Technical white paper

Integration with HP Operations Manager i

HP Operations Analytics 2.0

Table of Contents

Purpose

This paper describes how HP Operations Analytics can be integrated with HP Operations Manager i.

Benefits of HP Operations Analytics

Operations Analytics is a unique platform for both simple and complex IT operational problem-solving. Use Operations Analytics to access, combine, and compare the metric, topology, event, and log file data that your Operations Analytics administrator configures to be collected from diverse sources in your IT environment.

Because this data is collected from multiple domains, Operations Analytics enables you to identify answers to problems that are not easily solved using other methods.

Operations Analytics processes this data according to your search query. These results assist you with the following kinds of tasks:

- Identifying and analyzing the pattern of problems in your IT environment.
- Identifying the cause of resource or application usage problems.
- Troubleshooting server and network performance problems.
- Identifying configuration or inventory changes

HP Operations Manager i

HP Operations Management (OMi) enables you to monitor and manage the events that occur in your IT environment, and helps you restore disrupted services and minimize service disruptions.
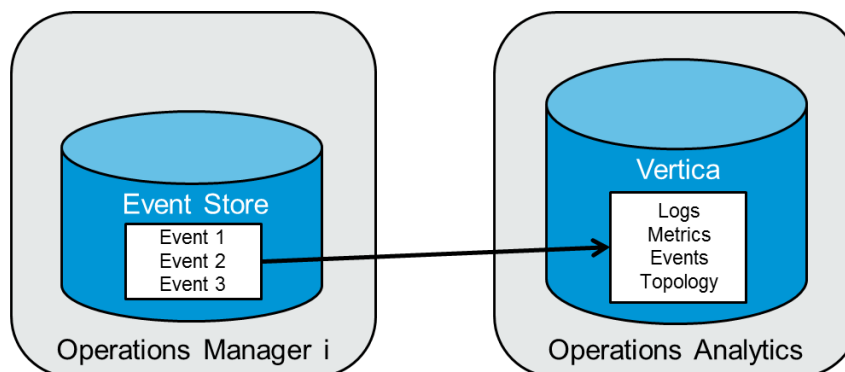
The Service and Operations Bridge directs reported IT-environment events to the central event console, the Event Browser. There they are automatically correlated, relating the events to the IT services that depend on the IT infrastructure, linking infrastructure management with application and business service management.

Key benefits are:

- Identify root causes quickly in today's dynamic environments
- View business services and the underlying IT infrastructure upon which they rely
- Bring events, metrics, and topology in from disparate element managers, such as Nagios and Microsoft SCOM
- Automated, topology-based monitoring configuration of agentless and agent-based monitoring
- Self-Service Setup - Thresholds, intervals, and other configuration parameters can be changed by non-operations staff

Goal

When you follow the instructions provided in this paper, you will be able to analyze OMi events in Operations Analytics:
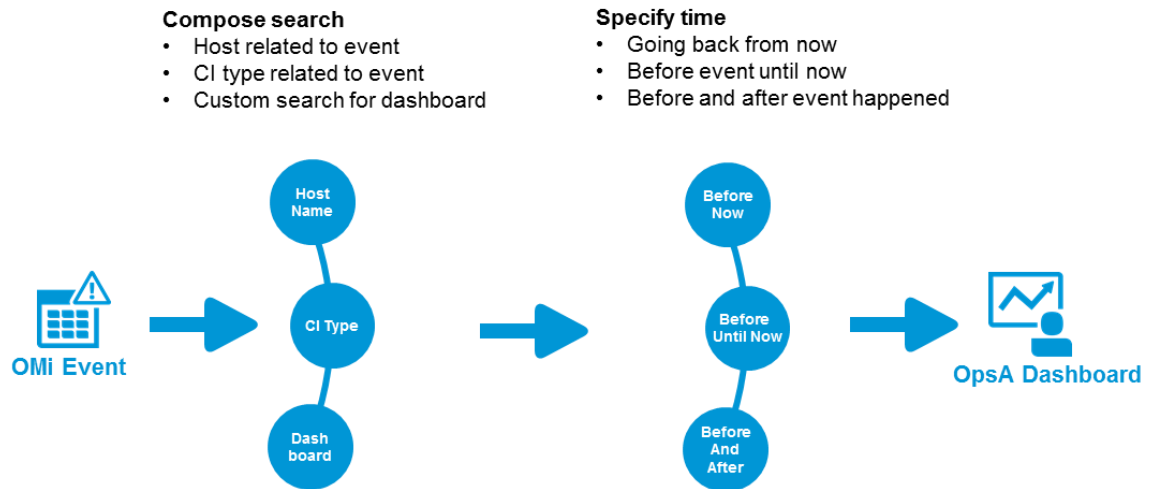
Prerequisites

Before you can perform the procedures in this paper, your environment must meet the following minimum requirements:

- It must contain a server running Operations Analytics 2.0.
  - Data collectors must be configured.
- It must contain a server running Operations Manager i 9.1 or above.
- It must have Single Sign-On configured with a matching key in both products.

Cross-Launch Flow

Information from the selected event in OMi can be used to display an analytics dashboard of Operations Analytics. Cross-Launch parameters permit specifying which time windows should be analyzed.

Compose search
- Host related to event
- CI type related to event
- Custom search for dashboard

Specify time
- Going back from now
- Before event until now
- Before and after event happened

OMi Event → Host Name / CI Type / Dash board → Before Now / Before Until Now / Before And After → OpsA Dashboard

The following three sections show typical cross-launch use cases.
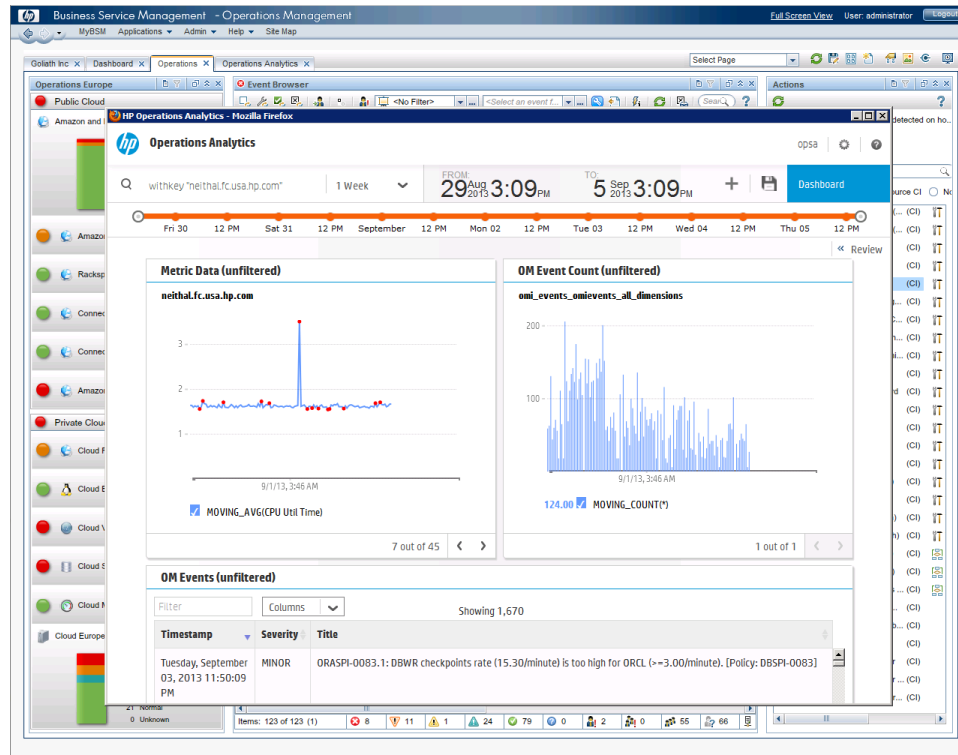
Note: For additional information, see Appendix A: How to setup cross-launch tools in OMi

Use Case 1:
Analyze what happened on the host that is related to the event

The DNS name of the host that is related to the OMi event can be used to search for metrics, log files, events, and topology in Operations Analytics.

OMi URL Launch Tool
Select an event; then start the tool. The Operation Analytics search result will be displayed in a popup window.
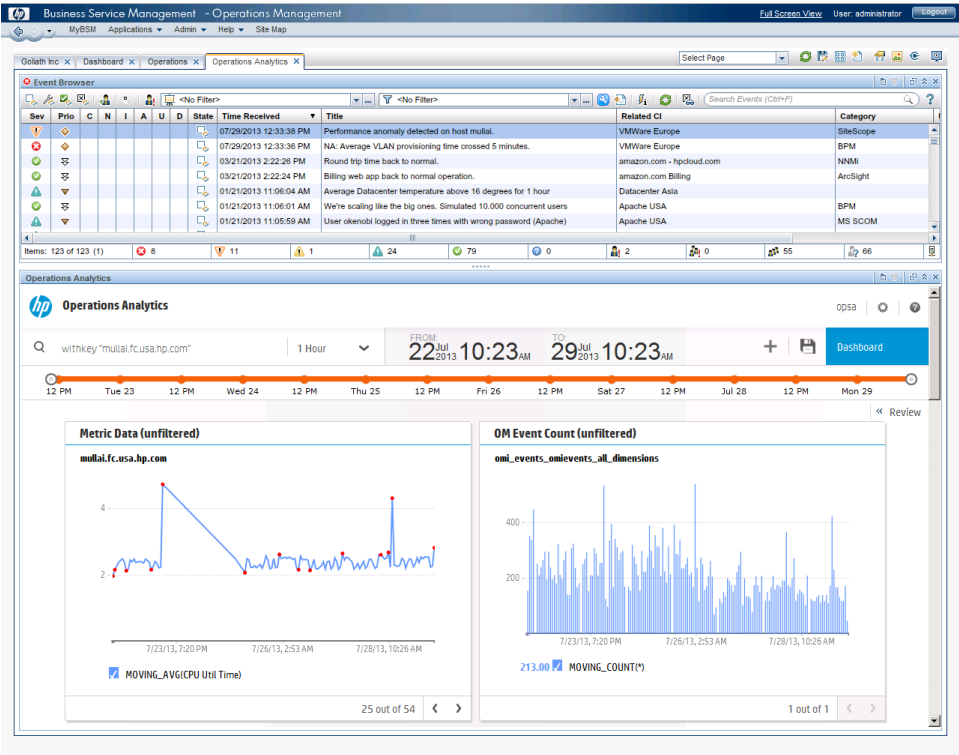

Example URL launches

Tool Name	Tool URL
Host – Last hour	`http://<opsa_server>:8080/opsa/#/dashboard&search=`**`with key "${event.node.dnsName}"`**`&start=`**`1h`**
Host – Last 12 hours	`http://<opsa_server>:8080/opsa/#/dashboard&search=`**`with key "${event.node.dnsName}"`**`&start=`**`12h`**
Host – 8 hours before and after	`http://<opsa_server>:8080/opsa/#/dashboard&search=`**`with key "${event.node.dnsName}"`**`&start=`**`${event.timeCreated.seconds}`**`&end=`**`~8h~`**
Host – 2 days before until now	`http://<opsa_server>:8080/opsa/#/dashboard&search=`**`with key "${event.node.dnsName}"`**`&start=`**`${event.timeCreated.seconds}`**`&end=`**`~2d`**

Note: For additional information, see Appendix A: How to setup cross-launch tools in OMi

4

OMi MyBSM page
Select an event. The Operations Analytics mashup component will automatically display the Operations Analytics search result.

MyBSM component examples

Component	URL	URL Parameter (Fragment)
Last day	`http://<opsa_server>:8080/opsa/`	`/dashboard/&search=`**`withkey%20%`** **`22<< event.node.dnsName`** **`>>%22`**`&start=`**`1d`**
Last week	`http://<opsa_server>:8080/opsa/`	`/dashboard/&search=`**`withkey%20%`** **`22<< event.node.dnsName`** **`>>%22`**`&start=`**`1w`**

Note: For additional information, see

Appendix B: How to setup a MyBSM page in OMi

Use Case 2:
Search for information related to the CI type of the event

Events in OMi are related to Configuration Items. Each Configuration Item (CI) has a type. If a tool has been set up for a CI type then it is only visible for events that are related to this type or any sub-type.

This functionality can be used to search Operations Analytics for tags that are related to the CI type of the selected event.

Example URL launches

Tool Name	Tool URL
All Oracle – Last hour	`http://<opsa_server>:8080/opsa/#/dashboard&search=`**`oracle`**`&start=`**`1h`**
Host Oracle – Last 12 hours	`http://<opsa_server>:8080/opsa/#/dashboard&search=`**`oracle withkey "${event.node.dnsName}"`**`&start=`**`12h`**

Note: Create these tools for the CI type Oracle in the OMi tool manager

Use Case 3:
Show a custom dashboard

You can specify any Operations Analytics search string in OMi tools. That way a set of default dashboards or tag searches can be made available to the OMi operators.

Example URL launches

Tool Name	Tool URL
Performance Overview – last 1h	`http://<opsa_server>:8080/opsa/#/dashboard&search=`**`OAEnvironmentOverview`**`&start=`**`1h`**
RTSM Overview - last week	`http://<opsa_server>:8080/opsa/#/dashboard&search=`**`RTSMOverview`**`&start=`**`1w`**
Disk – 1 day before and after event	`http://<opsa_server>:8080/opsa/#/dashboard&search=`**`disk`**`&start=`**`${event.timeCreated.seconds}`**`&end=`**`~1d~`**
Memory - 2 days before event until now	`http://<opsa_server>:8080/opsa/#/dashboard&search=`**`memory`**`&start=`**`${event.timeCreated.seconds}`**`&end=`**`~2d`**

Note: Create the tools for the CI type Configuration Item if you want to make them always visible.

FAQs

What if a log on page appears when the tool is started?

Single Sign-on is not set up properly. See the Single Sign-on configuration instructions in the *Operations Analytics Installation and Configuration Guide*.
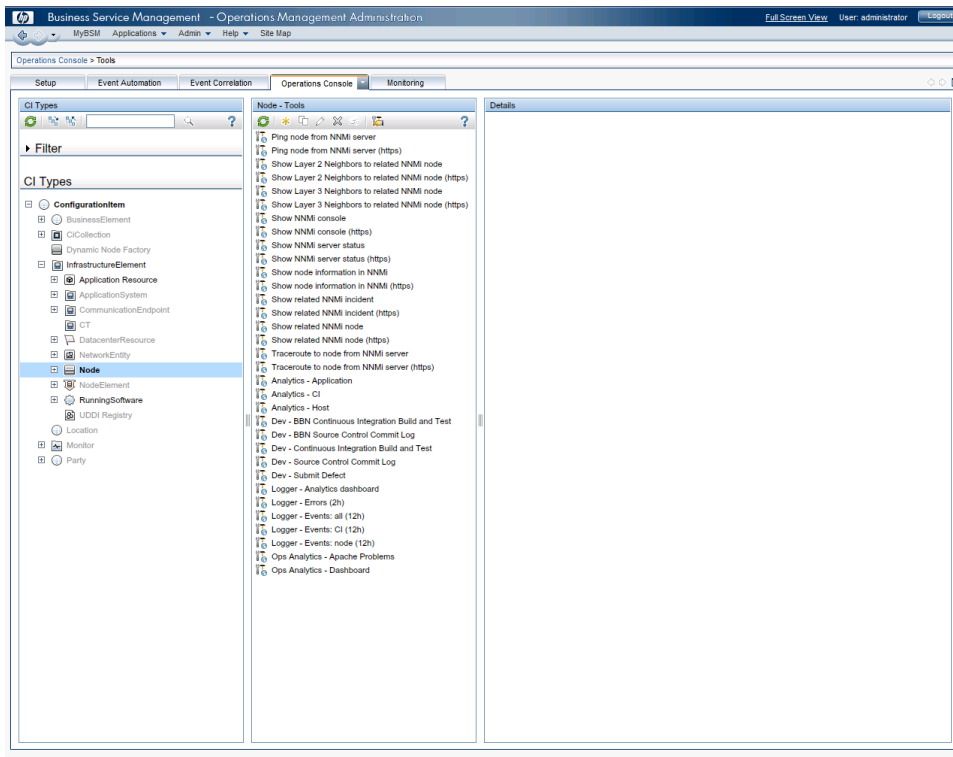
Make sure that the `initString` matches the `initString` configured in OMi: **Admin > Platform > Users and Permissions > Authentication Management**
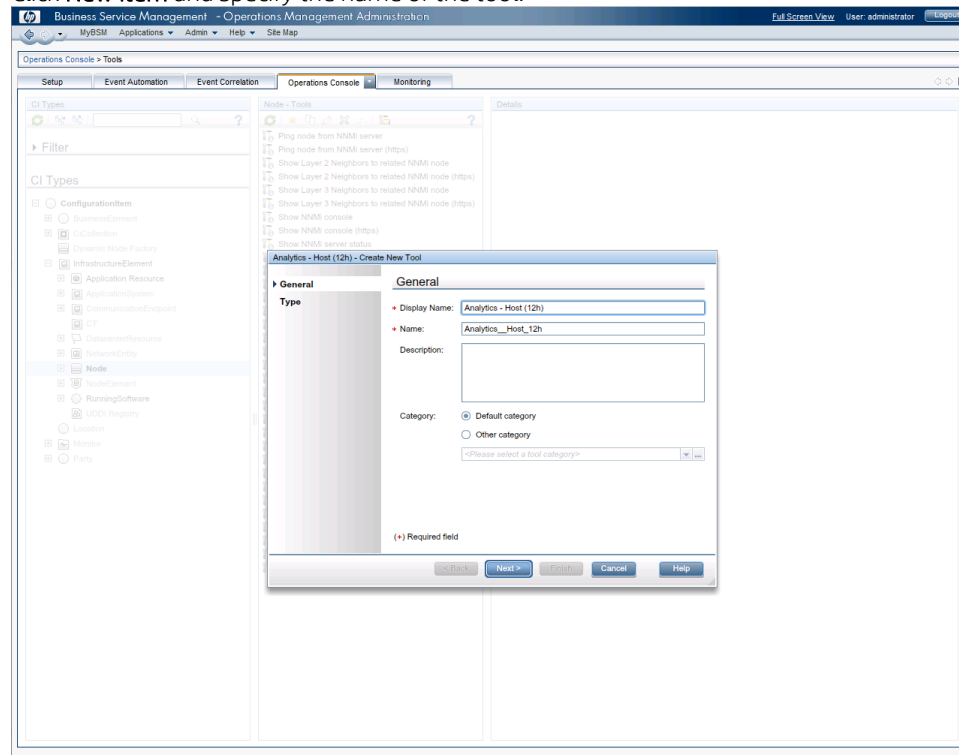
Appendix A: How to setup cross-launch tools in OMi

You can set up tools that open a new browser window and navigate to a URL in OMi's **Administration** area.
Select **Admin** > **Operations Management** > **Tools**, or click the **Tools** link on the Site Map's Administration page:

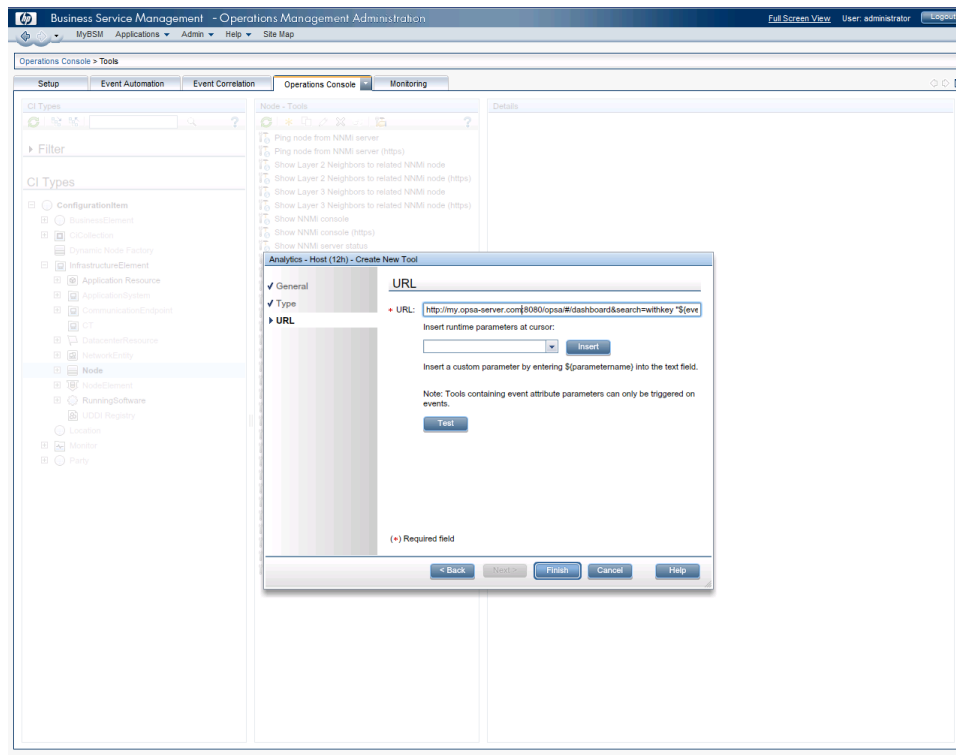After the Tool manager loads, select the CI type for which you want to create the tool:

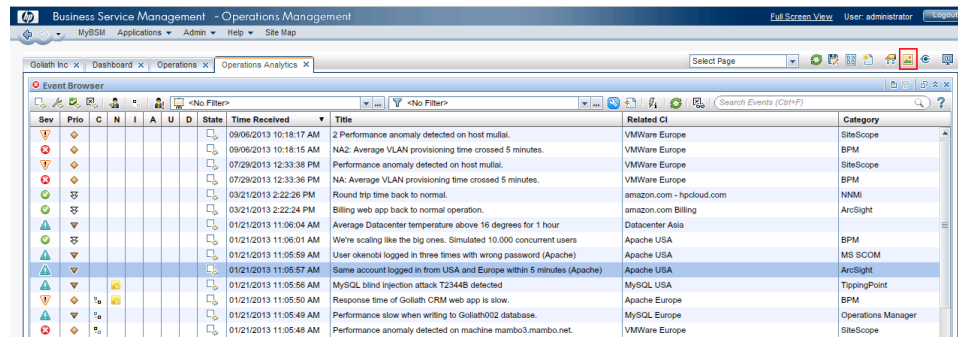Click **New Item** and specify the name of the tool:

Select the URL Type:

Specify the **Tool URL** as described in the previous Use Cases. Replace <*opsa_server*> with the name of your Operations Analytics server:
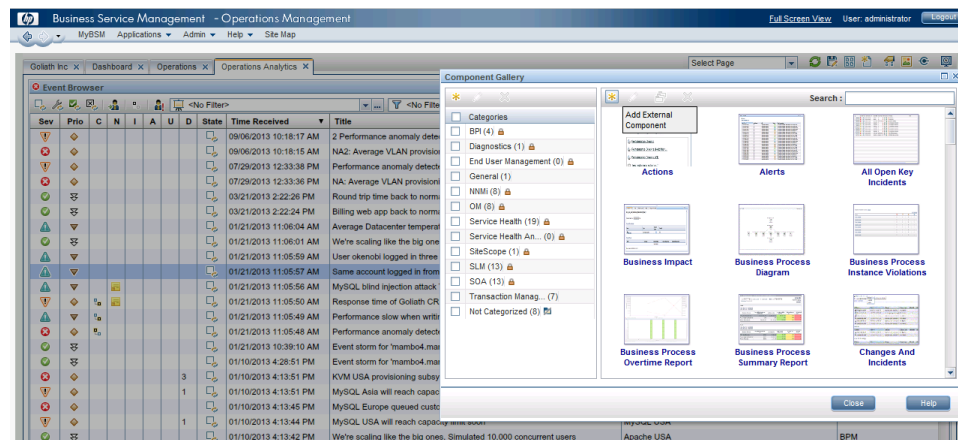
Appendix B: How to setup a MyBSM page in OMi

The following steps outline how to create a MyBSM component.
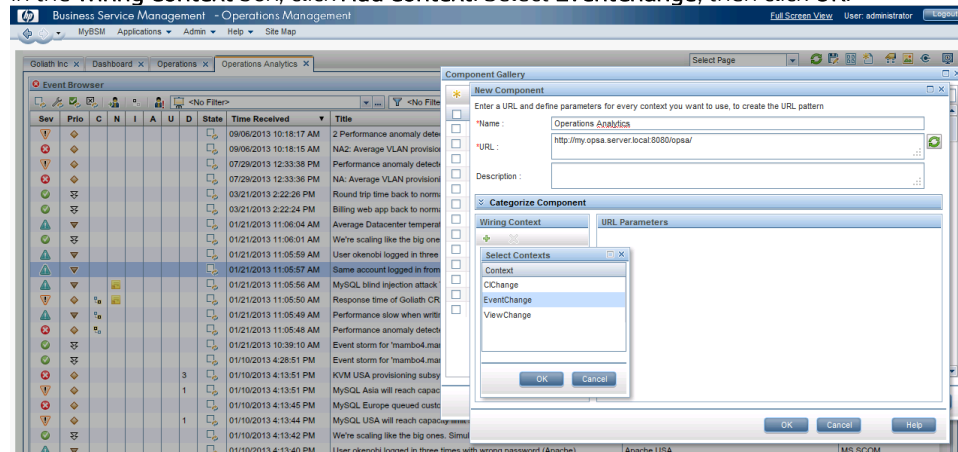
Click **Components**:

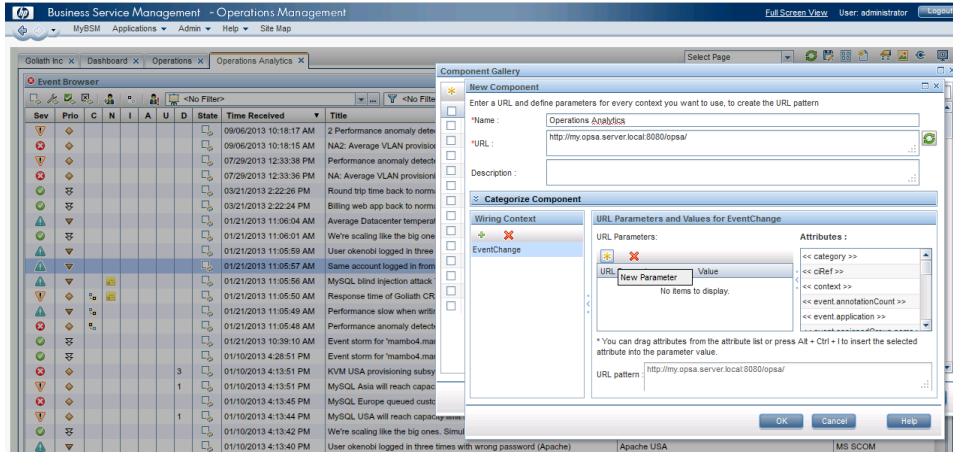Click **Add External Components**:

Specify the Name of your component and the base URL. For example, if your Operations Analytics server is called `my.opsa.server.local` then the URL is `http://my.opsa.server.local:8080/opsa/`
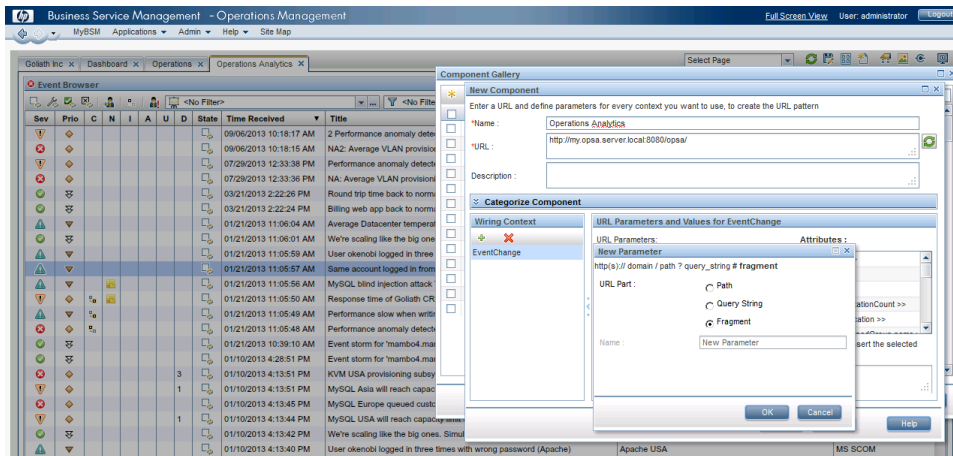
In the **Wiring Context** box, click **Add Context**. Select **EventChange**; then click **OK**:
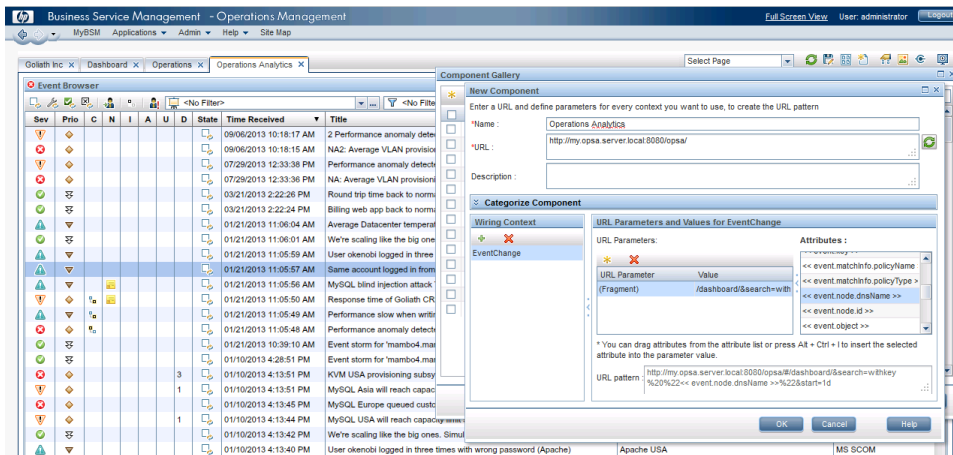
Click **New Parameter**:

Select the **Fragment URL Part**; then click **OK**:

Specify the value for the URL Parameter as described in previous Use Cases. Replace *<opsa_server>* with the name of your Operations Analytics server:

After you have saved your component you can add it to any page that contains an event browser.

Appendix C: Cross-Launch parameters reference

Supported time Parameters

Time	Symbol	Examples
hours	h	1h, 2h, 3h, …
days	d	1d, 2d, 3d, …
weeks	w	1w, 2w, 3w, …
months	m	1m, 2m, 3m, …

Using start and end to specify the time window

To learn more about HP Operations Analytics visit the following:

http://www.hp.com/go/opsanalytics

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