

HP Operations Orchestration

For the Windows and Linux operating systems

Software Version: CP14 (9.x)

Operations Manager i Integration Guide

Document Release Date: May 2014

Software Release Date: May 2014



Legal Notices

Warranty

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

The information contained herein is subject to change without notice.

Restricted Rights Legend

Confidential computer software. Valid license from HP required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

Copyright Notice

© Copyright 2014 Hewlett-Packard Development Company, L.P.

Trademark Notices

Adobe™ is a trademark of Adobe Systems Incorporated.

This product includes an interface of the 'zlib' general purpose compression library, which is Copyright © 1995-2002 Jean-loup Gailly and Mark Adler.

AMD and the AMD Arrow symbol are trademarks of Advanced Micro Devices, Inc.

Google™ and Google Maps™ are trademarks of Google Inc.

Intel®, Itanium®, Pentium®, and Intel® Xeon® are trademarks of Intel Corporation in the U.S. and other countries.

Java is a registered trademark of Oracle and/or its affiliates.

Microsoft®, Windows®, Windows NT®, Windows XP, and Windows Vista® are U.S. registered trademarks of Microsoft Corporation.

Oracle is a registered trademark of Oracle Corporation and/or its affiliates.

UNIX® is a registered trademark of The Open Group.

Documentation Updates

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

- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document is updated.
- Software Release Date, which indicates the release date of this version of the software.

To check for recent updates or to verify that you are using the most recent edition of a document, go to: <http://h20230.www2.hp.com/selfsolve/manuals>

This site requires that you register for an HP Passport and sign in. To register for an HP Passport ID, go to: <http://h20229.www2.hp.com/passport-registration.html>

Or click the **New users - please register** link on the HP Passport login page.

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

Support

Visit the HP Software Support Online web site at: <http://www.hp.com/go/hpsupport>

This web site provides contact information and details about the products, services, and support that HP Software offers.

HP Software online support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the support web site to:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an HP Passport user and sign in. Many also require a support contract. To register for an HP Passport ID, go to:

<http://h20229.www2.hp.com/passport-registration.html>

To find more information about access levels, go to:

http://h20230.www2.hp.com/new_access_levels.jsp

HP Software Solutions Now accesses the HPSW Solution and Integration Portal Web site. This site enables you to explore HP Product Solutions to meet your business needs, includes a full list of Integrations between HP Products, as well as a listing of ITIL Processes. The URL for this Web site is

<http://h20230.www2.hp.com/sc/solutions/index.jsp>

Contents

Contents	3
Introduction	4
Purpose of the HP Operations Manager i Integration	4
Supported Versions	4
Downloading OO Releases and Documents on HP Live Network	5
Getting Started	7
Installing and Configuring the Integration	7
OMi Use Cases	7
OMi Architecture	9
Location of OMi Integration Operations and Flows in OO Studio	10
Troubleshooting	11
Troubleshooting Overview	11
General Troubleshooting Procedures	11
OO Tools You Can Use with the OMi – OO Integration	12

Introduction

This chapter includes:

Purpose of the HP Operations Manager i Integration	4
Supported Versions	4
Downloading OO Releases and Documents on HP Live Network	5

Purpose of the HP Operations Manager i Integration

This integration enables you to build HP Operations Orchestration (OO) flows that are integrated into the HP Operations Manager i (OMi).

The OMi integration operations interact with OMi through its REST-based Event Web service, which is described more completely in the BSM OMi Extensibility Guide. You cannot use the Event Web Service to create or modify events, so there are no operations in this integration to perform these actions. The OMi Event Web service can be reached via the HP Business Service Management Gateway Server, which is the host that should be supplied in all of the operations.

Supported Versions

Operations Orchestration Version	OMi Version
OO Content Pack 13	<ul style="list-style-type: none">• 9.0• 9.01• 9.10• 9.12• 9.13• 9.20• 9.21• 9.23

Downloading OO Releases and Documents on HP Live Network

HP Live Network provides an Operations Orchestration Community page where you can find and download supported releases of OO and associated documents.

Note: The Community page requires that you register for an HP Passport and sign-in.

To register for an HP Passport ID:

Go to: <http://h20229.www2.hp.com/passport-registration.html>

Or

Click the **New users - please register** link on the HP Passport login page

To download OO releases and documents:

1. Go to the HPLN site: <https://hpln.hp.com/>. Page 1 of HP Live Network page opens.
2. Go to page 2 and click the **Content** link under **Operations Orchestration**.



Operations Orchestration

[Announcements](#) | [Forum](#) | [Content](#)

Optimize operational cost and
Improve service quality by
enabling end-to-end IT
Process Automation

3. From the **Content Catalog** tab, select **Operations Orchestration Content Packs**.
4. Select the Downloads link.

5. Click **Downloads > HP Operations Orchestration 9.00**.
6. Click on HP Operations Orchestration Content Pack 14.

Getting Started

This chapter includes:

Installing and Configuring the Integration	7
OMi Use Cases	7
OMi Architecture	9
Location of OMi Integration Operations and Flows in OO Studio	10

Installing and Configuring the Integration

No special installation and configuration instructions are required for the OMi integration.

OMi Use Cases

Following are the major use cases for the HP OMi integration, and the operations and flows that you can use to implement them.

1. Samples:
 - Custom Attributes Sample
2. Manage Custom Attributes:
 - Add Custom Attribute
 - Custom Attributes Sample
 - Delete Custom Attribute
 - Get Custom Attributes
 - Update Custom Attribute
3. Manage Annotations:
 - Add Annotation
 - Delete Annotation
 - Get Annotations
 - Update Annotation
4. Manage Symptoms:

- Add Symptom
- Delete Symptom
- Get Symptoms

5. Manage Actions:

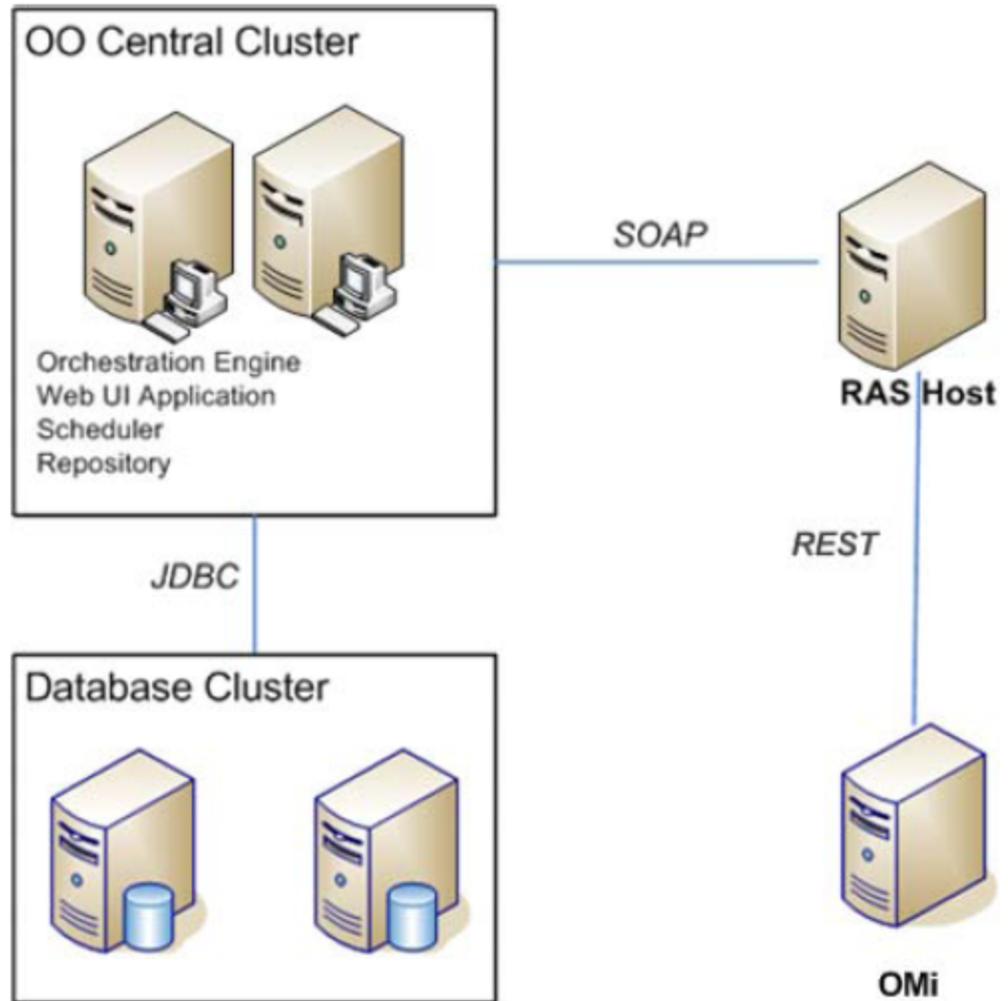
- Get Auto Action
- Get User Action
- Launch Auto Action
- Launch User Action
- Stop Auto Action
- Stop User Action

6. Manage Events:

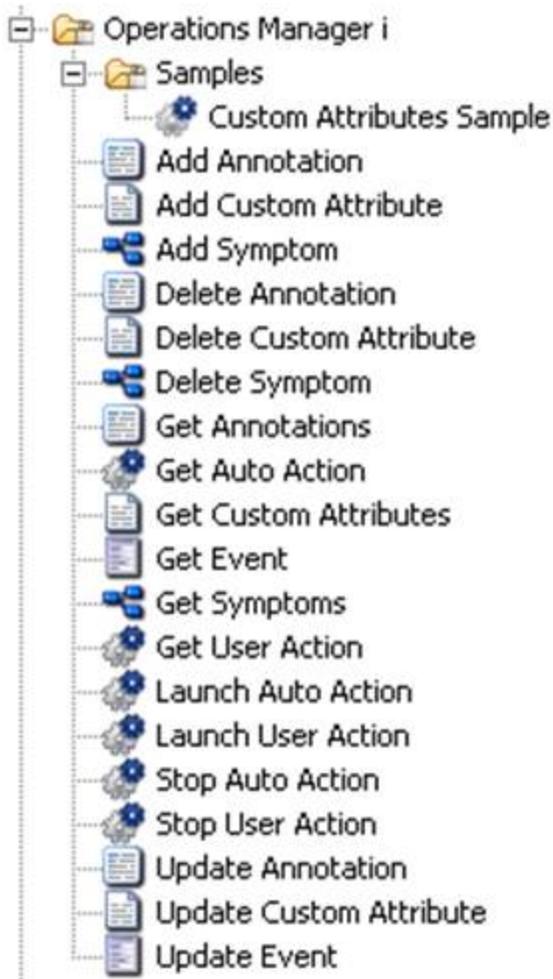
- Get Event
- Update Event

OMi Architecture

OMi — OO Integration Architecture



Location of OMi Integration Operations and Flows in OO Studio



Troubleshooting

This chapter includes:

Troubleshooting Overview	11
General Troubleshooting Procedures	11

Troubleshooting Overview

This section provides troubleshooting procedures and tools that you can use to solve problems you may encounter while using this integration.

General Troubleshooting Procedures

The BSM OMi Extensibility Guide contains useful tips for using a third-party REST client. This can be very helpful in troubleshooting connectivity or other problems.

OO Tools You Can Use with the OMi – OO Integration

Following are OO tools that you can use with the OMi integration:

- **RSFlowInvoke.exe and JRSFlowInvoke.jar**

RSFlowInvoke (**RSFlowInvoke.exe** or the Java version, **JRSFlowInvoke.jar**) is a command-line utility that allows you to start a flow without using Central (although the Central service must be running). RSFlowInvoke is useful when you want to start a flow from an external system, such as a monitoring application that can use a command line to start a flow.

- **Web Services Wizard (wswizard.exe)**

When you run the Web Services Wizard, you provide it with the WSDL for a given Web service. The WSDL string you provide as a pointer can be a file's location and name or a URL. The Web Services Wizard displays a list of the methods in the API of the Web service that you specify. When you run the wizard, pick the methods you want to use, and with one click for each method you have selected, the wizard creates an HP OO operation that can execute the method. This allows you to use the Web Services Wizard to create operations from your monitoring tool's API.

These tools are available in the Operations Orchestration home folder in **/Studio/tools/**.

