

HP Operations Manager Dependency Mapping Automation

For Windows® and UNIX® Operating Systems

Software Version: 8.10

Getting Started Guide

Manufacturing Part Number: B7491-90105

Document Release Date: 17 June 2008

Software Release Date: June 2008



Legal Notices

Warranty

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

The information contained herein is subject to change without notice.

Restricted Rights Legend

Confidential computer software. Valid license from HP required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

Copyright Notices

© Copyright 2007-2008 Hewlett-Packard Development Company, L.P.

Trademark Notices

Adobe® and Acrobat® are trademarks of Adobe Systems Incorporated.

Intel®, Itanium®, and Xeon® are trademarks or registered trademarks of Intel Corporation or its subsidiaries in the United States and other countries.

Java™ and all Java based trademarks and logos are trademarks or registered trademarks of Sun Microsystems, Inc. in the U.S. and other countries.

Microsoft® and Windows® are U.S. registered trademarks of Microsoft Corporation.

Oracle® is a registered US trademark of Oracle Corporation, Redwood City, California.

UNIX® is a registered trademark of The Open Group.

Documentation Updates

This manual's title page contains the following identifying information:

- Software version number, which indicates the software version
- Document release date, which changes each time the document is updated
- Software release date, which indicates the release date of this version of the software

To check for updates, or to verify that you are using the most recent edition of a document, go to:

<http://h20230.www2.hp.com/selfsolve/manuals/>

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

Support

You can visit the HP software support web site at:

www.hp.com/managementsoftware/services

HP software online support provides an efficient way to access interactive technical support tools. As a valued support customer, you can benefit by using the support site to:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an HP Passport user and sign in. Many also require a support contract.

To find more information about access levels, go to:

www.hp.com/managementsoftware/access_level

To register for an HP Passport ID, go to:

www.managementsoftware.hp.com/passport-registration.html

Getting Started

Introducing HPOM DMA

HP Operations Manager Dependency Mapping Automation (HPOM DMA) enables IT operations teams to align their activities more fully with the business services that the IT infrastructure supports. By providing automated dependency mapping and configuration consistency across multiple HP Operations Manager (HPOM) servers, HPOM DMA optimizes the ability of IT organizations to support their businesses and enables enhanced productivity and efficiency within the IT operations teams.

HPOM DMA helps you to:

- Automate and simplify the creation and maintenance of business service views within HPOM to enable business-focused impact and root cause analysis for operational incidents.
- Streamline incident analysis activities by providing drill down from managed nodes or services in HPOM into their change history within HP Universal CMDB (UCMDB).
- Consolidate systems and managed services information in a single place, UCMDB, to provide shared and consistent views across multiple HPOM servers.
- Rationalize the process of identifying new servers and applications, and the deploying of appropriate HPOM monitoring to the business-critical infrastructure.

For a full run down of the HPOM DMA concepts, see the *HPOM DMA Installation and User's Guide*.

What Do I Need?

To get started with HPOM DMA, you need to meet the following requirements and complete the following general steps.



It is recommend that you read the *HPOM DMA Installation and User's Guide* before you start the installation wizard to plan your decisions and gather the information that you need.

However, experienced users should find that this condensed guide helps you to quickly get HPOM DMA installed, configured, and running. All users can use this document as a checklist for the necessary tasks and as a pointer to the detailed information available in the manuals and the online help.

Install HP Operations Manager

Make sure that a supported version of HP Operations Manager is installed, including all patches and prerequisites required by HPOM DMA as it will be installed on the system hosting the HPOM management server. For further information, see [Chapter 4, Preparing HPOM DMA](#) in the *HPOM DMA Installation and User's Guide*.

Install HP Universal CMDB or Business Availability Center

Make sure that a supported version of HP Universal CMDB or HP Business Availability Center is installed, including all patches and prerequisites required by HPOM DMA.

- Set up discovery to suit your environment. Specific BAC or UCMDB attributes must be available in UCMDB so that Smart Message Mapping works. For example, include the `Host DNS Name` attribute so that nodes can be created and the `hosted_on` attribute can be set. See [Attribute Mapping](#) in the *HPOM DMA Installation and User's Guide*.
- To use BAC or UCMDB UI Launch, you must install the Sun Java Plug-in or a Java SE Runtime Environment (JRE). See [Enable UI Launch from HPOM to BAC or UCMDB](#) in the *HPOM DMA Installation and User's Guide*.
- Create a user account with `CmdbOpenApiQuery` permissions to access BAC or UCMDB through web services.

What Do I Install on the HPOM Host System?

Install the HP Operations Manager Dependency Mapping Automation software. Run and complete the installation process on the HPOM host system. For details, see [Chapter 5, Installing HPOM DMA](#) in the *HPOM DMA Installation and User's Guide*.

Start the application installer by executing the command:

- **UNIX:**

```
<dvd-mountpoint>/hpdma_setup.sh
```

- **Windows:**

```
<dvd_drive>:\hpdma_setup.bat
```

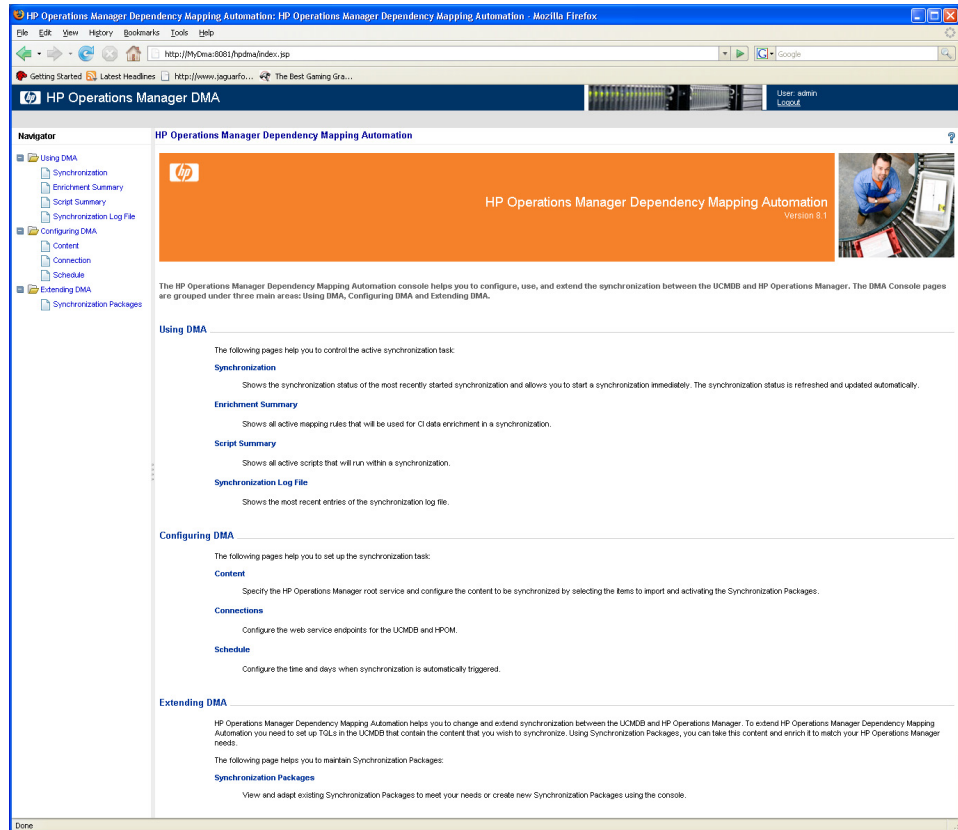
Follow the on screen instructions and progress through the installation process using the **Next** and **Install** buttons.

If you want to synchronize your BAC or UCMDB information with an HPOM for UNIX installation on the PA-RISC platform, follow the instructions in [Chapter 6, Installing HPOM DMA for HPOM for UNIX on PA-RISC Systems](#) in the *HPOM DMA Installation and User's Guide*.

How Do I Start the HPOM DMA Console?

Start the HPOM DMA console by double-clicking the desktop icon (Windows) or by entering the following address into a web browser:

http://<HPOM_Server_System>:8081/hpdma



What Do I Install on the UCMBD or BAC Host System?

HPOM DMA delivers predefined TQL queries for operating system SPIs and database SPIs which must be deployed and registered on the system hosting BAC or UCMBD.

Upload and Deploy the HPOM DMA Packages

To deploy and register the predefined TQL queries on your BAC or UCMBD host system:

1 Go to the directory:

- **UNIX:**

`/opt/OV/misc/dma/`

- **Windows:**

`<Install_Dir>\misc\dma\`

Default:

`C:\Program Files\HP\HP BTO Software\misc\dma\`

2 Upload and deploy the `hpdmacore.zip` file. This package must be uploaded and deployed before any of the other HPOM DMA packages.

3 Upload and deploy any of the following packages that you want to use:

- `hpdmaos.zip` for operating systems
- `hpdmadb.zip` for databases
- `hpdmasamples.zip` an example to customize Service Navigator views
- `hpdmaEUM.zip` for HP BAC End User Monitors

Review the TQL Queries

Review the TQL queries in BAC or UCMBD, adapt them to your environment, and apply the enrichment rules.

For details, see [Configuring UCMBD or BAC](#) in the *HPOM DMA Installation and User's Guide*.

What Do I Configure in HPOM for UNIX?

You must make the following assignments on the HPOM for UNIX management server:

- [Assign the CMDB Service Group to an HPOM User](#)
- [Assign the CMDB Node Groups to an HPOM User](#)

If you want to monitor HPOM DMA, you should:

- [Assign and Deploy the OM DMA Template Group to the HPOM for UNIX Management Server](#)

If you want to automatically create STDs to suit non-matching CIs as they are imported into HPOM, you should:

- [Create Automatic Service Type Definitions](#)

If you want to assign user profiles to services in HPOM, you should:

- [Assign User Profiles to Services](#)

If you want to configure automatic policy distribution, you should activate the Script: Trigger Policy Distribution Synchronization Package as described in:

- [Automating Policy Distribution](#)

The agent types are automatically configured during installation, but if you add or delete agent types on the HPOM server, you must:

- [Configure the Agent Types Installed on the HPOM Management Server](#)

Assign the CMDB Service Group to an HPOM User

```
opcservice -assign <HPOM_User_Name> CMDB
```

For details, see [Assigning the CMDB Service Group to an HPOM User](#) in the *HPOM DMA Installation and User's Guide*.

Assign the CMDB Node Groups to an HPOM User

From the HPOM UI, select an HPOM user and assign the following CMDB node groups as responsibilities for this user:

- CMDB
- CMDB_removed

For details, see [Assigning the CMDB Node Groups to an HPOM User](#) in the *HPOM DMA Installation and User's Guide*.

Assign and Deploy the OM DMA Template Group to the HPOM for UNIX Management Server

You can monitor the operation of your HPOM DMA installation. You can monitor the following:

- Failure of the HPOM DMA synchronization from UCMDB to HPOM
- HPOM DMA synchronization log file
- HPOM Web Service log file
- Nodes in UCMDB previously synchronized to HPOM but missing from the current synchronization.

If you want to monitor HPOM DMA, you should assign and deploy the OM DMA template group to the HPOM management server.

To assign and deploy the OM DMA template group, from the Motif UI, follow these steps:

- 1 In the Message Source Templates window, select the **Group OM DMA** template.
- 2 In the Add Configuration window, click **Get Template Selections**.
- 3 Click **OK** in the open windows.

For details, see [Assigning the OM DMA Template Group](#) in the *HPOM DMA Installation and User's Guide*.

Create Automatic Service Type Definitions

Service Type Definitions (STDs) are used to identify how CIs from UCMDB are to be handled when building services in HPOM on synchronization. If an STD for an imported CI is not available in HPOM, it cannot be displayed in the Service Navigator and an error message is displayed explaining that STDs are missing. HPOM DMA can automatically create STDs to suit non-matching CIs as they are imported into HPOM.



Automatic service type definition creation is disabled by default.

To enable automatic service type definition creation, follow these steps:

- 1 Enable automatic service type definition creation in the HPOM web service:

```
ovconfchg -ovrg server -ns  
opc.WebService.ConfigurationItem -set StdCreationEnabled  
true
```

- 2 Restart the Tomcat server:

```
ovc -restart ovtomcatB
```

Assign User Profiles to Services

User Profile or Role Assignment allows you to map a service to an HPOM user profile or role. After synchronization, the service is assigned to all operators that are included in the specified HPOM user profile or role.

User profile assignment for services is disabled by default, and can be enabled as follows:

- 1 Configure the HPOM for UNIX service engine to consider user profiles and Restart the service engine:

```
ovconfchg -ovrg server -ns opc -set  
OPCSVC_CONSIDER_PROFILES TRUE  
opcsv -stop  
opcsv -start
```

- 2 Create user profiles and assign operators to the profiles (see HPOM for UNIX documentation).

- 3 Create the user profiles in the service engine repository:
`opcservice -operator <UserProfile>`
- 4 Assign and deassign the user profiles to and from an existing service:
`opcservice -assign <UserProfile> <ServiceName>`
`opcservice -deassign <UserProfile> <ServiceName>`
- 5 Enable user profile assignment in the HPOM web service:
`ovconfchg -ovrg server -ns`
`opc.WebService.ConfigurationItem -set`
`UserProfileAssignmentEnabled true`
- 6 Restart the Tomcat server Smart Message Mapping, if required:
`ovc -restart ovtomcatB`
`ovc -start dmamsg`

For details, see [Assigning User Profiles for Services on HPOM for UNIX](#) in the *HPOM DMA Installation and User's Guide*.

Automatic Policy Distribution

The HPOM DMA Script: Trigger Policy Distribution synchronization package contains a post upload script that triggers policy distribution.

To enable automatic policy distribution, activate the Script: Trigger Policy Distribution synchronization package from the Content page.

For details, see [Automatic Policy Distribution](#) in the *HPOM DMA Installation and User's Guide*.

Configure the Agent Types Installed on the HPOM Management Server

The agent types are automatically configured during installation, but if you add or delete agent types on the HPOM management server, you must update the agent packages installed on the HPOM management server.

For details, see [Configuring HPOM Agent Types](#) in the *HPOM DMA Installation and User's Guide*.

What Do I Configure in HPOM for Windows?

The following assignments may be made on the HPOM for Windows management server:

- [Deploy the OM DMA Policy Group to the HPOM for Windows Management Server](#), if you want to monitor HPOM DMA.
- [Create Automatic Service Type Definitions](#), if you want to automatically create STDs to suit non-matching CIs as they are imported into HPOM.
- [Assign User Roles to Services](#), if you want to map a service to an HPOM user role.

Deploy the OM DMA Policy Group to the HPOM for Windows Management Server

You can monitor the operation of your HPOM DMA installation. You can monitor the following:

To deploy the OM DMA policy group, from HPOM UI, follow these steps:

- 1 **Policy management** → **Policy groups** → **OM DMA**
- 2 **Right-click** → **All Tasks** → **Deploy on...**
- 3 Select the management server and click **OK**.

For details, see [Assigning and Deploying the OM DMA Policy Group](#) in the *HPOM DMA Installation and User's Guide*.

Create Automatic Service Type Definitions

Service type definitions (STDs) are used to identify how CIs from UCMDDB are to be handled when building services in HPOM on synchronization. If an STD for an imported CI is not available in HPOM, it cannot be displayed in the Service Navigator and an error message is displayed explaining that STDs are missing. HPOM DMA can automatically create STDs to suit non-matching CIs as they are imported into HPOM.



Automatic service type definition creation is disabled by default.

To enable automatic service type definition creation, follow these steps:

- 1 Enable automatic service type definition creation in the HPOM web service:

```
ovconfchg -ovrg server -ns  
opc.WebService.ConfigurationItem -set StdCreationEnabled  
true
```

- 2 Restart the Tomcat server:

```
ovc -restart ovtomcatB
```

Assign User Roles to Services

User Profile or Role Assignment allows you to map a service to an HPOM user profile or role. After synchronization, the service is assigned to all operators that are included in the specified HPOM user profile or role.

User profile assignment for services is disabled by default.

To configure user role assignment:

- 1 Enable user role assignment in the HPOM web service:

```
ovconfchg -ovrg server -ns  
opc.WebService.ConfigurationItem -set  
UserProfileAssignmentEnabled true
```

- 2 Restart the IIS Admin Service.
- 3 Restart Smart Message Mapping, if required:

```
ovc -start dmamsg
```

For details, see [Assigning User Roles for Services on HPOM for Windows](#) in the *HPOM DMA Installation and User's Guide* and the *HPOM Extensibility Guide*.

What Do I Configure in HPOM DMA?

The following configuration steps must be completed before you are ready to synchronize HPOM with BAC or UCMDB:

- [Change the HPOM DMA Console Default Password](#)
- [Specify the Connections in HPOM DMA](#) on page 17
- [Specify the Synchronization Content in HPOM DMA](#) on page 18

Change the HPOM DMA Console Default Password

To aid security, it is recommend that you immediately create at least one new user with an associated password or switch to LDAP authentication and delete the default user `admin`.

To add a new user, enter the following command:

- **UNIX:**
`<InstallDir>/bin/dmauser.sh -a <user name> <password>`
- **Windows:**
`<InstallDir>/bin/dmauser -a <user name> <password>`

Check that the new user account is available and delete the default user from the local users store.

To delete the default user `admin`, enter the following command:

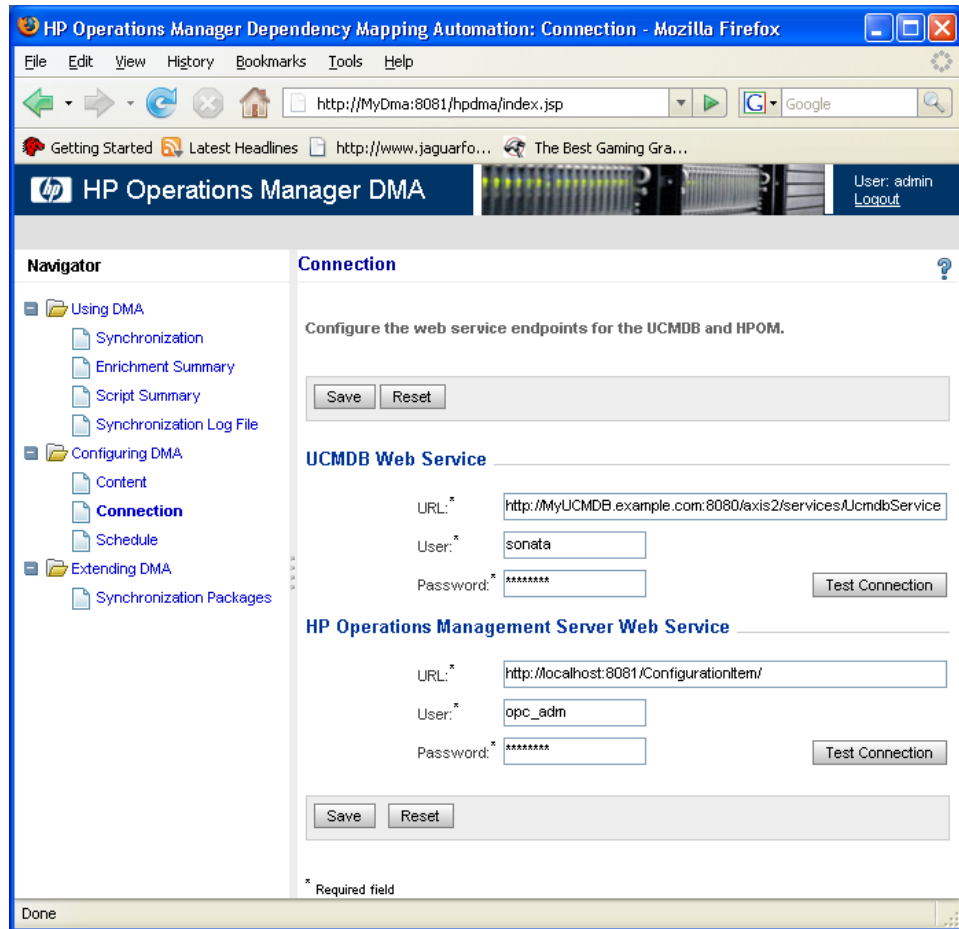
- **UNIX:**
`<InstallDir>/bin/dmauser.sh -d admin`
- **Windows:**
`<InstallDir>/bin/dmauser -d admin`

For details on managing HPOM DMA users, see [Managing Users and Passwords](#) in the *HPOM DMA Installation and User's Guide*.

For details on LDAP authentication, see [LDAP Authentication](#) in the *HPOM DMA Installation and User's Guide*.

Specify the Connections in HPOM DMA

Specify the web service endpoint connections between UCMDB and the HPOM system and the import settings for HPOM DMA synchronization.



For details, see [Specifying Web Service Endpoints](#) in the *HPOM DMA Installation and User's Guide*.

Specify the Synchronization Content in HPOM DMA

Before attempting to import node and service information from BAC or UCMDB into HPOM, you must specify some basic settings:

- HPOM root service for services imported from BAC or UCMDB. This root service must be contained in the existing service hierarchy.
- Services and nodes configuration items to be synchronized.
- Synchronization packages that you wish to activate.

For details, see [Configuring HPOM DMA](#) in the *HPOM DMA Installation and User's Guide* and the HPOM DMA online help.

The screenshot shows the HP Operations Manager DMA web interface in a Mozilla Firefox browser. The page title is "HP Operations Manager DMA". The main content area is titled "Content" and contains the following sections:

- HP Operations Manager Root Service:** A section where the user sets the top-level service. The "HP Operations Manager root service" dropdown menu is set to "UCMDB".
- Synchronize:** A section where the user selects item types to import. The "Services into the Service Navigator" and "Nodes into the Node Bank" checkboxes are checked.
- Synchronization Packages:** A section where the user selects synchronization packages for activation. The following packages are checked: Informix, MS SQL, Oracle, and UnixOS. Other packages like Web Server, Sybase, My Company, Script, and End User Monitors are unchecked.
- Smart Message Mapping:** A section where the user sets the sleep time since last detected change to 0 minutes. The "Execute scripts contained in selected Synchronization Packages" checkbox is checked.

At the bottom of the page, there are "Save" and "Reset" buttons, and a small asterisk indicating a required field.

Restricting Service Synchronization to Nodes Managed by a Selected HPOM Management Server

If you want to restrict service synchronization to nodes managed by a specific HPOM management server, you must follow these steps:

- Install the Discovery Probe Patch (Version 7.00 only)
- Modify BAC or UCMDB Classloader
- Install the Discovery Pattern on BAC or UCMDB system
- Configure the TQL queries to match your selected HPOM management server

For details, see [Restricting Service Synchronization to Managed Nodes](#) in the *HPOM DMA Installation and User's Guide*.

How Do I Synchronize HPOM with BAC or UCMDB?

Manually Synchronize Services and Nodes in HPOM

Now you are ready to manually synchronize nodes and services in HPOM with their associated CI values in BAC or UCMDB to provide you with:

- Near real-time view of your environment
- Business services
- Dependencies between applications
- Data from other HP Software products

From the HPOM DMA console, open the Synchronization page and click **Start Synchronization** to import the latest information from BAC or UCMDB.

Alternatively, set up a schedule to automatically trigger synchronizations.

For details, see the HPOM DMA online help.

The screenshot displays the HP Operations Manager DMA Synchronization console in a Mozilla Firefox browser window. The console is divided into three main sections, each showing the status of a synchronization task:

- Instant-On License:** Shows a successful synchronization. The status is "Succeeded (started on 3/10/08 at 3:14 PM, finished on 3/10/08 at 3:14 PM)". It includes a "Start Synchronization" button.
- Running:** Shows a synchronization in progress. The status is "Running (started on 3/10/08 at 3:32 PM)". It includes a "Start Synchronization" button.
- Ready:** Shows a synchronization that has not yet started. The status is "Ready". It includes a "Start Synchronization" button.

The console also features a "Navigator" on the left side with a tree view of the application structure, including "Using DMA", "Synchronization", "Enrichment Summary", "Script Summary", "Synchronization Log File", "Configuring DMA", "Contexts", "Connection", "Schedule", "Extending DMA", and "Synchronization Packages".

Check the Synchronization Log File

To take a more detailed look at the synchronization results, check the synchronization log file. The log file can be viewed from within the HPOM DMA console using the **log file** link on the Synchronization page or by selecting **Synchronization Log File** from the Navigator pane.

HP Operations Manager Dependency Mapping Automation: Synchronization Log File - Mozilla Firefox

http://MyDma:8081/hpdma/index.jsp

HP Operations Manager DMA

User: admin
L23024

Navigator

- Using DMA
 - Synchronization
 - Enrichment Summary
 - Script Summary
 - Synchronization Log File**
- Configuring DMA
 - Content
 - Connection
 - Schedule
- Extending DMA
 - Synchronization Packages

Synchronization Log File

From this page, you can view the synchronization log file using the web UI.

The last 100 lines Refresh Enable auto refresh

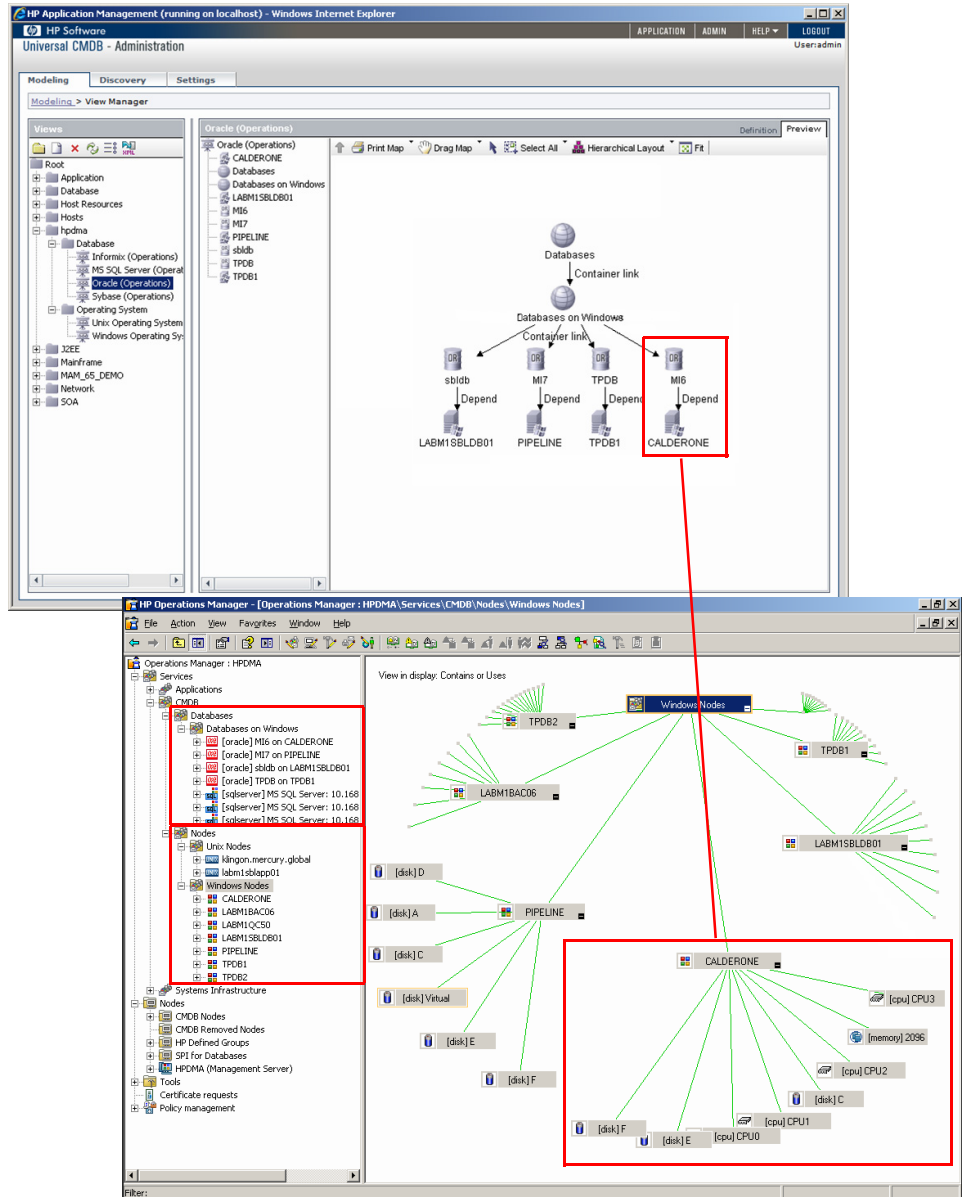
Log File

The last 100 lines of /var/opt/OV/shared/server/log/dma/sync'.en_US:

Mar 10, 2008 3:10:51 PM	INFO	Executing topology query "Sybase (Operations)" in the UCMDB
Mar 10, 2008 3:10:51 PM	INFO	Successfully retrieved 1 topology map containing 0 CIs
Mar 10, 2008 3:10:51 PM	INFO	Executing topology query "Unix Operating System (Operations)" in the UCMDB
Mar 10, 2008 3:10:51 PM	INFO	Successfully retrieved 1 topology map containing 19 CIs
Mar 10, 2008 3:10:51 PM	INFO	Executing topology query "Windows Operating System (Operations)" in the UCMDB
Mar 10, 2008 3:10:51 PM	INFO	Successfully retrieved 1 topology map containing 7 CIs
Mar 10, 2008 3:10:51 PM	INFO	Successfully performed uCMDB queries. 25 uCMDB object(s) retrieved.
Mar 10, 2008 3:10:51 PM	INFO	Data normalization done.
Mar 10, 2008 3:10:51 PM	WARNING	The dump file "/var/opt/OV/shared/server/log/dma/normalized/Systems Infrastructure_214dc9d18dc227189ba7122a8b6309b.xml" already exists. It will be overwritten.
Mar 10, 2008 3:10:51 PM	INFO	Dumping CI hierarchy data to the file "/var/opt/OV/shared/server/log/dma/normalized/Systems Infrastructure_214dc9d18dc227189ba7122a8b6309b.xml".
Mar 10, 2008 3:10:51 PM	INFO	Service enrichment done.
Mar 10, 2008 3:10:51 PM	INFO	Node enrichment done.
Mar 10, 2008 3:10:51 PM	INFO	Attribute enrichment done.
Mar 10, 2008 3:10:51 PM	INFO	User profile assignment enrichment done.
Mar 10, 2008 3:10:51 PM	WARNING	The dump file "/var/opt/OV/shared/server/log/dma/enriched/Systems Infrastructure_214dc9d18dc227189ba7122a8b6309b.xml" already exists. It will be overwritten.
Mar 10, 2008 3:10:51 PM	INFO	Dumping CI hierarchy data to the file "/var/opt/OV/shared/server/log/dma/enriched/Systems Infrastructure_214dc9d18dc227189ba7122a8b6309b.xml".
Mar 10, 2008 3:10:51 PM	INFO	Groovy script engine started with library path: /var/opt/OV/shared/server/conf/dma/scriptLib
Mar 10, 2008 3:10:51 PM	INFO	Processing of synchronization with pre & post Groovy scripting starting.
Mar 10, 2008 3:10:51 PM	INFO	Synchronizing 7 Nodes.
Mar 10, 2008 3:10:53 PM	INFO	Node synchronization successfully done
Mar 10, 2008 3:10:53 PM	INFO	Synchronizing 25 Services.
Mar 10, 2008 3:10:54 PM	INFO	Service synchronization successfully done
Mar 10, 2008 3:10:54 PM	INFO	Processing of synchronization with pre & post Groovy scripting complete.
Mar 10, 2008 3:10:54 PM	INFO	===== Synchronization successfully completed on 3/10/08 at 3:10 PM =====
Mar 10, 2008 3:14:11 PM	INFO	===== Starting synchronization on 3/10/08 at 3:14 PM =====
Mar 10, 2008 3:14:12 PM	INFO	There are 60 days until your licence expires.
Mar 10, 2008 3:14:12 PM	WARNING	Data dumping is enabled. This should not be done on a production system as this has a negative impact on the performance. To disable data dumping set the value of the setting "sync.dumpData" to false in the DefaultSyncTask.settings file.

Done

Discovery data from BAC or UCMDB and the associated CI information is added by HPOM DMA into the HPOM Service Map, along with some associated hardware dependency details.



How Does HPOM DMA Help Me Solve Problems?

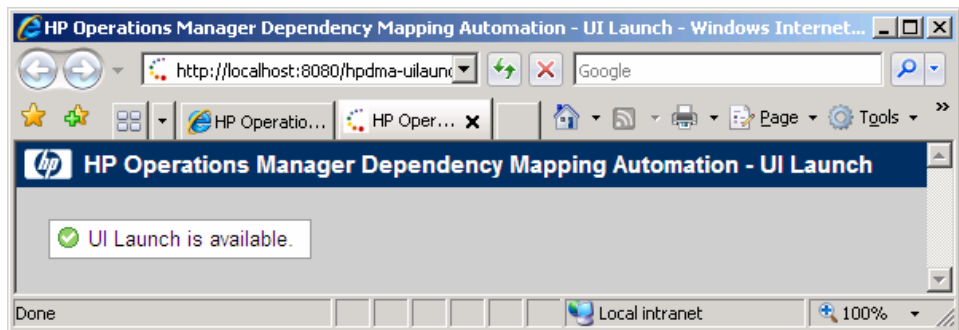
When operators receive status change messages, they can open BAC or UCMDB from the HPOM console and drill down directly to the problem area using one of the following UI Launch tools:

- Show Correlated CI Map
- Show Change Report
- Show Neighborhood Map
- Show Triage Report (BAC only)
- Show End User Monitors (BAC only)
- Show Service Impact (BAC only)

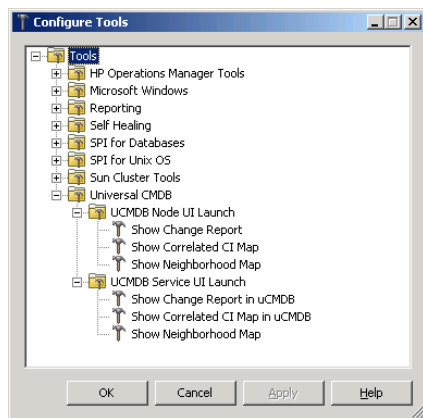
To do this, you must complete some integration steps to set up the required tools and applications:

- Upload applications or tools into HPOM
- Install the UI Launch web application

For details, see [Installing and Configuring the UI Launch](#) in the *HPOM DMA Installation and User's Guide*.



The following tools and applications are installed for UCMDB:



The complete list of applications or tools is:

- Show Correlated CI Map
- Show Change Report
- Show Neighborhood Map
- Show Triage Report (BAC only)
- Show End User Monitors (BAC only)
- Show Service Impact (BAC only)

UI Launch for Nodes and Messages from HPOM for UNIX

To UI launch into BAC or UCMDB from HPOM and display node-related or message-related information:

- 1 From the Java UI, open the shortcut menu from a node or message.
- 2 From the shortcut menu, select:

Start → **Applications** → **UCMDB** or **Business Availability Center** → **Node UI Launch**

The Node UI Launch applications are displayed.

- 3 Click the tool associated with the UI launch that you require.

The selected UI launch view opens in a web browser.

UI Launch for Services from HPOM for UNIX

To UI launch into BAC or UCMDB from the HPOM and display service-related information:

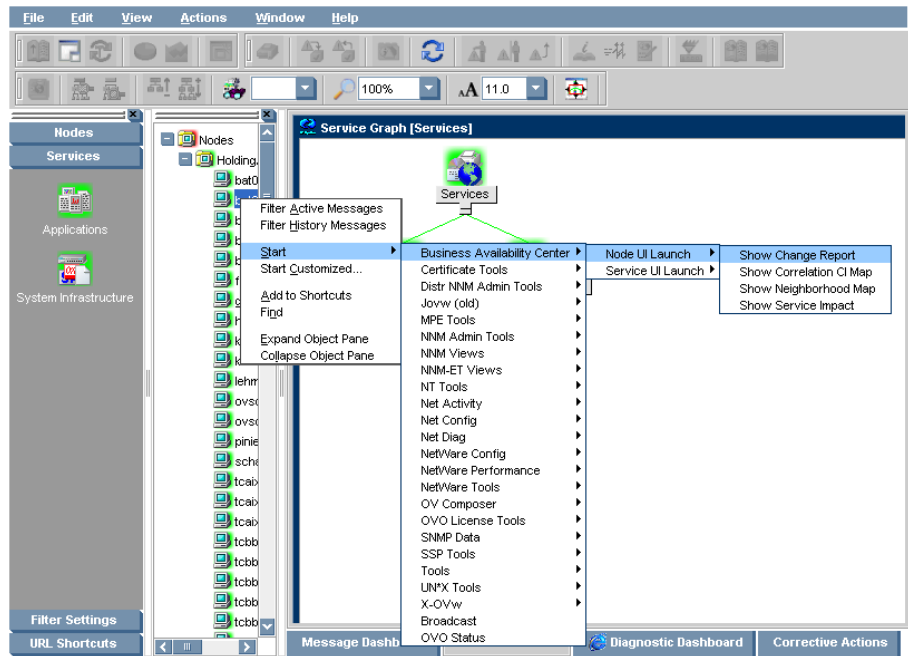
- 1 From the Java UI, open the shortcut menu from a service.
- 2 From the shortcut menu, select:

Start → **Applications** → **UCMDB** or **Business Availability Center** → **Service UI Launch**

The Service UI Launch applications are displayed.

- 3 Click the tool associated with the UI launch that you require.

The selected UI launch view opens in a web browser.



UI Launch for Nodes and Services from HPOM for Windows

To UI launch into BAC or UCMDB from HPOM and display node-related or service-related information:

- 1 Right-click a node or service to open the shortcut menu.
- 2 From the shortcut menu, select:
All Tasks → **Launch Tool**
- 3 In the Tool dialog, select the tool associated with the UI launch that you require and click **Launch**.

The selected UI launch view opens in a web browser.

UI Launch for Messages from HPOM for Windows

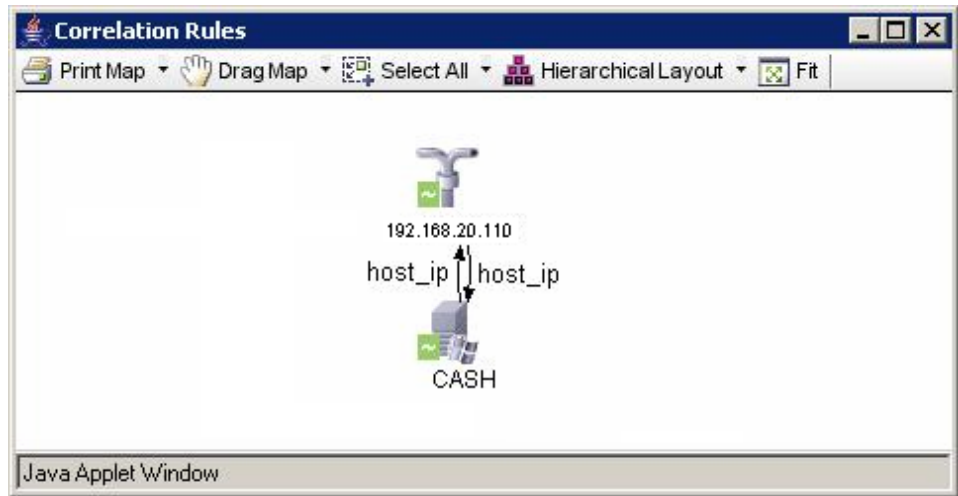
To UI launch into BAC or UCMDB from the HPOM Message Browser and display node-related information:

- 1 Right-click a message to open the shortcut menu.
- 2 From the shortcut menu, select:
Launch Tool → **Nodes...**
- 3 In the Tool dialog, select the tool associated with the UI launch that you require and click **Launch**.

The selected UI launch view opens in a web browser.

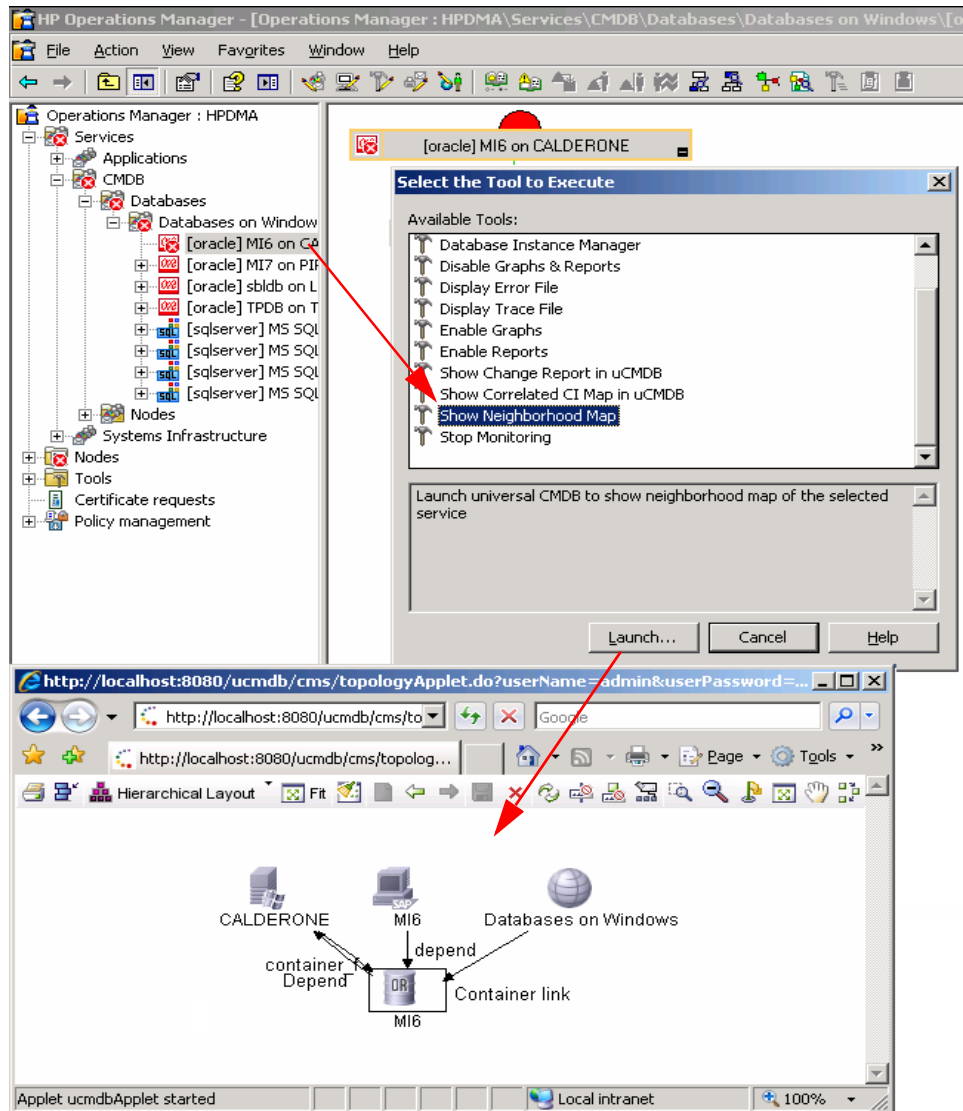
Launch the Correlated CI Map

For details on how to launch UCMDB and BAC applications and tools, see the HPOM DMA online help.



Launch the Neighborhood Map for the M16 Oracle Instance

For details on how to launch UCMDB and BAC applications and tools, see the HPOM DMA online help.



Launch the Change Report for a Node

For details on how to launch UCMDB and BAC applications and tools, see the HPOM DMA online help.

The screenshot shows the HP Operations Manager interface with a 'Select the Tool to Execute' dialog box open. The dialog lists several tools, with 'UCMDB Node UI Launch' selected. A red arrow points from this tool to the 'Change Report for 192.168.20.120' window in the HP Business Availability Center. The BAC window displays a table of CI changes and relationship changes.

CI changes

Type	CI label	CIT Name	CI attribute	New Value	Old Value	Change Date&Time	Changer
Updated CI	192.168.20.120	Interface	Interface Descriptic	HP NC7781 Gigabit	HP NC7781 Gigabit	6/12/07 6:08 PM	Discovery: Host Conn
Updated CI	192.168.20.120	Windows	Host Operating Sys	Windows NT	Windows 2000	6/12/07 2:09 PM	Discovery: SAP Site
Updated CI	192.168.20.120	Windows	Host Operating Sys	Windows 2000	Windows NT	6/12/07 6:08 PM	Discovery: Host Conn
Updated CI	192.168.20.120	Windows	Host Operating Sys	Windows NT	Windows 2003	6/12/07 1:54 PM	Discovery: SAP Site
Updated CI	192.168.20.120	Windows	Host Operating Sys	Windows 2003	Windows NT	6/12/07 6:08 PM	Discovery: Host Conn
Updated CI	192.168.20.120	Windows	Host Operating Sys	5.20.3790	5.2.3790	6/12/07 6:08 PM	Discovery: Host Conn
Updated CI	192.168.20.120	Windows	Host Operating Sys	5.2.3790	5.20.3790	6/12/07 6:08 PM	Discovery: Host Conn
Updated CI	192.168.20.120	Interface	Interface Descriptic	HP NC7781 Gigabit	HP NC7781 Gigabit	6/12/07 6:08 PM	Discovery: Host Conn
Updated CI	192.168.20.120	Interface	Interface Descriptic	HP NC7781 Gigabit	HP NC7781 Gigabit	6/12/07 6:08 PM	Discovery: Host Conn

Relationship changes

Container label	Event type	Related label	Change Date&Time	Changer
192.168.20.120.(Windows)	Remove Related CI	SAP CCMS: labm1sap04_LD0.F	6/12/07 12:58 PM	CallerApplication: AdaptersFrame
192.168.20.120.(Windows)	Remove Related CI	Siebel: Application Server: S...	6/12/07 12:58 PM	CallerApplication: AdaptersFrame
192.168.20.120.(Windows)	Remove Related CI	Siebel: CallCenter component...	6/12/07 12:58 PM	CallerApplication: AdaptersFrame
192.168.20.120.(Windows)	Remove Related CI	Siebel: Call Center Object M...	6/12/07 12:58 PM	CallerApplication: AdaptersFrame
192.168.20.120.(Windows)	Remove Related CI	Siebel: FSM3rvr component on...	6/12/07 12:58 PM	CallerApplication: AdaptersFrame
192.168.20.120.(Windows)	Remove Related CI	Siebel: SRProc component on...	6/12/07 12:58 PM	CallerApplication: AdaptersFrame
192.168.20.120.(Windows)	Remove Related CI	Siebel: ClientAdmin componen	6/12/07 12:58 PM	CallerApplication: AdaptersFrame

How Does HPOM DMA Help Me to Assign Messages to Services?

Configure and Activate Smart Message Mapping

Smart Message Mapping allows you to use existing custom and SPI monitoring policies without modifications. It solves the difficulties of mapping service IDs between products and provides a smooth switch between UCMDB discovery and SPI discovery.

Without Smart Message Mapping, a message containing the precise service ID is required to update a service:

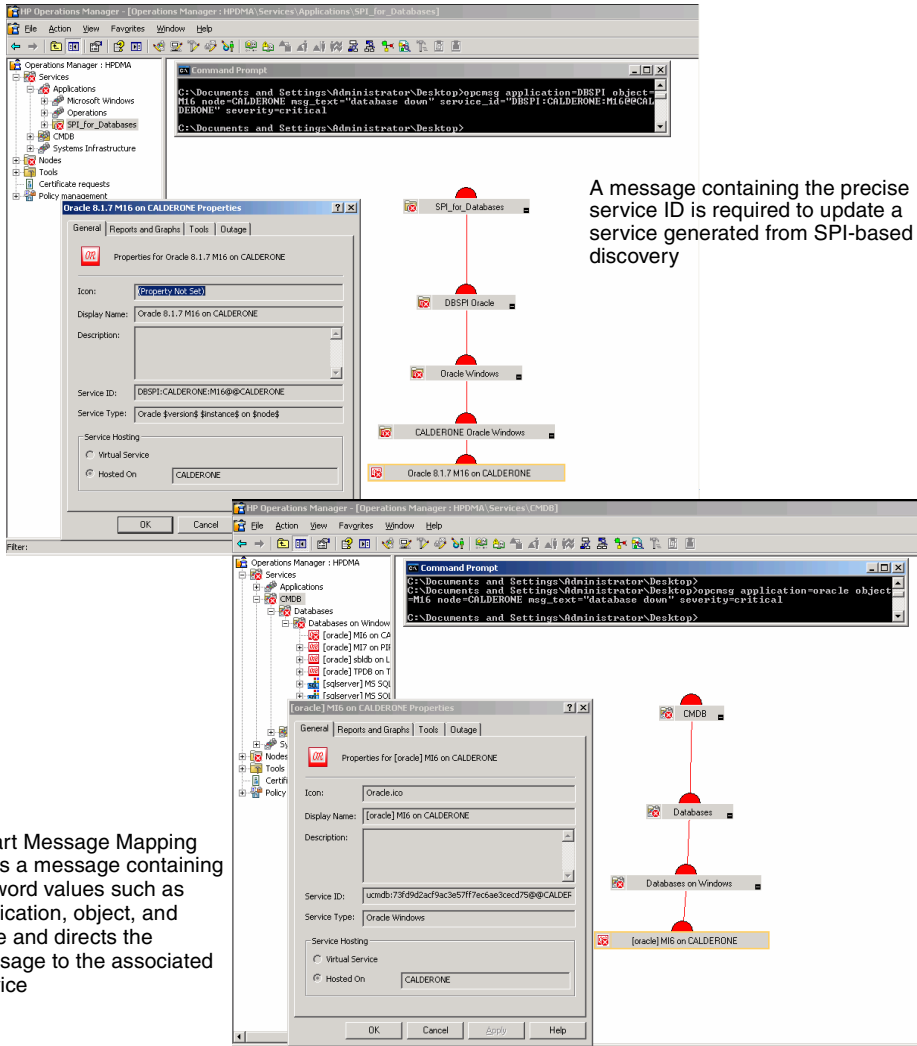
```
opcmsg application=oracle object=M16 node=CALDERONE
msg_text="database down"
service_id="DBSPI:CALDERONE:M16@@CALDERONE" severity=critical
```

Smart Message Mapping does not need the service ID to identify a target service but relies on keywords. The following message is sufficient to reach the required service:

```
opcmsg application=oracle object=M16 node=CALDERONE
msg_text="database down" severity=critical
```

The keywords `oracle`, `M16`, and `CALDERONE` are enough to identify that the message should be sent to the service with the following attributes:

```
CmdbCIType:  oracle
CICaption:   M16
hosted-on:   CALDERONE
```



A message containing the precise service ID is required to update a service generated from SPI-based discovery

Smart Message Mapping takes a message containing keyword values such as application, object, and node and directs the message to the associated service

If you want to run Smart Message Mapping, you must:

- Enable Server MSI and Configure policies or templates.
- Start the Smart Message Mapping component.
- Specify a Smart Message Mapping sleep time.

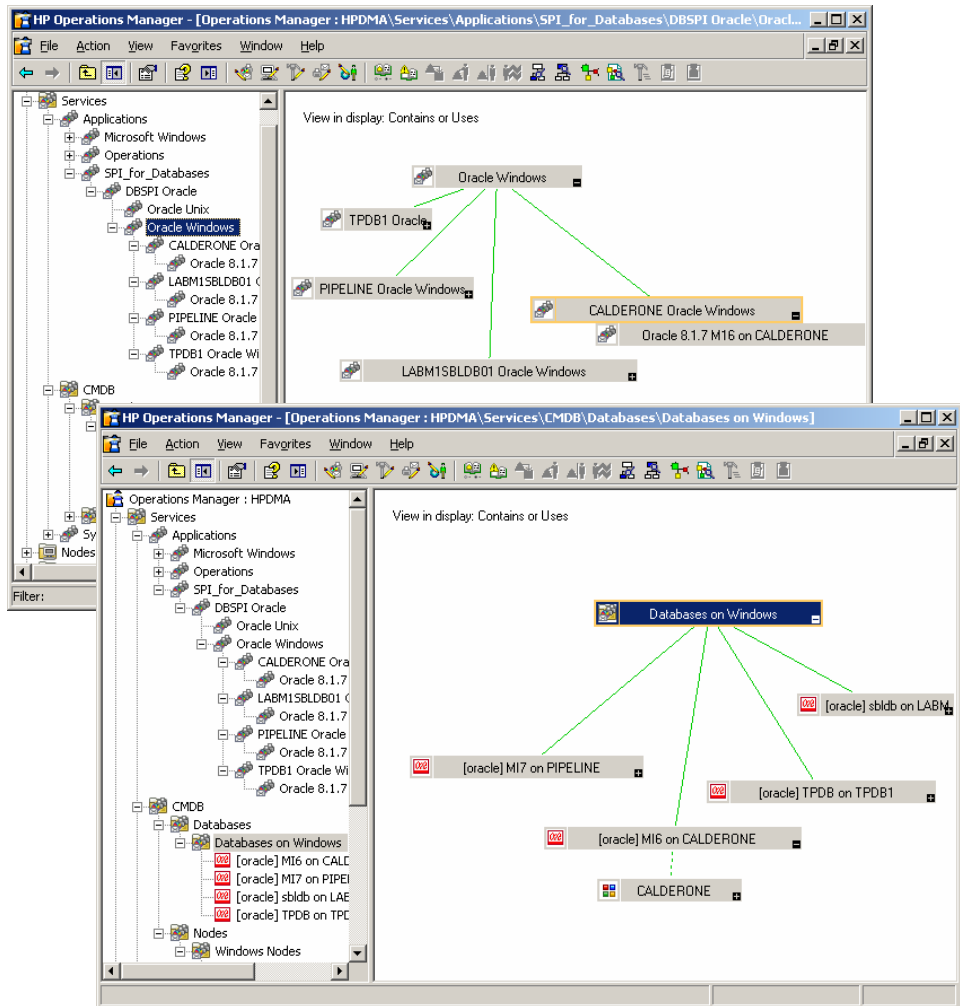
For details, see the HPOM DMA online help.

Select the Discovery Source

You can choose how to discover your services in the Service Navigator. The two types of discovery sources are:

- SPI discovery (agent-based)
- UCMDB discovery (agent-less)

SPI-Based Service Discovery



UCMDB-Based Service Discovery


If you want to use UCMDB-based discovery, you must disable the service upload of the SPI discovery to avoid displaying two instances of the same service.

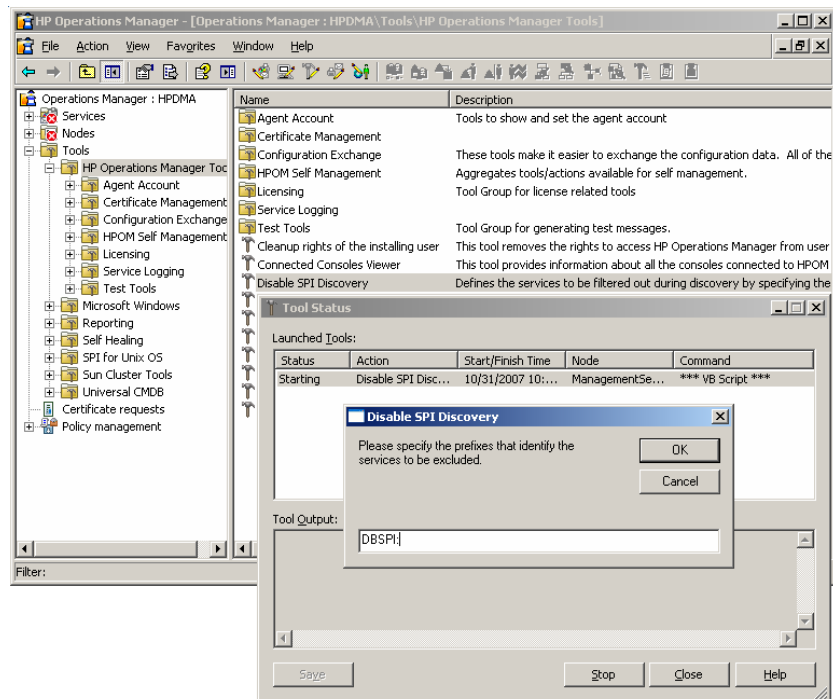
To disable discovery sources:

- 1 Set filters in the XPL configuration under the namespace `DiscoveryServiceFilter`.

These filters filter out services based on service ID patterns, for example `DBSPI`.

- 2 Delete service trees that were created from discovery sources that are no longer required.

 The Disable SPI Discovery tool under Windows makes setting filters even easier.



In the example, you delete the service generated from the SPI:

```
DBSPI:CALDERONE:M16@@CALDERONE
```

However, the SPI discovery is still active. It is not recommended to switch off SPI discovery as some SPIs still need it for setting up their monitors.

The SPI sends a message:

```
opcmsg application=oracle object=M16 node=CALDERONE  
msg_text="database down"  
service_id="DBSPI:CALDERONE:M16@@CALDERONE" severity=critical
```

Smart Message Mapping finds the best matching service using information contained in the message.

For details, see [Configuring Smart Message Mapping](#) and [Selecting the Discovery Source](#) in the *HPOM DMA Installation and User's Guide*.

How Do I Extend HPOM DMA?

You can synchronize any CI types from BAC or UCMDB. However, to do this, you need to create a dedicated synchronization package. How to do this is documented in the *HPOM Extensibility Guide*.

To help you to get started, it is recommended that you familiarize yourself with the concepts of HPOM DMA and take a look at the out-of-the-box synchronization packages. See [Concepts of HPOM DMA](#) in the *HPOM DMA Installation and User's Guide*.

From the HPOM DMA console, you can maintain synchronization packages. To understand how HPOM DMA works, and to make synchronization package creation easier, duplicate one of the out-of-the-box synchronization packages and try out additional and alternative enrichments. The My Company example shows you how to arrange your CIs differently in Service Navigator.

The *HPOM Extensibility Guide* covers creating synchronization packages in detail and provides some worked examples to guide you through the process differently.

