

# HP Operations Orchestration

For Windows ® and Linux operating systems

Software Version: 9.07

## Central User Guide

Document Release Date: January 2013

Software Release Date: January 2013



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**Note:** Some topics do not convert properly to PDF, causing format problems. Some elements of online help are completely removed from the PDF version. Those problem topics can be successfully printed from within the online help.

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# Quick View of Operations Orchestration Central

HP OO Central provides automated sequences of tasks called flows that you run to reduce the time required to keep your organization's network functioning.

You access and run flows from Central to:

- Diagnose and repair network problems.
- Monitor the health of applications and networks.
- Perform maintenance tasks.

This Quick View of Central will show you how Central:

- Enables front-line IT support personnel to resolve alerts and repair tickets, check the health of applications, servers, and peripherals, and perform repeated maintenance tasks more quickly and with full auditing.

You can accomplish these goals with the flows in the Central Library. A flow is an automated, structured sequence of operations that can respond to the conditions it finds.

- Helps IT managers understand precisely where their system needs help and how the flows are doing at providing that help.

Dashboard reporting charts graphically relate incidents to the causes of problems. For example, you can chart which servers are going down more often than is normal. To learn what the underlying problem is and how it was solved, you can then look at the run histories for the flow that brought the server back up. Some services may be restarted many times a day without being logged anywhere. This information is now available with the HP OO charts and reports.

Further, you can drill down into the information that Central has recorded. For example you could examine your most common alerts to see which operating system they occur most frequently on, and then drill down further to see which particular system is most problematic.

Reporting charts and run histories also tell you whether a given flow is accomplishing what it's intended to do, or whether the flow author needs to work on it more.

## A scenario

Suppose your IT department encounters a broad range of alerts that originate from various servers, applications, and operating systems. In addition to resolving the alerts, you need to mine meaningful data from the information that comes out of using various actions to resolve those alerts.

To see what you can do with Central, let's look at both of those goals:

- Central users run the flows that resolve the alerts.

In the Flow Library (on the **Flow Library** tab), the HP OO Central user locates and runs the flows that resolve the situations causing the alerts.

- In the Dashboard (on the **Dashboard** tab), users then analyze the data that is produced by the flows that resolve the alerts to discover information such as:

- What are the alerts that are showing up most frequently?
- What is the outcome for each alert?
- Which server or application generated the most alerts?
- Which flows ran most often, and what were their outcomes?
- Which applications and servers had fatal errors?
- How many alerts of various severities were there?

## Starting Central

If you run Central in Internet Explorer on a machine running a Windows Server operating system, you must add the domain address of Central (<https://<your-hostname>>) to the Intranet Security Zone, using the default settings.

Central provides a graphical user interface for:

- Finding and running flows (on the **Flow Library** tab).
- Creating reports and viewing information on flow runs (on the **Reports** tab).
- Viewing and customizing charts of aggregated data that show patterns in flow usage and outcomes and may reflect the state of your IT system's health.
- Scheduling flow runs (on the **Scheduler** tab).
- Changing Central and HP OO configurations and enabling external authentication (on the **Administration** tab).

Before starting Central, make sure that the server on which the shared repository resides is up and running.

### To start Central

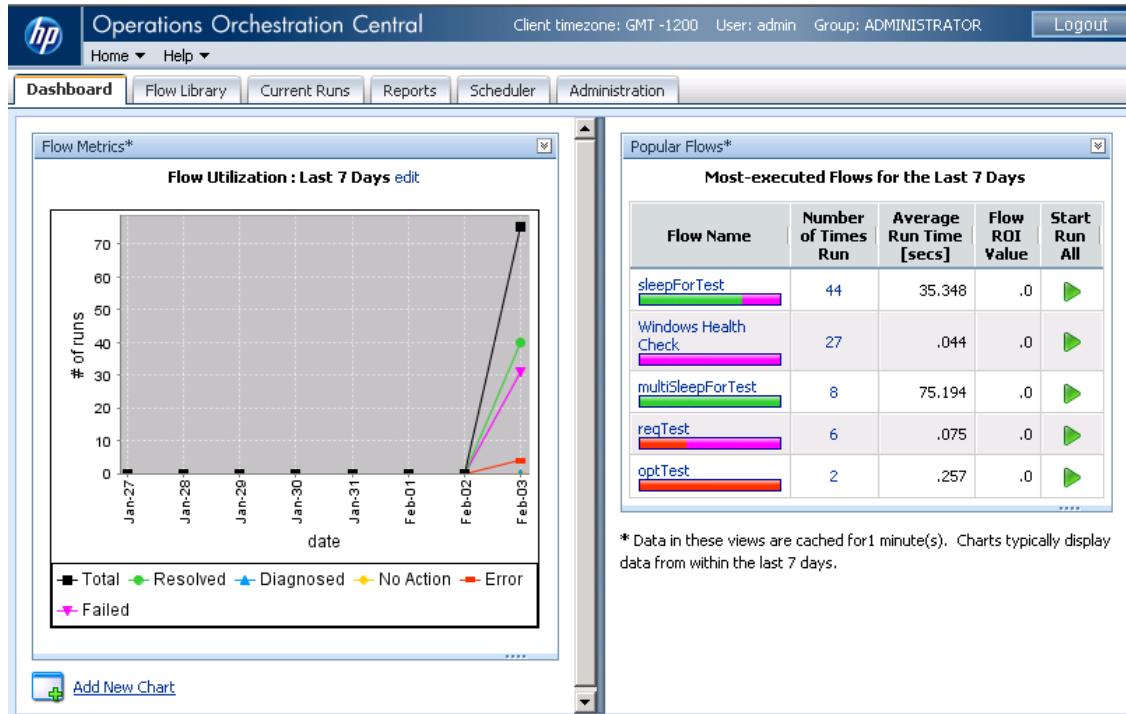
1. Start your machine's Web browser.
2. Paste the URL that your administrator sent you into the **Address** box of the Web browser and then press Enter.
3. When the message appears that you are about to view pages over a secure connection, click **OK**.  
If a message appears, warning you that the site is not trusted, it is safe to proceed.
4. Click **Yes**.
5. When the Central Login page appears:
  - a. Type your user name and password.
  - b. Click **Login**.

Central opens, and you're ready to locate, run, and view information on flows.

**Note:** If you receive an error message when logging on to Central, check to make sure that JavaScript is enabled on your machine.

## Central Web application: the initial page

When you start the Central web application, the default start page is the **Dashboard**, where you can analyze results of flow runs.

**Notes:**

- Whether you see the **Current Runs**, **Reports**, or **Scheduler** navigation tabs depends on which capabilities (the abilities to schedule flows, to manage other users' runs, etc.) are assigned to your group or groups.
- The time given in the title bar of HP OO Central is in the timezone where the client machine on which you're running HP OO Central resides.

The title bar displays:

- The relationship between the Central client's time zone and Greenwich Mean Time (GMT). All the times shown in the Central web application, such as in the **Scheduler** and **Reports** tabs, are the Central client's time, and thus have the same relationship to GMT as that described in the title bar.
  - Your user name.
  - The first group to which you belong (from an alphabetical list of groups to which you belong).
- For information on viewing the groups you belong to, see [Viewing the HP OO groups you belong to](#).
- A link to the HP OO Central Help system.
  - The **Logout** button.

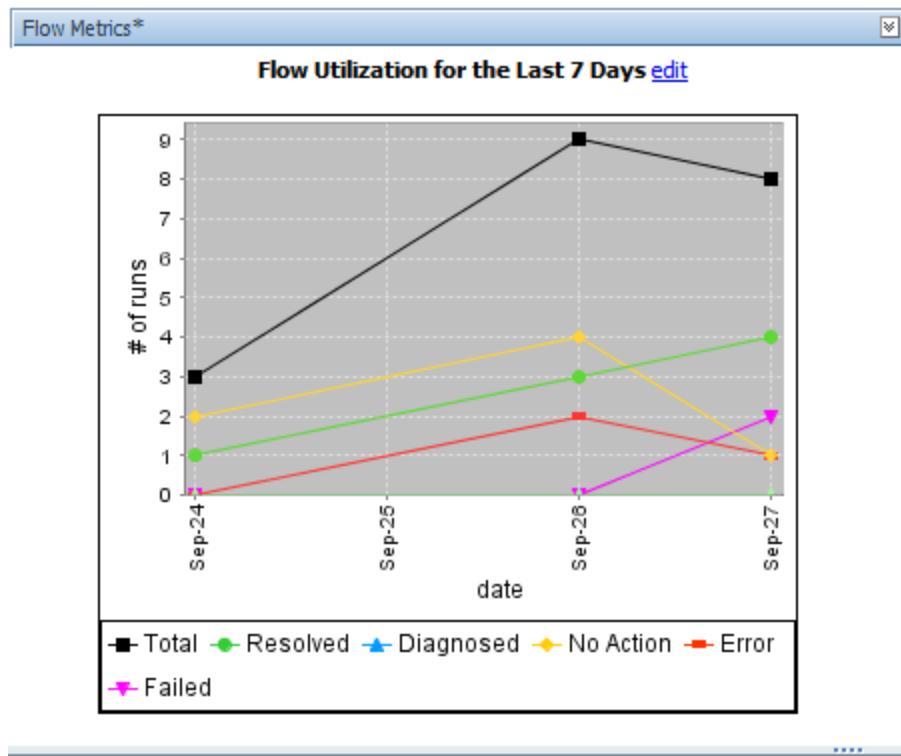
The **Flow Metrics** area is a diagnostic and analytical area where you can call up and create charts that offer different views of information obtained by all the flows that have run. The **Popular Flows** area is where you can examine histories of flow runs.

## Flow Metrics area

The Flow Metrics graph shows one of the following metrics over the last week, month, or year:

- Total number of flow runs, broken down by the outcome of the run (problem resolved, problem diagnosed, no action necessary, error, or run failure).
- The average execution time of all the runs (MTTR, or Mean Time to Resolution).
- The total value of the run, as determined by the monetary value that the flow author assigned to completion of each step in the flow.

By default, it shows flow utilization (the number of flow runs) over the last seven days, but you can change either what it shows or the time span that it covers.



### To customize the flow Metrics graph

1. To change the information that the Flow Metrics graph displays or the time span that it reports, click edit (beside the graph title).

The **Flow Metrics** editing area appears, in which you can choose the metrics that you want to see and the time span that you want the metrics to cover.

Flow Utilization for the Last 7 Days

Flow Utilization      Last 7 Days      Go close

2. Select your choices in the list boxes beneath the graph.

If you select years, the intervals represented are months.

3. To update the graph, click **Go**.

## Popular flows

The **Popular Flows** area provides a quick view of the executed flows that have recently been run the most, including a shortcut for running a flow again.

<b>Most-executed Flows for the Last 7 Days</b>				
<b>Flow Name</b>	<b>Number of Times Run</b>	<b>Average Run Time [secs]</b>	<b>Flow ROI Value</b>	<b>Start Run All</b>
Windows Health Check	1	43.297	.00	▶
Simple SMTP Check	1	16.172	.00	▶
Restart Service - Tutorial Flow	1	19.749	2.15	▶
***				

\*Data in these views are cached for 1 minute(s). Charts typically display data from within the last 7 days.

In addition to being able to start any of the flows listed here (by clicking the green arrow), you can also open any of the Dashboard charts.

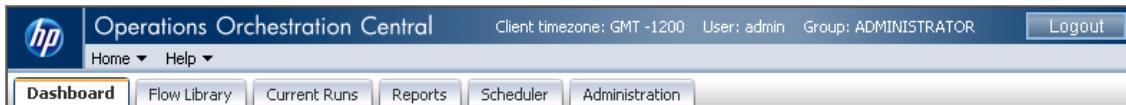
### To open a Dashboard chart

1. On the **Dashboard** tab, click **Add New Chart**.
2. In the **Select a report to view drop-down list**, select the chart that you want to see, and then click **View**.

---

# Navigating in Central

The Central interface varies according to whether you are finding or running a flow or generating a report or metrics. However, you can always navigate with the **Dashboard**, **Flow Library**, **Current Runs**, **Reports**, **Scheduler**, and **Administration** tabs.



Which navigation tabs you see depends on which capabilities have been assigned to the group or groups that your account is a member of. The ADMINISTRATOR group can see all the tabs. Otherwise:

- The **Dashboard** and **Reports** tabs appear only if your account's group has the RUN\_REPORTS capability.
- The **Scheduler** tab appears only if your account's group has the SCHEDULE or VIEW\_SCHEDULES capability.

**Note:** If your group has only the VIEW\_SCHEDULES capability, you can see existing flow schedules on the tab, but they are read-only. To create or change schedules, your group must have the SCHEDULE capability.

- Everyone can see the **Administration** tab, but what you can see and do on it depends on your group's capabilities.

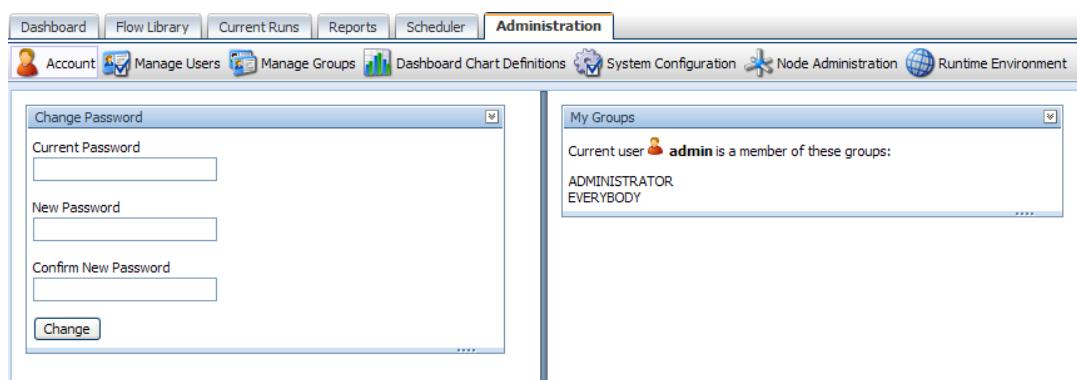
# Changing your HP OO Central password

You change your account's password on the **Administration** tab.

## To change the password for the current user

1. Click the **Administration** tab, and then click **Account** ().

The **Account** tab opens.



The screenshot shows the 'Account' tab selected in the navigation bar. The main content area has two sections: 'Change Password' on the left and 'My Groups' on the right. In the 'Change Password' section, there are three text input fields: 'Current Password', 'New Password', and 'Confirm New Password'. Below these fields is a blue 'Change' button. In the 'My Groups' section, it displays the message: 'Current user  admin is a member of these groups:' followed by a list: 'ADMINISTRATOR' and 'EVERYBODY'.

2. In the **Current Password** text box, type your current password.
3. In the **New Password** and **Confirm New Password** text boxes, type the new password, and then click **Change**.

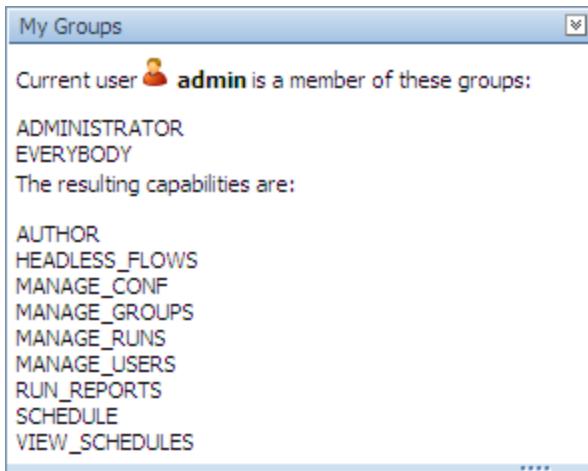
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## Viewing the HP OO groups you belong to

To view the group memberships of the current user:

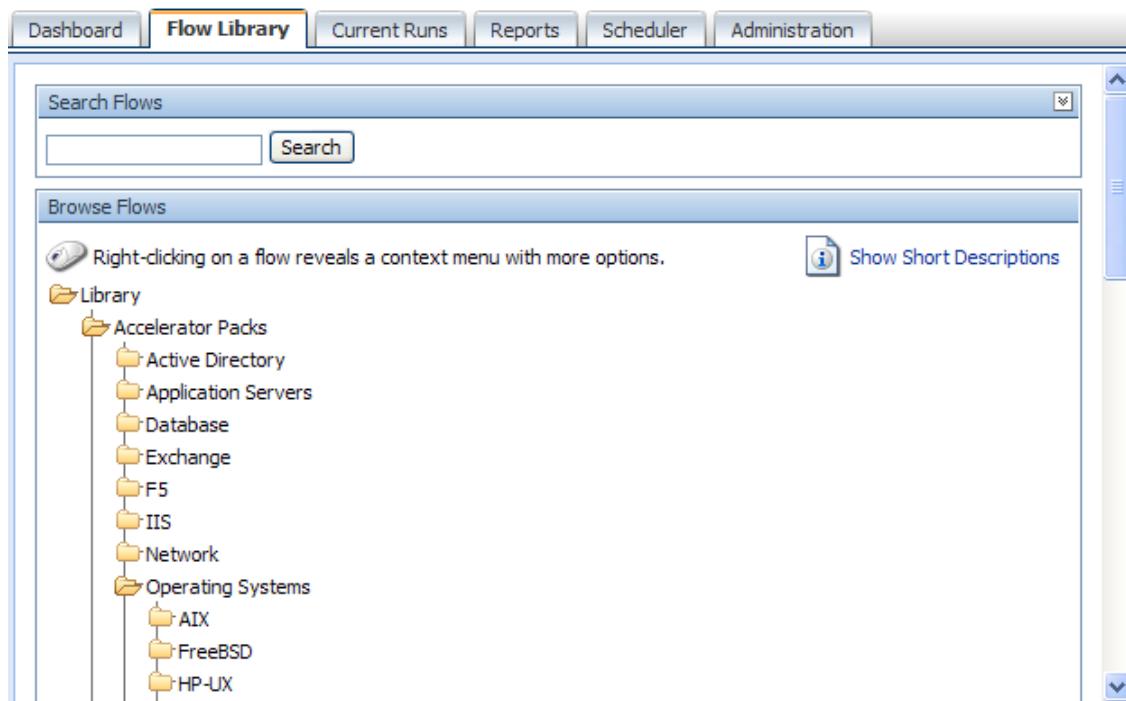
- Click the **Administration** tab, and then click the **Account** button 

The **My Groups** panel lists the groups to which the logged-in user account belongs.



# Finding flows

Your first question is probably which flow to run. You can either browse Central's Library on the **Flow Library** tab or use the Search feature to find the flow you needed to resolve each alert.



## The HP OO Library

Some of the folders in the Library group the flows according to the technology area in which they solve problems. The flows that come with your initial installation are organized this way, under the Accelerator Packs and ITIL folders. For instance, if you want to check your Internet Information Services (IIS) SMTP server health, you would expand the Accelerator Packs folder, the IIS folder, the Utility folder, and then run the SMTP Server Health flow.

If you can't find the flow you need, you can [search](#) for it.

## Browsing flows in the Library

### To browse the Library for a flow

1. Click the **Flow Library** tab.

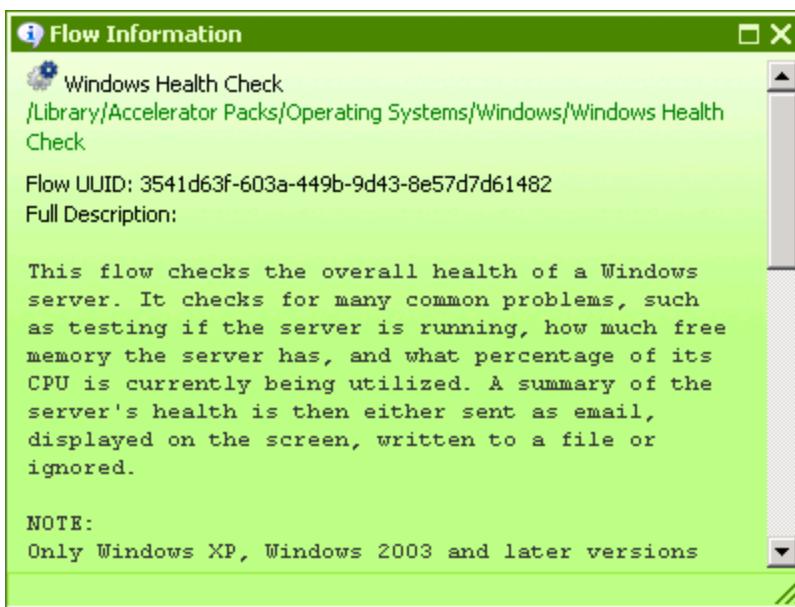
The Flow Library opens.

2. To find a flow, open the Library folder and navigate through the folder tree to the flow.

The  icon represents a flow.

3. To see detailed information about a flow, right-click the flow name, and then click **About**.

An information box such as the following appears, containing descriptions and other information about the flow.



Click **OK** to close the information box.

4. To run the flow, click the flow name.

This loads a preview of the flow and allows you to choose how you want to run the flow.

There are three ways to run a flow:

- Guided Run

You click to carry out each step and respond to any user prompts.

- Run All

The flow completes all the steps on its own, and you only respond to user prompts.

- Instant Run

Like Run All, except that the user prompts, results, and other data generated appear in a dialog box.

For more information about running a flow, see [Types of flow runs](#) and [Running a flow](#).

## Searching for a flow

Central's search mechanism uses the Apache Lucene search syntax. In addition to the basic search method described in this topic's procedure, you can use the syntax to construct more highly targeted searches. For more information on the search syntax, see the Apache Software Foundation Web site's page on query syntax.

**To search for a flow**

1. On the **Flow Library** tab, in the **Search flows** text box, type one of the following:

- Some or all of the flow's name
- Keywords
- A word or phrase within the flow description
- A flow category

OR

Type a search field and value using the form:

<fieldname>:<term>

where <term> is the particular value in the field that may find the desired flow. For example, to search for flows that have a step named Notify in them, enter:

stepname:Notify

The fields that are available for searching are the following (they are not case-sensitive):

- **Category**

The category that has been assigned to the flow.

- **Description**

The flow's description.

- **Domain**

A domain term that has been associated with the flow.

- **ID**

The flow's Universally Unique ID.

- **Input**

An input to an operation used in the flow.

- **Name**

The flow's name.

- **Type**

The type of an operation used in the flow. The terms that you can match in this field and the operation types that they represent include:

- **cmd** – Command
- **flow** – An operation that is a flow
- **http** – Http (also known as shell)
- **other** – Scriptlet
- **script.perl** – Perl script
- **ssh** – SSH (Secure Shell)

## Central User Guide

### Finding flows

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- **telnet** – Telnet
- **lock** – Acquire Lock
- **unlock** – Release Lock

#### ■ Stepdescription

The description of one of the flow's steps.

#### ■ Stepname

The name of one of the flow's steps.

## 2. Click **Search**.

The search results appear.

The screenshot shows a search results page titled "Search Results". The search term entered is "stepname:Notify". The results list two items:

- Check Connectivity**  
Library/ITIL/Incident Management/Network/Check Connectivity  
Checks to see whether or not a connection exists, and if it exists checks to see if it is adequately reliable.  
Inputs:  
Host - The host to ping from.  
username - the username for host.  
password - the password for host.  
target - the host to ping.  
notifyMethod - How you want the report delivered.  
Results:  
report - Connectivity test results  
Responses:  
success - The test passed.  
diagnosed - A problem was found  
failure - something went wrong, or no response was received for the ping.
- Check Connectivity**  
Library/ITIL/Incident Management/Servers/Check Connectivity  
Checks to see whether or not a connection exists, and if it exists checks to see if it is adequately reliable.  
Inputs:  
Host - The host to ping from.  
username - the username for host.

Note that the search results include:

- The description and inputs for each flow.
- Where the flow is located in the Library.

## 3. To load the flow from the results into the preview, click the flow name.

## Types of flow runs

From within the Central Web application, there are three kinds of flow runs and several ways to start each kind of run:



- Guided run

In a guided run, you click to carry out each step.



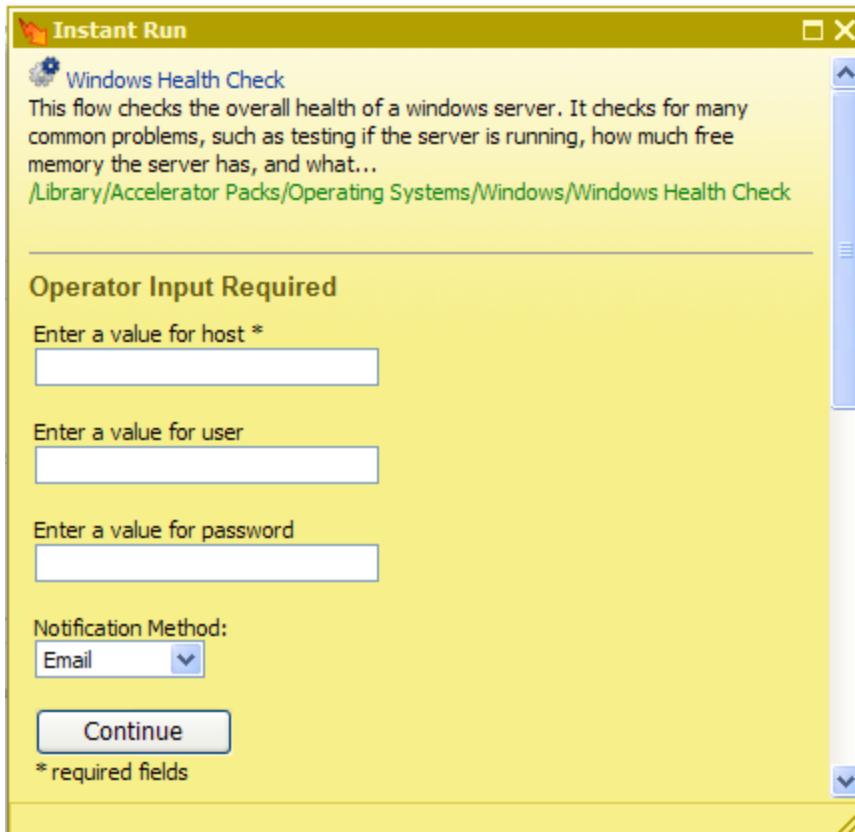
- Run all

In run all, when you start the flow, it runs straight through to completion, except for any user-prompt inputs that require you to supply a value.



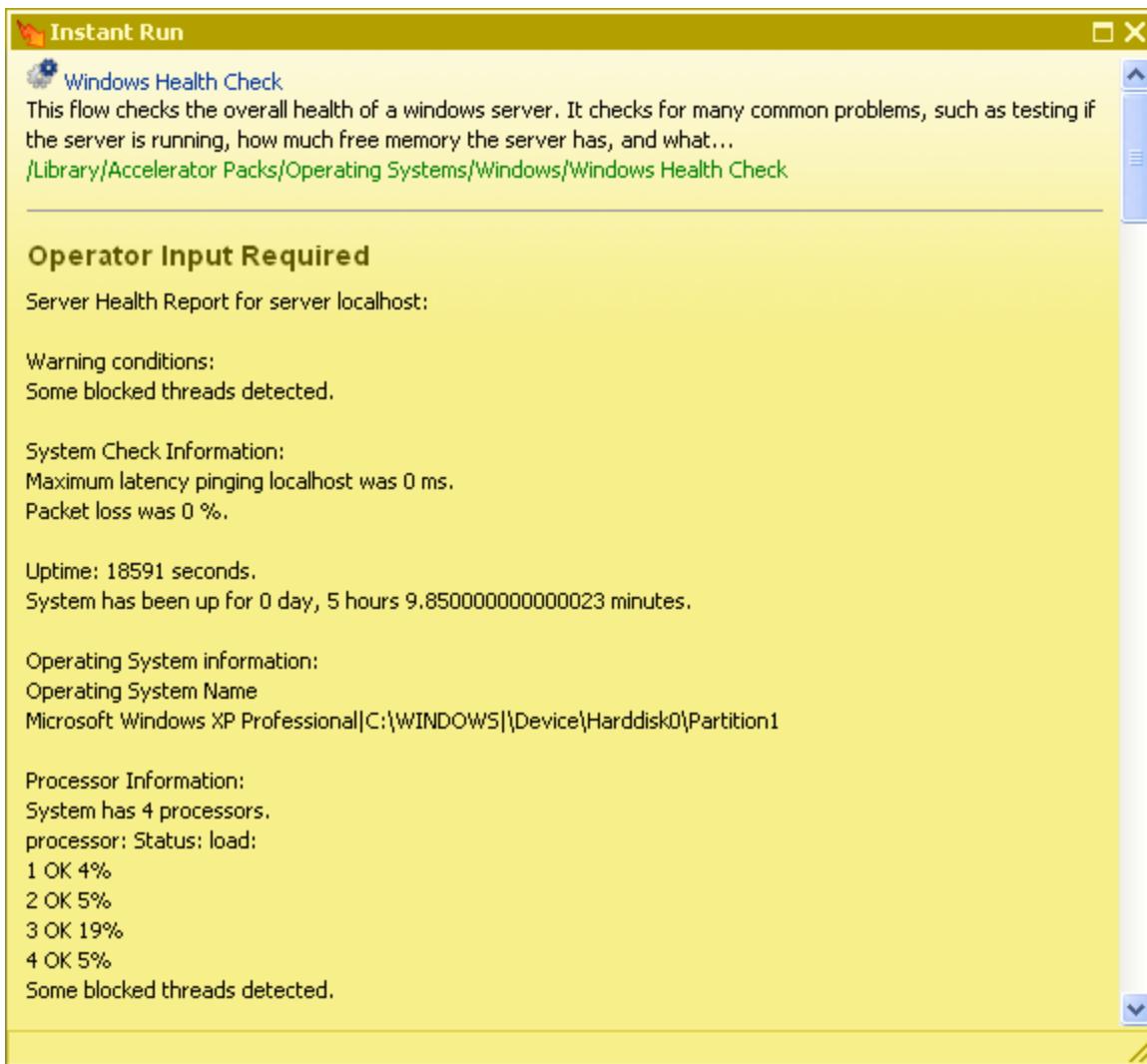
- Instant run

An instant run is useful when you want to start a run without leaving the Flow Library or flow's preview page. An instant run opens a dialog box, such as the following one for the Windows Health Check flow, within which the new run starts and runs to completion.



The screenshot shows the 'Instant Run' dialog box for the 'Windows Health Check' flow. The dialog has a title bar 'Instant Run'. Inside, there is a section titled 'Operator Input Required' with three text input fields: 'Enter a value for host \*', 'Enter a value for user', and 'Enter a value for password'. Below these is a dropdown menu for 'Notification Method' set to 'Email'. At the bottom of the dialog, there is a 'Continue' button and a note '\* required fields'.

Only the essential controls for completing the run are available, and only while the box is open. Note though, the information that is visible when you expand the **Instant Run** dialog box.



**Note:** If your account does not have sufficient permissions or the capability to start a run of this flow, a message appears, alerting you to the fact and providing a button for handing off the flow. For required inputs (such as credentials) for which you need to provide values, text boxes appear in the **Instant Run** dialog box.

As you scroll down, you'll find more information, such as the results for steps where relevant and the summary information for each step.

The screenshot shows the 'Instant Run' window with the title bar 'Instant Run'. Below it is a 'Run Controls' section with buttons for 'Run', 'Pause', 'Delete', and 'Dismiss'. The main area is titled 'Result Summary' and contains a table with the following data:

Step	Response	Message
Ping Target System		localhost successfully pinged.
Get System Uptime		localhost has been running for <b>SystemUpTime 18591</b> seconds.
Get Host Name		localhost believes its name to be <b>Name Microsoft Windows XP Professional C:\WINDOWS\Device\Harddisk0\Partition1</b>
Get Processor Count/Status		localhost has 4 processors. They were all <b>online</b> . Their loads were: <b>4,5,19,5%</b> . They had <b>56 threads</b> waiting to use the CPU.
Free Physical Memory		localhost has <b>FreePhysicalMemory 1415344 kilobytes of free memory</b> .
Get Running Process List		localhost has the following processes running: Name <b>System Idle Process</b> System <b>smss.exe csrss.exe winlogon.exe services.exe lsass.exe svchost.exe svchost.exe svchost.exe svchost.exe svchost.exe svchost.exe acevents.exe spoolsv.exe scardsvr.exe accoca.exe cisvc.exe iviRegMgr.exe LSrvc.exe mysqld-nt.exe mysqld-nt.exe svchost.exe nsvcs32.exe PDFProFilrSrv.exe svchost.exe wdfmgr.exe vmount2.exe vmmat.exe vmnetdhcpc.exe vmware-authd.exe alg.exe explorer.exe RTHDCPL.exe DrgToDsc.exe Scheduler.exe Acrotray.exe jusched.exe vmware-tray.exe hqtray.exe accrsub.exe openvpn-gui.exe PdfPro5Hook.exe LightScribeControlPanel.exe acevents.exe PDFDirect.exe ctfmon.exe msmsgs.exe communicator.exe acsagent.exe FNPLicensingService.exe openvpn.exe OUTLOOK.EXE iexplore.exe cidaemon.exe cidaemon.exe eclipse.exe notepad.exe Jetty-Service.exe</b>

For information on the ways you can start a flow run from within Central, see [Ways to run flows](#). You can also start a flow run and search for flows from outside the Central application. For more information, see [Starting a flow from outside Central](#).

## Running a flow

There are several ways to start a flow run. The first two are described in this topic.

- From the **Flow Library** tab
- From the **Flow preview** page
- By scheduling one or more runs of a flow

For information on scheduling flow runs, see [Scheduling flow runs](#) and [Creating a schedule for a flow](#).

- From outside the HP OO Central web application, using a command-line command

For information on starting a flow run from outside Central, see [Starting a flow from outside Central](#).

### To run a flow directly from the Flow Library page

- On the **Flow Library** tab, navigate to the flow you want to run.
- Right-click the flow name, and then click one of the following:
  - Guided Run**

- **Run All**
- **Instant Run**

#### To run a flow from the Preview Flow page

1. On the **Flow Library** tab, click the flow name to open the flow's **Flow Preview** page.

The **Flow Preview** page includes, in the top-left pane, a button for each type of run and the **Run name** box, containing the default name of the run.

### Preview Flow: DNS Event Check

Run name:

DNS Event Check\_\${runID}



2. To change the run name from the default, type a new name in the **Run name** box.

The default run name is made up of the name of the run and the number of the run, which is obtained dynamically by the variable reference \${runID}. The run name will be something like "Windows Health Check\_2". You can create a different run name, if you wish.

#### Notes on the run name:

- The run name is limited to 255 characters.
- When you change the run name, the run's URLs in the **Execution Links** panel on the flow's preview page are automatically also changed.
- When you manually run a flow by right-clicking the flow name in the Flow Library and then selecting one of the run types, the run name is given the default run name.
- You can specify a run name on the **Flow Preview** page, in the command with which you start a run from outside Central, or when you create a schedule of runs of the flow. By default, all the runs in the schedule are given the schedule's name.

3. Click one of the run-type buttons:

- **Guided Run**
- **Run All**
- **Instant Run**

**Note:** You can also click **Schedule** to create a schedule for this flow. For more information, see "Creating a schedule for a flow" on page 50.

If you choose **Guided Run** or **Run All**, the flow begins execution and the page contains the following panels:

- **Results Summary** panel: shows the step names, their responses, and what happened during each step
- **History Tree** panel: shows the order in which the flow steps and subflow steps were run and the results of the steps
- **Context** panel: shows all of the flow variables used in the flow run and the values assigned to them
- **Stack** panel: shows the root flow and, if it uses a nested-execution pattern, which subflow you may currently be inside
- **Graph** panel: graphic depiction of the flow that highlights each step as it is executing

If you choose **Instant Run**, the **Results Summary**, **History Tree**, **Context**, and **Stack** panels will not appear on the page, and the graph will not highlight the steps as they run.

## Restarting a flow

Restarting a flow is the same as starting a flow run. After a flow's guided run or run-all run completes, the Central display of the flow's run state includes the **Restart** button.

The screenshot shows the Central interface for a completed flow run named "Connectivity Test\_1461".

**Run Status:** FINISHED  
**Started:** Jan 24, 2012 2:42:11 PM  
**Current Step:** Connectivity Test

**Results Summary:**

Step	Response	Message
Is latencyThreshold valid?	!	greater than
Is lossThreshold valid?	!	greater than
Operating System Detector	!	The OS system is Windows 2003.
Set Flow Variable	✓	success
Ping	✗	Connection Error
Set Context Value	✓	success
Error : failure	✗	Return step - <b>Connectivity Test</b>

**History Tree:** Connectivity Test\_1461

**Graph:**

```

graph LR
    Start(( )) -- success --> S1[Set Flow Variable]
    S1 -- success --> S2[Set Flow Variable]
    S2 -- success --> Ping1[Ping]
    Ping1 -- diagnosed --> Ping2[Ping]
    Ping2 -- success --> Check[Check]
    Ping2 -- failure --> Check
    S1 -- windows xp --> S1_wxp[Set Flow Variable]
    S1_wxp -- success --> Ping1
    S1_wxp -- windows 2000 --> S1_2000[Set Flow Variable]
    S1_2000 -- success --> Ping1
    S1_2000 -- windows 2003 --> S1_2003[Set Flow Variable]
    S1_2003 -- success --> Ping1
    S1_2003 -- windows 2008 --> S1_2008[Set Flow Variable]
    S1_2008 -- success --> Ping1
    S1_2008 -- linux --> S1_linux[Set Flow Variable]
    S1_linux -- success --> Ping1
    S1_linux -- solaris --> S1_solaris[Set Flow Variable]
    S1_solaris -- success --> Ping1
    
```

### To restart the flow



- Click the **Restart** button (\_\_\_\_\_).

# Restarting a Finished Run from an Intermediary Step

If a flow fails in Central, you can resume the flow from the step at which it failed, if a checkpoint flag has been set for that step. You can resume your own runs or others' runs if you have MANAGE\_RUNS capability.

1. After a flow has failed, try to identify and fix the problem that caused this—for example, an incorrect configuration in a system, a computer being down, and so on.
2. Click the **Reports** tab in Central, and display the **One Run Instance** report for the flow run that failed.
3. Click the **Restart from this step**  button for the step where the failure occurred.

If the flow hasn't been modified, Central loads the context and configures a new run for the flow. The Preview page opens, presenting the flow, starting with the step for which you clicked

**Restart from this step**  . The flow restarts the run automatically from the chosen step in the **Preview** page.

**Note:** The **Restart from this step** link is available for each step that has had a checkpoint set in Studio. For information about setting a checkpoint for a step, see "Checkpoints: Saving a flow run's progress for recovery" in the *HP OO 9.07 Studio Authoring Guide*.

**Note:** Please note the following limitations:

- Live connections/sessions are not guaranteed to be in the same state during the resumed run.
- Permissions are checked as for a regular run.
- You need to take into account the irreversible changes of the previous run.
- You need to take into account that the restart uses a previously saved context.
- You cannot restart headless runs.
- You cannot restart from a specific step if the flow has been modified.
- You cannot restart an unfinished run. Only finished runs can be restarted.
- You cannot restart from a step inside a parallel lane.
- You cannot restart from a multi-instance substep.
- You cannot restart from a non-blocking step.

The **Restart from this step**  button is available on both the **Basic** and **Advanced** subtabs of the **Reports** tab.

## Running subflows

All steps are based on operations, and a step's operation can itself be a flow. The flow that is the basis for the step is then considered to be a subflow of the flow that contains the step. The flow that contains the step is considered to be the parent flow.

When you are running a flow step-by-step (in a guided run) and come to a step that contains a subflow, you can step into the subflow or run it as a single step.

### To step into and out of a subflow

1. When the step highlight moves to the step that contains the subflow, click **More Controls**.



The **Step Into** button appears among the other additional controls.



2. Click **Step Into**.
3. Complete the steps of the subflow using the same procedure as you do for completing the steps of the parent flow.

The **Step Out** button appears among the others.



4. To run the subflow to completion and return to the steps of the parent flow, click **Step Out**.

OR

If you have reached the end of the subflow, click **Next Step**.

5. To complete the run, continue completing steps as described above.

At any time, you can run the rest of the flow by clicking **Run All**.

---

# Previewing flows

The flow preview page contains the flow graph and information about it. When you run the flow step by step, the diagram illustrates the current progress of the flow.

The preview of the flow provides:

- A graph of the flow
- Buttons for starting the flow in various modes
- Various navigation icons.
- Panels with specialized information:
  - **Flow Details** panel: The flow's location in the Flow Library, its universally unique ID (UUID), and the flow's description, which includes a summary of what it does as well as important information for using the flow (such as the information required for inputs and the source and meaning of results).
  - **Reporting** panel: Charts built from data reported by flow inputs.
  - **Execution Links** panel: Links (URLs) for starting each kind of flow run. You can bookmark these links in your web browser or send them to another program or, in an email or a chat session, to another user. These links are URLs that launch the flow. If you change a run's name, its URLs in the execution links change accordingly.
  - **Graph** panel: Graphic depiction of the flow.

## To preview a flow

- In the folder tree on the **Flow Library** tab, click the flow.

The flow preview is loaded and appears.

## Central User Guide

### Previewing flows

The screenshot shows the 'Operations Orchestration Central' interface with the 'Flow Library' tab selected. A specific flow named 'Displayed URL Test' is being previewed. The flow graph on the right details a process for testing URLs. It starts with an 'Iterate over URL List' step, which then branches into two parallel paths. One path leads to an 'Accessible?' step, which can result in 'Passed' or 'Failed'. The 'Passed' path leads to a 'Remember Failure' step, while the 'Failed' path leads to an 'Error: failure' step. Both the 'Remember Failure' and 'Error: failure' steps converge back to a final 'Resolved: success' step. The flow graph includes various symbols like wrenches, jars, and globes, with annotations such as 'has more', 'already failed', 'first fail stored', 'success', and 'failure'.

#### Tips:

- To return to the Library without running the flow that you are previewing, click the **Flow Library** tab again.
- To run the flow repeatedly, click the **Schedule** button to create a schedule for it. For more information about scheduling repeated runs of a flow, see [Scheduling flows](#).

In the graph of the flow and the flow preview page, the symbols have the following meanings:

Symbol	Name	Meaning and comments
	Start step	The entry point for a flow. The green outline signifies that the step is the start step. (The flow operation symbol inside the step varies with the operation from which the step was made.)
	Parallel split step	A parallel split step is kind of hard to miss, because the lanes that follow tend to be rather large. Nonetheless, this symbol represents the start of the parallel split step. Parallel split steps are used to run distinct sequences of steps simultaneously.
	Multi-instance step	A multi-instance step performs the same action with different values for a given input (often specifying different targets), at the same time. For a multi-instance step, all the responses except one must ultimately loop back to the multi-instance step. The only response that leads ultimately to a return step is the group done response.

	Diagnosed return step	The step that ends a flow when a problem has been diagnosed.
	Error return step	The step that ends a flow when an error has occurred that prevents the flow from continuing. An error return step can also be used to indicate an expected condition is false (for instance if a counter is greater than a given number).
	Resolved return step	The step that ends a flow when a problem has been resolved.
	No action taken return step	The step that ends a flow when no action needs to be taken.
	Gated transition	A transition that is gated, or restricted to users with certain access permissions, appears in red on the canvas.
	Handoff transition	A transition after which the flow pauses for handoff to another user.

The other icons in the graph enable you to move around in the graph. For more information, see [Navigating in the flow preview](#).

## Navigating in the flow preview

### To show more of the flow graph

- Drag the vertical resizing bar in the middle of the page.

### To zoom in to or out of the flow graph

- In the bar at the top of the diagram, click the Zoom In, Restore, or Zoom Out icon, according to the view you want.



### The Zoom In, Restore, and Zoom Out icons

### To move the flow graph on the page

- Click the compass icon ( Compass) in the top-left of the flow graph.

The compass appears.

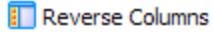


### The compass

- To move the flow graph, click the directional buttons in the compass.
- To return the flow to its original position, click the center of the compass.

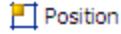
**To reverse the positions of the panels on the preview page**

- Click the **Reverse Columns** button.



**To give the flow graph top-left orientation**

- Click the **Position** button.



**To see descriptions of each step**

- Click the **Tooltips** button.



As you move the cursor over a step, its description appears.

---

## Deleting a run from within the run

Suppose you start a run and, for any number of reasons, you want to stop it. If you are in the flow preview, the best way to end the run is to click the **Delete** button.

### To stop a run and delete its record

1. In the flow preview, locate the row of run-control buttons, and click <<more controls, to the right of the buttons.



More buttons appear.



2. Among the additional buttons, click the **Delete** button.

---

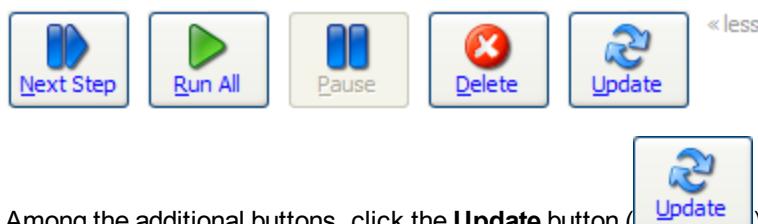
# Updating a run

## To update a run

1. In the flow preview, locate the row of run-control buttons, and click **more controls**, to the right of the buttons.



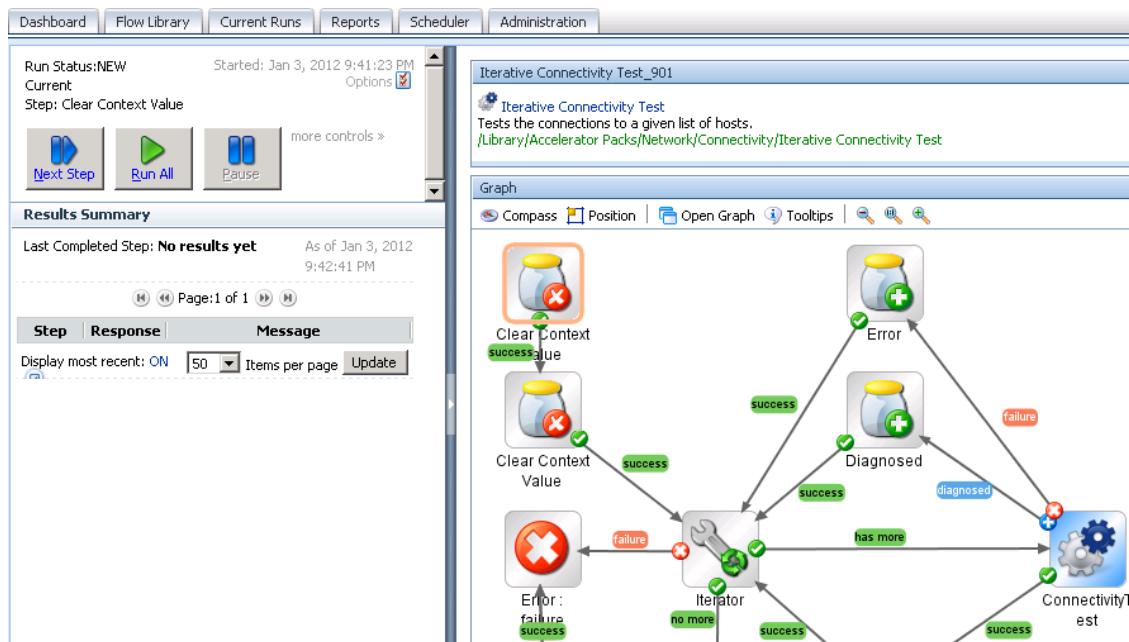
More buttons appear.



2. Among the additional buttons, click the **Update** button (the one with a blue border).

# Opening the flow graph in a separate browser window

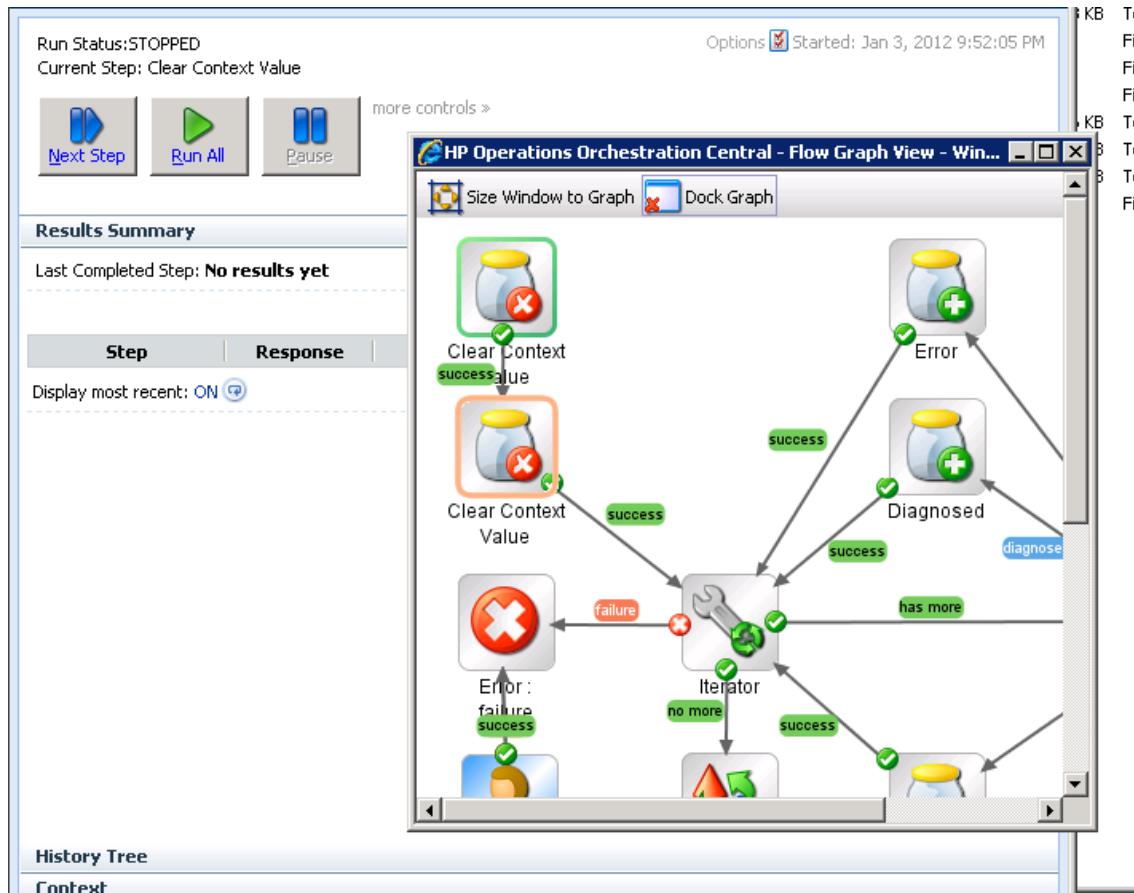
When you run a flow step-by-step, you can give yourself more room for looking both at the data that the flow generates and that appears under **Results Summary** and at the flow graph by opening the flow graph in a separate browser window. The larger the flow, the more data that it generates, the more useful this can be. Consider the following example.



Here is the same flow after you click **Open Graph**.

## Central User Guide

Opening the flow graph in a separate browser window



Providing even a small flow with its own browser window provides much more room for the **Results Summary** and other information provided on the flow run.

### To open the flow graph in a different browser window

1. With the flow running in Guided Run mode, above the flow graph, click **Open Graph**.
2. To size the new browser window to fit the flow graph, click **Size Window to Graph**.
3. To return the graph to the original Central browser, click **Dock Graph**.

# Seeing what has happened in a flow run

While a flow is running, you can quickly see what has happened so far in the run.

The **Results Summary** panel, below left, shows the step name, the response, and what happened in the step, as reported by the description in the transition that followed the step.

The screenshot shows two main panels. On the left is the 'Results Summary' panel, which includes a header with 'Run Status: STOPPED', 'Started: Jan 3, 2012 9:52:05 PM', and 'Options'. Below this are buttons for 'Next Step', 'Run All', and 'Pause'. The 'Results Summary' section shows the 'Last Completed Step: Iterator' with a green checkmark and the message 'Testing 16.59.62.5'. A table lists steps: 'Clear Context Value' with a green checkmark and 'success' message, and 'Iterator' with a green checkmark and 'Testing 16.59.62.5' message. A 'History Tree' section shows 'Context' and 'Stack'. On the right is a 'Graph' view titled 'Iterative Connectivity Test\_901' with the description 'Tests the connections to a given list of hosts. /Library/Accelerator Packs/Network/Connectivity/Iterative Connectivity Test'. The graph shows nodes: 'Error' (green checkmark), 'Diagnosed' (green checkmark), 'Iterator' (key icon), and 'ConnectivityTest' (gear icon). Transitions are labeled: 'success' from Error to Diagnosed, 'failure' from Diagnosed to Error, 'diagnosed' from Diagnosed to ConnectivityTest, 'has more' from ConnectivityTest to Iterator, 'more' from Iterator to ConnectivityTest, and 'success' from ConnectivityTest back to Iterator.

You can also view a flow's run history on the **Reports** tab.

## Notes:

- The HP OO group of which you are a member must have the RUN\_REPORTS capability to view the **Reports** tab.
- To view runs other than your own on the **Current Runs** tab, your group must have the MANAGE\_RUNS capability.
- The times given on the **Reports** and **Current Runs** tabs are given in the time zone for the Central client, whose relationship to Greenwich Mean Time (GMT) is shown in the Central web application's title bar.

## To view a report of a flow run's history

## Central User Guide

Seeing what has happened in a flow run

1. Click the **Current Runs** tab.

Name	Run ID	Type	Step	Started	Step Name	Step Start Time	Previous Step Name	User
Connectivity Test_6	6	Interactive	0	Dec 30, 2011 3:42:31 PM	Is SQL Connected	Dec 30, 2011 3:46:1...	Connectivity Test	Stopped admin
URL Test_5	5	Interactive	9	Dec 30, 2011 12:26:04 PM	Resolved : success	Dec 30, 2011 1:24:3...	Display check	Input Required admin
Windows Health Check_2	2	Interactive	3	Dec 30, 2011 12:14:07 PM	Resolved : success	Dec 30, 2011 12:22:...	Evaluate Expression	Input Required admin
Windows Health Check_1	1	Interactive	3	Dec 30, 2011 11:59:35 AM	Resolved : success	Dec 30, 2011 12:14:...	Evaluate Expression	Input Required admin

2. To see details about each step of the run, click the run name in the **Name** column.

The run's report on the **Reports** tab opens. The **Basic** tab on the run history report contains the number and name of each step that has completed up to this point along with their responses, messages, and call paths.

Step #	Step Name	Response	Message	Call Path
1	Is latencyThreshold valid?	✗	greater than	Connectivity Test > Is latencyThreshold valid?
2	Is lossThreshold valid?	✗	greater than	Connectivity Test > Is lossThreshold valid?
3	Operating System Detector	✗	The OS system is Windows 2003.	Connectivity Test > Operating System Detector
4	Set Flow Variable	✓	success	Connectivity Test > Set Flow Variable
5	Ping	✗	Connection Error	Connectivity Test > Ping
6	Set Context Value	✓	success	Connectivity Test > Set Context Value
7	Error : failure	✗	Return Step - Connectivity Test	Connectivity Test > Error : failure

3. To see the details of each step that has been completed, click the **Advanced** tab.

## Central User Guide

Seeing what has happened in a flow run

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The screenshot shows a software interface titled "Results > One Run Instance". At the top, it displays "Run Id: 6" and "Run Name: Connectivity Test\_6". Below this, there is a section titled "Connectivity Test" with a brief description: "Checks to see whether or not a connection exists, and if it exists checks to see if it is adequately reliable." It also shows the path: "/Library/Accelerator Packs/Network/Connectivity/Connectivity Test".

Below this, there are two tabs: "Basic" and "Advanced". The "Advanced" tab is selected, showing a table of step details. The table has columns: Step Name, Step#, User Id, Parent Flow, Start Time, End Time, Execution Time [secs], Response, and Bound Inputs.

Step Name	Step#	User Id	Parent Flow	Start Time	End Time	Execution Time [secs]	Response	Bound Inputs
Connectivity Test	0	admin		Jan 3, 2012 8:36:49 PM	Jan 3, 2012 8:51:33 PM	884.129		(latencyThreshold=4042), (lossThreshold=42), (password=*****), (host=16.59.62.4), (target=192.168.1.6), (username=cnc)

The **Advanced** tab may show more information than you need, but you can edit which types of information it shows, or hide it altogether.

4. To select which columns appear on the **Advanced** tab:
  - a. Scroll down the tab.
  - b. Select the names of the columns you want to appear under **Report Columns**.

## Central User Guide

Seeing what has happened in a flow run

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The screenshot shows a software interface titled "Results > One Run Instance". At the top, it displays "Run Id: 6" and "Run Name: Connectivity Test\_6". Below this, there is a section titled "Connectivity Test" with a description: "Checks to see whether or not a connection exists, and if it exists checks to see if it is adequately reliable." A green link "J/Library/Accelerator Packs/Network/Connectivity/Connectivity Test" is also present. Below this, there are two tabs: "Basic" (selected) and "Advanced". A table follows, showing a single row of data: "Error : failure", "7", "admin", "Connectivity Test", "Jan 4, 2012 12:42:12 AM", and "Jan 4, 2012 12:42:12". Underneath the table is a section titled "Report Columns" containing a list of checkboxes for various report fields. The checked items include: Step Name, Step#, User Id, Parent Flow, Start Time, End Time, Execution Time [secs], Response, Bound Inputs, Recorded Bound Inputs, Result, Description, and ROI Value. There are "Apply" and "show all" buttons at the bottom of this list. On the right side of the interface, there are vertical scroll bars.

- c. Click **Apply**.

For more information on what you can learn from run reports, see [Run histories: What happened and why](#).

For information on exporting a run history report, see [Exporting run history reports](#).

5. To hide the contents of the **Advanced** tab, click the right-pointing arrow beside collapse all steps.
6. To expand the steps again, click the plus sign beside the flow and any subflows you want to expand.
7. (Optional) If you want to start the flow from an intermediary step, click **Restart after this step** for the step. For more information about restarting a flow, see "Restarting a Finished Run from an Intermediary Step" on page 28.

# Run histories: What happened and why

There are multiple reasons for examining a run in detail. For example, you might want to examine an infrastructure component such as a switch or a server that has been identified as a problem and, to do so, you might need to drill down so far as to look at the results of a single step in a single run. If your group has the RUN\_REPORTS capability, you can do so on the **Reports** tab, on which you can look at run-history reports for:

- Groups of flows
- Groups of runs of one or more flows
- A single run of a single flow

On the **Reports** tab, you can search on any of the following criteria or on several of them in combination:

- The time frame within which the flow or flows were run
- Central users who ran the flows, Central users who scheduled the flows, or HP OO authors who created or modified the flows
- Results of or actions taken by the flows
- The flow's location in the Flow Library
- Input name/value combinations
- Configuration items or domain terms that the flows reported to the Dashboard, including the flow's category

The screenshot shows the 'Reports' tab selected in the top navigation bar. Below it is a 'Filters' section containing date range inputs ('Start Date' and 'End Date'), a 'User' dropdown, an 'Inputs' dropdown, a 'Results' dropdown, a 'Domain Terms' dropdown, and a 'Location' dropdown. There are also radio buttons for selecting time intervals (10 minutes, 30 minutes, 1 hour, 24 hours, 7 days, 30 days). At the bottom of the filters section are 'Update Results' and 'Reset' buttons. Below the filters is a table titled 'Results > All Flow Types'. The table has columns for 'Flow Name', 'Number of Runs', 'Avg. Number of Steps', 'Avg. Repair Time [secs]', and 'Most Recent Run'. The data in the table is as follows:

Flow Name	Number of Runs	Avg. Number of Steps	Avg. Repair Time [secs]	Most Recent Run
Get CPU Performance	2	3	42149.978	02/18/10 10:46:50
Get Network Performance	1	3	25.686	02/18/10 10:31:18
Get Hard disk Performance	1	6	86.901	02/18/10 10:32:48
Service Status	1	3	39.499	02/18/10 10:41:13

At the bottom of the table are navigation buttons for page 1 of 1, 50 rows, and export options, along with a note 'Displaying 1 - 4 of 4'.

**Note:** To view the **Reports** tab, your group must have the RUN\_REPORTS capability.

### To define a search for run histories

1. Specify the time window for which you want to see run histories.

You must specify a window of time for any search to produce results.

- To specify a fixed window of time:

- i. Click the calendar in **Start Date** and select a date.

OR

Type the date in the box, in the format mm/dd/yy.

- ii. To specify a time of day for the start of the window, press the TAB key on your keyboard and then, in the drop-down box to the right of the calendar, select a time from the list. Times are shown in 12-hour format, qualified by AM or PM.

- iii. Click the calendar in **End Date** and select a date.

OR

Type the date in the box, in the format mm/dd/yy.

- iv. To specify a time of day for the end of the window, press the TAB key on your keyboard and then, in the drop-down box to the right of the calendar, select a time from the list. Times are shown in 12-hour format, qualified by AM or PM.

OR

To pick a time window relative to the present, select an item from the list under **OR choose last**.

2. To specify runs or flows related to particular users or authors, in the **User** box:

- To specify runs or flows associated with any user, leave **Any User** in the box.
- To specify all the runs that you have started within the time window, select **My Runs**.

To specify only runs of a certain flow or flows, you can combine this filter with a location that you specify in the **Location** box.

- To specify all the flows whose content you have been the last person to modify, select **My flows**.

- To specify all the flows and runs executed by one or more other users:

- i. In the **User** box, select **Run by**.

- ii. In the **Run executed by users** box, type the user names of users whose runs you want to look at, separating each two users by a comma (,).

- iii. Click **OK**.

- To specify runs that were scheduled by one or more particular users:

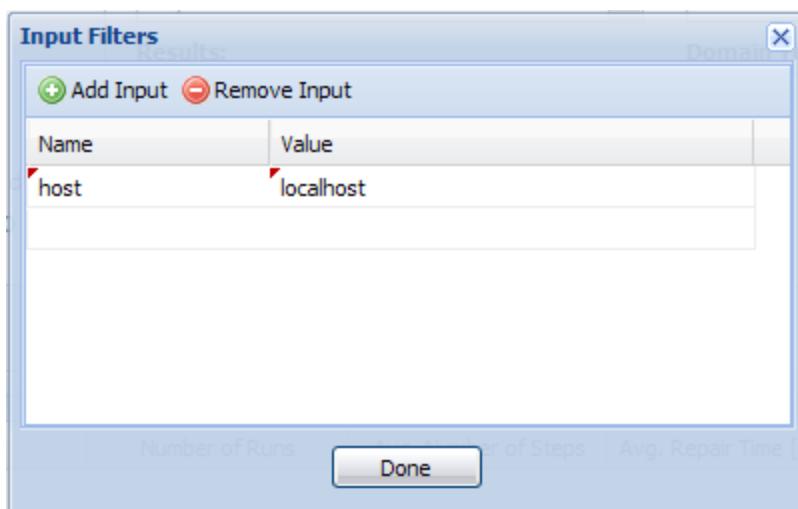
- i. In the **User** box, select **Scheduled by**.

- ii. In the **Run scheduled by users** box, type the user names of users whose scheduled runs you want to look at, separating each two users with a comma (,) or by typing them on separate lines.
- iii. Click **OK**.
3. To specify one or more particular results of the flow, in the **Results** drop-down list, select the result or results that you want to include in the list of flows that appears in the report.
4. To specify the flows in a given folder, in the **Location** drop-down box, click the **Library** folder that contains the flows whose runs you want to see.  
The drop-down list in the **Location** box displays the Library structure of the folders that have been run.

5. To specify flows that have flow or step inputs of certain values, in the **Inputs** box, add any input names and values you want to use to further limit the runs included in the report. You can specify only the input name. If you don't specify a value for the input, then the results will include all the flow runs of all the flows that have an input of that name, regardless of the value with which the flows ran.

- Click the properties icon ( ) at the right end of the **Inputs** box.

The **Input Filters** box appears:



- i. To add an input, click **Add Input**.
- ii. Under **Name**, type the input name.
- iii. If you wish to specify a value for the input, then under **Value**, type the value.
- iv. Click **Done**.

OR

- To specify an input without opening the **Input Filters** box, in the **Inputs** box, type one or more inputs and their values, using the following pattern:

<name>:<value>, <name>:<value>, ...

Where

## Central User Guide

Run histories: What happened and why

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- <name> is the name of a flow or step input.
- <value> is the value for the input it is paired with. Note that specifying a value is optional.
- The separator between each <name:value> pair is a comma (no space).

To specify only an input name, without a value, the colon following the name is not needed.

6. To use one or more domain terms to further define the search, in the **Domain Terms** box, follow the same steps to specify domain term name/value pairs that you did for inputs.

7. Click **Update Results**.

The search results appear in the **Results** list, as in the following example. In this example, the only search criterion was that the flow contain a "target" input.

The screenshot shows the 'Filters' section at the top with fields for Start Date (05/03/10), End Date (05/10/10), User (Any user), Inputs (target), Results (Any result), Domain Terms, and Location (Any location). Below the filters is a 'Update Results' button and a 'Reset' button. The main area displays the 'Results > All Flow Types' table, which has columns for Flow Name, Number of Runs, Avg. Number of Steps, Avg. Repair Time [s...], and Most Recent Run. A single row is shown for 'Windows Diagnostic' with values: 3 runs, 138 steps, 133.229 repair time, and most recent run on 05/07/10 at 11:06:16. At the bottom, there are navigation buttons (Page 1 of 1), a '50 Rows' option, and an 'Export' button. The status bar indicates 'Displaying 1 - 1 of 1'.

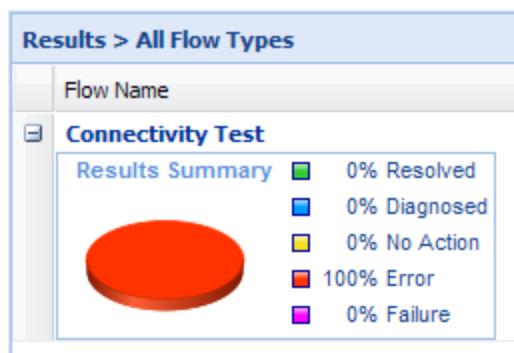
The flows that have runs that fit the search criteria appear.

Note that the columns that are available to individual run reports are not available until you drill down to individual runs. You can, however, view a pie chart of the results of a flow in the **Results** list.

### To view a pie chart of the results of a flow in the Results list

1. In the **Results** list, click the plus sign (+) next to the desired flow.

A pie chart that displays the results of the flow appears below the flow's name.



## Central User Guide

Run histories: What happened and why

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The legend next to the pie chart shows the results of the flow. To help you interpret the pie chart, each result has a corresponding color. If only one of the results has a value, the pie chart shows only the color corresponding to that value.

2. Click the minus sign ( ) to close the pie chart.

## Exporting run history reports

On the **Reports** tab, you can at any time export the data in the report that is currently showing.

### To export the data from the currently showing report

1. At the bottom of the **Reports** tab, click the **Export** button.

A list pops up, from which you can choose one of three formats to export the report as:

- **Text**

A formatted XML text file

- **Excel**

A Excel spreadsheet

- **Print**

A printer-friendly HTML file

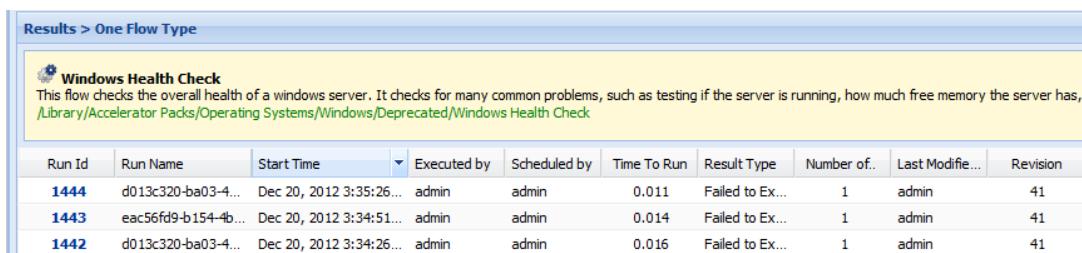
2. Click one of the options.

## Run histories in more detail

Columns that contain information on each step of a flow run provide the most detailed information on what happened in a flow run. To see more information about flow runs, including the steps in a given run, you drill down from lists of flows to individual runs, then select which columns you want to see.

### To view detailed information on flow runs

1. To view the list of runs for a given flow, click the flow name.



**Results > One Flow Type**

**Windows Health Check**  
This flow checks the overall health of a windows server. It checks for many common problems, such as testing if the server is running, how much free memory the server has, /Library/Accelerator Packs/Operating Systems/Windows/Deprecated/Windows Health Check

Run Id	Run Name	Start Time	Executed by	Scheduled by	Time To Run	Result Type	Number of...	Last Modifie...	Revision
1444	d013c320-ba03-4...	Dec 20, 2012 3:35:26...	admin	admin	0.011	Failed to Ex...	1	admin	41
1443	eac56fd9-b154-4b...	Dec 20, 2012 3:34:51...	admin	admin	0.014	Failed to Ex...	1	admin	41
1442	d013c320-ba03-4...	Dec 20, 2012 3:34:26...	admin	admin	0.016	Failed to Ex...	1	admin	41

## Central User Guide

Run histories: What happened and why

2. To view the steps and their information in a specific run, click the run's **Run Id**.

The screenshot shows the 'Results > One Run Instance' page. At the top, it displays 'Run Id: 151' and 'Run Name: Windows Health Check\_151'. Below this, there is a brief description of the 'Windows Health Check' flow. The main area is a table titled 'Basic' showing the steps of the run:

Step #	Step Name	Response	Message	Call Path
1	Ping Target System	✓	16.77.58.69 successfully pinged.	Windows Health Check > Ping Target System
2	Get System Uptime	✓	16.77.58.69 has been running for <b>SystemUpTime 5998562</b> seconds.	Windows Health Check > Get System Uptime
6	Get Host Name	✓	16.77.58.69 believes its name to be <b>Name Microsoft Windows Server 2008</b>	Windows Health Check > Get Host Name
10	Get Processor Count/Status	✓	16.77.58.69 has <b>4</b> processors. They were all online. Their loads were: <b>5,0,4,1%</b>	Windows Health Check > Get Processor Count/Status
11	Free Physical Memory	✓	16.77.58.69 has <b>FreePhysicalMemory 739280</b> kilobytes of free memory	Windows Health Check > Free Physical Memory

You can also specify which information is shown.

### To select which columns are displayed in the report of a single run

1. Put the mouse on a column heading, and then click the downward-pointing arrow at the right of the column.
2. Point to **Columns**, then in the list that appears, select the columns you want to see.

The screenshot shows a table with several rows of log entries. A context menu is open over the first row, specifically over the 'Message' column header. The menu includes options for sorting ('Sort Ascending' and 'Sort Descending') and a 'Columns' submenu. The 'Columns' submenu lists all available columns with checkboxes next to them, indicating which ones are currently selected:

- Step # (checked)
- Step Name (checked)
- Response (checked)
- Message (checked)
- Call Path (checked)

## Viewing step results and other advanced data

To see more information, such as the details of each step's results, you open the **Advanced View** of the run.

### To view advanced data for the steps of a flow run

1. With the flow run's report open on the **Reports** tab, click the **Advanced** tab.

The **Advanced** report appears:

## Central User Guide

Run histories: What happened and why

Results > One Run Instance

Run Name: Windows Health Check\_5  
History Id: 5

**Windows Health Check**  
This flow checks the overall health of a windows server. It checks for many common problems, such as testing if the server is running, how much free memory the server has, and what...  
[/Library/Accelerator Packs/Operating Systems/Windows/Windows Health Check](#)

**Basic Advanced**

collapse all steps ▶

Step Name	Step #	Parent Flow	Start Time	Response
<a href="#">Windows Health Check</a>	0		02/02/09 15:34:34	(password=(vitalProces... host=local)
Ping Target System	1	Windows Health Check	02/02/09 15:35:02	success (localhost successfully pinged.) (host=local)
<a href="#">Get System Uptime</a>	2	Windows Health Check	02/02/09 15:35:07	success (localhost has been running for <b>SystemUpTime 16587 </b> seconds.) (format=cs Win32_Perf

You can select which data are displayed. For instance, the step results, which tend to be very long, might not be important to your purposes for this report.

2. To select which data are reported:
  - a. To collapse steps in the report, click **collapse all steps**.
  - b. Scroll to the bottom of the page.
  - c. Under **Report Columns**, select the boxes for the data that you want to see, unselect those you don't, and then click **Apply**.

**Basic Advanced**

**Report Columns**

Step Name  
 Step #  
 User Id  
 Parent Flow  
 Start Time  
 End Time  
 Execution Time [secs]  
 Response  
 Bound Inputs  
 Recorded Bound Inputs  
 Result  
 Description  
 ROI Value

**Apply** [show all](#)

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## Scheduling flow runs

Suppose you need to regularly check whether a number of servers are online, you can schedule a flow (say, “Connectivity Test”) to start automatically at regular intervals that you define. Each schedule that you create can specify a different server’s IP address for the flow to check. Creating schedules like this saves creating multiple flows to do the same thing, and saves you the work of starting each run individually.

There are a couple of requirements for scheduling a flow:

- The flow must be able to run automatically—that is, without requiring input from the flow user. This means that any data that the flows require must either be specific, unchanging values or be stored in flow variables, which are variables that flow authors create in Studio. When you create a schedule, you can specify input values using these flow variable names.

For example, suppose that in Connectivity Test, the flow variable host stores the IP address of the machine from which the flow executes the ping command. On the **Inputs** tab of the box in which you create the schedule, you would supply the IP address of the server you’re interested in. For each subsequent schedule that you create for this flow, you would specify a different IP address.

- **Necessary capabilities:** The account with which you are logged in must be a member of a group that has the SCHEDULE capability. Without the SCHEDULE or VIEW\_SCHEDULES capability, you cannot see the **Scheduler** tab. If your group only has the VIEW\_SCHEDULES capability, then the flows that you see on the **Scheduler** tab are read-only for you.

You can create and manage flow schedules by using the WSCentral Service SOAP API. For information on using the SOAP API, see the *HP OO Software Development Kit Guide* (SDKGuide.pdf). To use the WSCentralService SOAP API to access Central features, you must be logged in with an account that has the HEADLESS\_FLOW capability. For information on capabilities, see the *HP OO Administrator Guide* (AdminGuide.pdf).

## Run-scheduling concurrency

You can schedule multiple runs of the same flow to run at the same time. This means that you can start multiple runs of the same flow and target them to different servers, scheduling them to all start at the same time or to start a second run of the flow before the first one ends.

Suppose, however, that you schedule a flow such as a health check, to run twice against the same server, separating the two flows by a certain period of time. If one of the runs goes beyond the start time of the health check’s next scheduled run, then the execution of the second run can interfere with the execution of the flow in the first run. Thus you need be aware of the possible interactions between concurrent runs of a flow. In some situations, you may need to disable run concurrency.

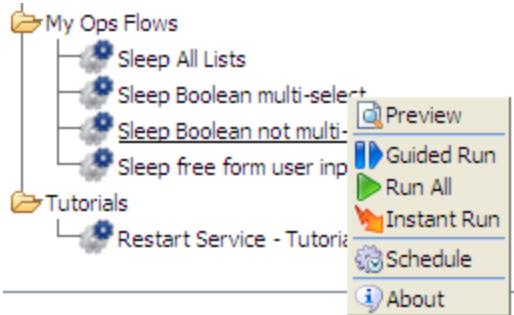
For information on disabling run concurrency see the *HP OO Administrator Guide* (OOAdminGuide.pdf).

## Creating a schedule for a flow

**Necessary capabilities:** To create a schedule, your group must have the SCHEDULE capability. Without the SCHEDULE capability, the right-click menu described in this procedure does not include the **Schedule** command, and you cannot create a flow schedule.

### To create a schedule for a flow

1. On the **Flow Library** tab, navigate to and right-click the flow and then, in the drop-down menu, click **Schedule**.

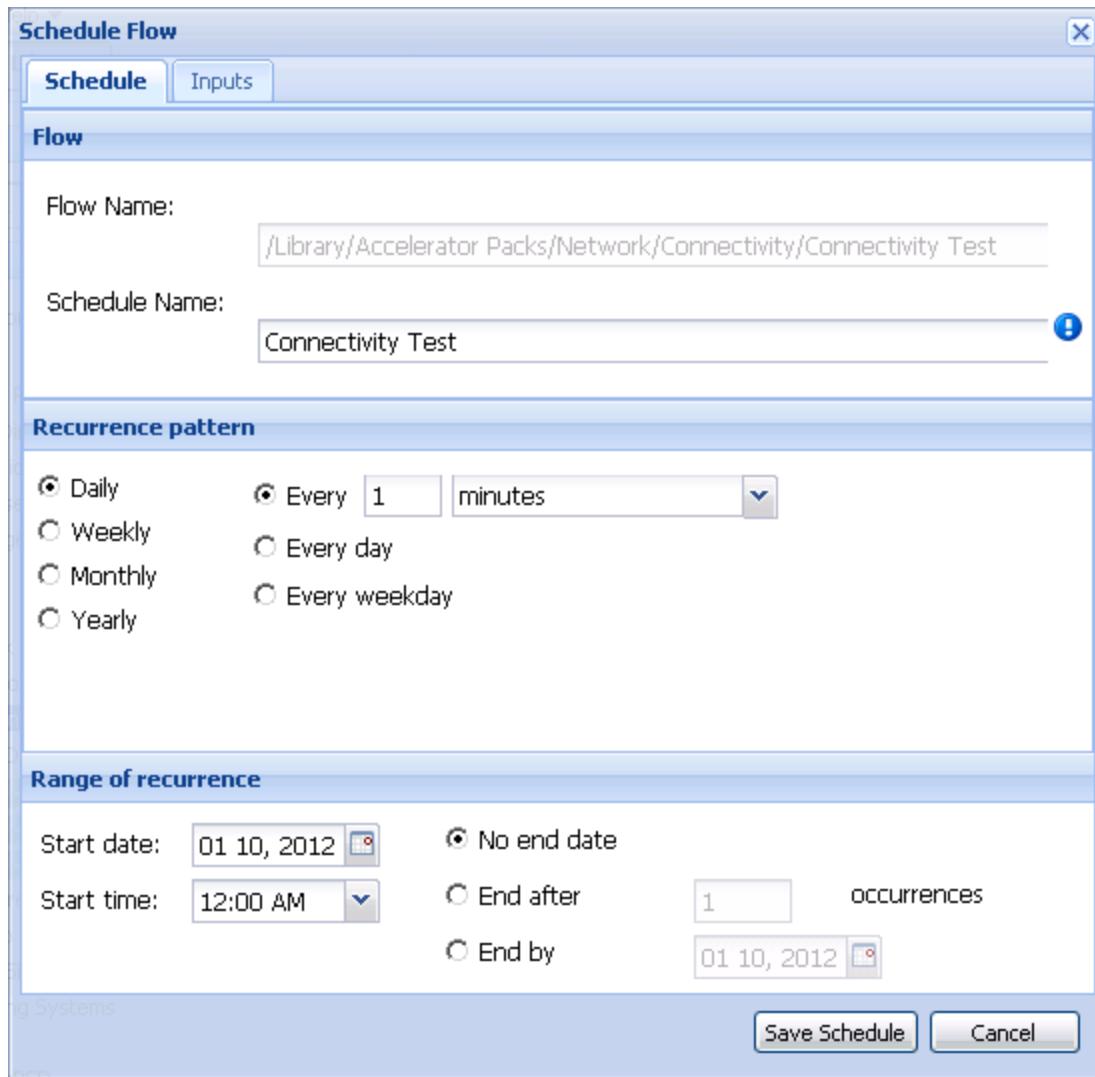


**Note:** It is also possible to create a schedule after running a search, by clicking the **Schedule** button in the **Preview** page.

The **Schedule Flow** dialog box appears, with the **Schedule** tab showing.

## Central User Guide

### Scheduling flow runs



2. In the **Schedule Name** box, type a name for the schedule, or accept the default name, which is the name of the flow.

If you leave the box blank, the schedule name is the default name. The schedule name is given to all the runs in the schedule.

The schedule's name is given to all the runs that the schedule triggers. If you include the variable {\$runID} in the schedule name, then each of the schedule's runs is distinguished by its runID.

**Note:** The schedule name cannot include a colon (:).

3. On the **Schedule** tab, define the flow's schedule for running: the time(s), frequency, and starting and stopping points of the schedule.

- a. Under **Recurrence Pattern**, specify how often you want the flow to run.

The **Recurrence Pattern** area changes to present options with which you can specify **Daily**, **Weekly**, **Monthly**, or **Yearly** frequencies of recurrence.

If you select the **Monthly** recurrence pattern, you can enter the number of months, to define the time interval when the schedule will run. For example, you can define three months for a quarterly interval.

- b. Under **Range of Recurrence**, specify the schedule's starting date and time and specify whether and how its end is determined.
4. To specify values for the flow-level inputs, click the **Inputs** tab.

Input Name	Value (dbl-click to edit)	Required	Encrypted	Remove
host	!	✓		
username	!	✓		
password	!	✓	🔒	
notification	!	✓		
port			✗	
protocol	!	✓		
timeout			✗	
pty			✗	
privateKeyFile			✗	
sasHost			✗	
sasHostUsername			✗	
usernamePrompt			✗	
passwordPrompt			✗	

Add Input Save Schedule Cancel

The flow's inputs are automatically listed in the **Input Name** boxes. If an input requires a value, the **Value** box is yellow, and there is the check mark in the **Required** column.

5. To specify a value for an input, double-click the input's **Value** box, and then do one of the following, according to whether the value is typed or chosen from a list:
  - Type the value.  
if the value must be encrypted (most commonly, the password input for a set of credentials), a padlock icon (🔒) appears in the **Encrypted** column of the input's row. The **Input Encrypted Value** dialog appears, and you type the value in this dialog, as in the following example:



Type the value in the text box(es), and then click **OK**.

- If the **List Input** dialog appears when you put your cursor in an input's box, then in the **List Input** dialog, click the downward-pointing arrow, select the desired value from the drop-down list, and then click **OK**.
- 6. To specify multiple values for an input for a multi-instance step, type all the values in the input's **Value** box, separating them with the separator character that you see specified.

The separator character is probably specified as a **delimiter** or **separator** input. For example, suppose the values for host are two IP addresses, 10.0.0.100 and 10.0.0.101 and the separator character is a comma (,). In the **Value** box, you would type: **10.0.0.100,10.0.0.101**

Be sure not to include a space between the values unless the defined separator character is a sequence that includes a space.

You can remove inputs that are not required.

7. To remove an input, click the red X (X) in the input's row under **Remove**.
8. To add an input:
  - On the **Inputs** tab, click **Add Input**.
  - In the **Add New Input** box that appears, type a name for the input, and then click **OK**.
  - To specify a value for the input, in the table of inputs, double-click the **Value** box for the input, and then type the value (or values) for the schedule to use for the flow's runs.
9. On either tab, click **Save Schedule**.

The following appears.



Schedule saved successfully.

Once you have created a schedule, you can edit it on the **Scheduler** tab.

**Note:** If you are scheduling a flow that contains a **Notify** or **Basic Notify** step, you must enter a value for the **notifyMethod** input (for instance, **display** or **file**) as well as for any other required inputs. This is true for flow inputs as well as step inputs. For example, if you give the **notifyMethod** input a value of **file**, then you must also give the destination input a value.

If the **Notify** or **Basic Notify** step inputs are step inputs rather than flow inputs, you add the inputs in the scheduler and specify values for them as described in the preceding procedure.

## Editing flow schedules

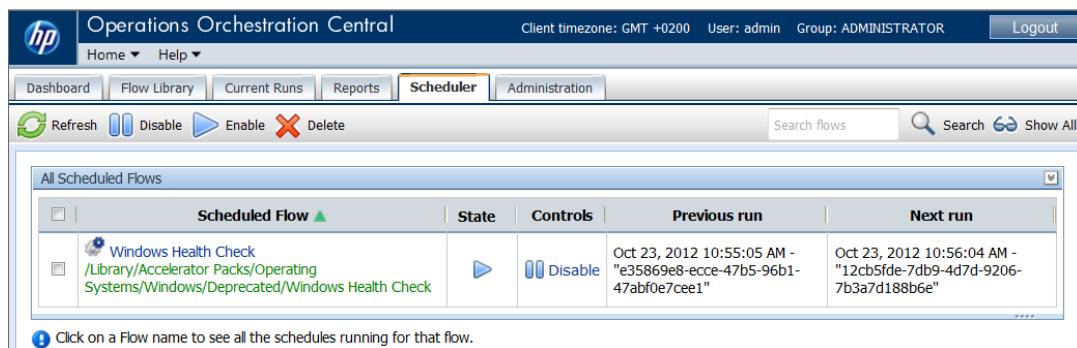
The main page of the **Scheduler** tab lists the flows that have schedules created for them.

**Necessary capabilities:** To view the **Scheduler** tab, your group must have either the SCHEDULE or VIEW\_SCHEDULES capability. To make changes to a flow schedule, your group must have the SCHEDULE capability.

### To edit a flow's schedule

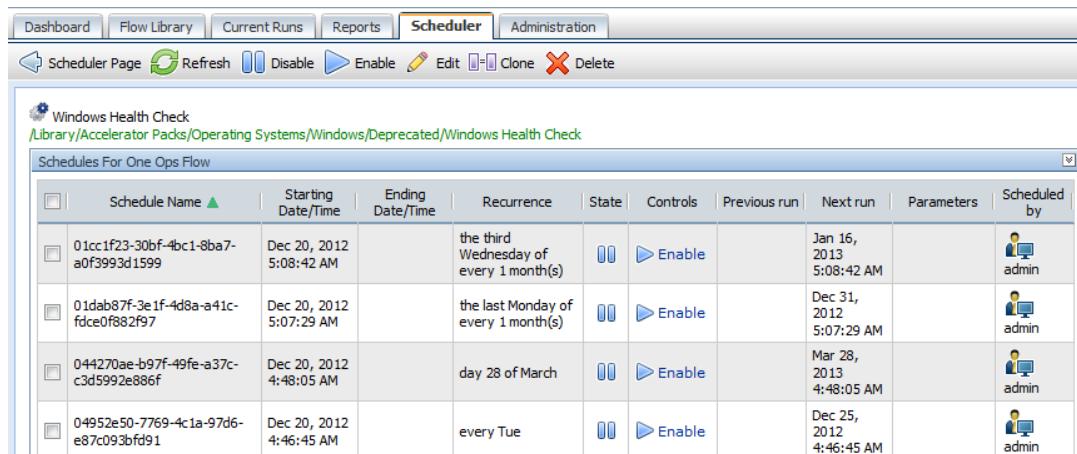
1. On the **Scheduler** tab, locate the flow for which you want to edit the schedule.

If required, search for the desired flow by entering the name of a flow in the search box and clicking the **Search**  button.



The screenshot shows the 'Scheduler' tab in the Operations Orchestration Central interface. The main area displays a table titled 'All Scheduled Flows' with columns: 'Scheduled Flow', 'State', 'Controls', 'Previous run', and 'Next run'. One row is visible for 'Windows Health Check' under the path '/Library/Accelerator Packs/Operating Systems/Windows/Deprecated/Windows Health Check'. The 'Controls' column includes a play button, a disable button, and a delete button. The 'Previous run' and 'Next run' columns show specific dates and times. A note at the bottom says: 'Click on a Flow name to see all the schedules running for that flow.'

2. To see the schedule(s) for a single flow, click the flow name.



The screenshot shows the 'Scheduler' tab for the 'Windows Health Check' flow. It displays a table titled 'Schedules For One Ops Flow' with columns: 'Schedule Name', 'Starting Date/Time', 'Ending Date/Time', 'Recurrence', 'State', 'Controls', 'Previous run', 'Next run', 'Parameters', and 'Scheduled by'. Four schedules are listed, each with a unique ID, start date/time, end date/time (if applicable), recurrence pattern, enable/disable status, and the user who scheduled it ('admin').

**Note:** The inputs that were specified for each schedule are shown in the **Parameters** column. To see more of the inputs, widen the column.

Note also that the **Scheduled by** column displays icons to differentiate between internal and external users.

3. To make changes to the schedule, select the check box next to the schedule name and click the **Edit**  button in the toolbar.

4. In the **Schedule Flow** dialog, change the particulars of the flow schedule as desired.

For information on working in the **Schedule Flow** dialog box, see [Creating a schedule for a flow](#).

If you change the schedule name, the new schedule name is given to all flow runs in the schedule from this point on.

## Enabling and disabling flow schedules

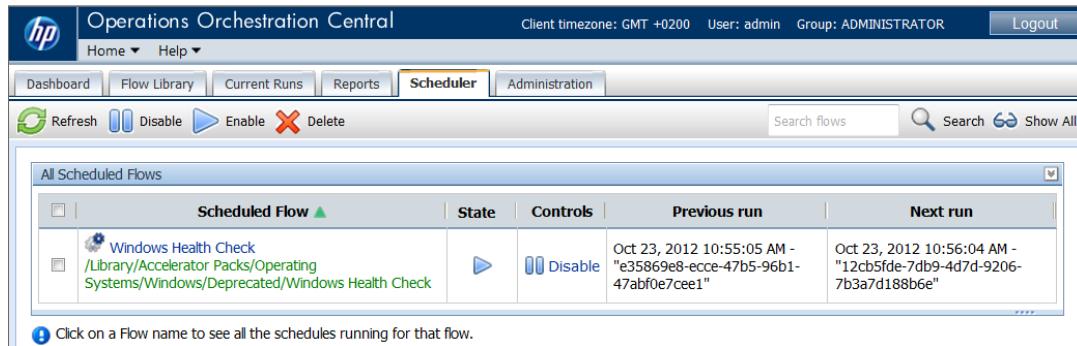
The main page of the **Scheduler** tab lists the flows that have schedules created for them.

**Necessary capabilities:** To view the **Scheduler** tab, your group must have either the SCHEDULE or VIEW\_SCHEDULES capability. To make changes to a flow schedule, your group must have the SCHEDULE capability.

### To enable or disable run schedules for a flow

1. On the **Scheduler** tab, locate the flow for which you want to enable or disable the schedule. If required, search for the desired flow by entering the name of a flow in the search box and clicking the **Search**  button.

The flows that have one or more schedules are listed, with their state (enabled or disabled), and controls displayed.



The screenshot shows the 'Scheduler' tab in the Operations Orchestration Central interface. The top navigation bar includes links for Home, Help, Dashboard, Flow Library, Current Runs, Reports, Scheduler (which is highlighted in yellow), and Administration. Below the navigation is a toolbar with Refresh, Disable, Enable, and Delete buttons, along with a Search flows input field and a Show All link. The main content area is titled 'All Scheduled Flows' and contains a table with the following data:

Scheduled Flow	State	Controls	Previous run	Next run
Windows Health Check /Library/Accelerator Packs/Operating Systems/Windows/Deprecated/Windows Health Check			Oct 23, 2012 10:55:05 AM - "e35869e8-ecce-47b5-96b1-47abf0e7cee1"	Oct 23, 2012 10:56:04 AM - "12cb5fde-7db9-4d7d-9206-7b3a7d188b6e"

A note at the bottom left of the table says: 'Click on a Flow name to see all the schedules running for that flow.'

2. To enable or disable all of a flow's schedules, select the check box next to the flow and click

**Enable**  or **Disable**  in the toolbar, as appropriate.

OR

To enable or disable individual schedules for a flow that has more than one schedule:

- a. To see the schedule(s) for a single flow, click the flow name.

The schedules for the flow appear.

## Central User Guide

### Scheduling flow runs

The screenshot shows the 'Scheduler' tab in the HP Operations Orchestration Central interface. The title bar includes tabs for Dashboard, Flow Library, Current Runs, Reports, Scheduler (which is selected), and Administration. Below the tabs is a toolbar with buttons for Refresh, Disable, Enable, Edit, Clone, and Delete. A search bar is present above the main content area. The main content area displays a table titled 'Schedules For One Ops Flow' for the flow 'Windows Health Check'. The table has columns for Schedule Name, Starting Date/Time, Ending Date/Time, Recurrence, State, Controls, Previous run, Next run, Parameters, and Scheduled by. There are four rows in the table, each representing a different schedule for the flow.

Schedule Name	Starting Date/Time	Ending Date/Time	Recurrence	State	Controls	Previous run	Next run	Parameters	Scheduled by
01cc1f23-30bf-4bc1-8ba7-a0f3993d1599	Dec 20, 2012 5:08:42 AM		the third Wednesday of every 1 month(s)	Enabled	Enable		Jan 16, 2013 5:08:42 AM		admin
01dab87f-3e1f-4d8a-a41c-fdce0f882f97	Dec 20, 2012 5:07:29 AM		the last Monday of every 1 month(s)	Enabled	Enable		Dec 31, 2012 5:07:29 AM		admin
044270ae-b97f-49fe-a37c-c3d5992e886f	Dec 20, 2012 4:48:05 AM		day 28 of March	Enabled	Enable		Mar 28, 2013 4:48:05 AM		admin
04952e50-7769-4c1a-97d6-e87c093bfd91	Dec 20, 2012 4:46:45 AM		every Tue	Enabled	Enable		Dec 25, 2012 4:46:45 AM		admin

- b. Select the check box next to the individual schedule and click **Enable** or **Disable** in the toolbar, as appropriate.

To return to the display of all the flows, click the **Scheduler Page** button in the toolbar.

## Deleting flow schedules

The main page of the **Scheduler** tab lists the flows that have schedules created for them.

**Necessary capabilities:** To view the **Scheduler** tab, your group must have either the SCHEDULE or VIEW\_SCHEDULES capability. To make changes to a flow schedule, your group must have the SCHEDULE capability. To delete a schedule, you must be a user with SCHEDULE permissions for the relevant group.

### To delete run schedules for a flow

1. On the **Scheduler** tab, locate the flow for which you want to delete the schedule. If required, search for the desired flow by entering the name of a flow in the search box and clicking the button.



The screenshot shows the 'Scheduler' tab in the HP Operations Orchestration Central interface. The title bar includes tabs for Dashboard, Flow Library, Current Runs, Reports, Scheduler (selected), and Administration. Below the tabs is a toolbar with buttons for Refresh, Disable, Enable, and Delete. A search bar is present above the main content area. The main content area displays a table titled 'All Scheduled Flows' for the flow 'Windows Health Check'. The table has columns for Scheduled Flow, State, Controls, Previous run, and Next run. There is one row in the table, representing the schedule for the 'Windows Health Check' flow.

Scheduled Flow	State	Controls	Previous run	Next run
Windows Health Check /Library/Accelerator Packs/Operating Systems/Deprecated/Windows Health Check	Disabled	Disable	Oct 23, 2012 10:55:05 AM - "e35869e8-ecce-47b5-96b1-47abf0e7cee1"	Oct 23, 2012 10:56:04 AM - "12cb5fde-7db9-4d7d-9206-7b3a7d188b6e"

2. To delete all of a flow's schedules, select one or more flows and click the **Delete** button in the toolbar.

OR

To delete individual schedules for a flow that has more than one schedule:

- To see the schedule(s) for a single flow, click the flow name.

The screenshot shows the 'Scheduler' tab in the HP Operations Orchestration Central interface. The title bar includes tabs for Dashboard, Flow Library, Current Runs, Reports, Scheduler (which is selected), and Administration. Below the tabs is a toolbar with buttons for Scheduler Page, Refresh, Disable, Enable, Edit, Clone, and Delete. The main content area displays a table titled 'Schedules For One Ops Flow'. The table has columns for Schedule Name, Starting Date/Time, Ending Date/Time, Recurrence, State, Controls, Previous run, Next run, Parameters, and Scheduled by. There are four rows in the table, each representing a different schedule for the 'Windows Health Check' flow. The 'Scheduled by' column shows 'admin' for all entries.

Schedule Name	Starting Date/Time	Ending Date/Time	Recurrence	State	Controls	Previous run	Next run	Parameters	Scheduled by
01cc1f23-30bf-4bc1-8ba7-a0f3993d1599	Dec 20, 2012 5:08:42 AM		the third Wednesday of every 1 month(s)	Enabled	Enable		Jan 16, 2013 5:08:42 AM		admin
01dab87f-3e1f-4d8a-a41c-fdce0f882f97	Dec 20, 2012 5:07:29 AM		the last Monday of every 1 month(s)	Enabled	Enable		Dec 31, 2012 5:07:29 AM		admin
044270ae-b97f-49fe-a37c-c3d5992e886f	Dec 20, 2012 4:48:05 AM		day 28 of March	Enabled	Enable		Mar 28, 2013 4:48:05 AM		admin
04952e00-7769-4c1a-97d6-e87cd93bfd91	Dec 20, 2012 4:46:45 AM		every Tue	Enabled	Enable		Dec 25, 2012 4:46:45 AM		admin

To return to the display of all the flows, click the **Scheduler Page** button.

- Select the check box in the row of the schedule you want to delete, and click the **Delete** button in the toolbar.

## Cloning a schedule

A quick way to create a new schedule is to clone an existing schedule and then modify it.

### To clone a run schedule for a flow

- On the **Scheduler** tab, locate the flow locate the flow for which you want to clone the schedule. If required, search for the desired flow by entering the name of a flow in the search box and clicking the **Search** button.

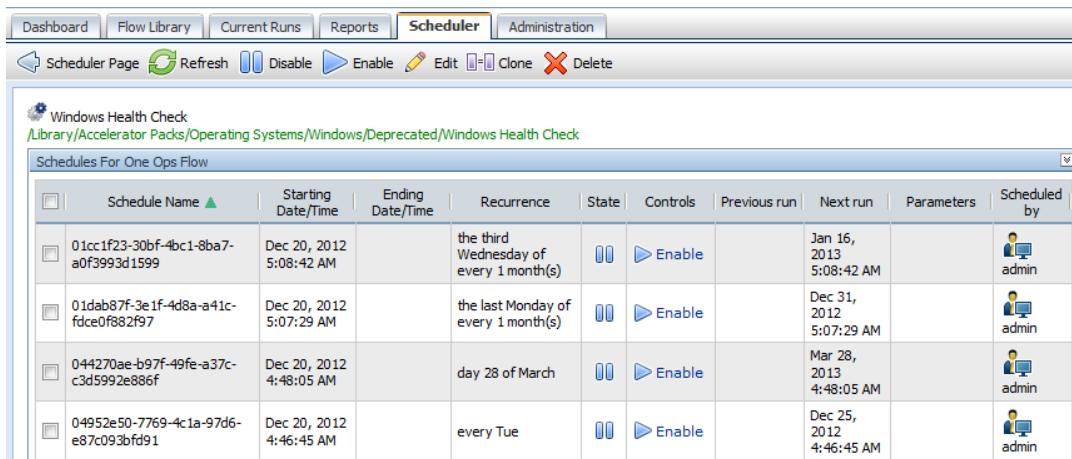
The screenshot shows the 'Scheduler' tab in the HP Operations Orchestration Central interface. The title bar includes tabs for Dashboard, Flow Library, Current Runs, Reports, Scheduler (selected), and Administration. Below the tabs is a toolbar with buttons for Refresh, Disable, Enable, and Delete. To the right of the toolbar is a search bar with the placeholder 'Search flows' and a magnifying glass icon. The main content area displays a table titled 'All Scheduled Flows'. The table has columns for Scheduled Flow, State, Controls, Previous run, and Next run. There is one row in the table, representing the 'Windows Health Check' flow. The 'Controls' column shows 'Disable' and 'Enable' buttons. The 'Previous run' and 'Next run' columns show the date and time of the most recent run. A note at the bottom of the table says 'Click on a Flow name to see all the schedules running for that flow.'

Scheduled Flow	State	Controls	Previous run	Next run
Windows Health Check /Library/Accelerator Packs/Operating Systems/Windows/Deprecated/Windows Health Check	Disabled	Disable   Enable	Oct 23, 2012 10:55:05 AM - "e35869e8-ecce-47b5-96b1-47abf0e7cee"	Oct 23, 2012 10:56:04 AM - "12cb5fde-7db9-4d7d-9206-7b3a7d188be"

- To display the schedule(s) for a single flow, click the flow name.

## Central User Guide

### Scheduling flow runs



The screenshot shows the 'Scheduler' tab selected in the top navigation bar. Below it is a toolbar with icons for Scheduler Page, Refresh, Disable, Enable, Edit, Clone, and Delete. The main area displays a table titled 'Schedules For One Ops Flow'. The table has columns for Schedule Name, Starting Date/Time, Ending Date/Time, Recurrence, State, Controls, Previous run, Next run, Parameters, and Scheduled by. There are four rows in the table, each representing a different scheduled flow.

Schedule Name	Starting Date/Time	Ending Date/Time	Recurrence	State	Controls	Previous run	Next run	Parameters	Scheduled by
01cc1f23-30bf-4bc1-8ba7-a0f3993d1599	Dec 20, 2012 5:08:42 AM		the third Wednesday of every 1 month(s)	Enabled	Enable		Jan 16, 2013 5:08:42 AM		admin
01dab87f-3e1f-4d8a-a41c-fdce0f882f97	Dec 20, 2012 5:07:29 AM		the last Monday of every 1 month(s)	Enabled	Enable		Dec 31, 2012 5:07:29 AM		admin
044270ae-b97f-49fe-a37c-c3d5992e886f	Dec 20, 2012 4:48:05 AM		day 28 of March	Enabled	Enable		Mar 28, 2013 4:48:05 AM		admin
04952e50-7769-4c1a-97d6-e87c093bfd91	Dec 20, 2012 4:46:45 AM		every Tue	Enabled	Enable		Dec 25, 2012 4:46:45 AM		admin

3. Select the check box in the row of the schedule you want to clone, and click the **Clone**  button in the toolbar. An identical copy of the schedule is created.
4. To edit the new schedule, select its check box and click the **Edit**  button in the toolbar. In the **Schedule Flow** dialog, change the particulars of the flow schedule as desired. For information on working in the **Schedule Flow** dialog box, see [Creating a schedule for a flow](#).

## Configuring Scheduler settings

You can control several aspects of how the Scheduler operates by specifying settings in the **Scheduler** tab of the **System Configuration** subtab on the **Administration** tab. Only members of the ADMINISTRATOR group or of a group that has the MANAGE\_CONF capability can see the **System Configuration** subtab.

### To specify Scheduler settings

1. On the **Administration** tab, click the **System Configuration** subtab, and then click the **Scheduler** tab.

## Central User Guide

### Scheduling flow runs

The screenshot shows a web-based configuration interface for 'Scheduler Settings'. At the top, there are tabs for General, Authentication, Clustering, and Scheduler, with 'Scheduler' selected. Below the tabs is a 'Refresh' button. The main area is titled 'Scheduler Settings' and contains a table with two columns: 'Description' and 'Value'. The 'Description' column provides a brief explanation of each setting, and the 'Value' column shows the current configuration. A 'Save' button is located at the bottom right of the table.

Description	Value
The account that is used to run scheduled flows. It has to be an internal account that has HEADLESS_FLOWS capability.	admin
Maximum log file size. Use KB, MB, or GB.	10MB
How many log files are retained.	4
Log entry pattern.	%-5p %d{MM/dd/yyyy HH:mm:ss} - %m%n
The size of most recent logging sent to the UI; if the log file is bigger than this size, only this amount from the end of the file is sent. Use KB, MB or GB.	64KB
If Scheduler(s) are clustered.	true
The frequency (in ms) at which this instance "checks-in" with the other instances of the cluster. Affects the rate of detecting failed instances.	20000
If schedules of the same flow are allowed to run in parallel.	true
Sets the default number of occurrences after which the new schedules end. Any value between 1 and 9999 sets "End After X occurrences" as the default option under "Range of recurrence". Any other value, including an empty value, sets "No end date" as the default option under "Range of recurrence".	

2. Make changes in the settings as needed, taking into account the factors described in the following table:

Setting	What the value changes	Notes and warnings
The account that is used to run scheduled flows...		By default, this is the "admin" account. This has to be an internal account that has HEADLESS_FLOWS capability.
Maximum log file size. Use KB, MB, or GB.	The amount of space needed for log data storage.	Specify the maximum log file size in KB, MB, or GB.
How many log files are retained	The number of logs that are stored on the system.	This setting affects the amount of space that is needed for log data storage.
Log entry pattern	Enables you to configure the date, time, log message, and logging level.	Do not change the Log entry pattern unless you have a good understanding of the specifics of working with such patterns.
The size of the most recent logging sent to the UI...	Limits how much log data is presented in the Scheduler UI.	Specify in KB, MB, or GB.

Setting	What the value changes	Notes and warnings
If Scheduler(s) are clustered		Because the Scheduler is entirely part of Central, this is unnecessary. Always leave set to "true".
The frequency (in ms) at which this instance "checks-in" with the other instances of the cluster...		Because the Scheduler is entirely part of Central, this is redundant with the clustering configuration. Take no action.
If schedules of the same flow are allowed to run in parallel.		The options are "true" or "false". The default is "true".
Sets the default number of occurrences after which the new schedules end. Any value between 1 and 9999 sets ...	Sets the default number of occurrences when a new flow is scheduled.	

# The Dashboard: Learning more from flows

Suppose you've had several flows running, perhaps on various schedules and using various values. The flows have been resolving alerts (or incidents, or trouble tickets), checking system and application health, and running routine maintenance on servers and applications.

**Question:** How can you learn the most about your infrastructure from all the work that these flows have done?

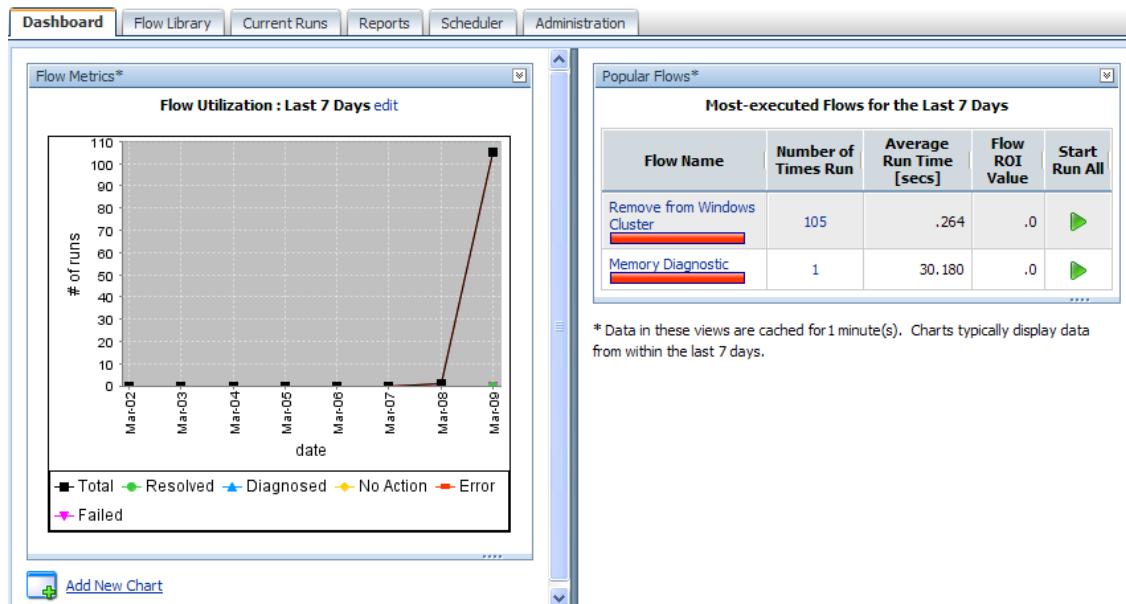
**Answer:** With Dashboard reporting charts and run-history reports on the **Reports** tab.

**Note:** Your group must have the RUN\_REPORTS capability to view the Dashboard or the **Reports** tab.

## Collating data on Dashboard reporting charts

The **Dashboard** tab (the default starting point for Central) is a highly customizable information center for viewing the data that flows generate and analyzing the data with slices that you specify.

**Note:** Your group must have the RUN\_REPORTS capability to view the **Dashboard** tab.



Charts that by default are available on the **Dashboard** tab or that you create can answer such questions as:

- Which alerts are showing up most for each application and server?

**Note:** HP OO uses the ITIL term Configuration Item (or CI) to refer to servers, applications, and other items in your operations.

- Which server or application generated the most alerts?

The **Alerts per Configuration Item** chart answers both those questions.

- What actions have been taken on each application and server?

Look at the **All CI's organized by Action** chart.

- Which flows have run the most often, and what were their outcomes?

Consider the **Outcomes per Flow** chart.

- Which flows were run to resolve errors, and how many times did the flows run?

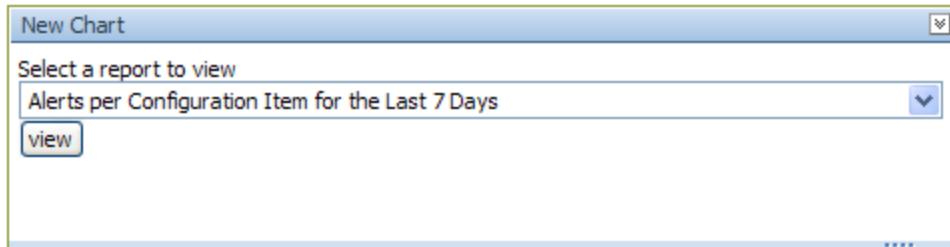
Open the **All Alerts of Severity=Error Resolved by Flows** chart.

Most of these charts require that the data they use are reported from the flow runs. Data from flow runs is reported from inputs that have been configured to report their values to the domain terms that the charts use. For instance, for charts that relate alerts or actions to configuration items (CIs) to obtain enough data to work with, an input must be configured in the flow to report its value as a Configuration Item.

#### To display a reporting chart with current data

1. On the Dashboard, click **Add New Chart**.

The **New Chart** panel opens.



2. Select a chart from the **Select a report to view** drop-down list and click **view**.

The following are some of the domain terms that the charts record, and what they mean:

- Configuration Item (aka CI)

A configuration item (CI) is any item within your infrastructure, such as a server or application. You can further categorize your CIs with CI Types and CI Minor Types. This scheme is flexible enough for you to describe the elements in your infrastructure uniquely, as the following two examples show:

- A Web server:

- **CI:** the Web server's IP address
- **CI Type:** "Server"
- **CI Minor Type:** "Windows" (the Web server's operation system).

- Your company home page:
  - **CI:** the home page's URL
  - **CI Type:** "Application"
  - **CI Minor Type:** "Web Page"

- Categories

The groups to which flow authors assign flows. Charting categories enables you to view performance of these classes of flows. See Studio Help for more information.

- Alerts, Incidents, Problems

- Alerts are monitoring messages about possible error states that have arisen amidst IT operations.
- Incidents can represent trouble tickets in Incident Management or trouble-ticketing systems that you run.
- Problems can represent items in any Problem Management system you operate.

- Actions

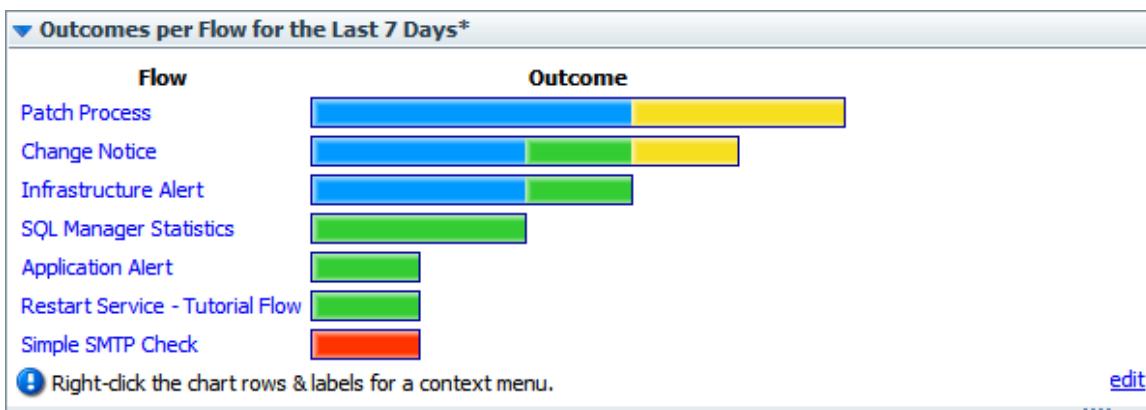
What the flow did to diagnose or solve a problem or to perform maintenance, such as rebooting a server, restarting a service, changing a configuration file, re-imaging a computer, pushing new content to a Web site, or adding a new server to a cluster in order to rebalance the load.

- Outcomes

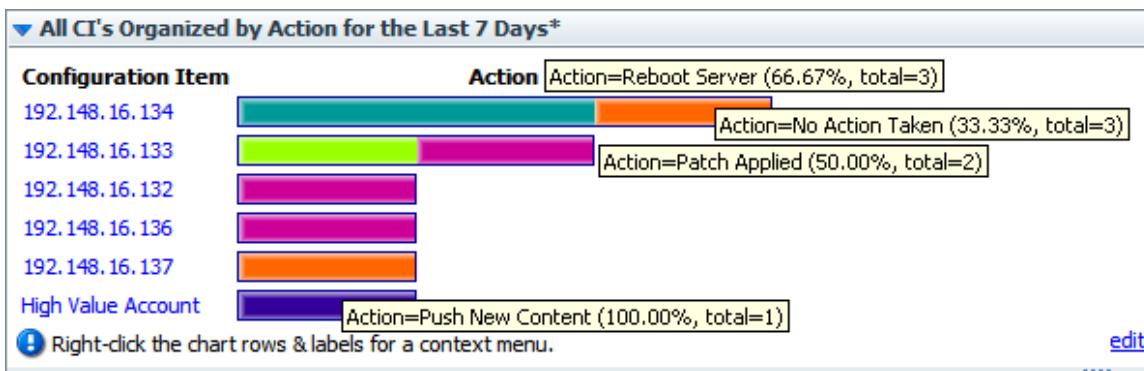
Outcomes are the return states of flows: Resolved, Diagnosed, No Action, Failure

## What do the bars tell you?

Let's say you're running flows that produce the following chart. This chart shows you the outcomes, whose colors align with the flow return steps whose outcomes they represent—Diagnosed (blue), No Action Taken (yellow), Resolved (green), and Failure (red).



The following example shows a chart that shows the actions taken per configuration item for all the flows that have run in the time specified. This is a composite that collects all the tooltips that you'll see when you move the cursor over the bar. The bar colors are generated arbitrarily when you create the chart, but are consistent within the chart.



Each row of the chart is labeled with a configuration item's name (in this case, the server IP address or application name), but what about those bars? To learn what each bar in a row represents, float your cursor over the bar. Note that the tool tip that appears tells you:

- The action that the bar represents.
- The total number of times that that action was performed for that application or server.
- What portion of the total number of actions this particular action made up.

In this chart, we learn, among other details, that:

- Server 192.148.16.134 was rebooted by one flow and had no action taken by another.
- The Web application High Value Account had its content updated.

We can go further by drilling down into individual bars. For how we can learn more, see the following topic, [Learning more from the charts](#).

## Learning more from the charts

You know what actions were performed on server 192.148.16.134, but what more can we learn about each of the actions?

To discover more, you can drill down into the chart. In the **All CI's Organized by Action** chart, let's explore the actions taken for the server 192.148.16.134.



For instance, how many alerts of what level of severity occurred that were corrected by the Restart Service action (the teal bar) charted here?

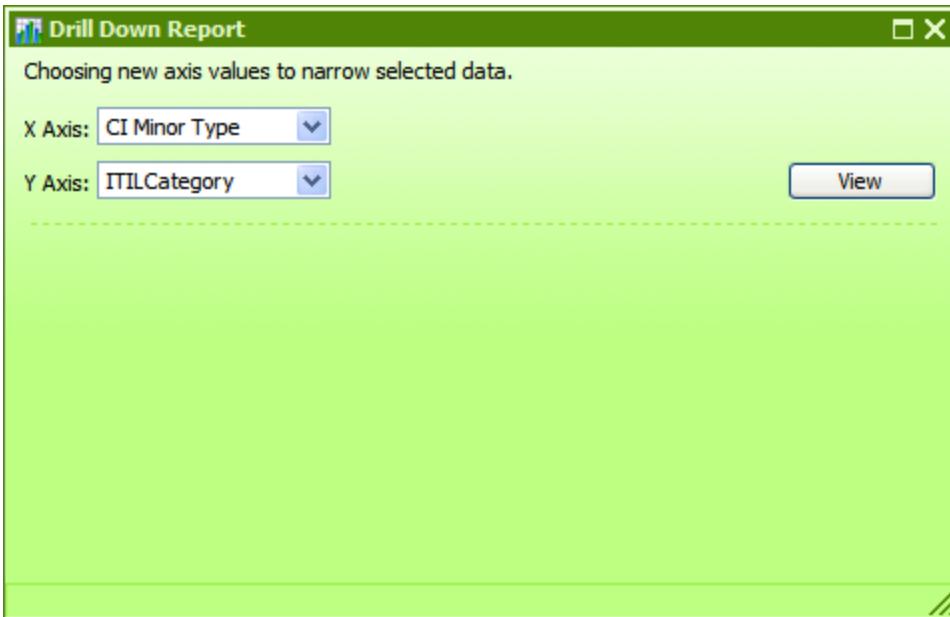
### To learn more about data items in a chart

1. Right-click the appropriate bar segment for the data you're interested in, then click **Drill Down**.

**Tip:** You can also right-click the label at the left of the chart to drill down on all of the bars at once.

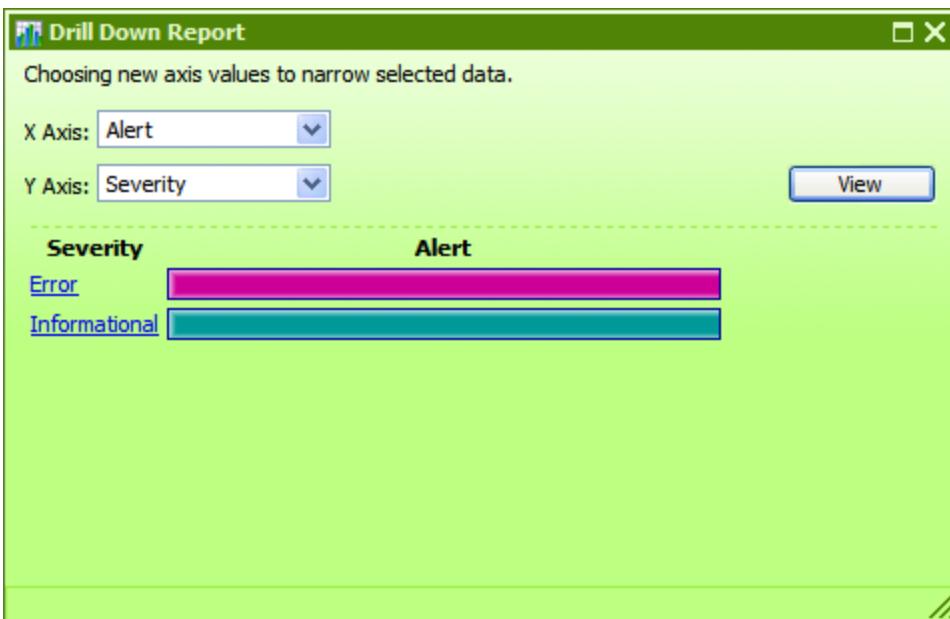
For instance, to show the distribution of alerts and severity levels for the Reboot Server action, right-click the bar segment representing Reboot Server, and then click **Drill Down**.

The following box appears.



2. Select a domain term for the **X (horizontal) Axis** and one for the **Y Axis**, then click **View**.

To learn how many alerts there were of each level of severity, pick **Alert** for the **X axis** and **Severity** for the **Y axis**. This produces the following chart.



3. To create other views of the same data, select different domain terms for the **X Axis** and **Y Axis**, and then click **View**.

As in the top-level chart, floating the cursor over a row tells you more information, such as what the alert alerted us to and how many alerts there were of this type.

You can also access the relevant run-history reports directly.

4. To see a run-history report for flows that generated the data charted by the left-hand column of the chart, click the bar or the name of the row for which you want to see the run reports.

The run report is the product of a search whose terms include all the data that produced this particular bar.

In our example, if you click the **Error** row label or bar, you get a report listing all the flows that were started by alerts of severity Error.

To explore run-history reports, see [Run histories: What happened and why](#).

If you want information that is not charted on the charts that are available by default, you can create your own charts. For more information on creating your own charts, see the following topic, [Creating and modifying charts](#).

## Creating and modifying charts

You can make custom charts to answer questions of your own making, such as:

- Which applications and servers had fatal errors?
- How many alerts of various severities were there?
- How many alerts were there of each kind of severity (Informational, Warning, Error, Critical, Fatal)?
- How many alerts of Fatal severity were there for each server and application?

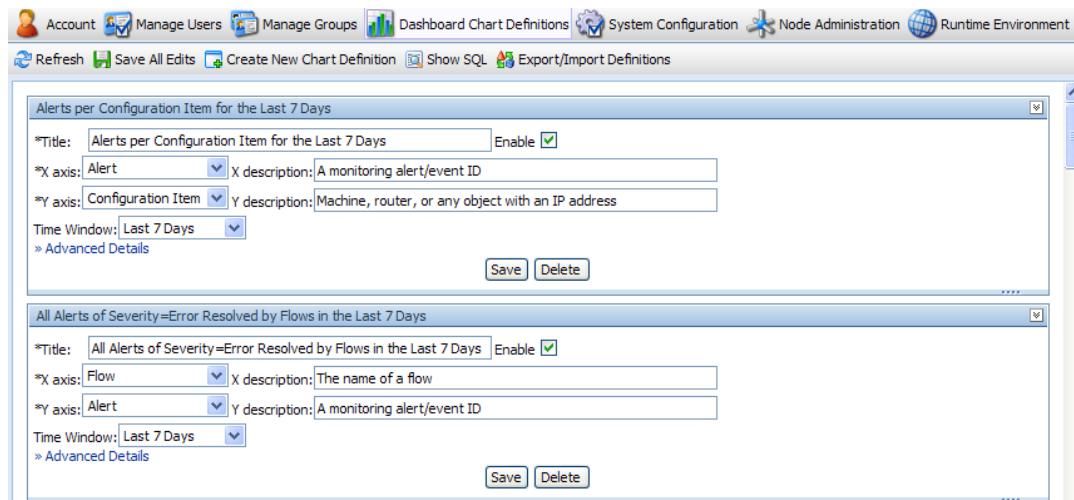
You redefine existing charts or create new charts on the **Administration** tab, by specifying which information is charted on the horizontal (X) and vertical (Y) axes.

**Required capabilities:** To create or modify Dashboard charts, your group must have the `MANAGE_CONF` capability.

### To create a Dashboard chart

1. On the **Administration** tab, click **Dashboard Chart Definitions**.

The page changes to show the existing chart definitions, as below.



2. Click **Create New Chart Definition**.

A new chart definition box appears.

## Central User Guide

### The Dashboard: Learning more from flows

The screenshot shows a configuration interface for creating a new chart. It includes fields for Title, X axis (set to 'Action'), Y axis (set to 'Action'), Time Window (set to 'Last 24 Hours'), and a Save/Delete button.

\*Title: [Text Box] Enable

\*X axis: Action X description: [Text Box]

\*Y axis: Action Y description: [Text Box]

Time Window: Last 24 Hours

Save Delete

3. Type a title for the new chart.
4. In the **X axis** drop-down list, select what you want to chart on the horizontal axis, and then type a description.
5. In the **Y axis** drop-down list, select what you want to chart on the vertical axis, and then type a description.
6. In the **Time Window** drop-down list, choose the time period you want the charting to cover – yesterday? the last week? the last month?

In the **Advanced Details** section, you can refine your charting by restricting what is charted.

7. To open the **Advanced Details** section, click **Advanced Details**.

The screenshot shows the expanded 'Advanced Details' section of the configuration interface. It includes fields for Comments, Top X (set to 0), X Threshold (set to 0), Top Y (set to 0), Auto-group (checked), Restrict X axis values, Group all other values in one segment (unchecked), Name for all other values segment (set to 'Others'), and an Additional Constraints section.

\*Title: [Text Box] Enable

\*X axis: Action X description: [Text Box]

\*Y axis: Action Y description: [Text Box]

Time Window: Last 24 Hours

Comments: [Text Area]

Top X: 0 X Threshold: 0 Top Y: 0 Auto-group

Restrict X axis values: [Text Box]

Group all other values in one segment:

Name for all other values segment: Others

Additional Constraints...

Domain Term Name: Domain Term Value:

Save Delete

For instance, if you want to see only certain values on the X axis, you can restrict the X axis of the chart to those values.

8. To chart only the most common occurrences of the element you're charting on the X axis or Y axis, type a number in **Top X** or **Top Y**.

For instance, to have this chart show you only the three most common types of alerts, type **3** in the **Top X** box.

9. To establish a floor value below which the X axis element is not charted, type the floor value in

**X Threshold.**

For example, to leave uncharted any alert types that don't have at least five instances reported, type **5** in the **X Threshold** box.

10. To chart only elements of a certain type (as represented by a domain term value), type the domain term value in the **Restrict X axis values** box.

So suppose you want to chart only alerts of the Loss of Connectivity type. Assuming that the flow author has created a domain term for Loss of Connectivity, you could type **Loss of Connectivity** in the **Restrict X axis values** box.

Besides restricting the Y axis to the most common occurrences of the element charted there, you can further restrict what is charted in the Y axis.

11. To group any values outside those you have specified into a single color segment of the bar on the X axis, select the **Group all other values in one segment** box.
12. If you have grouped into a single X-axis segment values outside those you have specified, name the segment by typing a name in the **Name for all other values segment** box.
13. Under **Additional Constraints**, from the **Domain Term Name** drop-down, select the domain term charted on the Y axis, and then type a value in the **Domain Term Value** box.
14. In the bottom of the chart definition box, click **Save**.

Let's look at our examples:

- How many alerts are there of each kind of severity?
  - For the X axis, select Alert.
  - For the Y axis, select Severity.
- How many alerts of Fatal severity were there for each server and application?

Servers and applications are covered by the "CI Type."

- For the X axis, select **Severity**.
- For the Y axis, select **CI Type**.
- Under **Advanced Details**, in the **Restrict X Axis Values** text box, type **Fatal**.

**To edit a Dashboard chart definition**

1. On the **Administration** tab, click **Dashboard Chart Definitions**.
2. Scroll down to the chart you want to change.
3. In the box that defines the chart, make any desired changes as described in the above procedure, "To create a Dashboard chart," then click **Save**.

**Notes:**

- Using these charts requires that the flows reported have their relevant inputs configured to report data in the domain terms that the charts need. For information on how to add this reporting capacity to inputs, see Help for Studio.

- You can add new terms that you want to appear in the **X Axis** and **Y Axis** drop-down lists.  
To learn more about this see the material about domain terms in Help for Studio.

## Exporting and importing chart definitions

Chart definitions are persistent user reports, and are exported in an XML format. To exchange them between Central users, the users must export and import the collection of report definitions.

You can copy chart definitions from one installation of Central to another if, for instance, you want to creating consistent reporting and metrics for IT status across multiple organizations or domains. Note, however, that you do not need to export chart definitions across nodes of a Central cluster (a set of Central installations that are defined as part of a cluster).

**Caution:** Exporting and importing chart definitions applies to all the definitions. Any reports in the destination that have the same name as any in the XML file being imported are overwritten. There is no conflict resolution between versions of definitions that have the same name.

**Note:** To see the **Administration** tab's **Dashboard Chart Definitions** subtab, your group must have the **MANAGE\_CONF** capability.

### To export chart definitions

1. On the **Administration** tab of Central, click **Dashboard Chart Definitions**, and then **Save All Edits**.
2. Click **Export/Import Definitions**.



3. In this dialog, click **Export**.

The **File Download** dialog box appears, for the XML file that stores the chart definitions.

4. In the **File Download** dialog, click **Save**.
5. In the **Save As** dialog box that appears, navigate to the location where you want to store the XML file, and then, if you want to rename it, specify another name.
6. In the **Download complete** dialog box that appears to tell you that the export has finished, click **Close**.

OR

Open the file to examine the definitions.

**To import chart definitions**

1. On the **Administration** tab of Central, click **Dashboard Chart Definitions**, and then **Save All Edits**.
2. Click **Export/Import Definitions**.



3. In the **Import** text box, type a path and filename for the chart-definition XML file that you want to import.

OR

Click **Browse**, and in the **Choose File** dialog, navigate to the XML file of definitions and click **Open**.

4. Back in the **Export/Import Definitions** dialog, click **Load File**.

---

## Starting a flow from outside Central

There are a number of ways to start a flow from outside the Central application. You can:

- Use a URL created in Central to start a flow run in a Web browser in any of the following modes:
  - **Guided Run** mode - in which the flow user triggers each step manually.
  - **Run All** mode - in which the flow runs all steps to completion, with user interaction needed only for user prompts.
  - **Instant Run** mode - in which user prompts and other data generated appear in a separate Web page. This page includes a description of the flow, a **Run ID** link, and **Run, Pause**, and **Delete** buttons that work like those in the Instant Run pop-up window. After the flow has run, a **Report** link is available, which opens the **Reports** tab of the Central application in another tab of the browser.

To use a URL created in Central, click the flow in the **Flow Library** tab, and then, in the opened **Preview** page, copy the URL in the **Execution Links** pane. You can paste the URL into the URL address box of a Web browser instance, or use it as the source of an HTML iframe. For more information, see "Creating Execution Links to a Flow" on next page.

- Use the command-line tool **RSFlowInvoke.exe**, or the Java version **JRSFlowInvoke.jar**.
- Use the command-line tool Wget.
- Build a URL that you paste into a browser, use from a command-line tool, or use in an external system or application that can accept a command. These URLs access the REST service, allowing you to find and run flows using the Internet.
- Use the WSCentralService SOAP API.

These techniques are described in the *HP OO Software Development Kit Guide* (SDKGuide.pdf).

**Necessary capabilities:** The account under which you access Central from outside must be a member of a group that has the HEADLESS\_FLOWS capability, except for runs accessed through execution links.

## Creating a link to a flow run

You can also enable another Central user to resume a flow run that you have paused (or resume the run yourself) by capturing the run's URL mid-run, then placing the URL on another Web page or in an IM or e-mail message. The URL that you capture is not the same as the address that is in your Web browser address box during the run.

You can create a link to a guided run, a run all run of the flow, or an instant run.

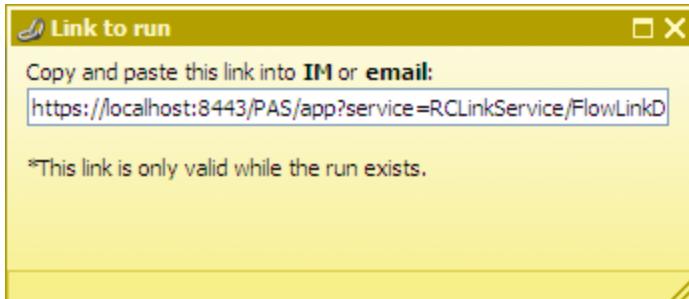
### To create a link to a flow run

## Central User Guide

### Starting a flow from outside Central

1. When previewing a flow or during a run, above the run-type buttons in the upper-left panel of the flow run page, click the **Options** button (checkbox).
2. In the menu that appears, click **Link to this run**.

The **Link to run** dialog box appears.

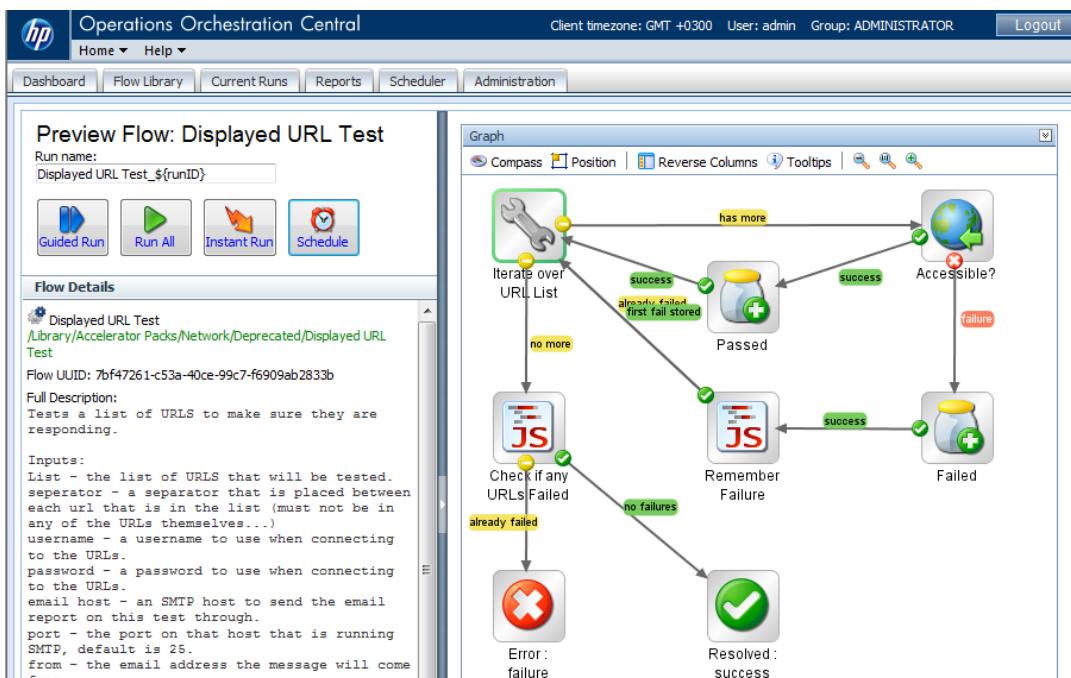


3. In the **Copy and paste this link...** text box, copy the entire URL, and then close the **Link to run** dialog box.
4. In the external source in which you are creating access to the run, paste the shortcut that you copied.

## Creating Execution Links to a Flow

You can make a link to the flow available to other users by capturing its URL, and then placing the URL on another Web page or in an IM or email message, or using it as the source of an HTML iframe.

1. On the **Flow Library** tab, click the flow to open its preview.



2. At the bottom of the pane, click the **Execution Links** bar.

In the **Execution Links** section, there are links that you can use to start the flow, labeled for the kind of run you can carry out with them.

#### **Execution Links**

The below hyperlinks provide a valid URL for bookmarking, sending in email, etc. Use these links (by right-clicking to obtain your browsers' context menu) instead of the address in the browser address box.

**Guided Run (step-by-step mode)**

<https://16.55.245.103:8443/PAS/app?service=RCLinkService/FlowLinkDispatch&sp=S>

**Run All (run-to-completion mode)**

<https://16.55.245.103:8443/PAS/app?service=RCLinkService/FlowLinkDispatch&sp=S>

**Instant Run (instant-run mode)**

<https://16.55.245.103:8443/PAS/app?service=RCLinkService/InstantRun&sp=Sd921>

3. Copy the appropriate URL, and then paste it into an e-mail message, into the URL address box of a Web browser instance, or as the source of an HTML iframe.

## Handing off flow runs

You might need to hand off a flow in which:

- A step requires information that someone else has.
- A transition is gated (requires membership in a group that your account is not a member of).

**Note:** The person who resumes the run must have sufficient permissions to execute the flow.

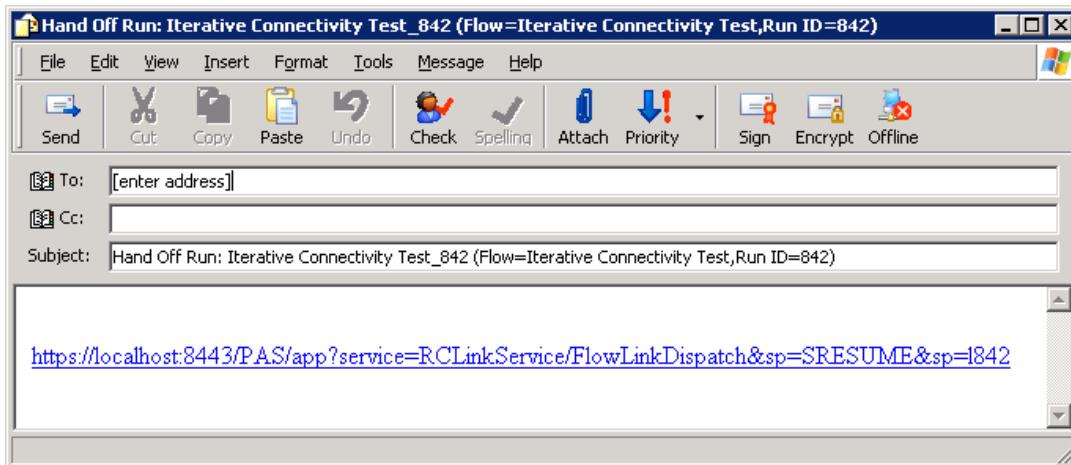
You can hand off a guided run or a run all run of the flow. An instant run that has a gated or hand-off transition can also be handed off.

### To hand off a flow run

1. During a flow run, above the run-type buttons in the upper-left panel of the flow run page, click the Options button (☒).
2. In the menu that appears, click **Hand off**.

The run is paused, and the state of the run is changed to **Handed Off**. Focus in Central shifts to the **Current Runs** tab.

A new e-mail message appears, with the URL of the flow included in the body of the message. The run name appears in the subject line.



3. Address the message to the person to whom you're handing off the flow, and send the message.

#### To resume a flow run that has been handed off to you

1. Open the e-mail message that contains the URL of the flow and click the URL.

A new browser instance of Central opens, with the flow run ready to resume. You can get it going again as you would any other flow run that is paused.

2. To continue the flow run, click either the **Next Step** or the **Run All** button.

## Auditing and managing flows

Audit information on flow runs (individually or groups) and their runs can be particularly important in system diagnostics at several levels, for Central users, HP OO administrators, and IT managers. For information on auditing and viewing reports on flow runs, see [Run histories: What happened and why](#).

While all users of Central can interrupt, cancel, resume, or restart flow runs that they own, in order to view all users' current flow runs and manage (pause, resume, or delete) them, a user must be a member of a group that has the MANAGE\_RUNS capability.

---

# Users, groups, and access control

The whole point of working with user accounts is to enable the right people to run flows in Central and (for authors) to create flows in Studio. Toward that end, you work with users, groups, capabilities, and permissions. In order, you do the following:

1. Enable HP OO to use the kind of authentication that your system employs.
2. Add users to HP OO and add them to groups or map their external groups to HP OO groups.
3. Grant capabilities to HP OO users and groups.

Individual flow authors grant access permissions to their flows. For information on assigning users or groups access permissions for various HP OO objects, see Help for Studio.

Because capabilities are a key concept for this way of controlling who can do what, we'll consider [Capabilities and access permissions](#) before explaining how to:

- Configure HP OO for working with authentication by Active Directory (AD), Lightweight Directory Access Protocol (LDAP), or Kerberos providers, and add HP OO users, in [Allowing external users into the Central system](#).
- Manage users, in [Managing users](#).
- Manage groups, in [Managing groups](#).
- Setting logging levels and other system settings

For more information, see the *HP OO Administrator Guide* (OOAdminGuide.pdf).

## Capabilities and access permissions

Working with flows, schedules, users, and other HP OO objects requires a combination of capabilities (the ability to perform an action) and the necessary access permissions for each flow and the objects associated with it.

- A capability is the right to perform an action in HP OO, such as the MANAGE\_USERS and MANAGE\_GROUPS capabilities. A user with the MANAGE\_GROUPS capability can assign groups the capabilities that they need. For more information, see [Capabilities](#).
- Permissions are access rights to individual objects: folders, flows, operations, or system accounts. The four permissions are Read, Write, Execute, and Link to, which flow authors grant to users or groups for individual objects. So:
  - To view and find a flow in Central, users must have Read permissions for the flow.
  - To run a flow in Central, users must have Read and Execute permissions for the flow and its subflows, and Read and Write permissions for any system accounts used by the flow.
  - In Studio, authors must have Read, Write, Link to, and/or Execute permissions for objects that they use to author flows. For instance:

- To debug a flow, an author must have the Execute permission for that flow.
- A flow author must have the Link to permission for any flow or operation from which he or she creates a step in a flow.
- To change a system account, an author must have the Read and Write permissions for the system account.

For more information, see [Permissions](#).

## Capabilities

Following are the capabilities that can be assigned in HP OO.

Capability	Description
MANAGE_USERS	Create, delete, and modify internal users and map external user groups (groups that exist outside of HP OO) to internal HP OO groups. Only holders of this capability can create internal HP OO users.
MANAGE_GROUPS	Create, delete, and modify groups.
AUTHOR	Start Studio.
SCHEDULE	Schedule flows.
MANAGE_RUNS	View, start, stop, delete, and reassign runs other than the user's.
RUN_REPORTS	View reports and Dashboard metrics/charts.
MANAGE_CONF	Manage configuration properties and dashboards.
VIEW_SCHEDULES	View flow schedules.
HEADLESS_FLOWS	Start flows from outside Central.

## Permissions

The following two tables describe the permissions and which of them are needed for objects in Studio.

### Permissions for HP OO objects

Permission	Description
Read (R)	Can view the object in Studio or Central.

Permission	Description
Write (W)	Can change the object.
Execute (X)	Can start a run of the flow. This is not a recursive requirement. That is, for a Central user to run a flow or for an author to debug a flow, he or she does not have to have Execute permission for all the objects, such as operations and configurable items, associated with the flow. The user does, however, need Read and Write permissions for the objects associated with the flow.
Link to (L)	Can use the flow or operation to create a flow step.

**HP OO objects and the permissions needed to work with them**

Object	Action	Necessary permission(s)
Folder		
	View contents	Read
	Add to contents	Read, Write (also needed for all children of the folder)
	Move	Read, Write
	Rename	Read, Write
Flow or operation		
	View/open	Read
	Modify	Read, Write
	Rename	Read, Write
	Execute/Run	Read, Execute
System account	Use as a step or subflow	Read, Link to
	View account name	Read
	Change account password	Read, Write
	Rename account	Read, Write
System account	Use in flow or operation	Read, Link to
	Use at runtime	Read, Execute

For more information on the groups, capabilities, and permissions model of HP OO security, see the *HP OO Administrator's Guide* (AdminGuide.pdf).

When you first deployed HP OO, you mapped users to the HP OO groups. Depending on how you accomplish the mapping, when you deploy the HP OO clients to an additional user, you add the user to a group either by adding the user to the appropriate group or role in your organization's authorization system or by individually mapping the user to an HP OO group. For information on mapping users to HP OO group, see *Installing or Upgrading HP Operations Orchestration Guide* (InstallGuide.pdf).

## Allowing external users into the Central system

Besides creating users within HP OO (called internal users), you can control who can use HP OO by authenticating users against external systems. You authenticate external user accounts for HP OO by enabling an external authentication provider—Active Directory (AD), Lightweight Directory Access Protocol (LDAP), or Kerberos—then map the external groups to HP OO groups. (For information on enabling authentication providers, see [Using external authentication for Central users](#).)

Logging on to HP OO has two phases:

- **Authentication:** This phase requires that the user's credentials (username/password) are verified against a provider, either HP OO (in the case of internal HP OO accounts) or an external provider.
- **Authorization:** This phase consists of determining an authenticated user's group memberships. Group membership is the basis of security in HP OO as permissions (access control lists) and capabilities are assigned to groups and NOT to individual users. A user cannot log on if his group set is empty.

**Notes:**

- Any user that is authorized to use HP OO by passing the above phases, is automatically assigned to the EVERYBODY group.
- It is unlikely that you will want all authenticated users in a large organization to use Central or Studio. So, when using an external authentication provider, you can restrict the set of users authorized to use HP OO by one of the following methods:
  - Configuring the provider so that only a subset of users are considered valid HP OO users. For example, in the case of Microsoft AD or LDAP, you can consider valid HP OO users those who are located in particular directory contexts.
  - Explicitly denying access to HP OO to a particular external user by defining an internal HP OO account that EXACTLY matches the fully qualified username—“DOMAIN\username” for AD, “username@realm” for Kerberos, or just “username” for LDAP—and then marking that account as disabled.

**Necessary capabilities:** To map external users or groups to HP OO groups, you (that is, the account that you are logged in with) must be a member of a group that has the MANAGE\_GROUPS capability. To configure external authentication for HP OO, your group needs to have the MANAGE\_CONF capability.

## Using external authentication for Central users

To authenticate with any or all of Active Directory (AD), LDAP, or Kerberos authentication providers, you use the **Administration** tab's **System Configuration** subtab. The **System Configuration** page contains an **Authentication** tab that includes a section for each of the kinds of authentication providers.

**Necessary capabilities:** To configure Central to use external authentication, you must be a member of a group that has the MANAGE\_CONF capability.

To modify the configuration values for authentication providers according to your organization's needs, use one or more of the following sections:

- [AD authentication settings \(deprecated\)](#)
- [LDAP authentication settings](#)
- [Kerberos authentication settings](#)

All the authentication providers mentioned above can be used with the Lightweight SSO framework. To modify the configuration values for the Lightweight SSO framework according to your organization's needs, see the [Lightweight SSO settings](#) section.

The information in these sections may look a bit formidable if you are not an AD, LDAP, or Kerberos administrator, but we will use the data in the following example throughout the sections to work through configuring the settings that are relevant for the type (or types) of authentication that your organization uses. You may need to consult with the IT administrator who configured your authentication and/or directory.

## Example data

For the sections on configuring OO using external authentication, suppose the following users are members of these groups:

User	Member of this external group
Tom Gage, a service desk technician	Service Desk
Mary Grey, a network specialist	Network Specialist
Ed Stuart, a system administrator	Manager

Suppose also that the name of their domain is "mirage", and the following is true about their domain server:

- Its IP address is 192.168.5.5
- Its fully qualified name is mirage.ad

## Lightweight SSO settings

Using SSO (LWSSO), you can configure HP OO Central to automatically log on with the same authentication information that users entered when they logged onto another HP product web client,

such as the SM web client or the BSM web client. LWSSO shares a cookie between HP products web tiers that are accessed from a web browser. As a result, after logging in on another HP product that has LWSSO enabled, users enter the HP OO Central application directly, bypassing the HP OO Central logon screen.

LWSSO provides all the advantages of SSO. You might want to use LWSSO because it is somewhat easier to enable and configure than SSO. For more information about SSO, see the *HP OO Administration Guide*.

In a trusted, LWSSO-enabled scenario, the HP OO central server grants access to clients under the following conditions:

- HP OO Central is accessed from within another HP product web interface.
- The user's logon credentials on the HP product match those of an existing external-user account in HP OO.

**Notes:**

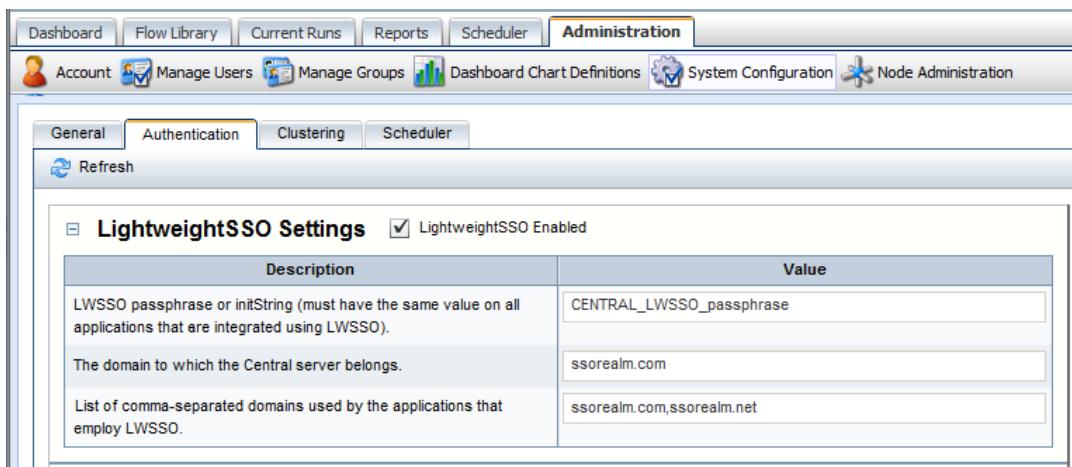
- The LWSSO feature must be enabled on all the HP products between which you want to accomplish single sign-on.
- The LWSSO enabling procedure is different on other HP products. Please consult the corresponding documentation for each HP product.
- The user account that employs SSO or LWSSO can be an HP OO user (that is, created within HP OO Central as external) or an LDAP/AD/Kerberos user, and must be the same (external) user account used to log in on all HP products that use SSO or LWSSO.

The following procedure for authenticating with LWSSO refers to the **LightweightSSO Settings** area of the **Authentication** tab on the **System Configuration** page.

**Necessary capabilities:** To configure Central to use external authentication, you must be a member of a group that has the MANAGE\_CONF capability.

**To authenticate with LWSSO**

1. Click the **Administration** tab, and then click the **System Configuration** tab.
2. On the **System Configuration** page, click the **Authentication** tab.
3. Scroll down to the **LightweightSSO Settings** area.



4. Select the **LightweightSSO Enabled** check box.
5. In the **LWSSO passphrase or initString** row, type the password you want to use to connect HP products. For example, you could specify "A1b2C3d4E5f6". It is recommended that the value be at least 12 characters.
6. In the **The domain to which the Central server belongs** row, type the domain name.
7. If there are multiple domains used by applications that employ LWSSO, enter them in the **List of comma separated domains used by the applications that employ LWSSO** row, using commas as separators.
8. To save your settings, click **Save**.

The new LWSSO settings take effect immediately; restarting the Central service is not required.

## AD authentication settings (Deprecated)

**Note:** The AD authentication settings are deprecated, beginning with in HP OO 9.0. You should use the [LDAP authentication settings](#).

The following procedure for authenticating with AD refers to the **Authentication** tab on the **System Configuration** page.

**Necessary capabilities:** To configure Central to use external authentication, you must be a member of a group that has the MANAGE\_CONF capability.

### To authenticate with Active Directory

1. Click the **Administration** tab, and then click the **System Configuration** tab.
2. On the **System Configuration** page, click the **Authentication** tab.
3. Scroll to the **AD Settings** area.

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### Users, groups, and access control

The screenshot shows the 'AD Settings (Deprecated, use LDAP)' configuration page. At the top, there is a checkbox labeled 'AD Enabled' which is unchecked. Below this, there is a table with two columns: 'Description' and 'Value'. The 'Value' column contains several entries:

Description	Value
The default group an AD authenticated user gets when there is no group matching.	EVERYBODY
LDAP filters that try to match the user groups. These filters are applied to the discovered groups and if they match, the user is considered part of that group. The list separator is a ";".	member=cn={1},CN=Users,DC=MyCompany,DC=ad
List of LDAP contexts containing user groups. For example, if you have a "Groups" object containing groups of users, then the expression: ou=Groups,dc=MyCompany,dc=com might be used. The list separator is a ";".	CN=Users,DC=MyCompany,DC=ad
Attribute of any group (returned from the group search), to use as group name.	name
Active Directory URL.	ldap://MyCompany.ad
The user domain (the authentication used is the NT style "domain\username").	MyCompany\{0\}
List of LDAP contexts containing users. For example, if you have a "Users" object containing users, then the expression: ou=Users,dc=MyCompany,dc=com might be used. The list separator is a ";".	CN=Users,DC=MyCompany,DC=ad

At the bottom right of the page are two buttons: 'Test' and 'Save'.

4. Select the **AD Enabled** check box.
5. In the **Value** box of the default group row, specify the group to which unmapped HP OO groups or individuals are mapped to when mapping is not specified.  
For instance, to assign unmapped groups or individuals only the capability to run flows, you would type **LEVEL\_ONE**. To learn about the default HP OO groups, see [Managing groups](#).
6. In the **Value** box for **LDAP filters that try to match the user groups**, type a filter to find the groups for users.

For instance, suppose the following:

- Tom Gage's "memberOf" entry has a value of "CN=Service Desk,CN=Users,DC=mirage,DC=com"
- Mary Grey's "memberOf" entry has a value of "CN=Network Specialist,CN=Users,DC=mirage,DC=com"
- Ed Stuart's "memberOf" entry has a value of "CN=Manager, OU=Staff, DC=mirage, DC=com"

So Tom and Mary's LDAP entries are defined under the context CN=Users, while Ed's entry is defined under OU=Staff.

In the **Value** box, you might specify the following filter:

```
member=CN={1},CN=Users,DC=mirage,DC=com; member=CN={1},OU=Staff,DC=mirage,DC=com
```

Be sure to:

- Type each instance of `member=CN={1}` exactly as it appears above.
- Type the semicolon (;) separator between the filters that you type.

7. In the **Value** box of the **List of LDAP contexts containing user groups** row, type the contexts in which LDAP should search for your existing external groups.

You can provide multiple contexts, using commas to separate the relative distinguished names (RDNs) within a context and semicolons (;) to separate contexts.

For example, suppose that:

- Tom Gage's "Service Desk" group and Mary Grey's "Network Specialist" group are defined under OU=Groups (OU=Groups,DC=mirage,DC=com).
- Ed Stuart's "Manager" group is defined under OU=Staff (OU=Staff,DC=mirage,DC=com)

The following setting makes these groups visible to HP OO:

OU=Groups,DC=mirage,DC=com;OU=Staff,DC=mirage,DC=com

Next we need to create search filters, to tell HP OO how to find groups (in roleContextsList) that point to users.

8. In the **Value** box of the **Attribute of any group** row, leave the value **name**.
9. In the **Value** box of the **Active Directory URL** row, enter the URL or IP address of the AD, using the following syntax:

LDAP://<AD\_server>[:<port>]

where:

- <AD\_server> is the IP address or fully-qualified name of the AD server.
- <port> is the port number that the AD server uses, if the AD server is configured to use a non-standard port (that is, other than 389). If the AD server uses port 389, you can omit :<port> from the setting.

For instance, if the AD server is mirage.ad, its IP address is 192.168.5.5, and it uses port 200, the value would be:

LDAP://mirage.ad:200

OR

LDAP://192.168.5.5:200

**Note:** Machines ordinarily communicate with Active Directory using Lightweight Directory Access Protocol (LDAP, a clear-text protocol). To encrypt communications, you can set HP OO to communicate with Active Directory over Secure Sockets Layer (SSL). The LDAPS protocol is the LDAP protocol encrypted with SSL. If you want to encrypt Active Directory communications in your organization, see the *HP OO Administrator Guide* (OOAdminGuide.pdf) for information on configuring your system to use the LDAPS protocol.

If LDAP is configured over SSL, the protocol portion of the AD URL should be LDAPS, so the value would be:

LDAPS://mirage.ad:200

OR

LDAPS://192.168.5.5:200

10. In the **Value** box of the user domain row, type the domain where the users reside using the

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### Users, groups, and access control

following syntax:

<domain>\{0}

Be sure to type **{0}** exactly as it appears above.

11. To specify the contexts in which HP OO should look for users, type the contexts in the Value box of the List of LDAP contexts containing users row.

In our example, Tom, Mary, and Ed's entries are defined under the same contexts as the groups that they belong to are. So, we would enter the following:

OU=Users,DC=mirage,DC=com;OU=Staff,DC=mirage,DC=com

Using this procedure's example, the **AD Settings** area should look like the following.

The screenshot shows the 'AD Settings (Deprecated, use LDAP)' configuration page. The 'AD Enabled' checkbox is checked. The table lists various settings with their descriptions and current values:

Description	Value
The default group an AD authenticated user gets when there is no group matching.	LEVEL_ONE
LDAP filters that try to match the user groups. These filters are applied to the discovered groups and if they match, the user is considered part of that group. The list separator is a ";".	member=cn={0},CN=Users,DC=mirage,DC=ad
List of LDAP contexts containing user groups. For example, if you have a "Groups" object containing groups of users, then the expression: ou=Groups,dc=MyCompany,dc=com might be used. The list separator is a ";".	CN=Users,DC=mirage,DC=ad
Attribute of any group (returned from the group search), to use as group name.	name
Active Directory URL.	LDAP://mirage.com
The user domain (the authentication used is the NT style "domain\username").	mirage\{0}
List of LDAP contexts containing users. For example, if you have a "Users" object containing users, then the expression: ou=Users,dc=MyCompany,dc=com might be used. The list separator is a ";".	CN=Users,DC=mirage,DC=ad

At the bottom, a message says 'There are unsaved changes on this Form'. There are 'Test' and 'Save' buttons.

12. To save your settings, click **Save**.
13. To test the current AD authentication settings from within HP OO, click the **Test** button.

The **Test AD Settings** dialog box appears.

The dialog box has a title bar 'Test AD Settings'. It contains fields for 'Username' and 'Password'. At the bottom are 'Test' and 'Close' buttons.

14. Type the user name and password of an external account that is authenticated by AD, and then click **Test**.
15. If the test fails, modify the settings and test again.

16. When the AD settings test successfully, click the **Save** button in the **AD Settings** area.

The new AD settings take effect immediately; restarting the Central service is not required.

If your IT organization also authenticates with LDAP and/or Kerberos, complete the procedures in [LDAP authentication settings](#) or [Kerberos authentication settings](#). Finally, to map external Active Directory groups to HP OO groups, see [Mapping external groups to groups](#).

## LDAP authentication settings

To configure Central to use external authentication, you must be a member of a group that has the `MANAGE_CONF` capability.

### Before you begin:

- From HP OO version 9.00, the LDAP authentication settings should be used for authenticating with AD as well as with LDAP.
- LDAP setting can be used for authenticating against the AD Global Catalog and Microsoft Active Directory Application Mode (ADAM).
- From HP OO version 9.00, users are tracked by the FQN (Fully Qualified Name), refer to the following conventions:
  - If the user has an internal HP OO account, then FQN = username.
  - If the user is an LDAP user (non-AD LDAP), then FQN = username.
  - If the user is an AD user, then FQN = DOMAIN\username.
  - If the user is a Kerberos user, then FQN = username@realm

### Key Considerations:

The FQN of the logged in user appears in all aspects of HP OO, such as HP OO Central, Studio, and repository workspaces.

This means that if an AD or Kerberos user checks out work before upgrading to HP OO 9.00, and then upgrades to HP OO 9.00, the user workspace is in the new FQN notation. For the user to be able to check in his work after the upgrade, he has to change his user folder name under to use the new FQN notation.

For example, if a user logged on to an earlier version of HP OO as the Kerberos user `tgage` against the domain `ssorealm`, the user folder was named `tgage`; after upgrading to HP OO 9.00, the folder name becomes `ssorealm%5Ctgage` (the folder name uses `%5C` instead of `\` since a folder name cannot contain a backslash). The user must then rename the user folder in the file system to the match the new name format.

**Note:** It is very important for users to check in all of their work before upgrading to HP OO 9.07.

Regular LDAP configurations and AD user accounts that have restricted rights and cannot look up their own groups (for example, those that have no LDAP list privileges), should use LDAP manager accounts.

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### Users, groups, and access control

The LDAP provider marked as AD can be used against an AD Global Catalog (GC); in this case you leave the Value box in the AD Domain row empty. For example, you can set the URL to point to `ldap://kdc.domain.com:3268` (domain forest Global Catalogue).

The LDAP provider marked as AD can also be used to work with Microsoft ADAM, while the deprecated AD provider cannot be used with ADAM.

#### To configure the LDAP settings:

1. Click the **Administration** tab, and then click the **System Configuration** tab.
2. On the **System Configuration** page, click the **Authentication** tab.
3. Scroll down to the **LDAP Settings** area.

Description	Value
LDAP URL. List of LDAP contexts containing user groups. For example, if you have a "Groups" object containing groups of users, then the expression: ou=Groups,dc=mycompany,dc=com might be used. The list separator is a ";".	LDAP://192.168.5.5 CN=Users,DC=mirage,DC=com
LDAP search filter that tries to match the user groups (see RFC 2254 for LDAP search filter syntax). This filter is applied to the discovered groups and if it matches, the user is considered part of that group.	(member=cn={1},CN=Users,DC=mirage,DC=com)
Attribute of any group (returned from the group search), to use as group name.	name
List of LDAP contexts containing users. {0} denotes the location where the username should be inserted to create a DistinguishedName. The list separator is a ";".	CN={0},CN=Users,DC=mirage,DC=com
List of user context attribute names which can be used as groups. The list separator is a ";".	cn,sAMAccountName
LDAP search filter used in the user search (see RFC 2254 for LDAP search filter syntax). {0} denotes the username.	(&(objectClass=person)(!(sAMAccountName={0}))(uid={0}))
The default group an LDAP authenticated user gets when there is no group matching.	EVERYBODY
An internal OO account representing a user that has search capabilities under AD/LDAP. The username should be a user DN: CN=user,OU=Users,DC=MyCompany,DC=ad.	cn=ldapmanager,ou=oo,dc=mirage,dc=com
AD Domain (Only used when LDAP Configuration is a Microsoft AD)	mirage

4. Select the **Enabled** check box.
5. In the **Value** box of the **LDAP URL** row, enter the URL or IP address of the top level of the LDAP server, using the following syntax:

`ldap://<LDAP_server>[:<port>]`

where:

- `<LDAP_server>` is the IP address or fully qualified name of the LDAP server.
- `<port>` is the port number that the LDAP server uses, if the LDAP server is configured to use a non-standard port (that is, other than 389). If the LDAP server uses port 389, you can omit `:<port>` from the setting.

For instance, if the LDAP server is `mirage.ad`, its IP address is 192.168.5.5, and it uses port 200, the setting would be:

`ldap://mirage.ad:200`

OR

ldap://192.168.5.5:200

**Note:** To encrypt communications, you can set HP OO to communicate with LDAP over SSL by specifying the LDAPS protocol. For information on configuring your system to use the LDAPS protocol, see the *HP OO Administrator Guide* (OOAdminGuide.pdf).

If LDAP is configured over SSL, the protocol portion of the AD URL should be LDAPS, so the setting would be:

ldaps://mirage.ad:200

OR

ldaps://192.168.5.5:200

6. In the **Value** box of the **List of LDAP contexts containing user groups** row, type the contexts in which LDAP should search for your existing external groups.

You can provide multiple contexts, using commas to separate the Relative Distinguished Names (RDNs) within a context and semicolons (;) to separate the contexts.

For example, suppose that:

- Tom Gage's "Service Desk" group and Mary Grey's "Network Specialist" group are defined under OU=Groups (OU=Groups,DC=mirage,DC=com).
- Ed Stuart's "Manager" group is defined under OU=Staff (OU=Staff,DC=mirage,DC=com)

The following setting makes these groups visible to HP OO:

OU=Groups,DC=mirage,DC=com;OU=Staff,DC=mirage,DC=com

7. In the **Value** box of the **LDAP search filter that tries to match the user groups** row, type a filter to find the groups for users.

For instance, suppose the following:

- Tom Gage's "memberOf" entry has a value of "CN=Service Desk,CN=Users,DC=mirage,DC=com"
- Mary Grey's "memberOf" entry has a value of "CN=Network Specialist,CN=Users,DC=mirage,DC=com"
- Ed Stuart's "memberOf" entry has a value of "CN=Manager, OU=Staff, DC=mirage, DC=com"

Tom and Mary's LDAP entries are defined under the context CN=Users, while Ed's entry is defined under OU=Staff.

In the **Value** box, you can specify the following filter:

( | (memberOf=CN={1},CN=Users,DC=mirage,DC=com) (memberOf=CN={1},OU=Staff,DC=mirage,DC=com) )

This filter finds groups in either of the following:

memberOf=CN={1},CN=Users,DC=mirage,DC=com

memberOf=CN={1},OU=Staff,DC=mirage,DC=com

Make sure to type each instance of `member=CN={1}` exactly as it appears above.

8. In the **Value** box of the **Attribute of any group** row, set the attribute of a group to use as the name of that group when doing group mappings. Usually you can leave the attribute name, but an LDAP schema may use another attribute specific to that schema.
9. To specify the contexts in which HP OO should look for users, type the contexts in the **Value** box of the **List of LDAP contexts containing users** row.

In our example, Tom, Mary, and Ed's entries are defined under the same contexts as are the groups that they belong to. So, you would enter the following:

```
OU=Groups, DC=mirage, DC=com; OU=Staff, DC=mirage, DC=com
```

You can also define a parent AD path and configure in AD subset paths, and then get Central to search a subset path recursively. You need to specify the internal OO account with LDAP search capabilities.

Example of configuring LDAP to search a subset path recursively:

```
An internal OO account representing a user that has search capabilities under AD/LDAP:  
cn=directory manager
```

```
List of LDAP contexts containing users: uid={0}, ou=OO, dc=battleground, dc=ad
```

```
LDAP search filter used in the user search: uid={0}
```

Example of configuring AD to search a subset path recursively:

```
An internal OO account representing a user that has search capabilities under AD/LDAP:  
cn=teststar teststar, cn=users, dc=oo8r2, dc=ad
```

```
List of LDAP contexts containing users: OU=OO, DC=oo8r2, DC=ad
```

```
LDAP search filter used in the user search: (& (objectClass=person)  
(sAMAccountName={0}))
```

10. To specify one or more LDAP user context attributes to be used as HP OO group names, in the **Value** box of the **List of user context attribute names which can be used as groups** row, list the LDAP user context attributes, separating each attribute from the next with a semicolon (;).
11. To specify one or more attributes on which to search for users, provide the attribute names in the **Value** box of the **LDAP search filter used in the user search** row. For example:  
`& (objectClass=person) (| (sAMAccountName={0}) (uid={0}))`  
OR  
`& (objectClass=person) (| (sAMAccountName={0}) (userPrincipalName={0}))`
12. In the **Value** box of the **The default group** row, specify which HP OO group is assigned by default to a user that is authenticated by this provider when there is no group matching.

If you leave this field empty, only users that have a non-empty HP OO group set as a result of group mappings are allowed to log on to HP OO.

Note the following:

- You can use an HP OO account (marked as external) to override an LDAP/AD user. The override can be used to:
  - Explicitly deny HP OO access to a user that otherwise would be allowed to log on by using the external provider(s) and the group mapping rules.
  - Give a particular user a group membership set regardless of the group mappings defined in the system.

The HP OO group specifically assigned to an external user has priority over the group matching. This means that if you define a user in HP OO as external and assign it to a specific group (view Managing Users), but there is also a group mapping performed between the user's LDAP/AD groups and the HP OO groups (view Mapping external groups to HP OO groups), when the user logs into the system the specifically assigned HP OO group(s) is taken into consideration and not the mapped one(s).

- The HP OO account (marked as external) in order to override an LDAP/AD user must be defined using the FQN (Fully Qualified Name).

13. In the **Value** box of the **An internal OO account** row (this is the manager LDAP account), you can choose an internal HP OO account to be used for directory searches.

- It is advisable to set a value in this box:
  - In order to have the user's groups correctly collected through LDAP authorization.

**Note:** This is highly important when the authentication is performed through LWSSO.

    - So that AD/LDAP recursive path search capability will work properly.
- There are several requirements on how to set the value of the above parameter:
  - The LDAP/AD user defined must be a manager account or have search capabilities under LDAP/AD.
  - The LDAP/AD user must be defined as an internal HP OO system account (preferably a disabled account), and the username must be a full LDAP Distinguished Name (DN). For example, if the user's DN is: CN=Tom Gage,CN=Users,DC=mirage,DC=com the user must be defined in HP OO exactly as stated.
- If the above parameter is not set:
  - The authorization will not be performed if a user does not have search capabilities or is not a manager account and tries to log on.
  - If a user tries to log on using an attribute other than the DN (this is very common for non-AD LDAP directories), the user should use an LDAP manager account as an LDAP directory can only be bound by using the user's DN. For example, if the user's DN is: CN=Tom Gage,CN=Users,DC=mirage,DC=com and uses the attribute UID=tgage to log on, the system must first look up Tom's DN, and then attempt to bind the directory

with the user's DN and password. This requires an LDAP manager account even if Tom has search capabilities.

14. If the target is a Microsoft AD, select the **Microsoft AD** check box.

The **AD Domain** row then becomes active and you can enter a value in the **Value** box.

The screenshot shows a configuration interface for LDAP settings. At the top, there are checkboxes for 'Enabled' and 'Microsoft AD'. Below this is a table with two columns: 'Description' and 'Value'. In the 'Description' column, the entry 'AD Domain (Only used when LDAP Configuration is a Microsoft AD)' is listed. The 'Value' column contains a single empty text box. A button labeled 'Add LDAP Configuration' is visible at the top right of the table area.

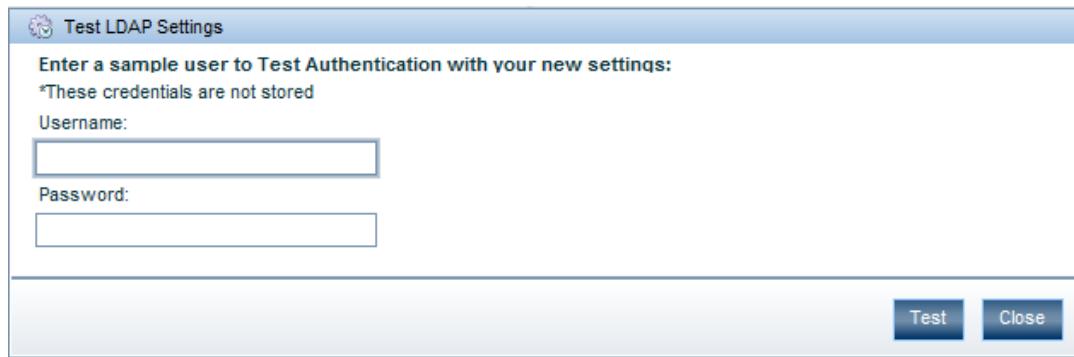
If there are multiple LDAP configurations defined as Microsoft AD, or if there is only one AD and the AD Domain field is not configured, you must use <domain>\<username> to log on. You can use multiple AD domains, by any of the following methods:

- Using multiple chained providers.
- Using an AD Global Catalog.
- Using a combination of multiple chained providers and an AD Global Catalog.
- Every time there is more than one domain involved, the user must provide the <domain>\<username> when logging on.
- If there is only one AD configuration and the AD Domain field is configured, then the user can log on with the username.

15. To save your settings, click **Save**.

16. To test the current LDAP authentication settings from within HP OO, click the **Test** button.

The Test LDAP Settings dialog box appears.



17. Type the username and password of an external account that is authenticated by LDAP, and then click **Test**.

You may need to enter the domain\username or just the username depending on the configuration of the AD Domain.

18. If the test fails, modify the settings and test again.

19. When the LDAP settings test successfully, click the **Save** button in the **LDAP Settings** area.

The new LDAP settings take effect immediately; restarting the Central service is not required.

To map external LDAP groups to HP OO groups, see [Mapping external groups to HP OO groups](#).

## Kerberos authentication settings

Kerberos is an authentication-only system, so if you use it you cannot map external groups to HP OO groups. In order to determine an authenticated user's group memberships, you can use one of the following techniques:

- Like all the other types of authentication providers, you can configure the Kerberos authentication provider to automatically assign a particular HP OO group (called the default group) to every user it authenticates when no explicit or mapped groups are assigned.
- You can pair the Kerberos provider with an LDAP (standard LDAP or Microsoft AD) provider that can determine authenticated users' group memberships. With this configuration, Kerberos does the authentication, while the LDAP provider supplies the group membership and the mapping to internal HP OO groups.

**Note:** You must configure the LDAP provider with an LDAP account that has search privileges (the manager account).

- You can assign explicit group membership to Kerberos users. To achieve this, use the explicit user account override mechanism. In versions of HP OO prior to 9.0, users were tracked only by username; now they are tracked by using the Fully Qualified Name (FQN). In the case of Kerberos, FQN uses the “username@realm” format.

For example, if you used to explicitly assign groups to user “tgage” in the MIRAGE.AD realm by defining a tgage HP OO (external) account, you will now have to use tgage@MIRAGE.AD to achieve the same result.

The following procedure for authenticating with Kerberos refers to the **Kerberos Settings** area of the **Authentication** tab on the **System Configuration** page.

**Necessary capabilities:** To configure Central to use external authentication, you must be a member of a group that has the MANAGE\_CONF capability.

### To authenticate with Kerberos

1. Click the **Administration** tab, and then click the **System Configuration** tab.
2. On the **System Configuration** page, click the **Authentication** tab.
3. Scroll down to the **Kerberos Settings** area.

## Central User Guide

### Users, groups, and access control

The screenshot shows the 'Administration' tab selected in the top navigation bar. Under 'Authentication', the 'Kerberos Settings' section is active. A checkbox labeled 'Kerberos Enabled' is checked. Below it is a table with four rows:

Description	Value
Kerberos5 configuration file. It should be relative to product install location (e.g. /Central/conf krb5.conf). If realm and kdc host are provided, they override the default realm and KDC values from the conf file.	
KDC host (format is "address:port" or "address" when using the default port).	MyCompany.ad
Kerberos realm.	MYCOMPANY.AD

At the bottom right of the form are 'Test' and 'Save' buttons.

4. Select the **Kerberos Enabled** check box.
5. In the **Value** box in the **Kerberos 5 configuration file** row, type the name of the file.

The location of the file should be within the HP OO home directory, and the path should be relative to that directory.

The **Description** column for this setting shows an example of the Kerberos configuration file krb5.conf in the \Central\conf\ subdirectory of the HP OO home directory.

**Caution:** If the specified file path for the Kerberos configuration file is invalid, HP OO authenticates users based on the platform's default Kerberos configuration file, if any. (Usually, on a Windows system, this is C:\Windows\krb5.ini, and on a Linux system, it is /etc/krb5.conf.) As a result of this default behavior, unintended authentications can take place. Note that there is no error message to alert you to this condition.

6. In the **Value** box in the **KDC host** row, type the IP address or fully qualified machine name of the Key Distribution Center (KDC), the authentication center for users.

Use the following syntax:

<KDC\_host> [:<port>]

where:

- <KDC\_host> is the IP address or fully qualified name of the LDAP server.
- <port> is the port number that the KDC host uses, if the KDC host is configured to use a non-default port.

For instance, if the LDAP server is mirage.ad, its IP address is 192.168.5.5, and it uses port 200, the setting would be either of the following:

- mirage.ad:200
- 192.168.5.5:200

7. In the **Value** box in the **Kerberos realm** row, type the domain name of the realm.

For instance, the domain might be MYDOMAIN.AD.

8. In the **Value** box in the **default group** row, specify the default group to which unmapped HP OO groups or individuals are mapped.

For instance, to assign unmapped groups or individuals only the capability to run flows, you would type **LEVEL\_ONE**.

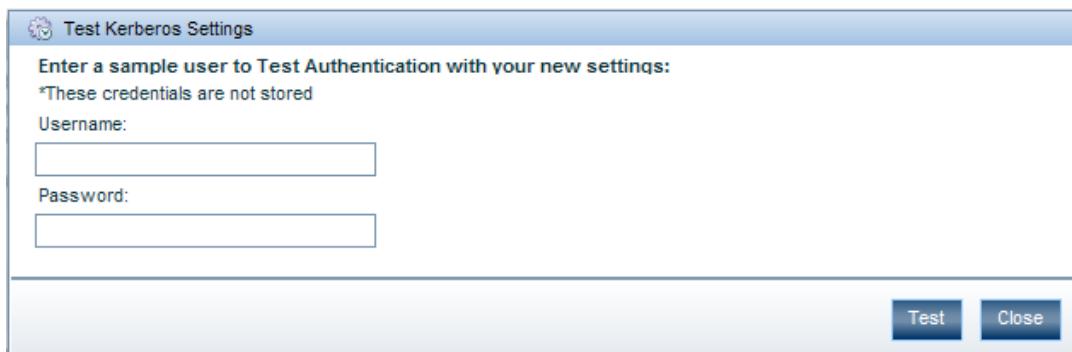
To learn about the default HP OO groups, see [Managing groups](#).

9. In the **Value** box in the optional **LDAP Configuration to lookup the group mappings** row, you can choose an LDAP provider value from a list the LDAP configurations to use with Kerberos to retrieve the user authorizations and groups.

10. To save your settings, click **Save**.

11. To test the current Kerberos authentication settings from within HP OO, click the **Test** button.

The **Test Kerberos Settings** dialog box appears.



12. Type the user name and password of an external account that is authenticated by Kerberos, and then click **Test**.

13. If the test fails, modify the settings and test again.

14. When the authentication settings test successfully, click the **Save** button in the **Kerberos Settings** area.

The new Kerberos settings take effect immediately; restarting the Central service is not required.

15. If your IT organization also authenticates with Active Directory and/or LDAP, complete the procedures in [AD authentication settings](#) or [LDAP authentication settings](#).

16. Finally, because Kerberos authenticates only users, you manually assign external Kerberos users (rather than their groups) to HP OO groups. For more information, see [Managing users](#).

## Managing users

Users are either internal to HP OO—that is, you create them within HP OO, which they do not exist outside of—or external user accounts that exist independently of HP OO, such as Active Directory (AD) or LDAP accounts.

- When you create an internal user, you also create a password and assign the user to one or more HP OO groups.

- When you add an external user, you do not create the account's password, and you must either assign the account to one or more HP OO groups, or map the user's external (AD or LDAP) account to an HP OO account.

**Necessary capabilities:** To manage user accounts, you must be a member of a group that has the MANAGE\_USERS capability.

## Internal or external users?

The rule of thumb is that you create internal accounts for use in testing environments, which may be isolated from the domains or directories through which external users are authenticated, and that, where Central is installed in a production environment, you add users from external domains or directories (and map their groups to HP OO groups). Adding external users is less work than creating internal users.

For example, suppose you have a staging Central server in a testing environment and a production Central server.

- The staging server might have only two or three flow authors as users, so it would make sense to create internal HP OO users for those authors to log on to Central with when testing their flows.
- The production server, however, might have two dozen or so IT personnel logging on to Central in order to run flows, in addition to administrators and managers who might need to log on in order to create charts for analyzing the data generated by the flows. In this case, you would probably want to add external users and map their external groups to HP OO groups.

**Note:** If an external group has the same name as an internal HP OO group (after translation of the external name using HP OO group-name rules), then members of the external group can log on to HP OO with the capabilities of the HP OO group. HP OO group-name rules are that names are all upper-case and spaces are replaced by underscores.

Thus, if "htudor" belonged to an external group named Level One, then "htudor" would be able to log in to HP OO with the capabilities of the HP OO group LEVEL\_ONE. However, if the name of "htudor's" external group were Level 1, "htudor" would not be able to log in to HP OO.

## Adding a user

**Necessary capabilities:** To add a user and add the user to an HP OO group, you must be a member of a group that has, respectively, the MANAGE\_USERS and the MANAGE\_GROUPS capabilities.

### To add an individual user

1. On the **Administration** tab's **Manage Users** subtab, under **Users**, click **Add New User**.

The **User Information** dialog appears.



2. Type the user account name.

**Note:** The colon character (:) is not a valid character in user account names.

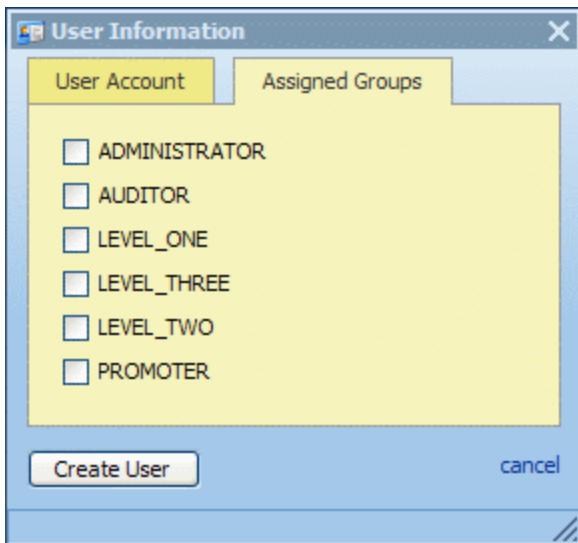
3. If you are creating the account within HP OO, select the **Internal Account** check box, and then type and verify a password with which the user can log on to HP OO.

**Note:** You can use this feature to add a specific internal user to an HP OO group, for example in a staging environment.

The password must be at least six characters long.

Note that by default, the **Account Enabled** check box is selected.

4. To assign the new user to a group, click the **Assigned Groups** tab within the dialog and then select the check boxes for the groups whose capabilities the user should have. For information on the capabilities that are assigned to the various groups, see the *HP OO Administrator Guide* (OOAdminGuide.pdf).



5. To finish, click **Create User**.

## Editing a user's account

Note that you cannot edit the admin account. The admin account possesses all capabilities, and neither can nor should be altered. As long as you have the admin account password, it provides access to all parts of HP OO even if all other accounts are disabled or otherwise nonfunctional.

**Necessary capabilities:** To modify a user, you must be a member of a group that has the `MANAGE_USERS` capability. If your changes include adding the user to or removing him from an HP OO group, your group must also have the `MANAGE_GROUPS` capability.

### To make changes to a user's account

1. On the **Administration** tab's **Manage Users** subtab, click the Edit icon (✎) next to the name of the user whose account you want to change, then, in the **User Information** dialog, make changes in the same way that you configured the account when you added the user.  
  
For more information, see [Adding a user](#).
2. When you've finished making changes, click **Update User**.

## Deleting a user

**Necessary capabilities:** To delete a user, you must be a member of a group that has the `MANAGE_USERS` capability.

### To delete a user account

- On the **Manage Users** subtab of the **Administration** tab, select the check box for the user in the **Delete** column, and then click **Delete Selected**.

# Managing groups

Groups are the basic unit for defining users' scope of activity. You exercise this control by assigning groups:

- Capabilities, or attributes that determine which actions the members of a group can do.

**Note:** There is not a capability for executing flows. Access to each flow for running it is controlled by its author, who selectively grants the Execute access permission for the flow when he or she creates it.

- Access permissions, which determine which flows, operations (and other parts of flows, such as domain terms) that members of a group can work on.

**Necessary capabilities:** To make changes to groups, you must be a member of a group that has the MANAGE\_GROUPS capability.

HP OO groups are integral to adding users as groups to HP OO and to managing their capabilities. You can map your IT organization's AD or LDAP groups to HP OO groups, adding the entire membership of the group at once, as HP OO users.

## Scenario

Suppose you want to map the following groups in your IT organization to existing HP OO groups.

Service Desk	Network Specialists	Managers
These are front-line Help desk IT personnel. They need to be able to start and, probably, schedule flows. To let them run and schedule but not author flows in HP OO, you could empower them to view and analyze data generated by the flows.	Members of this group have the expertise to author flows. They will run them at least as part of testing.	Let's suppose that these users need to harvest and analyze information from flows, but they don't need to start or author flows.

Before we look at how we might map these groups to HP OO groups and create rights for the HP OO groups that make sense for these external groups, let's look at the groups that are created by default when you install Central:

- The LEVEL\_ONE, LEVEL\_TWO, and LEVEL\_THREE groups are user groups whose rights you define with capabilities and access permissions.

You cannot delete the remaining four default HP OO groups (ADMINISTRATOR, AUDITOR, EVERYBODY, and PROMOTER), which have different specific purposes.

- ADMINISTRATOR

The purpose of the ADMINISTRATOR group is to have one account that you can use to run and work in Central and Studio in case you temporarily lose the ability to log users in. This group

possesses all capabilities and access permissions, so you cannot modify its capabilities or access permissions. You can, however, change the password.

Although you can add members to this group, keep in mind that it is an all-powerful group within HP OO, so you should assign this account to the fewest people possible.

- AUDITOR

As the description indicates, the AUDITOR group might be appropriate for administrators and managers, who should be able to see the data that flows have generated, but who should not necessarily run or author flows. Members of this group have Read permission on all objects and have capabilities that allow them to view flow schedules and create reports.

- EVERYBODY

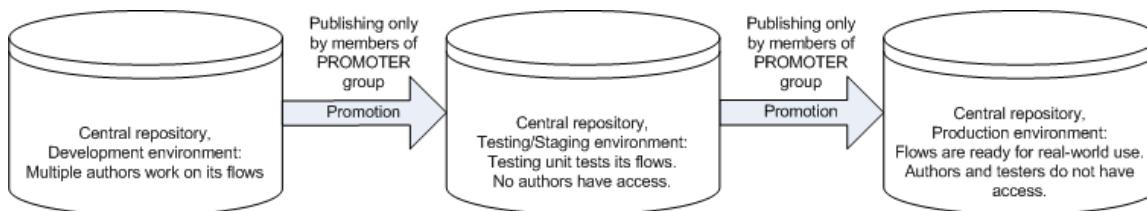
Every user that you add to HP OO automatically becomes a member of this group. The group doesn't have any capabilities, but does have access to certain HP OO objects, such as Accelerator Packs. As a result, the HP OO administrator's maintenance tasks are reduced. Further, this group's existence enables authors to give Read, Write, or Execute permission for a flow to everyone at once, if desired, instead of having to grant access permissions group by group. You cannot change the capabilities of the EVERYBODY group.

- PROMOTER

The PROMOTER group has no capabilities, but is able to publish to any Central repository. You cannot change the capabilities of the PROMOTER group.

This group is intended to limit those who can publish to the various Central (public) repositories. For installations of Central in production environments (and possibly also in staging environments), as opposed to development environments, restricting the membership of this group to just one person or a few people helps ensure that only work that is ready for the staging or production environment is published to it.

The following schematic shows the promotion of flows.



### Promotion of Central repositories

Thus authors who are not members of the PROMOTER group can work freely in the public Central repository in the development environment. When a flow is ready to be tested in the staging/testing environment, the PROMOTER publishes the flow from the development Central repository to the staging Central repository. Then, once the flow has been sufficiently tested, the PROMOTER for the production environment publishes the flow from the staging Central repository to the production Central repository. Having just one person use the promote repositories reduces the danger of a flow that is not ready for the testing or production environment being published there before it is ready.

## Default groups on the Manage Groups subtab

The following shows the default groups as they are listed and described on the Manage Groups subtab of the Administration tab. The groups that cannot be deleted are represented in red.

Edit	Group Name ▲	Description	Capabilities	External Groups Mapping	Delete [Check all <input type="checkbox"/> ]
	<b>ADMINISTRATOR</b>	Represents Operations Orchestration administrators.	MANAGE_USERS, MANAGE_GROUPS, AUTHOR, SCHEDULE, MANAGE_RUNS, RUN_REPORTS, MANAGE_CONF, VIEW_SCHEDULES, HEADLESS_FLOWS		
	<b>AUDITOR</b>	Represents Operations Orchestration auditors. Users from this group have unconditional read access to the repository.	RUN_REPORTS, VIEW_SCHEDULES		
	<b>EVERYBODY</b>	Every authenticated user is part of this group.	NONE		
	<b>LEVEL_ONE</b>	Represents Operations Orchestration level one users.	NONE		<input type="checkbox"/>
	<b>LEVEL_THREE</b>	Represents Operations Orchestration level three users.	NONE		<input type="checkbox"/>
	<b>LEVEL_TWO</b>	Represents Operations Orchestration level two users.	NONE		<input type="checkbox"/>
	<b>PROMOTER</b>	Represents Operations Orchestration promoters. Users from this group have unconditional read access to the repository as well the ability to publish changes to any repository.	NONE		

You use the **Manage Groups** subtab of the **Administration** tab to:

- Map external groups to a group.
- Change a group's capabilities.
- Change the group's description or name.

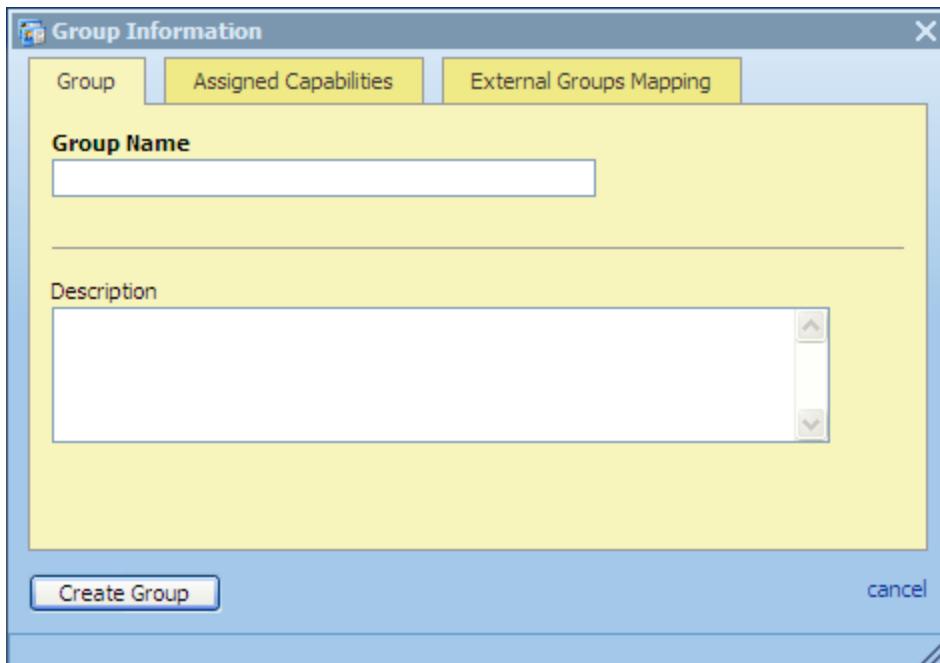
## Adding groups

**Necessary capabilities:** To create a group, you must be a member of a group that has the **MANAGE\_GROUPS** capability.

### To add a group

- On the **Administration** tab, click **Manage Groups**.
- In the **Groups** box, click **Add New Group**.

The **Group Information** dialog box appears.



3. Type a name for the group and, if you wish, a description of the group.
4. To specify the group's capabilities:
  - a. Click the **Assigned Capabilities** tab of the **Group Information** dialog box.
  - b. Select the capabilities that the group needs, and click **Create Group**.  
For more information on the role of group capabilities and on assigning them, see [Managing groups](#) and [Changing a group's assigned capabilities and description](#).
5. To map an external group to the group you have created:
  - a. Click the **External Groups Mapping** tab of the **Group Information** dialog box.
  - b. Type a comma-separated list of the external group names that you want to map to this group, and click **Update Group**.  
For more information on mapping external groups to internal HP OO groups, see [Mapping external groups to HP OO groups](#). For more information on using external groups, see the *HP OO Administrator Guide* (OOAdminGuide.pdf).

## Adding HP OO users to groups

After you have created an HP OO user (on the Administration\Manage Users subtab), you assign the user to one or more HP OO groups.

**Necessary capabilities:** To add a user to a group, you must be a member of a group that has the MANAGE\_USERS capability.

### To assign a user to an HP OO group

1. On the **Administration** tab, click the **Manage Users** subtab.
2. In the row for the user you want to add to a group, click the Edit icon (

3. In the **User Information** dialog box, click the **Assigned Groups** tab, and then specify the groups you want to add the user to.

## Mapping external groups to HP OO groups

**Necessary capabilities:**

- To enable an external authentication provider, you must be a member of a group that has the **MANAGE\_CONF** capability.
- To map an external group to an HP OO group, you must be a member of a group that has the **MANAGE\_GROUPS** capability.

To add users of the following AD or LDAP groups to HP OO groups as shown in the following table, use the Manage Groups subtab on the Administration tab. For example, if your LDAP defines the (external to HP OO) groups “Service Desk,” “Network Specialist,” and “Quality Assurance,” you might map them to HP OO groups as in the following table.

AD or LDAP group	HP OO groups
Service Desk	LEVEL_ONE
Network Specialist	LEVEL_THREE
Quality Assurance	LEVEL_TWO, PROMOTER

**Notes:**

- To map external groups to HP OO internal groups, you must enable an external authentication provider.

For information on enabling an external authentication provider, see [Using external authentication for Central users](#) and one of the following sections:

- [AD authentication settings](#)
- [LDAP authentication settings](#)
- [Kerberos authentication settings](#)
- In this example, you can define what the LEVEL\_ONE, LEVEL\_TWO, and LEVEL\_THREE groups can do by assigning capabilities to the group. So to enable the LDAP group Quality Assurance to test flows, you might assign the LEVEL\_TWO group in HP OO the SCHEDULE, MANAGE\_RUNS, VIEW\_SCHEDULES, and HEADLESS\_FLOWS capabilities.

The PROMOTER group is a default group, and you cannot change its capabilities.

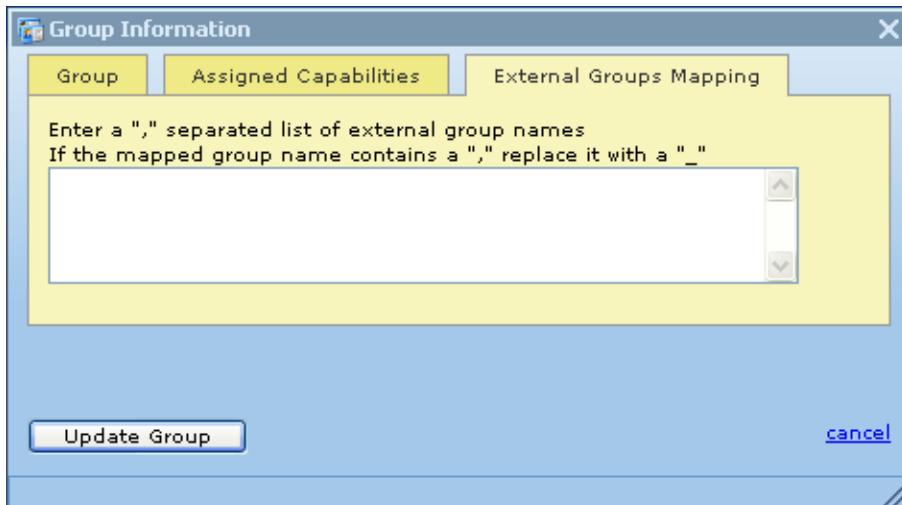
Authors define which objects a group can act on by changing the group permissions for the object. For more information on capabilities and permissions, see [Capabilities and access permissions](#).

- If an external group has the same name as an internal HP OO group (after translation of the external name using HP OO group-name rules), then members of the external group can log in to HP OO with the capabilities of the HP OO group. HP OO group-name rules are that names are all upper-case and spaces are replaced by underscores.

Thus, if htudor belonged to an external group named Level One, then htudor would be able to log in to HP OO with the capabilities of the HP OO group LEVEL\_ONE. However, if the name of htudor's external group were Level 1, htudor would not be able to log in to HP OO.

### To map external groups to HP OO groups

1. On the **Administration** tab, click the **Manage Groups** subtab, and then click the Edit icon (- 2. In the **Group Information** dialog that appears, click the **External Groups Mapping** tab.



3. In the text box, type the name(s) of the external group or groups whose members you want to be members of this HP OO group.

For instance, to map the AD or LDAP "Network Specialist" group to the HP OO LEVEL\_THREE group, type **Network Specialist** in the text box.

4. Click **Update Group**.

You create and manage HP OO user accounts, manage group membership, and assign capabilities (defined actions) on the **Administration** tab of Central. For more on HP OO groups and capabilities, see the HP OO Administrator's Guide; for the procedure for assigning a capability to a group or user, see [Changing a group's assigned capabilities and description](#), below.

Permissions are granted by flow authors in Studio. The available permissions are Read, Write, Execute, and Link to permissions to flows and objects that are associated with them. For more information on granting permissions, see Help for Studio.

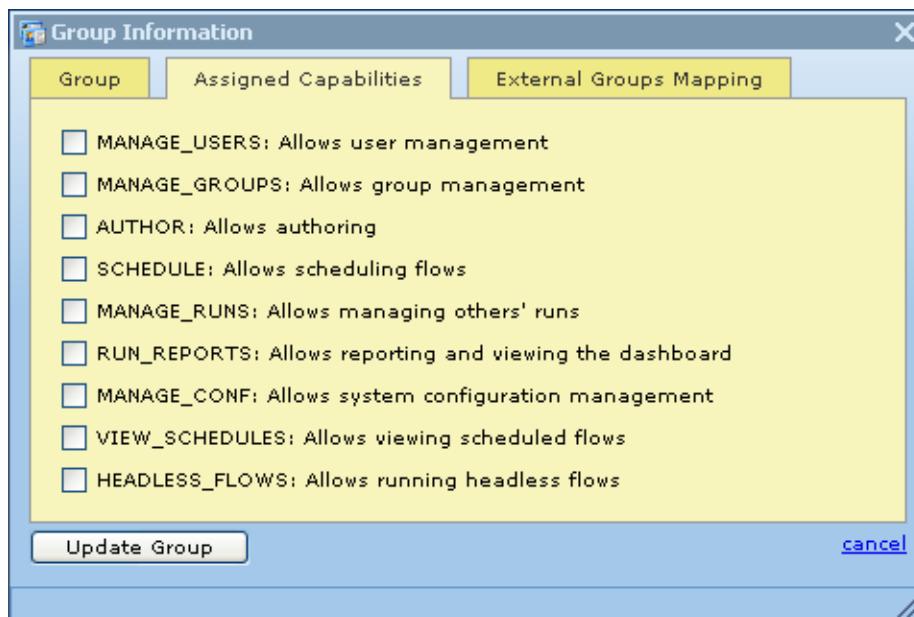
## Changing a group's assigned capabilities and description

Capabilities are the actions that HP OO enables members of a group to perform within the HP OO system of components. Capabilities are half of the HP OO system for controlling access to flows and other HP OO repository objects. The other half is permissions for the object. A user or author must have the appropriate permissions to run or schedule a flow. For more information on HP OO repository objects and permissions, see Help for Studio or the *HP OO Studio Authoring Guide* (Studio\_AuthorsGuide.pdf).

**Necessary capabilities:** To modify a group, your group must have the MANAGE\_GROUPS capability.

#### To change the capabilities assigned to a group

1. On the **Administration** tab, click the **Manage Groups** subtab, and then click the Edit icon (edit icon) in the row of the group whose capabilities and description you want to change.
2. In the **Group Information** dialog, click the **Assigned Capabilities** tab.



3. Select the check boxes for the capabilities that you want the members of this group to have.

#### Note: Notes:

- You cannot change the capabilities for the ADMINISTRATOR, AUDITOR, EVERYBODY, or PROMOTER group. For information on the intended uses of these groups, see the *Operations Orchestration Administrator's Guide* (OOAdminGuide.pdf).
- By default, the groups LEVEL\_ONE, LEVEL\_TWO, and LEVEL\_THREE have no capabilities, so you must assign them some.
- For information on capabilities and the difference between them and access permissions to objects, see the *HP OO Administrator Guide* (OOAdminGuide.pdf).

4. If your conception of the group changes after you change the capabilities you grant it, you may want to click the **Group** tab and change the group's name and description to make them more descriptive.
5. When you've finished working here, click **Update Group**.

In addition, the following tasks must be executed outside the Central application. For more information on these tasks, see the *HP OO Administrator Guide* (OOAdminGuide.pdf).

- Configuring Active Directory to run over SSL.
- Configuring HP OO for extended functionality (with Java Remote Action Service and .NET Remote Action Service).
- Changing the Studio configuration in the Studio.properties file.
- Backing up HP OO, including all Studio repositories and the Central database of run-history information.

## Deleting groups

You cannot delete the ADMINISTRATOR, AUDITOR, PROMOTER, or EVERYBODY groups. For more information on these groups, see [Managing groups](#).

**Necessary capabilities:** To modify a group, your group must have the MANAGE\_GROUPS capability.

### To delete a group

1. On the **Administration** tab, click **Manage Groups**.

The **Manage Groups** subtab appears as follows.

Edit	Group Name ▲	Description	Capabilities	External Groups Mapping	Delete [Check all <input type="checkbox"/> ]
	<b>ADMINISTRATOR</b>	Represents Operations Orchestration administrators.	MANAGE_USERS, MANAGE_GROUPS, AUTHOR, SCHEDULE, MANAGE_RUNS, RUN_REPORTS, MANAGE_CONF, VIEW_SCHEDULES, HEADLESS_FLOWS		
	<b>AUDITOR</b>	Represents Operations Orchestration auditors. Users from this group have unconditional read access to the repository.	RUN_REPORTS, VIEW_SCHEDULES		
	<b>EVERYBODY</b>	Every authenticated user is part of this group.	NONE		
	<b>LEVEL_ONE</b>	Represents Operations Orchestration level one users.	NONE		<input type="checkbox"/>
	<b>LEVEL_THREE</b>	Represents Operations Orchestration level three users.	NONE		<input type="checkbox"/>
	<b>LEVEL_TWO</b>	Represents Operations Orchestration level two users.	NONE		<input type="checkbox"/>
	<b>PROMOTER</b>	Represents Operations Orchestration promoters. Users from this group have unconditional read access to the repository as well the ability to publish changes to any repository.	NONE		

2. On the **Manage Groups** subtab, in the **Delete** column, in the row for the group that you want to delete, either click the red button or select the box and then click **Delete Selected**.

OR

To delete all the groups (except those that cannot be deleted), in the header for the **Delete** column, select the **Check all** box, and then click **Delete Selected**.

# Managing flow runs

A run is a single execution of a flow. At any given time, there may be many flow runs running in Central. While flow runs are still in progress, you can do the following:

- View a list of all active flow runs and view information about them.
- Narrow the list of flow runs shown by [filtering them](#).
- [View flow run details](#).
- Interrupt flow runs.
- [Resume flow runs](#).
- Delete flow runs.
- Reassign flow run ownership.
- Watch the progress of selected flow runs.
- [View flow run properties](#).

All of these tasks, except interrupting flow runs, are performed on the **Current Runs** tab.

**Necessary capabilities:** To manage flow runs, your group must have the **MANAGE\_RUNS** capability.

Select All	Name	Run ID	Type	Step	Started	Step Name	Step Start Time	Previous Step Name	State	User
<input type="checkbox"/>	Connectivity Test_6	6	Interactive	0	Dec 30, 2011 3:42:31 PM	Is SQL Connected	Dec 30, 2011 3:48:1...	Connectivity Test	Stopped	admin
<input type="checkbox"/>	URL Test_5	5	Interactive	9	Dec 30, 2011 12:26:04 PM	Resolved: success	Dec 30, 2011 1:24:3...	Display check	Input Required	admin
<input type="checkbox"/>	Windows Health Check_2	2	Interactive	3	Dec 30, 2011 12:14:07 PM	Resolved: success	Dec 30, 2011 12:22:...	Evaluate Expression	Input Required	admin
<input type="checkbox"/>	Windows Health Check_1	1	Interactive	3	Dec 30, 2011 11:59:39 AM	Resolved: success	Dec 30, 2011 12:14:...	Evaluate Expression	Input Required	admin

By default, the flow run list in the **Current Runs** tab is sorted by run ID, starting with the most recent run. You can reverse this order by clicking the down arrow in the **Run ID** title row. You can also sort the flow run list by any column header by clicking that header.

The times given on the **Current Runs** tab are given in the time zone for the Central client, whose relationship to Greenwich Mean Time (GMT) is shown in the Central web application's title bar.

## Refreshing the Current Runs tab

Because the flow run environment is constantly changing, the **Current Runs** tab needs to be frequently refreshed. You can use the **Auto-Refresh** control to refresh the tab and update the flow run information automatically every 15 or 30 seconds.

On the other hand, you may wish to refresh the tab manually.

### To set the Auto-Refresh control

1. Locate the **Auto-Refresh** control area, which looks like the following.

Auto Refresh: OFF | 15 | 30 seconds 

2. To refresh the **Current Runs** tab manually only:
  - a. Select **OFF**.
  - b. To refresh the tab, in the **Filter Panel**, click **Apply**.
3. To refresh the **Current Runs** tab automatically, in the **Auto-Refresh** control area, click either **15** or **30 seconds**, according to how frequently you want it to refresh.

**Note:** The red indicator light in the **Auto-Refresh** control flashes when it communicates with the Central server in the course of refreshing.

## Filtering the flow runs to view

If you have the **MANAGE\_RUNS** capability, the **Current Runs** tab lists all of the flow runs currently running in Central (if you do not have the **MANAGE\_RUNS** capability, you will only see your active flow runs). This is probably more information than you want to view at one time.

To narrow the list down to a more manageable size, you can:

- Use the **Filter Panel** on the **Current Runs** tab to create a filter that selects only those flow runs you want to view at the moment.  
For more information, see [Filtering flow runs using the Filter Panel](#).
- Apply additional filtering with column headers.  
For more information, see [Filtering flow runs with column headers](#).

**Note:** Filtering only affects the flow runs in the **Current Runs** tab, not those in the **Watched Runs** pane.

## Filtering flow runs using the Filter Panel

### To filter flow runs using the Filter Panel

1. Click the **Current Runs** tab.

The **Filter Panel** on the **Current Runs** tab has four drop-down list boxes you can use to specify criteria for filtering your view of the currently running flows.

The screenshot shows a 'Filter Panel' interface with four dropdown menus: 'Type' (set to 'Any Run Type'), 'State' (set to 'Any Run State'), 'Run Identifier' (set to 'Any Run Identifier'), and 'User' (set to 'Any User'). Below the dropdowns are two buttons: 'Apply' and 'Reset'. There is also a 'Manage Filters' link.

You can filter flow runs using any combination of the **Type**, **State**, **Run Identifier**, and **User** criteria, which are combined with an AND operator to produce results. So, entering a value of **bsmith** for the **User** criterion and selecting a value of **headless** for the **Type** criterion, the resulting list shows only headless runs whose user is bsmith.

The **Type** and **State** drop-down lists allow you to choose one or more values from a drop-down list.

The screenshot shows a dropdown menu for 'Type' with the following options listed:

- Headless
- Interactive
- Scheduled
- SOAP

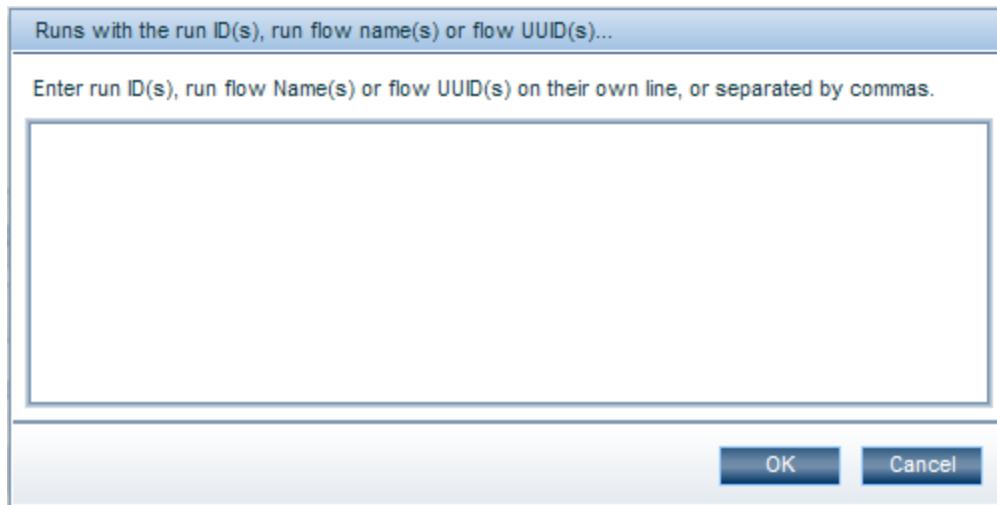
If you select multiple values in a filter's drop-down list, they are combined with an OR operator. For example, selecting the **headless** and **interactive** values in the **Type** drop-down list shows runs that are either headless (that is, started from outside Central or by the Scheduler) or interactive (that is, started by a user in HP OO Central).

2. To add **Type** criteria to your filter, in the **Type** drop-down menu, do one of the following:
  - To select flow runs of any type listed below, leave the default of **Any Run Type** selected.
  - Select one or more of the following:
    - Headless** - Selects flow runs that are started outside of Central using the RSFlowInvoke.exe or JRSFlowInvoke.jar utility.
    - Interactive** - Selects flow runs that are started from the Central Flow Library tab.
    - Scheduled** - Selects flow runs that are started by the Scheduler.
    - SOAP** - Selects flow runs that are started by the SOAP Web service.
3. To add **State** criteria to your filter, in the **State** drop-down menu, do one of the following:
  - To select flow runs of any state listed below, leave the default of **Any Run State**.
  - Select one or more of the following:
    - NEW** – Selects flow runs that have not yet completed their first step.
    - RUNNING** – Selects flow runs that are currently running.

- **STOPPED** – Selects flow runs that are stopped.
  - **STOP PENDING** – Selects flow runs that are pending being stopped.
  - **CANCELING** – Selects flow runs that are being canceled.
  - **HANDED OFF** – Selects flow runs that have been handed off.
  - **HAND OFF PENDING** - Selects flow runs that are pending being handed off.
  - **INPUT REQUIRED** – Selects flow runs that require user input to continue.
  - **CREDENTIALS REQUIRED** – Selects flow runs that require the user to enter credentials to continue.
  - **ORPHANED** – Selects flow runs that are running when Central fails.
4. To add **Run identifier** criteria to your filter, in the **Run Identifier** drop-down menu, do one of the following:

- To select flow runs with all run names or IDs, leave the default of **Any Run Identifier**
- Select **With Run Identifier...**

If you select **With Run Identifier...**, the **Runs with the run ID(s), run flow name(s) or flow UUID(s)...** box opens.



- Do the following:

- i. Enter the run IDs (not history IDs), flow run names (usually the flow names), or flow UUIDs of the flow runs you want to view, each on its own line or on one line separated by commas.

**Notes:**

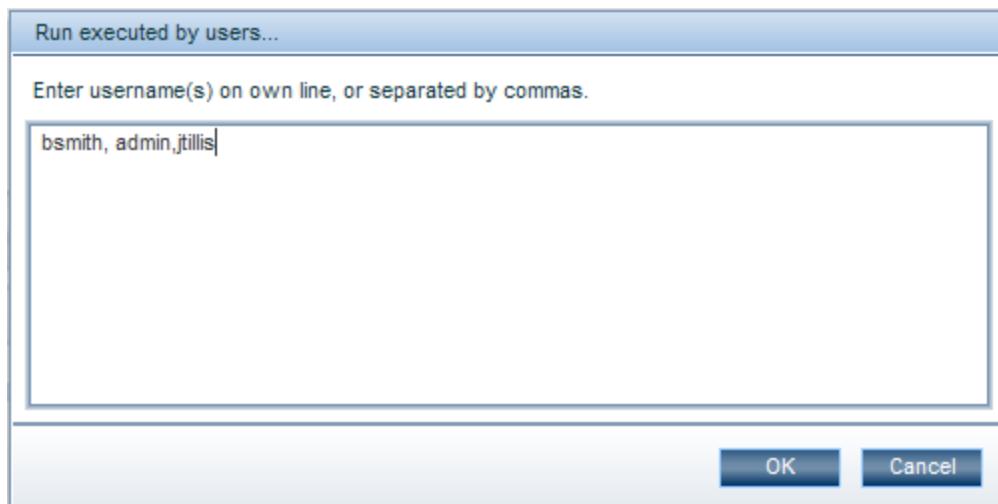
- Run IDs are used to filter active runs while history IDs are used by the reports (after a run has finished executing).
- If you filter on a flow names, you can enter a partial flow run name; this returns runs with flow names that start with the partial name provided.

- ii. Click **OK**.

5. To add **User** criteria to your filter, in the **User** drop-down menu, do one of the following:

- To select only those runs started by you, leave the default of **My Runs**.
- Select one of the following:
  - **Any User** – Selects flow runs started by any user
  - **Runs By...** – Selects flow runs started by specified users

If you select **Runs By...**, the **Run executed by users...** box opens.



- Do the following:

- i. Enter the usernames of those users whose flow runs you want to view, each on its own line or on one line separated by commas.

**Note:** Usernames may include domains—"domain\username" for Windows systems or "username@domain" for Linux systems. For example, domain1\bsmith or bsmith@domain1.

- ii. Click **OK**.

Note: Filtering based on usernames matches only exact names, not partial names.

6. Click **Apply**.

The selected flow runs appear in the **Current Runs** pane.

## Filtering flow runs with column headers

You can further filter the list of flow runs obtained with the Filter Panel by using the **Name**, **Run ID**, **Type**, **State**, and **User** column header filters shown below.

Select All	Name	Run ID	Type	Step	Started	Last Modified	State	User
<input type="checkbox"/>								

**Note:** The **Started** and **Last Modified** times are given in the time zone for the Central client, whose relationship to Greenwich Mean Time (GMT) is shown in the title bar of the web page.

### To filter flow runs using the column header filters

- In a column header filter, type values that further filter the list of flow runs already obtained.

Column header filters can filter based on partial inputs. For example, typing **service** in the **Name** column header matches flow run names such as "Start Service" and "Service Status".

You can also refine your search by using standard regular expressions.

For example, typing **^service** in the **Name** column header matches only those flow run names that begin with the word "service", such as "Service Status".

Select All	Name	Run ID	Type	Step	Started	Last Modified	State	User
<input type="checkbox"/>	Get							
<input type="checkbox"/>	Get Database ... 	7	Interactive	0	03/08/10 12:53	03/08/10 12:53	Stopped	admin
<input type="checkbox"/>	Get Process Info 	6	Interactive	0	03/08/10 12:52	03/08/10 12:53	Stopped	admin

## Resetting filters to their defaults

To reset all of the filters to their default settings

- Click the **Reset** button in the **Filter Panel**.



The screenshot shows the 'Filter Panel' interface. It contains four dropdown menus labeled 'Type', 'State', 'Run Identifier', and 'User', each set to 'Any'. Below the dropdowns are two buttons: 'Apply' and 'Reset'.

## Saving filters

You can save the current filter values in the **Filter Panel**, and then load them later from a list of saved filters.

To save a filter

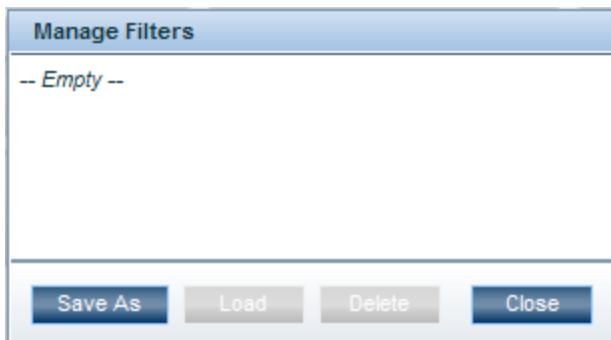
1. On the **Current Runs** tab, click the **Manage Filters** link.



The screenshot shows the 'Filter Panel' interface with the 'Manage Filters' link circled in red. The other buttons in the row are 'Apply' and 'Reset'.

**Manage Filters** link

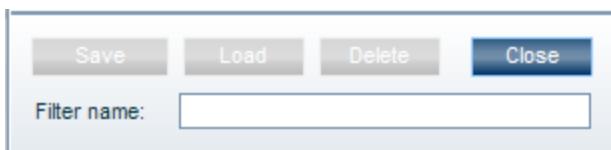
The **Manage Filters** box opens.



**Manage Filters box**

2. Click **Save As**.

The **Manage Filters** box expands to display the **Filter name** input.



**Manage Filters box expanded**

3. Enter a name for the filter and then click **Save**.

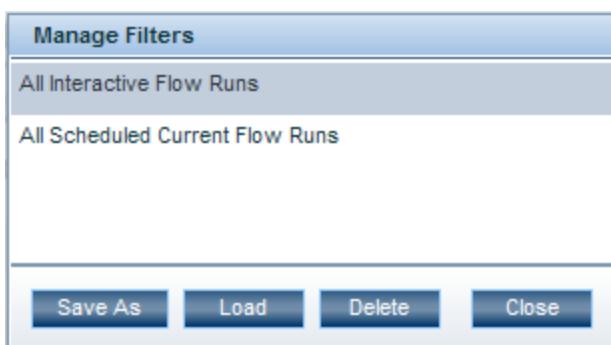
**Note:** The **Filter Panel** will display the saved filter name.

## Loading a saved filter

To load a saved filter

1. On the **Current Runs** tab, click the **manage filters** link.

The **Manage Filters** box opens, displaying any saved filters.



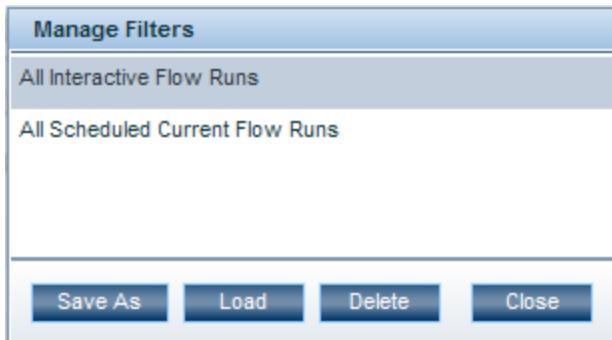
2. Double-click a filter name or select a filter name and then click **Load**.

## Deleting a saved filter

To delete a saved filter

1. On the **Current Runs** tab, click the **manage filters** link.

The **Manage Filters** box opens, displaying any saved filters.



2. Select a filter name, and then click **Delete**.

## Viewing the details of a flow run

If a flow run has not yet completed, you can view a flow run's details on the **Current Runs** tab. If it has completed, you can see its details either on the **Reports** tab or in the **Watched Runs** panel of the **Current Runs** tab.

The **Current Runs** tab initially shows, for each run that is started but has not completed, information that tells you which step is currently being executed in the run, what the last step was, etc.

Select All	Name	Run ID	Type	Step	Started	Step Name	Step Start Time	Previous Step Name	State	User
<input type="checkbox"/>	Windows Health Check_308	308	Interactive	32	Jan 02, 2012 8:45:33 PM	Display Message: ...	Jan 02, 2012 9:02:4...	Display?	Stopped	admin
<input type="checkbox"/>	Windows Health Check_136	136	Interactive	0	Jan 02, 2012 12:14:21 PM		Jan 02, 2012 12:52:...		Stopped	admin
<input type="checkbox"/>	Windows Health Check_104	104	Interactive	5	Jan 02, 2012 3:26:03 AM	Get Host Name	Jan 02, 2012 4:47:3...	Get System Uptime	Stopped	admin

The **Reports** tab shows detailed information about flow runs, particularly what has taken place in each step. You can access the detailed report by drilling down in the **Reports** tabs.

### To access a current flow run's details from the Current Runs tab

- On the **Current Runs** tab, click the run name in the **Current Runs** pane or the **Watched Runs** pane whose details you want to view.

The **Reports** tab shows information for the steps that have completed so far, with the response for each step and the message that describes the result for that step.

Step #	Step Name	Respo...	Message	Call Path
1	Ping Target System		localhost successfully pinged.	Windows Health Check > Ping Target System
2	Get System Uptime		localhost has been running for <b>SystemUpTime 203816</b> seconds.	Windows Health Check > Get System Uptime
6	Get Host Name		localhost believes its name to be <b>Name Microsoft Windows Ser...</b>	Windows Health Check > Get Host Name

## Central User Guide

### Managing flow runs

#### To access the details of completed flow runs from the Reports tab

1. On the **Reports** tab, click the name of the flow of interest.

The **Reports** tab changes to show runs that have been completed for the flow.

Results > One Flow Type										
 Windows Health Check This flow checks the overall health of a windows server. It checks for many common problems, such as testing if the server is running, how much free memory the server has, and what... <a href="#">/Library/Accelerator Packs/Operating Systems/Windows/Deprecated/Windows Health Check</a>										
Run Id	Run Name	Start Time	Executed by	Scheduled by	Time To Run	Result Type	Number of...	Last Modifie...	Revision	
1444	d013c320-ba03-4...	Dec 20, 2012 3:35:26...	admin	admin	0.011	Failed to Ex...	1	admin	41	
1443	eac56fd9-b154-4b...	Dec 20, 2012 3:34:51...	admin	admin	0.014	Failed to Ex...	1	admin	41	
1442	d013c320-ba03-4...	Dec 20, 2012 3:34:26...	admin	admin	0.016	Failed to Ex...	1	admin	41	

2. Click the run ID of the run of interest.

Among other information, the **Reports** tab displays the responses obtained and information generated by the run's steps.

Results > One Run Instance				
Run Id: 461	Run Name: Windows Health Check_461	 Windows Health Check This flow checks the overall health of a windows server. It checks for many common problems, such as testing if the server is running, how much free memory the server has, and what... <a href="#">/Library/Accelerator Packs/Operating Systems/Windows/Windows Health Check</a>	Basic	Advanced
Step #	Step Name	Response	Message	Call Path
1	Ping Target System		16.59.62.4 successfully pinged.	Windows Health Check > Ping Target System
2	Get System Uptime		16.59.62.4 has been running for <b>SystemUpTime 1482746</b> seconds.	Windows Health Check > Get System Uptime
6	Get Host Name		16.59.62.4 believes its name to be <b>Name Microsoft Windows Server 2003 Enterprise Edition</b> .	Windows Health Check > Get Host Name
10	Get Processor Count/Status		16.59.62.4 has 2 processors. They were all online. Their loads were: <b>0,49%</b> . They had 5... .	Windows Health Check > Get Processor Count/Status
11	Free Physical Memory		16.59.62.4 has <b>FreePhysicalMemory 2433436 kilobytes of free memory</b> .	Windows Health Check > Free Physical Memory
15	Get Running Process List		16.59.62.4 has the following processes running: <b>Name [System Idle Process;System;...</b>	Windows Health Check > Get Running Process List
19	Get FileSystem Information		File system information retrieved: <b>FreeSpace,Name,Size " "A;" "69442519040,C;8...</b>	Windows Health Check > Get FileSystem Information
23	Check for Malfunctioning Devices		The following devices were malfunctioning, if any:	Windows Health Check > Check for Malfunctioning Devices
27	Get Network Interface Errors		The network interface had no errors	Windows Health Check > Get Network Interface Errors
31	Create System Health Report		Health report created: <b>Server Health Report for server 16.59.62.4: Summary Of ...</b>	Windows Health Check > Create System Health Report
32	Notify		Health report sent.	Windows Health Check > Notify

What happened in a given step is described in the **Message** column. The information provided there is determined by what the author of the flow. When the flow is created, the author specifies in each flow step's message what information will be provided to the user in that step's message.

3. To see more of the information generated by the flow run, click the **Advanced** tab. The information presented on the **Advanced** tab includes the following for each step in the flow run:

- Step name
- Step number
- User ID

This is the user account name

- Parent flow

This is the flow from which the step was created.

- Start time and end time of the step

These times are given in the time zone of the client machine from which the flow was run.

- Execution time

This is how long the step took to run, in seconds.

- Description
- Response
- Bound inputs and their values (unless encrypted)

Bound inputs are the inputs and their assigned values.

- Recorded bound inputs
- Result
- Description

- The ROI value of the transition, if any has been defined for it.

## Taking control of a flow run

You can take control of flow runs, to resume, delete, or otherwise work with them. Note that you can only take control of one run at a time.

### To take control of a flow run

1. Click the **Current Runs** tab.
2. In the **Current Runs** or **Watched Runs** pane, select the checkbox in the leftmost column of the row for the flow run you want to take control of.
3. Click the  **Take Control** button.

The flow run is placed into a Stopped state, and the flow's preview page appears, with the flow run state showing as Stopped.

4. According to how you want to resume the flow run, click either of the following to continue the run in one of the run modes:
  - **Next Step**, to continue the run in the Guided Run mode
  - **Run All**, to complete the run without further intervention.

For more information about run modes and running a flow in each of those modes, see respectively [Types of flow runs](#) and [Running a flow](#).

#### Notes:

- To resume a run that you did not start and that has not been re-assigned or handed off to you, you must be a member of the ADMINISTRATOR group or of a group that has the MANAGE\_RUNS capability.

- The only runs that you should resume are those that have been interrupted or handed off to you. Clicking **Resume** for a run that is currently running transfers ownership of the run from the user who started it to you. This causes an error for the user whose active run you resumed. In addition, other problems may result. Active runs include those whose state is NEW, RUNNING, INPUT REQUIRED, or CREDENTIALS REQUIRED. For information on reassigning ownership of a run, see [Reassigning ownership of a run](#).
- If you resume a run that is already running (this includes headless runs), it will go into a STOPPED state, and you must click either **Next Step** or **Run All** in the flow graph.

## Resuming a flow run

### Notes:

- **Required capabilities:** To resume a run that you did not start and that has not been reassigned or handed off to you, you must be a member of the ADMINISTRATOR group or of a group that has the MANAGE\_RUNS capability.
- The only runs that you should resume are those that have been interrupted or handed off to you. Clicking **Resume** for an active run (one that is currently running) transfers ownership of the run from the user who started it to you. This causes an error for the user whose active run you resumed. In addition, other problems may result. Active runs include those whose state is NEW, RUNNING, INPUT REQUIRED, or CREDENTIALS REQUIRED. For information on reassigning ownership of a run, see [Reassigning ownership of a run](#).

### To resume a flow run

1. Click the **Current Runs** tab.
2. In the **Current Runs** or **Watched Runs** pane, select the checkbox in the leftmost column of the row for the flow run you want to resume.
3. Click the  **Take Control** button.

The flow run is placed into a Stopped state, and the flow's preview page appears, with the flow run state showing as Stopped.

4. According to how you want to resume the flow run, click either of the following to continue the run in one of the run modes:
  - **Next Step**, to continue the run in the Guided Run mode
  - **Run All**, to complete the run without further intervention.

For more information about run modes and running a flow in each of those modes, see respectively [Types of flow runs](#) and [Running a flow](#).

## Deleting flow runs

You can delete one or more flow runs before they complete execution. When you delete a flow run, the details of that flow run are no longer available to you, including the flow run history accumulated up to that point.

## Central User Guide

### Managing flow runs

#### To delete flow runs

1. Click the Current Runs tab.

The screenshot shows the 'Current Runs' tab in the HP Operations Orchestration interface. At the top, there is a filter panel with dropdowns for Type (Any Run Type), State (Any Run State), Run Identifier (Any Run Identifier), and User (Any User). Below the filter panel is a table with columns: Select All, Name, Run ID, Type, Step, Started, Step Name, Step Start Time, Previous Step Name, State, and User. There are four rows of data:

Select All	Name	Run ID	Type	Step	Started	Step Name	Step Start Time	Previous Step Name	State	User
<input type="checkbox"/>	Connectivity_Test_6	6	Interactive	0	Dec 30, 2011 3:42:31 PM	Is SQL Connected	Dec 30, 2011 3:46:1...	Connectivity Test	Stopped	admin
<input type="checkbox"/>	URL Test_5	5	Interactive	9	Dec 30, 2011 12:28:04 PM	Resolved : success	Dec 30, 2011 1:24:3...	Display check	Input Required	admin
<input type="checkbox"/>	Windows Health Check_2	2	Interactive	3	Dec 30, 2011 12:14:07 PM	Resolved : success	Dec 30, 2011 12:22:...	Evaluate Expression	Input Required	admin
<input type="checkbox"/>	Windows Health Check_1	1	Interactive	3	Dec 30, 2011 11:59:39 AM	Resolved : success	Dec 30, 2011 12:14:...	Evaluate Expression	Input Required	admin

2. In the leftmost column, select the check boxes of the flow runs you want to delete.

OR

To select all the current runs, select the check box under **Select All** in the heading row.

The screenshot shows the header row of the table from the previous screenshot. The first column contains a checkbox labeled 'Select All'. The other columns are labeled: Name, Run ID, Type, Step, Started, Step Name, Step Start Time, Previous Step Name, State, and User.

The check boxes for all of the flow runs are selected.

3. Click the Delete icon ().

The **Delete the following item(s)...** box opens.

The screenshot shows a dialog box titled 'Delete the following 1 item(s)...'. It contains a table with four columns: Name, Run ID, History ID, and User. One row is shown, corresponding to the selected flow run: Windows Delete or, Run ID 13, History ID 13, User admin. At the bottom of the dialog are two buttons: OK and Cancel.

4. Click **OK**.

## Reassigning ownership of flow runs

There are times when you might need to reassign ownership of a run, such as when the person who started a flow run does not have the required group membership for continuing past a gated transition.

#### Notes:

- To reassign ownership of a run, your group must have the **MANAGE\_RUNS** capability.

- Reassigning a run to a different user causes the run to stop if it was not already in a STOPPED state.
- The original user receives a notification about the change of ownership.
- Reassigning a run to the same user should have no effect.

#### To reassign ownership of flow runs

1. Click the **Current Runs** tab.

Select All	Name	Run ID	Type	Step	Started	Step Name	Step St
<input type="checkbox"/>	Iterative CPU Diagnostic_9	9	Interactive	1	Jan 04, 2012 1:27:09 AM	Iterator	Jan 04, 20
<input type="checkbox"/>	Restart Service_8	8	Interactive	0	Jan 04, 2012 1:26:17 AM		Jan 04, 20
<input type="checkbox"/>	Windows Health Check_7	7	Interactive	5	Jan 04, 2012 1:23:41 AM	Get Host Name	Jan 04, 20

2. In the leftmost column, select the check boxes of the flow runs you want to reassign.

OR

To select all the current runs, select the check box under **Select All** in the header row of the table.

3. Click the **Reassign** button ().

The **Reassign the following item(s)...** box opens.

Reassign the following 1 item(s)...			
Name	Run ID	History ID	User
Restart Service_8	8	8	admin

Assign run(s) to:

**OK** **Cancel**

4. In the **Assign run(s) to** box, enter the username of the person to which you want to reassign the flow run or runs.
5. Click **OK**.

# Watching runs

You can select a group of flow runs to display in the **Watched Runs** pane so that you can closely observe their progress. The **Watched Runs** pane displays the same information for flow runs as the **Current Runs** pane.

## Notes:

- The selected runs to be watched continue to appear in the **Current Runs** pane.
- The watched runs continue to appear in the **Watched Runs** pane after they finish running.
- The **Watched Runs** pane can display a maximum of 100 flow runs at any time.
- By default, the flow run list in the **Watched Runs** pane is sorted by run ID, starting with the most recent run. You can reverse this order by clicking the down arrow in the **Run ID** column header. You can also sort the flow run list by any column header by clicking the header.

## To watch runs

- Click the **Current Runs** tab.

The runs that have started but not finished are listed in the **Current Runs** pane.

- In the left-most column, click the box of each run that you want to watch.

OR

To select them all, click the box at the top of the column, under **Select All**.

Select All	Name	Run ID	Type	Step	Started	Step Name	Step Start Time
<input type="checkbox"/>	Connectivity Test_286	286	Interactive	1	Dec 31, 2011 10:58:30 PM	Is lossThreshold va...	Dec 31, 2011 11:01:...
<input type="checkbox"/>	Windows Health Check_254	254	Interactive	5	Dec 31, 2011 10:53:49 PM	Get Host Name	Dec 31, 2011 10:58:...
<input checked="" type="checkbox"/>	How do I: Format with HTML_209	209	Interactive	1	Dec 31, 2011 10:38:07 PM	Write to File	Dec 31, 2011 10:38:...
<input type="checkbox"/>	Windows Health Check_178	178	Interactive	1	Dec 31, 2011 9:41:34 PM	Get System Uptime	Dec 31, 2011 10:05:...

- Click the **Watch** button.

The selected runs appear in the **Watched Runs** pane, which has the same layout as the **Watched Runs** pane.

Select All	Name	Run ID	Type	Step	Started	Step Name	Step Start Time	Previous Step Name	State
<input type="checkbox"/>	Connectivity Test_286	286	Interactive	1	Dec 31, 2011 10:58:30 PM	Is lossThreshold va...	Dec 31, 2011 11:37:...	Is latencyThreshold vali...	Stopped
<input type="checkbox"/>	How do I: Format with HTML_209	209	Interactive	1	Dec 31, 2011 10:38:07 PM	Write to Is lossThreshold valid? 2011 10:38:...		HTML String Formatter	Orphaned

- Delete or reassign any flow run in the **Watched Runs** pane the same way you would for a flow run in the **Current Runs** pane. See [Deleting a flow run](#) and [Reassigning ownership of a flow run](#) for instructions.
- To see the report of the steps that have been executed so far, click the run name.

## To remove flow runs from the Watched Runs pane

1. In the **Watched Runs** pane, select the check boxes next to the runs you want to remove.

OR

To remove all of the flow runs in the **Watched Runs** pane, select the check box in the **Select All** column header.

2. Click the **Unwatch** button.

## Viewing flow run properties

From the **Current Runs** tab, in the **Current Runs** and **Watched Runs** panes, you can see the following properties for a flow run:

- The name of the flow
- The globally unique identifier (UUID) of the flow run
- Specifics about the flow that are available in the flow description in the Flow Library or, for authors, on the flow's **Description** tab in HP OO Studio.

### To view a flow run's properties

1. On **Current Runs** tab, in either of the **Current Runs** and **Watched Runs** panes, in the row of the flow run of interest, select the check box in the left-most column.

You can only view the properties for a single flow run at a time.

2. In the toolbar for the pane you're working in, click the **Properties** button ().

A message box appears, displaying the information described above.

# Managing Central nodes

An HP OO Central node is a single installation of HP OO Central (whether it's in a clustered or non-clustered HP OO deployment). There may be instances when you may need to manage an individual Central nodes' state. Using the Node Administration page, you can take nodes on- and offline, view the nodes' usage and status, and connect directly to them.

**Required permissions:** You must have MANAGE\_CONF permissions to view the **Node Administration** page.

## To view the HP OO Node Administration page

1. In Central, click the **Administration** tab.
2. On the **Central Administration** page, click the **Node Administration** tab.

This opens the **Node Administration** page.

Action	Node	Status	Active Runs	Studio Users	Central Users
Take Offline	TC-QA4ND2.battleground.ad:8443	ONLINE	0	0	0
Take Offline	TC-QA4ND1.battleground.ad:8443	ONLINE	0	0	1

Name	URL	Connection Status	Version	Platform
RAS_Operator_Path	https://TC-QA4ND1.battleground.ad:9004/RAS/services/RCAgentService	Connecting from all Central Nodes	7.80.0.0	Windows 2003

The information in these panes is static, but you can refresh a pane by clicking the **Refresh** link in the pane's toolbar, or by clicking **15** or **30** in the **Auto Refresh** link at the top of the page. Click **15** for auto refreshing every 15 seconds or **30** for every 30 seconds.

The **Node Administration** page has two panes:

- The **Central Node Management** pane, where you can:
  - Take nodes offline
  - Bring nodes online
  - View the number of active runs, Central users, and Studio users on each node

- The **Remote Action Service (RAS) Infrastructure** pane, where you can view information about your RAS infrastructure, including the connection status, version, and platform of each RAS defined in the repository. See [Viewing RAS connections](#) for more information.

## Viewing the Central nodes

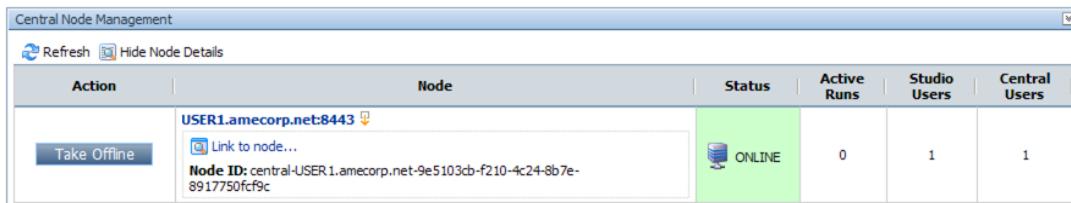
The **Central Node Management** pane of the **Node Administration** page displays all of the Central nodes in your cluster. For each node, the pane also displays counters for the number of active runs, Studio users, and Central users on it. This provides you with a snapshot of each node's usage.

**Note:** When you take a node offline, the counters should decrease as users with existing Central and Studio sessions stop using the node or when their sessions expire.

The **Central Node Management** pane of the **Node Administration** page provides a way to see more detailed information about nodes.

### To view detailed information about nodes

1. In the toolbar of the **Central Node Management** pane, click the **Show Node Details** link.  
This expands the area to display the **Link to node** link and the node ID.
2. You can log in directly to a node by clicking the **Link to node** link for the node.



Action	Node	Status	Active Runs	Studio Users	Central Users
<a href="#">Take Offline</a>	USER1.amecorp.net:8443 <a href="#">Link to node...</a> Node ID: central-USER1.amecorp.net-9e5103cb-f210-4c24-8b7e-8917750fcf9c	 ONLINE	0	1	1

The node opens in a new window.

## Taking nodes offline

You can take nodes offline on the **Central Node Management** pane of the **Node Administration** page.

Taking a Central node offline affects the HP OO components as follows:

- The Scheduler  
The Scheduler is taken offline, so that the Scheduler does not attempt to schedule new runs for the offline Central node.
- Flow runs  
New flow runs are blocked.
- Headless and SOAP requests

New headless and SOAP requests are blocked. If the node receives a new headless or SOAP request, a message appears, stating that the node is offline or showing an HTTP 503 error code.

Existing SOAP sessions continue to work until the session expires; however, new flow runs are still blocked.

- Studio

New Studio sessions are blocked. Users who try to log on to Studio on an offline node receive a message stating that the node is offline.

Studio users who have an current session open when the Central node goes offline receive a message telling them that the repository is going offline. The message asks them to save their work and log out.

Studio users can continue to work in this repository until their session expires or until the Central service or the node is shut down.

- Central sessions

New Central sessions are blocked. Users who try to log on to an instance of Central that is on an offline node receive a message stating that the node is offline.

Central users who have an existing session can continue to work until they log out, the session times out, or the Central Service or the node is shut down.

- Load Balancer

If you are using the HP OO Load Balancer and load balancer management is enabled, the specific node on the load balancer is put in stand-by mode and the Load Balancer stops routing new traffic to that Central node. Existing sessions initiated by the load balancer remain active until you log out, the session times out, or the Central service or the node is shut down.

If you are using a third-party load balancer, the load balancer's behavior depends on its features and how the load balancer management flow is configured to administer it. For more information on load balancer management flows, see [Integrating a load balancer with HP OO node management](#).

#### To take a Central node offline

- Click the **Take Offline** button in the **Action** column of the node you want to take offline.

The node's OFFLINE status appears in the **Status** column, and the **Action** column displays the **Bring Online** button.

## Bringing nodes online

You can bring a node online either on the Central Node Management pane of the **Node Administration** page or by starting Central.

When you place a Central node online, it does the following:

- Allows new requests to come through (for instance, headless and SOAP requests, Studio sessions, and Central sessions).
- Brings the attached Scheduler online so that flows can be scheduled on the Central node.

- If you are using the HP OO Load Balancer and load balancer management is enabled, the node on the load balancer is resumed and starts routing new traffic to the Central node. If you are using a third-party load balancer, the load balancer's behavior depends on its features and how the load balancer management flow is configured to administer it. See [Integrating a load balancer with HP OO node management](#) for more information on load balancer management flows.

#### To bring a Central node online

- Click the **Bring Online** button in the **Action** column of the node you want to bring online.

OR

Restart Central.

## Integrating a load balancer with node management

HP OO deployments can be set up with load balancing. Read the *High Availability Guide* (Clustering\_LoadBalancingGuide.pdf) for details. In most cases where load balancers are used, when a Central node's state changes, it is important that these state changes be reflected in the load balancer so that it routes traffic correctly.

To synchronize the state of the load balancer with HP OO node state changes, you need a load balancer management flow to manage the load balancer's state. How you create the load-balancer state management flow depends on the type of load balancer that you use:

- The HP OO Load Balancer, in which case you can use the HP Load Balancer admin flow
- A third-party load balancer, for which you must create your own load-balancer management flow

The load-balancer management flow must synchronize the state of the load balancer with HP OO state changes. Such a flow requires that the load balancer you are using must provide an integration point for HP OO (for instance, Web services or Java/.Net API) or some method to communicate with its management console (for instance, Client, SSH, or HTTP). Once there is a way to communicate with the load balancer, you can use existing HP OO content and HP OO wizards, or build your own HP OO operations for the load balancer management flow.

To learn how to create HP OO operations and flows, see the *HP OO Studio Authoring Guide* (Studio\_AuthorsGuide.pdf).

When the flow is available for use in Central, then, on the **Clustering Settings** subtab on the **System Configuration** tab:

1. Enable load balancer management.
2. Specify the load balancer management flow in Central's system configuration.

For more information on these two tasks, see [Enabling load balancer management for a Central cluster](#).

**Note:** If you are using the HP Load Balancer and the provided HP Load Balancer admin flow, when you set up the Load Balancer you must use the same URLs for the nodes that appear in the **Node** column of the **Central Node Management** pane in the **Node Administration** page.

## Central User Guide

### Managing Central nodes

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Central Node Management					
		Node	Status	Active Runs	Studio Users
Action					Central Users
Take Offline		TC-QA4ND2.battleground.ad:8443 	 ONLINE	0	0
Take Offline		TC-QA4ND1.battleground.ad:8443 	 ONLINE	0	0

Counters cached for 15 seconds.

These URLs are passed from HP OO to the load balancer management flow. If the URLs do not match the nodes in the load balancer, the flow fails and the load balancer continues with its state unchanged.

# Viewing RAS connections

You can view all of your RAS connections and details about those connections on the **Node Administration** page.

## To view your RAS connections

1. In Central, click the **Administration** tab.
2. On the **Administration** page, click the **Node Administration** tab.

Every RAS defined in the repository appears in the **Remote Action Service (RAS) Infrastructure View** pane along with information such as its connection status and RAS-specific information like its version and platform. If any Central node is unable to reach a RAS, this view indicates that there are connection issues and allows the user to see details of the error causing the connection issue.

3. To view the connection details of a specific RAS connection, click the connection status in the **Connection Status** column.

OR

To see the details of all of the RAS connections, in the toolbar of the **Remote Action Service (RAS) Infrastructure View** pane, click the **Show Connection Details** link.

Remote Action Service (RAS) Infrastructure View					
		Refresh Hide Connection Details			
Name	URL	Connection Status		Version	Platform
RAS_Operator_Path	https://TC-QA4ND1.battleground.ad:9004/RAS/services/RCAgentService	✓ Connecting from all Central Nodes	https://TC-QA4ND1.battleground.ad:8443 updated: 2009-11-12 14:39:29.761	Connection success	7.80.0.0 Windows 2003
			https://TC-QA4ND2.battleground.ad:8443 updated: 2009-11-12 14:39:48.761	Connection success	

Connection Status cached for 90 seconds.  
....

The RAS connectivity information is gathered periodically based on a timer, so RAS availability changes may not appear instantaneously.

**Note:** The values displayed for the node hyperlinks on the **Node Administration** page are taken from the values that are stored in the repository in the Remote Action Service object. If working in HTTP mode, you will need to edit the path so that it uses HTTP instead of HTTPS. For more information, see "Editing the RAS Path to use HTTP" in the *HP OO Administrator Guide*.

---

# Managing your runtime environment with overrides

HP OO customers may have multiple HP OO deployments serving various purposes such as development or production, or separated geographically. In such cases, it is common to share repository content between the deployments. Sharing these repository items can become challenging and unwieldy if some of them contain data that is specific to a particular HP OO deployment. Configuration items, step inputs, and flow inputs are examples of items in operations and flows that may be specific to an HP OO deployment.

The HP OO Runtime Environment feature allows you to override certain HP OO configuration item types previously created in Studio—Remote Action Services (RASes), system accounts, and system properties—in individual HP OO deployments (see the HP OO Studio Authoring Guide (Studio\_AuthorsGuide.pdf) to learn how to create RASes, system accounts, and system properties). Doing so keeps the overridden values outside of the HP OO repository, substituting them at runtime. Separating the deployment-specific data simplifies the publish/update process.

To avoid having deployment-specific data in HP OO repositories, users can design their operations and flows to use system properties, system accounts, and RAS operators where appropriate. Then, when you publish to another HP OO deployment, you publish the operations, flows, and related items, and then update the runtime environment overrides to change deployment-specific items.

For example, let's say that you have two HP OO deployments (Deployment 1 and Deployment 2) and each deployment uses its own LDAP server (Idaphost1.domain.com and Idaphost2.domain.com). You need a flow in both deployments that returns a list of user attributes from its own LDAP.

Using Studio, you create a flow in Deployment 1 named Get LDAP User Attributes that uses a system property named `ldap_host` which points to Deployment 1's LDAP server `Idaphost1.domain.com`. Since you want to use the same functionality in all of your HP OO deployments, you publish the Get LDAP User Attributes flow and related content (the `ldap_host` system property) from Deployment 1 to Deployment 2. The problem is that the `ldap_host` system property now on Deployment 2 is directing the flow to `Idaphost1.domain.com` when you need it to be directed at `Idap2.domain.com`.

This can be solved by one of the following methods:

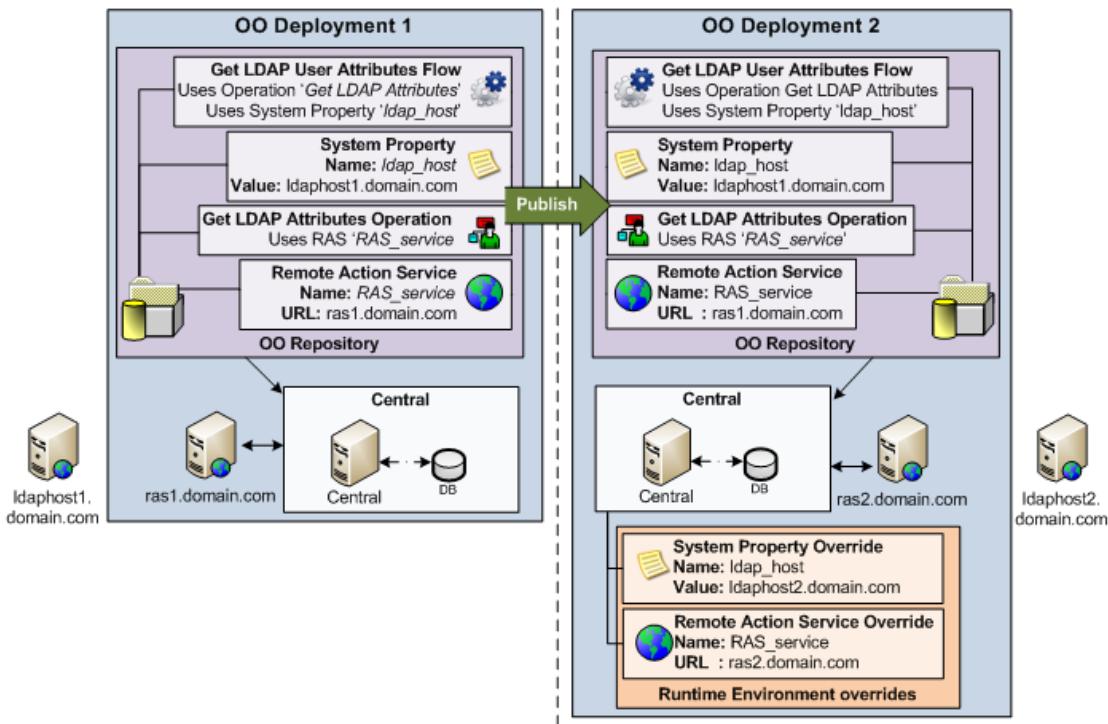
- Manually editing the Get LDAP User Attributes flow in Deployment 2.
- By adding a runtime environment override for `ldap_host` on Deployment 2 that sets the value to `Idaphost2.domain.com`. The figure below illustrates this solution and includes a use case for RAS overrides.

In the RAS use case shown below, if you do not manually update the RAS object in the Deployment 2 repository or add a RAS environment override, Central tries to connect to the Deployment 1 RAS (`ras1.domain.com`) when the flow is executed.

## Central User Guide

### Managing your runtime environment with overrides

When you subsequently edit the flow, you will simply need to publish the changes from Deployment 1 to Deployment 2 (unless you are adding new deployment-specific information that needs to be edited or overridden). Using the environment override feature greatly simplifies the process of keeping HP OO repositories in sync.



On the **Runtime Environment** tab on the **Administration** tab, you can override the following configuration item types in individual HP OO installations:

- Remote Action Services (RAS)
- System accounts
- System properties

For information on adding a RAS reference, or creating a system account or system property, see the *Guide to Authoring Operations Orchestration Flows*(Studio\_AuthorsGuide.pdf)

## Central User Guide

Managing your runtime environment with overrides

The screenshot shows the Central Administration interface. The top navigation bar includes links for Dashboard, Flow Library, Current Runs, Reports, Scheduler, Administration, Account, Manage Users, Manage Groups, Dashboard Chart Definitions, System Configuration, Node Administration, and Runtime Environment. The Administration tab is selected. Below the navigation is a sub-header for 'Environment Overrides' with tabs for 'Remote Action Service (RAS) Overrides' (which is selected), 'System Account Overrides', and 'System Property Overrides'. Underneath are buttons for Refresh, Add, Edit, and Remove. A table lists overrides for the RAS Operator Path, showing one entry where the Repository Value is 'https://BHOUSER1.americas.hpqcorp.net:9004/RAS/services/RCAgentService' and the Override Value is 'http://ras2.domain.com'.

On the **Runtime Environment** tab, the **Environment Overrides** subtab shows the current overrides for all users. Changes to overrides take effect immediately on current and new flow runs.

When you change configuration items in the repository that have corresponding overrides in the runtime environment, these changes are synchronized with the HP OO environment. For example, if you delete a RAS definition, the override for that RAS is no longer valid. Later, if someone creates a RAS using the name of the deleted RAS, the override becomes active again and overrides the newly-created RAS. If you rename a configuration item, its corresponding override is also renamed and remains valid. If you need to remove an override, you can do it on the **Environment Overrides** subtab. Once you remove an override, the value of the configuration item in the HP OO repository is used.

## Adding a RAS override

### To add a RAS override

1. In Central, click the **Administration** tab.
2. On the Central **Administration** page, click the **Runtime Environment** tab.

The **Environment Overrides** page opens.

3. Click the **Remote Action Service (RAS) Overrides** tab.

### Remote Action Service (RAS) Overrides tab

4. Click the **Add** button.

The **Add Remote Action Service (RAS) Overrides** dialog appears.

## Central User Guide

Managing your runtime environment with overrides

Add Remote Action Service (RAS) Overrides

**Override Information**

Name: RAS\_Operator\_Path

UUID: 5233030c-af46-432b-a682-b326ca6bf2ae

Repository Value: <https://qcorp.net:9004/RAS/services/RCAgentService>

Override Value: [Empty Text Box]

**Override Information**

Proxy:  None  HTTP Proxy  HP Gateway

**Submit** **Cancel**

5. In the **Name** box, select the RAS you want to override.
6. In the **Override Value** box, type the URL of the RAS you want to use as the override.
7. In the **Override Information** area, select the type of proxy to use for the override.

The **Proxy** options are **None**, **HTTP Proxy**, and **HP Gateway**.

- If you select **HTTP Proxy**, the **Add Remote Action Service (RAS) Overrides** dialog expands as shown below.

**Override Information**

Proxy:  None  HTTP Proxy  HP Gateway

Host: [Empty Text Box]

Port: [Empty Text Box]

Username: [Empty Text Box]

Password: [Empty Text Box]

Retype Password: [Empty Text Box]

- i. In the **Host** box, type the name of the HTTP Proxy host.
  - ii. In the **Port** box, type the port number of the HTTP Proxy host.
  - iii. In the **Username** box, type the username for the HTTP Proxy host.
  - iv. In the **Password** and **Retype Password** boxes, type the password for the username.
- If you select **HP Gateway**, the **Add Remote Action Service (RAS) Overrides** dialog expands as shown below.

<b>Override Information</b>	
Proxy	<input type="radio"/> None <input type="radio"/> HTTP Proxy <input checked="" type="radio"/> HP Gateway
Host	<input type="text"/>
Port	<input type="text"/>
Realm	<input type="text"/>

- i. In the **Host** box, type the name of the HP Gateway host.
  - ii. In the **Port** box, type the port number of the HP Gateway host.
  - iii. In the **Realm** box, type the name of the user account's realm.

8. Click **Submit**.

#### **8. Click Submit.**

The override appears in the **Remote Action Service (RAS) Overrides** tab.

Remote Action Service (RAS) Overrides		System Account Overrides	System Property Overrides
Refresh  Add  Edit  Remove			
Name	Repository Value	Override Value	
RAS_Operator_Path	https://ras.americas.corp.net:9004/RAS/services/RCAgentService	https://ras2.domain.com:9004/RAS/services/RCAgentService	

## Adding a system account override

## To add a system account override

1. In Central, click the **Administration** tab.
  2. On the Central **Administration** tab, click the **Runtime Environment** tab.  
The **Environment Overrides** page opens.
  3. Click the **System Account Overrides** tab.

**Environment Overrides**

Name	Repository Value	Override Value

4. Click the **Add** button.

The **Add System Account Overrides** dialog opens.

## Central User Guide

Managing your runtime environment with overrides

Add System Account Overrides

Override Information

Name	SysAdmin						
UUID	1e412ee5-b76d-4b7a-949d-1152b9901eef						
Repository Value	Username: System Administrator Password: *****						
Override Value	<table border="1"><tr><td>Username</td><td><input type="text"/></td></tr><tr><td>Password</td><td><input type="password"/></td></tr><tr><td>Retype Password</td><td><input type="password"/></td></tr></table>	Username	<input type="text"/>	Password	<input type="password"/>	Retype Password	<input type="password"/>
Username	<input type="text"/>						
Password	<input type="password"/>						
Retype Password	<input type="password"/>						

**Cancel** **Submit**

5. In the **Name** box, select the system account you want to override.
6. In the **Override Value** area:
  - a. In the **Username** box, type the system account username.
  - b. In the **Password** and **Retype Password** boxes, type the password for the username.
7. Click **Submit**.

The override appears on the **System Account Overrides** tab.

## Adding a system property override

### To add a system property override

1. In Central, click the **Administration** tab.
2. On the Central **Administration** tab, click the **Runtime Environment** tab.  
The **Environment Overrides** page opens.
3. Click the **System Property Overrides** tab.

Administration

Account Manage Users Manage Groups Dashboard Chart Definitions System Configuration Node Administration Runtime Environment

Environment Overrides

Remote Action Service (RAS) Overrides System Account Overrides System Property Overrides

Refresh Add Edit Remove

Name	Repository Value	Override Value

4. Click the **Add** button.

The **Add System Property Overrides** dialog opens.

The screenshot shows the 'Add System Property Overrides' dialog. It has a title bar 'Add System Property Overrides'. Below it is a section titled 'Override Information'. Inside this section, there are four fields: 'Name' with the value 'username', 'UUID' with the value '77c0df42-a52b-4031-a8fa-7afcde2d8a8c', 'Repository Value' with the value 'sysadmin', and 'Override Value' with the value 'admin'. At the bottom of the dialog are two buttons: 'Cancel' and 'Submit'.

5. In the **Name** box, select the system property you want to override.
6. In the **Override Value** box, type the system property override value.
7. Click the **Submit** button.

## Editing environment overrides

### To edit an environment override

1. In Central, click the **Administration** tab.
2. On the Central **Administration** tab, click the **Runtime Environment** tab.  
The **Environment Overrides** page opens.
3. Click the **Remote Action Service (RAS) Overrides** tab, **System Account Overrides** tab, or the **System Property Overrides** tab.
4. Select the override you want to edit.
5. Click the **Edit** button.
  - If you are on the **Remote Action Service (RAS) Overrides** tab, the **Edit Remote Action Service (RAS) Overrides** dialog opens.

## Central User Guide

Managing your runtime environment with overrides

Edit Remote Action Service (RAS) Overrides

**Override Information**

Name RAS\_Operator\_Path  
UUID 5233030c-af46-432b-a682-b326ca6bf2ae  
Repository Value https://BHOUSER1.americas.hpqcorp.net:9004/RAS/services/RCAgentService  
Override Value

**Override Information**

Proxy  None  HTTP Proxy  HP Gateway

**Cancel** **Submit**

- i. Edit those of the following fields that you want to change:
    - o **Override Value.**
    - o If **HTTP Proxy** is selected, you can edit the **Host**, **Port**, **Username**, and **Retype Password** fields.
    - o If **HP Gateway** is selected, you can edit the **Host**, **Port**, and **Realm** fields.
  - ii. Click **Submit**.
- If you are on the **System Account Overrides** tab, the **Edit System Account Overrides** dialog opens.

Edit System Account Overrides

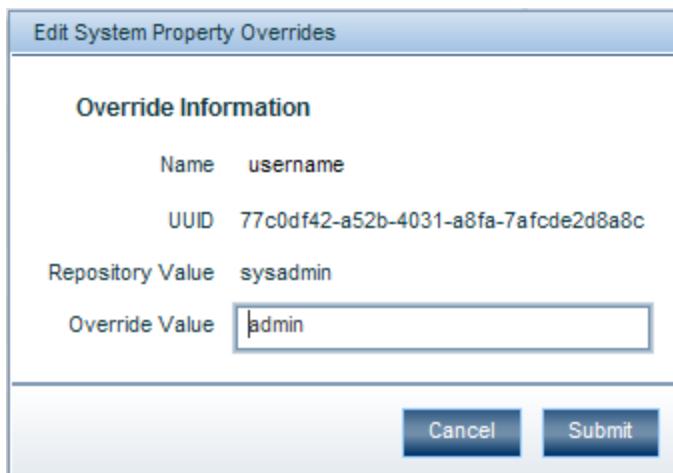
**Override Information**

Name SysAdmin  
UUID 1e412ee5-b76d-4b7a-949d-1152b9901eef  
Repository Value Username: System Administrator Password: \*\*\*\*\*  
Override Value Username   
Password   
Retype Password

**Cancel** **Submit**

- i. Edit the following fields to specify the system account you want to be your environment override:

- **Username**
  - **Password** and **Retype Password**
- ii. Click **Submit**.
- If you are on the **System Property Overrides** tab, the **Edit System Property Overrides** dialog opens.



- i. Edit the **Override Value** field to specify the value you want to use for the system override.
- ii. Click **Submit**.

## Deleting environment overrides

### To delete an environment override

1. In Central, click the **Administration** tab.
2. On the Central **Administration** tab, click the **Runtime Environment** tab.  
The **Environment Overrides** page opens.
3. Click the **Remote Action Service (RAS) Overrides** tab, **System Account Overrides** tab, or the **System Property Overrides** tab.
4. Select the override you want to delete.
5. Click the **Remove** button.  
The **Confirm Remove** dialog appears.
6. Click **OK**.

## Best practices for runtime environment overrides

Overrides for RASes, system accounts, and system properties take effect immediately, so it's important to take proper care to ensure these changes don't have adverse effects on the respective

Central installation.

The following best practices are recommended when making changes to the HP OO environment:

1. Make sure that all nodes are in the OFFLINE state and allow any existing flow runs to finish before you make changes to the environment. This ensures that flows don't pick up override changes in the middle of flow runs and produce inconsistent results. For example, adding a RAS override while a flow is running may result in part of the flow running on the original RAS and the rest of the flow running on the overridden RAS.

**Note:** If you make changes to the environment while flows runs are paused, the paused runs will use the latest environment state when they are resumed. However, override changes to system properties will not be used as the system properties are only added to the Global context of a run when the run is started.

2. Before you create, edit, or delete overrides, assess the impact of these changes by checking to see if any other items in the repository use the configuration item you want to override. Overrides apply to all flows that reference the overridden configuration item.

---

## Other system configurations

If you are a member of a group that has the MANAGE\_CONF capability, you can customize several other aspects of the HP OO system:

- Whether Return on Investment (ROI) reporting is visible
- Whether only administrators can author in the Central repository
- The maximum number of versions of an object are kept in the repository
- Whether only members of PROMOTER or ADMINISTRATOR group can publish
- How frequently the Dashboard charts refresh
- For using a URL to start flow runs in the Central web page application, the prefix, if any, that should be required to start flow input names.

For information on specifying a prefix that must be used for all flow input names used in URLs, see the section below, [Specifying a required prefix for init params when using a URL to start a flow run in Central](#). Additional information is in the *HP OO Software Development Kit Guide* (SDKGuide.pdf).

- How LDAP referrals from the primary LDAP server to other LDAP servers are handled
- Whether to automatically resume headless runs that were interrupted by a Central server's failure
- How to enable load balancer management for a Central cluster

You make these changes on the Central web page's **Administration** tab, on that tab's **System Configuration** subtab.

The screenshot shows the 'Administration' tab selected in the top navigation bar. Below it, the 'System Configuration' tab is also highlighted. The main content area displays the 'General' tab of the 'General Settings' configuration. A table lists various configuration options with their current values:

Description	Value
When set to true, only users in the ADMINISTRATOR group can see ROI (Return On Investment) in reports.	true
When set to true, only users in the ADMINISTRATOR group may author in the repository. Recommended for a production environment.	false
Maximum number of versions for an object that will be kept in a repository.	50
When set to true, only users in the PROMOTER or ADMINISTRATOR group may publish. Recommended for a production environment.	false
Time interval measured in minutes representing the refresh rate for the aggregate data on the dashboard page. If not set, it defaults to 1 minute.	1
Prefix for init params for flow invocation through URLs using the GUI. Init parameters names *MUST* always be different from "service" or "sp". When this is defined all init parameters *MUST* start with the specified prefix.	
How to handle LDAP referrals. Valid values are "follow", "ignore", "throw". Used only if AD or standard LDAP are enabled.	follow
Automatically resume orphaned headless runs from a Central failure.	false

A 'Save' button is located at the bottom right of the configuration panel.

## Enabling the visibility of ROI reporting

By default, ROI is only visible to users in the ADMINISTRATOR group in:

- A column in the reports created on the **Reports** tab.
- The **Flow ROI Value** column in the **Popular Flows** chart on the Dashboard.

However, you can make ROI visible to all users.

**Necessary capabilities:** To change the configuration of HP OO, your group must have the **MANAGE\_CONF** capability.

### To enable or disable ROI reporting visibility

1. Log on to Central with an account that has HP OO administrative permissions.
2. Click the **Administration** tab.
3. On the **Administration** page toolbar, click the **System Configuration** tab.
4. On the **System Configuration** tab, click the **General** tab.
5. To allow all users to see ROI reporting, in the **When set to true, only users in the**

**ADMINISTRATOR group can see ROI row, type false in the Value box.**

OR

To allow only users in the ADMINISTRATOR group to see ROI reporting, in the **When set to true, only users in the ADMINISTRATOR group can see ROI row, type true in the Value box.**(This is the default setting.)

6. Click **Save**.
7. Restart the HP OO Central service (RSCentral).

## Restricting authoring to administrative users

In a production environment, you may want to restrict the ability to change flows and other HP OO objects to very few people, even to a single person. Doing so helps prevent unwanted changes from appearing in flows that are used in your “real world” outside the development/staging environment. One way to do so is to configure your HP OO system so that only members of the ADMINISTRATOR group can perform authoring tasks in the Public repository in your production environment.

**Necessary capabilities:** To change the configuration of HP OO, your group must have the **MANAGE\_CONF** capability.

### To restrict authoring to administrative users

1. Log on to Central with an account that has HP OO administrative permissions.
2. Click the **Administration** tab.
3. On the **Administration** tab toolbar, click the **System Configuration** tab.
4. On the **System Configuration** tab, click the **General** tab.
5. To restrict the authoring capability to members of the ADMINISTRATOR group, in the **When set to true, only users in the ADMINISTRATOR group may author in the repository** row, type **true** in the **Value** box. The default value is **false**.

**Note:** If you have upgraded to HP OO version 9.00 from an earlier version, this value will default to true unless the default was changed to false in the previous version.

OR

To allow other users who are members of groups that have the AUTHOR capability, leave **false** in the **Value** box.

6. Click **Save**.
7. Restart the HP OO Central service (RSCentral).

## Setting how many versions of an object are stored

A version of an HP OO object is created when an author saves his or her changes to the object. With the Show History command in Studio, authors can recover earlier versions of a given HP OO

object. To prevent the Central repository from growing too much, you can set a maximum for the number of versions of an HP OO object that are stored. After this ma

**Necessary capabilities:** To change the configuration of HP OO, your group must have the **MANAGE\_CONF** capability.

#### To specify how many versions of an HP OO object are stored

1. Log on to Central with an account that has HP OO administrative permissions.
2. Click the **Administration** tab.
3. On the **Administration** tab toolbar, click the **System Configuration** tab.
4. On the **System Configuration** tab, click the **General** tab.
5. In the **Maximum number of versions for an object** row, in the **Value** box, type the number of versions that you want stored.
  - The number 0 is a valid value, so typing **0** specifies that no versions are saved.
  - If you leave the **Value** column empty or type an invalid value, Central uses the default value of **50**.
6. Click **Save**.
7. Restart the HP OO Central service (RSCentral).

## Restricting who can publish

Allowing only a small group of people, or even just one person, to publish to the Central repository in your production environment can help prevent undesired versions of Ops flows, such as those that have not been sufficiently tested, from being used where any errors in the flows could affect your organization negatively.

**Necessary capabilities:** To change the configuration of HP OO, your group must have the **MANAGE\_CONF** capability.

#### To restrict the ability to publish

1. Log on to Central with an account that has HP OO administrative permissions.
2. Click the **Administration** tab.
3. On the **Administration** tab toolbar, click the **System Configuration** tab.
4. On the **System Configuration** tab, click the **General** tab.
5. In the **When set to true, only users in the PROMOTER or ADMINISTRATOR group may publish** row, in the **Value** box, type **true**.

The default value is false.

**Note:** If you have upgraded to HP OO version 9.0 from an earlier version, this value will default to true unless the default was changed to false in the previous version.

6. Click **Save**.
7. Restart the HP OO Central service (RSCentral).

## Changing the Dashboard charts refresh rate

On the **Administration** tab in Central, you can change how frequently Central Dashboard charts are updated.

**Necessary capabilities:** To change the configuration of HP OO, your group must have the **MANAGE\_CONF** capability.

### To change the rate at which Dashboard charts refresh their data

1. Log on to Central with an account that has HP OO administrative permissions.
2. Click the **Administration** tab.
3. On the **Administration** toolbar, click the **System Configuration** tab.
4. On the **System Configuration** tab, click the **General** tab.
5. To change how frequently Dashboard charts are updated with new data, in the **Time interval...refresh rate** row, in the Value box, type a whole number reflecting the number of minutes you want between updates. The default value is 1.
6. Click **Save**.
7. Restart the HP OO Central service (RSCentral on Windows systems; Central.sh on a Linux system).

## Specifying a required prefix for init params when using a URL to start a flow run in Central

Flow and step inputs are treated as initial parameters (also known as “init params”) when you start a flow in the Central Web page with a URL. The initial parameters input names “sp” or “service” are both reserved, and using them when you use a URL to start a flow in the Central Web page can cause problems. To prevent the use of inputs named “sp” or “service”, you can specify a required prefix for all init params used in a URL that starts a flow in Central.

**Note:** Important! The prefix that you specify is required only for init params in the URL that starts the flow run in Central. This prefix is not relevant to input names specified for flows in Studio. It is, however, required for all init params specified in URLs that start flows in the Central Web page.

With a prefix defined, even if a flow has inputs named “sp” or “service”, defining the required prefix and then prepending the prefix to the input names as init params in a URL that starts the flow prevents problems that would occur otherwise.

**Necessary capabilities:** To change the configuration of HP OO, your group must have the **MANAGE\_CONF** capability.

For more information, including the procedure for specifying a required prefix and characters to avoid using in the required prefix, see the *HP OO Software Development Kit Guide* (SDKGuide.pdf).

## Specifying how Central manages LDAP referrals

When you have enabled Active Directory (AD) or Lightweight Directory Access Protocol (LDAP) authentication, you can specify how referrals from what Central authentication does when it encounters an LDAP referral from one server or namespace to another. You can specify that Central do one of the following:

- Follow the referral.
- Ignore (that is, not follow the referral).
- Throw an exception.

**Note:** This is relevant only if you have enabled AD or LDAP authentication.

**Necessary capabilities:** To change the configuration of HP OO, your group must have the `MANAGE_CONF` capability.

### To specify how Central authentication manages LDAP referrals

1. Log on to Central with an account that has HP OO administrative permissions.
2. Click the **Administration** tab.
3. On the **Administration** tab toolbar, click the **System Configuration** tab.
4. On the **System Configuration** tab, click the **General** tab.
5. On the **How to handle LDAP referrals** line, in the **Value** box, type either **follow** (which is the default setting), **ignore**, or **throw**, depending on how you want Central authentication to respond.
6. Click **Save**.

## Enabling Central to resume runs that were interrupted when Central failed

Headless flow runs are runs that have not been manually started from within Central. No Central user is considered to be the owner of such a run. If a headless run is halted by a failure of Central, its lack of an owner means that there is no user to restart it once Central is running once again. In this case, the headless run is considered to be orphaned. To remedy this situation, you can configure Central to automatically resume orphaned headless runs. This configuration applies to nonclustered Central installations as well as clustered ones.

**Necessary capabilities:** To change the configuration of HP OO, your group must have the `MANAGE_CONF` capability.

### To enable Central to resume orphaned headless runs after Central recovers from failure

1. Log on to Central with an account that has HP OO administrative permissions.
2. Click the **Administration** tab.
3. On the **Administration** tab toolbar, click the **System Configurations** tab.

4. On the **System Configuration** tab, click the **General** tab.
5. In the **Value** box for the **Automatically resume orphaned headless runs** setting, replace **false** with **true**.
6. Click **Save**.
7. Restart the HP OO Central service (RSCentral).

## Enabling load balancer management for a Central cluster

If your deployment uses a load balancer and you want to synchronize HP OO state changes with it, you can enable load balancer management on the **Clustering** tab of the **System Configuration** page.

You must also create a flow that, each time a Central node's state changes (to ONLINE or OFFLINE), runs, updating the load-balancer's state.

For information on creating this flow, see [Integrating a load balancer with node management](#).

**Note:** To enable load balancer management for a Central cluster, your account must have the **MANAGE\_CONF** capability.

### To enable load balancer management for a Central cluster

1. In Central, click the **Administration** tab.
2. On the **Administration** tab toolbar, click the **System Configuration** tab.
3. On the **System Configuration** tab, click the **Clustering** tab.

Description	Value
The name of the cluster this Central belongs to.	CENTRAL_CLUSTER
Is Load Balancer management for the Central Cluster enabled.	false
The Load Balancer management flow for the Central Cluster (UUID or path).	/Library/Integrations/Hewlett-Packard/Operations Orchestration/Cluster/Samples/HP

4. For the **The name of the cluster this Central belongs to** setting, you specify the cluster name.  
The cluster name you specify here is strictly for your own tracking purposes. It has no effect on which cluster the Central is actually a member of.
5. For the **Is Load Balancer management for Central Cluster enabled** setting, in the **Value** box, type **true**.
6. In the **The Load Balancer management flow for the Central Cluster** row, in the **Value** box, type either the path or the UUID of the flow that you created to manage the load-balancer.
7. Click **Save**.

**Note:** When you make and save any of the above changes, the following message appears above the **Clustering** tab. This message informs you that you must restart the HP OO Central service before the new settings will take effect.

 Changes Saved. Restart Operations Orchestration to use new Settings. 

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## Troubleshooting

### Advanced Reports show an error when the data inside the column exceeds a certain size

When the **Central.properties** file has the default antisamy policy, the Advanced Reports show an error when the data inside the column exceeds a certain size. The default antisamy policy is as follows:

```
dharma.antisamy.default.policy=slashdot.xml
```

The **Central\_wrapper.log** file contains error messages similar to the following:

```
org.owasp.validator.html.ScanException: The input was too large.  
The specified input was 'x' bytes and the maximum is 5,000 bytes.
```

If this occurs, you have the option to change the **dharma.antisamy.default.policy** in the **Central.properties** file to another policy. The available policies are: **anythinggoes.xml**, **ebay.xml**, **myspace.xml**, **slashdot.xml**, **tinymce.xml**.

### Web browser shows a security-certificate-related warning when you open the Central Web site

You can safely proceed past this warning.

For installations of Central that communicate using the HTTPS protocol, Web browsers show security violation errors or messages unless your Web administrator creates a valid security certificate for delivering the Central Web pages. If you see such a browser warning, it is because HP OO includes, by default, an unsigned certificate that serves as a placeholder for a valid customer-obtained certificate. If you choose not to create a security certificate, you can safely ignore the warning.

### I was sent back to the login page

Your login may have timed out. Log in again.

## I cannot restart or resume a flow that I started or that was handed off to me

If the Central service on the Central server fails or is stopped, any runs that were active are left without owners. This means that if an active run that you started is interrupted because the Central service (RSCentral) stopped, the Central user who had ownership of the flow (the user who started it or to whom it had been handed off) is no longer the owner, and must be a member of the ADMINISTRATOR group to restart it.

## I cannot change or create a schedule for a flow

Check with the flow author to see whether the groups that you are a member of have Write permission for the flow you're trying to schedule.

Make sure that one of the groups that you are a member of has the VIEW\_SCHEDULES and SCHEDULE capabilities.

## Central fails to create a schedule for a flow

1. Check your database connection information to ensure that Central is connected to the database.
2. Refresh the browser page for Central.

## Changes were made to the Public repository, but they don't appear in the Flow Library

Changes to Central's repository do not appear in the Flow Library in Central until the Flow Library has been reloaded. To reload the Library, click the Flow Library tab.

## Flows run under heavy load with command-line or RAS operations fail on Windows systems with error code 128

If the Central server or a standalone RAS installation has a Windows operating system, flows that run on those machines under intense usage and using command-line operations or the RAS operation may fail with error code 128. This can result from Data Execution Prevention (DEP) being enabled for all programs. By default, DEP is enabled for all programs and services except any exceptions that you specify. Alternatively, try enabling DEP "for essential Windows programs and services only." For information on changing the DEP settings, see Help for Windows.

