HP OpenView Service Oriented Architecture Manager

OVIS Integration Instructions

Version: 2.1

Windows, UNIX, Linux

June 2006

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The HP OpenView Internet Services (OVIS) Integration Instructions are intended for users who want to take advantage of the HP OpenVeiw Service Oriented Architecture (SOA) Manager integration with OVIS. Users should be familiar with SOA Manager and OVIS before completing these instructions.

Overview

OVIS provides a single integrated view of your Internet and related services. It is designed to help IT staff efficiently predict, isolate, diagnose and troubleshoot problems, anticipate capacity shortfalls, and manage and report on service level agreements.

The SOA Manager OVIS probe imports business service performance data into OVIS, measuring availability, response time, and other performance metrics. This integration provides greater visibility of the overall health of your business services by leveraging the advanced Service Level Objectives (SLO) monitoring, SLA conformance, trend analysis and reporting provided by OVIS.

This document assumes that you are familiar with creating OVIS service configurations. For more information read the OVIS User's Reference Guide.

Installing the SOA Manager Probe

The SOA Manager probe can only be installed on a Windows system, and requires the .Net framework 1.1. It is expected that the probe will only ever be installed on the same server as the Internet Services Configuration Manager, as the probe location is basically irrelevant.

The Internet Services Configuration Manager on the Management Server needs to be updated with the SOA Manager's probe definition, which is specified in an SRP file. The SRP file is located on the SOA Manager CD in the `Addons/OVIS/6.0` directory.

To load the file:

1   On the Management Server, open a command prompt.

2   Run the following command:

```
repload -load repload_C_SOAM_PROBE.SRP
```

3   After the new SRP file is loaded, run the following command:

```
ovc -restart ovtomcatA
```

4   Exit the current Dashboard session and restart.

5   On the system where the Internet Services Configuration Manager is installed, copy the probe binary probeSoam.exe into the *<OVIS_install_dir>*/probes folder. For more information on installing custom probes see the *OVIS Custom Probes API Guide*.

Configure the Probe

The following sections are used to configure the SOA Manager probe:

- Create a Service Group
- Create a Service Target
- Configure SLOs and Alarms
- Create a Probe Location

Create a Service Group

In the OVIS Configuration Manager, create a new service group of the type SOAM Probe. Although not a requirement, it is recommended that you create a single service group for each business service to be monitored in OVIS, using the same name for both. This is because in OVIS a service group is the level at which SLO metrics are defined. The Create Service Group dialog box is shown below:
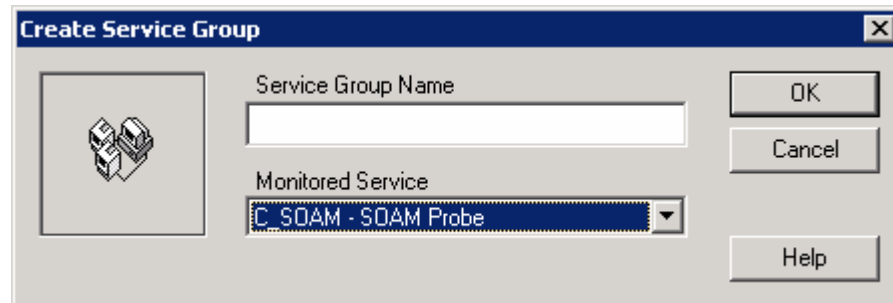
Create a Service Target

Each business service monitored in OVIS has a corresponding service target in the OVIS Configuration Manager. This target is the address of the business service's service performance Web service interface (see the *SOA Manager Integrator Guide* for documentation about this API). The SOAM Probe Information dialog box is shown below:

Complete the fields as follows:

- **Target Host** – host of the SOA Manager Network Services Server.

- **Port** – Port of the SOA Manager Network Services Server.

- **urlfile** – The relative soap address of the ServicePerformanceSnapshotSoapHttpBinding Port Type for the associated business service. This address is specified in the business services WSDL, which is listed under Deployed WSMF Services found at `http://`*<SOA_Manager_host>*`:`*<SOA_Manager_port>*`/wsmf/servlet/ AxisServlet`. A sample WSDL extract containing the address is shown below.

  ```
  <wsdl:port binding="tns:ServicePerformanceSnapshotSoapHttpBinding"
     name="BusinessServiceServicePerformanceSnapshotPort">
     <soap:address location="http://inspector.ovrtest.adapps.hp.com:
        5002/wsmf/services/Runtime$service=
        WsmfBusinessService$name=Finance" />
  </wsdl:port>
  ```

  For the above WSDL, the UrlFile field would be

  ```
  /wsmf/services/Runtime$service=WsmfBusinessService$name=Finance
  ```

  Note : There should be no ?wsdl at the end of this value. Use the name of your business service in the place of 'Finance' in the given example.

- **Label** – An identity that will be used to refer to the business service in the OVIS dashboard.

Configure SLOs and Alarms

SLOs and alarms can be setup for the following metrics:

- **AVAILABILITY** – Availability of the business service is either 0 or 100% for a specific time interval.

- **RESPONSE_TIME** – The average response time in seconds for all requests to the business service during the last time period.

- **MAX** – The maximum response time in seconds during the last time period.

- **MIN** - The minimum response time in seconds during the last time period.

- **SEC_VIOLATIONS** – The total number of authentication or authorization failures.
- **SUCCESSES** – The number of successful requests.
- **SUCCESS_MILLIS** – The cumulative response time of all successful requests in milliseconds.
- **FAILURES** – The number of requests that failed.
- **FAILURE_MILLIS** – The cumulative response time of failed messages in milliseconds.
- **POLL_DURATION** – The duration in milliseconds of the time interval over which the above metrics are summarized.

Create a Probe Location

Before the SOAM Probe can start to gather business service performance, a probe location needs to be configured. This specifies where and when the probe should start to gather data. The Probe Location Info dialog box is shown below:

Complete the fields as follows:

- **Probe Location** – The probe should be configured to run on the local system.

- **Measurement Interval** – The metrics that the SOA Manager probe loads are a snapshot of the previous minute's performance. Therefore, it is important that the measurement interval be set to 60 seconds.