HP OpenView Service Desk 3.0

VantagePoint Operation Integration Administrator's Guide

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Preface

This guide explains the integration between Service Desk and VantagePoint Operations for Windows® and UNIX®. 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 VantagePoint Operations application and Service Desk.

This guide is organized as follows:

- Chapter 1, “Introduction,” on page 19 describes the architecture of the VantagePoint Operation Integration and gives a brief explanation of what the integration possibilities are.
- Chapter 2, “Installation,” on page 27 describes the installation steps that need to be performed on the VantagePoint server and the Service Desk server.
- Chapter 3, “Configuration,” on page 47 explains how to configure the integration.
- Chapter 4, “User Tasks,” on page 97 provides examples on how to use the different features supplied with this 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 the section We Welcome Your Comments! below, 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
First Preliminary Edition	February, 2001	Service Desk 3.0, VPO Integration Prerelease
First Edition	March, 2001	Service Desk 3.0, Service Pack 4

Related Publications

This section helps you find information that is related to the information in this guide. It gives an overview of the Service Desk documentation and lists other publications you may need to refer to when using this guide.

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 3.0. 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. 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 3.0 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 3.0 CD-ROM. The file name is `User's_Guide.pdf`.

- The *HP OpenView Service Desk: Supported Platforms List* contains information that helps you determine platform and software requirements and compatibility. It lists the combinations of platforms and software Service Desk 3.0 was tested on.

  The Supported Platforms List is available as a PDF file on the HP OpenView Service Desk 3.0 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 3.0 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 3.0 CD-ROM. The file name is `Administrator's_Guide.pdf`.

- The *HP OpenView Service Desk: Data Exchange Administrator's Guide* explains how you can use data from other applications in Service Desk. It explains the underlying concepts of the data exchange process and gives step-by-step 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 3.0 CD-ROM. The file name is `Data_Exchange.pdf`.

- The *HP OpenView Service Desk: VantagePoint Operation 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 VantagePoint Operation Integration Administrator's Guide is available as a PDF file on the HP OpenView Service Desk 3.0

CD-ROM. The file name is `VPO_Integration_AG.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 3.0 CD-ROM. The file name is `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 3.0 CD-ROM. The file name is `Data_Dictionary.htm`.

- The *HP OpenView VantagePoint Service Desk 3.0 Computer Based Training* (CBT) CD-ROM is intended to assist you in learning about the functionality of HP OpenView VantagePoint Service Desk 3.0 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 CBT is shipped automatically with the regular Service Desk software on a separate CD-ROM.

- 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 3.0 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.

Other Related Publications

In addition to the Service Desk documentation mentioned above, you may want to refer to the following publications when using this guide:

- *HP OpenView VantagePoint Operation for UNIX: Concepts Guide*
- *HP OpenView VantagePoint for Windows: Concepts Guide*
- *HP OpenView VantagePoint for Windows: Installation and Administrative Task Guide*
- *HP OpenView VantagePoint Operation for UNIX Developer’s Toolkit: Application Integration Guide*

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 *serious 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 Patches Web site at the following URL:

http://ovweb.external.hp.com/cpe/patches

1 Introduction

The VantagePoint 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 VantagePoint Operation integration is available for VantagePoint for Windows and VantagePoint Operations for UNIX. The following diagrams show the architecture for each and how the integration possibilities fit into the architecture.

Figure 1-1 VantagePoint for Windows Architecture

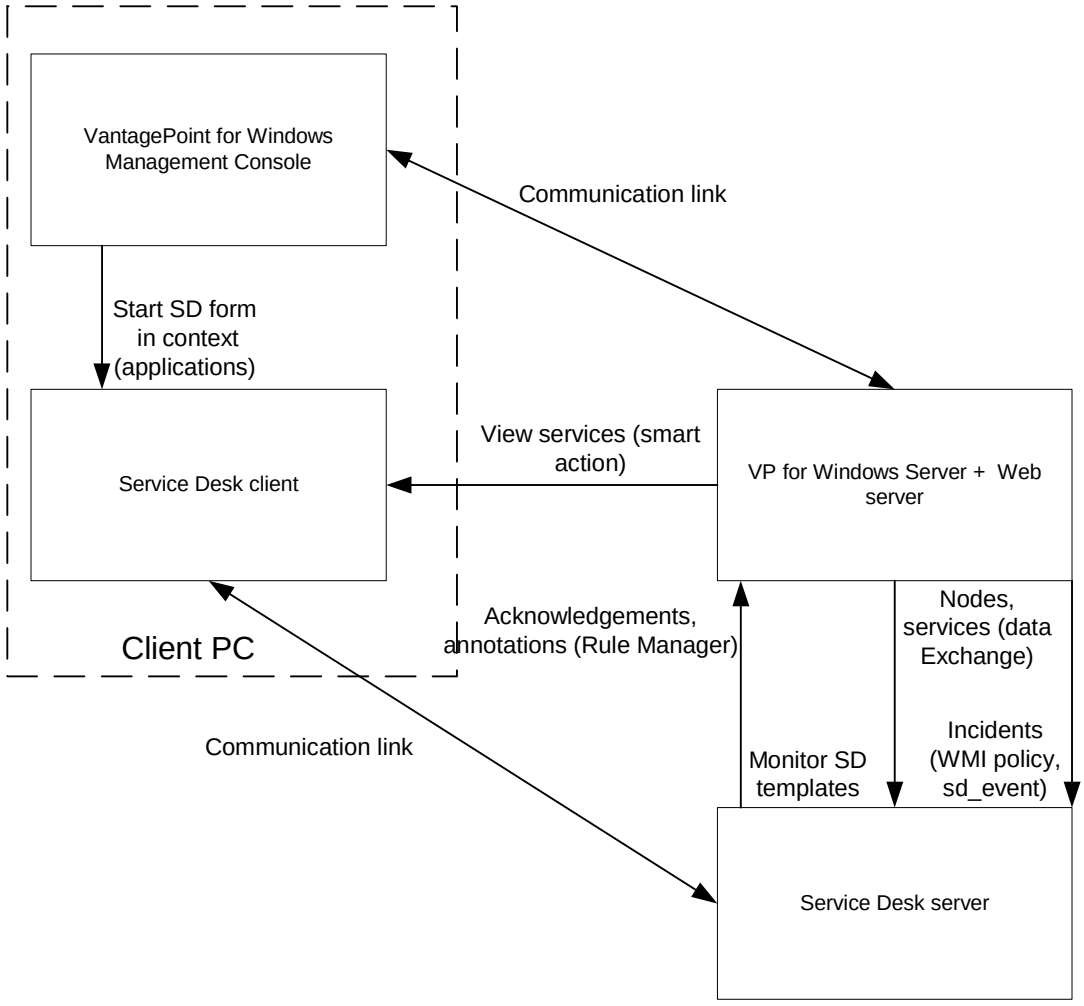
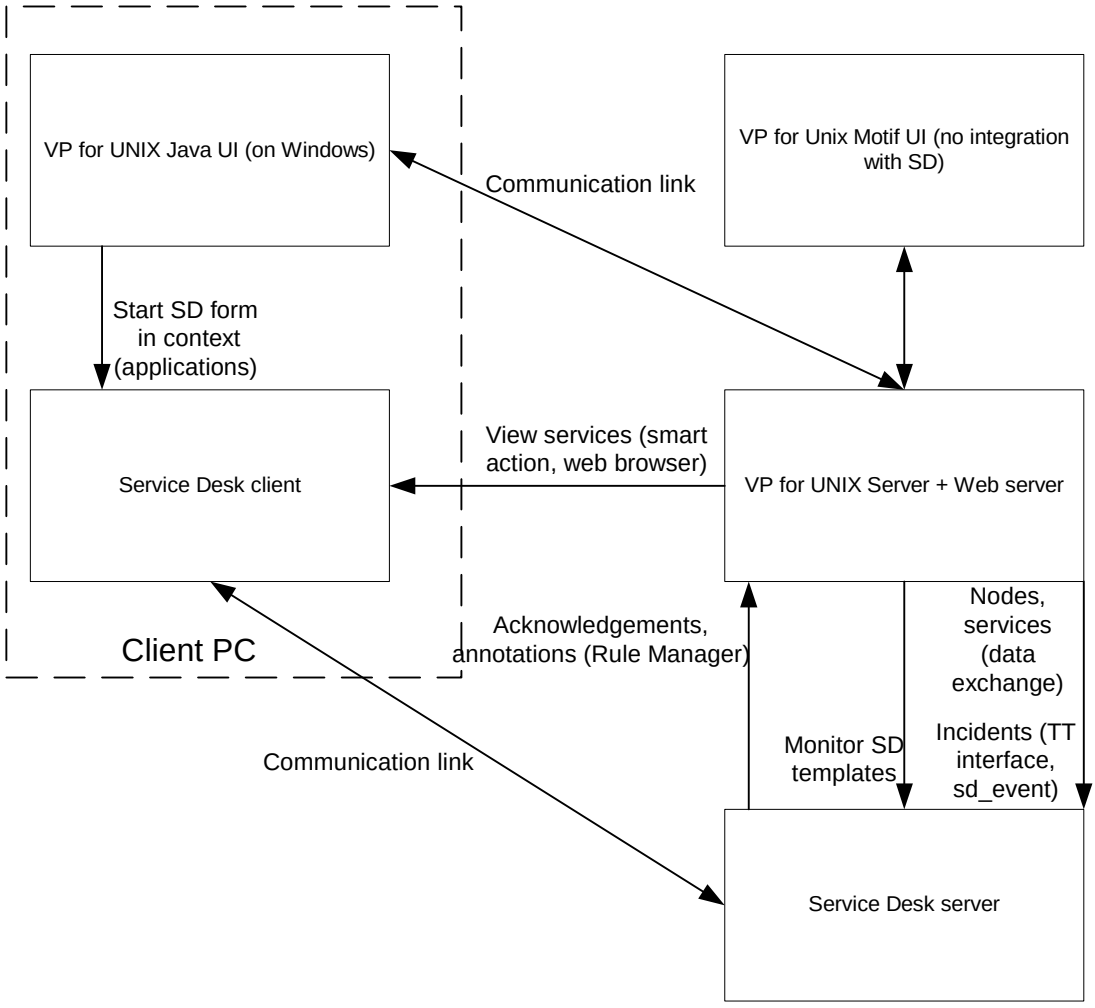


Figure 1-2 VantagePoint for UNIX Architecture



Integration Possibilities

The Service Desk integration with VantagePoint makes it possible to:

- Import nodes and services into Service Desk.
- Send events from VantagePoint to Service Desk.
- Reflect VantagePoint updates in Service Desk.
- Manually forward events to Service Desk.
- Send acknowledgment messages and message annotations from Service Desk to VantagePoint.
- Call the Service Desk user interface from VantagePoint in the context of a configuration item.
- View VantagePoint service statuses from a browser.
- Generate a VantagePoint message from Service Desk.
- Monitor Service Desk processes and error log files.

Importing Nodes and Services into Service Desk

This feature will work with VantagePoint for Windows or UNIX. Node information from VantagePoint can be extracted and imported into Service Desk as configuration items. Data Exchange tasks are supplied to extract the information from VantagePoint and import it into Service Desk. The configurable extractor and import mapping are supplied with default settings. For the Windows servers the extraction is done via an open database connectivity link (ODBC) to the Windows Management Instrumentation (WMI), layer.

There are separate Data Exchange Tasks for UNIX and Windows users. For UNIX servers, both require an open database connectivity link, ODBC link, to your Oracle® database.

Sending Events From VantagePoint

This integration is available for VantagePoint for Windows and for UNIX. If you are using VantagePoint for Windows you can send event information from VantagePoint to Service Desk using a WMI policy that intercepts `OV_Messages` and uses a Visual Basic script called

Vpw-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 VantagePoint management server.

If you are using VantagePoint for UNIX you can send event information to Service Desk using the Trouble Ticket interface to call sd_eventins.sh.

Reflecting Updates Done in VantagePoint

Currently this feature is only available with VantagePoint for Windows. Changes made to VantagePoint messages from the VantagePoint 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.

Manually Forward Events To Service Desk

This feature is currently only available on VantagePoint for UNIX. This feature can be used to manually register an incident in Service Desk when an error occurs that was not detected by VantagePoint.

For UNIX users the Insert Incident application can be used to perform this function.

Sending Annotations and Acknowledgments

This integration is available for VantagePoint for Windows and for UNIX. An annotations can be sent to VantagePoint when an incident changes and an acknowledgement can be sent when the incident is closed. Service Desk database rules make these actions possible and are supplied in the demo database. The rules can be turned on or off and modified from the Service Desk Rule Manager. Agents on the VantagePoint for Windows server are sent commands from the Rule Manager that call the Vpw-Sd.vbs script on the VantagePoint server.

VantagePoint for UNIX uses opcackmsg and opcannoadd instead of the Vpw-Sd.vbs script.

Database Rules are available for both UNIX and Windows users.

Calling the Service Desk User Interface

This feature is only available for VantagePoint for Windows. VantagePoint for Windows users can select a node in VantagePoint and launch a tool for opening the corresponding incidents for that configuration item in Service Desk. This feature uses a file called `SDDataForm.exe` to pass a request via the command line to Service Desk. For this feature to work both Service Desk and VantagePoint must be installed on the same machine.

Viewing VantagePoint Service Statuses From a Browser

This feature is available for VantagePoint for Windows and VantagePoint for UNIX. After installing and configuring one of the recommended Web Servers, VantagePoint for Windows users can view service statuses from any browser.

VantagePoint for UNIX users can use the VantagePoint 6.0 HTML Service Viewer to view service statuses, by entering a URL in your browser once you have installed the `vpo_service_view_cgi.tar` file on your VantagePoint server. The top level services displayed are updated once every minute.

Generating a VantagePoint Message From Service Desk

This feature is available for VantagePoint for Windows and UNIX servers. Smart Actions are available in the demo database for performing this action. The integration uses the VantagePoint agent on the Service Desk client.

There are separate Smart Actions for UNIX and Windows users.

Monitoring Service Desk and Integration Processes

This feature is available both for VantagePoint for Windows and VantagePoint for UNIX servers. For Windows users, VantagePoint 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 log (`logserver.txt`), and the `sd_event_error.log`. The policies can be

used to match specific log file lines, assign variables out of the intercepted lines and conduct pattern matching.

VantagePoint for UNIX users can perform the same monitoring actions with the by using message source templates supplied for this integration feature.

2 Installation

This chapter explains the installation tasks you must perform on Service Desk and on VantagePoint for this integration. Installation tasks are explained for the Service Desk server, VantagePoint for Windows and VantagePoint for UNIX servers.

Requirements

The supported platforms list provides information on the software and system requirements necessary for this integration. The Supported Platforms List is supplied in the zip file for this Service Pack in the following location: `\Doc\Supported_Platform_List.pdf`.

One of the essential requirements, mentioned in the Supported Platforms List, is that when using the VantagePoint for UNIX integration the correct version of Perl must be installed prior to installing this integration and must be mentioned first in the path variables. The version of Perl that is tested and is known to work with Service Desk and this integration can be found in the Supported Platforms List. You can check what version of Perl is installed on your VantagePoint server with the command: `perl -v`

To enable a user to create a WBEM ODBC source the driver WMI version 1085 core components are needed. These components are available on the VantagePoint installation CD as `wmicore_1085.exe` in the directory `/wmi`.

Preparing for Installation

Prior to installing this integration you must have your VantagePoint and Service Desk applications installed. The following items will need to be installed and configured according to the installation guides supplied with each product. You should install the integration in the following order.

Service Desk Applications

You will need to install the following items prior to installing this integration:

- Service Desk 3.0 application Server installation from Service Desk 3.0 CD-ROM;
- `Integrations` on your Service Desk server, this is an option when installing Service Desk from the Service Desk 3.0 CD-ROM;
- Service Desk agents on all VantagePoint servers. Windows agents are installed from the Service Desk 3.0 CD-ROM and must then be updated by installing the latest Service Desk Service Pack. UNIX agents must be installed from the `hpovsd` depot that comes with this integration. Install the latest Service Pack after installing the integration.
- The latest Service Desk 3.0 Service Pack

For additional installation information refer to the *HP OpenView Service Desk 3.0 Installation Guide*.

Creating a VantagePoint Server Account

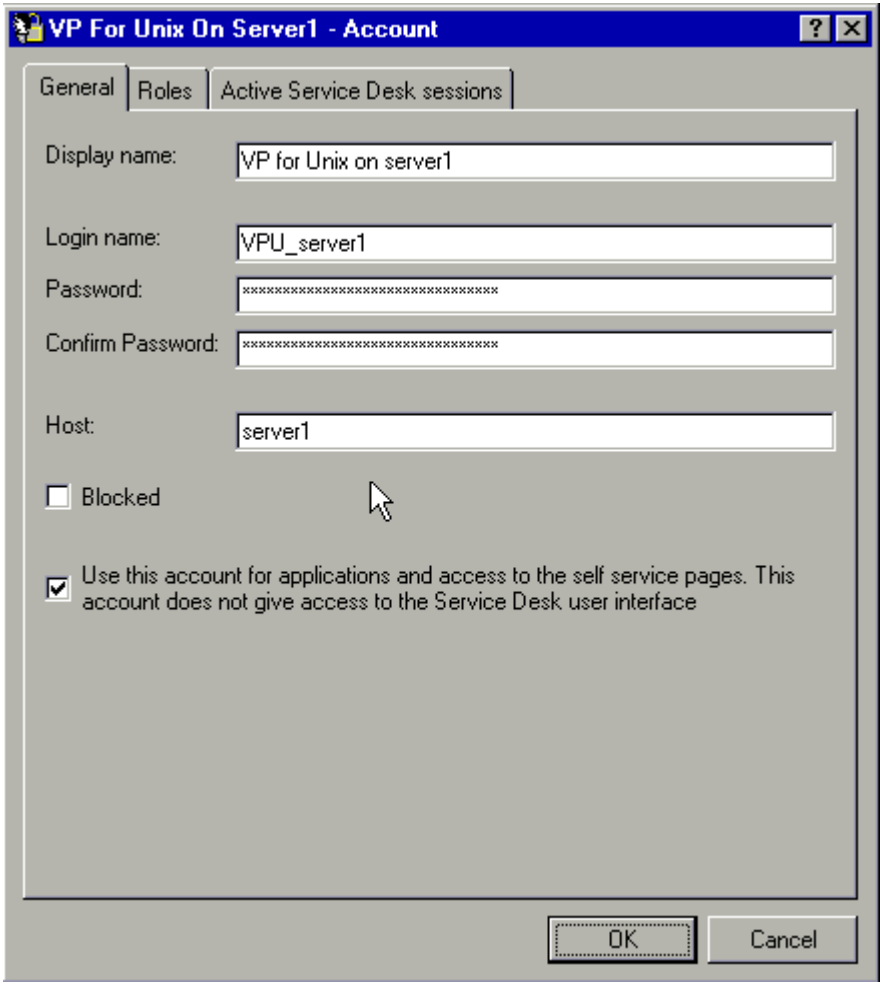
After you have installed the Service Desk application, create an account for your VantagePoint server. Every VantagePoint server that will be integrated with Service Desk needs to have a Service Desk account. UNIX servers need to have an account starting with VPU and Windows servers need to have an account starting with VPW. The account and host name of the VantagePoint server is used by the Rule Manager to register and send acknowledgments and annotations to the VantagePoint servers.

To create an account for each VantagePoint server you will integrate

with Service Desk:

1. From the Tools menu, select System, then click Security, then Access and Account. The following figure is an example of how to create a UNIX account:

Figure 2-1 VantagePoint Account for a UNIX Server



2. You must start the account name with VPW or VPU, followed with your server host name, for example VPW_**VantagePointserver1**.
3. Make the account a non-user interface account, by selecting the Use

this account for applications and access to the self service pages. This account does not give access to the Service Desk user interface check box.

4. In the Role tab, right-click the Helpdesk role, select Open and select the View check box for the Accounts Access rights, then click OK.

VantagePoint Applications

You will need to install the following VantagePoint Operation applications prior to installing this integration:

- VantagePoint application;
- VantagePoint agent on Service Desk server;
- Web Server supplied with your VantagePoint Operation application. Windows users can use either the Apache or Microsoft® IIS Web Server. If you are using VantagePoint for Windows, you can verify if it is installed already using:
  for IIS for Windows:
  http://<server>/scripts/OvServiceExport.exe?-format+html

  for Apache for both Windows and UNIX:
  http://<server>:<portnumber>

For additional installation information refer to the installation guide that came with your VantagePoint Operation application.

Service Desk Server

The VantagePoint Operation Integration includes a number of files and tools that need to be installed on the Service Desk and the VantagePoint servers. This section explains the installation tasks that need to be performed on the Service Desk server. Both UNIX and Windows users will need to install the integration on their Service Desk server. Additional sections follow for installing on a VantagePoint for Windows server and then a VantagePoint for Unix server.

NOTE If Service Desk and VantagePoint are installed on the same application server you can install the integration for both applications at the same time. Select the `Both Integrations` option in the Setup Type dialog box when you are running the Installation program.

NOTE The VantagePoint Operation 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.

To install the integration on the Service Desk server you will need to:

- copy the VantagePoint Integration folder to your Service Desk application folder;
- run the installation program;
- install the demo database (optional).

The following section explains the installation in more detail. The following table is provided for reference purposes only and includes a portion of the items that are installed on the Service Desk server. Default file locations are given and information stating whether the installation

is done automatically:

Table 2-1 Service Desk Server

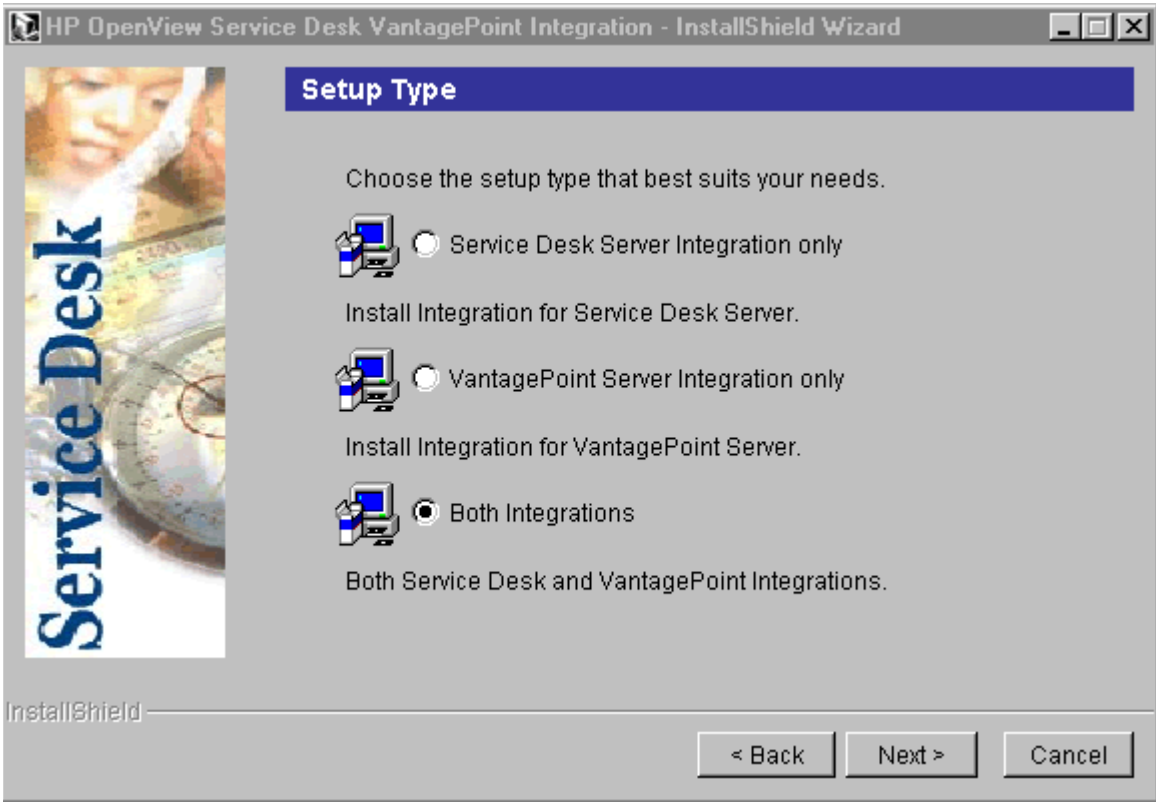
File	Default Location
vpunixci.ini and vpwindowsci.ini	*Service Desk product path*\data_exchange\config
vpunixservices.ini and vpwindowsservices.ini	*Service Desk product path*\data_exchange\config
sd_access.exe	*Service Desk product path*\bin
vp_mappings.sql	runs in repository account to add import mapping to database.

Installing on the Service Desk Server

To install the integration:

1. Run the executable file supplied for the integration.
2. Select your Runtime Locale and click OK.
3. The InstallShield Welcome dialog box will appear. Click Next to continue.
4. The Setup Type dialog box will appear. Select one of the options, then click Next to continue:

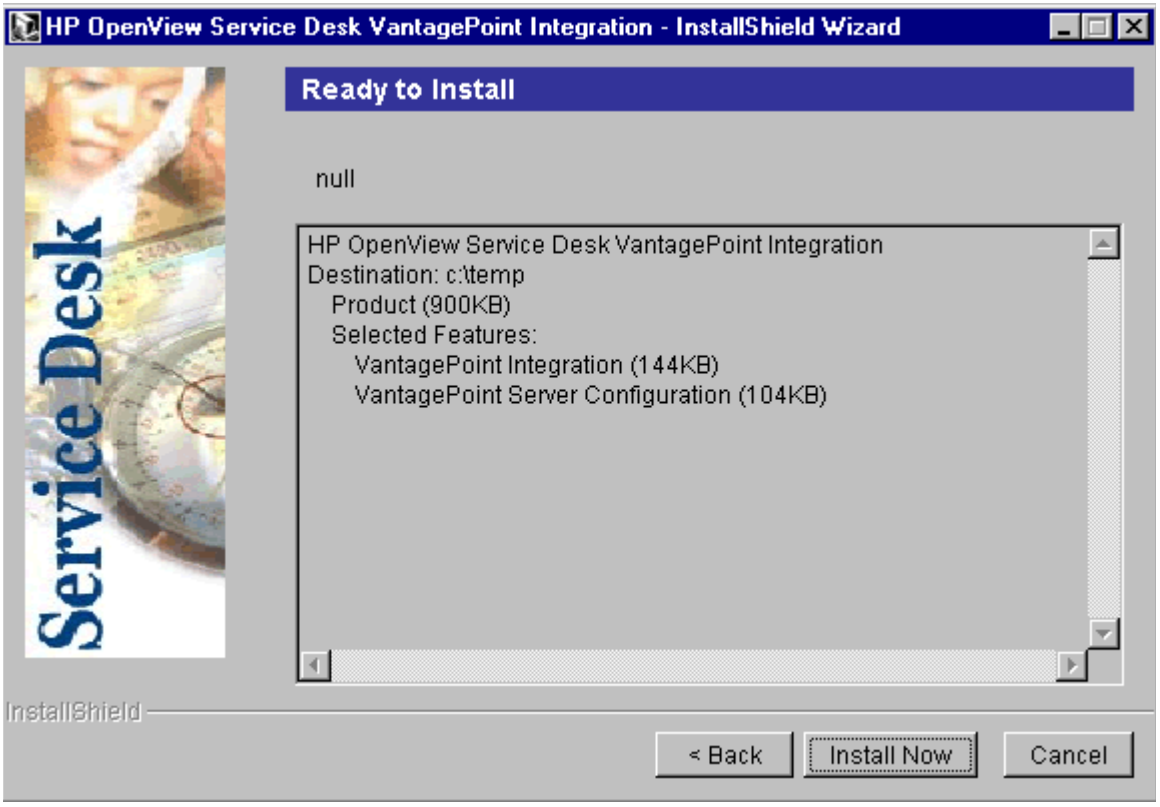
Figure 2-2 Setup Type dialog box



- Select the `Service Desk Server Integration only` option to install the Service Desk portion of this integration on a Service Desk application server.
- Select the `VantagePoint Server Integration only` option to install the VantagePoint portion of this integration on a VantagePoint for Windows server.
- Select the `Both Integrations` option if Service Desk and VantagePoint applications are running on the same Windows application server.

5. The Ready to Install dialog box will appear with a summary of the installation option you selected. Click `Install Now` to continue:

Figure 2-3 Ready to Install dialog box



6. The Installation program will install the integration.

If you are using VantagePoint for UNIX see“VantagePoint for UNIX Server” on page 41 for information on installing the rest of the integration on your UNIX server. If you are running VantagePoint for Windows on a different application server than Service Desk, see “VantagePoint for Windows Server” on page 37.

Installing the Demo Database

The demo database installed with Service Desk 3.0 will be updated when you install this integration. The updated database includes database rules, import mappings, and smart actions used for this integration. It is not mandatory for you to install the demo database, though it can save you time when configuring the integration.

The demo database from the Service Desk 3.0 CD-ROM should be installed prior to installing this integration. The integration installation will upgrade the demo database. To install the demo database for the VantagePoint Operation integration:

1. From the `Start` menu, select `Programs`, then `HP OpenView Service Desk 3.0`.
2. Click `HP OpenView Service Desk Database Configuration Wizard`. This will start the database configuration wizard. The demo database installation files have been updated during the installation of this integration, you can use the wizard to install this updated demo database as a new demo database.

CAUTION

Backup your existing demo database, prior to installing this new database, to prevent a loss of data in the existing database due to errors that may occur during the process.

For additional information on installing the demo database and using the Database Configuration Wizard, refer to the *HP OpenView Service Desk 3.0: Installation Guide*.

If you do not want to install the demo database containing configured database rules and smart actions you can configure the database rules and smart actions manually as explained in “Configuring Smart Actions” on page 77, and “Configuring Database Rules” on page 68. If you do not install the demo database supplied with this integration you will need to perform the configuration task; “Creating the Operational Level Service Category” on page 57.

NOTE

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

VantagePoint for Windows Server

Files and tools need to be installed on the VantagePoint servers for the integration to work. This section explains the integration installation on a VantagePoint for Windows server. See “Installing on the VantagePoint for UNIX Server” on page 42 if you use a VantagePoint for UNIX server and not a Windows server.

NOTE

If Service Desk and VantagePoint are installed on the same application server you can install the integration for both applications at the same time. Select the `Both Integrations` option in the Setup Type dialog box when you are running the `StartInstallation.exe` program.

To install the integration on your VantagePoint for Windows server you will need to:

- Run the executable supplied for the integration.
- Install the HTML Service Viewer, see “Installing the HTML Service Viewer” on page 39.

The section that follows, explains the installation process in more detail. The following table shows the key integration files installed on the VantagePoint for Windows server, and the default locations for those files:

Table 2-2 VantagePoint Server - Windows Platform

File	Default Location
`sd_event.exe`	*`VantagePoint Product Path`*`\bin\tools`
`sd_event.ini`	*`VantagePoint Product Path`*`\bin\tools`
`Vpw-Sd.vbs`	*`VantagePoint Product Path`*`\bin\tools`

Table 2-2 VantagePoint Server - Windows Platform

File	Default Location
queuectl.exe enqueue.exe dequeue.exe	VantagePoint Product Path\bin\tools
Monitor Service Desk logfile (policy)	VPW database
Monitor sd_event logfile (policy)	VPW database
Forward messages to Service Desk (policy)	VPW database
Forward message changes to Service Desk (policy)	VPW database

Installing on the VantagePoint for Windows Server

To install the integration on your VantagePoint Operation for Windows server:

1. Run the executable supplied for the integration.
2. Select your Runtime Locale and click OK.
3. The InstallShield Welcome dialog box will appear. Click Next to continue.
4. The Setup Type dialog box will appear. Select the following option, then click Next to continue:
   - Select the VantagePoint Server Integration only option to install the VantagePoint portion of this integration on a VantagePoint for Windows server.
5. The Ready to Install dialog box will appear with a summary of the installation option you selected. Click Install Now to continue.
6. The installation program will begin installing the integration.

If you are using VantagePoint for UNIX see “VantagePoint for UNIX Server” on page 41 for information on installing the rest of the

integration on your UNIX server.

Installing the HTML Service Viewer

The HP VantagePoint Operation 6.0 HTML Service Viewer makes it possible for you to view services on your VantagePoint for Windows server from a browser. VantagePoint for Windows uses a Web Server to perform this function. Refer to the supported platforms list delivered with this integration, under the file name `\DOC\Supported_Platforms_List.pdf` for additional information about the Web Servers supported. To install the integration you will need to first copy `OvService Export.exe`.

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 folder OvServiceExport, which has been created by the integration installation programme on the VPW server. 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 NT4.0 OptionPack`, `Microsoft Information Server`, 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 VantagePoint 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.

VantagePoint for UNIX Server

Files and tools need to be installed on the VantagePoint servers for the integration to work. This section explains the installation on a VantagePoint for UNIX server. To install the integration on a VantagePoint for Windows server see “Installing on the VantagePoint for Windows Server” on page 38. Briefly you will need to:

- copy the `hpovsd` depot and paste it in the tmp folder on your VantagePoint for UNIX server;
- use `#swinstall` to install the `hpovsd` depot. The depot contains the VantagePoint Operation Integration (`VantagePoint6_SD30.tar`) `sd_event`, `event queueing` tools and `agent`
  `# swinstall -s /tmp/hpovsd_depot`
- install the HTML Service Viewer For more information, see “Installing the HTML Service Viewer” on page 44.

TIP

To install the JAVA user interface on a Windows machine, copy using ftp `/opt/OV/www/htdocs/ito_op/ITO_JAVA.exe` from your VantagePoint for UNIX server and paste it in the `c:\temp` folder of your Windows client machine.

Run `ITO_JAVA.exe` to install the user interface.

Start `ito_op.bat` and fill in the user name, password (default is `opc_op/OpC_op`) and server name. For additional information refer to Chapter 3, in the *VantagePoint Operation for HP-UX: Installation Guide*.

The following table lists the key items that are installed on the VantagePoint for UNIX server with the default locations for those files:

Table 2-3 VantagePoint Server - UNIX Platform

File	Default Location
`sd_event.ini`	`/opt/OV/SD/bin`
`sd_event`	`/opt/OV/SD/bin`

Table 2-3 VantagePoint Server - UNIX Platform

File	Default Location
sd_event.sh in Trouble Ticket Interface	VantagePoint database
sd_event.sh	/opt/OV/bin/OpC/extern_intf
sd_eventins.sh	/opt/OV/bin/OpC/extern_intf
sd_eventins.pl	/opt/OV/bin/OpC/extern_intf
get_vp_attributes	/opt/OV/bin/OpC/extern_intf

Installing on the VantagePoint for UNIX Server

Install the hpovsd depot on your UNIX servers. The hpovsd depot is located in the zip file for this Service Pack in the VantagePoint Integration folder. To install the integration:

1. The depot contains the VantagePoint Operation integration tools in a tar file called vantagepoint6_SD30.tar. The depot also contains the; ITO 5.3 integration, SDevent, EventQueuing and the Service Desk Agent. To install the integration, copy the hpovsd.depot to your tmp directory and then run:

   - # swinstall -s /tmp/hpovsd.depot
   - # mkdir -p /opt/OV/SD/vantagepoint
   - # cd /opt/OV/SD/vantagepoint
   - # tar xvof VantagePoint6_SD30.tar
   - # ./install.sh

2. During the installation of the vantagepoint6_SD30.tar file you will be asked a number of questions. The answers you give will be used to modify the sd_event.ini file located in; /opt/OV/SD/bin/sd_event.ini. The questions will be similar to the following:

   - What is the version of your Oracle VantagePoint database? **Please enter 7 or 8.**
   - What is the name of the Service Desk server? **Enter the server you installed Service Desk on.**
   - What is the account to log in to Service Desk (log in

name/password)? **Enter the account you created for this Vantage Point server in Service Desk.**

- What is the Oracle instance name of VantagePoint? **Enter the alias name of the database VantagePoint uses.**
- Do you want to upload the VantagePoint default configuration now? **Enter Y to continue installation**.

3. After answering the initial questions, a series of messages will appear and the installation program will start copying files to the default locations:
   - The directory vp6.0/Dist-HP-UX-B.11.00_ORA-8.0.5_Release is present.
   - The file get_vp_attributes is present.
   - Creating configuration files for the VantagePoint integration...
   - Warning: The next action will OVERWRITE the existing interface. If you already have an interface, backup it now and merge the existing interface with /opt/OV/bin/OpC/extern_intf/sd_eventins.sh
4. During installation a log file called; install.log, will be created in the log folder. When the installation is successful, you will see the message: Installation of VantagePoint integration has been completed without errors.

   The installation will automatically:
   - add the application group Service Desk with the applications; Insert Incidents(Java/Motif™) , View Node (Java), and View Incidents (Java), to the VantagePoint user interface;
   - add message group Service Desk with template group Service Desk containing 4 message templates:

SD_VP	Detects errors and warnings in the VantagePoint_SD event integration.
SD_VP_ACK	Detects if the Rule Manager agent cannot acknowledge messages.

SD_APP_SERVER_LOG	Monitors the `logserver.txt` file.
SD_APP_SERVER	Monitors the Service Desk application server.

Messages created from the templates are stored in the Service Desk message group.

Installing the HTML Service Viewer

The HP VantagePoint Operation 6.0 HTML Service Viewer is an additional VantagePoint feature packaged with this integration. The Service Viewer makes it possible to view services on the VantagePoint server from a browser. To install the Service Viewer:

1. Untar the file: `/opt/OV/SD/vantagepoint/service_view/vpo_service_view_cgi.tar`
2. Run the install script: **`#/opt/OV/www/cron/install.sh`**
3. In your browser, type the following URL: **`http://<server name:8880/vpo_top_services.html`**

The web page will be updated by the server once every minute. If you see only an input field for a service ID then there are no services registered in the VantagePoint Operation service status engine.

NOTE `Cron` jobs will also appear in the VantagePoint for UNIX message browser. You can keep the `cron` jobs from appearing by suppressing them in the message source templates.

TIP You can add the following sample services for demonstration purposes:

```
opcservice -add /opt/OV/OpC/examples/services/banking.xml
opcservice -add /opt/OV/OpC/examples/services/sap.xml
```

Multiple VantagePoint Servers

To support multiple VantagePoint servers you will need to:

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

Account	Host
VPW_account1	server1.yourdomain.com
VPW_account2	server2.yourdomain.com

3 Configuration

Configuration tasks need to be performed on the Service Desk server and the VantagePoint server for this integration to work. Default settings and values are provided when possible.

Service Desk

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

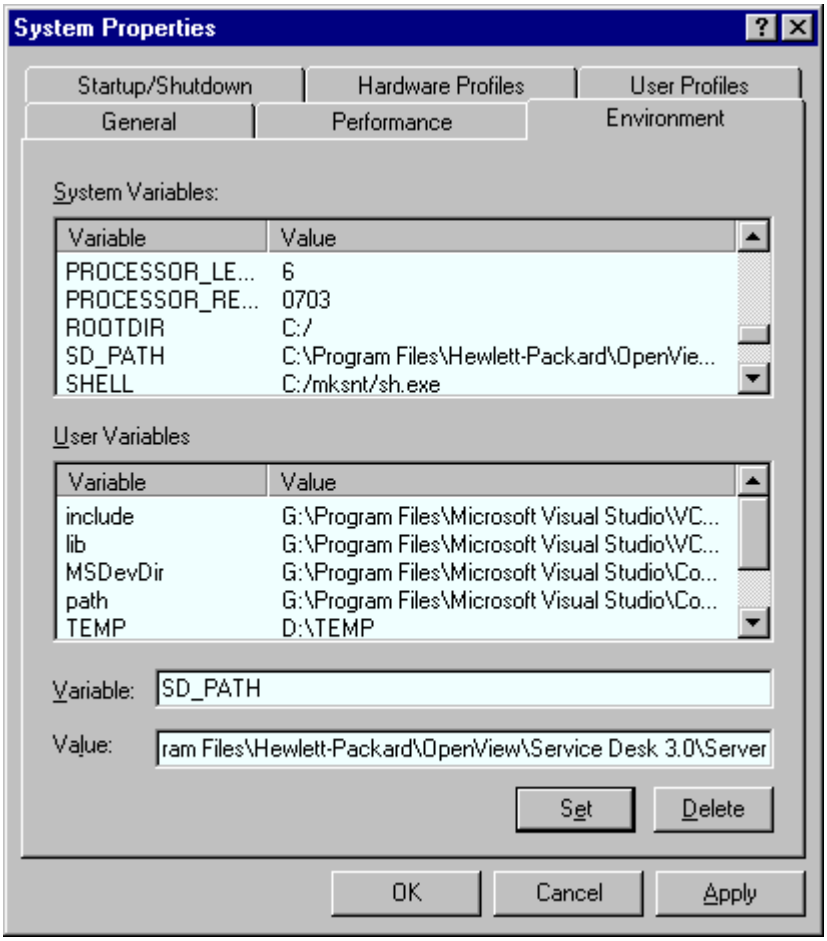
- Set the environment variable for Service Desk.
- Import managed nodes as configuration items.
- Create the Operation Level Service code.
- Import services as configuration items.
- Modify the import mapping for events (forwarded messages).
- Configure database rules.
- Configure Smart Actions.

Setting the Environment Variable for Service Desk

The environment variable needs to be set on Service Desk application server so that VantagePoint can find the log file for the Service Desk server for monitoring purposes. The variable can be set from the System Properties dialog box:

1. From the `Control Panel`, select `System` and the `Environment` tab.
2. Click the `Environment` tab and select SD_PATH in the `System Variables` portion of the window. If the SD_PATH variable is not present you can create it as shown in the following dialog box. The value field must contain the complete path to the folder where `logserver.txt` is located:

Figure 3-1 System Properties - SD_PATH



3. Click OK when finished.

Putting the Service Desk Bin folder in the 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.exe. This file is triggered by VantagePoint to send a request via the command line to open a specified Service Desk data form. This will only work when VantagePoint and Service desk are installed on the same computer. For VantagePoint to find SDDataForm.exe 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. From the `Start` menu select `Settings`, then `Control Panel`, then `System` and the `Environment` tab.
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 VantagePoint 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.exe`, the Service Desk Client or Server must be installed on the same machine as VantagePoint.

Importing Nodes Into Service Desk

In Service Desk configuration items need to be made for all nodes managed by VantagePoint. This step needs to be performed so that events coming from the VantagePoint server can find the configuration item they are related to in Service Desk. The VantagePoint 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 table:

Table 3-1 Import Mapping for Nodes, UNIX

Name	vpunixci	Import Mapping name
Class	NODES	Configuration Item with template VPUNIXCI
Field	SEARCHCODE	searchcode
Field	NODE_NAME	name1 (unique key)
Field	IP_ADDRESS	ip_address

Table 3-2 Import Mapping for Nodes, Windows

Name	vpwindowsci	Import Mapping name
Class	MANAGED_NODE	Configuration Item with template VPWINDOWSCI
Field	PrimaryNodeName	searchcode
Field	Caption	name1 (unique key)

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*.

The Configurable Extractor File

A configurable extractor (`vpunixci.ini`, `vpwindowsci.ini`) is used to define how the nodes should be exported from the VantagePoint database. An example of the extractor file with default settings is provided with this integration, `vpunixci.ini`, for UNIX:

```
[DSN]
NAME=vp_cis
USR=opc_op
PWD=opc_op
```

```
[SYSTEM]
LOG=TRUE
XML=TRUE
TXT=FALSE
DUMP=TRUE
LOG_FILE=vpunixci.log
OUTPUT_FILE=vpunixci.txt
XML_OUTPUT_FILE=vpunixci.xml
APPLICATION_NAME=vpunixci

[CLASSES]
NAME=nodes
-- create a searchcode from the node name by taking the
first part
-- to the period, make it upper case and remove hyphens
[nodes]
SOURCE=OPC_NODE_NAMES
ATT=[searchcode],[node_name],[ip_address]
COLUMNS=replace(upper(substr([node_name],1,
instr([node_name],'.')-1)), '-','') as [searchcode],
[node_name],trunc((ip_address/(256*256*256))) || '.' ||
trunc(mod(([ip_address]/(256*256)),256)) || '.' ||
trunc(mod(([ip_address]/256),256))  || '.' ||
mod([ip_address],256) as [ip_address]
-- (([ip_address]/(256*256*256)) Mod 256) & "." &
((([ip_address]/(256*256)) Mod 256)) & "." &
((([ip_address]/256) Mod 256)) & "." & ([ip_address] Mod
256) as [ip_address]
condition=[node_name] is not null
LOADTABLE=TRUE
```

Importing Nodes From VantagePoint 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:

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

NOTE The WBEM ODBC driver must be installed on Windows prior to starting this installation.

Figure 3-2 ODBC Data Source Administrator dialog box

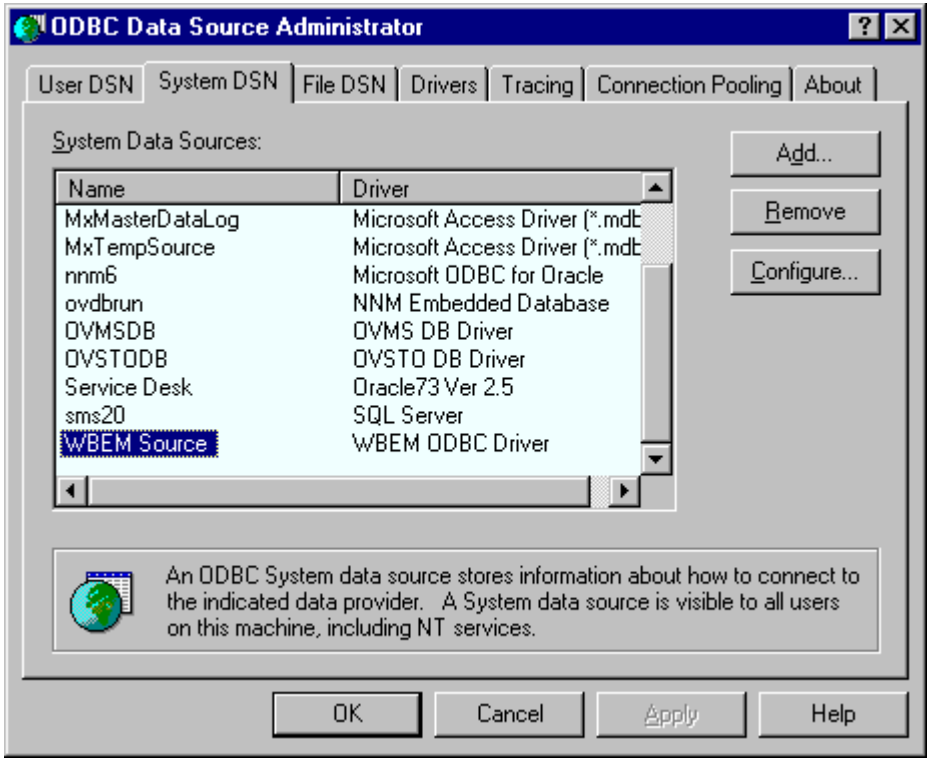
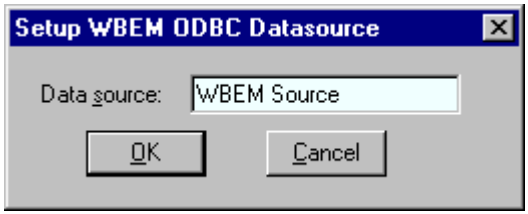


Figure 3-3 Setup WBEM ODBC Datasource



2. Use the Data Exchange task `vpwindowsci` (for Windows servers) to import all managed nodes as configuration items.
3. Check the log files `vpwindows_exp.log` and `vpwindowsci_imp.log` for errors.

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

If the VPW server and the SD AppServer are not located on the same machine, choose one of the two following options:

Option 1:

1. Install the Microsoft WMI SDK from http://msdn.microsoft.com/downloads/sdks/wmi/ on the Service Desk application server. This contains the WBEM ODBC driver.
2. Modify the files `vpwindowsci.ini` and `vpwindowsservices.ini`. Under the DSN section, locate the Server=keyword. Specify the VantagePoint server as the value, for example \\MYVPSERVER.
3. Export and import the data on the Service Desk application server.

Option 2:

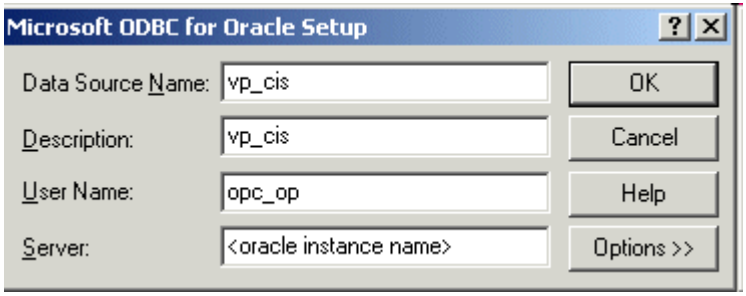
1. Install the Service Desk client, including data exchange and the files `vpwindowsci.ini` and `vpwindowsservices.ini` on the VantagePoint server.
2. Export the data on the VantagePoint server.
3. Move the resulting XML file to the Service Desk application server.
4. Import the data on the Service Desk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

Importing Nodes From VantagePoint for UNIX

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

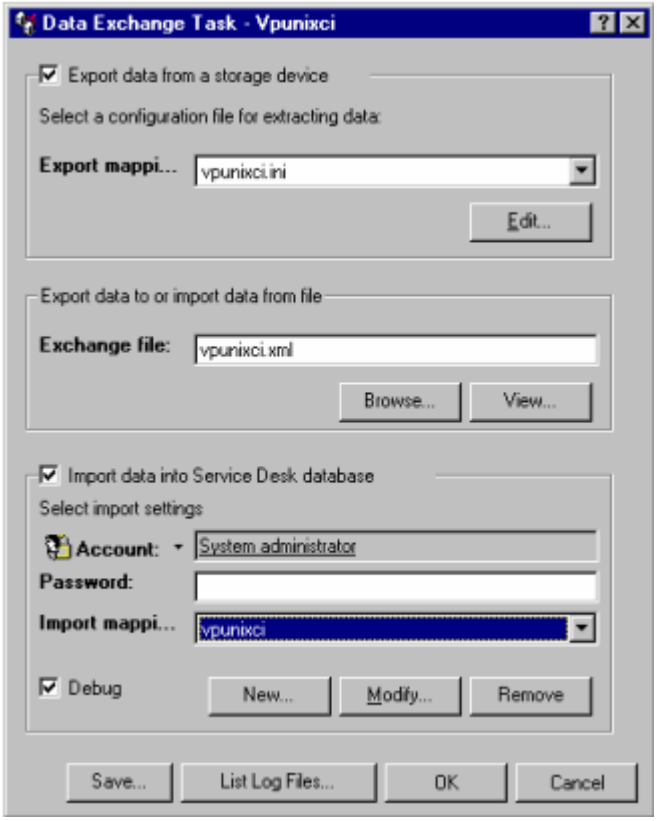
1. Create an ODBC link to the VantagePoint server. The ODBC link `vp_cis` is automatically created during installation. From the Windows control panel, click `ODBC Data Sources`. Select the `System DSN` tab. In the `Server` field enter the Oracle connect string for the VantagePoint for UNIX database. The Oracle instance name is `openview` by default. The following figure shows and example ODBC link for a VantagePoint for UNIX Oracle database as an example:

Figure 3-4 ODBC Link for VP UNIX Oracle database



2. After the link is established, use the Data Exchange task `vpunixci` (for UNIX servers) to import all managed nodes as configuration items. The default user name and password is `opc_op`, it can be changed if needed. The open task will resemble the following:

Figure 3-5 Data Exchange Task for Importing Nodes



3. Check the log files `vpunix_exp.log` and `vpunixci_imp.log` for errors.

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

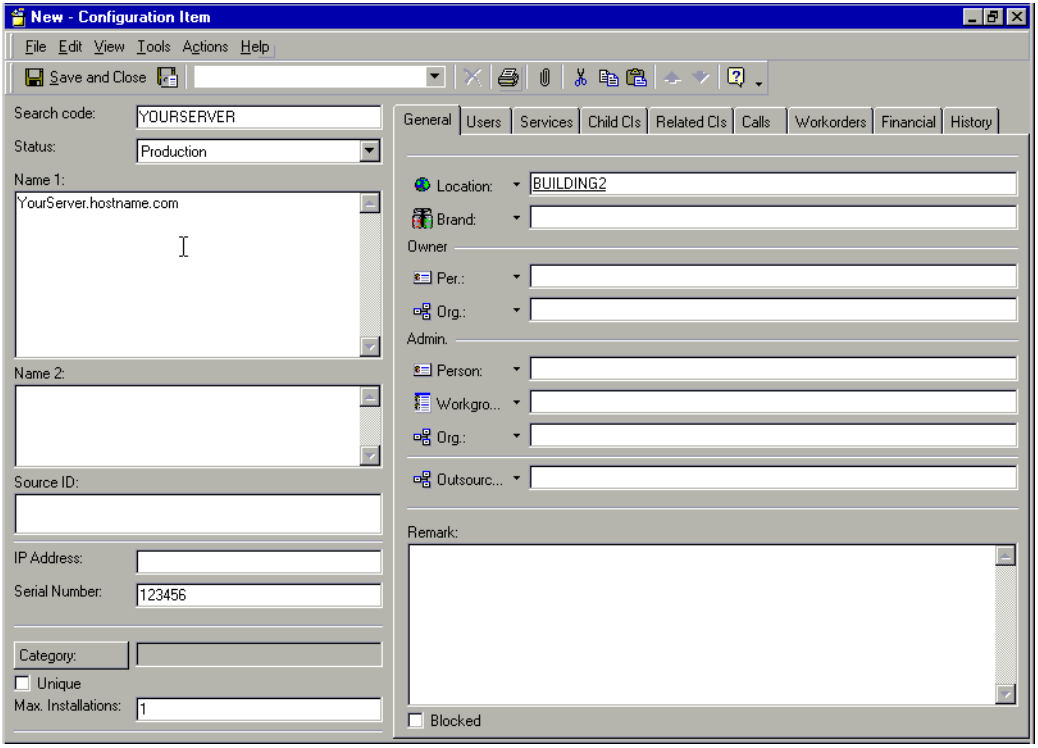
Manually Creating a Configuration Item

You can manually create Configuration Items in Service Desk for all or part of your managed nodes. This may be easier when adding one or two nodes rather than running the Data Exchange process again. Nodes need to be registered in Service Desk so that events (forwarded messages) coming from the VantagePoint server can find the configuration item they are related to in Service Desk. The VantagePoint server is also 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 3-6 Configuration Item dialog box



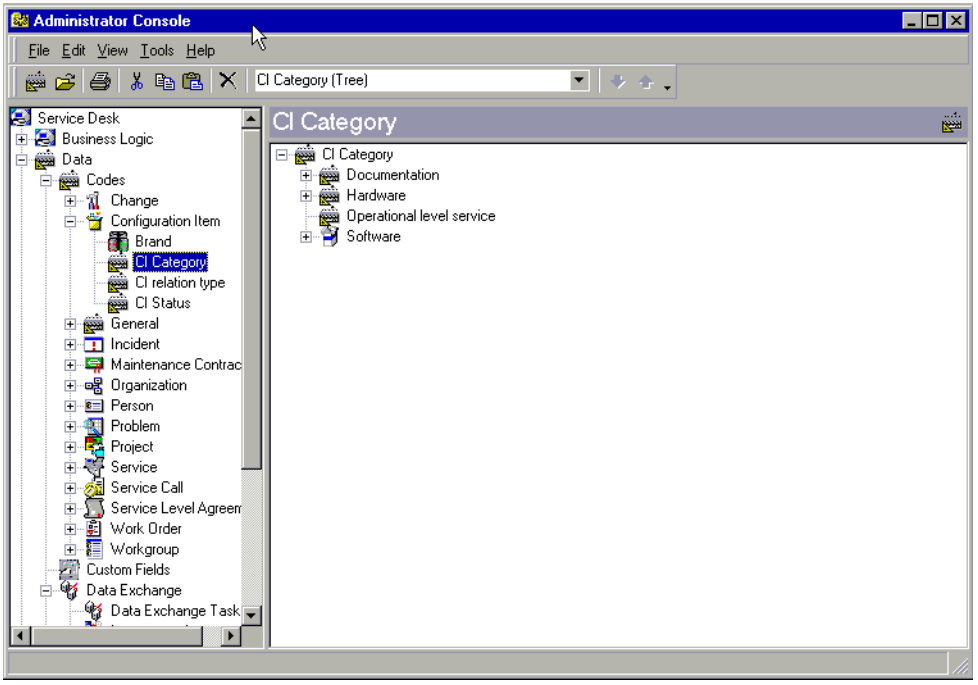
Creating the Operational Level Service Category

If you did not install the demo database that came with this integration, an `Operational Level Service` category needs to be created in Service Desk and added to the VantagePoint service template. The category will be used when you import VantagePoint services as Service Desk

configuration items. To create the category:

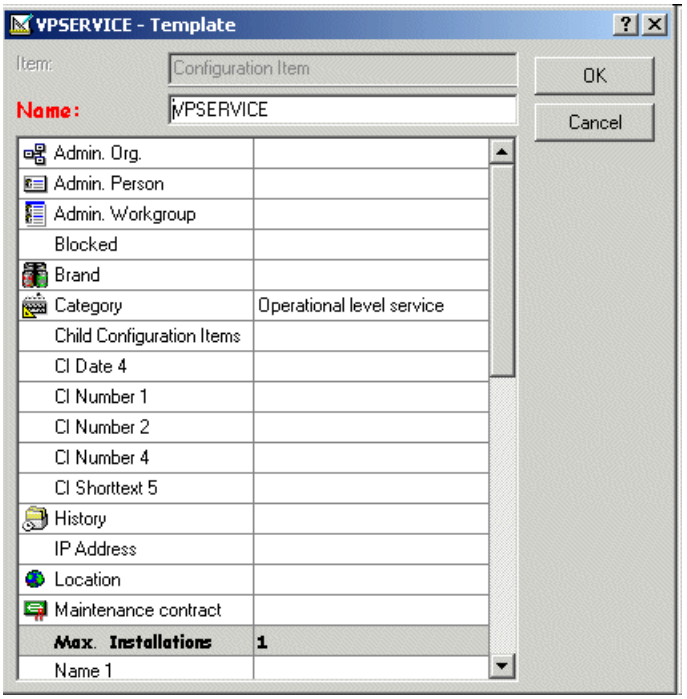
1. From the Tools menu select System, then click Data, then Codes, and Configuration Item from within the Administrator Console.
2. Click CI Category, then right-click in the screen and select New CI Category from the menu that appears.
3. In the New CI Category dialog box enter Operational Level Service, in the Text field and leave the Parent field empty. Verify that there is no check mark in the Blocked check box, and click OK:

Figure 3-7 CI Category Operational Level Service



4. From the Data folder select Templates, then Configuration Item. Open the VPSERVICE template:

Figure 3-8 Operational Level Service



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

Importing Services Into Service Desk

In Service Desk configuration items can be made for VantagePoint services. The process for importing services from VantagePoint for Windows is similar to importing nodes. The process for importing services from VantagePoint for UNIX involves additional steps.

Importing VantagePoint for Windows Services

A Data Exchange Task is configured in the demo database 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 vpwindowsservices.ini file.
3. Use the Data Exchange task vpwindowsservices (for Windows servers) to import all managed nodes as configuration items.
4. Check the log files vpwindows_exp.log and vpwindowsci_imp.log for errors.

NOTE

Limitations exist when mapping fields in VantagePoint 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 VPWIndowsCI is present in the import mapping as a solution to this limitation. If you are importing services from VantagePoint to Service Desk the caption field in VPW may contain spaces and/or wildcard characters which are not allowed in the search code field of Service Desk. As a result, when an external VantagePoint 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. This only applies to the VantagePoint for Windows integration and not the UNIX integration because different ODBC drivers are used.

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

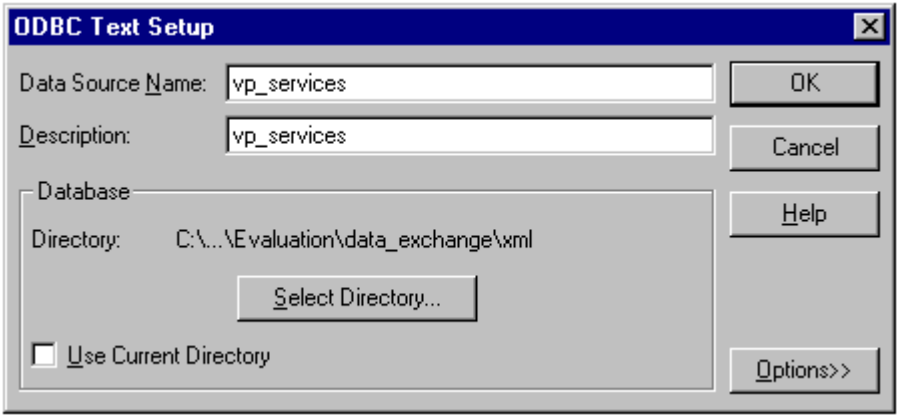
Importing VantagePoint for UNIX Services

To export Services from VantagePoint for UNIX and import them as configuration items in Service Desk, you will need to save the data in ASCII text format and use an ODBC text editor as explained in the following steps:

1. An ODBC text link to the vp_services.txt file is created when you install this integration. If you need to, you can create it manually as follows:
   - Select the System DSN tab and click Add.

- Select Microsoft Text Driver and then click Finish.
- Enter **vp_services** in the Data Source Name field.
- Enter **vp_services** in the Description field.
- Click Select Directory and enter *Service Desk product path*\data_exchange\xml. Clear the Use Current Directory check box:

Figure 3-9 ODBC Text Link



2. A file was created called schema.ini in: *product path*\data_exchange\xml. If the creation of the file did not occur, you can create the file manally. This file is used to define the structure of the vp_services.txt file. An example of this file follows:

```
[vp services.txt]
ColNameHeader=False
Format=CSVDelimited
MaxScanRows=1
CharacterSet=OEM
Col1=ITEM Char Width 255
Col2=COLUMN1 Char Width 255
Col3=COLUMN1 Char Width 255
Col4=COLUMN1 Char Width 255
Col5=COLUMN1 Char Width 255
```

3. Another configuration file called vpunixservices.ini is installed automatically during installation. Verify that the file is located in the

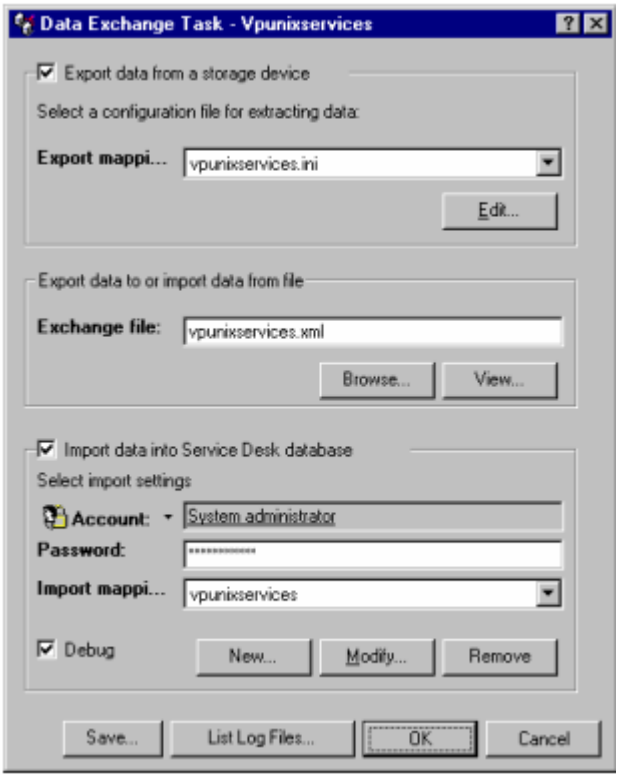
Service Desk product path\data_exchange\config folder. You may need to change the default settings in the DSN section. An example of the file follows:

```
[DSN]
NAME=vp_services
USR=
PWD=
[SYSTEM]
LOG=TRUE
XML=TRUE
TXT=FALSE
DUMP=TRUE
LOG_FILE=vpunixservices.log
OUTPUT_FILE=vpunixservices.txt
XML_OUTPUT_FILE=vpunixservices.xml
APPLICATION_NAME=vpunixservices
[CLASSES]
NAME=SERVICES,DEPENDENCIES
-- For services :
-- column1 = searchcode
-- column2 = name
-- column3 = label
-- column4 = title
[SERVICES]
SOURCE=vp_services.txt
ATT=[COLUMN1],[COLUMN2],[COLUMN3],[COLUMN4]
COLUMNS=[COLUMN1],[COLUMN2],[COLUMN3],[COLUMN4]
CONDITION=[ITEM]='SERVICE'
LOADTABLE=TRUE
-- For dependencies :
```

```
-- column1 = source
-- column2 = target
-- column3 = type (DEPENDENCY or COMPOSITION)
[DEPENDENCIES]
SOURCE=vp_services.txt
ATT=[COLUMN1],[COLUMN2],[COLUMN3]
COLUMNS=[COLUMN1],[COLUMN2],[COLUMN3]
CONDITION=[ITEM]='RELATION'
LOADTABLE=TRUE
```

4. On the VantagePoint for UNIX server, in `/opt/OV/SD/vantagepoint`, run `./vp_services` to generate a complete list of services and to transform the service information into a comma separated file called `vp_services.txt` that can be read by Data Exchange
5. Transfer the generated file to *`Service Desk product path`*`\data_exchange\xml` on your Service Desk application server with the `ftp` command.
6. Open and run the import task in Data Exchange called: `vpunixservices`. An example of the open task follows:

Figure 3-10 Import Services Task for UNIX



7. At the bottom of the Data Exchange dialog box, click `List Log Files`. Open `vpunixservices_imp.log` when it appears in the file window and check if any errors are written into the file.

NOTE An example text file called `vp_services_sample.txt` is delivered with this integration. You can rename it to `vp_services.txt` and use it for demonstration purposes.

NOTE To review another example of importing data from an ASCII text file, see Appendix A, “Examples” in the *HP OpenView Service Desk: Data Exchange Administrator's Guide*.

Modifying the Import Mapping for Events

An import mapping with default values is provided for the VantagePoint Operation integration, you can modify the import mapping from the Import mapping as needed:

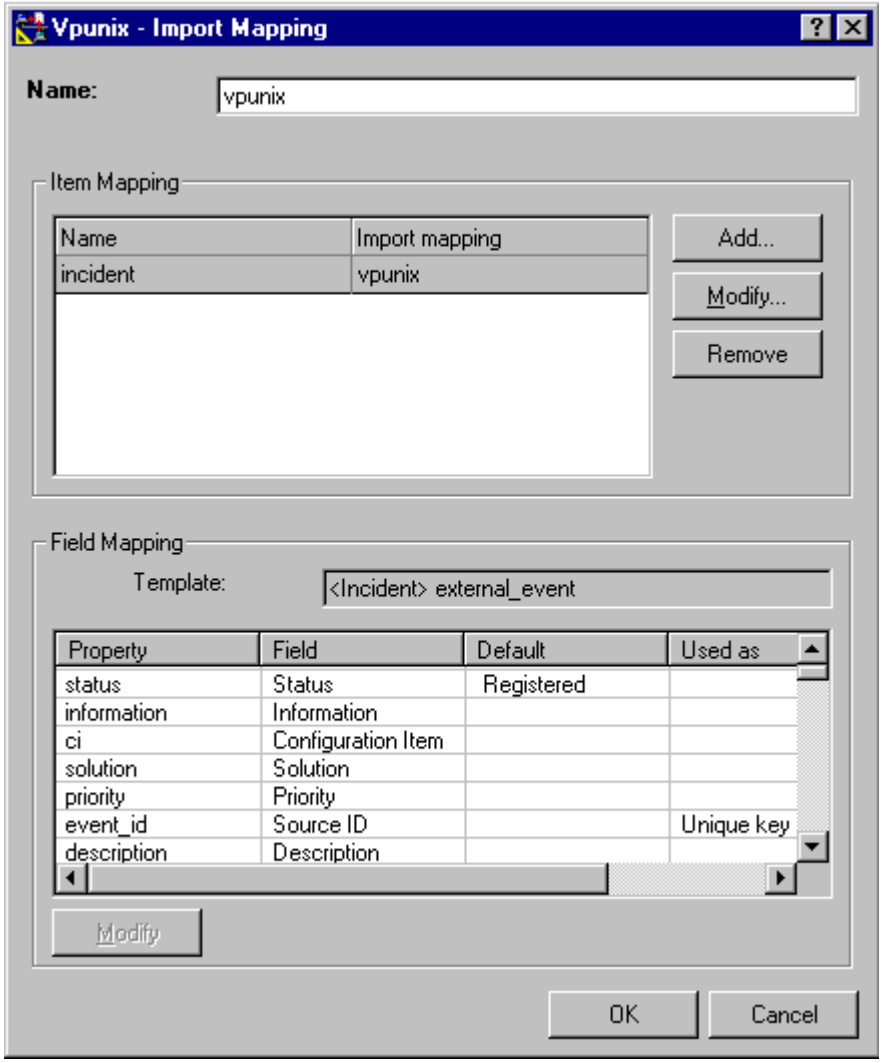
1. From the `Tools` menu in Service Desk, select `System`, then `Data`.
2. Double-click `Import Mapping` from within the Administrator Console.
3. Select the name of the import mapping you want to modify or right-click in the window to create a new import mapping. See the *HP OpenView Data Exchange Administrator's Guide* for additional information on import mapping.

The interface for forwarding messages to Service Desk uses the VantagePoint API to get message details. This provides access to 48 message attributes in VantagePoint, for example (on UNIX), message ID, message text, instructions, and annotations. You can configure the `sd_eventins.pl` file to insert VantagePoint message attributes into the `Remark` and `Information` fields of an incident in Service Desk. For Example: `information=\"Application: $VantagePoint_params{APPLICATION}; Object: $VantagePoint_params{OBJECT}\".`

VantagePoint message attributes are mapped to Service Desk incident attributes. The following table contains descriptive information to assist you in modifying the VantagePoint template supplied with Service Desk.

The default import mapping supplied with this integration follows for VantagePoint on UNIX.

Figure 3-11 Import Mapping for VantagePoint on UNIX



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

The import mapping name is `vpunix`. The class name is `incident` and is mapped to the `incident` related template `external_event`. The complete default mapping for fields and values is shown in the following

table:

Table 3-3 Default Import Mapping - UNIX

Properties	Fields	Remarks
event_id	Source_id	Mandatory
description	description	Mandatory, VantagePoint <message text>
information	information	message: <message text> Detected by: <name of application> Object in question: <object name> Annotation: <annotations>
solution	solution	<instruction text>
ci	configuration item, reference to item name1	Service Desk configuration item that corresponds to node or service the event occurred on. If the VPO service exists; CI=service. If it does not exist; CI=node.
status	status	Status incident will receive when created. Specify in incident template Status field.
category	category	To specify, select the VP incident template and edit the Category field
classification	classification	Incident classification
impact	impact	normal = none warning = low minor = medium major = high critical = top
priority	priority	normal = none warning = low minor = medium major = high critical = top

Mapping Event Information for Windows

You can send event information from VantagePoint to Service Desk using the WMI policy that intercepts OV_Messages and uses a Visual Basic script called `Vpw-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 VantagePoint management server machine. The attributes are mapped as follows:

Table 3-4 Default Attribute Mapping - Windows

Properties Message Attributes	Fields
Id	Event_id
Test (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 are used to send information from Service Desk to VantagePoint. A Service Desk agent must be running on each VantagePoint server to execute the commands specified in the rules. The following sections contain example for setting up rules for sending annotations and acknowledgments.

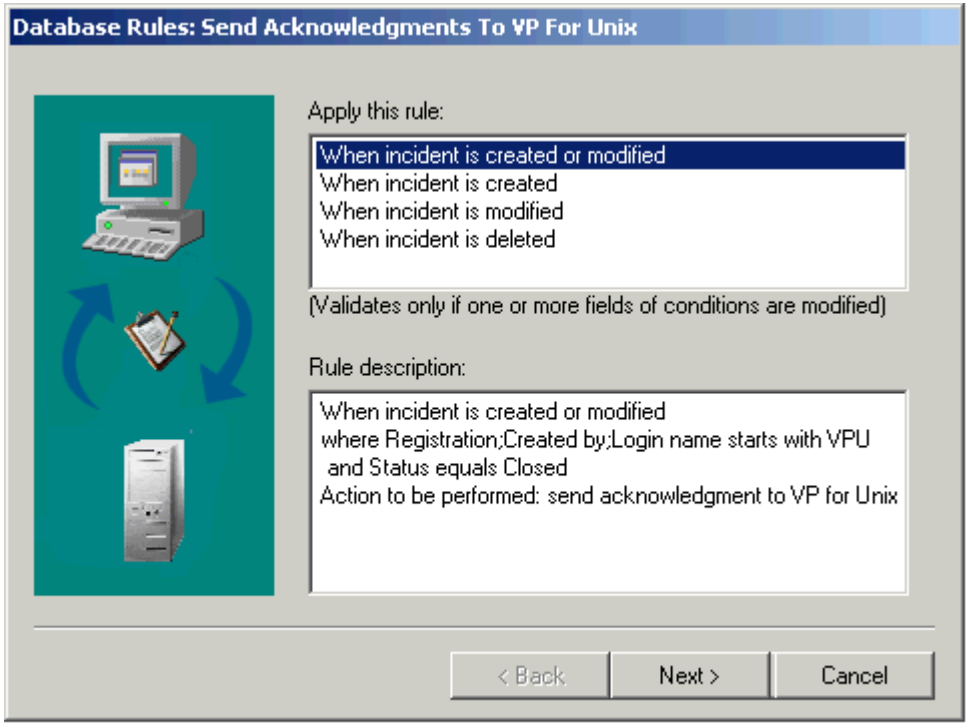
NOTE opcackmsg and opcannoadd are not part of the VantagePoint Operation Integration software, they are part of the VantagePoint application and are located in /opt/OV/bin/OpC.

NOTE Rules must be set to Blocked = No, this is not done automatically when you install Database Rules with the demo database.

Send Acknowledgment to VantagePoint for UNIX

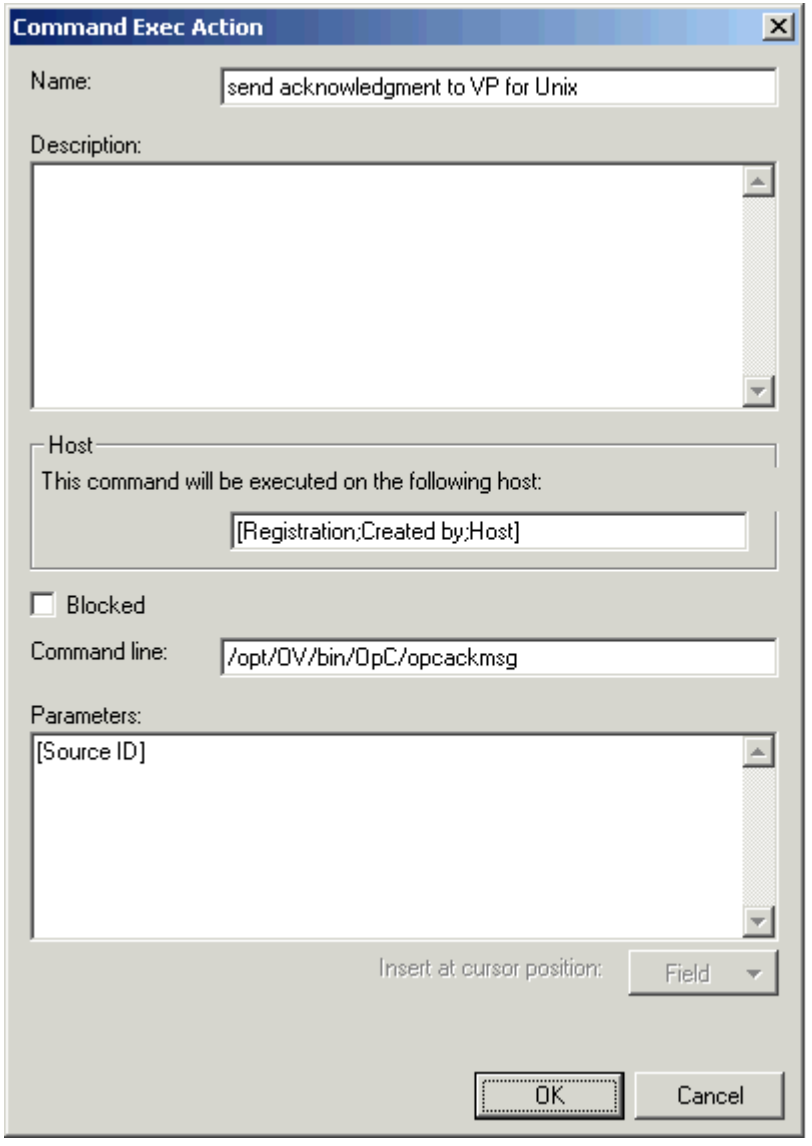
To send acknowlegment messages to VantagePoint for Unix, the database rule can be configured as follows:

Figure 3-12 Database Rule to Send Acknowledgments to VPO for UNIX



- for each modified incident;
- if [Registration; Created by;Loginname]starts with VPU;
- and status is changed to closed;

Figure 3-13 Action to Send Acknowledgments to VPO for UNIX

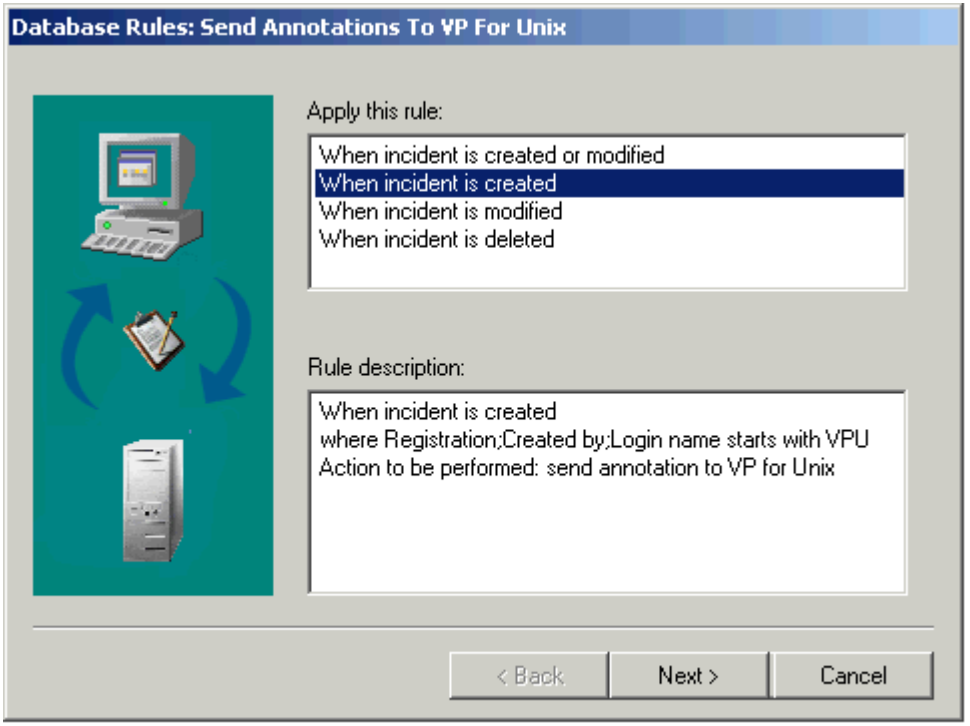


- on host: `[Registration;Created by;Host]`
- then execute the command: `/opt/OV/bin/OpC/opcackmsg`
- with the parameter: *`[Source Id]`*

Send Annotations to VantagePoint for UNIX

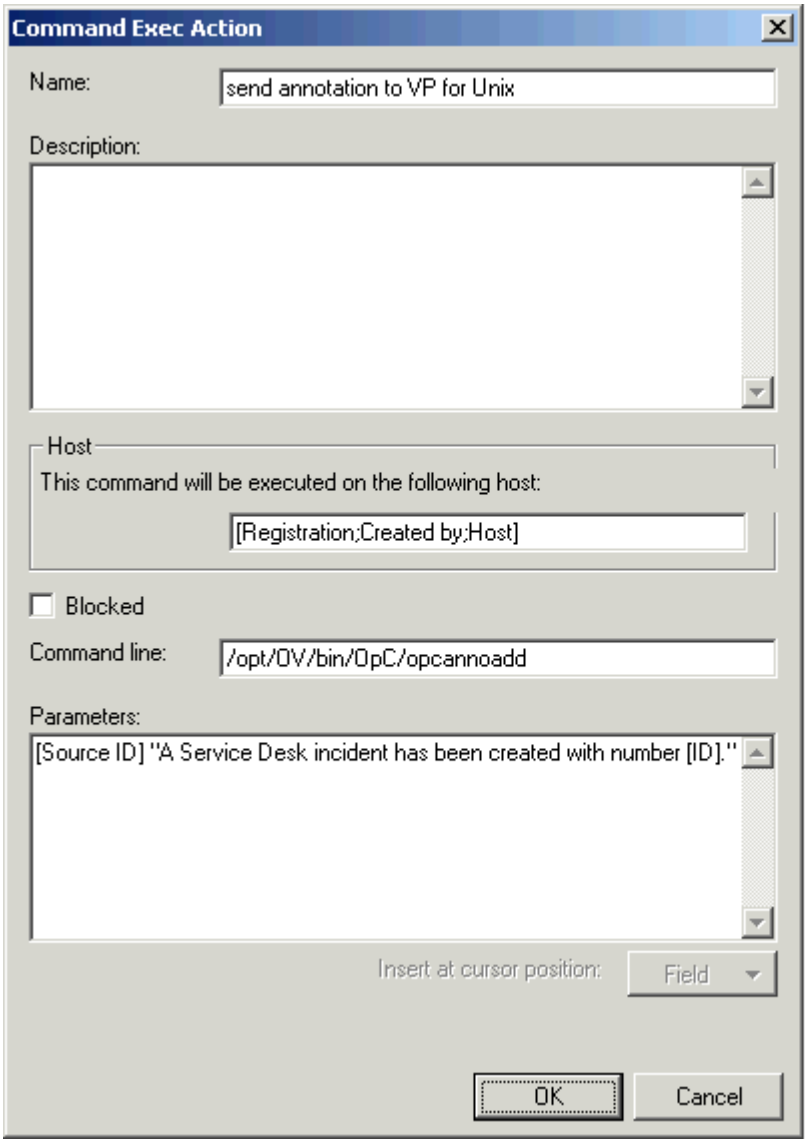
To send annotations to VantagePoint for UNIX, the database rule can be configured as follows:

Figure 3-14 Database Rule to Send Annotations to VPO for UNIX



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

Figure 3-15 Action to Send Annotations to VPO for Unix



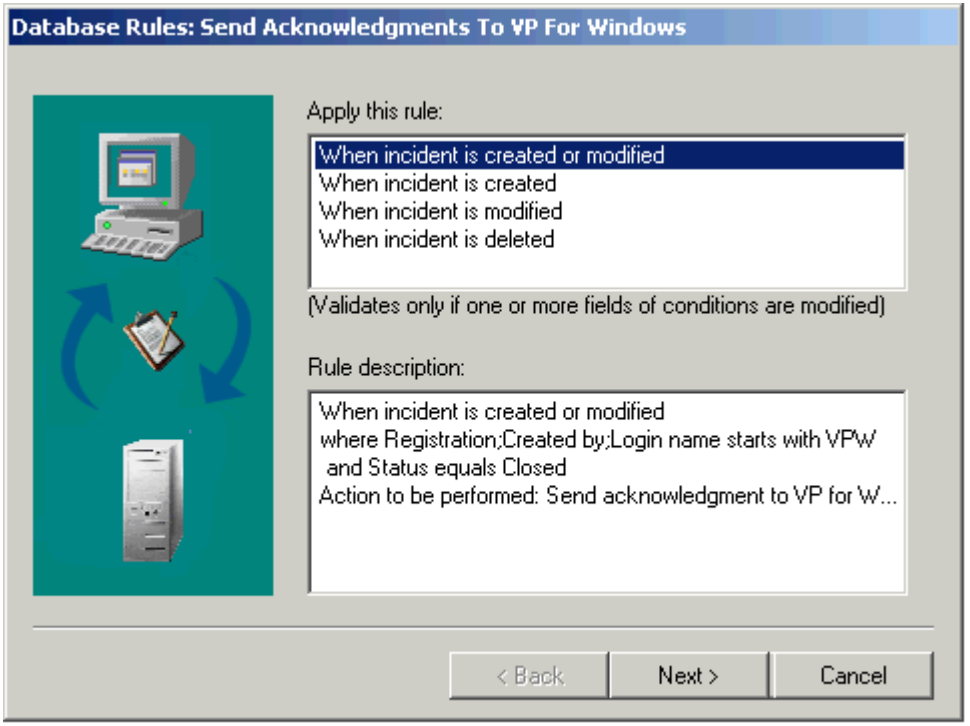
- execute on host `[Registration; Created by;Host]`
- the command: `opt/OV/bin/OpC/opcannoadd`

- with parameters:*[Source ID] "A Service Desk incident has been created with number [ID]."*

Send Acknowledgment to VantagePoint for Windows

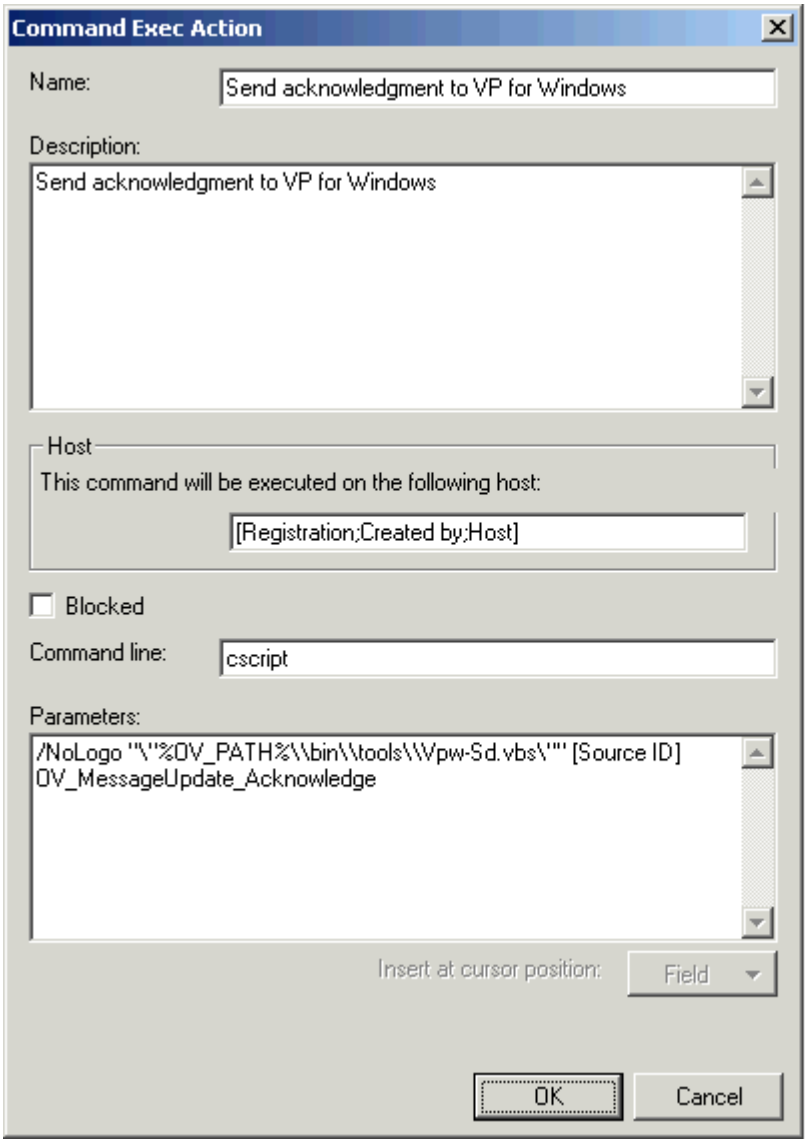
You can configure a database rule to send acknowledgments to VantagePoint for Windows as follows:

Figure 3-16 Database Rule to Send Acknowledgment to VPO for Windows



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

Figure 3-17 Action to Send Acknowledgment to VPO for Windows



- on Host: `[Registration;Created by;Host]`
- execute the command: `cscript`
- `with the parameters:`

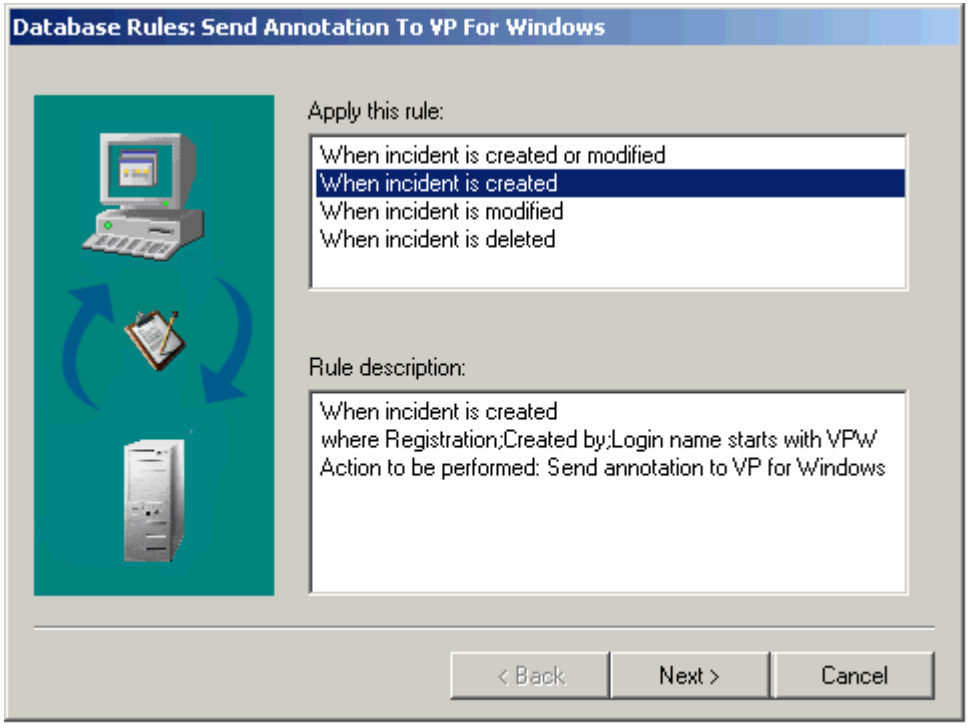
/NoLogo "\"%OV_PATH%\\bin\\tools\\Vpw-Sd.vbs\"" [Source ID] OV_MessageUpdate_Acknowledge
The command and parameters are entered in the Command Exec Action dialog box as follows:

NOTE To create the environment variable OV_PATH, refer to “Setting the Environment Variable for VantagePoint” on page 81

Send Annotations to VantagePoint for Windows

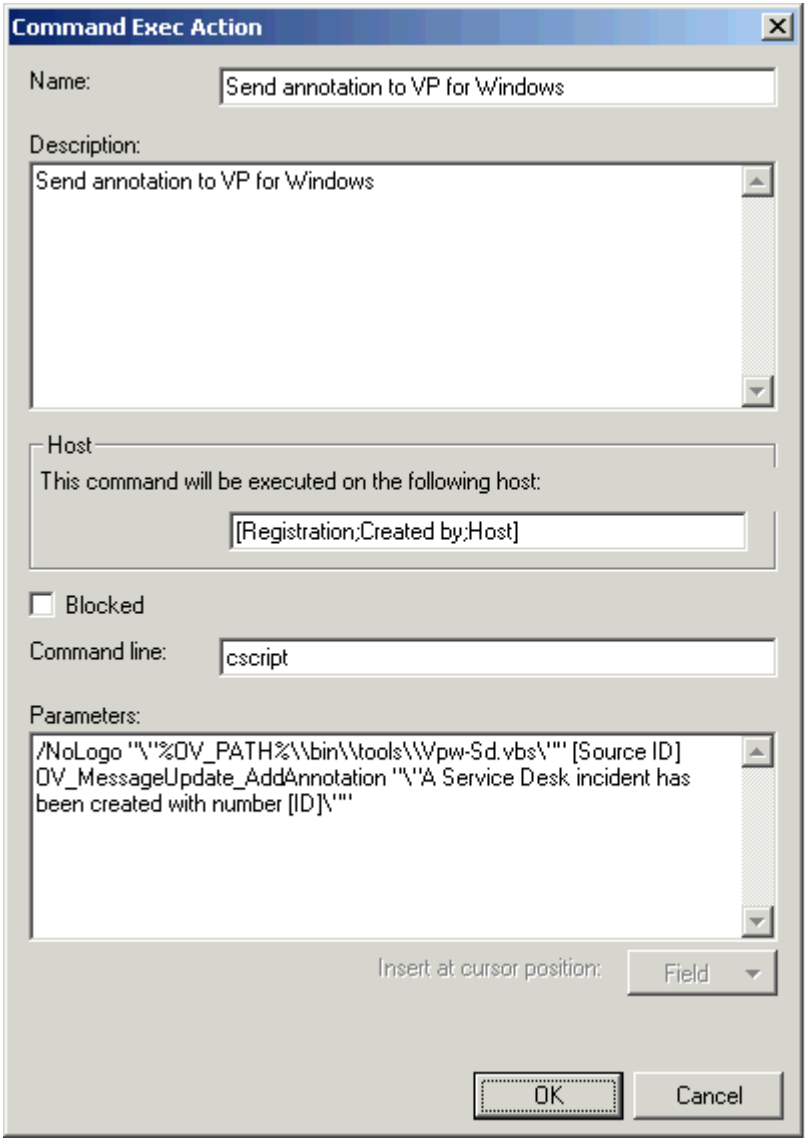
You can configure a database rule to send annotations to VantagePoint for Windows as follows:

Figure 3-18 Database Rule to Send Annotations to VPO for Windows



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

Figure 3-19 Action for Sending Annotations to VPO for Windows



- execute on host: `[Registration; Created by;Host]`.

- the command: `cscript`
- `with parameters:`
  `/NoLogo "\"%OV_PATH%\\bin\\tools\\Vpw-Sd.vbs\"" [Source ID] OV_MessageUpdate_AddAnnotation "\"A Service Desk incident has been created with number [ID]\""`

Creating New Database Rules

You can create additional database rules as needed. To create a new rule:

1. From the `Tools` menu in Service Desk select `System`, then click `Business Logic`, then `Database Rules`.
2. Click `Incident` to open the Database Rules for incidents.
3. Right-click and select `New database rule` from the menu that appears. This will start the Database Rules Wizard.

TIP

Create new database rules quickly by using the copy and paste functions in the Rule Manager. 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 Rules Wizard to change the parameters and the name.

Configuring Smart Actions

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.

The following sections provide an explanation and configuration information for the smart actions used for this integration.

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

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

View The Current Status of a VantagePoint Service From Service Desk

These smart actions make it possible for helpdesk employees or specialists to view the current state of a VantagePoint service in a Web browser. In the examples, the service is identified by the name1 field of the configuration item. When configuring this Smart Action, ensure that you enter the correct VantagePoint server name.

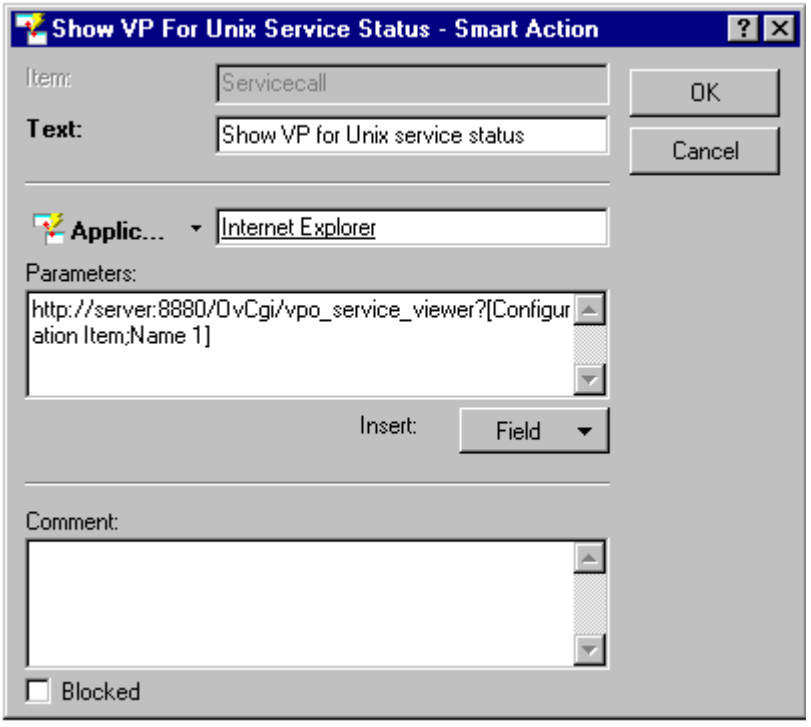
Item	Configuration Item
Name	Show VP for Unix service State
Application	Internet Explorer
Parameters	*http:/VPU_server:8880/OvCgi/vpo_service_viewer?[Name 1]*

Item	Incident Item
Name	Show VP for Unix service State
Application	Internet Explorer
Parameters	*http:/VPU_server:8880/OvCgi/vpo_service_viewer?[Name 1]*

Item	Service Call
Name	Show VP for Unix service State
Application	Internet Explorer
Parameters	*http:/VPU_server:8880/OvCgi/vpo_service_viewer?[Configuration Item;Name 1]*

The following dialog box is of a smart action in Service Desk. This smart action is configured to make it possible to show VantagePoint service status in Service Desk:

Figure 3-20 Show VantagePoint for UNIX Service Status



Manually Send a Message to VantagePoint

This smart action makes it possible for users to send a message to the VantagePoint application to notify the VantagePoint operators that a problem is detected. If configured correctly this manually generated message will not cause the automatic trouble-ticket interface to generate an incident in Service Desk. Following is an example of the information necessary to configure this smart action:

Item	Service Call
Name	Generate VP message manually

Application	opcmsg
Parameters	severity=major application="Service Desk" object="manual" msg_text= "[Description](service call [ID])" service_id="[Configuration Item;Name1]"

NOTE To deploy the policy opcmsg, refer to "Deploying Opcmsg to Service Desk Clients" on page 84.

VantagePoint for Windows

This section explains the configuration tasks to be done in the Vantage Point application. A list of the configuration tasks follows:

Set the environment variable, OV_PATH.

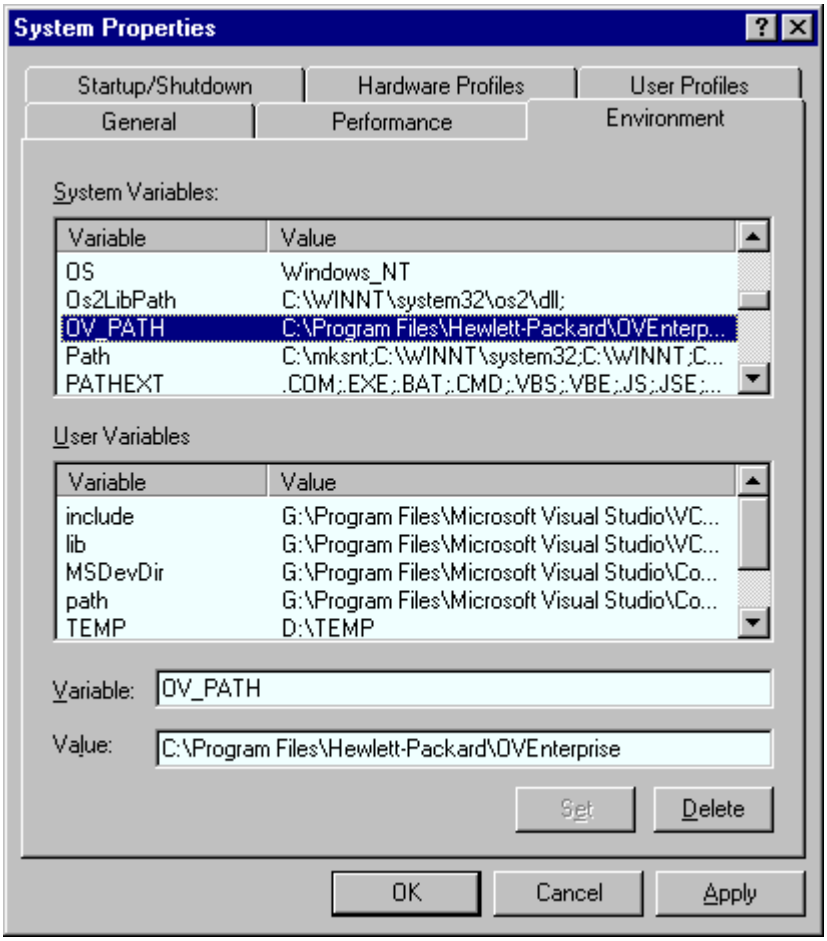
- Modify the `sd_event.ini` file.
- Modify the forwarding policy (not mandatory).
- Deploy the forwarding policy.
- Deploy monitoring policies.
- Deploy opcmsg.
- Configure VantagePoint tool for viewing CIs.

Setting the Environment Variable for VantagePoint

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

1. Open your `Computer` icon, right-click in the screen and select `Properties` from the pop-up menu.
2. Open the `Environment` tab and select `OV_PATH` in the System Variables portion of the window. If the `OV_PATH` variable is not present you can create it as shown in the following dialog box:

Figure 3-21 System Properties - OV_PATH



3. Click OK when finished.

Modifying the Configurable Extractor File

Modify the configurable extractor, sd_event.ini. The default location is: *C:\Program Files\Hewlett-Packard\OVEnterprise\bin\tools*. 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 for UNIX follows:

```
[SD_Event]
LOGFILE=sd_event.log
ERROR_LOGFILE=sd_event_error.log
ACCOUNT=VPW_server1/Password
SERVER=your server
PORT=30980
MAPPING=vpwindows
CLASSNAME=incident
MODUS=insert
```

Modifying the Forwarding Policy

The policies called Forward message to Service Desk and Forward message changes to Service Desk are used to forward messages to Service Desk and to forward message changes. This policy is 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 *VantagePoint for Windows* application.

Deploying the Forwarding Policies

The policies called Forward messages to Service Desk and Forward message changes to Service Desk are used to forward messages to Service Desk. These policies are configured to forward all major and critical messages that are not log only and to forward changes to messages. You need to deploy these policies 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 *VantagePoint 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	VantagePoint management server
Monitor Service Desk logfile	Service Desk server

Deploying Opcmsg to Service Desk Clients

Opcmsg is used to create VantagePoint 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 VantagePoint 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 *VantagePoint for Windows* application.

Configuring VantagePoint Tools

A VantagePoint tool is supplied with this integration for viewing Service Desk configuration items when you have the related node selected in VantagePoint. 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 VantagePoint Tools, refer to the Online Help in the *VantagePoint for Windows* application.

VantagePoint for UNIX

his section explains the configuration tasks to be done in the Vantage Point application. A list of the configuration tasks follows:

- Modify the sd_event.ini file.
- Make Service Desk a VantagePoint user.
- Move the Service Desk application to Application Bank.
- Modify the message source templates.
- Deploy the monitoring policies
- Configure the Rule Manager agent.

Modifying the Configurable Extractor File

Configure the sd_event.ini file. This file is a configurable extractor used to extract information from VantagePoint. It can be found in the Service Desk /opt/OV/SD/bin folder. Many of the items will be configured automatically for you during the installation process. You will want to update the ACCOUNT and SERVER entries in the configuration file, 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 example of the sd_event.ini file follows:

```
[SD_Event]
LOGFILE=sd_event.log
ERROR_LOGFILE=sd_event_error.log
ACCOUNT=VPU_server1/Password
SERVER=yourserver
PORT=30980
MAPPING=vpunix
CLASSNAME=incident
MODUS=insert
LANGUAGE=GB
```

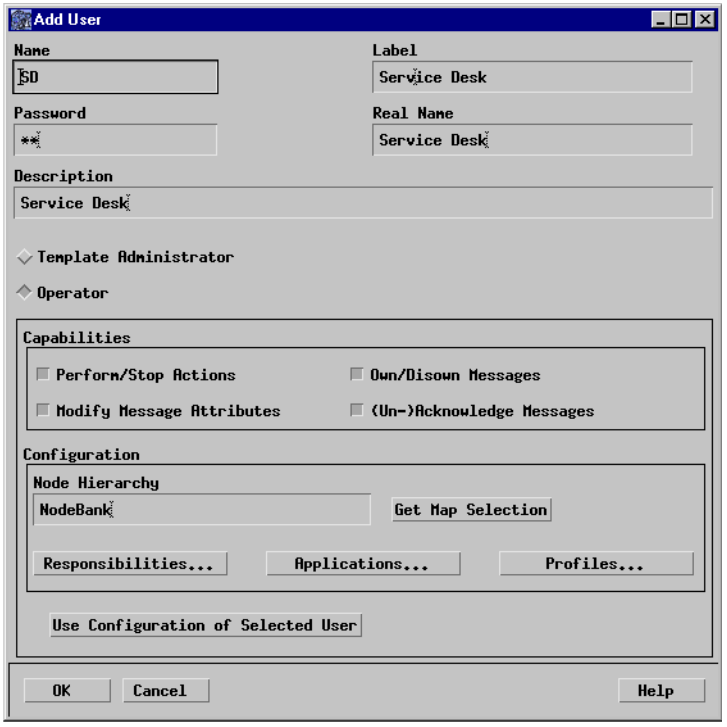
Making Service Desk a VantagePoint User

Make Service Desk a VantagePoint user called SD. The commands sd_event.sh and sd_eventins.sh create new incidents. These

commands use the SD user in VantagePoint to gather information from VantagePoint. The SD operator in VantagePoint owns the messages as soon as they are forwarded to Service Desk, making it possible to distinguish VantagePoint messages from other messages in Service Desk.

1. From the Window menu in VantagePoint select User bank to manually create a user.

Figure 3-22 Add User dialog box



2. In the Name field enter **SD** and give it the password **sd**.
3. Enter **Service Desk** in the Label, Real Name and Description fields.
4. Make the SD user an Operator.
5. Click Responsibilities and select HP-UX to select all responsibilities.
6. Click OK when finished.

Moving the Service Desk Application to an Operator

To view Service Desk nodes and incidents from your Java user interface you will need to move the applications to the User Bank as follows:

1. Open the VantagePoint `User Bank` from your Motif user interface.
2. Right-click an operator, for example `opc_adm`, select `Modify`, then click `Applications`.
3. From the `Windows` menu open the VantagePoint `Application Bank` and select the Service Desk icon.
4. Drag the `Service Desk` icon to the Applications of User: opc_adm dialog box.
5. Click `OK` in the Modify User opc_adm dialog box.

Modifying the Message Source Templates

The Message Source Templates need to be configured to specify conditions for forwarding messages to the Trouble Ticket interface, Service Desk. After modifying the Message Source templates you will need to redistribute them to your client systems. To adjust the Message Source templates from the Motif user interface or the VantagePoint server you will need `opc_adm` administrator rights to change the templates:

1. Open `Message Source Templates` and select `Default`.
2. Click `Group Management Server` and then select the items you want sent to Service Desk, `Bad su` (switch user) for example.
3. Click `Modify` then select the `Forward to Trouble Ticket` check box.

Message Templates need to be distributed to the VantagePoint client systems whenever they are updated. To distribute the templates:

1. From the `Windows` menu, in your VantagePoint Motif or server interface, click `Node Bank`.
2. Select the `Server` icon.
3. From the `Actions` menu select `Agents` then `Install/update SW and config`.
4. Select `Templates`, `Actions`, `Monitors`, and `Commands`.
5. Click `OK`. The updated templates will be sent to the client systems.

Deploying the Monitoring Policies

The monitoring policies installed with this integration need to be deployed from your Motif interface to the proper locations after installation. The list below shows the policies and where they need to be deployed:

SD_VP	VantagePoint management server
SD_VP_ACK	VantagePoint management server
SD_APP_SERVER_LOG	Service Desk server
SD_APP_SERVER	Service Desk server

Configuring the Rule Manager Agent

The rule manager agent installed on your VantagePoint for UNIX server needs to be configured as follows:

1. Open the file: `/sbin/init.d/hpovsdagent`.
2. Check the following variables. If they are not accurate modify them:

JAVA	The absolute path to the java virtual machine.
CLASSPATH	The path containing all used classes, including those from the Java Runtime environment.
APPSERVER	The name of the Service Desk application server.
AGENTUSER	The Unix account in which commands are executed.

An example of how this may look in the file follows:

```
JAVA=/opt/java1.2/bin/java
CLASSPATH=/opt/OV/SD/classes/hpovsdagent.zip:/opt/java1.2
/jre/lib/rt.jar:/opt/OV/SD/classes/mclasses.zip
APPSERVER=sd_server
AGENTUSER=root
```

Troubleshooting Information

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

UNIX Log Files

- The file `/var/opt/OV/SD/log/applog.txt` shows when the rule manager agent was started.
- The file `/var/opt/OV/SD/log/hpovsdagent.txt` contains output and errors from the rule manager agent.
- The file `/opt/OV/SD/bin/sd_event_error.log` contains errors regarding the automatic and manual forwarding of events to Service Desk.

Potential Windows Error Messages

This section contains a portion of the 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 VantagePoint message can not be accessed by the `get_vp_attributes` command. Verify that you have added Service Desk (SD) as a user in VantagePoint with the correct

password and that the Service Desk user has access to messages. See “Making Service Desk a VantagePoint User” on page 86 for information on performing this configuration task.

Acknowledgments and Annotations on VantagePoint for UNIX

This section contains some troubleshooting tips to help you resolve errors that occur in the acknowledgment and annotation portions of this integration.

From the `Tools` menu in Service Desk, select `System`, then click `Business Logic`, then `Database Rules`. Open the `Incident` item to start the Rule Manager. Verify that the:

- rule is not blocked;
- conditions are met;
- action is not blocked.

On your VantagePoint for Unix server verify that your agent files are installed as follows:

- `/sbin/init.d/hpovsdagent`
- `/opt/OV/SD/classes/hpovsdagent.zip`
- `/opt/OV/SD/classes/mclasses.zip`

Verify that the agent is running: `/sbin/init.d/hpovsdagent status`.

Check for errors in the log file: `/var/opt/OV/SD/log/*.log`

Tips for Demonstrations and Testing

This section contains information that can be used when testing or demonstrating the integration in a non-production environment. For VantagePoint for UNIX users some example services are available and this section lists commands that can be used to list and assign access to the services:

- Add the sample services for demonstration purposes:
  ```
  # opcservice -add
  /opt/OV/OpC/examples/services/banking.xml
  # opcservice -add /opt/OV/OpC/examples/services/sap.xml
  ```

- List of top services:
  `# opcservice -list`
- List of all services:
  `# opcservice -list -sub`
- Assign an operator to a service tree. This enables the operator to view the assigned services in the Java user interface. The example below will assign the banking services:
  `# opcservice -assign opc_op banking`
- Show the services that users have access to:
  `# opcservice -operators`

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, applications (UNIX), policies, database rules, smart actions and other key tools provided with this integration:

Table 3-5 Configuration (ini) Files

Name	Use
sd_event.ini	For importing events into Service Desk.
vpwindowci.ini	For importing VPO for Windows nodes as configuration items into Service Desk.
vpunixci.ini	For importing VPO for UNIX nodes as configuration items into Service Desk.
vpwindowsservices.ini	For importing services from VPO for Windows into Service Desk.
vpunixservices.ini	For importing services from VPO for UNIX into Service Desk.

Table 3-6 Import Mapping

Name	Use
sd_event	For mapping VPO events to Service Desk (Incident) item and attributes.
vpwindowci	For mapping VPO for Windows nodes to configuration item and attributes in Service Desk.
vpunixci	For mapping VPO for UNIX nodes to configuration item and attributes in Service Desk.
vpwindowsservices	For mapping services from VPO for Windows to Service Desk configuration items.
vpunixservices	For mapping services from VPO for UNIX to Service Desk configuration items.

Table 3-7 Applications in VPO for UNIX

Name	Use
Insert Incident	For inserting error messages from VantagePoint for UNIX into Service Desk as an incident.
View Incident Info	For viewing incidents in Service Desk that are related to VPO for UNIX messages.
View Node	For viewing configuration items in Service Desk that are related to VPO for UNIX nodes.

Table 3-8 Database Rules in Service Desk

Name	Use
Send acknowledgments to VP for Unix.	For sending an acknowledgement to VantagePoint for UNIX.
Send acknowledgments to VP for Windows	For sending an acknowledgements to VantagePoint for Windows.
Send annotations to VP for Unix.	For sending annotations to VP for UNIX.
Send annotations to VP for Windows.	For sending annotations to VP for Windows.

Table 3-9 Smart Actions in Service Desk

Name	Use
Generate VP message manually	To manually insert a Service Desk incident as a message in VPO for UNIX.
Show VP for Unix service state	To view the state of VantagePoint for UNIX services with a Web browser.
Show VP for Windows service state	To view the state of VantagePoint for Windows services with a Web browser.

Table 3-10 Policies in VPO for Windows

Name	Use
Forward messages to Service Desk	To forward a message from VantagePoint to Service Desk.
Forward message changes to Service Desk	To forward message changes from VantagePoint to Service Desk.

Table 3-10 Policies in VPO for Windows

Name	Use
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 3-11 Tools in VPO 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 VantagePoint.

Table 3-12 Accounts in Service Desk

Name	Use
VPW_server1/servicedesk	Default account created for the VantagePoint for Windows. Server accounts must start with VPW or VPU.
VPU_server1/servicedesk	Default account created for the VantagePoint for UNIX server. Server accounts must start with VPW or VPU.

Table 3-13 Monitoring Files VPO for UNIX

Name	Use
SD_VP	For monitoring sd_event on the VantagePoint management server.

Table 3-13 Monitoring Files VPO for UNIX

Name	Use
SD_VP_ACK	For monitoring the rule manager agent on the VantagePoint management server
SD_APP_SERVER_LOG	For monitoring the Service Desk application server.
SD_APP_SERVER	For monitoring the Service Desk application server.
sd_access.exe	Used by SD_APP_SERVER to check if access is authorized.

Table 3-14 Monitoring Files in VPO for Windows

Name	Use
Monitor sd_event logfile	For monitoring sd_event on the VantagePoint management server.
Monitor Service Desk logfile	For monitoring the Service Desk application server.

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 VantagePoint for Windows and VantagePoint for UNIX as applicable.

Importing Nodes into Service Desk

VantagePoint 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 VantagePoint and import the nodes as configuration items in Service Desk.

VantagePoint for Windows

To export nodes from VantagePoint for Windows and import them as configuration items in Service Desk use the Data Exchange task called `vpwindowsci` from the Service Desk application server. For specific information see “Importing Nodes Into Service Desk” on page 50.

VantagePoint for UNIX

To export nodes from VantagePoint for UNIX and import them as configuration items in Service Desk use the Data Exchange task `vpunixci` from the Service Desk application server. For specific information see “Importing Nodes Into Service Desk” on page 50.

NOTE

Currently Data Exchange cannot detect deleted or outdated nodes. For example, you import all nodes into Service Desk as configuration items. Six months later 30 of your nodes are replaced by more modern equipment. You can use Data Exchange to import the new nodes. The old nodes will still be present until you manually remove them.

Importing Services and Relations

VantagePoint 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 VantagePoint 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 `Email service` is the parent of the `US email service` and `European email service`. The relations are added to the `Related CIs` field of the configuration item when they are imported.

VantagePoint for Windows

To export nodes from VantagePoint for Windows and import them as configuration items in Service Desk use the Data Exchange task called `vpwindowsservices` from the Service Desk application server. For specific information see “Importing Services Into Service Desk” on page 59.

VantagePoint for UNIX

To export Services from VantagePoint for UNIX and import them as Configuration Items in Service Desk you will need to save the data in ASCII text format and use an ODBC text editor. The complete procedure is explained in“Importing Services Into Service Desk” on page 59.

NOTE An example text file called `vp_services_sample.txt` is delivered with this integration. You can rename it to `vp_services.txt` and use it for demonstration purposes.

NOTE To review an additional example of importing data from an ASCII text file, see Appendix A, “Examples” in the *HP OpenView Service Desk: Data Exchange Administrator's Guide*.

Sending Events From VantagePoint

Service Desk can be used as the Trouble Ticket interface for VantagePoint Operations. You can configure VantagePoint 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.

VantagePoint for Windows

If you are using VantagePoint for Windows you can send event information from VantagePoint to Service Desk using the WMI policy called `Forward messages to Service Desk` that intercepts `OV_Messages` and uses a Visual Basic script called `Vpw-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 VantagePoint management server.

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

1. Configure the integration, see “VantagePoint for Windows” on page 81.
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 83.

VantagePoint for UNIX

If you are using VantagePoint for UNIX you can send event information to Service Desk using the Trouble Ticket interface to call `sd_eventins.sh`. To send event information from the VantagePoint for UNIX to Service Desk:

1. Configure the integration, see “VantagePoint for UNIX” on page 86.
2. Once configured, event information that meets the criteria of the

message source templates will automatically be sent to Service Desk. To change what event information is sent to Service Desk you will need to modify the message source templates and distribute them to your client computers. See “Modifying the Message Source Templates” on page 88.

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 VantagePoint

Changes made to VantagePoint messages from the VantagePoint windows 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, message text change, the `sd_event` program in Service Desk will be called to update the corresponding incident.

VantagePoint for Windows

To reflect updates done in VantagePoint 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.

VantagePoint for UNIX

This feature is not yet available for VantagePoint on UNIX.

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.

VantagePoint for Windows

This feature is not yet available on VantagePoint for Windows.

VantagePoint for UNIX

VantagePoint or UNIX users can use the Application Bank to manually forward messages:

1. Start the Message Browser in the VantagePoint for Motif user interface.
2. Select the messages you want to send.
3. From the `Actions` menu select `Start`, then `Service Desk` and click `Insert Incident`. The selected messages will be sent to Service Desk.
4. The severity label will turn white when a message is sent to Service Desk, showing that Service Desk owns the message.

Sending Annotations to VantagePoint

Annotating a message in VantagePoint 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 VantagePoint whenever an incident is created as a result of an event being sent from VantagePoint to Service Desk. The database rule can also be configured to send an annotation to the VantagePoint application whenever the status of that incident changes. Database rules can be turned on/off and modified from the Service Desk Rule Manager. Agents on the VantagePoint server are sent commands from the Rule Manager that call the `Vpw-Sd.vbs` script (Windows) or `opcannoadd` (UNIX) in VantagePoint.

VantagePoint for Windows

To send annotations to VantagePoint for Windows from Service Desk:

1. Install the demo database and configure the integration, see Chapter 3, “Configuration,” on page 47.
2. Turn on the database rule, `send annotations to VP 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 VantagePoint for Windows and VantagePoint for UNIX, 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 VantagePoint.

VantagePoint for UNIX

To send annotations to VantagePoint for UNIX from Service Desk:

1. Install the demo database and configure the integration, see Chapter 3, “Configuration,” on page 47.
2. Turn on the database rule, `send annotations to VP for Unix`:
   - 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 will be visible for VantagePoint for Windows and VantagePoint for UNIX, 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 VantagePoint.

Sending Acknowledgments to VantagePoint

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 VantagePoint whenever an incident that was created as a result of a VantagePoint event is closed in Service Desk. Database rules can be turned on/off and modified from the Service Desk Rule Manager. Agents on the VantagePoint server are sent commands from the Rule Manager that call the `Vpw-Sd.vbs` script in VantagePoint.

VantagePoint for Windows

To send acknowledgments to VantagePoint for Windows from Service Desk:

1. Install the demo database and configure the integration, see Chapter 3, “Configuration,” on page 47.
2. Turn on the database rule, `send acknowledgments to VP 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 VantagePoint for Windows and VantagePoint for UNIX, 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 VantagePoint.

VantagePoint for UNIX

To send acknowledgments to VantagePoint for UNIX from Service Desk:

1. Install and configure the integration, see Chapter 3, “Configuration,” on page 47.
2. Turn on the database rule, `send acknowledgments to VP 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.
   - If you installed the demo database, acknowledgment rules will be visible for VantagePoint for Windows and VantagePoint for UNIX, 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 acknowledgements to VantagePoint.

Calling the Service Desk User Interface

While working in VantagePoint 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. You can only select one node and the node name is in the form: **`server.domain.com`**. If a configuration item with this host name is in the `name1` field, it will be shown, if it isn't an empty form will appear. The application can only be started with the Windows user interface.

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 49.

VantagePoint for Windows - View Configuration Items

To call the Service Desk user interface when you are working in the VantagePoint 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 VantagePoint 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 VantagePoint services that are down. The manager clicks the `Top VP 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.

VantagePoint on Windows

In Service Desk, add a shortcut to view the overall state of VantagePoint for UNIX services. To create the shortcut:

1. From the `Start` menu select `Programs` and then left-click on the entry for Service Desk 3.0.
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.

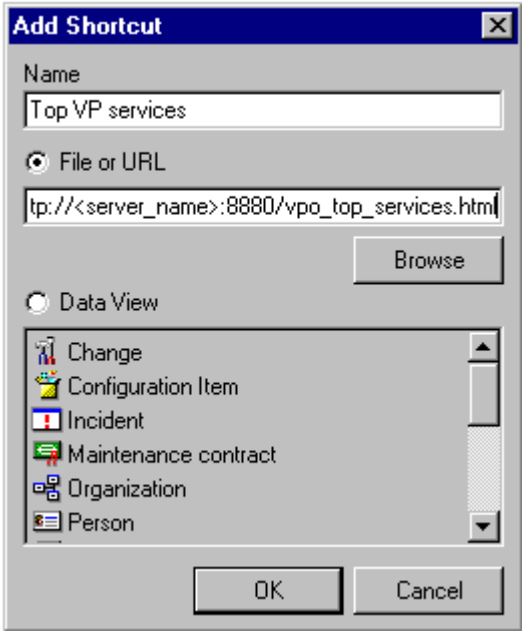
VantagePoint on UNIX

There are two Smart Actions available for viewing VantagePoint services. Services can be viewed for a service call, an incident, or for a configuration item. From the `Action` menu in Service Desk select: `Show VP for Unix service state`.

Another option is to add a shortcut in Service Desk, to view the overall state of VantagePoint for UNIX services. To create the shortcut:

1. From the `Start` menu select `Programs` and then left-click on the entry for Service Desk 3.0.
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 command line: **`http://<server_name>:8880/vpo_top_services.html`**.

Figure 4-1 Create a Shortcut to View Top VantagePoint Services



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 a VantagePoint 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 VantagePoint application. The helpdesk employee, can use a smart action in Service Desk to pass the incident information to the VantagePoint application, creating a new error message in VantagePoint.

VantagePoint for Windows

To generate a VantagePoint 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 VP message manually` action.
3. A new message will be created in VantagePoint.

VantagePoint for UNIX

To generate a VantagePoint 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 VP message manually` action.
3. A new message will be created in VantagePoint.

Monitoring Service Desk Processes

VantagePoint log file policies can be used to monitor the log files for the agent (UNIX only), 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.

VantagePoint 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.

`Monitor sd_event logfile`	For monitoring the VantagePoint management server (`sd_event_error.log`).
`SD_VP_ACK`	For monitoring the rule manager agent on the VantagePoint management server (`hpovsdagent.log`).
`Monitor Service Desk logfile`	For monitoring the Service Desk application server (`logserver.txt`).
`SD_APP_SERVER`	For monitoring the Service Desk application server (Service Desk application server).

VantagePoint for UNIX

Once the policies are deployed, detected errors are sent to the message browser automatically. SD_VP and SD_VP_ACK must be deployed on the VantagePoint application server. SD_APP_SERVER_LOG and SD_APP_SERVER must be deployed on the Service Desk application server. Instructional text is provided with the error messages to help solve

detected problems.

SD_VP	For monitoring the VantagePoint management server (`sd_event_error.log`). Called Monitor sd_event logfile in VPO for Windows.
SD_VP_ACK	For monitoring the rule manager agent on the VantagePoint management server (`hpovsdagent.log`).
SD_APP_SERVER_LOG	For monitoring the Service Desk application server (`logserver.txt`). Called Monitor Service Desk logfile in VPO for Windows.
SD_APP_SERVER	For monitoring the Service Desk application server (Service Desk application server).

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