

# **Mercury Business Availability Center**

HP OVO Integration Document

Version 6.6

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**MERCURY™**

Mercury Business Availability Center, Version 6.6  
HP OVO Integration Document

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Mercury Interactive Corporation  
379 North Whisman Road  
Mountain View, CA 94043  
Tel: (650) 603-5200  
Fax: (650) 603-5300  
<http://www.mercury.com>

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# HP OVO Integration

You can collect performance and availability data from an existing Hewlett-Packard OVO Server and view the data in Mercury Business Availability Center applications.

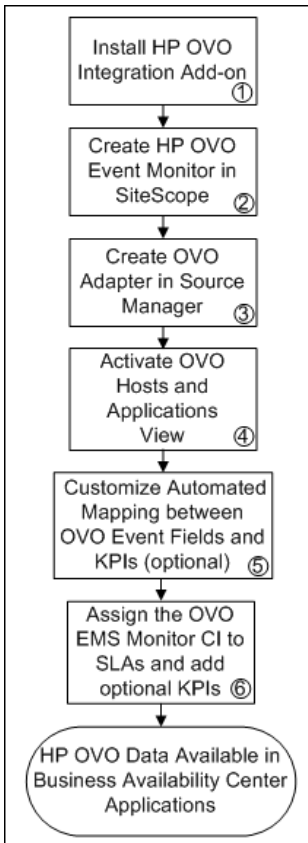
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This integration supports:

- ▶ HP OVO/UNIX versions 8.24 or later when installed on Solaris or on HP UX platforms
- ▶ HP OVO/Windows versions 7.5 or later when installed on Windows platforms

## Integration Task Flow

The flowchart below describes the process required to monitor your HP OVO system, forward events to Business Availability Center, and view status, performance, and availability data in Business Availability Center's applications. The numbered elements are referenced in the table on the following page, which provides additional details about the steps and a reference to more information.



	<b>Comment</b>
1	The HP OVO Integration Add-on enables connecting to the HP OVO message infrastructure, receiving events from the HP OVO, and forwarding these events to the SiteScope machine. For more information, see “Working with the HP OVO Integration Add-on” on page 9.
2	Use Monitor Administration or the SiteScope interface to create an HP OVO Event monitor to run in SiteScope. For more information, see “Configuring the HP OVO Event Monitor” on page 16.
3	Events are captured and retrieved from the OVO system by the SiteScope HP OVO Event monitor. Create the OVO source adapter to forward the retrieved data to Mercury Business Availability Center applications and to create the appropriate host and application CIs. For more information, see “OVO Source Adapter” on page 22.
4	The data for the HP OVO Event monitor is displayed in the OVO Hosts and Applications view. To see the data, activate the view and assign the view to the required Business Availability Center applications. For more information, see “Creating a Pattern View” in <i>View Manager Administration</i> .
5	The HP OVO Event monitor is configured to automatically map the events retrieved from the HP OVO system to the appropriate KPIs for the corresponding EMS Monitor CIs. The appropriate KPIs, rule, context menu items, and tooltips are used to display the retrieved data. The context menu item can be used to clear events in Dashboard. For more information, see “CIs and KPIs for HP OVO” on page 27.  Once you have begun working with the data, you can optionally customize these mappings. For more information, see “Configuration Files” on page 6.
6	You can include OVO EMS Monitor CIs in your SLAs in Service Level Management. Service Level Management contains KPIs and rules specifically configured for OVO EMS Monitor CIs, including optional KPIs for network and security. For more information on configuring SLAs, see “Service Level Agreements (SLAs)” in <i>Application Administration</i> .

## About the HP OVO Event Monitor

The HP OVO Event Monitor depends on an HP OVO Integration Add-on module to collect events from the HP OVO Server. The Add-on, when installed on the HP OVO Server, listens to events received by the HP OVO system and sends them to the HP OVO Event Monitor. The HP OVO Event Monitor transfers the events to a Mercury Business Availability Center server. The HP OVO Integration Add-on and the HP OVO Event Monitor communicate using TCP/IP networking (with a customizable TCP port).

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**Note:** HP OVO Event Monitor supports only English. It does not support I18N mode.

Additional licensing is required to work with the HP OVO Event monitor. For more information, contact your Mercury sales representative.

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### Configuration Files

The HP OVO Event monitor uses a predefined configuration file, **<SiteScope root directory>\conf\ems\hp\event.config**, to define the processing of incoming data and to define the output sample forwarded to Mercury Business Availability Center. Do not modify this configuration file.

The **spi2kpi.config** configuration file allows mapping between HP OVO event fields and Mercury Business Availability Center KPIs and can be modified. This file is located in: **<SiteScope root directory>\conf\ems\hp\spi2kpi.config**. There are 4 sections in this file: **system**, **network**, **application**, and **security**. These sections correspond to four predefined KPIs in Mercury Business Availability Center for HP OVO events. You can modify this file to meet the needs of your site. Below is a sample **spi2kpi.config** file:

[system]

[network]

Application1=. \*SNMP\*

[application]

Application1=. \*MS SQL.\*

Application2=. \*Oracle.\*

Application3=. \*Informix.\*

Application4=. \*Sybase.\*

Application5=. \*Apache.\*

Application6=. \*iPlanet.\*

Application7=. \*SUN One.\*

Application8=. \*MSExchange.\*

Application9=. \*Microsoft Exchange Server.\*

Application10=. \*Active Directory.\*

Application11=. \*IIS.\*

Application12=. \*WebLogic.\*

Application13=. \*WebSphere.\*

Application14=. \*Biztalk.\*

Application15=. \*SharePoint.\*

Application16=. \*R3.\*

[security]

Group1=. \*SECURITY.\*

Every HP OVO event is processed and matched against the regular expression pattern:

- Application<number> pattern means that an application field from the event should be matched against the regular expression pattern.
- Group<number> pattern means that the Message group field from the event generated by HP OVO should be matched against the regular expression pattern.

The matching process starts at the beginning of the file and proceeds line by line until the first match is found. When a match is found, the process stops and the value of the resulting KPI is assigned to the attr1 field of the event sample. If there is no match, the system KPI is assigned to the attr1 field.

The order in which you list the applications and groups in this file is important because, in the event that there may be more than one match, the parser stops after the first match. For details, see “Integration Monitor Configuration Files” in *Configuring SiteScope Monitors*.

---

**Important:** After you modify **spi2kpi.config** file, right-click the HP OVO monitor in the monitor tree, select **Edit**, and then click **OK** to close the edit monitor page. If this is not done, your changes in the configuration file are not implemented in the monitor.

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## **Status**

The status returned by the monitor is the current value of the monitor, such as:

Status: GOOD

Status Summary: 10 events received, connected Add-ons: 1

The status is logged as either GOOD, WARNING, or ERROR.

The status can be configured further using threshold settings in the HP OVO Event monitor configuration form.

For information on Integration Monitor logging and troubleshooting, see “Integration Monitor Logging Options” and “Troubleshooting Integration Monitors” in *Configuring SiteScope Monitors*.



## Working with the HP OVO Integration Add-on

The purpose of the HP OVO Integration Add-on is to connect to the HP OVO message infrastructure, to receive events from the HP OVO, and to forward these events to the SiteScope machine.

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**Note:** The HP OVO Integration Add-on module is platform specific. Modules are provided for all platforms supported by OVO/Unix version 8.24 or OVO/Windows version 7.5.

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This section includes the following topics:

- “Installing the HP OVO Integration Add-on” on page 9
- “Configuring the HP OVO Integration Add-on” on page 10
- “Tuning the HP OVO Integration Add-on” on page 11
- “Starting and Stopping the HP OVO Integration Add-on” on page 13
- “Uninstalling the HP OVO Integration Add-on files from the HP OVO Server” on page 15
- “Log File Messages” on page 16

### Installing the HP OVO Integration Add-on

Installation packages for the various platforms used below is in <SiteScope root directory>\conf\ems\hp\addon\OVO-BAC.zip file.

#### To install on HP-UX 11.11:

- 1** Log in as superuser to the HP OVO Server. Alternatively, use the su command to gain superuser permissions.
- 2** Copy **HPOvOBac-01.00.001-HPUX11.0-release.depot** installation package to /tmp.
- 3** Do the following command:  

```
swinstall -s /tmp/HPOvOBac-01.00.000-HPUX11.0-release.depot \*
```

### To install on HP-UX 11.23:

- 1 Log in as superuser to the HP OVO Server. Alternatively, use the `su` command to gain superuser permissions.
- 2 Copy **HPOvOBac-01.00.000-HPUX11.22\_IPF32-release.depot** installation package to `/tmp`.
- 3 Run the following command:  

```
swinstall -s /tmp/HPOvOBac-01.00.000-HPUX11.22_IPF32-release.depot \*
```

### To install on Solaris 5.7 or later:

- 1 Log in as user `root` to the HP OVO Server. Alternatively, use the `su` command to gain super-user permissions.
- 2 Copy **HPOvOBac-01.00.000-SunOS5.7-release.sparc** installation package to `/tmp`.
- 3 Run the following command:  

```
pkgadd -d /tmp/HPOvOBac-01.00.000-SunOS5.7-release.sparc HPOvOBac
```

### To install on Windows:

- 1 Log in as user administrator to the HP OVO Server.
- 2 Copy **HPOvXpl-02.61.120-WinNT4.0-release.msi** and **HPOvOBac-01.00.000-WinNT4.0-release.msi** installation packages to `C:\tmp`. Run the following commands:
  - a `msiexec /I C:\tmp\HPOvXpl-02.61.120-WinNT4.0-release.msi /qn`
  - b `msiexec /I C:\tmp\HPOvOBac-01.00.000-WinNT4.0-release.msi /qn`

## Configuring the HP OVO Integration Add-on

Once installed, the HP OVO Integration Add-on must be configured on the HP OVO Server before it can be used.

### To configure the HP OVO Integration Add-on on the HP OVO Server:

- 1 Configure the host name or IP address of the SiteScope machine on which the HP OVO Event Monitor is installed:  

```
ovconfchg -ns opc.bac -set TargetHost <host name>
```

- 2 Configure the port if you are using a port other than the default (9000):  
`ovconfchg -ns opc.bac -set TargetHost <host name> -set TargetPort <port>`

---

**Note:** If you change this setting, make sure to update the HP OVO Event Monitor.

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HP OVO UNIX provides a feature that improves performance of internal message processing. Enabling this feature improves the performance of the HP OVO Integration Add-on (and other OVO components, such as the OVO Java GUI). This feature is disabled by default.

**To enable improved HP-OVO Add-on performance on UNIX feature:**

On the HP OVO Server, do the following commands:

- 1 `opcsv -stop`
- 2 `ovconfchg -ovrg server -ns opc -set OPCMSGM_USE_GUI_THREAD NO_RPC`
- 3 `opcsv -start`

### **Tuning the HP OVO Integration Add-on**

You can tune the HP OVO Integration Add-on by running utilities from the command line on the HP OVO Server.

**To check the current settings:**

`ovconfget opc.bac`

**To change a parameter:**

ovconfchg -ns opc.bac -set <variable name> <value>

where <variable name> and <value> are in the following table:

Variable Name	Default Value	Description
TargetHost	<empty>	Host name of the SiteScope receiver. No connection is attempted if this is empty.
TargetPort	9000	Port number of the SiteScope receiver. No connection is attempted if this is 0.
CacheMax	1000	Maximum number of messages stored in cache memory to avoid database lookups.
CacheKeep	500	If cache size reaches CacheMax, only the most-recently-used messages in CacheKeep are kept in the cache. All others are removed from the cache.
Connection Timeout	300	If no new messages or message changes are transmitted to the SiteScope receiver, the connection is closed after this number of seconds.
MinWaitTime	15	If the connecting to the SiteScope receiver failed, the HP OVO Integration Add-on waits this many seconds the first time after connection failure before retrying to connect. The wait time is doubled after each retry, up to MaxWaitTime.
MaxWaitTime	120	Maximum number of seconds to wait after connection failures before retry. When doubling the wait time after connection failures exceeds MaxWaitTime, the wait time is no longer doubled and MaxWaitTime is used instead.

Variable Name	Default Value	Description
MaxQueueLen	1000	If the connection to the SiteScope receiver has been lost and new messages or message changes come in, these messages and message changes are buffered in a memory queue. If the number of entries in that queue reaches MaxQueueLen, the oldest entries are removed from the queue.
NodeKeepTime	900	The HP OVO Integration Add-on looks up IP addresses from host names. In addition, OVO/Windows host names also need to be looked up from the OVO database. These IP addresses (and host names on OVO/Windows) are stored in a memory cache. Since host names and IP addresses of systems can be changed, entries in that cache are invalidated (and afterwards looked up again) after NodeKeepTime seconds.

Changing any of these variables automatically updates the HP OVO Integration Add-on. There is no need to stop and restart the HP OVO Integration Add-on process.

## Starting and Stopping the HP OVO Integration Add-on

The HP OVO Integration Add-on service is automatically started after it is installed.

### To start and stop the HP OVO Integration Add-on on UNIX platforms:

On UNIX platforms, the HP OVO Integration Add-on is controlled by OpenView Control Daemon (ovcd). Using the command line tool **ovc** on the HP OVO Server, do the command:

```
ovc -stop <or start> opc2bac
```

If the HP OVO Integration Add-on disconnects from SiteScope during operation, it tries to reconnect to the SiteScope at regular intervals. In the meantime, events are stored within the HP OVO Integration Add-on.

If the HP OVO Integration Add-on terminates from SiteScope during operation, the events not yet sent to SiteScope are lost.

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**Note:** Since the Integration Add-on is linked with HP OVO API libraries, it might be necessary to stop the Integration Add-on before installing HP OVO patches, and start it after the patch installation.

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**To start or stop the HP OVO Integration Add-on on Windows platforms:**

On Windows platforms, the HP OVO Integration Add-on runs as a Windows service.

- 1** On the HP OVO Server, click **Start > Settings> Control Panel > Administrative Tools > Services**.
- 2** Select the service **HP OpenView Operations Message Forwarder to BAC**.
- 3** Click **Start** or **Stop**.

## **Uninstalling the HP OVO Integration Add-on files from the HP OVO Server**

If you must uninstall the HP OVO Integration Add-on files from the HP OVO Server, perform the following procedure:

**To remove the HP OVO Integration Add-on files from an HP OVO Server on HP-UX platform:**

- 1** Log in as superuser.
- 2** Do the command:  
`swremove HPOvOInt.HPOVOBAC`

**To remove the HP OVO Integration Add-on files from an HP OVO Server on Solaris platform:**

- 1** Log in as superuser.
- 2** Do the command:  
`pkgrm HPOvOBac`

**To remove the HP OVO Integration Add-on files from an HP OVO Server on Windows platform:**

- 1** On the HP OVO Server, click **Start > Settings > Control Panel > Add/Remove Programs**.
- 2** Remove the following installed programs:
  - **HP OpenView Operations, BAC Integration**
  - **HP OpenView Cross Platform Components** (unless used by other installed programs). If this program is in use, you receive an error message and the removal fails.

## Support in HP OVO Cluster Installation

The HP OVO Integration Add-on is supported in an HP OVO cluster environment. You have to perform the following tasks:

- ▶ Install HP OVO Integration Add-on on each cluster node separately.
- ▶ Configure HP OVO Integration Add-on on each cluster node separately. All configuration settings on all cluster nodes must be identical.
- ▶ Uninstall HP OVO Integration Add-on on each cluster node separately.

## Log File Messages

On UNIX platforms, the HP OVO Integration Add-on writes log messages into the log file `/var/opt/OV/log/System.txt`.

On Windows platforms, `System.txt` is in directory `<DataDir>\log` where `<DataDir>` is the data directory chosen during OVO/Windows installation (for example, `C:\Program Files\HP OpenView\Data`).

Log file entries use the process name `opc2bac` for messages logged by the HP OVO Integration Add-on.

## Configuring the HP OVO Event Monitor

The HP OVO Event Monitor should be added to a SiteScope monitor group created for this monitor and other Integration Monitor types. It is recommended that you configure Integrations Monitors only after a connection between the SiteScope and Mercury Business Availability Center is established.

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**Note:** SiteScope cannot be deployed behind a firewall. The SiteScope and the monitored system must be on the same LAN or special firewall configuration may be required.

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## **Main Settings for the HP OVO Event Monitor**

You use the Main Settings section to specify the text name used for this monitor instance in the interface. Complete the entry in the Main Settings section as described below, and click the **OK** button to save the settings.

### **Name**

Enter a text name for this HP OVO Event monitor instance. This text is displayed in the Monitor Administration interface and in the SiteScope interface. If you do not enter a name text, a default name is used.

## **Advanced Settings for the HP OVO Event Monitor**

The Advanced Settings section presents a number of ways to customize the behavior of the HP OVO Event Monitor and its display in the product interface. Use this section to set monitor-to-monitor dependencies, customize display options, and configure other settings specific to the HP OVO Event Monitor that may be required in some infrastructure environments. Complete the entries as needed and click the **OK** button to save the settings.

### **Show Run Results On Update**

Select this option to have SiteScope display the results of the monitor run in a dialogue box whenever a change is made to the configuration settings. When unchecked, no monitor run dialogue is displayed when the monitor configuration is updated. For both cases, the updated run results are displayed in the applicable dashboard views for the monitor.

### **EMS Configuration File Path**

Enter the path to the EMS integration configuration file relative to the SiteScope installation. The default location is <SiteScope root directory>\conf\ems\hp\event.config. For more information about the format of the file see the section “Integration Monitor Configuration Files” in *Configuring SiteScope Monitors*.

If you want to edit this file, create a copy on the SiteScope machine and work in the new copy. Then, in System Availability Management, edit the path to the file.

## Frequency

Select how often the monitor should update its status. The **Frequency** setting for the HP OVO Event Monitor controls only the status reports. The HP OVO system event data are forwarded when they are received without any delay. The default interval is to update once every 10 minutes. Use the drop-down list to the right of the text box to specify an update interval in increments of seconds, minutes, hours, or days. The update interval must be a minimum of 15 seconds or longer.

## HP OVO Add-on TCP Port

Enter the TCP port number as configured in the HP OVO Integration Add-on. By default, port 9000 is used in SiteScope.

## Error Frequency

You use this option to set a new monitoring interval for monitors that have registered an error condition. For example, you may want to run the monitor every 10 minutes normally, but as often as every 2 minutes if an error has been detected.

---

**Note:** Using this option to increase the run frequency of a monitor also effects the number of alerts generated by this monitor.

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## Monitor Schedule

By default, SiteScope monitors are enabled every day of the week. You may, however, schedule your monitors to run only on certain days or on a fixed schedule. Click the Edit schedule link to create or edit a monitor schedule. For more information about working with monitor schedules, see the section on Schedule Preferences for Monitoring.

## **Depends On**

To make the running of this monitor dependent on the status of another monitor, expand the node in the SiteScope tree containing the monitor to which you want to create dependence, and select the check box next to the appropriate monitor. You can create dependence on multiple monitors by selecting more than one monitor in the tree. To remove dependence on a monitor, clear the appropriate check box.

## **Depends Condition**

If you choose to make the running of this monitor dependent on the status of another monitor, select the status condition that the other monitor should have for the current monitor to run normally. The current monitor is run normally as long as the monitor selected in the **Depends On** field reports the condition selected in this field. For example, by selecting OK, this monitor is only enabled as long as the monitor selected in the **Depends On** field reports a status of good or OK.

## **Monitor Description**

Enter additional information to describe this monitor. The Monitor Description can include HTML tags such as the <BR>, <HR>, and <B> tags to control display format and style. The description text appears on the Monitor Detail page.

## **Report Description**

Enter an optional description for this monitor that makes it easier to understand what the monitor does. For example, network traffic or main server response time. This description will be displayed on with each bar chart and graph in Management Reports and appended to the tool-tip displayed when you pass the mouse cursor over the status icon for this monitor on the Monitor Detail page.

## **Verify Error**

Check this box if you want SiteScope to automatically run this monitor again if it detects an error. When an error is detected, the monitor is immediately scheduled to run again once.

---

**Note:**

- ▶ In order to change the run frequency of this monitor when an error is detected, you should use the **Error Frequency** option instead of the **Verify Error** option.
  - ▶ The status returned by the **Verify Error** run of the monitor replaces the status of the originally scheduled run that detected an error. This may cause the loss of important performance data if the data from the verify run is different than the initial error status.
  - ▶ Use of this option across many monitor instances may result in significant monitoring delays in the case that multiple monitors are rescheduled to verify errors at the same time.
- 

## **Enable/Disable Monitor Settings**

The Enable/Disable Monitor settings are used to interrupt the actions performed by an individual monitor or group of monitors. The options in this section are:

- ▶ Enable Monitor
- ▶ Disable Monitor indefinitely
- ▶ Disable Monitor for the next time period
- ▶ Disable Monitor on a one time schedule
- ▶ Disable Description

For details, see “Disabling and Enabling Monitors” in *Managing SiteScope*.

## **Enable/Disable Alerts Settings**

The Enable/Disable Alerts settings are used to disable or enable any alert actions that may be triggered by an individual monitor or group of monitors. The options in this section are:

- ▶ Enable all associated alerts

- Disable all associated alerts for the next time period
- Disable all associated alerts on a one time schedule
- Disable Description

For details, see “Disable or Enable Monitors Alerts” in *Configuring SiteScope Alerts*.

## **Setting Monitor Status Thresholds**

You use the status settings to set threshold conditions that determine the status of this HP OVO Event monitor instance based on the results returned by the check.

Each HP OVO Event monitor instance has three status settings:

- Error if
- Warning if
- Good if

While the monitor is enabled, it is assigned a status of good, warning, or error based on the most recent execution of the monitor action. The measurement taken or the results reported by the monitor are tested against the status threshold settings to determine the status. The status is displayed by color and a status icon in the SiteScope interface.

A change of status acts as a trigger for alerts associated with the monitor or the group to which the monitor belongs.

A change of status may also effect the state of a dependency between monitors.

Each status threshold consists of a measurement parameter, a logic comparison operation, and a measurement value. You may use the default status thresholds defined for the HP OVO Event or use the following steps to change the monitor status thresholds for this monitor instance.

### **To edit monitor status thresholds:**

- 1** Use the first drop down menu to for the **Error if** setting to select the measurement parameter which you want to use to determine the status of this monitor instance.
- 2** Use the second drop down menu to select the comparison operator(s) that define the status threshold.
- 3** Enter a value applicable to the measurement parameter in the third text box.
- 4** Repeat these steps for the Warning if and Good if settings, selecting the appropriate parameters and comparison operators, and entering corresponding values in the fields provided.

### **Category Settings**

The Category settings are used to filter items in the Monitor Administration views. For more information see “Working with Categories” in *Working with Monitor Administration*.

## **OVO Source Adapter**

The OVO source adapter retrieves information from a Hewlett-Packard OVO server and forwards them to Mercury Business Availability Center using the SiteScope HP OVO Event Monitor. Upon arrival in Mercury Business Availability Center, CIs and KPIs are created according to the predefined rules. After that, this topology and data will become available to various Mercury Business Availability Center applications.

For details about the source’s template, see “HP OVO Event Monitor” in *Configuring SiteScope Monitors*.

This section includes the following topics:

- “Working with the OVO Source Adapter” on page 23
- “OVO Parameters” on page 24
- “OVO Hierarchies” on page 25

### **Working with the OVO Source Adapter**

To enable the OVO source adapter to receive data from the SiteScope HP OVO Event Monitor, you must make sure that the monitor is set properly.

To see the view that corresponds to this adapter in various Mercury Business Availability Center applications, you must assign the OVO Hosts and Applications view to the appropriate applications. For details, see “Defining View Properties” in *View Manager Administration*.

## OVO Parameters

To configure the OVO source adapter, see “Adding Source Adapters” in *Source Manager Administration*.

The source parameters in the **New Source** or **Edit Source** dialog box are:

- ▶ **Create Network and Security KPIs.** Select to create the Network and Security KPIs. These two KPIs are then automatically attached to all OVO CIs (of CI type **EMS Monitor**) in the Dashboard views. For details, see “Network” or “Security” in *Repositories Administration*.

---

### Note:

- ▶ When you change the status of the **Create Network and Security KPIs** parameter (select or clear), the CI hierarchy related to the OVO source adapter is deleted.
  - ▶ Selecting **Create Network and Security KPIs** has no impact in Service Level Management: Network and Security KPIs are not automatically attached to the OVO CIs when the CIs are added to an SLA in Service Level Management. For information on attaching these KPIs, see “CIs and KPIs for HP OVO” on page 27.
- 
- ▶ **Sync interval.** The interval (in minutes) between each automatic synchronization of the adapter with the external system. The default value is **60** minutes.
  - ▶ **Enable.** Select the check box to enable the adapter.



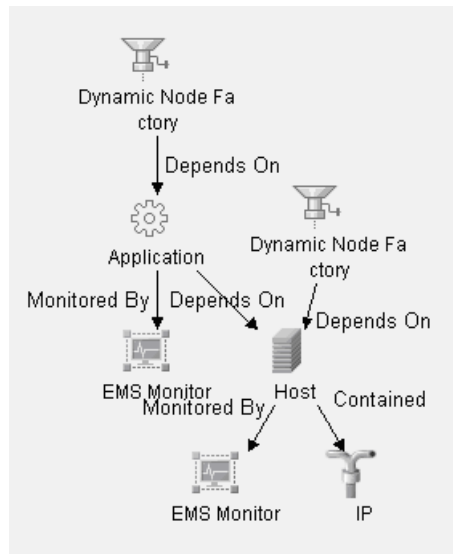
## OVO Hierarchies

Two Dnodes are used in the creation of topology from OVO events (received through SiteScope):

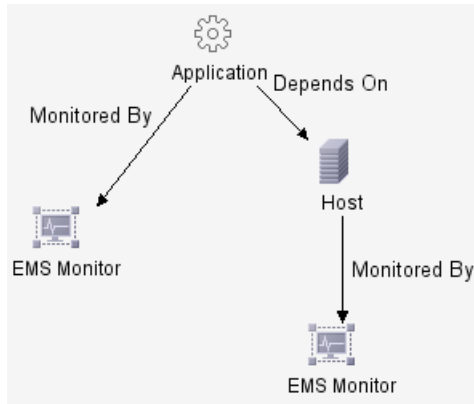
- ▶ The first Dnode creates an application-host-monitor-IP address hierarchy for the purpose of event status propagation from monitor to application.
- ▶ The second Dnode contains a host-monitor-IP address hierarchy (from the discovery process or from manual configuration) in order to propagate system events.

When the IP address fields of the IP objects connected to the host from the Dnode and those connected to a host discovered by the discovery process are equal, a reconciliation of the two hosts is performed. The host from the discovery process and the host from the Dnode hierarchy are both connected to the same EMS monitor.

The integration creates the following topology:



When you select this source adapter and enable it, the relevant CIs, hierarchy, and pattern view are created in the CMDB. You can then view the hierarchy in the OVO Hosts and Applications view in the View Manager tab in CMDB Administration.



## CIs and KPIs for HP OVO

The OVO Source Adapter creates EMS Monitor CIs for the monitored OVO system, based on the samples sent by the SiteScope HP OVO Event monitor. Status for these CIs can be viewed in Dashboard in the OVO Hosts and Applications view, and the CIs are available to add to SLAs in Service Level Management.

There are four KPIs that are preconfigured to work with OVO EMS Monitor CIs in Dashboard and in Service Level Management: **Application**, **Network**, **Security**, and **System**. There are different versions of these KPIs in each application, using different business rules and logic. For details, see “OVO KPIs” on page 28.

In both Dashboard and Service Level Management, the Application and System KPIs are defined as default KPIs for the OVO EMS Monitor CIs. The Network and Security KPIs are not defined as default KPIs, and can be attached to the CIs using one of the following methods:

► **For Dashboard:**

- Select the **Create Network and Security KPIs** parameter in the source adapter to attach the Network and Security KPIs by default to all OVO EMS Monitor CIs (see “OVO Source Adapter” on page 22).
- Manually attach the KPIs to each OVO EMS Monitor CI in the **Admin > Dashboard > KPIs** tab.

► **For Service Level Management:**

- When creating a new SLA, manually attach the Network and Security KPIs to each OVO EMS Monitor CI on the Define KPIs page of the Create New SLA wizard (accessed from **Admin > Service Level Management > Service Level Agreements** tab).
- Edit the **Default KPIs** XML file for Service Level Management, so that the Network and Security KPIs are included as default KPIs for all OVO EMS Monitor CIs.

To edit the XML file, select **Admin > Platform > Setup and Maintenance > Infrastructure Settings**, choose **Applications**, select **Service Level Management**, and locate the **Default KPIs** entry in the table. Open the XML file for editing, and add the KPIs in the **ems\_monitor** section.

## OVO KPIs

- ▶ **Application.** Displays information on the status of the OVO application, as supplied by the Application field in the OVO sample. In Dashboard, this KPI uses the SiteScope EMS Multiple Event rule. In Service Level Management, this KPI uses the **Application Quality** monitor rule.
- ▶ **Network.** Displays information on the status of the network in the OVO application, as supplied by the Network field in the OVO sample. In Dashboard, this KPI uses the SiteScope EMS Multiple Event rule. In Service Level Management, this KPI uses the **Network Quality** monitor rule.
- ▶ **Security.** Displays information on security in the OVO application, as supplied by the Security field in the OVO sample. In Dashboard, this KPI uses the SiteScope EMS Multiple Event rule. In Service Level Management, this KPI uses the **Security Quality** monitor rule.
- ▶ **System.** Displays information on system status in the OVO application, as supplied by the System field in the OVO sample. In Dashboard, this KPI uses the SiteScope EMS Multiple Event rule. In Service Level Management, this KPI uses the **System Quality** monitor rule.

**Dashboard KPIs for OVO:** For details, see “Dashboard KPIs Detailed Description” in *Repositories Administration*.

**Service Level Management KPIs for OVO:** For details, see “Service Level Management KPI Repository” in *Repositories Administration*.

## OVO Rules

- ▶ **Dashboard rule for OVO:** In Dashboard, each OVO KPI (attached to an EMS Monitor CI) uses the **SiteScope EMS Multiple Events** monitor rule. The rule handles the samples sent to Mercury Business Availability Center by the EMS system. It aggregates all the samples received from a specified CI. The rule saves up to 10 events. If there are more than 10 events, the rule discards samples with the lowest severity (critical is highest) and then the oldest samples.

If the CI has more than one KPI, you must define a SiteScope EMS Multiple Events rule for each KPI. To do that, use the rule parameters to specify the sample field you are interested in. Specify information about the field in the sample to look at (in the **KPI Type field name** parameter) and the value of that field (in the **KPI type** parameter).

- **Service Level Management rules for OVO:** In Service Level Management, each OVO KPI (attached to an EMS Monitor CI) uses its own monitor rule. For details, see “Service Level Management Business Rules Repository” in *Repositories Administration*.

## OVO Context Menus, Context Menu Items, and Tooltip in Dashboard

The EMS Clear Event context menu, Clear Event context menu item, and EMS Sentence tooltip are preconfigured to work with OVO EMS Monitor CIs in Dashboard.

The Clear Event context menu item activates a popup window that enables the user to clear any event. A clear event is then published on the BUS.

The EMS Sentence tooltip is displayed for an Application, Network, Security, or System KPI whose associated rule is the SiteScope EMS Multiple Event rule.

<b>System</b>	
<b>CI name:</b>	zappa monitor
<b>Status:</b>	OK
<b>Calculation Rule:</b>	SiteScope EMS Multiple Events Rule
<b>Held status since:</b>	3/20/07 03:27:50 PM
<b>Ems Events:</b>	daily synchronization of agent services was successful.
<b>Security</b>	
<b>CI name:</b>	zappa monitor
<b>Status:</b>	Not up to date
<b>Held status since:</b>	3/20/07 03:27:50 PM
<b>Network</b>	
<b>CI name:</b>	zappa monitor
<b>Status:</b>	Not up to date
<b>Held status since:</b>	3/20/07 03:27:50 PM

The tooltip displays the following information:

- **CI Name.** The name of the CI.
- **Status.** The severity of the event.
- **Calculation Rules.** The name of the rule that calculates the KPI status or value.

- ▶ **Held status since.** The date and time of the last status (color) change of the CI.
- ▶ **Ems Events.** Messages sent by the HP OVO server.