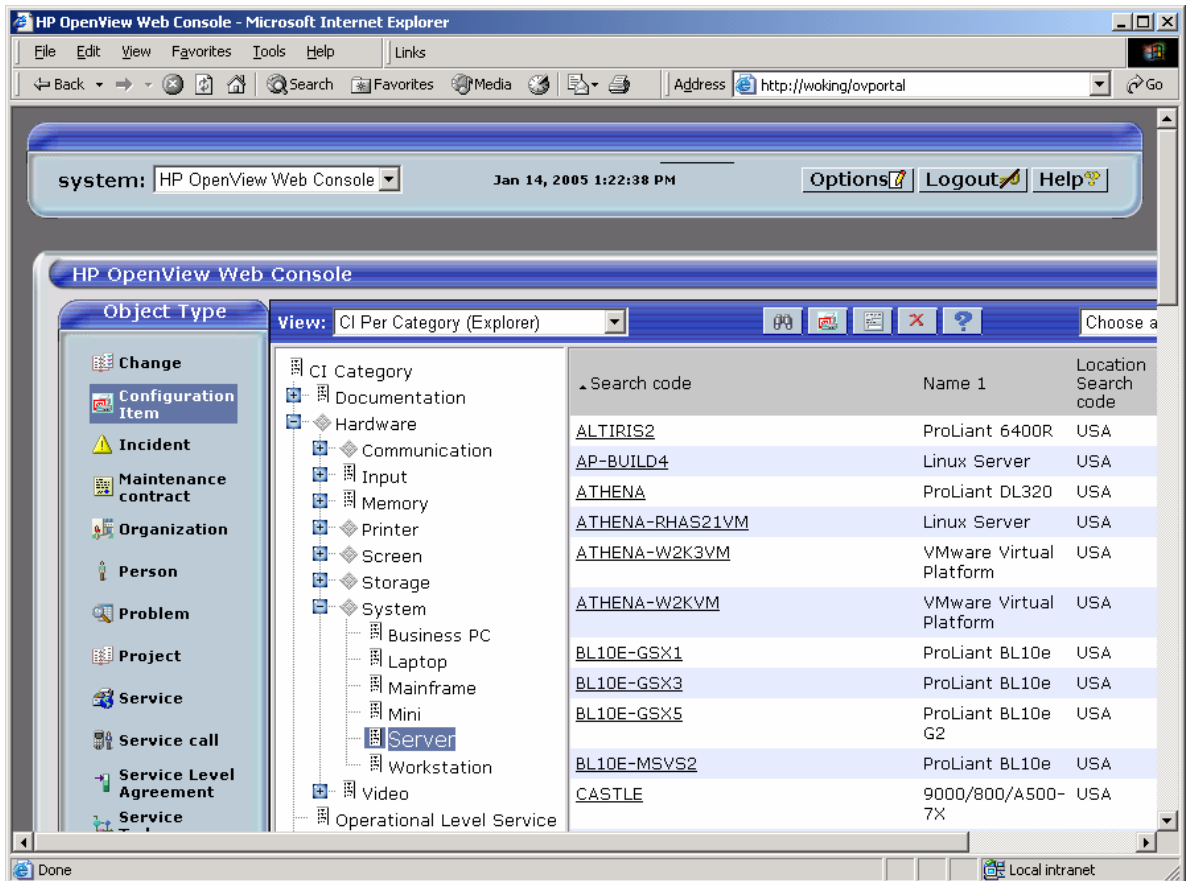
"80=HP OpenView Web Console,ovportal,true,false, ,http"

Note: This entry may change if 80 is not the port being used or <http://server:80/ovportal> 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.

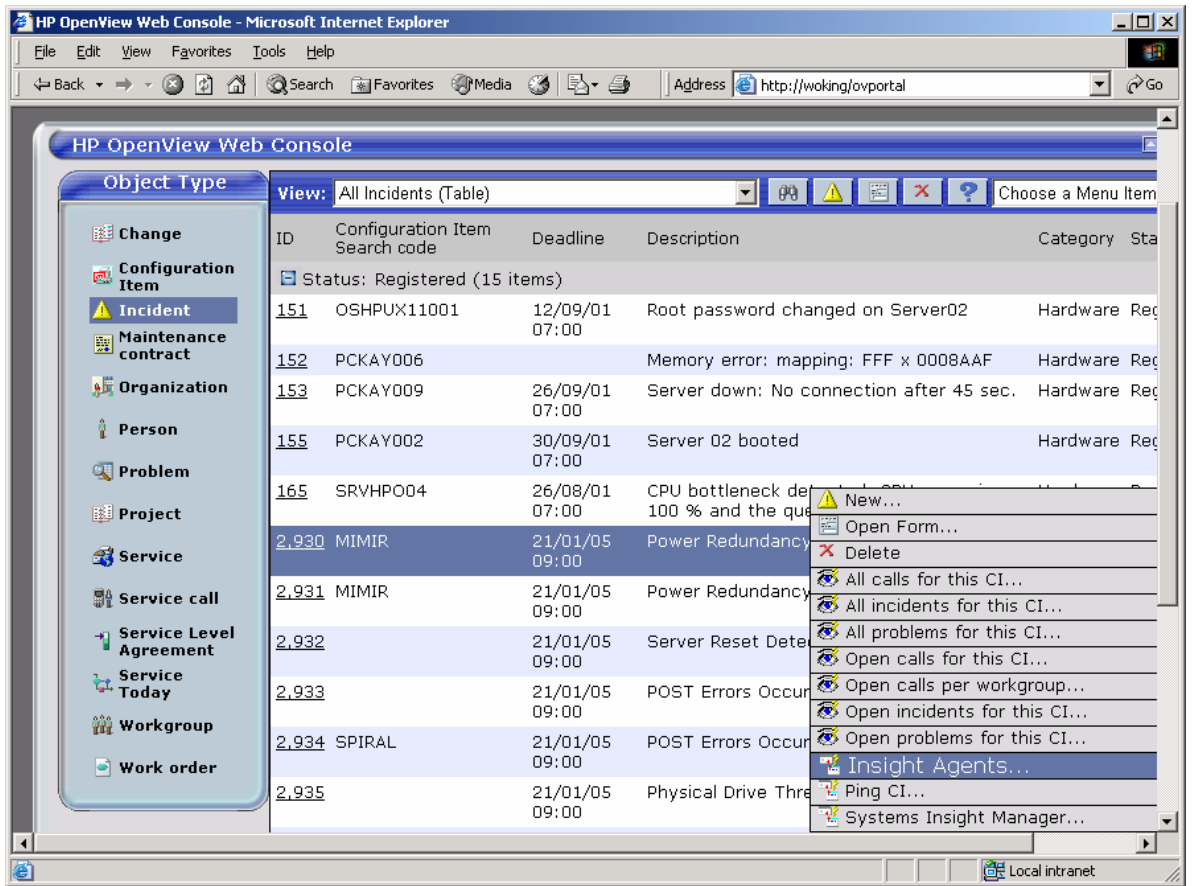
1. Copy the ovwebconsole.xml file to the Systems Insight Manager\tools directory.
2. Open a command prompt and change to the Systems Insight Manager\tools directory.
3. Run the command "mxtool -a -f ovwebconsole.xml" to add the new entries to the Tools Menu.



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.



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], \

[devices_ProductTypeStr], \

[devices_fullDNSName], \

[devices_OverallStatus], \

[devices_MxGUID], \

[DB_DeviceInfo_Location], \

[DB_DeviceInfo_Description], \

[DB_DeviceInfo_Contact], \

[DB_DeviceInfoEx_SerialNumber], \

[DB_DeviceInfoEx_AssetTag], \

[DB_DeviceInfoEx_TotalMemory], \

[DB_DeviceInfoEx_ROMVersion], \

[DB_DeviceInfoEx_OSName], \

[DB_DeviceInfoEx_OSType], \

[DB_DeviceInfoEx_OSVersion], \

[DB_DeviceInfoEx_OSVendor], \

[DB_DeviceInfoEx_OSDescription], \

[deviceProtocolInfo_PrimaryAddress], \

[IM_NAME1], \

[IM_NAME2], \

[IM_CATEGORY]

```
COLUMNS=[devices].[Name] AS [devices_Name], \  
CAST ([deviceProtocollInfo].[PrimaryAddress] AS VARCHAR) AS [deviceProtocollInfo_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], \  
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].[AssetTag] AS VARCHAR) AS [DB_DeviceInfoEx_AssetTag], \  
[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) + ' - ' + \  
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 \  
[deviceProtocollInfo].[DeviceKey] = [devices].[DeviceKey] AND \  
[deviceProtocollInfo].[DeviceKey] = [DB_DeviceInfo].[DeviceKey] AND \  
[deviceProtocollInfo].[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], \
[devices_ProductTypeStr], \
[devices_ProductSubType], \
[devices_SubType2], \
[devices_fullDNSName], \
[devices_OverallStatus], \
[devices_MxGUID], \
[DB_DeviceInfo_Location], \
[DB_DeviceInfo_Description], \
[DB_DeviceInfo_Contact], \
[DB_DeviceInfoEx_SerialNumber], \
[DB_DeviceInfoEx_AssetTag], \
[DB_DeviceInfoEx_TotalMemory], \
[DB_DeviceInfoEx_ROMVersion], \
[DB_DeviceInfoEx_OSName], \
[DB_DeviceInfoEx_OSType], \
[DB_DeviceInfoEx_OSVersion], \

```
[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.DESCRPTION 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.DESCRPTION 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.DB_DEVICEINFOEX.DEVICEKEY  
AND \  
SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKEY = SIM_MANAGER.DEVICES.DEVICEKEY  
AND \  
SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKEY =  
SIM_MANAGER.DB_DEVICEINFO.DEVICEKEY AND \  
SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKEY =  
SIM_MANAGER.DB_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')

```

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>

© 2005 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

07/2005

