

HP OpenView Smart Link Integration for BMC Remedy Help Desk

For the Microsoft Windows® and HP-UX Operating Systems

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Installation Guide

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1 Introduction

This chapter gives an overview of HP OpenView **Smart Link Integration** for BMC Remedy Help Desk. A Smart Link Integration (SLI) provides an integration between RealTime Health View servers and non-HP OpenView system management tool. At the end of this chapter, you will be able to know about:

- HP OpenView Dashboard
- the role of an SLI
- the SLI for BMC Remedy Help Desk

About HP OpenView Dashboard

HP OpenView Dashboard is a tool to build dashboard views to monitor the health and status of vital business, application, and IT services. It gives you an easy way to stitch existing service definitions from different management tools to create a customized view. HP OpenView Dashboard consists of HP OpenView Dashboard RealTime Health View and HP OpenView Dashboard Operations View.

About Smart Link Integration

You can import service definitions from a remote management system by using a Smart Link Integration (SLI). You can retrieve real-time data and aggregate service status with the help of SLI. The SLIs are web services based applications. They are deployed in actual location/system where the data sources reside (usually this is the target management server from which the

SLI has to collect data). Using these SLIs with RealTime Health View, you can retrieve data from management systems. RealTime Health View polls the data from the management server by using the SLI.

About SLI for BMC Remedy Help Desk

The SLI for BMC Remedy Help Desk helps you retrieve data from BMC Remedy Help Desk. RealTime Health View server retrieves the service tree, which is used by RealTime Health View composer to stitch dashboard. Using this SLI, you can collect up-to-date data of incidents, problems, changes, and service request information from BMC Remedy Help Desk server.

2 Installing the SLI for BMC Remedy Help Desk

You must install the SLI for BMC Remedy Help Desk on BMC Remedy Help Desk server. After installing, you must configure the SLI on BMC Remedy Help Desk server and RealTime Health View server.

System Requirement

The system requirement of BMC Remedy Help Desk server to install and configure BMC Remedy Help Desk SLI successfully is given below.

Table 1 System Requirement for BMC Remedy Help Desk SLI

| Software Requirement | |
|--------------------------------|--|
| Operating System | BMC Remedy Help Desk SLI is supported on Windows 2003 and HP-UX 11.11 and 11.23 PA-RISC. |
| BMC Remedy Help Desk | This version of SLI is supported for BMC Remedy Help Desk 5.6 |
| Java Runtime Environment (JRE) | JRE 1.4.x must be installed on BMC Remedy Help Desk server (only for HP-UX system). |

Installing SLI for BMC Remedy Help Desk in Windows

Perform the following steps to install the SLI on a BMC Remedy Help Desk server with Windows operating system.

- 1 On BMC Remedy Help Desk server, copy the `HPOvSLIRemHD.zip` file.
- 2 Extract the contents of `HPOvSLIRemHD.zip` to a local subdirectory (<*SLI Extract*> subdirectory). The contents are extracted in two subdirectories — `Installer` and `Packages`.
- 3 Run the file `setup.exe` from the location <*SLI Extract*>\`Installer`\`HPOvSLIRemHD`. Installation wizard appears.
- 4 Follow the instructions on the installation wizard.
- 5 Click **Finish** when the installer completes installation.

Installing SLI for BMC Remedy Help Desk on HP-UX

Perform the following steps to install the SLI on a BMC Remedy Help Desk server with HP-UX operating system.

- 1 Set the `PATH` variable to the location of `JRE`. To do this, run the following command in command prompt.

```
export PATH = $PATH:<JAVA-HOME>/bin
```
- 2 On BMC Remedy Help Desk server, store the `HPOvSLIRemHD.tar.gz` file.
- 3 Extract the contents of this compressed file to a local subdirectory (<*SLI Extract*> subdirectory).
- 4 Run the file `setup.bin` from the location <*SLI Extract*>/`Installer`/`HPOvSLIRemHD` on command prompt. The installation wizard appears.
- 5 Follow the instructions on installation wizard.
- 6 Click **Finish** when the installer completes the installation.

3 Configuring the SLI for BMC Remedy Help Desk

After installing the SLI, you must configure it. Perform the following steps to configure BMC Remedy Help Desk SLI on BMC Remedy Help Desk server.

- 1 *On Windows system:* Click **Start** → **Programs** → **HP OpenView** → **SLI for Remedy HelpDesk** → **Configure RHD SLI**. Alternatively, run the file `remedyovsliconfig.bat` located in `<OvInstallDir>\bin` directory.

On HP-UX system:

Run the file `remedyovsliconfig.sh` file located in `<OvInstallDir>/bin` directory. HP OvSLI Remedy Helpdesk Configuration dialog box appears.

HP OvSLI Remedy Helpdesk Configuration

Remedy Helpdesk Server Details

Login Name * :

Password :

Port Number * :

System Name * :

Database Name * :

* Fields are mandatory

Save Clear Exit

- 2 In the HP OvSLI Remedy Helpdesk Configuration dialog box, enter the BMC Remedy Help Desk server details given in Table 2, and then click **Save**.

Table 2 BMC Remedy Help Desk SLI Configuration Details

| Properties | Description |
|-------------------|--|
| Login Name | The login id to log in to the Remedy Database. |
| Password | Password for logging in to the Remedy Database. This field accepts a blank value for password. |
| Port Number | The port number of the Remedy Help Desk database |
| System Name | Name/IP address of the system on which the Remedy Server is installed |
| Database Name | The name of the Remedy Database |

- 3 Click **Exit**.

Starting the SLI for BMC Remedy Help Desk

To be able to use the SLI, you must start it on BMC Remedy Help Desk server.

To Start BMC Remedy Help Desk SLI on Windows system as a service, perform the following steps.

- 1 Open Services explorer.
- 2 Locate the BMC Remedy Help Desk SLI service and start it.

To start the SLI on HP-UX as a daemon, run the file `remedyovsli.sh/bin` from `<OvInstallDir>/bin` directory.

To verify if the SLI has started properly on BMC Remedy Help Desk server, load the following URL in your browser.

http://<hostname>:<port number>/axis/services/ RemedyHelpdeskAdapter?wsdl

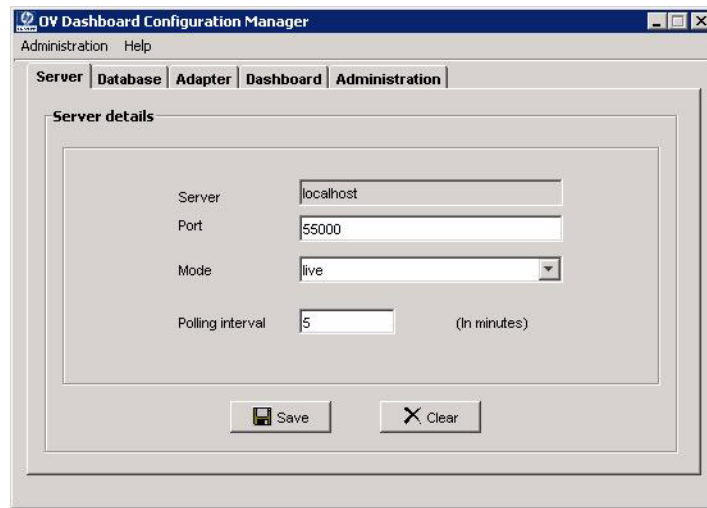
where <hostname> is the hostname or IP address of BMC Remedy Help Desk server and default <port number> for BMC Remedy Help Desk SLI is 1809. If the SLI has started successfully, a page similar to the following appears.

```
- <wsdl:definitions targetNamespace="http://ovdvm3:18095/axis/services/RemedyHelpdeskAdapter"
  xmlns:apachesoap="http://xml.apache.org/xml-soap"
  xmlns:impl="http://ovdvm3:18095/axis/services/RemedyHelpdeskAdapter"
  xmlns:intf="http://ovdvm3:18095/axis/services/RemedyHelpdeskAdapter"
  xmlns:tns1="http://remedy.datasources.adapter.ed.ov.hp.com" xmlns:tns2="http://datasources.adapter.ed.ov.hp.com"
  xmlns:tns3="http://util.adapter.ed.ov.hp.com" xmlns:wsdl="http://schemas.xmlsoap.org/wsdl/"
  xmlns:wsdoap="http://schemas.xmlsoap.org/wsdl/soap/" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
- <!--
  WSDL created by Apache Axis version: 1.2.1
  Built on Jun 14, 2005 (09:15:57 EDT)
-->
- <wsdl:types>
- <schema elementFormDefault="qualified" targetNamespace="http://remedy.datasources.adapter.ed.ov.hp.com"
  xmlns="http://www.w3.org/2001/XMLSchema"
  <import namespace="http://util.adapter.ed.ov.hp.com" />
  <import namespace="http://ovdvm3:18095/axis/services/RemedyHelpdeskAdapter" />
  <import namespace="http://datasources.adapter.ed.ov.hp.com" />
- <element name="in0">
- <complexType>
- <sequence>
- <element maxOccurs="unbounded" minOccurs="0" name="item" type="xsd:string" />
- </sequence>
- </complexType>
- </element>
- </schema>
- <schema elementFormDefault="qualified" targetNamespace="http://ovdvm3:18095/axis/services/RemedyHelpdeskAdapter"
  xmlns="http://www.w3.org/2001/XMLSchema"
  <import namespace="http://util.adapter.ed.ov.hp.com" />
  <import namespace="http://datasources.adapter.ed.ov.hp.com" />
  <element name="getServiceDefinitionsReturn" type="xsd:string" />
  <element name="fault" type="tns2:AdapterException" />
  <element name="getRunTimeEventDataReturn" type="xsd:string" />
- <complexType name="ArrayOf_xsd_anyType">
- <sequence>
- <element maxOccurs="unbounded" minOccurs="0" name="item" type="xsd:anyType" />
- </sequence>
- </complexType>
```

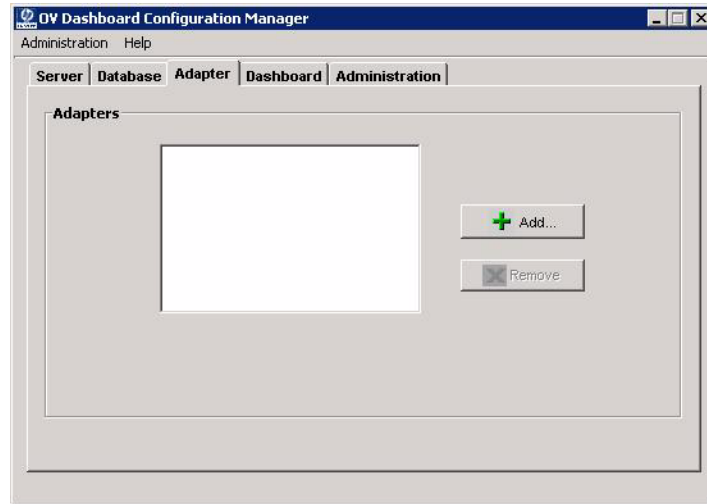

4 Configuring RealTime Health View for SLI

After you install, configure, and start BMC Remedy Help Desk SLI on BMC Remedy Help Desk server, you must configure the SLI on RealTime Health View. To configure the SLI for BMC Remedy Help Desk on RealTime Health View server, perform the following steps.

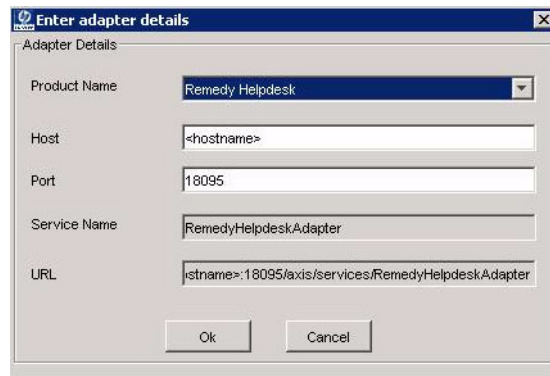
- 1 On RealTime Health View server, click **Start** → **Programs** → **HP OpenView** → **Dashboard** → **RealTime Health View** → **Configuration Manager**. The OV Dashboard Configuration Manager dialog box appears.



- 2 Click the **Adapter** tab. The Adapters section appears.



- 3 Click **Add**. Enter adapter details dialog box appears.

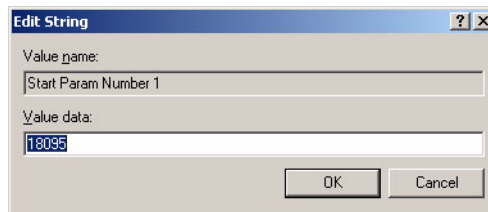


- 4 In the Product Name drop-down box, select Remedy Helpdesk and enter the hostname or IP address of BMC Remedy Help Desk server in Host text box.

- 5 If the default port (18095) of the SLI is already used by some other application on BMC Remedy Help Desk server, perform the following steps.

On Windows:

- a On BMC Remedy Help Desk server, open Registry Editor window.
- b On left pane of the window, expand **HKEY_LOCAL_MACHINE** → **System** → **ControlSet001** → **Services** → **HP OpenView Smart Link Integration for Remedy HelpDesk**.
- c Click **Parameters** on left pane.
- d On right pane, double-click **Start Param Number 1**. Edit String dialog box appears.



- e In value data text box, enter an available port number, and then click **OK**.

On HP-UX:

To change the existing port of BMC Remedy Help Desk SLI, go to the location `<OvInstallDir>/bin`, and then run the following command on the command prompt.

```
./remedyovsliportchg.sh <port number>
```

where `<port number>` is an available port number on BMC Remedy Help Desk server.

- 6 Click **OK** to save the SLI configuration.



If there is a change in SLI configuration on BMC Remedy Help Desk server, ensure that you restart the SLI, and then configure it on RealTime Health View.

5 Uninstalling the SLI for BMC Remedy Help Desk

To uninstall the SLI for BMC Remedy Help Desk, perform the following steps.

- 1 Remove the SLI from OV Dashboard Configuration Manager.
- 2 Stop the SLI from BMC Remedy Help Desk server.
- 3 Remove the SLI from BMC Remedy Help Desk server.

Removing the SLI from OV Dashboard Configuration Manager

To delete the SLI from OV Dashboard Configuration Manager, perform the following steps.

- 1 Launch OV Dashboard Configuration Manager.
- 2 Click **Adapter** tab. Adapters screen appears.
- 3 Select the SLI you want to delete from the adapters list, and then click **Remove**.

Stopping the SLI from BMC Remedy Help Desk Server

To stop the BMC Remedy Help Desk SLI, perform the following steps.

On Windows system:

- 1 Go to the Services explorer in BMC Remedy Help Desk server.
- 2 Locate BMC Remedy Help Desk SLI, and stop the service.

On HP-UX system:

- 1 Go to bin directory.
- 2 run the command **stop _ remedyovsli.sh**

Removing the SLI from BMC Remedy Help Desk Server

Perform the following steps to remove BMC Remedy Help Desk SLI from BMC Remedy Help Desk server.

On Windows:

- 1 Click **Start** → **Settings** →