

HP Operations Orchestration

For Windows and Linux operating systems

Software Version: Content Pack CP 14

System Center Operations Manager Integration Guide

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Chapter 1

Introduction

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About the Microsoft System Center Operations Manager (SCOM) Integration

With the Microsoft System Center Operation Manager (SCOM) integration, users can build HP Operations Orchestration (OO) flows that are integrated with Microsoft SCOM.

This document explains how this integration has been implemented, and how the integration's OO operations communicate between OO and SCOM.

Supported Versions

Operations Orchestration Version	System Center Operations Manager Version
OO Content Pack 14	2007, 2012, 2012 R2

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.

To download OO releases and documents, visit the following site:

<https://hpln.hp.com/>

Note: This site requires that you register for an HP Passport and sign-in.

To register for an HP Passport ID:

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

Or

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

2. On the HP Live Network page, click **Operations Orchestration**.
3. On the left-hand side, click **Operations Orchestration Content Packs**.
4. In the **Operations Orchestration Content Packs** box, click **Content**. The HP Passport and sign-in page appears.
5. Enter your user ID and Password to access to continue.
6. Click **HP Operations Orchestration 9.00**.
7. Search for the required HP Operations Orchestration Content Pack.

Chapter 2

Getting Started

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Installing and Configuring the Integration

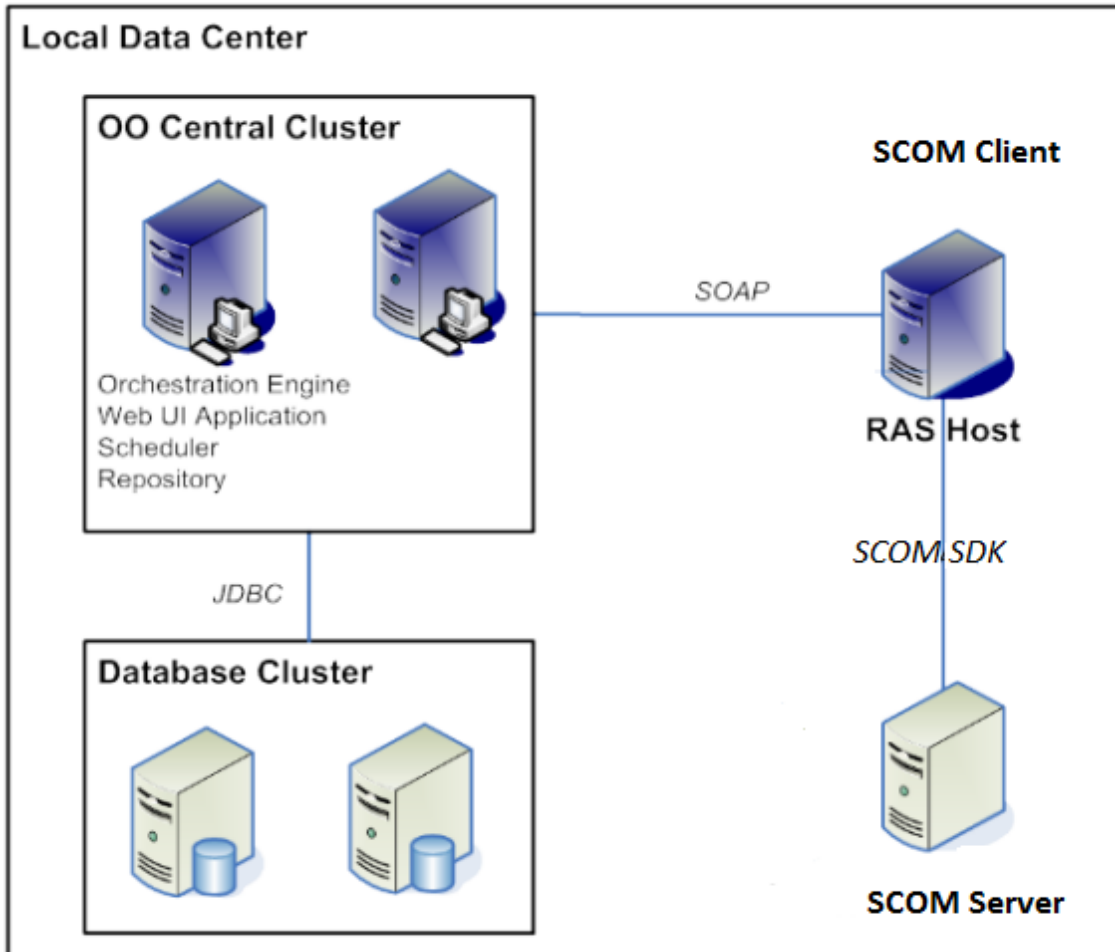
The Microsoft SCOM integration requires a windows RAS that has the SCOM SDK installed on it, or that is running on a SCOM server. In addition, the RSJRAS service should be running and should be able to access the SCOM Server. You need a username and password to log on to the SCOM server.

SCOM Use Cases

Following are the major use cases for the Microsoft System Center Operations Manager Integration, and the operations that you can use to implement them.

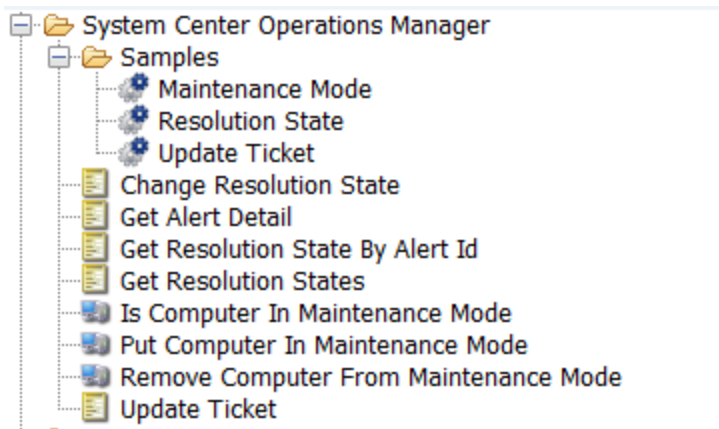
1. Manage Alerts:
 - Change Resolution State
 - Get Alert Detail
 - Get Resolution State By Alert Id
 - Get Resolution States
 - Update Ticket
2. Manage Computers:
 - Is Computer in Maintenance Mode
 - Put Computer in Maintenance Mode
 - Remove Computer from Maintenance Mode

System Center Operations Manager — Architecture



Location of Microsoft System Center Operations Manager Operations and Flows in OO Studio

The VMware Virtual Infrastructure integration includes the following operations and flows in the **OO Studio Library/Integrations/Microsoft/System Center Operations Manager/** folder.



Chapter 3

Troubleshooting

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Troubleshooting Overview

This section provides troubleshooting procedures and tools that you can use to solve problems you may encounter while using this integration. It also includes a list of the error messages you may receive while using the integration and offers descriptions and possible fixes for the errors.

General Troubleshooting Procedures and Tools

If a Microsoft operation or sample flow fails unexpectedly, verify that the SCOM SDK is installed on the RAS machine or that is running on a SCOM server. Also check that the credential inputs provided in the flow are correct.

You can also verify that the SCOM task you perform succeeds when executed in PowerShell by performing the following steps:

1. Launch the Operation Manager command shell by selecting the **System Center Operation Manager** menu.
2. From the command shell prompt, type `Get-OperationManagerCommand` to retrieve a list of the cmdlets available.
3. To see help for a specific cmdlet, type `get-help` followed by the cmdlet name.

Error Messages

This section lists the error messages you may receive while using this integration. Each error message includes possible causes and fixes for the error.

- `The sdk service is either not running or not yet initialized`
The SCOM host server is not available. Check that the input for the host is correct and that the server is running.
- `The user does not have sufficient permission to perform the operation.`
This message indicates username or password might be wrong. Or the user doesn't have access to the SCOM server.
- `An object of type MonitoringAlert with Id <guid> was not found.`
This error can happen when the user provides a valid guid format but the alert is inexistent.
- `Guid should contain 32 digits with 4 dashes (xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx).`
This error can occur if the user provided an incorrect value for the guid input.
- `Invalid Resolution State(<state>).`
The resolution state entered is not valid.
- `Could not locate Monitoring Object <computer>`
This error occurs when the user provides a name of a machine to check that cannot be found.

Chapter 4

System Center Operations Manager Security

This section describes how security is handled by the System Center Operations Manager integration.

The SCOM clients connect with the service through the SCOM SDK using a set of specified credentials (username and password) that must be included in an Operations Manager user-role profile. All the methods that are exposed by the SCOM server have a security profile that determines which user-role can access the method.

Chapter 5

OO Tools You Can Use with the System Center Operations Manager — OO Integration

Following are OO tools that you can use with the HP SiteScope 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/**.