HP Operations Manager

Concepts Guide

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1. HPOM Overview

2. Daily Tasks

4. Implementing Message Policies

5. Scalable Architecture for Multiple Management Servers

Printing History

The printing date and part number of the manual indicate the edition of the manual. The printing date will change when a new edition is printed. Minor changes may be made at reprint without changing the printing date. The part number of the manual will change when extensive changes are made.

Manual updates may be issued between editions to correct errors or document product changes. To ensure that you receive the updated or new editions, you should subscribe to the appropriate product support service. See your HP sales representative for details.

First Edition:	June 2009
Second Edition:	November 2009

Preface

HP Operations Manager (HPOM) is a centralized operations and problem-management product for distributed multi-vendor systems. This guide helps you better understand and use HPOM.

Features

HPOM provides the following features:

- **Message Management**

  Centralized message management for consolidation, simplification, and automation of message processing

- **Monitoring**

  Central monitoring for proactive problem resolution

- **Problem Management**

  Central problem management for problem notification, resolution, and tracking

- **Control**

  Central control for efficient management

Audience

This guide is intended for two types of users:

- **Administrators**

  Plan, set up, and maintain HPOM.

- **Operators**

  Perform daily tasks using HPOM.

Organization

The guide is organized as follows:

Chapter 1	For all users. Provides a brief description of the concept, functionality, and structure of HPOM.
Chapter 2	For operators. Contains descriptions of the operator environment and problem-solving techniques.
Chapter 3	For administrators. Contains explanations about configuring HPOM elements (for example, managed nodes, node and message groups, and applications and operators).
Chapter 4	For administrators. Explains how to implement a message policy and distribute the configuration.
Chapter 5	For administrators. Describes how to configure and manage HPOM in widely distributed environments. It also discusses the underlying concepts of flexible management and manager-of-manager (MoM) communications.
Appendix	For administrators. Provides the policy body grammar for the default policy types.
Glossary	For all users. Contains definitions of terms used in HPOM.

Conventions

The following typographical conventions are used in this manual:

Table 1 Typographical Conventions

Font	Meaning	Example
Italic	Book titles and manpage names	For more information, see the *HPOM Administrator's Reference* and the *opc(1M)* manpage.
	Emphasis	You *must* follow these steps.
	Variable that you must supply when entering a command (in angle brackets)	At the prompt, enter **`rlogin <username>`**.
	Parameters to a function	The *`oper_name`* parameter returns an integer response.
`Computer`	Text and other items on the computer screen	The following system message displays: `Are you sure you want to remove current group?`
	Command names	Use the `grep` command ...
	Function names	Use the `opc_connect()` function to connect...
	File and directory names	Edit the `itooprc` file... `/opt/OV/bin/OpC/`
	Process names	Check to see if `opcmona` is running.
`Computer Bold`	Text that you enter	At the prompt, enter **`ls -l`**

Table 1 Typographical Conventions (Continued)

Font	Meaning	Example
Keycap	Keyboard keys	Press **Return**.
	Menu name followed by a colon (:) means that you select the menu, and then the item. When the item is followed by an arrow (->), a cascading menu follows.	From the menu bar, select **Actions: Filtering -> All Active Messages**.
	Buttons in the user interface	Click **OK**.

HPOM Documentation Map

HP Operations Manager (HPOM) provides a set of manuals and online help that help you to use the product and to understand the concepts underlying the product. This section describes what information is available and where you can find it.

Electronic Versions of the Manuals

All the manuals are available as Adobe Portable Document Format (PDF) files in the documentation directory on the HPOM product CD-ROM.

With the exception of the *HPOM Software Release Notes*, all the manuals are also available in the following HPOM web-server directory:

`http://<management_server>:3443/ITO_DOC/<lang>/manuals/*.pdf`

In this URL, <*management_server*> is the fully qualified hostname of your management server, and <*lang*> stands for your system language, for example, `C` for the English environment.

Alternatively, you can download the manuals from the following website:

`http://support.openview.hp.com/selfsolve/manuals`

Watch this website regularly for the latest edition of the *HPOM Software Release Notes*, which is updated every two to three months with the latest news (for example, additionally supported operating system versions, the latest patches and so on).

HPOM Manuals

This section provides an overview of the HPOM manuals and their contents.

Table 2 HPOM Manuals

Manual	Description	Media
HPOM Installation Guide for the Management Server	Designed for administrators who install HPOM software on the management server and perform the initial configuration. This manual describes the following: • Software and hardware requirements • Software installation and de-installation instructions • Configuration defaults	PDF only
HPOM Concepts Guide	Provides you with an understanding of HPOM on two levels. As an operator, you learn about the basic structure of HPOM. As an administrator, you gain an insight into the setup and configuration of HPOM in your own environment.	PDF only
HPOM Administrator's Reference	Designed for administrators who install HPOM on the managed nodes and are responsible for HPOM administration and troubleshooting. Contains conceptual and general information about the HPOM managed nodes.	PDF only
HPOM HTTPS Agent Concepts and Configuration Guide	Provides platform-specific information about each HTTPS-based managed node platform.	PDF only
HPOM Reporting and Database Schema	Provides a detailed description of the HPOM database tables, as well as examples for generating reports from the HPOM database.	PDF only
HPOM Java GUI Operator's Guide	Provides you with a detailed description of the HPOM Java-based operator GUI and the Service Navigator. This manual contains detailed information about general HPOM and Service Navigator concepts and tasks for HPOM operators, as well as reference and troubleshooting information.	PDF only

Table 2 HPOM Manuals (Continued)

Manual	Description	Media
Service Navigator Concepts and Configuration Guide	Provides information for administrators who are responsible for installing, configuring, maintaining, and troubleshooting the HP Operations Service Navigator. This manual also contains a high-level overview of the concepts behind service management.	PDF only
HPOM Software Release Notes	Describes new features and helps you: • Compare features of the current software with features of previous versions. • Determine system and software compatibility. • Solve known problems.	PDF only
HPOM Firewall Concepts and Configuration Guide	Designed for administrators. This manual describes the HPOM firewall concepts and provides instructions for configuring the secure environment.	PDF only
HPOM Web Services Integration Guide	Designed for administrators and operators. This manual describes the HPOM Web Services integration.	PDF only
HPOM Security Advisory	Designed for administrators. This manual describes the the HPOM security concepts and provides instructions for configuring the secure environment.	PDF only
HPOM Server Configuration Variables	Designed for administrators. This manual contains a list of the HPOM server configuration variables.	PDF only

Additional HPOM-Related Products

This section provides an overview of the HPOM-related manuals and their contents.

Table 3 Additional HPOM-Related Manuals

Manual	Description	Media
HP Operations Manager Developer's Toolkit If you purchase the HP Operations Manager Developer's Toolkit for UNIX or for Linux operating systems, you receive the full HPOM documentation set, as well as the following manuals:		
HPOM Application Integration Guide	Suggests several ways in which external applications can be integrated into HPOM.	PDF
HPOM Developer's Reference	Provides an overview of all the available application programming interfaces (APIs).	PDF

HPOM Online Information

The following information is available online.

Table 4 HPOM Online Information

Online Information	Description
HPOM Java GUI Online Information	HTML-based help system for the HPOM Java-based operator GUI and Service Navigator. This help system contains detailed information about general HPOM and Service Navigator concepts and tasks for HPOM operators, as well as reference and troubleshooting information.
HPOM Manpages	Manpages available online for HPOM. These manpages are also available in HTML format. To access these pages, go to the following location (URL) with your web browser: `http://<management_server>:3443/ITO_MAN` In this URL, the variable <*management_server*> is the fully qualified hostname of your management server. Note that the manpages for the HP Operations HTTPS agents are installed on each managed node.

HPOM Online Help

This preface describes online documentation for the HP Operations Manager (HPOM) Java operator graphical user interface (GUI).

Online Help for the Java GUI and Service Navigator

The online help for the HP Operations Manager (HPOM) Java graphical user interface (GUI), including Service Navigator, helps operators to become familiar with and use the HPOM product.

Types of Online Help

The online help for the HPOM Java GUI includes the following information:

- **Tasks**

  Step-by-step instructions.

- **Concepts**

  Introduction to the key concepts and features.

- **References**

  Detailed information about the product.

- **Troubleshooting**

  Solutions to common problems you might encounter while using the product.

- **Index**

  Alphabetized list of topics to help you find the information you need, quickly and easily.

Viewing a Topic

To view any topic, open a folder in the left frame of the online documentation window, then click the topic title. Hyperlinks provide access to related help topics.

Accessing the Online Help

To access the help system, select `Help: Contents` from the menu bar of the Java GUI. A web browser opens and displays the help contents.

NOTE To access online help for the Java GUI, you must first configure HPOM to use your preferred browser.

1 HPOM Overview

In this Chapter

This chapter introduces operators to the concept, functionality, and structure of HP Operations Manager (HPOM).

Who Should Read this Chapter

This chapter is designed for HPOM operators.

What this Chapter Does

This chapter describes the following:

- ❏ HPOM Concepts
- ❏ HPOM Features
- ❏ HPOM Functions
- ❏ HPOM Users

HPOM Concepts

HP Operations Manager (HPOM) is a distributed client-server software solution designed to help system administrators detect, solve, and prevent problems occurring in networks, systems, and applications in any enterprise. HPOM is a scalable and flexible solution that can be configured to meet the requirements of any information technology (IT) organization and its users. System administrators can expand the applications of HPOM by integrating management applications from HPOM partners or other vendors.

Benefits of HPOM

HPOM helps you do the following:

- **Maximize Network**

  Maximize the availability of network components.

- **Reduce Downtime**

  Reduce the time lost by end-users as a result of system downtime.

- **Decrease Workload**

  Reduce unnecessary user actions by automatically solving problems.

- **Prevent Problems**

  Reduce the number of problems through preventive actions.

- **Decrease Delays**

  Decrease the time needed to solve problems.

- **Reduce Costs**

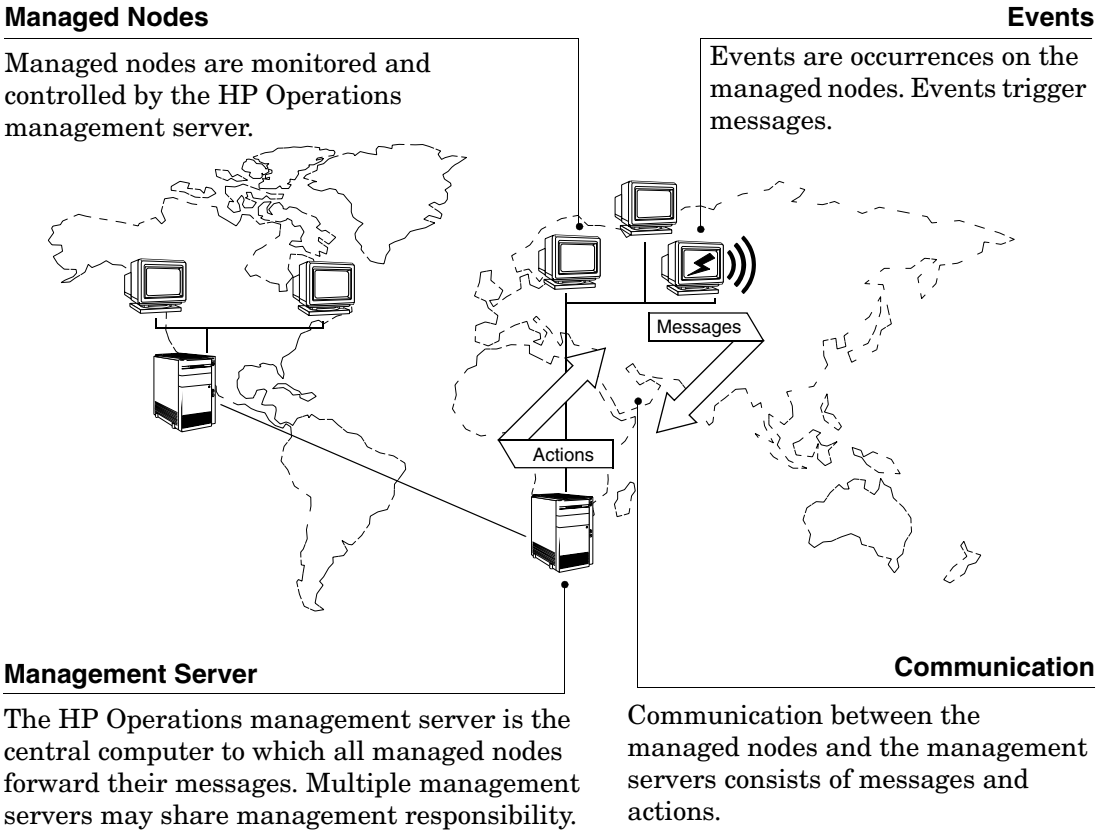
  Reduce the cost of managing the client-server environment.

Client-Server Concept

The HPOM management concept is based on communication between **a management server** and **managed nodes**. Management server processes running on the central management server communicate with **HP Operations agent processes** running on managed nodes throughout the environment. The HP Operations agent processes collect and process **events** on the managed nodes, then forward relevant information in the form of **HPOM messages** to the management server. The management server responds with **actions** to prevent or correct problems on the managed nodes.

Figure 1-1 on page 33 shows the management concept of HPOM.

Figure 1-1 HPOM Client-Server Concept



The agent on the management server also serves as the **local managed node**.

A **database** serves as the central data repository for all messages and configuration data. You can use this runtime and historical data to generate reports. Historical data can also be helpful when creating instructions to help operators solve problems caused by similar events, and to automate certain problem resolution processes. The database processes run on the management server.

Management Server

The management server performs the central processing functions of HPOM. The entire software package, including the complete current configuration, is stored on the management server.

The management server does the following:

- **Collects Data**

  Collects data from managed nodes.

- **Manages Messages**

  Manages and groups messages.

- **Manages Actions**

  Calls the selected agent to:

  - *Start actions*

    Start local automatic actions on the managed node.

  - *Initiate sessions*

    Initiate sessions on managed nodes (for example, open a virtual console).

- **Manages History**

  Controls the history database for messages and performed actions.

- **Forwards Messages**

  Forwards messages to other management servers or to systems where HPOM is running.

- **Installs Software**

  Installs HP Operations agent software on managed nodes.

The management server also notifies the managed nodes about configuration changes and initiates any updates.

Managed Nodes

Managed nodes are computers that are controlled and monitored by HPOM. HPOM manages these nodes by installing and running agent processes on them.

Intercepting Messages

After installed and running, the **HP Operations agent software** reads log files and SNMP traps. If so configured, the **HPOM message interceptor** can intercept messages from any application running locally on the managed node.

Monitoring Performance

Performance values are **monitored at configurable intervals**, and messages can be generated when performance varies from limits.

HPOM can also monitor its **own processes**.

Comparing Messages

The HP Operations agent compares all messages with conditions in preconfigured policies, then forwards unexpected or important messages to the management server while ignoring unimportant messages. If so configured, the agent even suppresses duplicate or similar events. You determine your **message filtering** policy either by modifying existing policies or by configuring your own set of policies and conditions.

Logging Messages

All messages can be **logged** locally on the managed node or written directly into the history database on the management server. This history functions enables you to examine all messages, even those you configured the system to disregard as unimportant.

Buffering Messages

If the management server is not reachable, messages are retained in a **storage buffer** until the management server can receive them again.

Correcting Problems

Corrective actions can be started locally on the managed node in response to a message, and can be stopped and restarted, if necessary.

Configuring Nodes

Your HPOM environment can be composed of different **types** of managed nodes (for example, nodes marked controlled, monitored, message-allowed, or disabled). You can also add a range of IP addresses, so all nodes become known when they become part of a specific network or are added manually.

Basic Permissions and Basic User Types

The default security settings on a file or folder can be described by summarizing the permissions granted to different user groups.

Basic Permissions

The permissions on a file or folder specify how it can be accessed and changed. These permissions apply to the basic user types as well as all of the Access Control List (ACL) default types. Only a file or folder owner can change basic permissions and set or modify ACLs.

Read Permission

Allows access to retrieve, copy, or view the contents of the object.

Write Permission

For a file, allows access to change the contents of the file. For a folder, allows access to create or delete objects from the folder.

Execute Permission

For a file, allows access to run the file (for executable files, scripts, and actions). For a folder, allows access to search and list the folder's contents.

To make an object that you have created available for everyone to use, but protect it so it is not inadvertently overwritten:

Change the file's properties, giving read and execute permission to owner, group, and other. Do not give anyone write permission.

Basic User Types

For basic permissions on a file or folder, the three types of users are:

Owner	The user who owns the file or folder. Only a system administrator (root user) can change the owner of a file or folder.
Group	Users who have been grouped together by the system administrator. For example, the members of a department might belong to the same group. This group is the owning group and usually includes the file or folder's owner.
Other	All other users on the system besides the owner and owning group.

For example, to make a folder private, change the folder's properties, giving yourself (the owner) read, write, and execute permission, but giving no permissions for group and other. After you give yourself these permissions, only you and the root user can view the contents of the folder.

HPOM Features

HPOM helps you solve problems in your computing environment proactively. These problems can occur anywhere within a heterogeneous distributed environment consisting of network elements, systems, and applications.

Registering Problems

HPOM notifies you when a problem is about to occur, and then provides you with the resources you need to avoid the problem. Likewise, HPOM notifies you when a problem has just occurred, and provides you with the resources you need to solve the problem.

For example, if an unauthorized user attempts to log on to a managed node, the node registers this problem in one of several possible ways. The node may write an entry to a system log file, send an SMNP trap, or use an application programming interface (API) to communicate directly with the management server.

In this example, the unauthorized user logon has written an entry in a log file. HPOM reads this log file, and uses preconfigured conditions to decide whether to generate a message. If the conditions allow a message to be generated, HPOM uses the entry in the log file to create a meaningful message, attaches attributes (additional information) to the message, and sends the complete message to the management server.

Solving Problems

On the management server, the message is displayed in a browser. The message tells you how severe the problem is, where (that is, on which managed node) the problem occurred, and what triggered the message. Depending on the type of action response you have configured for the event, the arrival of the message might trigger an automatic action executed immediately on the managed node. Or the message might trigger another message instructing the user to start a corrective action manually.

Documenting Solutions

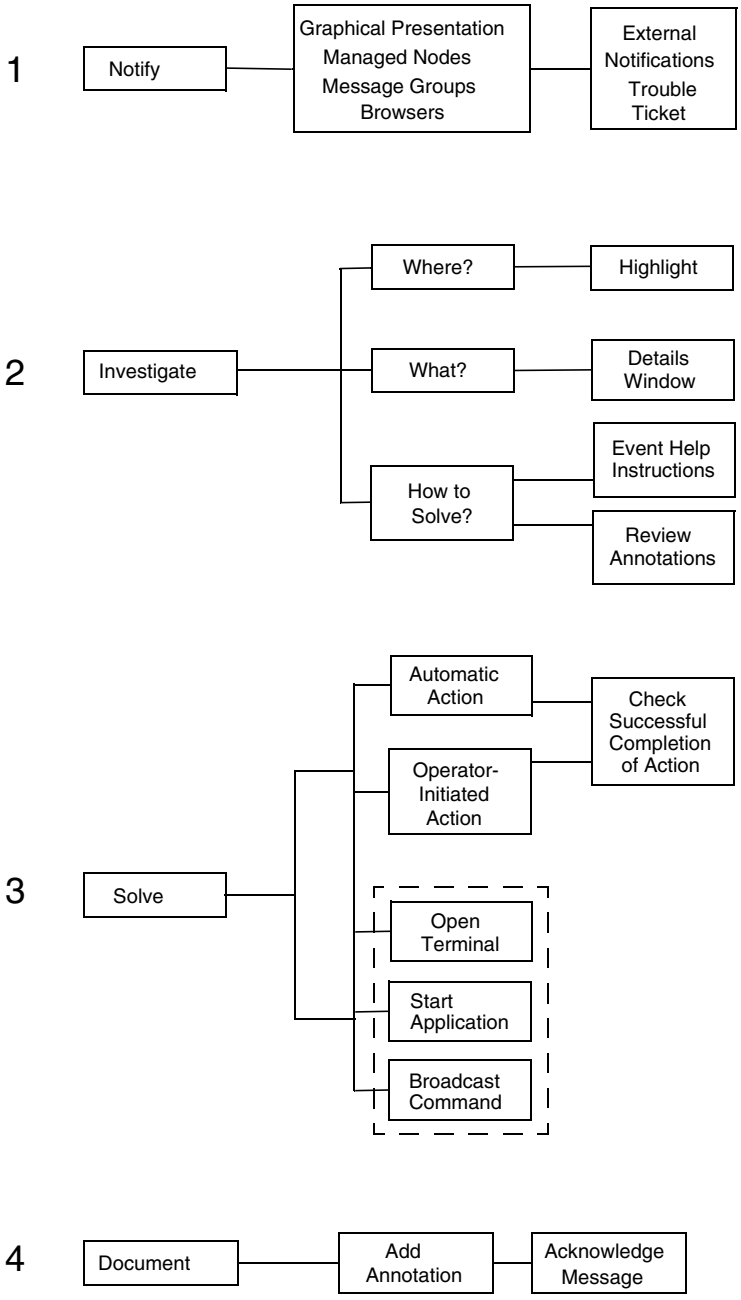
After the action has been completed successfully, the user can annotate the message with a comment, and then move the annotated message into the history database by acknowledging it.

Generating Reports

To help find information about unauthorized user logons and actions associated with them, you can also generate reports from the database.

The major areas of problem solving are shown in Figure 1-2 on page 40. These problem solving areas are described in more detail in Chapter 2, “Daily Tasks,” on page 59.

Figure 1-2 Components of Problem Solving



The following is the key to Figure 1-2 on page 40, describing the components of problem solving:

1. **Notify**

   HP Operations agents monitor log files and system activity.

   If an HPOM problem occurs, an HP Operations agent notifies you in one of the following ways:

   - Sends a message to the management server.
   - Changes the colors of node icons, based on the severity of the problem.
   - Colors the Severity field in the message browser, or, if so configured, the entire message line to reflect the status of the message.
   - Displays a message and its attributes (for example, time sent, status of actions, and so on).
   - Forwards the message to external notification or trouble ticket services, if they are configured.

   You can see the severity of the problem and the affected object at a glance. You can then review every detail of the problem and solve it.

2. **Investigate**

   Understand the problem and its cause. In large environments, it is crucial to be able to pinpoint problems quickly.

   HPOM helps you pinpoint trouble in your environment by providing a fast link between the HPOM system and the network management view.

3. **Solve**

   Initiate a corrective action to solve the problem.

   HPOM provides the following solutions:

   - *Automatic Actions*

     As soon as it receives an error message, HPOM starts corrective actions automatically. You can restart these automatic actions manually as many times as needed.

NOTE

To use the service id within an automatic action you can use the variable *<$MSG_SERVICE>*.

- *Operator-initiated Actions*

  As soon as they receive and review error messages, operators can start corrective actions manually. These corrective actions can also be stopped manually.

- *User Instructions*

  As attachments to error messages, you can send specific problem solving instructions to users. These instructions should explain exactly how to solve the problem.

- *History Logs*

  You can also use history logs (including message annotations) of related problems to track the techniques used to solve similar problems or previous occurrences of the same problem.

- *Java GUI Console*

  You can use the Java GUI console to start different types of applications, broadcast commands to multiple systems, or open a virtual (or physical) console directly on the affected systems. Then you can begin corrective actions from the Java GUI console itself.

4. **Document**

   Close the problem and document the solution, for future reference.

HPOM Functions

The primary objective of HPOM is to monitor, control, and maintain systems in distributed heterogeneous environments.

HPOM performs the following tasks:

- **Events**

  Notes an event in your environment.

- **Reports**

  Generates a meaningful message, or report, about the event.

- **Actions**

  Responds to the event with an action.

HPOM uses messages to communicate with you. Messages are structured, readable pieces of information about system status, system events, or problem related to a managed node within the system. HPOM notifies you of a status change, an event, or a problem on a managed node by sending you a message. If the event that triggers the message is a problem, HPOM can start an action to correct the problem. The original message, the result of the corrective action, and other associated information (for example, user annotations) are stored in the database.

Events

An event is a particular fault or incident within the computing environment that occurs on an object. Typically, an event represents either a change in status or a threshold violation. For example, the status of a printer changes when the paper tray empties. Likewise, a threshold is violated when the available disk space falls below a certain level. Each of these occurrences is an event. For each of these events, you can create a message.

Many events are problems that must be corrected. For example, when a user logs on or off a system, the status of the system changes, and an event occurs. These type of events generally require no user actions.

Correlating Events

Events generate messages. The more events a system generates, the more messages users are likely to receive. “Event storms” overload the management server and can overwhelm the operator in charge.

Event correlation (EC) enables real-time processing of event groups, known as “event streams.” This real-time processing identifies relationships between event streams, and creates a smaller stream with more useful and more manageable information. This information can be used to diagnose and solve problems more effectively. Event correlation filters out duplicate or related events, replacing a set of related messages with a single message.

For information about supported agent and management server platforms, see the *HPOM Administrator’s Reference*. To better understand how event correlation works in HPOM, see Chapter 4, “Implementing Message Policies,” on page 309. To learn how to set up event correlation in HPOM, see the *HPOM Administrator’s Reference.*

Messages

Messages are structured chunks of information that are triggered by events. HPOM intercepts events, then creates messages to inform you of those events.

Intercepting Messages

HPOM intercepts messages from a variety of sources, including:

- **Log Files**

  Log file encapsulator extracts message information from application and system log files (Eventlogs, for example).

- **SNMP Events**

  SNMP event interceptor captures events on the management server and on selected agent platforms. For more information, see the *HPOM Administrator’s Reference*.

- **HPOM Messages**

  Message interface enables you to generate messages by an HPOM command or API (`opcmsg(1|3)`).

- **Monitored Objects**

  You can set up threshold levels for monitored objects. When measured values of monitored objects exceed configured threshold levels, HPOM generates messages.

- **User Applications**

  All applications that write messages to log files either use HPOM APIs or send SNMP traps that can provide information to HPOM.

Applying Policy Conditions to Messages

After an event has been identified, HPOM applies policy conditions, which act like filters, to determine whether to generate a message or to suppress the information about the event. If a message is generated, HPOM can completely restructure it (for example, to present the information to users in an understandable format). If a message reports a problem, you can define actions to solve that problem.

Linking Messages Logically

Messages may also be linked logically to one or more messages and automatic actions attached to the correlated output. For more information on the built-in message-correlation and filtering capabilities of HPOM, see “Strategies for Optimal Message Filtering” on page 356.

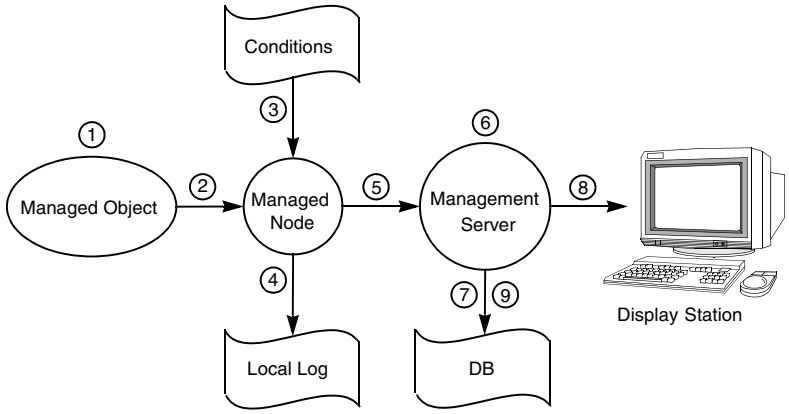
Processing Messages

HPOM uses messages to perform the following tasks:

- Communicate information about events.
- Inform users of status changes within the environment.
- Trigger corrective actions.

Figure 1-3 illustrates how HPOM processes messages.

Figure 1-3 Message Processing Flow



As illustrated in Figure 1-3, messages are processed as follows:

1. **Created on Managed Object**

   An event occurs on a managed object, and a message is created as a result. For example, a backup attempt fails because of an improperly loaded tape and creates a message.

2. **Received by Managed Node**

   The HP Operations agent on the managed node receives the message.

3. **Forwarded or Suppressed**

   The message is compared to filters. Messages matching suppress conditions or duplicate messages are suppressed. Other messages are forwarded.

4. **Logged**

   The message can be logged locally, if HPOM is so configured.

5. **Forwarded to Management Server**

   Messages matching filters are converted to the HPOM message format, and forwarded to the management server. If a local action is configured, it will be started.

6. **Processed by Management Server**

   The management server processes the message in one of the following ways:

   - *Regroup*

     Automatically assigns the message to another message group (regrouping).

   - *Start Actions*

     Automatically starts non-local actions configured for the message on the specified node.

   - *Forward*

     Forwards the message to external notification interfaces and trouble ticket service, if HPOM is so configured.

   - *Buffer*

     Buffers the message in the Pending Filtered Browser, if HPOM is so configured.

7. **Stored in Database**

   The active message is stored in the database.

8. **Displayed**

   The message is displayed in the Message Browser window in one or more HPOM display stations.

9. **Stored in History Database**

   When the message is acknowledged, it is removed from the active browser and put into the history database.

For more information about how operators can respond to messages, see Chapter 2, “Daily Tasks,” on page 59.

For more information about how administrators can configure messages and actions, see Chapter 3, “Configuring and Maintaining HPOM,” on page 239.

Managing Messages

The message management functions of HPOM can combine messages into logically related groups. A message group brings together messages from a variety of related sources, providing status information about a class of managed objects or services. For example, the message group BACKUP can be used to gather all messages related to system backups from sources such as backup applications and tape drives.

Filtering Messages

Other message management operations let you classify and filter messages, positively or negatively, to ensure that important information is displayed clearly:

- **Positive Filters**

  Forward messages that match a specified pattern to the operator.

- **Negative Filters**

  Suppress messages that match another specified pattern.

Suppressed messages can be stored in a local log file. You can later use the log file to analyze trends, review filter applicability, and track status patterns of managed objects.

Classifying Unmatched Messages

HPOM classifies messages that do not match a filter as “unmatched.” Unmatched messages often occur with new or undefined sources. The unmatched category indicates that no relevant message classification has been possible.

You can do one of three things with unmatched messages:

- Log locally.
- Forward to the management server.
- Ignore.

Formatting Messages

All messages forwarded to the central management system use the same format in a message browser. The HPOM color coding highlights the message severity. By default, only the `Severity` column of the message browser is colored to reflect the severity of the message. However, you can configure HPOM to color each message line within the message browser. You can also configure HPOM to start external notification services, such as pagers or automatic calling systems.

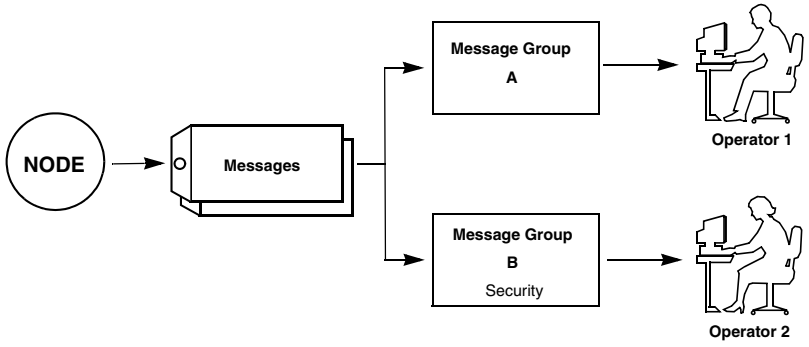
Responding to Messages

The operator uses the message browser as a starting point to review and respond to each message. Here the operator finds all related message information, including the availability and status of all preconfigured corrective actions. A service for documenting these or any other actions is also included.

Defining Message Groups

The HPOM administrator can assign messages from sensitive applications or functions to a single message group. In the example shown in Figure 1-4, two operators share responsibility for a single node that issues sensitive messages requiring restricted access. Network security is maintained by assigning the restricted-access messages to a message group called *`Security`*, then assigning this group to the operator with a security clearance. The other operator, who does not have a security clearance, does not see messages from the group *`Security`*.

Figure 1-4 Security-sensitive Messages Sent to Only One Operator



Actions

An action is a response to a message. If the event that creates the message is a problem, HPOM can start an action to correct the problem.

Actions are also used to perform daily tasks, such as starting an application every day on the same nodes. An action can be a shell script, program, command, application start, or any other response required.

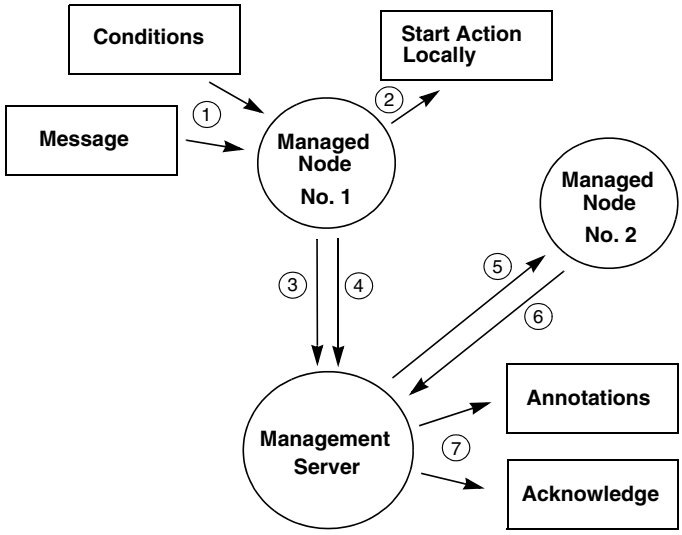
HPOM offers the following types of actions:

- ❏ Automatic actions
- ❏ Operator-initiated actions
- ❏ Applications

Automatic Actions

Automatic actions are preconfigured, message-linked responses to problems. Automatic actions do not require operator interaction. HPOM starts these actions as soon as a message is received. The operator can manually restart or stop them if necessary.

Figure 1-5 Starting an Automatic Action



As shown in Figure 1-5 on page 50, automatic actions are processed as follows:

1. **Intercept Message**

   The message is intercepted on the managed node according to the conditions defined.

2. **Start Action**

   If the target node is *Node No.1*, the action is started locally.

3. **Report Results**

   Node No.1 reports the results of the action to the management server.

4. **Inform Management Server**

   If the target node is *Node No.2*, *Node No.1* informs the management server.

5. **Start Action**

   The management server sends instructions to *Node No.2* to start the action.

6. **Report Results**

   Node No.2 reports the results of the action to the management server.

7. **Log Annotations**

   If the message is so configured, annotations about the execution of the automatic action are passed to the management server for logging. Logging can also be automatically acknowledged after successful completion of the action.

Operator-Initiated Actions

Like automatic actions, operator-initiated actions are preconfigured, message-linked responses to problems. These actions are started and stopped by an operator.

Administrators may choose to configure an operator-initiated action for a message instead of an automatic action because of the following:

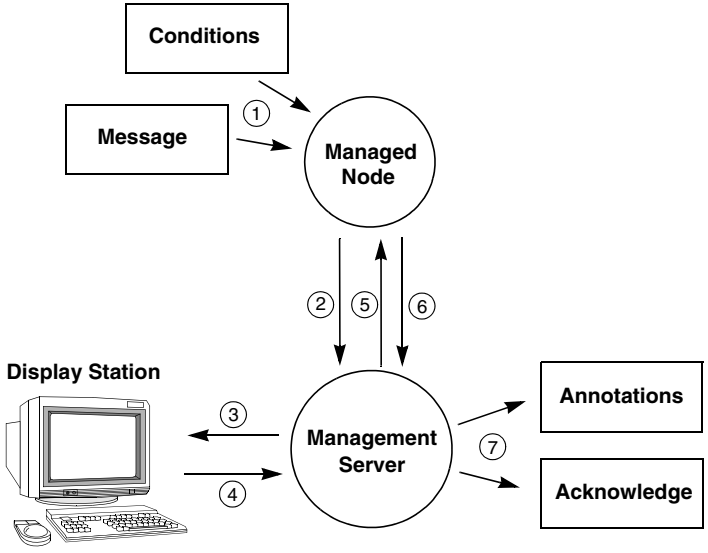
- **Manual Operations**

  Operator may need to perform manual operations in conjunction with the action.

- **Preconditions**

  Starting the action may be contingent on conditions within the environment that must first be checked by the operator.

Figure 1-6 Starting an Operator-initiated Action



As shown in Figure 1-6 on page 52, an operator-initiated action is processed as follows:

1. **Interception**

   The message is intercepted on the managed node according to the setup conditions. For example, the message can prompt either an operator-initiated or an automatic action.

2. **Forwarding**

   The message is forwarded to the management server.

3. **Display**

   The message is sent to the display station of the responsible operator. A message attribute in the Message Browser window indicates that the message has a preconfigured operator-initiated action.

4. **Action**

   The operator starts the action by clicking a button in the message browser.

5. **Instructions**

   Instructions are sent to the managed node to start the action.

6. **Reporting**

   The managed node reports the results of the action to the management server.

7. **Logging and Acknowledgement**

   If they are so configured, annotations about the execution of operator-initiated actions are passed to the management server for logging. If the message has been so configured, it is acknowledged automatically after successful completion of the action.

Applications

Applications are scripts or programs that have been integrated into HPOM. Unlike operator-initiated and automatic actions, which are directly associated with a message and can be started or stopped from the browser windows, applications are tools that are available in the operator's `Applications` folder. For details, see "Starting and Customizing Tools" on page 170.

HPOM Users

The HPOM user concept distinguishes real users, such as the HPOM administrator and the HPOM operators, from user profiles. User profiles describe the configuration of abstract users. These abstract user configurations can be used to create real user configurations.

User Roles

The primary user roles of HPOM are:

- **HPOM Administrator**

  User with unlimited authority. Primarily responsible for installing and configuring the HPOM software, and establishing the initial operating policies and procedures.

- **Operator**

  User with no authority. Uses HPOM almost continuously to maintain, manage, monitor, and control systems and objects.

Multiple Operators

Adaptable to different organizational rules and requirements, HPOM permits multiple operators on a single management system. Operators are then assigned specific responsibilities and capabilities according to their individual know-how. Depending on the size of the computing environment managed by HPOM, two of these roles might be performed by a single person.

Access Restrictions

Access to the HPOM user interface is restricted. All operators and administrators must provide the correct logon name and password before gaining access to their customized HPOM user interface. These HPOM passwords are not related to the operator's system logon name and password.

User Profiles

User profiles are useful in large, dynamic environments with many HPOM users. You can configure profiles of abstract users, then assign these predefined profiles to real HPOM users. Profiles allow you to quickly set up users with a default configuration. You can create as many profiles as you need, and arrange them in a user profile hierarchy. For details, see "Configuring User Profiles" on page 286.

Administrator

The HPOM administrator, **opc_adm**, has many tasks and responsibilities within the HPOM working environment.

The administrator does the following:

- **Customizes User Environments**

  Defines a custom environment for each user. Manages all installation, configuration, and customization adaptations. These adaptations to the system add or change operators, nodes, retrieved messages, and so on.

- **Maximizes Operator Efficiency**

  Matches corrective actions to specific events, and provides individual instructions for other events.

- **Delegates Responsibility**

  Defines responsibility and capability sets, and decides which tools the operator needs to maintain the assigned nodes and perform the required tasks.

- **Develops Guidelines**

  Develops the guidelines to implement a message policy. The administrator defines responsibility for policies or policy groups.

- **Maintains History**

  Maintains and reviews the HPOM history data. This history tracking enables the administrator to intelligently modify or develop automatic and operator-initiated actions, provide specific event instructions, and track recurring problems. For example, reviewing history data would reveal which nodes have consistently high disk space use.

- **Solves User Problems**

  Acts as any operator to verify their configuration and help them resolve any problems they may have with the system.

- **Expands HPOM**

  Extends the scope of HPOM by integrating additional applications and monitored objects, and ensures consistent presentation and invocation of services by registering new applications.

- **Maintains HPOM**

  Maintains the software, and defines management processes and security policies. For more information on HPOM security, see “Securing Your Environment” on page 242 of this guide, or the *HPOM Administrator’s Reference*.

Operators

Every operator's environment consists of a set of managed nodes. These nodes are the basis for daily operator tasks, such as application startups. The nodes also provide the information operators use to solve problems. HPOM operators have customized views of their own managed environments. For example, one operator might be responsible for all nodes at a facility. Another operator might be responsible for a subset of nodes at another facility. By creating task-orientated environments, HPOM operators see the information only from systems and objects under their control.

For more detailed information on the default HPOM operators, see "Setting Up Users and User Profiles" on page 278.

Operators

In HPOM, the following types of operators are available by default:

opc_op Controls system management functions only and is not concerned with the management of network activities, such as applications for configuring HPOM network functions or network diagnostics tools.

netop Combines HPOM configuration capabilities with all the network monitoring capabilities of a typical Network Node Manager (NNM) operator.

itop Combines system and network management roles. This operator can access the full range of HPOM software functionality.

2 Daily Tasks

In this Chapter

This chapter describes some of the daily tasks performed by operators of HP Operations Manager (HPOM).

Who Should Read this Chapter

Although this chapter is designed primarily for HPOM operators, HPOM administrators should also read it to familiarize themselves with the working environment and problem solving processes of HPOM operators.

What this Chapter Does

This chapter is organized as follows:

- ❏ **Tour of the HPOM Java GUI**
  - Shortcut Bar
  - Object Pane
  - Workspace Pane
  - Browser Pane
  - Integrated Web Browsers
  - Menu Bar
  - Toolbar
  - Position Controls
  - Pop-up Menus
  - Detached Windows
  - Cockpit View
- ❏ **Problem Solving Process**
  - Detecting Problems in Your Environment
  - Investigating Problems in Your Environment

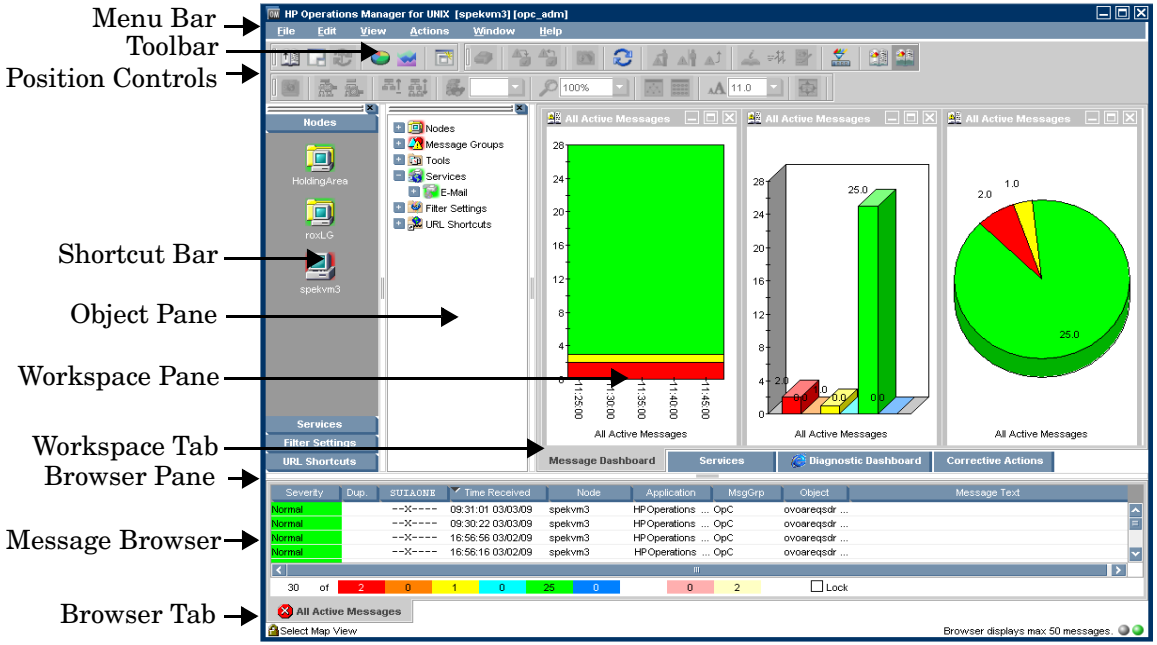
- Solving Problems in Your Environment
- Documenting Solutions in Your Environment

❑ **Customizing Your Environment**

Tour of the HPOM Java GUI

When you start the HPOM Java GUI, you see the main window, as shown in Figure 2-1.

Figure 2-1 Main Window of the HPOM Java GUI



The main window of the Java GUI is divided into four main areas:

- **Shortcut Bar**

  Top-left pane provides you with shortcuts to frequently used objects. For details, see “Shortcut Bar” on page 64.

- **Object Pane**

  Top-middle pane displays the structure of your managed environment. For details, see “Object Pane” on page 66.

- **Workspace Pane**

  Top-right pane contains multiple tabs, each containing one workplace. For details, see “Workspace Pane” on page 77.

- **Browser Pane**

  Bottom pane provides you with quick access to the latest messages. For details, see “Browser Pane” on page 86.

The top of the Java GUI contains the following navigation tools:

- **Menu Bar**

  Top row of pull-down menus. For an overview, see “Menu Bar” on page 101.

- **Toolbar**

  Row of icons just below the menu bar. For an overview, see “Toolbar” on page 102.

- **Position Controls**

  Narrow band of horizontal bars just below the toolbar. For an overview, see “Position Controls” on page 103.

  By default, the position controls are not visible. To find out how to switch them on and off, see “Showing and Hiding the Position Controls” on page 196.

NOTE For details about pop-up menus in each of the four main areas of the Java GUI, see “Pop-up Menus” on page 104.

Shortcut Bar

The shortcut bar is the first pane below the toolbar and position controls, as shown in Figure 2-2.

Figure 2-2 **Shortcut Bar**

From the shortcut bar, you use pop-up menus to perform all operations that are available from the object pane (for example, start tools, open a new filtered message browser, get service graphs, and so on). This quick access is very useful if there are many objects in the object pane.

NOTE

For details about pop-up menus in the shortcut bar, see “Shortcut Bar Pop-up Menu” on page 105. To find out how to customize the shortcut bar, see “Moving Panes and Areas” on page 197, “Showing and Hiding Panes and Areas” on page 198, and “Customizing the Shortcut Bar” on page 201.

Service icons in the shortcut bar can also display service labels with textual information and images that give you more information about the objects at a glance. The status of the icons and service labels information is updated at every refresh interval.

By default, the following shortcut groups (gray buttons) are created:

- **Nodes**

  Systems, printers, or any other elements in the network environment. For details, see “Nodes” on page 68.

- **Services**

  If Service Navigator is installed and configured, maps problems with messages associated with affected services.

- **Filter Settings**

  Enables you to create and access message filters quickly and easily. For details, see “Filter Settings” on page 73.

- **URL Shortcuts**

  Enables you to update and start URL tools. For details, see “URL Shortcuts” on page 76.

You can also add other shortcut groups, such as the following:

- **Message Groups**

  Message groups for which you are responsible. For details, see “Message Groups” on page 70.

- **Tools**

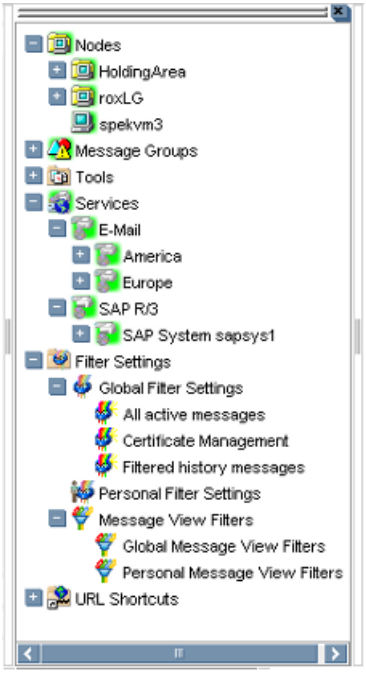
  Scripts or programs that have been integrated into HPOM. For details, see “Tools” on page 72.

All shortcuts are saved in a console settings file. For details, see “Saving Console Settings” on page 192.

Object Pane

The object pane is the second pane below the toolbar and position controls, as shown in Figure 2-3. This pane contains the object tree, a hierarchical tree diagram designed to help you navigate to different elements within your managed environment.

Figure 2-3 Object Pane



The object tree contains the following branches:

- **Nodes**

  Systems, printers, or any other element in the network environment. For details, see “Nodes” on page 68.

- **Message Groups**

  Message groups for which a particular operator is responsible. For details, see “Message Groups” on page 70.

- **Tools**

  Scripts or programs that have been integrated into HPOM. For details, see “Tools” on page 72.

- **Services**

  If Service Navigator is installed and configured, maps problems with messages associated with affected services.

- **Filter Settings**

  Enables you to create and access message filters quickly and easily. For details, see “Filter Settings” on page 73.

- **URL Shortcuts**

  Enables you to start URL tools. For details, see “URL Shortcuts” on page 76.

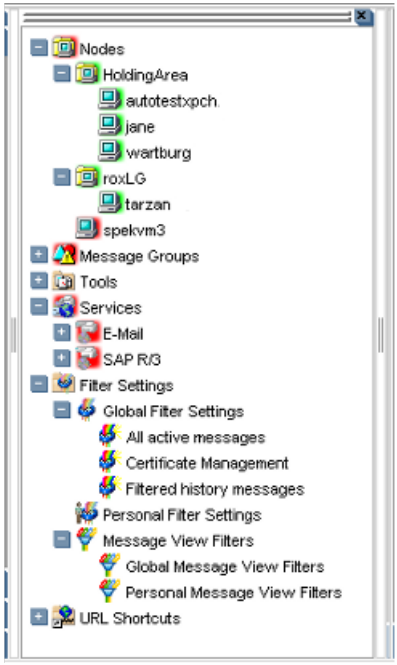
NOTE

You can search for specific items in the object tree with a basic or advanced search function. For details, see “Searching the Object Pane” on page 136.

Nodes

In the object tree, the node icons in the `Nodes` folder represent the **managed nodes of a particular operator**. Managed nodes can be systems, printers, or any other element in the network environment. As shown in Figure 2-4, the `Nodes` folder in the object tree contains an icon for each node, collection of nodes (called a node layout group), or external node for which you are responsible. The `external` node represents a range of nodes from which external events are integrated into HPOM.

Figure 2-4 **Nodes Folder in the Object Tree**



Node Layout Groups

Within the object tree, icons in the `Nodes` folder can represent folders or collections of nodes. For example, all nodes located in a single building or all nodes serving a similar purpose can be grouped together and represented by a single node layout group icon. Clicking the plus sign (+) next to the folder opens the folder and displays the individual nodes of the layout group.

Node Colors

Node icons are displayed in colors that correspond to the highest severity of any message received from that node. For example, the node icon turns red when the affected node has at least one unacknowledged critical message. After all critical messages have been acknowledged, the node icon changes color to indicate the highest severity level of the remaining messages. The status of other map tools (for example, the IP Map) is not included.

Depending on how HPOM is configured, folder icons are displayed in colors corresponding to the highest severity message of any of its components. For example, if the folder icon is cyan, there must be at least one element with the status of `Warning` in an underlying layer.

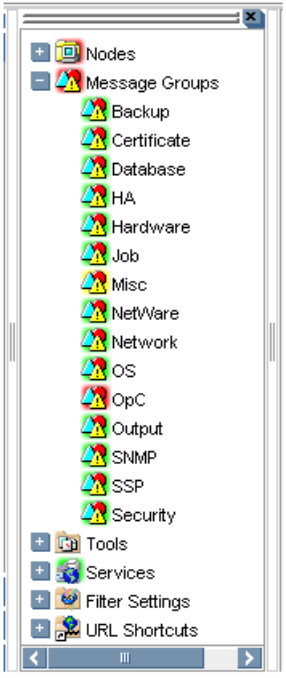
For information about message colors, see the following:

- ❏ “Message Group Colors” on page 71
- ❏ “Message Colors” on page 89
- ❏ “Message Severity Coloring” on page 143

Message Groups

The `Message Groups` folder in the object tree contains icons representing the message groups for which you are responsible, as shown in Figure 2-5. In this folder, you can review the status of each group, and select specific groups for message review. HPOM uses message groups to combine management information about similar or related managed objects under a chosen name, and provide status information on a group level.

Figure 2-5 Message Groups Folder in the Object Tree



Message Group Colors

As in the `Nodes` folder, the color of a particular icon in the `Message Groups` folder represents the current status of that group. A change in the color of an icon in the `Message Groups` folder indicates a change in status of a managed node within your operator environment.

For more information about message colors, see the following:

- “Message Colors” on page 89
- “Message Severity Coloring” on page 143

Organizing Message Groups

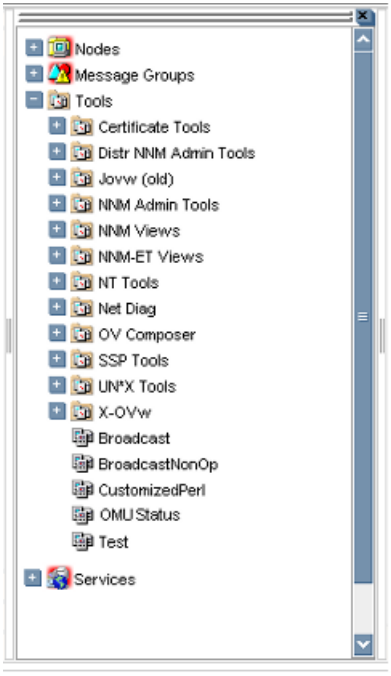
Messages are organized into groups to simplify message management, and to let you do your work in a task-oriented way. For example, one operator can be responsible for backups and output, and another operator can be responsible for network, operating system, and security aspects of message management.

You can reduce the number of messages in the message browser by selecting the required message group from the `Message Group` folder, and opening a filtered message browser. Then only messages in that message group are displayed.

Tools

The `Tools` folder in the object tree contains icons for the scripts or programs that have been integrated into HPOM, as shown in Figure 2-6. You can start any integrated tool from this folder.

Figure 2-6 Tools Folder in the Object Tree



The HPOM administrator first examines your environment, then determines which tools you need to maintain it. Each tool has predefined start-up attributes, including a list of the managed nodes for individual operators.

Tools can also be programs or services running in the environment (for example, the UNIX `df` or `bdf` commands). You could be responsible for controlling the amount of free disk space on a system. To maintain sufficient disk space on a system, you respond to messages issued by the HPOM monitor agent, and send controlling commands, such as `df` or `bdf`.

Filter Settings

The `Filter Settings` folder in the object tree contains icons for the following types of filters, as shown in Figure 2-7:

- **Message browser filters**

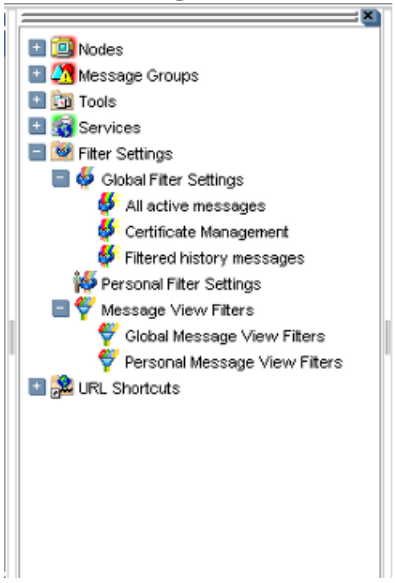
  Global and personal message browser filters are stored in the `Global Filter Settings` and the `Personal Filter Settings` folders.

- **Message view filters**

  Global and personal message view filters are stored in the `Global Message View Filters` and `Personal Message View Filters` folders.

For more information about the different types of message filters, see “Filtering Message Browsers” on page 91

Figure 2-7 Filter Settings Folder in the Object Tree



From the `Filter Settings` folder, you can create and access message filters quickly and easily. For example, if you want to see all messages that could show a possible problem in the `Performance` area, you would create a filter that shows all warnings, all minor, major, and critical messages, and all unknown messages within the message group `Performance`. You would then save the new filter. Later, to see the messages in your new filter, you could open a message browser, and apply your filter settings to it.

NOTE Only HPOM administrators are allowed to create global filters. As an operator, you can add filters to the personal filters folder only.

To access a saved filter, you select the `Filter Settings` group from one of two locations:

- **Shortcut Bar**

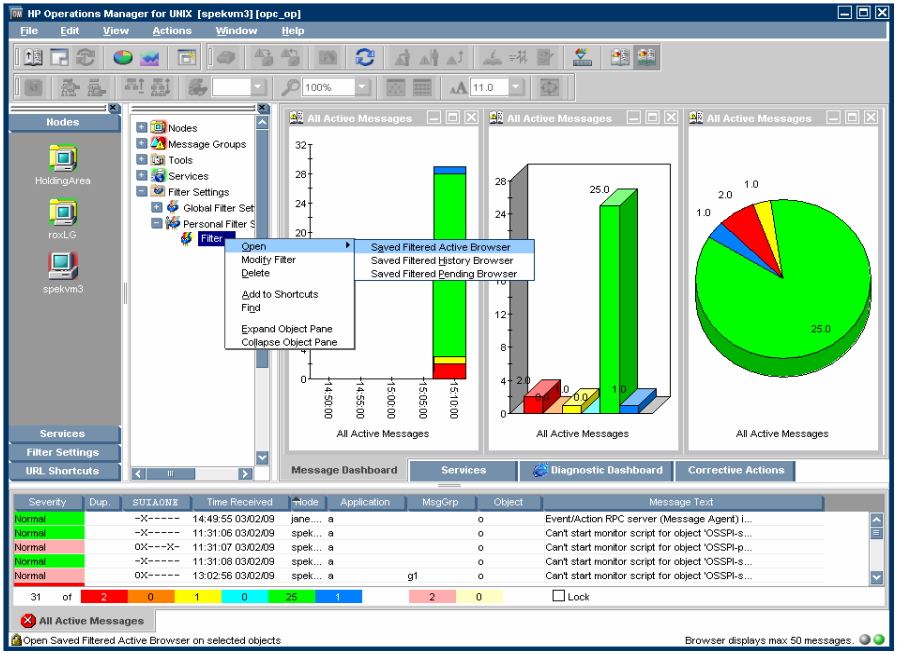
  For details, see “Shortcut Bar” on page 64.

- **Object Pane**

  For details, see “Object Pane” on page 66.

Figure 2-8 shows personal filters in the `Filter Settings` area of the object pane.

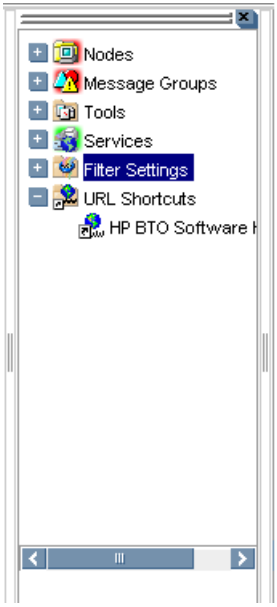
Figure 2-8 Personal Message Browser Filters in the Filter Settings Area of the Object Pane



URL Shortcuts

The `URL Shortcuts` folder in the object tree contains icons for operator-defined URL shortcuts, as shown in Figure 2-9.

Figure 2-9 URL Shortcuts Folder in the Object Tree

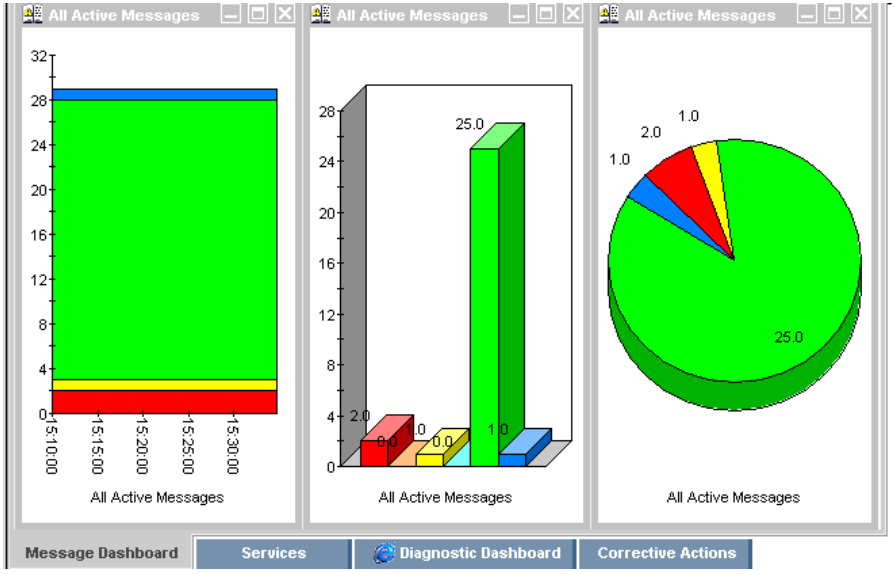


You may have a variety of URLs provided by your HPOM administrator. The `URL Shortcuts` folder enables you to define new shortcuts to URLs that you use frequently. These shortcuts are saved in your personal console sessions files.

Workspace Pane

The workspace pane is the third pane below the toolbar, as shown in Figure 2-10. The workspace pane has multiple tabs, each containing one workspace.

Figure 2-10 **Workspace Pane**



NOTE For details about pop-up menus in the workspace pane, see “Workspace Pane Pop-up Menu” on page 107.

By default, the workspace pane contains the following tabbed workspaces:

- **Message Dashboard**

  Shows message severity in one of two formats. For details, see “Viewing Message Severity in the Message Dashboard” on page 153.

- **Services**

  Displays only if Service Navigator is installed and configured. For details, see “Services Workspace” on page 79.

- **Diagnostic Dashboard**

  For details, see “Diagnostic Dashboard Workspace” on page 80.

- **Corrective Actions**

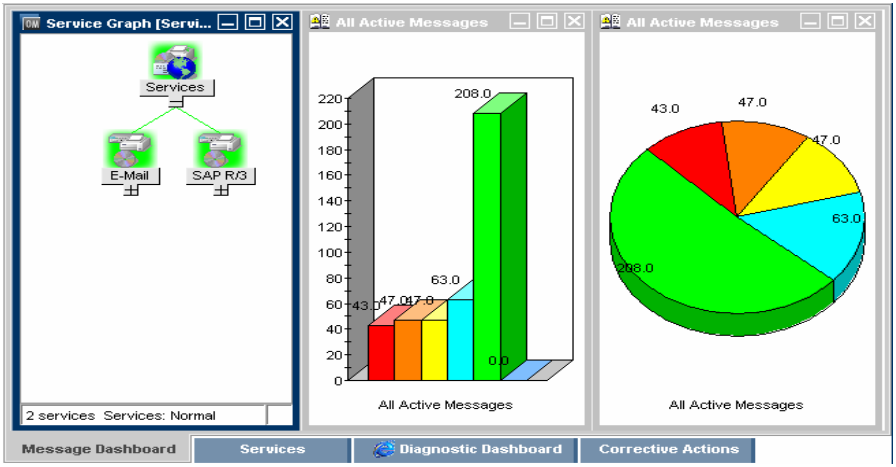
  For details, see “Corrective Actions Workspace” on page 81.

You can also define your own workspaces, each of which can contain the following:

- Application output windows
- Graphs and charts
- Message browsers
- Web browsers

Figure 2-11 shows a workspace with a service graph, history graph, and bar chart.

Figure 2-11 Workspace with Graphs and Charts



To logically organize your work, you can define different workspaces for different tasks:

- **Normal Workspaces**

  Can contain message browsers, graphs, charts, application outputs, and non-ActiveX web browsers.

- **ActiveX Workspaces**

  Can contain only Microsoft Internet Explorer web browsers.

Message Dashboard Workspace

You can view message severity in a current state chart or a history chart in the Message Dashboard tab of the workspace pane. For details, see “Viewing Message Severity in the Message Dashboard” on page 153.

Services Workspace

The Services tab is present only if Service Navigator is installed. If Service Navigator is installed, the Services tab contains a service graph showing the hierarchical organization of your services and subservices.

You can use this tab to start root-cause and impacted-service analyses. For more information about Service Navigator, see Service Navigator documentation.

Diagnostic Dashboard Workspace

The Diagnostic Dashboard tab is reserved for other tools that integrate with HPOM.

For example, the following tools provide integration points for HPOM:

- **Performance**

  HP Performance for Windows is a scalable, distributed network performance management tool that improves network operations, staff efficiency, and network total cost of ownership (TCO). This tool provides a clear historical view through out-of-the-box reports, as well as insightful capacity planning through trend threshold reports.

- **Network Path**

  HP Network Path provides detailed status and performance information about static and dynamic network paths. Path monitoring allows relevant path analysis, based on the tools and protocols in use, and supports duplicate IP and firewall environments.

- **Internet Services**

  HP Internet Services enables enterprises that operate business-critical Internet services (for example, POP3, SMTP, HTTP, HTTPS, FTP, DNS, and so on) to meet their customer needs with availability and performance levels that meet or exceed their defined service-level objectives.

  Through trend reports and baselines, Internet Services can communicate early warnings to customers before their business is affected. It can also immediately determine which service component is exceeding threshold, and thereby identify the root cause of the problem. With Internet Services, customer care personnel can share with their customers summarized and detailed reports on service-level compliance.

Corrective Actions Workspace

The Corrective Actions tab enables you to maintain a current and accurate overview of the computing environment by reviewing the status and results of actions. The status of an action is defined as the availability and current state of the action.

The status indicates whether an action:

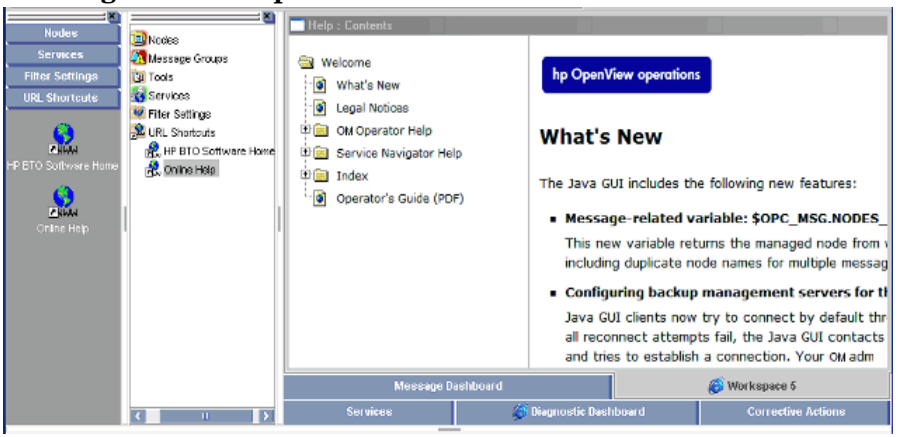
- ❏ Has been configured for the message
- ❏ Is still running
- ❏ Has been successfully completed
- ❏ Has failed

For more information about reviewing action status in the `Corrective Actions` workspace, see “Evaluating Action Results in the Corrective Actions Workspace” on page 165.

Online Help Workspace

The `Online Help` workspace contains online documentation for all installed tools. Figure 2-12 shows how to start the HPOM online help in the `Online Help` workspace from the shortcut bar.

Figure 2-12 Starting Online Help from the Shortcut Bar



NOTE

The `Online Help` workspace is not an operator default assigned by the system. It can be defined by the HPOM administrator on the HP Operations management server. For more information, see “Operator Defaults Assigned by the HPOM Administrator” on page 189.

Updating the Current Workspace

Updating the current workspace only applies to tools that are based on evaluating message-related variables. For example, from the `URL Shortcuts` folder, you can define URLs that include message-related variables, then select a message and start the tool. When you choose a different message and update the URL tool, the message-related variables are re-evaluated based on the currently selected message. You launch the update from a button in the browser pane or the workspace pane of the Java GUI.

NOTE Updating the current workspace works only if the workspace supports Microsoft Internet Explorer ActiveX controls.

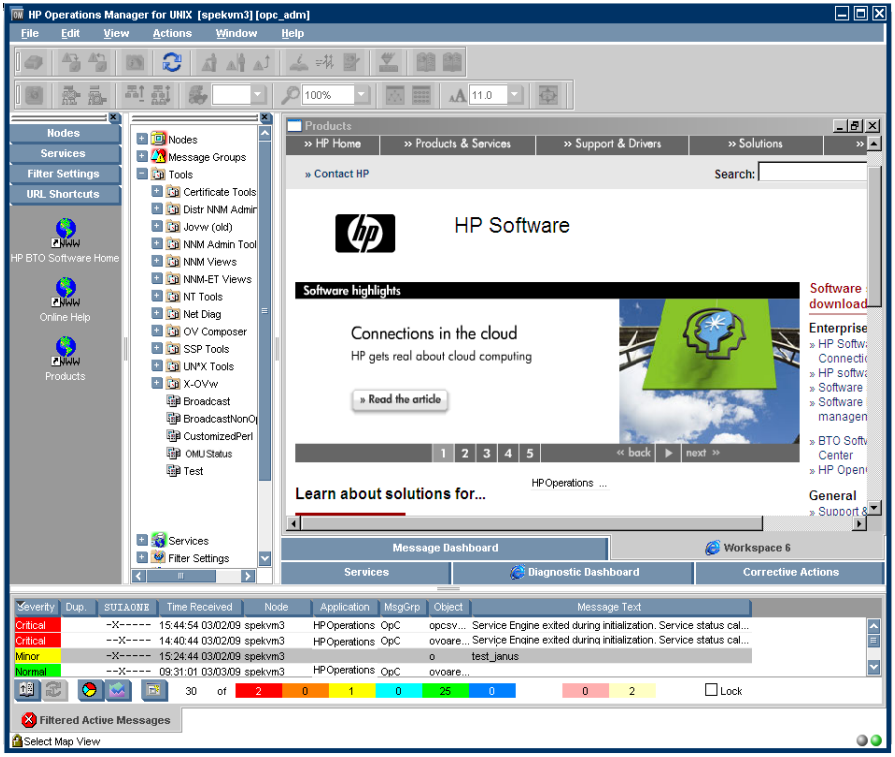
For example, you could set up a tool with the following URL:

```
http://www.openview.hp.com/$OPC_MSG.TEXT[2]
```

In this example, messages are sent that include the words `products` or `solutions` as the second word in the message text.

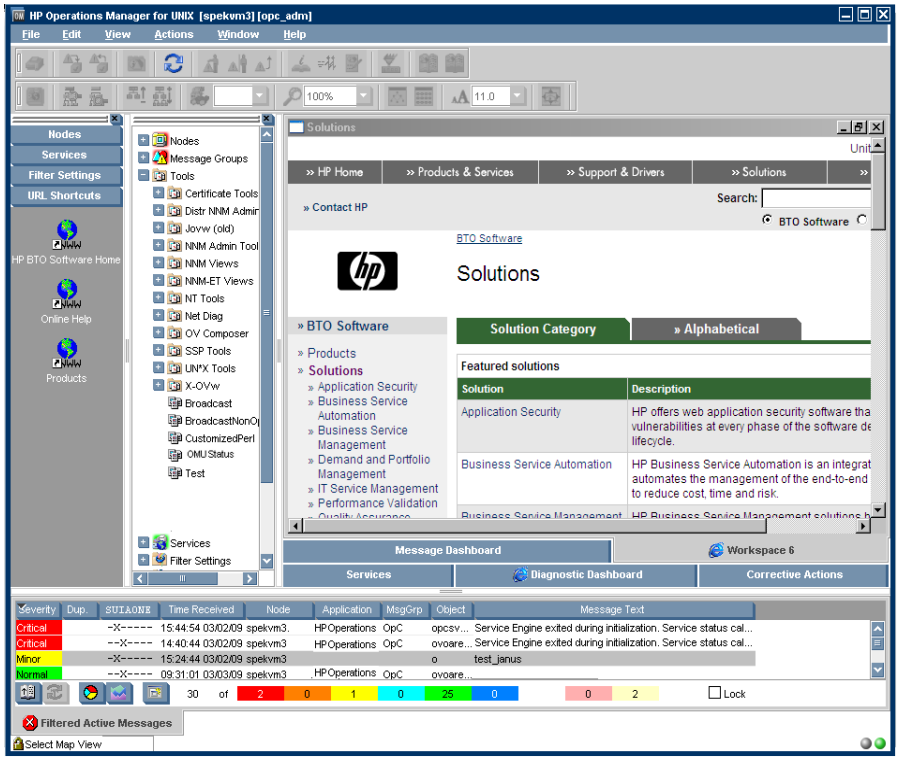
In Figure 2-13, the first message, `products`, is selected, and the URL tool is started.

Figure 2-13 Updating a URL Tool for “products”



In Figure 2-14, the second message, `solutions`, is selected, and the update button is pressed. The URL tool is updated with the new message text in the URL.

Figure 2-14 Updating a URL Tool for "solutions"



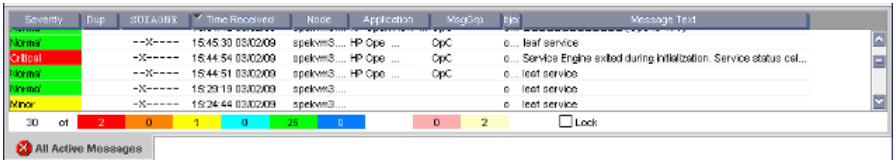
As a result, the following page is loaded:

`http://www.openview.hp.com/solutions`

Browser Pane

The browser pane is the pane at the bottom of the Java GUI, as shown in Figure 2-15.

Figure 2-15 **Browser Pane**



The browser pane can have multiple tabs, each containing one message browser. Each tab displays an icon before the name that shows the severity of the most critical message in that message browser. You can change the properties (name, description) of each tab, or delete the tab entirely, along with the corresponding message browser.

NOTE For an explanation of the critical coloring in the browser pane, see the *HPOM Java GUI Operator's Guide*. For details about pop-up menus in the browser pane, see "Browser Pane Pop-up Menu" on page 109.

The browser pane provides you with quick access to the latest messages. You can easily identify the severity of messages in the browser pane through severity icons on the tabs. You can also switch between different message browsers.

By default, when you start the Java GUI, an `All Active Messages` message browser is opened in the browser pane. With the first button in the toolbar, you can switch the browser between the browser pane and the workspace pane. For example, you could switch one message browser to the workspace pane, and continue to work there. You could also create a new message browser, then move it to the browser pane so you can always access important messages.

The browser pane is visible by default. You can hide it by clearing `View: Browser Pane` in the menu bar. You can make the browser pane visible again by re-selecting this option.

Figure 2-16 shows the browser pane with three message browsers (indicated by tabs).

Figure 2-16 Three Message Browsers in Browser Pane

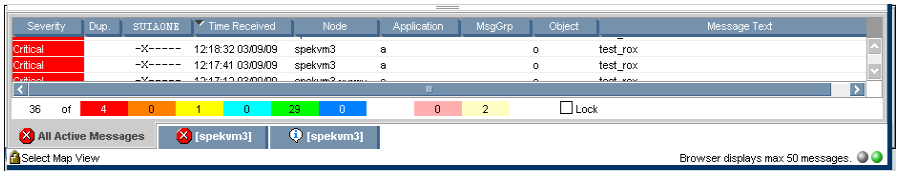
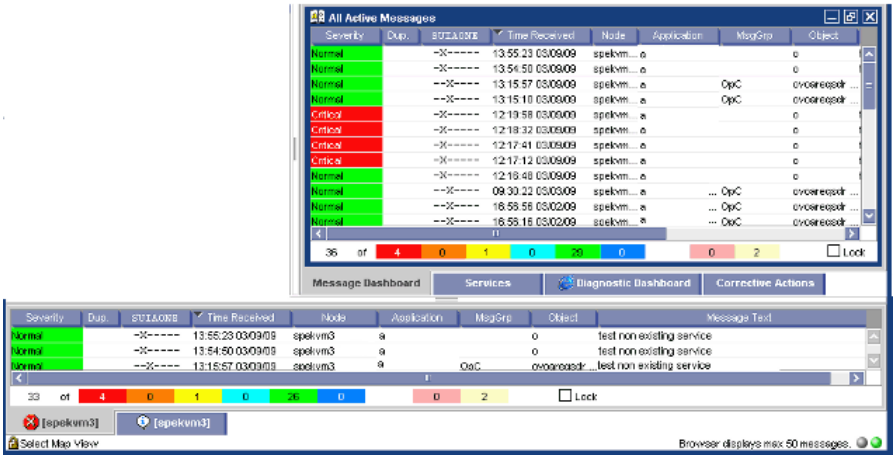


Figure 2-17 shows one message browser moved from the browser pane to the workspace pane.

Figure 2-17 One Message Browser Moved to the Workspace Pane



Message Browser

HPOM provides information about your managed environment through messages displayed in the message browser. A message represents an event that has occurred on a node within the managed environment (for example, a status change or a threshold violation) generated by the agents running on the node.

The active message browser, as shown in Figure 2-18, is your unique GUI client (that is, of all active messages for which you are responsible). HPOM collects messages from the managed nodes of the message groups assigned to you, and delivers them to your GUI client.

NOTE

The message browser can also display GIF and JPEG images, and URLs as hyperlinks. Images and URLs can be displayed in all fields except in the `Severity` column, `Flags` column, and in date and time related columns. All URL texts must start with `http://` to be displayed as hyperlinks.

Images in the message browser are available only if previously configured by the HPOM administrator.

Figure 2-18 Active Messages Browser

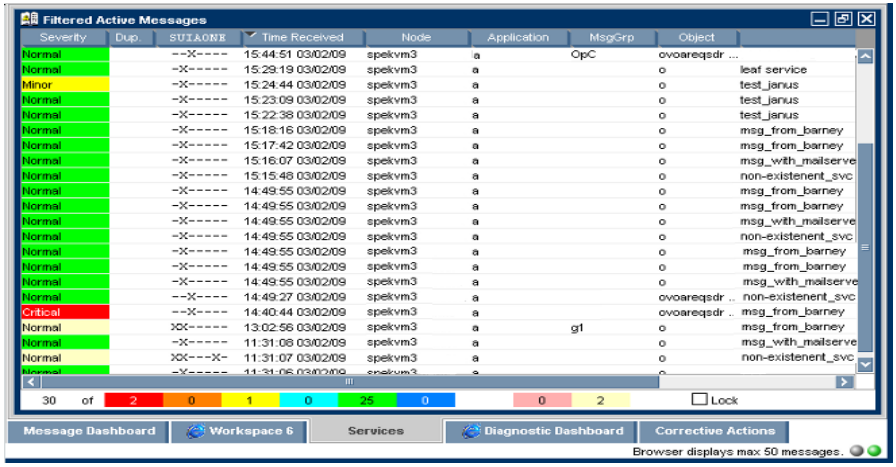


Figure 2-19 shows the message headline portion of the message browser.

Figure 2-19 Message Browser Headline

To provide you with additional information that will help you solve problems, messages are characterized by attributes summarized in the message browser.

Message Colors

You use message browsers to review and manage messages, and to guide problem resolution. Incoming messages are displayed with preconfigured attributes and with status information. As with the `Nodes` and `Message Groups` folders, the status of a message in the message browsers is indicated by a color, which displays in the `Severity` column, with red denoting the highest severity level (`Critical`).

HPOM can also be configured to color the entire message line in the browser to provide at-a-glance classification of message severity. For details, see the *HPOM Java GUI Operator's Guide*.

To provide you with an even better overview of critical messages, the tabs in the browser pane contain an icon that shows the severity of the most critical message in the corresponding message browser. If the most critical message has a severity of `Normal`, the tab contains the icon for `Normal`. The currently selected tab in the browser pane is indicated by a blue background color, as shown in Figure 2-20.

Figure 2-20 Most Critical Coloring of Browser Pane Tabs

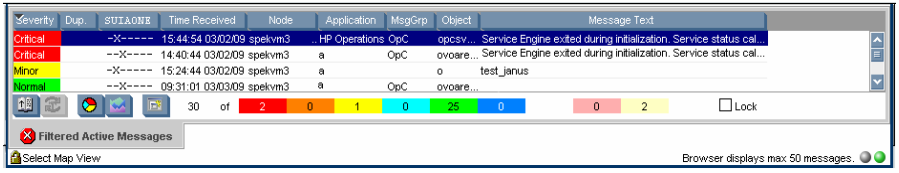
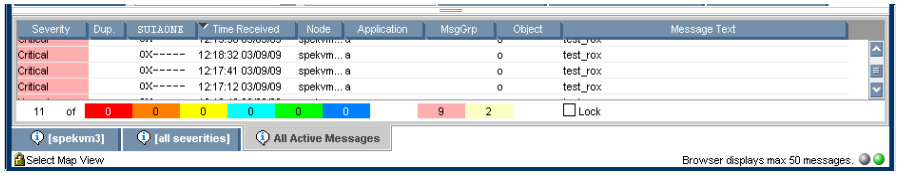


Figure 2-21 shows coloring that is changed after all critical and major messages were unacknowledged in the filtered history message browser.

Figure 2-21 Color Change After Messages Unacknowledged

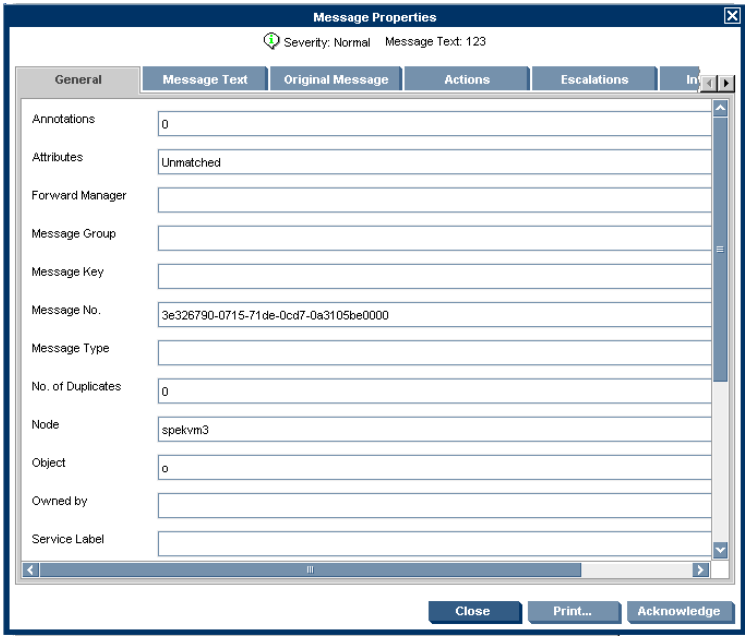


Messages

You can look at all the details of a single message, and initiate an operator-initiated action to resolve the event that triggered the message. Or HPOM can perform an automatic action for you. If necessary, you can restart actions any time, or even stop the execution. You can also print messages, and prepare message reports. In addition, the HPOM annotation facility lets you document your actions, and review previous actions in detail. Finally, you can acknowledge messages for which actions have been completed in the message browser.

Double-clicking any message in any of the browsers displays the Message Properties window, as shown in Figure 2-22.

Figure 2-22 Message Properties Window



This window contains details of the chosen message, and allows *some* operations to be performed. However, the information and operations that are available in the Message Properties window differ according to which browser (active, pending, history) was used to open it.

For example, the `Unbuffer Time` field displays only if the Message Properties window is opened from the filtered pending messages browser.

Filtering Message Browsers

By default, an active message browser displays the latest 50 messages for which you are responsible. You can change the set of visible messages by increasing or decreasing the default limit so that more or fewer messages are displayed, and you can apply a message filter so that only messages that match the filter are displayed.

HPOM distinguishes between the following types of message filters:

- **Message browser filters**

  Message browser filters consist of criteria that define which messages are loaded into the message browser from the database. Message browser filters create a filtered active, history, or pending messages browser. The word `Filtered` in the browser's title bar indicates that a filter is applied to the message browser. The word in brackets (for example, `[Oracle]` in Figure 2-23 on page 94) represents the filter name.

  Message browser filters are evaluated on the management server. This evaluation reduces the network traffic between the Java GUI client and the management server because fewer messages are transferred. However, the filter evaluation may increase the workload of the management server where the filtering takes place.

- **Message view filters**

  Message view filters temporarily hide messages from view. They consist of criteria and rules that define which of the already loaded messages are displayed in an already existing message browser. The loaded messages may already have gone through a first level of filtering applied through message browser filters. In this case, message view filters apply a second level of filtering.

  The message view filter icon  on the message browser itself and on the message browser headline indicates that a message view filter is applied to the message browser. Figure 2-23 on page 94 shows an example of a filtered active messages browser with a message view filter applied to the `Application` and `Object` message browser columns.

  Message view filters are evaluated on the Java GUI client. As a result, they produce quicker results than message browser filters because no additional messages need to be transferred from the management server.

NOTE Using message view filters as first-level filters on a history message browser showing all history messages may increase the memory usage on the management server because all history messages must first be retrieved from the database before a message view filter can be applied. For more information about history message browsers, see “Filtered History Message Browser” on page 95. This does not apply to active or pending messages.

You can save filters, and then reuse them later on. Administrators can create global filters that are available to all operators. Any user can create personal filters that are available for their personal use only.

Filtered Active Message Browser

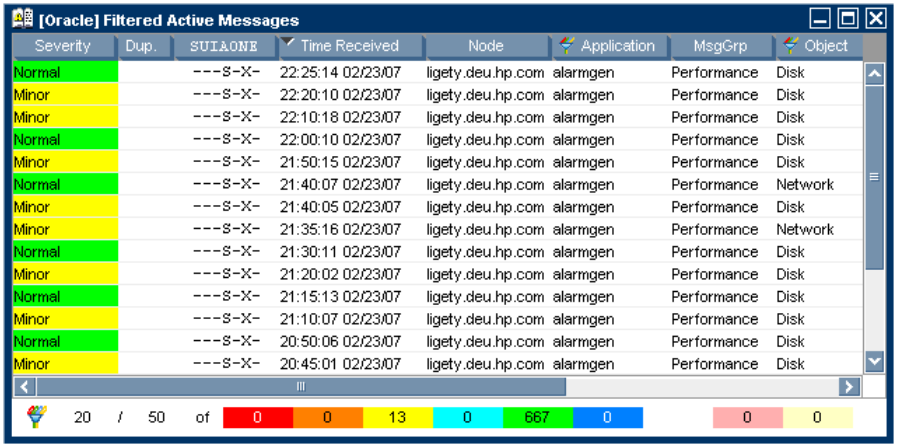
A filtered active message browser is the result of applying message browser filters to the messages you are responsible for.

You can use the filtered active message browser to work with your selected messages in the same way you would in the active message browser. The filtered active message browser is your personally customized presentation of the messages displayed in the active browser. While the active message browser displays every message belonging to your managed nodes and message groups, the filtered active message browser displays only the messages you have configured it to display.

NOTE You can limit the maximum number of messages loaded into active message browsers. This can be set in the Preferences window in the General tab.

Figure 2-23 shows active messages in a sample filtered active message browser that also has message view filters applied.

Figure 2-23 Active Messages in a Filtered Active Message Browser



In the filtered active message browser, you can tailor the view so only the most important messages are displayed, and concentrate on messages that need immediate attention:

- **Select Specific Messages**

  You can select specific messages in the message browser to be displayed in the filtered message browser.

- **Define Message Browser Filters**

  You can define a message browser filter to load only a subset of the messages you are responsible for.

- **Define Message View Filters**

  You can define a message view filter to display only a subset of the already loaded messages.

You can perform the same functions in the filtered active message browser as you can in the active message browser (for example, starting operator-initiated actions or tools on the node that generated the message).

NOTE To find out how to customize the message browser, see “Customizing the Message Browser Columns” on page 227.

Filtered History Message Browser

When a message has been acknowledged, it is removed from the active message browser and put in the history database. The filtered history message browser displays all acknowledged messages in the message groups for which you are currently responsible.

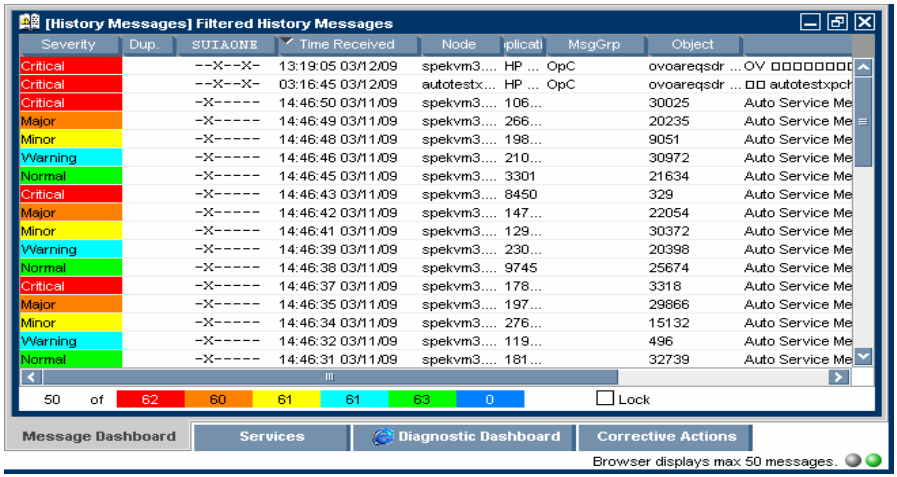
You can use the filtered history message browser to view these messages and unacknowledge them. Examining acknowledged messages can be very helpful when you want to find out more about techniques you used previously to solve problems.

Opening a filtered history message browser may take a long time to complete because history messages are retrieved from the database and not from cache. During the download, the Java GUI cannot be used for other tasks. If you need to access the Java GUI while history messages are being downloaded, cancel the download, and consider changing the criteria of your message browser filter to better match the history messages you are interested in.

You can also limit the maximum number of messages displayed in a history message browser.

Figure 2-24 shows acknowledged messages in the filtered history message browser.

Figure 2-24 Acknowledged Messages in the Filtered History Message Browser



NOTE

You can create a new history filter on a selected message. The menu item for creating the new history filter can be accessed in one of the following ways:

- ❏ Performing a right-click on the selected message (pop-up menu).
- ❏ Selecting `Actions: Messages` from the menu bar.

Filtered Pending Messages Browser

You can start the filtered pending messages browser like any other filtered browser. The filtered pending messages browser shows those messages that have been buffered because they arrived outside a defined period of **service hours**.

If you want to work on a pending message, you must first **unbuffer** it. Unbuffering a message moves the message from the filtered pending messages browser to the active message browser, where operations may be performed in the usual way. You can perform a limited set of actions on messages in the filtered pending messages browser. For example, you can save and print messages, or unbuffer and acknowledge messages.

CAUTION

Although you can acknowledge pending messages, and add or modify their annotations, it is better to perform operations on messages only when they are in the active message browser.

Sometimes, the filtered pending messages browser may not contain any messages, for one of two reasons:

- **Within Service Hours**

  You are currently operating within service hours, and all messages arrive in the active message browser.

- **Outside Service Hours**

  Your HPOM administrator may not have configured HPOM to buffer messages outside service hours.

NOTE

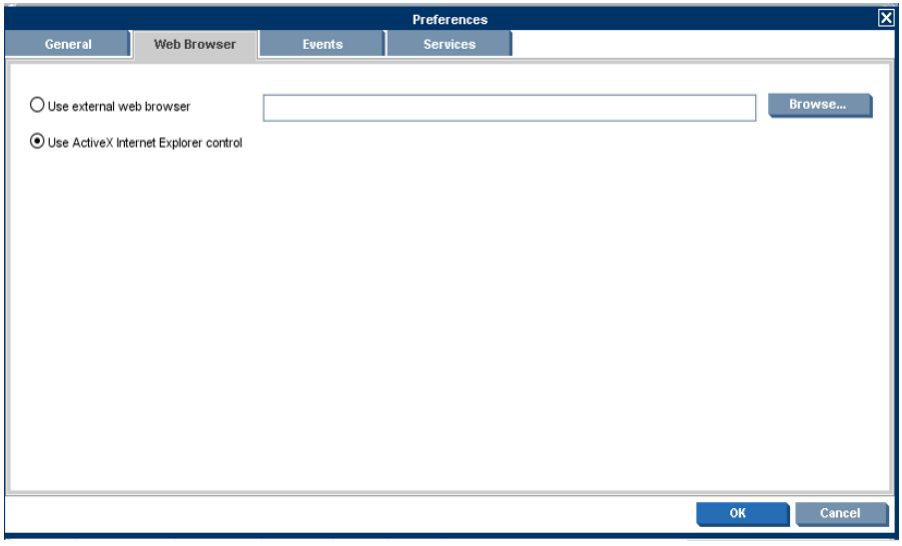
The severity level of messages in the filtered pending messages browser does not affect status propagation in the `Nodes` and `Message Groups` folders, and so on.

Integrated Web Browsers

Instead of running an external web browser in the background, you can run your favorite web browser from within the HPOM Java GUI itself. As a result, you can access intranet sites, search the Internet for business-related information, and view your HPOM message browsers from within a single, integrated interface. Integrated web browsers display in the workspace pane of the HPOM Java GUI.

You set your web browser preferences in the Web Browser tab of the Preferences window, as shown in Figure 2-25.

Figure 2-25 Web Browser Tab in Preferences Window



You can choose any one of the following types of browsers:

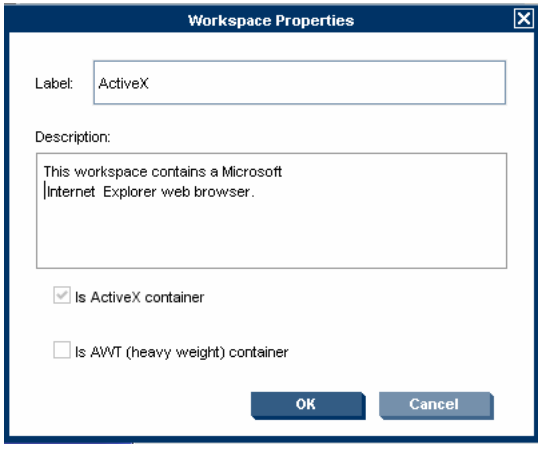
- **External Web Browser**

  You can access an external web browser, such as Microsoft Internet Explorer or Mozilla Firefox.

❑ ActiveX Control

You can access Microsoft Internet Explorer ActiveX controls by creating special ActiveX tabs in the Workspace Properties window, as shown in Figure 2-26. Make sure the **Is ActiveX Container** check box is selected.

Figure 2-26 Defining ActiveX Workspace in Workspace Properties Window



Status Bar

The Java GUI status bar, at the bottom of the message browser, displays the information on the current status of the Java GUI. The following information is available from the status bar:

- Status of the secure link (SSL) between the management server and the Java GUI client: enabled or disabled. The default is disabled SSL, signified by an open lock in the far left corner of the status bar.
- All actions currently performed in the Java GUI. When no actions are being performed, the Java GUI is in the idle state and `Ready` is displayed in the left corner of the status bar.
- Maximum number of messages that the message browser is configured to display, displayed in the right corner of the status bar.
- Status of the communication between the Java GUI and the management server, and the status of loading services from the management server.

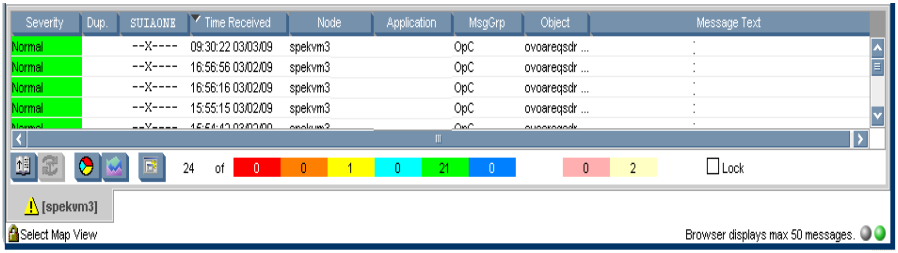
  The gray indication light changes to yellow when services are retrieved from the management server. No service-related actions can be performed during this time.

  The green indication light changes to red to indicate that the communication between the Java GUI and the management server is in progress.

  The indication lights are placed in the far right corner of the status bar.

Figure 2-27 shows the Java GUI status bar with indicators.

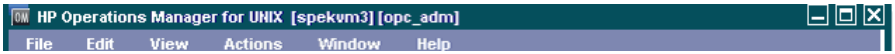
Figure 2-27 Status Bar



Menu Bar

The menu bar is the strip of pull-down menus at the very top of the Java GUI, as shown in Figure 2-28. You can use these menus to perform operations throughout the Java GUI.

Figure 2-28 Menu Bar



Toolbar

The toolbar is the row of icons just below the menu bar, as shown in Figure 2-29. The toolbar provides menu choices that apply to the objects in the object pane, workspace pane, and browser pane.

Figure 2-29 **Toolbar**

The toolbar is divided into the following components:

- `Message Browser Toolbar`
- `Message Toolbar`
- `Service Toolbar`

You can reposition these components in a particular order, or you can hide any of them. For more details, see the *HPOM Java GUI Operator's Guide*.

Go to Service

The `Go to Service` drop-down list is a part of the `Service Toolbar`. It contains a list of all services currently present in the Java GUI cache, which can be displayed within the selected service graph. You can use the Go to Service drop-down list for navigating only within service graphs.

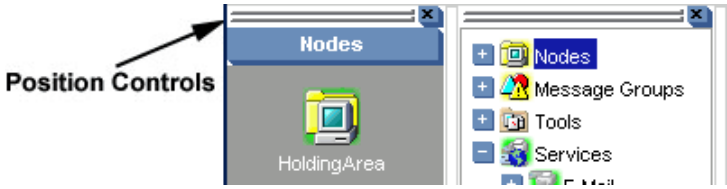
When you select a service in the list, and then click the **Go to Service** toolbar button, the service is displayed in the center of a service graph surrounded by its neighboring services.

NOTE The `Go to Service` drop-down list is available only from the toolbar.

Position Controls

The position controls are the narrow band of horizontal bars just below the toolbar, as shown in Figure 2-30. These bars enable you to move the shortcut bar and object pane horizontally.

Figure 2-30 Position Controls



By default, the position controls are hidden. You can make them visible by selecting `View: Position Controls` in the menu bar. Likewise, when the position controls are visible, you can hide them again by clearing `View: Position Controls` in the menu bar.

Pop-up Menus

HPOM provides pop-up menus for each major area of the Java GUI:

- **Shortcut Bar**

  For an overview of pop-up menus in the shortcut bar, see “Shortcut Bar Pop-up Menu” on page 105.

  For an overview of the shortcut bar itself, see “Shortcut Bar” on page 64.

- **Object Pane**

  For an overview of pop-up menus in the object pane, see “Object Pane Pop-up Menu” on page 106.

  For an overview of the object pane itself, see “Object Pane” on page 66.

- **Workspace Pane**

  For an overview of pop-up menus in the workspace pane, see “Workspace Pane Pop-up Menu” on page 107.

  For an overview of the workspace pane itself, see “Workspace Pane” on page 77.

- **Browser Pane**

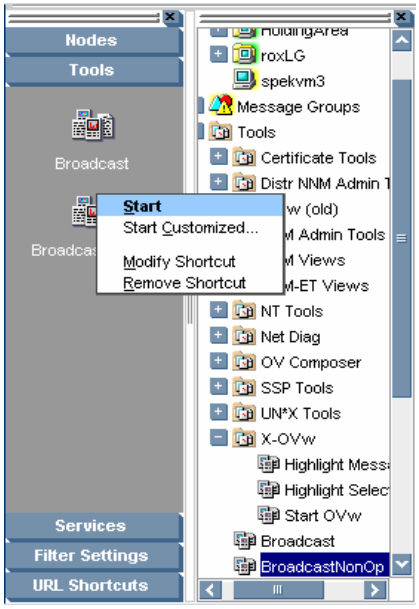
  For an overview of pop-up menus in the browser pane, see “Browser Pane Pop-up Menu” on page 109.

  For an overview of the browser pane itself, see “Browser Pane” on page 86.

Shortcut Bar Pop-up Menu

Figure 2-31 shows a pop-up menu for a selected tool in the shortcut bar. To access this menu, right-click any shortcut bar item.

Figure 2-31 Pop-up Menu for a Selected Tool in the Shortcut Bar



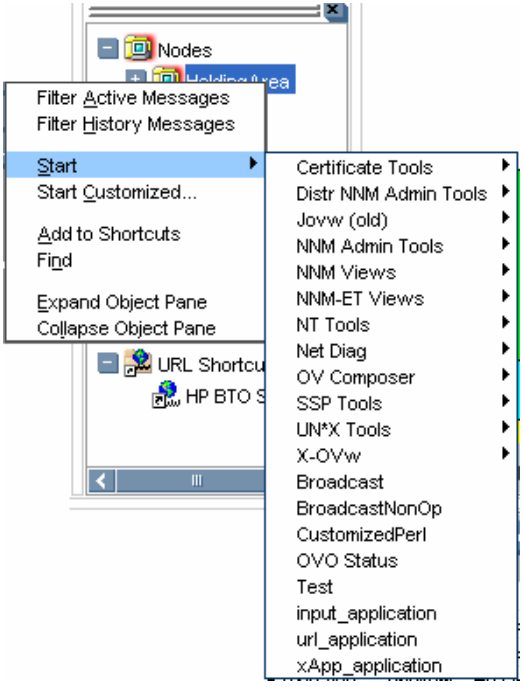
NOTE For a description of the shortcut bar, see “Shortcut Bar” on page 64.

Object Pane Pop-up Menu

The object pane pop-up menu differs, depending on which object is selected. For example, the pop-up menu for services is different from the pop-up menu for a node.

Figure 2-32 shows how to generate a predefined report from the pop-up menu in the object pane. To access this menu, right-click any object pane item.

Figure 2-32 Pop-up Menu for a Particular Node in the Object Pane



NOTE For a description of the object pane, see “Object Pane” on page 66.

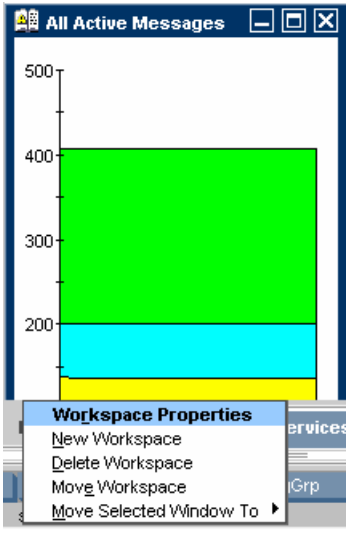
Workspace Pane Pop-up Menu

The workspace pane contains two kinds of pop-up menus:

- **Tab Menu**

  To access this menu, right-click a tab at the bottom of the workspace pane, as shown in Figure 2-33.

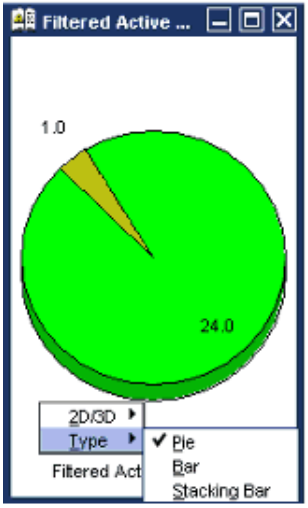
Figure 2-33 Pop-up Menu on a Tab in the Workspace Pane



❑ **Workspace Menu**

To access this menu, right-click a workspace in the workspace pane, as shown in Figure 2-34 on page 108.

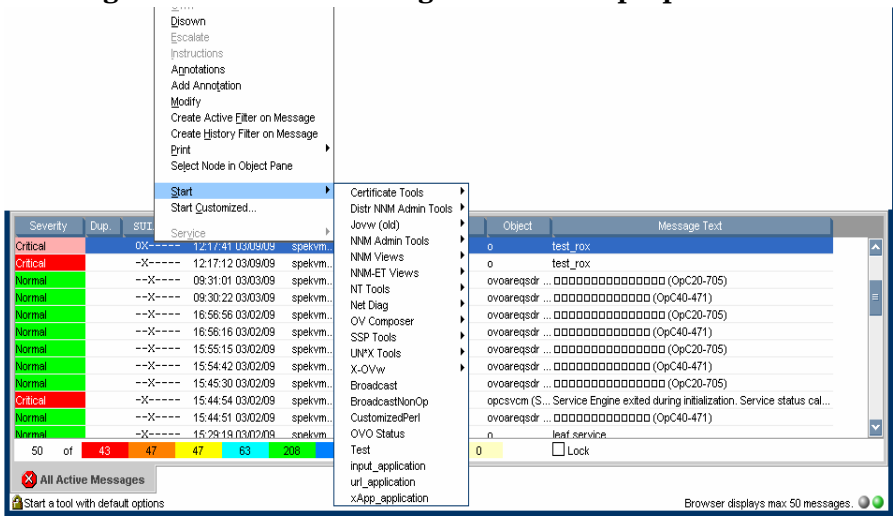
Figure 2-34 Pop-up Menu on a Workspace Pane



Browser Pane Pop-up Menu

Figure 2-35 shows the context sensitive pop-up menu for tool launch in the browser pane. To access this menu, right-click a message in the browser pane.

Figure 2-35 Starting an Tool from a Message Browser Pop-up Menu



NOTE For a description of the browser pane, see “Browser Pane” on page 86.

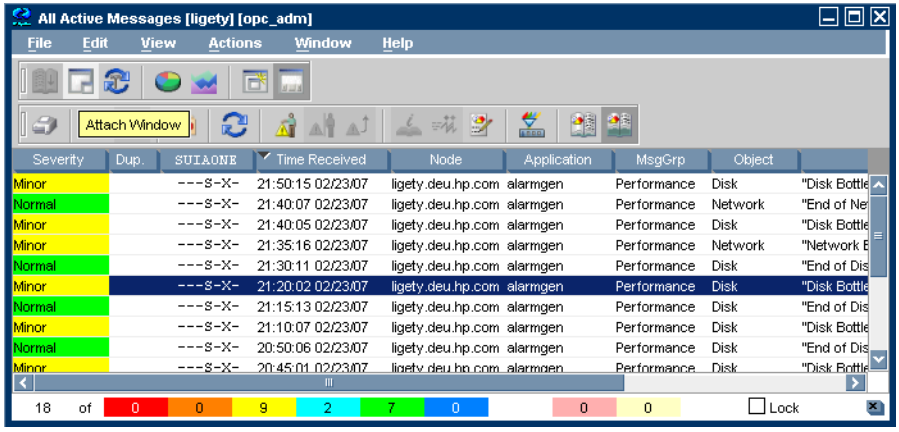
Detached Windows

Detached windows are windows that are separated from the main Java GUI window so that they can be moved independently. Detaching a window is helpful, for example, if you want to extend a window to another monitor to increase the amount of available space on your screen, or if you want to monitor the content of a window regardless of other activities on your computer.

You can detach message browsers, service graphs, service submaps, and service custom maps by selecting the window to detach and then clicking the **Detach Window** icon in the main toolbar. HPOM places the detached window at the center of your screen and adds a menu and toolbar to the detached window.

Figure 2-36 shows a detached message browser. To re-attach a detached window, select the window and click the **Attach Window** icon in the toolbar of the detached window.

Figure 2-36 Detached Message Browser



Detached windows are saved along with their settings and positions as part of the console session settings so that they are restored the next time you start a Java GUI session.

To further increase the amount of available space in detached windows, you can temporarily hide any of the following window components:

- ❏ Menu bar and toolbars
- ❏ Status summary area in message browsers
- ❏ Horizontal scroll bar in message browsers

TIP

To perform an operation on messages or services displayed in the main window and a detached window, use the **CTRL** key to select multiple objects in both windows.

Creating the HPOM GUI Start-up Message

According to the NIST 800-37 standard, usage and criticality of any application (tool) should be acknowledged before its startup. This is achieved with warning message displayed before the tool is started.

You can create the HPOM GUI start-up message that contains your own text, as well as to enable and disable this message.

IMPORTANT It is possible to customize, edit, or change the status of HPOM GUI start-up message only as the `root` user.

The HPOM GUI start-up message displays, if it is enabled, after the log-on window. If the agreement defined in this message is accepted, HPOM starts. Otherwise, the log-on sequence is stopped immediately.

If the HPOM GUI start-up message is disabled, HPOM starts right after the log-on window.

For more information on HPOM GUI start-up message creation, and the prerequisites that must be taken into account, see the *HPOM Administrator's Reference*.

Performing Drag and Drop Operations

Drag and drop operations simplify work with the Java GUI. The Java GUI supports the following drag-and-drop operations:

- Drag and Drop Operations Inside the Java GUI
- Drag and Drop Operations Between the Java GUI and Other Applications

NOTE Drag operations in the Java GUI are performed in two different modes, depending on the object that is being dragged. For mode details on drag modes, see “Drag Modes” on page 121.

Drag and Drop Operations Inside the Java GUI

You can perform these operations through the concept of the following categories:

- **Sources**

  Java GUI areas from which you can drag the objects.

- **Targets**

  Java GUI areas to which you can drop the dragged objects.

Table 2-1 on page 114 shows sources and targets where the drag-and-drop operations are supported. For every source-target pair where drag-and-drop is supported, there are underlying actions associated with these operations. For the description of these actions, see “Sources and Standard Drag Operation” on page 114 and “Targets and Drop Associated Actions” on page 115.

Table 2-1 Supported Drag and Drop Operations

Targets / **Sources**	Shortcut bar	Workspace pane	Workspace tab	Object pane	Filter window
Object pane	✔	✔	✔	N/A	✔
Shortcut bar	✔	✔	✔	N/A	✔
Workspace tab	N/A	N/A	✔	N/A	N/A
Client window	N/A	N/A	✔	✔	N/A
Service graph	✔	✔	✔	N/A	✔

Sources and Standard Drag Operation

All Java GUI areas from which you can drag objects are marked as sources.

NOTE Objects dragged from the sources are not necessarily displayed in the same way for every target. The way they are displayed depends on the action associated with the particular source-target pair. For more information about the actions performed as a result of drag and drop operations, see “Targets and Drop Associated Actions” on page 115.

When you start dragging an object, the cursor changes to reflect the current status of the operation. The cursor shows whether it is possible to drop the object on a target.

However, there are special cases when you *cannot* use a standard drag operation. For more information, see “Special Mode Cases” on page 121.

NOTE It is possible to drag more than one object from source to target simultaneously.

Targets and Drop Associated Actions

All Java GUI areas where you can drop the dragged objects are marked as targets. Dropping objects is associated with actions that are described in the following tables. These show possible sources and actions for every target.

NOTE Most actions associated with dropping objects are also available from the pop-up and other menus of particular target areas.

❑ **Shortcut bar**

Table 2-2 Shortcut Bar Drop Actions

Source	Dropped Object	Associated Action
Object pane	All	Adds an object as a shortcut to the shortcut bar.
Shortcut bar	All	Repositions shortcuts inside the shortcut bar.
Service graph	Service	Creates a new shortcut for service and adds it to the shortcut bar.

There are a number of areas where objects can be dropped within a shortcut bar. These are the following:

- *Shortcut pane*

  Object dropped anywhere inside the shortcut pane, except between two shortcuts, displays as a shortcut appended to the end of the shortcut pane.

- *Shortcut pane, between two shortcuts*

  Object dropped between two shortcuts displays as a shortcut inserted at the position indicated by a visible “insert line.”

- *Shortcut group button*

  When you drop an object on a shortcut group button, a shortcut group opens. The dropped object displays as a shortcut appended at the end of the shortcut group.

  Hovering the mouse over a shortcut group button opens the shortcut group. This helps you to choose a suitable shortcut group onto which to drop the object.

- *Scroll buttons*

  Hovering the mouse over a scroll button results in scrolling up or down, depending on the scroll button that you are hovering over. This helps you to choose a position for the object to be dropped where there are many shortcuts present in a shortcut bar.

NOTE

By using drag and drop operations, you can reposition shortcuts in a shortcut bar.

❏ **Workspace pane**

Table 2-3 Workspace Drop Actions

Source	Dropped Object	Associated Action
Object pane and shortcut bar	Nodes	Opens an `Active Filtered Browser` in a workspace.
	Node groups	
	Message groups	
	Filters	
	Root service	Opens a service graph.
	Services	
	Tools	Starts a tool and opens it in a workspace.
	URL shortcuts	Starts a web browser in a workspace.
Browser pane tab		Repositions message browser from browser pane to the workspace.
Service graph		Opens a service graph in a workspace.

❏ **Workspace tab**

Table 2-4 Workspace Tab Drop Actions

Source	Dropped Object	Associated Action
Workspace tab		Switches source and target tabs.
Client window	All	Moves a client window from current to the target workspace.

Hovering the mouse over a workspace tab opens the corresponding workspace. This help you to choose a suitable workspace to drop the object on.

When you drop an object on a non-selected workspace tab, the tab is selected and the workspace containing a client window created by dropping the object opens.

NOTE You can reposition workspaces from a workspace tab pop-up menu by using the `Move Workspace` option.

❑ **Browser pane**

Table 2-5 Browser Pane Drop Actions

Source	Dropped Object	Associated Action
Object pane and shortcut bar	Nodes	Opens an `Active Filtered Browser` in a browser pane.
	Node groups	
	Message groups	
	Filters	
Client window	Message browser	Repositions message browser from workspace to the browser pane.

NOTE You can open a message browser directly in the browser pane when you drop an object on it.

❑ **Object pane**

Table 2-6 Object Pane Drop Actions

Source	Dropped Object	Associated Action
Client window	Message browser	Creates a new personal filter from message browser and adds it to the object pane.

❑ **Filter window**

Table 2-7 Filter Window Drop Actions

Source	Dropped Object	Associated Action
Object pane and shortcut bar	Nodes	Adds node names into the list in the Symbols and Objects tab.
	Node groups	
	Message groups	Adds a message group name into the list in the Symbols and Objects tab.
	Root service	Adds a service name into the list in the Symbols and Objects tab.
	Services	
	Filters	Copies all filter setting properties from object pane item to a window.
Service graph		Adds a service name into the list in the Symbols and Objects tab.

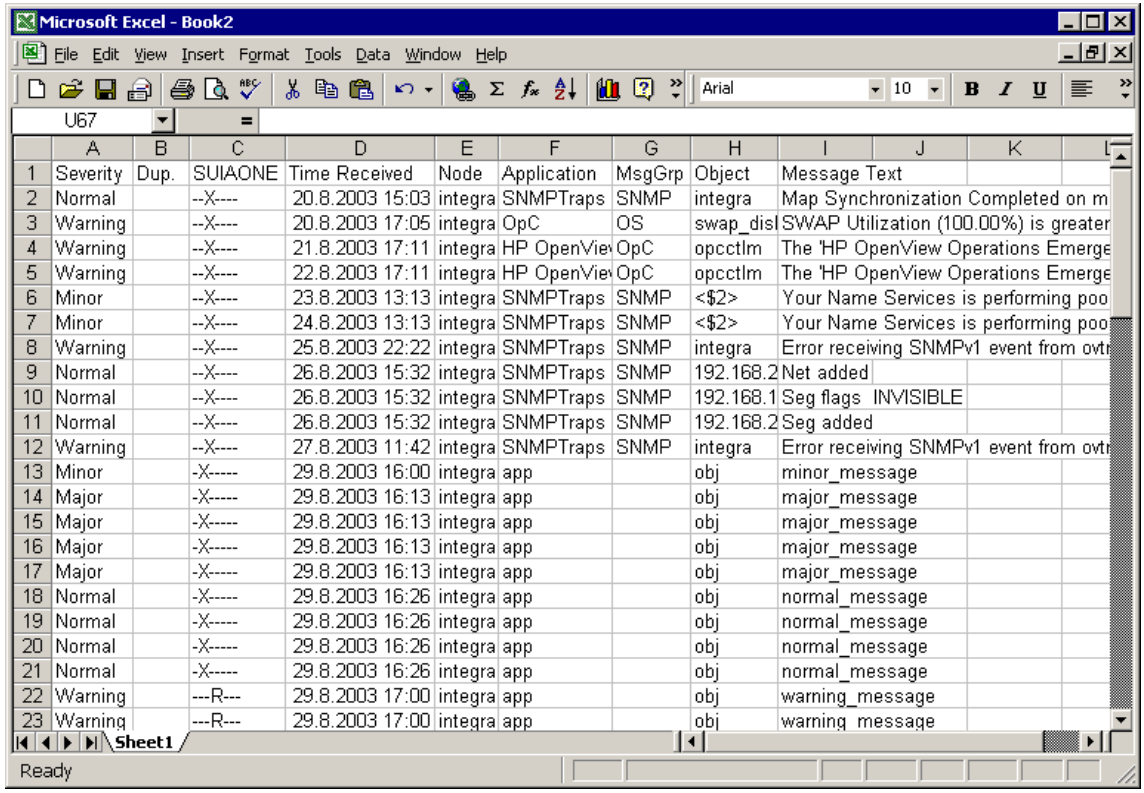
Drag and Drop Operations Between the Java GUI and Other Applications

You can drag and drop a Java GUI message browser to other applications running on the system.

NOTE It is *not* possible to transfer data from other applications to the Java GUI message browser.

Figure 2-37 presents a message browser text in Microsoft Excel.

Figure 2-37 Message Browser Text in Microsoft Excel



	A	B	C	D	E	F	G	H	I	J	K
1	Severity	Dup.	SUIAONE	Time Received	Node	Application	MsgGrp	Object	Message Text		
2	Normal		--X----	20.8.2003 15:03	integra	SNMPTraps	SNMP	integra	Map Synchronization Completed on m		
3	Warning		--X----	20.8.2003 17:05	integra	OpC	OS	swap_disl	SWAP Utilization (100.00%) is greater		
4	Warning		--X----	21.8.2003 17:11	integra	HP OpenVie	OpC	opcctlm	The 'HP OpenView Operations Emerge		
5	Warning		--X----	22.8.2003 17:11	integra	HP OpenVie	OpC	opcctlm	The 'HP OpenView Operations Emerge		
6	Minor		--X----	23.8.2003 13:13	integra	SNMPTraps	SNMP	<$2>	Your Name Services is performing poo		
7	Minor		--X----	24.8.2003 13:13	integra	SNMPTraps	SNMP	<$2>	Your Name Services is performing poo		
8	Warning		--X----	25.8.2003 22:22	integra	SNMPTraps	SNMP	integra	Error receiving SNMPv1 event from ovt		
9	Normal		--X----	26.8.2003 15:32	integra	SNMPTraps	SNMP	192.168.2	Net added		
10	Normal		--X----	26.8.2003 15:32	integra	SNMPTraps	SNMP	192.168.1	Seg flags INVISIBLE		
11	Normal		--X----	26.8.2003 15:32	integra	SNMPTraps	SNMP	192.168.2	Seg added		
12	Warning		--X----	27.8.2003 11:42	integra	SNMPTraps	SNMP	integra	Error receiving SNMPv1 event from ovt		
13	Minor		-X-----	29.8.2003 16:00	integra	app		obj	minor_message		
14	Major		-X-----	29.8.2003 16:13	integra	app		obj	major_message		
15	Major		-X-----	29.8.2003 16:13	integra	app		obj	major_message		
16	Major		-X-----	29.8.2003 16:13	integra	app		obj	major_message		
17	Major		-X-----	29.8.2003 16:13	integra	app		obj	major_message		
18	Normal		-X-----	29.8.2003 16:26	integra	app		obj	normal_message		
19	Normal		-X-----	29.8.2003 16:26	integra	app		obj	normal_message		
20	Normal		-X-----	29.8.2003 16:26	integra	app		obj	normal_message		
21	Normal		-X-----	29.8.2003 16:26	integra	app		obj	normal_message		
22	Warning		---R---	29.8.2003 17:00	integra	app		obj	warning_message		
23	Warning		---R---	29.8.2003 17:00	integra	app		obj	warning_message		

To save data to files that can be attached to emails and other documents, choose `Export` from the Java GUI `File` menu.

Drag Modes

The following drag modes exist for drag and drop operations:

- **Normal mode**

  A standard drag operation. For more information, see “Sources and Standard Drag Operation” on page 114.

- **Special drag mode**

  This mode is used for the special cases when it is not possible to use a standard drag operation. For information about these cases, see “Special Mode Cases” on page 121.

  To invoke the special drag mode, follow these steps:

  1. Select the client window where the dragging will be performed.
  2. Place the cursor inside the client window and press **CTRL+D**.

     When this mode is on, the cursor changes from an “arrow” to a “hand”, and behaves as in a standard drag operation.

  The special drag mode automatically changes to a normal drag mode after you do one of the following:

  — Perform the drop operation.

  — Move the mouse outside the client window where you performed dragging in the special mode.

  You can also turn to the normal mode by pressing **CTRL+D** again.

Special Mode Cases

A special drag mode must be used when dragging the following:

- **Client windows**

  A client window is any kind of window that can be opened in the workspace (except an ActiveX web browser).

  Client windows can be any of the following types:

  - Application Output Panel
  - Message Browser Charts
  - Message Browser

- ❏ Service Graph (including Service Impact Graph and Service Root Cause Graph)
- ❏ Service Submap and Custom Map

Client windows can be moved only within the workspace by using a standard drag operation. To drag them outside the workspace, you must invoke a special drag mode. To learn how to invoke the special drag mode, see “Drag Modes” on page 121.

Dragging an object inside the window starts a drag and drop operation.

❏ **Services in service graphs and maps**

Services can be moved only within the service graph or map by using a standard drag operation. To enable services to be dropped outside service graph or map, you must invoke a special drag mode. To learn how to invoke the special drag mode, see “Drag Modes” on page 121.

NOTE You can perform the drop operation depending on the target location that you choose. For more information about supported source-target pairs, see “Drag and Drop Operations Inside the Java GUI” on page 113.

These are possible ways how you can perform the drag operation:

- *Dragging selected services*

  If one or more services are selected, dragging one of them moves all selected services to a target location.

- *Dragging non-selected services*

  If you drag a non-selected service, even though there might be some services selected, only the non-selected service will be moved to a target location.

NOTE If you drag an area surrounding the services, an entire service graph or map, similarly as any other client window, will be moved to a target location.

Cockpit View

The HPOM cockpit view is a web-based interface that displays the state of the environment monitored by HPOM. Cockpit view helps users to quickly assess the health and readiness of the environment to support the business.

A cockpit view consists of two main parts:

- **Indicator panel**

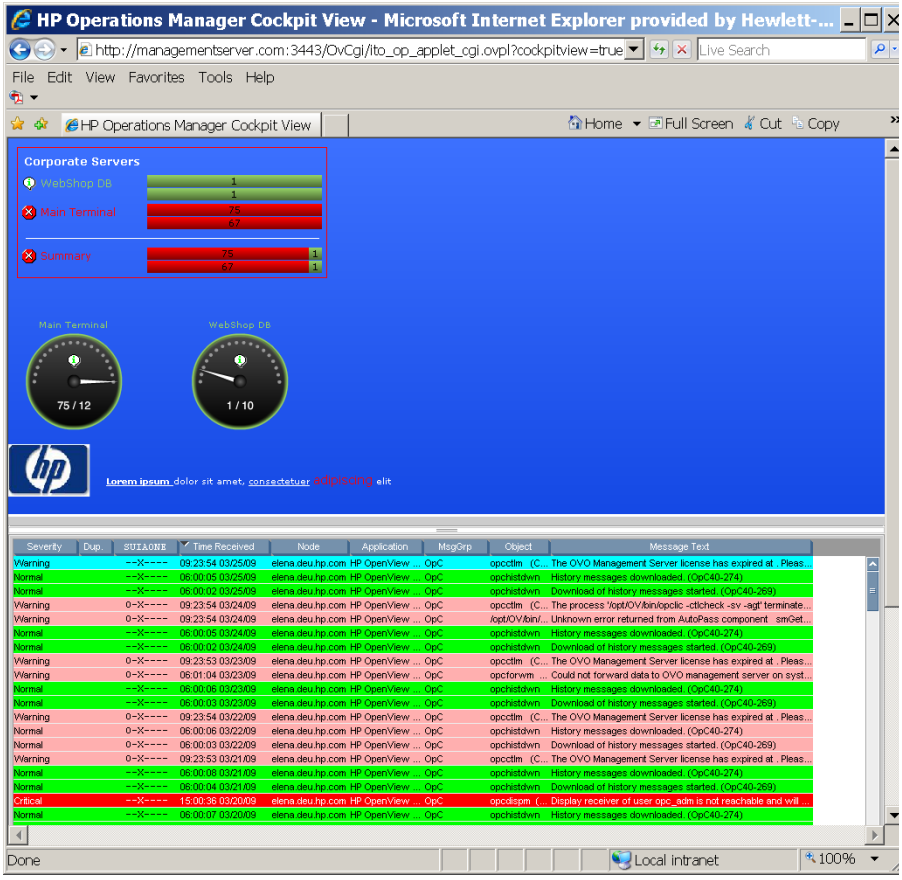
  The colored bars and gauges at the top of a cockpit view indicate the status of message filters and groups of message filters, based on the status of the messages that match the filter criteria.

- **Message Browser**

  The Java GUI message browser displays at the bottom of a cockpit view. The menu bars and tool bars can be displayed, if required.

Figure 2-38 on page 124 shows an example cockpit view.

Figure 2-38 **Cockpit View**



Message Filters

To display the status of message filters, cockpit view provides the following elements:

- **Icon**

  The icon indicates the current status of the message filter.

- **Name, label, or background**

  The filter name, label, or background of the text area of a message filter can be color-coded to indicate the current status of the message filter.

- **Message bars**

  The upper message bar shows the total number of all messages by severity. The lower message bar shows the number of all unowned messages by severity.

  A hyphen (-) indicates that the Java GUI is still loading messages and that the filter criteria are still being evaluated. The hyphen is also displayed in case the filter with the specified file name does not exist. If a bar displays zero (0) messages, no messages currently match the criteria of the filter.

If the specified width of the message bars is too small, the message bars are truncated and shaded to indicate that some information is hidden. You can view the complete information by accessing the tool tip of a truncated message bar.

TIP You can configure each element to be shown or hidden from view.

The status of a message filter is equal to the most severe, unowned message.

Figure 2-39 on page 125 shows that the message filter Main Terminal has a critical status because there are 75 critical messages.

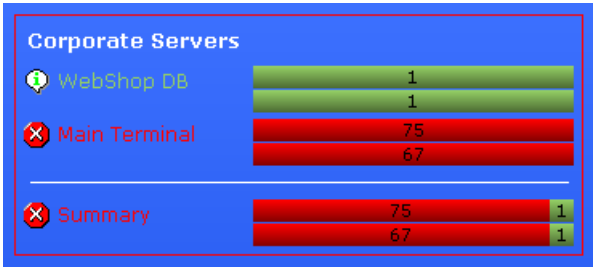
Figure 2-39 Message Filter

To view the messages that match the criteria of the filter, you can click the message filter. A new message browser tab opens and displays the messages.

Message Filter Groups

You can collect multiple message filters into message filter groups. As with message filters, you can show message filter groups with an icon, a name or label, a background color, and message bars representing the number of messages by severity, as shown in Figure 2-40 on page 126.

Figure 2-40 Message Filter Group



For each message filter group, you can choose to display filters for active messages, for pending messages, or for history messages.

Optionally, for each message filter group, you can show a summary status line that indicates the current status of the group. A message filter group aggregates the messages of all contained message filters, and calculates their status, based on the total number of messages that match the criteria of the filters.

When you click the group summary, a new message browser tab opens and displays all messages that match the criteria of the message filters that are members of the message filter group.

Requirements for Message Filters

Before you configure a message filter in the Java GUI for use in a cockpit view, make sure the filter meets the following cockpit view requirements:

- **Global message filters**

  The Java GUI enables you to define global and personal message filters. If you want to use a message filter in a cockpit view, the filter must be of the type global. Global filters must be configured by an administrator.

- **Named message filters**

  To insert a message filter in a cockpit view, the filter must have a name that is unique across the HPOM environment.

TIP Use labels to show message filters under different names in a cockpit view.

For more information about setting up message filters, see “Filter Settings” on page 73.

Health Gauges

A health gauge is an alternative method of displaying a message filter. A health gauge can display an icon, a name or label, a background color, and an indicator showing the number of messages in relation to a maximum value, as shown in Figure 2-41 on page 127.

Figure 2-41 Health Gauges

For each health gauge, you can choose to display a filter for active messages, pending messages, or history messages.

A health gauge shows you at a glance how many messages match the criteria of the filter. It compares the number of messages with a set of thresholds. It then calculates its current status accordingly.

When you configure a health gauge, you define the orientation, maximum value, and thresholds of the scale. A health gauge can have a positive or negative orientation. A positive orientation means that a lower value is more critical than a higher value. The reference value is the maximum, or best, value. If you choose a negative orientation, higher values are considered to be more critical than lower values.

The thresholds define the segments of the scale. The status of a health gauge changes as thresholds are exceeded.

When you click a health gauge, a new message browser tab opens and displays the messages for that message filter.

Free-Text Areas

Free-text areas are sections in a cockpit view that display single lines of text that you write, as shown in Figure 2-42 on page 128. You can choose the content, position, and format of lines of text.

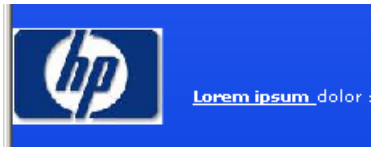
Figure 2-42 **Free-Text Areas**

NOTE Free-text areas are static. They do not display status information. In a free-text area, you can select the text, but you cannot click it.

Images

You can place images anywhere in a cockpit view, as shown in Figure 2-43 on page 128. You can choose the image itself, the size, and the position of the image.

Figure 2-43 **Images**



Starting a Cockpit View

For instructions on configuring the cockpit view, see *HPOM Administrator's Reference*.

To start a cockpit view, follow these steps:

1. In a supported web browser, type the following URL:

   http://<*management_server*>:3443/OvCgi/ito_op_applet_cgi.ovpl?cockpitview=true&view=<*layout*>

   Replace <*management_server*> with the hostname of your management server. Replace <*layout*> with the name of the layout configuration file. (Omit the `.xml` file type extension.)

TIP

The following URL starts the sample cockpit view provided by HP:

http://<*management_server*>:3443/OvCgi/ito_op_applet_cgi.ovpl?cockpitview=true

2. *Optional.* Customize the startup options of a cockpit view.

   For instructions, see “Customizing Cockpit View Startup Options” on page 129.

NOTE

When you start a cockpit view, a Java GUI client automatically starts and runs as an applet within the cockpit view. Depending on the authentication settings of the Java GUI, you may need to enter your user name and password. For details, see “Security and Authentication” on page 131.

Customizing Cockpit View Startup Options

The startup options enable you to customize the initial configuration of a cockpit view.

For example, you can customize the following:

- Refresh interval
- Number of the displayed active and history messages
- Display of the main menu bar and of the tool bars

To customize the initial startup of a cockpit view, you can add the options listed in Table 2-8 to the query part of the startup URL.

Table 2-8 Startup Options for a Cockpit View

Option	Description	Default
`gui.show.activemessages`	Maximum number of active messages the Java GUI displays in a message browser. Possible values are `all` or an integer.	`all`
`gui.show.historymessages`	Maximum number of history messages the Java GUI displays in a message browser. Possible values are `all` or an integer.	`all`
`gui.coloredmessagelines`	Whether the entire message line or just the severity column are colored in the message browser. Possible values are `true` or `false`.	`true`
`gui.refresh`	Interval in seconds after which the message browser refreshes.	`15`
`gui.mainmenu`	Whether the menu bar displays. Possible values are `true` or `false`.	`false`
`gui.toolbar.msgbrw`	Whether the message browser tool bar displays. Possible values are `true` or `false`.	`false`
`gui.toolbar.msg`	Whether the message tool bar is displayed. Possible values are `true` or `false`.	`false`
`gui.toolbar.svc`	Whether the service tool bar is displayed. Possible values are `true` or `false`.	`false`

The options are passed as name value pairs, separated by ampersands (&):

`http://<management_server>:3443/OvCgi/ito_op_applet_cgi.ovpl?cockpitview=true&view=<layout>&<option>=<value>&<option>=<value>...`

Example:

```
http://managementserver.hp.com:3443/OvCgi/ito_op_applet_cgi.
ovpl?cockpitview=true&view=MyLayout
&gui.refresh=15&gui.showActiveMessage=all
&gui.showHistoryMessage=all&gui.ColoredMessageLines=true
&gui.mainmenu=false&gui.toolbar.msgbrw=false
&gui.toolbar.msg=false&gui.toolbar.svc=false
```

Security and Authentication

Cockpit view uses the security and authentication processes of the Java GUI.

Depending on the security setup of the Java GUI, before you can access a cockpit view, you may need to do one of the following:

- Accept an HPOM server certificate.
- Enter information in the Login dialog box.

Firewall Environments

If a firewall exists between a cockpit view client and the management server, you can do one of the following:

- Configure the firewall to allow the Java GUI direct access to the management server.
- Configure the Java GUI to use a proxy server for all communication with the management server.

For more information about configuring security settings for the Java GUI, see the “Secure HTTPS Communication” on page 232.

Problem Solving Process

The HPOM problem solving process includes the following steps:

1. **Detecting Problems**

   HPOM enables you to automatically detect problems in message browsers and the object pane, review messages and node status, and direct problem management activities. HPOM notifies you when problems occur, and indicates exactly where the problems are located.

   For details, see “Detecting Problems in Your Environment” on page 134.

2. **Investigating Problems**

   The most common indication of a problem in your managed environment is a message in your message browser. The message indicates where and why a problem occurred, and suggests what you should do to resolve the problem.

   For details, see “Investigating Problems in Your Environment” on page 146.

3. **Solving Problems**

   After you have been notified of a problem and have investigated its cause, the following tools are available to help you solve it, if they have been configured and assigned to you by the HPOM administrator:

   - Tools
   - Automatic actions
   - Broadcast commands
   - Operator-initiated actions
   - Operator instructions
   - Terminal access

   For details, see “Solving Problems in Your Environment” on page 161.

4. **Documenting Solutions**

   After you have completed work on a message, you should document your efforts and remove the message from the active message browser, the filtered active message browser, or the filtered pending messages browser. To do this, you use message annotations to record how a problem was resolved, and then acknowledge the message to remove it from the current work area, storing it in the history database.

   For details, see “Documenting Solutions in Your Environment” on page 179.

Detecting Problems in Your Environment

HPOM enables you to automatically detect problems in message browsers and in the `Nodes` and `Message Groups` folders in the object pane, review messages and node status, and direct problem management activities. HPOM notifies you when problems occur, and indicates exactly where the problems are located.

This section includes the following information to help you understand how HPOM notifies you of a problem:

- **Monitoring Your Environment**

  Explains how HPOM highlights the node that generated a message.

- **Searching the Object Pane**

  Explains how you can use the search function to identify the node you are looking for.

- **Message Event Notification**

  Explains how you handle message event notification.

- **Viewing Messages in the Message Browser**

  Explains how you view messages in the message browser.

- **Browsing Messages Effectively**

  Explains how you use message browsers to identify messages that indicate a problem.

- **Message Severity Coloring**

  Explains how HPOM uses colors to indicate severity levels.

Monitoring Your Environment

To monitor your HPOM managed environment, you can view message nodes, search the object pane, and respond to message event notifications:

- ❏ **View a Message Node Manually**

  You can manually access and view a message node in the shortcut bar and object pane. For details, see the *HPOM Java GUI Operator's Guide*.

- ❏ **View a Message Node Automatically**

  You can automatically access and view a message node associated with a problem you have already detected. For details, see the *HPOM Java GUI Operator's Guide*.

- ❏ **Search the Object Pane**

  You can search for a specific item in the object tree by using the basic search function or the advanced search function. For details, see "Searching the Object Pane" on page 136.

- ❏ **View Message Event Notifications**

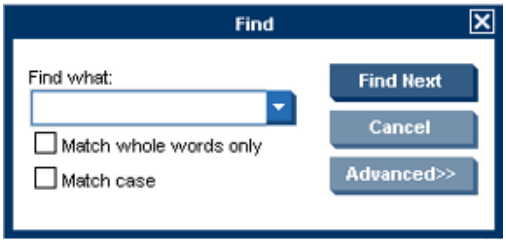
  You can automatically access and view a message associated with a problem you have already detected. For details, see "Message Event Notification" on page 137.

Searching the Object Pane

You can search for a specific item in the object tree by using the basic search function or the advanced search function in the Find window.

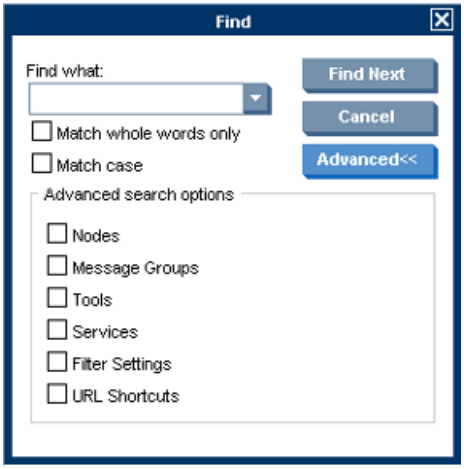
The basic search enables you to search the entire object tree, as shown in Figure 2-44.

Figure 2-44 Basic Search of the Object Tree



The advanced search enables you to search selected sections of the object tree, as shown in Figure 2-45.

Figure 2-45 Advanced Search of the Object Tree

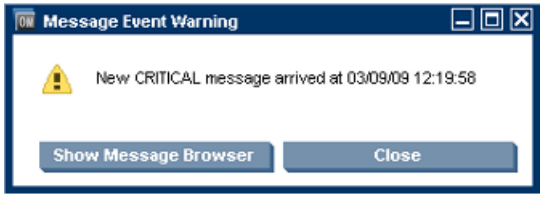


In both cases, the search begins at the top of the object tree, rather than from the selected item.

Message Event Notification

Message event notification keeps you informed about new messages with high severity. This notification is especially helpful if you have many windows opened simultaneously, or if there are a lot of new messages with low severity coming in. Figure 2-46 shows a message event warning.

Figure 2-46 Message Event Warning



To find out what to do when a message event notification window opens, see the *HPOM Java GUI Operator's Guide*. To find out how to customize message event notification, see "Customizing Message Event Notification" on page 205.

Viewing Messages in the Message Browser

When you start the HPOM GUI, a message browser opens in the browser pane, and automatically displays the latest 50 of all active messages from the nodes assigned to you. You can change the number of messages displayed so that all messages are shown. To further narrow your view of the messages in the message browser, you can open filtered message browsers that display only messages matching your selected message browser filters. In addition, you can define message view filters to quickly isolate specific messages.

By locking the message browser, you can make sure that older messages you currently work on remain visible in the message browser while new messages arrive in the message browser.

To find out how to view all, selected, filtered, or old messages in the message browser, see the *HPOM Java GUI Operator's Guide*.

Browsing Messages Effectively

The message browsers provide you with the following information:

- What the problem is

- How serious the problem is
- Which preconfigured actions you can use to correct the problem

When you browse messages, you scan the message browsers for incoming messages, looking for important information requiring your attention. A good scanning policy makes your message-management tasks easier, and it makes you a more effective operator. To develop a scanning policy, you determine which messages are most important to your environment.

This section explains how to do the following:

- **Scanning Messages in the Message Browsers**

  By using priorities and policies to scan messages in the message browsers or reading each message as it is displayed in the message browsers.

- **Customizing Browser Columns to be Displayed**

  Selecting message attributes (set by the HPOM administrator) to reflect your personal scanning policy.

Scanning Messages in the Message Browsers

As an example of message scanning, you might scan messages in the message browsers by using the following priorities and policies:

Severity

Use the severity flags to search for messages indicating problems. Color-coded severity levels help you do this quickly.

Actions

Search for messages indicating started operator-initiated actions.

Failures

Search for messages indicating that automatic or operator-initiated actions have failed. Restart the actions to try again.

Procedures

Search for messages that have no configured action, but require a response from you to correct a problem.

Ownership

Search for messages owned by you.

Custom Message Attributes

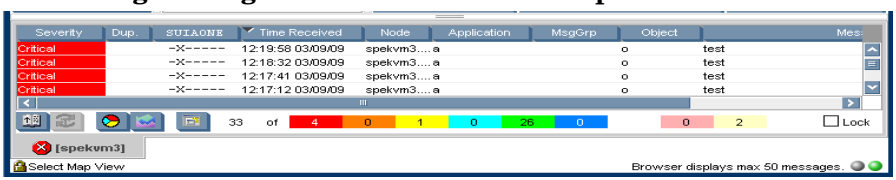
Search for messages that have a specific attribute chosen by the administrator (for example, a customer name, the type of `Service Level Agreement`, and so on).

Another approach is to read each message as it is displayed in the message browsers. If you decide to follow this approach, you should be aware that your environment could require you to apply different policies to your message scanning.

The total number of messages relating to each severity level or ownership state displays in the corresponding segment of each color bar.

The severity and the ownership color bars, and the view identifier that specifies which filters you have chosen to display messages, are shown in Figure 2-47.

Figure 2-47 Reviewing Message Number and Ownership



NOTE

The ownership display mode determines whether colors are used to indicate message ownership. This mode also determines whether the ownership-state color bar displays in the message browsers. For more information about the ownership display mode, see “Message Ownership” on page 163.

By checking the color bars beneath the message buffer, you can use the message browsers to see how many messages relate to a given severity level, or are owned or marked by you or another user.

NOTE For a description of message severity colors, see “Message Colors” on page 89.

If you want node status to be the first priority of your scanning policy, you can use the `Nodes` folder in the object tree together with the message browsers. If HPOM is configured to do so, the icon of each node in the object tree changes color, reflecting the highest severity level of a message issued by that node. These colors also correspond with the colors used in the severity column of the message browsers. For example, if you notice that a node’s icon has changed to red (`Critical`), scan the message browsers for messages with the status color red.

There are two different read-only message types, setting the S flag to:

- N for NOTIFICATION messages (these messages can be (un)acknowledged and annotations can be added)
- R when message is operator level READ-ONLY (no operations are allowed on these messages)

Customizing Browser Columns to be Displayed

You can use the Customize Message Browser Columns window to select message attributes (set by the HPOM administrator) that reflect your personal scanning policy. You *cannot* use the Customize Message Browser Columns window to remove either the severity or the ownership columns from the message browsers.

The Customize Message Browser Columns window has two tabs:

❏ **General**

Enables you to select from default message attributes, as shown in Figure 2-48 on page 141.

❏ **Custom**

Enables you to select custom message attributes previously set by the HPOM administrator, as shown in Figure 2-49 on page 142. For an overview of custom message attributes, see “Custom Message Attributes” on page 151.

Figure 2-48 shows the General tab of the Customize Message Browser Columns window.

Figure 2-48 General Tab in the Customize Message Browser Columns Window

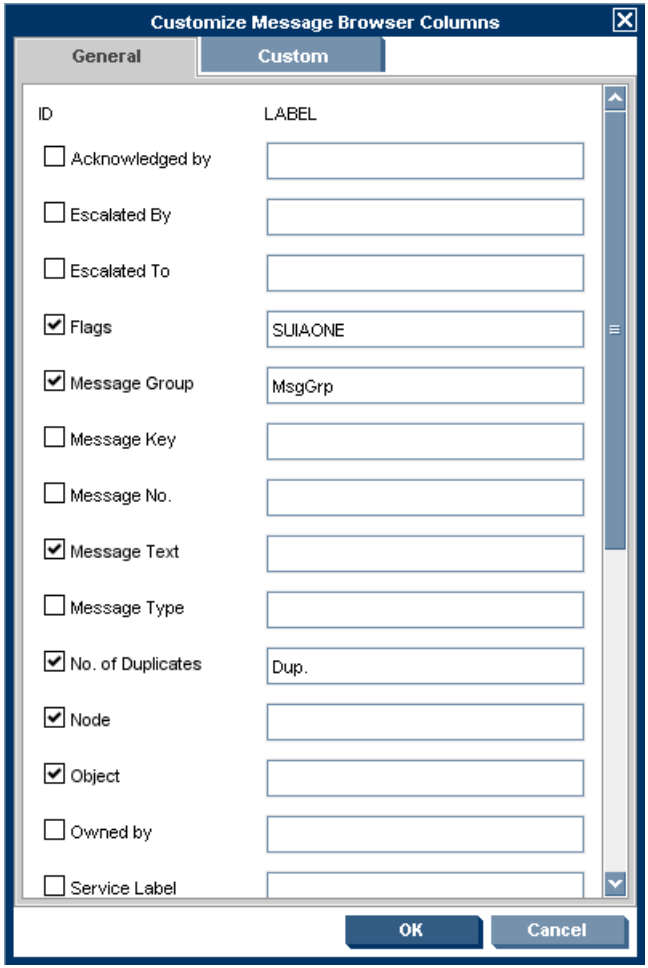
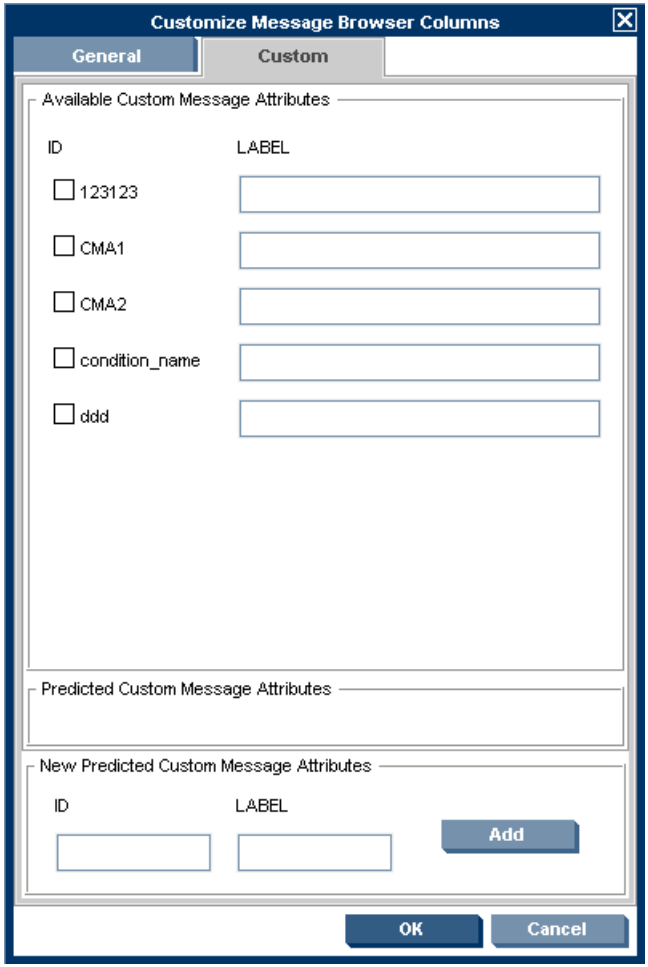


Figure 2-49 shows the Custom tab of the Customize Message Browser Columns window.

Figure 2-49 Custom Tab in the Customize Message Browser Columns Window



Message Severity Coloring

The severity of the most critical message determines the color of the following Java GUI containers:

- **Shortcut Bar**

  For details about coloring in the shortcut bar, see “Coloring in the Shortcut Bar and Object Pane” on page 143.

  For an overview of the shortcut bar itself, see “Shortcut Bar” on page 64.

- **Object Pane**

  For details about coloring in the object pane, see “Coloring in the Shortcut Bar and Object Pane” on page 143.

  For an overview of the object pane itself, see “Object Pane” on page 66.

- **Browser Pane**

  For details about coloring in the browser pane, see “Coloring in the Browser Pane” on page 145.

  For an overview of the browser pane itself, see “Browser Pane” on page 86.

Coloring in the Shortcut Bar and Object Pane

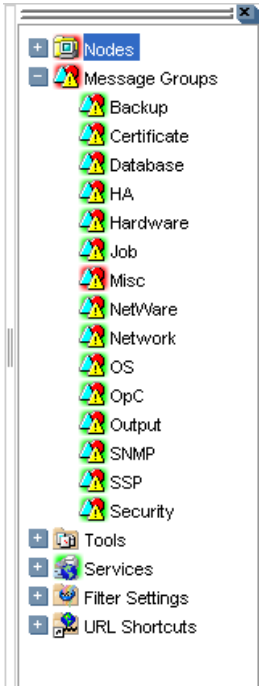
In the shortcut bar (see Figure 2-50 on page 144) and object pane (see Figure 2-51 on page 145), the following elements are colored with the severity color of the most critical message:

- Nodes
- Message groups
- Services (if Service Navigator is installed)

If the most critical message has a severity of `Normal`, the element that contains it colored green. For example, if a node in the shortcut bar and object pane contains nothing but messages with a severity of `Normal`, the node is colored green. Then, if a `Critical` message arrives, the color of the node changes to red, indicating that you need to solve a `Critical` problem on this node.

Figure 2-50 Coloring of Nodes in the Shortcut Bar

Figure 2-51 **Coloring in the Object Pane**



Coloring in the Browser Pane

In the browser pane, the tabs contain an icon that shows the severity of the most critical message in the corresponding message browser. If a message with a higher severity arrives in the message browser, the icon on the tab changes to reflect the new severity. For example, if a tab in the browser pane contains nothing but messages with severity of `Normal`, the tab shows the icon representing the severity `Normal`. Then, if a `Critical` message arrives, you see the icon of the tab change to reflect the new severity, indicating that you need to solve a `Critical` problem on this node.

NOTE For more information about coloring in the browser pane, see “Message Colors” on page 89.

Investigating Problems in Your Environment

The most common indication of a problem in your managed environment is a message in your message browser. The message indicates where and why a problem occurred, and suggests what you should do to resolve the problem. Not all messages represent problems. For example, a message about a user logon merely notifies you of the fact that a user has logged on to a system.

This section includes the following information to help you understand how HPOM notifies you of a problem:

- **Investigating Problems with the Message Browser**

  Explains how you can get basic information about a message by reviewing the message in the workspace pane or the browser pane. Also explains how you can view detailed information about a message by reviewing the Message Properties window.

- **Examining Message Attributes**

  Explains how you can access details about a message, and what the message attributes tell you about a message.

- **Modifying Message Attributes**

  Explains when and how you would modify message attributes to make the message more meaningful.

- **Reviewing the Original Message Text**

  Explains how to display the original, unfiltered text of a message.

- **Adding HPOM Variables**

  Explains message attributes, including custom message attributes, that can be used in applications (tools).

- **Custom Message Attributes**

  Explains what custom message attributes are, and how you can review them.

- **Viewing Message Severity in the Message Dashboard**

  Explains how to view message severity in one of two formats.

- **Finding Impacted Service Navigator Services with the Services Workspace**

  Explains how Service Navigator helps you identify impacted services.

- **Using HP Software Products in the Diagnostic Dashboard**

  Explains how you can use integrated products to identify a problem.

- **Investigating Message Histories**

  Explains how message histories help you find the solution to a problem.

- **Investigating Pending Messages**

  Explains when you should work on pending messages.

Investigating Problems with the Message Browser

You can investigate problems with the message browser as follows:

- **Basic Information**

  You get basic information about a message by reviewing the message in the workspace pane or the browser pane. Only the most important information is shown. For details, see the HPOM Java GUI Operator's Guide.

  You can modify and even forward the message to another operator or to the HPOM administrator. For details, see the *HPOM Java GUI Operator's Guide*.

- **Detailed Information**

  You view detailed information about a message by reviewing the Message Properties window. There you can view all information associated with a message, including instructions, annotations, and any configured actions. For details, see the *HPOM Java GUI Operator's Guide*.

Examining Message Attributes

The key information in the message browsers is the incoming messages. Each line of the message buffer displays a single message and its attributes. Reading and understanding the attributes is as important as reading the message text.

Double-clicking a message opens the Message Properties window. The Message Properties window contains the full details of a message, including all message attributes, as shown in see Figure 2-22 on page 91.

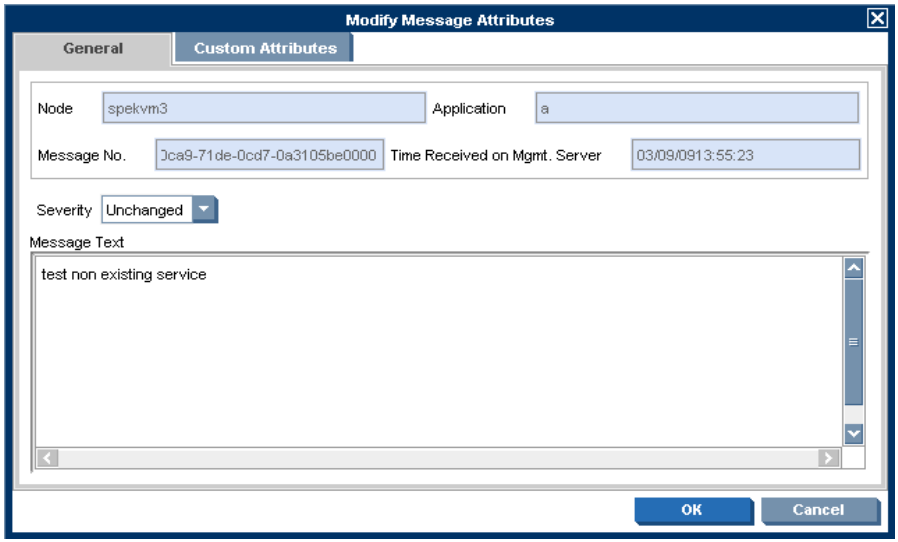
From this window, you can implement the problem-solving actions indicated in the message browsers. For example, you can perform operator-initiated actions, view available instructions or annotations, or acknowledge the message. As an added convenience, you can print messages from the window.

The **Modify...** button is displayed only if you have been granted the right to modify the attributes of a message.

Modifying Message Attributes

The Modify Message Attributes window enables you to modify the severity and the text of a message, as shown in Figure 2-52.

Figure 2-52 Modify Message Attributes Window



Use this window if you want to increase or decrease the severity of a message.

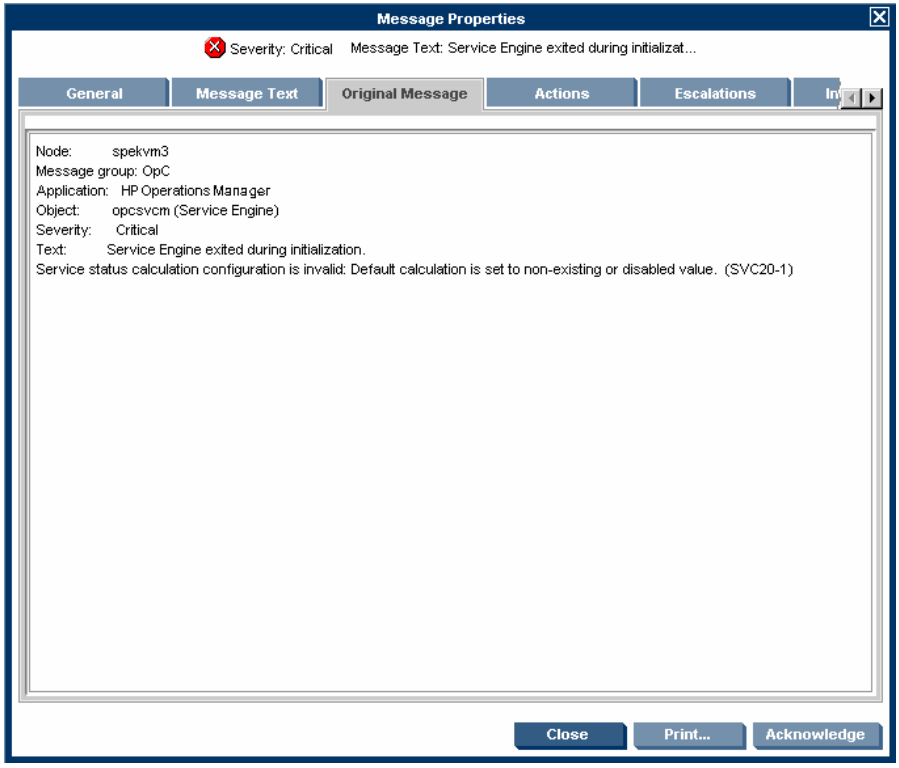
In the Modify Message Attributes window, the original message text is not changed, only the message text as it is presented by HPOM. All modifications are tracked through automatic annotations.

Reviewing the Original Message Text

Displaying the original, unfiltered message text may be useful when the message text in the Message Properties window proves to be unhelpful.

Figure 2-53 shows an example of the Original Message tab in the Message Properties window.

Figure 2-53 Original Message Tab in the Message Properties Window



NOTE If the message does not have any original message text, the Original Message tab is empty.

Custom Message Attributes

Custom message attributes are message attributes that the HPOM administrator defines for a message. These attributes can convey any kind of information, whatever the administrator thinks useful. Typical custom message attributes are, for example, `Customer` for a customer name or `SLA` for service level agreements.

HPOM enables you to review these custom message attributes in the following windows:

- **Message Browser** (optional)

  Custom message attributes are displayed as additional columns in the message browser windows. For details, see “Viewing Custom Message Attributes” on page 152.

- **Message Properties** (default)

  You can view currently available custom message attributes in the Custom Attributes tab.

You can sort messages in the browser according to custom message attributes. You can open a filtered browser based on the custom message attributes.

NOTE

You can also use custom message attributes as message-related variables, which are used for tool launch, operator-initiated actions, and message event notification actions. The custom message attributes are used as input launch parameters. For more information about message related variables, see “Adding HPOM Variables” on page 175.

Viewing Custom Message Attributes

If you have enabled the display of custom message attributes in your message browser, they display as additional columns in your browser windows, as shown in Figure 2-54.

Figure 2-54 Custom Message Attribute as a Column in the Message Browser

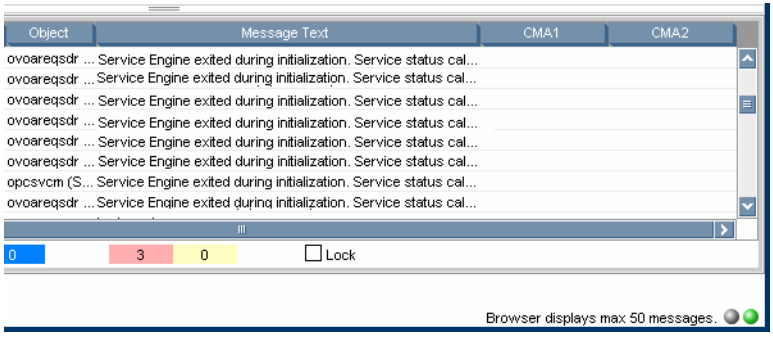
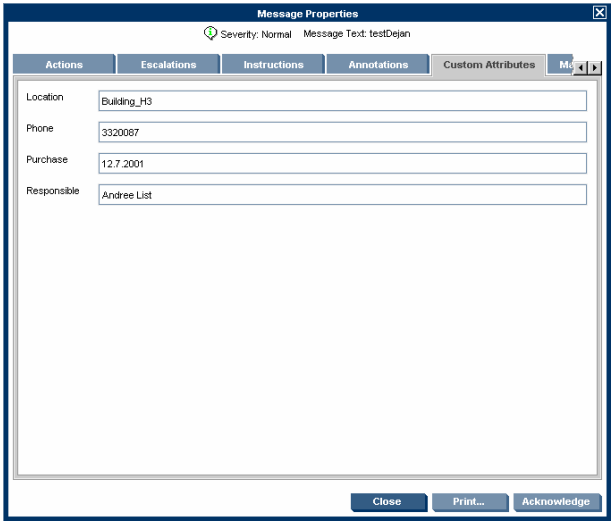


Figure 2-55 shows the Message Properties window with the Custom Attributes tab for available custom message attributes.

Figure 2-55 Message Properties Window with Custom Attributes Tab



Investigating Problems with the Workspace Pane

You can use the workspace pane to investigate problems as follows:

- **Message Dashboard**

  You can view message severity in the `Message Dashboard` workspace. For details, see “Viewing Message Severity in the Message Dashboard” on page 153.

- **Services**

  If Service Navigator is installed and configured on your system, the Services tab displays in the workspace pane. You can use the Services tab to get impacted service analysis.

- **Diagnostic Dashboard**

  You can use the `Diagnostic Dashboard` to access other applications (tools) integrated with HPOM. These tools help you to further diagnose the problem. For details, see “Using HP Software Products in the Diagnostic Dashboard” on page 157.

Viewing Message Severity in the Message Dashboard

In the Message Dashboard tab of the workspace pane, you can view message severity in one of two formats:

- **Current State Chart**

  Displays the severity of all messages in the currently selected message browser.

  For details, see “Current State Chart” on page 154.

- **History Chart**

  Displays the severity changes over time of all messages in the currently selected message browser.

  For details, see “History Chart” on page 156.

You can switch between these two charts by using `Switch to Current State Chart` and `Switch to History Chart` icons in the toolbar. You can also open a new message browser with the same filter as the original browser from the message browser, current state chart, or history chart.

For example, you could switch an active message browser to a current state chart to get a quick overview of the severities of the current messages. Then you could open a new message browser to compare the pie chart with messages. You could also analyze messages in the history message browser. Finally, you could switch to the history chart, where you would see that many critical messages arrived at a specific day or hour, and see that no more critical messages arrived after the problem was resolved.

Current State Chart

The current state chart displays the severity of all messages in the currently selected message browser. The messages are grouped by severity, which is color-coded. The chart can be displayed as a pie chart or a bar chart in two- or three-dimensional formats.

Figure 2-56 shows a current state chart, formatted as two-dimensional (2D) bar chart, displaying a number of messages with a specific severity.

Figure 2-56 Current State Chart as a Bar Chart

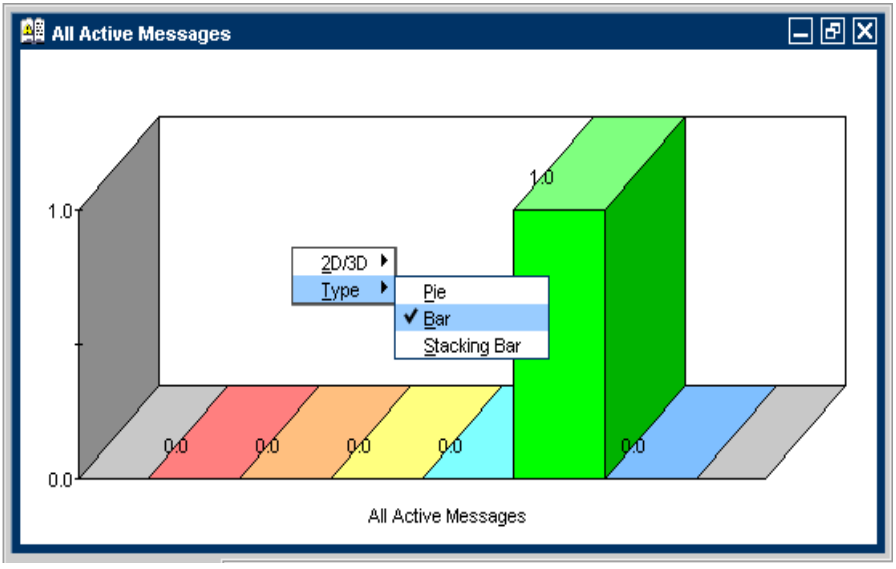
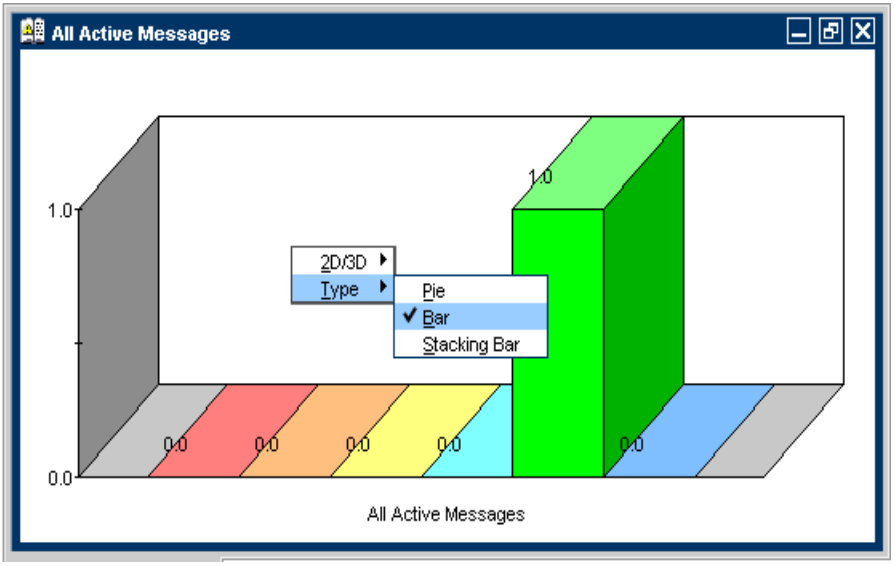


Figure 2-57 shows a current state chart of all active messages, formatted as a two-dimensional (2D) pie chart with a pop-up menu.

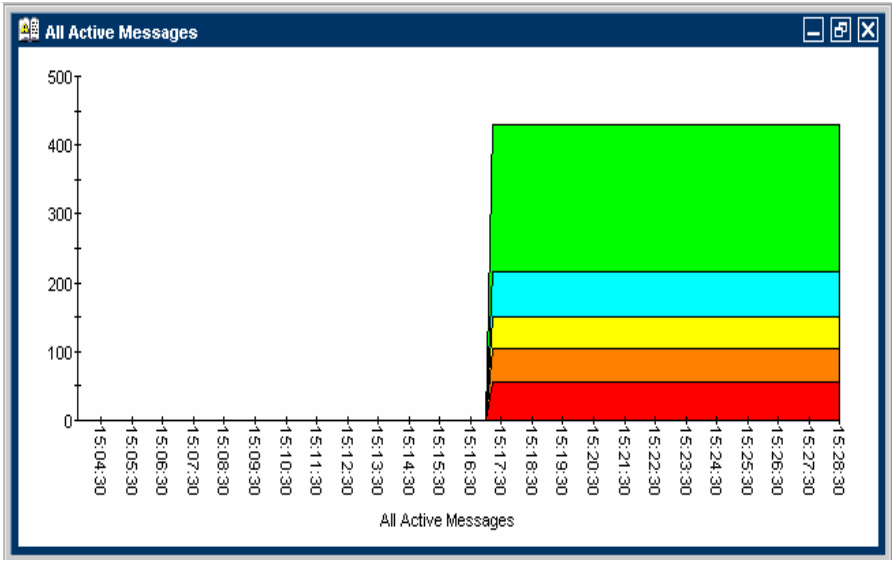
Figure 2-57 Current State Chart as a Pie Chart



History Chart

The history chart displays the severity changes over time of all messages in the currently selected message browser, as shown in Figure 2-58.

Figure 2-58 History Graph Shows Severity Changes over Time



The messages are grouped by severity and time interval, from the earliest to latest message. These groups are connected with lines and displayed in the color of the corresponding severity.

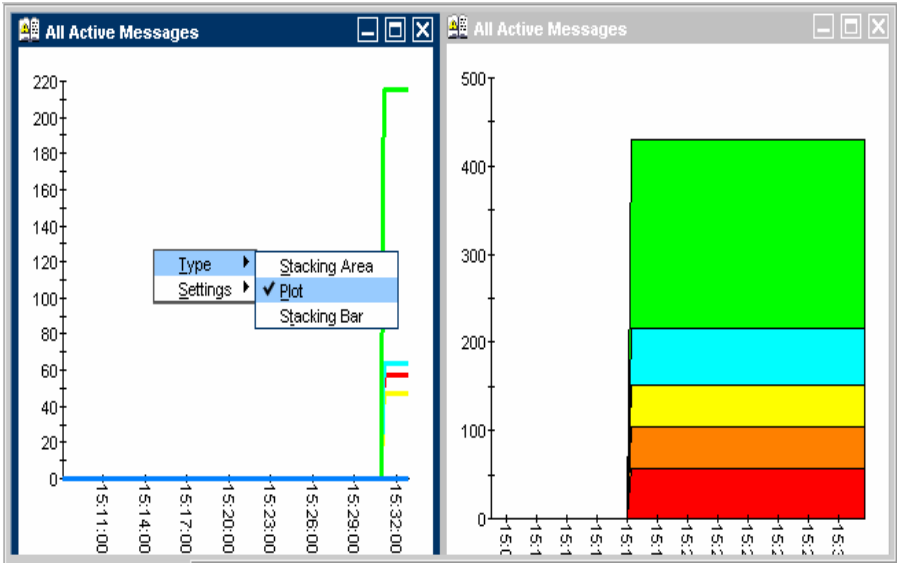
From the pop-up menu in the history chart, you can choose any one of three formats for the history chart:

- `Stacking Area`
- `Plot`
- `Stacking Bar`

All three types are displayed in two-dimensional (2D) format only.

Figure 2-59 shows two history graphs with an associated pop-up menu.

Figure 2-59 Two History Graphs and an Associated Pop-up Menu



Finding Impacted Service Navigator Services with the Services Workspace

If Service Navigator is installed and configured on your system, the Services tab displays in the workspace pane. You can use the Services tab to get impacted service analysis.

Using HP Software Products in the Diagnostic Dashboard

Additional HP Software tools may be installed on top of HPOM. If these additional tools are installed and configured, you can access them in the Diagnostic Dashboard tab of the workspace pane. For details, see “Diagnostic Dashboard Workspace” on page 80. To find out how you can use these tools to investigate a problem further, see the documentation of the respective tool.

Investigating Message Histories

As shown in Figure 2-24 on page 96, the filtered history message browser displays all **acknowledged** messages. Acknowledged messages are all messages for which you have completed work, or that have been sent to the history database by HPOM.

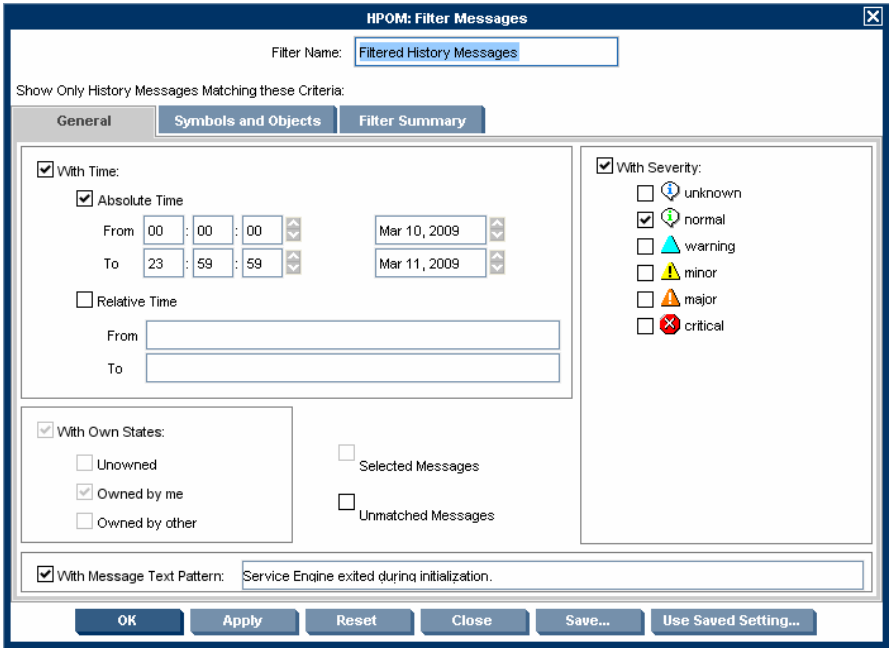
NOTE

For details about the filtered history message browser, see "Filtered History Message Browser" on page 95. For more information on message acknowledgment and automatic acknowledgments, see "Documenting Solutions in Your Environment" on page 179.

Use the filtered history message browser as a resource for solving problems. For example, if you are not sure how to perform an action for a message, you can review the history data for occurrences of the same or similar messages. By reviewing techniques used to solve previous problems (often stored as annotations to a message), you can devise a plan to solve your current problem. The HPOM administrator can run reports to determine which messages occur more frequently, so automatic and operator-initiated actions or instructional text are available to help solve the problems that are generating the messages.

You use the Filter Messages window to define a set of message browser filters, and to open the filtered history message browser, as shown in Figure 2-60.

Figure 2-60 Filter Messages Window



NOTE The With Time check box is in the selected state by default to avoid accidentally opening a history browser with an excessive number of messages.

After you have configured the filtered history message browser to display the desired information in the desired way, you can use the Save Browser Filter Settings window to save the settings for reuse. In this way, you can see the same or similar information at a later date without having to repeat the configuration process.

For more information on the Save Browser Filter Settings and the Browser Settings windows, see “Customizing the Message Browser Columns” on page 227.

Investigating Pending Messages

The filtered pending messages browser displays all messages that arrive on the HP Operations management server outside of defined **service hours**. They remain on the management server until a defined unbuffer time has been reached.

You can do the following with **pending messages**:

- **Acknowledge**

  Messages are moved to the filtered history message browser.

- **Unbuffer** (manually or automatically)

  Messages are moved to the active message browser.

NOTE For details about the filtered pending messages browser, see “Filtered Pending Messages Browser” on page 97.

Solving Problems in Your Environment

After you have been notified of a problem and have investigated its cause, the following tools are available to help you solve it, if they have been configured and assigned to you by the HPOM administrator:

- ❏ Tools
- ❏ Automatic actions
- ❏ Broadcast command
- ❏ Operator-initiated actions
- ❏ Operator instructions
- ❏ Terminal access

This section includes the following information to help you understand how HPOM helps you solve a problem:

- ❏ **Message Ownership**

  Explains the effect message ownership has on your capabilities to work on a message.

- ❏ **Evaluating Action Results in the Corrective Actions Workspace**

  Explains where and how you would evaluate results of automatic actions.

- ❏ **Reviewing and Rerunning Automatic Actions**

  Explains the nature of automatic actions, and when you would rerun them.

- ❏ **Starting and Reviewing Operator-initiated Actions**

  Explains how to work with operator-initiated actions.

- ❏ **Reading Operator Instructions**

  Explains how to read and follow operator instructions.

- ❏ **Starting and Customizing Tools**

  Explains how to start and customize tools.

- **Operating with the Java GUI from Other Java Applications**

  Explains how to use certain Java GUI features remotely from other Java applications.

- **Adding HPOM Variables**

  Explains how to use HPOM variables in application calls.

- **Broadcasting Commands**

  Explains how to broadcast commands to multiple nodes.

- **Accessing a Terminal**

  Explains how to work with virtual terminals.

NOTE Some of the operations described in this section are available only to the owner of the related message. For more information about message ownership, see “Message Ownership” on page 163.

Message Ownership

It is important to understand the effect ownership has on operations performed to solve problems. The HPOM administrator determines ownership policy by selecting one of the ownership modes allowed in HPOM.

Ownership Modes

HPOM provides the following default message **ownership modes**:

- ❏ **Optional**

  As an operator, you have explicit permission to take ownership of a message. The owner of a message has exclusive read-write access to the message. With the exception of the HPOM administrator, all users who find this message in their message browsers have only limited access to it.

  In this mode, only the owner of a message may do the following:

  - Start or stop operator-initiated actions related to the message.
  - Stop or restart automatic or operator-initiated actions related to the message.
  - Acknowledge the message.
  - Unacknowledge the message.

- ❏ **Enforced** (default mode)

  As an operator, you can either choose explicitly to take ownership of an unowned message or automatically own the message when performing operations on the message.

  In this mode, an operator automatically owns a message when attempting to do the following:

  - Start or stop operator-initiated actions relating to the message.
  - Stop or restart automatic or operator-initiated actions related to the message.
  - Unacknowledge the message.

- **Informational**

  The concept of ownership is replaced with that of marking and unmarking. A **marked** message indicates that you have taken note of the message. Marking a message is purely for informational purposes. It does not restrict or alter operations on the message in the way optional or enforced mode do. As an operator, you may unmark only those messages you yourself have marked. The HPOM administrator can unmark any marked message.

Ownership Display Modes

The ownership display mode determines whether owning or marking a message influences status propagation.

HPOM provides the following **ownership display modes**:

- **No Status Propagation** (default display mode)

  The moment a message is owned or marked, the color indicating the severity of the message changes, a flag displays in the own-state column (`S`) in the message browsers, and the own-state color bar in the message browsers reflects the new number of messages owned. The status of a message that is owned or marked is ignored for the purposes of status propagation in the `Nodes` and `Message Group` folders in the object pane.

  For example, if you take ownership of the one and only message with `Critical` severity level relating to a given managed node, the managed node to which that `Critical` message relates no longer displays the `Critical` severity-level color (by default, red). Instead, it displays the status of the next unowned message with the highest severity level in the message browser relating to the same managed node.

- **Status Propagation**

  The status of all messages, whether owned or not, is used to determine the status of the related symbols of other submap windows. Consequently, in the example above, the managed node to which the single critical message relates will continue to assume the `Critical` severity-level color (by default, red) even after the message has been owned. In this display mode, the only indication that the message is owned is a flag in the own-state column in the message browsers.

Evaluating Action Results in the Corrective Actions Workspace

To maintain a current and accurate overview of the computing environment, you need to know the status and results of actions. The **status** of an action is defined as the availability and current state of the action.

The status indicates whether an action:

- ❏ Has been configured for the message
- ❏ Is still running
- ❏ Has been successfully completed
- ❏ Has failed

Reviewing action availability is part of your initial investigation of problems. You review the message browsers and the Message Properties window to determine the availability of automatic or operator-initiated actions. The value beneath the `Flags` field in the message browser displays the availability and state of the action.

Evaluating the results of actions is essential to problem-solving because corrective actions are not always successful. They do not always solve the problem.

Use the following guidelines to check the result of an action:

- ❏ **Review Annotations**

  Review the annotations of the message. If configured to do so, HPOM automatically writes the `stdout` and `stderr` actions as annotations for automatic and operator-initiated actions.

- ❏ **Review Object Status**

  Broadcast a script or command by using the `Broadcast` tool, to review the status of the object. In the Broadcast Output window, you can review the results.

Reviewing and Rerunning Automatic Actions

The HPOM administrator can configure automatic actions for a message. These actions are started automatically as soon as the event is detected.

Reviewing Automatic Actions

You can review the automatic action of a message either by checking the status column in a message browser or by opening the Message Properties window. For details, see “Message Browser” on page 88 and “Examining Message Attributes” on page 147.

After an automatic action has completed, you can review the results to ensure that the problem has been corrected. If the HPOM administrator has configured annotations for the message, you can review the results of an automatic action by reading these annotations. The `stdout` and `stderr` actions are logged as annotations with the message. If the problem still exists, or if the automatic action was not successful, you can rerun the action.

Rerunning Automatic Actions

You rerun an automatic action by doing one of the following:

- **Menu Bar**

  Select the message in the message browser, then select `Actions: Messages -> Perform/Stop Action -> Perform Automatic Action` from the menu bar.

- **Pop-up Menu**

  Right-click the message in the message browser, then choose `Perform/Stop Action -> Perform Automatic Action` from the pop-up menu.

Reviewing Annotations to Automatic Actions

The HPOM administrator evaluates the effectiveness of actions by reviewing annotations, then decides whether additional or different automatic actions should be configured. For more information about creating message annotations, see “Annotating Messages” on page 179.

Configuring Automatic Acknowledgements

Your HPOM administrator can configure an automatic acknowledgment of automatic actions that execute successfully. If HPOM is so configured, the message associated with the action is automatically moved to the history database after the action completes.

Starting and Reviewing Operator-initiated Actions

The HPOM administrator configures operator-initiated actions for messages where automatic actions are not suitable. For example, actions or programs requiring too much CPU should not be started without first evaluating system load factors and requirements. For these types of actions, your intervention and control are necessary.

Starting Operator-initiated Actions

You start an operator-initiated action by doing one of the following:

- **Menu Bar**

  Select the message in the message browser, then select `Actions: Messages -> Perform/Stop Action -> Perform Operator-initiated Action` from the menu bar.

- **Pop-up Menu**

  Right-click the message in the message browser, then choose `Perform/Stop Action -> Perform Operator-initiated Action` from the pop-up menu.

Reviewing Operator-initiated Actions

You can review the operator-initiated action of a message either by checking the status column in a message browser or by opening the Message Properties window. For details, see “Examining Message Attributes” on page 147.

After an operator-initiated action has completed, you can review the results to ensure that the problem has been corrected. If the HPOM administrator has configured annotations for the message, you can review the results of an operator-initiated action by reading these annotations. The `stdout` and `stderr` actions are logged as annotations with the message. If the problem still exists, or if the operator-initiated action was not successful, you can rerun the action.

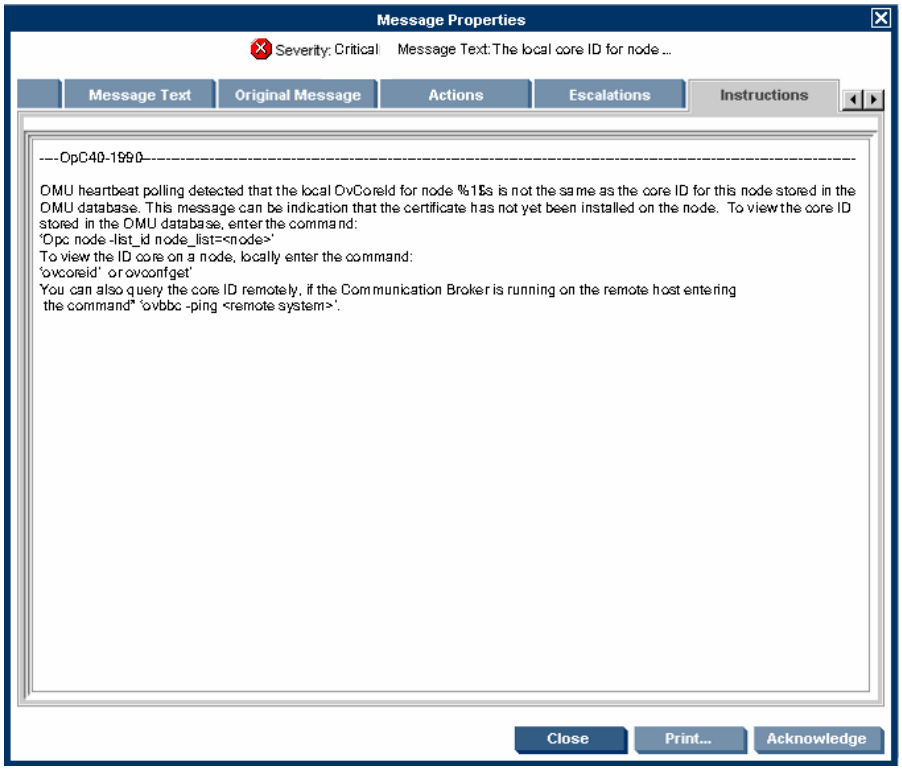
Reviewing Annotations to Operator-initiated Actions

The HPOM administrator evaluates the effectiveness of operator-initiated actions by reviewing annotations and determines whether additional or different operator-initiated actions should be configured.

Reading Operator Instructions

To help you solve a problem, the HPOM administrator can provide you with instructions for a message, as shown in Figure 2-61.

Figure 2-61 Instructions for Solving Problems



Typically, operator instructions do the following:

- **Describe Automatic Action**

  Describe an automatic action. For details, see “Reviewing and Rerunning Automatic Actions” on page 166.

- **Describe Operator-initiated Action**

  Provide details of how you should perform an operator-initiated action. For details, see “Starting and Reviewing Operator-initiated Actions” on page 167.

❑ **Describe Steps**

Describe any manual steps required for solving a problem (for example, “Start Tool X”).

In the attribute column `I` of the message browser, you see an `X` for each message with written instructions.

The HPOM administrator can also use the instructions interface to call an external tool to present you with a message. The way you view these messages varies, depending on the external tool used by the HPOM administrator. The tool may use either one of its own windows or a window in the Java GUI.

Starting and Customizing Tools

Applications (tools) are scripts or programs that have been integrated into HPOM. The HPOM administrator first examines your environment, then determines which tools you need to maintain it. Each tool has predefined start-up attributes, including a list of the managed nodes for individual operators.

Applications (tools) can also be programs or services running in the environment (for example, the UNIX `lp` print spooler program). You could be responsible for controlling the status of the `lp` spooler and its peripherals. To maintain the print services, you respond to messages issued by the `lp` spooler, and send controlling commands, such as `enable`. Controlling programs within your environment means that you can access the correct commands and the user log-on capabilities.

Starting Tools

As an operator, you can start tools to resolve unsuccessful automatic or operator-initiated actions, or messages for which an action has not been configured.

You should have a thorough understanding of the event and message before starting a tool to resolve a problem.

NOTE To start tools with no graphical interface, such as `cmd.exe` or `telnet`, as local tools in Java GUI, the start-up parameters must be properly configured by HPOM administrator when assigning Java GUI operator defaults. For more information, see the *HPOM Administrator's Reference*.

You can start tools from one of three locations:

- **Shortcut Bar**

  You can start tools from nodes, tools, and services in the shortcut bar.

- **Object Pane**

  You can start tools from nodes, tools, and services in the object pane.

- **Message Browser**

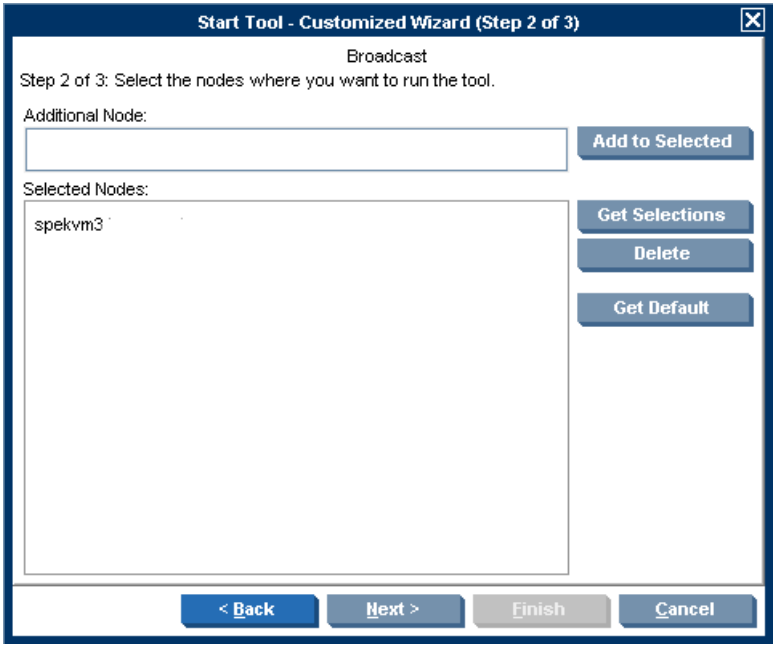
  You can start tools from pop-up menus on messages in the message browser.

NOTE If Service Navigator is installed, tools can also be started on services. This includes general tools that are available in HPOM as well as service-specific tools that have been set up especially for services.

Customizing Tools

If the HPOM administrator has set up the correct permissions, you can change many of the start-up attributes of a tool by using the `Start Customized Tool` wizard, as shown in Figure 2-62.

Figure 2-62 Start Customized Tool Wizard (Step 2 of 3)



For example, you can change the nodes on which a tool is started, the user name, or additional call parameters. The only item that cannot be changed is the application call itself. To find out how you can use message variables to pass parts of the message as parameters to the application call, see “Adding HPOM Variables” on page 175.

Operating with the Java GUI from Other Java Applications

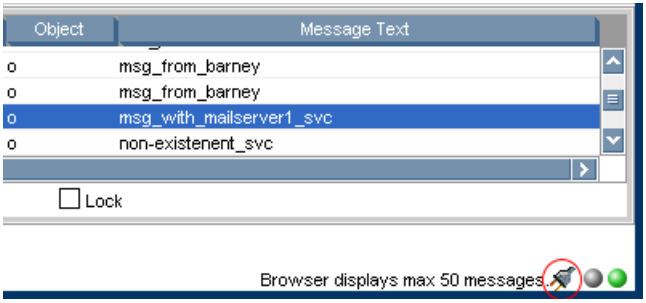
You can control certain features in the Java GUI remotely from other Java applications by using the Java GUI Remote APIs. The features can be controlled from the following:

- An independent application that runs separately from the Java GUI on a localhost.
- A Java applet that runs as an integrated add-on component in the workspace of the Java GUI.

Using Java GUI Remote APIs is useful in cases when you have HPOM services or nodes mapped in other Java applets or applications. The possibility to operate with specific configurations remotely from other Java applications enables you to identify and resolve problems without searching for problem causing elements directly in the Java GUI.

When the Java GUI Remote APIs are enabled, an additional icon is displayed in the Java GUI, as presented in the Figure 2-63:

Figure 2-63 Icon Indicating Enabled Java GUI Remote APIs Feature in the Java GUI



For more information about the concept, integration details, and usage of the Java GUI Remote APIs, see the *HPOM Application Integration Guide*.

For details about the available Remote APIs, see the Java GUI Remote APIs Specification, which you can access by opening the following URL in a web browser:

`http://<management_server>:3443/ITO_DOC/C/manuals/APIdoc`

In this instance, `<management_server>` is the fully qualified hostname of your management server.

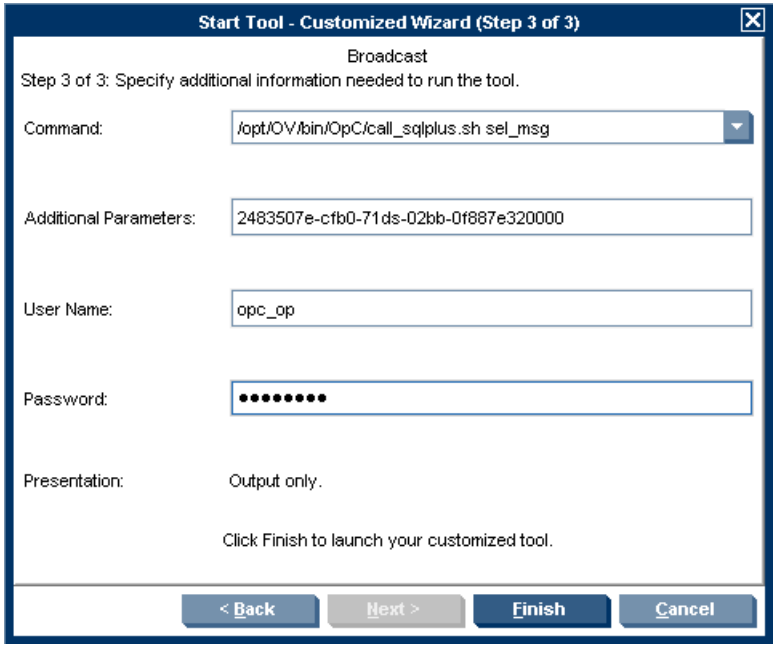
Note that the Java GUI Remote APIs and the corresponding documentation are part of the HP Operations Manager for UNIX Developer's Toolkit.

Adding HPOM Variables

All message attributes, including custom message attributes, are variables that can be used in applications (tools) and are exchanged for their values at tool launch time. For example, you can write tools that depend on specific attributes. Then the attributes are given as parameters to the tool.

Figure 2-64 shows how to add HPOM variables as parameters in the `Start Customized Tool` wizard.

Figure 2-64 Start Customized Tool Wizard (Step 3 of 3)



Broadcasting Commands

You can start corrective actions simultaneously on multiple nodes by broadcasting a command. You specify the command you want to broadcast, and select the nodes within your environment on which you want to start the command. You can also use this capability to investigate problems (for example, by issuing the `ps -ef` command to all specified nodes to check the number of currently running processes).

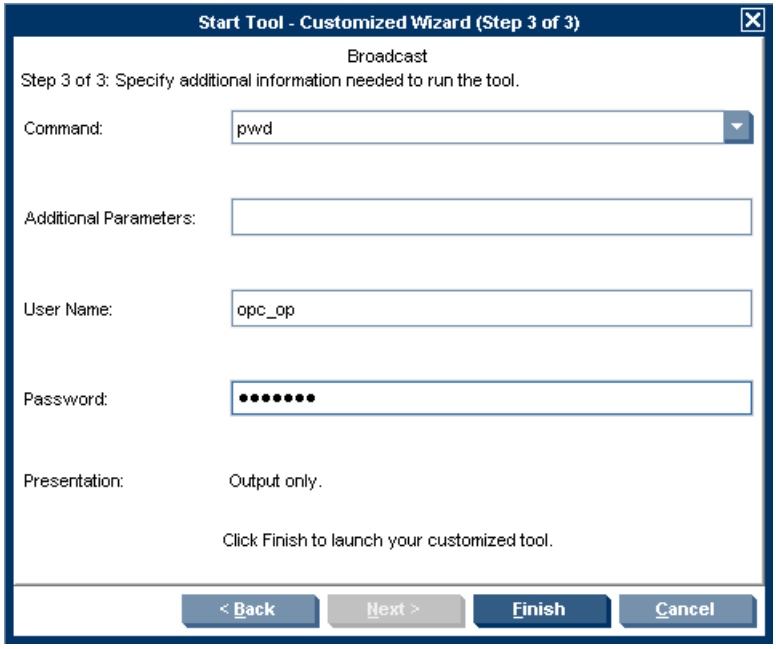
Starting the `Broadcast` tool always starts the wizard.

NOTE The `Broadcast` tool may not be available to you by default. The HPOM administrator may need to assign it to you specifically.

When you broadcast a command, you specify the command once. The command is then sent to multiple nodes to help you to perform global tasks quickly and easily. Although HPOM does not limit the length of the command to be broadcast, if the command is longer than the maximum length supported on the target system, the target system will truncate it.

Figure 2-65 shows the last step in completing the broadcast command wizard.

Figure 2-65 Completing the Broadcast Command Wizard



To retrieve the commands from the current session, click the arrow in the `Command` call, as shown in Figure 2-65.

The output of a broadcast command is displayed in the `Corrective Actions` workspace as application output.

Accessing a Terminal

You can work directly on nodes reporting problems by opening a virtual terminal (window) on the node. By using this window, you can investigate problems, issue commands or scripts, or start tools.

NOTE A virtual terminal tool may not be available by default. The HPOM administrator has to configure one manually.

You can use a virtual terminal to access many of the managed nodes within your environment. The HPOM administrator can configure a default user name and password, so you do not need to enter the information. Start the virtual terminal tool on the nodes where you want to issue command or review status. A terminal window opens in the `Corrective Actions` workspace. Use this window to issue commands or review status. Without leaving your Java GUI, you can access any node within your environment, perform tasks and controls, and start corrective actions.

Accessing the Command Line Tool

To enter the Command Line Login mode, follow these steps:

1. On the log-on screen, choose Command Line Login. The log-on screen disappears and is replaced by a console prompt.
2. Supply your user ID and password as prompted.

The Command Line Login mode is not a desktop session. When your system is in the Command Line Login mode, the desktop is suspended. You log on by using your operating system mechanism rather than Login Manager. There are no windows because the X server is not running.

NOTE Certain types of configurations (for example, X terminals) do not provide the Command Line Login mode option. The Command Line Login mode is not available if you start `dtlogin` as `root`.

To leave the Command Line Login mode, type **`exit`** from the command-line prompt.

Documenting Solutions in Your Environment

After you have completed work on a message, you document your efforts and remove the message from the active message browser, filtered active message browser, or filtered pending messages browser. To do this, you use message annotations to record how a problem was resolved, and then acknowledge the message to remove it from the current work area, storing it in the history database.

This section explains how to document solutions:

- **Annotating Messages**

  Explains how to add quick summaries to a message.

- **Printing Messages**

  Explains how to print message, message details, and application output.

- **Acknowledging Messages**

  Explains how to move messages from the active message browser, filtered active message browser, or filtered pending messages browser to the history database.

Annotating Messages

Annotating a message is similar to adding a short note of explanation to a business contract. Message annotation quickly summarizes the important points of the message. It can serve as a reference the next time you receive the same message.

Annotations

Message annotations generally contain the following information:

- Action performed to resolve the problem
- Name of the user who started the action
- Status information of the action performed (`stdout`, `stderr`)
- Start and finish times for the action
- Any pre- and post-action information

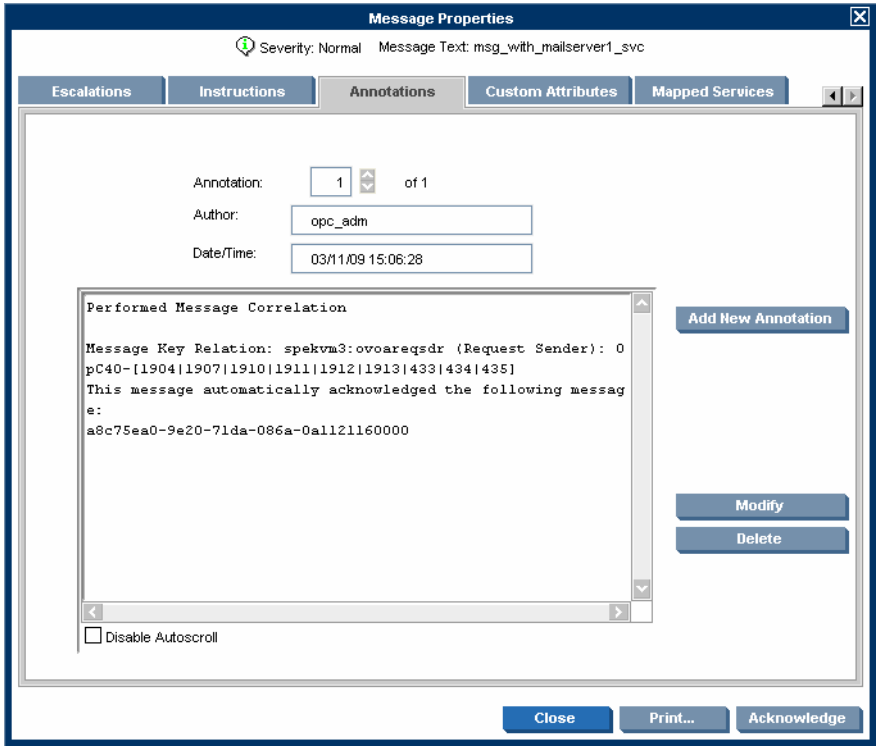
- ❏ Any message attributes changed
- ❏ Any duplicates of the message found

Adding Annotations

You can also use annotations to record difficulties you encountered solving the problem, verbal or written instructions you received about the problem, communications sent to users or groups affected by the problem, and so on. For example, if you are at the end of your shift, but a particular problem is not yet resolved, you can leave an annotated message for your colleagues.

The Annotations tab in the Message Properties window contains all annotations related to a single message, as shown in Figure 2-66.

Figure 2-66 Adding a New Annotation



Reviewing Annotations

Like a note of explanation, a message annotation serves as a resource for solving problems. You can review the message annotations for a record of previous actions used to solve the problem. This includes, for example, comparing previous action exit values with current ones, or reviewing cautions or warnings related to the proposed action. You can add your own annotations, or even delete them if they are no longer needed or correct.

The HPOM administrator can use message annotations as a record of events that describe resolution techniques, times, and resources. In addition, the HPOM administrator can use message annotations as a basis for developing instructional text and preconfigured actions for messages.

Printing Messages

HPOM enables you to print the following:

- ❏ Messages
- ❏ Message Details
- ❏ Application Output

Acknowledging Messages

Acknowledging a message is similar to filing (or storing) a bill after you have paid it. You want to retain a copy of the transaction to verify you have paid the bill, and as a reference to compare with future bills. After you have finished working with a message you "remove" it from your desktop and "file" it away for future reference.

Acknowledgements

Typically, you acknowledge a message for one of the following reasons:

- **Resolved Problems**

  You have finished work on the message and resolved all related problems.

- **Duplicate Messages**

  You have another message in your message browsers describing the same event.

- **Irrelevant Messages**

  You no longer need the message (for example, if the message has low severity and requires no action).

Acknowledging a message moves it from the active message browser, filtered active message browser, or filtered pending messages browser to the history database. Also, the status of the corresponding message group and node may change depending on the highest priority of the remaining messages.

NOTE A problem is not resolved by acknowledging the message. You should review the results of your corrective actions to ensure that the problem has been resolved before acknowledging the message. For details, see "Solving Problems in Your Environment" on page 161.

Automatic Acknowledgments from the Administrator

The HPOM administrator can configure an automatic acknowledgment for messages with either automatic or operator-initiated actions. When the action for a message with an automatic action and an automatic acknowledgment is successfully completed, the message is sent directly to the history database. The message is removed from the message browsers, without your intervention. You can review automatically acknowledged messages by using the filtered history message browser.

Automatic Acknowledgments from HPOM

Messages can be acknowledged automatically by succeeding messages if HPOM establishes a relationship between them:

- **Problem Deteriorating**

  Succeeding messages report a deterioration of the original problem (for example, the amount of free disk space has reduced even more).

- **Problem Solved**

  Original problem has been solved (for example, the tool is running again).

Reviewing Acknowledgments

Messages that have been acknowledged are stored in the history database. You can review these messages by using the filtered history message browser. For details, see “Investigating Message Histories” on page 158.

You can also move acknowledged messages back to the active message browser by unacknowledging them. After unacknowledging a message, you can continue working with it.

Customizing Your Environment

You can customize your HPOM environment as follows:

- **Customizing the Java GUI**
  - Changing Operator Passwords
  - Loading the Default Configuration
  - Changing the Refresh Interval
  - Saving Console Settings
  - Changing the Look and Feel of the Java GUI
  - Showing and Hiding the Position Controls
  - Moving Panes and Areas
  - Showing and Hiding Panes and Areas
  - Customizing the Shortcut Bar
  - Choosing a Web Browser
  - Customizing Pop-up Menus
  - Customizing the Toolbar
  - Customizing Message Event Notification
  - Customizing General Preferences
- **Customizing Message Browsers**
  - Setting Up Message Browser Filters
  - Setting Up Message View Filters
  - Adding Message Browser Tabs in the Browser Pane
  - Switching Message Colors to an Entire Line
  - Customizing the Message Browser Columns
  - Showing and Hiding Message Browser Columns
  - Saving the Customized Message Browser Layout

Changing Operator Passwords

HPOM enables you to change your log-on password from the Change Operator Password window, as shown in Figure 2-67.

Figure 2-67 Change Operator Password Window

You can access this window from the `File: Change Password` in the menu bar. After the information is sent to the management server and updated in the database, you receive a system message confirming the password change.

NOTE Only the password for the currently logged-on operator can be changed.

On the first logon as any of the default users, you must change your default password for security reasons. Although you can change your password again at a later time, you are not allowed to set the password back to default.

Loading the Default Configuration

The Java GUI comes with a standard set of defaults. These defaults are normally changed by your HPOM administrator. As a result, the first time you log on to the HPOM Java GUI, you receive a set of default components, provided by your HPOM administrator.

As an operator, you can do one or both of the following:

- **Save Console Session Settings**

  If you customize the Java GUI (for example, adding URL shortcuts to the shortcut bar, moving panes or areas, adding filtered message browsers, detaching windows, and so on), you can save these changes by selecting `File: Save Console Session Settings` from the menu bar. The next time you log on to the Java GUI, you see these changes, which override the default configuration originally provided by your HPOM administrator. You can customize the Java GUI and save your changes as often as you like.

- **Reload Assigned Defaults**

  If you make a major mistake when customizing the Java GUI (for example, unintentionally deleting the browser pane), you can restore the defaults originally provided by your HPOM administrators by selecting `File: Reload Assigned Defaults` from the menu bar.

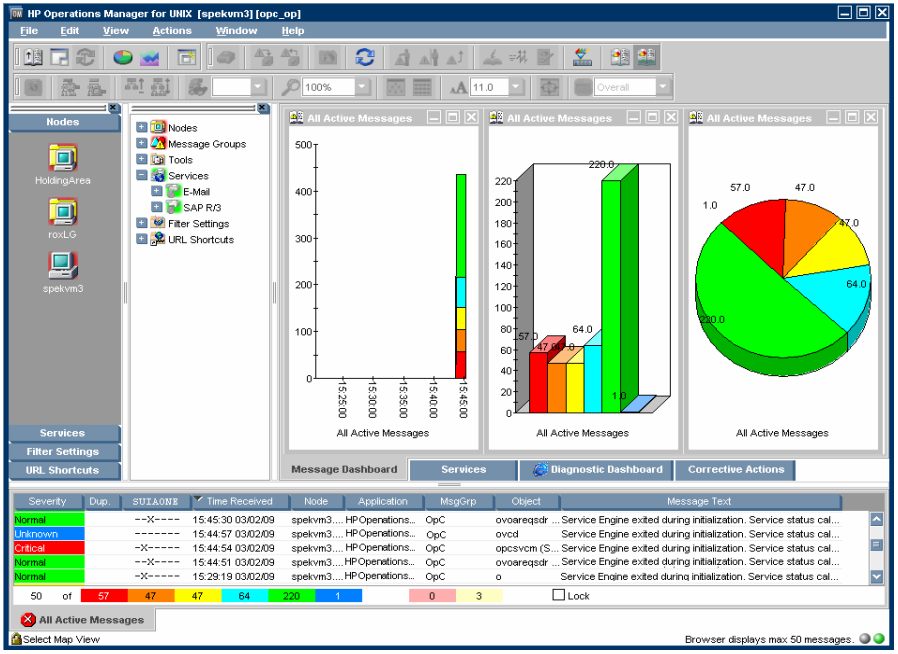
CAUTION

If you reload assigned defaults, you lose all changes you made to the Java GUI and saved with the `File: Save Console Session Settings` option. That is, your changes are overwritten by the defaults originally assigned to you by your HPOM administrator.

Operator Defaults Assigned by the System

Figure 2-68 shows the operator defaults assigned by the system.

Figure 2-68 System-defined Defaults for Operators



The Java GUI provides operators with the following system defaults:

❑ **Movable Panes**

Main window contains four visible movable panes:

- Shortcut bar (top left)
- Object pane (top center)
- Workspace pane (top right)
- Browser pane (bottom)

By default, the movable pane is disabled

❑ **Shortcut Bar**

In the shortcut bar, the following shortcut groups display as menu items:

- *Nodes*

  Shortcuts for every first-level node element

- *Services* (if there are any services available)

  Shortcuts for every first-level service

- *Filter Settings* (empty by default)

  Shortcuts for global (administrator) and personal (operator) filter settings.

- *URL Shortcuts*

  Includes the `HP BTO Software Home` URL shortcut:

  http://welcome.hp.com/country/us/en/prodserv/software.html

❑ **Workspace Pane**

In the workspace pane, the following non-ActiveX workspaces are created, in the following order:

1. `Message Dashboard` (default workspace)

   In the `Message Dashboard` workspace, three message browser for all active messages are opened with the vertically tiled positions and the following content types:

   - History chart (stacking area)

- Bar chart (3D)
- Pie chart (3D)

For details, see “Message Dashboard Workspace” on page 79.

2. `Services` (if any services are available)

   In the `Services` workspace, a service graph for all first-level services is opened. For details, see “Services Workspace” on page 79.

3. `Diagnostic Dashboard`

   In the `Diagnostic Dashboard` workspace, other tools that integrate with HPOM are displayed. For details, see “Diagnostic Dashboard Workspace” on page 80.

4. `Corrective Actions`

   In the `Corrective Actions` workspace, you can maintain a current and accurate overview of the computing environment by reviewing the status and results of actions. For details, see “Corrective Actions Workspace” on page 81.

❑ **Browser Pane**

In the browser pane, a message browser is opened, displaying the latest 50 of all active messages the operator is responsible for. For details, see “Browser Pane” on page 86.

Operator Defaults Assigned by the HPOM Administrator

The HPOM administrator can define default start-up behaviors for operator areas of the Java GUI with two application groups:

❑ **Shortcuts**

The HPOM administrator can create new application groups that are added individually at the end of the shortcut bar. These application groups can contain any kind of tool. The same tree level found under the shortcuts application group is added to the shortcut bar, as shown in Table 2-9.

Figure 2-69 shows an example of the `Online Help` shortcut group and the `HPOM Java GUI` shortcut, which were added to the shortcut bar as defaults by the HPOM administrator on the management server. The Figure 2-12 on page 82 shows this example displayed within the HPOM Java GUI window.

Figure 2-69 Online Help Shortcut Assigned by the HPOM Administrator

- **Workspaces**

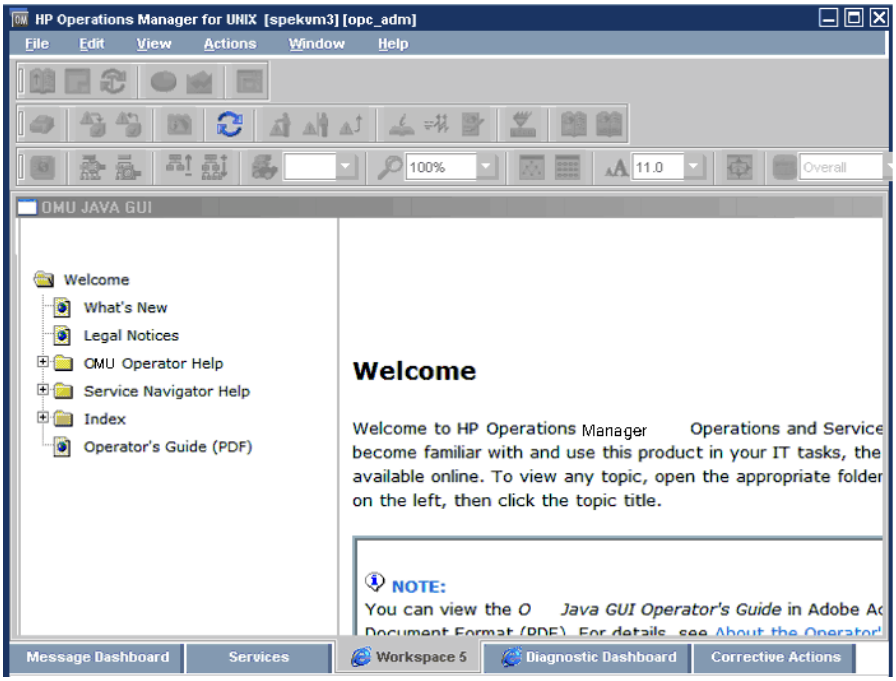
  The HPOM administrator can create new application groups that are added individually after existing default workspaces in the workspace pane. These application groups can contain any kind of tool. All tools found in the second level of the `Workspaces` application group are then started accordingly to the previously created workspace pane workspaces. All opened tools in the workspaces are tiled vertically.

  Because the default container type for workspaces is *not* ActiveX, you *cannot* use a Microsoft Internet Explorer web browser in default workspaces. If you want to use Internet Explorer, you must create a new workspace with the ActiveX container type.

To avoid duplication, HPOM does *not* add items that already exist on the level to which you try to add them. After the HPOM administrator adds new shortcuts and workspaces for tools, the tools under `Shortcuts` and `Workspaces` behave like any other tool in the object pane. The tools are always opened in the currently selected workspace.

Figure 2-70 shows an example of the `Online Help` workspace that presents the Java GUI online help introduction page. The Figure 2-12 on page 82 shows this example displayed within the HPOM Java GUI window.

Figure 2-70 Online Help Workspace Assigned by the HPOM Administrator



For information on how to create application groups and tools on the management server to set the operator defaults, see the *HPOM Administrator's Reference*.

NOTE HPOM administrators can assign a set of shortcuts or workspaces to an individual operator, a group of operators, or all operators.

Changing the Refresh Interval

Choosing `View: Refresh` in the menu bar updates the node status, message group status, browser status summary line, all messages in the message browser, and the service status. By default, the Java GUI automatically refreshes at the preset interval of 30 seconds. If you want, you can choose `Edit: Preferences` in the menu bar, then modify this interval in the Preference window. However, if you make the refresh interval too a large, you may not be immediately informed of any status changes.

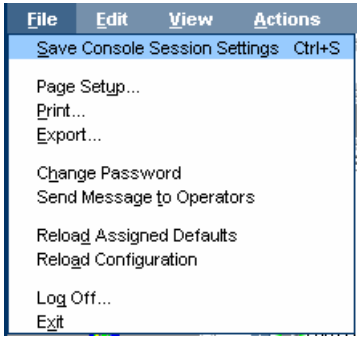
NOTE

After the HPOM administrator performed any configuration updates, such as change of your responsibilities, managed nodes, or tools, Java GUI reflects the changes automatically. No actions are required to synchronize Java GUI after configuration changes.

Saving Console Settings

You can store any customizations you made in a Java GUI session by choosing `File: Save Console Session Settings` in the menu bar, as shown in Figure 2-71.

Figure 2-71 Save Console Session Settings Menu Item



The next time you start the Java GUI, the stored settings are read and restored in the Java GUI. For example, you could add a few URL shortcuts to the shortcut bar, reverse the positions of the shortcut bar and workspace pane, and add a few filtered message browsers to the browser pane. If you save these changes, they display the next time you log on to the Java GUI.

You can save the following console session settings:

- **Position Controls**

  Position and visibility of moveable areas

- **Shortcut Bar**

  - Position and visibility of buttons and shortcuts
  - Names and locations of URL shortcuts

- **Workspace Pane**

  - Workspace names, descriptions, positions, and so on
  - Filters, styles, and positions of open message browsers
  - Positions of open URL tools
  - Positions of open service graphs
  - Web browser and proxy settings

- **Browser Pane**

  Tab names, descriptions, positions, and so on

- **Message Browser Toolbar**

  Visibility in toolbar, workspaces, and browser pane

- **Filtered Message Browsers**

  Message browser filters applied to message browsers

- **Detached windows**

  Position and settings of detached windows

NOTE If global mode is enabled, you may not be able to save your console settings. For more information, see “Using Global Java GUI Property Files” on page 231.

HPOM console session settings are stored in a binary file called `HP_OV_consoleSettings_`*`mgmtServerName_operator`*, which is stored locally on your system:

- **Windows 2003 and Windows XP**

  `C:\Documents and Settings\<`*`user`*`>`

- **Solaris**

  `/export/home/<`*`user`*`>`

- **Other platforms**

  `/home/<`*`user`*`>`

Changing the Look and Feel of the Java GUI

You can change the look and feel of the Java GUI by choosing `Edit: Preferences` in the menu bar.

From the Preferences window, you can select one of the following look-and-feel options:

- `Metal`
- `HP One Voice` (default look)
- `Windows` (available *only* on Windows systems)
- `Aqua` (available *only* on Mac operating systems)

For a description of each option on the Preferences window, see the *HPOM Java GUI Operator’s Guide*.

Customizing the Progress Window

You can change the image that appears inside of a progress window by placing an image named `customImg.gif` into your home directory.

Figure 2-72 shows the progress window. The progress window opens when HPOM performs tasks that take a long time to complete.

Figure 2-72 Progress Window

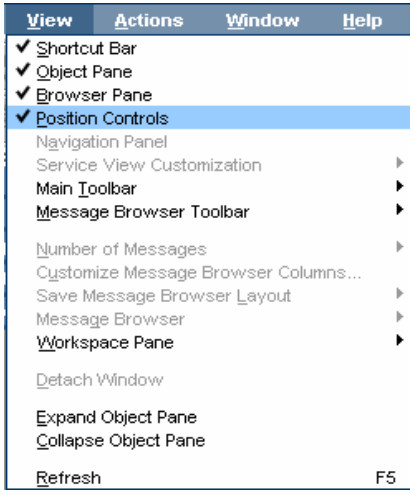
Note that HPOM resizes custom images to fit into the progress window.

Showing and Hiding the Position Controls

The position controls are the narrow band of horizontal bars near the top of the Java GUI that enable you to move the shortcut bar and the object pane horizontally. If you do not want to use the position controls, you can hide them by clearing `View: Position Controls` from the menu bar. Likewise, if the position controls are already hidden, you can make them visible again by selecting `View: Position Controls` from the menu bar.

Figure 2-73 shows how to enable the position controls from the menu bar.

Figure 2-73 Enabling the Position Controls



Moving Panes and Areas

You can use the position controls to move the shortcut bar and the object pane horizontally, as shown in Figure 2-74.

Figure 2-74 Moving the Object Pane: Before

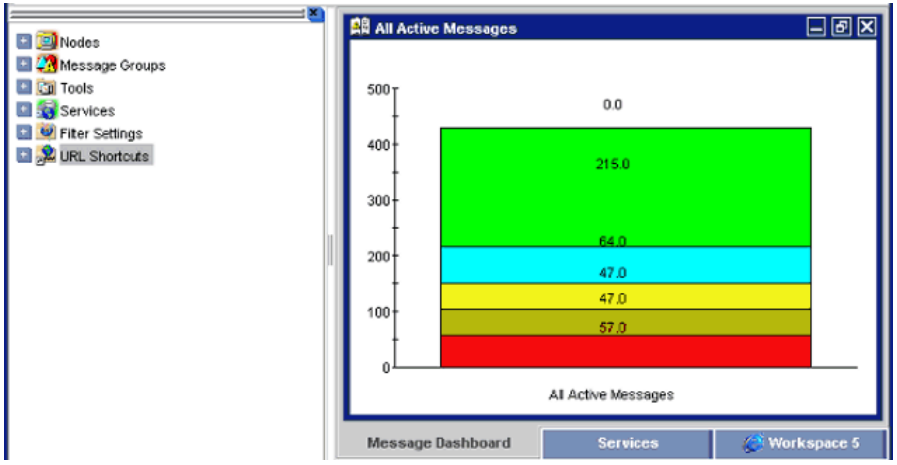
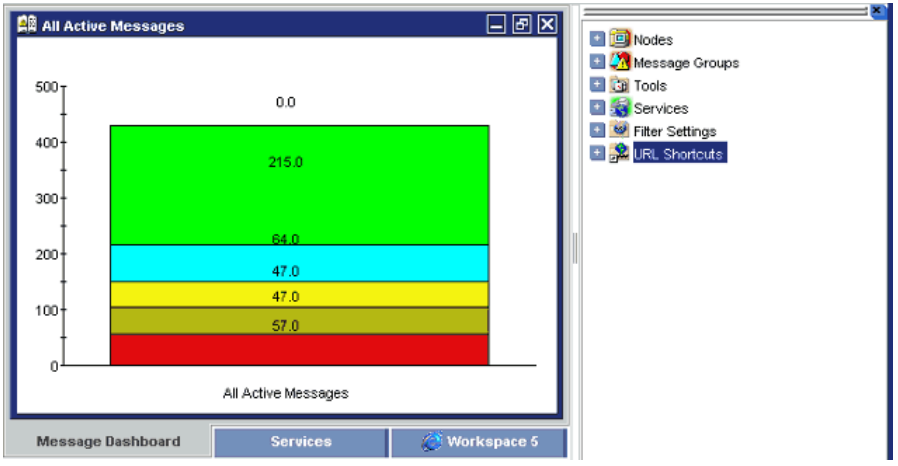


Figure 2-75 shows object pane moved to the right of the workspace pane.

Figure 2-75 Moving the Object Pane: After



Showing and Hiding Panes and Areas

HPOM enables you to show or hide the following parts of the Java GUI:

- ❏ Shortcut bar
- ❏ Object pane
- ❏ Browser pane

If you want to hide the browser pane, simply remove all message browsers from the browser pane. You cannot hide the workspace pane.

Figure 2-76 shows how to enable the shortcut bar by selecting `View: Shortcut Bar` in the menu bar.

Figure 2-76 Enabling the Shortcut Bar and Object Pane

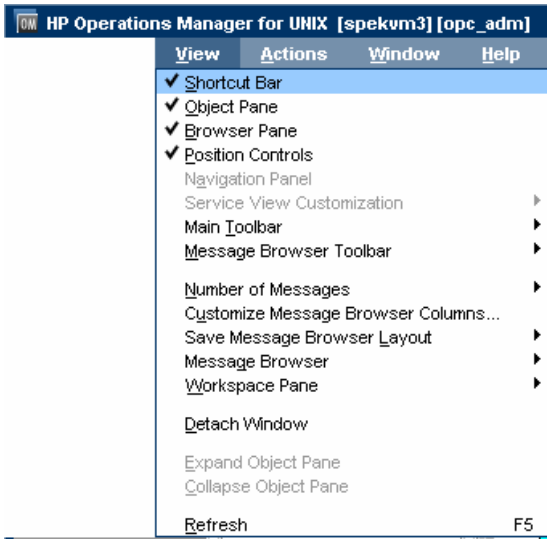


Figure 2-77 shows how to disable the shortcut bar by clearing `View: Shortcut Bar` in the menu bar.

Figure 2-77 Disabling the Shortcut Bar

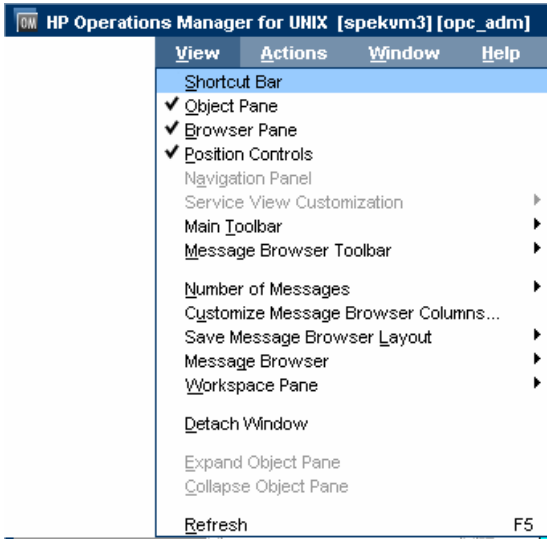
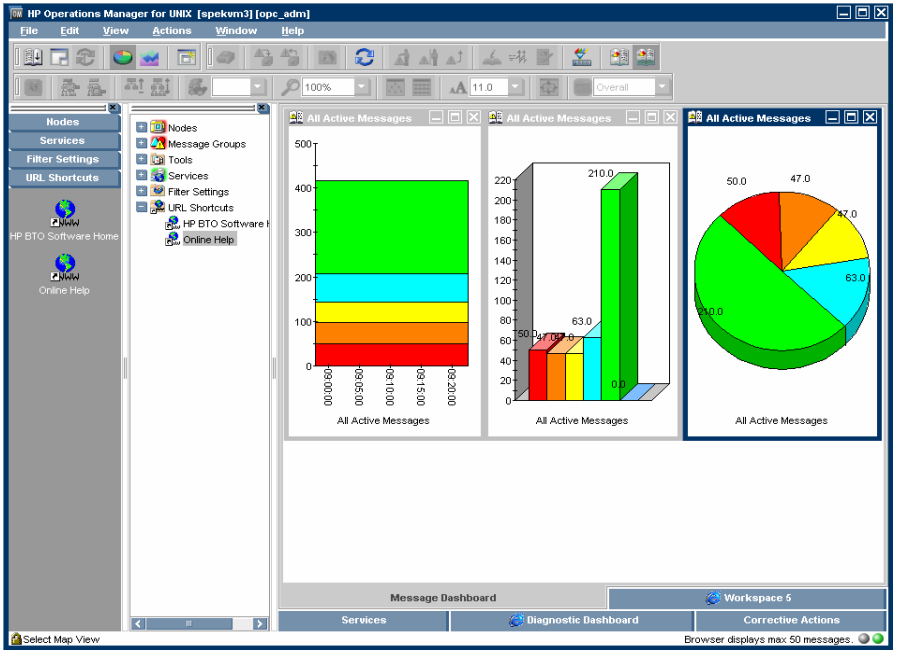


Figure 2-78 shows how the HPOM GUI looks like after you have selected `Close` from the pop-up menu on all browser tabs in the browser pane.

Figure 2-78 Disabled Browser Pane



Customizing the Shortcut Bar

You can customize the shortcut bar as follows:

- **Switch the Shortcut Bar On and Off**

  Switch the shortcut bar on or off from the `View` menu in the menu bar.

- **Add Object Pane Items**

  Add selected object pane items to the shortcut bar by selecting `Add to Shortcuts` from the pop-up menu in the object pane.

- **Customize Shortcut Groups**

  Add, rename or delete shortcut groups from the pop-up menu in the shortcut bar.

- **Customize Shortcuts**

  Rename or delete shortcuts from the pop-up menu in the shortcut bar.

- **Customize Icon Size**

  Customize the size of the icons in the shortcut bar from the General tab of the Preferences window.

To start or customize a shortcut, you right-click the shortcut icon, then select an item from the pop-up menu.

Choosing a Web Browser

Instead running an external web browser in the background, you can run your favorite web browser from within the HPOM Java GUI itself. As a result, you can access intranet sites, search the Internet for business-related information, and view your message browsers from within a single, integrated interface. Integrated web browsers display in the workspace pane of the HPOM Java GUI.

For details about choosing a web browser, see “Integrated Web Browsers” on page 98.

Customizing the Toolbar

All toolbar components are visible, by default. You can hide or make visible any of them. For more information about the toolbar components, see “Toolbar” on page 102.

You can also reposition any of the toolbar components by creating a floating toolbar or by moving a component within the docked toolbar.

For more information on how to perform these actions, see the *HPOM Java GUI Operator’s Guide*.

Customizing Pop-up Menus

If you have selected messages in the message browser, you may want to focus exclusively on the tools that are related to those messages. A large number of unrelated tools can, at times, make the pop-up menu unwieldy.

HPOM enables you to limit the number of tools that display in pop-up menus. The `Tailored Set of Tools` limits pop-up menu items to tool that are related to currently selected messages. Related tools are defined with the `$OPC_MSG` string in the application call. If there are no tools with currently selected `$OPC_MSG` string, the pop-up menu does not contain any tools.

To enable tailored pop-up menus, you select `Tailored Set of Tools` from the General tab in the Preferences window, as shown in Figure 2-79. Likewise, to switch the feature off, you clear the check box.

Figure 2-79 Preferences Check Box for a Tailored Set of Tools

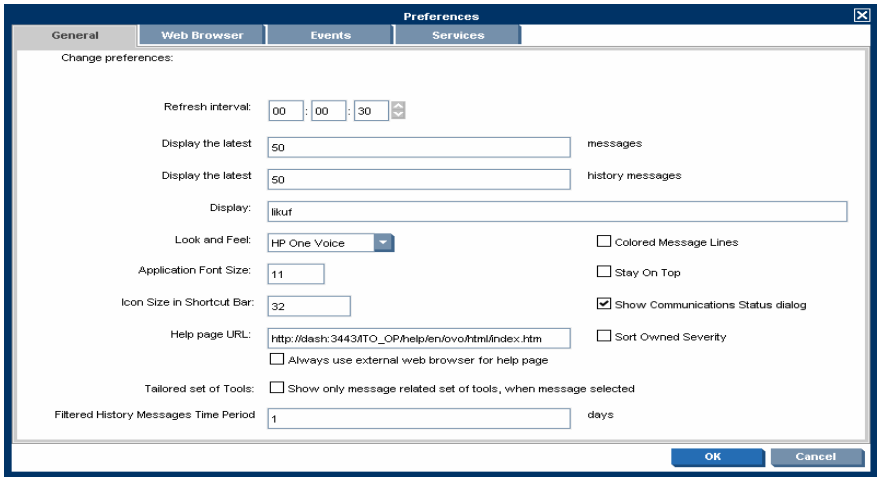
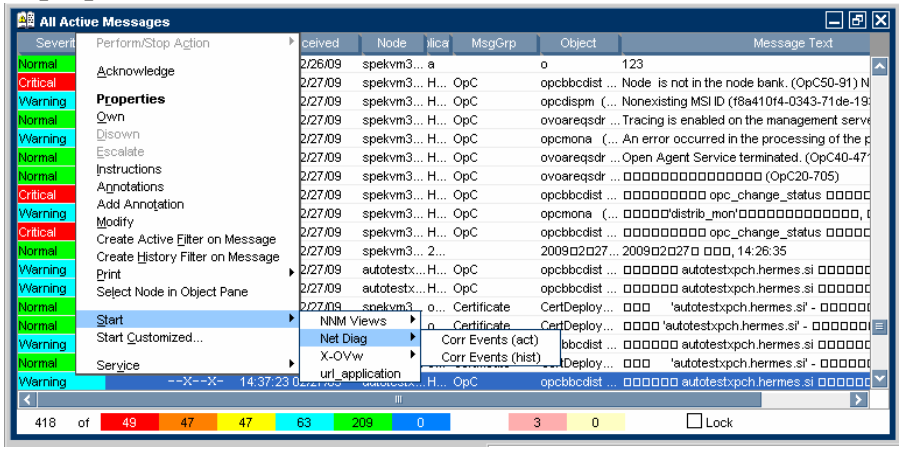


Figure 2-80 shows a pop-up menu for a tailored set of tools. The marked tools use message-related variables and are therefore shown in the pop-up menu on the selected message.

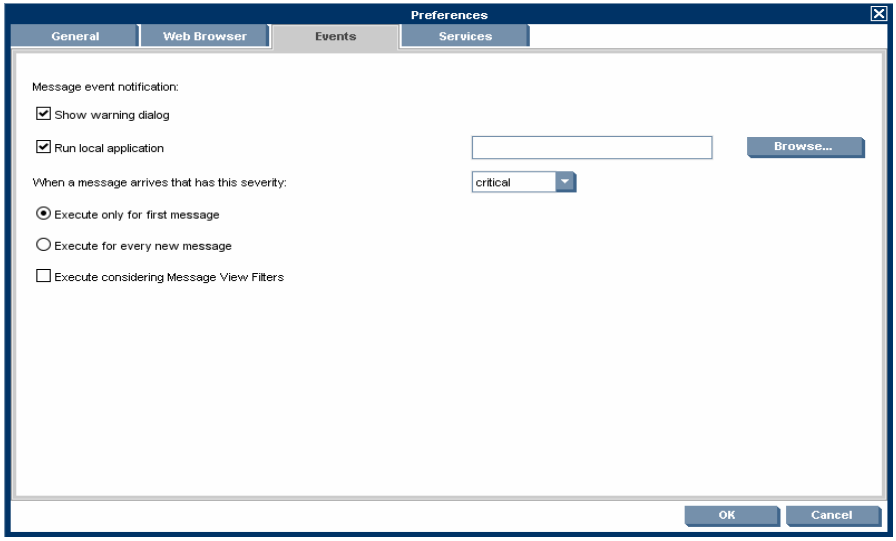
Figure 2-80 Pop-up Menu for a Tailored Set of Tools



Customizing Message Event Notification

You can enable or disable message event notification, run local tools (for example, to produce acoustic warnings), or reset the severity threshold for notification, from the Events tab of the Preferences window, as shown in Figure 2-81.

Figure 2-81 Message Event Notification Settings in the Preferences Window



For an overview of message event notification, see “Message Event Notification” on page 137.

Customizing General Preferences

Customizing General Font Size

You can set the general font size in the `General` tab of the Java GUI `Edit`: `Preferences` window.

Customizing Font Size in Service Graphs and Maps

You can set the default value of the font size in service graphs and maps in the `Service Graph Font Size` drop-down list `Services` tab of the Java GUI `Edit`: `Preferences` window.

Each time a new service graph or map is opened this value is used.

IMPORTANT To find out more about customizing the font size in service graphs and maps, see the *HP Service Navigator Concepts and Configuration Guide*.

Disabling HPOM Communications Status dialog

You can enable, or disable the `HPOM Communications Status` dialog by selecting the `Show Communications Status dialog` checkbox in the `General` tab of the Java GUI `Edit`: `Preferences` window. Or by setting the `itooprc` file. See “itooprc Options and Parameters” on page 557.

Disabling this dialog is useful in an environment with many clients logged in with the same user name at the same time. When one of these clients reloads the Java GUI configuration, the `HPOM Communications Status` dialog boxes are:

- displayed only on those clients where this option is enabled.
- refrained from disturbing the rest of the clients where this option is disabled locally.

For a description of each option on the `General` tab of the `Preferences` window, see the *HPOM Java GUI Operator’s Guide*.

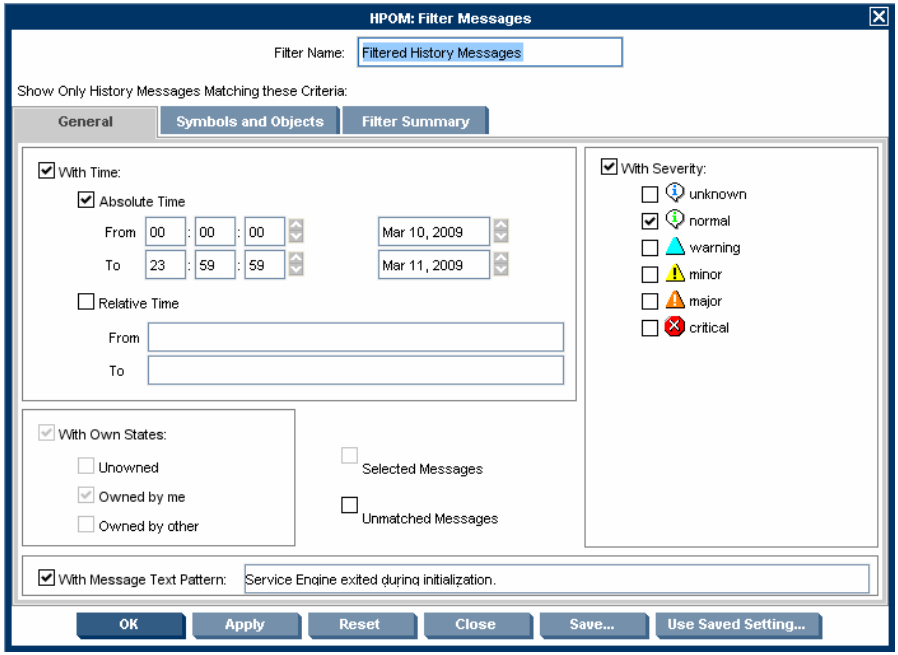
Setting Up Message Browser Filters

Message browsers with message browser filters applied show only a subset of all available messages, filtered according to criteria you select yourself. For example, if you want to display messages with severity levels of `Warning` or `Critical`, you can specify that messages of all other severity levels are not loaded from the management server.

You can also set up message view filters to isolate specific messages in a message browser. Message view filters apply a second level of filtering to a browser that already has message browser filters applied. For more information about message view filters, see “Setting Up Message View Filters” on page 213

You can add new message browser filters and modify existing filters through the Filter Messages window, as shown in Figure 2-82.

Figure 2-82 Filter Messages Window



To access the Filter Messages window, select `Actions: Filtering ->` *`<Filter Type>`* from the menu bar.

The Filter Messages window contains the following options:

❑ **With Time Filter**

The `With Time` filter is very useful for reviewing only those messages that arrive during a specific day or period of time. Time may be defined as absolute or relative to the time the browser settings are saved.

When using relative time filtering with enabled relative time recalculation, the relative time filtering is done at a specified time interval. Active Message Browser is refreshed with new messages and drops the messages that become too old to satisfy the filter criteria. This behavior should be enabled by the administrator using the `OPCUIWWW_FILTER_RELATIVE_TIME_RECALC` server parameter. For more information, see the *HPOM Administrator's Reference*.

NOTE

If the Java GUI is running on a system with a timezone setting different from the setting on the HP Operations management server, the time stamps in the messages displayed in the Java GUI are taken from the local system (the system where the Java GUI is running on) and not from the HP Operations management server.

❑ **With Own States Filter**

The `With Own States` filter may be used to see messages you own. It is not possible for the administrator to determine from the `With Own States` filter the identity of the owner of a given message.

❑ **With Message Text Pattern Filter and With Pattern Filter**

The message texts pattern filters (With Message Text Pattern and With Pattern) are used to see only messages that match a specified text pattern. You can specify a filter pattern in the Message Filters dialog box as follows:

- In the With Message Text Pattern field in the General tab.
- In the Name field of the Symbols and Objects tab. (The object type must be set to CMA and With Pattern must be selected.)

The syntax of the pattern in the Name field is the same as in the With Message Text Pattern field. The same limitations apply.

- *Control characters*

  If you use control characters such as angle brackets (<>) or square brackets ([]) in the `With Message Text Pattern` field, precede these characters with a backslash (\). Otherwise the following error message appears:

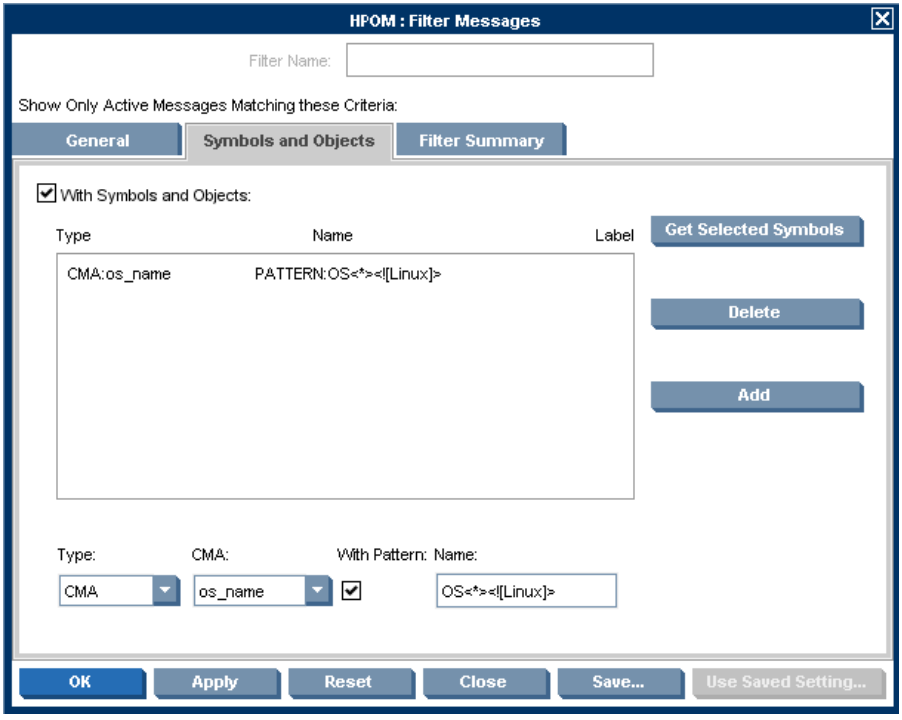
  ```
  "Syntax error in pattern definition "[message".
  (OpC20-235)"
  ```

- *Maximum of 254 characters*

  The message text pattern is limited to 254 characters.

Figure 2-83 shows an example of the Symbols and Objects tab. The pattern `OS<*><![Linux]>` filters for messages with custom message attributes of type `os_name`. The custom message attribute value may contain all operating systems except for Linux.

Figure 2-83 Value Pattern for Custom Message Attributes



Saving and Reusing Message Browser Filters

After you have configured a message browser filter, you can do one of the following:

- **Apply the Filter**

  You can apply the filter (after having provided a name). A filtered message browser opens, displaying only the messages that you want to see. The Filter Messages window remains open. If you are satisfied with your filter, you can save it for later reuse.

- **Save Filter Settings**

  Use the Filter Messages window to save the settings for reuse, as shown in Figure 2-84 on page 211. In this way, you can see the same or similar information at a later date without having to repeat the configuration process.

- **Reuse Filter Settings**

  Use the Browser Settings window to choose from a list of existing settings that may be modified and renamed to suit individual needs, as shown in Figure 2-85 on page 211. These settings are independent of your home session and browser layout. To access the Browser Settings window, select `Actions: Filtering -> Use Saved Settings` from the menu bar, or open a saved filter of desired type from the object pane.

NOTE You can use the Save Setting and the Browser Settings windows only to save or alter the settings of the window from which you opened them. In addition, if the respective “parent” browser window is closed, both windows are closed automatically.

The Browser Settings window allows you to select a saved filter. To use a setting for a new filtered active message browser, filtered history message browser, or filtered pending messages browser, select the desired setting in the list box first.

Figure 2-84 shows the Save Browser Filter Settings window.

Figure 2-84 Save Browser Filter Settings Window

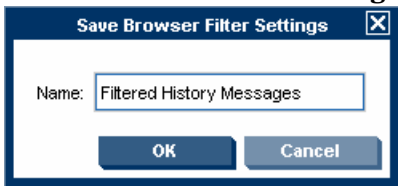


Figure 2-85 shows the Browser Settings window.

Figure 2-85 Browser Settings Window

Saving Message Browser Filters to the Object Pane

HPOM enables you to access saved filters in the object pane. For example, if you want to see all messages that could show a possible problem in the `Performance` area, you would create a filter that shows all warnings, all minor, major, and critical messages, and all unknown messages with message group `Performance`. You would then save the new filter. Later, to see the messages in your new filter, you could select the filter from the object pane, and open a filtered message browser.

To find out how to save filters to the object pane, see the *HPOM Java GUI Operator's Guide*.

Accessing Message Browser Filters Quickly

HPOM enables you to access message browser filters quickly and easily.

To access filtered message browsers, you select the `Filter Settings` group of a pop-up menu in one of two locations:

- **Shortcut Bar**

  For details, see "Shortcut Bar Pop-up Menu" on page 105.

- **Object Pane**

  For details, see "Object Pane Pop-up Menu" on page 106.

Setting Up Message View Filters

Message view filters temporarily hide messages from view. They consist of criteria and rules that define which of the already loaded messages are displayed in an already existing message browser. The loaded messages may already have gone through a first level of filtering applied through message browser filters. In this case, message view filters apply a second level of filtering.

This section explains the following topics:

- ❏ Rules and Criteria in Message View Filters
- ❏ Quick, Simple, and Advanced Message View Filters
- ❏ Syntax for Message View Filters
- ❏ Saving Message View Filters

Rules and Criteria in Message View Filters

Message view filters consist of rules and criteria:

- ❏ **Rules**

  Rules in message view filters can contain one or more criteria. The rules define the relation between multiple criteria and rules. You can combine criteria and rules with a logical `AND` or `OR`. Each relation can be negated by using the `NOT` operator. Rules can be nested to create complex filters.

- ❏ **Criteria**

  Criteria define the search pattern of the filter. A criterion consists of a message browser column, an operator, and a value to match:

  - *Message browser column*

    A message browser column as input for the filter, for example, `Application` or `Time Received`.

  - *Operator*

    An operator such as `equals` (`==`) or `begins` (`BEGINS`). A wide range of operators is available to make your criteria as flexible as possible.

The list of available operators depends on the selected message browser column. For example, the `begins` operator is not appropriate for columns that contain numeric data. For a list of available operators, see “Operators for Message View Filters” on page 222.

- *Value*

  A value, for example, `jacko.deu.hp.com`. You can define a value in the following ways:

  — Type your own custom value.

  — Choose a value from the list of available messages.

  — Select a predefined value such as `(Management Server)` or `(Today)`. (Predefined values always appear in parentheses.) See also “Predefined Values for Message View Filters” on page 223.

  In combination with the `equals` (==) operator, you can also use wildcard characters to match multiple strings:

  — *Question mark*

  A question mark (?) matches any single character.

  — *Asterisk*

  An asterisk (*) matches any group of one or more characters.

TIP

To match a question mark (?), an asterisk (*), or a backslash (\), precede these characters with a backslash (\). When writing message view filters in text format, enclose values that contain spaces in quotation marks (“”).

For more information about the syntax used in message view filters, see “Syntax for Message View Filters” on page 219.

Quick, Simple, and Advanced Message View Filters

HPOM distinguishes the following types of message view filters:

❑ **Quick message view filters**

See “Quick Message View Filters” on page 215.

- **Simple message view filters**

  See “Simple Message View Filters” on page 216.

- **Advanced message view filters**

  See “Advanced Message View Filters” on page 218.

Quick Message View Filters The pop-up menu on the message browser headline offers quick access to filters that show only those messages that match the selected value of a column.

For example, in Figure 2-86, the pop-up menu shows entries for the tools `SNMPTraps` and `alarmgen`, because the browser contains only messages generated by these tools. If `SNMPTraps` is selected, the set of visible messages changes, and the browser shows only messages that are generated by the `SNMPTraps` tool. Selecting `alarmgen` changes the message browser to additionally show messages generated by the tool `alarmgen`.

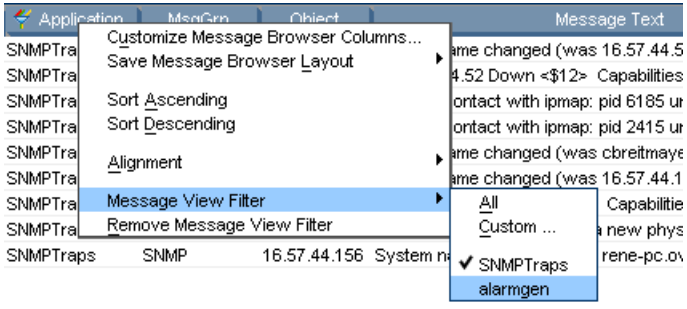
If you select more than one value for a single column, the message must match only one of these values (`OR` relation). If you apply quick filters to more than one message browser column, the messages must match all criteria (`AND` relation). The operator in a quick message view filter is always `equals`.

The following example shows a quick filter in text format:

```
"Application" == "SNMPTraps"
OR "Application" == "alarmgen"
```

This filter matches messages that are generated by the `SNMPTraps` or the `alarmgen` tool. Two criteria are combined by an `OR` rule. Each criterion consists of a message browser column (`Application`), an operator (`==`), and a value (`SNMPTraps` or `alarmgen`).

Figure 2-86 Message View Filter Pop-up Menu



Simple Message View Filters Simple message view filters are similar to quick message view filters, but are defined in a different way and offer more flexibility.

Simple message view filters have the following characteristics:

- **Rules in simple message view filters**

  In simple message view filters, an `OR` rule combines criteria that filter the same message browser column. An `AND` rule combines criteria that filter different message browser columns. You cannot change the `AND` and `OR` operators in rules of simple filters.

  You can, however, negate rules in simple message view filters by using the `NOT` operator.

- **Operators in criteria of simple message view filters**

  For simple message view filters, you can choose among all available operators. (For quick message view filters, only the `equals` operator is allowed.)

- **Configuring simple message view filters**

  Use the Simple View tab of the Message View Filter window to define simple message view filters as shown in Figure 2-87.

The following example shows a simple filter in text format:

```
NOT "Object" CONTAINS "opc"
AND (
   "Application" == "alarmgen"
OR "Application" == "SNMPTraps"
)
```

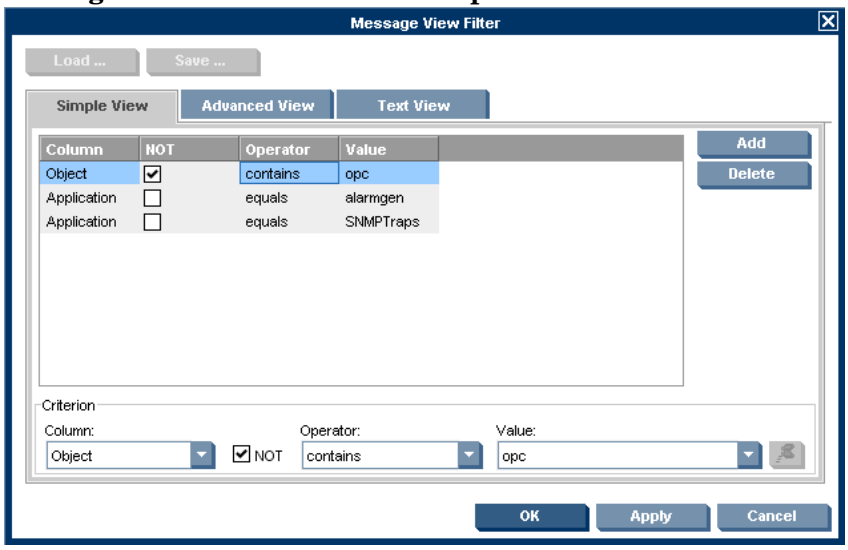
This filter matches messages that are not associated with an object that contains the word `opc`, and that are generated by the `SNMPTraps` or the `alarmgen` tool.

The filter contains three rules:

- The first rule is a negative rule. It contains a criterion that uses the `Object` message column and the `CONTAINS` operator.
- The second rule is an `AND` rule. It combines the first rule with a third, nested rule.

- The third rule combines two criteria with the `OR` operator. Each criterion consists of a message browser column (`Tool`), an operator (`==`), and a value (`SNMPTraps` or `alarmgen`).

Figure 2-87 Message View Filter Window: Simple View Tab



Advanced Message View Filters Compared to quick and simple message view filters, advanced message view filters offer maximum flexibility. You can configure any criterion and any rule as needed, without any restrictions apart from the fact that the filter syntax must be correct. For more information about the filter syntax, see “Syntax for Message View Filters” on page 219.

Figure 2-88 shows the Advanced View tab of the Message View Filter window where you configure advanced message view filters. In the figure, a criterion is currently selected. When you select a rule, the lower half of the window changes so that you can change the logical operator of the rule or invert the rule, if needed.

The following example shows an advanced filter in text format:

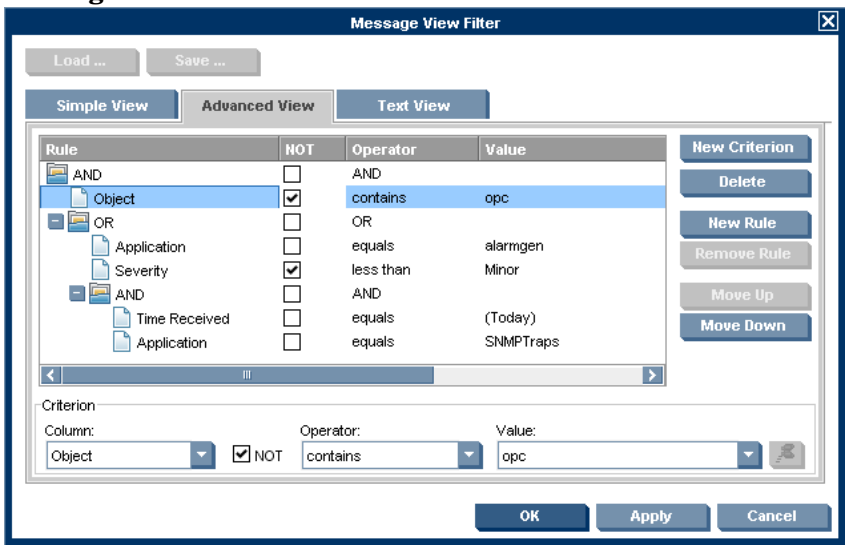
```
NOT "Object" CONTAINS "opc"
AND (
   "Application" == "alarmgen"
   OR NOT "Severity" < "Minor"
   OR (
      "Time Received" == "TODAY"
      AND "Application" == "SNMPTraps"
   )
)
```

This filter matches messages that are not associated with an object that contains the word `opc`, and match *one of* the following additional criteria:

- Generating tool is `alarmgen`.
- Message severity is not less than minor (that is, it is major or critical).

- ❑ Message was received between 00:00:00 and 23:59:59 on the current day, and generated by the `SNMPTraps` tool.

Figure 2-88 **Message View Filter Window: Advanced View Tab**



TIP The Text View tab lets you configure message view filters in plain text format without using the fields and buttons in the other tabs.

Syntax for Message View Filters

Message view filters conform to the following syntax rules:

```
filter    := rule;
rule      := NOT rule | (rule) | rule logical rule |
             criterion;
logical   := AND | OR;
criterion:= COLUMN_NAME operator VALUE;
operator := == | > | >= | < | <= | BEGINS | ENDS | CONTAINS;
```

The following example shows a complex message view filter:

```
"Severity" >= "Minor"
AND "Flags" == "O--FX-E"
AND NOT "Message Text" BEGINS "Memory"
AND (
   "Time Received" == "TODAY"
   OR "Node" CONTAINS "hp.com"
)
```

The filter matches messages with the following characteristics:

- Severity is greater than or equals to minor (that is, minor, major, or critical).
- Message is owned by you, has failed automatic actions, and has operator-initiated actions available. The unmatched, instructions, and annotations status must not be set.
- Message text does not begin with `Memory`.
- Message was received today or issued by a node from the `hp.com` network.

To see more examples for message view filters, see “Quick, Simple, and Advanced Message View Filters” on page 214.

The message view filter syntax uses the following parameters:

`filter`

A `filter` is a `rule`.

`rule`

A `rule` can be negated with the `NOT` operator.

A `rule` can be enclosed in parentheses `()`. Parentheses define the precedence order. By default, `AND` takes precedence over `OR`.

Two or more rules (`rule`) can be related with a `logical` operator.

A `rule` can consist of a single `criterion`.

`logical`

The `logical` operators `AND` and `OR`.

`criterion`

A `criterion` consists of a column name (`COLUMN_NAME`), `operator`, and value (`VALUE`).

`COLUMN_NAME`

Message attribute or column ID key.

`operator`

For a list of available operators for criteria in message view filters, see Table 2-9 on page 222.

`VALUE`

Any string value for message view filters. The following applies:

- *Values with spaces*

  Enclose values that contain spaces in quotation marks (“”).

- *Predefined values*

  Predefined values are available for node and time-related values. For a list of predefined values, see “Predefined Values for Message View Filters” on page 223.

- *Severity column*

  Reserved words for message severity are `Unknown`, `Normal`, `Warning`, `Minor`, `Major`, and `Critical`. The words are not case-sensitive.

- *Number of duplicates column*

  Only positive integer and zero (0) values are allowed.

- *Flags column*

  Seven characters (that is, one for each flag) are expected. The following values are allowed:

Flag	Valid Values
1 (State)	`? - O M X R N`

Flag	Valid Values
2 (Unmatched)	? - X
3 (Instructions)	? - X
4 (Automatic action)	? - X S F R
5 (Operator-initiated action)	? - X S F R
6 (Annotations)	? - X

The question mark (?) represents any value. The hyphen (-) means that the flag is not set.

- *Time and date columns*

  The valid time and date format depends on the regional setting of the Java GUI client system.

Operators for Message View Filters There are two types of operators for message view filters:

❏ **Operators for criteria**

The available criteria operators depend on the type of data displayed in the message browser column. There are operators for columns with numeric or string data.

The operators listed in Table 2-9 are available:

Table 2-9 Operators for Criteria

Data Type	Operator	Keyword
String data only	begins with	BEGINS
	ends with	ENDS
	contains	CONTAINS

Table 2-9 Operators for Criteria (Continued)

Data Type	Operator	Keyword
Numeric or string data	equals	==
	greater than	>
	greater than or equals	>=
	less than	<
	less than or equals	<=

❑ **Operators for rules**

The following operators are available for rules:

- AND

  Logical operator AND (logical conjunction).

- OR

  Logical operator OR (logical disjunction).

- NOT

  A rule can be inverted with the NOT operator. For example, if you want to find messages that do not begin with a certain character, use NOT "<*COLUMN_NAME*>" BEGINS "<*VALUE*>" or select the **NOT** check box in the Message View Filter window.

Predefined Values for Message View Filters A number of predefined values for message view filters exist to help you make your filters more flexible and reusable. Predefined values always come first in the list of available values, and are enclosed in parentheses () to help you identify them as predefined values.

Time values are relative values. They are resolved on the Java GUI client system based on the locale and time zone that is set on that system. This means that the data resulting from applied message view filters may be different for users in different regions.

The only valid operator for predefined time values is the equals (==) operator.

Table 2-10 lists the predefined values that can be used in message view filters.

Table 2-10 Predefined Values for Message View Filters

	Predefined Value	Description
Node values	(Management Server)	Fully qualified domain name (FQDN) of the management server system.
Time values	(Today)	Time interval from 00:00:00 to 23:59:59 on the current day.
	(Yesterday)	Time interval from 00:00:00 to 23:59:59 on the previous day.
	(Current Week)	Time interval from 00:00:00 on the first day to 23:59:59 on the last day of the current week.
	(Previous Week)	Time interval from 00:00:00 on the first day to 23:59:59 on the last day of the previous week.
	(Current Month)	Time interval from 00:00:00 on the first day to 23:59:59 on the last day of the current month.
	(Previous Month)	Time interval from 00:00:00 on the first day to 23:59:59 on the last day of the previous month.

Saving Message View Filters

You can save message view filters in the following ways:

- **Console session settings**

  When you save your console settings, any message view filters that are currently applied to message browsers are also saved. The next time you start the Java GUI, your message browsers automatically have the message view filters applied.

  To save your console settings, select `File: Save Console Session Settings` from the menu bar.

- **Message browser layout**

  When you save a customized message browser layout, any currently applied message view filter is also saved to the `itoopbrw` file. The next time you open a browser with a saved layout, the message view filter is automatically applied to the browser.

  To save your message browser layout, select `View: Save Message Browser Layout` from the menu bar.

- **Named message view filters**

  If you find that you use the same message view filters during several Java GUI sessions, you may want to save the filters for future use. Named message view filters are stored independently of the console settings and the browser layout so that you can later load and apply them to a message browser.

  HPOM distinguishes global and personal named message view filters:

  - *Global message view filters*

    Global message view filters are stored by the HPOM administrator on the management server. Operators can load global filters for their personal use, but cannot create or save them.

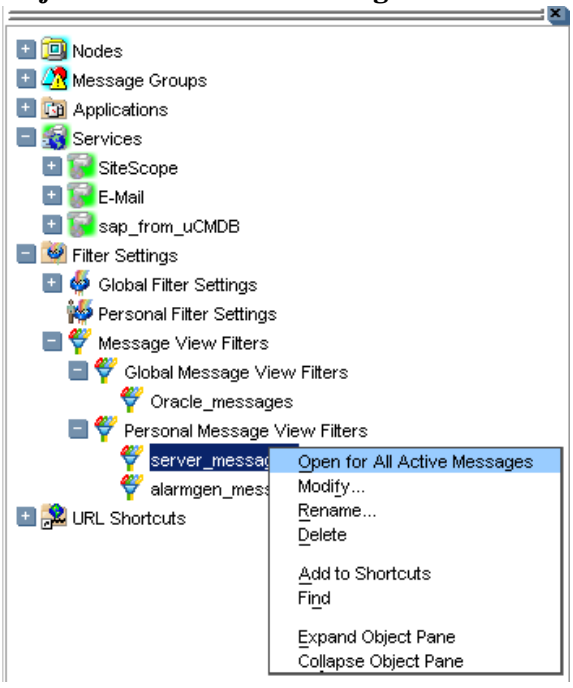
  - *Personal message view filters*

    Personal message view filters are available only to the operator who created them. They are also stored on the management server system, but in user-specific locations.

You can access and apply named message view filters by loading them into the Message View Filter window or by selecting them in the object pane as shown in Figure 2-89.

NOTE A named message view filter currently cannot be applied to history or pending message browsers from the object pane.

Figure 2-89 Object Pane: Named Message View Filters



Adding Message Browser Tabs in the Browser Pane

When you open a filtered message browser, it is automatically displayed in the workspace pane. To move the filtered message browser from the workspace pane to the browser pane, you need to click the **Put Message Browser to Browser Pane** toolbar button (for details, see the *HPOM Java GUI Operator's Guide*). After it is in the browser pane, the browser can be moved back to the workspace pane by using the same toolbar button.

Figure 2-17 on page 87 shows how to move a browser from the workspace pane to the browser pane.

Switching Message Colors to an Entire Line

To toggle between the default and colorized modes, choose `Edit: Preferences...` from the menu bar. Then, in the General tab of the Preferences window, select or clear the **Colored Lines** check box, and then click **OK**.

The preferences are saved on the computer where the Java GUI is running. The preferences are also saved to all Java GUIs running on that client. If you start another Java GUI on another client, the settings previously saved on that other client are used. If you want, you can change the settings on that other client as well.

Customizing the Message Browser Columns

HPOM enables you to change the physical layout of browser columns:

- **Resize Columns**

  Resize them by dragging the column borders to the left or right.

- **Reorder Columns**

  Reorder the columns by dragging the column labels.

- **Show or Hide Columns**

  Show or hide columns by choosing in the Customize Browser Columns window which message attributes to show or hide. For details, see "Showing and Hiding Message Browser Columns" on page 229.

- **Customize Column Labels**

  Specify new labels for message browser columns in the Customize Browser Columns window. For details, see the *HPOM Java GUI Operator's Guide*.

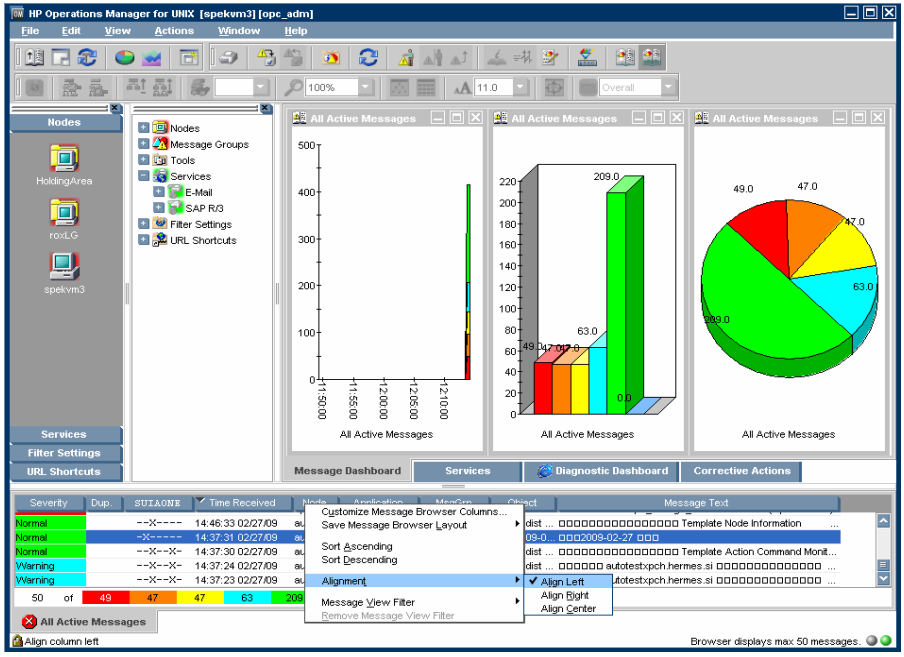
- Align the Column Content

  Align the column content by using a pop-up menu in the message browser opened on the message browser headline. Alignment can be set to left, right, or center. See Figure 2-90 on page 228.

These settings can be saved for future sessions by using the `Save Message Browser Layout` item of the `View` or pop-up menus.

To find out how to save the message browser layout, see "Saving the Customized Message Browser Layout" on page 230.

Figure 2-90 Customizing Browser Layout from the Message Browser



Showing and Hiding Message Browser Columns

You can configure HPOM to display only a subset of all available message attributes in the message browsers. This also applies to custom message attributes. This is done in the Customize Browser Columns window.

To access this window, choose `Customize Message Browser Columns` from the `View` menu in the Java GUI or right-click the message browser headline and select `Customize Message Browser Columns...` from the pop-up menu.

The Customize Browser Columns window contains two tabs:

- **General tab**

  List of general message attributes. Figure 2-48 on page 141 shows the General tab for displaying default columns in the Customize Browser Columns window. The selected items are displayed in the current message browser with the specified label or ID (if there is no label).

- **Custom tab**

  Customized message attributes. Figure 2-49 on page 142 shows the Custom tab for displaying custom message attributes as columns in the Customize Browser Columns window.

  The Custom tab has three sections:

  - *Available Custom Message Attributes*

    Attributes already defined in the database.

  - *Predicted Custom Message Attributes*

    Attributes you expect to be present in the future.

  - *New Predicted Custom Message Attribute*

    New operator-defined attributes.

From either of these tabs, you can configure to display the message attributes for the current message browser. After you press `[OK]`, this configuration applies only to the current (active) message browser.

Saving the Customized Message Browser Layout

To save the browser layout for opened message browsers, use the `Save Browser Layout` option for every particular type of the browser:

- **Filtered Browsers**

  Matches the filter name for filtered message browsers. The saved layout applies only to the named message browser. You cannot globalize to other named message browsers.

- **Default Browsers**

  Matches the type for default message browsers:

  - Filtered active messages browser
  - Filtered history message browser
  - Filtered pending messages browser

Using Global Java GUI Property Files

When you customize the Java GUI, your changes are stored in property files, which reside in your home directory. The next time you start the Java GUI, your property files are evaluated and your customized settings are loaded. Customizations are stored in the following property files:

- **Console settings**

  Changes to the console settings are stored in the file `HP_OV_consoleSettings_<server_name>_<user>`. See also "Saving Console Settings" on page 192.

- **Preferences window**

  Changes made in the Preferences window are stored in the Java GUI resource file `itooprc`.

- **Browser settings**

  Changes made to the message browsers are stored in the browser settings file `itoopbrw`.

The administrator can configure a global mode for Java GUI clients so that local property files are ignored in favor of global settings. The global property files reside in a shared location under administrator control.

With global mode enabled, you are not able to save your customizations. Instead, a message is displayed informing you about global mode being enabled. Only the administrator and, if configured, selected operators are allowed to continue saving and using their local settings.

When the global property files change in the shared location, HPOM displays a message and requests a restart of Java GUI.

For more information about enabling global property files, see the *HPOM Administrator's Reference*.

Secure HTTPS Communication

This section describes how to secure the communication between the Java GUI and the management server by setting up an HTTPS-based Java GUI.

The following topics are discussed:

- **Architecture**

  A description of the underlying concepts and architecture of the HTTPS-based Java GUI. For more information, see “HTTPS-Based Java GUI Architecture” on page 233.

- **Establishing secure communication**

  A description of the process for establishing a secure communication. See “Establishing Secure Communication” on page 234.

- **Certificates**

  A description of the certificates and the authentication modes. For more information, see “Certificates” on page 237.

For more information about configuring secure communication between a HTTPS-based Java GUI and the HP Operations management server, see *HPOM Java GUI Operator’s Guide*.

Instructions on how to install and enable the HTTPS-based Java GUI, as well as how to disable the non-secure communication between the Java GUI client and the HP Operations management server, are detailed in the *HPOM Installation Guide for the Management Server*.

HTTPS-Based Java GUI Architecture

The standard Java GUI supplied with HPOM 8 has no secured link to the management server. This functionality is provided with the HTTPS-based Java GUI, that is the Java GUI which uses a HTTPS protocol with Secure Socket Layer (SSL) encryption for communication with HP Operations management server. The SSL encryption is based on the Core functionality components.

The HTTPS protocol acts as a guardian for applications (tools), gauging which incoming communication requests are trustworthy for secure exchange of data. For details on how the secure communication is established, see “Establishing Secure Communication” on page 234.

The HTTPS functionality provides three prerequisites for network security:

- ❏ Secrecy
- ❏ Data integrity
- ❏ Authentication

After a user logs on to the HTTPS-based Java GUI, the communication using the HTTPS protocol is initiated between the client and the management server, based on the authentication of certificates. For more information about the certificates, see “Certificates” on page 237.

The implementation of HTTPS-based communication also secures Service Navigator requests. The HTTPS protocol establishes a secure link between the HPOM Java-based operator client and the HP Operations management server.

Establishing Secure Communication

The process of establishing a secure communication is as follows:

Java GUI client connects to the `opcuihttps` process, which acts as a proxy between the Java GUI client and the HP Operations management server using the HTTPS protocol. For information about how to configure `opcuihttps` settings and the HTTPS-based Java GUI connection through firewalls, as well as for a list of parameters related to the HTTPS-based Java GUI, see the *HPOM Administrator's Reference*.

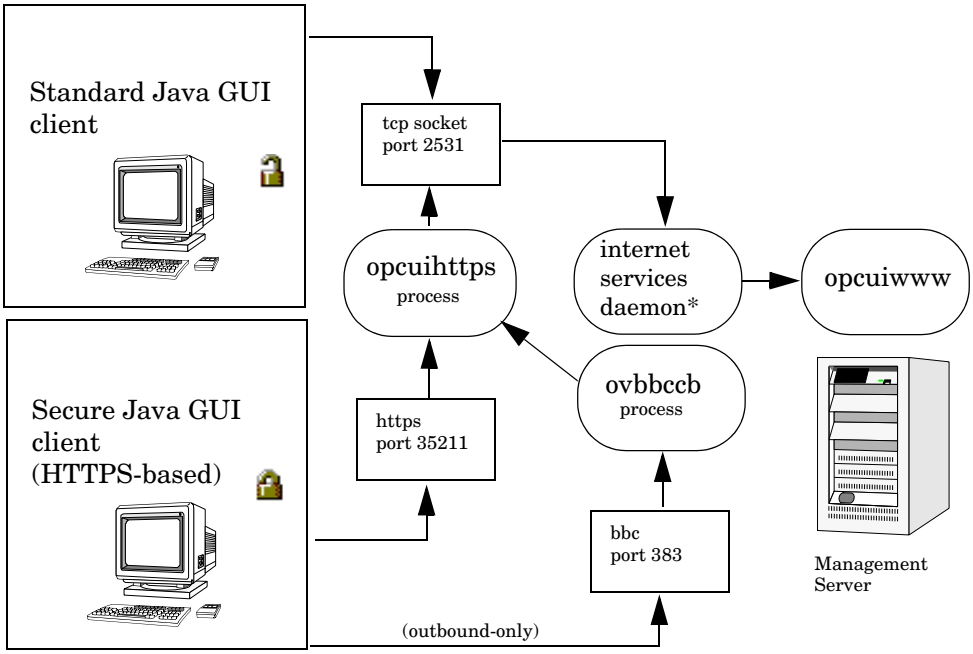
The Java GUI communicates with the `opcuihttps` process using a secure HTTPS protocol on the port 35211. As an outbound-only variant, it is possible to connect to `opcuihttps` through the BBC port 383 (refer to the *HPOM Administrator's Reference* guide for information on how to configure this connection.) The `opcuihttps` process then redirects the HTTPS requests to the standard Java GUI port (2531) using socket communication. All forwarded HTTPS requests are then handled by the `inetd` (on UNIX) and `xinetd` (on Linux) process, as well as the requests from non-secure Java GUI clients.

The `opcuihttps` process also processes replies from the HP Operations management server and mediates them to the Java GUI using the HTTPS protocol.

This way all communication requests, from the Java GUI to the HP Operations management server and the other way round, become trustworthy for secure exchange of data.

Figure 2-91 on page 235 shows the client-server communication.

Figure 2-91 Client-Server Communication



* `inetd` on UNIX and `xinetd` on Linux.

Authentication Process

The authentication process which ensure establishing a secure communication has four steps:

1. **Operator logs on.**

   The operator enters a user name and a password at logon.

   For the logon to work, a certificate does not need be installed on the HTTPS-based Java GUI client. For details, see “Certificates” on page 237.

2. **Certificate is generated.**

   If the Java GUI contacts the management server for the first time, a server certificate is generated.

The management server then sends the certificate to authenticate itself to the Java GUI client.

NOTE

If you choose to use the server certificate for more than a current session, it gets stored in the local Certificate Store. This certificate will then be used for each subsequent connection between Java GUI and the management server.

3. **Client identifies the server.**

   Based on the certificate it has received from the management server, the client identifies the management server.

   If you are using a full authentication mode, the client also authenticates itself with the client certificate. This way the higher level of security is achieved. For more information about the authentication modes, see “Certificates” on page 237.

4. **Communication channel is opened.**

   If the authentication is successful, a communication channel is opened.

NOTE

If HTTPS-based communication between Java GUI and the HP Operations management server fails to establish, you are prompted to use a non-secure communication type. If you press `Cancel`, the log-on window is displayed.

If you set the `https_only` parameter in the `ito_op` start-up script to **`yes`**, you are not prompted to use a non-secure communication. For more information about the start-up parameters for the HTTPS-based communication, see the *HPOM Java GUI Operator's Guide*.

Figure 2-91 on page 235 shows what you see depending on the chosen communication type:

- **HTTPS-based communication**

  If you are using the HTTPS-based Java GUI communication, a *closed* padlock icon appears on the log-on window and on the status bar.

- **Standard communication**

  If you are using the standard HTTPS Java GUI communication, an *open* padlock icon appears in the GUI.

Certificates

The HTTPS-based Java GUI provides network security through the exchange and authentication of electronic **certificates** between client and server. A certificate is a way of endorsing a public key, and includes, in an encrypted format, the user name and public key of the sender.

Certificates are signed with the private key of the trusted **Certification Authority** (CA) who issued it. The CA then appends its public key to the certificate, which means that it can be verified by the person receiving it.

Authentication Modes

The SSL encryption is provided for the following authentication modes:

- **Server authentication**

  This is a default authentication mode, where only server certificates are required. It is possible to connect to an HP Operations management server from an anonymous Java GUI client.

- **Full authentication**

  The full authentication mode requires that client certificates are installed on the client systems.

For details about providing certificates for both authentication modes, see *HPOM Java GUI Operator's Guide*.

3 Configuring and Maintaining HPOM

In this Chapter

This chapter explains how to configure various HP Operations Manager (HPOM) elements, such as managed nodes, node and message groups, and applications and operators.

Who Should Read this Chapter

This chapter is designed for HPOM *administrators*:

What this Chapter Does

This chapter explains the following topics to HPOM administrators:

- ❏ Administrator Environment
- ❏ Securing Your Environment
- ❏ Organizing Managed Nodes
- ❏ Managing Policies in HPOM
- ❏ Managing of Subagents in HPOM
- ❏ Organizing Message Groups
- ❏ Organizing Applications
- ❏ HPOM Licenses
- ❏ Setting Up Users and User Profiles
- ❏ Updating the HPOM Configuration
- ❏ Backing Up and Restoring Data
- ❏ Message Ownership
- ❏ Generating Reports

Administrator Environment

The HPOM administrator environment is a superset of the HPOM operator environment. As an administrator, you can access all operator GUIs and configurations, as well as to additional administrative capabilities and command-line tools.

As an HPOM administrator, you can configure the following primary HPOM elements:

- ❏ Node Hierarchy Bank
- ❏ Node Group Bank
- ❏ Message Group Bank
- ❏ Application Bank
- ❏ User Bank
- ❏ User Profile Bank
- ❏ Message Source Policies

HPOM also provides a web-based Administrator's GUI that replaces the old Motif UI. Configuration Value Pack Light (CVPL) software is introduced. CVPL user documentation is available for download in the HP Operations Manager for UNIX directory at:

http://support.openview.hp.com/selfsolve/manuals

Securing Your Environment

To secure your environment, you need to investigate the following:

- **System Security**

  To improve overall security, you need to look first at system security and then investigate problems that relate to network security. System security covers the problems that need to be addressed to enable the HP Operations management server and managed nodes to run on a trusted system. For more information about system-level security policies, see the product documentation for the relevant operating system.

- **Network Security**

  Network security involves the protection of data that is exchanged between the management server and the managed node. HPOM protects this data by using methods that ensure the authentication of the parties in a connection. For more information about network security, see the *HPOM Administrator's Reference*.

- **HPOM Security**

  You need to investigate the security implications that are addressed during the configuration of HPOM itself. That is, you need to look at the security-related aspects of application setup and execution, operator-initiated actions, and so on. For more information on the working directories, file access and permissions of HPOM users, see the *HPOM Administrator's Reference*.

System Security

A secure or trusted system uses a number of techniques to improve security at the system level. These techniques must be taken into account when setting up and configuring the HPOM environment.

Security Techniques

The security techniques include the following system-level components:

- **Authentication**

  Strict password and user-authentication controls

- **Auditing**

  Auditing networking, shared memory, file systems, and so on

- **Terminal Access**

  Controlling access to terminals

- **File Access**

  Managing access to files

HPOM Security Methods

At the network level, HPOM protects data by using the following methods:

- **Authentication**

  Verifies the identity of the parties involved in a connection.

- **Auditing**

  Verifies that a message has not been changed since it was generated by a legitimate source.

For more information about network security, and specifically how HPOM addresses the problem of inter-process communication, see the *HPOM Administrator's Reference*.

Organizing Managed Nodes

Managed nodes are systems you want HPOM to monitor and control. Your environment can be composed of different types of managed nodes.

Building Managed Nodes

The initial default configuration of HPOM includes the management server as the only managed node. You add other nodes to the configuration. In this way, you build an HPOM management environment. (For details about different types of managed nodes, see “Types of Managed Nodes” on page 244.)

You can build a HPOM environment by arranging nodes to layout groups or node groups by using the `opcnode` and `opclaygrp` command-line tools. For more information, see the *opcnode (1M)* and *opclaygrp (1M)* manpages. For details about managed node groups, see “Managed Node Arrangements” on page 245.

Types of Managed Nodes

Your managed nodes can be complete systems or intelligent devices:

Controlled — All management and monitoring capabilities can be applied to controlled nodes.

Monitored — Management information is collected and forwarded to the management server, but no corrective actions or operations can be started. Monitored nodes are useful if you want to restrict access to the node for security purposes.

Message Allowed — No agent or subagent software is loaded, but messages are accepted by HPOM. For example, intelligent network devices like peripherals or nodes belonging to remote networks can be message-allowed nodes.

Disabled — No agent or subagent processes are started. Incoming messages from these nodes are ignored. This is a temporary state of a controlled, monitored, or message-allowed node.

Managed Node Arrangements

You use the following primary groups for organizing managed nodes:

- **HPOM Node Bank**

  Contains all nodes in the HPOM management environment.

- **HPOM Node Hierarchy Bank**

  Contains the node bank as the default HPOM node hierarchy.

- **HPOM Node Group Bank**

  Arranges nodes into logical responsibility groups.

NOTE When you are configuring HPOM users, node groups are used to define the responsibilities of the operator, and node hierarchies are used to organize the operator's `Managed Nodes` group.

HPOM Node Bank

The HPOM node bank is the default **node hierarchy** for HPOM. This default hierarchy contains all nodes managed or monitored by HPOM. In addition, symbols representing a collection of HPOM external nodes can be part of the HPOM node bank. No HPOM software runs on these nodes, but events from these nodes are accepted.

For more information about node hierarchies, see "HPOM Node Hierarchy" on page 246.

Initially, the HPOM node bank contains the management server. You add all other nodes, external nodes, and node layout groups.

You can add nodes by using the `opcnode` command-line tool. For details, see the *opcnode(1m)* manpage.

The HPOM node bank is a static map. You control all changes to it. You decide when to add nodes to the bank or delete them.

In an environment in which hundreds of nodes are being managed, the nodes and their names can become difficult to read. To avoid confusion, you can use **node layout groups** to organize the node bank into several hierarchical levels. For more information, see "Setting Up a Node Hierarchy" on page 246.

HPOM Node Hierarchy

The HPOM node bank is a default node hierarchy. A **node hierarchy** represents the hierarchical organization of nodes and layout groups. Each node hierarchy contains all managed nodes that are configured in the HPOM environment. These hierarchies differ only in how they organized these nodes.

Node hierarchies are assigned to the HPOM operators and display in their Managed Nodes window. However, although each node hierarchy contains every node configured in the HPOM environment, operators see only those managed nodes for which they are responsible.

You can use layout groups to group the nodes and arrange them hierarchically. Layout groups can contain nodes and other layout groups creating a node hierarchy. The `opclaygrp` command-line tool can be used to manage layout groups and node hierarchies.

You can use the `opcnode` command-line tool to add nodes to HPOM node bank. You can also add nodes to any other node hierarchy. Each node you add is also added to all other node hierarchies. These new nodes are added to the specified node and layout group, and by default, to the topmost level of all other hierarchies. Similarly, deleting a node in one node hierarchy also removes it from all other node hierarchies and thereby from the HPOM environment.

For more information, see the *opclaygrp(1m)* and *opcnode(1M)* manpages.

Setting Up a Node Hierarchy

If you have a great amount of nodes in the node hierarchy bank, you can use layout groups to organize the nodes in logical entities.

A layout group is a hierarchy that allows you to see only the logically structured node hierarchy levels that interest you. The layout group principle can be compared to creating a UNIX file tree directory out of a collection of flat files or directories. Instead of a flat structure, you can build a hierarchy or a tree structure for your nodes by moving and nesting one layout group in another.

For detailed information about creating, modifying, and deleting layout groups and node hierarchies, see the *opclaygrp(1m)* manpage.

Applying Actions to All Nodes in a Hierarchy

After you have created a node hierarchy, HPOM provides the `opcnode(1m)` command-line tool, which allows applying actions to all the nodes contained in the parent group simultaneously. For example, to assign a policy to a series of nodes, specify the parent node group of the nodes you want to assign the policies to and the policy you want to assign:

```
opcnode -assign_pol pol_name=<policy_name> \
pol_type=<policy_type> version=<policy_version> \
group_name=<nodegrp_name>
```

HPOM automatically assigns the policy to the node group including all nodes contained in that group.

Actions You Can Apply to All Nodes

You can apply the following actions to a managed node, the HPOM node hierarchy, and the HPOM node bank:

- ❏ Modify a node group by using the `opcnode` command-line tool.
- ❏ Start up HPOM applications by using `Customized Startup`.
- ❏ View the messages of selected node symbols.
- ❏ Start and stop agent services.
- ❏ Distribute software, configurations, and so on.
- ❏ Assign policies.

Actions You Cannot Apply to All Nodes

You *cannot* apply any of the following actions to a managed node, the HPOM node hierarchy bank, or the HPOM node bank:

- ❏ Issue reports.
- ❏ Add or modify applications.
- ❏ Start up applications by using `Customized Startup`.

Conditions for Applying Actions to All Nodes

Consider the following conditions when applying actions to hierarchical groups:

- **Multiple Parent Groups**

  If a node occurs more than once under multiple parent groups, HPOM recognizes only one instance of this node and applies the action only once.

- **Groups**

  You can apply actions to several groups as well as a combination of nodes and node groups.

- **HPOM Applications**

  HPOM applications can contain HPOM objects other than nodes, such as LAN cards, devices, file systems, and so on. HPOM applications function the same as other applications, they receive the same HPOM file action list.

  For more information about HPOM applications and HPOM services, see “Adding Applications” on page 271.

Adding Nodes

Use the `opcnode` command-line tool to add nodes to the HPOM environment.

For more information, see the *opcnode (1M)* manpage.

Adding Internal Nodes

As a general rule, add all IP nodes by using the `opcnode` command-line tool.

NOTE

When you enter the hostname, HPOM tries to get as many characteristics about the node as possible. HPOM requests the MIB (through SNMP), the machine type, and then determines the corresponding IP address. For detailed information about adding nodes with multiple addresses, see the *HPOM Administrator's Reference*.

Characteristics of Internal Nodes

Nodes added by using the `opcnode` command-line tool have the following characteristics:

- **IP Nodes**

  Internal nodes are IP nodes.

- **HP Operations Agents**

  Internal nodes usually have HP Operations agents running on them.

- **Individual Addition**

  Internal nodes are added to HPOM individually by their hostnames and specific IP addresses.

- **Unlimited Functionality**

  Internal nodes offer all HPOM functions, including:

  - Log file monitoring
  - HPOM message interception

Reasons Not to Install HP Operations Agents

You may choose not to install HP Operations agents for any of the following reasons:

- ❏ Security concerns
- ❏ Agents not required
- ❏ Platform or operating system version not supported by HPOM

Adding External Nodes

You can use the `opcnode` command-line tool and a pattern-matching method for adding the external nodes. Use the `opcnode` command-line tool to install nodes with limited functionality if the following is true:

- ❏ Node has no IP address (SNA, DECnet).
- ❏ You group together a certain set of IP nodes for a specific hostname pattern or IP-address range.

When using the `opcnode` command-line tool, you need to set the machine type of a node to `MACH_BBC_OTHER_NON_IP` and the communication type to `COMM_UNSPEC_COMM`.

Example:

```
opcnode -add_node node_name=computer.company.com
net_type=NETWORK_OTHER mach_type=MACH_BBC_OTHER_NON_IP
group_name=external ccomm_type=COMM_UNSPEC_COMM
```

As there are two ways of adding external nodes, it is possible that nodes may be represented more than once. For example, a node added with the `opcnode` command-line tool could easily be added again in like external node, only with a different pattern. Similarly, a node added by pattern matching could be added again by a similar pattern match. This is not a problem for HPOM. However, when a user performs a task and nodes are highlighted, more than one node may be highlighted as the source of a message.

For more information, see the *opcnode(1M)* manpage.

Conditions for Adding External Nodes

For nodes you want to add to the HPOM environment, one of the following conditions must be true:

- ❏ Known to the name server
- ❏ Configured in the `/etc/hosts` file

NOTE External nodes reduce the performance of your management server system because of the necessary pattern-matching activity.

Characteristics of External Nodes

External nodes added by using the `opcnode` command have the following characteristics:

- ❏ **All Node Types**

  External nodes are of any type (for example, SNA, DEC, and IP).

- ❏ **No HP Operations Agents**

  External nodes do not have HP Operations agents running on them.

- ❏ **Batch Addition**

  External nodes are added to HPOM in batches, by matching their names or addresses against a pattern.

- ❏ **Limited Functionality**

  External nodes offer the following functions:

  - *Trap Interception*

    Traps can be intercepted by the HP Operations management server (see the *HPOM Administrator's Reference*).

  - *Symbol Highlighting*

    Node symbols in the Java GUI Object Pane can be highlighted by HPOM to indicate the source of messages found in the `Message Browser`. Note that these nodes can also be set up to receive messages from a proxy.

  - *Message Filtering*

    Nodes symbols in the Java GUI Object Pane can be selected by users to filter the messages sent to the `View Browser`.

  - *Status Coloring*

Change color to indicate message severity status, as set in HPOM status propagation.

- External nodes do not offer some functions available to internal nodes:
  - *No Message Policies*

    Messages from log files, monitors, `opcmsg`, and so on. That is, policies cannot be assigned to them.
  - *No HPOM Applications*

    Ability to run HPOM applications.
  - *No Broadcasts*

    Ability to run broadcasts.
  - *No Scheduled Actions*

    Ability to run scheduled actions.
  - *No Terminal Connections*

    Ability to run virtual and physical terminal connections.

Adding Nodes by Using the Administrator's GUI

If you need to specify a complete set of node attributes when adding a node, you need to use the Administrator's GUI (CVPL). See the CVPL user documentation available for download in the HP Operations Manager for UNIX directory at:

http://support.openview.hp.com/selfsolve/manuals

Administrator's GUI provides the following node attributes:

- *Automatic Update of System Resource Files*

  You can integrate the HP Operations agent command `opcagt` (for example, `/etc/rc.config.d/opcagt` on HP-UX managed nodes).
- *Node advanced options*
  - Virtual terminal emulator
  - Physical terminal
  - Character format
  - Message stream interface output

- Logging information

❏ *Communication Options*

HTTP/SSL is the default communication type for new HPOM nodes.

You can define the following:

- Security parameters
- Installation method
- Buffer file size limitation

Setting up Security for Different Types of Managed Node

Use the `opcnode -list_node` command to list the types of managed nodes. To change a node type use the `opcnode -chg_nodetype` command.

❏ **Monitored Nodes**

Secure nodes within the environment (that is, nodes on which the operator logon or the starting of actions is restricted) can be designated as **monitored-only** nodes. Operators can receive and review messages issued by the node, but all actions (that is, broadcast commands, logons, automatic and operator-initiated actions) are prohibited.

❏ **Controlled Nodes**

Operators can start and stop actions and perform logons on **controlled** nodes. The administrator reviews the security aspects of each node individually, permitting operator access and defining whether actions and commands can be started.

If an operator tries to start an action simultaneously on both a controlled node and a monitored node, the action is sent only to the controlled node on which an action agent resides.

Managing Disabled Nodes

Some messages, such as those caused by planned outages, require no attention from an operator but may obscure other unrelated messages that need urgent attention. For outages that occur regularly, administrator can suppress such messages by configuring scheduled outages (see “Scheduling an Outage” on page 427). For a single planned outage, an administrator may instead prefer to isolate a managed node by temporary making it a **disabled** node. When a monitored or controlled node is disabled, all HPOM processes except the control agent are stopped. This prevents further messages from being sent to the management server. Operators can continue working with messages from other managed nodes that remain in the managed environment.

A disabled node is still part of HPOM, but is excluded from the environment of all operators who have the node in their responsibility matrix. All of the node attributes are known to HPOM, and the node is still part of the node bank.

When conditions are suitable for a disabled node to be returned to the managed environment (for example, when planned outage work is completed), the administrator can re-enable the node. Messages available before the node was disabled are available again, and new messages are again accepted by the management server.

Configuring Node Groups

A node group is a logical group of systems or intelligent devices that the HPOM administrator sets up and delegates to an operator to manage. Because a single system can belong to multiple node groups, and may therefore be influenced by several operators, the use of node groups considerably reduces the effectiveness of the administrator’s configuration efforts.

Node groups can also be used to simplify the configuration process. For example, you can assign the same policy group to all systems of a particular node group. If you later add a new node to the node group, the policies assigned to the node group are automatically assigned to the new node. Nodes within a single group usually share common characteristics.

For example, you might group all nodes with the following shared characteristics:

- ❏ Same location

- ❏ Similar function
- ❏ Similar type

The policies you apply to grouping can be freely selected to meet the requirements of your environment.

NOTE

When you configure operators, you assign node group responsibilities to operators. Group the nodes of your environment into logical responsibility categories that can be assigned to the different operators. A single node can belong to more than one group. You can check which nodes are assigned to a specific node group by using the `opcnode` command:

`opcnode -list_ass_nodes group_name=<nodegrp_name>`

Initially, HPOM has the default node groups `hp_ux` or `solaris`, and `net_devices`.

Determining the Status of Nodes

When no browser windows are open, all known nodes are colored green and all unknown nodes are colored blue. When a `Message Browser` is open, the color of the node reflects the status of the most severe unacknowledged message that concerns the node. For more information on how message ownership can affect status propagation, see “Message Ownership” on page 163.

Managing Policies in HPOM

HPOM policies are managed in a way that allows the policies to be registered in the database, assigned to managed nodes, and distributed to them.

For the conceptual information about the policies, see “HPOM Policies” on page 256.

For information about administration tasks related to the policies, such as adding policies, registering policies and policy types, and so on, see the *HPOM Administrator’s Reference*.

Policies can have multiple versions on the HPOM 9.xx management server. For detailed information, see “Policy Versions” on page 258 and “Policy Groups” on page 266.

HPOM Policies

A policy is a configuration element which consists of data and meta information. Policies are deployed to managed nodes. The data information part usually consists of a set of rules for generating the messages on the managed node to which the policy is deployed. While the data information part is completely defined by the user, the meta information part is used for administrative tasks and is managed by the HPOM product. Policies are used for configuring HP Operations agents on managed nodes and for determining the conditions under which the messages are produced and sent to the management server, informing operators on events.

The policy consists of at least two files: a **policy header** and one or more **policy bodies**. The policy header is an XML file containing attributes such as name, type, version, and so on.

NOTE

Policy names should not contain the colon character (`:`) because it is used for identifying policies in the `opcpolicy` usage syntax. For usage details, see the *opcpolicy (1M)* manpage.

Policy bodies contain actual agent configuration. Policies are identified by their names, versions, and types, or by their UUIDs. A **policy type** is a policy attribute that determines the rules to which policy bodies must adhere. All policies of the same type are used by the same HP Operations agent process on the managed node. In addition to the policy types predefined in HPOM, custom policy types can be created by the user.

A **policy container** represents a set of policies with the identical name and the type, but different versions. All policy versions in the policy container are unique. Some operations can be performed on policy containers, which means that they are performed on each policy in the container. Each container has a unique ID that is shared by all the policies in that container. Containers are identified by their names and types, or by their IDs.

Policy Types

It is possible to have multiple types of policies on the management server mapped to the same policy type on the managed nodes. Therefore, during the policy type registration you can specify the type by which the policy is classified on the managed node.

If this type is not specified, the policy type name registered on the management server is used instead. In this case, if there are no corresponding consumers on the managed node, the policies will nevertheless be deployed, but ignored afterwards.

Table 3-1 Examples of Policy Types on the Management Server and on Managed Nodes

On the management server	On the managed node
`Logfile Entry` `Windows Event Log`	`le`
`Measurement Threshold` `Service/Process Monitoring`	`monitor`

Policy Versions

With HPOM 9.xx, it is possible to have multiple versions of policies stored on the management server. Having multiple versions of policies on the HPOM 9.xx management server enhances the flexibility in operating with policies and policy groups, and allows simplified interoperability between HPOM on Unix, Linux, and Windows platforms. It also ensures the following:

- *SPI and customer config migration-related issues get simplified*

  With HPOM 8.xx, it was necessary to rename SPI templates so that they do not get overwritten when an SPI patch is applied. Having multiple SPI versions on the server allows their deployment to different group of nodes, without the need to rename policies or policy groups. This enables a flexible approach to the migration plans. For the migration details, see “Migration of HPOM 8.xx Templates to HPOM 9.xx Policies” on page 261.

- *Easier management of the configuration data*

  With policy versioning, it is possible to determine the versions of configuration elements (for example, policies) that are present on the management server and the managed nodes. For example, the simplified administration of different subagent versions is enabled, as well as their assignment and deployment to the managed nodes. For detailed information, see “Managing of Subagents in HPOM” on page 268 and the *HPOM Administrator’s Reference*.

  HPOM for different platforms (Unix, Linux, and Windows) uses the aligned policy versioning functionality. This allows a single set of SPI policies to be delivered for HPOM on both platforms, as well as the simplified data exchange between them. For data exchange considerations, see “Policy Data Exchange Model” on page 261.

All policies have version numbers. A version number consists of two digits with the format `major.minor`, for example, 1.0. Major digits can be reserved for the specified purposes, for example, for SPIs release tracking.

The version of all newly created policies is set to 1.0, while the version of all default policies delivered with HPOM 9.xx is 9.0.

When the policy content is modified, the minor digit of the policy version number is automatically incremented, for example, from 1.0 to 1.1. If the new version already exists, the next available value is chosen, for example 1.2. To learn how to overcome the conflicts between the versions, see “Managing Conflicts between Policy Versions” on page 259.

NOTE A change in the policy header (for example, changing the policy description) does not result in the creation of a new policy version.

The policy version can be replaced according to your preferences by using the `opcpolicy` command-line tool. The policy version numbers can also be changed without the need to modify the policy content.

This is especially useful when aligning the policy versions that are released together. For usage details, see the *opcpolicy (1M)* manpage. For more information about the available APIs, see the *HPOM Developer's Reference*.

NOTE The new version number creation results in the creation of a new policy, even if the content is unchanged. The new policy has a new version UUID, but the container ID is same as before. On the other hand, changing the policy name results in a new object in the database with a new version UUID and a new container ID.

Only one version of each policy can be installed on a managed node. When deploying a new policy version to a managed node, the new policy version replaces the existing version, regardless of its version number. This is because both versions use the same container UUID that is used on the managed node to identify the policies.

Managing Conflicts between Policy Versions Policy versions come into conflict when the version number of a policy that you intend to assign already exists in the database. The following modes are available for managing conflicts between versions:

- *Overwrite mode*

  The conflicting version in the database is replaced.

- *New version mode*

  - In case of the conflict between the versions, the minor digit is automatically incremented for the version being uploaded. If the new version also exists, the first available value is chosen. The user is informed about the version number and the UUID.
  - If there are no conflicting versions, the policy is uploaded with the current version.

- *Error mode*

  In case of the conflict between the versions, an error is returned and the upload is canceled.

If one version of a policy is assigned directly to a managed node at the same time as another version of the same policy is assigned indirectly (for example, by assignment to a node group or policy group), it can sometimes be unclear which version of the assigned policy should actually be deployed to the managed node.

HPOM assumes a higher priority for direct assignments than for any assignment made indirectly, for example, through groups. In other words, in the event of a conflict between directly and indirecly assigned policy versions, direct assignment to a managed node is considered more important (and overwrites) any indirect assignment even if the version specified by the indirect assignment is more recent.

For example, if policy version 1.3 is assigned directly to managed node AA and version 1.6 of the same policy is assigned to a node group to which managed node AA belongs, then any policy deployment would deploy version 1.3 of the policy in preference to version 1.6, which although more recent is assigned indirectly through a node group.

NOTE HPOM is not able to prioritize different versions of a policy if both versions are assigned indirectly (for example, to two different node groups or policy groups). To prevent unexpected deployment results, try to avoid assigning different versions of the same policy to different node groups or policy groups.

For more information about automating policy assignments and managing version conflicts, refer to the *HPOM Administrator's Reference* guide.

Policy Data Exchange Model

HPOM 9.xx for Unix and Linux and HPOM 8.xx for Windows share the common data exchange model for policies and policy groups. Consider the following:

- The policy is identified on the management server in one of the following ways:
  - By UUID
  - By name, version, and type
- All policies with the identical name and the type have a common identifier named container UUID. The policies that share the same container UUID have a different version number and a corresponding individual identifier named policy ID.
- It is possible to compare policies by using checksums. The checksum fields, stored in a policy header, are considered during the configuration download and upload. There are two types of checksums:
  - *Policy header checksum*

    Used to detect prohibited policy modifications (license violations).
  - *Policy data file checksum*

    Used for faster content comparison.
- A policy type is an agent-known string (for example: `monitor`, `le`, `trapi`, and so on) that also includes the UUID and the syntax version.

Migration of HPOM 8.xx Templates to HPOM 9.xx Policies

With HPOM 9.xx, templates have been migrated to policies. The conversion takes place automatically during the upload of HPOM 8.xx configuration to HPOM 9.xx.

During the upload of HPOM 8.xx templates to the HPOM 9.xx configuration, the newly created policies get versioned.

The migration of templates to policies, which also includes the conversion of template groups to policy groups, is performed by using the `opccfgupld` utility. Consider the changes in the directory structure used for the upload and the download:

- *HPOM 8.xx*

  `<upload_path>/TEMPLATES/*`

  (also includes `<upload_path>/TEMPLATES/TEMPLGROUPS`)

- *HPOM 9.xx*

  `<upload_path>/POLICIES`

  and

  `<upload_path>/POLGROUPS`

For usage details, see the *opccfgupld (1M)* manpage.

The version of all newly created policies is set to 1.0, while the version of all default policies delivered with HPOM 9.xx is 9.0. Any subsequent upload of HPOM 8.xx templates results in overwriting the matching 1.0 policies.

However, during the standard HPOM policy checksum comparison it may happen that these 1.0 policies are identical, and the upload is skipped. In case the policies of the same version are different, the uploaded policy replaces the policy in the database if the `-replace [-<subentity>]` option of `opccfgupld` is used.

Migration Aspects in Mixed HPOM 8.xx and HPOM 9.xx Environments

In mixed HPOM 8.xx and HPOM 9.xx environments, download of configuration from the HPOM 9.xx server and its subsequent upload to the HPOM 8.xx server is not supported. It is recommended to either maintain all templates on the HPOM 8.xx server until it is dropped, or, if you choose to support the specific policies on the HPOM 9.xx server, to stop using corresponding templates on the HPOM 8.xx server.

However, multiple downloads from the HPOM 8.xx server and uploads on the HPOM 9.xx server are possible. For example, when setting the HPOM 9.xx server for testing purposes, it is necessary to make updates with the configuration data from the active HPOM 8.xx server before bringing the HPOM 9.xx server to the production. If there is a need for some applications to be still monitored from the HPOM 8.xx server, configuration data can also be brought to the HPOM 9.xx server in chunks.

Updating Policy Assignments

Policies can be assigned to nodes, node groups, and policy groups. A basic difference between templates in HPOM 8.xx and policies in HPOM 9.xx is that the modification of the policy leads to a new policy version in HPOM 9.xx, while in HPOM 8.xx the existing template is overwritten. This also means that the existing assignments point to the older policy version, and not to the modified one. Therefore, the assignments must be updated. The update of the assignments can be done automatically. With HPOM 9.xx, the following assignment modes are introduced:

- `FIX`

  This is the default mode. The policies are deployed after the modification, but the policy assignments do not change regardless of the creation of the new policy versions.

- `LATEST`

  The assignments of policies to policy groups, nodes, and node groups are automatically updated as soon as the new highest policy versions are generated. This is enabled by setting the `LATEST` flag, which is a property of the ‘policy to policy group assignment’ object.

  This mode is recommended *only* for testing and development environments.

- MINOR_TO_LATEST

  Policy assignments are automatically updated to the latest version. The major version number is kept unchanged. For example, if you set the MINOR_TO_LATEST flag to update from existing 1.0 version, the result would be the highest 1.x version.

  This mode is recommended for production environments.

You can specify the assignment mode by using the opcpolicy and opcnode command-line tools. For usage details, see the *opcpolicy (1M)* and *opcnode* manpages.

NOTE

When using the LATEST and MINOR_TO_LATEST modes, consider that these modes automatically update existing policy assignments when new versions that comply with the above criteria are created. With the FIX mode, policy assignments are kept unchanged (unless they are changed manually).

Table 3-2 lists policy-related tasks and operations provided with HPOM version 8.xx for Windows and HPOM for Unix versions 8.xx and 9.xx (also HPOM on Linux 9.01). The comparison can help you to get a clear overview of the scope of assignment tasks, and to enhance the interoperability among these products. For more information about HPOM interoperability, see the *HPOM Administrator's Reference*.

Table 3-2 Policy Management in HPOM for Windows and Unix

	HPOM 8.xx for Windows Policies		HPOM 8.xx for Unix Templates		HPOM 9.xx for Unix/Linux Policies	
	New	Existing	New	Existing	New	Existing
Create	✔		✔		✔	
Deploy	✔	✔	✔	✔	✔	✔
Assign			✔		✔	
Update assignments						✔

Table 3-2 Policy Management in HPOM for Windows and Unix (Continued)

Modify	Create new version		✔				✔
	Overwrite				✔		✔

Managing Policy-Assignment Conflicts

Conflicts can occur if there are differences between the version of a policy assigned directly to a managed node and other versions of the same policy that are assigned indirectly, for example, by assignment to one or more node or policy groups to which the original managed node belongs. In the event of a version conflict, HPOM assumes a higher priority for policies that are directly assigned.

NOTE HPOM is not able to prioritize different versions of a policy if both versions are assigned indirectly (for example, to two different node groups or policy groups). To prevent unexpected deployment results, try to avoid assigning different versions of the same policy to different node or policy groups.

For more information about conflicts between policy versions in the context of policy assignment, refer to the *HPOM Administrator's Reference* guide.

Assigning Categories to Policies

Policies can also contain category assignments. Categories define the link between the policy and the related instrumentation such as scripts and binaries that are needed by the HP Operations agent to successfully monitor the resources referred to in the policy.

For detailed information about category assignments, see the *HPOM Administrator's Reference*.

Policy Groups

The policy group hierarchy is organized as a tree-like structure. Each policy group is referenced through a unique path within the tree and has a world-wide unique UUID. Arbitrary links between these groups are not possible.

NOTE

Policy group names should not contain the slash (/) or the backslash (\) characters. During the migration from HPOM 8.xx to HPOM 9.xx, the template group names containing the slash or the backslash characters are converted to use the underscore characters (_) instead. For example, the `SPI for SAP R/3` template group is renamed to `SPI for SAP R_3`.

Default Policy Groups

Default policy groups are provided with the HP Operations management server. To get a list of policy groups, run the following command:

```
# /opt/OV/bin/OpC/utils/opcpolicy -list_groups
```

The following default policy groups are provided with the HP Operations management server:

- Correlation Composer
- Examples
- Examples/ECS
- Examples/Unix
- Examples/Windows
- Management Server
- SNMP
- SiteScope Integration/*<SiteScope Policy Group>*

Migration of HPOM 8.xx Template Group to HPOM 9.xx Policy Group Structure

With HPOM 9.xx, template groups have been migrated to policy groups. The conversion takes place automatically during the upload of HPOM 8.xx configuration to HPOM 9.xx.

The migration process from the HPOM 8.xx template group structure to the HPOM 9.xx policy group tree-like structure considers the following:

- All template groups, which are not members of other template groups, are migrated to root elements (level-1) of the policy group tree-like structure. The remaining template groups are grouped as elements under the root as level-2, level-3, and so on, depending on their membership status in the previous template structure.
- All elements get a new UUID when added to the structure.
- The names, the policy group assignments, and the node/node group assignments of elements that are members of more than one parent group are duplicated.

Examples 1 and 2 illustrate these migration considerations.

Example 3-1 Policy groups structure after migration

Assume there are policy groups GA, GB, and GC, where GC is a member of GA and GB, and the policy P is assigned to GC.

During the migration, GA and GB are set to be the root elements. All members of GA and GB are added to the policy group tree-like structure, which results in creation of the following trees: GA/GC and GB/GC. Policy P and different UUIDs are assigned to both groups.

Example 3-2 Duplicated node/node group assignments

Assume policy groups GA and GB are assigned to the node group X, and policy group GC is assigned directly to the node group Y.

After the migration, all the assignments of GC to Y are duplicated through GA/GC and GB/GC trees. At this point, because all future updates of policy assignments for one group are not reflected in another group, it is of vital importance to keep these groups synchronized to avoid confusion.

Managing of Subagents in HPOM

Subagents are products that are not part of HPOM, but are partially manageable from the HP Operations management server. Some of the subagents are controlled by the OV Control Daemon.

Administering of subagents in HPOM includes the tasks outlined in the *HPOM Administrator's Reference*.

HPOM provides the mechanism for subagent deployment and undeployment, however actual subagent configuration details are provided in the manuals supplied with the subagent software packages.

Subagent Policies

Subagent policies are the policies that facilitate management of the subagent by means of a special policy type called `Subagent`. Policy bodies of `Subagent` type policies contain rules for the subagent installation and deinstallation on the managed node. These policies are provided by the subagent software supplier. For more information about their contents, see the manuals supplied with the subagent software packages.

Policies of the `Subagent` type are not distributed to the managed nodes, nor are they present in the node inventory, unlike other types of policies.

During the subagent software packages installation on the HP Operations management server, its subagent policy is registered with the server. The policy, as well as the policy group to which it belongs, is then loaded to the HPOM repository.

During the distribution of the agent configuration, the BBC Distribution Manager (`opcbbcdist`) checks the policy content and executes the subagent installation procedure provided in the subagent policy body. For more information about the installation process, see the *HPOM Administrator's Reference*.

Policies of the `Subagent` type comply with the rules for managing HPOM policies. To learn more about managing policies, see the *HPOM Concepts Guide*.

Upgrade Considerations

It is possible to have multiple versions of the same subagent installed on the HPOM 9.xx management server. However, only a single version of the subagent can be installed on the managed node.

By installing a new version of the subagent package on the management server, a new version of the subagent policy is delivered as well, which makes it easier to determine which version is installed on which managed node. Upgrading a subagent on the managed node is performed by assigning a new version of the subagent policy and deploying the subagent.

NOTE Installing a new subagent version on the management server does not automatically mean that all managed nodes are upgraded with it. It is necessary to manually assign the desired subagent policy version to the nodes and trigger the installation.

For detailed information about the upgrade process, see the manuals supplied with the subagent software packages.

Organizing Message Groups

Message groups are a convenient way to categorize messages. Messages belonging to the same function or task can be collected into a single group. For example, the message group `Backup` can contain all messages that relate to the backing up and storing of data (for example, messages originating from a network backup program, pieces of hardware used in the backup or storage operation, and so on). Message groups are then assigned to operators, who see and manage only those groups assigned to them.

As an administrator, you can add, review, and delete message groups. You can perform these tasks by using the Administrator's GUI (CVPL). See the CVPL user documentation available for download in the HP Operations Manager for UNIX directory at:

http://support.openview.hp.com/selfsolve/manuals

Adding Message Groups

Before you add a message group to your environment, make sure the group does not conflict with, or duplicate, one of the default message groups provided by HPOM. (For a list of default message groups, see the *HPOM Administrator's Reference*.) You can delete any of these default message groups, except the `OpC` and `Misc` message groups. You can also modify the description of existing groups, or add new groups.

Reviewing Message Groups

By reviewing message group status, operators get an overview of each function within the environment. You can configure a bank of message groups, then decide which groups you want to assign to operators.

Organizing Applications

An application can be a program, command, script, utility or service that the operator uses to maintain and control system and network services. For example, both a backup program and the process status command `ps` can be integrated as applications. You can integrate standard or custom applications, and applications that are already integrated into HPOM.

Applications and application groups integrated into HPOM can be managed by using the `opcappl` command-line tool. For detailed information on this tool, see the *opcappl(1m)* manpage. HPOM provides a selection of default applications and application groups. For details, see the *HPOM Administrator's Reference*.

Grouping Applications

You can group applications into application groups to create a hierarchical bank. For example, you can separate applications with multiple entry points so operators can access each entry point as a separate application. Other applications can be gathered into logical groups.

To build a hierarchical application bank, you can nest application groups into each other.

You can assign the applications or application groups to operators by using the `opcappl` command with the `-assign_app_to_grp` or `-assign_grp_to_grp` option.

Adding Applications

You can add applications to the application bank by using one of the following actions:

- **Add HPOM Applications**

  You can add HPOM applications by using the `opcappl` command with the `-add_app` option. You should specify the application name, application call, user name an password. You can also specify a list of target nodes, label and other parameters. For example:

  ```
  opcappl -add_app app_name=APP_X app_call=testCall
  user_name=John passwd=xyz
  ```

NOTE Only applications of the type `Start on Target Node(s) selected by Operator` can be started from the message browser in the Java-based operator GUI.

- **Add Internal Applications**

  You can add internal applications of the type Broadcast, Virtual Terminal, or Physical Terminal by using the `opcappl` command with the `-add_app_inter` option. Define the general information of the application and the application type. You can also specify a user name different from that of the operator. You may want to change the user name (for example, if the user root is required to start the application).

NOTE The application names supplied in the `opcappl` command must be unique.

Customizing the Application Startup

You can change the preconfigured start-up attributes for an application before it is started by using the Java GUI or the `opcappl` command with the `-chg_app` option.

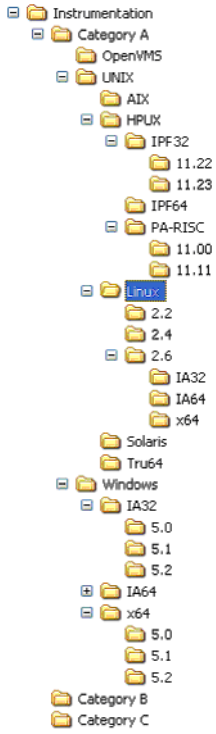
The HPOM administrator defines the start-up attributes for an application. After that, operators can start the application directly from the Java GUI.

You can customize the following start-up attributes:

- Target nodes for an application
- Parameters for the application call
- User executing the application

To customize the start-up attributes for groups or individual applications, follow these steps::

1. In the Java GUI, right-click `Actions` and select `Start Customized`. The `Start Tool - Customized Wizard` displays.



2. In the `Customized Wizard`, select a tool (application) you want to customize, and then click `Next`.
3. Specify a list of the target nodes where you want to run a tool, and then click `Next`.
4. Specify additional information needed to run a tool:
   - *Additional Parameters*

     In the `Additional Parameters` field, you can specify nodes, if an application call accepts node names as an option. For example, for an application call with the option `-nodes`, you can use the option and argument `-nodes $OPC_NODES`. The variable `$OPC_NODES` expands to the list of nodes. For a list of available variables, see the *HPOM Administrator's Reference*.
   - *User Name and Password*

The preconfigured user name and password for the target nodes are displayed. The password is displayed as a series of asterisks (*). You can change the user name and password, and execute the application as a different user.

NOTE The HPOM administrator specifies a default user name and password for logging onto a node and starting the application. For example, `spooladm` is the default user name for HP OpenSpool.

For information on the `opcappl(1)` command-line tool, see the *opcappl(1)* manpage.

HPOM Licenses

Many HP Operations Manager product components, such as HP Operations management servers and HP Operations agents, require a license. If no license is installed for an HPOM component, its use might be locked.

Types of Licenses

- Instant-On License

  An Instant-On license is a temporary license that allows you to use the product without limitation for a period of 60 days for purposes of evaluation. It is installed and initialized during the installation of HP Operations Manager. The license expires after the 60-day evaluation period and new product license passwords must be installed to continue using the product.

- **Permanent Licenses**

  Production licenses are licenses for normal product use. They are available for all product components.

  Non-production licenses are licenses or license passwords for special purposes such as back-up systems.

License Verification

The HPOM license status is checked once a day. If the license status for any of the licensed objects is not OK or if the number of available licenses reaches a critical level, an internal HPOM message is generated and an e-mail is sent to the license administrator. The license status can be checked at any time using the license management tool.

Target Connector Count

The number of nodes from which messages are found in the database are counted once a day to determine how many Target Connector licenses are required. Nodes with an HP Operations agent installed do not need a Target Connector license and are not counted.

History data values ranging between *[today-31 days 00:00hrs]* and *[today 00:00hrs]* are used to calculate the 30-day average, which is shown in the license report and is used for checking installed Target Connector licenses. If more than one value is stored for a particular day, the average value for that day will be used for the 30-day average.

You can use the `opcremsyschk -list` command to check which values have been calculated over the last 30 days.

License Notification

The HPOM licensing component has two possible license states - *licensed* and *unlicensed* - and three possible license violation notification (warning) levels - *Warning*, *Major* and *Critical*. License violation notification levels vary slightly, depending on the license type.

- **Instant-On License**

  Level 1 - Warning Notification: 6 to 14 days before the Instant-On license expires, a Warning Notification is sent to the HPOM Message Browser and an e-mail is sent to the license administrator.

  Level 2 - Major Notification: 0 to 5 days before the Instant-On license expires, a Major Notification is sent to the HPOM Message Browser and an e-mail is sent to the license administrator.

  Level 3 - Critical Notification: When the Instant-On license expires, a Critical Notification is sent to the HPOM Message Browser and an e-mail is sent to the license administrator. The license will be locked.

- **Permanent License**s

  If no licenses are installed and none are used, the license status will be regarded as *Normal*.

  Level 1 - Warning Notification: When the number of used licenses is greater than 90% and smaller than 100% of the number of installed licenses, a Warning Notification is sent to the HPOM Message Browser and an e-mail is sent to the license administrator.

  Level 2 - Major Notification: When the number of used licenses is greater than 100% and smaller than 110% of the number of installed licenses, a Major Notification is sent to the HPOM Message Browser and an e-mail is sent to the license administrator.

Level 3 - Critical Notification: When the number of used licenses is greater than 110% of the number of installed licenses, a Critical Notification is sent to the HPOM Message Browser and an e-mail is sent to the license administrator. If the number of used licenses exceeds 110% of the number of installed licenses, the license will be locked.

Support for Small Environments

To better support small HPOM environments with a small number of managed nodes, the critical license threshold (Level 3) should set to 5 or greater.

For example, on an HP Operations server with 20 HP Operations agent licenses, the critical notification level (Level 3) should effectively be set to 25 rather than 22. This avoids unnecessary restrictions and provides the user with the flexibility to set-up additional systems before the license is locked.

License Availability

It might happen that no license or an insufficient number of licenses are available for one or more licensed product components.

- If no HP Operations management server license is available, server processes cannot be started. The missing license will be reported in the license report or the license status overview.
- If no HP Operations agent licenses are available, new nodes cannot be added to the HP Operations Manager data repository and configured. Nodes that have already been configured can be used, modified or removed from the data repository. The missing license will be reported in the license report or the license status overview.
- If there is an insufficient number of Target Connector licenses, the missing licenses will be reported but not enforced.

Setting Up Users and User Profiles

After you have set up all the aspects of the operations that you want to include in the HPOM environment, you can set up various users.

For example:

User Type	Task Overview
Operators	To observe and maintain the managed nodes and objects.

For more information about the different user responsibilities that can be configured with HPOM, see Chapter 1, “HPOM Overview.”

You can add each user you set up directly to the database and configure the operators by using the `opccfguser` command-line tool.

For more information, see the *opccfguser(1M)* manpage.

Adding Users

You can use the `opccfguser` command-line tool to add a new user. You need to specify a user name and assign a password. For example, if you want to add a user “John,” run the following command:

```
opccfguser -add_user john -password secret -label John
-real_name John Doe
```

For more information, see the *opccfguser(1M)* manpage.

Adding Operators

HPOM allows you to provide operators with extensive capabilities and very powerful tools. Operators can access systems throughout the environment, execute commands and scripts to be performed on all or selected systems, and perform critical corrective actions. They can also be responsible for the continued services offered throughout the computing environment. These responsibilities require that operators have an understanding of operator commands and network platforms, and that they can prioritize multiple tasks.

Operator Responsibilities

HPOM helps you to reduce the workload of operators while increasing their effectiveness. Operators should have the experience and skills which match the tools you want to assign. They should have knowledge of the systems they manage, know the responsible individuals within the environment, understand the applications, commands and scripts made available to them, and be able to apply troubleshooting procedures.

Configuring Operators

You need to define the following items for an operator's configuration:

Capabilities	Permissions to start and stop actions, to acknowledge and unacknowledge, to own and disown messages, and to modify message attributes.
Responsibilities	Responsibility for all events belonging to the assigned message groups on their assigned nodes.
Applications	Applications and tools available to the operators.
Profiles	Preconfigured user profiles that define the configuration of abstract HPOM users.
Node Hierarchy	Hierarchical layout of the operator's managed nodes.

The user name and password required to add an operator are not related to real UNIX/Linux users. For more information on HPOM users' file permissions and environment settings, see the *HPOM Administrator's Reference*.

Configuring Operator Profiles

One way to add a new operator to your HPOM environment is to configure abstract users, so-called **user profiles**, and assign these user profiles to the operator you are setting up. Or copy and rename the configuration settings of an existing user. If you choose this method to set up a new operator, note that the browser settings saved by a particular operator are also copied along with all the other operator configuration data.

Default Operator Profiles

HPOM provides default operator profiles. These profiles have distinct areas of responsibility that reflect the most common operator roles. Default operator profiles may be used as a basis for creating new operator profiles that more accurately reflect the needs of a given organization or environment.

HPOM provides the following default operator profiles:

- **opc_op**

  The `opc_op` operator controls system management functions only and is not concerned with the management of network activities. The `opc_op` operator works mostly in a system environment, and can access a limited selection of tools (for example, Processes, Disk Space, Print Status, and so on). By default, the `opc_op` operator is given all capabilities, and is responsible for all default message groups. The node group `hp_ux` is assigned by default.

- **netop**

  By default, the responsibilities of the `netop` operator focus on the network. The `netop` operator has all the network-monitoring and troubleshooting capabilities. However, HPOM provides the `netop` operator with powerful tools to modify the network-related configuration options of HPOM. The administrator configures what the `netop` operator sees by creating a set of external nodes, which control operator access to such objects as gateways, connectors, networks, hubs, and other IP devices. This configuration also determines which messages the operator receives.

- **itop**

  The environment of the `itop` operator combines most of the features of the `opc_op` and the `netop` operator environments. The `itop` operator sees all HPOM messages, as well as SNMP and network-related messages. The `itop` operator can access remote-collection-station applications, and also some standard system-management functions. Like the `netop` operator, the `itop` operator sees only those nodes assigned by the administrator.

For more information on how the default environments of the HPOM operators differ, see “Assigning Message and Node Groups” on page 282.

Assigning Message and Node Groups

You can assign message groups and node groups to operators in a single step. When you assign a node group to an operator, the nodes in that group become the responsibility of that operator. You can select a node group and then assign the message groups for which the operator will be responsible. Alternatively, you can select a message group and then assign the node groups.

Use the `opccfguser` command-line tool to assign message and node groups to operators. For example, to assign responsibilities to user "john" for all node groups and all message groups, run the following command:

```
opccfguser -assign_respons_user -user john -node_group -all
-msg_group -all
```

For more information, see the *opccfguser (1M)* manpage.

Guidelines for Assigning Groups to Operators

Use the following guidelines to assign groups to operators:

Job Function You can assign the `Backup` message group, and set all node groups containing nodes that perform backup tasks.

Geographical Location You can assign all node groups in a single building or facility, as well as the corresponding message groups.

Node Type You can assign all IBM systems and the corresponding message groups.

NOTE Complex nodes that provide multiple services to multiple users require more attention, and they often generate a lot of messages. Make sure you do not assign too many complex nodes to a single operator and, as a result, create a set of managed nodes that is too difficult for a single operator to manage.

Defining Different Layers of Operator Responsibility

If your environment includes multiple locations or a global network environment, you may want to define different layers of operator responsibility. For example, you can assign the node groups of each location to different operators, and assign the message groups for the connecting network to another operator. You can also set up two or more operators to manage the same group of managed nodes or message groups.

Managing Additional Network Responsibilities of Operators

To manage the additional network responsibilities of the HPOM network operators, the node group `net_devices` displays by default in the administrator's node group bank. Initially, the `net_devices` group is empty. You use this group to assign external nodes to `itop` and `netop` operators, so they can collect messages from network devices. Any operator whose responsibilities include the `net_devices` node group sees all the nodes the administrator adds to the `net_devices` node group. Requirements may vary, based on the environments planned for each operator. For example, you can limit external nodes to specific domains or sub-domains, and then assign operators to these external nodes. For more information about adding and configuring external nodes, see the corresponding manpages.

Assigning an Operator's Managed Node Hierarchy

In the operator's managed node hierarchy, the nodes accessible to the operator have already been determined when operator responsibilities were determined. You assign the hierarchy of the managed nodes for the operator by selecting the node hierarchy in the `Node Hierarchy Bank`, then clicking `[Get Map Selection]` in the Add/Modify User window. For more information about node hierarchies, see "HPOM Node Hierarchy" on page 246.

Assigning Applications (Tools) to an Operator

The administrator makes sure that the operator has all the tools needed to do the job. The operator's job is to manage the assigned message groups of a collection of nodes. You decide which tools to include, so the operator can effectively manage those nodes. Commands, scripts, applications, the broadcast facility, and access to systems are all tools you can assign to the operator.

Each operator is responsible for a different set of managed nodes and services. The tasks that each operator performs can be different. Examine the nodes and message groups assigned to each operator.

Defining a Toolset for an Operator

To help define a toolset for an operator, consider the following questions about the node groups and message groups:

- ❏ Which services are provided?
- ❏ Which peripherals are connected?
- ❏ Which systems and intelligent devices are included?
- ❏ Which applications are operating?
- ❏ Does a node have a single, specific function?

Verifying the Operator Has the Proper Tools

To verify that you have provided the proper tools, you can review the following questions:

- ❏ **Access**

  Can the operator access the controlled systems?

- ❏ **Actions**

  Are there enough automatic and operator-initiated actions to respond to critical and warning situations that could arise on each managed object?

- ❏ **Permissions**

  Does the operator have permission to start all applications within the collection of managed nodes?

- ❏ **Scripts**

  Does the operator have access scripts or commands that can be used for troubleshooting or corrective actions?

Assigning Applications and Groups to Users

Use the `opccfguser` command-line tool to assign applications and application groups to an operator, to a list of operators, or to all operators. You can specify the list of applications in command-line string or refer to a file where you specified all applications you want to assign. For more information, see the *opccfguser(1m)* manpage.

For example, to assign application groups listed in the `system_groups.txt` file to the `opc_op` operator, run the following command:

```
opccfguser -assign_appgrp_user opc_op -appgrp -file
system_groups.txt
```

Assigning User Profiles

After you have set up user profiles, you can quickly and easily set up operators in your environment. All you need to do is assign the selected profile to the operator you are configuring. For more information about setting up user profiles, see “Configuring User Profiles” on page 286.

To assign the user profiles use the `opccfguser` command-line tool. For example:

```
opccfguser -assign <profile name> -all
```

For more information, see the *opccfguser(1M)* manpage.

TIP Generate a report about the new operator if you are interested in the sum of all node groups and message groups assigned to the operator, either directly or by way of user profiles. For details, see “Generating Reports” on page 304.

Configuring User Profiles

User profiles simplify user management in a complex environment. You can create a hierarchical set of abstract users with a default configuration, then assign this configuration to the real operators you are setting up.

NOTE HPOM does not provide any default user profiles.

For example, a user profile for a database administrator would include application groups with the applications to configure and maintain a database. If you also set up a database node hierarchy containing all the managed nodes that have a database running on them, you can easily configure a new operator responsible for database servers in the HPOM environment. You only need to add the operator with the necessary capabilities, assign your database node hierarchy, and the user profile for database administrators. If the new operator requires any additional responsibilities or applications (that is, responsibilities or applications that are not already assigned by way of the user profile), assign them separately.

You can configure a user profile by using the Administrator's GUI (CVPL). See the CVPL user documentation available for download in the HP Operations Manager for UNIX directory at:

http://support.openview.hp.com/selfsolve/manuals

You can list, assign, and deassign user profiles by using the `opccfguser` command. For details, see the *opccfguser(1m)* manpage.

Updating the HPOM Configuration

This section describes changes you make to the HPOM configuration after installation. For details about installing HPOM software, see the *HPOM Installation Guide for the Management Server*.

Distributing the Configuration

You always perform the initial software installation and configuration on the management server. The initial default configuration includes the management server as the only managed node. Each time you change the configuration (for example, adding nodes, monitor programs, or policies), you make the changes on the management server, then distribute these changes to the managed nodes.

Distributing Parts of the Configuration

HPOM lets you determine the parts of the configuration you want to distribute to the managed nodes and which HPOM nodes are permitted to receive configuration data. For example, when you add a new node, or want to update a configuration on a managed node, you distribute software from the management server.

This software includes:

- **Agent Software**

  Contains all of the HPOM software for the managed node, for example, the action agent, message agent, and monitor agent. Only one distribution is required, but each time you add a new managed node to the configuration, the agent software must be distributed to the new node. You must also select this software component when installing new versions of the agent software.

- **Node Configuration**

  Includes the following:

  - *Policies*

    Configured message and monitor sources, as well as MoM configuration policies.You distribute policies to the managed nodes on which they operate.

- *Actions*

  Scripts, programs, or applications started when an automatic, action, an operator-initiated action, or a scheduled action is started. You distribute an action to each managed node from which the action will be started.

- *Monitors*

  Scripts and programs used by the monitor agent to check monitored objects. These scripts and programs are located on the nodes from which they are started.

- *Commands*

  Scripts, programs, or applications started with the Broadcast Command window, or other applications started from the Java GUI. You distribute these scripts, programs, or applications to the managed nodes from which they are started.

Preparing for Software Distribution

To prepare for the distribution, HPOM downloads a policy from the HPOM database to a local file. Since HPOM attempts to download as rarely as possible, HPOM saves the policy file on the management server after distribution. The file is saved so that it can be distributed to other managed nodes later.

NOTE The file is downloaded before distribution only if the policy is changed in the database or if the local file does not exist.

To reduce network load and increase performance, HPOM updates only those parts of the configuration that have changed.

To Distribute the Configuration to Managed Nodes

To install or update the configuration from a management server to managed nodes, follow these steps:

1. Define the configuration to be installed or updated.
2. Assign the policies to the nodes.
3. Define how the configuration will be installed or updated.

Use the `opcragt -distrib` option to install or update your configuration. Specify the parts of the configuration you want to distribute. If you want to replace the entire configuration, you can use the `-force` option (for example, **`opcragt -distrib -force`**).

NOTE

You can also use the command `inst.sh` to manually install the agent software on the managed nodes. And you can use the command `opcragt` to manually distribute policies, actions, monitors, or commands to the managed nodes. Both commands can be run in a non-interactive mode, which allows you to schedule the installation or update to take place at any time (for example overnight or over the weekend). For details, see the *inst.sh(1M)* and *opcragt(1M)* manpages. For information about manually installing the HP Operations agent software, see the *HPOM HTTPS Agent Concepts and Configuration Guide*.

Forcing Updates

When you do a standard install or update without selecting `force` option, only the new information in a configuration is transferred. Any information that has not been changed is not transferred by default. This reduces the load on the network and decreases transfer time. The `force` option forces HPOM to install or update all specified configurations to the selected managed nodes.

CAUTION

Avoid the `-force` option. It defeats the performance improvements of HPOM.

Distributing Policies to Managed Nodes

You distribute policies only to the managed nodes that need them. And you keep the policy definitions on the management server from which you make changes. Then you can redistribute the definitions as needed. Any time you make changes to the attributes of a message policy, such as the message group or severity level, you need to install or update the policies.

For example, assume you have written a monitor script to check the number of processes on managed nodes. After assigning the policy to the managed nodes, you install or update the policy from the management server to the managed nodes from which you want the monitor to operate. For more information on policy body syntax, see Appendix A, “Policy Body Grammar,” on page 475.

NOTE

In this example, you might also need to install or update the monitor script to the managed node. For details, see “Messages from Threshold Monitors” on page 388).

After you have completely defined a new message source policy, included the policy in a policy group, and assigned the policy or policy group to the managed nodes, you distribute it to the managed nodes.

Policies Installed by HPOM

HPOM installs the following policies on a node:

- ❏ All policies assigned to the node
- ❏ All policies in a policy group assigned to the node
- ❏ All policies assigned to a node group containing the node
- ❏ All policies in a policy group assigned to a node group containing the node

NOTE

If you delete or modify a policy or policy group, or remove a policy assignment for a specific node, you must redistribute the new configuration for the affected managed nodes to start using the changes.

Policies that are currently being modified are locked, and are not distributed to the managed nodes. The HPOM administrator can generate a distribution report, called the `Node Config Report`, to verify the assignment of policies to managed nodes, and to check which policies must be distributed. For more information, see “Generating Reports” on page 304.

Use the following command to generate a distribution report:

```
/opt/OV/bin/OpC/call_sqlplus.sh node_conf <node name>
```

Avoiding Duplicate Policy-Node Combinations Automatically

Before distribution begins, HPOM verifies that each policy is installed or updated only once to the managed nodes, and that no invalid policy-node combinations occur. Policies can be contained in more than one policy group, and can be assigned to more than one node. As a result, policies can be assigned twice to the same node. Also, some policy-to-node assignments might be invalid (for example, a platform-specific policy assigned to a node running on another platform).

If a policy is assigned more than once to a managed node, HPOM ignores the duplicate assignment and distributes the policy only once.

Distribution Tips

This section contains tips for distributing HPOM software, configurations, and policies quickly and easily.

Updating Only Those Nodes Requiring an Update

One of the easiest ways to smooth HPOM distributions is to update only those nodes requiring an update.

To update the nodes, use the `opcragt` command-line tool. By using this tool with the `-distrib` option, you can apply updates to a single node, node groups, or all nodes. Example how to apply updates to node group:

```
opcragt -distrib -nodegrp <group>
```

Where *<group>* is a name of the node group.

For more information, see the *opcragt(1M)* manpage.

NOTE If you are distributing to a UNIX cluster, you must distribute monitors, actions, and commands to *each* cluster client.

Reducing Nodes and Priorities During Distribution

The performance of some HPOM services, such as the `Message Browser`, can be slowed down if you distribute new configuration data to many nodes at the same time.

To avoid this problem, do the following:

- **Minimize Nodes**

  Minimize the number of managed nodes receiving new configuration data at one time by using the `OPC_MAX_DIST_REQS` configuration variable.

- **Reduce Priority**

  Reduce the priority of the `opcbbcdist` process on the management server by using the `nice(1)` command.

- **Use Category-based Distribution Method or Selective Distribution Feature**

  Prevent distribution of the particular configuration files that are not needed on a specific node by choosing the category-based distribution method or the Selective Distribution feature of `opcbbcdist`.

  For more information on the category-based distribution method or the Selective Distribution feature, see the *HPOM Administrator's Reference*.

Manually Distributing Policies

In some cases, it may be desirable to distribute policies to managed nodes manually. For example, if you want to schedule the distribution to take place over night, or if your security standards do not allow you to transfer the policies through the network. HPOM supports the following types of manual distribution:

- **Over the Network**

  Use the `opcragt` command-line tool with the `-distrib` option to distribute policies, action, commands, and monitors to managed nodes. For more information, see the *opcragt(1M)* manpage.

- **Alternative Transport Medium**

  If you do not want to distribute the configuration over the network, use the `opctmpldwn` command-line tool to download (and encrypt) the policies. You can then decide how to transfer the downloaded (and encrypted) configuration to the managed nodes. For more information, see the *opctmpldwn(1M)* manpage.

Distributing Without Operator Configurations

When you add a new operator, you define a set of managed nodes and message groups for which the operator is responsible. The operator's configuration is stored on the management server, and it is not distributed to the managed nodes. If the new operator has special logon, customized application start, or broadcast command capabilities, this information is verified by the managed node each time the operator uses those capabilities. You do not distribute this information with the software and configuration.

Synchronization of the Configuration Changes

The data-synchronization feature of HPOM provides an automatic update of configuration data within the HP Operations server components, that is, the GUI, HP Operations management server processes, APIs, and so on.

Update of configuration can involve changes, such as adding, deleting, assigning, deassigning, or regrouping the following configuration objects: node, node group, applications, application group, policy, policy group, message group, and user profile.

Configuration change can be a simple operation with one configuration object, for example, updating a policy. Or it can be a complex operation where a configuration object of one type is assigned or deassigned to configuration object of another type, for example, assigning a node to a node group. HPOM provides an online configuration update, which means that the configuration changes are applied without restart of server processes and GUIs.

HPOM configuration is stored in the Oracle Database, configuration files, and configuration variables. Each time the configuration is changed with the `opccfgupld` tool, the database changes are uploaded. Each time the `ovconfchg` tool is used, the content of most configuration variables used in server processes is updated. For more information on the configuration variables, see the *HPOM Administrator's Reference*.

The following HPOM configuration files are reloaded when the `ovconfchg` tool is used:

- Outage policy
- Message forward policy
- MSI conf. file
- Internal name resolution conf. file

Configuration Stream Interface (CSI) is an extension of the Message Stream Interface (MSI) for synchronizing the configuration changes. CSI provides registration for the configuration changes to the internal (server processes, Java GUI) and external (API clients) configuration consumers. Java GUI and server processes and are registered for the configuration changes by default. You can register for configuration change notifications by using the `opcif_*` APIs. For more information on APIs that are used within the CSI, see the *HPOM Developer's Reference*.

Synchronizing the GUI After Reconfiguration

When the update of the HPOM configuration takes place, this leads to the relevant changes of the Java GUI configuration objects, such as nodes, node groups, applications, and message groups.

The HPOM provides the synchronization mechanism between the server and Java GUI during the configuration update. Most configuration changes are automatically reflected in the Java GUI and there is no need for a restart. You can see the relevant configuration changes in the GUI immediately.

If, for example, the node hierarchy is modified, or an application is added to the application group, the synchronization mechanism allows you to see these changes without restarting the GUI, logging off, and logging back on again.

However, in case of massive configuration changes (for example, uploading a configuration with `opccfgupld`, or assigning and deassigning profiles to users), you need to reload your new configuration from the HP Operations management server. The reload is also needed for the update of filters definition or change of services with the disabled `Automatic Service Reload` option. You do not need to log out of the Java GUI.

NOTE Synchronization events are forwarded to external users (for example, users of configuration APIs), if they are connected to the Configuration Stream Interface (CSI).

When the configuration update tool `opccfgupld` is running, new logons to the Java GUI are blocked and the following error message is displayed: `Cannot login while opccfgupld is running`.

Accessing Up-to-Date Content Automatically

Just before opening for the first time in an HPOM administrator GUI session, a new window reads the most recent data directly from the HPOM database. In this way, both you and your applications are able to access the most up-to-date contents of single, modified objects.

Restarting Sessions Manually

Selecting the `Restart Session` option closes the current sessions as normal. But, unlike the `Close` and `Exit` menu options, the `Restart Session` option does not ask you for any confirmation. The `Restart Session` option closes all open windows, then starts a new HPOM session using the settings stored in the most recent `Save Settings/Home Session`, including the contents and configuration of node, message, and application groups. However, windows, such as the Application Output window and the Report Output window, do not reopen. And windows sometimes reopen in different positions and with different geometry settings to those in the session that has been closed (unless, of course, you saved settings and details during the session that is being closed). This system behavior is identical to what you experience when you log out and log back in again.

Locking Components During Transactions Automatically

Since multiple processes are able to manipulate HPOM configuration data, there is an obvious need to control the configuration data as well as any attempt to modify it. In HPOM, applications lock data while they are modifying. This data locking prevents concurrent modifications by other applications or users. After modification, both the server processes and the user interfaces are synchronized automatically, so that you can see and subsequently make use of the updated configuration data.

HPOM uses a **transaction** concept with locking to synchronize components after changes have been made to configuration data. The transaction concept supports API functions to start, commit, and roll back user transactions.

Backing Up and Restoring Data

This section describes how to back up and restore data on the HP Operations management server.

Backing Up Data

HPOM provides two scripts to back up data on the management server:

- **opcbackup_offline**

  Manual offline backup. If you do not have the resources or need for an automated backup, you can use the `opcbackup_offline` and `opcrestore_offline` scripts to perform a full offline backup.

- **opcbackup_online**

  Automated online backup. If you use `opcbackup_online` to carry out an automated backup, any task that cannot be completed before the backup starts remains idle until the backup is complete and then resumes.

Comparison of Backup Methods

When planning and executing a backup, it is important to remember that the HPOM configuration encompasses the managed nodes as well as the management server. Consequently, if the restored configuration on the management server does not match the current configuration on a managed node, errors relating to missing instructions or incorrectly assigned policies may occur.

Table 3-3 gives an idea of the advantages and disadvantages of the manual (offline) and automatic backup methods.

Table 3-3 Comparison of Backup Methods

Backup Method	Backup Type	Advantages	Disadvantages
`opcbackup_offline`	Offline	• Archive-log mode does *not* need to be enabled: — Better overall system performance — Less disk space needed • Backs up binaries too (if *full* mode is used). • Performs a complete offline backup.	• All HPOM GUIs must be exited. • Stops all HP Software services, including the HP Operations server processes. • Can only recover to the state of the most recent full backup.
`opcbackup_online`	Automated	• HPOM Java-based operator GUI, trouble ticket, and notification services are fully operational during the backup. • Partial recovery of the Oracle Database is possible, for example: — Up to a given time — Individual tables that have been damaged • All HP Software processes run during the backup.	• Backup script pauses some HP Software services. • Archive log mode must be enabled: — Lower overall system performance — More disk space needed • Does not back up binaries or temporary files (for example, queues).

Restoring Data

Data backed up with one tool must be recovered with the backup tool's corresponding restore tool. For example, use `opcrestore_offline` to restore data backed up with `opcbackup_offline`. Similarly, use `opcrestore_online` to recover data backed up with `opcbackup_online`.

The `opcrestore_online` script enables you to restore the complete Oracle Database either to the state of the backup or to the most recent state (a roll forward is done based on the offline, redo logs). However, the Oracle archive log mode offers more possibilities.

For example, you can use the Oracle archive log mode to do the following:

- **Retrieve Single Files**

  You can retrieve single, corrupt data files from the backup and recover them with offline redo logs.

- **Recover Up to a Specified Time**

  You can recover data up to a specified point in time with a backup and offline redo logs.

NOTE

Archive log mode is a term used by Oracle to denote a state in which data is periodically and automatically saved. Any changes to data files are stored in **redo log files**. These redo log files are subsequently archived. For details, see the Oracle documentation.

Message Ownership

This section describes the effect ownership has on operations performed to solve problems.

The administrator determines ownership policy by selecting one of the ownership modes allowed in HPOM. For more information about configuring the ownership mode, see the *HPOM Administrator's Reference*.

Marking and Owning a Message

The concept of marking and owning a message is fundamental to your understanding of your system environment and the responsibility you have for its maintenance.

In HPOM, marking and owning are defined as follows:

- **Marking**

  Indicates that a user has taken note of a message. Informational ownership mode.

- **Owning**

  Indicates that, depending on how the environment has been configured, a user either wishes (optional ownership mode) or has been forced (enforced ownership mode) to take charge of a message to carry out actions associated with that message.

Ownership Display Modes

HPOM provides the following **ownership display modes**:

- **No Status Propagation** (default)

  The moment a message is owned or marked, the color indicating the severity of the message changes, a flag displays in the own-state column in the Java GUI `Message Browser`, and the own-state color bar in the `Message Browser` reflects the new number of messages owned. The status of a message that is owned or marked is ignored for the purposes of status propagation in the `Object Pane`; in the operator Message Group and Node Group; and in the administrator's message group bank.

- **Status Propagation**

  The status of all messages, whether owned or not, is used to determine the status of the related symbols of other submap windows. Consequently, in the example above, the managed node to which the single critical message relates will continue to assume the critical, severity-level color (by default, red) even after the message has been owned. In this display mode, the only indication that the message is owned is a flag in the own-state column in the `Message Browser`.

For example, if a user takes ownership of the one and only message with critical severity level relating to a given managed node, the managed node to which that critical message relates will no longer assume the critical, severity-level color (by default, red). Instead, it will reflect the status of the next unowned message with the highest severity level in the `Message Browser` relating to the same managed node.

For further information and instructions on how to change from one ownership display mode to another, see the *HPOM Administrator's Reference*.

Ownership Modes

HPOM provides the following default message **ownership modes**:

- **Optional**

  User has explicit permission to take ownership of a message. The owner of a message has exclusive read-write access to the message. With the exception of the HPOM administrator, all users who find this message in their `Message Browser` have only limited access to it.

  In this mode, only the owner of a message may do the following:

  - Start or stop operator-initiated actions related to the message.
  - Stop or restart automatic or operator-initiated actions related to the message.
  - Acknowledge the message.
  - Unacknowledge the message.

- **Enforced** (default mode)

  Operator either chooses explicitly to take ownership of an unowned message or automatically owns the message when performing operations on the message.

  In this mode, an operator automatically owns a message when attempting to do the following:

  - Start or stop operator-initiated actions relating to the message.
  - Stop or restart automatic or operator-initiated actions related to the message.
  - Unacknowledge the message.

- **Informational**

  Concept of ownership is replaced with that of marking and unmarking. A **marked** message indicates that an operator has taken note of the message. Marking a message is purely for informational purposes. It does not restrict or alter operations on the message in the way optional or enforced mode do. Operators may only unmark messages they themselves have marked. The administrator can unmark any marked message.

Generating Reports

HPOM meets the general need for more complex and comprehensive reporting with a selection of powerful report-writing tools and a wide range of informative reports on areas that range from low-level network elements to service availability. The reports are automated and viewable in different formats. Generally speaking, the range of reports and the configuration possibilities vary according to the type of user. For example, the reporting possibilities available to the HPOM administrator are greater than those available to other HPOM users.

Reporting Tools

The following tools are available to help write and generate reports:

- **SQL-based Reports**

  Internal predefined HPOM reports, based on SQL.

- **HPOM-specific Reports**

  HP Reporter, with HPOM-specific reports.

- **Database Access**

  Direct database access with self-written scripts.

In addition, the *HPOM Reporting and Database Schema* provides essential information the HPOM administrator needs to define and create reports by using any external report-writing tool to access the HPOM database.

HPOM Reports

Although HPOM reports can be divided into administrator and operator reports, both administrators and operators can generate a number of different types of internal reports in the HPOM environment.

Administrator and Operator Reports

In general terms, there are two types of HPOM reports:

- **Administrator Reports**

  Report on all aspects of the HPOM working environment. The HPOM administrator could, for example, generate a report on all the actions taken by either all or selected operators to investigate the success rate of these actions. Alternatively, reports are available showing, amongst other things, node or node-group configuration.

- **Operator Reports**

  Contains all operator instructions and message annotations. If you choose to generate reports on all active messages or all history messages, and the message buffer contains a large number of messages, generation of the report output can take several minutes.

You can select the type of report you want to generate and a report output media. The selection of reports for different users differs according to the scope and responsibility of the user.

Message, Error, Configuration, and Audit Reports

Specifically, you can select from the following report types:

- **Message Reports**

  You can prepare reports for a single message, or all messages displayed in the Browser windows. For more detailed information, see the *HPOM Administrator's Reference*.

- **HPOM Error Report**

  Contains the HP Operations management server error messages.

  These messages are written to the following files:

  `/var/opt/OV/log/System.txt` (Plain text)

  `/var/opt/OV/log/System.bin` (Binary)

NOTE The HTTPS agent and the management server use the same location.

- **Configuration Reports** (administrators only)

  Contains configuration information, for example on nodes, node groups, policies, operators, actions, and so on.

For a detailed list of available reports, and a brief description of their scope, see the *HPOM Administrator's Reference*.

Service Reports

You can get an overview of the status of services in the HPOM environment at any moment or over a specified period of time by using the HP Reporter. The HP Reporter provides preconfigured service reports for the HPOM managed environment. These reports include overviews of message throughput, problem response times, trends, and configuration issues.

For example, you can use the HPOM service reports bundled with the HP Reporter to provide information in both graphical and statistical form on the following:

- General state of the HPOM managed environment
- HPOM operators and their work load
- Status of automatic actions and operator-initiated actions
- Configuration problems in the HPOM managed environment
- Trend analysis for a wide variety of HPOM operational areas

For more detailed information on the contents of these reports and a description of their scope, see the *HPOM Administrator's Reference* and the HP Reporter documentation.

You can schedule service reports at specified times, and display the retrieved information in the form of graphs, diagrams, or statistical tables. In addition, if a web server is running and so configured, reports may be updated and published automatically on the web. For information on the HP Reporter, see the product-specific documentation. For more information installing and configuring a web server for HPOM, see the *HPOM Installation Guide for the Management Server*.

Generating Reports

Administrators and operators can generate a number of different types of internal reports in the HPOM environment. In so doing, they can choose between a concise or detailed format for the reports. The resulting output may be sent to a printer or a file, or displayed online.

Creating PGM and INT Reports

All reports have the type PGM (program). PGM reports can be created by using a program or script or the type INT (internal). INT reports are produced by the internal functionality of the server, and are restricted to a set of selected messages. The PGM report type is used for Oracle SQL*Plus reports that are generated by an SQL script. The PGM report type is also used for other programs and scripts.

Format of Internal Reports

For operators, the short form of the internal report contains the following information:

- ❏ Report date, time, and type
- ❏ All message attributes, including message text
- ❏ Original message text

Defining Your Own Reports

The HPOM reporting facilities enable you to design and generate your own reports with information retrieved directly from the database by using either HPOM applications, third-party tools, or even scripts that you write yourself.

The availability of some of the more detailed reports depends on the audit level you set for the HPOM environment. HPOM also allows the administrator to define additional reports. For more information, see the *HPOM Administrator's Reference* and the *HPOM Reporting and Database Schema*.

The configuration of a new report is done by either creating a new script or program, or by creating a new SQL*Plus file. Then you edit existing plain text files to integrate the new reports. These configuration files define which reports are for the administrator and which are for the operator. You can configure an HPOM scheduled action policy to schedule these reports at convenient times and then display the retrieved information by using tools provided with HPOM.

For detailed information on how the HPOM database works as well as instructions on how to access the database and use the contents, see the *HPOM Reporting and Database Schema*.

Integrating Your Own Reports

You can integrate your own reports. For more information about creating and integrating your own reports, see the *HPOM Administrator's Reference* and the *HPOM Reporting and Database Schema*.

4 Implementing Message Policies

In this Chapter

This chapter explains how to implement message policies and distribute configurations in a HP Operations Manager (HPOM) environment.

Who Should Read this Chapter

This chapter is designed for HPOM *administrators*.

What this Chapter Does

This chapter explains the following to HPOM administrators:

- ❏ Message Management
- ❏ Managing Message Source Policies
- ❏ Evaluating Message Sources
- ❏ Collecting Messages
- ❏ Processing Messages
- ❏ Filtering Messages with Conditions
- ❏ Strategies for Optimal Message Filtering
- ❏ Logging Messages
- ❏ Log File Messages
- ❏ HPOM Message Interface
- ❏ Messages from Threshold Monitors
- ❏ SNMP Traps and Events
- ❏ Filtering Internal HPOM Error Messages
- ❏ Event Correlation in HPOM
- ❏ Example HPOM Correlation Policies
- ❏ Scheduled Outages
- ❏ Configuring Service Hours and Scheduled Outages

Message Management

With HP Operations Manager, (HPOM), you can set up a centralized management point for your message sources. Because messages are generally intercepted at managed nodes, network traffic to the management server is reduced. By distributing message source information from the management server to specific managed nodes, you have only the necessary configuration on each node. Additions and changes to message source information are made on the management server once, and distributed only to those nodes requiring the information.

Centralizing Actions

From the management server, you can start automatic actions and operator-initiated actions on all systems, thereby minimizing or even eliminating operator intervention at remote sites.

Detecting Problems Early

When operators in your environment observe node activities with HPOM, they can detect problems early, and take corrective actions before problems become critical for end users.

Improving Productivity

You can also improve the productivity of operators by delegating simple, repetitive tasks to HPOM, by providing instructions to help operators solve more complex tasks, and by reducing the number of messages operators receive in the message browser. HPOM lets you match operator skill sets and responsibilities with the corresponding toolsets.

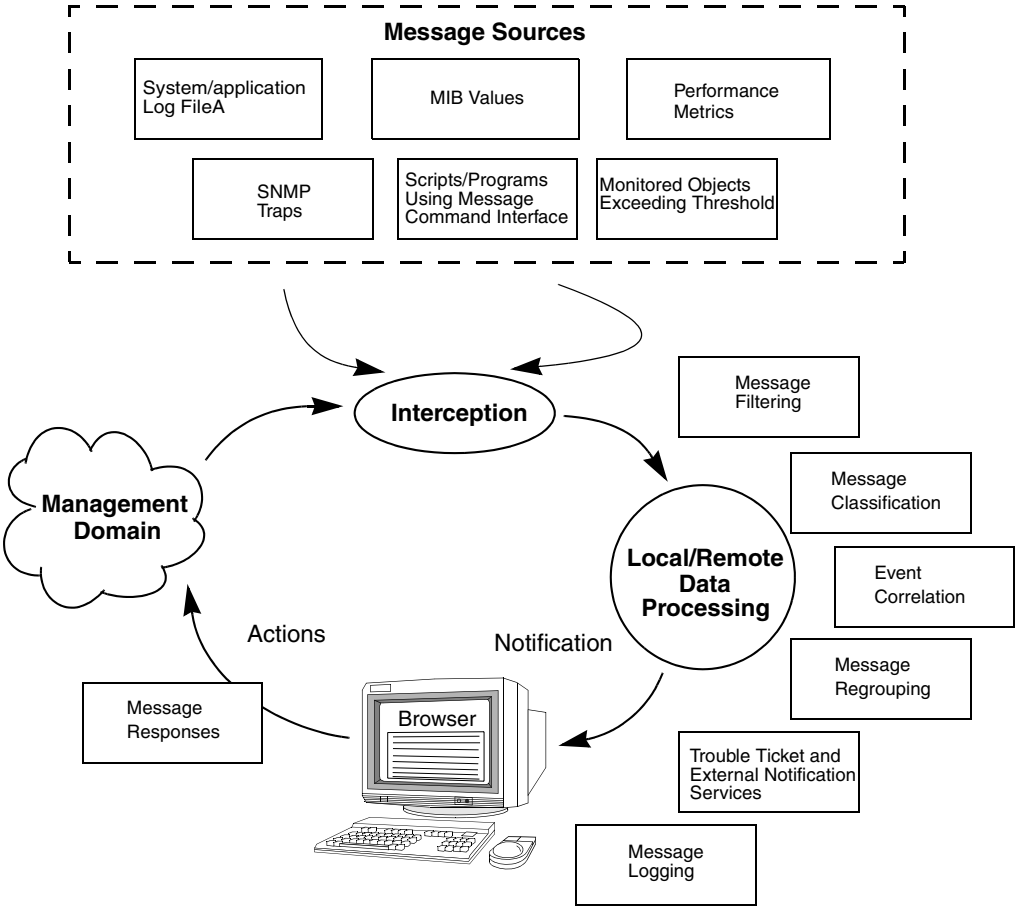
Distributing Policies

Policies ensure that you collect the same kind of information from sources throughout your environment. You distribute the policies to the managed nodes from which you want to collect information.

Consolidating Messages in the Browser

Figure 4-1 shows how HPOM intercepts, processes, and displays messages.

Figure 4-1 Consolidating Relevant Messages in the Browser



Managing Message Source Policies

The central element of message interception is the **message source policy**, which you set up on the management server. Message source policies specify the messages and values that are to be collected or monitored. They also specify the routine actions to be scheduled, the filters (conditions) that integrate or suppress messages, and the logging options to be used after interception.

Elements of a Message Source Policy

A message source policy is made up of the following elements:

- **Type of Message Source**

  Defines the sources from which you want to collect messages and assigns default attributes for all messages:

  - Log files (`Logfile`)
  - SNMP trap (`Trap`)
  - HPOM message interface (`opcmsg(1|3)`)
  - Threshold monitor (`Monitor`)
  - Event correlation circuit (`EC`)
  - Scheduled action (`Schedule`)

- **Message Conditions**

  Filter messages that match a set of attributes into HPOM. Message conditions also define responses to received messages.

- **Suppress Conditions**

  Exclude messages from HPOM that exactly match a set of attributes.

- **Options**

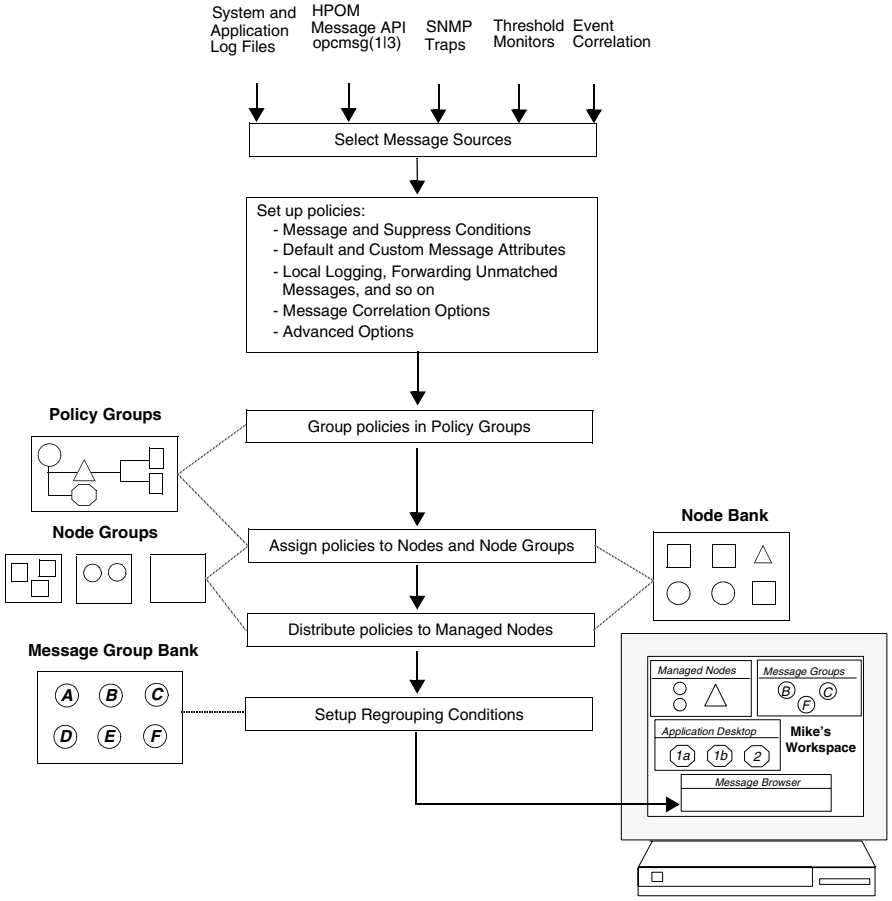
  Specify default logging of messages, and set forward unmatched message options.

Configuring Message Source Policies

Message source policies enable you to integrate messages from different message sources into HPOM. By configuring policies, you can determine whether a message is forwarded to the Java GUI Message Browser, with which attributes the message is displayed, and whether actions are to be performed.

Figure 4-2 shows the task flow from selecting message sources to setting up regroup conditions for message source policies.

Figure 4-2 Configuring Message Source Policies



Message Source Policies

The administrator can create, edit, and delete policies, as well as assign the policies to a policy group. Conditions are defined for each policy, and further options are specified.

For detailed information about setting up a message source policy, see the *HPOM Administrator's Reference*.

CAUTION If you do *not* define any conditions for a message source policy, and if the `FORWARDUNMATCHED` keyword is present in the policy body, HPOM intercepts all messages from that message source. This interception of all messages could lead to a large number of unmatched messages reaching the Message Browser.

Creating Policies for Message Sources

HPOM enables you to create multiple policies for the same message source. Create your own policies and conditions for all message sources, rather than modifying the preconfigured policies.

CAUTION When you upgrade HPOM to a higher version, all modified policies are lost.

Organizing Policy Groups

Policy groups are collections of policies or other policy groups. As the administrator, you can group policies to increase the performance of configuration and management tasks.

For example, you could group policies sharing the following characteristics:

- ❏ Common message source
- ❏ Common managed node platform

Advantages of Policy Groups

Organizing policies into policy groups has the following advantages:

- **Meaningful Overview**

  Policy groups let you organize your policies into logical units. For example, you might combine all policies relating to spool servers in one group. This grouping reduces the number of policies displayed in the policies list, and gives you a better overview of available policies.

- **Clear Hierarchy**

  You can place your policy groups in a policy group hierarchy. This hierarchy enables you to improve the organization of policies, making it easier for operators to concentrate on one type of policy when editing.

- **Simplified Assignment**

  Assigning policies to a managed node or a node group is straightforward. You can assign a specific policy group to a specific type of node. When adding a new node, you can assign all required groups, rather than collecting single policies for assignment. This ensures that all needed policies are selected.

Listing Policy Groups

You can list policy groups by using the `opcpolicy -list_groups` command. The operations with policy groups include creating and deleting policy groups, assigning policies to groups, and deassigning policies from groups. to list all policy groups and their contents. More information can be obtained if you increase the verbosity level or use different values of the `level` parameter. For more information, see the *opcpolicy (1M)* manpage.

Creating Policy Groups

You can create and delete your policy groups, as well as assign and deassign policies to them. A policy can be assigned to more than one policy group. This multiple assignment capability provides you with the flexibility to form policy groups that meet the precise needs of your organization. To ensure system efficiency, HPOM ensures that the policy is distributed only once to the managed node.

When you create policy groups, make sure they simplify the policy assignment. For example, create a policy group for all policies that monitor database servers. When assigning the policies to your managed nodes, you can then assign the policy group “Database Monitoring” to the node group “Database Servers”. For a list of the default policy groups that HPOM provides for each supported agent platform, see the *HPOM HTTPS Agent Concepts and Configuration Guide*.

It is important to remember that assigning a policy to a group that is a member of another group does not automatically assign the policy to both groups. For example, assigning a policy X to group /a does not automatically assign the same policy to group /b/a.

There are three different types of policy-to-policy-group assignments that relate to the policy version:

`FIX`

Exact version of the policy is assigned to the group and deployed to the node.

`LATEST`

Latest version of the policy existing at the time of deployment is deployed to the node.

`MINOR_TO_LATEST`

Latest version of the policy existing at the time of deployment that has the same major version as the assigned one is deployed to the node.

Regrouping Messages

To re-organize messages into other message groups, you can establish regroup conditions. If HPOM Event Correlation Services (ECS) is installed, you can also consolidate similar messages into fewer and more meaningful messages by configuring event correlation policies.

Assigning Policies

After you have configured policies and policy groups, you need to determine which node or node groups should receive the new policies. You can assign policies to nodes or node groups by using the `opcnode`

command-line tool. Or you can assign policy groups to nodes or node groups where the message interception should be performed. Then you can distribute the new configuration.

Assigning Policies to Managed Nodes

You can assign policies and policy groups to managed nodes and node groups by using the `opcnode` command-line tool. The process of assigning a policy group to a node is the same as the process you use to assign a single policy. All nodes within a node group automatically inherit the policies and policy groups assigned to the node group. This inheritance simplifies assigning policies to new nodes. For example, you can assign a policy group to a node group by using the following command:

```
opcnode -assign_pol_group pol_group=<policy_group_name>
group_name=<node_group_name>
```

In this command, *<policy_group_name>* is the name of the specified policy group and *<node_group_name>* is the name of the node group.

For more information, see the *opcnode(1M)* manpage.

NOTE

HPOM assigns and distributes policies individually. If only one policy in a policy group is changed, HPOM redistributes only the changed policy. If a policy is assigned several times to the same node through different policy groups, the policy is distributed and handled only once on the managed node. While policies are being modified, they are locked and cannot be distributed. You can verify the status of policies, and their assignment to managed nodes, by generating a report. For details about available reports, see the *HPOM Administrator's Reference*.

Distributing Assigned Policies

After you have defined a new message source policy and assigned it to the managed nodes, you must distribute it to the managed nodes. To find out how, see "Updating the HPOM Configuration" on page 287.

NOTE If you delete a policy, or if you remove a policy assignment for a specific node, you must distribute the new configuration to the affected managed nodes. Otherwise, your changes will not become active.

If you want to temporarily disable a policy on a managed node, use the `opcpolicy` command-line tool. For details, see the *opcpolicy(1M)* manpage.

Distributing Message Source Policies

After defining a message source policy, you distribute it to the managed nodes, where it intercepts messages and monitor values. You can distribute message source policies by using the following command:

```
opcragt -distrib -templates
```

For more information, see the *opcragt(1M)* manpage.

Evaluating Message Sources

The first step in implementing a message policy is to review existing message sources.

Where to Look for Messages

Evaluate the following message sources:

- ❏ Application and system log files
- ❏ Applications using the HPOM message API `opcmsg(3)`
- ❏ Applications using the HPOM command interface `opcmsg(1)`
- ❏ Monitored objects
- ❏ Performance metrics
- ❏ Monitored SNMP MIB values
- ❏ Applications sending SNMP traps

How to Evaluate Messages

Evaluate the messages by using the following criteria:

- ❏ Effect of events on end user
- ❏ Level of severity
- ❏ Frequency of occurrence
- ❏ File format in terms of readability (that is, binary or plain text format)
- ❏ Language and character set
- ❏ Network traffic and performance

Determine which messages require operator attention and which do not. Many messages are not significant because they do not affect system performance or the ability of users to perform their daily tasks. Other messages represent potential or current problems. These problem messages tell you that, without preventive counter-measures, a problem will occur or could occur again.

Evaluating the Severity of Messages

Evaluate the severity of each message. Many messages contain a severity level as part of the message. Decide if these severity levels reflect the true significance of the message in your environment. An object can issue a message with a severity of critical, but the message might not represent a critical situation within your environment.

Starting With Message Catalogs

If an application provides a message catalog, its contents can be used as a starting point when considering possible messages.

Collecting Messages

A message is a structured piece of information about the status of an **object** in your operating environment. This object can be any component of your operating environment, from the operating system to an application, or even a peripheral device.

Creating Message Status

A message is created as a result of an event or change of status. You can specify the severity and general characteristics of an event.

Depending on which severity level you assign to the message, the message is either intercepted by HPOM or filtered out of HPOM. If the message is intercepted by HPOM, it is then processed and displayed in a Java GUI operator's browser window.

NOTE

HPOM collects messages from the various message sources at regular intervals in the message source policies. For example, you can define polling intervals for the log file encapsulator or the HPOM monitor agent. When you define intervals, make sure the interval is not too small. If the interval is to small, it can cause unnecessary system overload. You may also consider adapting the HPOM default message source policies.

Intercepting Messages

HPOM intercepts messages from the following sources:

- **Log Files**

  Application and system log files.

- **Applications Integrated into HPOM**

  Applications that have been integrated into HPOM send messages through the `opcmsg (3)` application programming interface (API) or the `opcmsg(1)` command-line tool. You can integrate your own applications by writing a program that sends messages through `opcmsg(3)` or `opcmsg(1)`.

- **SNMP Traps**

  Applications and network devices sending SNMP traps.

- **Threshold Monitors**

  - *Application and System Values*

    Many application or system values can be compared with expected values.

  - *Database Values*

    Use the SQL database language and database administration tool to monitor specific values (for example, table sizes and number of locks). Compare these values with expected values.

  - *Processes*

    Use scripts to check if important processes are operating, for example, daemons. Check the process values, for example, the number of processes running.

  - *Files and File Systems*

    Check the existence and size of important files or file systems. The script can return the used or available disk space, which is checked against a predefined limit.

  - *Performance Metrics*

    The embedded performance component collects performance counter and instance data from the operating system.

  - *SNMP MIB Values*

    Check dynamic Management Information Base (MIB), parameters. These parameters are set and updated by applications, which may or may not be outside of HPOM. HPOM checks the current values against the configured thresholds using the SNMP API.

- **Scheduled Action Messages**

  Schedule automatic actions for routine tasks (for example, for policy distribution). If so configured, HPOM generates messages informing you about the success or failure of your scheduled action. For more information about configuring scheduled action policies, see the *HPOM Administrator's Reference*.

Processing Messages

After you have configured policies to intercept messages from their sources, you must establish conditions to filter the messages. HPOM lets you set up **conditions** to filter messages into HPOM or to exclude messages from being forwarded to the management server.

Figure 4-3 on page 326 shows the path of a message through policy filters, condition filters, and regroup conditions before it reaches the browser.

Figure 4-3 Resolving Message Attributes

1. Entry in Log File

```
SU 12/10 16:21 + ttyp2 peter-root
```

2. Message Source Template Applies

Message Source Template:	`Logfile Su (11.x HP-UX)`

Message Defaults: Attributes:	`Severity: normal`
	`Node:`
	`Application: /usr/bin/su(1) Switch User`
	`Message Group: Security`

3. Message Before Conditions Apply

```
Normal... 12/10/09 16:21:55 system_1.bb /usr/bin/su Security
```

4. Message on Matched Condition Applies

Condition:	`Succeeded su`

Set Attributes:	`Severity: unchanged`
	`Node:`
	`Application:`
	`Message Group:`
	`Object: <from>`
	`Message Text: Succeeded switch user to <to> by <from>`
	`Message Type: succeeded_su`

5. Message as Sent to Management Server

```
Normal... 12/10/09 16:21:55 system_1.bb /usr/bin/su Security Succeeded switch user to root by
peter
```

6. Regrouping on Management Server (optional)

7. Message as Displayed in Message Browser

```
Normal... 12/10/09 16:21:55 system_1.bb /usr/bin/su Security Succeeded switch user to root by
peter
```

How Messages Are Processed by Policies

You can use message source policies to set global defaults for message attributes, message correlation options, pattern-matching options, and message output options.

Setting Message Defaults

A message source policy assigns the following default settings to a message:

- **Message Attributes**

  Message attributes are characteristics that the HPOM administrator can use to classify a message when it is received by the management server. Message attributes are, for example, the severity of a message, the node where the message is generated, the application or object related to the event, and the message group for the message. These default attributes can be set in the message source policies, but are overwritten by values set in message conditions. HPOM displays message attributes in the Java GUI browser.

- **Custom Message Attributes**

  Custom message attributes allow you to extend HPOM messages by adding additional information to the message, for example, the customer name, the type of Service Level Agreement, a device type, and so on.

  HPOM displays custom message attributes in the Java GUI browser where the operator can sort and filter messages based on these attributes.

  Use the `opccmachg` command-line tool to assign attributes of your choice to a message. For usage details, see the *opccmachg(1m)* manpage.

  Custom message attributes can only be set for message conditions for log file, HPOM interface, threshold monitor policies, SNMP Trap Interceptor (`trapi`) and Scheduled tasks. For more information on custom message attributes, see the *HPOM HTTPS Agent Concepts and Configuration Guide*.

❑ **Message Correlation Options**

You can assign a message key to the message, decide which messages should be automatically acknowledged by this message key (state-based browser), and choose how HPOM suppresses duplicate messages. The assigning of message keys prevents identical messages from filling up the Java GUI `Message Browser`. Use keyword `SUPP_DUPL_IDENT` to suppress messages matching the message key.

For the Duplicate Message Suppression method, you can do the following:

- Specify an interval of time over which HPOM suppresses duplicate messages. HPOM retransmits the messages when this time interval elapses.
- Specify a threshold for a duplicate message counter. HPOM increments the counter until it crosses the threshold, and then allows the transmission of the duplicate message.

For more information, see Appendix A, “Policy Body Grammar,” on page 475.

❑ **Pattern-matching Options**

You can specify field separators and case-sensitive checks used by policies when scanning messages. Use keywords `ICASE` and `SEPARATORS` to define case-sensitive checks and field separators respectively. For more information, see Appendix A, “Policy Body Grammar,” on page 475.

❑ **Output Options for a Message Stream Interface**

You can choose whether HPOM should output messages to an external message stream interface, and if so, how HPOM should transfer the messages.

Use the following keywords to define defaults:

`MPI_SV_COPY_MSG`	Send the message to MSI as well as the server processes.
`MPI_SV_DIVERT_MSG`	Divert the message to MSI and do not send it to server processes.
`MPI_SV_NO_OUTPUT`	Do not send message to MSI (default).

These default attributes are set globally at the policy level, but can be overridden by a message condition. For more information about policy body syntax, see Appendix A, “Policy Body Grammar,” on page 475.

Configuring Multiple Policies

HPOM allows the administrator to configure multiple policies with different message and suppress conditions for each message source. When an event occurs, it is filtered in parallel by all policies assigned to that managed node. As soon as a condition applies, the message is handled according to the options specified in the policy. It is therefore important to understand how messages are filtered by HPOM to avoid filling the browser with unimportant messages or losing important messages.

Processing Multiple Policies at the Same Time

HPOM is capable of handling, in parallel, several policies of the same type for one node. In this process, no priority is given to any policy, rather each policy is handled as an independent entity. A message that matches the `suppress` or `suppress unmatched` condition in one policy will be suppressed only for the processing in that policy. However, a message could still match a message condition in another policy and create an HPOM message for the responsible operator. For more information about how to improve performance in a multiple-policy configuration, see “Optimizing Performance” on page 356.

Figure 4-4 on page 331 shows how messages are processed in parallel by policies:

- **Filtering Messages**

  Events create messages that are intercepted by HPOM, and filtered by the message source policies.

- **Assigning Default Settings**

  Policies assign default settings to the message.

- **Checking Message Conditions**

  The message is checked against a list of conditions. The first matched condition determines further processing.

- **Forwarding Messages**

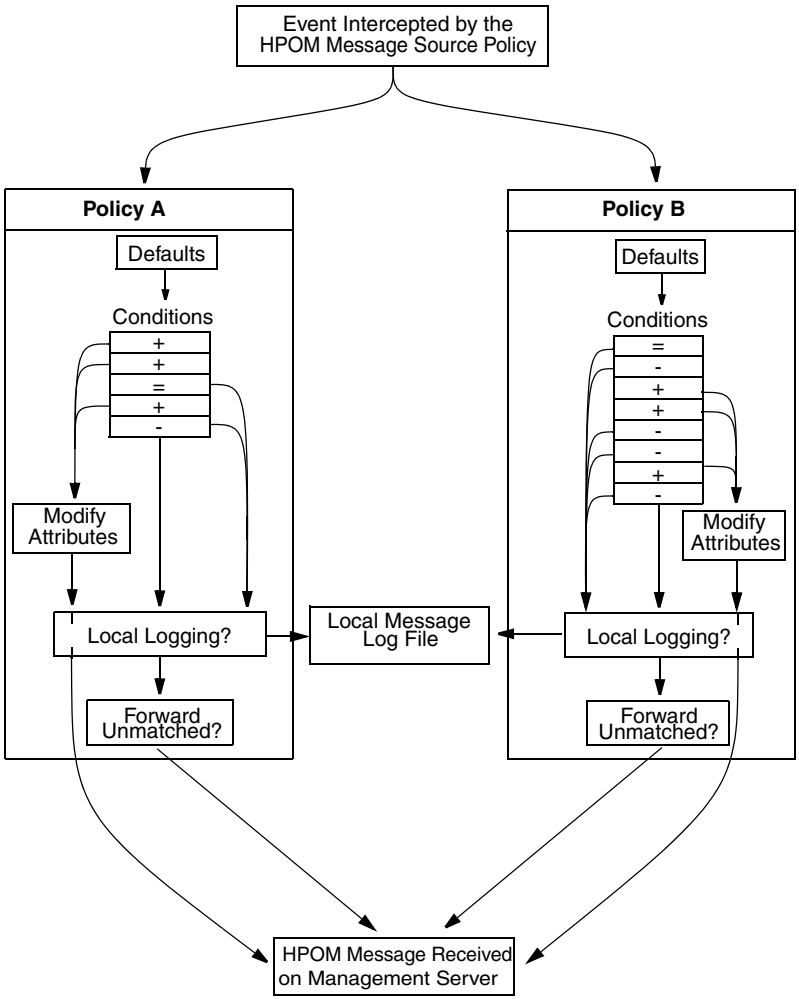
  If the message does not match any condition, and the Forward Unmatched attribute has been set in the policy, the unmatched message (containing the default values of the policy) is forwarded.

- **Logging Messages**

  If you have configured local logging or log-only for unmatched messages, HPOM logs the message accordingly.

One event can generate several HPOM messages as each policy is configured differently and reacts to the problem in its unique way.

Figure 4-4 Messages Filtering Through Multiple Policies



Forwarding Unmatched Messages

Using the FORWARDUNMATCHED keyword in multiple policies can lead to you receiving multiple messages from a single event. Each policy with the FORWARDUNMATCHED keyword creates a message with the default values of the policy.

Application-specific policies and generic policies handle multiple messages differently:

- **Application-specific Policies**

  Use the SUPP_UNM_CONDITIONS keyword to receive relevant messages only.

- **Generic Policies**

  Use the FORWARDUNMATCHED keyword to receive also unmatched messages beside relevant ones.

Only policies of the following type do *not* generate multiple messages from a single event:

- Log file policies
- SNMP Trap policies
- HPOM Interface Message policies

They process *all* assigned policies before forwarding an unmatched message to the management server. If the message is matched by a suppress condition, but Forward Unmatched is set in another policy, the message is suppressed. Suppress Unmatched conditions only suppress a message for that policy but forward messages that are unmatched by other policies to the management server.

Configuring Your Own Application-Specific Policies

When you modify preconfigured HPOM policies and conditions, make sure they are saved under the different version.

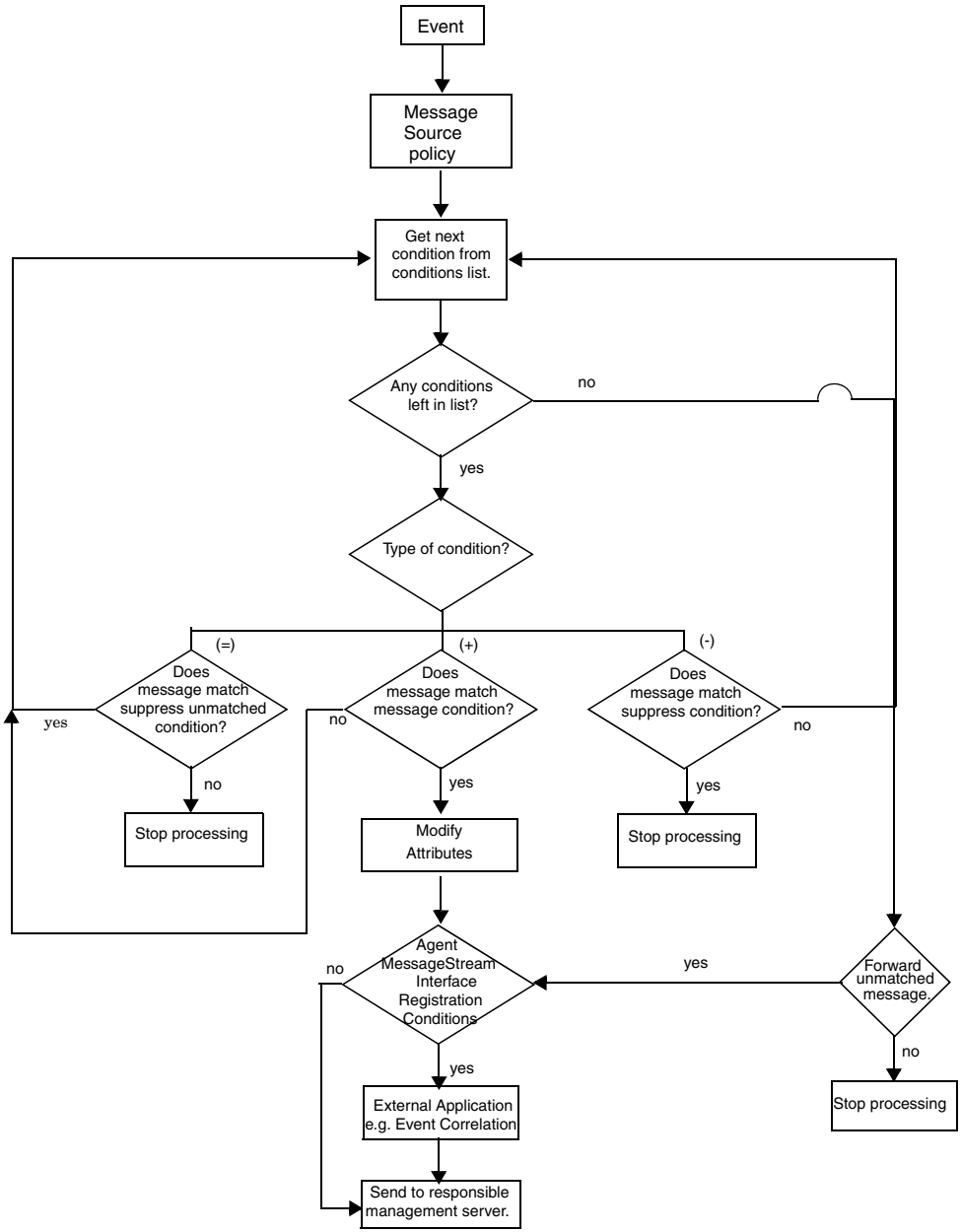
Filtering Messages with Conditions

The cornerstone of HPOM is its message processing mechanism. By controlling the exact messages from a source that you want operators to receive, **conditions** help reduce the amount of data and provide a common format for diverse message sources.

Filtering Message Sources

Figure 4-5 shows the process through which messages are checked against conditions on the agent, and how matched and unmatched messages are handled. This process is called “message source filtering.”

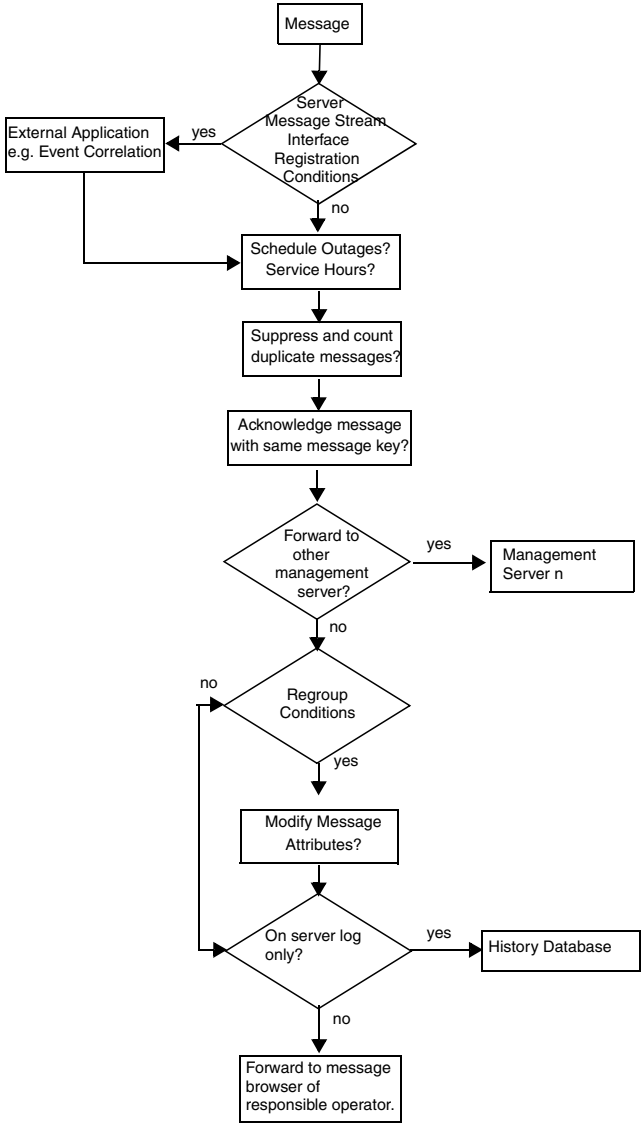
Figure 4-5 Flow of Messages Passing Through HPOM Filters on the Agent



Processing Messages on the Management Server

Figure 4-6 shows how messages are processed on the management server before they arrive in the browser of the responsible operator.

Figure 4-6 Flow of Messages Passing Through HPOM Filters on the Server



To Set Up Message Conditions

When setting up message conditions, use the policy body syntax described in Appendix A, “Policy Body Grammar,” on page 475.

To set up message conditions, follow these steps:

1. **Define Match Conditions**

   Define a matching pattern called the message condition or suppress condition.

2. **Test Pattern Matching**

   Test to make sure that the pattern matching of one condition works as expected.

3. **Set Up Message Correlation Options**

   Set up message correlation options to automatically acknowledge messages with a specific message key, and to stop frequently repeated messages from cluttering up the Java GUI `Message Browser`.

4. **Configure Operator-initiated Actions**

   Configure operator-initiated actions so that, every time a selected message is matched, HPOM allows a selected operator to run a script or program that you have configured.

5. **Configure Automatic Actions**

   Configure automatic actions so that, every time a message is matched, HPOM runs a script or program automatically.

6. **Configure Messages**

   Configure messages to be output to an external notification or to a trouble ticket service.

7. **Define Message Attributes**

   Define the attributes of the message to be displayed in the Java GUI `Message Browser`. These attributes are not necessarily the same as those for the original text matched from the message source.

8. **Define Custom Message Attributes**

   Define your own message attributes of the message to be displayed in the Java GUI `Message Browser` to provide operators with more relevant information about the message.

9. **Write Instructions**

   Write instructions to accompany the message displayed in the Java GUI `Message Browser`.

For more information about setting up message conditions, see Appendix A, “Policy Body Grammar,” on page 475and *HPOM Administrator’s Reference*.

If you do not define any filters for a message source, all messages from that source are brought into HPOM for processing, provided you have chosen to forward unmatched messages to the management server.

Message and Suppress Conditions

Conditions consist of various attributes (for example, node name, application name, message key, or a text or object pattern) that can be compared with the event. HPOM compares each incoming message with the message and suppress conditions in the order they are listed in the policy body.

You can set up as many message, suppress, and suppress unmatched conditions as you need to filter messages from a single message source policy either into or away from HPOM.

Conditions That Can Be Applied to Events

The following conditions can be applied to events on the managed node:

- **Message on Matched Condition**

  If a message matches *all* attributes set for a message condition, it is brought into HPOM for further processing.

  Message conditions enable you to set **message attributes**, and forward messages from the managed nodes to the HP Operations management server, where they can be assigned to specific operators.

- **Suppress Matched Condition**

  If a message matches *all* attributes for a suppress condition, it is excluded from HPOM. The message is not processed further.

  Suppress conditions enable you to reduce the number of messages that HPOM must process and that are displayed in the Java GUI `Message Browser`.

- **Suppress Unmatched Condition**

  If a message does *not* match the attributes for a suppress unmatched condition, it is excluded from HPOM. The message is not processed further.

  If a message matches *all* attributes for a suppress unmatched condition, it is processed further by the succeeding conditions in the conditions list.

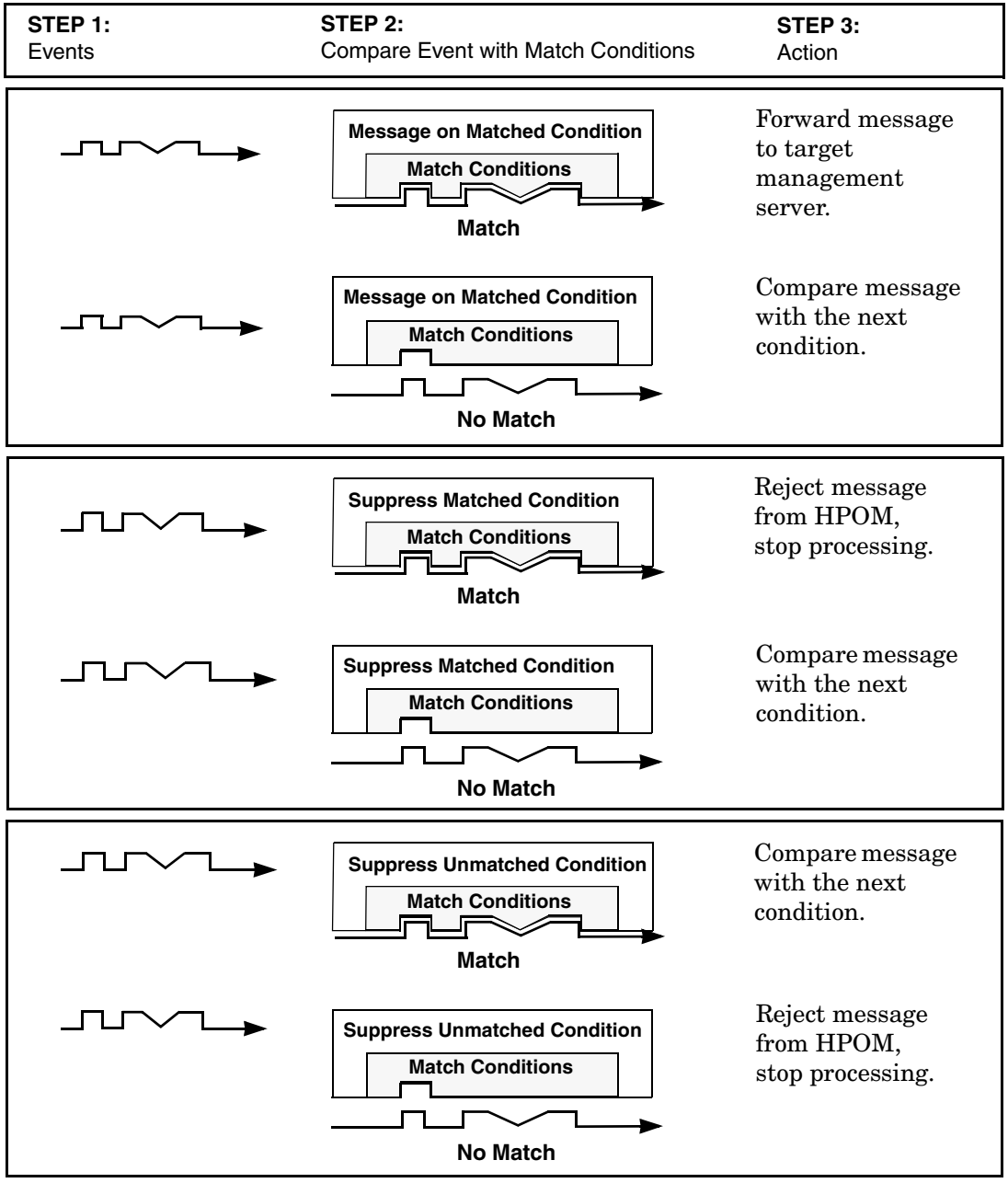
  Suppressing unmatched conditions enables you to improve HPOM performance by filtering out (at the condition level) all messages that are irrelevant to the policy, thus reducing the number of messages processed by the policy condition list.

  When the `FORWARDUNMATCHED` keyword is used in a policy body, the set of unmatched messages that are forwarded to the server are restricted to only those that directly relate to the policy.

Comparing Incoming Messages with Match Conditions

Figure 4-7 on page 339 shows how incoming messages are compared with the match conditions specified for message, suppress, and suppress unmatched conditions. For details about how to set up message conditions, see “Filtering Messages with Conditions” on page 333.

Figure 4-7 Using Conditions to Filter Messages



NOTE Though both refer to unmatched messages, the SUPP_UNM_CONDITIONS keyword filters messages at the condition level while the FORWARDUNMATCHED keyword filters messages on the policy level.

Pattern Matching in Messages

HPOM provides a powerful pattern-matching language that reduces the number of conditions you must enter to a minimum. Selected, dynamic parts of messages can be extracted, assigned to variables, and used as parameters to build new message text or to set other attributes. These parameters can also be used for automatic and operator-initiated action commands. For a full list of HPOM and SNMP variables, see the *HPOM Administrator's Reference*.

Pattern Matching with Mathematical Operators

In most cases, pattern matching involves simply scanning for a specific string in a message. However, a number of mathematical operators are available to enhance the precision of the search. For example, if you type ERROR along with the TEXT keyword in MSGCONDITIONS block of the policy body, only message text containing the string "ERROR" (in any position) is matched.

Similarly, if you want to match text that does not contain a specific string (for example, "WARNING"), you might enter the following:

```
<![WARNING]>
```

In this example, you use the **not operator** (**!**), together with the angle brackets that must enclose all operators, and the square brackets that isolate sub-patterns.

Because messages that match a suppress condition are excluded from HPOM, you do not need to reformat messages or specify actions for matching messages. For an illustration of the message flow through HPOM, see Figure 4-5 on page 334.

Pattern Matching Without Case-Sensitivity

If you used the `ICASE` keyword in your policy body, any combination of uppercase and lowercase characters composing the word, “warning”, can be matched. For more information about policy body syntax, see Appendix A, “Policy Body Grammar,” on page 475.

Examples of Pattern-Matching Conditions

Here are a few examples of the many conditions you can use in the HPOM pattern-matching language:

- `Error`

  Recognizes any message containing the keyword `Error` at any place in the message. This condition is case-sensitive by default.

- `panic`

  When case-sensitive mode is not set, this condition matches all messages containing `panic`, `Panic`, or `PANIC`.

- `logon|logoff`

  Uses the **OR operator** (**|**) to recognize any message containing the keyword `logon` **or** `logoff`.

- `^getty:<*.msg> errno<*><#.errnum>$`

  Matches messages such as:

  ```
  getty: cannot open ttyxx errno : 6
  ```

  ```
  getty: can’t open ttyop3; errno 16
  ```

  In the first example, the `cannot open ttyxx` string is assigned to the **msg** variable. The digit 6 is assigned to the **errnum** variable. The anchoring symbol is used to specify that the digit 6 will be matched only if it is at the end of the line.

- `^errno[|=]<#.errnum> <*.errtext>`

  Matches messages such as:

  ```
  errno 6 - no such device or address
  ```

  ```
  errno=12 not enough core.
  ```

The blank space before the OR operator is critical. The expression in square brackets matches either this blank space or the equal sign (=). The blank space between <#.**errnum**> and <*.**errtext**> is used as a delimiter. Although not strictly required for assignments to the variables shown here, this blank space helps improve performance.

- `^hugo:<*>:<*.uid>:`

  Matches any `/etc/passwd` entry for user `hugo` and returns the user id to variable **uid**. The colon (:) in the middle of the pattern is used to delimit the string passed to **uid** from the preceding string. The colon at the end of the pattern is used to delimit the string passed to **uid** from the succeeding group ID in the input pattern. The colon is necessary not only to enhance performance, but also as a logical string separator.

- `^Warning:<*.text>on node<@.node>$`

  Matches any message, such as `Warning: too many users on node hpbbx`, and assigns `too many users` to the variable **text** and `hpbbx` to the variable **node**.

Details of Pattern-Matching Expressions

Here are details about the expressions you can use in the HPOM pattern-matching language:

- **Standard Characters**

  Ordinary characters are expressions that represent themselves. Any character of the supported character set may be used. However, if any of the following special characters are used, they must be prefaced with a backslash (\), which masks their usual function:

  `[ ] < > | ^ $`

  If a caret (^) and a dollar sign ($) are not used as anchoring characters (that is, not as first or last characters), they are considered standard characters and, as a consequence, do not need to be masked.

- **Expression Anchoring Characters (^ and $)**

  If a caret (^) is used as the first character of the pattern, only expressions discovered at the beginning of lines are matched. For example, `^ab` matches the string `ab` in the line `abcde`, but not in the line `xabcde`.

If the dollar sign ($) is used as the last character of a pattern, only expressions at the end of lines are matched. For example, `de$` matches `de` in the line `abcde`, but not in the line `abcdex`.

- **Expressions Matching Multiple Characters**

  Patterns used to match strings consisting of an arbitrary number of characters require one or more of the following expressions:

`<*>`	Matches any string of zero or more arbitrary characters (including separators).
`<n*>`	Matches a string of *n* arbitrary characters (including separators).
`<#>`	Matches a sequence of one or more digits.
`<n#>`	Matches a number composed of *n* digits.
`<_>`	Matches a sequence of one or more separator characters.
`<n_>`	Matches a string of *n* separators.
`<@>`	Matches any string that contains no separator characters. In other words, it matches a sequence of one or more non-separators. This pattern can be used for matching words.

  Separator characters are configurable for each condition. By default, separators are the space and the tab characters.

- **Square Bracket Expressions**

  The square brackets ([]) are used as a delimiter to group expressions. To increase performance, square brackets should be avoided wherever they are superfluous.

  In the following pattern, all square brackets are unnecessary, the string `abcdefgh` is equivalent:

  ```
  ab[cd[ef]gh]
  ```

  Bracketed expressions are used frequently with the **OR operator**, the **NOT operator**, and when using **sub-patterns** to assign strings to variables.

- **OR (|) Operator**

  Two expressions separated by the special character vertical bar (|) matches a string that is matched by either expression.

For example, the following pattern matches the string `abd` and the string `cd`.:

```
[ab|c]d
```

- **NOT (!) Operator**

  The NOT **operator** (!) must be used with delimiting square brackets.

  For example, the following pattern matches all text which does not contain the string “WARNING”:

  ```
  <![WARNING]>
  ```

  The **NOT operator** may also be used with complex sub-patterns:

  ```
  SU <*> + <@.tty> <![root|[user[1|2]]].from>-<*.to>
  ```

  This pattern makes it possible to generate a switch user message for anyone who is not `user1`, `user2`, or `root`.

  Therefore, the following string would be matched:

  ```
  SU 03/25 08:14 + ttyp2 user11-root
  ```

  However, the following line would not be matched because it contains an entry concerning `user2`:

  ```
  SU 09/25 08:14 + ttyp2 user2-root
  ```

  If the sub-pattern including the **not operator** does not find a match, the **not operator** behaves like a `<*>`. It matches zero or more arbitrary characters. For this reason, there is a difference between the UNIX `[!123]` expression, and the corresponding HPOM pattern-matching expression `<![1|2|3]>`. The HPOM expression matches any character or any number of characters, except 1, 2, or 3. The UNIX operator matches any *one* character, except 1, 2, or 3.

- **Mask (\) Operator**

  The backslash (\) is used to mask the special function of the following characters:

  ```
  [ ] < > | ^ $
  ```

  A special character preceded by a backslash (\) results in an expression that matches the special character itself.

Because a caret (^) and a dollar sign ($) have a special meaning only when placed at the beginning and end of a pattern, you do not need to mask them when they are used within the pattern (that is, not at beginning or end of the pattern).

The only exception to this rule is the tab character, which is specified by entering `\t` into the pattern string.

The OR operator (`|`) can be used in the following fields of the match condition:

- Node
- Application
- Message group
- Object

Numeric Range Operators

The basic pattern for constructing complex expressions with these operators, is:

```
<number--operator--[sub-pattern]--operator--number>
```

The sub-pattern can be a simple numeric operator, for instance <#> or <2#>. Such a simple operator does not require delimiting brackets. Alternatively, it may be a complex sub-pattern, using delimiting brackets:

```
<120 -gt [<#>1] -gt 20>
```

It is also possible to construct a pattern by using only one operator:

```
Error <<#> -eq 1004>
```

The 6 Numeric Range Operators:

`-le`	Less than or equal to
`-lt`	Less than
`-ge`	Greater than or equal to
`-gt`	Greater than
`-eq`	Equal to
`-ne`	Not equal to

Less Than or Equal To (-le) Operator

Example of use:

```
<<#> -le 45>
```

This pattern matches all messages containing a number that is less than or equal to 45. For example, the following message would be matched:

```
ATTENTION: Error 40 has occurred
```

Note that the number 45 in the pattern is a true numeric value and not a string. Numbers higher than 45, for instance, 4545 will not be matched even if they contain the combination, 45.

Less Than (-lt) Operator

Example of use:

```
 <15 -lt <2#> -le 87>
```

This pattern matches any message in which the first two digits of a number are within the range 16-87. For instance, the message:

`Error Message 3299` would be matched.
The string: `Error Message 9932` would not be matched.

Greater Than or Equal To (-ge) Operator

Example of use:

```
^ERROR_<57 -ge <#.err>>
```

This pattern matches any text starting with the `ERROR_` string immediately followed by a number less than or equal to 57. For example, the following message would be matched:

```
ERROR_34: processing stopped
```

The string 34 would be assigned to the variable, `err`.

Note the use of the caret (`^`) expression anchor.

Greater Than (-gt) Operator

Example of use:

```
<120 -gt [<#>1] -gt 20>
```

Matches all numbers between 21 and 119 that have 1 as their last digit. For instance, messages containing the following numbers would be matched: 21, 31, 41...101... 111, and so on.

Second example:

```
Temperature <*> <@.plant>: <<#> -gt 100> F$
```

This pattern matches strings such as: ``Actual Temperature in Building A: 128 F''. The letter A would be assigned to the variable, plant. Note the use of the $ expression anchor. A “greater than” operator is also referred to as an Open Interval. Using “greater than equal to” operators creates a Closed Interval.

Equal To (-eq) Operator

Example of use:

```
Error <<#> -eq 1004>
```

This pattern matches any message containing the string `Error` followed by the sequence of digits, `1004`. For example, the following message would be matched by this pattern:

```
Warning: Error 1004 has occurred
```

However, `Error 10041` would not be matched by this pattern.

Not Equal To (-ne) Operator

Example of use:

```
WARNING <<#> -ne 107>
```

This pattern matches any message containing the string `WARNING` followed by a blank and any sequence of one or more digits, except 107. For example, the following message would be matched:

```
Application Enterprise (94/12/45 14:03): WARNING 3877
```

To Insert Expression Symbols in Pattern-matching Expressions

Any time you work with pattern matching, you can use the left and right mouse buttons to insert expression symbols.

To insert expression symbols, follow these steps:

1. Select the text you want to replace with an expression.
2. Right-click the selected text for a list of replacement symbol choices.
3. Select the symbol from the list.

Note that you *cannot* use this feature to supply variable names, which must be typed into the expression individually.

Variables and Parameters of Pattern-matching Expressions

Any matched string can be assigned to a variable, which can then be used to recompose messages or be used as a parameter for action calls. To define a parameter, add `.`*`parametername`* before the closing bracket. The `^errno: <#.number> - <*.error_text>` pattern matches a message such as the following:

```
errno: 125 - device does not exist
```

and assigns `125` to **number** and `device does not exist` to **error_text**.

Variable names may only contain alphanumeric characters as well as underscores (_) and hyphens (-). The following syntax rules apply:

```
(Letter | '_'){ Letter | Digit | '_' | '-' }
```

In the syntax above, `Letter` allows letters and ideographic characters from all alphabets, and `Digit` allows digit characters from all alphabets.

Rules Used by HPOM to Assign Strings to Variables

In matching the pattern `<*.var1><*.var2>` against the string `abcdef`, it is not immediately clear which substring of the input string will be assigned to each variable. For example, it is possible to assign an empty string to var1 and the whole input string to **var2**, as well as assigning `a` to **var1** and `bcdef` to **var2**, and so on.

The pattern-matching algorithm always scans both the input line and the pattern definition (including alternative expressions) from left to right. Expressions such as `<*>` are assigned as few characters as possible. In contrast, expressions such as `<#>`, `<@>`, and `<_>` are assigned as many characters as possible. The variable will therefore be assigned an empty string in the above example. For example, to match the `this is error 100: big bug` input string, use the following pattern:

```
error<#.errnumber>:<*.errtext>
```

In this example:

- `100` is assigned to **errnumber**.
- `big bug` is assigned to **errtext**.

For performance and pattern readability purposes, you can specify a delimiting substring between two expressions. In the above example, a colon (:) is used to delimit `<#>` and `<*>`.

Matching **<@.word><#.num>** against `abc123` assigns `abc12` to **word** and `3` to **num**, as digits are permitted for both `<#>` and `<@>`, and the left expression takes as many characters as possible.

Patterns without expression anchoring can match any substring within the input line. For example, the `this is number<#.num>` pattern is treated in the same way as the following:

```
<*>this is number<#.num><*>
```

Using Sub-patterns to Assign Strings to Variables

In addition to being able to use a single operator, such as a star (*) or a number sign (#), to assign a string to a variable, you can also build up a complex sub-pattern composed of a number of operators, according to the following pattern: <[*sub-pattern*].*var*>.

For example:

```
<[<@>file.tmp].fname>
```

Note that in the example above, the period (.) between `file` and `tmp` matches a similar dot character, while the dot between "]" and "`fname`" is necessary syntax. This pattern would match a string such as `Logfile.tmp` and assigns the complete string to `fname`.

Other examples of sub-patterns are:

```
<[Error|Warning].sev>
```

```
<[Error[<#.n><*.msg>]].complete>
```

In the first example above, any line with either the word `Error` or the word `Warning` is assigned to the variable, `sev`. In the second example, any line containing the word `Error` has the error number assigned to the variable, `n`, and any further text assigned to `msg`. Finally, both number and text are assigned to `complete`.

Displaying Matched Messages

After a message matches a message condition, you can assign certain settings to the message before it is displayed in a browser.

Assigning Message Settings

You can assign new values for the following settings:

- ❏ Severity level
- ❏ Node
- ❏ Application
- ❏ Message group
- ❏ Object
- ❏ Message text
- ❏ Message type
- ❏ Message key
- ❏ Service name

Any attribute set at the condition level overrides the value of the same attribute set by the policy defaults. You can also use part of the message text as a parameter to redefine the message text before the message is forwarded to an operator's browser.

Adding Custom Message Attributes to Your Message

Custom message attributes allow you to add your own attributes to a message. This means that in addition to the default message attributes listed in "Assigning Message Settings" on page 351, you can extend HPOM messages with attributes of your choice, for example, the attribute "Customer" or the attribute "SLA" for service level agreements.

Custom message attributes can only be set for message conditions and are only available for log file, HPOM interface, and threshold monitor policies.

Use the `opccmachg` command-line tool to assign attributes of your choice to a message. For more information, see the *opccmachg(1m)* manpage.

When creating and assigning custom message attributes, you can specify attribute name and value, for example:

```
# opccmachg -user opc_op -id
55d3604a-536f-71db-08c0-0a1108c90000 CUSTOMER=VIP SLA=none
Device=Device1 Source=Node1
```

A message matching the following condition would display with four additional columns in the Java GUI browser:

- Customer
- Device
- SLA
- Source

The values can contain one or more of the following:

- Hard-coded text
- Variables returned by the HPOM pattern-matching mechanism

  For more information, see “Pattern Matching in Messages” on page 340.
- Predefined HPOM variables

  For more information, see the *HPOM Administrator’s Reference*.

NOTE Custom message attributes are only displayed in the browser and message properties windows of the Java GUI.

If so configured, custom message attributes are passed to the Message Stream Interface (MSI) on the agent, the management server, or both. Custom message attributes are also passed to the trouble ticket system, the notification service, or both.

Adding Instructions to Your Message

You can add instructions to your message. Typically, these instructions describe an automatic action, provide details of how an operator should perform an operator-initiated action, or describe other manual steps for resolving a problem.

To add instructions to your message, use one of the following methods:

❑ **Write Instructions**

Write instructions for the message condition. All messages matching the condition then have the instructions associated with them. The text can be viewed in the Message Properties window of the Java GUI Message Browser. The advantage of using simple, text-based instructions is that they are stored in the database.

This method has the following advantages:

- Instructions are highly reliable.
- Instructions are resolved at a very high speed.

❑ **Call an External Application to Send Instructions**

Use the **instruction text interface** to call an external application to present instructions to an operator. The advantage of this method is that parameters of many kinds can be passed to the interface. For an example of how to set up text-based interfaces, see the following file:

```
/opt/OV/OpC/examples/progs/oii_readme
```

This method is potentially very flexible:

- *Variables*

  Variables may be included in the text, which among other things enables the complete localization of the instructions.

- *Message-specific*

  Instructions can be message-specific, rather than just message-condition-specific.

For the Java GUI, special HPOM variables are available to call an external application or to open a web browser on the client where the Java GUI is currently running. For details, see the *HPOM Administrator's Reference*.

Responding to a Message

HPOM provides several options for responding to messages that match conditions. Operators use some of these options in Message Browser to respond to messages. Some of these responses are transparent to operators.

Responses

You can choose from the following response types:

- **Logging Messages on the Management Server Only**

  If you choose this option, messages that match a message condition are logged on the management server and stored in the history database. They are not processed further, but operators can view them in the Java GUI `History Message` browser.

  If you log the messages on the management server only, the other actions are ignored.

- **Defining an Automatic Action**

  An **automatic action** starts immediately when the message is received. For each action, you must define the node on which it is performed, and the command to be executed (shell script, program, application start, or other response). Operators can stop currently running actions, and restart automatic actions, if necessary.

  You can also specify that an automatic action provides an annotation, and that the annotation be acknowledged automatically if successful. If you set up an automatic action with automatic acknowledgment, the operator might not see the message in the Java GUI `Message Browser`.

- **Defining an Operator-Initiated Action**

  Operators can start an **operator-initiated action** after reviewing the message in a Java GUI Message Browser. As is the case with automatic actions, operators can stop currently running actions, and restart them if necessary. You can define the node and command. You can also specify that an annotation and acknowledgment be provided automatically.

As a general rule, in instructions, you enter details about the operator-initiated actions, so operators know what exactly will be executed when the operator-initiated action is started. Normally, an operator-initiated action requires some kind of operator interaction. Or operators must set up or verify some type of prerequisite.

Examples:

- Stopping the database before starting a backup.
- Informing users that, before print spooling, the subsystem will go into maintenance mode.

❏ **Forwarding Messages**

You can forward messages to a trouble ticket system or external notification service. In addition, you can configure automatic acknowledgments after forwarding a message.

Configuring Automatic Annotations and Acknowledgments

For both automatic and operator-initiated actions, you can configure automatic annotations and automatic acknowledgments.

An automatic annotation logs the following:

❏ Start and stop time of action

❏ Exit value of action

❏ Action information written to `stdout` and `stderr`

If an action fails, an annotation is automatically written. When you configure an automatic acknowledgment for an action, the message is acknowledged automatically if processing of the action was successful. Without automatic acknowledgment, operators must manually acknowledge messages in the Java GUI Browser.

Strategies for Optimal Message Filtering

This section suggests ways to optimize your message filters to improve system performance and ensure that operator browsers are free of duplicate or unimportant messages.

Filtering Messages

You can filter messages on the managed node and on the management server:

- **Managed Node**

  Filtering out as many messages as possible on the managed node minimizes network traffic and reduces the load on the management server.

- **Management Server**

  Filtering on the management server enables you to compare and correlate messages from several nodes. If so configured, the management server can maintain a counter of suppressed messages. **Regroup conditions** let you customize the grouping of messages that operators see in the Java GUI `Message Browser`. Regroup conditions are not used to filter out messages. For more information about regroup conditions, see “Regrouping Messages” on page 379.

Optimizing Performance

Optimal processing performance can be achieved easily by putting the conditions into a sequence and by deploying Suppress Unmatched conditions.

Organizing Conditions into a Sequence

The sequence in which conditions display within a policy determines the type and number of messages processed through the system. In principle, a policy that begins with suppress unmatched or suppress conditions (thus filtering out unwanted messages from the start) demands less processing than a policy in which the message conditions are placed first. Fewer messages to match reduces processing and increases performance.

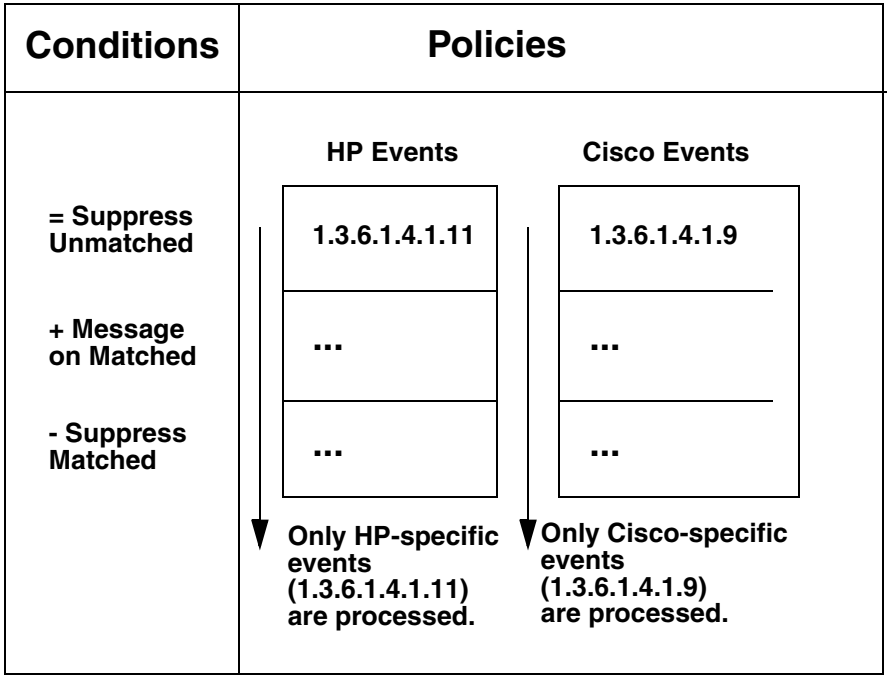
Deploying Suppress Unmatched Conditions

Suppress Unmatched conditions filter events on the managed nodes. They enable you to stop the matching process for events not "intended" for a particular policy. Suppress Unmatched conditions suppress events that do *not* match the specified pattern, but allow events that match to be processed by the conditions in the list. Message suppression improves performance on the managed node because HPOM processes only those events intended for the policy.

For example, to improve performance of SNMP trap filtering, create one policy for each enterprise-specific subtler occurring in your environment. Then place a Suppress Unmatched condition first in the list of conditions. HPOM suppresses SNMP traps from MIB objects not matching the condition, and only processes the SNMP traps intended for that policy.

In Figure 4-8, the policy for HP-specific SNMP traps suppresses SNMP traps from Cisco MIB objects, and only processes HP-specific events.

Figure 4-8 Channeling Enterprise-specific SNMP Traps



Reducing the Number of Messages

Operators are often overwhelmed by the number of messages HPOM sends to their message browsers:

- **Related Messages**

  Some messages are related to each other (for example, an application stops and starts up again).

- **Similar or Identical Events**

  Some messages report similar or identical events (for example, a user switches to user root three times).

- **Problem Deterioration**

  Some messages report how a problem situation deteriorates (for example, the amount of free disk space decreases on a managed node).

HPOM can be configured so operators receive only important and relevant messages. Messages that relate to the same or to a similar problem can be suppressed, or correlated and replaced with a new, more meaningful message.

Correlating Messages and Events

Message replacement is achieved through message correlation and event correlation.

- **Message Correlation**

  Message correlation can be achieved with built-in HPOM mechanisms, but offers only basic correlation techniques. Message correlation is recommended if you want to get started with correlation techniques and then proceed to a more sophisticated solution.

- **Event Correlation**

  Event correlation is the more sophisticated solution but requires the purchase of special event correlation products (for example the HP ECS Designer for NNM and HPOM). For details about event correlation, see “Event Correlation in HPOM” on page 413.

Table 4-1 clarifies the differences between event correlation and message correlation.

Table 4-1 Comparing Event Correlation and Message Correlation

Event Correlation	Message Correlation
• Default EC policies delivered with HPOM. • Purchase of the event correlation product is required (for example, HP Event Correlation Designer for NNM and HPOM).	• No separate purchase is necessary.
• More difficult to set up and maintain, but supports complex conditions.	• Easy to configure, but supports only simple correlation tasks.
• Handles event streams. Events can change their state while they are processed by the event correlation engine. Identical input events can generate different output events, depending on the current state.	• Static message handling.
• "Annotate node" concept of HP Event Correlation Designer allows you to attach different actions to the output events.	• Only suppression[a] or automatic acknowledgment is possible.
• Data is exchanged between HPOM and the event correlation product.	• All data is processed by HPOM. Performance is not affected.
• Loss of data is possible when event correlation services go down.	• All data is processed by HPOM. If HPOM goes down, data is stored in a database.

a. If enabled on the management server, suppressed messages are also counted.

Message Correlation

Message correlation describes the mechanism by which HPOM compares similar or identical events and messages.

HPOM reacts to events and messages in one of two ways:

- **Automatic Acknowledgement**

  Automatically acknowledges the message to which a relation was established (see “Automating Standard Scenarios” on page 363).

- **Duplicate Message Suppression**

  Suppresses duplicate messages (see “Suppressing Duplicate Messages” on page 367).

If duplicate message suppression is enabled on the management server, HPOM also keeps a counter of the suppressed messages.

Message Keys

Messages are correlated on the basis of their **message key**. In some instances, other event attributes or message attributes are compared. The message key is a message attribute that summarizes the important characteristics of the event that triggered the message.

Use `MSGKEY` and `MSGKEYRELATION ACK` keywords to set up message key relations.

Guidelines for Effective Message Keys

Effective message keys provide a concise description of the event that triggers a message. Message keys should contain only important information about the event. They should exclude unnecessary data, such as time stamps or fill words. Effective message keys can be used for state-based browsers (see “Automating Standard Scenarios” on page 363) and for suppressing duplicate messages (see “Suppressing Duplicate Messages” on page 367).

To build effective message keys, follow these guidelines:

- **Include the Node Name in the Message Key**

  Incorporate the HPOM variable `$MSG_NODE_NAME`. This variable ensures that messages generated on one computer have a different message key from messages generated on another computer.

Example:

```
my_appl_down:<$MSG_NODE_NAME>
```

- **Include Other Important Message Attributes**

  A message key should take into consideration all message attributes that describe the important aspects of the message. Typical attributes are node, object, application, severity, service name, monitor name (when defining a condition for a threshold monitor policy), or any variables that are defined in the `Condition` section.

  Example:

  ```
  appl_status:<$MSG_APPL>:<$MSG_OBJECT>:<$MSG_NODE_NAME>
  ```

  For a list of HPOM variables that can be used, see the *HPOM Administrator's Reference*.

- **Reflect the Severity of the Message**

  Messages with different severities should have different message keys. This does not necessarily mean you should include the severity string itself in the message key. Try to reflect the severity by including the cause of the severity level. The cause is included in the message information itself. For example, for threshold monitor policies, the variable `<$THRESHOLD>` can be included. Each value of `<$THRESHOLD>` represents a distinct severity level.

- **Enable HPOM to Generate a Default Key**

  To generate a default message key along with a default message key relation for each condition of the policy, use the `AUTOMATIC_MSGKEY` keyword, optionally followed by a string value. This keyword also supplies existing conditions with a message key.

  For more information about message key relations, see "To Generate a Default Message Key and Message Key Relation" on page 364.

- **Improve Readability**

  Separate the components of a message key from each other, for example, with colons (:).

  Example:

  ```
  my_appl_down:<$MSG_NODE_NAME>
  ```

Guidelines for Effective Message Key Relations

To build effective message key relations, follow these guidelines:

- **Watch Out for Variable Resolution**

  Message key relations consist primarily of HPOM variables that are resolved on the managed nodes. Relations can also contain HPOM pattern definitions. The patterns are matched on the management server.

- **Improve Readability**

  Separate the components of a message key relation from each other (for example, with colons (`:`)).

  Example:

  ```
  my_appl_down:<$MSG_NODE_NAME>
  ```

- **Enclose Relations in Anchoring Characters**

  Enclose message key relations in anchoring characters. Use the caret (`^`) as the first character, and the dollar sign (`$`) as the last. This improves processing performance.

  Example:

  ```
  ^<$NAME>:<$MSG_NODE_NAME>:<$MSG_OBJECT>:<*>$
  ```

- **Place Pattern Definitions in the Correct Location**

  If you use pattern definitions in message key relations, place them into the right part of the relation string. Correct pattern-definition placement improves processing performance.

  Example of pattern definitions in the *right* place:

  ```
  ^<$MSG_NODE_NAME>:abcdef:[pattern]$
  ```

  Example of pattern definitions in the *wrong* place:

  ```
  ^[pattern]:<$MSG_NODE_NAME>:abcdef$
  ```

- **Specify Case-sensitive Check and Field Separators**

For a list of HPOM variables that can be used when defining which messages are to be acknowledged, see the *HPOM Administrator's Reference*.

Automating Standard Scenarios

Sometimes, you may want to acknowledge messages automatically.

The following example illustrates this:

Problem Resolution

A first message might report a problem. Then, a second message might report that the problem has been solved (for example, if a user fails to log on because of an incorrect password, but succeeds with a second attempt). Or it might report that the problem has deteriorated. In either case, the first message would no longer be relevant. For this reason, you would want to the second message to automatically acknowledge the first message.

HPOM enables you to automate such scenarios (for example, an application shutting down and starting up again).

State-Based Browsers

When you acknowledge messages automatically, a maximum of one message per managed object exists in the browser. This message reflects the current status of the object. In effect, the message browser has become a state-based browser. (For suggestions on how to implement this concept for threshold monitors, see “To Generate a Default Message Key and Message Key Relation” on page 364.)

Acknowledging Messages with Message Keys

When you work with related message, the relationship between the first and the second (or the second and the third) message is established through message keys. A message key acknowledges a message by matching, and thereby identifying, the message key of that message. The pattern is specified with `MSGKEYRELATIONS ACK` keywords in the policy body.

Annotating Acknowledged and Acknowledging Messages

When a message is acknowledged automatically by another message, both messages are annotated, as follows:

- **Acknowledged Message**

  The *acknowledged* message is annotated automatically with details about the *acknowledging* message. These details about the *acknowledging* message include its message ID, condition ID, and message key relation.

- **Acknowledging Message**

  The *acknowledging* message is annotated with details about the *acknowledged* message. These details about the *acknowledged* messages include its message key relation, the number of messages it has acknowledged, its message IDs, and its condition IDs.

These annotations can be useful when troubleshooting.

NOTE The status of the message has no influence on whether it will be acknowledged: owned messages, pending messages, and messages with running actions are also acknowledged.

To Generate a Default Message Key and Message Key Relation

For threshold monitor policies, HPOM can generate a default message key, along with a message key relation, for each condition.

To generate a default message key and a message key relation for each condition, use the `AUTOMATIC_MSGKEY` keyword.

The following default values are generated:

- **Message Key**

  `<$NAME>:<$MSG_NODE_NAME>:<$MSG_OBJECT>:<$THRESHOLD>`

- **Message Key Relation**

  `^<$NAME>:<$MSG_NODE_NAME>:<$MSG_OBJECT>:<*>$`

For example, a resolved message key could look like the following:

```
disk_util:managed_node.hp.com:/:90
```

This message key indicates that the monitor `disk_util` has detected more than `90%` used disk space in the root directory `(/)` on the node `managed_node.hp.com`.

The message key relation ensures that all those messages are acknowledged that are triggered by the monitor `disk_util` and report that disk utilization of `/` on the node `managed_node.hp.com` has exceeded or fallen below a threshold.

Sending a Reset Message Automatically

HPOM also automatically acknowledges the last message of a monitored object by sending a reset message if a threshold was first exceeded and the monitored value then drops below all possible reset values. In other words, no condition matches any longer.

The reset message is provided with a message-key relation that acknowledges the last message that was sent for a certain monitor. This last message must contain a message key. Otherwise, no reset message is sent.

The reset message cannot be configured, but has the following default text: `<monitor_name>[(<instance>)]:<value> (below reset).`

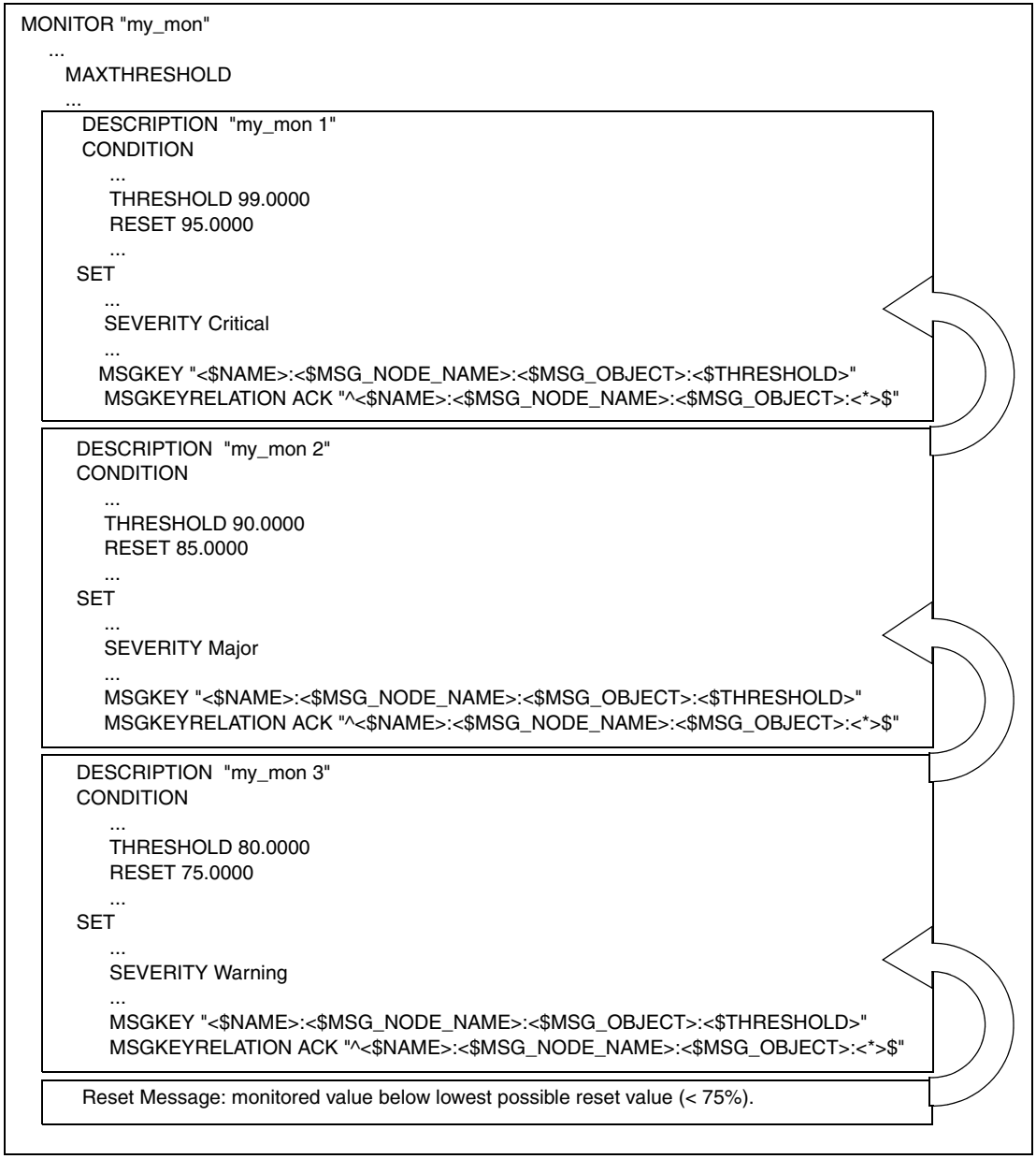
The reset message does not display in the message browser, but is sent directly to the history database. The severity of the reset message is set to normal. Automatic or operator-initiated actions are not defined.

For details on how the monitor agent behaves when multiple conditions exist for one monitored object, see “Threshold Monitoring with Multiple Conditions” on page 403.

Example of an Automatic Reset Message

Figure 4-9 shows an example of a reset message sent automatically.

Figure 4-9 Example of an HPOM Reset Message



In this example, the `my_mon` monitor has three conditions:

- `my_mon 1`

  Generates a critical message when the monitored value exceeds 99%. When the value falls below 95%, the counter is reset.

- `my_mon 2`

  Generates a major message when the monitored value exceeds 90%. When the value falls below 85%, the counter is reset.

- `my_mon 3`

  Generates a warning message when the monitored value exceeds 80%. When the value falls below 75%, the counter is reset.

The message key relation of each message ensures that the previous message is automatically acknowledged. The last message (generated by "my_mon 3") is automatically acknowledged by the reset message when the monitored value falls below the lowest possible reset value (in this example, below 75%).

The resolved message keys of each generated message are different from each other. Each resolved message key contains the threshold value specific to the condition, and thereby indicates the severity of the message.

Suppressing Duplicate Messages

In general terms, duplicate messages are messages that report the same event or a similar event. For example, each time a user switches to another user, HPOM generates a message. If the user always changes to the same user, you could consider this information superfluous, declare it an identical event, and have HPOM suppress further messages relating to it. In addition, HPOM lets you decide how often or for how long further messages are suppressed before a "new" duplicate message is sent.

NOTE

If an incoming, duplicate message has a different severity or message text than the existing duplicate messages, you can configure HPOM to display the new values instead of the previous data. For more information, see "Updating Severity and Message Text of Duplicate Messages" on page 375.

You can configure HPOM to suppress duplicate messages on the managed node or on the management server. Filtering out (or suppressing) messages on the managed node reduces network traffic and keeps the management server free for other tasks.

Because suppressing messages on the management node is more beneficial to performance, HPOM offers a variety of suppression types and settings on the managed node, but only a global setting on the management server. Use the configuration variable `OPC_MAX_DUPL_ANNO` to limit the number of duplicate messages for which annotations are added.

Verifying Suppression Types

If the condition event matches the condition, HPOM verifies that one of the following suppression types has been selected:

- **Suppress Messages Matching Condition**

  HPOM suppresses *all* duplicate messages matching the chosen condition. That is, HPOM checks whether a message generated by the same condition already exists.

  If a message already exists, and the second event occurs within a specified time interval or below a configured counter, the second message is suppressed.

- **Suppress Identical Input Events**

  HPOM suppresses only those duplicate messages whose *event attributes* are identical to each other. That is, HPOM checks whether a message already exists that was generated by the same input events. A message's input events are defined in the `Condition` section of the policy condition. Two or more messages are considered to be identical if the following event attributes are the same:

  - Severity
  - Node
  - Application
  - Message group
  - Object
  - Message text (= original message text)

If an identical message already exists, and the second event occurs within a specified time interval or below a configured counter, the second message is suppressed.

❑ **Suppress Identical Output Messages**

HPOM suppresses only those duplicate messages whose *message attributes* are identical to each other. That is, HPOM checks whether a message already exists that has the same message attributes. The attributes of a message are defined in the `Set Attributes` section of the policy condition. Two or more messages are considered to be identical if their message keys are the same.

If either message does not have a message key, the following message attributes must be identical:

- Severity
- Node
- Application
- Message group
- Object
- Message text
- Service name

If an identical message already exists, and the second event occurs within a specified time interval or below a configured counter, the second message is suppressed.

The log file of the `syslog` daemon, `/var/adm/syslog/syslog.log` on HP-UX, illustrates suppressing duplicate messages with the Suppress Identical Output Messages option.

For example, consider the following lines from the `syslog` log file:

```
Mar 14 14:39:01 server inetd[9900]: telnet/tcp:
Connection from node1 at Tue Mar 14 14:39:01 2009

Mar 14 12:46:02 server inetd[9005]: login/tcp: Connection
from node2 at Tue Mar 14 12:46:02 2009
```

The pattern-matching text might look like this:

```
"inetd\[<#>\] <@.service>: Connection from <@.from_node>"
```

The important characteristics of the `inetd` connection messages are the local node, the node from which the connection is made, and the `inetd` service. The `syslog` time stamp, the PID, and the connection time are not important.

A message key might look like this:

`inetd_connect_from:<$MSG_NODE_NAME>:<from_node>:<service>`

This message key would suppress all messages from the same nodes that connect to the same node and connect for the same service.

Duplicate message suppression processes only those messages that are generated by the same condition. If you want to suppress duplicate messages that are generated by different conditions, enable this functionality on the management server. For details, see “Suppressing Duplicate Messages on the Management Server” on page 374.

NOTE Duplicate message suppression on managed nodes is *not* available for threshold monitor policies. To find out how to suppress duplicate messages from threshold monitor policies, see “Suppressing Duplicate Messages on the Management Server” on page 374.

You can specify the type of duplicate message suppression, as well as the time interval and counter or threshold settings. There are three types of duplicate message suppression. Use the following keywords to achieve the desired results:

`SUPP_DUPL_COND`	Suppresses all messages that match the same condition.
`SUPP_DUPL_IDENT`	Suppresses all messages that have same original message text (input).
`SUPP_DUPL_IDENT_OUTPUT_MSG`	Suppresses all messages that have the same output message text.

The value following these keywords represents the time interval within which messages are suppressed. If instead of a time value, a keyword COUNTER_THRESHOLD (followed by a number) is used, the messages are suppressed until the defined number of messages are received, after which one message is sent and the counter is reset. Using keyword RESET_COUNTER_INTERVAL will set a time interval after which the counter is reset regardless of the number of messages received. Keyword RESEND sets the time limit after which messages are being sent again. For more information, see the policy body grammar in Appendix A, “Policy Body Grammar,” on page 475.

Type of Suppression Settings

You can choose between the following suppression settings:

- **Time Interval**

  Specify a time interval during which duplicate events are ignored, and a time period after which you want to start sending messages again. In the example shown in Figure 4-10 on page 372, the suppression time interval is set to 30 seconds, but the suppression time is limited to 60 seconds.

- **Counter**

  Specify a threshold for a duplicate message counter. HPOM increments the counter until it equals or crosses the threshold. At that point, HPOM allows the transmission of the duplicate message. In the example shown in Figure 4-11 on page 373, the counter threshold is set to two. The counter is reset after 30 seconds.

- **Combination of Time Interval and Counter**

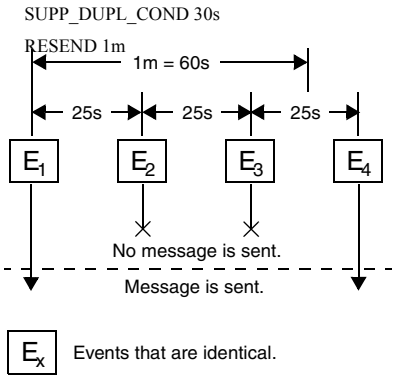
  If you use the time interval and counter together, events are evaluated first by the timer. If an event passes the timer, it is then evaluated by the counter, which either suppresses it, or sends a message to the management server.

Suppression Based on Time

Figure 4-10 illustrates suppression based on time.

For suppression of identical input events, use `SUPP_DUPL_IDENT` keyword instead. For suppression of identical output messages, use `SUPP_DUPL_IDENT_OUTPUT_MSG` keyword.

Figure 4-10 Suppression Based on Time

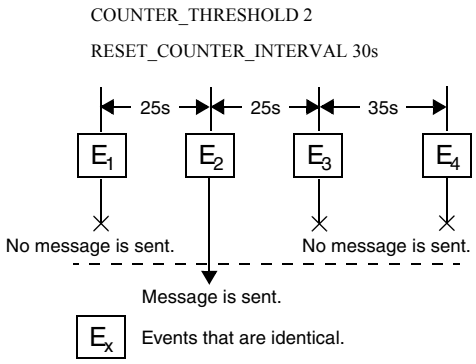


1. The first event (E_1) matches a condition. A message is sent. The timer is started.
2. A second event (E_2) occurs 25 seconds later. This event occurs *less than 30 seconds* after the first event. So it is suppressed.
3. A third matching event (E_3) occurs *less than 30 seconds* after the second event. So it is also suppressed.
4. The next matching event (E_4) occurs *less than 30 seconds* after the third event. But it also occurs *more than 60 seconds* after the first event. So a new message is sent.

Suppression Based on Counter

Figure 4-11 illustrates suppression based on counter.

Figure 4-11 Suppression Based on Counter



1. The first event (E_1) matches a condition. The counter increments to one. No message is sent because the threshold of two has not yet been reached.
2. A second matching event (E_2) occurs 25 seconds later. The counter increments to two. A message is sent. The counter resets to zero.
3. A third matching event (E_3) occurs. The counter increments to one. No message is sent.
4. The next matching event (E_4) occurs more than 30 seconds after the third event. At 30 seconds, the counter was reset to zero. So the counter now increments to one. No message is sent.

Suppressing Duplicate Messages on the Management Server

Suppression of duplicate messages can also be configured for the management server. By suppressing duplicate messages on the management server, you can significantly reduce high system loads caused by large numbers of messages. In addition, you can correlate messages from more than one managed node.

The suppression method used by the management server is identical to the `Suppress Identical Output Messages` method used on the managed node. HPOM compares the message attributes of incoming messages with the message attributes of existing messages.

If *either* message does not have a message key, the following message attributes must be identical:

- ❏ Severity
- ❏ Node
- ❏ Application
- ❏ Message group
- ❏ Object
- ❏ Message text
- ❏ Service name

If an identical message already exists, HPOM suppresses the duplicate message and all subsequent duplicate messages. HPOM also starts a counter of duplicates on the first message. This counter is displayed in the browser windows of the responsible operator, as well as in the Message Properties window. The counter gives an indication of how often the problem occurred. The Message Properties window also shows when the last duplicate message was received (and suppressed).

If suppression is enabled, HPOM stores information about suppressed duplicate messages in annotations to the first message.

NOTE Automatic actions started by duplicate messages on the managed node are still executed. Any action responses, however, are lost.

Enabling Duplicate Message Suppression on the Management Server

Duplicate message suppression on the management server can be enabled with the `opcsrvconfig -dms` command. You can also specify that the duplicated messages are added as annotations. For example:

```
# opcsrvconfig -dms -enable anno
```

NOTE Duplicate message suppression is a global setting that affects all messages and operators.

For more information, see the *opcsrvconfig(1m)* manpage.

Suppressing Duplicate Messages in Flexible Management Environments

In flexible MoM environments, each management server is responsible for counting the messages it receives from its direct managed nodes. This means that messages received from other management servers are not aggregated into one message but are displayed as multiple messages, each with the count as received from the originating management server.

If you do not want a management server to send or receive message count events, set the following variables on the HP Operations management server by using the `ovconfchg` command-line tool:

- **Send message count events**

  ```
  ovconfchg -ovrg <OV_resource_group> -ns opc -set \
  OPC_SEND_MSG_COUNT FALSE
  ```

- **Receive message count events**

  ```
  ovconfchg -ovrg <OV_resource_group> -ns opc -set \
  OPC_ACCEPT_MSG_COUNT FALSE
  ```

<OV_resource_group> is the name of the management server resource group. By default, both variables are set to `TRUE`.

Updating Severity and Message Text of Duplicate Messages

If an incoming, duplicate message has a different severity or message text than the already existing messages, you can configure HPOM to display the new values instead of the previous data:

- **Update severity of duplicate messages**

  The following command configures HPOM to display the severity of the last duplicate message received:

  ```
  ovconfchg -ovrg server -ns opc -set
  OPC_UPDATE_DUPLICATED_SEVERITY LAST_MESSAGE
  ```

- **Update message text of duplicate messages**

  The following command configures HPOM to display the message text of the last duplicate message received:

  ```
  ovconfchg -ovrg server -ns opc -set
  OPC_UPDATE_DUPLICATED_MSGTEXT LAST_MESSAGE
  ```

When set to LAST_MESSAGE, the appropriate value will be changed in the message browser.

Logging Messages

The message handling facility of HPOM produces the following types of message results:

- **Messages Matching Message Conditions**

  These messages are filtered into HPOM. They are forwarded from the local node to the management server for further processing. You can also specify logging on the source node of these messages. Matched messages are displayed in the browser windows of the responsible operators.

- **Messages Matching Suppress Conditions**

  These messages are filtered out of HPOM without further processing. You can choose to log these messages on their source nodes.

- **Messages Not Matching Any Conditions**

  If no filtering occurs, unmatched messages can still be routed into HPOM. Typically, unmatched messages are messages you have not seen before, so you have not yet set up filtering conditions for them. You can choose to log these unmatched messages locally on the managed node, or forward them to the management server for processing. If you forward them to the management server, you can then choose to display them in the Java GUI `Message Browser`, or to put them directly into the history database. If they are displayed in the browser, they are identified by an `X` in the U column of the Java GUI `Message Browser`.

You can set up logging options after you have defined message source policies and their message and suppress conditions. You specify how you want message types logged by using the following keywords in the policy body:

```
LOGMATCHEDMSGCOND
LOGMATCHEDSUPPRESS
LOGUNMATCHED
```

NOTE If you switch on logging for any of the event correlation policies, logging is automatically enabled for all other event correlation policies.

Regrouping Messages

After a message has been integrated and filtered by HPOM, you can change its current default message group on the management server. You can customize message groups specifically suited to an operator's tasks and responsibilities. This means that you are not required to change the conditions for a message source. And you are not required to redistribute the policies to move messages from one message group to another.

NOTE For information about the use of the service name attribute in regroup conditions, see the *Service Navigator Concepts and Configuration Guide*.

Message conditions and attributes are processed as follows:

- **Message and Suppress Conditions**

  Message conditions and suppress conditions are processed on managed nodes, where they are compared with all incoming messages.

- **Regroup Conditions**

  Regroup conditions are processed on the management server only. Regroup conditions are compared to messages that have already passed through the filters on managed nodes.

  Messages that match a regroup condition are forwarded to a different message group, according to your policies. You can group all messages from the spooling applications can be grouped into the message group `Output`.

- **Messages Attributes**

  As with message and suppress conditions, message attributes you define for the regroup condition are used in any check against the actual values of the messages.

Defining a Regroup Condition

If you want to define a regroup conditions, you need to use the Administrator's GUI (CVPL). See the CVPL user documentation available for download in the HP Operations Manager for UNIX directory at: http://support.openview.hp.com/selfsolve/manuals.

NOTE

If you regroup messages into a message group that does not exist, all messages relating to this message group belong, by default, to the message group `Misc` until that message group is created. To check the original message group of a message currently assigned to `Misc`, use the Java GUI Message Properties window of the Java GUI Message Browser.

Alternatively, you can use the regroup conditions APIs. For more information, see the *HPOM Developer's Reference*.

Examples of Regroup Conditions

The message conditions shown in earlier examples form the basis for the regroup condition example shown in this section.

All messages filtered into HPOM have been forwarded to the message group `FINANCE`.

Now you want to split the messages into two groups:

- Payroll
- Accounting

The regroup conditions for these two groups are listed below:

Regroup Condition No. 1

Application:	`idris4|idris5`
Application:	`FINANCE PAYROLL`
Text Pattern:	`^***PAYROLL:[ERROR|WARNING]`
New Message Group:	`payroll`

Regroup Condition No. 2

Application:	`idris4|idris5`
Application:	`FINANCE ACCOUNTING`
Text Pattern:	`^***ACCOUNTING:[ERROR|WARNING]`
New Message Group:	`accounting`

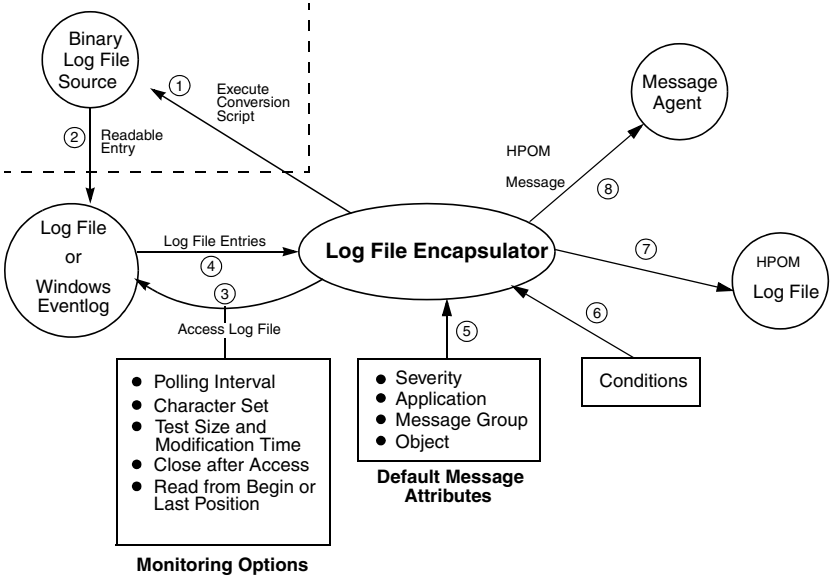
Log File Messages

Application and system log files are intercepted by the HPOM **log file encapsulator**. You can bring messages into HPOM from an application or service that writes a log file, without making any changes to the application or service. HPOM provides default log file policies you can copy and modify to meet your specific needs. With multiple policies, you can set up log file monitoring for a variety of applications and services.

Log File Encapsulator

Figure 4-12 shows how the log file encapsulator collects, filters, reformats, and displays log file messages in the Java GUI Browser.

Figure 4-12 Log File Encapsulator



Steps 1 and 2 are required only if the log file is in binary format.

Step 7 is performed only if local logging is configured.

Step 8 is applied if the log file entry has been matched by a message condition, or if the forward unmatched condition is true.

Log File Policies

The log file policy defines the default message attributes that describe all messages from the source. The policy also includes monitoring options that specify how and when a log file is monitored, as shown in Figure 4-12 on page 382.

Settings for a log file policy include:

- **Policy Name and Description**

  The `opcpolicy -list_pols` command lists the name and description of the policy.

- **Pathname and Name of the Log File**

  The location of the log file in the file system. On UNIX managed nodes, you can use shell variables to set up dynamic paths. You can also enter the name of a command or script that dynamically discovers the name of the log file and writes it to `stdout`.

- **Monitoring Options**

  Monitoring options include a command or program to be executed before scanning the log file, an alternate file name, the polling interval, the log file character set, and details about how monitoring should occur.

  HPOM provides three read position alternatives from which a log file is processed:

  - *Read from the last file position*

    Monitors only for new—appended—entries.

  - *Read from the beginning of the file (first time)*

    Monitors the entire log file the first time the log file encapsulator starts monitoring. With the next polling interval, only new—appended—entries are monitored.

  - *Read from the beginning of the file (always)*

    Reads the entire log file when a modification to the log file is detected. The log file encapsulator does not process the log file when the polling interval ends, at startup, or when the log file policy is distributed.

HPOM treats a log file as new if the inode (on UNIX) or the creation time (on Windows) has changed. If the log file is new, the log file encapsulator processes the entire log file.

If a log file displays again with the same inode or the same creation time, it will be processed as if it was never removed. This is the case with, for example, system log files.

Log files are *not* considered new in the following cases:

- File is copied over existing file.

  If a file is copied over an existing file, for example with `cp /tmp/xxx /tmp/logfile`, the inode is still the same and the log file encapsulator reads the file from the last position.

- Echo arguments into a file.

  If you echo text into a file with, for example, `echo "xxx" > /tmp/logfile`, the inode is still the same and the log file encapsulator reads the file from the last position.

❑ **Message Defaults**

Message defaults enable you to enter default attributes for messages filtered into HPOM by the log file policy.

❑ **Other Options**

Other options include instructions, message correlation options, and pattern-matching and message stream interface options.

To define log file policies, you need to make updates in the policy body. For details, see Appendix A, “Policy Body Grammar,” on page 475.

Monitoring Log Files on Nodes

NOTE

If you do not use the `NODE` keyword in the log file policy, HPOM uses the node on which the log file encapsulator is running. In a clustered environment with HP Operations agents running on cluster nodes, you can specify a different node on which to monitor the log file.

Specify a different node when you modify log files located on NFS-mounted file systems, or if you have copied the log files from other remote nodes to the system where the HPOM log file encapsulator is running.

Monitoring Log Files on External Nodes

When an event occurs on an external node, the log file encapsulator is not automatically informed. To monitor log files from external nodes, choose between the following alternatives:

- You can use the Network File System (NFS) to mount the file system to a specified directory on the node running HPOM. You must then configure the log file encapsulator to monitor the log file on the mounted file system, as it would any other local file.
- You can configure the external node to copy a defined log file, or extracts from a log file, to a directory on the host system. This is done automatically, either after a specified time interval, or whenever the log file changes. As HPOM does not support this feature, the copy operation must be performed by an external facility. The log file encapsulator tracks the local copy of the file, and processes new entries after they are copied.

The corresponding log file policies must be configured so that the HPOM operator knows which system originated the log file, or which event triggered the message. For information on policy body grammar, see Appendix A, “Policy Body Grammar,” on page 475.

Defining Advanced Options for Message Policies

You can also define options for pattern matching, suppressing duplicate messages, and outputting messages to the Message Stream Interface (MSI). These options will be used as default for any new policies you add. They do not change the behavior of existing policies.

Specifying Conditions for Messages

You can specify conditions for messages by editing the policy body of the corresponding policy. For details on policy body grammar, see Appendix A, “Policy Body Grammar,” on page 475.

Example 4-1 Log File Policy Body Example

The following example monitors an application log file. The file is checked every 60 seconds and the log file encapsulator checks the contents of the file from the position where it last finished checking (keyword FROM_LAST_POS). File is opened just before and closed immediately after each reading (keyword CLOSE_AFTER_READ). Messages that have the word "missing" will be suppressed, messages with word failure will have their severity set to Critical, and all other messages will be forwarded to the server (this is achieved by using FORWARDUNMATCHED keyword). All messages will have their application attribute set to "App" and message group set to "AppLog", and all unmatched messages will have severity Unknown.

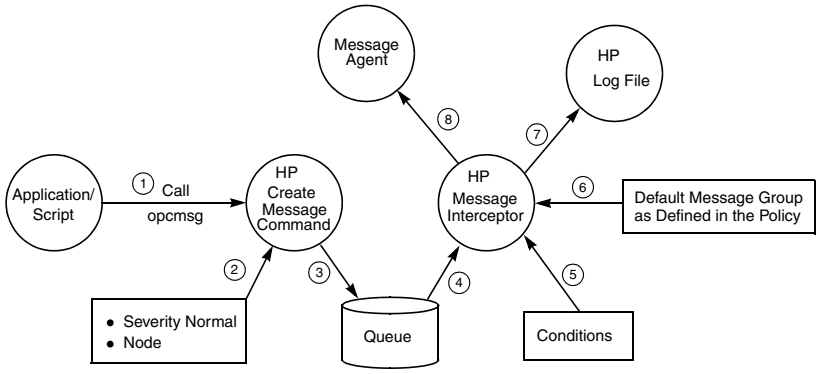
```
LOGFILE "Application log"
                    DESCRIPTION "Logfile for Application"
                    LOGPATH "/opt/App/log/logfile.txt"
                    INTERVAL "60s"
                    FROM_LAST_POS
                    CLOSE_AFTER_READ
                    SEVERITY Unknown
                    APPLICATION "App
MSGGRP "AppLog"
FORWARDUNMATCHED
SUPPRESSCONDITIONS
                    DESCRIPTION "App messages to be ignored"
                    CONDITION
                                        TEXT "<*> missing<*>"
MSGCONDITIONS
                    DESCRIPTION "App messages to be ignored"
                    CONDITION
                                        TEXT "<*> failure<*>"
                    SET
                                        SEVERITY Critical
                                        TEXT "<$MSG_TEXT>"
```

HPOM Message Interface

With the HPOM message interface command `opcmsg(1)` and application programming interface (API) `opcmsg(3)`, you can enable existing applications to send messages directly to HPOM.

Figure 4-13 shows how the HPOM message interface intercepts, filters, reformats and displays HPOM messages in the browsers.

Figure 4-13 HPOM Message Interface



Step 7 is performed only if local logging is active.

Step 8 is performed only if it is matched by a message condition.

For more information about the `opcmsg(1|3)` command API, see the manpages.

You can also define options for pattern matching, suppressing duplicate messages, and outputting messages to the Message Stream Interface (MSI). These options are used as defaults for any new policies you add. They do not change the behavior of existing policies.

Messages from Threshold Monitors

In HPOM, a message can be generated whenever specified threshold values are met or exceeded. Because you may not want to create a message for a single short-term peak, HPOM enables you to define a time period over which the monitored value must exceed the threshold before generating a message.

NOTE

A set duration (for example, three minutes) does not necessarily mean that the monitored value exceeds the threshold throughout the whole period. A message is generated when all samples collected during the polling interval have exceeded the threshold.

Starting Corrective Actions in Response to Messages

You can start corrective actions immediately by configuring automatic or operator-initiated actions as responses to the message. You can define monitors that respond to existing problems, as well as monitors that respond to developing problems. As a result, you can use monitoring as both a proactive and a reactive tool.

Integrating Monitoring Programs or Utilities

You can integrate new or existing monitoring programs or utilities, then specify minimum or maximum thresholds. You specify a polling interval that directs HPOM to start the monitor. The results of the monitor program are read by HPOM and compared with the threshold limits you have defined.

For example, you can integrate the UNIX utility `who(1)` to check how many users are logged on, or `df(1M)` to check the number of free disk blocks. The result of the script is compared to a threshold limit you define, and a message is generated if the threshold is exceeded.

By setting a threshold beneath the maximum acceptable limit, you warn the operator before performance exceeds the absolute limit. In this way, you can manage thresholds proactively by starting corrective actions before problems affect users.

To find out how to configure a threshold monitor policy, see “Integrating a Threshold Monitor” on page 399.

How the Monitor Agent Works

The HPOM monitor agent supports the following types of monitors:

- **Program Monitors**

  The monitoring scripts and programs that you provide are invoked by the monitor agent in the configured polling interval. The monitor agent checks the success of the scripts and programs by reading the exit value. If the exit value is not equal to zero, the monitor agent sends a message to the message agent.

  The monitoring scripts or programs collect the current value of the monitored object. The value is sent to the monitor agent through the `opcmon` application program interface (API) or through the command interface provided by HPOM. The monitor agent checks the value against the configured threshold. If the threshold is exceeded, the monitor agent sends a message.

  The program monitor is also used to monitor Windows objects. For details, see the *HPOM Administrator’s Reference*.

  In addition, the program monitor is used to integrate metrics collected by the embedded performance component. For details, see “Monitoring Performance Metrics” on page 392.

- **MIB Object Monitors**

  You can monitor MIB objects by using the `SNMP Get` request functionality. The monitor agent checks the returned value against the configured threshold.

NOTE

By default, the community `public` is used for SNMP queries. If the MIB object resides in another community, the community name must be defined by using the `ovconfchg` command-line tool on the HTTPS-based managed node where the MIB monitoring takes place.

The syntax for defining the community name is as follows:

```
ovconfchg -ns eaagt -set \
SNMP_COMMUNITY <community>
```

In this instance, <*community*> is the community for which the snmpd is configured.

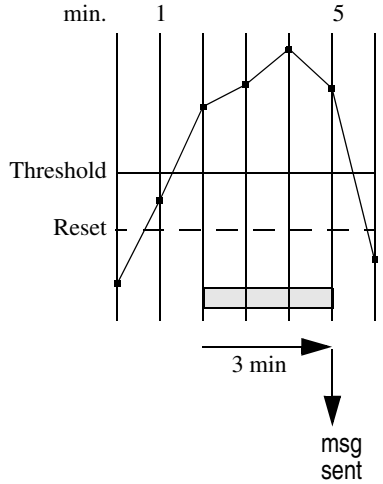
- **External Monitors**

  External monitors are the same as program monitors, except that external monitors are not invoked by HPOM. External monitoring is triggered by calls to `opcmon`. The first time the monitored value exceeds its threshold, the timer is started. Or, if the duration is not specified, a message is generated. If all subsequent values reported by `opcmon` within the specified interval exceed the specified threshold, a message is sent. The monitored value does not necessarily exceed the threshold throughout the whole period, but specifically when each sample is collected.

Monitoring Program or MIB Objects with Polling Intervals

Figure 4-14 shows when messages are generated after polling intervals for program or MIB object monitors have been defined. The first time the monitored value exceeds the threshold, the timer starts counting. Each time the value is rechecked and still exceeds the threshold, the counter is incremented and compared with the specified duration. When the duration is reached, a message is generated.

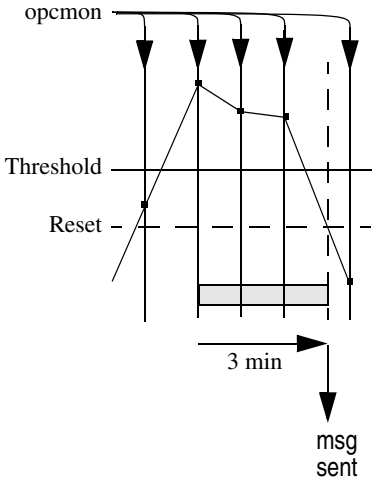
Figure 4-14 Program/MIB Monitoring with Polling Intervals



Monitoring External Objects with opcmon

Figure 4-15 shows three samples provided by an external application exceed the threshold within a duration of three minutes. After the threshold is reached or exceeded, a message is generated.

Figure 4-15 External Monitoring Using opcmon



Monitoring Performance Metrics

Performance metrics are collected by the embedded performance component that is part of the HP Operations agents. The embedded performance component collects performance counter and instance data from the operating system.

The collected values are stored in a proprietary persistent data store from which they are retrieved and transformed into presentation values. The presentation values can be used by extraction, visualization, and analysis tools such as HP Reporter and HP Performance Manager. You cannot extract and export, view, or aggregate the data directly on the managed node.

With HPOM, you can set up threshold monitors for the performance metrics collected by the embedded performance component.

For a complete list of supported platforms for the HP Operations agent and its embedded performance component, see the *HPOM Installation Guide for the Management Server*.

Performance Metrics

The embedded performance component provides the following sets of metrics:

- **Platform-generic Metrics**

  Metrics available on all supported platforms. These metrics are basic metrics that can be used to answer most questions about a system's global configuration, CPU, disk, swap, and memory usage.

- **Typical Metrics**

  Additional metrics on each of the supported platforms. Although these metrics vary by platform, they are available on most platforms and are generally useful for drill down and diagnosis on a particular system.

The metrics that are currently available with the embedded performance component are described in more detail on the following web page:

`http://<management_server>:3443/ITO_DOC/<lang>/manuals/EmbedPerfAgent_Metrics.htm`

In this instance, *<management_server>* is the fully qualified hostname of the management server, and *<lang>* stands for your system language, for example, `C` for the English environment.

To Set Up Performance Thresholds

Use threshold monitor policies to access data collected by the embedded performance component. The monitor type must be set to `Program` and the following syntax must be used in the `Monitor Program or MIB ID` field:

`OVPERF\\<data source>\\<object>\\<metric>`

This syntax includes the following parameters:

<data source>

Identifies the data source. When collecting metrics from the embedded performance component, *<data source>* must be set to `CODA`.

<object>

Identifies the name of the object class to be monitored.

The performance component collects the following object classes:

- Global (object name: `GLOBAL`)
- CPU (object name: `CPU`)
- Network interface (object name: `NETIF`)
- File system (object name: `FS`)
- Disk (object name: `DISK`)

<metric>

Identifies the metric to be collected. For a list of metrics available for each object class, see the following web page:

`http://<management_server>:3443/ITO_DOC/<lang>/manuals/EmbedPerfAgent_Metrics.htm`

```
ADVMONITOR "Outpacketrate"
DESCRIPTION "Get the global metric GBL_NET_OUT_PACKET_RATE"
INTERVAL "5m"
INSTANCEMODE  SAME
MAXTHRESHOLD
SEVERITY Warning
PROGRAM "Source"
DESCRIPTION ""
MONPROG "OVPERF\\CODA\\GLOBAL\\GBL_NET_OUT_PACKET_RATE"
```

The performance component constantly collects all platform-generic and typical metrics. The collection interval is by default five minutes and cannot be changed. The data is kept in the data store for up to five weeks. When the database is full after five weeks of data have been collected, the oldest data is rolled out one week at a time and deleted.

For more information about troubleshooting the embedded performance component, see the *HPOM Administrator's Reference*.

Disabling Data Collection for the Embedded Performance Component

You may want to disable metric collection for the embedded performance component if you have HP Performance Agent on the same node, since OVPA collects a superset of the metrics available through the embedded performance component data source.

With data collection disabled, the process `coda` continues to run and remains under HPOM control. It then acts as a data communication layer for OVPA.

To disable data collection for the embedded performance component on HTTPS-based managed nodes with OVPA 4.5 installed, use the following command:

```
ovconfchg -ns coda -set DISABLE_PROSPECTOR false
```

Set the parameter `DISABLE_PROSPECTOR` to true to enable data collection again.

Selecting Variables to Monitor

Which variables you select to monitor depends on your environment, the monitors that you currently use, and the parameters that should be controlled. You can integrate existing and custom monitoring programs. You can also determine the variables to monitor by reviewing existing monitors and examining important environmental parameters.

For example, check the following:

- ❏ Which monitors are currently used?
- ❏ Which monitors are used daily, weekly, or monthly?
- ❏ Which custom monitors have you generated?
- ❏ Which monitors are used by the operating system or applications within the environment?

You should also check which parameters should be monitored.

For example, you can review the following:

- ❏ Which parameters can be monitored?
- ❏ Which parameters are critical?
- ❏ Which parameters can have a threshold applied?
- ❏ Which parameters should issue warning before limits are exceeded?

Selecting a Threshold Type

You can set either a minimum or maximum threshold for a monitor:

- ❏ **Minimum Threshold**

  A message is generated if the monitored value equals or drops below the minimum acceptable limit. For example, you can use a minimum threshold for the `df` monitor (free disk blocks). HPOM generates a message when the number of free disk blocks drops below the threshold you define.

- ❏ **Maximum Threshold**

  A message is generated if the monitored value equals or exceeds the maximum limit. For example, you can use a maximum threshold for the `who` monitor for the number of users. HPOM generates a message when the number of users exceeds the threshold you define.

Selecting a Message Generation Policy

The following three message generation policies are available for use with threshold monitors:

- ❏ Message Generation with Reset
- ❏ Message Generation without Reset
- ❏ Continuous Message Generation

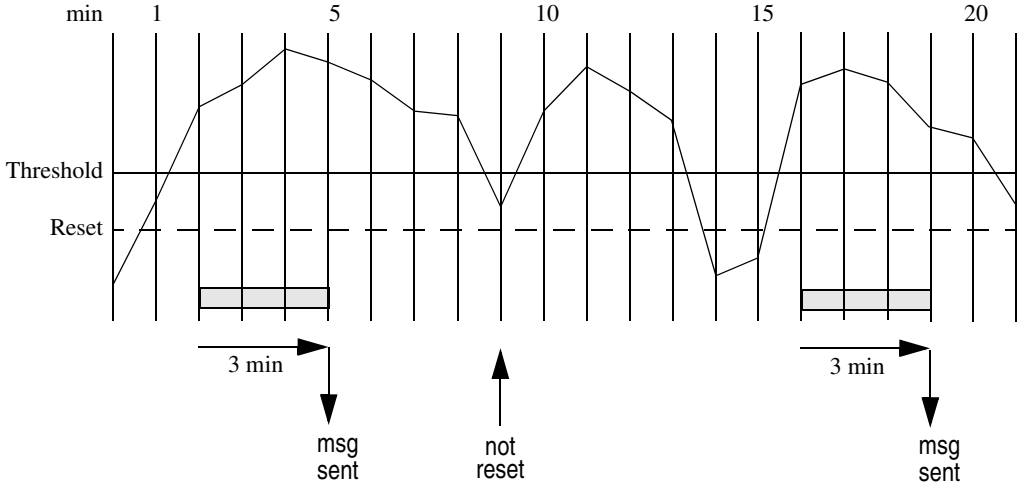
NOTE In all three cases, HPOM recognizes threshold crossing if the value of the monitored objects meets or crosses the threshold at polling time.

The following examples demonstrate the differences between each of these settings. For each example, a polling interval of one minute and a duration of three minutes is assumed.

Message Generation with Reset

Message generation with reset is shown in Figure 4-16. In the second polling (2 min), the value exceeds the threshold, and the timer is started. Three minutes later, the threshold is still exceeded and a message is sent. When the value dips below the reset level, the next occurrence of threshold violation resets the timer, and the cycle is resumed.

Figure 4-16 Message Generation with Reset

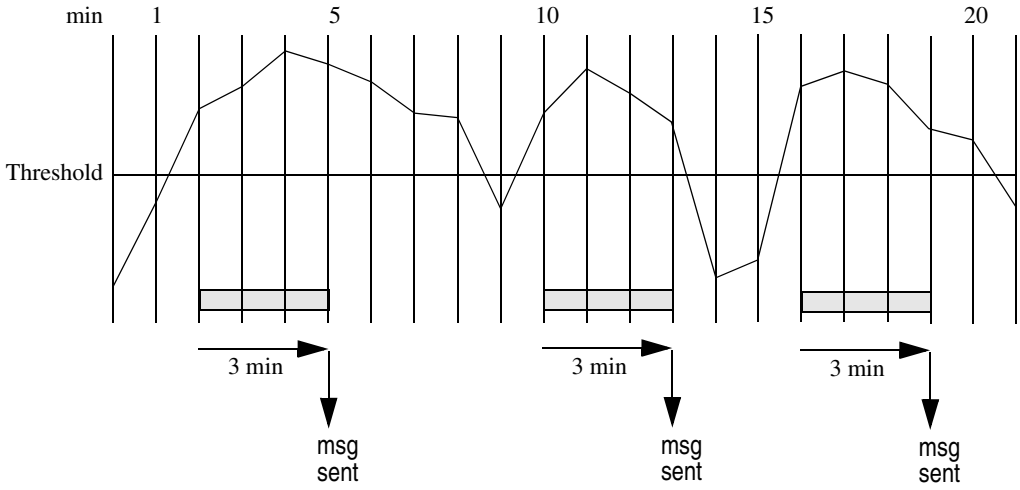


Message Generation Without Reset

Message generation without reset means that there is no separate reset value. The reset value is the same as the threshold value.

Message generation without reset is shown in Figure 4-17. At the second polling (two minutes), the value exceeds the threshold, and the timer is started. After three minutes, the threshold is still violated, and a message is sent. When the value dips below the threshold, the next occurrence of threshold violation resets the timer, and the cycle is resumed.

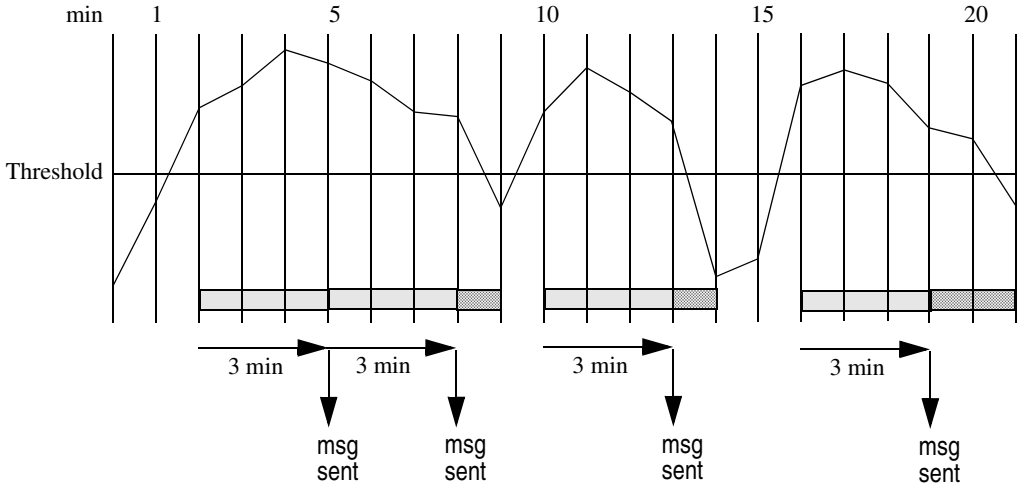
Figure 4-17 Message Generation Without Reset



Continuous Message Generation

An example of message continuous message generation is shown in Figure 4-18. At the second polling (two minutes), the value exceeds the threshold, and the timer is started. After three minutes, a message is sent, and the timer is immediately reset. This continues until the value meets or drops below the threshold value. When the monitored value again exceeds the threshold, the timer is started, and the cycle is resumed.

Figure 4-18 Continuous Message Generation



Integrating a Threshold Monitor

You can define a threshold monitor by using a policy in a way that is similar to the way you define a log file. You can generate new monitors, and modify or copy existing ones.

Integrating a New Threshold Monitor

To integrate a new threshold monitor, follow these steps:

1. **Prepare the threshold monitor data for deployment.**

   Instrumentation data planned for deployment is placed in the `instrumentation` directory on the HP Operations management server, at the following location:

   ```
   /var/opt/OV/share/databases/OpC/mgd_node/
   ```

NOTE

If no categories are created, the data from the monitor directory is anyway deployed. Although the category-based distribution method is recommended, you can chose to distribute your monitor from this directory. If you do so, you must place the monitor on the management server in a directory specific for each managed node platform to which it will be distributed. For example, monitor programs or scripts for HP-UX 11i managed nodes are located on the management server at:

```
/var/opt/OV/share/databases/OpC/mgd_node/customer/hp/\
ipf32/hpux1100/monitor
```

All distribution methods, the administration tasks related to them (including category management), and the instrumentation data directory structure, are described in the *HPOM Administrator's Reference*.

   a. In the `instrumentation` directory, place the monitor program or script properly (for each managed node platform to which you want to distribute the data) within the category related to your data. If there is no such category, you can create and assign it to your policy, and/or managed node.

2. **Distribute the threshold monitor to the managed nodes.**

To do this, use `opcragt` command-line utility (see *opcragt.1M* man page for usage information).

On HPOM managed nodes, all deployed instrumentation data (category-based instrumentation, as well as the `monitor|actions|cmds` files) is located in the following directory:

`/var/opt/OV/bin/instrumentation`

3. **Configure the threshold monitor policy.**

   Use the `opcpolicy` command-line tool to upload a threshold monitor policy. For the correct syntax of threshold policy body, see Appendix A, “Policy Body Grammar,” on page 475. Each policy defines a monitor, including automatic actions or operator-initiated actions to be started if the threshold is exceeded.

NOTE If you have chosen a category-based method for distributing your threshold monitor, make sure that the appropriate categories are assigned to the policy.

4. **Configure conditions for the threshold monitor policy.**

   The `MSGCONDITIONS` section of the policy body determines whether the matched condition produces a message that is sent to the Java GUI Message Browser. You can further filter the messages by using the `SUPPRESSCONDITIONS` sections. For policy body grammar, see Appendix A, “Policy Body Grammar,” on page 475.

NOTE If you have more than one condition for a monitor, the order of the conditions is important.

Order the conditions according to size of the threshold value:

- **Maximum Threshold Type**

  List the condition with the highest threshold first, and the condition with the lowest value last.

- **Minimum Threshold Type**

  List the condition with the lowest threshold first, and the condition with the highest value last.

Ordering conditions enables the state-based browser configuration to automatically acknowledge a previous message from the same monitor. For information about state-based browsers, see “State-Based Browsers” on page 363.

Configuring a Threshold Monitor

You can configure a threshold monitor policy by editing the policy body of the ADVMONITOR policy. For details on policy body grammar, see Appendix A, “Policy Body Grammar,” on page 475.

Example 4-2 Monitor Threshold Policy Body Example

In this example, a user is running a custom filesystem utilization calculation script fs_util_mon.sh, which calls the opcmon command-line tool to pass the calculated value back to the monitor agent, naming it extra_util (passed as a parameter to the script).

The monitor agent will produce a message when the filesystem utilization is higher (MAXTHRESHOLD) than the configured one (THRESHOLD). However, messages will not be sent again until the utilization falls below the value configured with the RESET keyword. All messages will have severity set to Warning, application field set to “Filesystem”, object to “/extra” and message group to “Disks”. No other messages will be sent to the management server apart from ones matching the configured condition.

```
ADVMONITOR “extra_util”

                    DESCRIPTION “Monitor /extra filesystem utilization”
                    INTERVAL “5m”
                    INSTANCEMODE SAME
                    MAXTHRESHOLD
                    SEVERITY Warning

                    PROGRAM “Source”

                                        DESCRIPTION “Universal FS usage
                                        monitoring script”
                                        MONPROG “fs_util_mon.sh /extra
                                        extra_util”

                    MSGCONDITIONS

                                        DESCRIPTION “Monitor /extra FS util”
                                        CONDITION

                                        THRESHOLD 85.00

                                                            RESET 80.00
                                                            SETSTART
```

```
                                        SEVERITY Warning

                                                    APPLICATION
                                                    "Filesystem"
                                                    MSGGRP "Disks"
                                                    OBJECT "/extra"
                                                    TEXT "Filesystem
                                                    /extra utilization
                                                    <$VALUE> exceeds
                                                    configured threshold
                                                    <$THRESHOLD>"
                                                    AUTOACTION "du -k
                                                    /extra" ANNOTATE
```

Default Threshold Monitors

HPOM provides a set of default threshold monitors. For details, see the *HPOM HTTPS Agent Concepts and Configuration Guide*.

To Set Conditions for Advanced Monitoring

You can set conditions for threshold monitor policies to monitor multiple instances of a single monitored object.

To do set conditions for threshold monitors, follow these steps:

1. Use the `opcmon(1)` command with the option `-object` to submit the name of the monitored object to the monitor agent.

   The option `-option` gives passes additional information to the monitor agent. This information can be used in the message text or referenced in corrective actions.

   HPOM compares the name against the pattern set with `OBJECT` keyword in the advanced monitor policy body.

2. Use the HPOM pattern-matching language to match the incoming object pattern.

   For more information, see the *opcmon(1)* manpage.

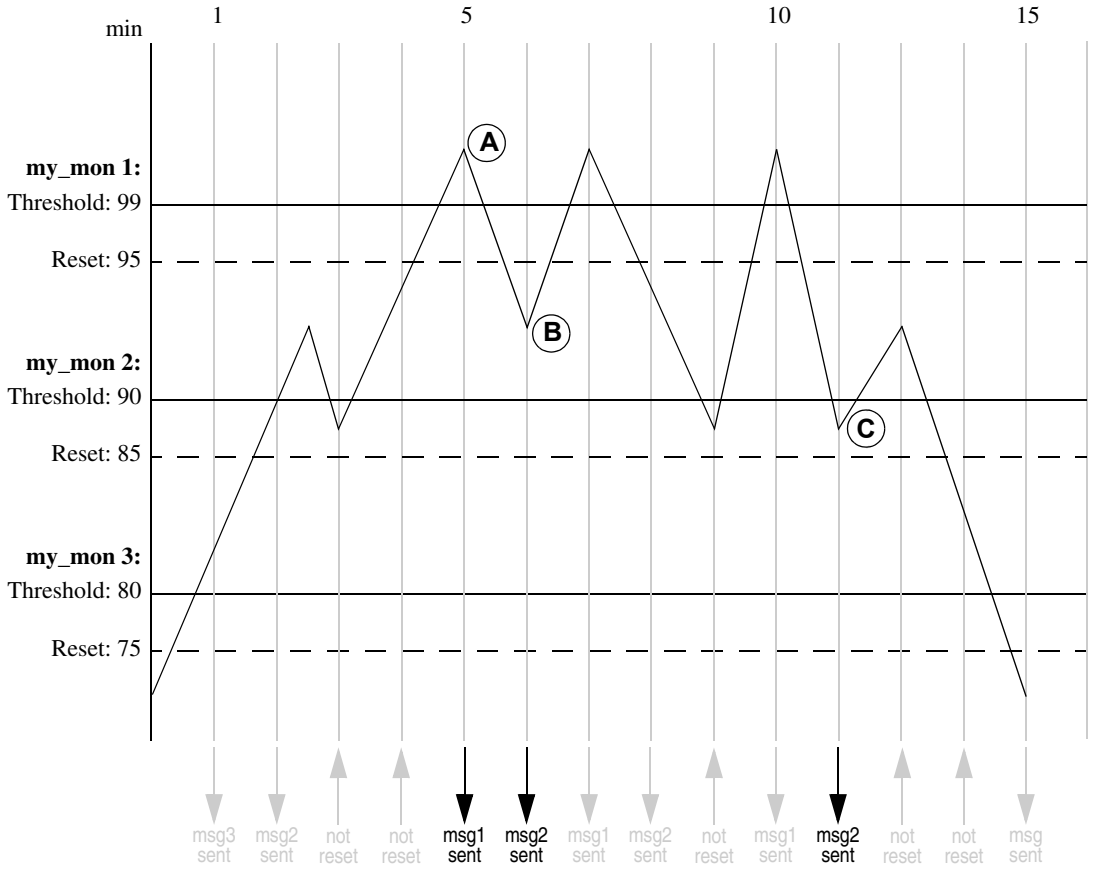
For an example of how you can monitor disk utilization in different file systems, see “Examples of Threshold Monitor Conditions” on page 405.

Threshold Monitoring with Multiple Conditions

When setting up multiple conditions with different threshold and reset values for a monitored object in one policy, you receive messages whenever the monitoring range of another condition is reached.

Consider the example in Figure 4-19 on page 403. The figure shows three conditions, each with a maximum threshold and a reset.

Figure 4-19 Message Generation with Multiple Conditions Using Reset



At the fifth polling (five minutes), the value exceeds the threshold of condition `my_mon 1` (threshold value = 99) and a message is sent **(A)**. One minute later, the value drops below the reset value of condition `my_mon 1` (reset value = 95). Since it exceeds the threshold value of condition `my_mon 2` (threshold value = 90), another message is sent **(B)**.

This means that reaching a condition's monitoring range from above also generates a message, although the value does not drop below the reset value of that condition.

After 11 minutes, the value drops below the threshold value of condition `my_mon 2` (threshold value = 90) but still exceeds the reset value of 85. Another message is generated **(C)**. The original message text of this message reports `Reset value still exceeded` because only the threshold value was crossed, not the reset value. This message is generated only when the monitored value drops below the threshold value. When the monitored value exceeds the threshold value, the reset value is also exceeded and the message is not generated.

In this example, you receive many messages for the same monitored object. To reduce the number of messages in the browser, configure your conditions so that messages are acknowledged automatically. For more information, see "State-Based Browsers" on page 363.

Examples of Threshold Monitor Conditions

The following examples show how you can use threshold monitor conditions to monitor the disk space in the `/var` and `/file` systems with the `disk_util` threshold monitor policy. These examples assume that you have written a shell script that determines and reports the disk utilization in each file system.

Message Condition No. 1

Object Pattern: `/var`

Threshold: `90`

Reset: `85`

Duration: `3`

Set Attributes:

Severity: `warning`

Message Group: `OS`

Text: `Utilization of /var file system (<$VALUE>) is greater than (<$THRESHOLD>)%.`

Message Condition No. 2

Object Pattern: `^/`

Threshold: `95`

Reset: `90`

Duration: `3`

Set Attributes:

Severity: `critical`

Message Group: `OS`

Text: `Utilization of root file system (<$VALUE>) is greater than (<$THRESHOLD>)%.`

SNMP Traps and Events

The HPOM event interceptor (`opctrapi`) is the message interface for feeding SNMP traps into HPOM.

Defaults for Intercepting Traps and Events

By default, HPOM intercepts SNMP traps and CMIP (Common Management Information Protocol) events as follows:

- **From Application**

  From any application sending traps to the `opctrapi` daemon running on the HP Operations management server.

- **On Managed Nodes**

  On all managed nodes where the trap daemon (`ovtrapd`) is running.

- **On Managed Node Platforms**

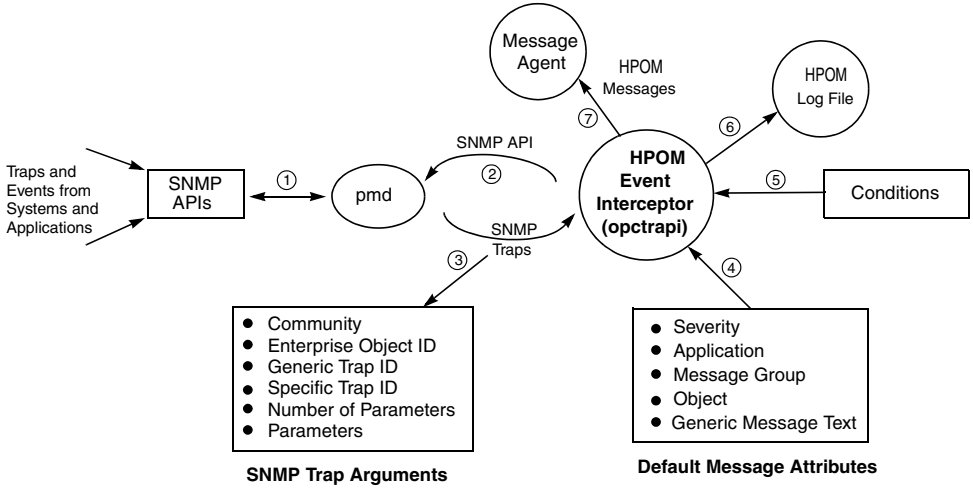
  In direct port access mode on selected managed node platforms. For a list of managed node platforms supported by `opctrapi`, see the *HPOM Administrator's Reference*.

  Intercepting events directly on the managed node enables you to process messages locally, which enhances performance. Automatic actions, for example, can be triggered and executed directly on the node or in the subnet, instead of being first forwarded to the management server.

Intercepting SNMP Events in Browser Windows

Figure 4-20 shows how the HPOM event interceptor collects, filters, reformats, and displays SNMP events in the browser windows.

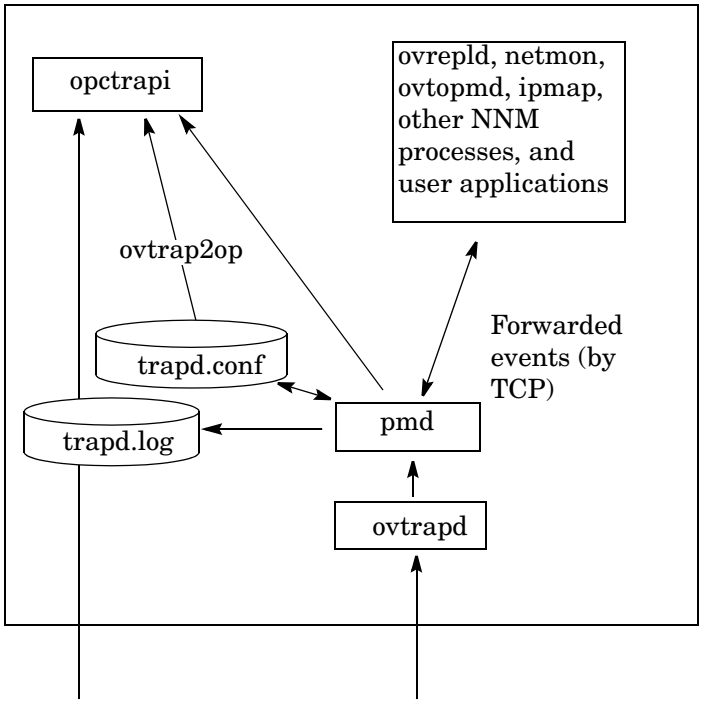
Figure 4-20 SNMP Event Interceptor with NNM Installed



Forwarding SNMP Traps and CMIP Events

Figure 4-21 shows the relationship between `opctrapi` and the HP processes that forward SNMP traps and CMIP events to HPOM.

Figure 4-21 SNMP Event System in HPOM



The `ovtrapd` background process is responsible for receiving SNMP traps and CMIP events on port 162. The process buffers the traps and events, and passes them to the Postmaster process (`pmd`). The `pmd` process routes the events it receives from `ovtrapd` to a subsystem (for example, `opctrapi` or the file `trapd.conf`. `opctrapi`), then enters them into the HPOM message stream.

The `trapd.conf` contains definitions for the handling of SNMP traps (generated by SNMP agents) and events (generated by applications registered with `pmd`). These definitions can be converted to HPOM message or suppress conditions with the `ovtrap2opc` utility. For details, see the *ovtrap2opc(1M)* manpage.

On some managed node platforms, the HPOM event interceptor can also directly access port 162 and capture SNMP traps. For details, see the *HPOM Administrator's Reference*.

Avoiding Duplicate Messages

Although the HP discovery process configures the SNMP devices to send the traps to the management server, SNMP devices may broadcast traps to several systems. SNMP devices that do this may create duplicate messages if the traps are forwarded to one management server by several managed nodes.

To avoid this situation, follow these guidelines:

- **One SNMP Destination or NNM Collection Station**

  Make sure SNMP devices have only one SNMP destination. Or make sure there is only one system serving as the NNM collection station for the management server (preferably, the collection station connected through the fastest network).

  The destination systems for SNMP devices on HP-UX nodes are set in the following file:

  `/etc/SnmpAgent.d/snmpd.conf`

  The systems are set with the following statement:

  `trap_dest:<nodename>`

NOTE NNM cannot be installed on the same system as the HP Operations management server.

- **HP Operations Agent on all NNM Collection Stations**

  Make sure an HP Operations agent (and thereby, an HPOM event interceptor) runs on all NNM collection stations. Use the Print Collection Station tool in the Distr NNM Admin Tools application group to verify which managed nodes are set up as NNM collection stations.

Adding SNMP Trap Policies

When setting up an SNMP trap policy, you can assign any number of trap policies to the HP Operations management server or the managed nodes where the HPOM event interceptor is supported.

You can configure a trap policy by editing the policy body of the `SNMP` policy. For details on policy body grammar, see Appendix A, "Policy Body Grammar," on page 475.

Example 4-3 Trap Interceptor Policy Body Example

This sample catches Cisco linkDown trap (`.1.3.6.1.4.1.9.2.0`) produced by Cisco routers. When the trap is caught, message is produced with its severity set to `Warning`. Notice that the enterprise is separate from the generic trap. Variables `<$1>` and `<$2>` are a part of the trap (link index and description, respectively).

```
SNMP "Sample trap interceptor template"

                DESCRIPTION "This is catches Cisco linkDown trap"
                CONDITION

                                $G 2
                                $e ".1.3.6.1.4.1.9"

                SET

                                MSGTYPE "Cisco_Link_Down"
                                SEVERITY "Warning"
                                OBJECT "<$2>"
                                TEXT "Interface <$1> down"
```

Example of an SNMP Trap Condition

HP Data Protector issues the following SNMP trap when a backup starts and a syntax error is detected in the worklist file:

```
snmptrap idriss1 1.3.6.1.4.11.2.3.2 15.232.
117.22 58916871  6 \
1.3.6.1.4.11.2.15.2.0 Integer 1 \
1.3.2.1.4.11.2.15.3.0 OctetString doghouse.bbn.hp.com \
1.3.2.1.4.11.2.15.4.0 OctetString
"HP Data Protector:[Error](Worklist Syntax)Can't open
worklist '/etc/omni/work' Status:Critical" \
1.3.2.1.4.11.2.15.5.0 OctetString "Critical"  \
1.3.2.1.4.11.2.15.6.0 OctetString "dp"
```

The SNMP trap policy needs a condition with the following definition:

Node

`doghouse`

Enterprise ID

`1.3.6.1.4.11.2.3.2`

Generic Trap ID

`6`

Specific Trap ID

`58916871` (SNMP status event)

Variable Bindings

Application Type: `1(agent)`

Object ID:

`mailhouse.bbn.hp.com.omniback`

Event Description:

```
HP Data Protector:
[Error](Worklist Syntax)Can't
open worklist
'/etc/omniback/work'
Status:Critical
```

Trap-specific Data:

`critical`

Set Attribute

Severity:

`critical`

Message Group:

`print services`

Text:

```
Error in HP Data Protector:
<text>
```

Filtering Internal HPOM Error Messages

Internal HPOM error messages can be extracted from or filtered out of the internal Message Stream Interface (MSI) so that automatic and operator-initiated actions may be attached, and the message treated as if it were a normal, visible HPOM message. You can enable this functionality on the managed node and on the management server. Depending on where the functionality is enabled, all internal HPOM messages are sent back to the local message interceptor, either on the HP Operations management server or on the managed node. There they are read and handled in the same way as any other HPOM message.

Management Server

On the management server, use the `ovconfchg` command-line tool. Enter the following:

```
ovconfchg -ovrg <OV_resource_group> -ns opc -set \
OPC_INT_MSG_FLT TRUE
```

In this command, *<OV_resource_group>* is the name of the management server resource group.

Managed Nodes

On HTTPS-based managed nodes, use the `ovconfchg` command-line tool. Enter the following:

```
ovconfchg -ns eaagt -set OPC_INT_MSG_FLT TRUE
```

Set up at least one condition for internal HPOM error messages in the `opcmsg (1/3)` policy (using message group `OpC`). Then set the `SUPP_DUPL_IDENT_OUTPUT_MSG` keyword in the policy body.

Event Correlation in HPOM

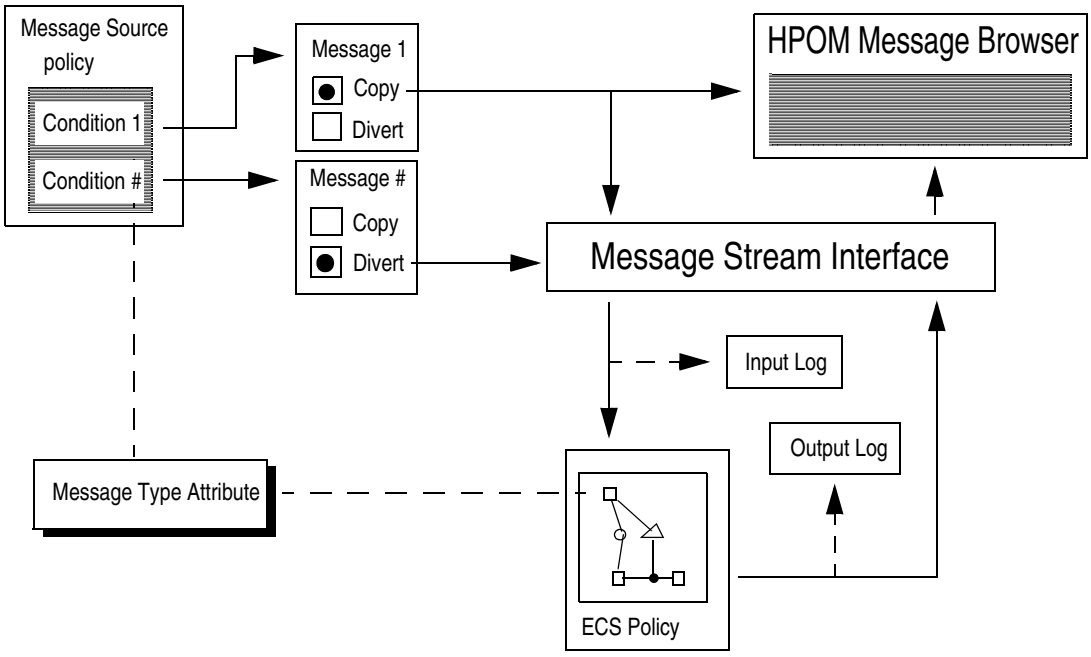
In general terms, messages that are generated by the conditions defined in typical HPOM message source policies are used as input by the event correlation (EC) policies of HPOM. The event correlation policies then process the HPOM messages and, where appropriate, generate new messages, which display in the Java GUI `Message Browser` in the usual way.

HPOM supplies a set of default correlation policies that you can assign, distribute, and use in the same way as other HPOM policies. However, event correlation policies may be modified only with the ECS Designer GUI, which you use to create and verify new EC policies. These default event correlation policies serve as examples. You can customize these example policies to meet the needs of your particular environment.

How Event Correlation Works

Figure 4-22 on page 414 shows how the event correlation policy works in the context of HPOM. The HPOM message source policy enables you to specify which condition generates a message. The policy also enables you to determine whether the generated message is copied or diverted to the **Message Stream Interface** (MSI). From the MSI, the generated message can be passed to and processed by the event correlation policy. HPOM allows you to copy, rather than divert, messages to the correlation engine. As a result, critical messages are not delayed or lost in the correlation process. This feature is particularly useful for troubleshooting.

Figure 4-22 Logical Event Correlation Flow in HPOM



The event correlation policy determines which event correlation circuit the messages passes through. It does so by matching the `Message-type` attribute specified in the message condition with the message attribute specified in the `Event-type` field of the `Input` (or first) node of the event correlation circuit.

For more information about how to set up event correlation in HPOM, see the *HPOM Administrator's Reference*. For information on creating and modifying event correlation policies, see the documentation provided with the ECS Designer product.

Where to Correlate Messages

Before you assign and distribute event correlation policies to the management server or to the managed nodes, you need to consider where to do the correlation.

Message correlation can take place on the managed node or on the management server:

- **Managed Node**

  Correlating messages on the managed node reduces the number of messages being passed to the management server and, as a result, both the load on the management server and the general amount of network traffic.

- **Management Server**

  Correlating messages on the HP Operations management server allows you to filter out similar or related messages coming from different managed nodes.

Correlating Messages from Different Sources

There is no need to restrict correlation to individual sources. Correlating messages from different sources within HPOM has a number of advantages.

You can correlate messages from the following sources:

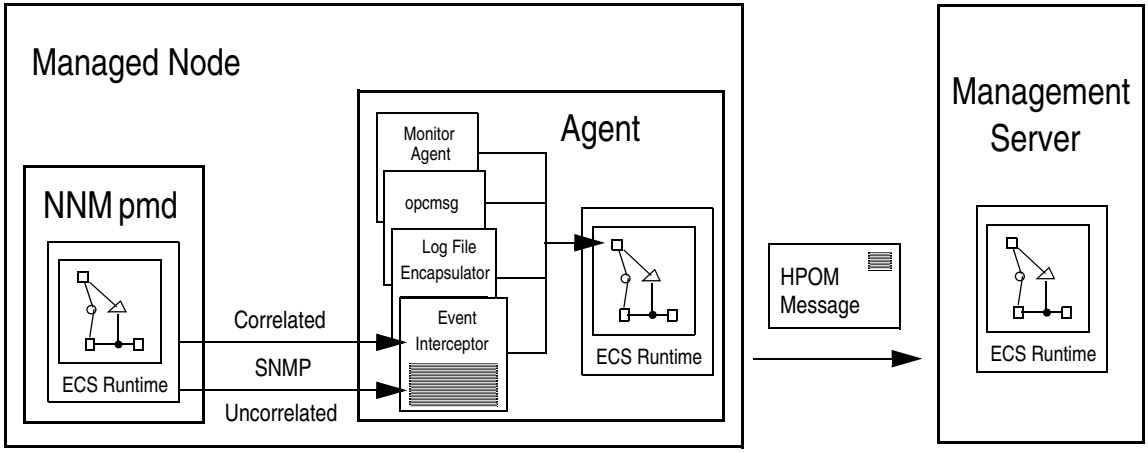
- SNMP traps
- `opcmsg`
- Log files
- Monitor agents

For example, messages generated by SNMP and related to a node being down might be correlated with messages generated by log file entries relating to servers being unreachable.

Configuring Event Correlation

Figure 4-23 shows how to configure events in HPOM.

Figure 4-23 Configuring Correlation in HPOM



For details about platform support for event correlation in HPOM, see the *HPOM Installation Guide for the Management Server*.

HPOM Event Interceptor

The HPOM event interceptor is the principal link between NNM and HPOM. The HPOM event interceptor taps both the correlated and uncorrelated stream of SNMP events produced by the NNM postmaster daemon (`pmd`). Where appropriate, the event interceptor generates HPOM messages. The resulting messages may then be passed through the correlation policy of the HP Operations agent, along with messages generated by other HPOM sources, such as log files.

Correlating Events in NNM Before They Reach HPOM

You can greatly reduce the number of events intercepted by HPOM by using the correlation circuits of NNM to correlate the events before they reach HPOM. This strategy helps to reduce the overall load on the HP Operations agent. As a result, correlation is easier for HPOM to perform.

Synchronizing HPOM and NNM Event Correlation

The event correlation processes of NNM and HPOM are synchronized, so events that are discarded by NNM are also suppressed by HPOM. Likewise, events that are acknowledged or deleted by the NNM circuits are also acknowledged by HPOM automatically. In addition, automatic annotations are added to each message that is associated with correlated (and therefore suppressed) events. This functionality is included in the conditions of the SNMP trap policy `SNMP ECS Traps`.

Inspecting Correlated Events in the NNM Event Database

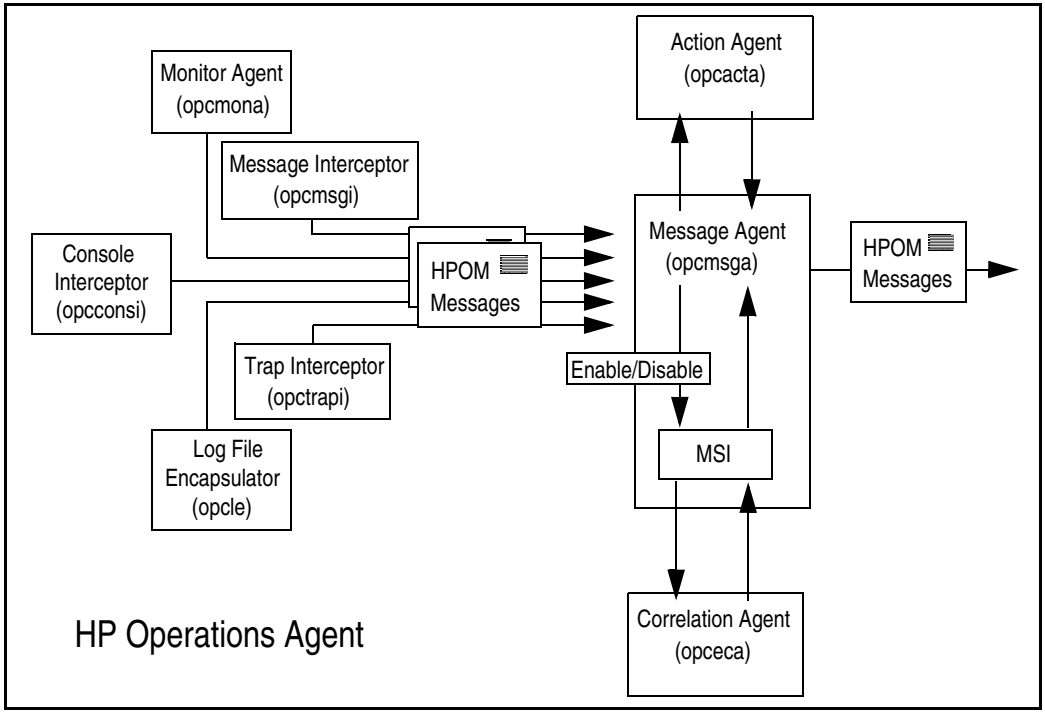
HPOM provides applications in the `NNM Tools` application group that enable you to inspect correlated events from the NNM event database. However, the applications `Corr Events (act)` and `Corr Events (hist)` are configured to run on the HP Operations management server only. If you want to run these applications on the NNM collection stations, you must first customize them.

Correlating Messages on Managed Nodes

Using the HP Operations agent to correlate events on managed nodes significantly reduces network traffic between agent and server. This reduction in network traffic takes place on all managed nodes on which the event correlation agent is running. As a result, the CPU load on the management server is greatly reduced. And the management server is able to attend to other problems more efficiently.

Figure 4-24 on page 418 shows how messages are generated on the managed node, how the message are processed, and how you can control the flow of messages to the event correlation agent, `opceca`, by enabling and disabling message output to the agent MSI.

Figure 4-24 Message Flow on the HPOM Managed Node



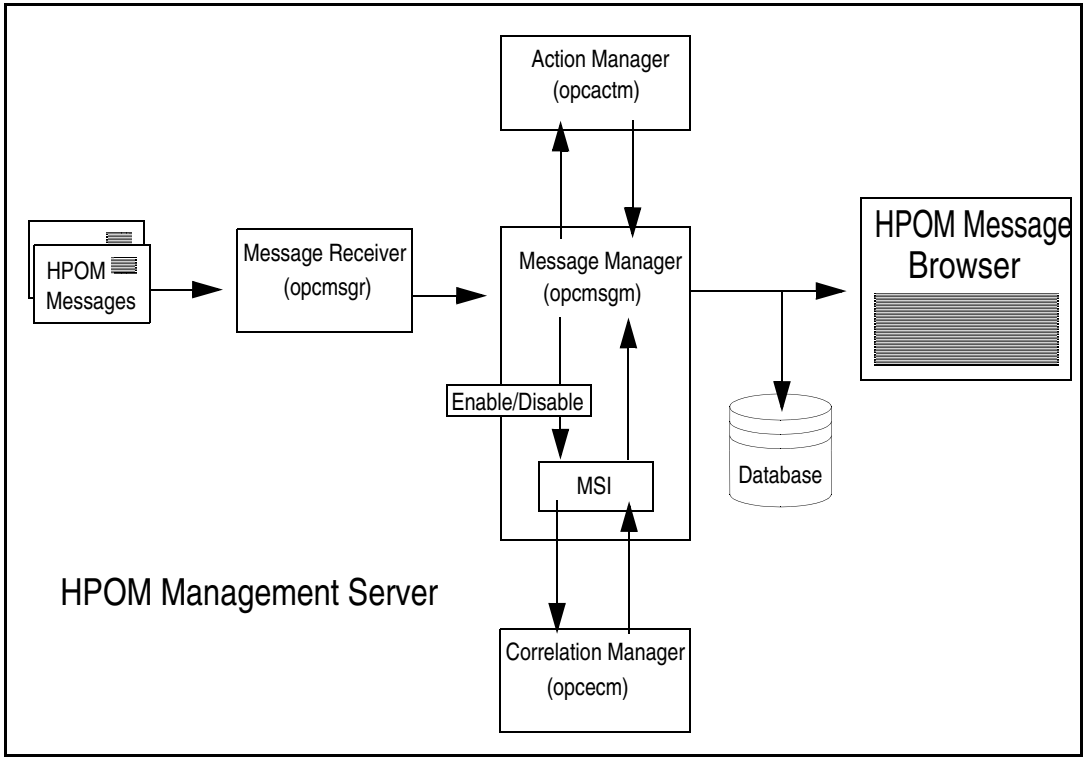
Correlating Messages on the Management Server

Correlating messages on the HP Operations management server enables you to reduce the number of identical or similar messages (coming from different nodes) about a single problem. These messages display in the Java GUI `Message Browser`.

Reducing redundant messages is particularly useful in an environment with distributed client-server applications. For example, if a database server is momentarily unavailable, you can reduce the similar messages arriving from managed nodes, which have lost contact with the database server, to a more manageable number.

Figure 4-25 shows the message flow on the HP Operations management server, and how you can control the flow of messages to the correlation manager, `opcecm`, by enabling and disabling message output to the server MSI.

Figure 4-25 Message Flow on the HP Operations Management Server



Correlating Messages in Flexible Management Environments

In larger corporate environments that make use of the flexible management configuration features of HPOM, message correlation can be seen in a much broader context, taking into account the relationships between the different levels in the management hierarchy. The relationship between managed nodes and the management server in the HPOM environment can be extended to the relationship between the management servers in the management hierarchy. Management servers can then correlate the messages they receive from the managed nodes, and send a newly correlated stream to the management servers to which they report. Or the management servers can send an uncorrelated stream of messages to be correlated on arrival at the next management server up the chain.

To enable this kind of message correlation in a flexible management hierarchy, you would assign and distribute management server correlation policies to HP Operations management servers on the various levels in the same way you usually assign and distribute policies to any HP Operations management server.

Example HPOM Correlation Policies

This section provides examples of HPOM correlation scenarios. These scenarios help you understand how correlation benefits HPOM administrators and operators by reducing the number of redundant messages arriving in the Java GUI `Message Browser`. Clearly, the lower the number of duplicated messages, the greater the time the operators need to investigate and solve real problems.

Table 4-2 lists a number of correlation policy examples. All of the example policies are visible in the output of the `opcpolicy -list_pols` command. If you have installed the ECS Designer GUI for NNM and HPOM, download a policy by using the `opcpolicy -download` command and edit it by using ECS Designer GUI.

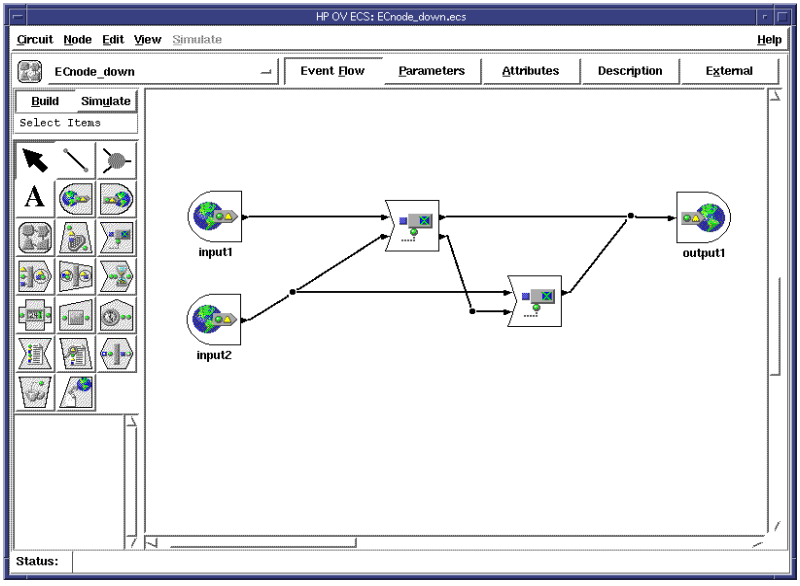
Table 4-2 Example Correlation Policies for HPOM

Target System	Policy Name	Description
HP Operations Management Server	Transient Node Down	Suppress “Node Down” message if followed by “Node Up” message
	Transient Interface Down	Suppress “Interface Down” message if followed by “Interface Up” message
HP Operations Managed Node	Bad Switch User	Suppress “Switch User Failed” message if followed by “Switch User Succeeded” message

Transient Node Down Policy

Figure 4-26 shows the “Transient Node Down” policy in the ECS Designer for NNM. This correlation policy enables you to discard in the correlation process all message relating to nodes that are, for any reason, temporarily unreachable. You can discard the messages only if the node becomes reachable within a defined period of time. If the node becomes reachable within the defined period of time, the only message to display is a message indicating that the given node is once again reachable. This message is automatically acknowledged and sent to the Java GUI `History Message Browser`.

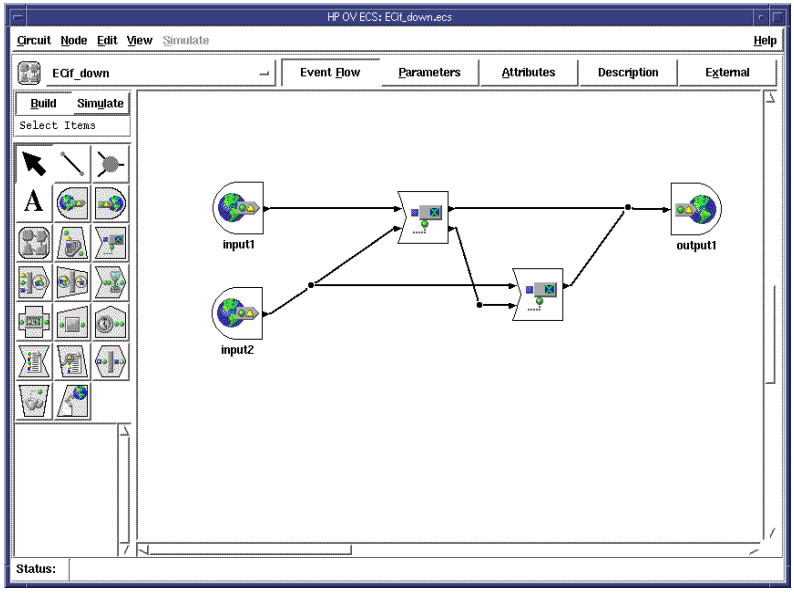
Figure 4-26 HPOM Node Down Correlation Template



Transient Interface Down Policy

Figure 4-27 shows the “Transient Interface Down” policy in the ECS Designer for NNM. This correlation policy enables you to discard in the correlation process all message relating to an interface that is, for any reason, temporarily unreachable. You can discard messages only if the same interface comes up again within a specified period of time. In the same interface comes up again within the specified period of time, the only message to display is a message indicating that the given interface is once again reachable. This message is automatically acknowledged and sent to the Java GUI `History Message Browser`.

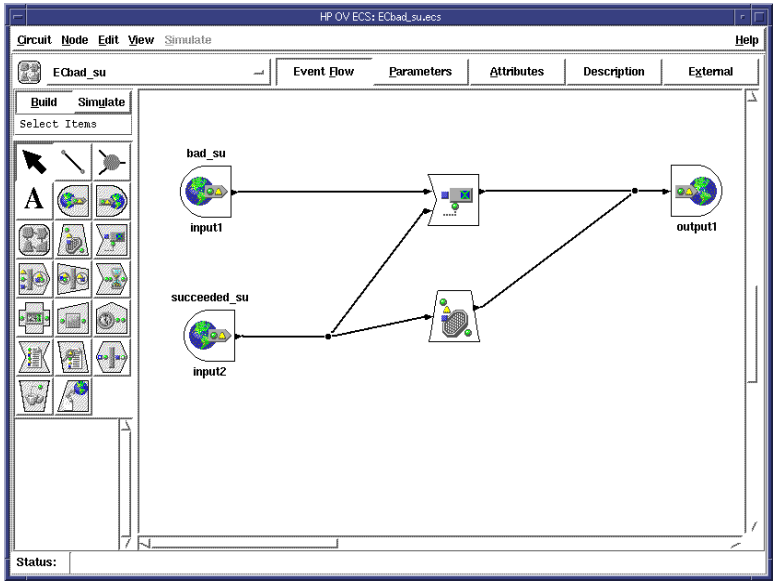
Figure 4-27 HPOM Interface Down Correlation Template



Switch User Policy

Figure 4-28 shows the “Switch User” policy in the ECS Designer for NNM. This correlation policy enables you to discard in the correlation process all message relating to failed attempts by users to switch to a different user. You can discard messages only if the same user subsequently manages to switch user successfully within a defined period of time. In this case, the only message to display in the Java GUI Message Browser window is a message indicating that a successful attempt to switch user has been completed.

Figure 4-28 HPOM Switch User Correlation Template



Service Hours

Service hours are defined and agreed on time slots in which a service provider works on problems that are reported by HPOM and that are related to a given service. Each service may have its own period of service hours.

Buffering Messages

Messages received during the defined service hours are passed to the Java GUI `Message Browser` in the normal way. All messages that are received outside of the defined service hours are buffered. The buffered messages can be viewed in the Java GUI `Pending Messages browser`.

Unbuffering Messages Automatically

Buffered messages are automatically unbuffered (that is, moved to the Java GUI `Message Browser`) At the start of the next period of defined service hours. After the buffered messages are moved to the Java GUI `Message Browser`, they may be worked on in the usual way.

Unbuffering Messages Manually

Buffered messages can be unbuffered manually, either from the Message Properties window or from the Java GUI `Pending Messages Browser` itself. Messages that are unbuffered manually are owned or marked by the user who carried out the unbuffer operation.

The following restrictions apply to the manual unbuffer operation:

- **Messages Sent Only When Buffer Time Has Expired**

  Buffered messages are sent to the trouble ticket and notification interface *either* when the buffer time of the message has expired (that is, at the start of the next service hours of the service that generated the message) *or* when an operator opens the message.

- **Messages Forwarded On Arrival on Management Server**

  If manager-to-manager forwarding is configured, buffered messages are forwarded to any other defined management servers as soon as the message arrives on the HP Operations management server.

NOTE Other managers may have their own configuration for outages and service hours.

Defining Service Hours

To find out how to set up service hours and for more information about the policies and syntax rules used to define service hours, see the *HPOM Administrator's Reference*.

Scheduled Outages

In the context of HPOM, a **scheduled outage** allows you to **log** or **suppress** (delete) incoming messages during a defined period of time if the messages relate to a service or system that is known or planned to be unavailable. For example, you can use a scheduled outage to suppress all messages from a component that is temporarily unavailable for maintenance reasons.

Scheduling an Outage

A scheduled outage defines a planned and potentially recurring period of time in which one or more components or services in a distributed working environment are not available, and in which messages relating to these components or services need to be logged or perhaps even deleted. An outage may be set dynamically if a major problem occurs, and if further messages from a particular component need to be suppressed. For example, if an Oracle Database goes down, you could suppress, for a defined period of time, all messages that are related to Oracle. The status of an outage can also be set by an external application.

Defining a Scheduled Outage

To find out how to set up a scheduled outage and for more information about the policies and syntax rules used to define a scheduled outage, see the *HPOM Administrator's Reference*.

Configuring Service Hours and Scheduled Outages

As HPOM administrator, you can configure service hours and scheduled outages on the management server with a policy similar to the one used to configure flexible management. The same syntax is used and, as a consequence, may be checked with the `opcmomchk` tool. This policy is located in `/etc/opt/OV/share/conf/OpC/mgmt_sv/respmgrs`. For more information on the policy and the syntax used, see the *HPOM Administrator's Reference*.

NOTE Scheduled outages and service hours may be configured by an external application. However, the designated external application must create the policy for outages and service hours and use the `opccfgout(1M)` command to control outages.

5 Scalable Architecture for Multiple Management Servers

In this Chapter

This chapter describes how to configure and manage HPOM in widely distributed environments. It also discusses the underlying concepts of flexible management and manager-of-manager (MoM) communications.

NOTE In this chapter, the term “manager” refers to the **management server**, and the term “agents” refers to **managed nodes**.

Who Should Read this Chapter

This chapter is designed for HPOM administrators.

What this Chapter Does

This chapter explains the following:

- **Communication Between Servers**

  Basic concepts and sample applications behind server-to-server communication.

- **Transferring Messages to Servers**

  Configurable message transferring from managed nodes to different servers, based on time or message attributes.

  Changes of HPOM message attributes, for example message severity, message text, and custom message attributes can be synchronized with other HPOM management servers.

- **Configuring Management Server Responsibilities**

  Setting up management server responsibilities for the HPOM managed nodes. These responsibilities permit the full use of knowledge centers, and eliminates single-point-of-failure bottlenecks.

- **Distributing Server Configurations**

  Distributing server configurations to other management servers (for example, moving configurations from a test environment to a production environment).

- **Forwarding Messages Between Servers**

  Forwarding messages between management servers.

Flexible Management

HPOM enables you to configure your environment hierarchically. You can then spread management responsibility across multiple management levels, according to criteria as diverse as operator expertise, geographical location, and the time of day. This flexible management enables operators to focus on doing what they do well, safe in the knowledge that they have round-the-clock technical support available automatically and on demand.

NOTE For information about flexible management in a Japanese environment, see the *HPOM Administrator's Reference*.

Default Setup

The default setup for HPOM consists of one management server that interacts with agents installed on the managed nodes. In this default setup, agents can send messages only to that management server. You can, however, easily reconfigure HPOM so the agents on the various managed nodes can send messages to other management servers as well.

Primary Manager

The initial management server is called the **primary manager** because it is the HP Operations server that is primarily responsible for the HPOM managed nodes. However, you can switch the primary manager function to another server. If you do so, messages from the managed nodes are redirected to the new (usually temporary) primary manager, which can also perform automatic actions on those managed nodes.

Advantages of Flexible Management

The flexible management architecture of HPOM enables you to do the following:

- **Manage Worldwide Network**

  Manage your worldwide network more effectively (for example, by using the **follow-the-sun** functionality).

- **Increase Efficiency**

  Increase efficiency by implementing competence center policies.

- **Forward Messages**

  Forward messages between management servers.

- **Manage Expansion**

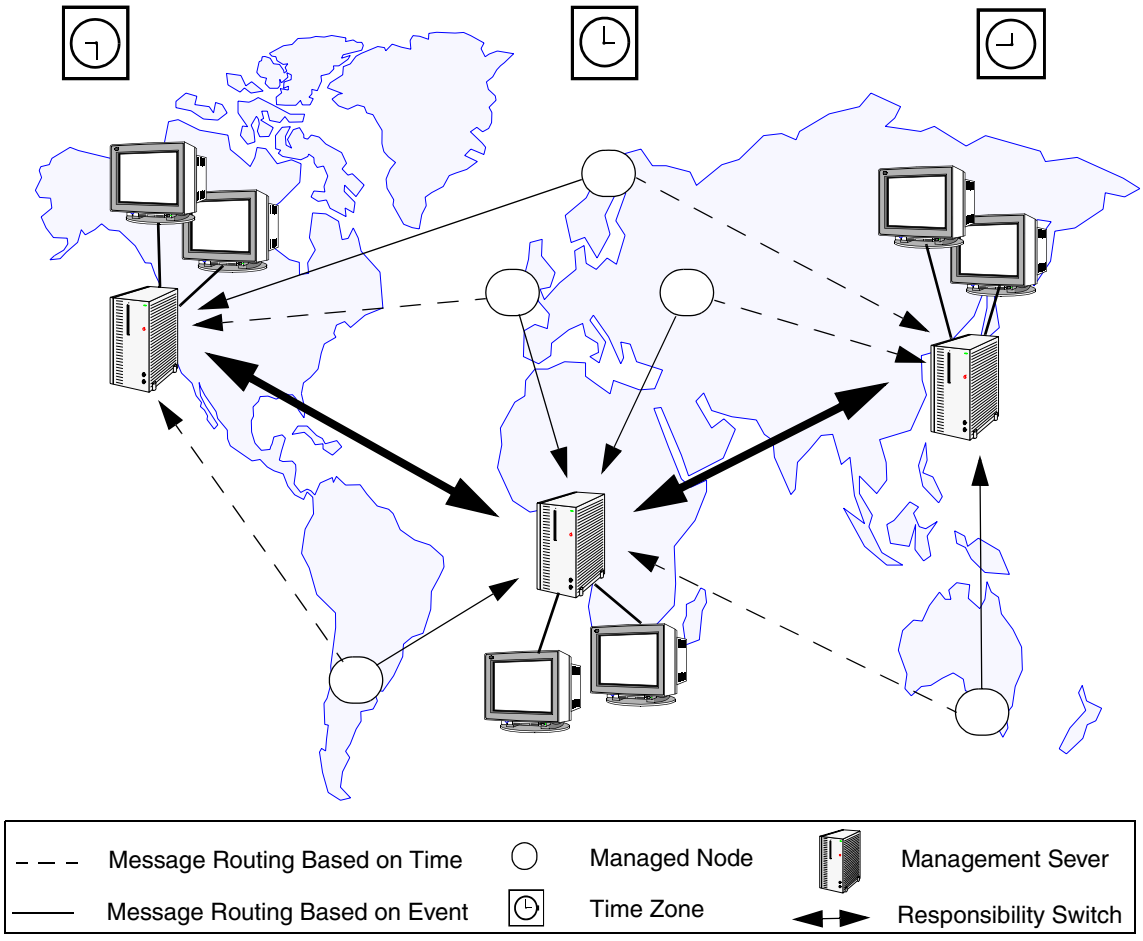
  Manage an expanding network environment, and reduce primary server overload.

Having all managed nodes report to a single management server can cause a bottleneck. This bottleneck can adversely affect database performance. This problem is eliminated if managed nodes report to multiple management servers. For more information about distributed management responsibility, see “Management Responsibilities in Domain Hierarchies” on page 441.

Follow-the-Sun Control

If your distributed operations take place over several time zones (see Figure 5-1), you can use HPOM to rotate management responsibilities by implementing **follow-the-sun** control. Depending on the time of day, managed nodes report to different management servers. The same capability enables you to set up specific management servers for weekend or holiday operations.

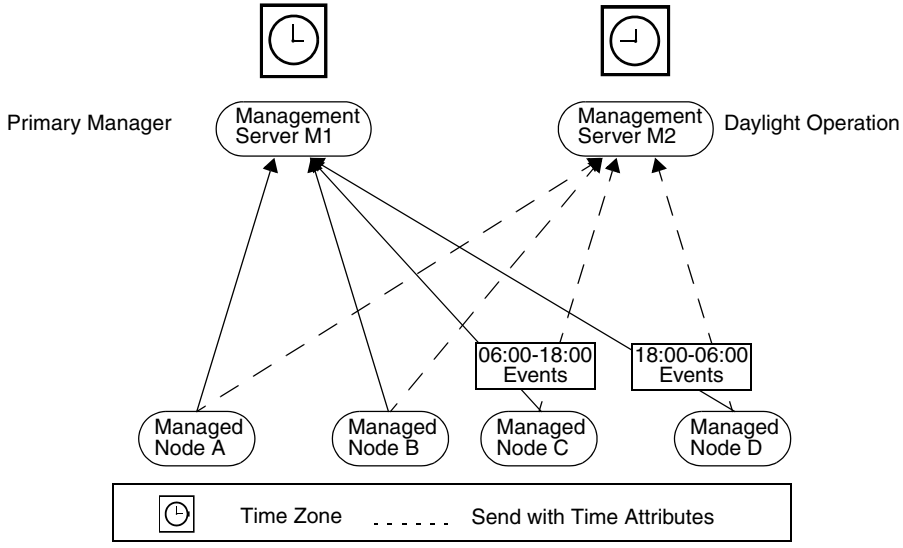
Figure 5-1 Worldwide Management Domain



The follow-the-sun concept is based on the idea of sending messages to different management servers, according to predefined time attributes. HPOM enables you to configure managed nodes to send messages to different management servers according to rules defined in a **time policy**.

For example, Figure 5-2 shows how you can configure HPOM so that all messages generated between 06:00 and 18:00 are sent to HP Operations management server M1 from managed nodes C and D. Messages generated between 18:00 and 06:00 are sent to HP Operations management server M2. With follow-the-sun functionality, you can control your entire environment throughout the day by assigning daylight operating shifts to the corresponding regional areas.

Figure 5-2 Using Time or Message Attributes to Forward Messages



For example, if your enterprise has implemented a 24-hour support desk at a central location, you can use HPOM to send messages from the regional nodes directly to the central management server during regional department off-hours. Implementing follow-the-sun policies requires the addition of two entries in the `allnodes` configuration file.

These two entries might take the following form:

```
CONDITION TIME 6am-6pm SEND TO $OPC_PRIMARY_MGR
CONDITION TIME 6pm-6am SEND TO MC
```

NOTE

Use the variable `$OPC_PRIMARY_MGR` to send messages to different management servers. This attribute can denote different systems at different times.

The follow-the-sun concept is not restricted to rules based on the time of day. You can also configure the sending of messages to different management servers based on the day of the week, a specific date or dates, or frequency. For details, “Time Policies” on page 448, as well as the manpage for *opcmom(4)*.

Competence Centers

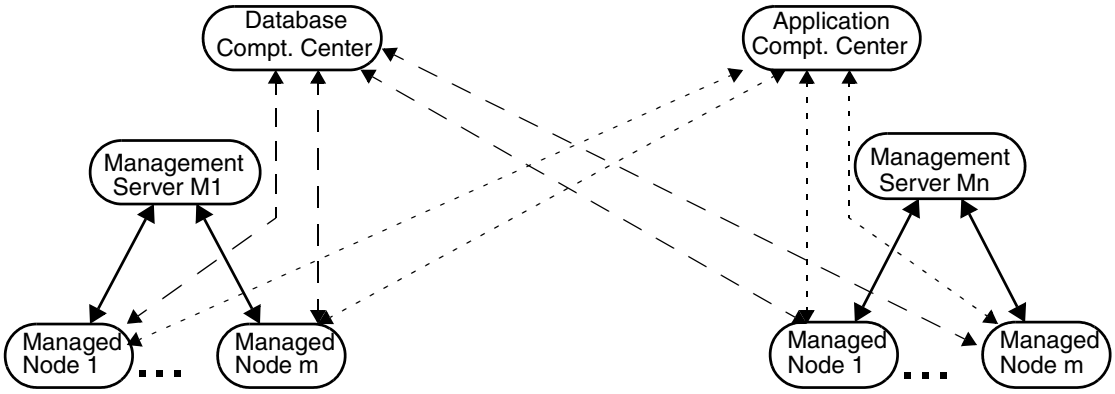
If you operate in a large enterprise with multiple management servers distributed over a wide area, specialist knowledge relating to a specific subject is not always available locally. For this reason, it is helpful to configure managed nodes that communicate with a server other than the primary manager. Other servers in your network may have specialized computing expertise available (for example, expertise about database or spool management). HPOM lets you set up your managed nodes to communicate with the management servers of your choice anywhere in your network.

For example, your enterprise might have a center responsible for all operating system-related problems. In addition, another center of expertise may be responsible for the database, which is used company-wide. Managed nodes can be configured to send messages about operating systems to one center of expertise, and all messages relating to database problems to another. In Figure 5-3, all managed nodes send all database events to management server M1.

Distributing Responsibility in Competence Centers

Depending on the type of message, a simple competence-center-oriented hierarchy, such as that shown in Figure 5-3, presents a more flexible environment than a hierarchy based on a central management server.

Figure 5-3 Communication in a Competence Center-oriented Environment



Unlike a central server hierarchy, a competence center hierarchy distributes responsibility for managed nodes. In a competence center hierarchy, regional managers are not solely responsible for managed nodes. Messages about specific subjects (for example, databases) go directly to a defined management server, where expertise exists to solve problems related to the subject for all managed nodes.

Configuring Competence Centers

The following conceptual syntax describes a sample competence center implementation:

```
IF MSGGRP=databases SEND TO Database Competence Center
IF MSGGRP=finance SEND TO Application Competence Center
IF MSGGRP=cad SEND TO Application Competence Center
```

NOTE You can include follow-the-sun capabilities in the configuration by adding time conditions to the relevant competence center conditions.

Backup Servers

If the **primary manager** is temporarily inaccessible for any reason, you can configure HPOM to transfer messages from the managed nodes to one or more designated backup management servers.

Configuring Backup Servers

To respond to these messages, the backup server needs the relevant configuration and policies from its primary manager. That is, before problems arise on the primary manager, you must distribute relevant configurations and policies to designated backup servers and nodes. In addition, you must configure each managed node with specific timeframe and conditions for sending particular messages to particular servers.

Distributing Configurations and Policies

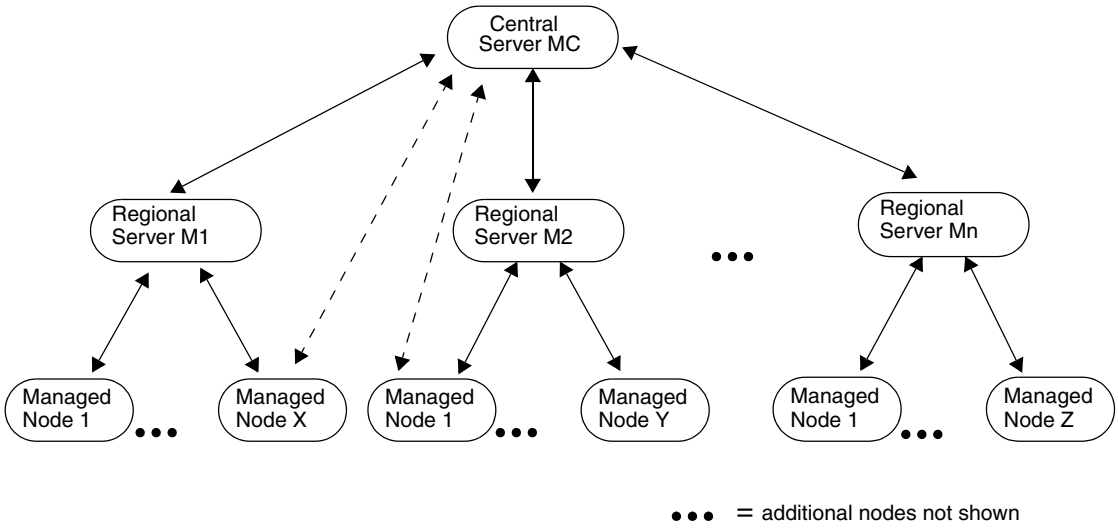
Distributing relevant configurations and policies to all relevant management servers and nodes simplifies centralized product development. You can develop configurations and policies on the central server, and then distribute them to designated servers and managed nodes.

For example, you might want to develop policies at your headquarters, then install or update the policies to several replicated branches. HPOM enables you to distribute configurations, policies, and software by downloading this data to a file and then uploading it to any number of servers.

Management Hierarchies

Typically, manufacturing environments, such as that shown in Figure 5-4, present a clear hierarchy of management. You can use the responsibilities that are in place with manager-to-manager communication without re-organizing your environment.

Figure 5-4 Typical Manufacturing Environment and Communication Links



Management Profiles in the Management Hierarchies

The environment illustrated in Figure 5-4 is very prevalent in the manufacturing industry, where companies have multiple manufacturing sites, which are distributed geographically. This kind of geographical distribution can be compared to replicated site management. All sites usually have a similar management profile. That is, all sites have similar managed objects, policies, and end-user responsibilities.

Setup Ratio in Management Hierarchies

Although the size of such an environment varies significantly, according to the type of industry, a typical setup ratio might look as follows:

- One central management server
- 10 to 20 regional management servers
- 100 to 200 managed nodes (that is, server and multi-user systems) running an HP Operations agent
- Up to 5000 additional managed elements submitting SNMP events

Management Responsibilities in Domain Hierarchies

In hierarchical HPOM domains, each managed node runs an HP Operations agent that manages the system as well as the applications (for example, CAD applications, financial applications, and databases) running on that system. The managed node reports messages to the regional management server. All managed nodes in a given region have the identical configuration.

Regional Management Servers

Regional management servers (M1-M*n* in Figure 5-4 on page 440) run the HP Operations management server software as well as a local HP Operations agent. These servers control the systems in that region. Typically, a regional site manages a local area network (LAN) environment to avoid costly wide area network (WAN) traffic. Operators managing this regional site are responsible for keeping the managed nodes and the applications up and running.

Central Server

The central server runs the HP Operations management server software, a local HP Operations agent, the regional management server systems, and the management applications running on those systems (for example, Data Protector, NNM, Performance).

From an operational perspective, the HPOM operators at the central site can be compared to specialists in a help desk–type organization. They handle problems that cannot be solved at a regional level. From the administrative perspective, the central site is in charge of developing, distributing, and maintaining the configuration of the regional servers. This is the most sensible configuration because the application know-how is centralized, and the regional configuration is nearly identical.

Configuring the Management Node

In a centralized server environment, the managed nodes report all problems to their regional management server. The regional management server acts as the primary manager for all agents.

Configuring the Central Server as Action-allowed Manager

In a centralized server environment, the central server is configured as **action-allowed manager** for all agents. Configuring the central server as action-allowed manager for all agents allows the central server to perform actions on the distributed managed node. This centralized control of distributed managed nodes enables the central server to manage responsibility switches.

Because the configuration for all managed nodes of a region should be identical, configuring the central server as action-allowed manager requires minimal effort. The HPOM administrator needs to configure just one file on the regional management server. This file holds entries specifying the secondary managers and the action-allowed manager.

Specifying the Central Server as Secondary Manager

When you specify secondary managers, it is good practice to define the central server as a secondary manager, too. In this way, if the primary manager fails, management responsibility can be switched to the secondary manager as a backup.

A sample setup file is located in the following directory:

```
/etc/opt/OV/share/conf/OpC/mgmt_sv/tmpl_respmgrs
/hierarchy.agt
```

If this file is required for use, you must copy it to the following directory:

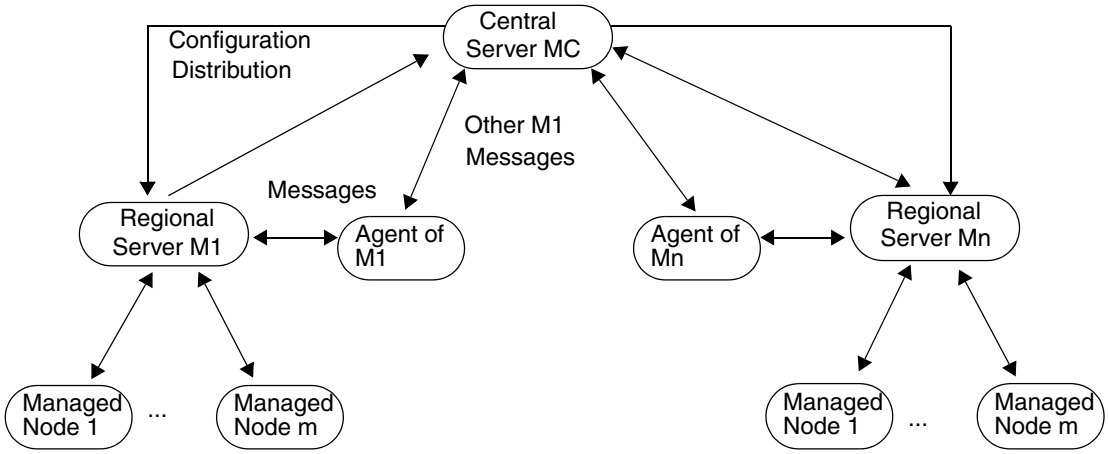
```
/etc/opt/OV/share/conf/OpC/mgmt_sv/respmgrs
```

From this directory, the file is read and its contents implemented at HPOM startup.

Configuring the Central Management Server

The central management server (MC) in Figure 5-5 controls regional management server systems (M1 to M*n*) as managed nodes. To receive messages, you must configure all the corresponding nodes and assign them to operators.

Figure 5-5 Central Server Configuration and Communication Links



Storing a complete master configuration (that is, nodes, message groups, operators, and policies) on the central server has some advantages. Since your HPOM experts may be concentrated at one location, it would make sense for them to develop the configuration for each regional site centrally, and then distribute the configuration to those sites.

Configuring Responsible Managers

HPOM enables you to develop a single configuration for responsible managers. You create a file describing the configuration, then storing the file in the `respmgrs` directory on the primary management server. The name of the file is determined by the managed nodes you have in your environment. The text defines when, where, and how the messages are conveyed.

Creating a Configuration File

In the configuration file for responsible managers, you need to configure the following:

- ❏ Primary and secondary management servers
- ❏ Action-allowed management server
- ❏ Date-and-time policies for sending messages to various management servers
- ❏ Message-attribute rules for sending messages to various managers

For example, if you want the configuration to apply to all nodes in a given environment, you would develop one configuration file for all nodes. You would name this configuration file `allnodes`. If the configuration applies only to a specific node, the file name is the hex form of the IP address of that node and is generated with the command `opc_ip_addr`. If some nodes have the same configuration, you can create links to the node-specific file with the same configurations. If no specific file exists for a node, HPOM uses the configuration it finds in the `allnodes` file.

For more information on file locations and the steps required to set up a configuration for responsible managers, see the online help for HPOM or the *opcmom(4)* manpage.

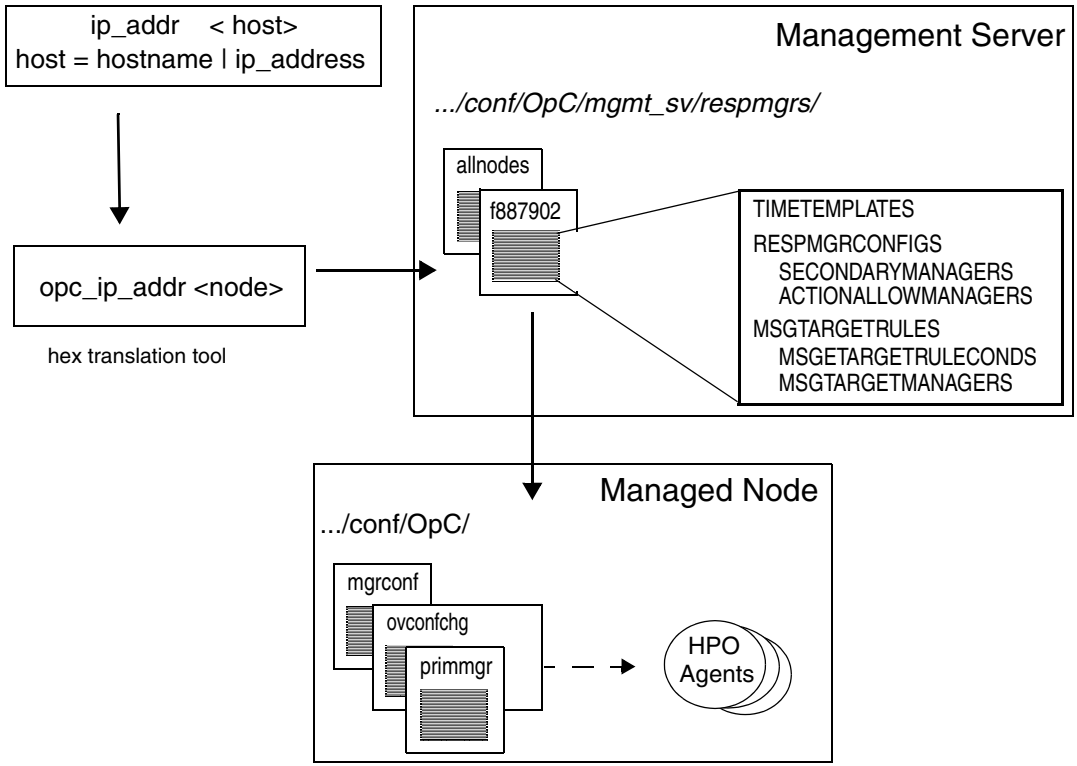
NOTE For more information about flexible management in a Japanese environment, see the *HPOM Administrator's Reference*.

Distributing the Configuration File

HPOM automatically distributes the configuration to the managed nodes when it distributes policies. At the same time, HPOM re-initializes the intelligent agents with the new or updated configuration. The responsible manager configuration file `mgrconf` is located on the managed node. The current primary manager hostname is stored in the file, `primmgr`. If `primmgr` does not exist, HPOM uses the `ovconfchg` configuration tool for HTTPS-based managed nodes.

Figure 5-6 on page 446 shows responsible manager policies for managed nodes.

Figure 5-6 Responsible Manager Policies for Managed Nodes



Message Target Rules

HPOM uses a list of **message target rules** to determine whether to send a message to a defined management server and, if so, to which one.

Parts of a Message Target Rule

A message target rule consists of three parts:

- ❏ Message attribute rule
- ❏ Time policy
- ❏ Defined management server

Example of a Message Target Rule for Printing Group

A message target rule for a printing group would have the following conceptual structure:

message group = "printing"

current time fits *time template 2 .....(message) --> mgr 2*

current time fits *time template 1 .....(message) --> mgr 1*

current time fits *time template 3 .....(message) --> mgr 3*

In this example, all messages with the message group "printing" that meet the time conditions in policy 1 are forwarded to HP Operations management server 1. All messages that meet the time conditions in policy 2 will be forwarded to HP Operations management server 2. Time policy 3 functions the same.

Example of a Message Target Rule for a Database Group

A message target rule for a database group would have the following conceptual structure:

message group = "database"

current time fits *time template 1 .....(message) --> mgr 2*

current time fits *time template 2 .....(message)--> mgr 3*

current time fits *time template 3 .....(message)--> mgr 1*

In this example, all messages with the message group “database” that meet the time conditions in policy 1 are forwarded to HP Operations management server 2. All messages that meet the time conditions in policy 2 are forwarded to HP Operations management server 3. And so on.

Time Policies

A **time policy** is a set of conditions (or rules) that tells the agent to which management server and at what time a given managed node should send specific messages. You create time conditions and save them in time policies. You can combine simple rules to set up more complex constructions (for example, “on Monday, Wednesday and Thursday from 10 am to 11:35 am from January to March”). Time conditions are defined by using the 24-hour clock notation (for example, for 1:00 p.m., you would enter “13:00”).

Setting Time Intervals

HPOM enables you to set several different time intervals as follows:

- **No Time**

  If you specify no particular time, day of the week, or year, HPOM assumes you want the condition to be true from 00:00 to 24:00 every day of the year, every year. If you specify a condition, HPOM assumes the condition should apply continually for the time and day specified.

  For example, specifying “Tuesdays” starts a condition every Tuesday from 00:00 to 24:00 throughout the year, every year.

- **Span of Time**

  Specify a time range (for example, “from 7:00 to 17:00”).

- **Wildcard (*) Date or Period**

  Use wildcards (*) in dates or periods of time (for example, to set a condition for January 31 every year, you would enter “1/31/*”).

Configuring Time-Indifferent Policies

HPOM requires that you set up a time policy for the message target rules, even if your scheduled action is time-indifferent. HPOM provides the variable `OPC_ALWAYS` to configure time-indifferent policies.

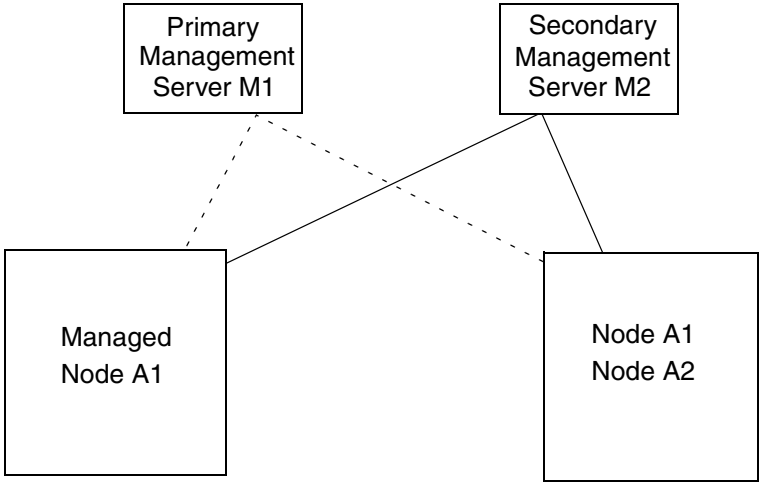
Specifying the Primary Manager

By default, all messages are consolidated on the HP Operations management server from which you originally installed the HP Operations agent software. In the default configuration, one HP Operations management server manages the HP Operations managed node. However, HPOM enables you to spread management responsibility for nodes over multiple HP Operations management servers.

Switching to a Secondary Manager

When you switch primary management responsibility to a secondary management server, you give the secondary management server responsibility for the HP Operations nodes formerly managed by the primary manager.

Figure 5-7 Switching Primary Management Responsibility



You initiate a management responsibility switch on the secondary management server by using the `opcragt -primmgr` command. The command accepts as parameters a list of managed nodes (hostnames or IP addresses) or node-group names. For details, see the *oprcagt(1M)* manpage.

Enabling a Secondary Manager to Execute Actions

If you want to allow the secondary manager to execute actions on the nodes for which it is to assume responsibility, you must add a keyword to the configuration file.

Or add the following line to allow *each* current primary manager to become an action-allowed manager:

```
ACTIONALLOWMANAGER $OPC_PRIMARY_MGR
```

Reversing a Manager Switch

Primary management responsibility does not automatically revert to the original primary manager after the new primary management server gives up primary management responsibility. To reverse a primary management responsibility switch, you need to reconfigure the original primary management server as a secondary management server, as well as an action-allowed manager, and then switch the responsibility back manually by using `opcragt -primmgr`.

Delegating Manager Responsibilities

HPOM Installation Manager responsibilities, such as heartbeat polling and license counting, can be delegated to the primary server by executing the *opchbp(1M)* or *opcsw(1M)* command. For more information, see the command manpage.

Switching to a Backup Manager

Switching primary management responsibility can work as a fail-safe for system shut downs or factory-wide power failures. For example, you could set up a secondary management server to monitor the health of a primary management server by using interval polling. The secondary management server would then notify the HPOM administrator if a system failure occurred at the primary management server. The HPOM administrator would then switch primary management responsibility to the secondary HP Operations management server, which would assume control of all the managed nodes previously managed by the failed management server.

Specifying Action-Allowed Managers

A managed node allows only those management servers defined as **action-allowed managers** in its `mgrconf` file to carry out actions on that managed node. Consequently, a secondary management server that assumes primary management server responsibility for a given node (or nodes) must be configured as an action-allowed manager on the managed nodes for which it has assumed responsibility. Otherwise, it cannot carry out actions on those nodes.

By default, the only HP Operations management server that is allowed to execute actions on a managed node is the HPOM **Installation Manager**. To provide you greater operational flexibility, HPOM lets you configure several HP Operations management servers so that they can also execute actions on shared managed nodes.

NOTE

The primary manager should be configured as action-allowed manager. Add the following line to the responsible-manager configuration:

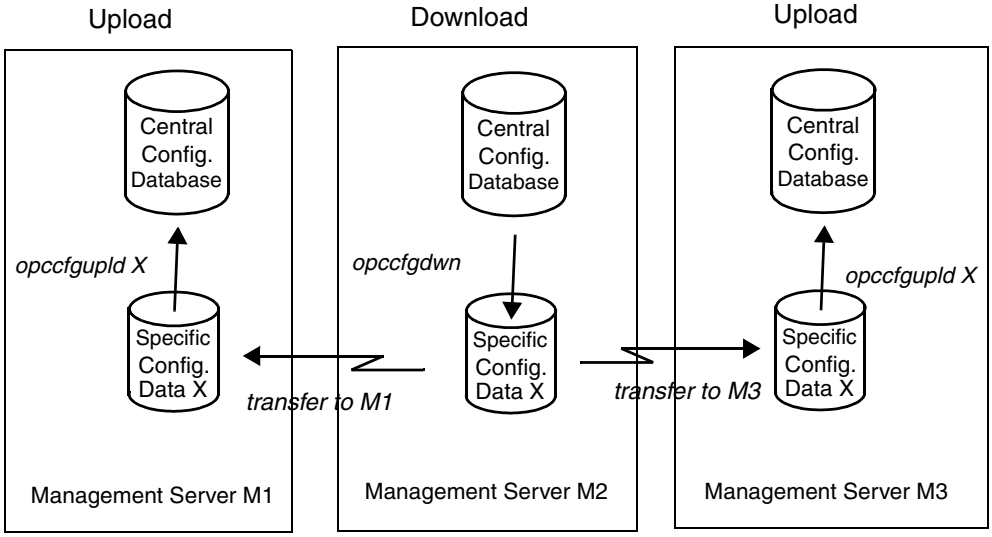
```
ACTIONALLOWMANAGER $OPC_PRIMARY_MGR
```

Distributing Configurations to Other Servers

If your environment consists of multiple HPOM domains acting as replicated sites, it is useful to develop configurations centrally, then distribute these configurations to the various management servers. For example, an HPOM administrator in a head office might want to define the configuration or application at your site, then download this data to a set of files to be picked up at another site.

After HPOM has distributed the configuration files to other servers, administrators at the remote locations can then upload the files to their databases for use, as shown in Figure 5-8.

Figure 5-8 Downloading and Uploading Configuration Files



Distributing configurations to different management servers involves three major steps:

1. **Configuration Parts Download**

   This information is stored in an index file used by HPOM when you run the download command *opccfgdwn(1M)*. You can re-use an old specification to download the same configuration type.

2. **Distribute Downloaded Files**

   Distribute downloaded files to another HP Operations management server. If a trust relationship is established between the local and the remote management server, use the following procedure:

   a. Create a tar file containing the downloaded configuration.

   b. Use the `ovdeploy` command-line tool to securely copy the tar package to the remote management server, for example:

   ```
   ovdeploy -upload -file config.tar -targetdir \
   /tmp -host remote.server.com
   ```

NOTE

If a trust relationship between management servers is not established, use some other method, for example, `FTP`, `rcp`, `scp`, and so on.

3. **Upload Files into Database**

   The administrator at the receiving HP Operations management server uploads the files into the local database by using the `opccfgupld(1M)` command. The administrator who wants automatic uploads schedules them by using the `Scheduled Actions`.

CAUTION

Do not change configuration data (for example, policies, operators, and so on) while uploading. Otherwise, the uploaded data may be corrupted.

The administrator can use the `contents` option with the upload command *opccfgupld(1M)* to check the data contained in a configuration. For more information about other upload options, see the manpage for the *opccfgupld(1M)* command.

Uploading Configuration Data on the Local Management Server

After configuration data have been downloaded and distributed to another management server, you need to upload that file to the database on the local management server. Upload configuration data by using the following command:

`/opt/OV/bin/OpC/opccfgupld <upload_directory>`

For more information about configuration upload, see “Synchronization of the Configuration Changes” on page 294. For information about the parameters of this command, see the *opccfgupld(1m)* manpage.

NOTE If you want HPOM to upload the configuration or application automatically, schedule the `opccfgupld` command by using `at` or `cron`.

Forwarding Messages Between Management Servers

Message forwarding is a feature that allows you to forward messages from one HP Operations management server to another, inform other management servers of problems, and allow another management server to carry out actions associated with the forwarded message. The idea is to increase flexibility by notifying other management servers of messages that may be relevant to them. In addition, HPOM enables you to pass control of messages from one management server to another management server, or even to a number of management servers. Forwarded messages are processed as if they were normal HPOM messages on the target management server. For example, forwarded messages are processed by the Message Stream Interface (MSI), if it is configured. Or the messages are forwarded to trouble ticket systems or notification services.

Message Forwarding

In HPOM, message forwarding is automatic. That is, you can use a policy to configure the source management server to forward messages. The forwarded message that arrives on the target management server is a copy of the reference message on the source management server.

There are two fundamental concepts to message forwarding:

- Switching control of a message
- Forwarding notification messages

Switching Control of a Message

In HPOM, each message is controlled by a management server (`MSGCONTROLLINGMGR`). Switching control of a message from one source management server to another target management server gives the full set of actions and operations associated with the original message to the target management server.

Why to Switch Control of a Message

Switching control of a message enables the target management server to carry out all the message-related actions normally performed by the source management server. You may switch control of a message for any number of reasons. For example, you may want to distribute resources more evenly. Or you may want to transfer control to a server where wider expertise is available.

Sharing Control of a Message

Depending on how you configure the source management server, a control-switched message is either controlled by both servers or by the target server alone:

- **Controlled by Both Servers**

  If the source management server is defined as a message-controlling manager, it shares control of the message with the target management server.

- **Controlled by Target Server Only**

  If the source management server is *not* defined as a message-controlling manager, a read-only copy of the message is left on the source management server.

What Users Can Do with Control-switched Messages

Administrators and operators handle control-switched messages in the same way they handle normal messages.

Administrators and operators can do the following with control-switched messages:

- Acknowledge
- Own and disown
- Use to start an operator-initiated action
- Annotate

Executing Actions Associated with Control-switched Messages

Source and target servers execute control-switched messages as follows:

- **Source Management Server**

  The source management server executes automatic actions associated with a control-switched message. The source management server also informs target management servers of any change in action status.

- **Target Management Server**

  If it is not the primary manager, the target management server must be configured as an action-allowed manager to execute actions on the managed node that generated the message.

Notification Messages

Notification messages are read-only messages that HPOM forwards to a target management server. Notification messages are for informational purposes only and allow a limited set of operations. You can define any number of target management servers to receive notification messages.

What Users Can Do with Notification Messages

Administrators and operators can do the following with notification messages:

- **Acknowledge**

  Acknowledge the message on the source management server. Copies of the message on other management servers are not acknowledged.

- **Annotate**

  Annotate the message. The information is also added to copies of the message on other management servers.

- **Forward**

  Forward the message to trouble ticket and notification services.

NOTE Notification messages are acknowledged automatically on target management servers when the original message is acknowledged manually or acknowledged as a result of the successful termination of an action associated with the original message.

What Users Cannot Do with Notification Messages

Administrators and operators *cannot* do the following with notification messages:

- ❏ Own
- ❏ Start an operator-initiated action

The HPOM administrator controls the generation of notification messages and messages that switch control from one management server to another by configuring a policy on the source management server. For more information about how to configure this policy, as well as syntax requirements for the policy, see the *HPOM Administrator's Reference*.

Message-Forwarding Policy

HPOM enables you to create a single message-forwarding policy that generates notification messages and switches message control. You assign this policy to the source management server.

Configuring the message-forwarding policy includes the following:

- ❏ **Forward to Multiple Target Servers**

  You can specify more than one target management server per message.

- ❏ **Forward Message Control Attribute**

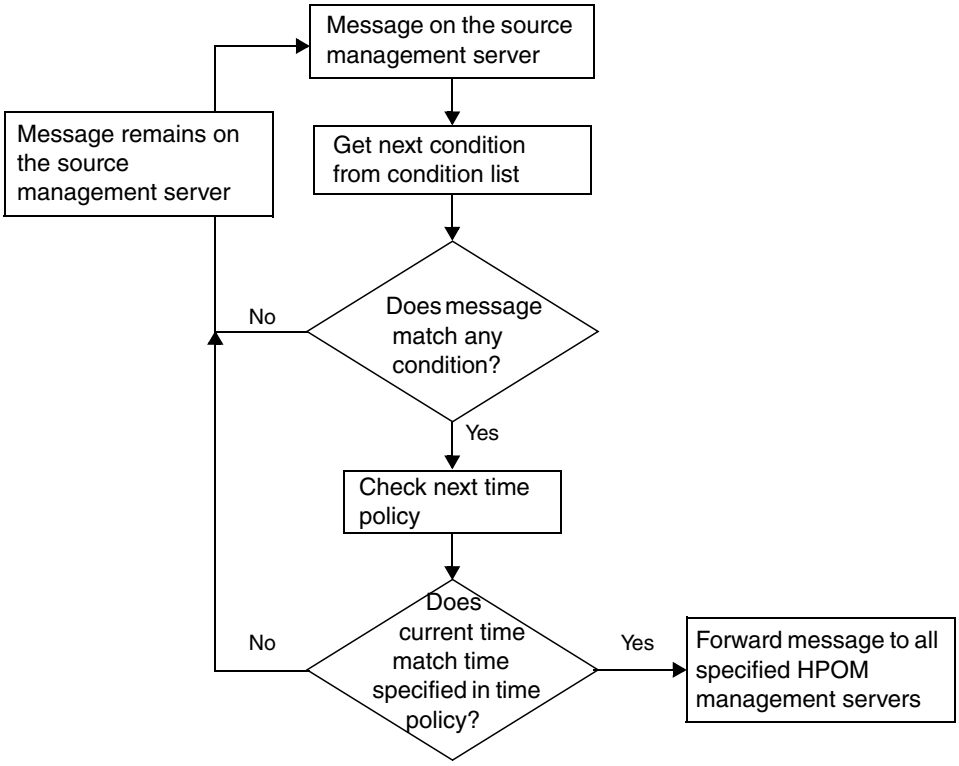
  You can assign the `MSGCONTROLLINGMGR` attribute to target management servers to which you forward a message so that they too can switch control of a message.

- ❏ **Force Direct Acknowledgement**

  You can set the `ACKNONLOCALMGR` attribute per message condition to force a direct acknowledgement of a notification message on the source management server.

Any new message arriving on the source management server is checked before any forwarding action is taken, as shown in Figure 5-9 on page 460.

Figure 5-9 Policy Checking Process



Message Distribution Lists

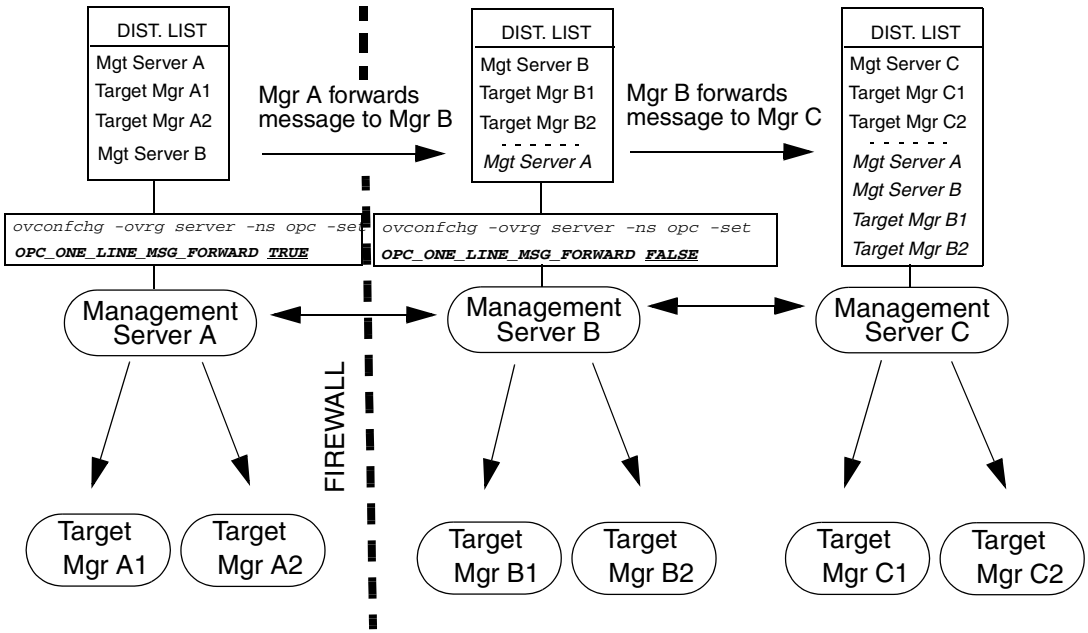
Each forwarded message includes a distribution list of management servers known to the sender of the message. This distribution list is used to inform the listed managers of any subsequent changes that occur to the message (for example, annotations added or actions executed). When a target manager receives a forwarded message, it adds this list to its own distribution list of management servers associated with the message.

Controlling the Size of Distribution Lists

The `OPC_ONE_LINE_MSG_FORWARD` parameter allows you to control the size of the distribution list included with the message as it progresses down a chain of management servers.

In the example shown in Figure 5-10, if OPC_ONE_LINE_MSG_FORWARD is left on its default setting, FALSE, management server B would include a list of *all* the target managers it associates with the forwarded message in any message it forwards to management server C. These managers would be added to server C's message-specific distribution list, and the new, larger distribution list would be used if any task were performed by management server C on the message in question. In this case, server B would carry out any necessary action, compare its own distribution list against the one in the message received from server C, and inform only those targets not already informed by C.

Figure 5-10 Message Forwarding in Larger Hierarchies



Although quicker and more efficient under normal circumstances, this approach has the disadvantage of a message-forwarding operation failing if one or more of the target managers specified in management server B's distribution list is not known to (or is unreachable by) management server C. In the example shown, management server A is known to management server B. However, because of the firewall, management server A is *not* known to management server C.

However, because management server A is included in the distribution list of management server C, the following is true:

- Management server A does not find out about any changes.
- Management server C will attempt (and fail) to inform A of any changes to messages forwarded originally from A.
- Management server B will assume A has been informed by C.

If the administrator changes the value of the OPC_ONE_LINE_MSG_FORWARD parameter on management server B in Figure 5-10 from FALSE to TRUE, management server B includes only itself in the distribution list it encloses in any message it forwards to management server C.

Including only management server B reduces the distribution list management server C associates with the same forwarded message from the list shown in Figure 5-10 to the following:

- Sender of the message (in this case, management server B).
- Target manager of management server C, Target Mgrs C1 and C2.

If management server C subsequently performs a task or adds an annotation to the message, this information is distributed only to the reduced list of management servers specified in server C's distribution list. When management server B receives notification (from management server C) of a change to the message, it carries out any actions specified and then notifies in turn the servers *it* has listed in *its* message-specific distribution list. The disadvantage of this approach is that the chain of servers to be contacted is linear and, as a result, longer and more prone to interruption by network configuration and reliability.

NOTE

If management servers A and B set OPC_ONE_LINE_MSG_FORWARD to FALSE, management server C's distribution list includes all the target management servers known to A and B. As a consequence, C attempts to contact all the management servers in the list if any change to the message's state occurs in C's domain.

Connecting Management Servers to Trouble Ticket Systems

Because more than one management server may be connected to the same trouble ticket system, it is possible that the same message may be sent to the same trouble ticket server by more than one management server. This would happen, for example, if the trouble ticket was specified in the policy for a given message, and this message then forwarded to another management server.

NOTE

If the trouble ticket is enabled for the message from the managed node, a copy of the message is forwarded automatically to the trouble ticket system as soon as it arrives at the management server. However, HPOM allows you to control the passing of both notification and control-switch messages to the trouble ticket system on any management server to which this message is subsequently forwarded with the parameters `OPC_FORW_NOTIF_TO_TT` (default=`FALSE`) and `OPC_FORW_CRTL_SWITCH_TO_TT` (default=`TRUE`).

Managing Forwarded Messages

Message forwarding is a powerful and integral part of HPOM flexible management. How you configure message forwarding directly affects how it runs in your environment. There are a number of issues you should consider when planning your message forwarding strategy.

Planning Your Message Forwarding Strategy

When planning your message forwarding strategy, consider the following:

- **Managed Nodes**

  All management servers participating in message forwarding must have all managed nodes set up in their respective node banks.

- **Target Managers**

  Before you can execute an operator-initiated action on a control-switched message, you need to define the target manager to which the message is forwarded as an action-allowed manager on the managed node.

- **Message Ownership**

  When a message is owned or disowned on one management server, the operators on the other management servers are informed only if all operators exist on all management servers.

  If you do not want a management server to send or receive own and disown events, set the following variables on the management server by using the `ovconfchg` command-line tool:

  - `OPC_SEND_OWN_DISOWN FALSE` (default is `TRUE`)
  - `OPC_ACCEPT_OWN_DISOWN FALSE` (default is `TRUE`)

  To find out how to set these variables by using the `ovconfchg` command-line tool, see the *ovconfchg* manpage.

- **Duplicate Messages**

  You can prevent duplicate messages arriving at the trouble ticket server by setting parameters using the `ovconfchg` command-line tool on the management servers. For details, see “Connecting Management Servers to Trouble Ticket Systems” on page 463 as well as the online help for HPOM. For information on `ovconfchg` usage, see the *ovconfchg* manpage.

- **Distribution Lists**

  If the distribution lists for a message contain references to unknown or unreachable management servers, part or all of a message forwarding operation may fail. If you want HPOM to buffer messages until the servers are reachable again, set the `OPC_MSGFORW_BUFFERING` variable to `TRUE` (default is `FALSE`) by using the `ovconfchg` command-line tool. For details about `ovconfchg`, see the *ovconfchg* manpage.

CAUTION

Buffer message only in environments with two management servers. If the distribution list contains references to unknown servers, messages are buffered continuously. For details, see “Message Distribution Lists” on page 460.

- **Infinite Loops**

  Never create infinite message loops between servers when implementing message forwarding.

❑ **Identical Instructions**

Copies of the same message can sometimes display on different HPOM managers. You need identical instructions, including instruction interface settings on the management servers, to ensure the correct output of message instructions. One way to ensure identical instructions is to download the instructions from management server A and upload it on management server B.

❑ **Synchronization Problems**

Because control-switching enables more than one management server to assume responsibility for a message at any one time, the following synchronization problems can occur:

- *Concurrent Instances*

  Concurrent instances of an operator-initiated action may exist if operators on different management servers trigger the same action at the same time.

- *Premature Acknowledgement*

  A message on which you are working may be acknowledged by someone else on another management server before you have finished your task.

- *Unwanted Annotations*

  You may discover message annotations that you did not add.

- *Unforwarded Annotations*

  The start annotation information for operator-initiated actions is not forwarded between management servers. This annotation contains the start time of the action as well as information about the action itself.

To avoid these problems at least partially, make sure to own a message before you begin working on it.

❑ **Communication Failures**

Communication failures between source and target management servers may affect additional systems further down the communication chain from the target manager. Similar problems may result where a message has already been downloaded from the target manager or has been absorbed into the message-stream interface.

Troubleshooting Problems in the Message Forwarding Policy

If HPOM comes across problems or inconsistencies in the message forwarding policy, it generates an error message and ignores the rest of the policy contents. HPOM also generates an error message on the source management server if the source management server fails to contact its target management servers.

As a rule, HPOM generates errors when the following occurs:

- ❏ Policy is set up incorrectly.
- ❏ Network-related problems exist.
- ❏ Remote or target management server is unreachable.
- ❏ Target management server is not configured to receive forwarded messages.

Scalability Scenarios

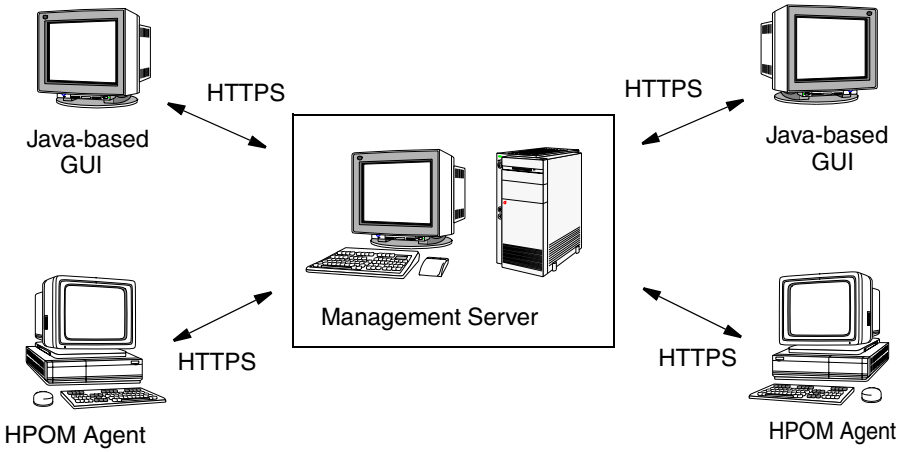
HPOM is designed for deployment in large, complex environments. The flexible architecture of HPOM enables one or more management systems, as well as one or more Network Node Manager (NNM) systems, to be combined into a single, powerful management solution that meets the requirements of your organizational structure.

This section presents several scalability scenarios. These scenarios show by example how to scale HPOM to meet the particular needs of your needs of your organization. The scenarios range from simple to complex. You can adapt any of the scenarios to meet your specific needs. Or you can combine several of the scenarios to create a new solution.

Scenario 1. Single Server Managing a Set of Nodes

The simple scenario illustrated in Figure 5-11 shows a single HP Operations management server that manages several remote nodes, each running an HP Operations agent. The managed nodes and the management server communicate through the HTTPS protocol. Multiple operators can work together to manage the environment by using the Java-based operator GUI.

Figure 5-11 Single Management Server Managing a Set of Nodes



This simple architecture provides an efficient solution for managing multiple remote systems from a central location:

- **Variable Thresholds**

  Monitors thresholds of SNMP MIB and custom variables.

- **Message Sources**

  Processes a variety of message sources.

- **Local Events**

  Filters local events on managed nodes.

- **Automatic Actions**

  Invokes local automated actions on managed nodes.

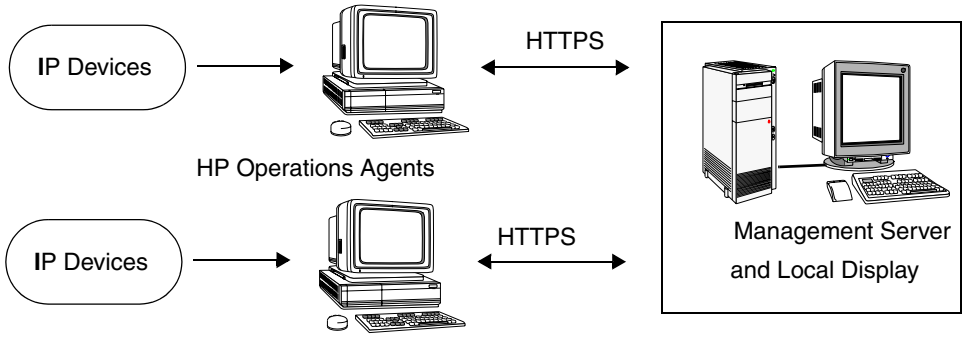
- **Agent Platforms**

  Supports a variety of agent platforms (for example, HP-UX, Linux, AIX, Solaris, and Windows).

Scenario 2. HP Operations Agents Monitoring IP Devices

Figure 5-12 shows a scenario in which an HP Operations agent acts as a proxy agent, performing SNMP threshold monitoring on remote SNMP devices. In this scenario, a remote managed node with an HP Operations agent can be used to perform threshold monitoring on other SNMP-only devices in the network. Because the HP Operations agent forwards threshold events to the manager only, SNMP polling from the management sever is significantly reduced.

Figure 5-12 HP Operations Agents Monitoring IP Devices



As part of its standard functionality, HPOM also enables management servers to do the following:

- **Map IP Devices**

  Automatically discover and map any IP device.

- **Poll IP Devices**

  Poll IP devices for their IP status.

- **Receive SNMP Traps**

  Receive SNMP traps from any device.

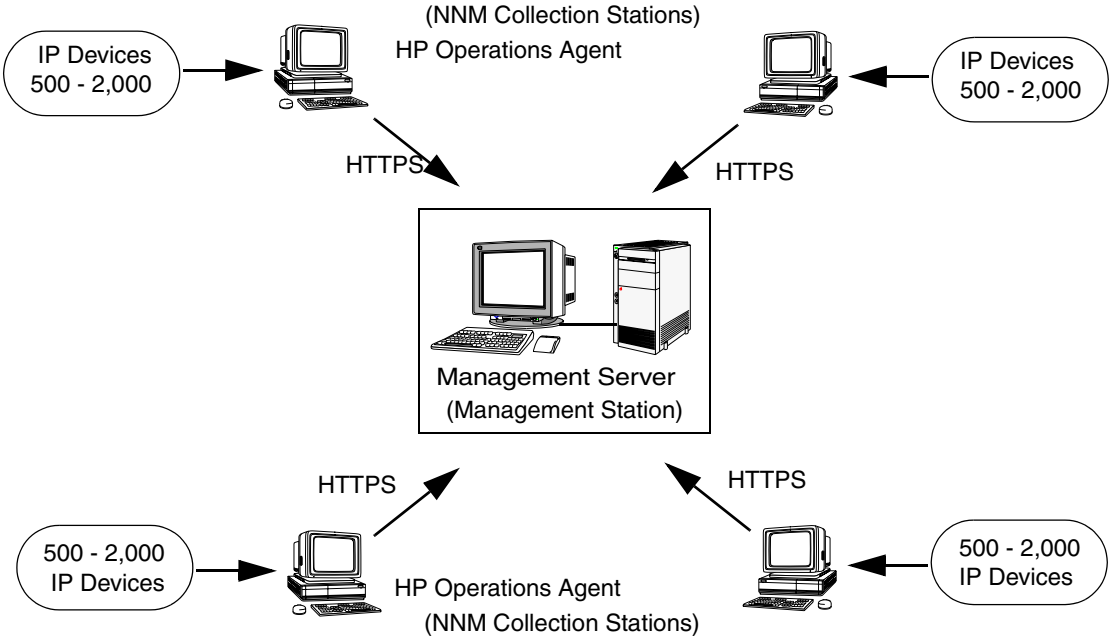
- **Collect SNMP Trends**

  Collect SNMP trend data (based on MIB variables) from any SNMP device.

Scenario 3. NNM Collection Stations with HP Operations Agents

This scenario in Figure 5-13 shows a central HP Operations management server managing one or more NNM collection stations in addition to other managed nodes or devices. Each remote NNM station has an HPOM intelligent agent installed.

Figure 5-13 NNM Collection Stations with HP Operations agents



This scenario benefits the HP Operations management server as well as the remote NNM systems.

Benefits to the Central HP Operations Management Server

The NNM Collection stations provide the following benefits to the central HP Operations management server:

- ❑ **Distributed Monitoring**

  Distributed topology discovery and IP status monitoring.

- ❑ **Distributed Collection**

  Distributed SNMP data collection.

- ❑ **Event Forwarding**

  SNMP event forwarding from collection stations to the management station.

Full *and* entry-level NNM stations can be used as collection stations.

Benefits for the Remote NNM Collection Stations

The HP Operations management server provides the following benefits for the remote NNM stations:

- ❑ **Monitoring Stations**

  Monitoring of remote NNM collection stations.

- ❑ **Configuring Stations**

  Remote configuration of the NNM collection stations including:

  - SNMP polling retries and timeouts
  - Data collection and thresholds
  - Loaded MIBs
  - Configuration of SNMP event forwarding

- ❑ **Configuring Roles of Stations**

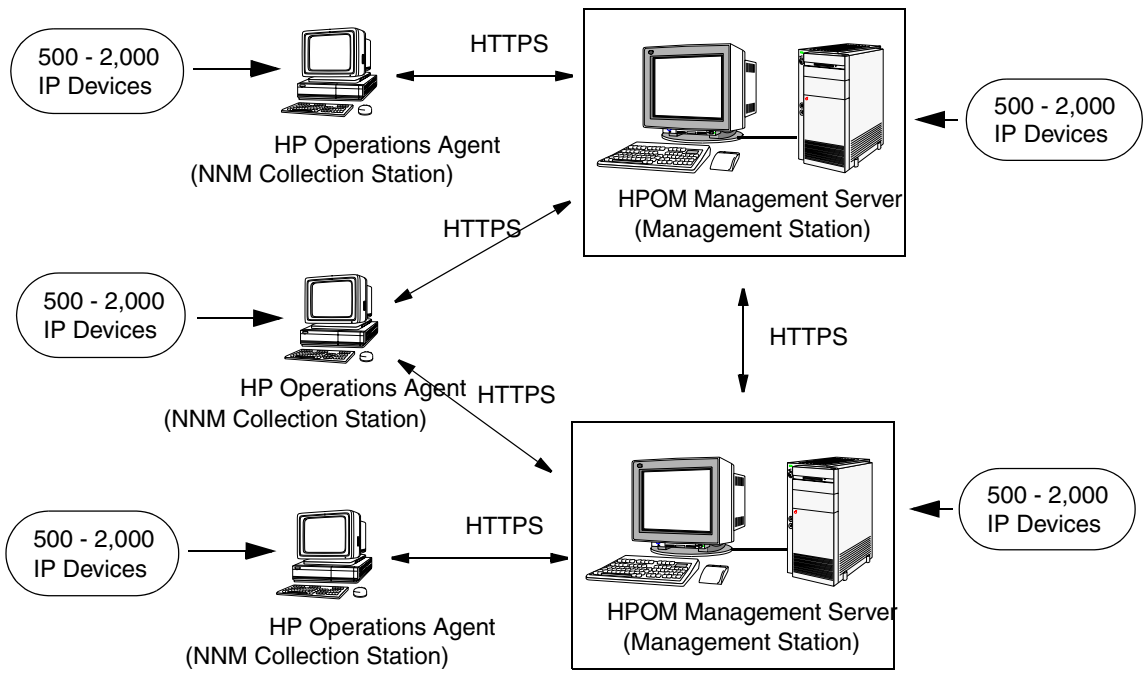
  Configuration of the role of remote NNM collection stations (for example, adding, testing, and unmanaging collection stations).

Scenario 4. Multiple Management Servers with HP Operations Agents and NNM Collection Stations

The scenario shown in Figure 5-14 is similar to "Scenario 3. NNM Collection Stations with HP Operations Agents" on page 470. However, in the current scenario, there are multiple HP Operations managers working together to manage the complete environment. This solution is more flexible and scalable than Scenario 3.

This scenario is an example of multiple HP Operations managers and multiple NNM stations working together to manage a very large enterprise environment efficiently and effectively.

Figure 5-14 Multiple Management Servers with HP Operations Agents and NNM Collection Stations



Using multiple management servers has the following benefits:

- **Multiple Managers**

  You can configure multiple HP Operations managers from a central HP Operations manager.

- **Backup Server**

  You can configure a backup server to take over from a management server that is down, thereby eliminating a single point of failure.

- **Follow-the-Sun**

  You can route messages different managers, based on the time of day, thereby delegating tasks between managers during peak hours automatically.

- **Competence Centers**

  You can route messages to specific managers, based on the message type. This routing enables you to establish Competence Centers that receive all messages related to a specific area (for example, all database messages). Establishing Competence Centers enables you to fully utilize IT management expertise throughout your organization.

A Policy Body Grammar

In this Appendix

This appendix provides policy body grammar for the default policy types. The default policy types include:

- Open Message Interface (`OPCMSG`)
- Log File Entry (`LOGFILE`)
- Measurement Threshold (`ADVMONITOR`)
- SNMP Interceptor (`SNMP`)
- Event Correlation (`EC`)
- Scheduled Task (`SCHED`)
- Service Process Monitoring (`ADVMONITOR`)
- Windows Management Interface (`WBEM`)
- Windows Event Log (`LOGFILE`)

Consider that you cannot use the policy body grammar described in this appendix for editing the following policy types:

- Service Auto Discovery
- Node Info
- ConfigFile
- Subagent

Policy Body Grammar

Policy body grammar for editing the default policy types is the following:

```
file:          ε |
               SYNTAX_VERSION syntax_number |
               file logsource |
               file snmpsource |
               file csmsource |
               file monsource |
               file advmonsource |
               file schedsource |
               file ecsource |
               file wbemsource

syntax_number: 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11

logsource:     LOGFILE <string (name)> DESCRIPTION <string
               (description)> logdefopts conditions

snmpsource:    SNMP <string (name)> DESCRITPION <string
               (description)> snmpdefopts snmpconditions

csmsource:     OPCMSG <string (name)> DESCRIPTION <string
               (description)> csmdefopts conditions

monsource:     MONITOR <string (name)> DESCRIPTION <string
               (description)> mondefopts monconditions

advmonsource:  ADVMONITOR <string (name)> DESCRIPTION
               <string (description)> advmondefaults
               advmonsourcedef advmonconditions

schedsource:   SCHEDULE <string (name)> DESCRIPTION <string
               (description)> schedsetopts

ecsource:      ECS <string (name)> DESCRIPTION <string
               (description)> ecopts ecver CIRCUIT_FILE
               <string (file)> circuit

wbemsource:    WBEM <string (name)> DESCRIPTION <string
               (description)> wbemdefopts wbemconditions

logdefopts:    ε | logdefopts logdefault | logdefopts
               logoption | logdefopts sourceoption
```

```
logdefault:     stddefault | NODE node

logoption:      LOGPATH <string (path to logfile)> |
                EXEFILE <string (path to file to execute)> |
                READFILE <string (path to file containing
                logfile paths)> |
                INTERVAL <string (time between logfile
                checks)> |
                CHSET <string (character set of the logfile)> |
                FROM_LAST_POS |
                FIRST_FROM_BEGIN |
                NO_LOGFILE_MSG |
                CLOSE_AFTER_READ

snmpdefopts:    ε | snmpdefopts stddefault | snmpdefopts
                sourceoption

snmpconditions: ε |
                snmpconditions MSGCONDITIONS snmpmsgconds |
                snmpconditions SUPPRESSCONDITIONS
                snmpsuppressconds |
                snmpconditions SUPP_UNM_CONDITIONS
                snmpsupp_unm_conds

snmpmsgconds:   ε |
                snmpmsgconds DESCRIPTION <string
                (description)> condsuppdupl condition_id
                CONDITION snmpconds SET sets

snmpsuppressconds: ε |
                snmpsuppressconds DESCRIPTION <string
                (description)> condition_id CONDITION
                snmpconds

snmpsupp_unm_conds: ε |
                snmpsupp_unm_conds DESCRIPTION <string
                (description)> condition_id CONDITION
                snmpconds

snmpconds:      ε |
                snmpconds $e <string (enterprise)> |
                snmpconds $G <number (generic trap)> |
                snmpconds $S <number (specific trap)> |
                snmpconds $(<number (variable)>) pattern |
                snmpconds NODE nodelist
```

```
csmdefopts:     ε | csmdefopts stddefault | csmdefopts
                sourceoption

mondefopts:     ε | mondefopts mondefault | mondefopts
                monoption | mondefopts sourceoption

mondefault:     stddefault | NODE node

monoption:      INTERVAL <string (time between checks)> |
                MONPROG <string (path to monitor executable)> |
                MIB <string (MIB variable)> |
                MIB <string (MIB variable)> NODE node |
                EXTERNAL |
                MINTHRESHOLD |
                MAXTHRESHOLD |
                GEN_BELOW_THRESHOLD |
                GEN_BELOW_RESET |
                GEN_ALWAYS |
                AUTOMATIC_MSGKEY

monconditions: ε |
                monconditions MSGCONDITIONS monmsgconds |
                monconditions SUPPRESSCONDITIONS
                monsuppressconds |
                monconditions SUPP_UNM_CONDITIONS
                monsupp_unm_conds

monmsgconds:    ε |
                monmsgconds DESCRIPTION <string> condition_id
                CONDITION monconds SET sets

monsuppressconds: ε |
                monsuppressconds DESCRIPTION <string>
                condition_id CONDITION monconds

monsupp_unm_conds: ε |
                monsupp_unm_conds DESCRIPTION <string>
                condition_id CONDITION monconds

monconds:       ε |
                monconds THRESHOLD numval duration |
                monconds RESET numval |
                monconds OBJECT pattern

advmondefaults: ε | advmondefaults sourceoption |
                advmondefaults stddefault | advmondefaults
                NODE node | advmondefaults advmonoption
```

```
advmonoption:  INTERVAL <string (time between checks)> |
               INSTANCEMODE ALL | INSTANCEMODE SAME |
               INSTANCEMODE ONCE |
               MULTISOURCE |
               INSTANCERULES |
               AUTOMATIC_MSGKEY |
               AUTOMATIC_MSGKEY <string (default message key)> |
               MINTHRESHOLD |
               MAXTHRESHOLD |
               GEN_BELOW_THRESHOLD |
               GEN_BELOW_RESET |
               GEN_ALWAYS |
               SCRIPTTYPE <string (type of script)> |
               DDF DATASOURCE <string> |
               DDF OBJECT <string>

advmonsourcedef: ε |
               advmonsourcedef PROGRAM <string (name)>
               DESCRIPTION <string (description)> advmonprog |
               advmonsourcedef EXTERNAL <string (name)>
               DESCRIPTION <string (description)> ddf |
               advmonsourcedef NTPERFMON <string (name)>
               DESCRIPTION <string (description)> advmonperfmon |
               advmonsourcedef SNMP <string (name)>
               DESCRIPTION <string (description)> advmonsnmp |
               advmonsourcedef MEASUREMENT <string (name)>
               DESCRIPTION <string (description)> advmonme |
               advmonsourcedef CODA <string> DESCRIPTION
               <string (description)> advmonme |
               advmonsourcedef WBEM <string (description)>
               DESCRIPTION <string (description)> advmonwbem

advmonprog:    MONPROG <string (path to executable)> ddf

advmonperfmon: OBJECT <string (name)> COUNTER <string>
               INSTANCE <string> ddf

advmonsnmp:    MIB <string (MIB variable)> ddf

advmonme:      COLLECTION <string> metrics |
               COLLECTION <string> GUID <string (UUID)>
               metrics |
               DATASOURCE <string> COLLECTION <string>
               metrics
```

```
advmonwbem:     NAMESPACE <string> CLASS <string> ATTRIBUTE
                <string> instancefilter ddf |
                WMI_USERNAME <string> WMI_PASSWORD <string>
                NAMESPACE <string> CLASS <string> ATTRIBUTE
                <string> instancefilter ddf

instancefilter: ε | INSTANCE_FILTER <string>

ddf:            DDF DATASOURCE <string> OBJECT <string> METRIC
                <string>

metrics:        ε |
                metrics METRIC <string> metricguid
                useforinstance

metricguid:     ε | GUID <string (UUID)>

useforinstance: ε | USEFORINSTANCE

advmonconditions: ε |
                advmonconditions tMSGCONDITIONS
                advmonmsgconds |
                advmonconditions tSUPPRESSCONDITIONS
                advmonsuppressconds |
                advmonconditions tSUPP_UNM_CONDITIONS
                advmonsupp_unm_conds

advmonmsgconds: ε |
                advmonmsgconds instancerule tDESCRIPTION
                <string (description)> condition_id CONDITION
                advmonconds advmonmsgsets

instancerule:   ε |
                INSTANCERULE <string> ID <string> |
                INSTANCERULE <string>

advmonmsgsets:  ε |
                advmonmsgsets SETSTART sets |
                advmonmsgsets SETCONT sets |
                advmonmsgsets SETEND sets

advmonsuppressconds: ε |
                advmonsuppressconds DESCRIPTION <string>
                condition_id CONDITION advmonconds

advmonsupp_unm_conds: ε |
                advmonsupp_unm_conds DESCRIPTION <string>
                condition_id CONDITION advmonconds
```

```
advmonconds:   ε |
               advmonconds THRESHOLD numval duration |
               advmonconds THRESHOLD condscript duration |
               advmonconds RESET numval |
               advmonconds RESET condscript |
               advmonconds OBJECT pattern |
               advmonconds OBJECT condscript

condscript:    SCRIPTTYPE <string> SCRIPT <string> |
               SCRIPT <string>

duration:      ε | FOR <string (condition duration)>

numval:        <integer number> | <floating number>

schedsetopts:  ε |
               schedsetopts DISABLED |
               schedsetopts TEMPLATE_ID <string  (UUID of the
               template)> |
               schedsetopts VERSION <number> |
               schedsetopts SCRIPTTYPE <string (type of
               script)> SCRIPT <string (actual script)> |
               schedsetopts SCHEDPROG <string (path to
               executable to run)> |
               schedsetopts USER <string (username)> |
               schedsetopts USER <string (username)>
               PASSWORD <string  (password)> |
               schedsetopts MONTH <string (month)> |
               schedsetopts MONTHDAY <string (day in the
               month)> |
               schedsetopts WEEKDAY <string (day in the
               week)> |
               schedsetopts HOUR <string (hour)> |
               schedsetopts MINUTE <string (minute)> |
               schedsetopts TIMEZONE_VALUE <string (timezone)> |
               schedsetopts YEAR <number> |
               schedsetopts INTERVAL <string (time between
               actions)> |
               schedsetopts LOGLOCAL |
               schedsetopts SEND_OUTPUT |
               schedsetopts TIMEZONE_TYPE tz_type |
               schedsetopts BEFORE SET sets |
               schedsetopts FAILURE SET sets |
               schedsetopts SUCCESS SET sets
```

```
ecopts:         ε |
                ecopts DISABLED |
                ecopts TEMPLATE_ID <string (UUID of the
                template)> |
                ecopts VERSION <number (template version)> |
                ecopts ECS_LOG_INPUT |
                ecopts ECS_LOG_OUTPUT

ecver:          VERIFIED | UNVERIFIED

circuit:        ε | circuit <string>

wbemdefopts:    ε |
                wbemdefopts wbemdefault |
                wbemdefopts wbemoption |
                wbemdefopts sourceoption

wbemdefault:    stddefault | NODE node

wbemoption:     NAMESPACE <string (WBEM namespace)> |
                CLASS <string (WBEM class)> |
                WITHIN <string (interval)> |
                WHERE_CLAUSE <string (where clause)> |
                QUERY_LANGUAGE <string (language for query)> |
                QUERY <string (query)> |
                INSTANCE_CREATION_EVENT |
                INSTANCE_MODIFICATION_EVENT |
                INSTANCE_DELETION_EVENT |
                CLASS_CREATION_EVENT |
                CLASS_MODIFICATION_EVENT |
                CLASS_DELETION_EVENT |
                NAMESPACE_CREATION_EVENT |
                NAMESPACE_MODIFICATION_EVENT |
                NAMESPACE_DELETION_EVENT |
                INTERVAL <string (interval)>

wbemconditions: ε |
                wbemconditions MSGCONDITIONS wbemmsgconds |
                wbemconditions SUPPRESSCONDITIONS
                wbemsuppressconds |
                wbemconditions SUPP_UNM_CONDITIONS
                wbemsupp_unm_conds
```

```
wbemmsgconds:  ε |
               wbemmsgconds DESCRIPTION <string
               (description)> condsuppdupl condition_id
               CONDITION wbemconds SET sets

wbemsuppressconds: ε |
               wbemsuppressconds DESCRIPTION <string>
               condition_id CONDITION wbemconds

wbemsupp_unm_conds: ε |
               wbemsupp_unm_conds DESCRIPTION <string
               (description)> condition_id CONDITION
               wbemconds

wbemconds:     ε |
               wbemconds <string (condition name)> ~= pattern |
               wbemconds <string (condition name)> wbemop
               wbemval

wbemop:        == |  != | >= | > | < | <=

wbemval:       <string> | <number (floating)> | <number
               (int)>

condefopts:    ε |
               condefopts stddefault |
               condefopts sourceoption

conditions:    ε |
               conditions MSGCONDITIONS msgconds |
               conditions SUPPRESSCONDITIONS suppressconds |
               conditions SUPP_UNM_CONDITIONS supp_unm_conds

msgconds:      ε |
               msgconds DESCRIPTION <string> condsuppdupl
               condition_id CONDITION conds SET sets

suppressconds: ε |
               suppressconds DESCRIPTION <string>
               condition_id CONDITION conds

supp_unm_conds: ε |
               supp_unm_conds DESCRIPTION <string>
               condition_id CONDITION conds
```

```
condsuppdupl:  ε |
               SUPP_DUPL_COND suppdupl |
               SUPP_DUPL_IDENT suppdupl |
               SUPP_DUPL_IDENT_OUTPUT_MSG suppdupl

conds:         ε |
               conds SEVERITY severities |
               conds NODE nodelist |
               conds APPLICATION <string> |
               conds MSGGRP <string> |
               conds OBJECT <string> |
               conds TEXT pattern

suppdupl:      <string> |
               <string> RESEND <string> |
               <string> COUNTER_THRESHOLD <number> |
               <string> COUNTER_THRESHOLD <number>
               RESET_COUNTER_INTERVAL <string> |
               <string> RESEND <string> COUNTER_THRESHOLD
               <number> |
               <string> RESEND <string> COUNTER_THRESHOLD
               <number> RESET_COUNTER_INTERVAL <string> |
               COUNTER_THRESHOLD <number> |
               COUNTER_THRESHOLD <number>
               RESET_COUNTER_INTERVAL <string>

stddefault:    SEVERITY severity |
               APPLICATION <string> |
               MSGGRP <string> |
               OBJECT <string> |
               SERVICE_NAME <string> |
               MSG_KEY <string> |
               HELPTEXT <string (instruction text)> |
               HELP <string (instruction UUID)> |
               INSTRUCTION_TEXT_INTERFACE <string> |
               INSTRUCTION_PARAMETERS <string>

sourceoption:  LOGMATCHEDMSGCOND | LOGMATCHEDSUPPRESS |
               LOGUNMATCHED | FORWARDUNMATCHED |
               UNMATCHEDLOGONLY | MPI_SV_COPY_MSG |
               MPI_SV_DIVERT_MSG | MPI_SV_NO_OUTPUT |
               MPI_AGT_COPY_MSG | MPI_AGT_DIVERT_MSG |
               MPI_AGT_NO_OUTPUT |
               MPI_IMMEDIATE_LOCAL_ACTIONS | ICASE |
```

```
                    DISABLED |
                    SUPP_DUPL_COND suppdupl |
                    SUPP_DUPL_IDENT suppdupl |
                    SUPP_DUPL_IDENT_OUTPUT_MSG suppdupl |
                    SEPARATORS <string> |
                    TEMPLATE_ID <string> |
                    TEMPLATE_VERSION <number>

severities:         ε | severities severity

severity:           Unknown | Normal | Warning | Critical | Major
                    | Minor

nodelist:           nodelist node | node

node:               IP <string (IP address)> |
                    IP <string (IP address)> <string (node name)> |
                    OTHER <string (variable or other)>

tz_type:            MGR_LOCAL | AGT_LOCAL | FIX

sets:               ε | sets set

set:                SEVERITY severity |
                    NODE node |
                    APPLICATION <string (application to which
                    message relates)> |
                    MSGGRP <string (message group)> |
                    OBJECT <string (object to which message
                    relates)> |
                    MSGTYPE <string (type of message)> |
                    TEXT <string (message text)> |
                    SERVICE_NAME <string (name of the service to
                    which the message relates)> |
                    MSGKEY <string (message key)> |
                    MSGKEYRELATION ACK pattern |
                    CUSTOM <string (name of the custom attribute)>
                    <string (value of the custom attribute)> |
                    SERVERLOGONLY |
                    AUTOACTION action |
                    OPACTION action |
                    TROUBLETICKET acknowledge |
                    NOTIFICATION |
                    MPI_SV_COPY_MSG |
                    MPI_SV_DIVERT_MSG |
                    MPI_SV_NO_OUTPUT |
```

MPI_AGT_COPY_MSG |
MPI_AGT_DIVERT_MSG |
MPI_AGT_NO_OUTPUT |
MPI_IMMEDIATE_LOCAL_ACTIONS |
HELPTEXT *<string (text of the instruction message)>* |
HELP *<string (UUID of the stored instruction message)>* |
INSTRUCTION_TEXT_INTERFACE *<string (name of instruction text interface)>* |
INSTRUCTION_PARAMETERS *<string (parameters for instruction text interface)>*

condition_id: ε | **CONDITION_ID** *<string (UUID)>*

action: *<string (path to executable)>* actionnode annotate acknowledge msgsendmode signature

actionnode: ε | **ACTIONNODE** node

acknowledge: ε | **ACK**

msgsendmode: ε | **SEND_MSG_AFTER_LOC_AA** msgsendok msgsendfailed

msgsendok: ε | **SEND_OK_MSG** logonly

msgsendfailed: ε | **SEND_FAILED_MSG**

logonly: ε | **LOGONLY**

signature: ε | **SIGNATURE** *<string (signature)>*

pattern: *<string>* separators icase

separators: ε | **SEPARATORS** *<string (separators)>*

icase: ε | **ICASE**

chset: ε | **ASCII** | **ACP1250** | **ACP1251** | **ACP1252** | **ACP1253** | **ACP1254** | **ACP1255** | **ACP1256** | **ACP1257** | **ACP1258** | **NT_ANSI_JP** | **NT_OEM_JP** | **ACP874** | **NT_OEM_L1** | **NT_ANSI_LP** | **NT_OEM_US** | **NT_UNICODE** | **OEMCP437** | **OEMCP720** | **OEMCP737** | **OEMCP775** | **OEMCP850** | **OEMCP852** | **OEMCP855** | **OEMCP857** | **OEMCP860** | **OEMCP861** | **OEMCP862** | **OEMCP863** | **OEMCP864** | **OEMCP865** | **OEMCP866** | **OEMCP869** | **OEMCP932** | **ROMAN8** | **ISO8859** | **ISO88591** | **ISO885910** | **ISO885911** | **ISO885913** |

```
ISO885914 | ISO885915 | ISO88592 | ISO88593 |
ISO88594 | ISO88595 | ISO88596 | ISO88597 |
ISO88598 | ISO88599 | TIS620 | UCS2 | EBCDIC |
SJIS | EUC | EUCJP | EUCKR | EUCTW | GB2312 |
BIG5 | CCDC | UTF8
```

Glossary

A

acknowledgement *See* message acknowledgment.

action Response to a message that is assigned by a message source template or condition. This response can be automatic or operator-initiated. *See also* automatic action*;* operator-initiated action.

action agent Also known as "opcacta." Starts and controls actions on managed nodes. Can be a script, a program, or an application. *See also* agent.

action identifier Element in an ARF. Typical elements of this type are install agents or start GUIs. *See also* ARF.

action manager Also known as "opcactm." Manager that resides on the management server and controls action agents on managed nodes. The manager is called by the display manager to perform operator-initiated actions or execute applications. The manager is called by the message manager if an automatic action is to be performed on a system other than the managed node from which the message has come.

action-allowed manager Management server for a specific managed node that is allowed to execute actions on that node. By default, the only management server that is allowed to execute actions on a managed node is the `Installation Manager`. You can configure several management servers to execute actions on shared managed nodes.

See also HPOM Installation Manager.

active message browser *See message browser.*

agent Program that receives requests from a manager program, and can gather information, perform processing, and generate responses. *See also* action agent*;* control agent*;* message agent.

annotation *See message annotation.*

application 1. Simple script, process, or command. 2. Complex product that includes a number of programs and configuration files. *See also* operation view*;* HP application*;* HP service*; HPOM application; HPOM internal application.*

application defaults Defaults, such as color or font, that can be changed by accessing the X Windows application defaults file. *See also* manpage *opc(1).*

application registration file *See ARF.*

ARF application registration file. File explaining how an application integrates with HPOM. For example, this file can contain information about which menu items are used or which user actions are recognized by the application. This file can also contain action identifiers. *See also* action identifier.

audit entry Entry written to the database that documents an operator activity (for example, performing an action, launching an application, or logging on or off) or an administrator activity (for example, configuration). You can print hard copies of these entries as reports.

authentication Security feature that verifies the identity of the parties involved in a connection. *See also* encryption.

automatic action Action triggered by an incoming event or message. No operator intervention is involved. *See also* message acknowledgment*;* operator-initiated action.

B

backup manager Management server that replaces another management server (for example, in case of failure). This replacement management server becomes the primary management server. It usually has same configuration as the server it replaces. *See also* primary manager.

broadcasting Simultaneously sending commands to one or more specified managed nodes. In the Java GUI operators, send these commands from the Tools tree in the Object Pane.

C

competence center Designated centers of expertise for specific areas of a management system, such as databases or operating systems. When these centers are organized into a hierarchy, managed nodes are configured to send messages relating to specific subjects to defined management servers, where the knowledge exists to solve those problems. *See also* flexible management.

configuration management adapter Also known as "opcbbcdist." Configuration management adapter between the HP Operations management server and the HTTPS agents that creates instrumentation from existing actions, commands, and monitors, and switches `nodeinfo` settings into the XPL format used on HTTPS nodes.

control agent Also known as "opcctla." Agent on each managed node that is responsible for starting and stopping all other agents, and processing requests from the management server. During startup, or following a distribution request from the request sender, this agent starts the distribution agent, which gathers new configuration data from the management server. *See also* agent.

control switch Switching the responsibility of a message from the source management server to target management servers. This responsibility switch gives the full set of actions and operations associated with the original message to the target management servers. The source management server retains a read-only copy of the message.

See also message forwarding*;* notification message.

controlled node Managed node to which all the management and monitoring capabilities of HPOM, including remote logon, can be applied. Actions can be performed and applications can be started on this node.

D

datastore service Any kind of storage mechanism used to store information in a distributed environment (for example, a database storing metadata, persistent object information, historical information, and topological information).

default objects *See object.*

default target nodes List of nodes on which applications are started or to which commands are broadcast. The administrator defines this list. If the administrator grants

operators customized start-up rights, the operators can modify the list from the Java GUI. *See also* managed nodes*;* node.

disabled nodes Nodes that have been temporarily removed from the environment of a specified operator. No agent processes are started, and incoming messages from these nodes are ignored.

E

EC *See message attributes.*

encryption Security option that prevents eavesdropping on messages and tampering with messages. This option ensures that only legitimate, authenticated parties can read the message. *See also* authentication.

event Occurrence or incident within a computing environment that triggers a message. Typically, this occurrence is a change in status or a threshold violation. For example, the status of a printer changes when the paper tray empties.

event attribute *See message attributes.*

event correlation Correlation that allows real-time processing of event streams to identify relationships between events and, where possible, generate new and smaller streams with more useful and manageable information.

external nodes Nodes located outside the HPOM domain. These nodes, which include all kinds of nodes (that is, not just IP nodes), have only some of the functionality of normal HPOM nodes. No HP Operations agent runs on these nodes. *See also* node group.

F

filtered message browser Java GUI message browser displays a selection of messages. This browser enables you to viewing only specified messages rather than the entire Message Browser. *See also* history message browser*;* message browser*;* pending messages browser.

filters Screening devices provided by message conditions that change, redirect, or suppress information on nodes or within the GUI. The administrator uses these screening devices to collect messages from various sources by defining message and suppress conditions. *See also* message conditions*;* suppress conditions.

flexible management Spreading responsibility for managed nodes over a number of management servers, enabling those managed nodes to report to the various management servers according to the time, location, or subject of the messages received. *See also* competence center*;* follow-the-sun.

follow-the-sun Distribution of responsibility across multiple management servers by time zone. Managed nodes send messages to the configured management servers according to time attributes defined by the administrator. *See also* flexible management.

G

graphical user interface *See Java GUI.*

GUI *See Java GUI.*

H

history message browser Java GUI browser that displays all acknowledged messages. By examining acknowledged messages, you can review techniques previously used to solve problems. *See also* message browser*;* pending messages browser*;* filtered message browser.

HP application HP application that has been integrated with the HPOM. *See also* application*;* HP service*; HPOM application; HPOM internal application.*

HP service Script, process, or command that has been integrated into HPOM from HP Software by using the `opcservice` command-line tool. Unlike applications, services cannot be invoked from symbols. Services are either invoked automatically or manually from the menu bar. Services can be represented by symbols, or as part of a hierarchy under a group symbol. *See also* application*;* HP application*; HPOM application; HPOM internal application.*

HTTPS-based Java GUI Solution for providing a secure communication between Java GUI and the HP Operations management server built on HTTPS protocol with Secure Socket Layer (SSL) encryption. *See also* Java GUI.

I

instruction text interface Interface that enables the administrator to define an external program used to present instructions to a chosen operator. Depending on the external program used, the administrator can then present different instructions for each message. *See also* help instruction texts.

integrity Security feature that reassures the recipient of a message that the message has not been altered since it was generated by a legitimate source.

IP submaps Also known as "topology submaps." Maps maintained by the standard HP service `netmon`. On these submaps, the network objects (for example, systems, routers, bridges, and so on) are organized according to their IP addresses. *See also* map application.

J

Java GUI Java graphical user interface.

See also object pane.

L

license password A unique character array that contains information about one or more licenses for a licensed object. Passwords are added to the license password repository to install licenses (LTUs).

license key A license key contains information about the licensed object and the number of licenses (LTUs) on the key. The HP Operations management server and HP operations agent are examples of licensed objects.

license to use (LTU) An LTU is a license that has been acquired by the customer and is used by product components that require licensing.

log-only message Message that is logged on the management server (or locally, if so configured) and sent to the history database. This message displays only in the history message browser. The log-on-management-server-only attribute

can be set individually for each message condition. Other actions cannot be set when this option is selected for a condition.

log file encapsulator Also known as "opcle." Process residing on the managed nodes that uses the log file template to scan one or more applications or system log files for messages matching a pattern specified by the administrator. If a match causes a message to be generated, the message is forwarded to the message agent.

log file messages Messages that are generated from application or service log files. The administrator sets up log file templates. These templates consist of monitoring options (for example, polling interval, processing tool, and character set), as well as message and suppress conditions, to determine the way log files are read by the log file encapsulator. The log file encapsulator then forwards any generated messages to the message agent. *See also* message sources.

M

managed nodes Computer system or intelligent device (for example, a network printer or router) monitored or controlled by HPOM. The HP Operations agent collects, filters, and processes information from each node, and sends it to the management server. *See also* default target nodes*;* message sources*;* node*;* node group*;* remote node.

management server Central computer system of the domain to which all managed nodes forward their HPOM messages.

manager-of-manager *See flexible management.*

map application Application that creates or modifies the contents of maps. This application can dynamically update the open map to reflect the state of systems on the network, and provide information about objects in the map. *See also* IP submaps.

marking message *See message ownership.*

message Structured, readable piece of information about the status of a managed object, an event related to a managed object, or a problem with a managed object. Depending on the status of the object, this information is displayed in the Java GUI active message browser, filtered active message browser, filtered history message browser, or filtered pending messages browser. *See also* message attributes.

message acknowledgment Moving a message from the message browser to the history database, where it may be viewed by using the Java GUI filtered history message browser. Typically, a message is moved to the history database after the problem or event that triggered it has been resolved by an action. *See also* automatic action*;* message unacknowledgement.

message agent Also known as "opcmsga." Agent on a managed node that receives messages from the message sources, then processes and forwards the messages to the management server. *See also* agent.

message-allowed nodes Nodes that do not run agent software. Messages sent by these nodes are accepted by HPOM.

message annotation Text added manually or automatically to a message by an operator or administrator. This text describes actions taken to solve a problem. The text can

consist of multiple lines or pages. Operators and administrators can add more than one annotation to a message.

message attributes 1. Characteristics the administrator uses to classify a message received by the management server. 2. Numerical fields of OPCDATA_MSG. These fields are referenced in string form (for example, in the the event-type field of an EC node). *See also* message*;* message key.

message browser Part of the user interface that enables users to view messages received by the management server. From this browser, users can detect problems, review and acknowledge messages, and direct problem-management activities. *See also* history message browser*;* pending messages browser*;* filtered message browser.

message conditions Filters that configure HPOM to accept messages from various sources. Thse filters result in the generation of a message, which is usually displayed in the message browser. A message source template is composed of a series of message and suppress conditions. *See also* filters*;* message regroup conditions*;* suppress conditions.

message forwarding Copying messages from one management server to other management servers. After copying a message to other servers, the administrator can notify the other servers of an event, or even switch the control of a message to the other servers. *See also* control switch*;* notification message.

message groups Groups of messages that belong to the same task or have some logical connection (for example, messages from backup and output tasks, or messages having a common policy). *See also* operation view.

message interceptor Also known as "opcmsgi." Process that receives incoming messages. You can use the opcmsg(1) command and the opcmsg(3) API to forward messages to HPOM. You can also set conditions to integrate or suppress chosen message types.

message key Message attribute (that is, a string) used to identify messages that are triggered from particular events. This string summarizes the important characteristics of the event. The string can be used to allow messages to acknowledge other messages. The string also enables you to identify duplicate messages. *See also* message attributes.

message manager Also known as "opcmsgm." Process running on the management server. This process prioritizes and groups messages, adds annotations, and performs actions.

message marking Indicating that an operator or administrator has taken note of a message. This concept is used in informational mode only. It is similar to message ownership in enforced mode. *See also* message ownership.

message ownership When an operator or administrator takes charge of a message to carry out actions associated with that message. This concept is similar to message marking in informational mode. *See also* message marking*;* message ownership mode.

message ownership mode One of three modes used by an operator or administrator when interacting with an action. These modes include optional, enforced (default), and informational. *See also* message ownership.

message regroup conditions Conditions in the message management policy defined for an operating environment. You can use the conditions to regroup messages on the management server. For example, you can combine message groups for HP-UX to form a new group for operating system messages. *See also* message conditions*;* suppress conditions.

message stream interface Interface that enables external applications to tap into the internal message flow of HPOM. External read-write, read-only, and write-only applications can access the interface, and provide additional message processing. The interface is available on the management server and the agents. A set of APIs is provided with the interface, so you can access its functionality.

message severity *See severity*.

message source template Template that controls the introduction of messages into HPOM. *See also* template.

message sources Sources for messages managed by HPOM. HPOM manages messages from various sources, including log files, SNMP traps, threshold monitors, HPOM message command interface and API (`opcmsg(1|3)`), HPOM monitor command interface and API (`opcmon(1|3)`), and event correlation services. To handle messages from each of these sources, the HPOM administrator sets up templates consisting of message defaults, message conditions, and suppress conditions. *See also* log file messages*;* managed nodes.

message target rules Conditions for the managed node that indicate to which management server specific messages must be sent. These conditions also determine when messages are suppressed or buffered during scheduled outages or service hours, based on message attributes or time. The conditions are defined in the configuration file `mgrconf` on the managed node.

message type Message attribute used to sort messages into subgroups. This attribute permits a fine differentiation of messages that can be referenced in correlation rules. The attribute is particularly useful when you have an event correlation engine connected to HPOM.

message unacknowledgement Moving a message from the history database to the Java GUI active message browser, where it was located before it was acknowledged. The message is no longer displayed in the filtered history message browser, but may be viewed in the filtered active message browser. Only messages in the history message browser can be unacknowledged. *See also* message acknowledgment.

MoM manager-of manager. *See also* flexible management.

monitor agent Also known as “opcmona.” Process that observes system parameters (for example, CPU load, disk utilization, kernel parameters, and SNMP MIB). The process checks actual values against predefined thresholds. If a threshold has been exceeded, a message is generated and

forwarded to the message agent. The polling interval of the monitored object can be configured by the HPOM administrator.

See also threshold monitoring.

monitored object Objects such as system parameters, database status, and spooling information that are periodically read by HPOM.

monitored-only nodes Nodes on which all agent processes are started, but on which no actions are executed. You can use these nodes to configure systems with high security requirements and restricted remote logons and actions.

N

netop network operator. One of three predefined HPOM users. The operator manages network management capabilities only. *See also* opc_op*;* operators.

NNM Network Node Manager. Comprehensive network management solution. *See also* ARF.

node Computer system or intelligent device (for example, a bridge or router) in a network. *See also* default target nodes*;* managed nodes*;* operation view.

node group Logical group of internal and external nodes managed by operators. The administrator applies a consistent set of policies to this logical group. A single node can belong to many groups. *See also* external nodes*;* managed nodes.

node hierarchy Visual representation of the hierarchical organization of nodes and node layout groups. Each hierarchy contains all managed nodes that are configured in the HPOM environment. These hierarchies differ only in how their nodes are organized. The hierarchies are assigned to HPOM users, and represent the managed nodes for which these users are responsible. The default hierarchy in HPOM is the node bank.

notification message Read-only message forwarded to a target management server by HPOM. Although this message is for informational purposes, there is a limited set of operations associated with it. *See also* control switch*;* message forwarding.

notification service Service that alerts operators when an event occurs. Within HPOM, this service includes colors and severity levels configured for messages displayed in the Java GUI message browser. HPOM can also forward messages to external services (for example, beepers, paging services, and so on).

O

object Resource and associated functionality managed by HPOM (for example, a node, application, or operator).

object pane Second pane at the top of the Java GUI that helps you navigate to different elements within your managed environment. *See also* Java GUI.

opc_adm HPOM administrator. One of three predefined HPOM users. This is the default administrator in HPOM. *See also* opc_op*;* HPOM administrator*;* user name.

OPC_NODES Reserved variable that enables you to retrieve a list of nodes selected in an operator managed node or in an administrator node bank or node group bank. The hostnames of the nodes are passed to the HPOM application.

opc_op HPOM operator. One of three predefined HPOM users. The operator controls system management functions only. The operator does not manage network activities. The operator can access some UNIX tools (for example, Processes, Disk Space, and Print Status). *See also* netop*;* opc_adm*;* operators*;* user name.

opcacta *See action agent.*

opcactm *See action manager.*

opcbbcdist *See configuration management adapter.*

opcctla *See control agent.*

opcle *See log file encapsulator.*

opcmona *See monitor agent.*

opcmsga *See message agent.*

opcmsgi *See message interceptor.*

opcmsgm *See message manager.*

opcmon (1|3) Command and API used by applications and scripts to pass monitoring values to the HPOM monitor agent (opcmona).

opcmsg (1|3) Command and API used by applications and scripts to pass HPOM message texts and attributes to the HPOM message interceptor (opcmsgi).

opcuiwww Process that serves Java-based operator GUIs by forwarding all communication requests between to and from the display manager. For each Java-based GUI, at least one such process is started.

operation view The operation view displays a hierarchical tree diagram of the nodes and applications within the managed environment, as well as the message groups assigned to the operator. *See also* application*;* message groups*;* node.

operator-initiated action Action used to take corrective or preventive actions in response to a given message. Unlike automatic actions, these actions are triggered only when operators click a button. Because operator browsers are available to the administrator, the administrator can also trigger these actions as well. *See also* action*;* automatic action.

operators HPOM users responsible for monitoring and responding to messages from the set of nodes and message groups assigned to them by the HPOM administrator. These users perform tasks from the Java GUI message browser and the object pane. The three preconfigured operator is `opc_op`. *See also* opc_op*;* user profile.

ovcd *See OV Control.*

OV Control Also known as “ovcd.” Process on the management server that starts and stops all other manager processes, and checks that all manager processes are running.

ovoareqsdr *See request sender.*

own state *See message ownership; ownership display mode.*

ownership *See message ownership.*

ownership display mode Mode that enables you to decide whether to include or ignore owned or marked messages. The

mode is used to generate message status. Available modes are `Status Propagate` and `No Status Propagate`. *See also* status propagation.

P

password Unique identifier for an HPOM administrator or operator. This identifier is not related to the password used to access the operating system. *See also* user name.

pattern matching Conditions used to categorize messages. These conditions can include text patterns with which an event can be compared. Success or failure in these comparisons determines how a message is processed by HPOM. *See also* unmatched message.

pending message Message that arrives on the HP Operations management server outside defined service hours or during a scheduled outage. This messages resides in the Java GUI filtered pending messages browser until a defined unbuffer time has been reached. The message may be unbuffered manually or automatically. If the message is unbuffered, it moves to the message browser. If the message is acknowledged, it moves to the filtered history message browser. *See also* object pane*;* service hours*;* unbuffering message.

pending messages browser Browser that shows messages that have been buffered because they arrived outside a defined period of service hours. *See also* history message browser*;* message browser*;* pending message*;* service hours*;* filtered message browser.

physical console *See physical terminal.*

physical terminal Terminal that is physically attached to a managed node. This terminal is usually connected through a serial interface. The terminal enables operators to reboot a node or perform tasks when the network connection for the node is not available. HPOM provides only a generic interface to the terminal. *See also* remote logon*;* virtual terminal.

primary collection station Collection station that has primary responsibility for monitoring an object. *See also* secondary collection station.

primary manager Management server that is currently responsible for HP Operations agents. Only this server is allowed to start or stop the agents, install new software, or distribute configurations to the agents. Information about the server is stored in the `primmgr` file. If this file does not exist, the HPOM Installation Manager acts as the server responsible for HP Operations agents, and HPOM extracts the file name by using the `ovconfchg` configuration tool for HTTPS-based managed nodes. *See also* backup manager*;* HPOM Installation Manager.

process Execution of a program file. In HPOM, these program file executions include integrated applications and scripts, management server processes, agent processes, and trouble ticket services.

property sheet Pop-up window that organizes task steps into options you access by clicking tabs. These steps may be completed in the order you choose.

R

remote collection station Remote node that acts as a collection point for network status and threshold information. This remote node must be running NNM software and HP Operations agent software.

remote logon Accessing a managed node from a location other than the managed node itself. You can access one of your managed nodes by opening a virtual terminal or a physical terminal with a preconfigured or customized user name and password. *See also* physical terminal*;* virtual terminal.

remote node System that uses a communication link. *See also* managed nodes.

reports Summaries about configuration information. The HPOM administrator can print HPOM summaries or integrate summaries that are not included with HPOM.

request sender Also known as "ovoareqsdr." Process that sends requests from the management server to the managed node (for example, starting, and stopping the agents, setting heartbeat polling, and so on).

S

scheduled outage Planned periods of time during which services and systems in a computing environment are unavailable. Within these time periods, messages from the unavailable services and systems are suppressed or moved directly into the history database. *See also* pending message*;* service hours*;* unbuffering message.

secondary collection station Collection station that monitors an object, but is not specified as the primary collection station for that object. *See also* primary collection station.

secondary manager Secondary management server. You can transfer management responsibility from the primary management server to a secondary management server. When you transfer responsibilities to the secondary management server, you transform the secondary management server into the primary management server. *See also* manpage for the command *opcragt(1M)*.

service *See HP service.*

service hours 1. Defined period of time during which the help desk is staffed. This period of time is defined by the customer's Service Level Agreement. 2. Defined period of time during which messages from HPOM nodes are passed to HPOM operators. Messages generated outside this period of time are buffered until the next defined period of time, during which they are then forwarded. 3. Definied period of time during which a service provider provides support for a service (for example, email, printing, SAP R/3, or outsourcing). *See also* pending message*;* pending messages browser*;* object pane*;* unbuffering message.

service reports Reports that provide an overview of the status of services in the HPOM environment at any moment in time or over a specified period of time. These reports are generated with the HP Service Reporter.

session Time during which you are logged on to HPOM. You start (or stop) an HPOM session when you log on to (or log out of) HPOM.

severity Level assigned by the HPOM administrator to a message, based on its importance in a given operator's environment. Symbols representing nodes, node groups, or message groups have the highest severity status level. *See also* status propagation.

Simple Network Management Protocol

See SNMP.

SNMP Simple Network Management Protocol. Protocol running above TCP/IP used to exchange network management information. SNMPv2C has extended functionality over the original protocol.

SNMP traps One source of messages for HPOM. The HPOM event interceptor collects and filters traps retrieved from nodes in the network. The filtered messages are forwarded to the message agent. The administrator can set up templates for the traps. The templates consist of message and pattern-matching defaults, message conditions, and suppress conditions.

start-up attributes Target nodes, application calls, and the user who executes the application call for a given application. These attributes are preconfigured for an application by the HPOM administrator.

status propagation Status (determined by severity level) of a given managed node or message group. This severity-level status reflects the status of the highest severity message originating from that managed node or message group. *See also* ownership display mode*;* severity.

suppress conditions Conditions set up by the HPOM administrator to filter out specific messages from specific sources. By setting these conditions, the administrator prevents the messages from being sent to the message browser. Suppressed messages can be logged locally on the managed node. *See also* filters*;* message conditions*;* message regroup conditions.

system resource files Files for `opc_op` user configuration (for example, `/etc/passwd` and `/etc/group`), as well as files executed during system startup and shutdown. These configuration files can be modified manually or automatically.

T

template Set of rules that contains message conditions and attributes for a single message source (for example, the severity of a message and the group in which the message is placed). This set of rules can also be used to apply new message attributes to a message. Rules can be defined for log files, `opcsmsg(1)` and `opcsmsg(3)`, monitored objects, and SNMP traps. *See also* message source template*;* template groups*;* time template.

template groups Logical group of templates sharing common characteristics. Administrators create groups and hierarchies to simplify the management of templates, and to simplify the assignment of templates to managed nodes or node groups. *See also* template.

threshold monitoring Monitoring the thresholds of an object to detect problems in the early stages of development. If an object exceeds a threshold for a specified period of time, a message can be sent to the operator. This message enables the operator to resolve the problem before it affects the functionality of the system and the work of end users. *See also* monitor agent.

time template Set of rules or conditions governing time. These rules or conditions are part of message-target conditions. HPOM uses the rules to determine which messages should be sent, at what time, and to which management server. The system administrator creates the time conditions and saves them in a template. *See also* template.

topology submaps *See IP submaps.*

U

unacknowledgement *See message unacknowledgement.*

unbuffering message Moving a message from the filtered pending messages browser to the filtered active messages window, where it may be modified. *See also* pending message*;* object pane*;* service hours.

unmatched message Message that does not match message or suppress conditions. These messages can be logged locally, or forwarded to the management server. *See also* pattern matching.

user name Identifier tht is unique to the HPOM application and has no relation to the operating system. A valid HPOM user name and password is required to enter the HPOM GUI. HPOM assigns the unique identifiers `opc_adm` and `opc_op` to the HPOM administrator and operator. These names cannot be changed. Other identifiers can be up to eight characters long. All operating system restrictions apply. *See also* opc_adm*;* opc_op*;* password.

user profile Profile that define the configuration of a virtual HPOM users. The configuration of real HPOM users can be derived from one or more predefined profiles. *See also* operators*;* HPOM administrator.

V

view Display that you configure for a particular database or system. For example, you may use filters to define a display of messages in the message browser. The messages that meet your conditions are displayed in the filtered active message browser.

virtual console *See virtual terminal.*

virtual terminal Terminal window opened on a remote machine across a network, rather than through a direct physical connection. HPOM lets you connect to a such a remote terminal with a preconfigured or customized user name and password. *See also* remote logon*;* physical terminal.

HPOM administrator Administrator responsible for installing and configuring HPOM software, setting and maintaining operating policies, maintaining non-HPOM software, and configuring operator workspaces and scripts. The administrator can access all functions of the HPOM operator interface. The administrator can create a fully customizable working

environment for each operator, according to the individual management tasks and responsibilities of that operator. *See also* opc_adm*;* operators*;* user profile.

HPOM application Application that has been integrated into HPOM. *See also* application*;* HP application*;* HP service*; HPOM internal application.*

HPOM internal application Application of the type `Broadcast` or `Virtual Terminal`. *See also* application*;* HP application*;* HP service*; HPOM application.*

HPOM Installation Manager

Management server from which the HP Operations agent software has been installed on the managed node. By default, this management server monitors the heartbeat of the agent and counts the licensing. *See also* action-allowed manager*;* primary manager.

HPOM operators *See operators.*

HPOM password *See password.*

W

workspace Tabs in the workspace pane defined by operators for specific tasks. Normal workspaces can contain message browsers, charts, history lava lamps, application outputs, service graphs and non-ActiveX web browsers. ActiveX workspaces can contain only ActiveX web browsers. *See also* workspace pane.

workspace pane Third pane at the top of the Java GUI that includes operator-defined workspaces. Each workspace can contain message browsers, application output windows, graphs and charts, or web browsers. *See also* Java GUI*;* workspace.

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