

# HP Service Health Reporter

Software Version: 9.40  
Windows operating system

## SHR Content Designer Help

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# Content Designer Overview

HP Service Health Reporter Content Designer (SHR Content Designer) is an interactive user interface that makes content development simpler. SHR Content Designer uses the simplified method of creating a content pack and allows you to create Domain, ETL, and Report components at the same time.

The SHR Content Designer has the following pages:

- ["Content Designer Home Page" on page 7](#)
- ["Content Workspace" on page 10](#)
- ["Settings" on page 8](#)

To install and deploy the SHR Content Designer, see ["Install and Deploy the Content Designer" on the next page](#).

Before you begin content creation, read ["Getting Started" on the next page](#).

# Getting Started

## Before you begin

Before you start with content creation, note the following points. Refer to "[Frequently Asked Questions \(FAQs\)](#)" on page 19 for more information.

You can use the **Simplified content development** method in the following scenarios:

1. When a fact table is associated with one or more dimensions (star schema) and the dimensions are not further normalized (dimensions without a parent table).
2. When all the facts are to be reconciled against host (when HP Operations agent is the data source).
3. When the generated reports do not require any roll up or drill down of data.

### Note:

- At present, you can use the Content Designer to develop content using only the **Simplified content development** method; the Advanced transformation method is not yet supported by the Content Designer.
- Simplified content development and SHR Content Designer are supported only on Windows operating system.
- At present, you cannot edit generated content using the Content Designer; you need to modify the generated `.xml` files to edit content.

For instructions editing content further or for advanced, model-based content creation see, *HP Service Health Reporter Content Development Guide*.

## Install and Deploy the Content Designer

To install and deploy the Content Designer on your system, follow these steps:

**Note:** At present, the SHR Content Designer can be deployed only on Windows operating system where you have installed SHR. Content Designer is not supported on a remote system.

1. Download and run `HPSHRCDE-9.40.002-Win5.2_64.msi` and follow the installation instructions displayed.  
On successful installation, the `CDE.zip` file is available in the **HP-SHR** folder.
2. Extract the `CDE.zip` file.  
Contents of the `CDE.zip` file are extracted to the `CDE (%CDE_HOME%)` folder.
3. Open the command prompt, go to the `%CDE_HOME%\cdeConsole` folder.
4. Run the `deploy.bat` command.
5. Run the `start.bat %JRE_HOME%` command.

SHR Content Designer is deployed. You can log on to Content Designer (`http://<hostname>:3000/`) and configure the "[Settings](#)" on page 8.

**Tip:** You can view the Content Designer logs in the `%CDE_HOME%\cdeConsole\logs` folder. General content development logs are available in the `%CDE_HOME%/cde.log` folder.

## Log on to Content Designer

1. Open Google Chrome browser. .
2. Launch the SHR Content Designer using the following URL:

`http://<hostname>:3000/`

Where `<hostname>` is the name of the HP SHR server or the system where CDE is extracted and configured.

The SHR Content Designer log in screen appears.

3. Type **admin** as username and **admin** as password.
4. Click **Login**.

The "[Content Designer Home Page](#)" below appears.







## Content Designer Home Page

The Content Designer Home page introduces you to HP Service Health Reporter (SHR) Content Development Environment (CDE) and provides navigation to various features of content designer. The

Home page provides links to create new content and to modify existing content. It also provides links to access CDE help and to download report templates for easy content development.

## Home Page Options

The following table lists the home page options:

Option/Link	Description
	<b>User</b> - Displays the details of the user logged on to Content Designer at present.
	<b>Help</b> - Displays the SHR Content Designer help.
	<b>Create New Content</b> - Displays the Content Workspace page to create new content.
	<b>CDE Reference Guide</b> - Helps you to download the SHR Content Development Guide.
	<b>Report Templates</b> - Provides information about report templates and helps you to download report templates.
	<b>Support Forum</b> - Links you to SHR and CDE support forum.

## Help

Click the help icon  to get quick help on Content Designer.


## Settings


**Note:** You must configure settings before you start creating content on the Content Workspace.


To configure the settings, follow these steps:

1. Log on to Content Designer and click **Settings**.  
The Settings page appears.
2. Under **SHR Server Details**, enter the following details:
  - a. Enter the SHR server **host name**.



- 
3. Under **SHR Database Details**, enter the following details:
    - a. Enter the SHR database **host name**.
    - b. Enter the database **username** and **password**.
  4. Under **SAP BO Details**, enter the following SAP BusinessObjects information:
    - a. Enter the SAP BusinessObjects **host name**.
    - b. Enter the SAP BusinessObjects **username** and **password**.
  5. Click **Save Settings**.

The  *Save Successful* message appears if the settings are saved successfully. You can continue with Content Pack development.

If the  *Save Unsuccessful* message appears, check the settings and try again.

# Content Workspace

**Note:** Before you create content, you must configure settings on the Settings page.

The Content Workspace provides options to develop content from the following data sources:

- ["HP Operations Agent as a Datasource" below](#)
- ["CSV File as Data Source" on page 13](#)
- ["Generic Database as a Data Source" on page 16](#)

Before you develop the content, identify the data source containing metrics that are suitable to be fed into the domain data model.

For more information on designing the data model, see *HP Service Health Reporter Content Development Guide*.

## HP Operations Agent as a Datasource

The following section provides information to configure HP Operations Agent as datasource.

### Before you begin

RTSM is a source of the topology information for SHR. The topology information includes all Configuration Items (CIs) as modeled and discovered in RTSM. Node resource information is directly obtained from HP Operations Agent.

Before you configure HP Operations Agent as a datasource, note the following:

**Note:**

- You need to have RTSM and Operations Agent data source for building content.
- Ensure that the topology source is RTSM when you use Operations Agent as the datasource for creating content.

When you have identified SHR data source as HP Operations Agent, follow these steps to generate the Domain, ETL, and Report components of the content pack:

#### Task 1: Select the Datasource

1. On the Content Workspace page, from the **Choose the source for which you want to generate content** : list, select **Operations Agent**.
2. Type the **Operations Agent** host name.
3. Ensure if the **Use HP OM as topology source** option is selected.
4. Ensure if the **Use the RTSM for topology collection** option is selected and provide the following details:



- **Hostname:** RTSM host name
- **Port:** RTSM port number
- **Username:** the RTSM username
- **Password:** the RTSM password

**Note:** Ensure that the topology source is RTSM when you use Operations Agent as the datasource for creating content.

5. Click **Test Connection** to check if the Operations Agent is connecting properly.

The following messages are displayed:

- *Validating connection to Agent source - Status*
- *Validating connection to RTSM source - Status*

 means successful validation and  means the validation failed.

6. Click **Process Source**.


The *Review the selection* page appears.


## Task 2: Specify Content Attributes

1. Specify **Content Pack Name** and **ETL Content Pack Name**.
2. Type the name of the **Content Publisher**.
3. Specify the datasource application in the **Datasource** box and content pack **Version**.
4. Ensure the Topology Source: **RTSM** and **HP OM** is selected.

## Task 3: Add Dimensions

1. Under **Pick Dimensions**, select the **Datasource** and **Class** from the lists.
  2. Click **Add Dimension**.
  3. Specify **SHR Table/Caption Name**.
  4. Click inside the **Business Key Columns** box and select the column to use as the business key.
  5. Click **Add column**.
- You can select multiple business key columns from the list.
6. Repeat [steps 1 to 5](#) to add more dimension tables.
  7. **Select Required Attributes** from the list.

8. Click  to view **Sample Data**.

9. Click  to duplicate the current dimension source.

10. Click  to delete the current data source and class selection.

## Task 4: Adding Facts

1. Under **Pick Facts**, select the **Datasource** and **Class** from the lists.
2. Click **Add Fact**.
3. Select **Summarization Level**.  
The **Time Column** displays the default value.
4. **Select Required Metrics** from the list.

### Caution:

- Do not include the default Time Column value to the selected required metrics list.
- Do not select any string column other than the business key column.

Pick Facts: Datasource:  Class:  + Add Fact

Fact | Datasource: SCOPE Class: GLOBAL

Summarization Level:

Time column: AGENTTIMESTAMP

Select Required Metrics:

String column other than business key column are not allowed to be part of fact selection.

Associated Dimensions:  GLOBAL



5. Select the check-box if you want to choose **Associate Dimensions**.
6. The **Business key to Fact column association** displays the selected dimensions.
7. Select the **Aggregate Functions** by clicking the check-boxes. Select aggregate columns for the selected metrics from "[Select Required Metrics from the list.](#)" above.

Aggregate Functions:  avg  min  max  cnt  tot  med  std  slope  wav  per90  lst  nlst



INSTANCENAME	<input checked="" type="checkbox"/>	<input type="checkbox"/>
WORKINGSET	<input checked="" type="checkbox"/>	<input type="checkbox"/>
PAGEFAULTS	<input type="checkbox"/>	<input type="checkbox"/>
PRIVATEBYTES	<input type="checkbox"/>	<input type="checkbox"/>

Sample Data:

8. Click to view **Sample Data**.

9. Click  to duplicate the current fact source.
10. Click  to delete the current data source and class selection.

### Task 5: Select Views and Generate Content

1. In the **Pick the RTSM Views for collection:** box, type or select the required RTSM, and then click **Add**.  
A message *View added successfully* is displayed.
2. Select the **CI Type** and click **Add ci-type**.
3. Under the **HP OM Topology scenario - Link the datasource and class dimension combination to CI Types:** section,
  - a. Select the **CI Type**, and then select the **Datasource/Class** combination.
  - b. Click **Add**.
4. Click  to duplicate the current view selection.
5. Click  to delete the current view selection.
6. Repeat [steps 1 to 5](#) to add more RTSM views.
7. Click **Confirm Selection** to proceed with content pack creation or Click **Modify Source** to go back and change the datasource.  
A summary of your selection is displayed. click **Modify Selection** to make changes in dimensions, facts, or RTSM views.
8. Click **Run Build** to create your content pack.  
Content build status is displayed and content pack creation is triggered.

#### Note:

- You can check the status in the log file at %CDE\_HOME%\log\cde.log.
- On successful build "Content Build Successful" is displayed in the log file.

Domain, ETL, and Report component packs are created at %CDE\_HOME%\workspace folder with the *<content pack name>* you have specified.

## CSV File as Data Source

When you choose a set of CSV files as the data source for developing content using SHR Content Designer, perform the following steps to generate the Domain, ETL, and Report components of the content pack:

### Task 1: Select the Source File

1. Open the **Content Workspace** page.
2. From the **Choose the source for which you want to generate content** : list, select **CSV**.

3. Click **Select source file** and add the source .CSV file.
4. Click **Add new source file**, and then click **Select source file** to add more .CSV files.
5. Click **Process Source** after you have added the CSV files.



The **Review the Selection** page appears .

**Note:** If you want to create fact and dimension from fields in same .csv, make copies of of the .csv and leverage separately. Both the .csv files should have appropriate names.


### Task 2: Specify Artifact Attributes

1. Specify **Content Pack Name** and **ETL Content Pack Name**.
2. Type the **Content Publisher** name.
3. Specify the datasource application in the **Datasource** box and content pack **Version**.

### Task 3: Add Dimensions

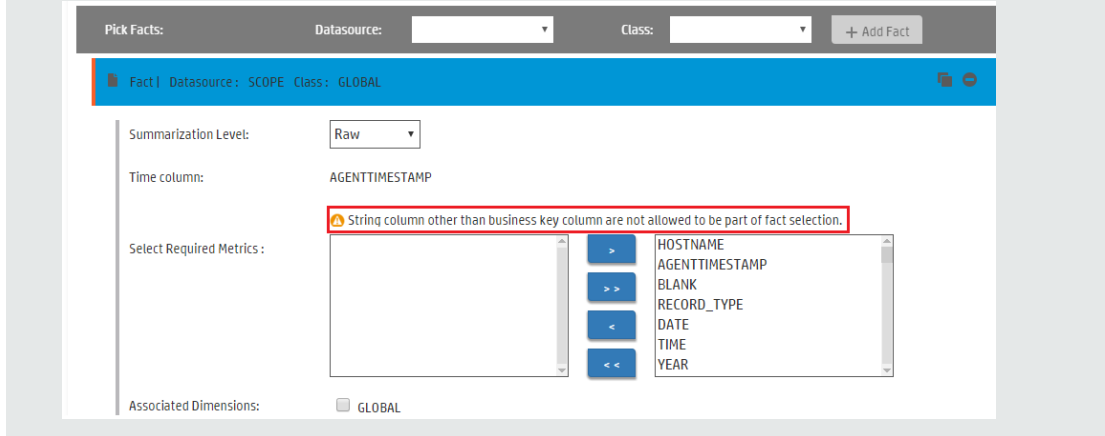
1. From the **Select files for dimension:** list, select the dimension file and click **Add Dimension**.
2. Specify the **File Identifier**, **File Pattern**, and **SHR Table/Caption Name**.
3. From the **Select Required Attributes** list choose the metrics required.
4. Click in the **Business Key Columns** box to select the column name and click **Add column**.
5. Click  to duplicate the current dimension source.
6. Click  to delete the current file selection.
7. Repeat [steps 1 to 4](#) to add more dimensions.



### Task 4: Add Facts

1. From the **Select files for fact list**, select the fact file, and then Click **Add Fact**.
2. Specify the **File Identifier**, **File Pattern**, and **SHR Table/Caption Name**.
3. Click  to add **Time Column**. This is mandatory.
4. Select the **Primary Dimension**. The **Linked Dimension** is selected automatically.
5. **Select Required Metrics** from the list.

**Caution:**

- Do not include the default Time Column value to the selected required metrics list.
- Do not select any string column other than the business key column.



6. From **Business key to Fact column association list**, select the column name.
7. Click the check-boxes to select **Aggregate Functions**.
  - a. Click  to duplicate the current dimension source.
8. Click  to delete the current file selection.
9. Repeat [steps 1 to 8](#) to add more dimensions.
10. Click **Confirm Selection** to proceed to build content. Click **Modify Source** to go back and select a different source.

The Validate and build page appears.

### Task 5: Build Content

The Validate and build page displays the details of the dimension and fact table you have selected.

1. Click **Modify selection** to go back and change the dimension and fact details.
2. Click **Run Build** to create your content packs.

Content build status is displayed and content pack creation is triggered.

#### Note:

- You can check the status in the log file at %CDE\_HOME%\log\cde.log.
- On successful build "Content Build Successful" is displayed in the log file.

Domain, ETL, and Report component packs are created at %CDE\_HOME%\workspace folder with the <content pack name> you have specified.

# Generic Database as a Data Source

SHR collects data from databases that support Java Database Connectivity (JDBC). When the SHR data source is a generic database (Microsoft SQL, Oracle, Sybase IQ, PostgreSQL, and so on), perform the following steps to generate the Domain, ETL, and Report components of the content pack:

## Task 1: Select the Datasource

1. Open the **Content Workspace** page.
2. From the **Choose the source for which you want to generate content** : list, select **Database**.
3. Specify the **Database** host name:
4. Select the **Database Type** from the list.

### Note:


- If you are selecting SYBASEIQ as the database, copy **jconn4.jar** to **PMDB\_HOME/lib** directory to connect to Sybase IQ database. You can copy the **jconn4.jar** file from your jConnect install location or download the file from the Internet.
- If you are selecting VERTICA as the database, download the **Vertica-jdbc.jar** from the internet and copy to **PMDB\_HOME/lib** directory to connect to Vertica database.

5. Specify the **Connection details**: Port number, username, and password.
  6. Specify the **Database Name** and **Database Instance Name/Server Name**.
  7. Click **Test Connection** to check the database connectivity.
  8. Click **Process Source** to proceed with content development.
- The Review the selection page appears.



## Task 2: Specify Artifact Attributes

1. Specify **Content Pack Name** and **ETL Content Pack Name**.
2. Type the **Content Publisher**.
3. Specify the datasource application in the **Datasource** box and content pack **Version**.


## Task 3: Add Dimensions

1. From the **Select tables that serve as dimension for the content**: list, select the dimension table.
2. Click **Add Dimension**.
3. Specify the **File Identifier**, and **SHR Table/Caption Name**.
4. From the **Select Required Attributes** list choose the metrics required.
5. Click in the **Business Key Columns** box to select the column name and click **Add column**.
6. Write or modify the **SQL Statement**, and click **Save and Validate**.  
The SQL statement validation status is displayed.
7. Click  to view sample data from the dimension table.






8. Click  to duplicate the current dimension source.
9. Click  to delete the current file selection.
10. Repeat [steps 1 to 6](#) to add more dimensions.

#### Task 4: Add Facts

1. From the **Select tables that serve as Fact for the content** list, select the fact table.
2. Click **Add Fact**.
3. Specify the **File Identifier** and **OBR Table/Caption Name**.
4. Write or modify the **SQL Statement**, and click **Save and Validate**.
5. Click  to add **Time Column**.
6. Select the **Primary Dimension** and **Linked Dimensions**.
7. **Select Required Metrics** from the list.

#### Caution:

- Do not include the default Time Column value to the selected required metrics list.
- Do not select any string column other than the business key column.

8. From **Business key to Fact column association** list, select the column names.
  9. Click the check-boxes to select **Aggregate Functions**.
  10. Click  to view sample data from the fact table.
  11. Click  to duplicate the current dimension source.
  12. Click  to delete the current file selection.
  13. Repeat [steps 1 to 8](#) to add more dimensions.
  14. Click **Modify Source** to go back and select a different source.
  15. Click **Confirm Selection** to proceed to build content.
- The Validate and build page appears.

## Task 5: Build Content

The Validate and build page displays the details of the dimension and fact table you have selected.

1. Click **Modify selection** to go back and change the dimension and fact details.
2. Click **Run Build** to create your content packs.

Content build status is displayed and content pack creation is triggered.

### Note:

- You can check the status in the log file at %CDE\_HOME%\log\cde.log.
- On successful build "Content Build Successful" is displayed in the log file.

Domain, ETL, and Report component packs are created at %CDE\_HOME%\workspace folder with the <content pack name> you have specified.

3. Navigate to %CDE\_HOME%\workspace\<ContentPack>\<ContentPack>ETL.ap\dist folder.
4. Copy the <ContentPack> folder to %PMDB\_HOME%\packages\ folder.

Copying the package makes it available in the SHR Administration Console > Deployment Manager page for installation. For instructions to deploy and configure content packs, refer to *Service Health Reporter Reporter Configuration Guide*.

## Deploying Content Pack

After you build content using SHR Content Designer, domain, ETL, and Report component packs are created at %CDE\_HOME%\workspace folder with the <ContentPack> name you have specified.

1. Copy the <ContentPack> folder from the CDE\_HOME\workspace.
2. Navigate to %CDE\_HOME%\workspace\<ContentPack>\<ContentPack>ETL.ap\dist folder.
3. Copy the <ContentPack> folder to %PMDB\_HOME%\packages\ folder.

Copying the package makes it available in the **SHR Administration Console > Deployment Manager** page for installation.

For instructions to deploy and configure content packs, refer to *HP Service Health Reporter Configuration Guide*.

## Frequently Asked Questions (FAQs)

1. **Once the `deploy.bat` command is executed and if I missed the next step i.e. `start.bat %JRE_HOME%`, what should I do?**

Run the `start.bat %JRE_HOME%` command again and start the Content Designer.

2. **I want to register a new User. How can I do that?**

At present, **admin** is the only username supported on SHR Content Designer.

3. **Can I use SHR Content Designer to build content on my Linux system where SHR is installed.**

No. At present, SHR Content Designer is supported only on Windows operating system where SHR is installed.

4. **While creating universe, the error `java.lang.UnsupportedOperationException: csEX` appears. Why?**

Follow these steps for a successful universe creation:

- Go to **Environment variables**.
- In **System Variables**, locate **BO\_HOME**.
- Type the Variable value within quotes ("").  
For example: "`C:\<BO_HOME path>`"



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If you have comments about this document, you can [contact the documentation team](#) by email. If an email client is configured on this system, click the link above and an email window opens with the following information in the subject line:

**Feedback on SHR Content Designer Help (Service Health Reporter 9.40)**

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 [docfeedback@hp.com](mailto:docfeedback@hp.com).

We appreciate your feedback!