Technical white paper

Integration with HP Operations Manager i



HP Operations Analytics 2.10

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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.

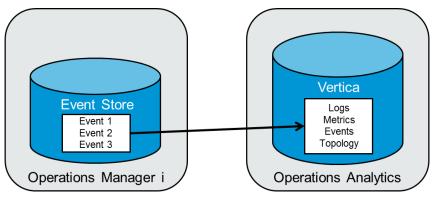
The Service and Operations Bridge directs reported IT-environment events to the central event console, the Event Browser. There they are automatically correlated, relating the events to the IT services that depend on the IT infrastructure, linking infrastructure management with application and business 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 nonoperations staff

Goal

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



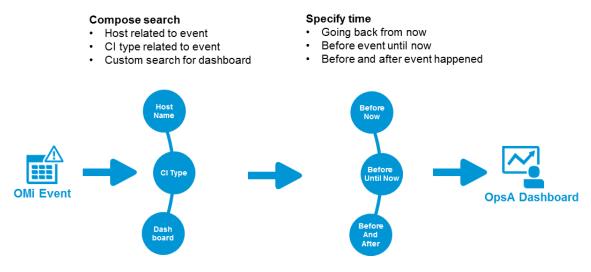
Prerequisites

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 2.10.
 - 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.



The following three sections show typical cross-launch use cases.

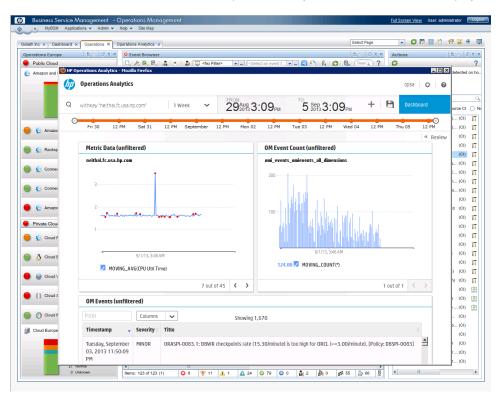
Note: For additional information, see Appendix A: How to setup cross-launch tools in OMi

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.



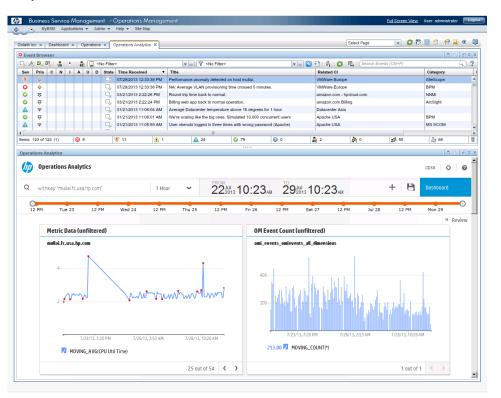
Example URL launches

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

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

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/</opsa_server>	<pre>/dashboard/&search=withkey%20% 22<< event.node.dnsName >>%22&start=1d</pre>
Last week	http:// <opsa_server>:8080/opsa/</opsa_server>	/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=orac le&start=1h</opsa_server>
Host Oracle - Last 12 hours	<pre>http://<opsa_server>:8080/opsa/#/dashboard&search=orac le withkey "\${event.node.dnsName}"&start=12h</opsa_server></pre>

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=OAEn vironmentOverview&start=1h</opsa_server>
RTSM Overview - last week	http:// <opsa_server>:8080/opsa/#/dashboard&search=RTSM Overview&start=1w</opsa_server>
Disk – 1 day before and after event	<pre>http://<opsa_server>:8080/opsa/#/dashboard&search=disk &start=\${event.timeCreated.seconds}&end=~1d~</opsa_server></pre>
Memory - 2 days before event until now	<pre>http://<opsa_server>:8080/opsa/#/dashboard&search=memo ry&start=\${event.timeCreated.seconds}&end=~2d</opsa_server></pre>

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*.

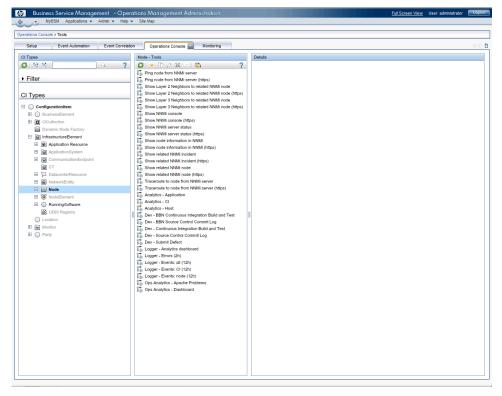
Make sure that the initString matches the initString configured in OMi: Admin > Platform > Users and Permissions > Authentication Management

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:

	ness Service Management – Site Map		Full Screen View User: administrator	
1	MyBSM Applications • Admin • Help • Site Map			
ons	Administration			
			Change the default p	ag
	Service Health O		System Availability Management	
	View Builder	L-32	Summary	
	CI Indicators		Metrics and Indicators	
	Custom Image			
	CI Status Alerts		RTSM Administration	
	Assignments - Health Indicator Assignments KPI Assignments Propagation Rules		Modeling - IT Universe Manager Modeling Studio Impact Analysis Manager CI Type Manager Enrichme manager	
	Repositories - KPIs Indicators Business Rules Context Menus		Data Flow Management - Reconciliation Priority Integration Studio Discovery Control Panel Data Flow F Setup Adapter Management Data Flow Probe Status	2
	Service Level Management O		Administration - Package Manager Scheduler State Manager Cl life cycle	
	Agreements Manager			
	SLA Data Corrections		Platform	
	SLA Alerts		Setup and Maintenance - Downloads License Management Data Partitioning and Purging Manage Profi Databases Infrastructure Settings Audit Log Server Deployment System Health	1
	Assignments - Health Indicator Assignments KPI Assignments Propagation Rules		Report Scheduling	
	Services Manager		Locations	
	Repositories - Service and CI Offerings Calendars Outage Categories KPIs Indicators Business Rules		Content Packs	
	Operations Management O		Users and Permissions - User Management Authentication Management	
	Setup - Connected Servers Certificate Requests Content Packs Monitored Nodes		Recipients - Recipient Management End User Management Alerts Notification Templates	
	Event Automation - Event Forwarding Notifications User Group Assignments Time-Based Event Automation		Downtime Management	
	Automatic Run Book Execution Event Processing Customizations Indicator Mappings Downtime Behavior		Event Management - Connected Servers Forwarding Rules Notifications	
	Event Correlation - Topology-Based Event Correlation Stream-Based Event Correlation Event Storm Detection Event Suppression		Integrations	
	Operations Console - Run Book Mappings Custom Actions Tools Performance Graph Mappings View Mappings	1000	EMS Integrations Admin	
	Mappings Monitoring - Indicators Management Templates & Aspects Policy Templates Assignments & Parameters		Operations Orohestration	
	Deployment Jobs		Application Lifecycle Management Integration	
	End User Management O		BSM Connector	
	Anitoring		Personal Settings	
	Script Repository		User Account	
	Alerts		Recipient	
	Settings		Menu Customization	
	Diagnostics			
	Transaction Management			
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After the Tool manager loads, select the CI type for which you want to create the tool:



Select the URL Type:

MyBSM Applications • Admin • Help	. one map		
Operations Console > Tools			
Setup Event Automation Event Correlati	on Operations Console Monitoring		$\Diamond \Diamond$
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Specify the **Tool URL** as described in the previous Use Cases. Replace <*opsa_server*> with the name of your Operations Analytics server:

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MyBSM Applications - Admin - Help -	Site Map		
Operations Console > Tools			
Setup Event Automation Event Correlation	Operations Console Monitoring		00 8
▶ Filter			
ConfigurationItem			
	Show NNMi server status		
	Analytics - Host (12h) - Create New Tool		
Application Resource	LIDI		
	✓ General URL		
	✓ Type ★ URL: http://my.opsa-server.comt8080/opsa/#/dashboard&search=withkey "\$(evel)		
	URL Insert runtime parameters at cursor:		
	Insert		
E E Node	Insert a custom parameter by entering \$(parametername) into the text field.		
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	Note: Tools containing event attribute parameters can only be triggered on		
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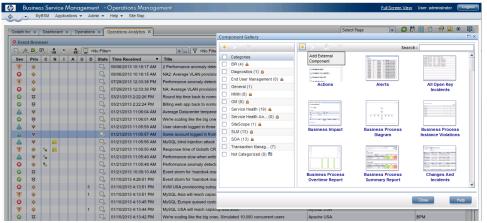
Appendix B: How to setup a MyBSM page in OMi

The following steps outline how to create a MyBSM component.

Click **Components**:

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	▼								01/21/2013 11:05:57 AM	Same account logged in from USA and Europe within 5 minutes (Apache)	Apache USA	ArcSight
	∇							Π.,	01/21/2013 11:05:56 AM	MySQL blind injection attack T2344B detected	MySQL USA	TippingPoint
V	\$	۹.						Π.,	01/21/2013 11:05:50 AM	Response time of Goliath CRM web app is slow.	Apache Europe	BPM
	▼	۹.						Π.	01/21/2013 11:05:49 AM	Performance slow when writing to Goliath002 database.	MySQL Europe	Operations Manager
Θ	\$	۹.						L.	01/21/2013 11:05:48 AM	Performance anomaly detected on machine mambo3.mambo.net.	VMWare Europe	SiteScope

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/

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In the Wiring Context box, click Add Context. Select EventChange; then click OK:

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

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	▼						η.	01/21/2013 11:05:56 AM	MySQL blind injection attack				(Fragment) /dashboard/&search=wit	< << event.matchinfo.policyType >
∇	۵.	ę,					П.,	01/21/2013 11:05:50 AM	Response time of Goliath CR					<< event.node.dnsName >>
	∇	۹.,					Π.,	01/21/2013 11:05:49 AM	Performance slow when writin					<< event.node.id >>
Θ	۰	۹.,					η.	01/21/2013 11:05:48 AM	Performance anomaly detected					<< event.object >>
0	윰						η.	01/21/2013 10:39:10 AM	Event storm for 'mambo4.mai				* You can drag attributes from the attribute list or press Alt + Ctrl + I to insert the selected attribute into the parameter value.	ss Alt + Ctrl + I to insert the selected
0	윰						П,	01/10/2013 4:28:51 PM	Event storm for 'mambo4.mai					
0	۰					3	η.	01/10/2013 4:13:51 PM	KVM USA provisioning subsy				URL pattern http://my.opsa.server.locat/8080/opsa/#/dashboard/&search=withkey %20%22<< event.node.dnsName >>%22&start=1d	
∇	۰					1	П,	01/10/2013 4:13:51 PM	MySQL Asia will reach capac		1			
Θ	۰						η.	01/10/2013 4:13:45 PM	MySQL Europe queued custo		L			
∇	۵.					1	Π.,	01/10/2013 4:13:44 PM	MySQL USA will reach capaci	y			08	Cancel Help
0							Π.	01/10/2013 4:13:42 PM	We're scaling like the big ones	, Simu				

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

	some time ago	yesterday	now
Before now			start=1d
From event until now		start=1378376880076	
Before event until now		tart=1378376880076 nd=~1h	
Before and after event	start=13783 end=~12h~		

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