

# HP Business Service Management

For the Windows, Linux operating systems

Software Version: 9.23

## Installation Guide for Service Health Analyzer Data Collector 9.20

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# SHA Data Collectors

HP Service Health Analyzer (SHA) enables you to be more proactive in managing your data center's physical and logical infrastructure, with very low overhead. It uses a self learning algorithm to analyze historical and current data, and if certain criteria are met, reports on the current state of abnormal IT services and their topology location. SHA uses a run-time analytics engine that can anticipate IT problems before they occur, by analyzing abnormal service behavior and alerting IT managers of real service degradation before an issue impacts their business.

This document describes how to install the following data collectors that work with SHA:

- **SHA Data Collector for Network Node Manager i**

This data collector uses the NNM iSPI Performance for Metrics to collect metrics from NNMi and convert them to a CSV format that can be read by SHA. For further information, see "[SHA Data Collector for Network Node Manager i](#)" on page 7.

- **SHA Data Collector for Operation Agent / Performance Agent**

This data collector polls data from available HP Operation Agents (OA) or Performance Agents (PA). For further information, see "[SHA Data Collector for Operations Manager](#)" on page 10.

**Caution:** You cannot install SHA 9.20 on a machine on which Operation Agent 11.1 or later is already installed. If you have Operation Agent version 11.1 or later, you must uninstall it before installing SHA. You can then reinstall Operation Agent if required.

These data collectors work as follows:

On the Gateway server, the Analytics Loader listens for samples on the bus which it converts to analytic samples using the Analytics metadata, and then loads it in the analytics schema. The Analytics Loader then sends the abnormal samples (samples with baseline breaches or unavailable) to the Analytics schema so that the SHA engine can trace it.

On the Data Processing Server, the SHA engine reads the abnormalities every five minutes, and combines them based on the RTSM model. If the anomaly is significant, the SHA engine sends an alert.

Every night the offline engine aggregates the raw data into five minutes intervals. Once a week the baseline engine reads the aggregated data and refreshes the baseline results.

## Required Information

Before installing the SHA Data Collector, the following information is needed to connect to SHA:

### For a Microsoft SQL Server with the BSM Management Database

- **Host name** - The name of the machine on which the BSM Management database is installed.

If you are connecting to a non-default Microsoft SQL server instance in dynamic mode, you will need to enter the server name in the following format:

<host\_name>\<instance\_name>

- **Port name** - The Microsoft SQL server's TCP/IP port. The default port is **1433**.
- **Database name** - The name of the SHA database.
- **Authentication method**

If you use **SQL server authentication**, you need a username and password for a user with administrator permissions.

### For an Oracle Server with the BSM Management Database

- **Host name** - The name of the machine on which the BSM Management database is installed.
- **Port** - The Oracle listener port.
- **SID** -The Oracle instance name that uniquely identifies the instance of the Oracle database.
- **Schema name**
- **Schema password**

# SHA Data Collector for Network Node Manager i

The HP SHA Data Collector for Network Node Manager i (NNMi), uses the NNM iSPI Performance for Metrics to collect metrics from NNMi.

NNM iSPI Performance for Metrics calculates baseline data and converts the metrics to a CSV file. The Data Collector reads the CSV file and checks if the nodes are in the SHA CI selection filter, which it then converts to BSM samples and sends to the Gateway server via Web Data Entry (WDE).

## How to Install SHA Data Collector for Network Node Manager i

This task describes how to install the SHA Data Collector for NNMi.

1. On the server where the NNM iSPI Performance for Metrics is installed, insert or access the required SHA Data Collector DVD and run the following:
  - **For Windows:** Run `<BSM_SHA_Windows>\Windows_Setup\HPSHA_9.20_setup.exe`
  - **For Linux:** Log into the server as the root user and run the following script:  
`<BSM_SHA_Linux>\Linux_Setup\HPSHA_9.20_setup.bin`

There are separate DVDs for Windows and Linux.

2. Follow the initial steps in the installation wizard.
3. In the Group Selection screen, select **HP Business Service Management - Analytics NNM Data Collector**.
4. Click **Next** until the Management Schema - Management Database Server Type screen appears. Select the server type with the BSM Management database (Microsoft SQL or Oracle) and click **Next**.
5. Depending on the Server Type selected, the following appears:
  - **For Microsoft SQL Server:** In the Management Schema - MS SQL Settings screen, enter the required information for the Microsoft SQL server with the BSM Management Database.
  - **For Oracle:** In the Management Schema - Management Oracle Schema Settings screen, enter the required information for the Oracle server with the BSM Management Database.

For further information, see ["Required Information" on page 6](#).

6. Click **Next** until the Login Settings screen appears and enter the JMX password for the server on which you are installing the SHA Data Collector.

7. On the Summary screen, verify that the installation was completed successfully, and then click **Finish**.
8. Once the wizard is complete, on the server where the Network Performance Smart Plug-In is installed, create the following folder:

**C:\NPSExportData**

This folder will store the CSV files.

**Note:** If you need to change the default folder for the CSV files, for example to store the files on a different drive, you can modify the location in the following XML file:

**C:\HPBSM\conflanalytics\_dc\springanalytics\_dc\_external-spring.xml**

Open this file in an XML editor, and modify the CSV folder as follows:

```
<bean id="analytics.dc.nnm.adapter" class="com.hp.bsm.analytics.data.collector.adapters.NNMDataAdapter"
  lazy-init="true">
  <property name="csvFolder" value="G:/NPSExportData/final"/>
```

After modifying the file, save the file and restart the SHA NNMi data collector.

9. Open a command prompt and run the following:  

```
configureCsvExport.ovpl -p interface_health -a "LIVE,C:\NPSExportData"
```
10. To confirm that the process ran successfully, open the folder **C:\NPSExportData** and confirm that there are CSV files in the folder. It may take up to five minutes for files to appear in this folder.
11. Start the BSM SHA Data Collector:

Click **Windows Start button > All Programs > HP Business Service Management > Enable HP Business Service Management**.

Once you have installed the SHA Data Collector, you can check that it is configured properly using the following:

- ["Check which CIs are Being Monitored by SHA" on the facing page.](#)
- ["Check the Data Collector is Installed Correctly" on page 13.](#)



## Check which CIs are Being Monitored by SHA

Once you have installed the SHA Data Collector, you need to check which CIs are being monitored by SHA and confirm that these CIs are reported by NNMI.

1. In BSM, select **Admin > Service Health Analyzer > CI Selection** tab and take note of the CIs which are being monitored.
2. Select **Admin > RTSM Administration > Modeling tab > IT Universe Manager**.
3. On the CI Selector pane, select the Search CI tab and select a CI that you identified in step 1.
4. In the Apply Perspective Pane to CI (on the right side of the screen), select **Impact Perspective** and click the **Apply Perspectives** button.
5. Select the required CI, and in the Properties tab at the bottom of the window confirm that the **Monitored By** property has a value of **[NNM]**.

# SHA Data Collector for Operations Manager

The SHA Data Collector for Operations Manager (OM) collects metrics from HP Operations Agent (version 8.60 and later) or Performance Agents (PA) (version 5.0 and later).

To configure the metric types in the SHA analysis, see "How To Add and Remove Metric Types in the SiteScope, Diagnostics and PA XML Files" in the BSM Application Administration Guide.

**Note:** If you have less than 100 agents, you do not need to install this data collector. The BSM Gateway Server contains this data collection ability for up to 100 agents. This functionality is turned off by default, but can be activated by entering the following into a browser:

**`http://<<GW>>:11021/invoke?operation=enableService&objectname=Foundations%3Atype%3DNannyManager&value0=analytics_dc&type0=java.lang.String`**

where <GW> is the FQDN of the BSM Gateway Server.

Before you install the SHA Data Collector for Operations Manager, you must have Operations agents or Performance Agents agents that report to BSM. This data collector is installed on a standalone server.

The Data Collector uses RTSM to fetch the content of the "Hosts with HP Operation Agents" view. It then checks if the agent nodes are in the SHA CI selection filter, and polls the agents for five minutes of aggregated data which it then converts to BSM samples and sends to the Gateway server via Web Data Entry (WDE).

**Note:** If there are no agents visible, it is possible that the agents are hidden from the **Hosts with HP Operations Agents** view.

You can modify this setting in Infrastructure Settings, select **Admin > Platform > Setup and Maintenance > Infrastructure Settings > Foundations > Analytics Data Collector**, and in the **Analytics Data Collector - General Settings** table, change the **PA Agents View Name** setting to **Hosts with HP Operations Agents - Discovery** (add "- Discovery" to this settings).

Once you have modified this setting, you need to refresh the agents in JMX. You can refresh this setting using the following link:

**`http://<Analytics DC>:29931/mbean?objectname=Topaz%3Aservice%3DPA+data+collector`**

and then select **refreshPAAgents**.

## System Requirements

Following are the system requirements for SHA Data Collector for Operations Manager:

**Caution:** You cannot install SHA 9.20 on a machine on which Operation Agent 11.1 or later is already installed. If you have Operation Agent version 11.1 or later, you must uninstall it before installing SHA. You can then reinstall Operation Agent if required.

- **Operating System**

**Windows:**

- Windows Server 2008 Enterprise Edition SP2 or later (64 bit)
- Windows Server 2008 Standard Edition SP2 or later (64 bit)
- Windows Server 2008 R2 Enterprise Edition SP1 or later (64 bit)
- Windows Server 2008 R2 Standard Edition SP1 or later (64 bit)
- Windows Server 2008 R2 Datacenter Edition SP1 or later (64 bit)

**Note:** User Access Control (UAC) must be disabled during the installation process. If you are running Windows Server 2008 SP2, User Access Control (UAC) must always be disabled.

**Linux:**

- RedHat Enterprise Linux 5.3 or any later 5.x version (Intel x64 64 bit)
- Oracle Linux 5.5 (x86-64)

**Note:** Regardless of the operating system version, the entire Distribution (with OEM support) and the latest recommended Patch Cluster are required.

- **CPU:** 2 CPUs

The following CPU types are supported:

- Intel Dual Core Xeon Processor 2.4 GHz or higher
- AMD Operation Dual Core Processor 2.4 GHz or higher

- **Memory:** 2 GB

- **Virtual Memory/Swap Space:** 2 GB

**Note:** The SHA Data Collector does not require its own database or web server capabilities.

## How to Install SHA Data Collector for OM

This task describes how to install the SHA Data Collector for Operations Manager.

1. On the server, insert or access the required SHA Data Collector DVD and run the following:
  - **For Windows:** Run `<BSM_SHA_Windows>\Windows_Setup\HPSHA_9.20_setup.exe`
  - **For Linux:** Log into the server as the root user and run the following script:  
`<BSM_SHA_Linux>\Linux_Setup\HPSHA_9.20_setup.bin`

There are separate DVDs for Windows and Linux.

2. Follow the initial steps in the installation wizard.
3. In the Group Selection screen, select **HP Business Service Management - Analytics PA data collector**.
4. Click **Next** until the Management Schema - Mgmt. Database Server Type screen appears. Select the server type with the BSM Management database (Microsoft SQL or Oracle) and click **Next**.
5. Depending on the Server Type selected the following appears:
  - **For Microsoft SQL Server:** In the Management Schema - MS SQL Settings screen, enter the required information for the Microsoft SQL server with the BSM Management Database.
  - **For Oracle:** In the Management Schema - Management Oracle Schema Settings screen, enter the required information for the Oracle server with the BSM Management Database.

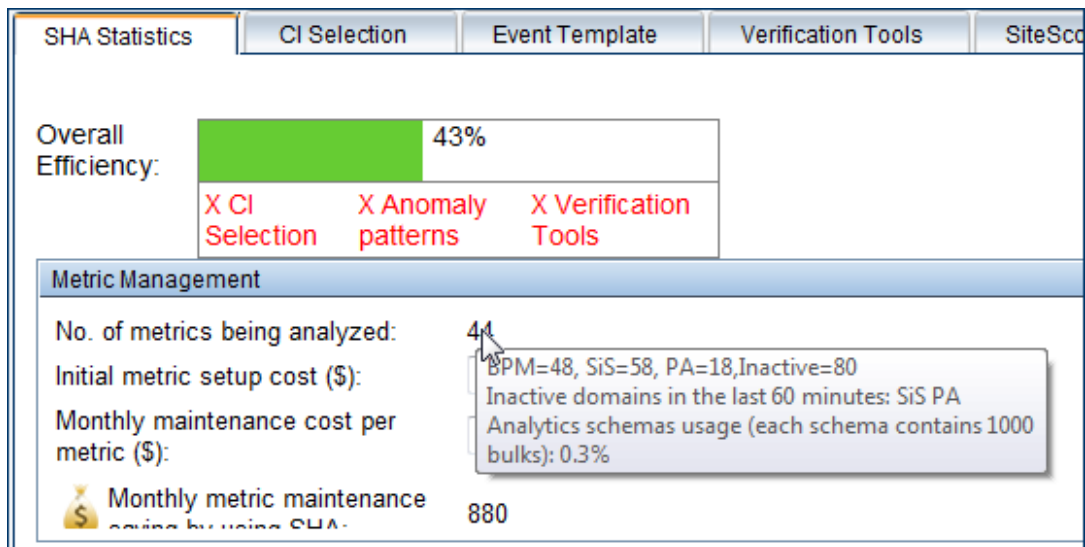
For further information, see ["Required Information" on page 6](#).

6. Click **Next** until the Login Settings screen appears and enter the JMX password for the server on which you are installing the data collector.
7. On the Summary screen, verify that the installation was completed successfully, and then click **Finish**.

## Check the Data Collector is Installed Correctly

In BSM you can confirm that NNMI or PA metrics are being analyzed on the SHA Statistics tab:

1. In BSM, select **Admin > Service Health Analyzer > SHA Statistics** tab.
2. Under **Metric Management**, position the pointer over the **No. of metrics being analyzed** field to view a breakdown of the number of metrics being analyzed by each data collector and a list of data collectors with no input in the last hour, and confirm that NNM or PA is listed as a data collector.



SHA Statistics	CI Selection	Event Template	Verification Tools	SiteSc
Overall Efficiency:	43%			
	X CI Selection	X Anomaly patterns	X Verification Tools	
<b>Metric Management</b>				
No. of metrics being analyzed:	41			
Initial metric setup cost (\$):	BPM=48, SiS=58, PA=18, Inactive=80			
Monthly maintenance cost per metric (\$):	Inactive domains in the last 60 minutes: SiS PA			
	Analytics schemas usage (each schema contains 1000 bulks): 0.3%			
Monthly metric maintenance cost per metric (\$):	880			

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