Hewlett Packard Enterprise

# HPE Network Node Manager i Software

Software Version: 10.30
for the Windows® and Linux® operating systems

## HPE Network Node Manager i Software–HPE ArcSight Logger Integration Guide

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

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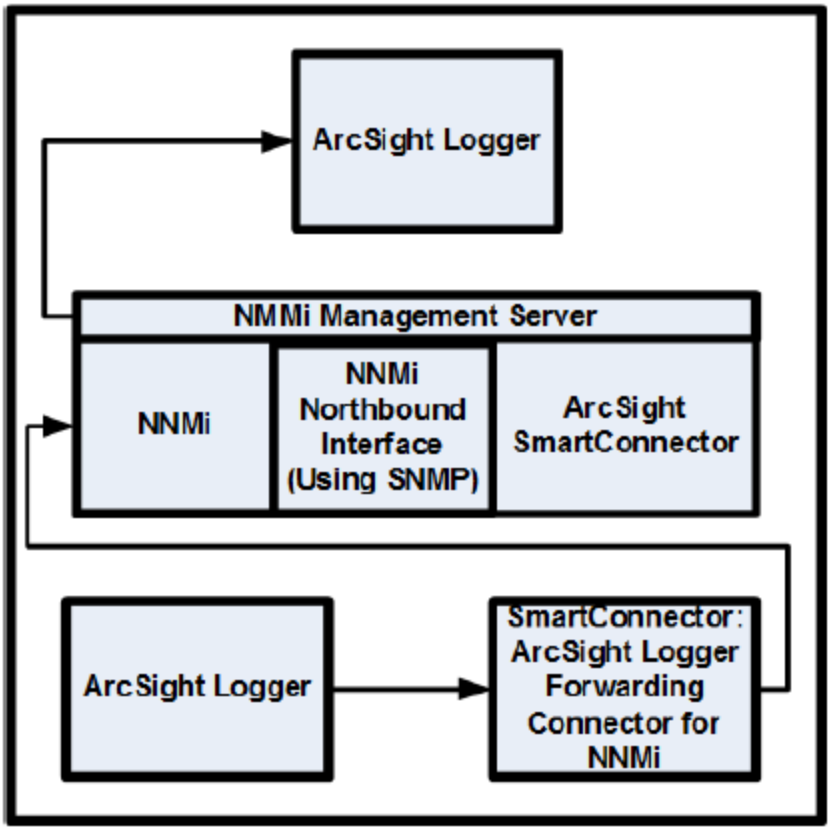
# Integrate NNMi with HPE ArcSight Logger




HPE ArcSight Logger is a universal log management solution that unifies searching, reporting, alerting and analysis across any type of enterprise log data – making it unique in its ability to collect, analyze and store massive amounts of data generated by modern networks.

For information about purchasing HPE ArcSight Logger, point your browser to http://www.arcsight.com/products.

The NNMi–HPE ArcSight Logger integration adds Syslog information to NNMi , so that NNMi users can view these Syslog messages and investigate potential problems.

### Integrated Products

The information in this section applies to the following products:

- HPE ArcSight Logger
- SmartConnector: ArcSight NNMi SNMP
- SmartConnector: ArcSight Logger Forwarding Connector for NNMi

> **TIP:** For the list of supported Logger versions, see the NNMi Support Matrix.

For the most recent information about supported hardware platforms and operating systems, see the support matrices for both products.

### Customizing the HPE ArcSight Logger Filters

There are Syslog messages that pass the HPE ArcSight Logger filter and forward to NNMi. Without configuring the HPE ArcSight Logger filter, HPE ArcSight Logger forwards large quantities of `ArcSightEvents` to NNMi. This can adversely affect NNMi performance. *It is very important that you configure this filter promptly to limit the quantity of `ArcSightEvents`flowing from HPE ArcSight Logger to NNMi.* From the NNMi console, you can navigate to the Logger Filters configuration page. From there you can add, then maintain a Logger Filter to adjust the messages HPE ArcSight Logger forwards to NNMi.

It is a good practice to supply non-administrator (search only) credentials to open HPE ArcSight Logger from NNMi. If you enter administrator credentials, HPE ArcSight Logger permits NNMi users access to HPE ArcSight Logger with these administrator privileges, permitting you to make filter configuration changes. If you do not need to make HPE ArcSight Logger configuration changes, enter non-administrator credentials.

# About the NNMi-HPE ArcSight Logger

By using the instructions included in this chapter to configure HPE ArcSight Logger to forward `ArcSightEvents` toNNMi, a network operations staff can view Syslog incidents in the NNMi console.

# Value

The NNMi–HPE ArcSight Logger integration adds Syslog information to NNMi , so that NNMi users can view these Syslog messages and investigate potential problems.

# Integrated Products

The information in this chapter applies to the following products:

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- SmartConnector: ArcSight NNMi SNMP
- SmartConnector: ArcSight Logger Forwarding Connector for NNMi

  **TIP:** For the list of supported Logger versions, see the NNMi Support Matrix.

- NNMi 10.30

For the most recent information about supported hardware platforms and operating systems, see the support matrices for both products.

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*NNMi.* From the NNMi console, you can navigate to the Logger Filters configuration page. From there you can add, then maintain a Logger Filter to adjust the messages HPE ArcSight Logger forwards to NNMi.

It is a good practice to supply non-administrator (search only) credentials to open HPE ArcSight Logger from NNMi. If you enter administrator credentials, HPE ArcSight Logger permits NNMi users access to HPE ArcSight Logger with these administrator privileges, permitting you to make filter configuration changes. If you do not need to make HPE ArcSight Logger configuration changes, enter non-administrator credentials.

# Documentation

Obtain and read the following manuals to prepare for installing and configuring the NNMi - HPE ArcSight Logger integration.

- *SmartConnector Configuration Guide for NNMi SNMP* (NNMi Northbound Interface)
  The SmartConnector for NNMi SNMP forwards NNMi incidents and other information to Logger.
- *SmartConnector Configuration Guide for ArcSight Logger Forwarding Connector for NNMi*
  The HPE ArcSight Logger Forwarding Connector for NNMi forwards Syslog messages in the form of `ArcSightEvents` to NNMi.
- *Logger Administrator's Guide*
  For this integration, HPE ArcSight Logger forwards SNMP traps in the form of `ArcSightEvents` to NNMi.

In addition to the *Logger Administrator's Guide*, HPE ArcSight Logger's integrated online help contains much of the same information as the *Logger Administrator's Guide.*

To obtain copies of HPE ArcSight manuals, such as the *SmartConnector Configuration Guides* and the *Logger Administrator's Guide*, point your browser to the following location:
https://protect724.arcsight.com
You must be an HPE ArcSight customer (be able to provide user credentials) to access HPE ArcSight product documentation.

To view the supported system requirements for HPE ArcSight Logger, including the supported operating systems and browsers, point your browser to http://www.arcsight.com/products/products-logger. You can also view the supported system requirements for HPE ArcSight Logger in the *Logger Administrator's Guide.*

# Enabling the NNMi-HPE ArcSight Logger Integration

You might have creatively used existing NNMi features, such as the NNMi northbound interface, to configure a custom integration between HPE ArcSight Logger and NNMi. If you plan to install NNMi 10.30, you must disable this custom NNMi - HPE ArcSight Logger integration. After you disable this custom integration, complete the tasks in this section to enable the more robust NNMi - HPE ArcSight Logger integration delivered in NNMi 10.30.

## Prerequisites

Before Enabling the NNMi-HPE ArcSight Logger integration, do the following:

- Install NNMi 10.30. To assist you with this task, point your browser to
  http://support.openview.hpe.com/selfsolve/manuals
  and download an interactive version of the *Network Node Manager i Installation Guide*.

- Install the SmartConnector for NNMi SNMP using instructions from the *SmartConnector Configuration Guide for NNMi Network Node Manager i SNMP* manual.
- Install the HPE ArcSight Logger Forwarding Connector for NNMi using instructions from the *SmartConnector Configuration Guide for ArcSight Logger Forwarding Connector for NNMi* manual.

# Steps to Enable the NNMi-HPE ArcSight Logger Integration

Complete the following tasks to enable the NNMi- HPE ArcSight Logger integration:

**Task 1: Install NNMi 10.30**

**Task 2: Understanding the HPE ArcSight MIBs**

After you complete "Task 1: Install NNMi 10.30" through Task 5, HPE ArcSight Logger begins forwarding filtered `ArcSightEvents` to NNMi. NNMi resolves interfaces and nodes to the source objects included in these `ArcSightEvents`. During the NNMi 10.30 installation, the **`hp-arcsight.mib`** MIB is installed and loaded on the NNMi management server. Use NNMi's **Node Action** > **MIB Information** feature to better understand the OIDs that are present in the `ArcSightEvent.`

**Task 3: Configuring the HPE ArcSight Logger Forwarding Connector for NNMi**

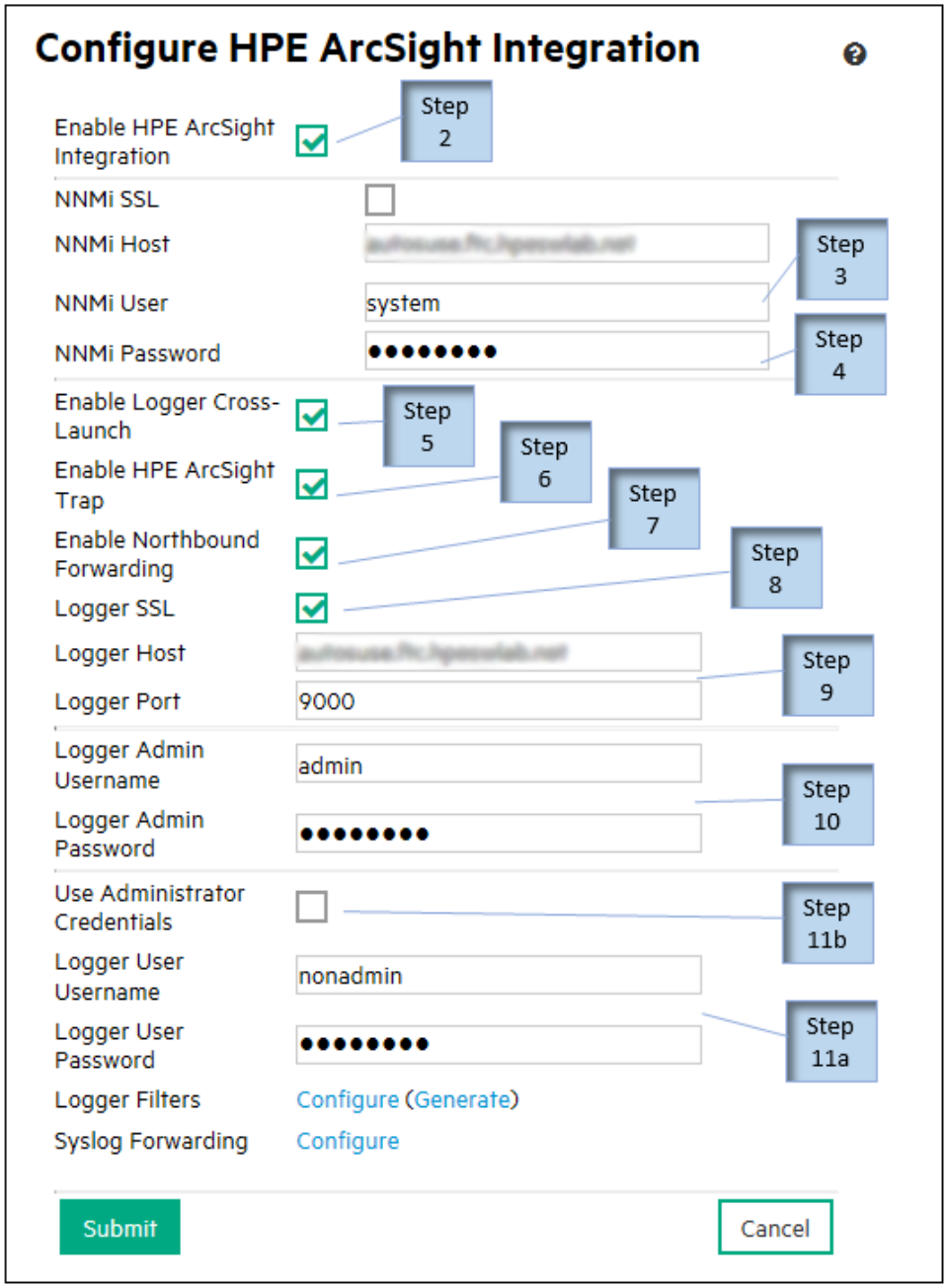
Configure the HPE ArcSight Logger Forwarding Connector for NNMi using instructions from the *SmartConnector Configuration Guide for ArcSight Logger Forwarding Connector for NNMi* manual.

**Task 4: Configuring the NNMi–HPE ArcSight Logger Integration**

By enabling the NNMi - HPE ArcSight Logger integration and the `ArcSightEvent`, along with configuring HPE ArcSight Logger to forward SNMP traps in the form of `ArcSightEvents`, NNMi can evaluate each `ArcSightEvent` content and show it as an SNMP trap or a Syslog message. To enable the NNMi - HPE ArcSight Logger integration complete the following steps:

1. From the NNMi console, click **Integration Module Configuration** > **HPE ArcSight**. NNMi shows the **Configure ArcSight Integration** screen shown in "Figure 1 Enabling the NNMi-HPE ArcSight Logger Integration". Refer to "Figure 1 Enabling the NNMi-HPE ArcSight Logger Integration" while configuring the NNMi - HPE ArcSight Logger integration.

**Figure 1 Enabling the NNMi-HPE ArcSight Logger Integration**




2. Select **Enable HPE ArcSight Integration**.
3. Add or observe the following NNMi integration information:
   - `NNMi host`: This field contains the fully qualified domain name of the NNMi management server.
   - `NNMi port`: This field contains the HTTP port number used for accessing NNMi. For more information see the *NNMi Deployment Reference*.
   - `NNMi User`: Enter an NNMi username that is mapped to an NNMi administrator user group.
4. `NNMi Password`: Enter the username password.

5. Select **Enable Logger Cross-Launch**.
6. Select **Enable HPE ArcSight Trap**.

   You can also do the following to enable the ArcSight Trap:

   a. From the NNMi console, click **Configuration** > **Incidents** > **SNMP Trap Configurations**.
   b. Click **ArcSightEvent** > **Open**.
   c. Select **Enabled**.
   d. Click **Save and Close**.
7. If you want to forward NNMi incidents to HPE ArcSight Logger, select **Enable Northbound Forwarding**.
8. Not all HPE ArcSight Logger applications are configured to use SSL. If the HPE ArcSight Logger application included in this NNMi - HPE ArcSight Logger integration is configured to use SSL, select **Logger SSL**.

   **NOTE:** See the *HPE ArcSight Logger v5.1 Administrators Guide* about configuring Logger for SSL.
9. Add the following HPE ArcSight Logger integration information:
   - `Logger Host` (the fully qualified domain name of the Logger Host)
   - `Logger Port`
10. Add the following HPE ArcSight Logger administrator credentials:
    - `Logger Admin Username`
    - `Logger Admin Password`
11. Complete "From the NNMi console, click Configuration > Incidents > SNMP Trap Configurations.". You can complete "Select Use Administrator Credentials. This applies the administrator credentials to the Logger User Username and Logger User Password fields. Although this might be useful in some applications, selecting this option does give the NNMi level 1 operator full administrator privileges in HPE ArcSight Logger. For security purposes, " Add the following user credentials for read-only cross-launches. Configure these credentials only if you want to use a read-only user within HPE ArcSight Logger:" is the recommended method.", however " Add the following user credentials for read-only cross-launches. Configure these credentials only if you want to use a read-only user within HPE ArcSight Logger:" is the recommended method.

    a. Add the following user credentials for read-only cross-launches. Configure these credentials only if you want to use a read-only user within HPE ArcSight Logger:
       - `Logger User Username`
       - `Logger User Password`
    b. Select **Use Administrator Credentials**. This applies the administrator credentials to the Logger User Username and Logger User Password fields. Although this might be useful in some applications, selecting this option does give the NNMi level 1 operator full administrator privileges in HPE ArcSight Logger. For security purposes, " Add the following user credentials for read-only cross-launches. Configure these credentials only if you want to use a read-only user within HPE ArcSight Logger:" is the recommended method.
12. Click **Submit** to save these changes.
13. For the cross-launch menu changes to become visible in the NNMi console, do the following:

a. Sign out of NNMi.
b. Sign in to NNMi.

After you complete "Task 4: Configuring the NNMi–HPE ArcSight Logger Integration", HPE ArcSight Logger forwards unfiltered `ArcSightEvents` to NNMi. NNMi evaluates the `ArcSightEvent` content and shows it as an SNMP trap or a Syslog message.

Next, *promptly* complete "Task 5: Configuring the HPE ArcSight Logger Filter" to identify and configure only those Syslog messages that you want HPE ArcSight Logger to forward to NNMi.

**Task 5: Configuring the HPE ArcSight Logger Filter**

In "Task 5: Configuring the HPE ArcSight Logger Filter" you configure the HPE ArcSight Logger filter to specify the Syslog messages to forward to NNMi.

**NOTE:** To avoid receiving an unmanageable number of traps, be sure to complete "Task 5: Configuring the HPE ArcSight Logger Filter" immediately after you complete "Task 4: Configuring the NNMi–HPE ArcSight Logger Integration".

**NOTE:** Complete "From the NNMi console, click Integration Module Configuration > HPE ArcSight." through "Complete one of the following actions to configure a filter that determines the Syslog messages to forward to NNMi." any time you click **Configuration** > **Syslog Message Configurations** and make modifications, such as enabling or disabling Syslog messages.

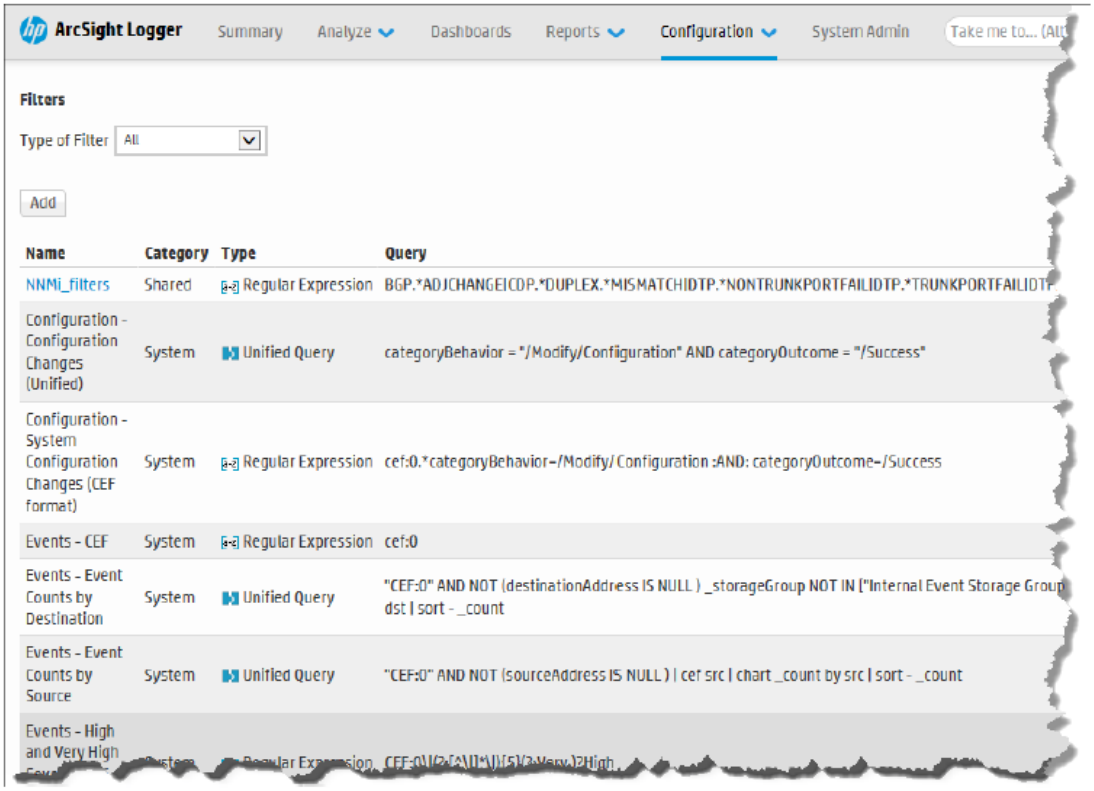
To access HPE ArcSight Logger's configuration and add new filter content, do the following:

1. From the NNMi console, click **Integration Module Configuration** > **HPE ArcSight**.
2. Click **Logger Filters->(Generate)**. NNMi translates the `Enabled` Syslog messages shown in **Configuration** > **Syslog Message Configurations** into a format that you can use in a HPE ArcSight Logger filter, then shows these translations on the `Enabled Filters` page.

**Figure 2 Enabled Filters Page**


3. Select the filter contents located on the `Enabled Filters` page. You will copy and paste this content into a filter within HPE ArcSight Logger in a later step. Close the window.
4. Click **Logger Filters**->**Configure**. This launches a view into the HPE ArcSight Logger **Configuration** page shown in **"Figure 3 The HPE ArcSight Logger Configuration Page"**.

**Figure 3 The HPE ArcSight Logger Configuration Page**




5. Click **Filters**, then wait for the list of filters to load.
6. Complete one of the following actions to configure a filter that determines the Syslog messages to forward to NNMi.

   If this is the first time you are creating a filter to determine the Syslog messages to forward to NNMi, do the following:

   a. Click **Add**.
   b. After HPE ArcSight Logger shows the Add Filter form, add a name for the filter, select the **Regex Query** filter type, then select **Next**.
   c. Copy the contents from "Select the filter contents located on the Enabled Filters page. You will copy and paste this content into a filter within HPE ArcSight Logger in a later step. Close the window." into the `Query` field.
   d. Save your work.

   If you are modifying an existing filter that determines the Syslog messages to forward to NNMi, do the following:

   a. Edit the existing filter that HPE ArcSight Logger uses to determine the Syslog messages to forward to NNMi.
   b. Clear out the existing filter contents.
   c. Copy the contents from "Select the filter contents located on the Enabled Filters page. You will copy and paste this content into a filter within HPE ArcSight Logger in a later step. Close the window." into the `Query` field.
   d. Save your work.

HPE ArcSight Logger now forwards only those Syslog messages you want forwarded to NNMi.

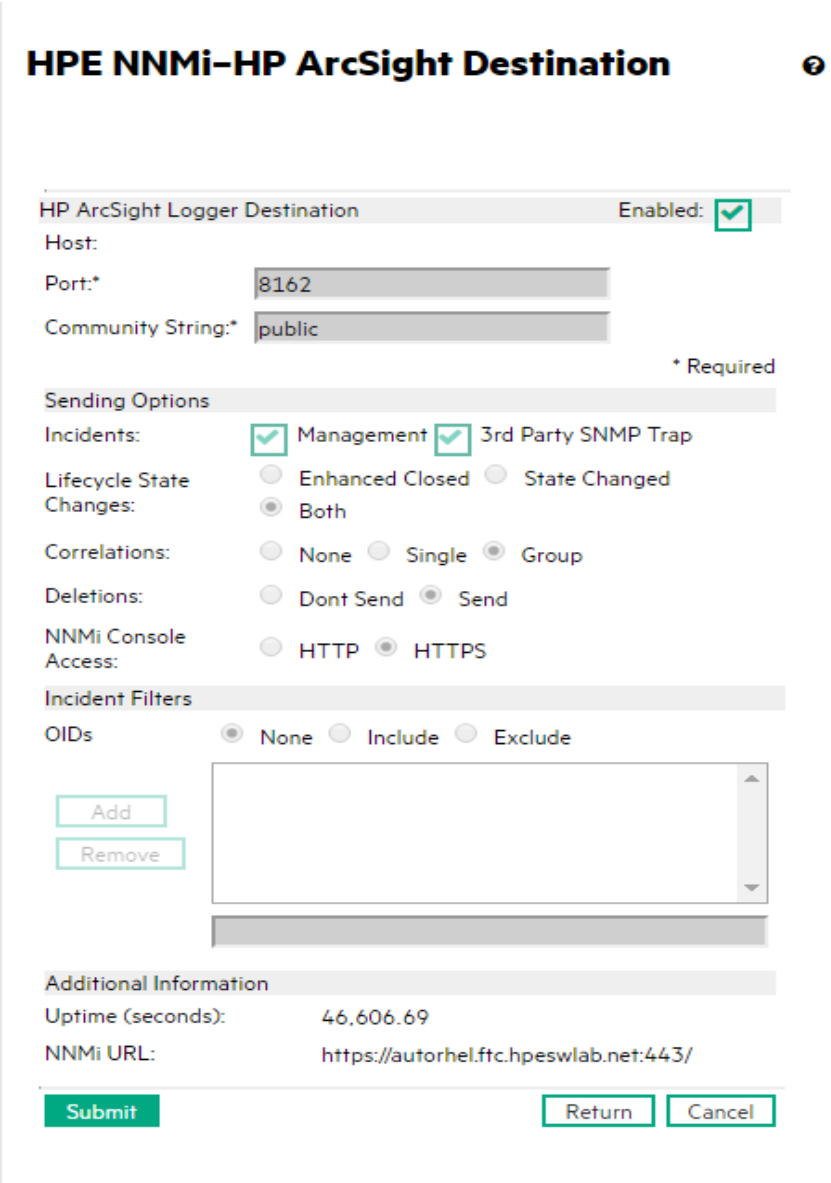
**Task 6: Configuring the SmartConnector for NNMi SNMP (Connector for Northbound Interface, Optional Task)**

Configure the SmartConnector for NNMi SNMP using instructions from the *SmartConnector Configuration Guide for NNMi SNMP* manual.

**Task 7: Configuring NNMi to Forward SNMPv1, v2c, and v3 Trap Incidents to HPE ArcSight Logger (Northbound Interface, Optional Task)**

1. From the NNMi console, click **Integration Module Configuration** > **HPE ArcSight**.
2. Click **Syslog Forwarding** > **Configure** this launches a view to the **NNMi - Logger Destination** page. Refer to "Figure 4 Configuring the NNMi - HPE ArcSight Logger Destination" while completing the steps for this task.

**Figure 4 Configuring the NNMi - HPE ArcSight Logger Destination**




3. Select **ArcSight Logger Destination** > **Enabled**.

4. Add `8162` as the value of the port field. NNMi forwards to a connector that is installed on the NNMi management server. The port is automatically set to the default for the connector.
5. Enter the `Community String` for the `Logger` host.
   If you do not specify a community string, the integration module attempts to use the empty community string.
6. Make sections for the `Sending Options`. Without changes to those values, NNMi forwards everything.
7. Click **Submit**.
8. NNMi tests for any configuration errors. Fix any errors, then repeat "Click Submit." until the submit is successful.

NNMi now forwards SNMPv1, v2, and v3 trap incidents to HPE ArcSight Logger.

# Modifying the NNMi - HPE ArcSight Logger Integration

This section discusses how to modify and improve the NNMi- HPE ArcSight Logger integration after enabling it.

## Managing the Number of Incoming Syslog Messages

The NNMi–HPE ArcSight Logger Integration supports Syslog messages from all vendors supported by HPE ArcSight Logger.

You might find that NNMi does not have a Syslog Message Incident configuration for a supported vendor. Use the following steps as a guideline for creating Syslog configurations for an undefined Syslog message:

1. Obtain the list of undefined Syslog Messages to define:
   - If the NNMi installation has a low trap arrival rate, run the nnmtrapdump.ovpl script to show all of the traps stored in NNMi for a specified time frame. The following example shows all of the traps by NNMi in the last 10 minutes:

     **`nnmtrapdump.ovpl -last 10`**

     **NOTE:** Adjust your use of the ***`nnmtrapdump.ovpl`*** script options to meet your needs. For more information about the available options, see the *nnmtrapdump.ovpl* reference page, or the Linux manpage.

   - If the NNMi installation has a high trap arrival rate, import the following file into an Excel spreadsheet:

     *Windows*: `%NNM_DATA%\log\nnm\trap.csv.<compression>`
     *Linux*: `$NNM_DATA/log/nnm/trap.csv.<compression>`

     See the *NNMi Deployment Reference* for more information about the `trap.csv.<compression>` file.

**NOTE:** If you do not see the specific Syslog message to define, you might need to reconfigure the Syslog messages to forward to NNMi. See "Task 5: Configuring the HPE ArcSight Logger Filter".

If you configure the HPE ArcSight Logger filter and still do not see the specific Syslog message to define, submit a support call for HPE ArcSight Support at https://softwaresupport.hpe.com/.

2. Using the list you obtained from step 1, find the first Syslog message in the list to define in NNMi. For example, suppose you are looking for a message for a *Cisco* device that contains some specific text, such as LINK-3-UPDOWN on interface FastEthernet0/3.
3. Search the list for the specific message name.

   For example, after searching the list of Syslog messages, you find the following Cisco Syslog message:

   ```
   .1.3.6.1.4.1.11937.1.16 Apr 6 01:08:30 10.10.10.10 49349: 16w3d: %LINK-3-UPDOWN:
   Interface FastEthernet0/3, changed state to up
   ```

   In this example, `LINK-3-UPDOWN` is the message name.

   **NOTE:** Each message name is vendor-specific. Cisco messages often place the message name immediately after the percent (%) sign.

4. Next, find the OID that is associated with the message name. Look for the value associated with OID .1.3.6.1.4.1.11937.1.42.1.3.1.

   In this example, look for a log entry containing the `LINK-3-UPDOWN` name. You find an entry that resembles the following:

   ```
   state=HAS_VALUE type=OCTET STRING oid=.1.3.6.1.4.1.11937.1.42.1.1.1 value=mnemonic
   state=HAS_VALUE type=OCTET STRING oid=.1.3.6.1.4.1.11937.1.42.1.3.1 value=LINK-3-
   UPDOWN
   ```

   Note the OID value text string. This is the value that NNMi uses to look up the respective syslog message incident configuration. NNMi replaces any character not permitted in the name field with _ (underscore). In this example, use the text string value assigned to OID .1.3.6.1.4.1.11937.1.42.1.3.1 as the name of the syslog message when you define it in "Add the OID text string value obtained in "Next, find the OID that is associated with the message name. Look for the value associated with OID .1.3.6.1.4.1.11937.1.42.1.3.1. In this example, look for a log entry containing the LINK-3-UPDOWN name. You find an entry that resembles the following:" as the name of the undefined Syslog message you plan to define.In this example the value of OID .1.3.6.1.4.1.11937.1.42.1.3.1 is LINK-3-UPDOWN.". In this example, the value is set to `LINK-3-UPDOWN.`
5. From the NNMi console, click **Syslog Message Configurations** in the **Configuration** workspace.
6. Click **New** to open a form. You will use this form to create a new Syslog configuration for the undefined syslog message.
7. Add the OID text string value obtained in "Next, find the OID that is associated with the message name. Look for the value associated with OID .1.3.6.1.4.1.11937.1.42.1.3.1. In this example, look for a log entry containing the LINK-3-UPDOWN name. You find an entry that resembles the following:" as the name of the undefined Syslog message you plan to define.

   In this example the value of OID `.1.3.6.1.4.1.11937.1.42.1.3.1` is `LINK-3-UPDOWN.`

   **NOTE:** Alpha-numeric, spaces, and the following special characters are permitted: _ (underscore), : (colon), - (dash), and / (slash).

   If the mnemonic value includes non-supported characters, replace each character with an underscore character (_) or space.

8. Configure the remaining fields for this new Syslog configuration.
9. Click the **Save and Close** icon.

10. Using the list you obtained from "Obtain the list of undefined Syslog Messages to define:", repeat "Obtain the list of undefined Syslog Messages to define:" through "Click the Save and Close icon." for the remaining Syslog messages to define in NNMi.

**TIP:** To keep NNMi performing at a high level, NNMi drops incoming SNMP traps (including Syslog messages) after storing a specific number of SNMP traps in its database.

You can use the auto-trim oldest SNMP trap incidents feature to adjust this number. See the *NNMi Deployment Reference* for more information.

# Using the NNMi - HPE ArcSight Logger Integration

The information in this section discusses how to use the NNMi - HPE ArcSight Logger integration after enabling it and modifying it to meet your needs.

## Opening HPE ArcSight Logger from the NNMi Console

When launching from the NNMi console to HPE ArcSight Logger, the browser might prompt you to trust the HPE ArcSight Logger before initiating the cross-launch.

**NOTE:** Often when an application attempts to redirect to an untrusted site, it prompts you to trust the site before completing the redirect.

## Viewing ArcSightEvent SNMP Traps and ArcSightEvent SNMP Trap Configurations

To view `ArcSightEvent` SNMP traps, click **SNMP Traps** in the **Incident Browsing** workspace. To view `ArcSightEvent` Syslog messages, click **Syslog Messages** in the **Incident Browsing** workspace.

After enabling the NNMi - HPE ArcSight Logger integration, the `ArcSightEvents` that HPE ArcSight Logger forwards to NNMi are structured the same as SNMP traps. To view the ArcSightEvent SNMP trap configuration, do the following:

1. From the NNMi console, navigate to **Configuration** > **Incidents** > **SNMP Trap Configurations.**
2. Open the **ArcSightEvent** trap definition.

To view the `ArcSightEvents` that HPE ArcSight Logger forwards to NNMi 10.30, and that are actual Syslog messages, do the following:

1. From the NNMi console, navigate to **Configuration** > **Incidents** > **Syslog Message Configurations.**
2. NNMi shows the current list of `Syslog Message Configurations`.

## Changes to the NNMi Console's Actions Menu

After enabling the NNMi - HPE ArcSight Logger integration, the NNMi console provides the following new functionality in the NNMi management server.

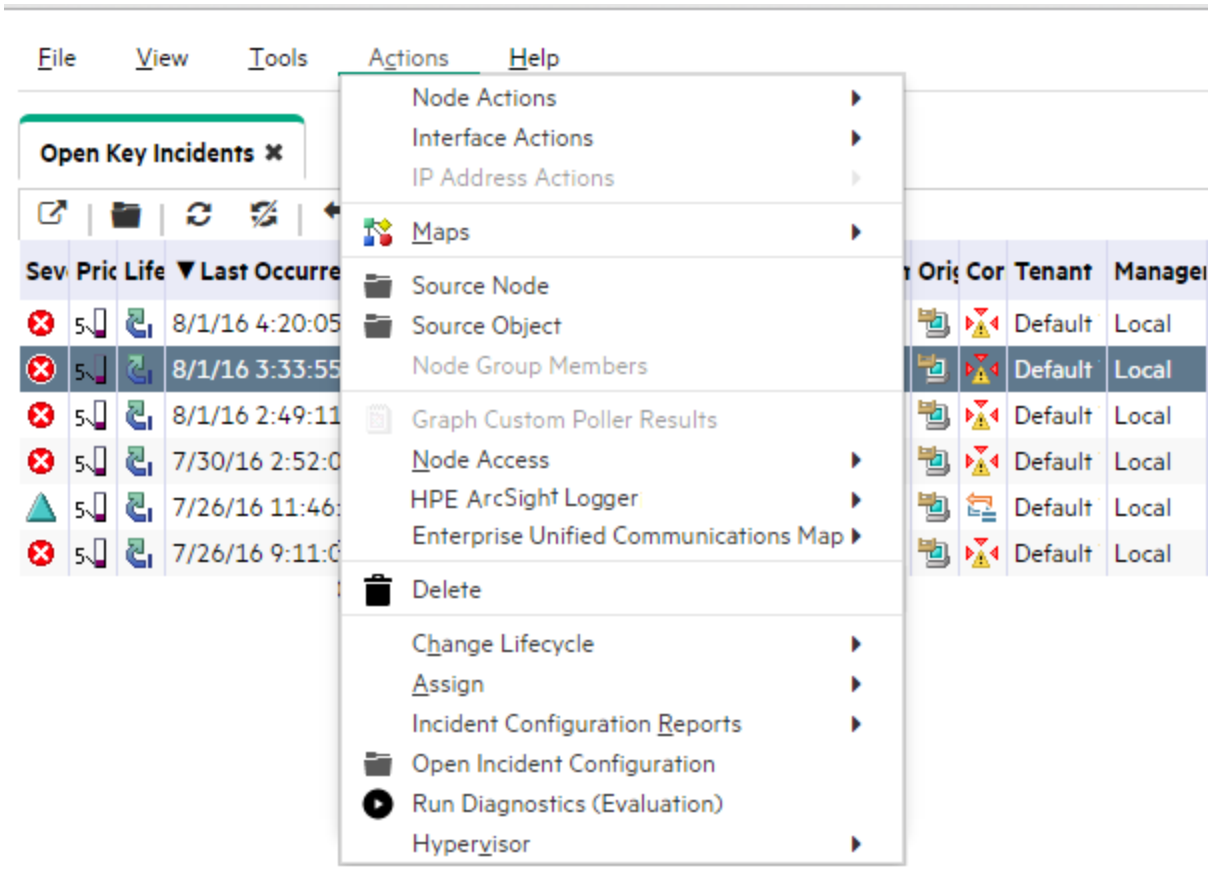
## Incident Management Workspace

In the **Incident Management** workspace, use the NNMi console to open the HPE ArcSight Logger application from an incident.

In an incident view, select an incident. Then, on the NNMi console **Actions** menu, click **HPE ArcSight Logger > View Incident History**, as shown in "Figure 5 Opening HPE ArcSight Logger from an NNMi Incident in the Incident Management Workspace".

Alternatively, right-click an incident, and then click **HPE ArcSight Logger > View Incident History**.

**Figure 5 Opening HPE ArcSight Logger from an NNMi Incident in the Incident Management Workspace**



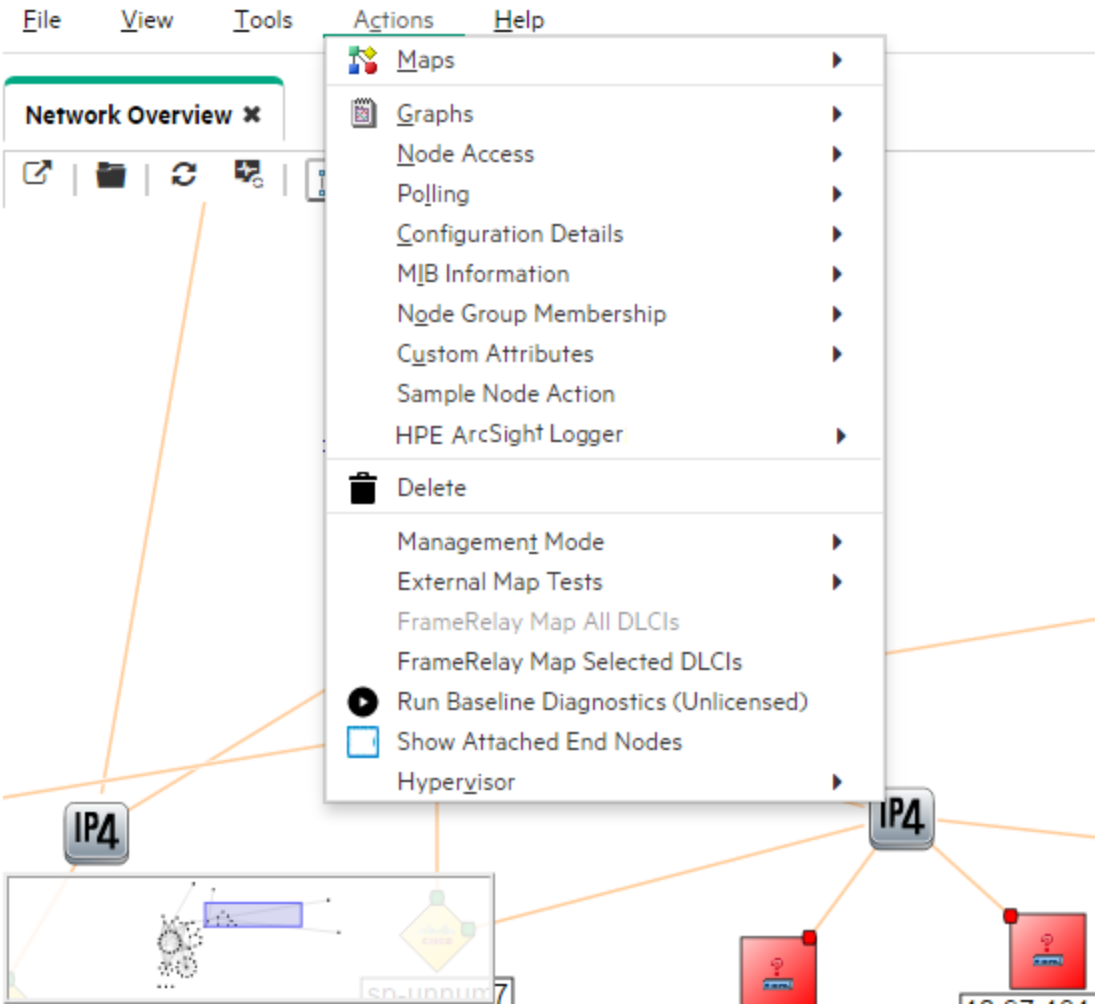

## Topology Maps Workspace

In the **Topology Maps** workspace, use the NNMi console to open the HPE ArcSight Logger application from a node.

In a map view, select a node or interface. Then, on the NNMi console **Actions** menu, click **HPE ArcSight Logger**, and then click one of the available options, as shown in "Figure 6 Opening HPE ArcSight Logger from a Node in the Topology Maps Workspace".

Alternatively, right-click a node or interface, click **HPE ArcSight Logger**, and then click one of the available options.

**Figure 6 Opening HPE ArcSight Logger from a Node in the Topology Maps Workspace**




## Monitoring Workspace

In the **Monitoring** workspace, use the NNMi console to open the HPE ArcSight Logger application from a node or interface. In a monitoring view, select a node or interface. Then, on the NNMi console **Actions** menu, click **HPE ArcSight Logger**, and then click one of the available options.

Alternatively, right-click a node or incident, click **HPE ArcSight Logger**, and then click one of the available options.

### Troubleshooting Workspace

In the **Troubleshooting** workspace, use the NNMi console to open the HPE ArcSight Logger application from a node or interface. In a troubleshooting view, select a node or interface. Then, on the NNMi console **Actions** menu, click **HPE ArcSight Logger**, and then click one of the available options.

Alternatively, right-click a node or interface, click **HPE ArcSight Logger**, and then click one of the available options.

### Inventory Workspace

In the **Inventory** workspace, use the NNMi console to open the HPE ArcSight Logger application from a node or interface.

In an inventory view, select a node or interface. Then, on the NNMi console **Actions** menu, click **HPE ArcSight Logger**, and then click one of the available options.

Alternatively, right-click a node or interface, click **HPE ArcSight Logger**, and then click one of the available options.

### Incident Browsing Workspace

In the **Incident Browsing** workspace, use the NNMi console to open the HPE ArcSight Logger application from an incident.

In an incident view, select an incident. Then, on the NNMi console **Actions** menu, click **HPE ArcSight Logger > View Incident History**.

Alternatively, right-click an incident, and then click **HPE ArcSight Logger > View Incident History**.

## Disabling the NNMi-HPE ArcSight Logger Integration

To disable the integration, do the following:

1. From the NNMi console, click **Integration Module Configuration** > **HPE ArcSight**.
2. Remove the **Enable ArcSight Integration** selection.
3. Click **Submit**.

## Problems and Solutions

**Problem:** If you open the HPE ArcSight Logger application from the NNMi console by selecting an incident that contains port data, NNMi cannot find the incident in HPE ArcSight Logger.

**Solution:** This happens because NNMi resolves the source object to an interface, and not to the port, while HPE ArcSight Logger does not have interface data associated with the syslog message in its database. To remedy this, do one the following:

- Open HPE ArcSight Logger from the NNMi console by selecting an interface (do not open HPE ArcSight Logger by selecting an incident associated with an interface). After HPE ArcSight Logger opens, modify the query in HPE ArcSight Logger to include the port name that is associated with the interface.
- Select a syslog message and use a HPE ArcSight Logger query to view the information. The following

steps show an example of this approach:

a. Open HPE ArcSight Logger from the NNMi console by selecting the interface; then clicking **View Incident History**.
b. After HPE ArcSight Logger opens, modify the query in HPE ArcSight Logger to include the port name for the incident that is associated with the interface.
c. Run the modified HPE ArcSight Logger query to find the incident in HPE ArcSight Logger.

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