

HP Business Service Management

For the Windows and Linux operating systems

Software Version: 9.23

HP NNMi - HP BSM Topology Integration Best Practices

Document Release Date: December 2013

Software Release Date: December 2013



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Acknowledgements

This product includes software developed by the Apache Software Foundation (www.apache.org).

This product includes software developed by the JDOM Project (www.jdom.org).

This product includes software developed by the MX4J project (mx4j.sourceforge.net).

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Chapter 1: Executive Summary

The purpose of this document is to provide details about topology integration between NNMi and BSM, beyond what is documented in the product manuals. This document focuses on BSM 9.10 and higher, and NNMi 9.10.

There are two ways to populate BSM with Layer 2 network topology from NNMi: the historical UCMDB Probe-based "pull" integration method, and the newer NNMi - BSM topology "push" integration method. This best practices document compares these two methods, and then focuses on the NNMi - BSM topology integration method, while addressing the following:

- How to configure the integration.
- The topology that NNMi creates in BSM.
- Configuring views to consume the network topology within BSM.
- How the CIs in BSM are maintained when NNMi objects are added, updated and removed.

Chapter 2: NNMi Integration to BSM: Which Method to Use?

NNMi is the authoritative source for Layer 2 network topology. There are two methods for integrating NNMi topology into BSM/UCMDB:

- NNMi – BSM topology integration ("push" to BSM).
- NNMi – UCMDB integration ("pull" from NNMi).

This document focuses on the NNMi - BSM topology "push" integration method. Each method has advantages and disadvantages, as described in ["Appendix A: Comparing Methods of Integrating NNMi with BSM/UMCDB" on page 19](#).

Note that if your environment does not have other data collectors to refine the NNMi data, all CIs will be of type Node. In this case the Data Flow Probe "pull" integration method is more useful for BSM, where functionality is based on more specific "strong type" CITs - sub-types of the Node CIT.

- The NNMi - BSM topology "push" integration method is documented in the NNMi Deployment Reference.
- The Probe-based "pull" integration method is documented in the HP Universal CMDB Discovery and Integration Content Guide.

Chapter 3: Configuring the NNMi - BSM Topology Integration

This section summarises how to configure the NNMi – BSM topology integration and expands on some key points. Refer to the NNMi 9.10 Deployment Reference for details.

In the NNMi console, open the HP NNMi – HP BSM Topology Integration Configuration form (**Integration Module Configuration > HP BSM Topology**). Select the **Enable Integration** check box and complete the form.

When connecting NNMi to a multi-server BSM deployment, the **BSM Host** field needs to point to the BSM Gateway server.

Please note that although the fields in the form are labelled **BSM User** and **BSM Password**, these fields are actually the **RTSM User** and **RTSM Password**. RTSM users are different from BSM users; the RTSM user and password are used for RTSM integrations. By default, installing BSM 9.1x creates an RTSM user called admin, with the password set to admin.

To perform the NNMi – BSM topology integration, create and use a new RTSM user for better accountability and auditing. For details, see ["Appendix B: Creating a New RTSM User" on page 21](#).

The CIs that are created or updated by this integration set the attributes `Created By` and `Updated By`. By using a different user for the integration, these attributes will be set to `UCMDB: User:<integration_user>` instead of the more generic `UCMDB: User:admin`, making it easier to discern the source responsible for the CI.

The NNMi 9.10 Deployment Reference suggests setting the Interface CI display label to prefer `interface_name` over `mac_address`. This results in a more user friendly display. To make this change, open the CI Type Manager in RTSM Administration, and select the Interface CI Type. Select the Default Label tab and set the format to:

```
interface_name | mac_address
```

Note: Although the NNMi 9.10 Deployment Reference suggests changing the Node Name Resolution order to `First Choice = Full DNS Name` and `Second Choice = Short DNS Name`, this cannot be done in NNMi 9.10 (see QCCR1B90169). You can use the default Node Name Resolution order.

http://wynand.rose.hp.com/ - HP NNMi-HP BSM Topology Integration Configuration

HP NNMi-HP BSM Topology Integration Configuration

Enable Integration: Help

NNMi SSL Enabled:

NNMi Host:

NNMi User:

NNMi Password:

BSM SSL Enabled:

BSM Host:

BSM Port:

BSM User:

BSM Password:

Topology Filter Node Group:

Additional Connections Node Group:

Topology Synchronization Interval (hrs):

Submit Cancel

Chapter 4: BSM Topology Created by NNMi

The NNMi - BSM topology integration creates the following CIs:

- Node
- Interface
- IpAddress
- IpSubnet
- Layer2Connection
- HardwareBoard
- PhysicalPort

Devices such as switches, routers, and servers are all defined as Node CI Types. The device type is identified by the Node CI's **NodeRole** attribute. In NNMi 9.10, the **NodeRole array** attribute is set to one or more of these values: `hub`, `load_balancer`, `printer`, `router`, `server`, `lan_switch`, `voice_gateway` and/or `desktop`. This is because it is possible for a network device to change its role (such as from a switch to a switch-router), and this method provides simple tracking via the CI's **NodeRole** attribute.

A single node can have multiple node roles. NNMi decides, based on the node's Device Category and the node's capabilities as discovered by NNMi, which NodeRole(s) to set. The following table shows the mapping of NNMi Device Category to **NodeRole** attribute.

NNMi Device Category	NodeRole Attribute
Hub	hub
LoadBalancer	load_balancer
Printer	printer
Router	router
Server	server
Switch	lan_switch
Switch_Router	router, lan_switch
Voice Gateway	voice_gateway
Workstation	desktop

In addition to the Device Category mapping, if a node has IP forwarding capability (`com.hp.nnm.capability.node.ipforwarding`), the NodeRole `router` is applied. If a node has

switching capability (`com.hp.nnm.capability.node.lan_switching`), the `NodeRole lan_switch` is applied.

The NNMi - BSM topology integration creates the following relationships:

- Membership: `IpSubnet` -> `IpAddress`
- Membership: `Layer2Connection` -> `Interface`
- Composition: `Node` -> `Interface`
- Containment: `Node` -> `IpAddress`
- Composition: `Node` -> `HardwareBoard`
- Composition: `HardwareBoard` -> `HardwareBoard`
- Composition: `HardwareBoard` -> `PhysicalPort`
- Realization: `PhysicalPort` -> `Interface`

Refer to "[Appendix C: NNMi - CI Attribute Mapping](#)" on page 22 for the mapping of NNMi attributes to the equivalent CI attributes for each CI type.

Chapter 5: Network Topology Views

The network topology views in BSM 9.1x are designed to work with the historical NNMi – UCMDB integration method. This is because the TQLs includes a Net Device CI type or a Computer CI type, whereas the NNMi - BSM topology integration creates nodes as Node CIs only, setting the **NodeRole** attribute to identify the device types as servers, switches, and so forth.

Until the views are updated in the product, you can easily modify them to work with the NNMi populated network topology. The following sections describe how to modify views to suit modeling with RTSM, Service Health and Operations Management (OMi).

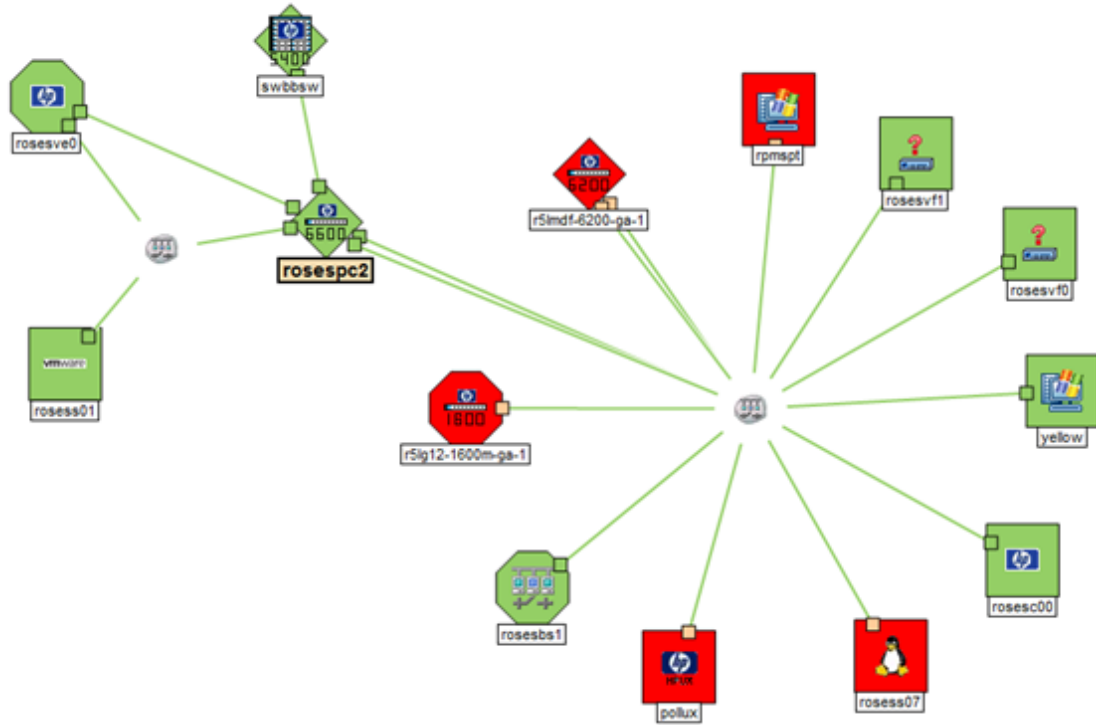
Layer 2 Topology View

The **Layer 2 by NNMi** view in BSM 9.1x can be easily modified to work with the topology created by the BSM – NNMi topology integration. One way to do this is as follows:

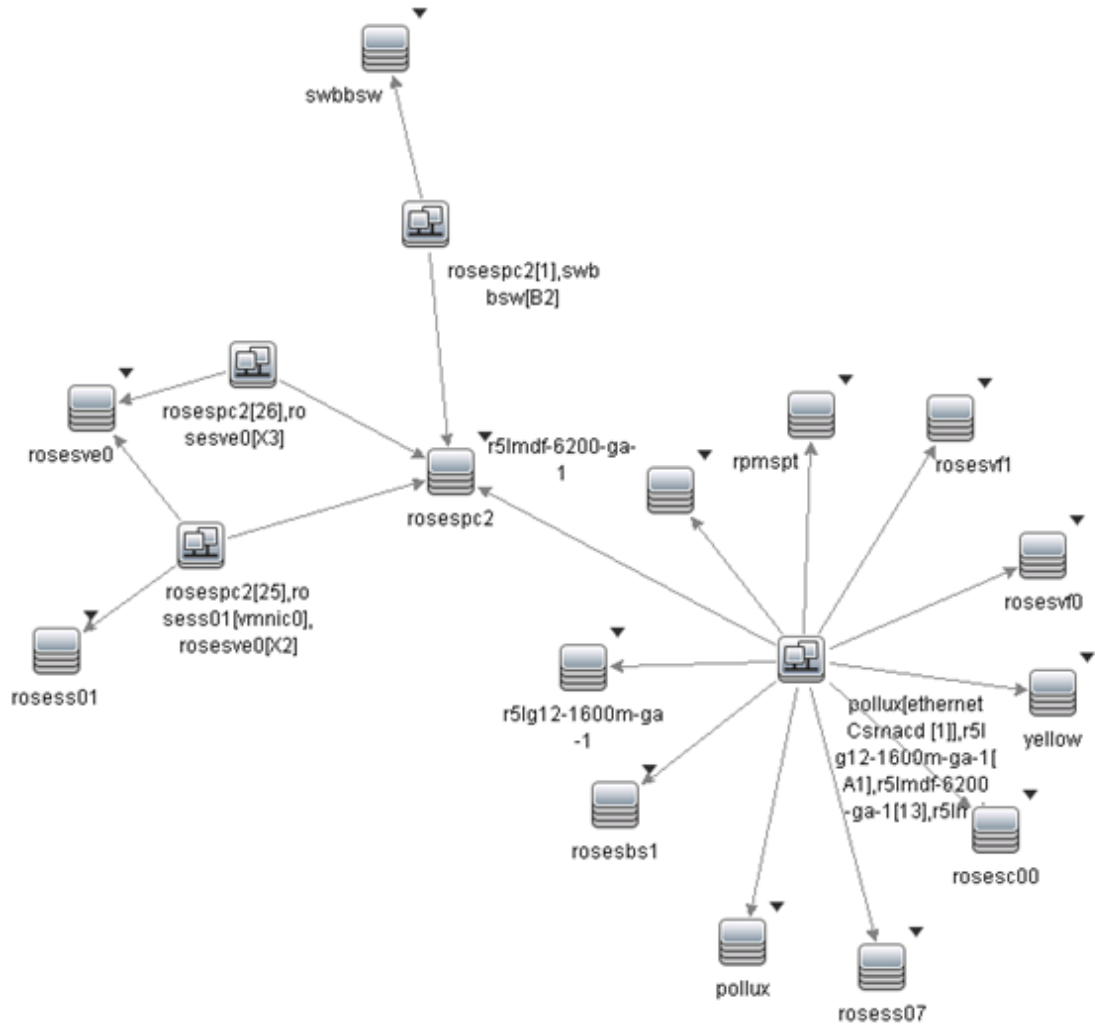
- Open the **Layer 2 by NNMi** view and save it as **Layer 2 by NNMi 9.10**.
- Modify the **Layer 2 by NNMi 9.10** view as follows:
 - Delete the Net Device CI Type, and in its place add another Node CI Type.
 - Add a Composition relationship between this new Node CI and its Interface CI.
 - Re-establish the folding rule (fold Interface under Node).
 - For the Node CI, specify that the **NodeRole** attribute must contain `lan_switch` or `router` to restrict the results to network devices.
 - (Optional) You can further restrict the results by specifying the Node CI name(s) to match in order to view the equivalent of a **Layer 2 Neighbor** view.

The following two screenshots show the results, comparing an NNMi 9.10 **Layer 2 Neighbor View** with the equivalent **Layer 2 by NNMi 9.10** view in BSM. The third screenshot shows the **Layer 2 by NNMi** view in UCMDB using the historical NNMi – UCMDB integration method, to show that the results are equivalent.

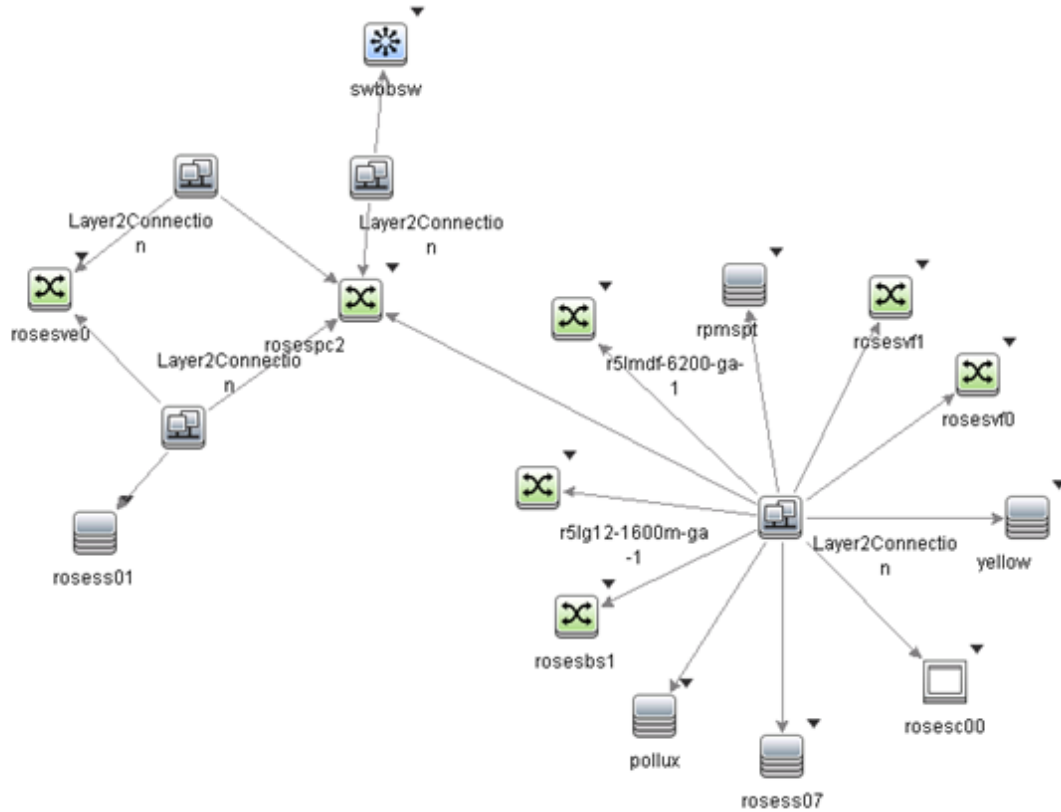
NNMi Layer 2 neighbor view:



BSM 9.1x Layer 2 by NNMi 9.10 view:



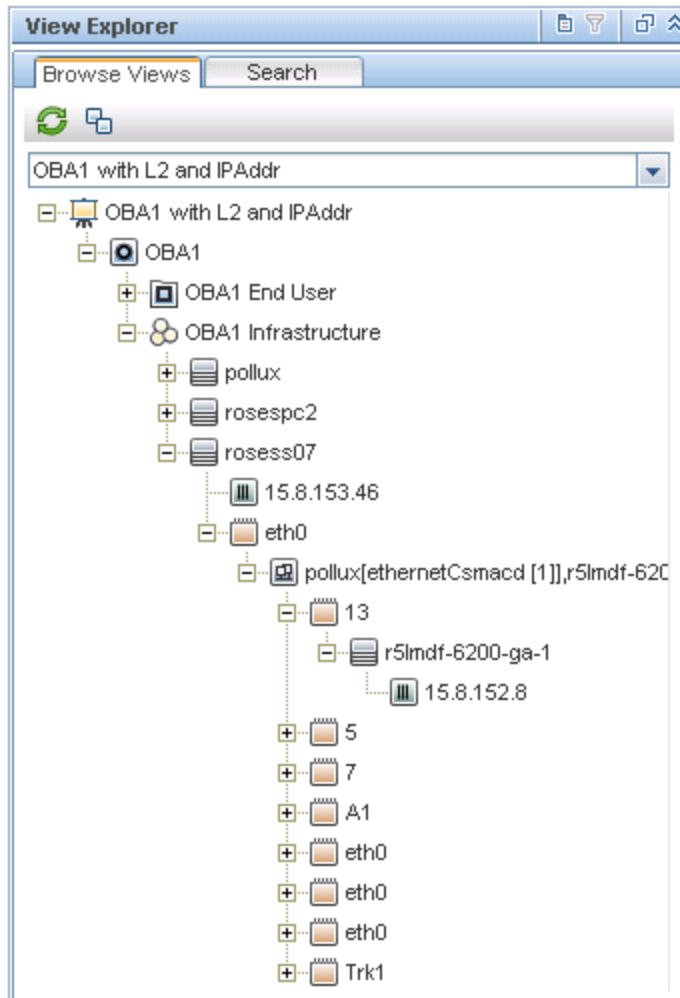
UCMDB 9.03 Layer 2 by NNMi view:



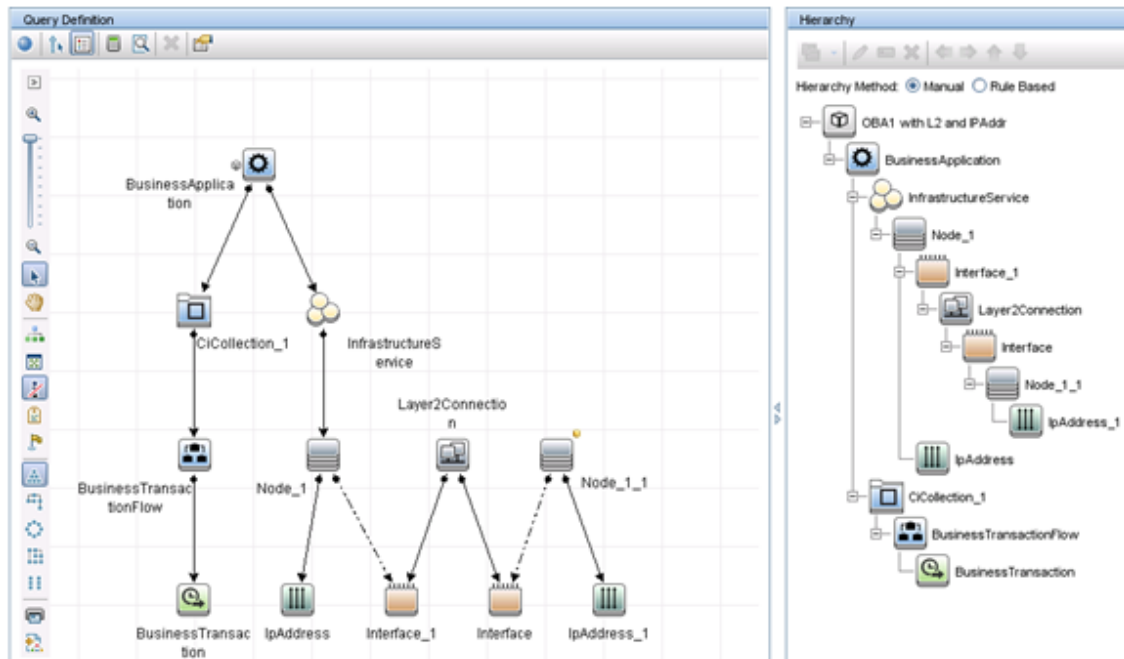
This type of view (**Layer 2 by NNMi 9.10**) is primarily useful as a basis for a TBEC rule, or to filter OMi events in View Selector. It is not optimal for use in Service Health; refer to the Service Health Views section for recommendations on creating views that include network devices. However, if you do want to display this view in Service Health, you need to modify the View Definition Properties and set the Bundles to `Service_Health`.

For a view that is used in the View Selector to filter OMi events, you might want to include all CIs that may have network events associated with them. NNMi events resolve to Node, Interface, Layer 2 Connection or IP Address CI Types; you therefore might add IP Address to the view. The following two screenshots show an example view containing the network elements associated with the "OBA1" business application.

Example of Layer 2 topology applied to a business application:



View definition:

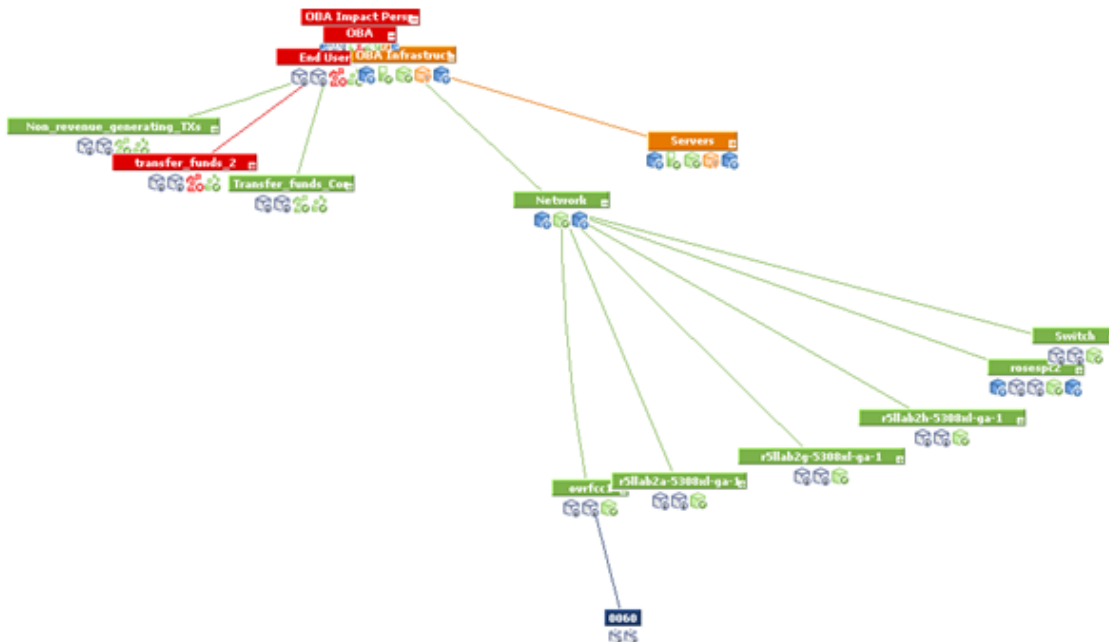


Service Health Views

It is difficult to display traditional network topology within Service Health. A relationship of **Node -> Interface -> Layer2Connection -> Interface -> Node** is meaningless, since (for example) there is no impact relationship (that is, KPI status propagation) between Layer2Connection and Interface.

If you need to include network devices in a Service Health view, it is therefore best to show them in a flat structure rather than to attempt to reproduce a traditional network topology. Since there is an impact relationship between Interface and Node, one approach is to create a view that contains Node -> Interface, possibly grouped together as "Network"; refer to the screenshot below.

Top view:



OMi Health Perspectives

In OMi Health Perspectives, the Health Top View displays a view based on the Related CI of the selected event. The default view is determined by View Mappings for the CIT.

The default View Mappings used in Health Perspectives do not work for the Node CIT and Interface CIT.

For the Node CIT, there is no default View Mapping. If you use OMi Health Perspectives, you may want to define such a view.

For the Interface CIT, the default View Mappings of **NetworkInterface_Infrastructure** and **Systems_Infrastructure** depend on a Computer CIT. Thus, for nodes that are populated from NNMi, these views will fail. You may want to modify the **NetworkInterface_Infrastructure** view to use Node CIT instead of Computer CIT.

Chapter 6: CI Lifecycle

When NNMi objects (Node, Interface, IP Address, IP Subnet, Layer 2 Connection, Card and Port) are added or changed, they are dynamically updated in BSM. In addition, the full topology is re-synchronised periodically, as specified in the user-defined **Topology Synchronization Interval (hrs)** setting in the **HP NNMi - HP BSM Topology Integration Configuration** screen. NNMi ensures that the data is processed in manageable chunks, to avoid a negative impact on the performance of NNMi or BSM.

Periodic topology synchronization has the effect of updating the **Last Access Time** attribute for CIs that already exist in BSM, and prevents them from becoming candidates for deletion. If an object no longer exists in NNMi, the aging mechanism in BSM deletes the corresponding CI when its **Last Access Time** exceeds the time threshold (default is 40 days).

Note: The CI may also be monitored by another application such as HP SiteScope or HP Operations Management, in which case **Last Access Time** may continue to be updated if the object remains monitored by another application.

Appendix A: Comparing Methods of Integrating NNMi with BSM/UMCDB

The following table provides a summary comparison of the two methods.

NNMi-BSM Topology "Push" Integration	Probe-based "Pull" Integration ("Layer 2 by NNM" Discovery Job)
Can filter objects to sync from NNMi to BSM based on NNMi Node Group.	Currently no ability to filter NNMi objects to sync into BSM.
Performs incremental discovery and scheduled full topology sync.	Performs full topology sync only.
Creates all NNMi nodes as Node CIs *.	Creates NNMi nodes as various CI types (Router, Switch, Switch Router, Chassis, Computer, ATM Switch, Firewall, Load Balancer, and Printer).
Creates these other CIs: Interface, IpAddress, IpSubnet, Layer2Connection, HardwareBoard, and PhysicalPort.	Creates these other CIs: Interface, IpAddress, IpSubnet, Layer2Connection, HardwareBoard+, PhysicalPort+, and VLAN †.
<p>Node CI attributes populated by BSM but not by Probe method:</p> <ul style="list-style-type: none"> • Host is Route. • Host is Virtual. • NodeModel. • PrimaryDnsName. 	<p>Node CI attributes populated by Probe but not by BSM method:</p> <ul style="list-style-type: none"> • Description (populated from Device Profile Description) <p>Node CI attributes with different values from BSM method:</p> <ul style="list-style-type: none"> • DiscoveredVendor (more user-friendly format in BSM method; for example "Hewlett-Packard" rather than "hewlettpackard"). • NodeFamily (more user-friendly format in BSM method). • Host NNM UID. • Host Key.

NNMi-BSM Topology "Push" Integration	Probe-based "Pull" Integration ("Layer 2 by NNM" Discovery Job)
Layer 2 Connection CI attribute Display Label is set to the Layer 2 Connection Name as shown in NNMi.	Layer 2 Connection CI attribute Display Label is hard-coded to "Layer2Connection". Other CIs with different attributes when populated by Probe: <ul style="list-style-type: none"> • HardwareBoard CI includes SoftwareVersion attribute. • PhysicalPort CI includes DuplexSetting and Port Name (same value as Name) attributes.
Can easily adapt the out-of-the-box Layer 2 Network view.	Out-of-the-box Layer 2 Network view.

+ NNMi 9 is required for these CIs to be created.

* Nodes are identified by the **NodeRole** attribute.

Note: UCMDB Content Pack 9 enhances NNMi integration support of large NNMi environments, allowing you to control the number of Layer2Connections, VLANs and Nodes to get from NNMi per query.

Appendix B: Creating a New RTSM User

The following steps show how to create a new RTSM user for the NNMi – BSM topology integration.

1. Log in to the RTSM JMX Console.
2. Access **UCMDB:service=Security Services > createIntegrationUser**.

createIntegrationUser

Create integration user

Name	Type	Value	Description
customerID	java.lang.Integer	<input type="text"/>	Customer ID
userName	java.lang.String	<input type="text"/>	User Name
password	java.lang.String	<input type="text"/>	Password
dataStoreOrigin	java.lang.String	<input type="text"/>	Data Store Origin - Unique identifier of the application integrating with CMDB

3. Enter the user name and password.

Use the user and password by which the integration user was created in the NNM integration configuration page.

Note: The dataStoreOrigin field is not mandatory; it is only needed if a priority must be specifically defined for this integration under reconciliation priorities.

Appendix C: NNMi - CI Attribute Mapping

The following diagrams show the mapping of NNMi object attributes to the equivalent CI attributes in BSM. Note that the **Monitored By** attribute is set to include NNM for each of the CI types.

NNMi Node - Node CI Attribute Mapping

The diagram illustrates the mapping of NNMi object attributes to CI attributes in BSM. The following table summarizes the mapped attributes:

CI Attribute	Value
Device Model	HP ProCurve 5308xl
SNMP Object ID	1.3.6.1.4.1.11.2.3.7.11.17
Description	HP ProCurve 5308xl Switch (J4819A)
Device Family	HP ProCurve 5300xl Modular Switch
Device Vendor	Hewlett-Packard
Device Category	Switch-Router

Additional CI attributes shown in the 'Configuration Item Properties' window include:

- Actual Deletion Period: 40
- Allow CI Update: True
- BiosAssetTag: r318a2p-5308xl-ga-1
- BiosSerialNumber: r318a2p-5308xl-ga-1
- BiosLuid: r318a2p-5308xl-ga-1
- CalculatedLocation: r318a2p-5308xl-ga-1
- Create Time: Mon, 30 May 2011 17:05 PDT
- Created By: UCMDB User-admin
- DefaultGatewayAddress: r318a2p-5308xl-ga-1
- DefaultGatewayAddressType: IPv4
- Description: HP ProCurve 5308xl Switch (J4819A)
- DiscoveredContact: Help Desk 1-877-765-2155
- DiscoveredDescription: HP J4819A ProCurve Switch 5308xl, revision E.10.52, RO...
- DiscoveredLocation: RSL Lab2 row G
- DiscoveredModel: HP ProCurve 5308xl
- DiscoveredName: r318a2p-5308xl-ga-1
- DiscoveredOsVendor: Hewlett-Packard
- DiscoveredOsVersion: r318a2p-5308xl-ga-1
- DomainName: r318a2p-5308xl-ga-1
- Enable Aging: True
- Host Is Complete: False
- Host Is Route: False
- Host Is Virtual: False

NNMi Interface - Interface CI Attribute Mapping

The screenshot illustrates the mapping of interface attributes. On the left, the 'Interface' configuration window shows the 'SNMP Values' tab with fields: ifName (ethernet_9), ifAlias (Local Area Connection 2), ifDescr (Broadcom NetXtreme Gigabit Ethernet #2), ifIndex (12), ifSpeed (0 kbps), and ifType (ethernetCsmacd). On the right, the 'Configuration Item Properties' dialog for 'ethernet_9' shows the following mapped attributes:

Actual Deletion Period	40
AdminStatus	True
Allow CI Update	True
Create Time	Mon, 30 May 2011 17:12 PDT
Created By	UCMDB: User:admin
Deletion Candidate Period	20
Description	
Display Label	ethernet_9
Enable Aging	True
Global Id	376c7da443bac3348fe899e69959f1aa
InterfaceAlias	Local Area Connection 2
InterfaceDescription	Broadcom NetXtreme Gigabit Ethernet #2
InterfaceIndex	12
InterfaceName	ethernet_9
InterfaceRole	
InterfaceSpeed	0
InterfaceType	ethernetCsmacd
Is Candidate For Deletion	False
Is Pseudo Interface	False
Is Virtual	False
Last Access Time	Tue, 31 May 2011 11:35 PDT
LastModifiedTime	Mon, 30 May 2011 17:51 PDT
MacAddress	0010182477D6
Monitored By	[NNMi]
Name	
Note	
OperationalStatus	
Origin	
SerialNumber	
Updated By	UCMDB: User:admin
User Label	
classification	infrastructure
layer	infrastructure

NNMi IP Address - IpAddress CI Attribute Mapping

The screenshot illustrates the mapping of IP address attributes. On the left, the 'IP Address' configuration window shows fields: Address (15.8.153.12), Prefix Length (21), Status (No Status), Management Mode (Managed), IP Address State (Not Polled), In interface (DEFAULT_VLAN), and In Subnet (15.8.152.0/21). On the right, the 'Configuration Item Properties' dialog for '15.8.153.12' shows the following mapped attributes:

Actual Deletion Period	40
Allow CI Update	True
AuthoritativeDnsName	
Create Time	Mon, 30 May 2011 17:13 PDT
Created By	UCMDB: User:admin
Deletion Candidate Period	20
Description	
Display Label	15.8.153.12
Enable Aging	True
Global Id	dc19fec2c3ef3438c202d49c5261af9f
IP Address	15.8.153.12
IP DHCP Domain Name	
IP Is Broadcast	
IP Network Address	
IP Network Class	
IP Network Mask	
IP Network Type	
IP Probe Name	
IpAddressProperty	
IpAddressType	IPv4
IpAddressValue	0000:0000:0000:0000:0000:ffff:0f08:9900
Is Candidate For Deletion	False
Is Managed	True
Is Virtual	False
Last Access Time	Tue, 31 May 2011 11:44 PDT
LastModifiedTime	Mon, 30 May 2011 17:52 PDT
Monitored By	[NNMi]
Name	15.8.153.12
Note	
Origin	
RoutingDomain	DefaultDomain
Updated By	UCMDB: User:admin
User Label	
classification	network
layer	infrastructure

NNMi IP Subnet - IpSubnet CI Attribute Mapping

The image shows two windows from the HP NNMi interface. On the left is the 'IP Subnets' window, and on the right is the 'Configuration Item Properties' window. Lines connect the 'Prefix' and 'Prefix Length' fields in the IP Subnet window to the 'IpAddressValue' and 'IpPrefixLength' fields in the Configuration Item Properties window, respectively.

IP Subnets - IP Subnet

Name	15.8.152.0/21
Prefix	15.8.152.0
Prefix Length	21

Configuration Item Properties

Name: 15.8.152.0 ID: 7c749bf738c16748213cca96f7c5762f CI Type: IpSubnet

Actual Deletion Period	40
Allow CI Update	True
Create Time	Mon, 30 May 2011 16:56 PDT
Created By	UCMDB: User:admin
Deletion Candidate Period	20
Description	
Display Label	15.8.152.0
Enable Aging	True
Global Id	7c749bf738c16748213cca96f7c5762f
IpAddress Type	IPv4
IpAddress Value	0000:0000:0000:0000:0000:0000:ffff:0f08:3800
IpPrefixLength	21
Is Candidate For Deletion	False
Is Managed	True
Is Virtual	False
Last Access Time	Tue, 31 May 2011 11:27 PDT
LastModifiedTime	Tue, 31 May 2011 11:27 PDT
Monitored By	[NNMi]
Name	15.8.152.0
Network Broadcast Address	
Network Class	
Network Count	
Network Managed	
Network Mask	255.255.248.0
Network Probe Name	FRANCON
Network Type	
Note	
Origin	
RoutingDomain	DefaultDomain
Updated By	UCMDB: User:admin
User Label	
classification	network
layer	infrastructure

NNMi Card - HardwareBoard CI Attribute Mapping

The screenshot illustrates the attribute mapping for a HardwareBoard Configuration Item (CI). On the left, the main configuration window shows the 'General' tab for a card with the following attributes:

- Name: C
- Model Name: hpSwitchModuleJ8702A
- Type: hpSwitchModuleJ8702A
- Serial Number: SG915AT0WH
- Firmware Version: K.11.12
- Hardware Version: 1
- Software Version: K.12.62
- Index: C
- Physical Index: 39
- Description: ProCurve J8702A 24p Gb-T z1 Module

On the right, the 'Configuration Item Properties' dialog shows the corresponding attributes for this CI:

Attribute	Value
Actual Deletion Period	40
Allow CI Update	True
BoardIndex	C
Create Time	Mon, 30 May 2011 17:41 PDT
Created By	UCMDB: User:admin
Deletion Candidate Period	20
Description	
Display Label	C
Enable Aging	True
FirmwareVersion	K.11.12
Global Id	0afb09afe12d8605e7ff7495cfb03479
HardwareBoardIndex	
HardwareVersion	1
Is Candidate For Deletion	False
Is Virtual	False
Last Access Time	Tue, 31 May 2011 11:28 PDT
LastModifiedTime	Tue, 31 May 2011 11:28 PDT
Monitored By	[NNMI]
Name	C
Note	
Origin	
SerialNumber	SG915AT0WH
SoftwareVersion	
Updated By	UCMDB: User:admin
User Label	
classification	infrastructure
layer	infrastructure

Arrows indicate the mapping from the main window attributes to the dialog attributes.

NNMi Port - PhysicalPort CI Attribute Mapping

The screenshot illustrates the attribute mapping for a PhysicalPort Configuration Item (CI). On the left, the main configuration window shows the 'Port' tab for a port with the following attributes:

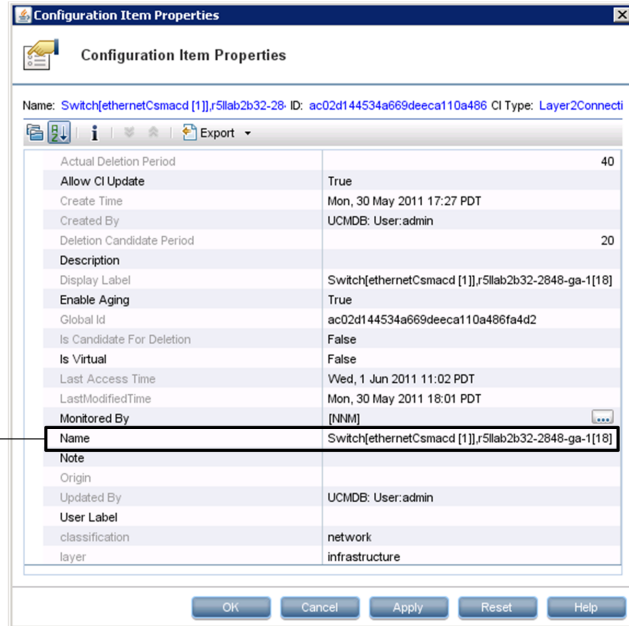
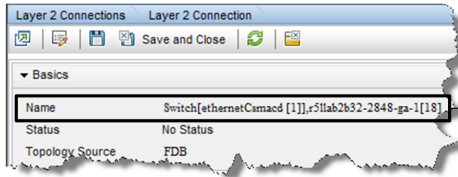
- Name: C10
- Hosted On Node: srbbsaw
- Card: C
- Type: gigabitEthernetT
- Speed: AUTO
- Configured Duplex Setting: Auto
- Associated Interface: C10
- ifAlias:
- Port Index: 10

On the right, the 'Configuration Item Properties' dialog shows the corresponding attributes for this CI:

Attribute	Value
Actual Deletion Period	40
Allow CI Update	True
Create Time	Mon, 30 May 2011 17:41 PDT
Created By	UCMDB: User:admin
Deletion Candidate Period	20
Description	
Display Label	C10
DuplexSetting	
Enable Aging	True
Global Id	f64cdd077665e934df273001a05a47ab
Is Candidate For Deletion	False
Is Virtual	False
Last Access Time	Tue, 31 May 2011 11:28 PDT
LastModifiedTime	Tue, 31 May 2011 11:28 PDT
Monitored By	[NNMI]
Name	C10
Note	
Origin	
Port Hosting Bridge	
Port Interface Index	
Port Last Run	
Port Name	
Port Next MAC	
Port Number	
Port Remote Bridge	
Port Remote ID	
Port Slot	
Port Type	
Port Vlan	
PortIndex	10
SerialNumber	
Updated By	UCMDB: User:admin
User Label	
classification	infrastructure
layer	infrastructure

Arrows indicate the mapping from the main window attributes to the dialog attributes.

NNMi Layer 2 Connection - Layer2Connection CI Attribute Mapping



We appreciate your feedback!

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Feedback on HP NNMi - HP BSM Topology Integration Best Practices (Business Service Management 9.23)

Just add your feedback to the email and click send.

If no email client is available, copy the information above to a new message in a web mail client, and send your feedback to Sw-doc@hp.com.