

# **HP OpenView Service Desk 4.5**

## **Operations Manager for Windows Integration Administrator's Guide**

**Fourth Edition**



**i n v e n t**

**Manufacturing Part Number: N/A**

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## Preface

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

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

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

This guide is organized as follows:

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

## Revision History

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

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

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

**Table 1**

### Revision History

| <b>Edition and Revision Number</b> | <b>Issue Date</b> | <b>Product Release</b>                   |
|------------------------------------|-------------------|--|
| First Edition                      | July, 2002        | Service Desk 4.5,                        |
| Second Edition                     | October, 2002     | Service Desk 4.5,<br>Integration Pack 1  |
| Third Edition                      | March, 2003       | Service Desk 4.5,<br>Service Pack (SP) 2 |
| Fourth Edition                     | January, 2008     | Service Desk 4.5,<br>Integration Pack 2  |

### Summary of Changes

Fourth edition (to modify)

The fourth edition contains changes with regard to Operations Manager for Windows. There are also changes to some described procedures within the manual. All changes are marked with change bars.

## 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.

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**NOTE**

This section lists the publications provided with Service Desk 4.5. 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, [http://support.openview.hp.com/patches/patch\\_index.jsp](http://support.openview.hp.com/patches/patch_index.jsp) and <http://support.openview.hp.com/selfsolve/manuals> respectively. See the section “We Welcome Your Comments!” in this preface for the URLs.

- 
- The `Readme.htm` files on the Service Desk CD-ROMs contain information that will help you get started with Service Desk. The Readme files also contain any last-minute information that became available after the other documentation went to manufacturing.

The Service Desk 4.5 server is coded in Pure Java and is platform independent. The installation software for each platform varies. Service Desk is therefore distributed on three CD-ROMs, one each for Microsoft Windows (2000 and NT4), HP-UX, and Sun Solaris. A different readme file is available on each CD-ROM.

- The *HP OpenView Service Desk: Release Notes* give a description of the features that Service Desk provides. In addition, they give information that helps you:
  - compare the current software’s features with those available in previous versions of the software;
  - solve known problems.

The Release Notes are available as a PDF file on the HP OpenView Service Desk 4.5 for Windows CD-ROM . The file name is `Release_Notes.pdf`.

- The *HP OpenView Service Desk: User's Guide* introduces you to the key concepts behind Service Desk. It gives an overview of what you can do with Service Desk and explains typical tasks of different types of Service Desk users. Scenario descriptions are provided as examples of how the described features could be implemented.

The User's Guide is available as a PDF file on the HP OpenView Service Desk 4.5 for Windows CD-ROM. The file name is `User's_Guide.pdf`.

- The *HP OpenView Service Desk: Supported Platforms List* contains information that helps you determine software requirements. It lists the software versions supported by Hewlett-Packard for Service Desk 4.5.

The Supported Platforms List is available as a PDF file on the HP OpenView Service Desk 4.5 for Windows CD-ROM. The file name is `Supported_Platforms_List.pdf`.

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

The Installation Guide is available as a PDF file on the HP OpenView Service Desk 4.5 for Windows CD-ROM. The file name is `Installation_Guide.pdf`.

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

The Administrator's Guide is available as a PDF file on the HP OpenView Service Desk 4.5 for Windows CD-ROM. The file name is `Administrator's_Guide.pdf`.

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

The Data Exchange Administrator's Guide is available as a PDF file on the HP OpenView Service Desk 4.5 for Windows CD-ROM. The file name is `Data_Exchange.pdf`.

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

The Migration Guide is available as a PDF file on the HP OpenView Service Desk 4.5 for Windows CD-ROM. The file name is `Migration_Guide.pdf`.

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

The Web API Programmer's Guide is available as a PDF file on the HP OpenView Service Desk 4.5 for Windows CD-ROM. The file name is `Web_API_pg.pdf`.

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

The Data Dictionary is available as an HTML file on the HP OpenView Service Desk 4.5 for Windows CD-ROM. The file name is `Data_Dictionary.htm`.

- The *HP OpenView Service Desk 4.5 Computer Based Training (CBT)* CD-ROM is intended to assist you in learning about the functionality of HP OpenView Service Desk 4.5 from both a user and a system administrator perspective. The CD-ROM contains demonstration videos and accompanying texts that explain and show how to perform a wide variety of tasks within the application. The CBT also explains the basic concepts of the Service Desk application.

The *HP OpenView Service Desk 4.5 Computer Based Training (CBT)* CD-ROM will be shipped automatically with the regular Service Desk software. The CBT will be available for shipment shortly after the release of the Service Desk software.

- The online help is an extensive information system providing:
  - procedural information to help you perform tasks, whether you are a novice or an experienced user;
  - background and overview information to help you improve your understanding of the underlying concepts and structure of Service Desk;

- information about error messages that may appear when working with Service Desk, together with information on solving these errors;
- help on help to learn more about the online help.

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



### Reading PDF Files

You can view and print the PDF files with Adobe® Acrobat® Reader. This software is included on the HP OpenView Service Desk 4.5 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 publication when using this guide:

- *HP Operations Manager for Windows: Installation Guide*

## Typographic Conventions

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

**Table 2**      **Typographic Conventions**

| Font                | What the Font Represents   | Example   |
|---------------------|--|---|
| <i>Italic</i>       | References to book titles<br><br>Emphasized text   | See also the <i>HP OpenView Service Desk: Installation Guide</i> .<br><br><i>Do not delete</i> the System user.   |
| <b>Bold</b>         | First-time use of a term that is explained in the glossary   | The <b>service call</b> is the basis for incident registration.   |
| Courier             | Menu names<br><br>Menu commands<br><br>Button names<br><br>File names<br><br>Computer-generated output, such as command lines and program listings | You can adjust the data view with the commands in the View menu.<br><br>Choose Save from the menu.<br><br>Click Add to open the Add Service Call dialog box.<br><br>To start the installation, double-click <code>setup.htm</code> .<br><br>If the system displays the text<br><code>C:\&gt;dir a:</code><br>The device is not ready<br>then check if the disk is placed in the disk drive. |
| <b>Courier bold</b> | 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 <b>30</b> .   |



**Table 2****Typographic Conventions (Continued)**

| <b>Font</b>               | <b>What the Font Represents</b>  | <b>Example</b>  |
|---------------------------|--|---|
| <i>Courier<br/>italic</i> | Replaceable text: text that you must replace by the text that is appropriate for your situation  | Go to the folder <i>x:\Setup</i> , where <i>x</i> is your CD-ROM drive. |
| <b>Helvetica<br/>bold</b> | Keyboard keys<br><br>A plus sign (+) means you must press the first key ( <b>Ctrl</b> in the example), hold it, and then press the second key ( <b>F1</b> in the example). | Press <b>Ctrl+F1</b> .  |

## **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://support.openview.hp.com/selfsolve/feedback>

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

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

<http://support.openview.hp.com/selfsolve/manuals>

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

[http://support.openview.hp.com/patches/patch\\_index.jsp](http://support.openview.hp.com/patches/patch_index.jsp)

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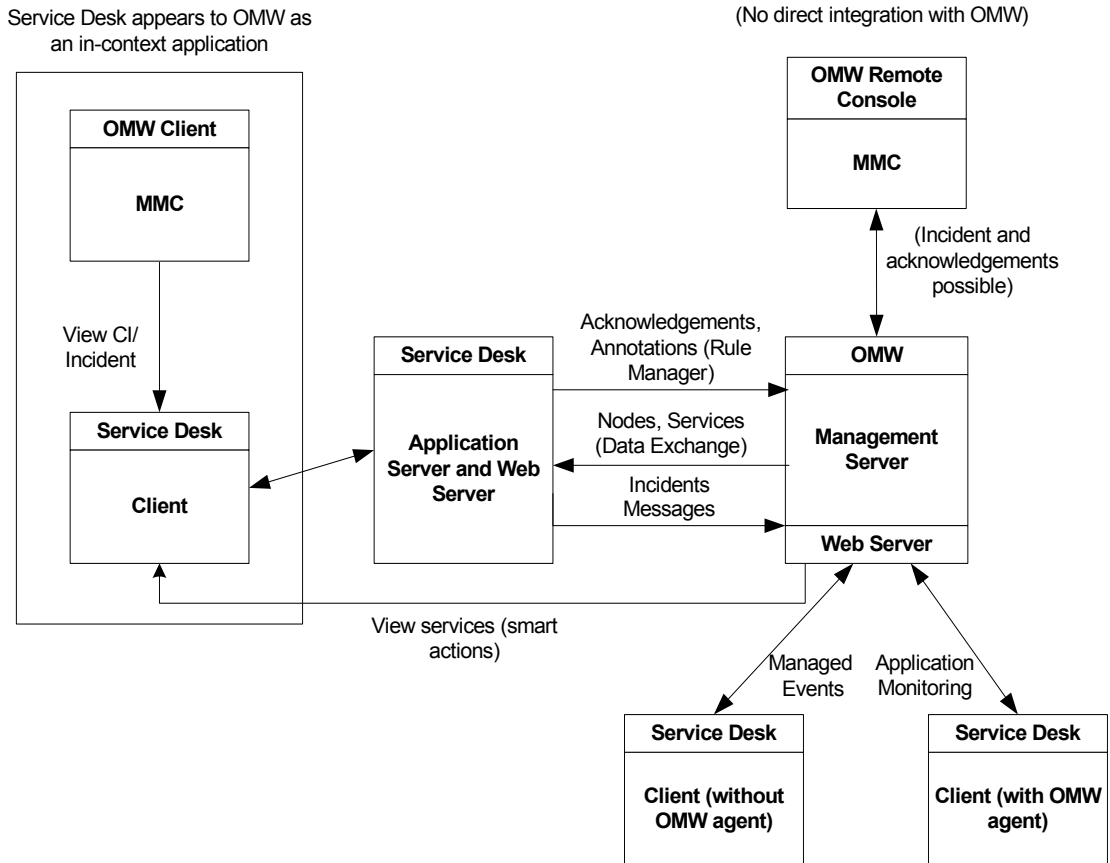
# **1 Introduction**

The Operations Manager 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 Operation Manager integration is available for Operations Manager for Windows. Figure 1-1 shows the integration possibilities and their architecture:

**Figure 1-1 Operations Manager Integration**



The term event integration is used for the integration possibilities that are available without an Operations Manager agent being required on the Service Desk client.

Event integration allows Operations Manager users to send event information to Service Desk, and have a corresponding incident in Service Desk created. The mechanism used depends on the Operations Manager server platform, and Operations Manager for Windows uses a Windows Management Interface (WMI) policy. Another integration possibility allows annotations to be sent to Operations Manager when an incident changes, and an acknowledgement to be sent when the incident is closed.

If the Operations Manager agent is installed on the Service Desk client, Operations Manager can monitor the Service Desk application to ensure that the integration is functioning properly. Service Desk users can forward an incident to Operations Manager. This requires the configuring of smart actions. Alternatively, the Operations Manager agent can monitor the Server Desk log files and, in the event of problems, notify the Operations Manager Management Server.

A number of smart actions are provided for the integration, including the possibility for users to send messages to the Operations Manager application to notify that a problem has been detected. For Windows, the `opcmsg` application is required.

The Operations Manager for Windows Management Console must be installed on the same machine as the Service Desk client. It allows Operations Manager GUI to call the Service Desk client on the same machine and view nodes and incidents.

Operations Manager managed nodes can be monitored in Service Desk. It is also possible to relate Service Desk incidents to Operations Manager services. To enable this, each node and service must be registered as a configuration item in Service Desk. Data Exchange can be used to automate the process of extracting the node and service information from Operations Manager and importing it into Service Desk.

---

**NOTE**

For the purposes of clarity, the communication links between the servers and their respective clients. are not shown in Figure 1-1.

---

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## Integration Possibilities

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

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

These integration possibilities are not available for every platform. The supported platform combinations are shown in Table 1-1:

**Table 1-1            Integration Possibilities**

| Integration possibility / Service Desk and OM Components / Platform | Service Desk |                    | OM        |
|---|--------------|--------------------|-----------|
|   | Client       | Application Server | OM Server |
| Import nodes and services into Service Desk                         | X            | X                  | X         |
| Sending events from OM  | X            | X                  | X         |
| Reflecting updates done in OM                                       | X            | X                  | X         |
| Sending annotations and acknowledgements                            | X            | X                  | X         |

**Table 1-1 Integration Possibilities (Continued)**

|   |   |   |   |
|---|---|---|---|
| Viewing Service Desk CIs and incidents from OM    | X | X | X |
| Generating an OM message from Service Desk        | X | X | X |
| Monitoring Service Desk and integration processes | - | X | X |

### **Importing Nodes and Services into Service Desk**

Node information from Operations Manager can be extracted and imported into Service Desk as configuration items.

For more information, see “Importing Nodes into Service Desk” on page 64.

### **Sending Events From Operations Manager**

Operations Manager can forward messages to Service Desk and create corresponding incidents in Service Desk.

For more information, see “Sending Events From Operations Manager” on page 66.

### **Reflecting Updates Done in Operations Manager**

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

For more information, see “Reflecting Updates Done in Operations Manager” on page 67.

### **Sending Annotations and Acknowledgments**

Annotations can be sent to Operations Manager when an incident changes, and an acknowledgement can be sent when the incident is closed.

For more information, see “Sending Annotations to Operations Manager” on page 68, and “Sending Acknowledgments to Operations Manager” on page 69.

## **Viewing Service Desk CIs from Operations Manager**

Operations Manager users can select a node in Operations Manager and launch a tool for opening the corresponding incidents for that configuration item in Service Desk.

The Service Desk client and Operations Manager client must be installed on the same machine, and the agents for both clients must be on that machine.

For more information, see “Viewing Service Desk CIs from Operations Manager” on page 24 for configuration information, and “Viewing Service Desk CIs from Operations Manager” on page 70 for information on using the feature.

## **Viewing Operations Manager Service State From a Browser**

After installing and configuring one of the recommended Web Servers, the Operations Manager service state can be viewed from a browser within Service Desk.

For more information, see “Viewing Operations Manager Service State” on page 71.

## **Generating an Operations Manager Message From Service Desk**

An error message can be created within OM from a Service Desk incident.

For more information, see “Generate an Operations Manager Message from Service Desk” on page 54, and “Generating an Operations Manager Message From Service Desk” on page 73.

## **Monitoring Service Desk and Integration Processes**

You can monitor errors in the Service Desk application server and the Operations Manager management server.



For more information, see “Monitoring Service Desk Processes” on page 74.

## Fast-Track Installation and Configuration

This section provides a brief overview of the steps required to get your Operations Manager integration up and running.

Do the following:

1. Install the Service Desk Event Handler on the Operations Manager server. For Operations Manager for Windows, follow the instructions in the readme file in the integration Service Pack for Operations Manager for Windows.
2. If you intend to view Operations Manager services from a browser, you need to install the HTML Service Event Viewer, follow the instructions in “Installing the HTML Service Viewer” on page 32.
3. Enable the database rules in Service Desk for acknowledgement and annotations. Follow the instructions in “Configuring Database Rules” on page 48.
4. Within the Service Desk application server Administrator Console, create an account for each required Operations Manager Management Server. Follow the instructions in “Creating an Operations Manager Server Account” on page 37.

---

## **2** **Installation**

This chapter explains the installation tasks for the Service Desk application server, Operations Manager for Windows server.

## Requirements

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

## Installation Overview

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

1. Verify that the database server is installed and operational;
2. Operations Manager application (refer to the Operations Manager documentation);
3. Web Server supplied with the Operations Manager application (refer to the Operations Manager documentation);
4. Service Desk server application;
5. Service Desk database;
6. Operations Manager agents on Service Desk server (refer to the Operations Manager documentation);
7. On your Operations Manager for Windows server:
  - Follow the instructions in the Readme file distributed with the Integration service pack for Operations Manager for Windows 8.0.
  - Service Desk agents on all Operations Manager for Windows machines.
  - OvServiceExport.exe is included in the Integration pack if you want to use the HTML Service Viewer.

---

### TIP

Operations Manager for Windows users can use either the Apache, or the Microsoft® IIS Web server supplied with Operations Manager.

To check if Microsoft IIS is installed, type the following in your browser:  
**`http://<server>/scripts/OvServiceExport.exe?-format+html.`**

To check that the Operations Manager Web server is working with Apache on Windows:

**http://<server>:<portnumber>/cgi-bin/OVServiceExport.exe?-format+html**

---

**NOTE**

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

---

## Installing on the Service Desk Server

If you are running Operations Manager for Windows on a different application server than Service Desk, see “Operations Manager for Windows Server” on page 32.

No extra components are required on the Service Desk server.

## Operations Manager for Windows Server

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

A table showing the key integration files and default locations for the Operations Manager for Windows server, can be found in Chapter 5, “Troubleshooting,” on page 75.

To install the integration on your Operations Manager for Windows server, follow the instructions in the Readme file distributed with the Integration service pack for Operations Manager for Windows 8.0.

### Installing the HTML Service Viewer

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

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

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

1. For Windows 2003, from the Start button, select Administrative Tools, and then Internet Information Services (IIS) 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 `Operations Manager for Windows services`, for example: `\Management Server\HP-OVE-User` and the user's password.
11. Close every window with `OK`.

---

**NOTE**

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

---

## Multiple Operations Manager Servers

To support multiple Operations Manager servers you will need to:

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

| <b>Account</b> | <b>Host</b>            |
|----------------|------------------------|
| OVO_account1   | server1.yourdomain.com |
| OVO_account2   | server2.yourdomain.com |



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

## Overview

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

- Import managed nodes as configuration items.
- Import services as configuration items.
- Modify the import mapping for events (forwarded messages).

The following will be created automatically:

- Operations Manager Integration account
- The environment variable for Service Desk
- Database rules
- Smart actions
- The environment variable, SD\_OVWHOME.

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

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

## Creating an Operations Manager Server Account

Every Operations Manager server that will be integrated with Service Desk needs to have a Service Desk account. Windows servers need to have an account starting with `OVW_`. The account and host name of the Operations Manager server is used by the database rules to register and send acknowledgments and annotations to the Operations Manager servers. The default account (`OVW_server1`) will be created when you install your database.

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

- Accounts must start with OVW, followed with the server host name, for example *OVW\_server1*.
- Create non-user interface accounts for integrations.
- Access rights need to include the Helpdesk role as a minimum.

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

## Importing Nodes Into Service Desk

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

---

### NOTE

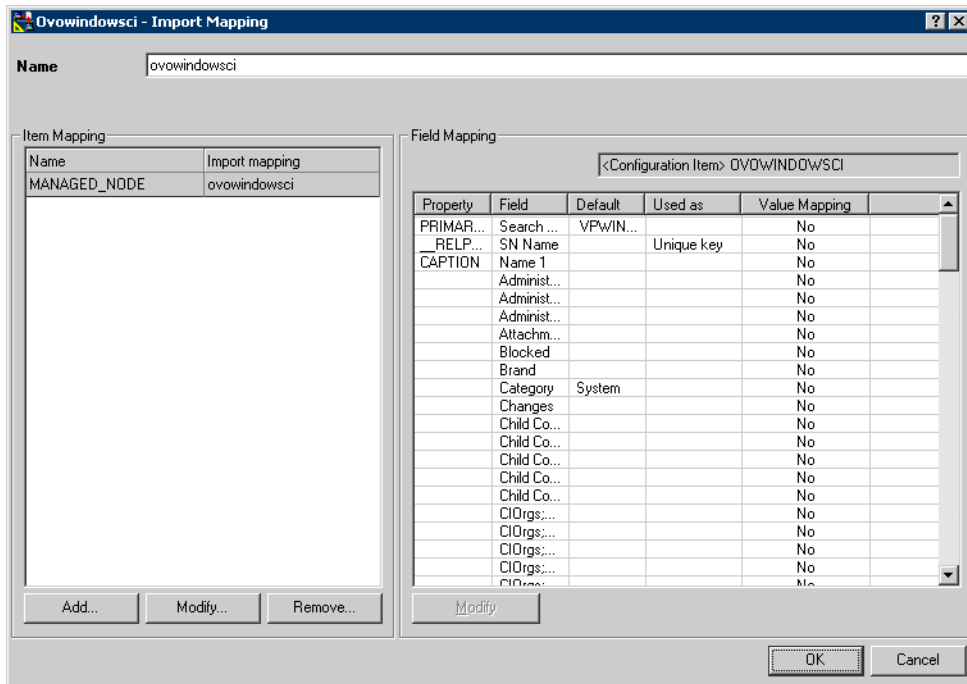
Changing any item in Service Desk, for example adding or changing the name of a status used for CIs, effects the import mapping used for importing nodes. For the import mapping to work completely you will either need to modify the template used for the import mapping and fill in the right status with 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 already exists in the default database of Service Desk. To support the integration with OMW 8.0, the import mapping needs to be updated. The update can be applied by importing the ACES file which is located in `C:\OVOSD\config\OVSD` and named `ACES_OMW8_Mappings.xml`. The updated import mapping for importing nodes as configuration items is shown with default values in the following figure:

**Figure 3-1 Import Mapping CI Nodes - Windows**



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

### Configurable Extractor for OMW Nodes

A configurable extractor is used to define how the nodes should be exported from the Operations Manager database. An example of the extractor file, `omw8windowsci.ini`, with default settings follows:

`om8windowsci.ini` file for Operations Manager for Windows and Service Desk integration.

; Used for OVW managed node -> SD CI data exchange.

```
[DSN]
NAME=Openview
USR=
PWD=
```

## Overview

```
[SYSTEM]
LOG=                TRUE
XML=                TRUE
LOG_FILE=           OVO-WIN.log
XML_OUTPUT_FILE=    OVO-WIN.xml
APPLICATION_NAME=   OVO

[CLASSES]
NAME=               MANAGED_NODE

[MANAGED_NODE]
SOURCE=             OV_SD_OW_NODE
ATT=                PRIMARYNODENAME, CAPTION, __RELPATH
COLUMNS=           OV_SD_OW_NODE.PRIMARYNODENAME,
OV_SD_OW_NODE.CAPTION, OV_SD_OW_NODE.Path AS __RELPATH
```

This file is installed with the integration and can be found at  
C:\OVOSD\config\OVSD.

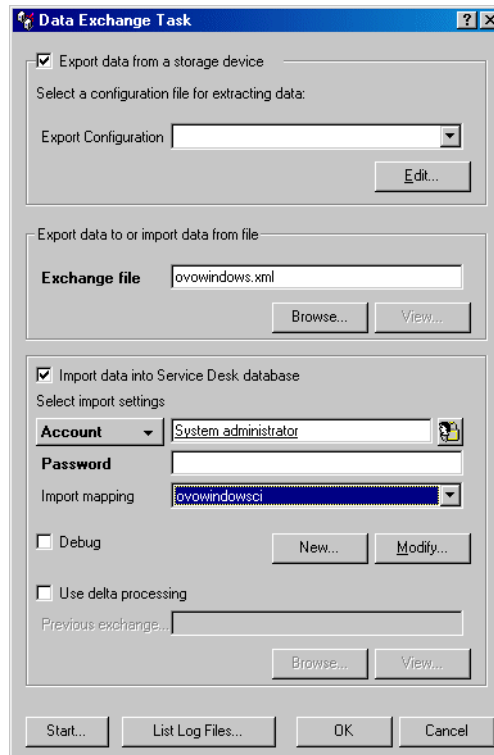
### Importing Nodes From Operations Manager for Windows

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 Administrative Tools then ODBC Data Sources. Open the System DSN tab and create a new data source named OpenView for the connection to the database of OMW.
2. Execute the program OVSDSync.exe which is installed with the integration package. Normally you can find it at C:\OVOSD\bin.
3. Use the Data Exchange task ovowindowsci (for Windows servers) to import all managed nodes as configuration items.



**Figure 3-2 Importing Managed Nodes - Windows**



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

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

### Multiple Operations Manager Servers

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

Option 1:

1. On the Service Desk application server, create a new ODBC data source that points to the database of OMW.

2. Export and import the data on the Service Desk application server via the Data Exchange task `ovowindowsci`.

Option 2:

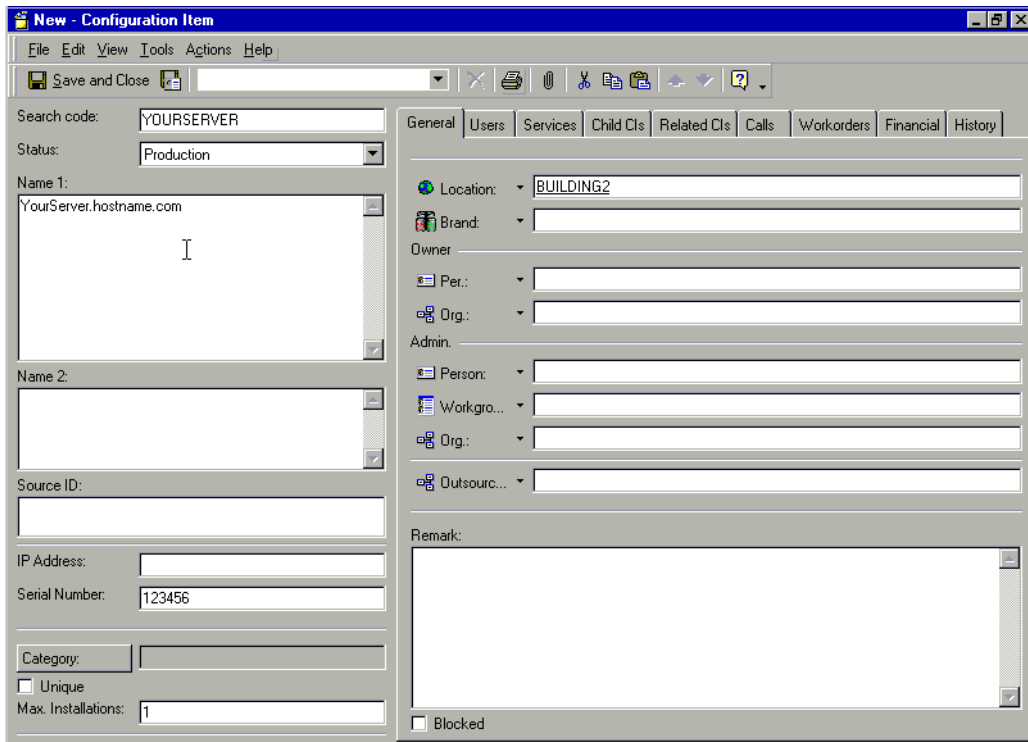
1. Install the Service Desk client on the OMW management server.
2. Create a new ODBC data source that points to the database of OMW on the OMW management server.
3. Copy the files (`omw8windowsci.ini` and `omw8windowsservices.ini`) to the data exchange configuration directory. Normally it should be `%SD_CLIENTHOME%\data_exchange\config\`.
4. Export and import the data via the Data Exchange task `ovowindowsci` on OMW management server.

## Manually Creating a Configuration Item

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

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

**Figure 3-3 Configuration Item dialog box**



## Importing Services Into Service Desk

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

1. Create an ODBC link. From the Windows control panel, click Administrative Tools, then ODBC Data Sources. Open the System DSN tab and create a new data source named OpenView for the connection to the database of OMW.
2. Execute `OVSDSync.exe` that is installed with the integration package. Normally you can find it at `C:\OVOSD\bin`.
3. Copy the file `C:\OVOSD\config\OVSD\omw8windowsservices.ini` to `%SD_CLIENTHOME%\data_exchange\config\`.

4. Verify that the Operational Level Service category is included in the OVOService template. See “Creating the Operational Level Service Category” on page 44 for details.
5. Use the Data Exchange task owindowsservices for Windows servers to import all managed services as configuration items.
6. Check the log files owindowsexp.log and owindowssci\_imp\_error.log for errors.

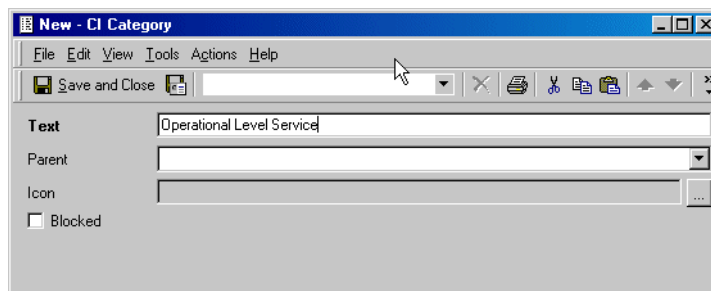
### Creating the Operational Level Service Category

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

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

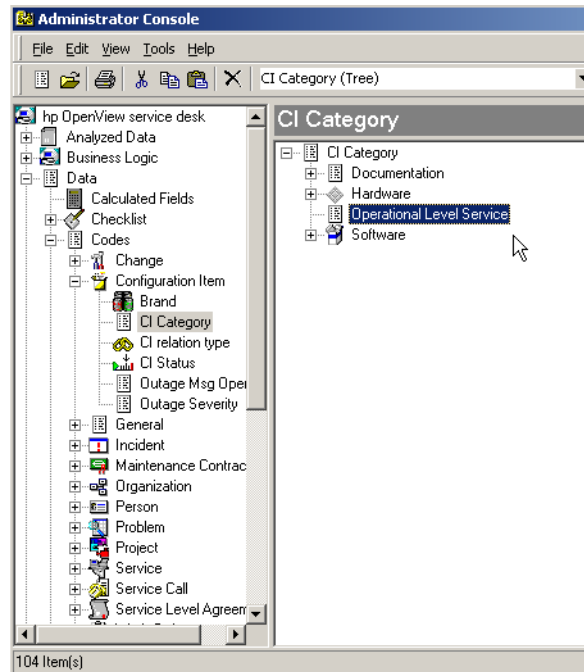
1. From the Tools menu select System, then click Data, then Codes, and Configuration Item from within the Administrator Console.
2. Click CI Category, then right-click in the screen and select New CI Category from the menu that appears.
3. In the New CI Category dialog box enter Operational Level Service,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

Figure 3-4 New CI Category



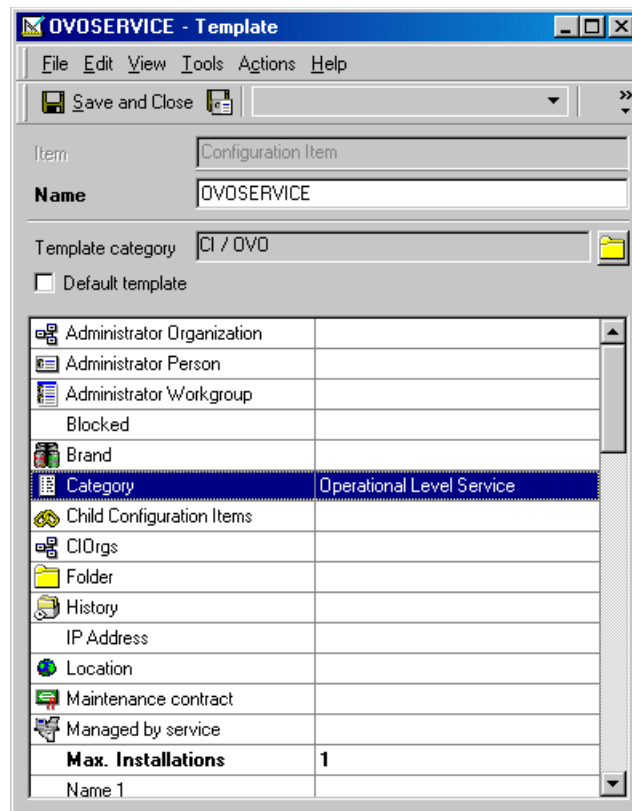
4. Verify that there is no checkmark in the Blocked check box, and click Save and Close:

**Figure 3-5** CI Category Operational Level Service



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

**Figure 3-6** OVOSERVICE - Template



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

## Modifying the Import Mapping for Events

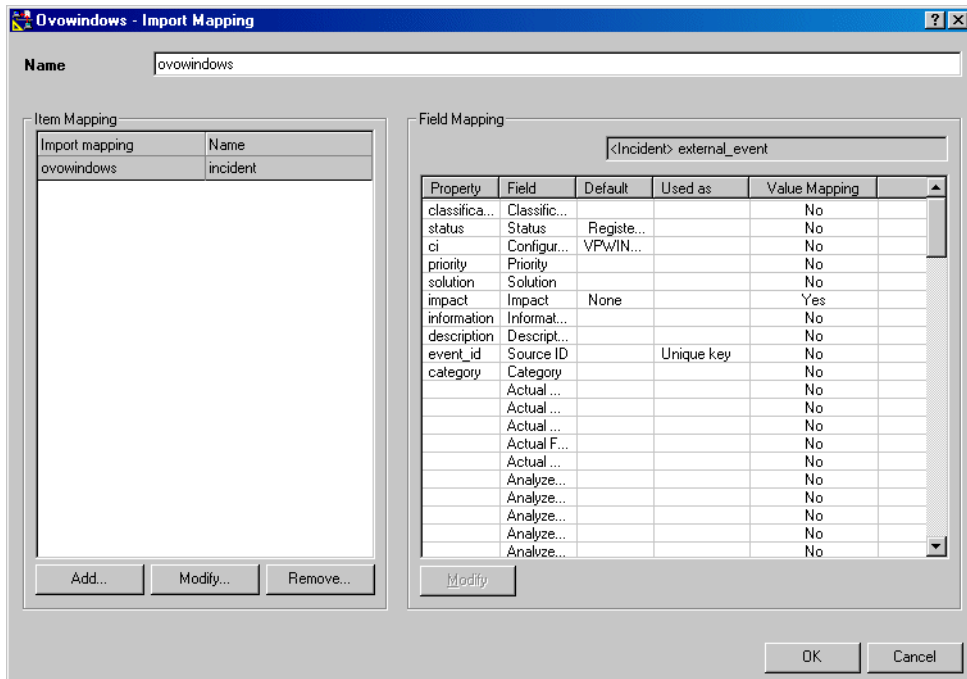
An import mapping with default values, called `ovowindows`, is provided for the Operations Manager integration, you can modify the import mapping as needed.

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

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

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

**Figure 3-7 OM Windows Mapping**



## Mapping Event Information for Windows

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

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

**Table 3-1 Default Attribute Mapping - Windows**

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

## Configuring Database Rules

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

Additional information about creating database rules can be found in the *HP OpenView Service Desk: Administrator's Guide*.



---

**NOTE**

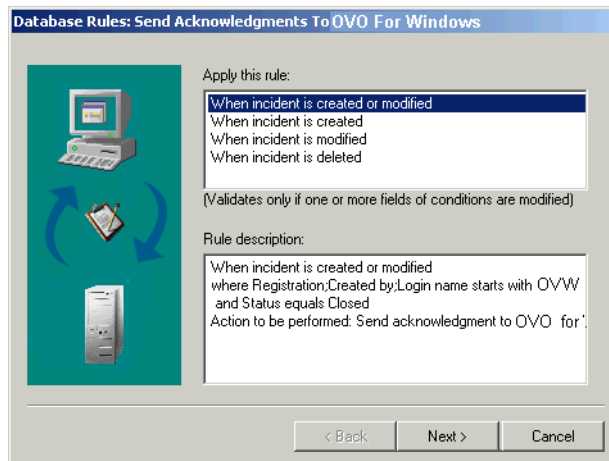
---

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

### Send Acknowledgment to Operations Manager for Windows

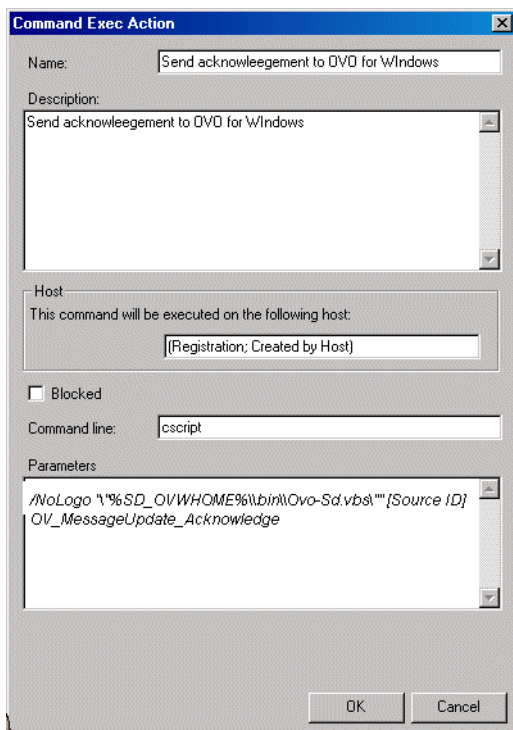
You can configure a database rule to send acknowledgments to Operations Manager for Windows as follows:

**Figure 3-8 Database Rule to Send Acknowledgment to OMW**



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

**Figure 3-9** Action to Send Acknowledgment to OMW



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

---

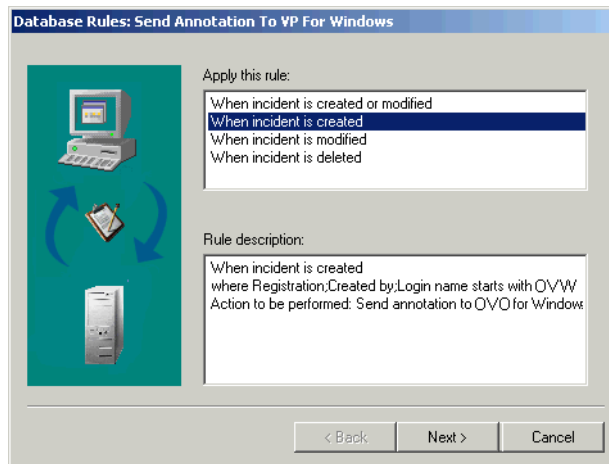
**NOTE**

Please replace %SD\_OVWHOME% with the path of the integration, such as C:\OVOSD.

### Send Annotations to Operations Manager for Windows

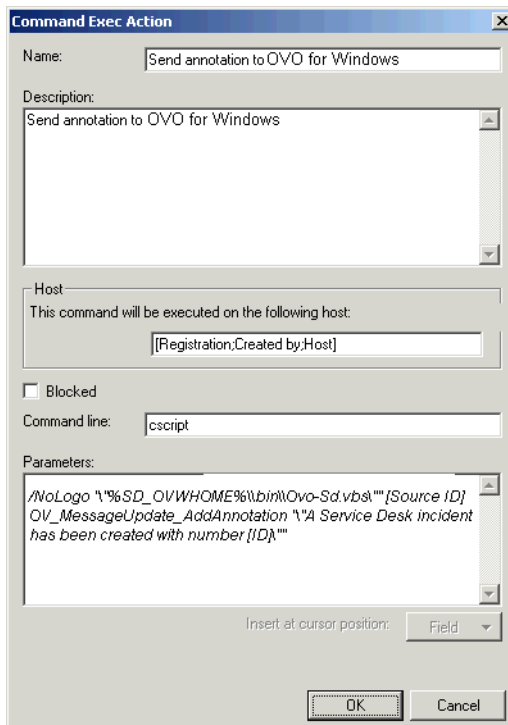
You can configure a database rule to send annotations to Operations Manager for Windows as follows:

**Figure 3-10 Database Rule to Send Annotations to OMW**



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

**Figure 3-11** Action for Sending Annotations to OMW



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

```
/NoLogo " \"%SD_OVWHOME%\\bin\\Ovo-Sd.vbs\" \" [Source ID]  
OV_MessageUpdate_AddAnnotation \"%A Service Desk incident  
has been created with number [ID]\""
```

---

**NOTE**

Please replace %SD\_OVWHOME% with the path of the integration, such as C:\\OVOSD

---

---

**TIP**

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

---

## View Operations Manager State from Service Desk

You can view current Operations Manager Service State from a browser in Service Desk. See “Installing the HTML Service Viewer” on page 32, and “Viewing Operations Manager Service State” on page 71 for more information.

---

**NOTE**

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

---

---

**TIP**

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

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

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

---

## Generate an Operations Manager Message from Service Desk

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

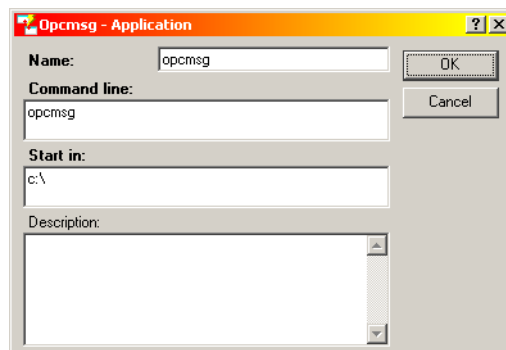
First make sure the Operations Manager Agent is installed on the Service Desk Client. The default location is: `C:\Program Files\HP OpenView`.

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

To set up the `opcmsg` application:

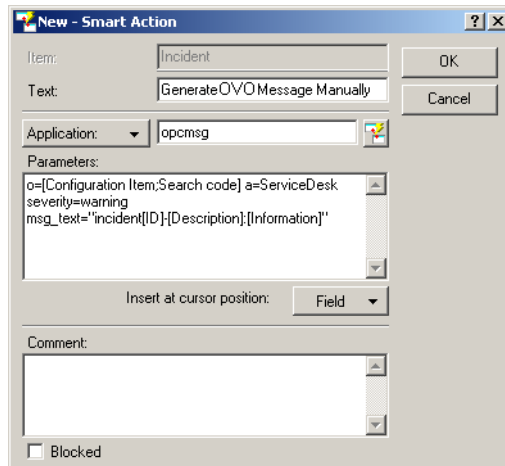
1. Open the Administrator Console in Service Desk, then click Business Logic, and then open Applications.
2. Right-click and select `New Application` from the menu. Define the application as shown in the following dialog box:

**Figure 3-12 Opmsg Application**



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

**Figure 3-13** Generate OM Message Manually



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

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

For more information on deploying `opcmsg`, see “Deploying `opcmsg` to Service Desk Clients” on page 58.

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

Operations Manager for Windows users can use the `ForwardTroubleTicket:flag` to control the forwarding of events (messages) to Service Desk. This option can be turned on or off in the templates by the Operations Manager operator.

## Operations Manager for Windows

This section explains the configuration tasks to be done in the Operations Manager application. For an overview of all configuration tasks, see “Overview” on page 37.

### Installing the Policies for Integration

There are four policies that need to be installed on the OMW management server:

1. Forward messages to Service Desk
2. Forward message changes to Service Desk
3. Monitor sd\_event logfile
4. Monitor Service Desk logfile

You can install these policies by executing the script file `C:\OVOSD\config\OMW\ovopolicies.bat`.

### Modifying the Settings of SD\_Event

Modify the SD\_Event setting file, `sd_event.ini`. The default location is: `C:\OVOSD\bin`. Many of the items will be configured automatically for you during the installation process. You will want to update the `ACCOUNT` and `SERVER` entries, as a minimum. If you changed the name of the import mapping supplied with this integration, you will need to enter the new name in the `MAPPING` row. A copy of the example `sd_event.ini` file follows:

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



## Modifying the Forwarding Policy

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

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

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

## Deploying the Forwarding Policies

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

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

For additional information refer to the Online Help in your *Operations Manager 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 <code>sd_event</code> logfile | Operations Manager management server |
| Monitor Service Desk logfile          | Service Desk server                  |

## Deploying opcmsg to Service Desk Clients

Opcmsg is used to create Operations Manager 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 Operations Manager 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 OMW messages from and click `OK`.

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

## Configuring Operations Manager Tools

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

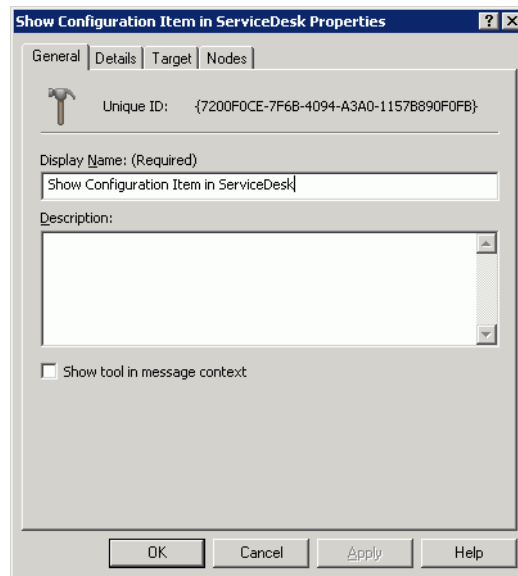
## Viewing Service Desk CIs from Operations Manager

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

In your Operations Manager for Windows application:

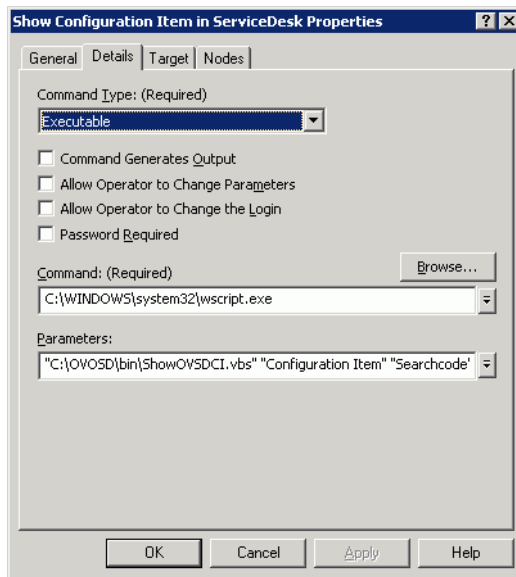
1. Open the Tool Properties dialog box and enter a name for the tool in the General tabbed page:

**Figure 3-14 Show Configuration Item - General tab**



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

**Figure 3-15 Show Configuration Item - Details tab**

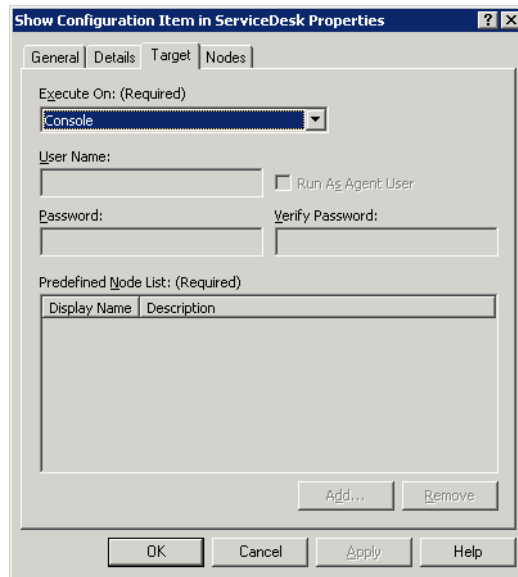


3. In the Command field enter **wscript.exe**.
4. In the Parameters field enter **"C:\OVOSD\bin>ShowOVSDCI.vbs" "Configuration Item" "Searchcode" "\$OPC\_NODES"**.

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

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

**Figure 3-16 Show Configuration Item - Target tab**





---

## **4** **User Tasks**

This chapter provides some examples of how this integration can be used. Each section contains at least one task description, and lists the steps for performing the task for Operations Manager for Windows as applicable.

## Importing Nodes into Service Desk

Operations Manager 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 Operations Manager and import the nodes as configuration items in Service Desk.

To export nodes from Operations Manager for Windows and import them as configuration items in Service Desk, use the Data Exchange task called `ovowindowsci` from the Service Desk application server.

---

### NOTE

The default configuration for this Data Exchange task 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 reconcile your data exchange data and use the change list produced to identify obsolete items. See the Reconciliation section in the *HP OpenView Service Desk: Data Exchange Administrator's Guide*.

---



## Importing Services and Relations

Operations Manager 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 Operations Manager services. Dependency and composition relations are also imported. Dependency relations are horizontal. For example, the purchasing system and the human resource department are both dependent on an Oracle database. Composition relations are parent-child relations. For example, E-mail service is the parent of the US E-mail service and European E-mail service. The relations are added to the Related CIs field of the configuration item when they are imported.

To export services from Operations Manager for Windows and import them as configuration items in Service Desk, use the Data Exchange task called `ovowindowsservices` from the Service Desk application server. For specific information, see “Importing Services Into Service Desk” on page 43.

## Sending Events From Operations Manager

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

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

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

1. Configure the integration, see “Deploying the Forwarding Policies” on page 57.
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 57.

---

## Reflecting Updates Done in Operations Manager

Changes made to Operations Manager messages from the Operations Manager for 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.

To reflect updates done in Operations Manager 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.

## Sending Annotations to Operations Manager

Annotating a message in Operations Manager 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 Operations Manager whenever an incident is created as a result of an event being sent from Operations Manager to Service Desk. The database rule can also be configured to send an annotation to the Operations Manager application whenever the status of that incident changes. Database rules can be turned on/off and modified from the Service Desk. Service Desk agents on the Operations Manager servers are sent commands, generated from a database rule in Service Desk, that call the `OVO-Sd.vbs` script in Operations Manager.

Once the integration is installed and configured, an annotation is sent whenever Service Desk receives an incident from Operations Manager. Optionally, whenever a Service Desk user updates the incident's information, an annotation is also sent to Operations Manager.

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## Sending Acknowledgments to Operations Manager

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 Operations Manager whenever an incident that was created as a result of an Operations Manager event is closed in Service Desk. Agents on the Operations Manager server are sent commands, generated by a database rule in Service Desk, that call the `OVO-SD.vbs` script in Operations Manager.

Once the integration is installed and configured, whenever an incident from Operations Manager is closed in Service Desk, an acknowledgement is sent.

## Viewing Service Desk CIs from Operations Manager

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

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

See “Viewing Service Desk CIs from Operations Manager” on page 59 for information on how to set up the tool to perform this action in Operations Manager.

### Operations Manager for Windows - View Configuration Items

To call the Service Desk user interface when you are working in the Operations Manager 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`.

---

#### NOTE

In addition to nodes, it is also possible to view incident information. The procedure is the same as described above, except that you select a message instead of a node. If the node or message you select is not known to Service Desk, the Service Desk user interface is opened with a new CI or incident window.

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

There are two Smart Actions available for viewing Operations Manager services. Services can be viewed for a service call, an incident, or for a configuration item. To view the services, from the Action menu in Service Desk, select Show OVO for Windows service state.

Alternatively, add a shortcut to view the overall state of Operations Manager services. To create the shortcut:

1. From the Start menu select Programs and then left-click on the entry for Service Desk 4.5.
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.

**Viewing Operations Manager Service State**

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



## Generating an Operations Manager 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 Operations Manager application. The helpdesk employee, can use a smart action in Service Desk to pass the incident information to the Operations Manager application, creating a new error message in Operations Manager.

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

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

## Monitoring Service Desk Processes

In Windows, Operations Manager policies can be used to monitor the log files for the Service Desk agent, `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.

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. Use the policy `monitor_sd_event_logfile` to monitor the integration tool `sd_event`. Use the policy `Monitor_Service_Desk_logfile` for monitoring the Service Desk application server.

---

# 5

# Troubleshooting

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

## Troubleshooting Information

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

### Potential Windows Error Messages

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

#### Viewing Items Error

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

Solution:

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

### Integration Item Reference List

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

**Table 5-1 Configuration (ini) Files**

| Name                           | Use  |
|--------------------------------|--|
| <code>sd_event.ini</code>      | For importing events into Service Desk.                                      |
| <code>omw8windowsci.ini</code> | For importing OM for Windows nodes as configuration items into Service Desk. |

**Table 5-1 Configuration (ini) Files (Continued)**

| Name                    | Use   |
|-------------------------|---|
| omw8windowsservices.ini | For importing services from OM for Windows into Service Desk. |

**Table 5-2 Import Mapping**

| Name               | Use   |
|--------------------|---|
| ovowindowci        | For mapping OMW nodes to configuration item and attributes in Service Desk. |
| ovowindowsservices | For mapping services from OMW to Service Desk configuration items.          |

**Table 5-3 Database Rules in Service Desk**

| Name                                    | Use  |
|---|--|
| Send acknowledgments to OVO for Windows | For sending an acknowledgements to Operations Manager for Windows. |
| Send annotations to OVO for Windows.    | For sending annotations to OMW.                                    |

**Table 5-4 Smart Actions in Service Desk**

| Name                               | Use  |
|------------------------------------|--|
| Generate OVO message manually      | To manually insert a Service Desk incident as a message in OMW.                  |
| Show OVO for Windows service state | To view the state of Operations Manager for Windows services with a Web browser. |

**Table 5-5 Policies in OMW**

| <b>Name</b>                             | <b>Use</b>  |
|---|---|
| Forward messages to Service Desk        | To forward a message from Operations Manager to Service Desk.       |
| Forward message changes to Service Desk | To forward message changes from Operations Manager to Service Desk. |
| Monitor Service Desk log file           | To monitor the Service Desk log file for errors.                    |
| Monitor sd_event log file               | To monitor the sd_event log file for errors.                        |

**Table 5-6 Tools in OMW**

| <b>Name</b>                                    | <b>Use</b>   |
|--|--|
| Show Configuration Item in Service Desk Client | To view the configuration item in Service Desk that is related to the node selected in Operations Manager. |

**Table 5-7 Accounts in Service Desk**

| <b>Name</b>             | <b>Use</b>  |
|-------------------------|---|
| OVW_server1/servicedesk | Default account created for the Operations Manager for Windows server. Server accounts must start with OVW. |

**Table 5-8 Monitoring Policies in OMW**

| <b>Name</b>              | <b>Use</b>   |
|--------------------------|--|
| Monitor sd_event logfile | For monitoring sd_event on the Operations Manager management server. |

**Table 5-8 Monitoring Policies in OMW (Continued)**

| Name                            | Use   |
|---------------------------------|---|
| Monitoring Service Desk Logfile | For monitoring the Service Desk application server. |

### Installation Reference Tables

**Table 5-9 Service Desk Server**

| File                   | Default Location                                      |
|------------------------|---|
| ovowindowsci.ini       | <i>Service Desk product path\data_exchange\config</i> |
| ovowindowsservices.ini | <i>Service Desk product path\data_exchange\config</i> |
| sd_access.exe          | <i>Service Desk product path\bin</i>                  |
| sd_access              | /opt/OV/sd/server/bin                                 |

**Table 5-10 Operations Manager Server - Windows Platform**

| File               | Default Location |
|--------------------|------------------|
| sd_event.exe       | C:\OVOSD\bin     |
| sd_event.ini       |                  |
| Ovo-Sd.vbs         |                  |
| queuectl.exe       |                  |
| enqueue.exe        |                  |
| dequeue.exe        |                  |
| ShowOVSDEntity.vbs |                  |

**Table 5-10 Operations Manager Server - Windows Platform (Continued)**

| File   | Default Location     |
|--|----------------------|
| Monitor Service Desk logfile<br>(policy)                               | C:\OVOSD\config\OMW  |
| Monitor sd_event logfile<br>(policy)                                   |                      |
| Forward messages to Service<br>Desk (policy)                           |                      |
| Forward message changes to<br>Service Desk (policy)                    |                      |
| ovopolicies.bat<br>config.mm   |                      |
| ACES_OMW8_Mappings.xml<br>omw8windowsci.ini<br>omw8windowsservices.ini | C:\OVOSD\config\OVSD |



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# **A** **Sample File Contents**

This appendix presents listings of example configuration files provided with the integration.

## **sd\_event.ini**

This file is used to configure the setting of sd\_event, which is a tool for sending the OMW message to OVSD side. For more information, see “Modifying the Settings of SD\_Event” on page 56.

```
[SD_Event]
LOGFILE=C:/OVOSD/log/sd_event.log
ERROR_LOGFILE=C:/OVOSD/log/sd_event_error.log
ACCOUNT=OVW_server1/password
SERVER=yourserver
PORT=30980
MAPPING=ovowindows
CLASSNAME=incident
MODUS=insert
LANGUAGE=EN_US
```

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