

HP Operations Orchestration

Software Version: 7.20

HP SiteScope Integration Guide

Document Release Date: July 2008

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Overview

This integration enables administrators to build HP Operations Orchestration (OO) flows that are integrated into HP SiteScope SiteScope and to control OO flows via their SiteScope dashboard.

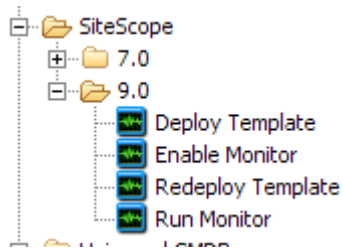
This document will explain how this integration has been implemented and how to launch flows from within SiteScope. It will also explain the operations that are included for communicating back and forth between OO and SiteScope.

Use cases and scenarios

1. Launch OO flow from within the SiteScope console.
In this scenario, the integration allows administrators to connect specific event or alarms in SiteScope to the starting of OO flows. This type of integration is a simple Incident Management/Runbook use case that includes the following events:
 - a. An error is detected by SiteScope and an alarm is raised on the console.
 - b. An OO flow is launched to remediate the fault.
 - c. OO automatically acknowledges the event and runs the flow.
 - d. OO updates/resets the alarm.
2. Operations that allow the automation of SiteScope administrative tasks. This will include such things as doing automatic SiteScope template deployment. This would allow administrators to tie SiteScope administrative functions to provisioning and maintenance.

Flows and Operations

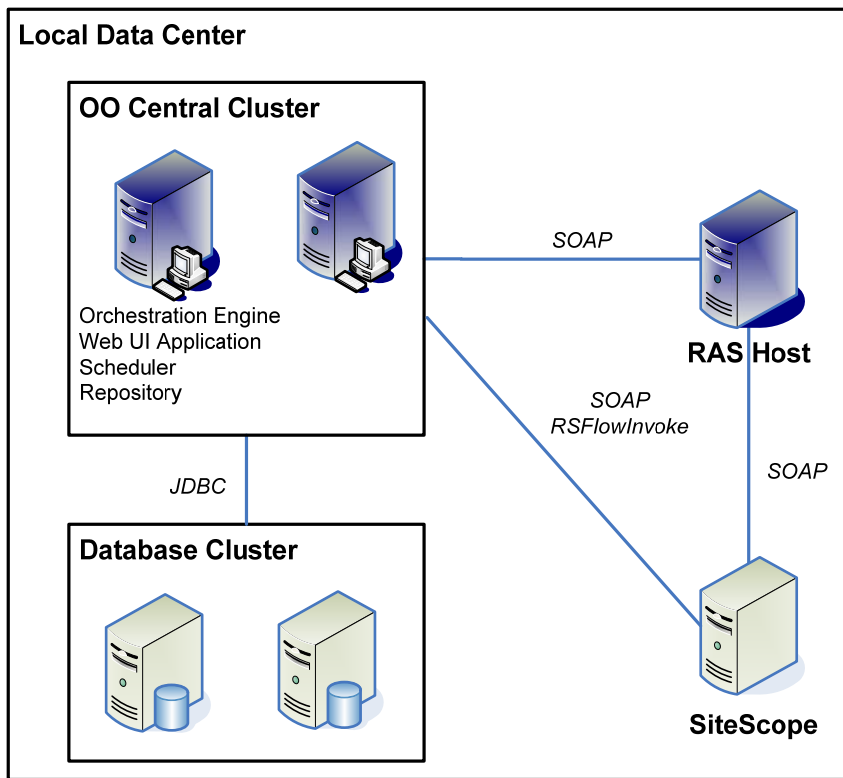
The OO/SiteScope integration includes the following flows and operations in the Studio Library, in the **Integrations** folder.



Versions and components

Operations Orchestration Version	SiteScope Version
7.20	9.00

Architecture



Installation and configuration instructions

Operation specifics

Enable Monitor

This operation can enable OR disable a monitor. Repeatedly enabling or disabling a monitor does not have any side effects (idempotent).

Deploy Template

In SiteScope 9.00, although users are not required to follow the best practice of creating monitors in templates within groups, they must do so before they can deploy the template. In future versions of SiteScope, the best practice is a requirement.

Run Monitor

Due to a validation bug in SiteScope 9.00, monitors that are run via the SOAP API must meet the following path criteria:

1. They must be contained in a parent group with the same name as the monitor. For instance, a monitor named "CPU Monitor ServerName" must have its parent group named "CPU Monitor ServerName."

2. The parent group of the monitor must not be the SiteScope root.

Troubleshooting

General troubleshooting procedures

SiteScope may have a number of errors in its logs indicating that it could not find a resource bundle. This does not adversely affect functional operation and can be safely ignored. Any other error that occurs is numbered or listed as an unknown error. Please report any unmentioned unknown error to OO Support so this can be tracked.

55713 “SiteScope has encountered a general exception while trying to run monitor named “...””

This error typically occurs when trying to run a monitor that does not meet the criteria listed in Run Monitor. Please check that the monitor you are trying to run meets these criteria. This error can also occur when the SiteScope path entered is invalid.

“Unknown Error: Failed to Audit the new created entity: {0} in audit log exception.”

This error can occur when attempting to deploy or redeploy a template that fails to meet the criteria mentioned in Deploy Template.

Launching flows

You can interact with HP Operations Orchestration (OO) by using the various REST based services:

- `https://ooserver:port/PAS/services/http/list`
Retrieves a list of flows from OO
- `https://ooserver:port/PAS/services/http/execute/<Library Path>`
Used to execute a flow by name (waits for flow to finish before returning)
- `https://ooserver:port/PAS/services/http/execute/<Flow UUID>`
Used to execute a flow by UUID (waits for flow to finish before returning)
- `https://ooserver:port/PAS/services/http/execute_async/<Library Path>`
Used to execute a flow by name (returns immediately after the flow is launched)
- `https://ooserver:port/PAS/services/http/execute_async/<Flow UUID>`
Used to execute a flow by UUID (returns immediately after the flow is launched)

You can launch flows from within SiteScope by hooking an alert action to run a server-side script (bat, vbs, UNIX shell script). You can thus create a batch file that invokes RSFlowInvoke or JRSFlowInvoke to launch a flow in response to an alert. Because alerts do not necessarily need acknowledgements in SiteScope, it is acceptable for the alert to be remedied automatically. You can setup an alert using the New Alert wizard.

To force an update of monitors and/or acknowledge alerts, you can use the Redeploy Template operation to refresh monitors and reset the status of all alarms in the template.

Security

SiteScope by default does not assign a password to the administrator user and does not have SSL enabled. You can both assign an administrator password and enable SSL on the SiteScope admin console. In the default state, the administrator password is not checked. You must set a password (with the SOAP API), because authentication is not performed with a blank password.

Tools

Following are OO tools that you can use with SiteScope:

- **RSFlowInvoke and JRSFlowInvoke**
RSFlowInvoke (Rsflowinvoke.exe or the Java version, Jrsflowinvoke.jar) is a command-line utility that substitutes for a Web-browser call in starting a flow. Substituting a command-line for a Web-browser call enables you to start a flow without using Central (although the Central service must be running). RSFlowInvoke (or JRSflowInvoke) is useful when you want to start a flow from an external system, such as a monitoring application, that can use a command line to start a flow.
- **Web Services Wizard**
The Web Services Wizard creates OO operations based on the API in the Web Service Definition Language (WSDL) of the Web service that you identify in the wizard. Thus you can use the Web Services Wizard to create operations from your monitoring tool's API.
When you run the Web Services Wizard, you provide it with the WSDL for a given Web service. The WSDL string you provide as a pointer can be a file's location and name or a URL.