HP OpenView Service Desk 4.0

OpenView Operations Integration Administrator's Guide

First Edition

For OpenView Operations 7.1 for Windows®

Manufacturing Part Number: N/A

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Preface

This guide explains the integration between Service Desk and OpenView Operations for Windows®. With the information in this guide you can install, configure and perform the various tasks available with this integration.

This guide is intended for IT administrators who will install and configure the integration, and for users who will perform the integration tasks.

To install and configure the integration you must have knowledge of both the OpenView Operations application and Service Desk.

This guide is organized as follows:

- Chapter 1, “Introduction,” describes the architecture of the OpenView Operations Integration and gives a brief explanation of what the integration possibilities are.
- Chapter 2, “Installation,” describes the installation steps that need to be performed on Service Desk and on your OpenView Operations server.
- Chapter 3, “OVO for Windows and Service Desk Configuration,” explains how to configure the integration when using OpenView Operations for Windows.
- Chapter 4, “User Tasks,” provides examples on how to use the different features supplied with this integration.
- Chapter 5, “Troubleshooting,” contains information on the default locations of installed files and other information that may be helpful in solving problems with the integration.

Revision History

When an edition of a manual is issued with a software release, it has been reviewed and tested and is therefore considered correct at the date of publication. However, errors in the software or documentation that were unknown at the time of release, or important new developments, may necessitate the release of a service pack that includes revised documentation. Revised documentation may also be published on the Internet, see "We Welcome Your Comments!" in this preface for the URL.

A revised edition will display change bars in the left-hand margin to indicate revised text. These change bars will only mark the text that has been edited or inserted since the previous edition or revised edition.

When a revised edition of this document is published, the latest revised edition nullifies all previous editions.

Table 1 **Revision History**

Edition and Revision Number	Issue Date	Product Release
OpenView Operations Integration, Administrator's Guide, First Edition	November, 2002	Service Desk 4.0, Integration Service Pack

The Service Desk Documentation

Service Desk provides a selection of books and online help to assist you in using Service Desk and improve your understanding of the underlying concepts. This section illustrates what information is available and where you can find it.

NOTE

This section lists the publications provided with Service Desk 4.0. Updates of publications and additional publications may be provided in later service packs. For an overview of the documentation provided in service packs, please refer to the readme file of the latest service pack. The service packs and the latest versions of publications are available on the Internet, at http://support.openview.hp.com/cpe/patches and http://ovweb.external.hp.com/lpe/doc_serv respectively. See the section "We Welcome Your Comments!" in this preface for the URLs.

- The `Readme.htm` file on the Service Desk CD-ROM contains information that will help you get started with Service Desk. It also contains any last-minute information that became available after the other documentation went to manufacturing.
- The *HP OpenView Service Desk: Release Notes* give a description of the features that Service Desk provides. In addition, they give information that helps you:
  - — compare the current software's features with those available in previous versions of the software;
  - — solve known problems.

  The Release Notes are available as a PDF file on the HP OpenView Service Desk 4.0 CD-ROM. The file name is `Release_Notes.pdf`.
- The *HP OpenView Service Desk: User's Guide* introduces you to the key concepts behind Service Desk. It gives an overview of what you can do with Service Desk and explains typical tasks of different types of Service Desk users. Scenario descriptions are provided as examples of how the described features could be implemented.

  The User's Guide is available as a PDF file on the HP OpenView Service Desk 4.0 CD-ROM. The file name is `User's_Guide.pdf`.

- The *HP OpenView Service Desk: Supported Platforms List* contains information that helps you determine software requirements. It lists the software versions supported by Hewlett-Packard for Service Desk 4.0.

  The Supported Platforms List is available as a PDF file on the HP OpenView Service Desk 4.0 CD-ROM. The file name is `Supported_Platforms_List.pdf`.

- The *HP OpenView Service Desk: Installation Guide* covers all aspects of installing Service Desk.

  The Installation Guide is available as a PDF file on the HP OpenView Service Desk 4.0 CD-ROM. The file name is `Installation_Guide.pdf`.

- The *HP OpenView Service Desk: Administrator's Guide* provides information that helps application administrators to set up and maintain the Service Desk application server for client usability.

  The Administrator's Guide is available as a PDF file on the HP OpenView Service Desk 4.0 CD-ROM. The file name is `Administrator's_Guide.pdf`.

- The *HP OpenView Service Desk: Data Exchange Administrator's Guide* explains the underlying concepts of the data exchange process and gives instructions on exporting data from external applications and importing it into Service Desk. The data exchange process includes importing single service events and batches of data.

  The Data Exchange Administrator's Guide is available as a PDF file on the HP OpenView Service Desk 4.0 CD-ROM. The file name is `Data_Exchange.pdf`.

- The *HP OpenView Operations Integration Administrator's Guide* explains the integration between Service Desk and VantagePoint for Windows and UNIX®. This guide covers the installation and configuration of the integration and explains how to perform the various tasks available with the integration.

  The OpenView Operations Integration Administrator's Guide is available as a PDF file on the HP OpenView Service Desk 4.0 CD-ROM. The file name is `VPO_Integration_AG.pdf`.

- The *HP OpenView Service Desk: Migration Guide* provides a detailed overview of the migration from ITSM 5.7 to Service Desk 4.0, to include an analysis of the differences in the two applications. Detailed instructions in this guide lead through the installation, configuration and other tasks required for a successful migration.

  The Migration Guide is available as a PDF file on the HP OpenView Service Desk 4.0 CD-ROM. The file name is `Migration_Guide.pdf`.

- The *HP OpenView Service Desk: API Programmer's Guide* contains information that will help you create customized integrations with Service Desk. This guide depicts the API structure, and explains some of the basic functions with examples for using the Application Programming Interface (API) provided with Service Desk. The API extends the HP OpenView Service Desk environment by providing independent programmatic access to data-centered functionality in the Service Desk application server environment.

  The API Guide is available as a PDF file on the HP OpenView Service Desk 4.0 CD-ROM. The file name is `API_pg.pdf`.

- The *HP OpenView Service Desk: Web API Programmer's Guide* contains information that will help you create customized integrations with Service Desk using the Service Desk Web API. This API is particularly suited for developing Web applications.

  The Web API Programmer's Guide is available as a PDF file on the HP OpenView Service Desk 4.0 CD-ROM. The file name is `Web_API_pg.pdf`.

- The *HP OpenView Service Desk: Data Dictionary* contains helpful information about the structure of the application.

  The Data Dictionary is available as an HTML file on the HP OpenView Service Desk 4.0 CD-ROM. The file name is `Data_Dictionary.htm`.

- The *HP OpenView Service Desk 4.0 Computer Based Training* (CBT) CD-ROM is intended to assist you in learning about the functionality of HP OpenView Service Desk 4.0 from both a user and a system administrator perspective. The CD-ROM contains demonstration videos and accompanying texts that explain and show how to perform a wide variety of tasks within the application. The CBT also explains the basic concepts of the Service Desk application.

The *HP OpenView Service Desk 4.0 Computer Based Training* (CBT) CD-ROM will be shipped automatically with the regular Service Desk software. The CBT will be available for shipment shortly after the release of the Service Desk software.

- The online help is an extensive information system providing:
  - — procedural information to help you perform tasks, whether you are a novice or an experienced user;
  - — background and overview information to help you improve your understanding of the underlying concepts and structure of Service Desk;
  - — information about error messages that may appear when working with Service Desk, together with information on solving these errors;
  - — help on help to learn more about the online help.

  The online help is automatically installed as part of the Service Desk application and can be invoked from within Service Desk. See the following section entitled “Using the Online Help” for more information.

Reading PDF Files

You can view and print the PDF files with Adobe® Acrobat® Reader. This software is included on the HP OpenView Service Desk 4.0 CD-ROM. For installation instructions, see the `readme.htm` file on the CD-ROM.

The latest version of Adobe Acrobat Reader is also freely available from Adobe’s Internet site at http://www.adobe.com.

Using the Online Help

You can invoke help from within Service Desk in the following ways:

- To get help for the window or dialog box you are working in, do one of the following:
  - — Press **F1**.
  - — Click the help toolbar button  .

— Choose `Help` from the `Help` menu.

— Click the help command button  in a dialog box.

- To search for help on a specific subject using the table of contents or the index of the help system: choose `Help Contents & Index` from the `Help` menu.

When you are in the help viewer, you can find help on how to use the help system itself by clicking the `Help` toolbar button:

Service Desk also provides *tooltips* and *"What's This?" help* for screen items like buttons, boxes, and menus.

A *tooltip* is a short description of a screen item. To view a tooltip, rest the mouse pointer on the screen item. The tooltip will appear at the position of the mouse pointer.

"What's This?" help is a brief explanation of how to use a screen item. "What's This?" help generally gives more information than tooltips. To view "What's This?" help:

1. First activate the "What's This?" mouse pointer in one of the following ways:

   - Press **Shift+F1**.
   - Click the "What's This?" toolbar button  .
   - Choose `What's This?` from the `Help` menu.
   - In dialog boxes, click the question mark button in the title bar.

   The mouse pointer changes to a "What's This?" mouse pointer  .

2. Then click the screen item for which you want information. The "What's This?" help information appears in a pop-up window.

To close the pop-up window, click anywhere on the screen or press any key on your keyboard.

Typographic Conventions

The table below illustrates the typographic conventions used in this guide.

Font	What the Font Represents	Example
Italic	References to book titles	See also the *HP OpenView Service Desk: Installation Guide*.
	Emphasized text	*Do not delete* the System user.
Bold	First-time use of a term that is explained in the glossary	The **service call** is the basis for incident registration.
`Courier`	Menu names	You can adjust the data view with the commands in the `View` menu.
	Menu commands	Choose `Save` from the menu.
	Button names	Click `Add` to open the Add Service Call dialog box.
	File names	To start the installation, double-click `setup.htm`.

	Computer-generated output, such as command lines and program listings	If the system displays the text
		`C:\>dir a:`
		`The device is not ready`
		then check if the disk is placed in the disk drive.

`Courier bold`	User input: text that you must enter in a box or after a command line	If the service call must be solved within 30 minutes, enter **`30`**.
`Courier italic`	Replaceable text: text that you must replace by the text that is appropriate for your situation	Go to the folder *X*:\\Setup, where *X* is your CD-ROM drive.

Font	What the Font Represents	Example
Helvetica bold	Keyboard keys A plus sign (**+**) means you must press the first key (**Ctrl** in the example), hold it, and then press the second key (**F1** in the example).	Press **Ctrl+F1**.

We Welcome Your Comments!

Your comments and suggestions help us understand your needs, and better meet them. We are interested in what you think of this manual and invite you to alert us to problems or suggest improvements. You can submit your comments through the Internet, using the HP OpenView Documentation Comments Web site at the following URL:

http://ovweb.external.hp.com/lpe/comm_serv

If you encounter errors that impair your ability to use the product, please contact the HP Response Center or your support representative.

The latest versions of OpenView product manuals, including Service Desk manuals, are available on the HP OpenView Manuals Web site at the following URL:

http://ovweb.external.hp.com/lpe/doc_serv

Software patches and documentation updates that occur after a product release, will be available on the HP OpenView Software Patches Web site at the following URL:

http://support.openview.hp.com/cpe/patches

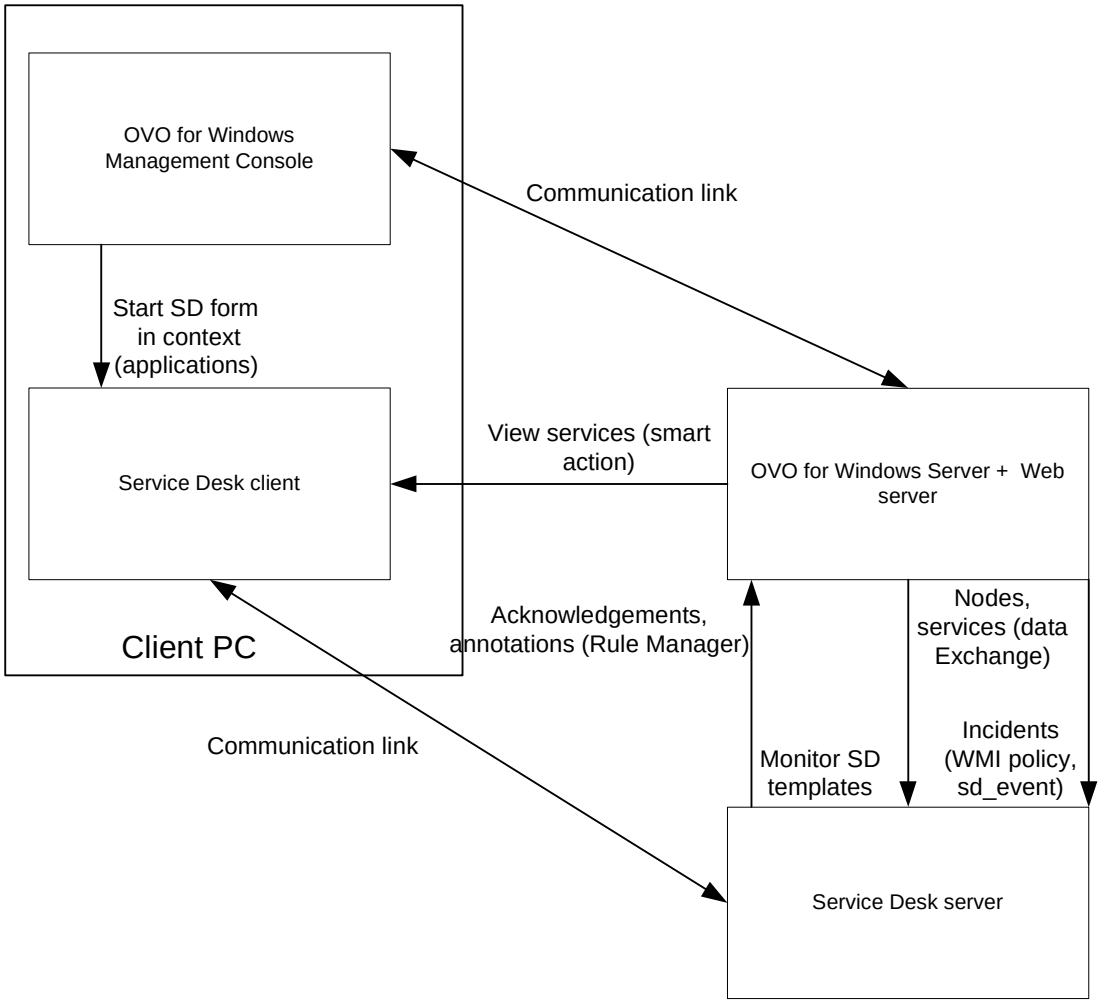
1 Introduction

The OpenView Operations Integration includes a variety of different integration options. This chapter provides a brief explanation of the architecture and the integration options available.

The Architecture

The OpenView Operation integration is only available for OpenView Operations for Windows. The following diagram shows its architecture and how the integration possibilities fit into the architecture.

Figure 1-1 OpenView Operations for Windows Architecture



Integration Possibilities

The Service Desk integration with OpenView Operations makes it possible to:

- Import nodes and services into Service Desk.
- Send events from OpenView Operations to Service Desk.
- Reflect OpenView Operations updates in Service Desk.
- Send acknowledgment messages and message annotations from Service Desk to OpenView Operations.
- View Service Desk configuration items from OpenView Operations
- View OpenView Operations service state from a browser.
- Generate an OpenView Operations message from Service Desk.
- Monitor Service Desk processes and error log files.

Importing Nodes and Services into Service Desk

Node information from OpenView Operations can be extracted and imported into Service Desk as configuration items. Data Exchange tasks are supplied a configurable extractor and import mapping with default settings.

There are a number of Data Exchange Tasks for Windows users. They require an ODBC link to your Oracle® database. For more information see, “Importing Nodes into Service Desk” on page 62.

Sending Events From OpenView Operations

OpenView Operations for Windows users can send event information to Service Desk using a WMI policy that intercepts `OV_Messages` and uses a Visual Basic script called `ovo-Sd.vbs` to call `sd_event` and forward attributes to Service Desk. `SD_event` creates a corresponding incident in Service Desk.

For more information see “Sending Events From OpenView Operations” on page 64.

Reflecting Updates Done in OpenView Operations

Changes made to OpenView Operations messages from the OpenView Operations management console or the API will be reflected in Service Desk. A `WMI policy` that registers the event class `OV_Message_ChangeEvent` is used. When a message change occurs, for example severity change or message text change, the `sd_event` program in Service Desk will be called to update the corresponding incident. See “Reflecting Updates Done in OpenView Operations” on page 65 for more information.

Sending Annotations and Acknowledgments

Annotations can be sent to OpenView Operations when an incident changes and an acknowledgement can be sent when the incident is closed. Agents on the OpenView Operations server are sent commands based on database rules created in Service Desk.

See “Sending Annotations to OpenView Operations” on page 67, and “Sending Acknowledgments to OpenView Operations” on page 69 for more information.

Viewing Service Desk CIs from OpenView Operations

OpenView Operations users can select a node in OpenView Operations and launch a tool for opening the corresponding incidents for that configuration item in Service Desk. Service Desk and OpenView Operations must be installed on the same machine. For more information see, See “Viewing Service Desk CIs from OpenView Operations” on page 20 for configuration information and “Viewing Service Desk CIs from OpenView Operations” on page 71 for information on using the feature.

Viewing OpenView Operations Service State From a Browser

After installing and configuring one of the recommended Web Servers, OpenView Operations service state can be viewed from a browser. See “Viewing OpenView Operations Service State” on page 72.

Generating an OpenView Operations Message From Service Desk

This feature is available for OpenView Operations for Windows. Smart Actions must be configured and the OpenView Operations agent must be installed on the Service Desk client.

For more information, See “Generate an OpenView Operations Message from Service Desk” on page 50 and “Generating an OpenView Operations Message From Service Desk” on page 74.

Monitoring Service Desk and Integration Processes

OpenView Operations log file policies can be used to monitor Service Desk error log files and the Service Desk application server to ensure the integration is functioning properly. You can monitor errors in the Service Desk application server and the OpenView Operations management server. The policies can be used to match specific log file lines, assign variables out of the intercepted lines and conduct pattern matching.

2 Installation

This chapter explains the installation tasks for the Service Desk application server and OpenView Operations for Windows.

Requirements

Refer to the *HP OpenView Service Desk: Installation Guide* for detailed information on system requirements.

NOTE

To create a WBEM ODBC source driver, WMI version 1085 core components are required:

- For Windows NT 4 systems, install the WBEM ODBC source driver, available on the VantagePoint Installation CD-ROM as \wmi\wmicore_1085.exe
- For Windows 2000 systems, install theh WBEM ODBC source driver, available on the Windows 2000 professional CD-ROM in \Valuadd\Msft\Mgmt\Wbemodbc.

Installation Overview

The OpenView Operations Integration includes a number of files and tools that need to be installed on the Service Desk and the OpenView Operations servers. The following checklist shows the recommended order of installation:

1. OpenView Operations application (refer to the OpenView Operations documentation);
2. Web Server supplied with the OpenView Operations application (refer to the OpenView Operations documentation);
3. Service Desk server application, and Data Exchange installed.
4. Service Desk database;
5. OpenView Operations agents on Service Desk server (refer to the OpenView Operations documentation);
6. On your OpenView Operations for Windows server:
   - Follow the instructions in the Readme file distributed with the Integration service pack for OVO for Windows 7.1.
   - Service Desk agents on all OpenView Operations for Windows machines.
   - OvServiceExport.zip is included in the Integration pack if you want to use the HTML Service Viewer.
   - Run database scripts; `ovo7-sd40_ora.sql` for an Oracle database, or `ovo7-sd40_sql.sql` for an SQL SERVER database.

TIP

OpenView Operations for Windows users can use either the Apache, or the Microsoft® IIS Web server supplied with OpenView Operations. To check if Microsoft IIS is installed, type the following in your browser: **`http://<server>/scripts/OvServiceExport.exe?-format+html`**.

To check for Apache:
`http://<server>:<portnumber>/cgi-bin/OVServiceExport.exe?-format+html`

NOTE The OpenView Operations Integration for Windows does not work on multiple Service Desk application servers. You can only use it with one Service Desk application server, because of limitations in sd_event and in the distribution and function of the monitoring policies.

Installing on the Service Desk Server

If you are running OpenView Operations for Windows on a different application server than Service Desk, see “OpenView Operations for Windows Server” on page 28.

No extra components are required on the Service Desk server.

OpenView Operations for Windows Server

Files and tools need to be installed on the OpenView Operations servers for the integration to work. This section explains the integration installation on an OpenView Operations for Windows server.

A table showing the key integration files and default locations for the OpenView Operations for Windows server, can be found in Chapter 5, “Troubleshooting,” on page 77.

To install the integration on your OpenView Operations for Windows server follow the instructions in the Readme file distributed with the Integration service pack for OVO for Windows 7.1.

Installing the HTML Service Viewer

The HP OpenView Operations HTML Service Viewer makes it possible for you to view services from a browser. OpenView Operations for Windows uses a Web Server to perform this function. Refer to the *HP OpenView Service Desk: Installation Guide* for additional information about the Web Servers supported. To install the integration you will need to first copy `OvService Export.exe`. to the correct directory.

For Apache users, `OvServiceExport.exe` needs to be put in a directory that Apache can run CGI scripts from (scripts directory).You can find this file in the zipped file OvServiceExport, which has been created by the integration installation program. The default directory is `cgi-bin`. Apache normally uses the System account when running executable files.

For MS-IIS 5.0 you need to put the `OvServiceExport.exe` file in a directory where the Web Server can start CGI scripts. The default directory is `scripts`. You need to modify the `OvServiceExport.exe` file with *`-cgi`* **`cgi root`** for this directory, for example: *`-cgi scripts`*. You will need to specify the user and accounts authorized to start the cgi scripts.

1. Start the `Internet Services Manager`. From the `Start` button, select `Programs`, `Windows NT®4.0 OptionPack`, `Microsoft Information Server`, and then `Internet Services Manager`. For

Windows 2000, from the Start button, select Settings, Control Panel, Administrative Tools, and then Internet Services Manager.

2. Open Default Web Site.
3. Click scripts. On the right portion of the screen you will see the content of the scripts directory.
4. Right-click scripts and then select Properties.
5. In the Virtual Directory tab verify that the Execute Permission parameter is set to Scripts and Executables and click OK.
6. Right-click OvServiceExport.exe on the right side of the window and then click Properties.
7. Open the File Security tab.
8. Click on Edit in the Anonymous access and authentication control rubric.
9. Enable Anonymous access and click Edit.
10. Specify a user that has the rights to access OpenView Operations for Windows services, for example: \Management Server\HP-OVE-User and the user's password.
11. Close every window with OK.

NOTE For additional information review the readme.htm file that is included with the OvServiceExport tool.

Multiple OpenView Operations Servers

To support multiple OpenView Operations servers you will need to:

- Install the OpenView Operations Integration on each server.
- Create a separate account in Service Desk for each OpenView Operations server and specify the host name for each account. The host name is used when sending acknowledgments and annotations to the OpenView Operations server. For example:

Account	Host
OVO_account1	server1.yourdomain.com
OVO_account2	server2.yourdomain.com

3 OVO for Windows and Service Desk Configuration

Configuration tasks need to be performed on the Service Desk and the OVO servers. Some default settings and values are provided.

Overview

This section explains the configuration steps that must be done in Service Desk. The tasks are listed below:

- Import managed nodes as configuration items.
- Import services as configuration items.
- Modify the import mapping for events (forwarded messages).
- Run the database scripts to prepare for the integration

The following will be created automatically:

- OpenView Operations Integration account
- The environment variable for Service Desk
- Database rules
- Smart actions
- The environment variable, SD_OVWHOME.

The following configuration tasks need to be done in the OpenView Operations for Windows application:

- Modify the `sd_event.ini` file.
- Modify the forwarding policy (not mandatory).
- Deploy the forwarding policy.
- Deploy monitoring policies.
- Deploy opcmsg.
- Configure OpenView Operations tool for viewing configuration items.

Creating an OpenView Operations Server Account

Every OpenView Operations server that will be integrated with Service Desk needs to have a Service Desk account. Windows servers need to have an account starting with OVW. The account and host name of the OpenView Operations server is used by the database rules to register

and send acknowledgments and annotations to the OpenView Operations servers. Default accounts will be created when you install your database.

Keep the following in mind when creating accounts for each OpenView Operations server you will integrate with Service Desk:

- Accounts must start with OVO, followed with the server host name, for example *OVW_server1*.
- Create non-user interface accounts for integrations.
- Access rights need to include the Helpdesk role as a minimum.

For specific information on creating accounts in Service Desk refer to the *Administrator's Guide* or the *Online Help*.

Putting the Service Desk Bin folder in the Path

If you want to be able to open a Service Desk form while working in OpenView Operations you will need to include the Bin folder in the Service Desk path.

A folder called **<SD product path>**\Client\Bin on a Service Desk client installation, or **<SD product path>**\Server\Bin on a Service Desk server, contains the file SDDataForm.bat. This file is triggered by OpenView Operations to send a request via the command line to open a specified Service Desk data form. This will only work when OpenView Operations and Service desk are installed on the same computer. For OpenView Operations to find SDDataForm.bat the path must be included in the Windows Environment variables. You can add the bin folder to the path by performing the following steps:

1. Go to the location where you set environment variables. This differs per operating system.
2. Select Path from the list of system variables.
3. Change the value of the path by adding <**SD product path**>\Client\Bin or <**SD product path**>\Server\Bin to the end of the path, which one you add depends on whether you are running OpenView Operations on the same machine as the Service Desk server or a client. Use a semi-colon as a separator.
4. Click Set when finished, then OK to save it.

5. Verify that it works by using the DOS command:
   `SDDataForm Incident Configurationitem.Searchcode=XXXXX`

Where XXXXX is the search code of a configuration item in your Service Desk database.

NOTE To start Service Desk in context with `SDDataForm.bat`, the Service Desk Client or Server must be installed on the same machine as OpenView Operations.

Importing Nodes Into Service Desk

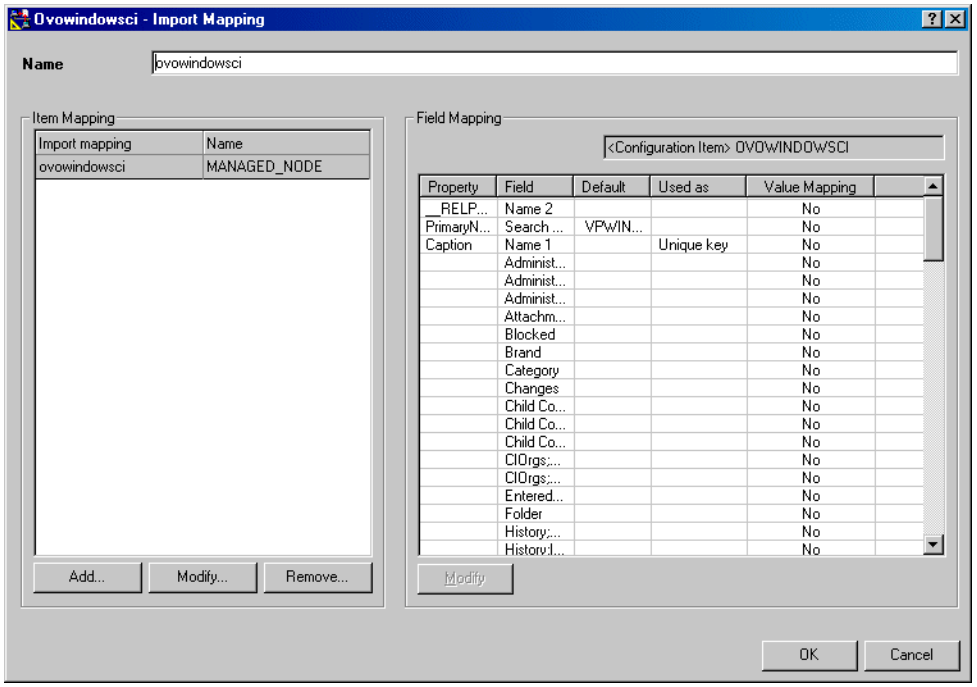
In Service Desk configuration items need to exist for all nodes managed by OpenView Operations. This step needs to be performed so that events coming from the OpenView Operations server can find the configuration item they are related to in Service Desk. The OpenView Operations server is also a managed node.

NOTE Changing any item in Service Desk, for example adding or changing the name of a status used for CIs, effects the import mapping used for importing nodes. For the import mapping to work completely you will either need to modify the template used for the import mapping and fill in the right status with the new values for example, or you can modify your Service Desk application to match the import mapping.

Import Mapping for Importing Nodes

The import mapping for importing nodes as configuration items is shown with default values in the following figure:

Figure 3-1 Import Mapping CI Nodes - Windows



For additional information on modifying the import mapping, refer to the Chapter entitled “Import Mapping” in the *HP OpenView Service Desk: Data Exchange Administrator’s Guide*.

Configurable Extractor for OVO for Windows Nodes

A configurable extractor is used to define how the nodes should be exported from the OpenView Operations database. An example of the extractor file, `ovowindowsci.ini`, with default settings follows:

```
ovowindowsci.ini file for OpenView Operations for Windows
and Service Desk integration.
; Used for OVW managed node -> SD CI data exchange.

[DSN]
NAME=              WBEM Source
USR=
PWD=
DBQ=               root\HewlettPackard\OpenView\OVO
```

```
SERVER=
SYSPROPS=          TRUE
NAMESPACES=        {root\HewlettPackard\OpenView\OVO,deep}
UIDPWDDEFINED=     TRUE

[SYSTEM]
LOG=               TRUE
XML=               TRUE
LOG_FILE=          C:\temp\OVO_WIN.log
OUTPUT_FILE=       c:\temp\OVO_WIN.txt
XML_OUTPUT_FILE=   c:\temp\OVO_WIN.xml
APPLICATION_NAME= OVO

[CLASSES]
NAME=              MANAGED_NODE

[MANAGED_NODE]
SOURCE=            OV_ManagedNode
ATT=               PrimaryNodeName, Caption, __RELPATH
COLUMNS=           OV_ManagedNode.PrimaryNodeName,
OV_ManagedNode.Caption, OV_ManagedNode.__RELPATH
LOADTABLE=         TRUE
```

Importing Nodes From OpenView Operations for Windows

A Data Exchange Task is configured in the demo database for performing this action. Nodes can be imported from the Service Desk application server as follows:

NOTE

To create a WBEM ODBC source driver, WMI version 1085 core components are required:

- For Windows NT 4 systems, install the WBEM ODBC source driver, available on the VantagePoint Installation CD-ROM as \wmi\wmicore_1085.exe
- For Windows 2000 systems, install theh WBEM ODBC source driver, available on the Windows 2000 professional CD-ROM in \Valuadd\Msft\Mgmt\Wbemodbc.

1. Create an ODBC link. From the Windows control panel, click `Administrative Tools` then `ODBC Data Sources`. Open the `System DSN` tab and select the `WBEM Source`:

Figure 3-2 ODBC Data Source Administrator dialog box

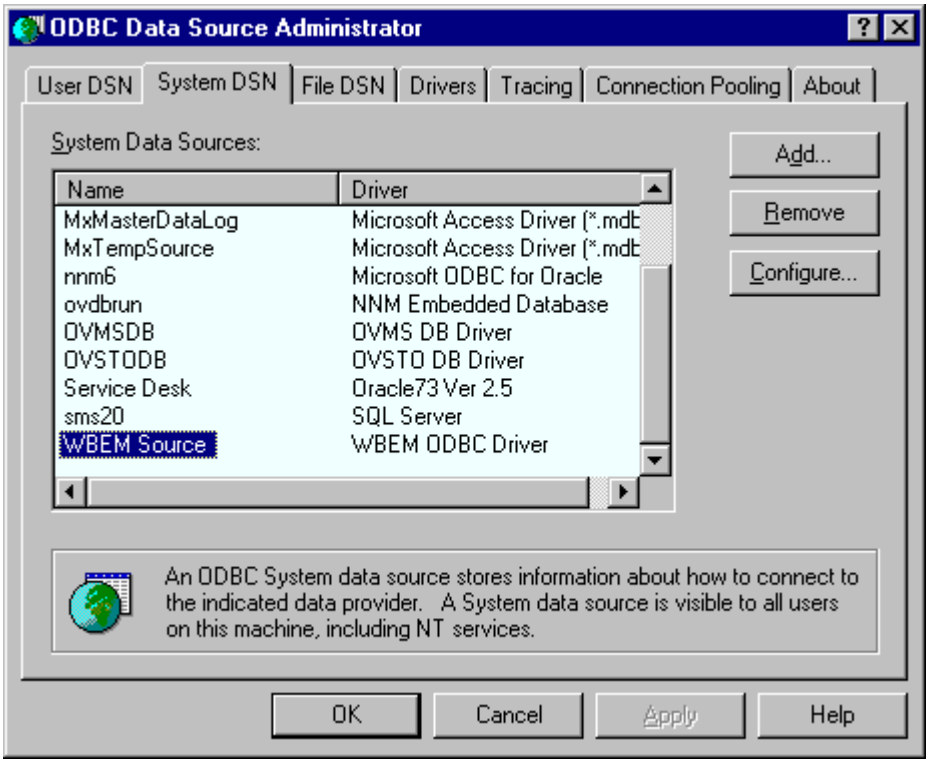
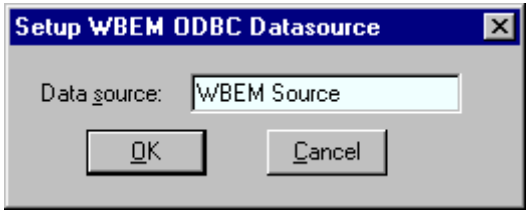
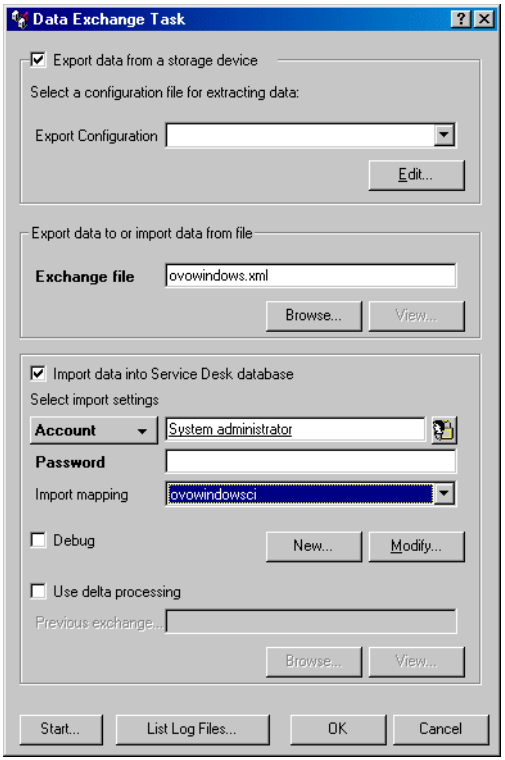


Figure 3-3 Setup WBEM ODBC Datasource



2. Use the Data Exchange task `ovowindowsci` (for Windows servers) to import all managed nodes as configuration items.

Figure 3-4 Importing Managed Nodes - Windows



3. Check the log files `ovowindows_exp.log` and `ovowindowsci_imp_error.log` for errors.

For additional information about how to use Data Exchange for exporting and importing data, please refer to the *HP OpenView Service Desk: Data Exchange Administrator's Guide.*

Multiple OpenView Operations Servers

If the OpenView Operations for Windows server and the Service Desk application server are not located on the same machine, choose one of the two following options:

Option 1:

1. On the Service Desk application server, install the Microsoft WMI SDK. It is available from: *http://msdn.microsoft.com/downloads/* This contains the WBEM ODBC driver.

2. Modify the files `ovowindowsci.ini` and `ovowindowsservices.ini`. Under the DSN section, locate the Server=keyword. Specify the OpenView Operations server as the value, for example \\MYOVOSERVER.
3. Export and import the data on the Service Desk application server.

Option 2:

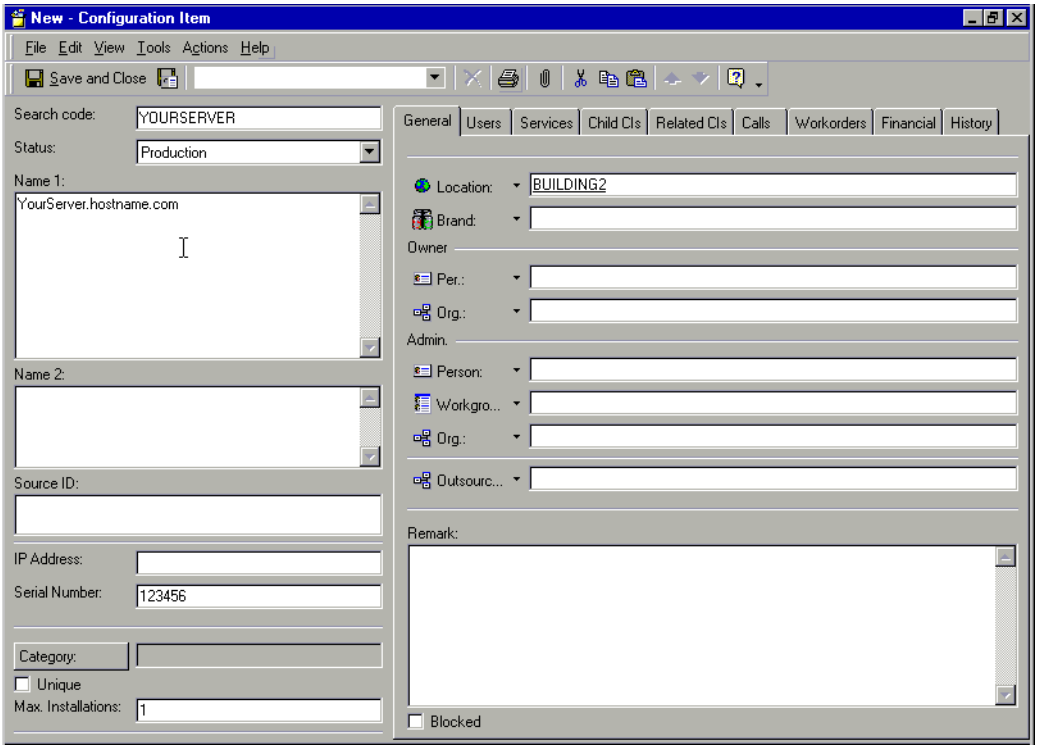
1. Install the Service Desk client, including data exchange and the files `ovowindowsci.ini`, and `ovowindowsservices.ini` on the OpenView Operations server.
2. Export the data on the OpenView Operations server.
3. Move the resulting XML file to the Service Desk application server.
4. Import the data on the Service Desk application server.

Manually Creating a Configuration Item

You can manually create Configuration Items in Service Desk for all or part of your managed nodes. To create a configuration item for a managed node:

1. Open a new Configuration Item dialog box. This can be done by selecting `Configuration Item` from the shortcut bar or selecting `New` then `Configuration Item` from the `File` menu.
2. In the `search code` field, enter the name of the managed node.
3. In the `Name 1` field, enter the complete host name for the managed node:

Figure 3-5 Configuration Item dialog box



Importing Services Into Service Desk

In Service Desk, configuration items can be made for OpenView Operations services. A Data Exchange Task is provide with the integration for performing this action. Services can be imported from the Service Desk application server as follows:

1. Create an ODBC link. From the Windows control panel, click `ODBC Data Sources`. Open the `System DSN` tab and select the `WBEM Source`.
2. Update the `DSN` section of the `ovowindowsservices.ini` file.
3. Verify that the `Operational Level Service` category is included in the `OVOService` template. See “Creating the Operational Level Service Category” on page 41 for details.

4. Use the Data Exchange task `ovowindowsservices` (for Windows servers) to import all managed nodes as configuration items.
5. Check the log files `ovowindows_exp.log` and `ovowindowsci_imp_error.log` for errors.

NOTE

Limitations exist when mapping fields in OpenView Operations for Windows to a Service Desk Search code. The WMI ODBC driver requires search codes to be written in uppercase letters without spaces. A default attribute value called `OVOIndowsCI` is present in the import mapping as a solution to this limitation. If you are importing services from OpenView Operations to Service Desk the caption field in the OVO may contain spaces and/or wildcard characters which are not allowed in the search code field of Service Desk and will result in errors in the import log file. As a result, when an external OpenView Operations for Windows attribute is imported that contains spaces or is not in uppercase, the default value will be given. Attributes in the wrong format will be given the default value while others meeting the ODBC driver's criteria will be imported with their true values.

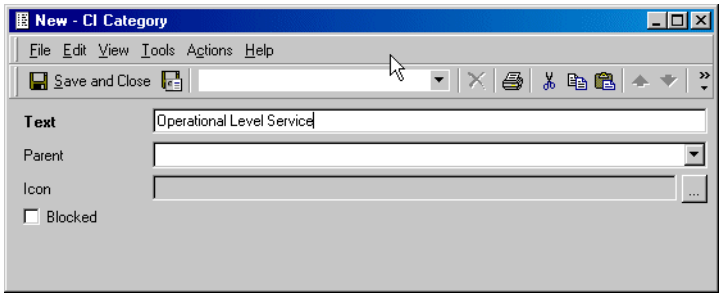
Creating the Operational Level Service Category

The `Operational Level Service` category may already be included in the `OVOService` template in your database. The category is used when you import OpenView Operations services as Service Desk configuration items.

To create the category and add it to the template if it is not present:

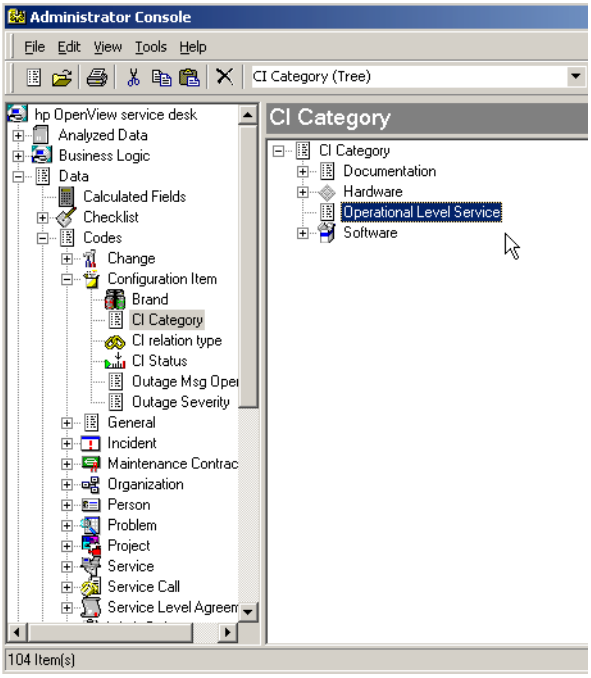
1. From the `Tools` menu select `System`, then click `Data`, then `Codes`, and `Configuration Item` from within the Administrator Console.
2. Click `CI Category`, then right-click in the screen and select `New CI Category` from the menu that appears.
3. In the `New CI Category` dialog box enter `Operational Level Service`, in the `Text` field and leave the `Parent` field empty:

Figure 3-6 New CI Category



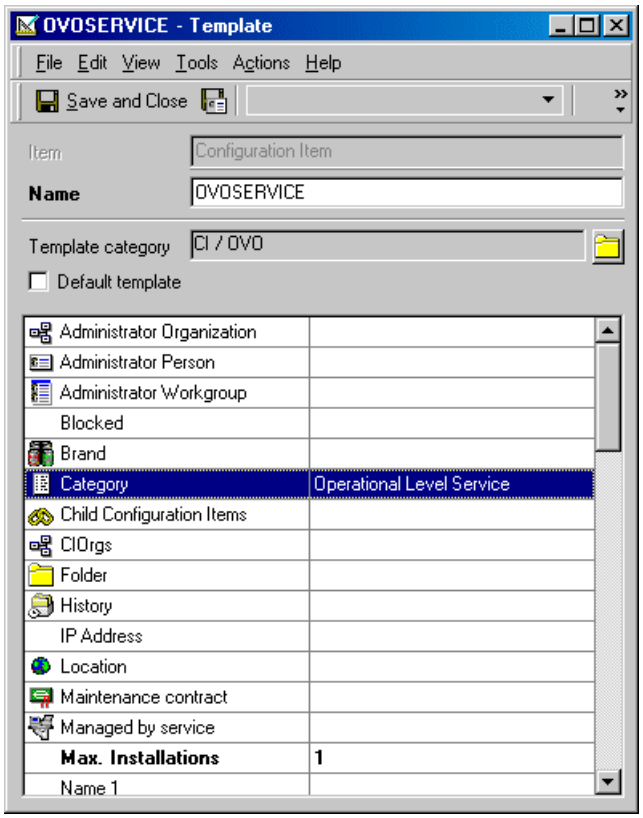
4. Verify that there is no checkmark in the `Blocked` check box, and click `Save and Close`:

Figure 3-7 CI Category Operational Level Service



5. Next, you will need to add the new category to your `OVOSERVICE` template. From the `Data` folder select `Templates`, then `Configuration Item`. Open the `OVOSERVICE` template:

Figure 3-8 OVOSERVICE - Template



6. Double-click the `Category` entry and use the Quick Find feature to locate the `Operational Level Service` category you created.
7. Select the `Operational Level Service` category and click `OK` to add it to the template.

Modifying the Import Mapping for Events

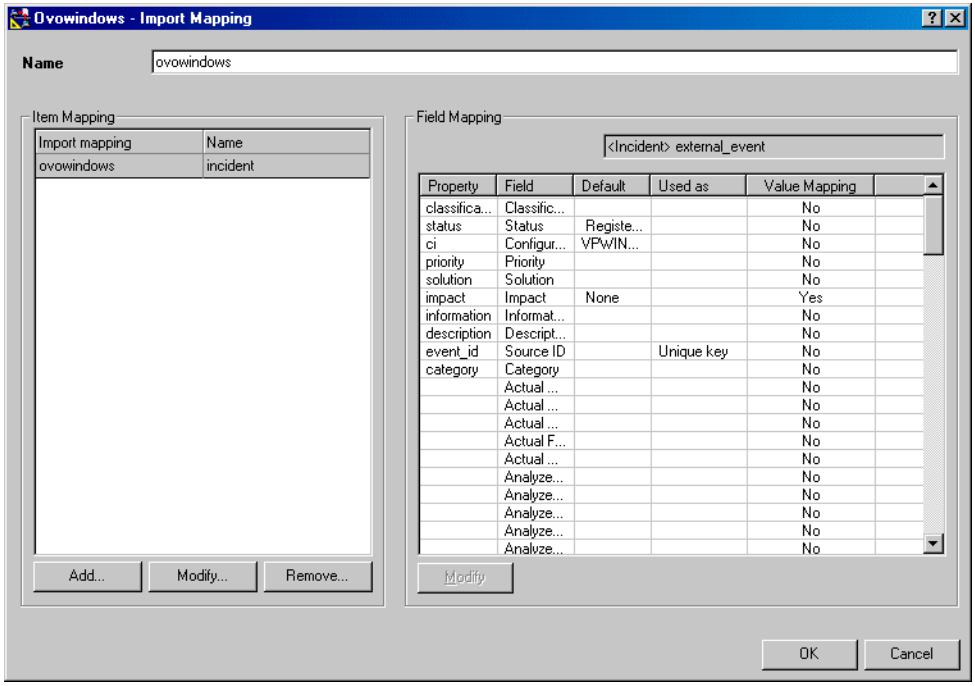
An import mapping with default values, called `ovowindows`, is provided for the OpenView Operations integration, you can modify the import mapping as needed.

OpenView Operations message attributes are mapped to Service Desk incident attributes.

For detailed information on modifying or creating a new import mapping, refer to the*HP OpenView Service Desk: Data Exchange Administrator's Guide.*

The default import mapping can is shown in the following dialog box:

Figure 3-9 OVO Windows Mapping



Mapping Event Information for Windows

You can send event information from OpenView Operations to Service Desk using the WMI policy that intercepts OV_Messages and uses a Visual Basic script called `ovo-Sd.vbs` to call `sd_event` and forward some

of the attributes to Service Desk, creating a corresponding incident in Service Desk. The policy must be deployed on the OpenView Operations management server machine. The attributes are mapped as follows:

Table 3-1 Default Attribute Mapping - Windows

Properties Message Attributes	Fields
Id	Event_id
Text (first 80 char)	Description
Original message	Information
Original text	Information
Application	Information
Object	Information
Annotation 1 - Annotation n (concatenated)	Information
OV_Message.GetInstruction()	Solution
OV_ManagedNode.PrimaryNodeName	CI
Severity	Impact (mapped)

Configuring Database Rules

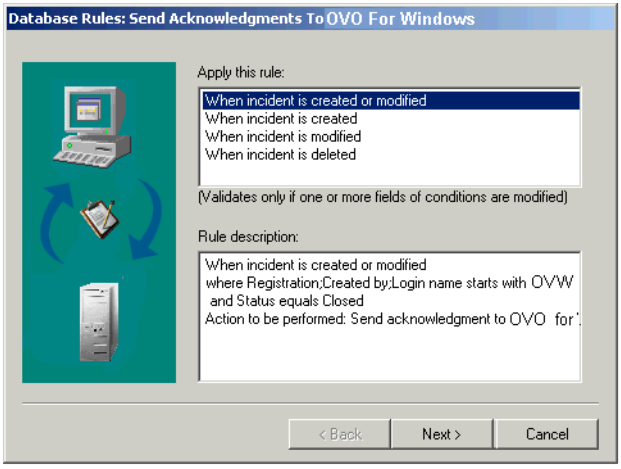
Database rules can be used to send information from Service Desk to OpenView Operations. A Service Desk agent must be running on each OpenView Operations server to execute the commands specified in the rules. The following sections contain example for setting up rules to send annotations and acknowledgments.

NOTE Clear the Blocked check boxes for the action and for the rule to activate them.

Send Acknowledgment to OpenView Operations for Windows

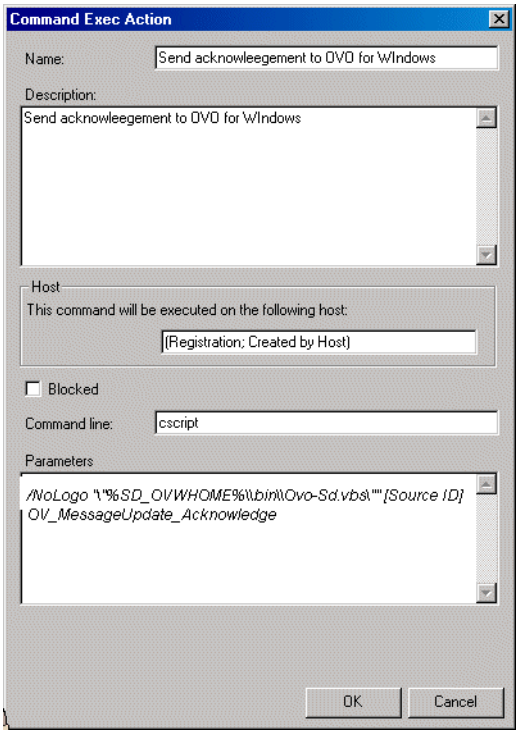
You can configure a database rule to send acknowledgments to OpenView Operations for Windows as follows:

Figure 3-10 Database Rule to Send Acknowledgment to OVO for Windows



- For each modified incident;
- if `[Registration; Create by; Login name]`starts with OVW;
- and status is changed to closed;

Figure 3-11 Action to Send Acknowledgment to OVO for Windows

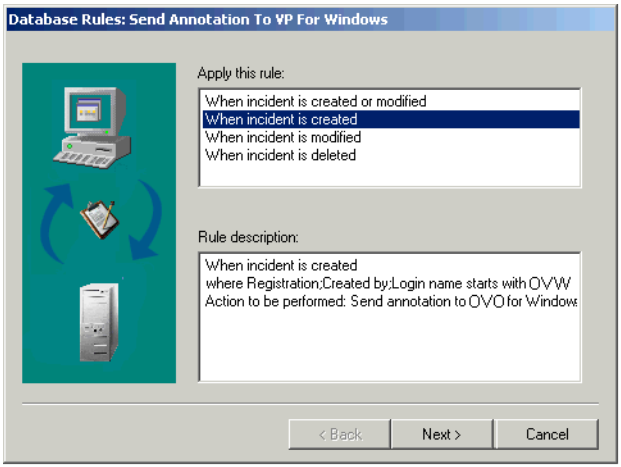


- on Host: `[Registration;Created by;Host]`
- execute the command: `cscript`
- with the parameters:
  `/NoLogo "\"%SD_OVWHOME%\\bin\\Ovo-Sd.vbs\"" [Source ID] OV_MessageUpdate_Acknowledge`

Send Annotations to OpenView Operations for Windows

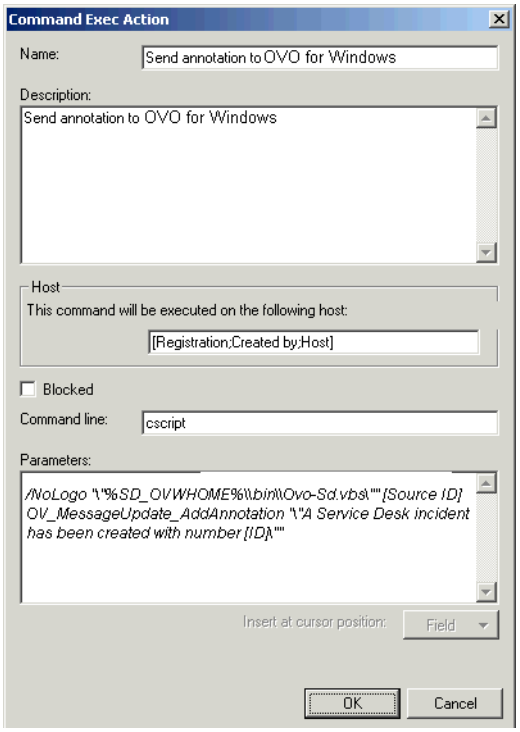
You can configure a database rule to send annotations to OpenView Operations for Windows as follows:

Figure 3-12 Database Rule to Send Annotations to OVO for Windows



- for each inserted incident;
- if `[Registration; Created by;Loginname]` starts with OVW;

Figure 3-13 Action for Sending Annotations to OVO for Windows



- execute on host: `[Registration; Created by;Host]`.
- the command: `cscript`
- with parameters:
  `/NoLogo "\"%SD_OVWHOME%\\bin\\Ovo-Sd.vbs\"" [Source ID] OV_MessageUpdate_AddAnnotation "\"A Service Desk incident has been created with number [ID]\""`

TIP Create new database rules quickly by using the copy and paste functions. Select a rule that is similar to the rule you want to create and click CTRL+C then CTRL+V to make a copy. Double-click the copied rule to open it and then use the database rules Wizard to change the parameters and the name.

View OpenView Operations State from Service Desk

You can view current OpenView Operations Service State from a browser in Service Desk. See “Installing the HTML Service Viewer” on page 28, and “Viewing OpenView Operations Service State” on page 72 for more information.

NOTE

If you are using smart actions to view service statuses, your OpenView Operations Web site needs to be entered in the parameters portion of the smart action. Normally the Web site will be the same as your OpenView Operations server.

TIP

A number of functions available with this integration use the Smart Actions feature in Service Desk. To create a new Smart Action:

1. From the `Tools` menu, select `System`, then click `Business Logic`, `Actions`, then `Smart Actions`.
2. Click the item that you want to create a smart action for. For example; a configuration item or a Service Call.
3. Right-click and select `New Smart Action` from the popup menu.

Additional information on setting up and using Smart Actions can be found in the Online Help for Service Desk.

Generate an OpenView Operations Message from Service Desk

The `Generate OVO message manually` Smart Action can be used to forward an Incident to the OpenView Operations operator. If configured correctly this manually generated message will not cause the automatic trouble-ticket interface in OpenView Operations to generate a new incident in Service Desk.

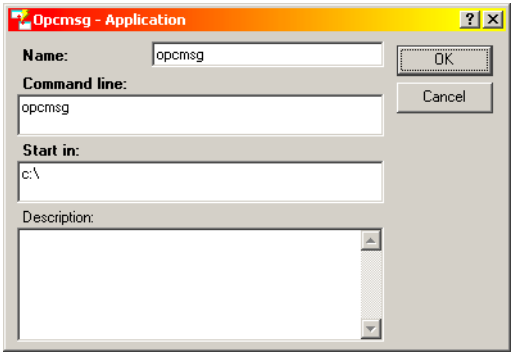
First make sure the OpenView Operations Agent is installed on the OpenView Operations Management Server. The default location is:
`C:\program files\hewlett-packard\openview\service desk 4.0\agent`

The opcmsg application can be found in the same folder. The system environment variable PATH contains the exact path to this program, so that it can be called without specifying the folder location. The opcmsg application can be used to forward field information from a Service Desk incident to the OpenView Operations Management Server.

To set up the opcmsg application:

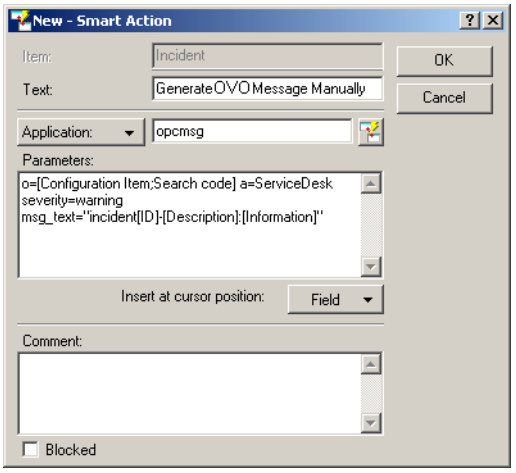
1. Open the Administrator Console in Service Desk, then click Business Logic, and then open Applications.
2. Right-click and select New Application from the menu. Define the application as shown in the following dialog box:

Figure 3-14 Opcmsg Application



3. Next, create a Smart Action using the opcmsg application as follows:

Figure 3-15 Generate OVO Message Manually



The parameters entered determine what information from the Incident will be passed to the OpenView Operations application. The parameters use the OpenView Operations application's opcmsg syntax. In the example above a equals Application, and o equals Object.

Your system administrator will need to provide access to this smart action for all clients that will be using it. The opcmsg command will also need to be deployed to the host machines of the Service Desk clients that will use the command. Only then will it be possible to execute opcmsg to log an event in the OpenView Operations Management Server's Active messages window from remote client machines.

For more information on deploying opcmsg, see "Deploying Opcmsg to Service Desk Clients" on page 56.

To stop OpenView Operations from forwarding the message to Service Desk, creating a duplicate incident, the Forward Message to Service Desk policy should be configured so that it does not forward messages to Service Desk that originated from Service Desk. The messages will remain in the OpenView Operations browser.

OpenView Operations for Windows

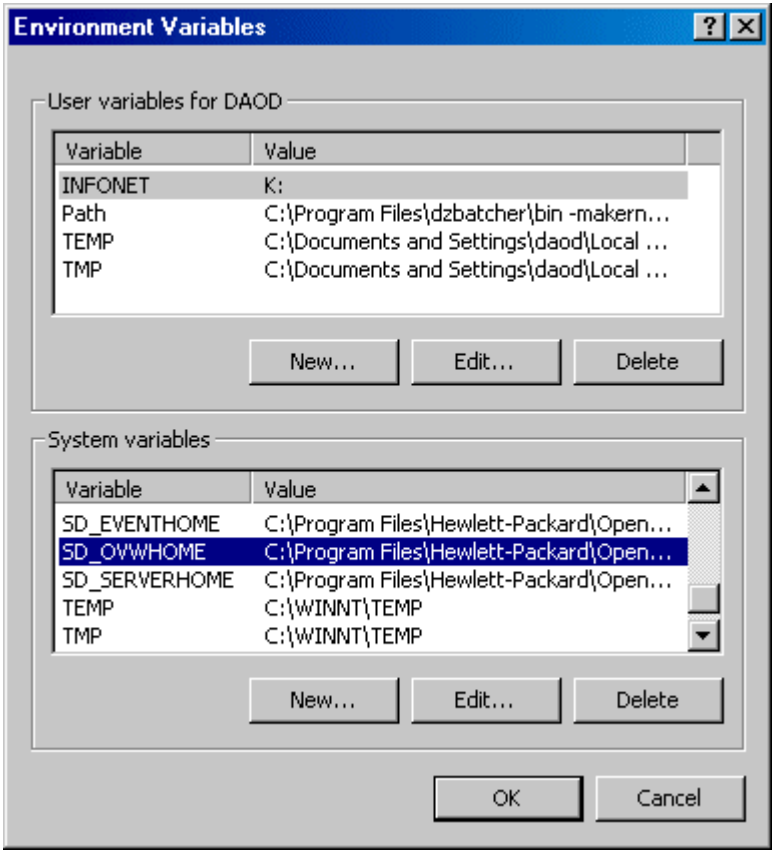
This section explains the configuration tasks to be done in the OpenView Operations application. For an overview of all configuration tasks, see “Overview” on page 32.

Setting the Environment Variable for OpenView Operations

The environment variable needs to be set on your OpenView Operations for Windows application server. To set the variable:

1. Go to the location where you set the environment variables for your Windows operating system.
2. Click OK when finished.
3. Install the Service Agent.

Figure 3-16 System Properties - SD_OVWHOME



Modifying the Configurable Extractor File

Modify the configurable extractor, `sd_event.ini`. The default location is: *`C:\Program Files\Hewlett-Packard\OpenView\service desk 4.0\integrations\OVW\bin`*. Many of the items will be configured automatically for you during the installation process. You will want to update the `ACCOUNT` and `SERVER` entries, as a minimum. If you changed the name of the import mapping supplied with this integration, you will need to enter the new name in the `MAPPING` row. A copy of the example `sd_event.ini` file follows:

```
[SD_Event]
LOGFILE=C:\OVOSD\log\sd_event.log
ERROR_LOGFILE=C:\OVOSD\log\sd_event_error.log
ACCOUNT=OVW_server1/Servicedesk
SERVER=your server
PORT=30980
MAPPING=ovwindows
CLASSNAME=incident
MODUS=insert
```

Modifying the Forwarding Policy

The policies called Forward message to Service Desk and Forward message changes to Service Desk are configured to forward all major and critical messages that are not log only. You can specify what messages are forwarded by editing the conditions of the policy. To edit the policy:

1. Right-click on the Forward message to Service Desk policy and select All Tasks, then Edit.
2. In the Rules tab, click Modify.
3. Click Add or Modify to change the conditions for each rule.

For additional information refer to the Online Help in your *OpenView Operations for Windows* application.

Deploying the Forwarding Policies

The policies called Forward messages to Service Desk and Forward message changes to Service Desk need to be deployed on your application server every time you make a change. To deploy the policy:

1. Right-click on the policy and select All Tasks, then Deploy On.
2. Select your management server node you want to deploy it on.
3. Click OK.

For additional information refer to the Online Help in your *OpenView Operations for Windows* application.

Deploying the Monitoring Policies

Policies are supplied to monitor this integration. After installing the integration you need to deploy the policies to the proper locations. The list below shows the policies and where they need to be deployed:

Monitor sd_event logfile	OpenView Operations management server
Monitor Service Desk logfile	Service Desk server

Deploying Opcmsg to Service Desk Clients

Opcmsg is used to create OpenView Operations messages from Service Desk. You need to deploy this policy to all Service Desk clients that you want to be able to perform this function from. To deploy the policy:

1. In the OpenView Operations management console, open `Policies grouped by type`.
2. Open the `Open Message Interface` policy group.
3. Select the `opcmsg` policy, right-click and then select `All Tasks`, then `Deploy on`.
4. Select all of the Service Desk client nodes that you want to be able to manually create VantagePoint messages from and click `OK`.

For additional information refer to the Online Help in your *OpenView Operations for Windows* application.

Configuring OpenView Operations Tools

An OpenView Operations tool is supplied with this integration for viewing Service Desk configuration items when you have the related node selected in OpenView Operations. After installing the integration, you need to configure the target nodes for the tool. Tools can be:

- run on the nodes you specify;
- configured to permit users to choose the nodes on which the tool will run;
- run in the context of a service (run on the node that hosts that service).

Use the Target tab in the Tool Properties dialog box to select the nodes on which you want the tools to run. You must also specify Node List in the Execute On list. This configures the tool to run on all the nodes in the Predefined Node List.

If you prefer to allow your users to determine where a tool is to be run, you must choose Selected Node in the Execute On list. When the tool is executed, a list appears from which users choose the location (service or node) where the tool will run.

For additional information on using OpenView Operations Tools, refer to the Online Help in the *OpenView Operations for Windows* application.

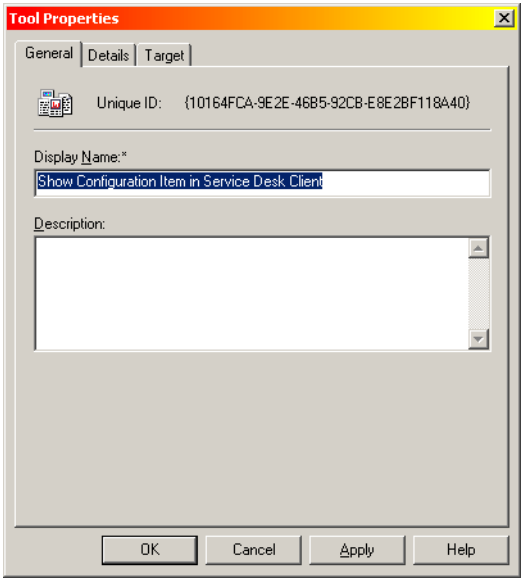
Viewing Service Desk CIs from OpenView Operations

This section shows how to configure an OpenView Operations for Windows tool to open a Service Desk configuration while working in OpenView Operations.

In your OpenView Operations for Windows application:

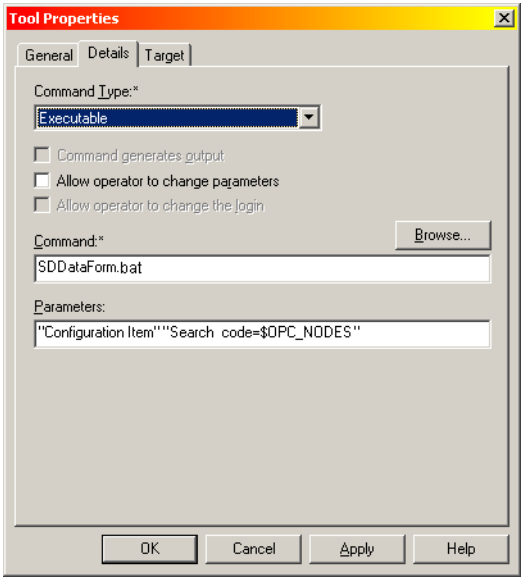
1. Open the Tool Properties dialog box and enter a name for the tool in the General tabbed page:

Figure 3-17 Show Configuration Item - General tab



2. Open the Details tabbed page and enter **Executable** in the Command Type field:

Figure 3-18 Show Configuration Item - Details tab



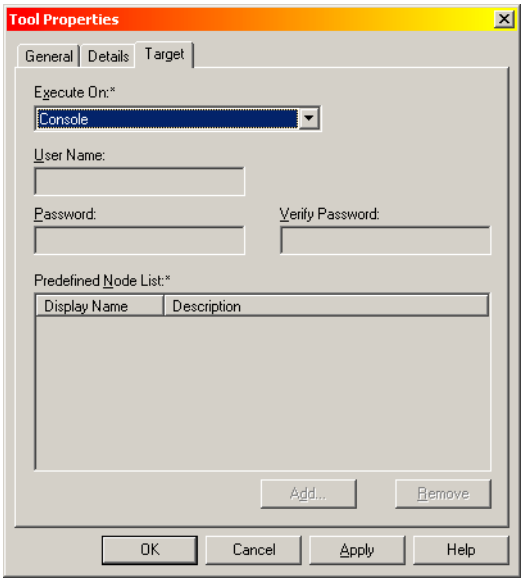
3. In the Command field enter **SDDataForm.bat**. This is the Service Desk program capable of opening a dialog box. You will need to have put the Bin folder in the path for the OpenView Operations to find SDDataForm.bat, see “Putting the Service Desk Bin folder in the Path” on page 33.

4. In the Parameters field enter **"Configuration Item" "Search code=$OPC_NODES"**.

   If you used the default import mapping to import node information, PrimaryNodeName data is imported into the Configuration Item field Searchcode. It is recommended that you use unique search codes to prevent errors.

5. In the Target tabbed page enter **Console** in the Execute On: field. This will allow the program to interact with your console:

Figure 3-19 Show Configuration Item - Target tab



4 User Tasks

This chapter provides some examples of how this integration can be used. Each section contains at least one use case and lists the steps for performing the task for OpenView Operations for Windows.

Importing Nodes into Service Desk

OpenView Operations nodes are equivalent to configuration items in Service Desk. For Service Desk to relate incidents to a piece of equipment that equipment or node needs to be registered as a configuration item. Data Exchange is used to automate the process of extracting the node data from OpenView Operations and import the nodes as configuration items in Service Desk.

OpenView Operations for Windows

To export nodes from OpenView Operations for Windows and import them as configuration items in Service Desk use the Data Exchange task called `ovowindowsci` from the Service Desk application server. For configuration information see “Importing Nodes Into Service Desk” on page 34.

Importing Services and Relations

OpenView Operations service information can be imported as configuration items into Service Desk using the Data Exchange feature. This makes it possible to relate Service Desk incidents to OpenView Operations services. Dependency and composition relations are also imported. Dependency relations are horizontal, for example the purchasing system and the human resource department are both dependent on an Oracle database. Composition relations are parent-child relations, for example `E-mail service` is the parent of the `US E-mail service` and `European E-mail service`. The relations are added to the `Related CIs` field of the configuration item when they are imported.

OpenView Operations for Windows

To export nodes from OpenView Operations for Windows and import them as configuration items in Service Desk use the Data Exchange task called `ovowindowsservices` from the Service Desk application server. For specific information see “Importing Services Into Service Desk” on page 40.

Sending Events From OpenView Operations

Service Desk can be used as the Trouble Ticket interface for OpenView Operations. You can configure OpenView Operations to send all events or specific events to Service Desk. The event information is mapped to a Service Desk incident. The first time an event is sent an incident is created in Service Desk. Service Desk is then the owner of that event. The import mapping in Service Desk defines which event attributes will be imported into the Incident fields.

OpenView Operations for Windows

If you are using OpenView Operations for Windows you can send event information from OpenView Operations to Service Desk using the WMI policy called `Forward messages to Service Desk` that intercepts `OV_Messages` and uses a Visual Basic script called `OVO-Sd.vbs` to call `sd_event` and forward attributes to Service Desk. `SD_event` creates a corresponding incident in Service Desk. The policy must be deployed on the OpenView Operations management server.

To send event information from the OpenView Operations for Windows management console to Service Desk:

1. Configure the integration, see “Deploying the Forwarding Policies” on page 55.
2. Once configured, event information that meets the conditions set for the policy will automatically be sent to Service Desk. To change what message information is sent to Service Desk you will need to modify the conditions and distribute the changed policy to your client computers. See “Modifying the Forwarding Policy” on page 55.
3. After a message is sent to Service Desk, the severity label will turn white to show that it is owned by Service Desk.

Reflecting Updates Done in OpenView Operations

Changes made to OpenView Operations messages from the OpenView Operations windows management console or the API will be reflected in Service Desk.

OpenView Operations for Windows

A WMI policy that registers the event class `OV_Message_ChangeEvent` is used. When a message change occurs, for example severity change, message text change, the `sd_event` program in Service Desk will be called to update the corresponding incident.

To reflect updates done in OpenView Operations for Windows in your Service Desk application:

1. Install and configure the integration.
2. Once the `Forward message changes to Service Desk` policy is distributed, message updates will be sent to Service Desk automatically. The import mapping determines what attributes are sent to Service Desk.

Manually Forwarding Messages

This feature makes it possible for users to send a message to the Service Desk application. A message may need to be manually forwarded when:

- A message is created that was not detected by the automatic fault detection application.
- A message is created that is not configured to be sent to Service Desk.

Sending Annotations to OpenView Operations

Annotating a message in OpenView Operations is similar to adding a note of explanation to a business contract. The annotation is a short summation of the important points and can be used as a reference the next time you receive the same message. Message annotations are normally used to provide information on:

- action performed to resolve the problem;
- name of the user who started the action;
- status information for the action performed;
- start and finish time of the action;
- any pre- or post action information which is relevant.

Database rules are available in the demo database for sending an annotation to OpenView Operations whenever an incident is created as a result of an event being sent from OpenView Operations to Service Desk. The database rule can also be configured to send an annotation to the OpenView Operations application whenever the status of that incident changes. Database rules can be turned on/off and modified from the Service Desk. Agents on the OpenView Operations server are sent commands, generated from a database rule in Service Desk, that call the `OVO-Sd.vbs` script (Windows) in OpenView Operations.

OpenView Operations for Windows

To send annotations to OpenView Operations for Windows from Service Desk:

1. Install the demo data and configure the integration, see “Send Annotations to OpenView Operations for Windows” on page 47.
2. Turn on the database rule, `send annotations to OVO for Windows`:
   - From the `Tools` menu in Service Desk (server) select `System`. In the Administrators Console navigate to the `Business Logic` folder and open `Database Rules`. Double-click the `Incident` item.

- Annotation rules are available for OpenView Operations for Windows; make sure you use the correct one. Open the rule and use the Database Rule wizard to verify that the definition for the rule is accurate and that the rule is not blocked.

  Once the rule is configured and turned on (not blocked) it will automatically send annotations to OpenView Operations.

Sending Acknowledgments to OpenView Operations

Acknowledging a message is similar to filing a bill after it is paid. You want to retain a copy of the transaction to verify that 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 easy future reference. Typically you acknowledge a message because:

- You have finished work on the message and resolved any related problems.
- You have another message in your Message Browser describing the same event.
- You no longer need the message, for example, if the message has low severity and requires no action.

Database rules are available in the demo database for acknowledging messages from OpenView Operations whenever an incident that was created as a result of an OpenView Operations event is closed in Service Desk. Database rules can be turned on/off and modified in the Business Logic section of the System Administrator's Console. Agents on the OpenView Operations server are sent commands, generated by a database rule in Service Desk, that call the `OVO-Sd.vbs` script in OpenView Operations.

OpenView Operations for Windows

To send acknowledgments to OpenView Operations for Windows from Service Desk:

1. Install the demo database and configure the integration, see "Send Acknowledgment to OpenView Operations for Windows" on page 46.
2. Turn on the database rule, `send acknowledgments to OVO for Windows`:
   - From the `Tools` menu in Service Desk (server) select `System`. In the Administrators Console navigate to the `Business Logic` folder and open `Database Rules`. Double-click the `Incident` item.

- Acknowledgment rules will be visible for OpenView Operations for Windows; make sure you use the correct one. Open the rule and use the Database Rule wizard to verify that the definition for the rule is accurate and that the rule is not blocked.

  Once the rule is configured and turned on (not blocked) it will automatically send annotations to OpenView Operations.

Viewing Service Desk CIs from OpenView Operations

While working in OpenView Operations for Windows you can view related configuration items in Service Desk.

The `View Node Info` action opens the configuration item form in Service Desk. The node selected is passed as a parameter using $OPC_NODES. The application can only be started with the Windows user interface.

See “Viewing Service Desk CIs from OpenView Operations” on page 57 for information on how to set up the tool to perform this action in OpenView Operations.

TIP If the Service Desk dialog box does not open, verify that the Bin folder is in the path. For more information see “Putting the Service Desk Bin folder in the Path” on page 27.

OpenView Operations for Windows - View Configuration Items

To call the Service Desk user interface when you are working in the OpenView Operations for Windows management console:

1. Select the node that you want to view as a configuration item in Service Desk.
2. Right-click and select `All Tasks`, then `Launch Tool`.
3. In the Tool to Execute dialog box select `Show Configuration Item in Service Desk Client.`
4. Click `Launch`.

Viewing OpenView Operations Service State

A browser can be used to view all services that are not working or just top level services that are not working, depending on the URL used. The services are color coded to show the level of importance: red equals critical; orange equals major; yellow equals minor; and light blue (Cyan) equals warning. The following scenarios are designed to give you an idea of how this feature might be used:

- A support manager wants an update on the state of the top level OpenView Operations services that are down. The manager clicks the `Top OVO services` shortcut on the desktop and gets a view of all top level services currently down.
- A specialist is working at a customer site and needs an update on the services that are down. The specialist enters the service viewer URL, in the browser of a computer with Internet access, and gets a view of all services that are down.
- The customer support center begins to receive numerous calls for service. To get a quick overview of services that are currently down the help desk engineer uses the Service viewer shortcut on the desktop to quickly locate the down service and answer the calls.

OpenView Operations on Windows

In Service Desk, add a shortcut to view the overall state of OpenView Operations services. To create the shortcut:

1. From the `Start` menu select `Programs` and then left-click on the entry for Service Desk 4.0.
2. Select `Add Shortcut` from the popup menu that appears.
3. In the `Name` field, enter the name you want the shortcut to have and select the URL option with the following URL:
   `http://`**`server`**`/cgi-bin/ovserviceexport.exe?-format+html[+-service+`**`service name`**.]

   For viewing top services, remove the service name from the end of the URL.
4. Click `OK` to save the shortcut.

5. When you click on the shortcut a hierarchical view of services will be visible. Click each service to view more detail information. The view will be refreshed every sixty seconds.

Generating an OpenView Operations Message From Service Desk

If a helpdesk employee becomes aware of a problem in the IT infrastructure and creates an incident in Service Desk. However, an error message does not exist for the problem in the OpenView Operations application. The helpdesk employee, can use a smart action in Service Desk to pass the incident information to the OpenView Operations application, creating a new error message in OpenView Operations.

OpenView Operations for Windows

To generate an OpenView Operations message from the Service Desk user interface:

1. Select or open an incident in Service Desk.
2. From the `Actions` menu in Service Desk click the `Generate OVO message manually` action.
3. A new message will be created in OpenView Operations.

Monitoring Service Desk Processes

OpenView Operations log file policies can be used to monitor the log files for sd_event, and the Service Desk application server. This provides you with a means for monitoring the integration continuously. The policies can be used to match specific log file lines and assign variables out of the intercepted lines to use for pattern matching.

OpenView Operations for Windows

Once the policies are deployed, detected errors are sent to the message browser automatically. Instructional text is provided with the error messages to help solve detected problems. The policy `monitor sd_event logfile` is used to monitor the OpenView Operations management server. The policy `Monitor Service Desk logfile` is available for monitoring the Service Desk application server.

5 Troubleshooting

This chapter contains troubleshooting information for using the OpenView Operations operation for Windows with Service Desk.

Troubleshooting Information

This section contains information that may be helpful in locating and solving errors that occur when using this integration.

Potential Windows Error Messages

This section explains error messages you may encounter in `sd_event_error.log`, followed by a possible solution.

Viewing Items Error

Error message: `You are not allowed to view this type of item`.

Solution:

1. From the `Tools` menu in Service Desk, click `System`, then `Security`, then `Access`, and `Role`.
2. Open the `Helpdesk role` and select `View` access for the `Account` item.
3. Click `OK` and then restart the Service Desk application server.

Server Response Error

Error message in `sd_event_error.log`.
`SERVER RESPONSE=ERROR: null criteriu`

Solution: This error occurs when the OpenView Operations message can not be accessed by the `get_ovo_attributes` command. Verify that you have added Service Desk (SD) as a user in OpenView Operations with the correct password and that the Service Desk user has access to messages.

Integration Item Reference List

The following tables are provided to give you an overview of the various files and configured items included in this integration and their use. The tables include the various import mappings, configuration files, policies, database rules, smart actions and other key tools provided with this integration:

Table 5-1 Configuration (ini) Files

Name	Use
sd_event.ini	For importing events into Service Desk.
ovowindowsci.ini	For importing OVO for Windows nodes as configuration items into Service Desk.
ovowindowsservices.ini	For importing services from OVO for Windows into Service Desk.

Table 5-2 Import Mapping

Name	Use
sd_event	For mapping OVO events to Service Desk (Incident) item and attributes.
ovowindowci	For mapping OVO for Windows nodes to configuration item and attributes in Service Desk.
ovowindowsservices	For mapping services from OVO for Windows to Service Desk configuration items.

Table 5-3 Database Rules in Service Desk

Name	Use
Send acknowledgments to OVO for Windows	For sending an acknowledgements to OpenView Operations for Windows.
Send annotations to OVO for Windows.	For sending annotations to OVO for Windows.

Table 5-4 Smart Actions in Service Desk

Name	Use
Show OVO for Windows service state	To view the state of OpenView Operations for Windows services with a Web browser.

Table 5-5 Policies in OVO for Windows

Name	Use
Forward messages to Service Desk	To forward a message from OpenView Operations to Service Desk.
Forward message changes to Service Desk	To forward message changes from OpenView Operations to Service Desk.
Monitor Service Desk log file	To monitor the Service Desk log file for errors.
Monitor sd_event log file	To monitor the sd_event log file for errors.

Table 5-6 Tools in OVO for Windows

Name	Use
Show Configuration Item in Service Desk Client	To view the configuration item in Service Desk that is related to the node selected in OpenView Operations.

Table 5-7 Accounts in Service Desk

Name	Use
OVW_server1/servicedesk	Default account created for the OpenView Operations for Windows server. Server accounts must start with OVO.

Table 5-8 Monitoring Policies in OVO for Windows

Name	Use
Monitor sd_event logfile	For monitoring sd_event on the OpenView Operations management server.
Monitoring Service Desk Logfile	For monitoring the Service Desk application server.

Installation Reference Tables

Table 5-9 Service Desk Server

File	Default Location
ovowindowsci.ini	*Service Desk product path*\data_exchange\config
ovowindowsservices.ini	*Service Desk product path*\data_exchange\config
sd_access.exe	*Service Desk product path*\bin

Table 5-10 OpenView Operations Server - Windows Platform

File	Default Location
sd_event.exe	*OpenView Operations Product Path*C:\OVOSD\bin
sd_event.ini	*OpenView Operations* C:\OVOSD\bin
Ovo-Sd.vbs	*OpenView Operations* C:\OVOSD\bin
queuectl.exe enqueue.exe dequeue.exe	OpenView Operations C:\OVOSD\bin
Monitor Service Desk logfile (policy)	OVO database
Monitor sd_event logfile (policy)	OVO database
Forward messages to Service Desk (policy)	OVO database
Forward message changes to Service Desk (policy)	OVO database