

HP Business Service Management

For the Windows[®] and Linux operating systems

Software Version: 9.20

User Engagement for HP Operations Manager i Installation Guide

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The title page of this document contains the following identifying information:

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Contents

Contents	6
Introduction to User Engagement	7
Related Documentation	8
Installation Prerequisites	9
Hardware Requirements	9
Software Requirements	9
Installing User Engagement on BSM Servers	10
Installing User Engagement on Windows BSM Servers	10
Installing User Engagement on Linux BSM Servers	13
Installing User Engagement Silently	16
Verifying the User Engagement Installation	17
Licensing	18
Getting Started with User Engagement	19
Create the User Engagement My Dashboard Page	19
Add the User Engagement Dashboard Page to Your Workspace	20
Change User Engagement Default Settings	20
Uninstalling User Engagement from BSM Servers	23
Uninstalling User Engagement from Windows BSM Servers	23
Uninstalling User Engagement from Linux BSM Servers	23

Chapter 1

Introduction to User Engagement

The innovative User Engagement feature applies game dynamics to add extra stimulation to Operations Management users by providing business-enhancing challenges, accelerating operations bridge efficiency and user know-how. Successful progress through the various achievements is rewarded with Achievements and real-time notifications of great performance, helping to provide extra motivation to better engage with Operations Management which improves users' performance in their daily work. Timelines are available to record each user's progress and collection of Achievements. Almost everyone is motivated by at least one of the types of challenges that game dynamics includes, for example, achievement, competition, status, and closure, and this makes User Engagement such a powerful feature.

By setting business-orientated achievements that Operations Management users work towards, and rewarding them for accomplishing the desired tasks, the most appropriate skills are being learned and the most important tasks are being completed while a level of engagement and excitement is being added to daily tasks. Users can watch as their efforts fill their achievement progress bars, and map their progress through their tasks and challenges in their dashboard. Completion of every new achievement can be accompanied with a popup notification providing immediate feedback of good performance.

User Engagement employs intrinsic motivations to help drive Operations Management users to achieve their set goals without the need to provide external benefits, which are generally accepted to only provide transient value. People naturally want to be successful and be seen to be successful. User Engagement provides the framework to help users learn how to use Operations Management and perform their daily tasks to a higher standard, being noticed for their achievements, so increasing the enjoyment and involvement in their work.

User Engagement administrators can select, configure, and enable built-in achievements tailored to the needs of their various Operations Management users. Users can work their way through their first-level achievements and once these have been successfully completed, they are invited to attempt the next level of achievements, increasing their perception of achievement and progress.

For more information about User Engagement, see the User Engagement for HP Operations Manager i User Guide or the User Engagement section in the BSM online help (**Help > Application Administration > Operations Management > Additional Configuration > User Engagement**).

Related Documentation

For more information about Business Service Management and Operations Manager i, you can see the following documents:

- [Operations Manager i Concepts Guide](#)
- [BSM User Guide](#)
- [BSM Application Administration Guide](#)
- [Platform Administration Guide](#)

Chapter 2

Installation Prerequisites

The following section lists the hardware and software prerequisites for installing User Engagement on Linux and Windows BSM servers.

Hardware Requirements

Refer to the BSM documentation for general hardware requirements.

Software Requirements

Before installing User Engagement, the following component must be installed and configured.

Component	Version
Business Service Management (BSM)/Operations Manager i.	9.22

For information about installing and configuring BSM, see the *BSM* documentation.

Chapter 3

Installing User Engagement on BSM Servers

Use the appropriate User Engagement package to install User Engagement on a Windows or a Linux BSM server. If you have a distributed BSM installation, you must execute the installation and configuration steps on all BSM Data Processing Servers and Gateway Servers.

Installing User Engagement on Windows BSM Servers

Note: To be able to install User Engagement, you must first stop the BSM servers. BSM applications will not be available during this time.

To install User Engagement on a Windows BSM server, follow these steps:

1. Stop all BSM servers as follows:

Select **Start > Programs > HP Business Service Management > Administration > Disable Business Service Management**

Tip: To make sure that BSM has stopped, check the status of the processes and services as follows:

Start > Programs > HP Business Service Management > Administration > HP Business Service Management Status

2. Insert the installation DVD into the computer on which you want to install User Engagement, and then in Windows Explorer double-click the User Engagement installation program:

\\UserEngagement\Windows\HPOprUserEngmt_setup.exe

3. Follow the installation wizard instructions to install User Engagement on the selected BSM server.

The last pane of the installation wizard displays a link to the installation log file as well as any errors or warnings. If the installation completes successfully, a corresponding message appears.

4. Run the BSM **Setup and Database Configuration** utility using one of the following methods:

- **Start > All Programs > HP Business Service Management > Administration > Configure HP Business Service Management**

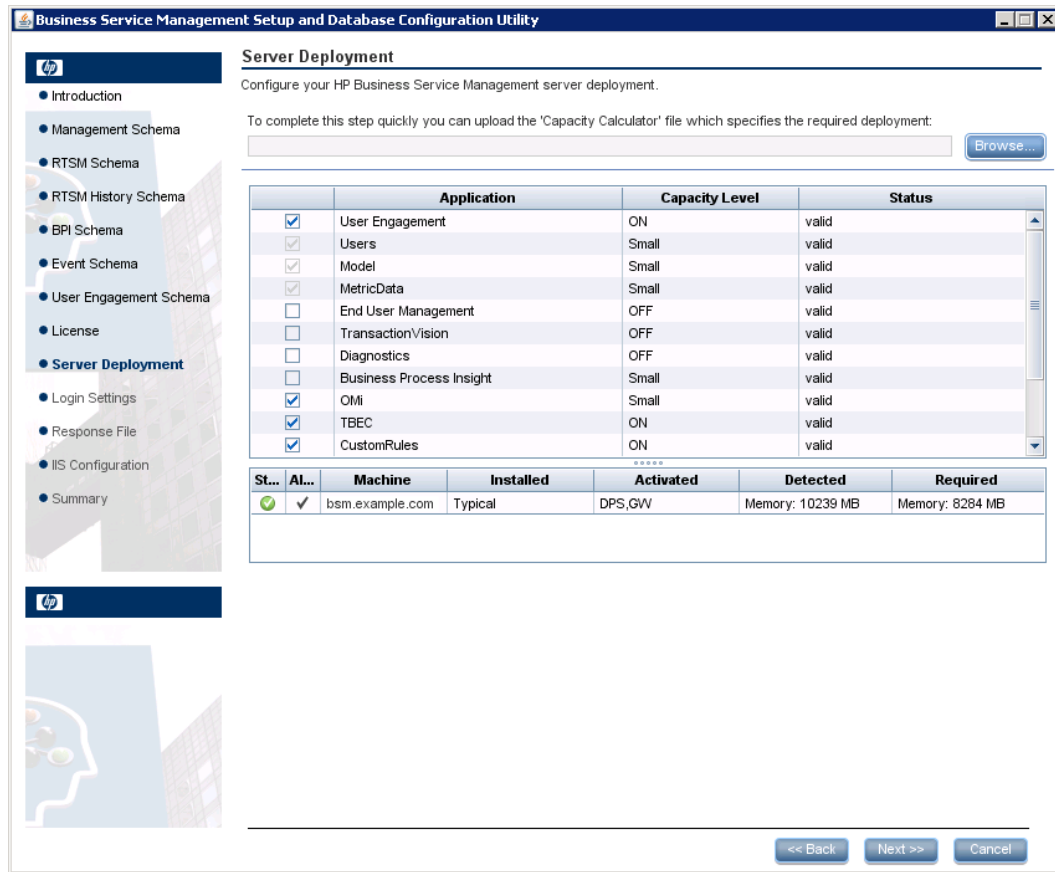
- **<HPBSM root directory>\bin\config-server-wizard.bat**

Create the following configuration:

- Create a User Engagement schema in the User Engagement schema page.

The screenshot shows a window titled "Business Service Management: Setup and Database Configuration Utility". The main content area is titled "User Engagement Schema - User Engagement Settings - Microsoft SQL Settings". Below the title, it says "Enter the connection properties for the Microsoft SQL Server database:". There are three input fields: "Host name:" with the value "bsm.example.com", "Port:" with the value "1433", and "Database name:" with the value "bsm_user_engagement". Below these fields, it says "Connect to the Microsoft SQL Server application using:" and there are two radio buttons: "Windows authentication" (unselected) and "SQL Server authentication" (selected). Below the radio buttons, there are two input fields: "User name:" with the value "sa" and "Password:" with the value "*****". At the bottom right of the window, there are three buttons: "<< Back", "Next >>", and "Cancel". On the left side of the window, there is a navigation pane with a list of items: Introduction, Management Schema, RTSM Schema, RTSM History Schema, BPI Schema, Event Schema, User Engagement Sch..., License, Server Deployment, Login Settings, Response File, IIS Configuration, and Summary. The "User Engagement Sch..." item is currently selected.

- In the server deployment page, select the User Engagement component.



5. Start the BSM servers as follows:

Select **Start > Programs > HP Business Service Management > Administration > Enable Business Service Management**

When enabling a distributed environment, first enable the Data Processing Server and then enable the Gateway Server.

6. Repeat for all other BSM servers.

Installing User Engagement on Linux BSM Servers

Note: To be able to install User Engagement, you must first stop the BSM servers. BSM applications will not be available during this time.

To install the User Engagement on a Linux BSM server, follow these steps:

1. Stop all BSM servers using the following command:

```
/opt/HP/BSM/scripts/run_hpbsm stop
```

Tip: To make sure that BSM has stopped, check the status of the processes and services using the command:

```
opt/HP/BSM/tools/bsmstatus/bsmstatus.sh
```

2. Log on as user **root** to the computer on which you want to install User Engagement. Open a desktop session or export the display.
3. Insert the installation DVD into the computer, and then mount it.
4. Open a shell prompt and change to the following directory:

```
<DVD mount point>/UserEngagement/Linux/
```

5. To start the installation, type the following command:

```
./HPOprUserEngmt_setup.bin
```

The last pane of the installation wizard displays a link to the installation log file as well as any errors or warnings. If the installation completes successfully, a corresponding message appears.

6. Run the **Setup and Database Configuration** utility:

```
./opt/HP/BSM/scripts/topaz_env.sh
```

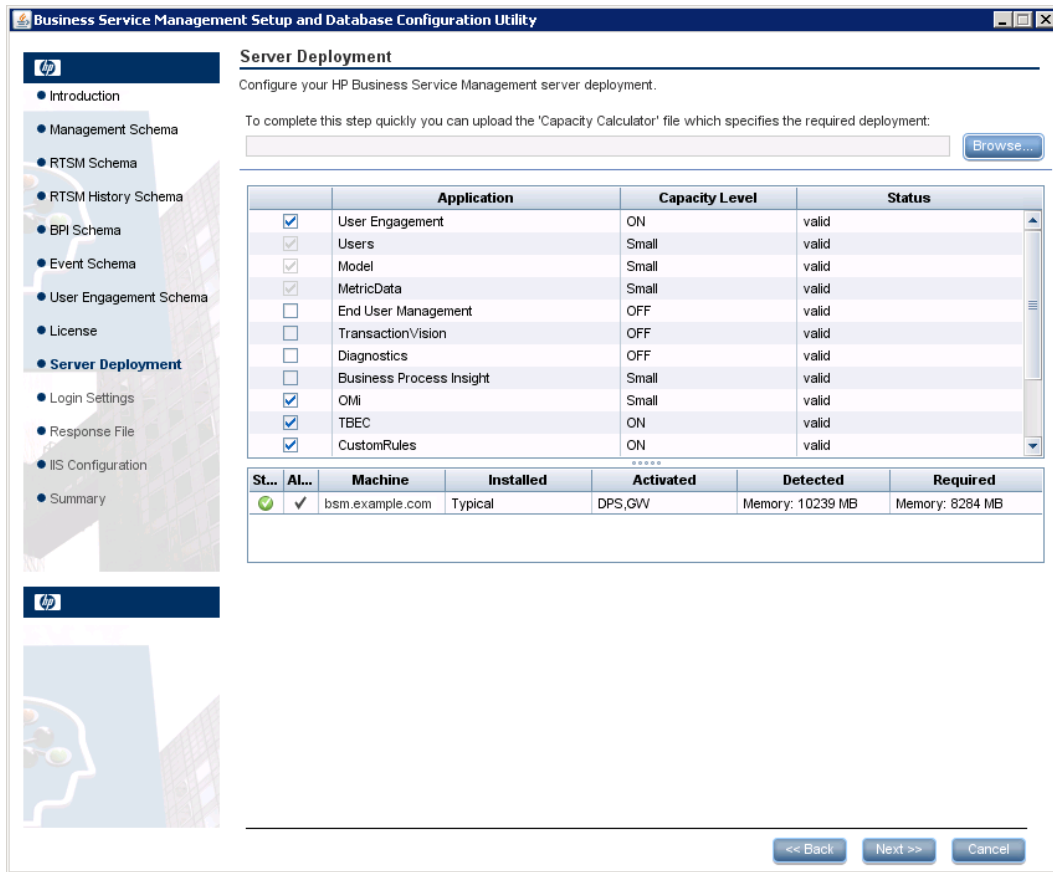
```
/opt/HP/BSM/bin/config-server-wizard.sh
```

Create the following configuration:

- Create a User Engagement schema in the User Engagement schema page.

The screenshot shows a window titled "Business Service Management Setup and Database Configuration Utility". The main content area is titled "User Engagement Schema - User Engagement Settings - Microsoft SQL Settings". Below the title, it says "Enter the connection properties for the Microsoft SQL Server database:". There are three input fields: "Host name:" with the value "bsm.example.com", "Port:" with the value "1433", and "Database name:" with the value "bsm_user_engagement". Below these fields, it says "Connect to the Microsoft SQL Server application using:". There are two radio buttons: "Windows authentication" (unselected) and "SQL Server authentication" (selected). Below the radio buttons, there are two input fields: "User name:" with the value "sa" and "Password:" with the value "*****". At the bottom right of the window, there are three buttons: "<< Back", "Next >>", and "Cancel". On the left side of the window, there is a vertical navigation pane with a list of items: Introduction, Management Schema, RTSM Schema, RTSM History Schema, BPI Schema, Event Schema, User Engagement Sch..., License, Server Deployment, Login Settings, Response File, IIS Configuration, and Summary. The "User Engagement Sch..." item is currently selected.

- In the server deployment page, select the User Engagement component.



7. Start the BSM servers using the following command:

```
/opt/HP/BSM/scripts/run_hpbsm start
```

When enabling a distributed environment, first enable the Data Processing Server and then enable the Gateway Server.

8. Repeat for all other BSM servers.

Installing User Engagement Silently

To install User Engagement silently, follow these steps:

1. Run the User Engagement installation wizard silently by running the installation file from the command line with the **-i silent** parameter.

For more information about silent installation, see the silent installation instructions in the BSM Installation Guide.

2. Edit the response file that was used to install BSM silently and make the following changes:
 - a. Add the following lines just after the **opr** database settings. The **exc** database settings define the database used for User Engagement.

```
<!--Specify the details of your opr database by filling the value
attributes-->
  <database name="exc">
    <!--Enter 'create' to create a new database or 'connect' to
      connect to an existing database-->
    <property key="operation" value="create"/>
    <property key="dbName" value=" "/>
    <property key="hostName" value=" "/>
    <property isEncrypted="true" key="password" value=" "/>
    <property key="server" value=" "/>
    <!--'sid' property is relevant only if you are
      using an Oracle database-->
    <property key="sid" value=" "/>
    <property key="UserName" value=" "/>
    <property key="port" value=" "/>
    <!--Please enter your User Engagement Database Server Type
      in value attribute-->
    <property key="dbType" value=""/>
    <!--The following four items are only relevant if you
      are using an Oracle database-->
    <property key="adminUserName" value=" "/>
    <property isEncrypted="true" key="adminPassword" value=" "/>
    <property key="defaultTablespace" value=" "/>
    <property key="temporaryTablespace" value=" "/>
  </database>
```

Specify appropriate values to create a User Engagement database schema.

- b. Add User Engagement to the deployment section to enable the User Engagement component, for example:

```
<deployment>
  <!--Configure your HP Business Service Management server
  deployment-->
  <property key="OMiCore" value="ON"/>
  <property key="Users" value="Small"/>
  <property key="MetricData" value="Small"/>
  <property key="UserEngagement" value="ON"/>
  <property key="Model" value="Small"/>
  <property key="CustomRules" value="ON"/>
  <property key="Core" value="Small"/>
  <property key="TBEC" value="ON"/>
  <property key="OMI" value="Small"/>
</deployment>
```

3. Edit the file <BSM Installation Directory>/conf/configserver/silent/silentUserFile.xsd.

Add User Engagement to the database definition section just after the **opr** database definition:

```
<xs:element name="database">
  ...
  <xs:enumeration value="opr"/>
  <xs:enumeration value="exc"/>
  ...
</xs:element>
```

4. Run the BSM Setup and Database Configuration Utility silently as described in the silent installation instructions in the BSM Installation Guide.

Verifying the User Engagement Installation

To verify whether the User Engagement installation is successful, you can check the User Engagement log files at the following locations. The log files are available in both .txt and .html formats.

```
/<temporary_folder>/HPOvInstaller/HPOprUserEngmt_<version>/*
```

For example:

Windows: %TEMP%\HPOvInstaller\HPOprUserEngmt_<version>\HPOprUserEngmt_<version>_<date>_HPOvInstallerLog.*

Linux: /tmp/HPOvInstaller/HPOprUserEngmt_<version>/HPOprUserEngmt_<version>_<date>_HPOvInstallerLog.*

Licensing

User Engagement is licensed with the HP Operations Manager i Event Management Foundation License.

Chapter 4

Getting Started with User Engagement

This section describes the steps you must complete in BSM to get started with User Engagement:

- ["Create the User Engagement My Dashboard Page" below](#)
- ["Add the User Engagement Dashboard Page to Your Workspace" on next page](#)
- ["Change User Engagement Default Settings" on next page](#)

For more information about User Engagement, see the User Engagement for HP Operations Manager i User Guide or the User Engagement section in the BSM online help (**Help > Application Administration > Operations Management > Additional Configuration > User Engagement**).

Create the User Engagement My Dashboard Page

Before your Operations Management users can start using User Engagement, you must create the User Engagement Dashboard page and allow your users add this page to their workspace (Applications > Operations Management).

This task shows you how to create the User Engagement Dashboard page.

To create a User Engagement Dashboard page:

1. Select **New Page** to create the User Engagement Dashboard page using the MyBSM controls from one of the following locations:
 - **MyBSM** in the Business Service Management menu bar
 - **Applications > Operations Management**
2. Select **Add Component** to open the Component Gallery and select the category **OM**.
3. Select the **User Engagement Dashboard** component and drag it to your page.
4. Click **Close** to close the Component Gallery.
5. Save your page to the Page Gallery.

Tip: Use a name for the new page that helps users to identify the page, for example, User Engagement Dashboard.

Add a helpful description. For example, User Engagement application dashboard containing the Timeline and the Achievement pages.

Save your page to the category **Operations Management** so that all OM-related pages can be easily identified.

6. Grant users appropriate permissions to add the **User Engagement Dashboard** page to their workspace in **Admin > Platform > Users and Permissions**.

Add the User Engagement Dashboard Page to Your Workspace

Before you can start using User Engagement, you must add the User Engagement Dashboard page to your workspace (Applications > Operations Management).

This task shows you how to add the User Engagement Dashboard page to your workspace.

Note: To add user-defined MyBSM pages, an administrator must grant you appropriate permissions in **Admin > Platform > Users and Permissions**.

To add the User Engagement Dashboard page to your workspace:

1. Open the Operations Management application: **Applications > Operations Management**.
2. Open the **Select Page** menu and select the User Engagement Dashboard page (in our example, User Engagement Dashboard).

The User Engagement Dashboard page is added as a new tab to your workspace.

Change User Engagement Default Settings

After the installation, User Engagement is by default in the following state:

User Engagement Is Enabled

User Engagement is by default enabled. You can globally disable User Engagement:

1. Log in as the BSM administrator **admin** and navigate to **Admin > Operations Management > Setup > User Engagement > Configuration**.
2. Clear **Enable Achievements** in the Configuration page, and click **OK**.

Achievements Are Disabled

All achievements are by default disabled and therefore not visible to any users. To enable an achievement, do the following:

1. Log in as user with administrator privileges in User Engagement and navigate to **Admin > Operations Management > Operations Console > Achievements**.
2. In the Achievements page, locate the achievement that you want to enable and click **Enable Achievement**.

An enabled achievement is visible to all participating users.

Users

- All Operations Management users by default participate in User Engagement. Each user is able to actively choose whether to participate or not and override this default:
 - a. As Operations Management user, navigate to your User Engagement dashboard page:
Applications > Operations Management
 - b. If the User Engagement dashboard page is not visible yet, click **Select Page** and select the appropriate page in the drop-down list.
 - c. In the User Engagement dashboard page, open the User Engagement Configuration page, clear **Participate**, and click **OK**.
- BSM administrator users by default do not have administrator privileges in User Engagement. To grant these users administrator privileges in User Engagement, complete the following steps:
 - a. Log in as the BSM administrator **admin** and navigate to **Admin > Operations Management > Setup > User Engagement > Users**.
 - b. Click **Edit User** for the user to which you want to grant User Engagement administrator privileges.
 - c. Under **Roles**, select **Administrator**, and click **OK**.
- *Optional:* Change the default password of the User Engagement default administrator **admin**:
 - a. Log in as user with administrator privileges in User Engagement and navigate to **Admin > Operations Management > Setup > User Engagement > Users**.
 - b. Click **Edit User** for the **admin** user, type the new password and confirm it by typing it again.
 - c. Click **OK** to save the new password.

Appendix A

Uninstalling User Engagement from BSM Servers

Use the procedures below to uninstall User Engagement from a Windows or a Linux BSM server. If you have a distributed BSM installation, you must execute the uninstallation steps on all BSM Data Processing Servers and Gateway Servers.

Uninstalling User Engagement from Windows BSM Servers

To uninstall User Engagement from a Windows BSM server, follow these steps:

1. On the computer from which you are uninstalling User Engagement, stop the BSM services.

Click **Start > All Programs > HP Business Service Management > Administration > Disable Business Service Management**.
2. When the BSM services are stopped, click **Start > Control Panel > Programs > Programs and Features**, and then right-click **HP Operations Manager i User Engagement**.
3. Start the uninstallation wizard. Click **Uninstall/Change** and follow the wizard instructions when prompted.
4. Repeat for all other BSM servers.

Uninstalling User Engagement from Linux BSM Servers

To uninstall the User Engagement from a Linux BSM server, follow these steps:

1. Log on as user **root** to the computer from which you want to uninstall User Engagement. Open a desktop session or export the display.
2. Stop the BSM services, type:

/opt/HP/BSM/scripts/run_hpbsm stop
3. Type the following command to uninstall User Engagement:

/opt/HP/BSM/Uninstall/HPOprUserEngmt/setup.bin

Respond to the prompts as required.

4. Repeat for all other BSM servers.