

HP OpenView Service Desk and HP Systems Insight Manager Integration

User Guide



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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 the HP 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 document, 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 21 for Microsoft® Windows®
- HP OpenView Web Console for Windows®
- HP Systems Insight Manager version 5.0 or 5.1 for Microsoft® Windows® and HP-UX
- HP Storage Essentials 5.0
- Microsoft® Windows 2000 Server™
- Microsoft® Windows Server™ 2003
- HP-UX 11.11 or 11.23

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
- `hpsim-pgsql.ini` – configuration file for exporting data from the Systems Insight Manager database running on PostgreSQL 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
- `hpsimsde_test.bat` – file to test `sd_event` configuration from the HP SIM server on Microsoft® Windows®
- `insightmanager.xml` – sample XML file that can be imported into Service Desk

The information provided in this guide 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 guide concentrates on a small subset of the total information available.

Supported Configurations

The procedures described in this document apply to various configurations for HP SIM and Service Desk. For example, HP SIM running on Microsoft® Windows® using an SQL database can be used in conjunction with OpenView Service Desk running on HP-UX using an Oracle database.

The list of supported configurations is provided in the following table. This table represents Service Desk 4.5 and HP SIM 5.0 or 5.1.

Table 1 Supported Configurations for ServiceDesk 4.5 and HP SIM 5.0 or 5.1

	Service Desk – Microsoft® Windows®	Service Desk – HP UX
HP SIM – Windows - SQL	Yes	Yes
HP SIM – Windows - Oracle	Yes	Yes
HP SIM – HP-UX – PostgreSQL	Yes	Yes
HP SIM – HP-UX - Oracle	Yes	Yes

ACES XML Import

A predefined XML file provided in association with this guide automatically defines several default values for Systems 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:

- Insight Manager template based on the Default template
- Configuration Item Smart Action to launch the HP System Management Homepage
- Configuration Item Smart Action to launch HP Systems Insight Manager in-context
- Configuration Item Smart Action to launch to HP Remote Insight or Integrated Lights-Out
- Incident Smart Action to launch the HP System Management Homepage
- Incident Smart Action to launch HP Systems Insight Manager in-context
- Incident Smart Action to launch to HP Remote Insight or Integrated Lights-Out
- Classes named `InsightManager`, `IM_SERVER`, `IM_DESKTOP`, `IM_WORKSTATION`, `IM_PRINTER`, `IM_MGMTPROC`, `IM_STORAGE`, `IM_SWITCH`, `IM_RACK`, `IM_ENCLOSURE`, `IM_KVM`, and `IM_UPS`.
- Import Mapping for the class `INSIGHTMANAGER` and the other classes listed above

To import the Insight Manager XML file into the Service Desk database:

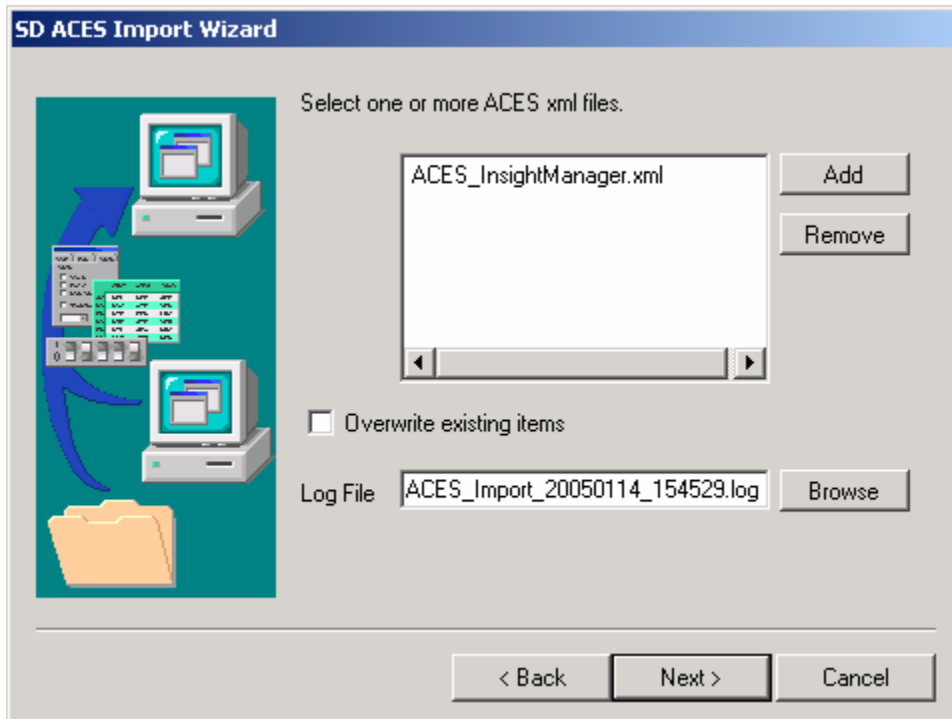
NOTE: These steps also apply to the Microsoft® Windows® Service Desk Client connected to an HPUX database.

1. Open the `ACES_InsightManager.xml` file and replace the string "localhost" with the name of the 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. To import the XML file, click **Start Import** in the next window.
 6. After the import is complete, click **Finish**.
-



IMPORTANT: 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 the correct service pack before importing the ACES xml file.

Figure 1 ACES Import Selection Window

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

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

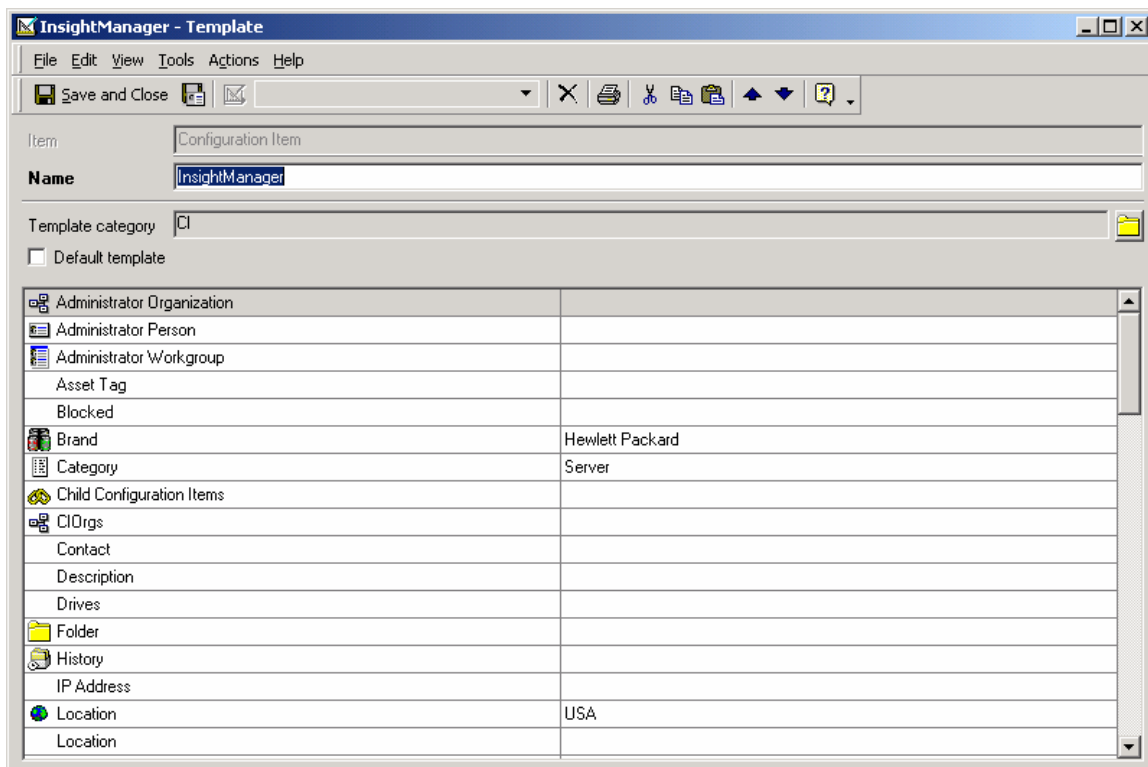
Creating a new template

Create a new Insight Manager 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 procedure 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. To create a new Configuration Item Template for Insight Manager objects, click **New**.
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. To save the new template, click **Save**.

Figure 2 Insight Manager Template



The screenshot shows the 'InsightManager - Template' window. The 'Item' field is set to 'Configuration Item' and the 'Name' field is 'InsightManager'. The 'Template category' is 'CI' and the 'Default template' checkbox is unchecked. A table below lists various configuration item fields with their default values.

Field	Value
Administrator Organization	
Administrator Person	
Administrator Workgroup	
Asset Tag	
Blocked	
Brand	Hewlett Packard
Category	Server
Child Configuration Items	
CIOrgs	
Contact	
Description	
Drives	
Folder	
History	
IP Address	
Location	USA
Location	

Table 2 Default Insight Manager Template Values

Property	Value
Brand	Hewlett Packard
Category	Server
Location	USA
Maximum Installations	100,000
Search Code	HPSIM
Status	Installed

Installing the Insight Manager Configuration File

Copy the configuration file (`hpsim-sql.ini`, `hpsim-pgsql.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 the 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, HP recommends setting the file attributes to Read-Only 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.

6. Select Start>Settings>Control Panel>Administrative Tools>Data Sources(ODBC).
7. Click the **System DSN** tab.
8. Click **Add**.
9. Select **SQL Server** from the list, and then click **Finish**.
10. Enter a name for the DSN, for example, *Insight Manager*.
11. In the Server field, enter the name of the HP SIM server, and then click **Next**.
12. Specify the login credentials, and then click **Next**.
13. 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_v50_0_112110187**).
14. Click **Next**, and 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 the HP Systems Insight Manager database running on Oracle.

1. Select Start>Settings>Control Panel>Administrative Tools>Data Sources(ODBC).
2. Click the **System DSN** tab.
3. Click **Add**.
4. Select the **Oracle** driver, and then 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. To verify the configuration is correct, click the **Test Connection** button.
9. To close the Oracle ODBC Driver Configuration window, click **OK**.

Creating a Data Source for Systems Insight Manager using a PostgreSQL database

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

Before performing these steps, the PostgreSQL ODBC driver should already be installed on the client that will be used to run the data exchange tasks. Also, the HP Systems Insight Manager database should already be configured for remote access.

1. Select **Start>Settings>Control Panel>Administrative Tools>Data Sources(ODBC)**.
2. Click the **System DSN** tab.
3. Click **Add**.
4. Select the **PostgreSQL Unicode** driver, and then click **Finish**.
5. Enter a name for the DSN in the Oracle ODBC Driver Configuration window, for example, HPSIM-PGSQL.
6. Enter the database name: `insight_v1_0`.
7. Enter the server name.
8. Specify the User ID and password.
9. Set the Port number to **50006**.
10. To open the Advanced Options Window, click **Datasource**.
11. Change the Max Varchar field from **254** to **256**.
12. To close the Advanced Options Window, click **OK**.
13. To close the PostgreSQL ODBC Driver Configuration window, click **Save**.
14. To close the ODBC Data Source Administrator Window, click **OK**.

Figure 3 PostgreSQL ODBC Configuration window.

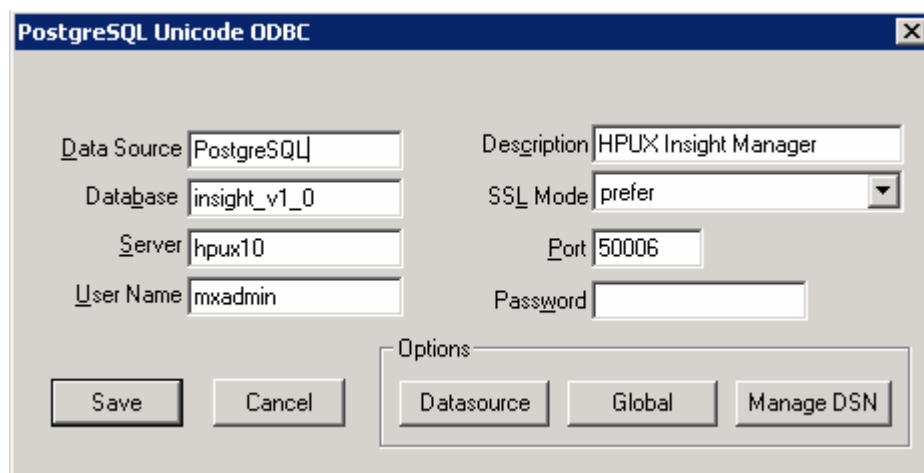
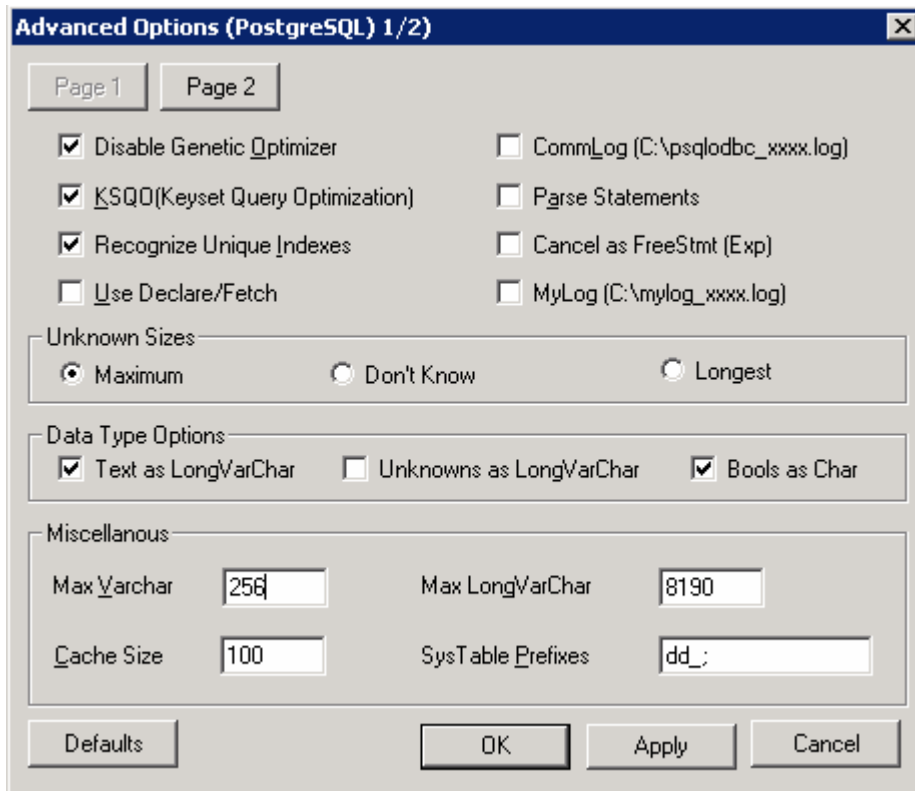


Figure 4 PostgreSQL ODBC Advanced Options window.



Creating the Import Mapping for the HP SIM database

NOTE: This procedure 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. To create a new mapping, click the **New** button.
4. Enter a name in the Name field, for example, `Insight Manager`.
5. Click the **Add** button under the Item Mapping window.
6. Enter a name in the Name field, for example, `Insight Manager` 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.

NOTE: The import mapping must be created for each type of device defined in the configuration file.

Figure 5 Import Mapping Window

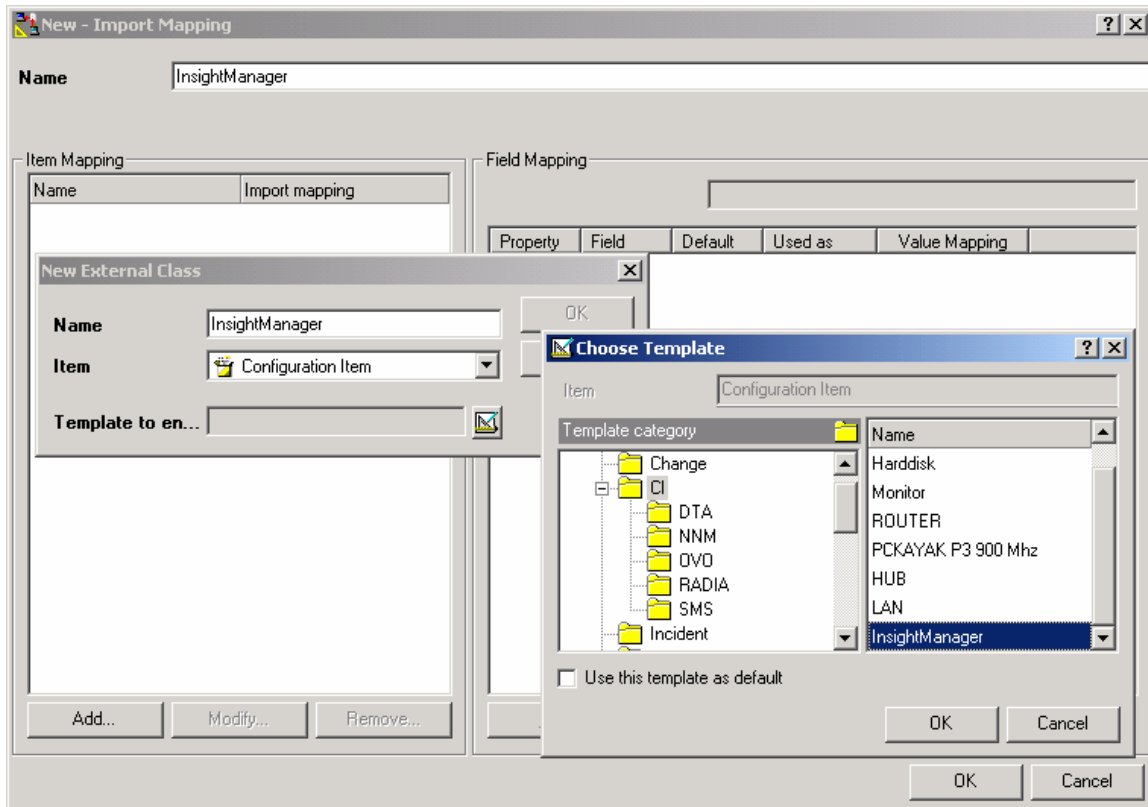
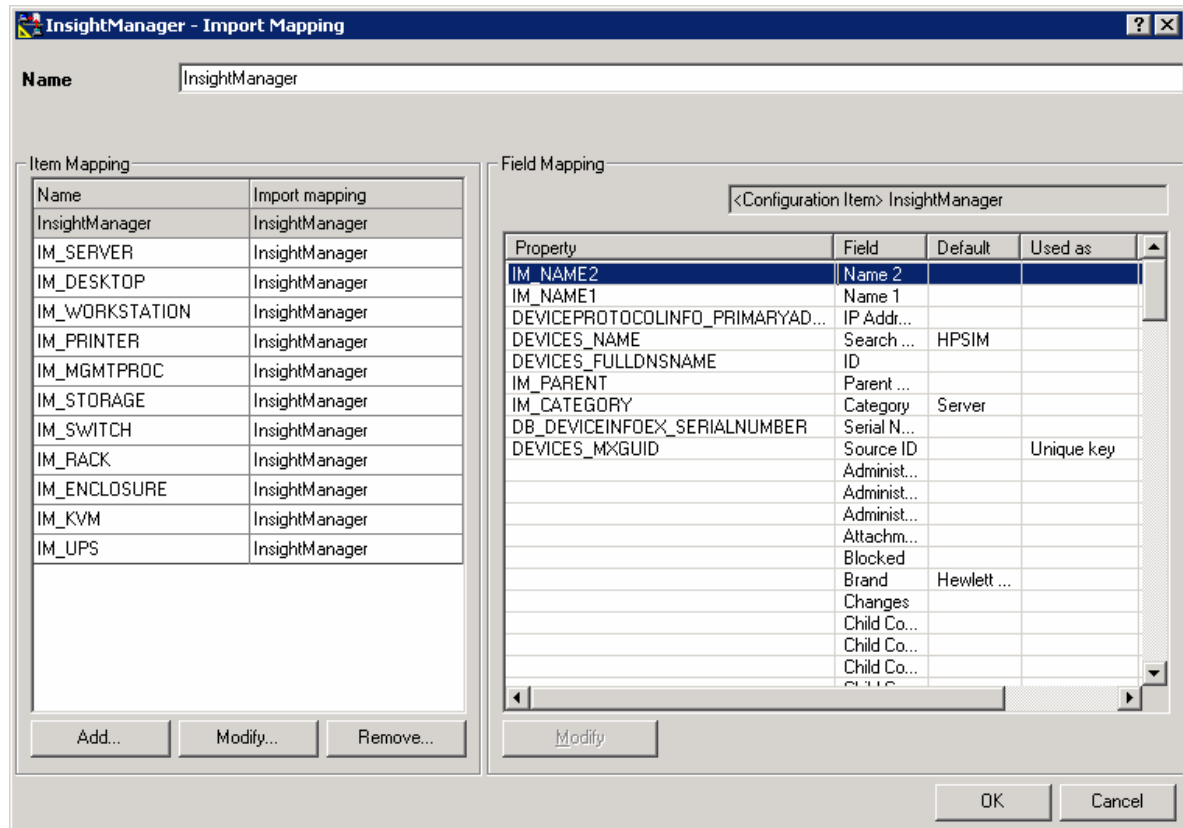


Table 3 Import Mapping

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	
M_NAME1	Name 1	
IM_NAME2	Name 2	
DEVICEPROTOCOLINFO_PRIMARYADDRESS	IP Address	

Figure 6 Default Insight Manager Import Mapping



Creating and Importing the Insight Manager XML file from the HP SIM database

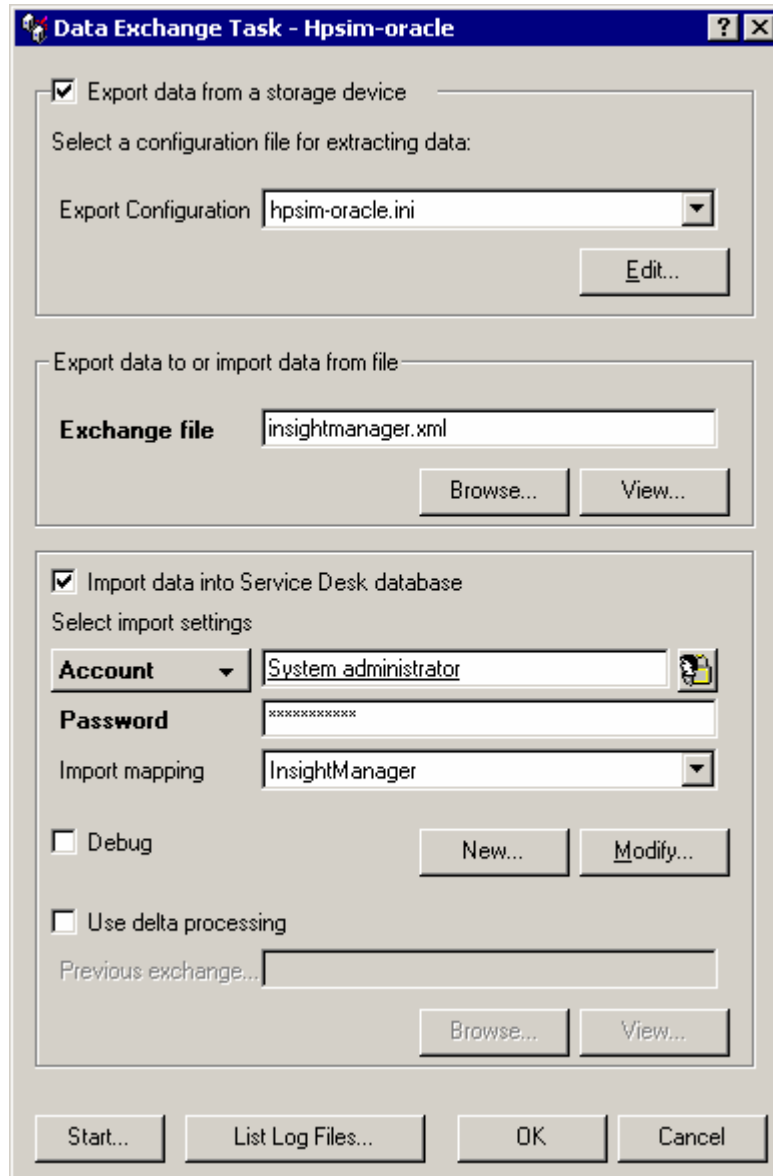
This action will export items from the HP Systems Insight Manager database into an XML file that can be parsed by Service Desk. The items exported to the XML file are defined by the filters in the configuration file.

NOTE: If you do not have access to a Systems Insight Manager server, import the sample `insightmanager.xml` file 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`, `hpsim-pgsql`, 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 **Insight Manager** 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. When asked if you want to exchange data now, click **OK**.
13. To close the Data Exchange Task Window when the process is complete, click **OK**.

Figure 7 Data Exchange Task Window



When importing the XML file, several messages similar to the following may display in the status window. These messages are normal and display because several attributes defined in the `insightmanager.ini` configuration file are not used in the default import mapping. 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 imports the data objects defined in the following table. Several of these objects should have a Configuration Item category created before they are imported into the Service Desk database. If a Configuration Item category is not created for these devices, they are imported into the Server category by default.

Table 4 Product types that can be imported from Systems Insight Manager

Insightmanager.ini device type values	CI Category Exists	CI Category must be created
'Server'	X	
'Printer'	X	
'Workstation'	X	
'Switch'	X	
'Storage'	X	
'Desktop'	X (Business PC)	
'MgmtProc'		X
'Enclosure'		X
'Rack'		X
'KVM'		X
'UPS'		X

After these items are imported into the Service Desk database, they can be re-categorized as necessary. For example, all switch devices are placed under the Switch CI category (including storage switches). After the import, the storage switches can be moved to the Storage CI.

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.

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

By default, the configuration file imports all devices with the “Storage” 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.”

Figure 8 Switch Devices

The screenshot shows the HP OpenView Service Desk interface. The left pane displays a tree view of Configuration Item categories, with 'Storage Switch' selected under the 'Storage' category. The main pane shows a table of 9 Configuration Items, all categorized as 'Storage Switch'.

Search code	Name 1	Location	Category	Uni...
CRESSIDA	Brocade SilkWorm 3800	USA	Storage Switch	<input type="checkbox"/>
DISCORING-SWITCH1	HP StorageWorks SAN Switch 2/8	USA	Storage Switch	<input type="checkbox"/>
ELBOW	Brocade SilkWorm 3900	USA	Storage Switch	<input type="checkbox"/>
EPIBOLY	Brocade SilkWorm 3800	USA	Storage Switch	<input type="checkbox"/>
FOOT	Brocade SilkWorm 22x0	USA	Storage Switch	<input type="checkbox"/>
SANMGR1	Brocade SilkWorm 3900	USA	Storage Switch	<input type="checkbox"/>
SANMGR11	Brocade SilkWorm 3800	USA	Storage Switch	<input type="checkbox"/>
SANMGR38	Brocade SilkWorm 3800	USA	Storage Switch	<input type="checkbox"/>
SANMGR39	Brocade SilkWorm 3900	USA	Storage Switch	<input type="checkbox"/>

Figure 9 Storage Array Devices

The screenshot shows the HP OpenView Service Desk interface. The left pane displays a tree view of Configuration Item categories, with 'Storage Array' selected under the 'Storage' category. The main pane shows a table of 10 Configuration Items, all categorized as 'Storage Array'.

Search code	Name 1	Location	Category	Uni...
BONSAI	HSV100	USA	Storage Array	<input type="checkbox"/>
CORTESRING	HSV110	USA	Storage Array	<input type="checkbox"/>
DISCORING1	HSV110	USA	Storage Array	<input type="checkbox"/>
DISCORING2	HSV110	USA	Storage Array	<input type="checkbox"/>
DISCORINGxL2	HSV210	USA	Storage Array	<input type="checkbox"/>
xP1024~15.43.212.61	xP1024/128	USA	Storage Array	<input type="checkbox"/>
xP12000~15.3.105.189	xP12K/10K	USA	Storage Array	<input type="checkbox"/>
xP12000~15.43.212.69	xP12K/10K	USA	Storage Array	<input type="checkbox"/>
xP512~15.43.208.80	xP512/48	USA	Storage Array	<input type="checkbox"/>
xP512~15.43.212.63	xP512/48	USA	Storage Array	<input type="checkbox"/>

Automatic incident creation from HP SIM events

The program `hpsimsde.exe` automatically parses the environment variables from HP Systems Insight Manager (HP SIM) events. Using these environment variables, the program creates the appropriate command string and launches `sd_event.exe` 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 be imported automatically 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 **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
```

Testing the Service Event Program

After the Service Event program is installed on the Systems Insight Manager server, copy the `hpsimsde.exe` and `hpsimsde_test.bat` files (`hpsimsde` and `hpsimsde_test` for HP-UX) to the location of `sd_event.exe`.

The `hpsimsde_test.bat` file will set up test environment variables and execute the `hpsimsde.exe` program. This program allows the user to verify communication between the SIM server and the Service Desk server. If the Service Event program is not installed in the default location, the `hpsimsde_test` file must be edited to include the correct path.

When the `hpsimsde_test.bat` file is executed, a NIC Connectivity Restored Incident should appear in the Service Desk Console. If the Incident does not display, check the `sd_event` log files in the `\bin` directory for any errors.

NOTE: The Incident that displays will not have a Configuration Item entry.

NOTE: A second script (`hpsimsde_test`) is provided for testing the Service Event program on HP-UX.

Figure 10 Executing the hpsimsde_test script to verify communication between SIM and Service Desk

```

C:\> Command Prompt
08/30/2006 09:30 AM 831 test2.bat
19 File(s) 1,174,163 bytes
2 Dir(s) 65,223,619,584 bytes free

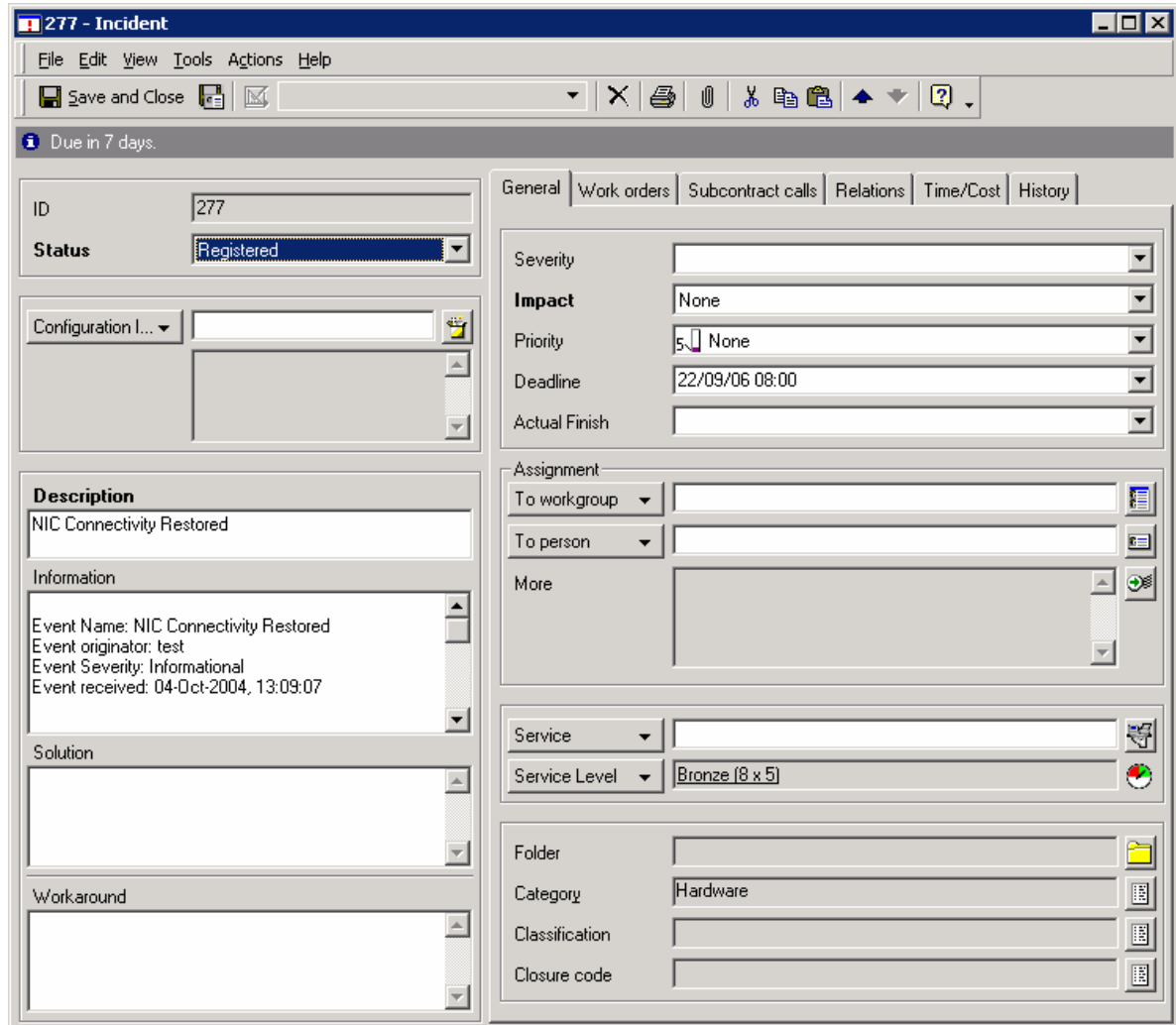
C:\Program Files\Hewlett-Packard\OpenView\service desk 4.5\event\bin>hpsimsde_test
Notice Label : NIC Connectivity Restored
Notice State : 2
Notice Plain Text : "\nEvent Name: NIC Connectivity Restored\nEvent originator: test\nEvent Severity: Informational\nEvent received: 04-Oct-2004, 13:09:07\n\nEvent description: This trap will be sent any time connectivity is restored to a logical adapter. This occurs when the physical adapter in a single adapter configuration returns to the OK condition or at least one physical adapter in a logical adapter group returns to the OK condition. This can be caused by replacement of a faulty cable or re-attaching a cable that was unplugged. User Action : None required.\n\nSlot: 9\nPort: 2\nSystem ID: CPQ1608\nStatus: ok\nBoard Name: Metelligent Dual 10/100TX PCI UTP Controller\n"
Notice Raw Data : <null>
Notice Severity String: Informational
Notice Severity : 100
Device Name : TEST
Device IP Address : 192.168.1.100
Specific Trap ID : <null>
MK Task ID : 2008 15/09/06 10:11:55
Assigned Person : <null>
Assigned Workgroup : <null>
Command: "C:\progra~1\hewlet~1\openview\servic~1.5\event\bin\sd_event.exe"

Parameters: -f "C:\progra~1\hewlet~1\openview\servic~1.5\event\bin\sd_event.ini"
-u event_id="2008 15/09/06 10:11:55" category=Hardware ci=TEST description="NIC Connectivity Restored" information="\nEvent Name: NIC Connectivity Restored\nEvent originator: test\nEvent Severity: Informational\nEvent received: 04-Oct-2004, 13:09:07\n\nEvent description: This trap will be sent any time connectivity is restored to a logical adapter. This occurs when the physical adapter in a single adapter configuration returns to the OK condition or at least one physical adapter in a logical adapter group returns to the OK condition. This can be caused by replacement of a faulty cable or re-attaching a cable that was unplugged. User Action: None required.\n\nSlot: 9\nPort: 2\nSystem ID: CPQ1608\nStatus: ok\nBoard Name: Metelligent Dual 10/100TX PCI UTP Controller\n"

command execution called...

C:\Program Files\Hewlett-Packard\OpenView\service desk 4.5\event\bin>

```

Figure 11 Test Incident created by running the hpsimsde_test script.

Creating a custom command in HP SIM 5.0

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 `hpsimsde.exe` to the location of `sd_event.exe`, for example:
c:\progra~1\hewlet~1\openview\servic~1.5\event\bin on Microsoft® Windows® and
/opt/OV/sd/event/bin on HP-UX.

NOTE: `sd_event.exe` must be installed on the Systems Insight Manager server.

2. Browse to the HP **Systems Insight Manager server** and log in.
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` on Microsoft® Windows® and `/opt/OV/sd/event/bin/hpsimsde` on HP-UX.
6. In the Parameter field, enter `-i` to specify a new incident creation.

NOTE: This field must first be added to the external_event import mapping.

7. Add the IM_WORKGROUP environment variable if preferred.
8. To save the new command, click **OK**.

Figure 12 Custom Command Screen

The screenshot displays the HP Systems Insight Manager web interface. The main content area is titled "Manage Custom Commands" and shows a table of 7 commands. The "Service Desk Event" command is selected, and its details are shown in the "Edit Custom Command Details" section below.

Name	Description	Command
<input type="checkbox"/> Event		set
<input type="checkbox"/> List Processes		c:\tools\pstools\pslist.exe
<input type="checkbox"/> Microsoft Baseline Security Analyzer		C:\PROGRA~1\MICROS~4\mbsacl.exe
<input type="checkbox"/> Create Event	Create event from SIM trap	c:\win\psim.cmd
<input type="checkbox"/> System Info		c:\tools\pstools\psinfo
<input checked="" type="checkbox"/> Service Desk Event	Generate an incident in Service Desk	c:\progra~1\hewlet~1\openview\servic~1.5\event\bin\hpsimsde.exe -i

Edit Custom Command Details

Required field*

Name: Service Desk Event

Description: Generate an incident in Service Desk

Comments:

Command (Executable path and file name):* c:\progra~1\hewlet~1\openview\servic~1.5\event\bin\hpsimsde.exe

Parameters:

Environment variables:

Variable name	Value
IM_WORKGROUP	SERVER

Figure 13 Service Desk Event files installed on the HP SIM server running on HP-UX

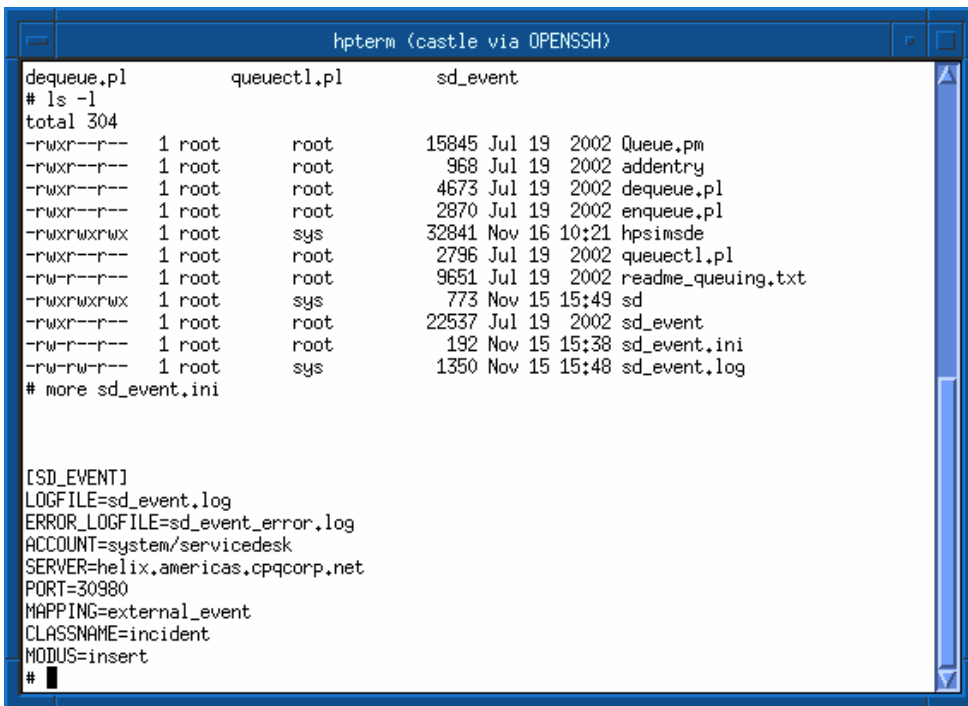
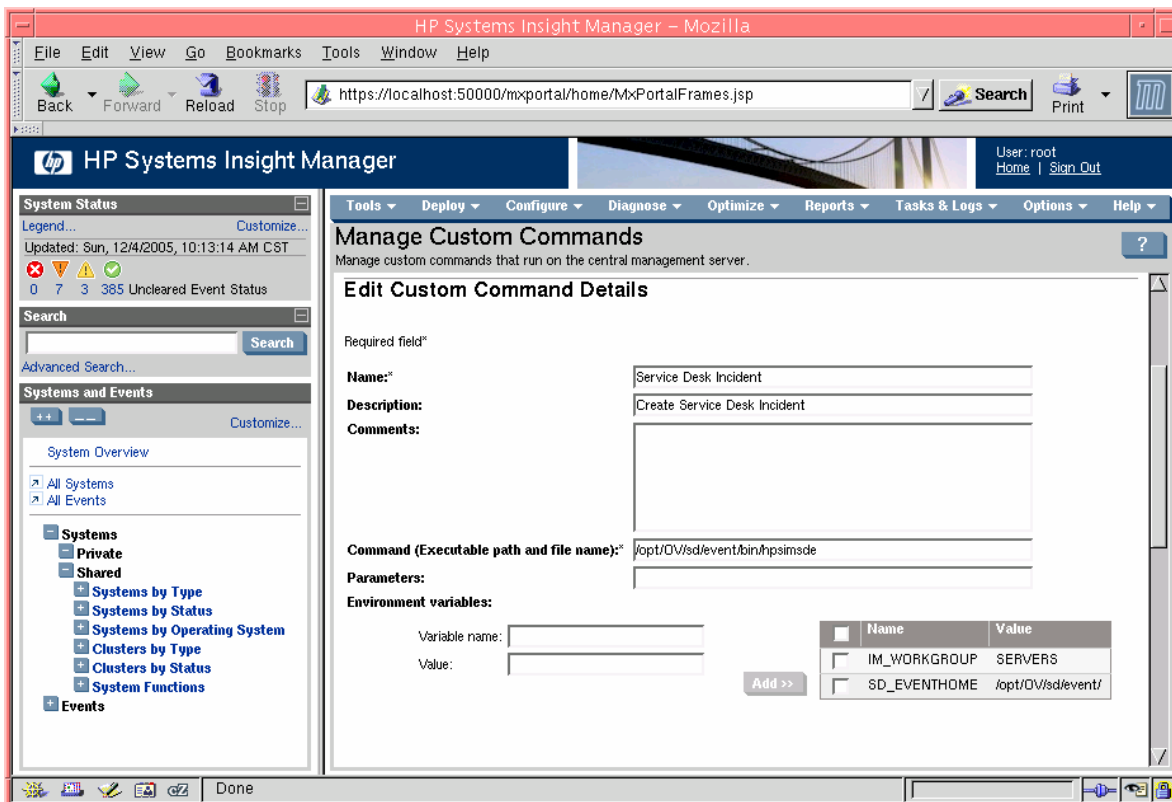


Figure 14 Creating a custom command in HP SIM running on HP-UX



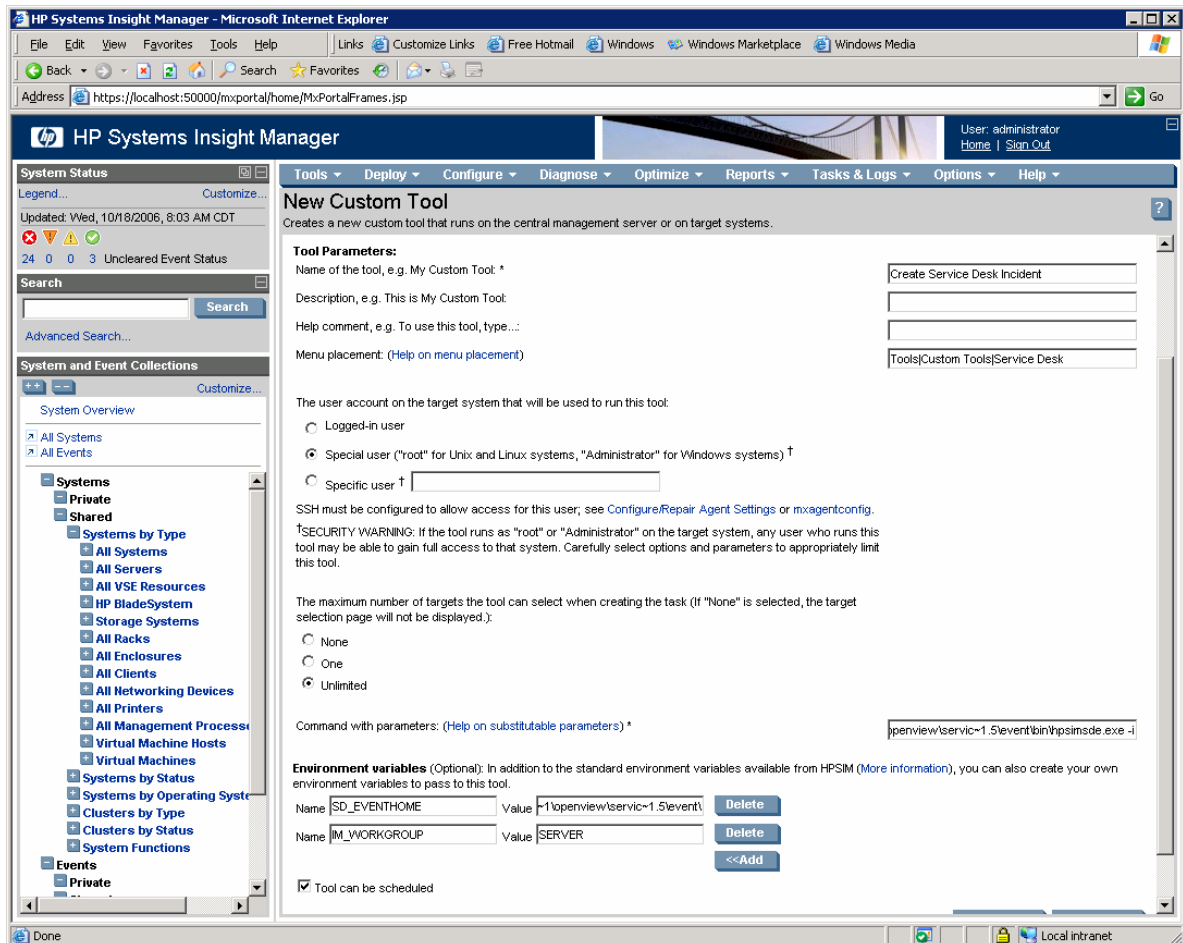
Creating a custom tool in HP SIM 5.1

In HP SIM version 5.1, the custom commands menu has been replaced by the “Custom Tools” menu. Use the following steps to create a custom tool:

1. Select **Tools>Custom Tools>New Custom Tool**.
2. Select **CMS Tool**, and then click **Next**.
3. Enter a name for the new custom tool.
4. Fill in the description, help information, and menu placement fields (optional).
5. Specify the user account that will be used to run the custom tool.
6. Set the number of targets field to **Unlimited**.
7. Enter the command in the command field, including any parameters. For example, `c:\progra~1\hewlet~1\openview\servic~1.5\event\bin\hpsimsde.exe -i`.
8. Add the SD_EVENTHOME environment variable. For example, `C:\Program Files\Hewlett-Packard\OpenView\service desk 4.5\event\`.
9. Add the IM_WORKGROUP environment variable (optional).

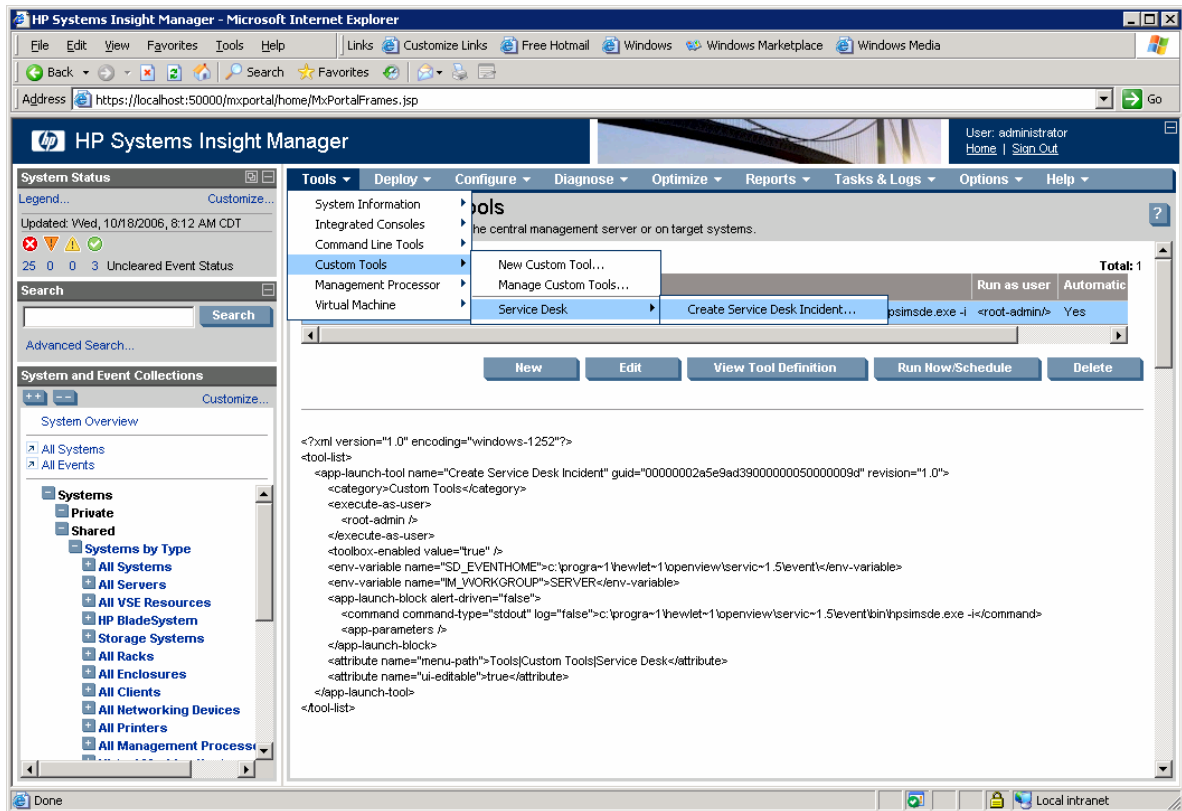
NOTE: The IM_WORKGROUP field must first be added to the external_event import mapping.

Figure 15 Creating a custom tool in HP SIM 5.1



The new custom tool displays at the defined menu location. Additionally, the custom tool definition can display in HP SIM 5.1.

Figure 16 Custom Tools menu



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 step enables system filters and event filters to be applied so that only specified 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 then click **Next**.
3. Select the events for this task to run against, for example, all critical events, and then click **Next**.
4. Select the systems for this task to run against, for example, all servers, and then 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 defined earlier (**Service Desk Event** from the previous example). Click **Next**.
6. Enter a time filter (optional), and then click **Next**.
7. To save the new task, click **Finished**.

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.

Figure 17 Task Results for event forwarded to Service Desk

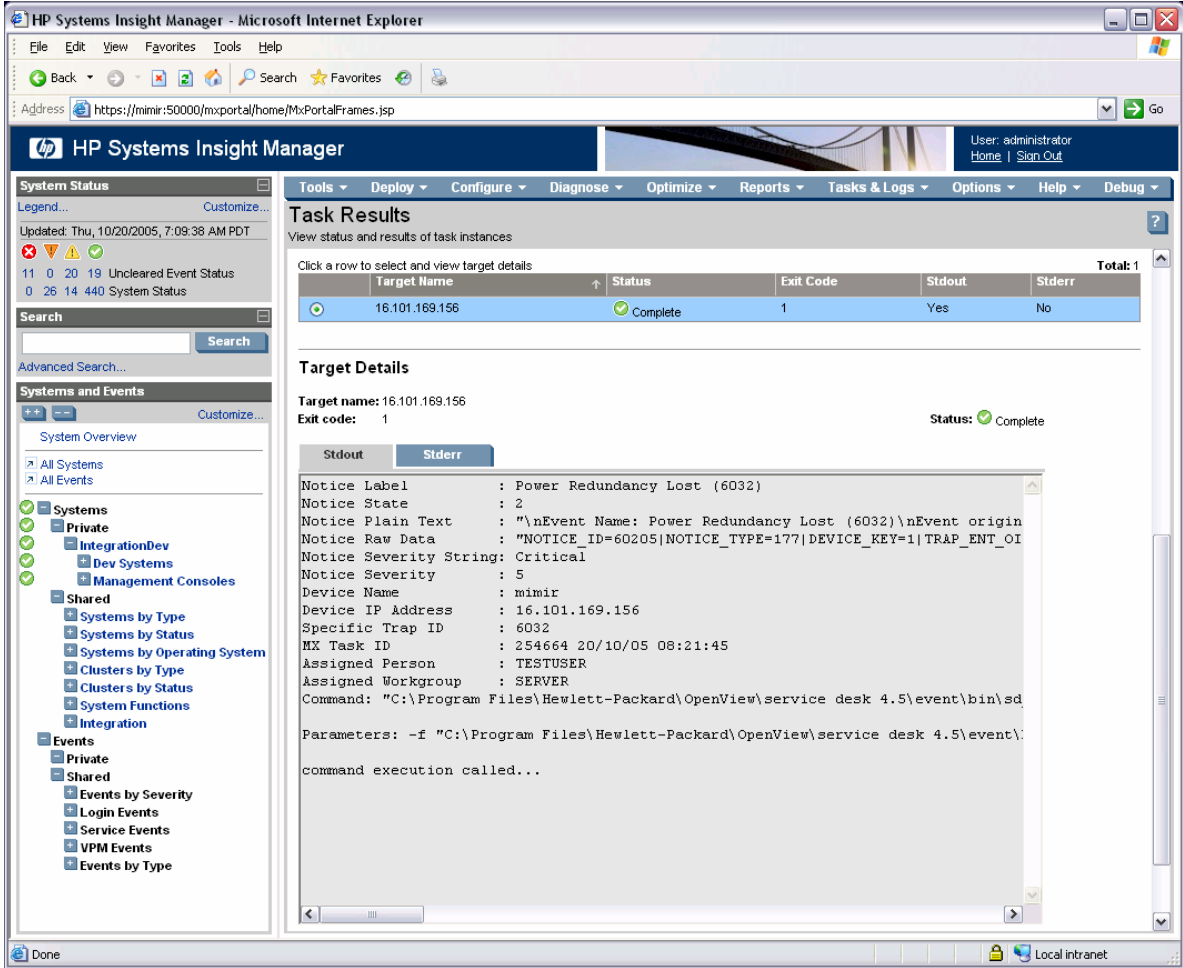


Figure 18 Incident Received from Systems Insight Manager

The screenshot shows a window titled "2,895 - Incident" with a menu bar (File, Edit, View, Tools, Actions, Help) and a toolbar. Below the toolbar, there is a status bar indicating "Due in 6 days." The main area is divided into several sections:

- General:** ID: 2,895; Status: Registered (dropdown); Configuration: MIMIR (dropdown); Name 1: Microsoft Windows 2000 Server; Name 2: Service Pack 4, Build 2195 Multiprocessor Free (dropdown).
- Description:** Logical Drive Status Change (3034); Information: 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: (empty).
- Assignment:** To workgroup: (empty); To person: (empty); More: (empty).
- Other fields:** Severity: (empty); Impact: None; Priority: 5, None; Deadline: 20/01/05 09:00; Actual Finish: (empty); Service: (empty).

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 following procedure describes 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 the external_event Import Mapping.
4. Add a new mapping for the Assignment ;To Workgroup field.
5. In the External Property field, enter IM_WORKGROUP.

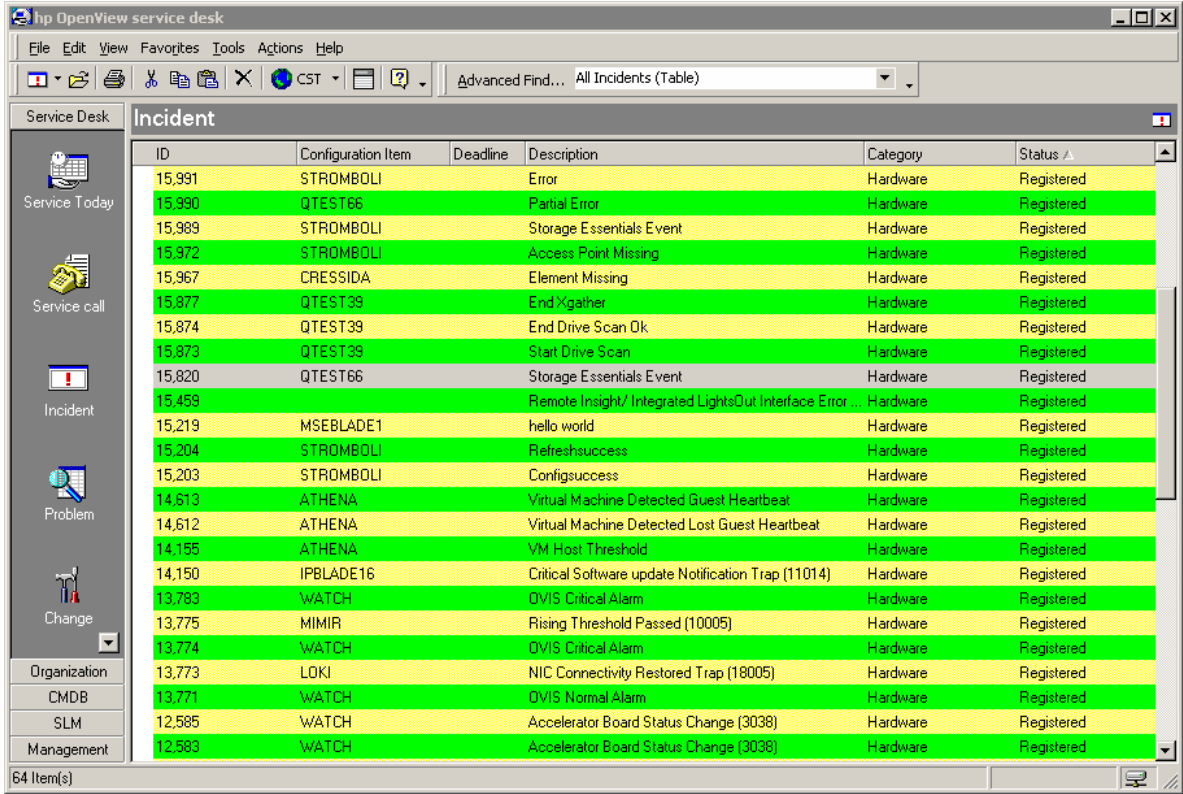
NOTE: The workgroup that will be used in this field must already be defined in Service Desk by the user. For example, to set the IM_WORKGROUP field to "Storage Specialists", this workgroup would need to be created separately in Service Desk.

6. Click **OK** to save the changes to the import mapping.

Creating Incidents from Storage Essentials Events

Incidents in Service Desk can be generated automatically for Storage Essentials events using the procedures described in the previous sections. A custom command is created, and then an action on event is created that forwards the selected storage events. See "Creating a custom command in HP SIM 5.0" on page 21.

Figure 19 Storage Essentials Incidents created from HP SIM

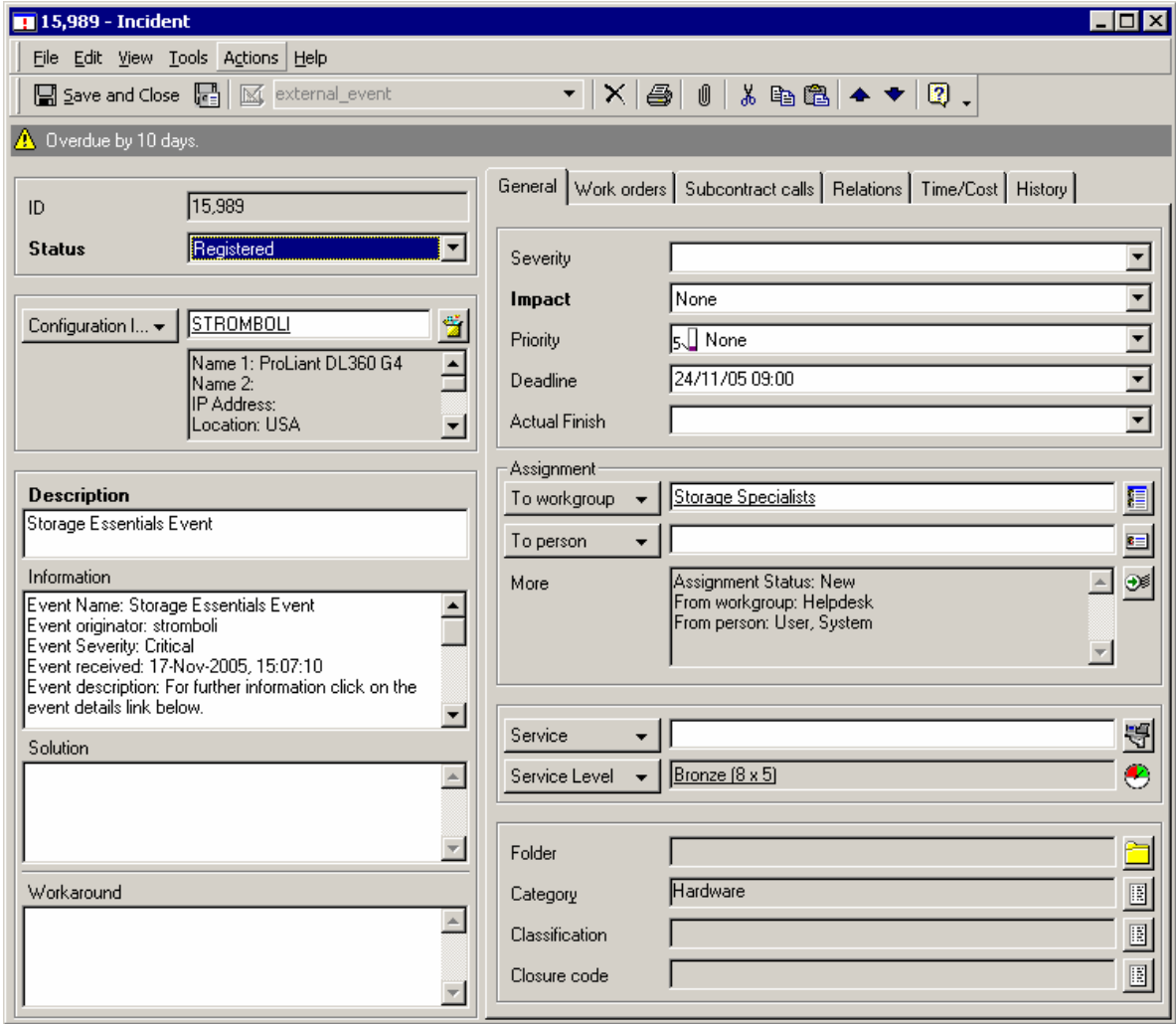


The screenshot shows the 'hp OpenView service desk' application window. The main area displays a table of incidents. The table has columns for ID, Configuration Item, Deadline, Description, Category, and Status. The incidents listed are:

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		DVIS Critical Alarm	Hardware	Registered
13,775	MIMIR		Rising Threshold Passed (10005)	Hardware	Registered
13,774	WATCH		DVIS Critical Alarm	Hardware	Registered
13,773	LOKI		NIC Connectivity Restored Trap (18005)	Hardware	Registered
13,771	WATCH		DVIS Normal Alarm	Hardware	Registered
12,585	WATCH		Accelerator Board Status Change (3038)	Hardware	Registered
12,583	WATCH		Accelerator Board Status Change (3038)	Hardware	Registered

The interface also shows a sidebar with navigation options like 'Service Today', 'Service call', 'Incident', 'Problem', and 'Change'. The status bar at the bottom indicates '64 Item(s)'.

Figure 20 Storage Essentials Incident Details



Automatic incident closing from HP SIM

The program `hpsimsde.exe` automatically parses 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.

The information passed to the `sd_event` executable can now be used to update an incident in Service Desk that has been previously created by HP SIM.

Creating a custom command in HP SIM 5.0

The custom command `hpsimsde.exe` is the program that will be executed when an event is cleared. 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 `hpsimsde.exe` to the location of `sd_event`, for example:
`c:\progra~1\hewlet~1\openview\servic~1.5\event\bin\` on Microsoft® Windows® and `/opt/OV/sd/event/bin` on HPUX.
2. Browse to the **HP Systems Insight Manager** server and log in.
3. Click **Tools>Custom Commands>New Custom Command**.
4. Enter the name for the new command, for example, `Close Service Desk Event`.
5. In the Command field, enter the full path to `hpsimsde.exe`, for example:
`c:\progra~1\hewlet~1\openview\servic~1.5\event\bin\hpsimsde.exe` on Microsoft® Windows and `/opt/OV/sd/event/bin/hpsimsde` on HPUX.

NOTE: `sd_event.exe` must be installed on the Systems Insight Manager server.

6. In the Parameter field, enter `-u` to specify an existing incident update.
7. To save the new command, click **OK**.

Creating a custom tool in HP SIM 5.1

In HP SIM version 5.1, the Custom tools menu replaces the Custom Commands menu. Use the following steps to create a custom tool:

1. Copy `hpsimsde.exe` to the location of `sd_event`, for example:
`c:\progra~1\hewlet~1\openview\servic~1.5\event\bin\` on Microsoft® Windows® and `/opt/OV/sd/event/bin` on HPUX.
2. Browse to the **HP Systems Insight Manager** server and log in.
3. Select **Tools>Custom Tools>New Custom Tool**.
4. Select **CMS Tool** and click **Next**.
5. Enter a name for the new custom tool.
6. Enter the description, help information, and menu placement fields (optional).

7. Specify the user account that will be used to run the custom tool.
8. Set the number of targets field to **Unlimited**.
9. Enter the command in the command field, including any parameters. For example:
`c:\progra~1\hewlet~1\openview\servic~1.5\event\bin\hpsimsde.exe -u.`
10. Add the SD_EVENTHOME environment variable, for example: `C:\Program Files\Hewlett-Packard\OpenView\service desk 4.5\event\.`

Creating a query for cleared events

An event list must be created in HP SIM that displays the “cleared” events that have been forwarded to Service Desk. This list is then used as part of an action on event definition to update incidents in Service Desk that have been cleared in SIM.

For example, the user can create an event list for forwarding events to Service Desk (Service Desk Event Forward) and an event list to show the forwarded events that have been cleared (Service Desk Event Cleared).

Figure 21 Event lists defined in Systems Insight Manager

The screenshot shows the HP Systems Insight Manager interface in Mozilla Firefox. The main window displays the 'Service Desk Event Cleared' view. The left sidebar shows the 'Systems and Events' navigation tree, with 'Service Desk Event Cleared' selected. The main content area shows a table of cleared events with columns for State, Severity, Event Type, System Name, Event Time, and Assigned. The table lists various events such as 'System is unreachable', 'Processor Time Degraded', and 'Processor Time Failed' for systems like 'qtst4' and 'proteus'. The status bar at the bottom indicates 'localhost:50000'.

State	Severity	Event Type	System Name	Event Time	Assigned
Cleared	Critical	System is unreachable	qtst4	9/20/06 1:24 PM	
Cleared	Major	Processor Time Degraded (19001)	proteus	9/20/06 12:18 PM	
Cleared	Major	Processor Time Degraded (19001)	proteus	9/20/06 12:18 PM	
Cleared	Critical	Processor Time Failed (19002)	proteus	9/20/06 11:56 AM	
Cleared	Critical	Processor Time Failed (19002)	proteus	9/20/06 11:56 AM	
Cleared	Critical	Processor Time Failed (19002)	proteus	9/20/06 11:56 AM	
Cleared	Critical	Processor Time Failed (19002)	proteus	9/20/06 11:56 AM	
Cleared	Critical	Processor Time Failed (19002)	proteus	9/20/06 11:56 AM	
Cleared	Critical	Processor Time Failed (19002)	proteus	9/20/06 11:56 AM	
Cleared	Critical	Processor Time Failed (19002)	proteus	9/20/06 11:56 AM	
Cleared	Warning	Cold Start	proteus	9/20/06 11:36 AM	
Cleared	Warning	Link Up	proteus	9/20/06 11:36 AM	
Cleared	Warning	Link Up	proteus	9/20/06 11:36 AM	
Cleared	Warning	Link Up	proteus	9/20/06 11:36 AM	
Cleared	Warning	Cold Start	proteus	9/20/06 11:36 AM	
Cleared	Critical	System is unreachable	proteus	9/20/06 11:35 AM	
Cleared	Critical	Rising Threshold Passed (10005)	ipblade8	9/20/06 11:33 AM	

Creating an “Action on Event” in HP SIM

The user configures what HP SIM events should be closed in Service Desk when the “action on event” is created. This step is where system filters and event filters can be applied so that only the selected events are closed.

1. Click **Options>Events>Automatic Event Handling>New Task**.
2. Enter the name for the new task, for example, `Close Service Desk Incident`, and then click **Next**.
3. Select the `CLEARED` events for this task to run against, for example, `all cleared critical events`, and then click **Next**.
4. Select the systems for this task to run against, for example, `all servers`, and then 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 defined earlier (`Close Service Desk Event` from the previous example). Click **Next**.
6. Enter a time filter (optional), and then click **Next**.
7. To save the new task, click **Finished**.

When the user clears an event in HP SIM, it will match the new query created above and the new action will be executed. The corresponding incident in Service Desk will close automatically.

Figure 22 Incidents automatically closed by Systems Insight Manager

The screenshot shows the HP OpenView Service Desk interface. The main window displays a table of incidents under the heading "Incident". The table has columns for ID, Configuration Item, Deadli..., Description, Category, and Status. The status of all incidents shown is "Closed". The incidents are filtered to show 23 items, with a total of 44 items in the list.

ID	Configuration Item	Deadli...	Description	Category	Status
332	IPBLADE8		Link Up	Hardware	Closed
335	IPBLADE8		Link Up	Hardware	Closed
336	IPBLADE8		Rising Threshold Passed (...)	Hardware	Closed
334	IPBLADE8		Link Up	Hardware	Closed
333	IPBLADE8		Cold Start	Hardware	Closed
337	IPBLADE8		Critical Rising Threshold P...	Hardware	Closed
338	PROTEUS		System is unreachable	Hardware	Closed
339	PROTEUS		Cold Start	Hardware	Closed
340	PROTEUS		Link Up	Hardware	Closed
341	PROTEUS		Cold Start	Hardware	Closed
342	PROTEUS		Link Up	Hardware	Closed
343	PROTEUS		Link Up	Hardware	Closed
347	PROTEUS		Processor Time Failed (190...	Hardware	Closed
348	PROTEUS		Processor Time Failed (190...	Hardware	Closed
349	PROTEUS		Processor Time Failed (190...	Hardware	Closed
350	PROTEUS		Processor Time Failed (190...	Hardware	Closed
351	PROTEUS		Processor Time Failed (190...	Hardware	Closed
354	PROTEUS		Processor Time Failed (190...	Hardware	Closed
352	PROTEUS		Processor Time Failed (190...	Hardware	Closed
353	PROTEUS		Processor Time Failed (190...	Hardware	Closed
355	PROTEUS		Processor Time Failed (190...	Hardware	Closed

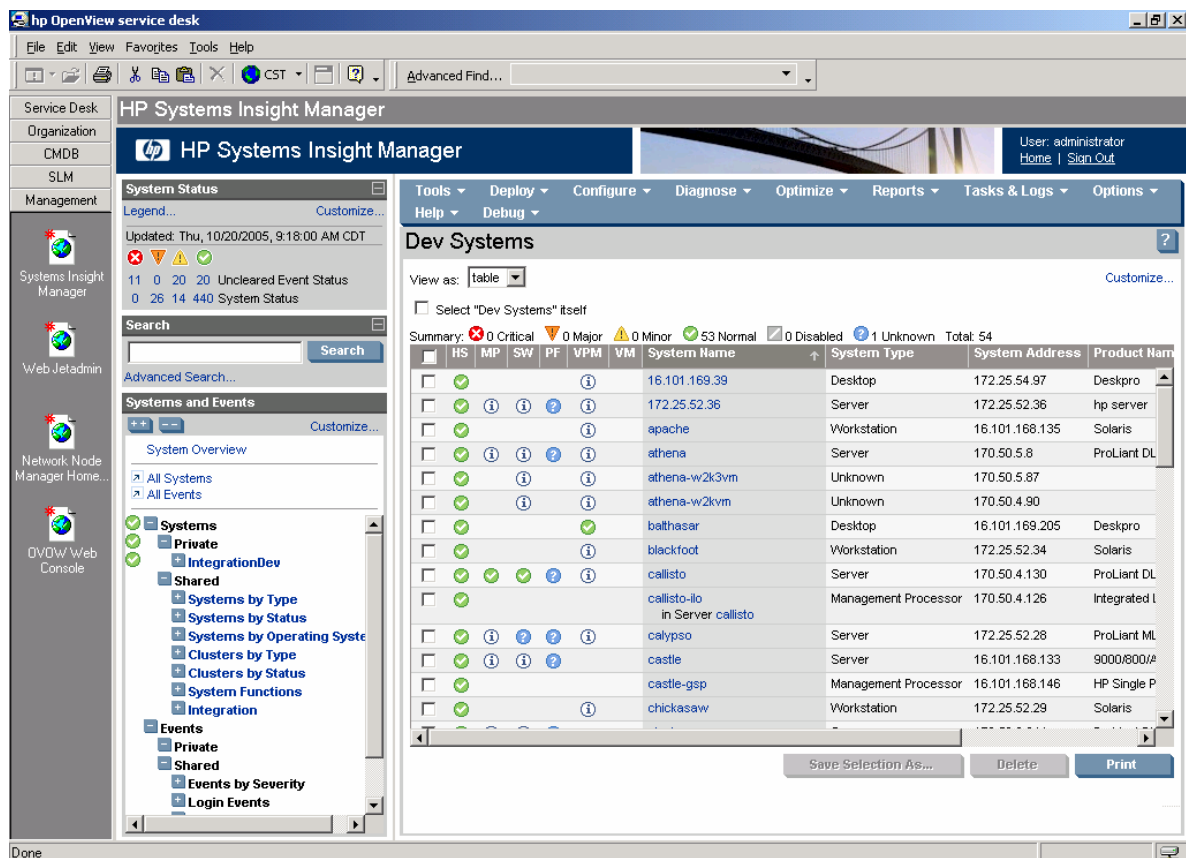
Launching HP SIM and other Management Applications from Service Desk

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

1. Right-click on the appropriate category 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 window, 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. In the Name field, enter Systems Insight Manager.
8. Click **OK**.

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

Figure 23 Management Tool shortcuts in Service Desk



Creating Smart Actions for HP SIM and the Insight Management Agents in 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>HP System Management Homepage**, **Actions>HP Systems Insight Manager**, or **Actions>HP Insight Lights Out** menu items will launch the newly defined actions.

Defining a Smart Action for the HP System Management Homepage

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 **Configuration Items**.
4. To create a new Smart Action, click **New**.
5. In the Text field, enter a name for the entry, for example, HP System Management Homepage.
6. Next to the Application field, click **Quick Find**.
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 it in the Application field.

8. In the Parameters field, enter `https://[Search code]:2381`.
9. To save the new Smart Action, click **OK**.
10. Close the Administrator Console.

Figure 24 Smart Action defined for the HP System Management Homepage

The screenshot shows a dialog box titled "HP System Management Homepage - Smart Action". It contains the following fields and controls:

- Item:** Configuration Item
- Text:** HP System Management Homepage
- Application:** Internet Explorer
- Parameters:** https://[Search code]:2381
- Comment:** (Empty text area)
- Blocked:** (Unchecked checkbox)
- Buttons:** OK, Cancel
- Insert at cursor position:** Field

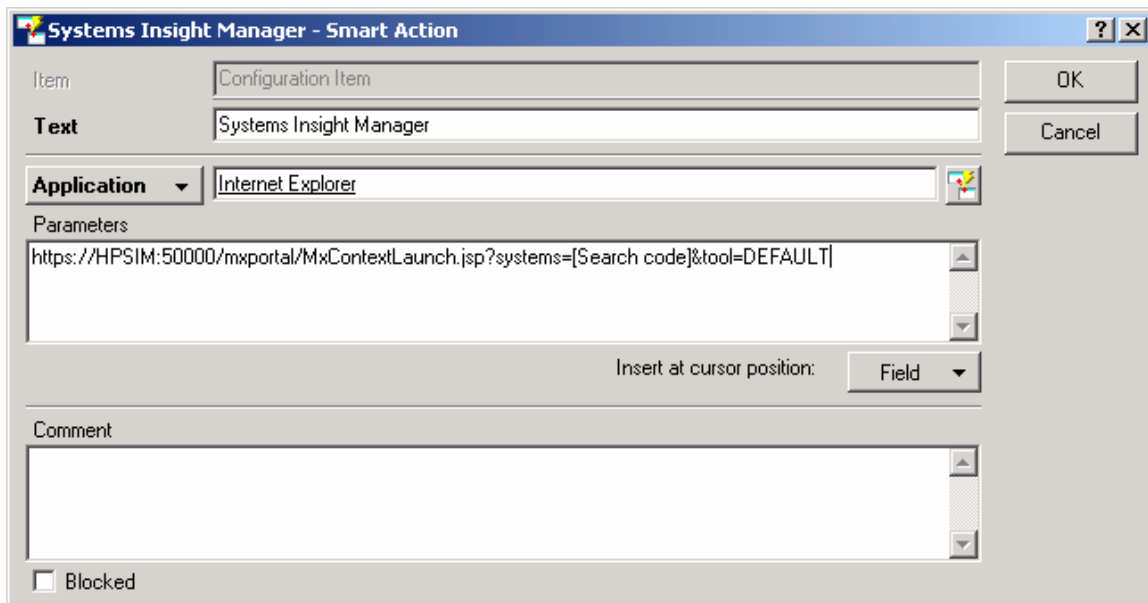
Defining a Smart Action for the in-context launch of HP Systems Insight Manager

1. In the HP OpenView Service Desk main window, select the **Tools** menu, and then click **System**.
2. Under HP OpenView service desk, click **Business Logic>Actions>Smart Actions**.
3. Under Smart Actions, select **Configuration Items**.
4. To create a new Smart Action, click **New**.
5. In the Text field, enter a name for the entry, for example, `Systems Insight Manager`.
6. Next to the Application field, click **Quick Find**.
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 it 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 the Systems Insight Manager server.
9. To save the new Smart Action, click **OK**.
10. Close the Administrator Console.

Figure 25 Smart Action defined for HP Systems Insight Manager



Defining a Smart Action for the HP Integrated Lights-Out

1. In the HP OpenView Service Desk main window, select the **Tools** menu, and then click on the System entry.
2. Under HP OpenView service desk, click **Business Logic>Actions>Smart Actions**.
3. Under Smart Actions, select **Configuration Items**.
4. To create a new Smart Action, click **New**.
5. In the Text field, enter a name for the entry, for example, HP Insight Lights Out.
6. Next to the Application field, click **Quick Find**.
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 it in the Application field.

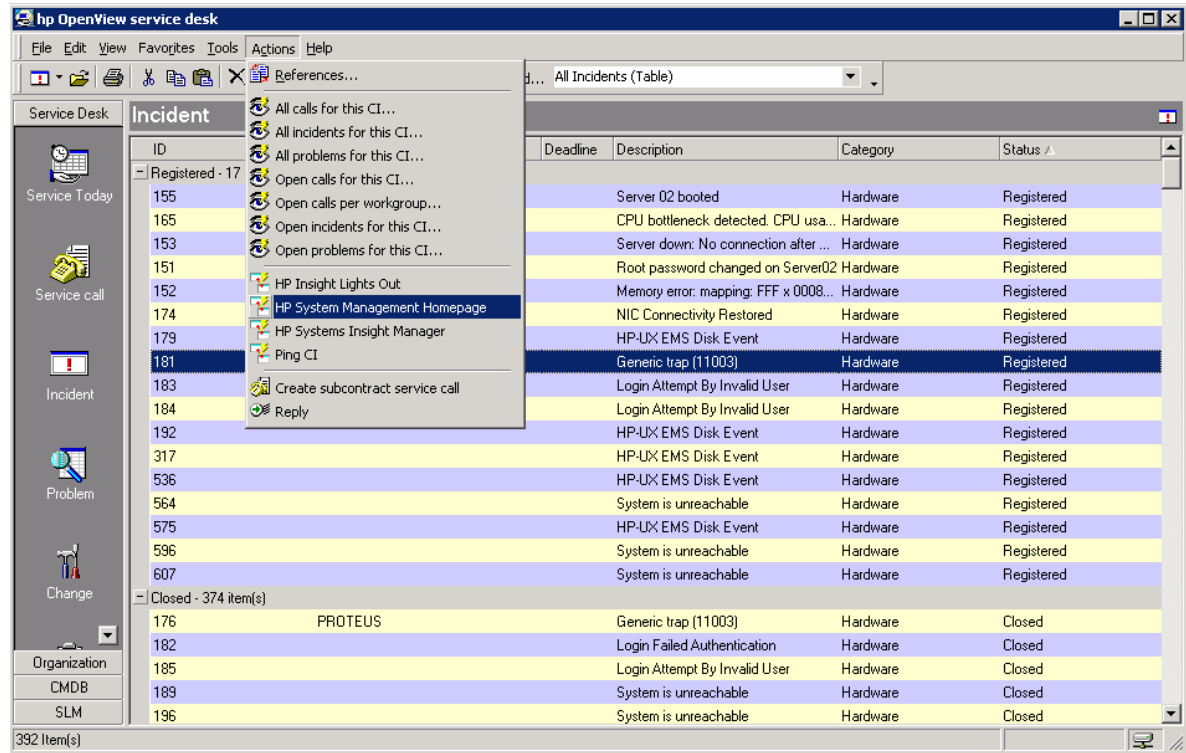
8. In the Parameters field, enter `http:// [Search code]`.
9. To save the new Smart Action, click **OK**.
10. Close the Administrator Console.

NOTE: This smart action will launch to the RILOE or iLO interface only when the RILOE or iLO is selected. This smart action will not launch to the RILOE or iLO when the server is selected.

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.

NOTE: When defining Smart Actions for Incidents, the variable used to reference the system should be `Configuration Item;Search code`, instead of just `Search code`.

Figure 26 Smart Actions defined for the Incident view.



Service Desk Service Pages

Updating Systems Insight Manager to Discover the Service Desk Web Interface

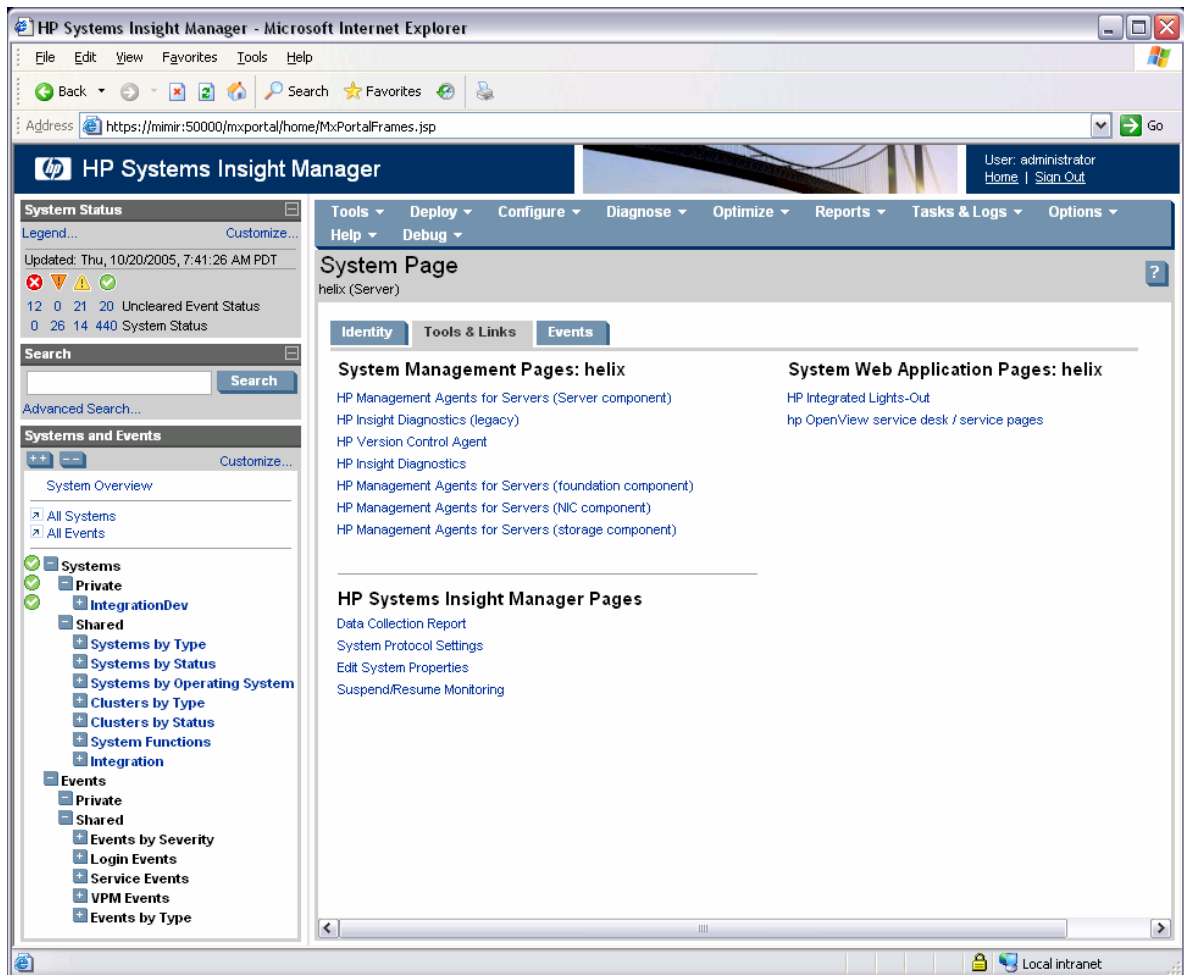
Through the Links tab on the System Page, the Systems Insight Manager server can be modified to show whether the Service Pages web interface is running on a server.

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, 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.

Figure 27 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 the `servicedesk.xml` file and replace `SERVICEDESK:8080` with the name and port number of the Service Pages server. Save the file.
3. Open a command prompt and change to the `Systems Insight Manager\tools` directory.
4. Run the command `mxtool -a -f servicedesk.xml` to add the new entries to the Tools Menu.

Figure 28 Tool Menu Additions to Systems Insight Manager

The screenshot shows the HP Systems Insight Manager web interface. The main content area displays a table of systems with columns for VM, System Name, System Type, System Address, Product Name, and OS Name. A summary bar above the table indicates: 0 Minor, 53 Normal, 0 Disabled, 1 Unknown, Total: 54. The 'Service Pages...' menu item is highlighted in the left navigation pane.

VM	System Name	System Type	System Address	Product Name	OS Name
	Deskpro	Desktop	172.25.54.97	Deskpro	Microsoft
	hp server	Server	172.25.52.36	hp server	Microsoft
	Solaris	Workstation	16.101.168.135	Solaris	
	ProLiant DL320	Server	170.50.5.8	ProLiant DL320	Linux - VI
	170.50.5.87	Unknown	170.50.5.87		
	170.50.4.90	Unknown	170.50.4.90		
	Deskpro	Desktop	16.101.169.205	Deskpro	Microsoft
	Solaris	Workstation	172.25.52.34	Solaris	
	ProLiant DL320 G3	Server	170.50.4.130	ProLiant DL320 G3	Microsoft
	Integrated Lights-Out ...	Management Processor	170.50.4.126	Integrated Lights-Out ...	Embedde
	ProLiant ML310 G1	Server	172.25.52.28	ProLiant ML310 G1	Microsoft
	HP-UX	Server	16.101.168.133	9000/800/A500-7X	HP-UX
	HP Single Partition Se...	Management Processor	16.101.168.146	HP Single Partition Se...	
	Solaris	Workstation	172.25.52.29	Solaris	
	NetWare	Server	170.50.6.244	ProLiant DL360	NetWare
	Microsoft	Desktop	172.25.52.27	Professional Workstati...	Microsoft
	LINUX	Server	170.50.4.16	Linux Server	LINUX
	Embedde	Management Processor	170.50.4.8	Remote Insight Lights-...	Embedde
	Microsoft	Desktop	170.50.4.115	Deskpro EN Series	Microsoft
	Linux - Rf	Server	170.50.4.62	ProLiant DL320	Linux - Rf

Viewing Incidents in Service Pages

Modifying the Services Pages settings may be necessary to display the Incidents created automatically by Systems 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**.

Figure 29 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

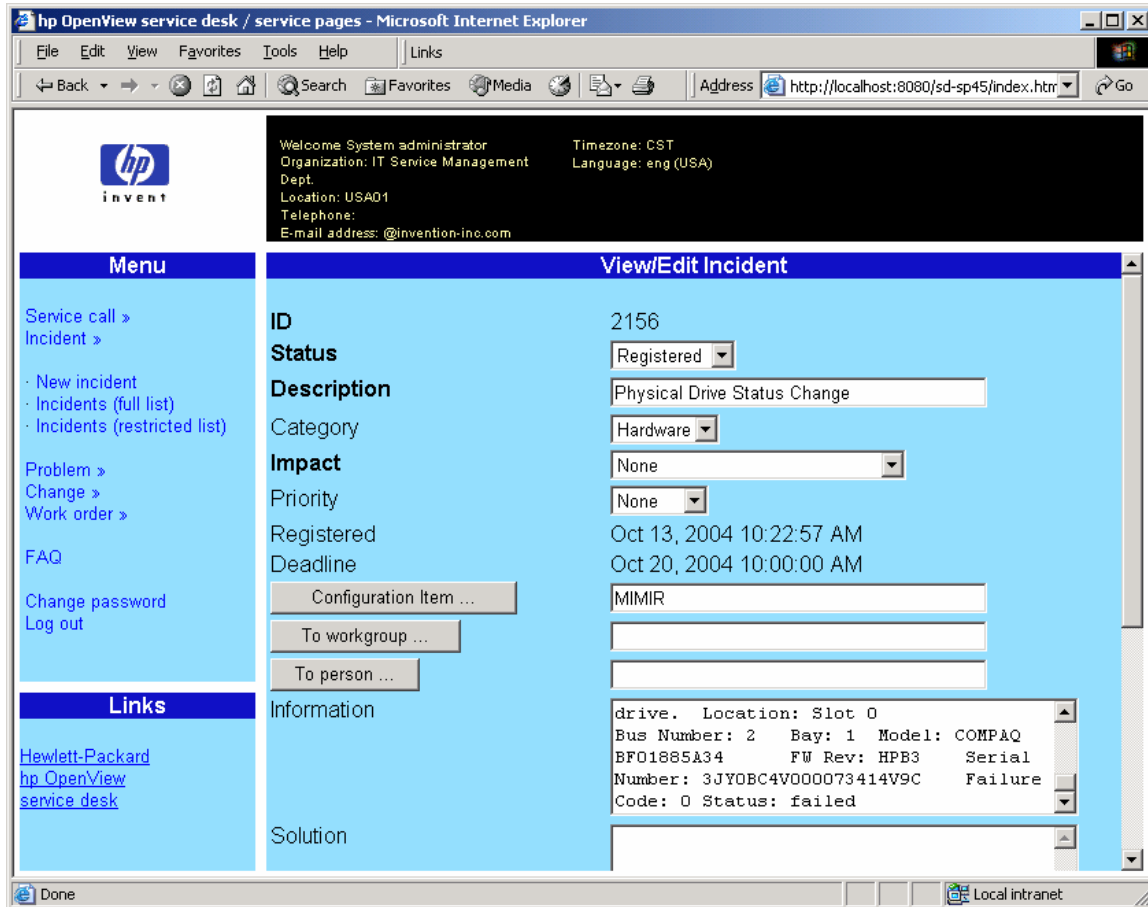
[Hewlett-Packard](#)
[hp OpenView](#)
[service desk](#)

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	2759	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	2767	Started VPM Scan for System	Hardware	None	None	WOKING	Dec 9, 2004 9:00:00 AM
Dec 2, 2004 3:43:56 PM	2768	Power Redundancy Lost (6032)	Hardware	None	None	MIMIR	Dec 9, 2004 9:00:00 AM
Dec 2, 2004 3:44:31 PM	2769	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

Figure 30 Service Pages Specific Incident created by Systems Insight Manager



Scheduling the HP SIM Data Exchange

OpenView Service Desk provides command line utilities for 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 executes 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 to provide periodic updates to the Service Desk database from Systems Insight Manager.

Figure 31 Service Desk command-line data exchange



```
C:\> 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

*****
*                               *
*             H P E X T R A C T O R             *
*                               *
*             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.PRODUCTTYPESTR
AS "DEVICES_PRODUCTTYPESTR", 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.ASSETTAG AS "DB_DEVICEINFOEX_ASS
ETTAG", 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.DEVICES.DEVICEKEY AND SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKE
Y = SIM_MANAGER.DB_DEVICEINFO.DEVICEKEY AND SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICE
EY = SIM_MANAGER.DB_DEVICEINFOEX.DEVICEKEY AND SIM_MANAGER.DEVICES.PRODUCTTYPESTR
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..
```

The user must copy `hpsimexchange.bat` to the same location as `sd_exchange.bat`, and then edit the file to include the correct configuration file, username, password, and ServiceDesk server name.

1. Open the Microsoft® Windows® **Control Panel**, and then select **Scheduled Tasks**.
2. Click **Add Scheduled Task**, and then click **Next**.
3. Click **Browse**, and then select the **hpsimexchange.bat** file located in the `\service desk 4.5\client\bin` directory.

Figure 32 Scheduled Task Wizard program window



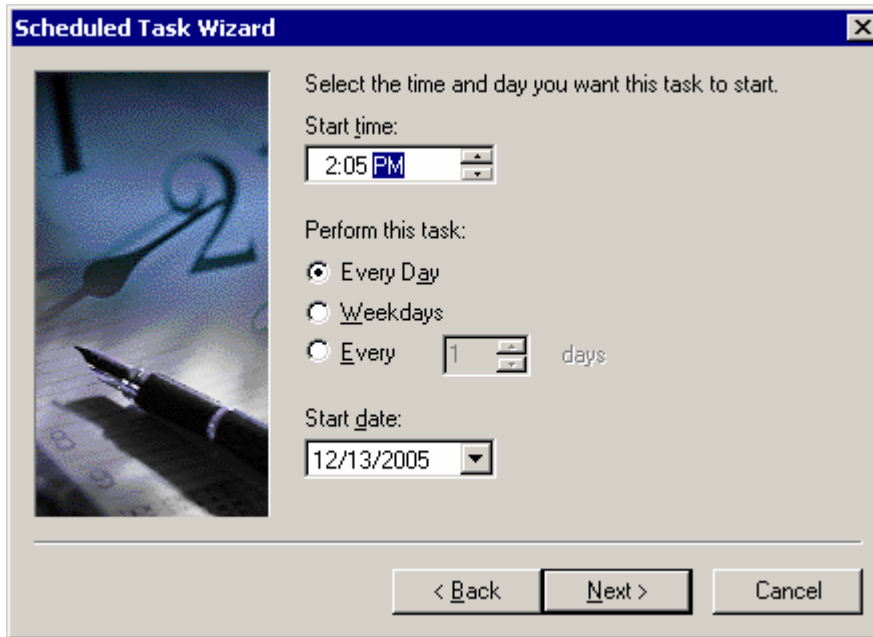
4. Enter a name for the task and how often the task should run, and then click **Next**.

Figure 33 Scheduled Task Wizard task window



5. Enter a time for the task to execute, and then click **Next**.

Figure 34 Scheduled Task Wizard time and day window



Scheduled Task Wizard

Select the time and day you want this task to start.

Start time: 2:05 PM

Perform this task:

Every Day

Weekdays

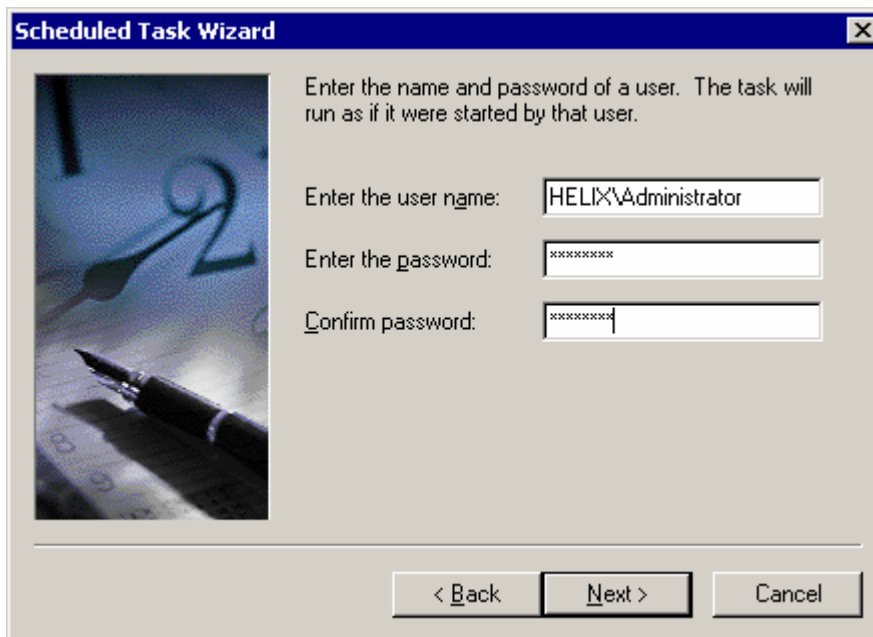
Every 1 days

Start date: 12/13/2005

< Back Next > Cancel

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

Figure 35 Scheduled Task Wizard password window



Scheduled Task Wizard

Enter the name and password of a user. The task will run as if it were started by that user.

Enter the user name: HELIX\Administrator

Enter the password: *****

Confirm password: *****

< Back Next > Cancel

HP OpenView Web Console

Updating Systems Insight Manager to Discover the OpenView Web Console

Through the Links tab on the System Page, the Systems Insight Manager server can be modified to show whether the OpenView Web Console is running on a server.

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 the `ovwebconsole.xml` file and replace `OVWEBCONSOLE:80` with the name and port number of the Web Console server. Save the file.
3. Open a command prompt and change to the `Systems Insight Manager\tools` directory.
4. Run the command `mxtool -a -f ovwebconsole.xml` to add the new entries to the Tools Menu.

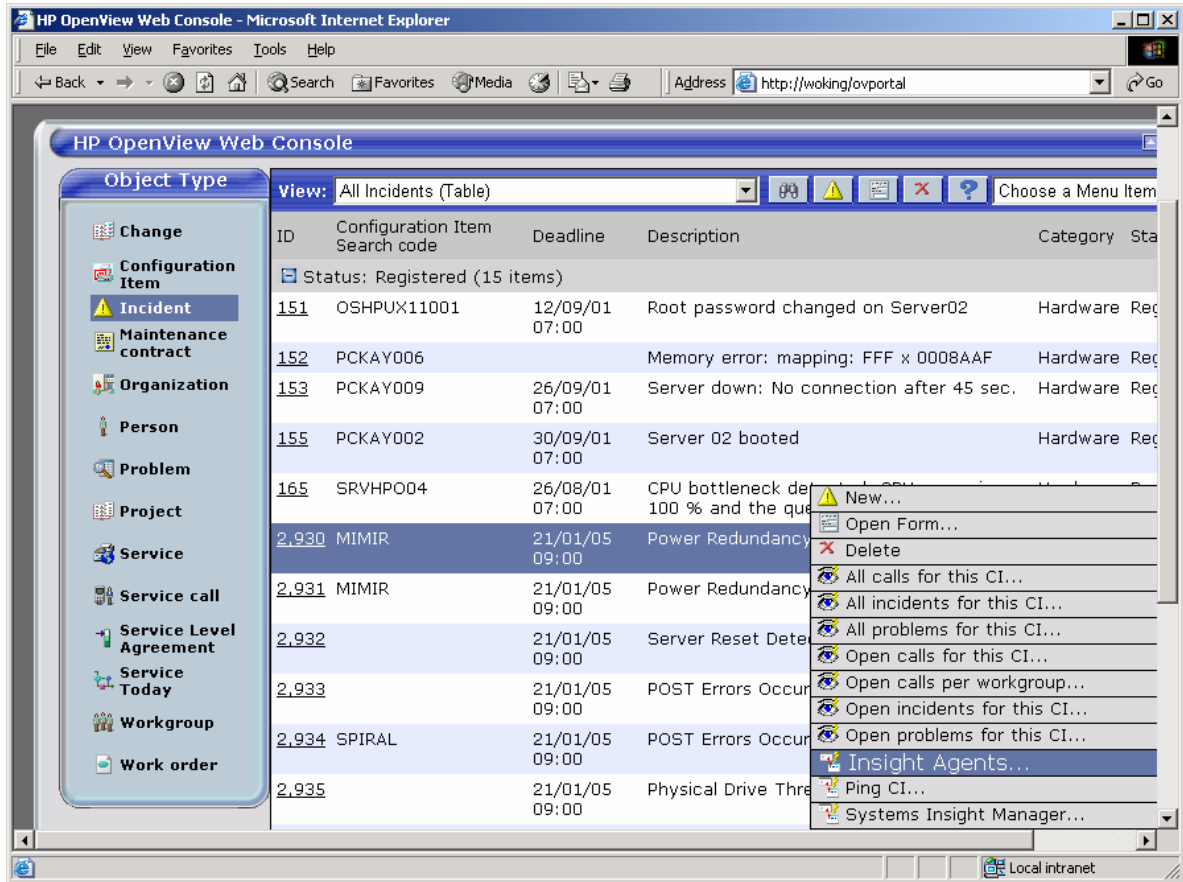
Figure 36 OpenView Web Console Displaying Configuration Items

Search code	Name 1	Location Search code
ALTIRIS2	ProLiant 6400R	USA
AP-BUILD4	Linux Server	USA
ATHENA	ProLiant DL320	USA
ATHENA-RHAS21VM	Linux Server	USA
ATHENA-W2K3VM	VMware Virtual Platform	USA
ATHENA-W2KVM	VMware Virtual Platform	USA
BL10E-GSX1	ProLiant BL10e	USA
BL10E-GSX3	ProLiant BL10e	USA
BL10E-GSX5	ProLiant BL10e	USA
BL10E-MSVS2	ProLiant BL10e	USA
CASTLE	9000/800/A500-7X	USA

Launching to the HP Systems Management Homepage

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.

Figure 37 OpenView Web Console Incident Pop-up Actions



Troubleshooting

Task Results error

Description: When viewing the task results, the following message is displayed in the HP SIM Stdout window:

```
No operation specified (insert or update)
```

Action:

- Verify that the `hpsimsde.exe` option is specified correctly (-i or -u).
- Verify that there is not a space after the option (-i or -u) in the custom tool definition in HP SIM.

ACES_InsightManager XML import error

Description: The ACES_InsightManager XML file does not import successfully. An error message similar to the following may be displayed.

```
'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)')
```

Action: Verify that the correct service pack for Service Desk is installed.

Incorrect path to sd_event.exe

Description: The path to `sd_event.exe` is not correct when launching a custom tool or custom command.

Action:

- Verify that the `SD_EVENTHOME` environment variable is set correctly.
- Add the `SD_EVENTHOME` environment variable to the custom tool or custom command definition. For example, "`C:\Program Files\Hewlett-Packard\OpenView\service desk 4.5\event\.`"

Appendix A

This appendix lists the contents of the Insight Manager SQL Data Exchange file. The configuration file is provided to export data from the Systems Insight Manager database running on Microsoft® SQL Server into an XML file that can be imported into Service Desk.

Insight Manager SQL Data Exchange File

SQL database configuration file.

Entries beginning with "--" are comments.

```
[DSN]
NAME=HPSIM-SQL
USR=
PWD=

[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=IM_SERVER,IM_DESKTOP,IM_WORKSTATION,IM_PRINTER,IM_MGMTPROC,IM_STORAGE,I
M_SWITCH,IM_RACK,IM_ENCLOSURE,IM_KVM,IM_UPS

[IM_SERVER]
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 ([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], \
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]

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'
ORDERBY=[devices].[Name] ASC

LOADTABLE=FALSE

[IM_DESKTOP]
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 ([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], \
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], \
'Business PC' AS [IM_CATEGORY]

```

```

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]='Desktop'
ORDERBY=[devices].[Name] ASC

LOADTABLE=FALSE

[IM_WORKSTATION]
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 ([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], \
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], \
'Workstation' AS [IM_CATEGORY]

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]='Workstation'

LOADTABLE=FALSE

ORDERBY=[devices].[Name] ASC

[IM_PRINTER]
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 ([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], \
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], \
'Printer' AS [IM_CATEGORY]

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]='Printer'

LOADTABLE=FALSE

ORDERBY=[devices].[Name] ASC

[IM_MGMTPROC]
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 ([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], \
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], \
'MgmtProc' AS [IM_CATEGORY]

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]='MgmtProc'

```

```
LOADTABLE=FALSE
```

```
ORDERBY=[devices].[Name] ASC
```

```

[IM_STORAGE]
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 ([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], \
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], \
'Storage' AS [IM_CATEGORY]

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]='Storage'

LOADTABLE=FALSE

ORDERBY=[devices].[Name] ASC

```

```

[IM_SWITCH]
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 ([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], \
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], \
'Switch' AS [IM_CATEGORY]

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]='Switch'

LOADTABLE=FALSE

ORDERBY=[devices].[Name] ASC

[IM_RACK]
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 ([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], \
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], \
'Rack' AS [IM_CATEGORY]

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]='Rack'

LOADTABLE=FALSE

ORDERBY=[devices].[Name] ASC

[IM_ENCLOSURE]
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 ([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], \
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], \
'Enclosure' AS [IM_CATEGORY]

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]='Enclosure'
```

```
LOADTABLE=FALSE
```

```
ORDERBY=[devices].[Name] ASC
```

```
[IM_KVM]
```

```
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 ([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], \
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], \
'KVM' AS [IM_CATEGORY]

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]='KVM'

LOADTABLE=FALSE

ORDERBY=[devices].[Name] ASC

[IM_UPS]
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 ([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], \
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], \
'UPS' AS [IM_CATEGORY]

```

```

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]='UPS'

```

```
LOADTABLE=FALSE
```

```
ORDERBY=[devices].[Name] ASC
```

Appendix B

This appendix lists the contents of the Insight Manager Oracle Data Exchange file. The configuration file is provided to export data from the Systems Insight Manager database running on Oracle into an XML file that can be imported into Service Desk.

Insight Manager Oracle Data Exchange File

Oracle database configuration file.

Entries beginning with "--" are comments.

```
[DSN]
NAME=HPSIM-ORACLE
USR=system
PWD=

[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=IM_SERVER,IM_DESKTOP,IM_WORKSTATION,IM_PRINTER,IM_MGMTPROC,IM_STORAGE,I
M_SWITCH,IM_RACK,IM_ENCLOSURE,IM_KVM,IM_UPS

[IM_SERVER]
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], \

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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]

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'

[IM_DESKTOP]

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], \

```



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[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], \
'Business PC' 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
\

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```

SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKEY =
SIM_MANAGER.DB_DEVICEINFO.DEVICEKEY AND \
SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKEY =
SIM_MANAGER.DB_DEVICEINFOEX.DEVICEKEY AND \
SIM_MANAGER.DEVICES.PRODUCTTYPESTR='Desktop'

```

```

[IM_WORKSTATION]
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], \

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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], \
'Workstation' 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='Workstation'

[IM_MGMTPROC]

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], \

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[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]

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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], \

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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], \
'MgmtProc' 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='MgmtProc'

[IM_PRINTER]

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], \

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[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], \
'Printer' 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 \

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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='Printer'

[IM_STORAGE]
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], \

```

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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], \
'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='Storage'

[IM_SWITCH]

SOURCE=SIM_MANAGER.DEVICES, SIM_MANAGER.DB_DEVICEINFOEX,
SIM_MANAGER.DB_DEVICEINFO, SIM_MANAGER.DEVICEPROTOCOLINFO

ATT=[devices_Name], \
[devices_ProductTypeStr], \
[devices_ProductSubType], \

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[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]

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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], \

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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], \
'Switch' 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='Switch'

[IM_RACK]
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], \
'Rack' 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='Rack'

[IM_ENCLOSURE]

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], \
'Enclosure' 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='Enclosure'

[IM_KVM]

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], \
'KVM' 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='KVM'

[IM_UPS]

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], \
'UPS' 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='UPS'

--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

This appendix lists the contents of the Insight Manager Data PostgreSQL Exchange file. The configuration file is provided to export data from the Systems Insight Manager database running on PostgreSQL into an XML file that can be imported into Service Desk.

Insight Manager Data PostgreSQL Exchange File

PostgreSQL database configuration file.

Entries beginning with "--" are comments.

```
[DSN]
NAME=PostgreSQL
USR=mxadmin
PWD=

[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=IM_SERVER,IM_DESKTOP,IM_WORKSTATION,IM_PRINTER,IM_MGMTPROC,IM_STORAGE,I
M_SWITCH,IM_RACK,IM_ENCLOSURE,IM_KVM,IM_UPS

[IM_SERVER]
SOURCE=public.db_deviceinfo, public.db_deviceinfoex, public.devices,
public.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=public.devices.name AS [devices_Name], \
public.DEVICEPROTOCOLINFO.PRIMARYADDRESS AS
[deviceProtocolInfo_PrimaryAddress], \
public.DEVICES.PRODUCTTYPESTR AS [devices_ProductTypeStr], \
public.DEVICES.PRODUCTSUBTYPE AS [devices_ProductSubType], \
public.DEVICES.SUBTYPE2 AS [devices_SubType2], \
public.devices.productname AS [IM_NAME1], \
public.DEVICES.FULLDNSNAME AS [devices_fullDNSName], \
public.DEVICES.OVERALLSTATUS AS [devices_OverallStatus], \
public.DEVICES.MXGUID AS [devices_MxGUID], \
public.DB_DEVICEINFO.LOCATION AS [DB_DeviceInfo_Location], \
public.DB_DEVICEINFO.DESCRPTION AS [DB_DeviceInfo_Description], \
public.DB_DEVICEINFO.CONTACT AS [DB_DeviceInfo_Contact], \
public.DB_DEVICEINFOEX.SERIALNUMBER AS [DB_DeviceInfoEx_SerialNumber], \
public.DB_DEVICEINFOEX.ASSETTAG AS [DB_DeviceInfoEx_AssetTag], \
public.DB_DEVICEINFOEX.TOTALMEMORY AS [DB_DeviceInfoEx_TotalMemory], \
public.DB_DEVICEINFOEX.ROMVERSION AS [DB_DeviceInfoEx_ROMVersion], \
public.DB_DEVICEINFOEX.OSNAME AS [DB_DeviceInfoEx_OSName], \
public.DB_DEVICEINFOEX.OSTYPE AS [DB_DeviceInfoEx_OSType], \
public.DB_DEVICEINFOEX.OSVERSION AS [DB_DeviceInfoEx_OSVersion], \
public.DB_DEVICEINFOEX.OSVENDOR AS [DB_DeviceInfoEx_OSVendor], \
public.DB_DEVICEINFOEX.OSDESCRIPTION AS [DB_DeviceInfoEx OSDescription], \
public.DB_DEVICEINFO.DESCRPTION AS [IM_NAME2], \
'Server' AS [IM_CATEGORY]

```

```
LOADTABLE=FALSE
CONDITION=public.devices.DeviceKey = public.DB_DeviceInfo.DeviceKey AND \
public.devices.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.DB_DeviceInfo.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.devices.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.DB_DeviceInfo.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.devices.ProductTypeStr='Server'
```

```
ORDERBY=public.devices.Name ASC
```

```
[IM_DESKTOP]
```

```
SOURCE=public.db_deviceinfo, public.db_deviceinfoex, public.devices,
public.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=public.devices.name AS [devices_Name], \
public.DEVICEPROTOCOLINFO.PRIMARYADDRESS AS
[deviceProtocolInfo_PrimaryAddress], \
```

```

public.DEVICES.PRODUCTTYPESTR AS [devices_ProductTypeStr], \
public.DEVICES.PRODUCTSUBTYPE AS [devices_ProductSubType], \
public.DEVICES.SUBTYPE2 AS [devices_SubType2], \
public.devices.productname AS [IM_NAME1], \
public.DEVICES.FULLDNSNAME AS [devices_fullDNSName], \
public.DEVICES.OVERALLSTATUS AS [devices_OverallStatus], \
public.DEVICES.MXGUID AS [devices_MxGUID], \
public.DB_DEVICEINFO.LOCATION AS [DB_DeviceInfo_Location], \
public.DB_DEVICEINFO.DESCRPTION AS [DB_DeviceInfo_Description], \
public.DB_DEVICEINFO.CONTACT AS [DB_DeviceInfo_Contact], \
public.DB_DEVICEINFOEX.SERIALNUMBER AS [DB_DeviceInfoEx_SerialNumber], \
public.DB_DEVICEINFOEX.ASSETTAG AS [DB_DeviceInfoEx_AssetTag], \
public.DB_DEVICEINFOEX.TOTALMEMORY AS [DB_DeviceInfoEx_TotalMemory], \
public.DB_DEVICEINFOEX.ROMVERSION AS [DB_DeviceInfoEx_ROMVersion], \
public.DB_DEVICEINFOEX.OSNAME AS [DB_DeviceInfoEx_OSName], \
public.DB_DEVICEINFOEX.OSTYPE AS [DB_DeviceInfoEx_OSType], \
public.DB_DEVICEINFOEX.OSVERSION AS [DB_DeviceInfoEx_OSVersion], \
public.DB_DEVICEINFOEX.OSVENDOR AS [DB_DeviceInfoEx_OSVendor], \
public.DB_DEVICEINFOEX.OSDESCRIPTION AS [DB_DeviceInfoEx_OSDescription], \
public.DB_DEVICEINFO.DESCRPTION AS [IM_NAME2], \
'Business PC' AS [IM_CATEGORY]

```

```
LOADTABLE=FALSE
```

```

CONDITION=public.devices.DeviceKey = public.DB_DeviceInfo.DeviceKey AND \
public.devices.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.DB_DeviceInfo.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.devices.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.DB_DeviceInfo.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.devices.ProductTypeStr='Desktop'

```

```
ORDERBY=public.devices.Name ASC
```

```
[IM_WORKSTATION]
```

```
SOURCE=public.db_deviceinfo, public.db_deviceinfoex, public.devices,
public.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=public.devices.name AS [devices_Name], \
public.DEVICEPROTOCOLINFO.PRIMARYADDRESS AS
[deviceProtocolInfo_PrimaryAddress], \
public.DEVICES.PRODUCTTYPESTR AS [devices_ProductTypeStr], \
public.DEVICES.PRODUCTSUBTYPE AS [devices_ProductSubType], \
public.DEVICES.SUBTYPE2 AS [devices_SubType2], \
public.devices.productname AS [IM_NAME1], \
public.DEVICES.FULLDNSNAME AS [devices_fullDNSName], \
public.DEVICES.OVERALLSTATUS AS [devices_OverallStatus], \
public.DEVICES.MXGUID AS [devices_MxGUID], \
public.DB_DEVICEINFO.LOCATION AS [DB_DeviceInfo_Location], \
public.DB_DEVICEINFO.DESCRPTION AS [DB_DeviceInfo_Description], \
public.DB_DEVICEINFO.CONTACT AS [DB_DeviceInfo_Contact], \
public.DB_DEVICEINFOEX.SERIALNUMBER AS [DB_DeviceInfoEx_SerialNumber], \
public.DB_DEVICEINFOEX.ASSETTAG AS [DB_DeviceInfoEx_AssetTag], \
public.DB_DEVICEINFOEX.TOTALMEMORY AS [DB_DeviceInfoEx_TotalMemory], \
public.DB_DEVICEINFOEX.ROMVERSION AS [DB_DeviceInfoEx_ROMVersion], \
public.DB_DEVICEINFOEX.OSNAME AS [DB_DeviceInfoEx_OSName], \
public.DB_DEVICEINFOEX.OSTYPE AS [DB_DeviceInfoEx_OSType], \
public.DB_DEVICEINFOEX.OSVERSION AS [DB_DeviceInfoEx_OSVersion], \

```

```

public.DB_DEVICEINFOEX.OSVENDOR AS [DB_DeviceInfoEx_OSVendor], \
public.DB_DEVICEINFOEX.OSDESCRIPTION AS [DB_DeviceInfoEx_OSDescription], \
public.DB_DEVICEINFO.DESCRPTION AS [IM_NAME2], \
'Workstation' AS [IM_CATEGORY]

```

```
LOADTABLE=FALSE
```

```

CONDITION=public.devices.DeviceKey = public.DB_DeviceInfo.DeviceKey AND \
public.devices.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.DB_DeviceInfo.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.devices.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.DB_DeviceInfo.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.devices.ProductTypeStr='Workstation'

```

```
ORDERBY=public.devices.Name ASC
```

```
[IM_PRINTER]
```

```
SOURCE=public.db_deviceinfo, public.db_deviceinfoex, public.devices,
public.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=public.devices.name AS [devices_Name], \
public.DEVICEPROTOCOLINFO.PRIMARYADDRESS AS
[deviceProtocolInfo_PrimaryAddress], \
public.DEVICES.PRODUCTTYPESTR AS [devices_ProductTypeStr], \
public.DEVICES.PRODUCTSUBTYPE AS [devices_ProductSubType], \
public.DEVICES.SUBTYPE2 AS [devices_SubType2], \
public.devices.productname AS [IM_NAME1], \
public.DEVICES.FULLDNSNAME AS [devices_fullDNSName], \
public.DEVICES.OVERALLSTATUS AS [devices_OverallStatus], \
public.DEVICES.MXGUID AS [devices_MxGUID], \
public.DB_DEVICEINFO.LOCATION AS [DB_DeviceInfo_Location], \
public.DB_DEVICEINFO.DESCRPTION AS [DB_DeviceInfo_Description], \
public.DB_DEVICEINFO.CONTACT AS [DB_DeviceInfo_Contact], \
public.DB_DEVICEINFOEX.SERIALNUMBER AS [DB_DeviceInfoEx_SerialNumber], \
public.DB_DEVICEINFOEX.ASSETTAG AS [DB_DeviceInfoEx_AssetTag], \
public.DB_DEVICEINFOEX.TOTALMEMORY AS [DB_DeviceInfoEx_TotalMemory], \
public.DB_DEVICEINFOEX.ROMVERSION AS [DB_DeviceInfoEx_ROMVersion], \
public.DB_DEVICEINFOEX.OSNAME AS [DB_DeviceInfoEx_OSName], \
public.DB_DEVICEINFOEX.OSTYPE AS [DB_DeviceInfoEx_OSType], \
public.DB_DEVICEINFOEX.OSVERSION AS [DB_DeviceInfoEx_OSVersion], \
public.DB_DEVICEINFOEX.OSVENDOR AS [DB_DeviceInfoEx_OSVendor], \
public.DB_DEVICEINFOEX.OSDESCRIPTION AS [DB_DeviceInfoEx OSDescription], \
public.DB_DEVICEINFO.DESCRPTION AS [IM_NAME2], \
'Printer' AS [IM_CATEGORY]

```

LOADTABLE=FALSE

```

CONDITION=public.devices.DeviceKey = public.DB_DeviceInfo.DeviceKey AND \
public.devices.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.DB_DeviceInfo.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.devices.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.DB_DeviceInfo.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.devices.ProductTypeStr='Printer'

```

ORDERBY=public.devices.Name ASC

[IM_MGMTPROC]


```

SOURCE=public.db_deviceinfo, public.db_deviceinfoex, public.devices,
public.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=public.devices.name AS [devices_Name], \
public.DEVICEPROTOCOLINFO.PRIMARYADDRESS AS
[deviceProtocolInfo_PrimaryAddress], \
public.DEVICES.PRODUCTTYPESTR AS [devices_ProductTypeStr], \
public.DEVICES.PRODUCTSUBTYPE AS [devices_ProductSubType], \
public.DEVICES.SUBTYPE2 AS [devices_SubType2], \
public.devices.productname AS [IM_NAME1], \
public.DEVICES.FULLDNSNAME AS [devices_fullDNSName], \
public.DEVICES.OVERALLSTATUS AS [devices_OverallStatus], \
public.DEVICES.MXGUID AS [devices_MxGUID], \
public.DB_DEVICEINFO.LOCATION AS [DB_DeviceInfo_Location], \
public.DB_DEVICEINFO.DESCRPTION AS [DB_DeviceInfo_Description], \
public.DB_DEVICEINFO.CONTACT AS [DB_DeviceInfo_Contact], \
public.DB_DEVICEINFOEX.SERIALNUMBER AS [DB_DeviceInfoEx_SerialNumber], \
public.DB_DEVICEINFOEX.ASSETTAG AS [DB_DeviceInfoEx_AssetTag], \
public.DB_DEVICEINFOEX.TOTALMEMORY AS [DB_DeviceInfoEx_TotalMemory], \

```

```

public.DB_DEVICEINFOEX.ROMVERSION AS [DB_DeviceInfoEx_ROMVersion], \
public.DB_DEVICEINFOEX.OSNAME AS [DB_DeviceInfoEx_OSName], \
public.DB_DEVICEINFOEX.OSTYPE AS [DB_DeviceInfoEx_OSType], \
public.DB_DEVICEINFOEX.OSVERSION AS [DB_DeviceInfoEx_OSVersion], \
public.DB_DEVICEINFOEX.OSVENDOR AS [DB_DeviceInfoEx_OSVendor], \
public.DB_DEVICEINFOEX.OSDESCRIPTION AS [DB_DeviceInfoEx OSDescription], \
public.DB_DEVICEINFO.DESCRPTION AS [IM_NAME2], \
'MgmtProc' AS [IM_CATEGORY]

```

```
LOADTABLE=FALSE
```

```

CONDITION=public.devices.DeviceKey = public.DB_DeviceInfo.DeviceKey AND \
public.devices.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.DB_DeviceInfo.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.devices.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.DB_DeviceInfo.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.devices.ProductTypeStr='MgmtProc'

```

```
ORDERBY=public.devices.Name ASC
```

```
[IM_STORAGE]
```

```
SOURCE=public.db_deviceinfo, public.db_deviceinfoex, public.devices,
public.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=public.devices.name AS [devices_Name], \
public.DEVICEPROTOCOLINFO.PRIMARYADDRESS AS
[deviceProtocolInfo_PrimaryAddress], \
public.DEVICES.PRODUCTTYPESTR AS [devices_ProductTypeStr], \
public.DEVICES.PRODUCTSUBTYPE AS [devices_ProductSubType], \
public.DEVICES.SUBTYPE2 AS [devices_SubType2], \
public.devices.productname AS [IM_NAME1], \
public.DEVICES.FULLDNSNAME AS [devices_fullDNSName], \
public.DEVICES.OVERALLSTATUS AS [devices_OverallStatus], \
public.DEVICES.MXGUID AS [devices_MxGUID], \
public.DB_DEVICEINFO.LOCATION AS [DB_DeviceInfo_Location], \
public.DB_DEVICEINFO.DESCRPTION AS [DB_DeviceInfo_Description], \
public.DB_DEVICEINFO.CONTACT AS [DB_DeviceInfo_Contact], \
public.DB_DEVICEINFOEX.SERIALNUMBER AS [DB_DeviceInfoEx_SerialNumber], \
public.DB_DEVICEINFOEX.ASSETTAG AS [DB_DeviceInfoEx_AssetTag], \
public.DB_DEVICEINFOEX.TOTALMEMORY AS [DB_DeviceInfoEx_TotalMemory], \
public.DB_DEVICEINFOEX.ROMVERSION AS [DB_DeviceInfoEx_ROMVersion], \
public.DB_DEVICEINFOEX.OSNAME AS [DB_DeviceInfoEx_OSName], \
public.DB_DEVICEINFOEX.OSTYPE AS [DB_DeviceInfoEx_OSType], \
public.DB_DEVICEINFOEX.OSVERSION AS [DB_DeviceInfoEx_OSVersion], \
public.DB_DEVICEINFOEX.OSVENDOR AS [DB_DeviceInfoEx_OSVendor], \
public.DB_DEVICEINFOEX.OSDESCRIPTION AS [DB_DeviceInfoEx_OSDescription], \
public.DB_DEVICEINFO.DESCRPTION AS [IM_NAME2], \
'Storage' AS [IM_CATEGORY]

LOADTABLE=FALSE

CONDITION=public.devices.DeviceKey = public.DB_DeviceInfo.DeviceKey AND \
public.devices.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.DB_DeviceInfo.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.devices.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.DB_DeviceInfo.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \

```

```
public.devices.ProductSubType='Storage'
```

```
ORDERBY=public.devices.Name ASC
```

```
[IM_SWITCH]
```

```
SOURCE=public.db_deviceinfo, public.db_deviceinfoex, public.devices,  
public.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=public.devices.name AS [devices_Name], \  
public.DEVICEPROTOCOLINFO.PRIMARYADDRESS AS  
[deviceProtocolInfo_PrimaryAddress], \  
public.DEVICES.PRODUCTTYPESTR AS [devices_ProductTypeStr], \  
public.DEVICES.PRODUCTSUBTYPE AS [devices_ProductSubType], \  
public.DEVICES.SUBTYPE2 AS [devices_SubType2], \  
public.devices.productname AS [IM_NAME1], \  
public.DEVICES.FULLDNSNAME AS [devices_fullDNSName], \  
public.DEVICES.OVERALLSTATUS AS [devices_OverallStatus], \  
public.DEVICES.MXGUID AS [devices_MxGUID], \  
public.DB_DEVICEINFO.LOCATION AS [DB_DeviceInfo_Location], \  

```

```

public.DB_DEVICEINFO.DESCRPTION AS [DB_DeviceInfo_Description], \
public.DB_DEVICEINFO.CONTACT AS [DB_DeviceInfo_Contact], \
public.DB_DEVICEINFOEX.SERIALNUMBER AS [DB_DeviceInfoEx_SerialNumber], \
public.DB_DEVICEINFOEX.ASSETTAG AS [DB_DeviceInfoEx_AssetTag], \
public.DB_DEVICEINFOEX.TOTALMEMORY AS [DB_DeviceInfoEx_TotalMemory], \
public.DB_DEVICEINFOEX.ROMVERSION AS [DB_DeviceInfoEx_ROMVersion], \
public.DB_DEVICEINFOEX.OSNAME AS [DB_DeviceInfoEx_OSName], \
public.DB_DEVICEINFOEX.OSTYPE AS [DB_DeviceInfoEx_OSType], \
public.DB_DEVICEINFOEX.OSVERSION AS [DB_DeviceInfoEx_OSVersion], \
public.DB_DEVICEINFOEX.OSVENDOR AS [DB_DeviceInfoEx_OSVendor], \
public.DB_DEVICEINFOEX.OSDESCRIPTION AS [DB_DeviceInfoEx OSDescription], \
public.DB_DEVICEINFO.DESCRPTION AS [IM_NAME2], \
'Switch' AS [IM_CATEGORY]

```

```
LOADTABLE=FALSE
```

```

CONDITION=public.devices.DeviceKey = public.DB_DeviceInfo.DeviceKey AND \
public.devices.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.DB_DeviceInfo.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.devices.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.DB_DeviceInfo.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.devices.ProductTypeStr='Switch'

```

```
ORDERBY=public.devices.Name ASC
```

```
[IM_RACK]
```

```
SOURCE=public.db_deviceinfo, public.db_deviceinfoex, public.devices,
public.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=public.devices.name AS [devices_Name], \
public.DEVICEPROTOCOLINFO.PRIMARYADDRESS AS
[deviceProtocolInfo_PrimaryAddress], \
public.DEVICES.PRODUCTTYPESTR AS [devices_ProductTypeStr], \
public.DEVICES.PRODUCTSUBTYPE AS [devices_ProductSubType], \
public.DEVICES.SUBTYPE2 AS [devices_SubType2], \
public.devices.productname AS [IM_NAME1], \
public.DEVICES.FULLDNSNAME AS [devices_fullDNSName], \
public.DEVICES.OVERALLSTATUS AS [devices_OverallStatus], \
public.DEVICES.MXGUID AS [devices_MxGUID], \
public.DB_DEVICEINFO.LOCATION AS [DB_DeviceInfo_Location], \
public.DB_DEVICEINFO.DESCRPTION AS [DB_DeviceInfo_Description], \
public.DB_DEVICEINFO.CONTACT AS [DB_DeviceInfo_Contact], \
public.DB_DEVICEINFOEX.SERIALNUMBER AS [DB_DeviceInfoEx_SerialNumber], \
public.DB_DEVICEINFOEX.ASSETTAG AS [DB_DeviceInfoEx_AssetTag], \
public.DB_DEVICEINFOEX.TOTALMEMORY AS [DB_DeviceInfoEx_TotalMemory], \
public.DB_DEVICEINFOEX.ROMVERSION AS [DB_DeviceInfoEx_ROMVersion], \
public.DB_DEVICEINFOEX.OSNAME AS [DB_DeviceInfoEx_OSName], \
public.DB_DEVICEINFOEX.OSTYPE AS [DB_DeviceInfoEx_OSType], \
public.DB_DEVICEINFOEX.OSVERSION AS [DB_DeviceInfoEx_OSVersion], \
public.DB_DEVICEINFOEX.OSVENDOR AS [DB_DeviceInfoEx_OSVendor], \
public.DB_DEVICEINFOEX.OSDESCRIPTION AS [DB_DeviceInfoEx OSDescription], \
public.DB_DEVICEINFO.DESCRPTION AS [IM_NAME2], \
'Rack' AS [IM_CATEGORY]

LOADTABLE=FALSE

CONDITION=public.devices.DeviceKey = public.DB_DeviceInfo.DeviceKey AND \
public.devices.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \

```

```

public.DB_DeviceInfo.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.devices.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.DB_DeviceInfo.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.devices.ProductTypeStr='Rack'

```

```

ORDERBY=public.devices.Name ASC

```

```

[IM_ENCLOSURE]

```

```

SOURCE=public.db_deviceinfo, public.db_deviceinfoex, public.devices,
public.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=public.devices.name AS [devices_Name], \
public.DEVICEPROTOCOLINFO.PRIMARYADDRESS AS
[deviceProtocolInfo_PrimaryAddress], \
public.DEVICES.PRODUCTTYPESTR AS [devices_ProductTypeStr], \
public.DEVICES.PRODUCTSUBTYPE AS [devices_ProductSubType], \
public.DEVICES.SUBTYPE2 AS [devices_SubType2], \
public.devices.productname AS [IM_NAME1], \

```

```

public.DEVICES.FULLDNSNAME AS [devices_fullDNSName], \
public.DEVICES.OVERALLSTATUS AS [devices_OverallStatus], \
public.DEVICES.MXGUID AS [devices_MxGUID], \
public.DB_DEVICEINFO.LOCATION AS [DB_DeviceInfo_Location], \
public.DB_DEVICEINFO.DESCRPTION AS [DB_DeviceInfo_Description], \
public.DB_DEVICEINFO.CONTACT AS [DB_DeviceInfo_Contact], \
public.DB_DEVICEINFOEX.SERIALNUMBER AS [DB_DeviceInfoEx_SerialNumber], \
public.DB_DEVICEINFOEX.ASSETTAG AS [DB_DeviceInfoEx_AssetTag], \
public.DB_DEVICEINFOEX.TOTALMEMORY AS [DB_DeviceInfoEx_TotalMemory], \
public.DB_DEVICEINFOEX.ROMVERSION AS [DB_DeviceInfoEx_ROMVersion], \
public.DB_DEVICEINFOEX.OSNAME AS [DB_DeviceInfoEx_OSName], \
public.DB_DEVICEINFOEX.OSTYPE AS [DB_DeviceInfoEx_OSType], \
public.DB_DEVICEINFOEX.OSVERSION AS [DB_DeviceInfoEx_OSVersion], \
public.DB_DEVICEINFOEX.OSVENDOR AS [DB_DeviceInfoEx_OSVendor], \
public.DB_DEVICEINFOEX.OSDESCRIPTION AS [DB_DeviceInfoEx OSDescription], \
public.DB_DEVICEINFO.DESCRPTION AS [IM_NAME2], \
'Enclosure' AS [IM_CATEGORY]

```

```
LOADTABLE=FALSE
```

```

CONDITION=public.devices.DeviceKey = public.DB_DeviceInfo.DeviceKey AND \
public.devices.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.DB_DeviceInfo.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.devices.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.DB_DeviceInfo.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.devices.ProductTypeStr='Enclosure'

```

```
ORDERBY=public.devices.Name ASC
```

```
[IM_KVM]
```

```
SOURCE=public.db_deviceinfo, public.db_deviceinfoex, public.devices,
public.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=public.devices.name AS [devices_Name], \
public.DEVICEPROTOCOLINFO.PRIMARYADDRESS AS
[deviceProtocolInfo_PrimaryAddress], \
public.DEVICES.PRODUCTTYPESTR AS [devices_ProductTypeStr], \
public.DEVICES.PRODUCTSUBTYPE AS [devices_ProductSubType], \
public.DEVICES.SUBTYPE2 AS [devices_SubType2], \
public.devices.productname AS [IM_NAME1], \
public.DEVICES.FULLDNSNAME AS [devices_fullDNSName], \
public.DEVICES.OVERALLSTATUS AS [devices_OverallStatus], \
public.DEVICES.MXGUID AS [devices_MxGUID], \
public.DB_DEVICEINFO.LOCATION AS [DB_DeviceInfo_Location], \
public.DB_DEVICEINFO.DESCRPTION AS [DB_DeviceInfo_Description], \
public.DB_DEVICEINFO.CONTACT AS [DB_DeviceInfo_Contact], \
public.DB_DEVICEINFOEX.SERIALNUMBER AS [DB_DeviceInfoEx_SerialNumber], \
public.DB_DEVICEINFOEX.ASSETTAG AS [DB_DeviceInfoEx_AssetTag], \
public.DB_DEVICEINFOEX.TOTALMEMORY AS [DB_DeviceInfoEx_TotalMemory], \
public.DB_DEVICEINFOEX.ROMVERSION AS [DB_DeviceInfoEx_ROMVersion], \
public.DB_DEVICEINFOEX.OSNAME AS [DB_DeviceInfoEx_OSName], \
public.DB_DEVICEINFOEX.OSTYPE AS [DB_DeviceInfoEx_OSType], \
public.DB_DEVICEINFOEX.OSVERSION AS [DB_DeviceInfoEx_OSVersion], \
public.DB_DEVICEINFOEX.OSVENDOR AS [DB_DeviceInfoEx_OSVendor], \
public.DB_DEVICEINFOEX.OSDESCRIPTION AS [DB_DeviceInfoEx OSDescription], \
public.DB_DEVICEINFO.DESCRPTION AS [IM_NAME2], \
'KVM' AS [IM_CATEGORY]

```

```

LOADTABLE=FALSE
CONDITION=public.devices.DeviceKey = public.DB_DeviceInfo.DeviceKey AND \
public.devices.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.DB_DeviceInfo.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.devices.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.DB_DeviceInfo.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.devices.ProductTypeStr='KVM'

ORDERBY=public.devices.Name ASC

[IM_UPS]
SOURCE=public.db_deviceinfo, public.db_deviceinfoex, public.devices,
public.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=public.devices.name AS [devices_Name], \
public.DEVICEPROTOCOLINFO.PRIMARYADDRESS AS
[deviceProtocolInfo_PrimaryAddress], \

```

```

public.DEVICES.PRODUCTTYPESTR AS [devices_ProductTypeStr], \
public.DEVICES.PRODUCTSUBTYPE AS [devices_ProductSubType], \
public.DEVICES.SUBTYPE2 AS [devices_SubType2], \
public.devices.productname AS [IM_NAME1], \
public.DEVICES.FULLDNSNAME AS [devices_fullDNSName], \
public.DEVICES.OVERALLSTATUS AS [devices_OverallStatus], \
public.DEVICES.MXGUID AS [devices_MxGUID], \
public.DB_DEVICEINFO.LOCATION AS [DB_DeviceInfo_Location], \
public.DB_DEVICEINFO.DESCRPTION AS [DB_DeviceInfo_Description], \
public.DB_DEVICEINFO.CONTACT AS [DB_DeviceInfo_Contact], \
public.DB_DEVICEINFOEX.SERIALNUMBER AS [DB_DeviceInfoEx_SerialNumber], \
public.DB_DEVICEINFOEX.ASSETTAG AS [DB_DeviceInfoEx_AssetTag], \
public.DB_DEVICEINFOEX.TOTALMEMORY AS [DB_DeviceInfoEx_TotalMemory], \
public.DB_DEVICEINFOEX.ROMVERSION AS [DB_DeviceInfoEx_ROMVersion], \
public.DB_DEVICEINFOEX.OSNAME AS [DB_DeviceInfoEx_OSName], \
public.DB_DEVICEINFOEX.OSTYPE AS [DB_DeviceInfoEx_OSType], \
public.DB_DEVICEINFOEX.OSVERSION AS [DB_DeviceInfoEx_OSVersion], \
public.DB_DEVICEINFOEX.OSVENDOR AS [DB_DeviceInfoEx_OSVendor], \
public.DB_DEVICEINFOEX.OSDESCRIPTION AS [DB_DeviceInfoEx_OSDescription], \
public.DB_DEVICEINFO.DESCRPTION AS [IM_NAME2], \
'UPS' AS [IM_CATEGORY]

```

```
LOADTABLE=FALSE
```

```

CONDITION=public.devices.DeviceKey = public.DB_DeviceInfo.DeviceKey AND \
public.devices.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.DB_DeviceInfo.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.devices.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.DB_DeviceInfo.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.devices.ProductTypeStr='UPS'

```

```
ORDERBY=public.devices.Name ASC
```

Appendix D

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 E

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>
```

Appendix F

Additional Information

HP ProLiant Essentials Management Software website: <http://www.hp.com/servers/manage>

HP Management Integration Solutions website: <http://www.hp.com/servers/integration>

HP Enterprise Management Software website: <http://managementsoftware.hp.com>

HP Management Software Technical Support: <http://support.openview.hp.com/support>

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