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# hp OpenView Service Quality Manager



## Service Adapter for HP OpenView Internet Services Installation, Configuration and User's Guide

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# Preface

This document describes how to install and configure the HP OpenView Service Quality Manager (SQM) Service Adapter for HP OpenView Internet Services. The Service Adapter is the application that provides SQM with the performance data used to measure the quality of service.

This document describes how to:

- Install the Service Adapter (and associated subsets)
- Set up the Service Adapter
- Start and Stop the Service Adapter
- Customize the Service Adapter

## Intended Audience

This document is intended for Service Quality Manager Administrators.

## Required Knowledge

It is assumed that the reader is familiar with the functionality of Service Quality Manager and has previous experience of the following:

- System administration and operations
- HP OpenView Internet Services
- Service Level Management

It is assumed that the reader is familiar with the concepts described in the following books:

- *HP OpenView Service Quality Manager Overview*
- *HP OpenView Service Quality Manager Service Adapter User's Guide*
- *HP OpenView Service Quality Manager Administration Guide*

## Software Versions

The software versions referred to in this document, are specified in “Service Adapter Installation”, section 2.1.

## Typographical Conventions

The following typographical conventions are used in this book:

`Courier Font`

- Source code and examples of file contents.
- Commands that you enter on the screen.
- Pathnames.
- Keyboard key names.

*Italic Text*

- File names, programs, and parameters.
- The names of other documents referenced in this manual.

**Bold Text**

- New terms and to emphasize important words.

## Associated Documents

For a full list of Service Quality Manager user documentation, refer to the *HP OpenView Service Quality Manager Product Family Introduction*.

## Support

Please visit our HP OpenView web site at:

<http://openview.hp.com/>

There you will find contact information as well as details about the products, services, and support HP OpenView has to offer.

The “HP OpenView support” area of the HP OpenView web site includes:

- Downloadable documentation
- Troubleshooting information
- Patches and updates
- Problem reporting
- Training information
- Support program information



# Chapter 1

## Introduction

The HP OpenView Service Quality Manager (SQM) uses a Service Adapter to collect data from HP OpenView Internet Services (OVIS) and feed that data to SQM. The data provides information about availability and performance attributes of various Internet protocols. Performance attributes include DNS lookup time, connection setup time, transfer times, and so on. The protocols include HTTP, HTTPS, SMTP, FTP, Telnet, TCP/IP, and others.

The Service Adapter provides a common interface to SQM to work with external components.

This section provides a brief overview of SQM and the Service Adapter, and describes the elements the Service Adapter uses to collect data.

For a detailed description of SQM, refer to the *HP OpenView Service Quality Manager Overview*.

For a detailed description of Service Adapters, refer to the *HP OpenView Service Quality Manager Service Adapter User's Guide*.

## 1.1 Service Quality Manager

SQM provides a complete service quality management solution. It consolidates quality indicators across all domains — telecom, IT networks, servers, and applications — providing end-to-end visibility on service quality. SQM links service quality degradations to potential effects on business, allowing network support personnel to address problems and prioritize actions proactively.

SQM monitors the service quality by aggregating information coming from all data sources, such as the network, the IT infrastructure, and the service provider's business processes. Using this information, service operators can pinpoint infrastructure problems and identify their potential affect on customers, services, and service level agreements (SLAs).

Figure 1 shows the main SQM components:

### **Figure 1 Service Quality Manager Main Components**

Service Adapters have two main interfaces to SQM:

- An interface to the Configuration and Administration layer.
- An interface to the Service Level Monitoring (SLM) layer.

The Configuration and Administration layer contains the configuration repository. This repository stores the information about how to connect to OVIS, as well as the way to map the raw data from OVIS to the SQM parameter format.

The Service and Reporting Database contains the SQM Service Repository, which in particular stores the parameters to be collected by the Service Adapter.

The layer receives all measurement data from the Service Adapter. It then calculates the status of each service to determine whether a service has failed to meet a service level (SL).

## **1.2 The Service Adapter**

SQM uses a Service Adapter to connect to OVIS and collect data. A Service Adapter acts as a bridge between SQM and OVIS, collecting data from OVIS, calculating quality indicators, and feeding those indicators to SQM.

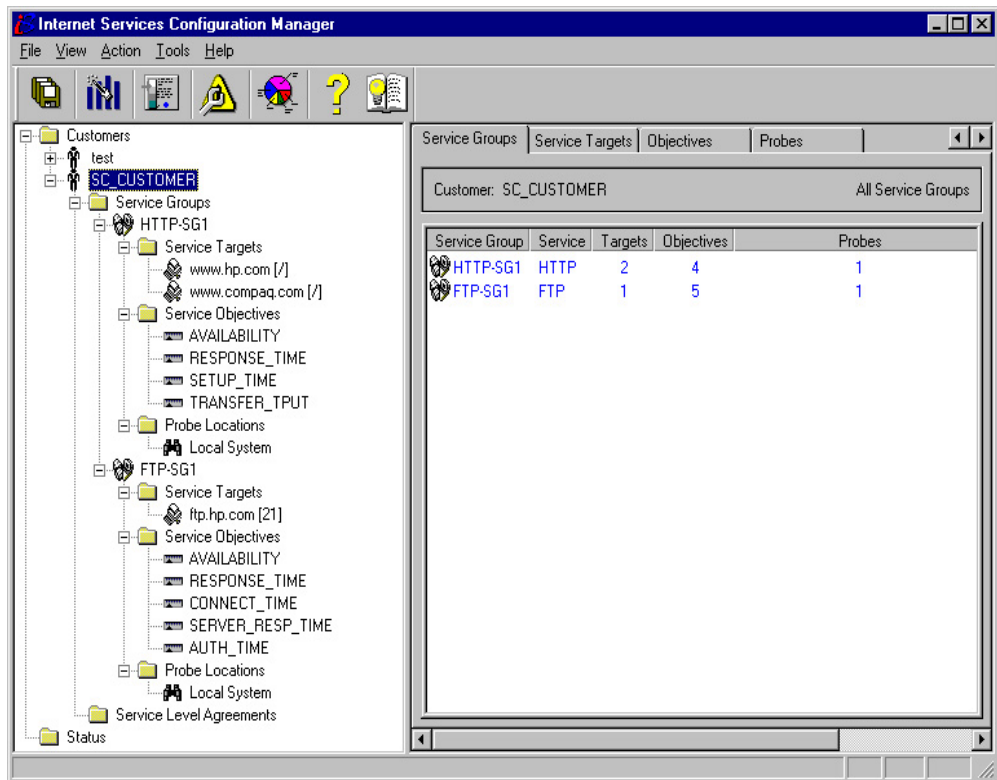
### **1.2.1 What the Service Adapter Does**

The OVIS Service Adapter provides quality indicators derived from the data stored in the OVIS database. With OVIS, the customer can monitor and ensure availability and responsiveness of their various Internet based services. This Service Adapter extracts indicators about the performance and responsiveness of individual services.

### **1.2.2 Ovis Overview**

OVIS utilizes a database to store its entire configuration and collected performance data. It comes with a rich set of probes that measure different performance attributes (for example, DNS lookup time, Connection setup time, transfer times, ...) of a variety of Internet protocols (HTTP, HTTPS, SMTP, FTP, Telnet, TCP/IP, and so on). Custom probes are possible. The system is designed to allow integration of such probes without the need for changes in the database by using a mixture of static and generic metric fields for the performance data. The meaning of each field has to be known by the provider of Reports or end user GUIs. There is no data dictionary available in the database.

For more details about the meaning of the field for the default OVIS probes refer to Appendix B.



**Figure 2 Internet Services Configuration Manager display**

The probes are configured for Customers that are identified just by the specified name. Each Customer has a number of Service Groups. Each Service Group represents a single probe type (for example, HTTP probe) and can contain one or more Service Targets for this probe.

Service Objectives can be configured for each Service Group. The Objective specifies multiple levels of thresholds that specify the according Service Group severity. The status of the Service Objectives is not stored, but calculated during runtime and can create Event Messages for HP OpenView Operations or NNM if the critical level is reached.

### 1.2.3 OVIS Integration as Data Source for SQM

The definition and comparison of performance data to any objectives needs to be done on the SQM server.

The SA collects the performance data of the various probes. A DFD configuration is the representation of an OVIS Probe. All the Probes in the OVIS system use the same table structure to hold performance data. Each performance record consists of a set of fixed fields (for example, Availability) and a set of 8 generic fields for float data. The meaning of the generic fields is dependent on the Probe. The OVIS SA provides predefined DFD configurations for each standard Probe and a generic DFD configuration, which gives the possibility for fast adaptation at customer site. Using this approach gives a high level of out-of-the-box functionality, while it results in a quite OVIS release independent DFD, which can also cover custom's probes (probes that are provided by a 3<sup>rd</sup> party or customer themselves).

Each DFD uses these static fields for performance data, called **Parameters** (Refer to section 1.2.7 for more details).

The parameters differ slightly from the fields used in the OVIS database. The “AVAILABILITY” field in the OVIS database is of the field type counter. Since counters are extremely difficult to handle (see later for problems that might occur with different polling intervals of OVIS and SQM), the availability will be directly evaluated and calculated into a summarized value representing the percentage of the Availability during the interval. For this purpose we will use the value of the OVIS “COUNT” field: (Availability% = AVAILABILITY/COUNT)

The OVIS field “INTERVAL” is used to determine the OVIS Interval, which is necessary to calculate weighted averages of the other metrics.

The OVIS fields “COUNT” and “INTERVAL” are not made available to SQM, and are only used for internal calculation. The parameter “INTERVAL” is mandatory and should never be removed from the OVIS datafeeder definitions.

## 1.2.4 How the Service Adapter Works

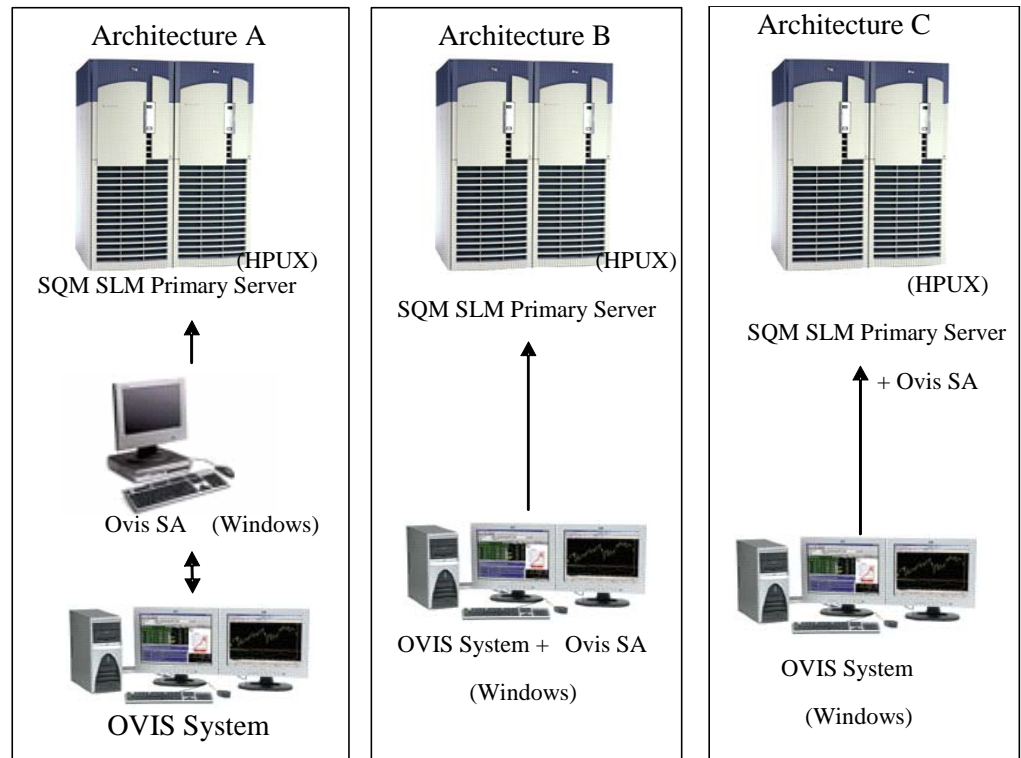
Once OVIS, SQM and the Service Adapter are installed and configured, the Service Adapter starts to collect the specified quality indicators for SQM. The Service Adapter functions autonomously.

Each configured installation is called a Service Adapter Application. The Service Adapter Application connects to the OVIS database using JDBC. It then collects data from the database.

You can install the Service Adapter on a computer that is not part of the OVIS environment. This might be useful if you want to balance network load or have dedicated computers for specific tasks. The Service Adapter Application can also connect across a firewall, providing greater flexibility in a secure environment.

Figure 3 Service Adapter Integration shows how the Service Adapter works with SQM and OVIS.

### Figure 3 Service Adapter Integration



## 1.2.5 Internet Services Data Collection

To collect data, the Service Adapter uses **data feeders**. A data feeder is a source of data for SQM. Each data feeder is defined by a **Data Feeder Definition (DFD)**.

The data collected from Internet Services is defined by DFDs and their properties and parameters, each of which is described below.

- **DFDs**  
DFDs are data structures that define what source data is collected from OVIS. Each DFD equates to a predefined OVIS probe. The DFD configuration information is stored both in the SQM Service Repository Manager and in the SQM central repository.
- **DFD parameters**  
Parameters define what measurement data is sent by the Service Adapter to SQM. The DFD parameters depend on the type of probe that is used, since different values are measured for, for example, HTTP or DNS. The DFD parameters are stored in the SQM Service Repository Manager repository.
- **DFD properties**  
Properties further define what source data is collected from Internet Services. For example, collecting data for a particular http destination. The properties define the type of probe, OVIS server (source) and target, so that it is possible to measure specific targets from multiple 'source' systems. The parameters are stored in the SQM Service Repository Manager repository.
- **Measurement Reference Point**  
The Measurement Reference Point (MRP) identifies the source of the data that is to be collected.

The Service Adapter provides a set of predefined DFDs for the default probes that are delivered with HP OVIS 4.

The following tables show the generic configuration of an OVIS Service Adapter DFD. The configuration information of the supplied DFDs is given in Appendix B.

## 1.2.6 Generic DFD Configuration

**Table 1 DFD Configuration**

Name	Type	Description	Value
DfdName	String	DFD name: defines uniquely this DFD within SC. This name does not exceed 16 characters. It uses the SA name (“OVIS”) as prefix to ensure its uniqueness across the different Service Adapters.	Set at registration time of the DFD.
DfdLabel	String	Name of the DFD used for display purpose	Equal to DfdName by default
Descr	String	Description of the Data Feeder	Can be set by the user
DfdVersion	String	Version of the Data Feeder	“v1_0” by default for the first version of this SA
SaName	String	Service Adapter name.	Ovis
SaLabel	String	Name of the Service Adapter used for display purposes.	Equal to SaName by default
SaVersion	String	Version of the service adapter	“v1_0” by default for the first version of this SA
Parameter Defs	List	List of parameters for this DFD. Each parameter is composed of characteristics that are described after.	See table Parameter Definitions below
Property Defs	List	List of property names that are filled at Data Feeder Instantiation time. Each property name is a string.	See table Property Definitions below
MRP Naming Schema	List	Sub-list of Data Feeder “instance properties” that are used to construct the MRP (Measurement Reference Point). MRP properties must be chosen within DFI properties so that the uniqueness of this DFI can be guaranteed among all the DFIs belonging to this DF. Each property name is a string. The order of the property names of this list is used for the MRP construction	See table MRP Naming Scheme

## 1.2.7 DFD Parameters

**Table 2 DFD Parameters**

Parameter Name	Description
AVAILABILITY	If a measurement could not be retrieved, a 0 is logged, otherwise availability is set to 1.
SETUPTIME	Time for the performance of a task, such as the resolution of an address and the establishment of a connection.
RESPONSETIME	Time taken for the performance of a task, such as a connection.
TRANSFERTPUT	Transfer bytes/Transfer time in KB/s.
METRIC_1	Generic measurement.
METRIC_2	Generic measurement.
METRIC_3	Generic measurement.
METRIC_4	Generic measurement.
METRIC_5	Generic measurement.
METRIC_6	Generic measurement.
METRIC_7	Generic measurement.
METRIC_8	Generic measurement.
INTERVAL	Time differential between two events or states.

The DFD shown above is a generic definition that is used by the OVIS Service Adapter discovery tool to generate the final DFD that is stored in SQM. For more information about how the metrics are mapped, depending on the probes you want to monitor, refer to *Appendix B. Supplied DFDs*. This Appendix describes existing ones such as DHCP, Dial Up, DNS, FTP, HTTP, and so on.

## 1.2.8 DFD Properties

**Table 3 DFD Properties**

Name	Label	Description	Datatype
SYSTEMNAME	Source System	Name of the OVIS probe system	String
HOST	Target System	Name of measured system (target system)	String
TARGET	Target	Target location on the host (e.g. target webpage, port number, and similar information)	String
PROBENAME	Probe Name	Name of probe	String
Connector	Name of the Connector	Connector which is used to connect to the OVIS database	String

## 1.2.9 Measurement Reference Point

The Measurement Reference Point (MRP) describes all the information about where the performance data that was sent to Service Quality Manager was measured. The MRP gathers all information that distinguishes two performance data values coming from the same Data Feeder and for the same parameter name, except the timestamps.

These are two items that go into specific fields of the Service Quality Manager performance data value message.

In other words, the MRP is used to distinguish between two Data Feeder Instances of the same DFD (with the same DFD version).

### 1.2.9.1 Syntax

For the OVIS Service Adapter, the syntax of the MRP is:

```
[system_name]_[<IS_host_name>]_[<IS_probe_name>]_[<IS_target_name>]
```

The MRP syntax has the following elements:

*system\_name*

Is the OVIS server name (source for measurement)

<*IS\_host\_name*>

Is the target host the OVIS probe is measuring.

<*IS\_probe\_name*>

Is the name of the probe. For example, HTTP.

<*IS\_target\_name*>

Is the destination on the target host that the OVIS probe is monitoring. This can be, for example, a specific Web page on a Web server (/marketing/index.html) or a specific port for the TCP/IP probe (25594).

### 1.2.9.2 Example

```
svr1.xyzcorp.com_10.10.1.3_DNS_svr2.xyzcorp.com@10.10.1.3
```

where:

<i>system_name</i>	is	svr1.xyzcorp.com
< <i>IS_host_name</i> >	is	10.10.1.3
< <i>IS_probe_name</i> >	is	DNS
< <i>IS_target_name</i> >	is	svr2.xyzcorp.com@10.10.1.3



## 1.2.10 DFD Mapping

The OvisDFDs.xml file provides the default mapping information for the configuration tool.

The Ovis4.5DFDs.xml file is by default customized for Ovis A.04.50 whereas the Ovis5.2DFDs.xml file supports Ovis A.05.20. Depending on the version used, replace the OvisDFDs.xml file content with the content of the file with the targeted version.

During installation, the file is created in the same directory as the Ovis\_template.exp file. To provide a default mapping for a new probe, you must add an appropriate entry in this file.

On Unix:

```
# cd $STEMIP_SC_HOME\ServiceAdapters\Sql\v1_2\Ovis_v1_2\repository
# mv OvisDFDs.xml Ovis4.5DFDs.xml
# mv Ovis5.2DFDs.xml OvisDFDs.xml
```

Each XML element under the XML element <probes> represents the mapping for one DFD (for which the name is the XML element itself) with all fields mapping described with help of element parameterDef.

The Element name itself is the name of the probe.

The parameterDef sub element is repeated for each parameter of the probes.

The element parameterDef define the mapping and it required four attributes (plus one optional):

- label Name of the column in the OVIS database
- SClablel Label that will used in SQM
- SCcategory Category
- SCtype Type (most of the parameters are Float datatype)
- SCdesc Description (optional)

Each probe must always include the information for the INTERVAL parameter (INTERVAL, INTERVAL, Other, Float) because it is necessary for summaries and internal processing. For this version of OVIS SA, most of the parameters are proposed with datatype Float. It is recommended to keep this datatype and assure the mapping of the Float to another SQM type (Int or RelativeTime for example) using a customized Java expression (this mapping is done at the Service Design phase, when assigning a DFD parameter to a Service Component parameter).

The GENERIC mapping is used as default mapping for all unknown DFDs.

### 1.2.10.1 Example

Each probe appears on one element:

```
<?xml version="1.0" encoding="UTF-8" ?>
- <probes>
- <GENERIC>
  <parameterDef label="AVAILABILITY" SClabel="AVAILABILITY" SCcategory="Percent" SCType="Float" />
  <parameterDef label="INTERVAL" SClabel="INTERVAL" SCcategory="Other" SCType="Float" />
  <parameterDef label="METRIC_1" SClabel="METRIC_1" SCcategory="Gauge" SCType="Float" />
  <parameterDef label="METRIC_2" SClabel="METRIC_2" SCcategory="Gauge" SCType="Float" />
  <parameterDef label="METRIC_3" SClabel="METRIC_3" SCcategory="Gauge" SCType="Float" />
  <parameterDef label="METRIC_4" SClabel="METRIC_4" SCcategory="Gauge" SCType="Float" />
  <parameterDef label="METRIC_5" SClabel="METRIC_5" SCcategory="Gauge" SCType="Float" />
  <parameterDef label="METRIC_6" SClabel="METRIC_6" SCcategory="Gauge" SCType="Float" />
  <parameterDef label="METRIC_7" SClabel="METRIC_7" SCcategory="Gauge" SCType="Float" />
  <parameterDef label="METRIC_8" SClabel="METRIC_8" SCcategory="Gauge" SCType="Float" />
  <parameterDef label="RESPONSETIME" SClabel="RESPONSETIME" SCcategory="Gauge" SCType="Float" />
  <parameterDef label="SETUPTIME" SClabel="SETUPTIME" SCcategory="Gauge" SCType="Float" />
  <parameterDef label="TRANSFERTPUT" SClabel="TRANSFERTPUT" SCcategory="Gauge" SCType="Float" />
</GENERIC>
+ <ANYTCP>
- <DHCP>
  <parameterDef label="AVAILABILITY" SClabel="AVAILABILITY" SCcategory="Percent" SCType="Float"
    SCdesc="If a measurement could not be retrieved a 0 is logged otherwise availability is set to 1." />
  <parameterDef label="INTERVAL" SClabel="INTERVAL" SCcategory="Other" SCType="Float" />
  <parameterDef label="METRIC_1" SClabel="OFFER_TIME" SCcategory="Gauge" SCType="Float"
    SCdesc="Time to first offer from server." />
  <parameterDef label="METRIC_2" SClabel="LEASE_TIME" SCcategory="Gauge" SCType="Float"
    SCdesc="Time to lease offered IP address." />
  <parameterDef label="METRIC_3" SClabel="SERVER_IP" SCcategory="Rate" SCType="Float" SCdesc="IP
```

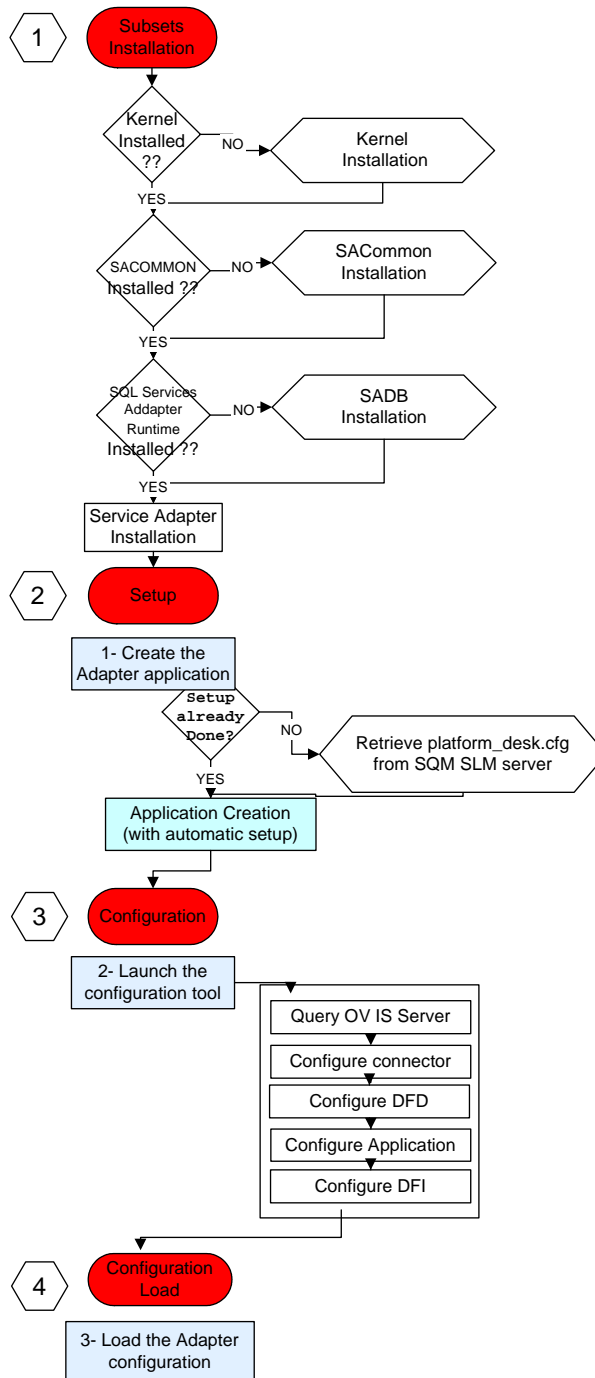
## 1.3 Configuration Overview

The OVIS Service Adapter provides a configuration utility that connects to the OV Internet Services, discovers as much configuration information as possible and creates all the configuration files needed to configure the Service Adapter for collecting the required measurement data. These configuration files are saved in XML format and are uploaded to the SQM repositories.

### 1.3.1 Way to proceed

Figure 4 shows the steps you take to configure the Service Adapter on Windows

**Figure 4. Service Adapter configuration diagram on Windows**





# Chapter 2

## Service Adapter Installation on Windows

This chapter describes how to install the Service Adapter on Windows. After you have completed the installation, follow the instructions in Chapter 4, section 4.2 to configure the adapter.

### 2.1 Software and Hardware requirements

#### 2.1.1 Software requirements

- Windows XP
- HP OpenView Internet Services Version A.04.00 or later
- HP OpenView Service Quality Manager V1.2 (Kernel subset)
- HP OpenView SA Common V1.2 (SQMSAGTWCOMMON)
- HP OpenView SQL Service Adapter Runtime V1.2 (SQMSASQL)
- JDBC driver for the targeted SQL database
- MSDE Database. If you have HP OpenView Reporter installed on the same system, you can instead use Oracle (Windows/HP-UX) and Microsoft SQL Server.

#### 2.1.2 Hardware requirements

For hardware requirements, refer to the *HP OpenView Service Quality Manager Installation Guide*.

- Minimum of 5 MB disk space. 10 MB recommended.

### 2.2 Installing the Software

If not already done, you first need to install the OV SQM Kernel, go to section 2.2.1

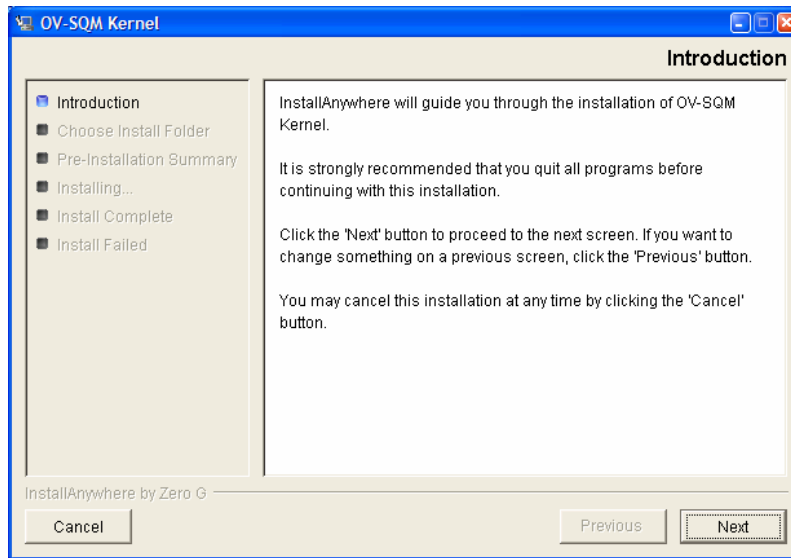
If the OV SQM Kernel has been installed go directly to section 2.2.2

Section 2.2.5 explains how to install possible existing patch.

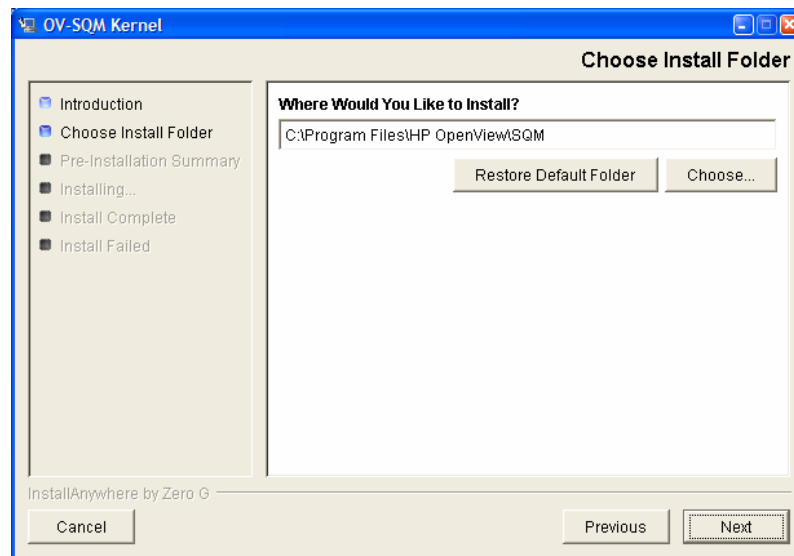
#### 2.2.1 Installing the OV SQM Kernel

To install the Kernel, perform the following steps:

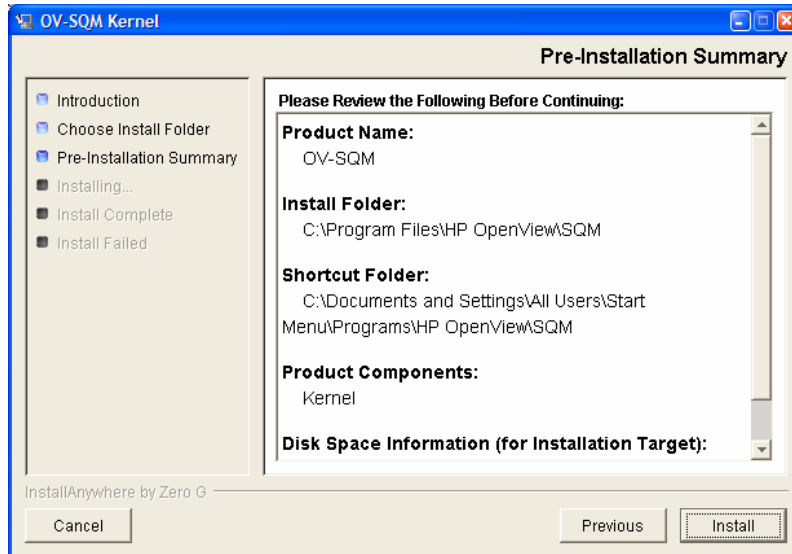
1. Insert the hp OpenView SQM Core CD in your CD-ROM drive, navigate in the SQM-1.20.00-CORE\Windows\User\_Interfaces folder, and run the SQMKERNEL-1.20.00.exe installer.



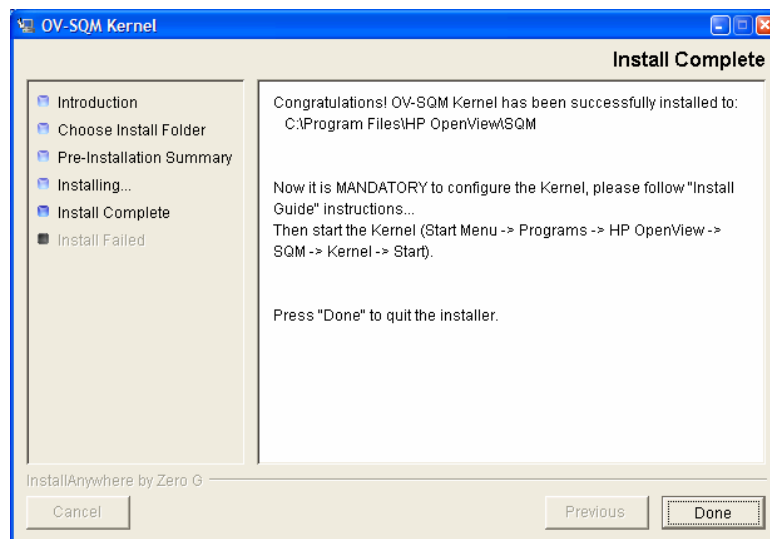
2. Click 'Next' to proceed.



3. Select the destination directory of your OV SQM. If SQM has already been installed (for SLA Monitoring use for instance), you **MUST** install in the same directory. Click 'Next' to proceed.



4. This window allows you to check the selected options. Click **'Install'** to perform else **'Previous'** to modify them.



5. Click **'Done'** to end installation process.

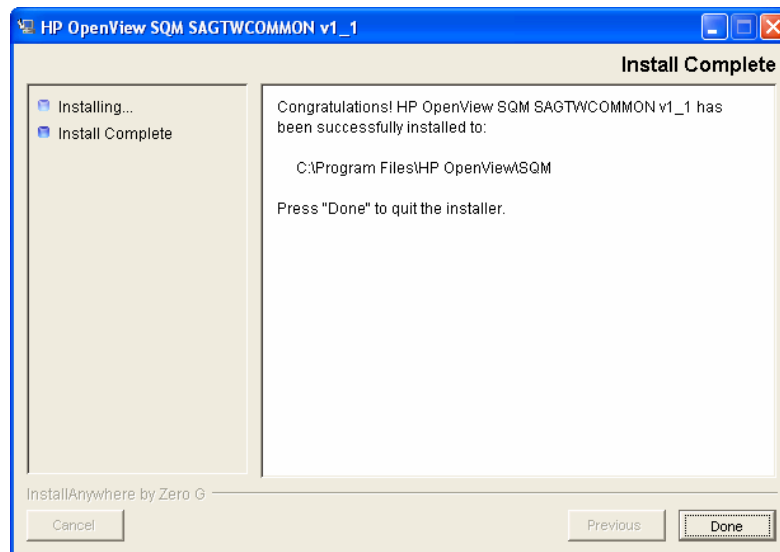
## 2.2.2 Installing the OV SA Common

To install the Service Adapter, perform the following steps:

First install the SA Common component if necessary (if already done go to chapter 2.2.3)

1. Insert the Service Adapter CD-ROM in your CD-ROM drive, go to the **SQM-1.20.00/Windows** directory and run the `SQMSAGTWCCOMMON-1.20.exe` installer.

2. The software is installed and the **Install Complete** window is displayed.



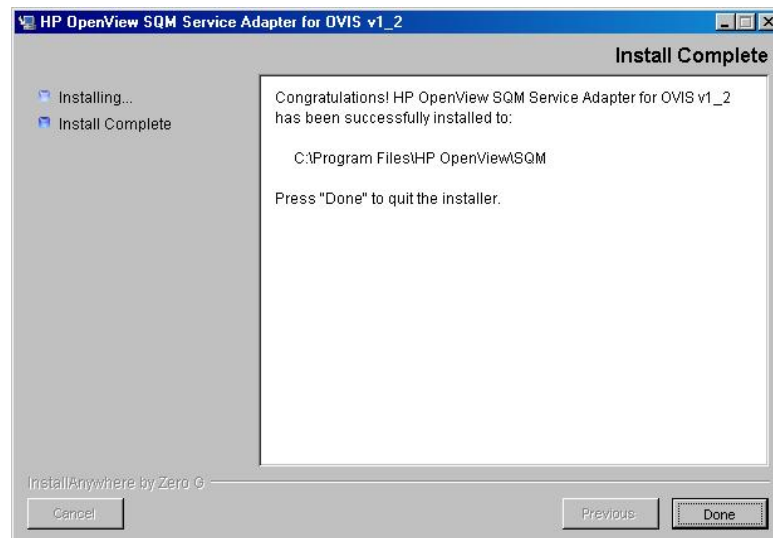
3. To end the installation process, click **'Done'**

### 2.2.3 Installing SQL Service Adapter Runtime

1. Insert the Service Adapter CD-ROM in your CD-ROM drive, go to the **SQM-1.20.00/Windows** directory and run the **SQMSASQL-1.20.00.exe** installer.

### 2.2.4 Installing the OVIS SA

1. Insert the Service Adapter CD-ROM in your CD-ROM drive and run the **SQMSAOVIS-1.20.exe** installer.
2. The software is installed and the **Install Complete** window is displayed.



3. To end the installation process, click **'Done'**.

### 2.2.5 Patch installation

SQM patches are delivered in the Windows/Patches delivery directory. If a patch is delivered, refer to the associated README file to install it.



The installation on Windows is complete. Please follow the instruction in Chapter 4 to configure the service adapter.

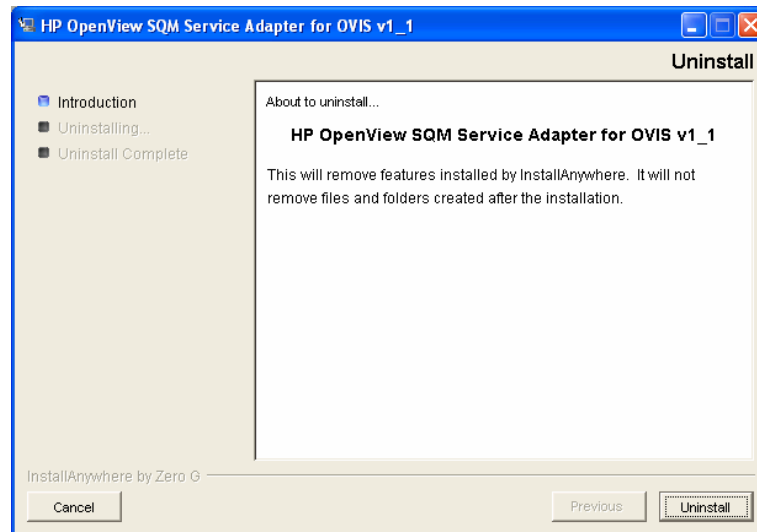
## 2.3 Uninstalling the Software

To uninstall the Service Adapter software:

1. In Explorer, navigate to the following folder:

Select menu: All Programs → HP OpenView → SQM → ServiceAdapters → Ovis v1\_2 → Uninstall

2. The **Uninstall** window is displayed.



3. Click '**Uninstall**'. The software is uninstalled from your system.

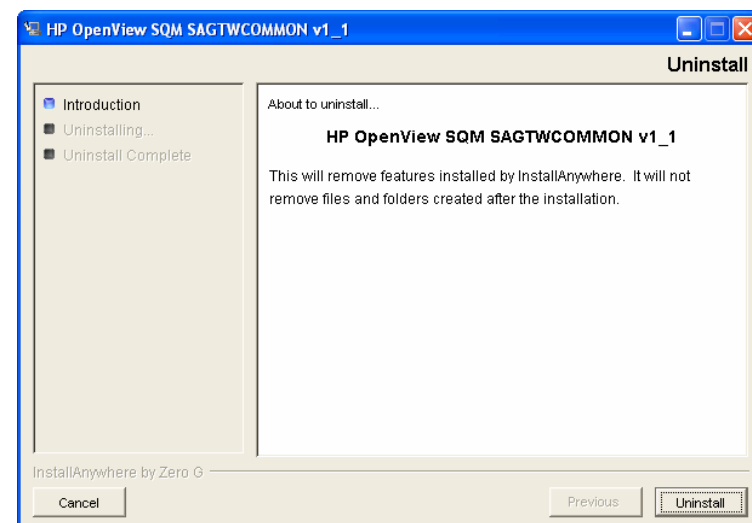
4. To finish, click '**Done**' in the following window.

If no other Service Adapters (or Gateways) are installed on the system you can also uninstall the HP OpenView Service Adapter Common v1\_2

5. In Explorer, navigate to the following folder:

Select menu: All Programs → HP OpenView → SQM → ServiceAdapters → Common v1\_2 → Uninstall

6. Click '**Uninstall**'. The software is uninstalled from your system.



7. To finish, click **Done** in the following window.

# Chapter 3

## Service Adapter Installation on Unix

This chapter describes how to install the Service Adapter on HP UX. After you have completed the installation, follow the instructions in Chapter 5 to configure the adapter.

### 3.1 Software and Hardware requirements

#### 3.1.1 Software requirements

- HP-UX V11.11
- HP OpenView Internet Services Version A.04.00 or later
- HP OpenView Service Quality Manager V1.2 (Kernel subset)
- HP OpenView SA Common V1.2 (SQMSAGTWCOMMON)
- HP OpenView SQL Service Adapter Runtime V1.2 (SQMSASQL)
- JDBC driver for the targeted SQL database

#### 3.1.2 Hardware requirements

For hardware requirements, refer to the *HP OpenView Service Quality Manager Installation Guide*.

- Minimum of 5 MB disk space. 10 MB recommended.

### 3.2 Installing the OVIS SA on HP-UX

If not already done, you first need to install the OV SQM Kernel, go to section 3.2.1

If the OV SQM Kernel has been installed go directly to section 3.2.5

#### 3.2.1 Installing the OV SQM Kernel

The SQM Core Kernel subset is a pre-requisite for the installation of the OVIS SA.

To install the Kernel perform the following steps:

1. If not already existing, create the SQM home directory. Under **root** account:

```
#mkdir /opt/OV/SQM<xxx>
```

Where <xxx> is the label you want to assign to the current release.

2. Mount the SQM Core CD-ROM on your system
3. Go to <mounted directory>/SQM-1.20.00

Run the **'sqm\_install'** tool under the **root** account.

```

xterm
sqm_install [-o] /opt/OV/SQM[...] kit-location [feature|subset-name [subset-name...]]
Where feature could be:
  typical      Install Monitoring and Presentation directors (default feature).
  minimal      Install Kernel (for acquisition and/or gateways).
  monitoring   Install Monitoring director.
  presentation Install Presentation director.
  reporting    Install Reporting director.
  all          Install all subsets in kit-location.
  
```

4. Select the 'minimal' feature:

```
# sqm_install /opt/OV/SQM<xxx> <mount directory>/SQM-1.20.00/HPUX/KIT minimal
```

5. Press **'Enter'** to install the Kernel.

### 3.2.2 Required environment

1. **Sqmadm user/group**

'sqmadm' group and user is necessary for the kernel/application setup and management. Please refer to *HP OpenView Service Quality Manager Installation Guide* for instructions on how to create the 'sqmadm' group and user.

2. Environment variables

If the kernel setup has already been done, you have to source the **temip\_sc\_env.sh** file located under \$TEMIP\_SC\_VAR\_HOME directory.

```
# . $TEMIP_SC_VAR_HOME/temip_sc_env.sh
```

If the kernel setup is not yet done (and before to install the SA Common and SA Ovis), you have to set your environment. Perform the following actions:  
- source environment variables:

```
# export TEMIP_SC_HOME=/opt/OV/SQM<xxx>
# . $TEMIP_SC_HOME/jre/jre-setup.sh
# . $TEMIP_SC_HOME/perl/perl-setup.sh
```

### 3.2.3 Installing the OV SA Common

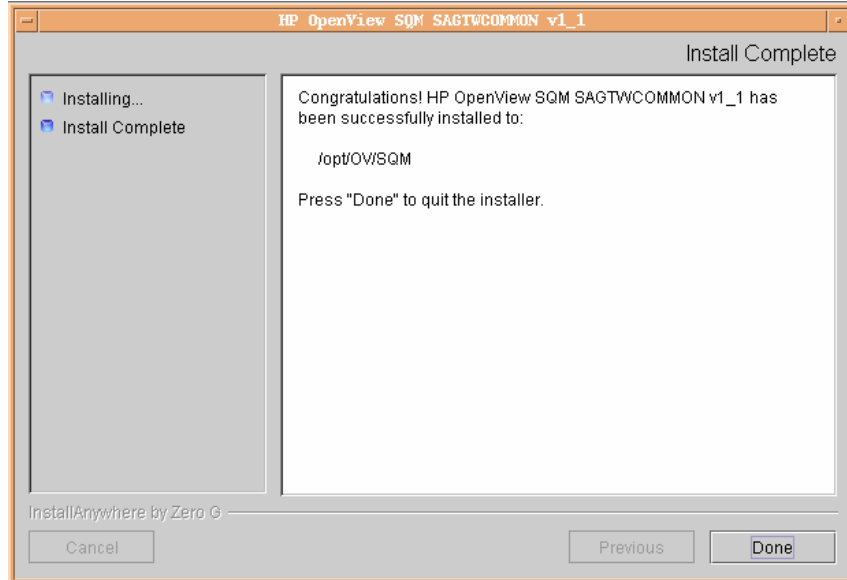
Install the SA Common component if necessary (if already done go to 3.2.4)

1. First, connect as "**root**" user on the system.
2. Mount the HP OpenView Service Adapters and Gateways CD-ROM on your system,
3. Go to <mounted directory>/SQM-1.20.00

And execute:

```
# ./SQMSAGTWCCOMMON-1.20.00.bin
```

4. The software is installed and the **Install Complete** window is displayed.



### 3.2.4 Installing SQL Service Adapter Runtime

1. First, connect as “**root**” user on the system
2. Mount the hp OpenView SQM Service Adapters and Gateways CD-ROM and execute (If this steps is already performed, switch to 3.2.5)
3. Go to <mounted directory>/SQM-1.20.00
4. Run the installer

```
# ./SQMSASQL-1.20.00.bin
```

5. The software is installed and the **Install Complete** window is displayed.
6. To finish, click ‘**Done**’

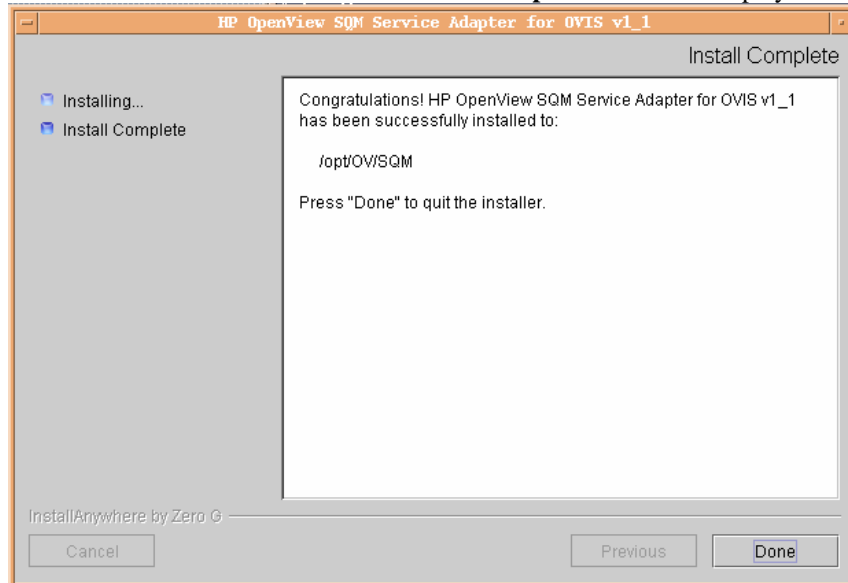
### 3.2.5 Installing Ovis SA

On HP-UX, here are the steps to install the OVIS SA:

1. Connect as “**root**” user
2. Mount the SA\_GTWS CD ROM,
3. Go to <mount directory>/SQM-1.20.00-SAGTW/HPUX
4. Run the installer:

```
# ./SQMOVISSA-1.20.bin
```

5. The software is installed and the **Install Complete** window is displayed:



To end the installation process, click **'Done'**

### 3.2.6 Patch installation

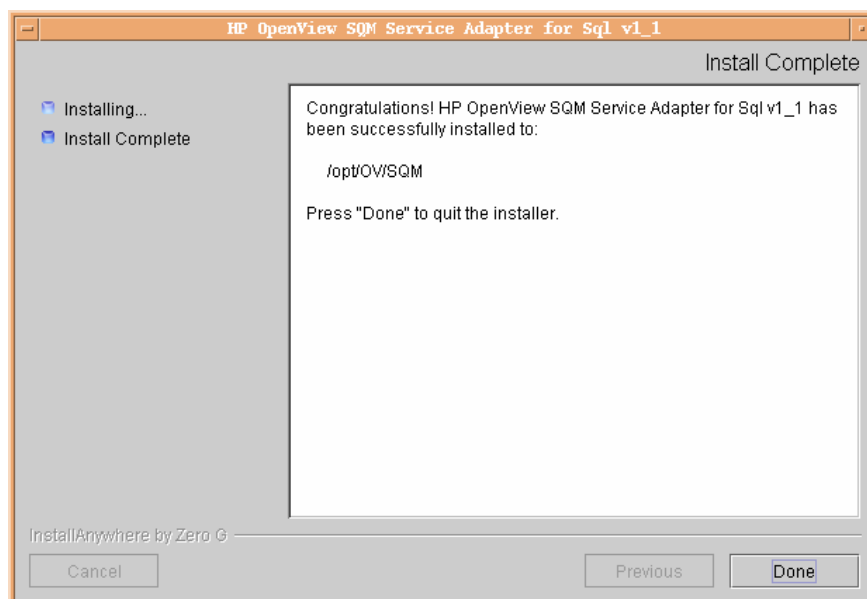
To install a Patch, perform the following steps:

1. Connect as root
2. Go to <mounted directory>/SQM-1.20.00
3. Run the **'sqm\_install'** tool with **'-p'** option plus the **'minimal'** feature.

```
# sqm_install -p /opt/OV/SQM<xxx>/SQM-1.20.00/HPUX/Patches  
minimal
```

This will install all Patches for the Kernel component.

4. Run the **'sqm\_install'** tool with **'-p'** option plus the **'SAGTWCOMMON'** feature.



```
# sqm_install -p /opt/OV/SQM<xxx>/SQM-1.20.00/HPUX/Patches
SAGTWCOMMON
```

This will install all Patches for the SAGTWCOMMON component.

5. Run the **'sqm\_install'** tool with **'-p'** option plus the **'SQMSASQL'** feature.

```
# sqm_install -p /opt/OV/SQM<xxx>/SQM-1.20.00/HPUX/Patches
SQMSASQL
```

This will install all Patches for the SQMSASQL component.

6. Run the **'sqm\_install'** tool with **'-p'** option plus the **'SAOVIS'** feature.

```
# sqm_install -p /opt/OV/SQMV120/SQM-1.20.00/HPUX/Patches
SAOVIS
```

This will install all Patches for the OVIS component.

The installation on Unix is complete. Please follow the instruction in Chapter 5 to configure the service adapter.

## 3.3 Uninstalling the Software

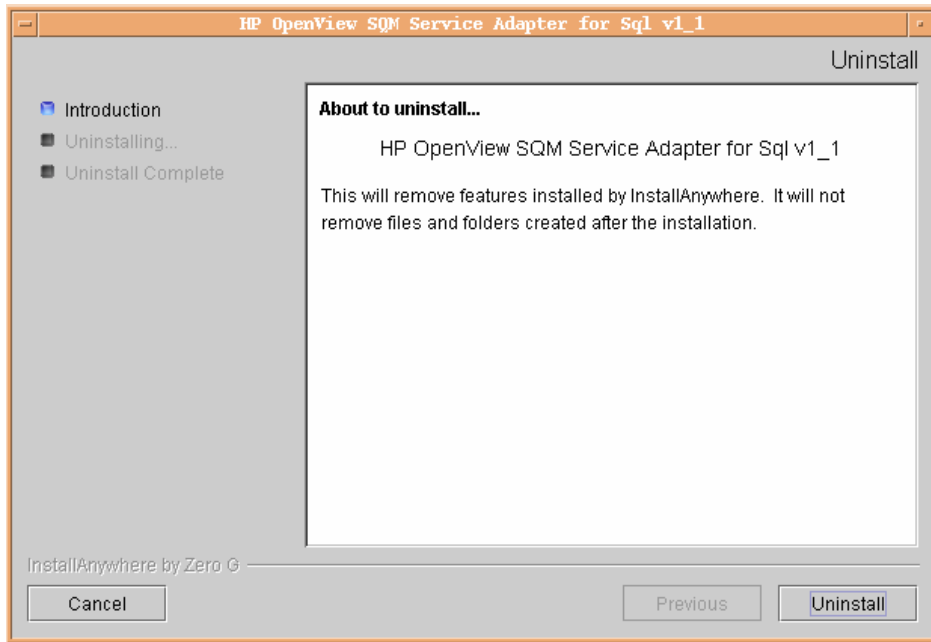
To uninstall the OVIS SA software:

1. Log on as **root** user
2. Load the SQM environment variables  
(`$STEMIP_SC_VAR_HOME/temip_sc_env.sh`)
3. Perform the following commands on the SQM platform where the Ovis SA has been installed:

```
# cd $STEMIP_SC_HOME
#
./ServiceAdapters/Sql/v1_2/Ovis_v1_2/UninstallerDataOvis/Uninstall_Ovis
```

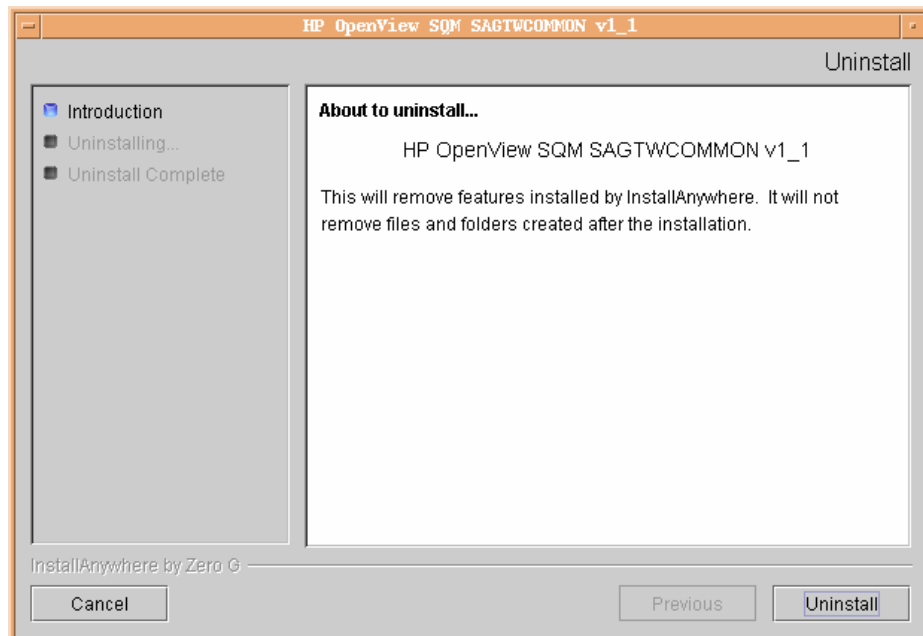
4. If no additional SQL Service Adapters are running on the system, uninstall the SQL SA v1\_2 runtime kit.

```
# cd $STEMIP_SC_HOME
# ./ServiceAdapters/Sql/v1_2/UninstallerDataSql/Uninstall_Sql
```



5. If no Service Adapters or Gateways are running on the system, uninstall the SA Common v1\_2 kit.

```
# cd $TEMIP_SC_HOME  
#  
./ServiceAdapters/Common/v1_2/Uninstaller_SAGTWCCOMMON/Uninstall_SAGTWCCOMMON
```



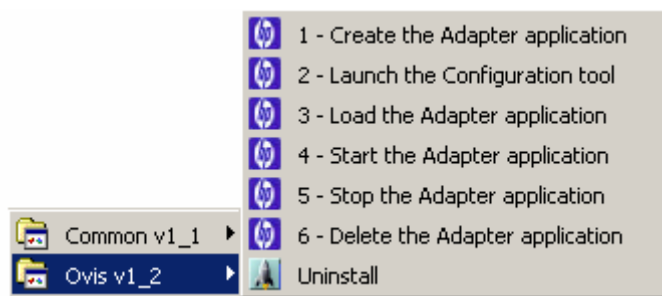


# Chapter 4

## Service Adapter Setup On Windows

Once installed, following steps are available from the menu:

All Programs → HP OpenView → SQM → ServiceAdapters → Ovis v1\_2



The Following table summarizes the steps to be done according to usual life cycles of the OVIS SA:

<b>Create</b>	(1) Create → (2) Configure → (3) Load → (4) Start
<b>Update</b>	(5) Stop → (2) Configure → (3) Load → (4) Start
<b>Delete</b>	(5) Stop → (6) Delete

All these steps are described in the following chapters.

## 4.1 Creating Application

Be aware that the create application will perform the kernel setup if not already done. If your Kernel setup has already be done go to section 4.1.2 else perform first section 4.1.1

### Caution

---

A Service Adapter application name has to be unique cross platform and director!

---

### 4.1.1 Kernel setup

The kernel setup is automatically called during the SA Application creation but the following step must be done in order to retrieve the platform description file:

Copy the platform description file:

- Copy the  
%TEMIP\_SC\_VAR\_HOME%\setupconfig\platform\_desc.cfg file  
from the SQM SLM Primary Server (where all SQM core applications are running) to your local system into %TEMIP\_SC\_HOME%\tmp directory.

### 4.1.2 OVIS Application creation

This application must be created to run the Service Adapter.

To run tool:

1. Select menu: All Programs → HP OpenView → SQM → ServiceAdapters → Ovis v1\_2 → Create the Adapter Application.

The OVIS application tool window is displayed.

2. You need to provide the following information:
  1. The platform name on which the application will be created.  
(ex: **slmv12**).
  2. The director name on which the application will be created. (ex: **acquisitionW2K**)
  3. The name of the Service Adapter Application (ex: **OvisSaigonServer**).
4. When the creation is complete, you are ready to close the window.
5. To check that the application has been correctly created you can perform the command: **temip\_sc\_show\_platform -platform slmv12** either on the SQM HPUX server (using the sqmadm user with all SQM environment variables set) or on the Windows acquisition platform, in a Windows command line with all SQM environment variables set (%TEMIP\_SC\_VAR\_HOME%\temip\_sc\_env.bat).

**NOTE:** Please pay attention to the Service Adapter Application name (in this example: ' **slmv12\_acquisitionW2K\_OvissaigonServer** '), which will be used during the whole life cycle of this application.

For more information, refer to the *HP OpenView Service Quality Manager Administration Guide*.

Following are screenshots about the setup/create.

- Full setup: kernel setup was not done

```

1 - Create the Adapter application
.pl=PerlScript
PerlScript=perl.exe "%1" %*
Please enter the platform : slmv11
Please enter the director : acquisitionW2K
Please enter the application : OvisSaigonServer1
.pl=PerlScript
PerlScript=perl.exe "%1" %*
SETUP PHASE1
TEMIP_SC_HOME = C:\Program Files\HP OpenView\SQM
Traces are redirected in C:\Program Files\HP OpenView\SQM\tmp\temp_sc_setup_Thu
_Mar_18_16_43_55_2004.log
Initializing TEMIP_SC_VAR_HOME
declaring TEMIP_SC_VAR_HOME value C:\Program Files\HP OpenView\SQM\slmv11
TEMIP_SC_VAR_HOME Value C:\Program Files\HP OpenView\SQM\slmv11
Setting the platform environment
SQM 3PP environment already set
SETUP PHASE2
setup phase two: setup log file is C:\Program Files\HP OpenView\SQM\slmv11\trace
\temp_sc_setup_Thu_Mar_18_16_43_55_2004.log

Licensing subsystem has been setup.
temp_sc_kernel_start -log "C:\Program Files\HP OpenView\SQM\slmv11\trace\temp_
sc_setup_Thu_Mar_18_16_43_55_2004.log"

END OF SUCCESSFULL SQM SETUP
C:\Program Files\HP OpenView\SQM\slmv11\platformDefaultInstance.exp
C:\Program Files\HP OpenView\SQM\slmv11\platformGlobalVariablesInstance.exp
C:\Program Files\HP OpenView\SQM\slmv11\platformGlobalVariablesInstance_template
.exp
C:\Program Files\HP OpenView\SQM\slmv11\SLAClient.exp
Setup phase 2 successfully done
If you want SQM Kernel to be started automatically at cconstan logging time, you
can invoke:
temp_sc_install_SQMboot.bat
SETUP PHASE3
setup phase three: setup log file is C:\Program Files\HP OpenView\SQM\slmv11\tra
ce\temp_sc_setup_Thu_Mar_18_16_43_55_2004.log
Application to setup (platform, director, application):
slmv11, acquisitionW2K, OvisSaigonServer1
Start the setup of the specified addOn(s)
Traces are redirected in C:\Program Files\HP OpenView\SQM\slmv11\trace\temp_sc_
setup_Thu_Mar_18_16_43_55_2004.log
Setup phase 3 successfully done
Operation Success.

Press [ENTER] to continue

```

- Create application only: kernel setup was already done

```

1 - Create the Adapter application
.pl=PerlScript
PerlScript=perl.exe "%1" %*
SQM 3PP environment already set
Please enter the platform [slmv11] :
Please enter the director [acquisitionW2K] :
Please enter the application [OvisSaigonServer] : OvisSaigonServer2
.pl=PerlScript
PerlScript=perl.exe "%1" %*
SETUP PHASE1
TEMIP_SC_HOME = C:\Program Files\HP OpenView\SQM
Kernel setup not needed.
Setup phase 2 not needed.
Setting the platform environment
"SQM Environment already loaded"
SETUP PHASE3
setup phase three: setup log file is C:\Program Files\HP OpenView\SQM\slmv11\tra
ce\temp_sc_setup_Thu_Mar_18_15_36_54_2004.log
Application to setup (platform, director, application):
slmv11, acquisitionW2K, OvisSaigonServer2
Start the setup of the specified addOn(s)
Traces are redirected in C:\Program Files\HP OpenView\SQM\slmv11\trace\temp_sc_
setup_Thu_Mar_18_15_36_54_2004.log
Setup phase 3 successfully done
Operation Success.

Press [ENTER] to continue

```

## 4.2 Configuring the Application

The OVIS Service Adapter provides a configuration utility that connects to the OVIS database. It discovers the configuration information, and then creates all the configuration files needed to setup the Service Adapter for collecting the required measurement data. These configuration files are saved in XML format and are uploaded to the SQM Central Repository and the Service Repository Manager. The same configuration files that define the Service Adapter data feeders are used by the SQM Service Designer to model the services that are managed by SQM (see the *SQM Service Designer User's Guide*).

### 4.2.1 Generated Files

The XML files generated by the configuration tool are saved to the %TEMP%\SC\_VAR\_HOME%\ServiceAdapters\Ovis\\config\ directory. All of these files should be uploaded into the SRM or the repository using shortcut available into the Ovis menu.

The directory contains the following files:

- Ovis\_connectors\_data.exp Connector configurations
- Ovis\_dfds\_data.exp Service Adapter instance configuration
- DFDs SRM declaration/deletion message file
- DFIs SRM declaration/deletion message file

### 4.2.2 Configuration Using the GUI

The first step in configuring the Service Adapter is to run the configuration tool and specify the connection information to the OVIS database. The configuration tool connects to the database and retrieves a list of services. This is called *discovery*. Although not mandatory, it is recommended to do so because it makes configuration faster and easier.

To run discovery:

1. Select menu: All Programs → HP OpenView → SQM → ServiceAdapters → Ovis v1\_2 → Launch the Configuration Tools.

The OVIS configuration tool window is displayed.

The screenshot shows a dialog box titled "Please enter the Connection Information" with the following fields and controls:

- SAI name: [Empty text box]
- Server: [Empty text box]
- Port: [Empty text box]
- Login: [Empty text box]
- Password: [Empty text box]
- DB Name: [reporter]
- Define Table:
- DB Type: [SQL Server 7.0]
- Buttons: [Test] [OK] [Cancel]

2. You need to provide the following information:

- The name of the Service Adapter Application to be assigned. The SA Application name to be used is the one provided at the application creation (refer to 4.1.2). The name can contain only alphanumeric characters, plus the characters "-" and "\_". The following syntax is to be applied:  
<Platform name>\_<Director Name>\_<Ovis Application name>.  
In our example it is: **slmv12\_acquisitionW2K\_OvisSaigonServer**

- OVIS database host name

This parameter represents the server where is running the Ovis database (MSQL or Oracle). Here you can specify either the hostname or IP Address.

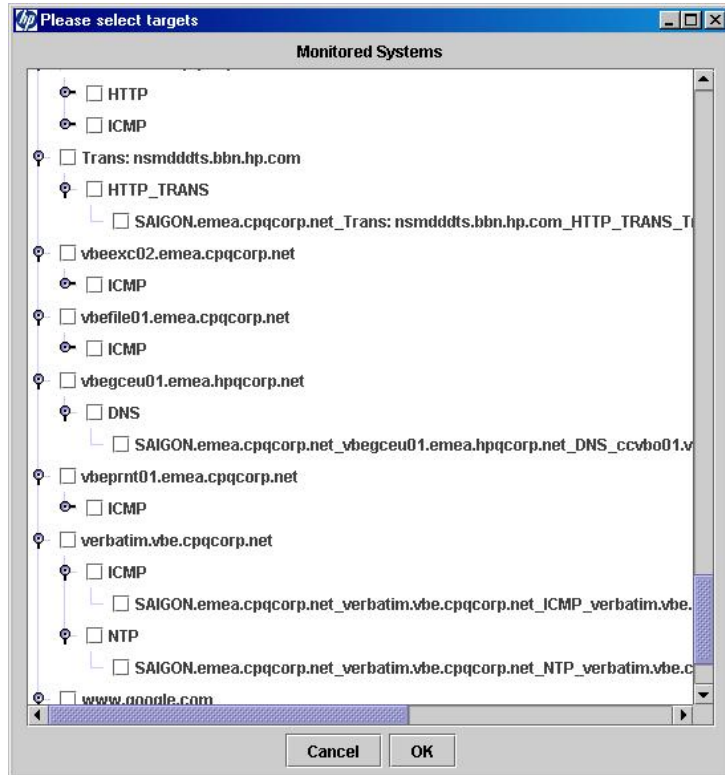
- Port

The port number dedicated to the database connection. If you are using the MSDE database, you can retrieve the Ovis database connection information into log files located in the following Ovis Server directory:

C:\Program Files\HP OpenView\MSSQL\$OVOPS\LOG\ERRORLOG, **keyword**  
"SQM server listening ..."

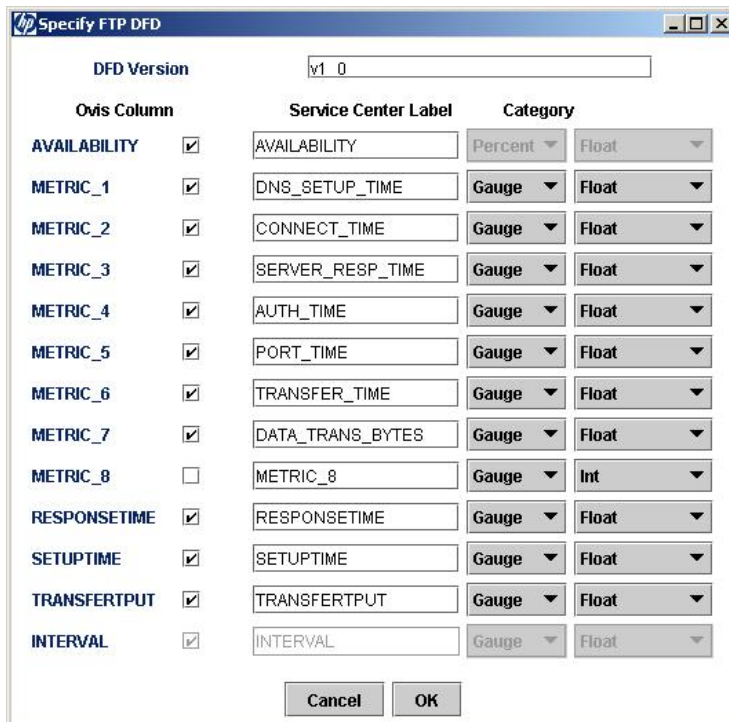
- User name and password (the default user name is openview and default password is openview)
  - OVIS database name (SID for Oracle). By default the database name is reporter.
  - OVIS database type (SQL Server for default OVIS installations using the MSDE)
3. Click **Test**. The tool connects to the database and a message box is displayed stating that the connection was successful.
  4. Click **OK**. The OVIS configuration tool window is displayed again.
  5. Click **OK**. The connector is now set up.
  6. The Configuration tool now connects to the database again and determines the number of targets that are available on the system. The **Monitored Systems** window is displayed, showing the available targets, grouped by DFD and host.

**NOTE:** Only targets that have collected at least once are discovered and displayed.



Select the targets you want to monitor. Click **OK**.

A configuration window is displayed for the first selected DFD. Enter the DFD version that you want (default to v1\_0).



7. Set the parameters for the DFD. Use the default Float datatype proposed. Click **OK**.

8. Repeat this process for each selected DFD.
9. The configuration end up successfully



When you have finished, you are ready to upload the configuration files to the SQM repositories.

### 4.2.3 Configuration Using the Command Line

To run discovery using the command line, use the *configure.cmd* script in the Ovis util directory.

As each environment is unique, it is not possible to provide specific instructions for running the configuration tool. The following is an example execution of the configure script that shows you how the script runs and how to enter the required information.

Go to the `%TEMIP_SC_HOME%\ServiceAdapters\Ovis\v1_2\util` directory and run the *configure.cmd* script.

The following prompt is displayed:

```
Please specify the new Connection information to OVIS DB.
Enter SAI name: [slmv12_acquisitionW2K_OvisSaigonServer]
Enter Host: host.xyzcorp.com
Enter Port: 1093
Enter Login: [] openview
Enter Password: [] Openview
Enter Db name: [reporter]
Enter Table name: [IOPS_DETAIL_DATA]
Select type of the database:
  (1) - SQL Server 7.0 (or higher)
  (2) - SQL Server 6.5
  (3) - Oracle
  (4) - Custom
  > 1
Trying to connect to the database...
Connection configuration successfully created.
Please specify the preferred sorting order HOST, PROBE, TARGET or
PROBE,HOST,TARGET (HP/PH): PH
Select Targets to monitoring:
Keys: Y/y - select current target.
      N/n - skip current target
      P/p - select all targets for a current Probename.
      PH/ph - select all targets for a current Probename and Host.
Probe: {FTP} Host: {host.xyzcorp.com} Target: {/pub} Select?
```

```

[Y/N/P/PH] P
Selected.

Probe: {HTTP} Host: {host.xyzcorp.com} Target:
{host.xyzcorp.com/index.html} Select? [Y/N/P/PH] N
Not selected.

Probe: {HTTP} Host: {host.xyzcorp.com} Target: {page1.html} Select?
[Y/N/P/PH] N
Not selected.

Probe: {SMTP} Host: {host.xyzcorp.com} Target: {host.xyzcorp.com/}
Select? [Y/N/P/PH] Y
Selected.

Probe: {SMTP} Host: {host.xyzcorp.com} Target:
{host.xyzcorp.com/index.html} Select? [Y/N/P/PH] N
Not selected.

Probe: {SMTP} Host: {host.xyzcorp.com} Target:
{host.xyzcorp.com/index.html} Select? [Y/N/P/PH] N
Not selected.

Probe: {SMTP} Host: {host.xyzcorp.com} Target: {kkk} Select?
[Y/N/P/PH] N
Not selected.

Probe: {TCP} Host: {host.xyzcorp.com} Target:
{host.xyzcorp.com/index.html} Select? [Y/N/P/PH] N
Not selected.

MRPs LIST: [host.xyzcorp.com host.xyzcorp.com FTP /pub,
host.xyzcorp.com host.xyzcorp.com FTP host.xyzcorp.com/index.html,
host.xyzcorp.com host.xyzcorp.com HTTP host.xyzcorp.com/index.html,
host.xyzcorp.com host.xyzcorp.com SMTP host.xyzcorp.com/,
host.xyzcorp.com host.xyzcorp.com TCP host.xyzcorp.com/index.html]
DFDs LIST: [FTP, SMTP]

Select Parameters for DFD='FTP':
Parameter name: AVAILABILITY fixed OVIS MetricsName =
AVAILABILITY(type S for skip): [AVAILABILITY]
Accepted.

Parameter name: DNS SETUP TIME fixed OVIS MetricsName =
METRIC 1(type S for skip): [DNS SETUP TIME]
Accepted.

Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [G]
Parameter name: CONNECT TIME fixed OVIS MetricsName = METRIC 2(type
S for skip): [CONNECT TIME]
Accepted.

Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [G]
Parameter name: SERVER RESP TIME fixed OVIS MetricsName =
METRIC 3(type S for skip): [SERVER RESP TIME]
Accepted.

Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [G]
Parameter name: AUTH TIME fixed OVIS MetricsName = METRIC 4(type S
for skip): [AUTH TIME]
Accepted.

Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [G]
Parameter name: PORT TIME fixed OVIS MetricsName = METRIC 5(type S
for skip): [PORT TIME]
Accepted.

Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [G]
Parameter name: TRANSFER TIME fixed OVIS MetricsName =
METRIC 6(type S for skip): [TRANSFER TIME]
Accepted.

Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [G]
Parameter name: DATA TRANS BYTES fixed OVIS MetricsName =
METRIC 7(type S for skip): [DATA TRANS BYTES]
Accepted.

```



```
Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [G]
Parameter name: RESPONSETIME fixed OVIS MetricsName =
RESPONSETIME(type S for skip): [RESPONSETIME]
Accepted.

Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [G]
Parameter name: SETUPTIME fixed OVIS MetricsName = SETUPTIME(type S
for skip): [SETUPTIME]
Accepted.

Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [G]
Parameter name: TRANSFERTPUT fixed OVIS MetricsName =
TRANSFERTPUT(type S for skip): [TRANSFERTPUT]
Accepted.

Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [G]

Select Parameters for DFD='SMTP':
Parameter name: AVAILABILITY fixed OVIS MetricsName =
AVAILABILITY(type S for skip): [AVAILABILITY]
Accepted.

Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [P]
Parameter name: DNS SETUP TIME fixed OVIS MetricsName =
METRIC 1(type S for skip): [DNS SETUP TIME]
Accepted.

Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [G]
Parameter name: CONNECT TIME fixed OVIS MetricsName = METRIC 2(type
S for skip): [CONNECT TIME]
Accepted.

Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [G]
Parameter name: SERVER RESP TIME fixed OVIS MetricsName =
METRIC 3(type S for skip): [SERVER RESP TIME]
Accepted.

Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [G]
Parameter name: TRANSFER TIME fixed OVIS MetricsName =
METRIC 4(type S for skip): [TRANSFER TIME]
Accepted.

Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [G]
Parameter name: TRANS BYTES fixed OVIS MetricsName = METRIC 5(type
S for skip): [TRANS BYTES]
Accepted.

Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [G]
Parameter name: TEAR DOWN TIME fixed OVIS MetricsName =
METRIC 6(type S for skip): [TEAR DOWN TIME]
Accepted.

Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [G]
Parameter name: RESPONSETIME fixed OVIS MetricsName =
RESPONSETIME(type S for skip): [RESPONSETIME]
Accepted.

Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [G]
Parameter name: SETUPTIME fixed OVIS MetricsName = SETUPTIME(type S
for skip): [SETUPTIME]
Accepted.

Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [G]
Parameter name: TRANSFERTPUT fixed OVIS MetricsName =
TRANSFERTPUT(type S for skip): [TRANSFERTPUT]
Accepted.

Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [G]
Configuration finished.
```

## 4.2.4 Configuration Tool Output

After you run the discovery, the following output files are created in the %TEMIP\_SC\_VAR\_HOME%\ServiceAdapters\Ovis\<<SA application name>\config directory:

- The OVIS Service Adapter application configuration file  
The file *OVIS\_<SA Application name>.exp* contains all application variables that are loaded into the repository at the application creation step described in the next section. The SA Application name has the following syntax:  
*<SQM Platform Name>\_<SQM Director Name>\_<Ovis\_Application\_Name>*  
where the SQM Platform and Director were chosen during SQM installation and configuration.
- The OVIS Service Adapter connectors configuration file  
The file *OVIS\_connectors\_data.exp* contains connection parameters (Host, port, UserName, and so on) to be used by the Service Adapter to access the OVIS system. This configuration file is loaded into the repository (see next section).
- The OVIS Service Adapter data feeder configuration  
The file *OVIS\_dfds\_data.exp* contains the DFDs to be loaded into the repository.
- DFDs and DFIs  
Additional DFDs and instances XML files are created to upload or delete the definitions and instances to or from the SRM:

*NewDFDReq\_Ovis<probe>.xml*  
DFD to be loaded into SRM

*DeclareDFIReq\_<dfi.id>.xml*  
DFI to be loaded into the SRM

*DelDFIReq\_<MRP Name>.xml*  
Delete DFI request to remove the DFI from the SRM.

*DelDFDReq\_Ovis<probe>.xml*  
Delete DFD request to remove DFD from the SRM.

## 4.3 Loading configuration files

This step allows loading the configuration files to the configuration repository. You must do this for each Service Adapter instance. To be able to perform these steps:

- The SQM Kernel Subset must be installed and configured on the Windows system (refer to the *HP OpenView Service Quality Manager Installation Guide*).
- The SQM kernel and the Service Repository Manager (SRM) must be up and running on the SQM HPUX server, and the SQM kernel must be started on the Windows system (where the OVIS SA has been configured).

The load of the adapter application will:

- Update the repository with the Data Feeder configurations and the OVIS connectors.
- Upload the DFD and DFI information
- Copy DFD definition to %TEMIP\_SC\_VAR\_HOME%\Definitions\DFD. This option provides with the possibility to centralize all the Service Adapters Data Feeder definitions in a single directory for future use in the SQM Service Designer (Reverse engineering).

To run the tool:

1. Select menu: All Programs → HP OpenView → SQM → ServiceAdapters → Ovis v1\_2 → Load the adapter application.
2. You need to provide the following information (i.e.: the SAI name (the one used during the create application (refer to 4.1.2))):
  3. The platform name on which the application has been created (ex: **slmv12**)
  4. The director name on which the application has been created (ex: **acquisitionW2K**)
  5. The name of the Service Adapter Application (ex: **OvisSaigonServer**)
6. When the operation is complete, you can close the window

The configuration on Windows is complete. Please follow the instruction in Chapter 6 to start the Service Adapter

# Chapter 5

## Service Adapter Setup on Unix

Once the Service Adapter is installed, the **Ovis\_setup.sh** shell script is available at: **\$STEMIP\_SC\_HOME/ServiceAdapters/Sql/v1\_2/Ovis\_v1\_2/util/**; it provides the following options:

```
# Ovis_setup.sh
Please select action to perform:
1) Create a new Adapter application
2) Launch configuration tools (text mode)
3) Launch configuration tools (gui mode)
4) Load the Adapter configuration
5) Start the Adapter application
6) Stop the Adapter application
7) Delete the Adapter application
8) Quit configuration tool
```

The Following table summarizes the steps to be done according to usual lifecycles of the OVIS SA:

<b>Create</b>	1) Create → 3) Configure → 4) Load → 5) Start
<b>Update</b>	6) Stop → 3) Configure → 4) Load → 5) Start
<b>Delete</b>	6) Stop → 7) Delete

All these steps are described in the following chapters.

### 5.1 Creating Application

Be aware that the create application will perform the kernel setup if not already done. If your Kernel setup has already been performed refer to section 5.1.2 else perform first section 5.1.1.

#### 5.1.1 Kernel setup

The kernel setup is executed automatically during the SA Application creation but the following steps must be run in order to retrieve the platform description file:

1. Check that the environment is correct (refer to section 3.2.2)
2. Copy the platform description file  
'**\$STEMIP\_SC\_VAR\_HOME/setupconfig/platform\_desc.cfg**' from the SQM SLM Primary Server (where SQM is running) to the local system into **\$STEMIP\_SC\_HOME/tmp** directory.

## 5.1.2 OVIS application creation

1. Go into the setup tool directory:

```
cd $TEMIP_SC_HOME/ServiceAdapters/Sql/v1_2/Ovis_v1_2/util
```

2. Set the environment variable:

```
. $TEMIP_SC_VAR_HOME/temip_sc_env.sh
```

3. Under **root account** use the following command to create the application:

```
Ovis_setup.sh
```

4. Select option: **'1) Create a new Adapter application'**
5. You need to provide the following information:
  6. The platform name on which the application will be created (ex: **slmv12**).
  7. The director name on which the application will be created (ex: **acquisition**).
  8. The name of the Service Adapter Application (ex: **OvisSaigonServer**).
9. Wait for the creation completion.

### 5.1.2.1 Example (case setup already done)

```
# Ovis_setup.sh
Please select action to perform :
1) Create a new Adapter application
2) Launch configuration tools (text mode)
3) Launch configuration tools (gui mode)
4) Load the Adapter configuration
5) Start the Adapter application
6) Stop the Adapter application
7) Delete the Adapter application
8) Quit configuration tool
#? 1
Create the Adapter application
Please enter the platform: slmv12
Please enter the director: acquisition
Please enter the application: OvisSaigonServer

The platform description file is a valid XML file!
TEMIP_SC_VAR_HOME=/var/opt/OV/SQM/slmv12
Application to setup (platform, director, application):
    slmv12, acquisition, OvisSaigonServer
The platform description file is a valid XML file!
Start the setup of the specified addOn(s)

Traces are redirected in ...

Directors were created successfully
Traces are redirected in ...

Applications were created successfully

Operation Success.
```

**NOTE:** Please pay attention to the Service Adapter Instance name (in this example: 'slmv12\_acquisition\_OvisSaigonServer'), which will be used during the whole life cycle of this application.

### 5.1.3 Application Creation Output File

The following file is creating in the directory  
\$STEMIP\_SC\_VAR\_HOME/ServiceAdapters/Sql/v1\_2/Ovis\_v1\_2/config:  
*slmv12\_acquisition\_Ovis.properties*

## 5.2 Configuring the Application

This chapter describes how to set up the HP OpenView Internet Services Service Adapter. It explains how to use the configuration tool to query the Internet Service Servers for configuration information. The chapter then describes how to edit the configuration files to customize the Service Adapter.

The configuration tool is located in:  
\$STEMIP\_SC\_HOME/ServiceAdapters/Sql/v1\_2/Ovis\_v1\_2/util

---

#### Note

All the commands used in the following chapters must be launched from the *sqmadm* user account (with SQM environment loaded).

---

### 5.2.1 Generated Files

The XML files generated by the configuration tool are saved to the \$STEMIP\_SC\_VAR\_HOME/ServiceAdapters/Ovis/<SA application name>/config directory. All of these files should be uploaded into the SRM or the repository using the script *Ovis\_setup.sh*.

The directory contains the following files:

- *Ovis\_connectors\_data.exp* Connector configurations
- *Ovis\_dfds\_data.exp* Service Adapter instance configuration
- *DFDs* SRM declaration/deletion message file
- *DFIs* SRM declaration/deletion message file

### 5.2.2 Environment Variables

It is important that you ensure that the SQM environment variables are always set.

Run the following command to source the **temip\_sc\_env.sh** file located under \$STEMIP\_SC\_VAR\_HOME directory.

```
. $STEMIP_SC_VAR_HOME/temip_sc_env.sh
```

This sets all SQM environment variables.

### 5.2.3 Configuration Using the GUI

The first step in configuring the Service Adapter is to run the configuration tool and specify the connection information to the OVIS database. The configuration tool connects to the database and retrieves a list of services. This is called *discovery*.

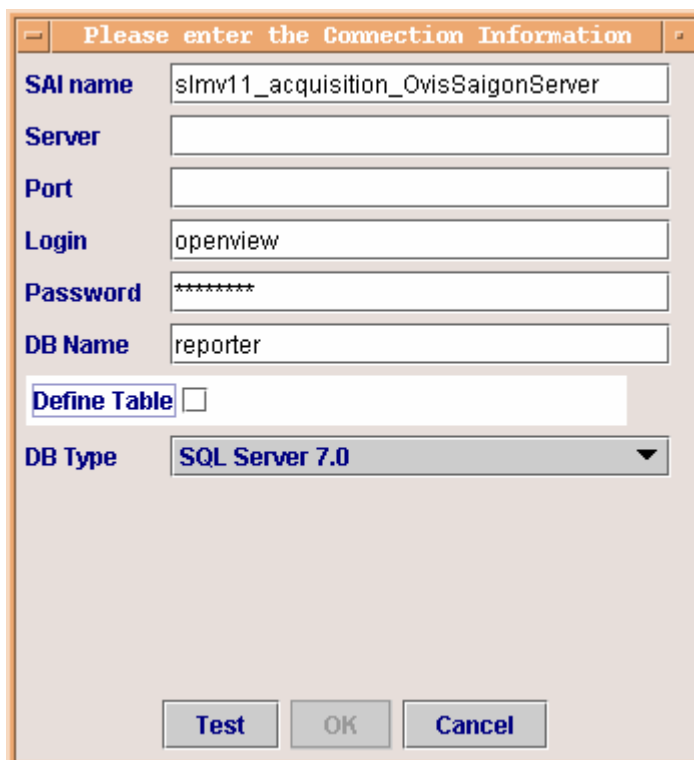
Although not mandatory, it is recommended to do so because it makes configuration faster and easier.

1. To run discovery, go to the tools directory  
\$STEMIP\_SC\_HOME/ServiceAdapters/Sql/v1\_2/Ovis\_v1\_2/util

and run the following command:

```
$ ./Ovis_setup.sh
Please select action to perform :
1) Create a new Adapter application
2) Launch configuration tools (text mode)
3) Launch configuration tools (gui mode)
4) Load the Adapter configuration
5) Start the Adapter application
6) Stop the Adapter application
7) Delete the Adapter application
8) Quit configuration tool
#? 3
Launch configuration tools (gui mode)
```

The OVIS configuration tool window is displayed.

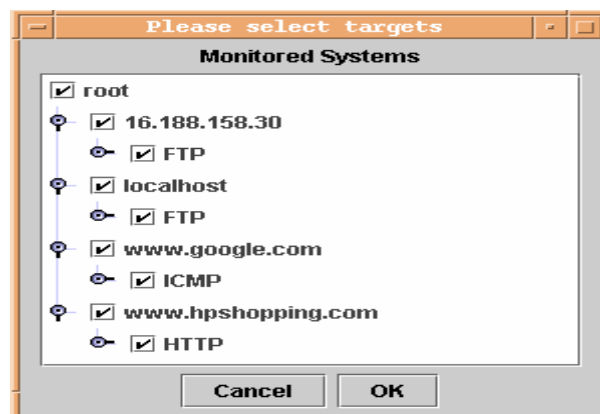


2. You need to provide the following information:
  - The name of the Service Adapter Application to be assigned. The SA Application name to be used is the one provided at the application creation (refer to 5.1.2). The name can contain only alphanumeric characters, plus the characters "-" and "\_". The following syntax is to be applied:  
<Platform name>\_<Director Name>\_<Ovis Application name>.  
In our example it is: **slmv12\_acquisition\_OvisSaigonServer**
  - The OVIS database host name: Hostname or IP address of the server where the OVIS database is running.

- Port: Port number for the database connection. If you are using the MSDE database, you can retrieve the OVIS database connection information into log files located in the following Ovis Server directory: C:\Program Files\HP OpenView\MSSQL\$OVOPS\LOG\ERRORLOG, **keyword** "*SQM server listening ...*"
  - User name and password (the default user name is openview and default password is openview)
  - OVIS database name (SID for Oracle). By default the database name is reporter.
  - OVIS database type (SQL Server for default OVIS installations using the MSDE)
3. Click **Test**. The tool connects to the database and a message box is displayed stating that the connection was successful.
  4. Click **OK**. The OVIS configuration tool window is displayed again.
  5. Click **OK**. The connector is now set up.
  6. The Configuration tool now connects to the database again and determines the number of targets that are available on the system. The **Monitored Systems** window is displayed, showing the available targets, grouped by DFD and host.

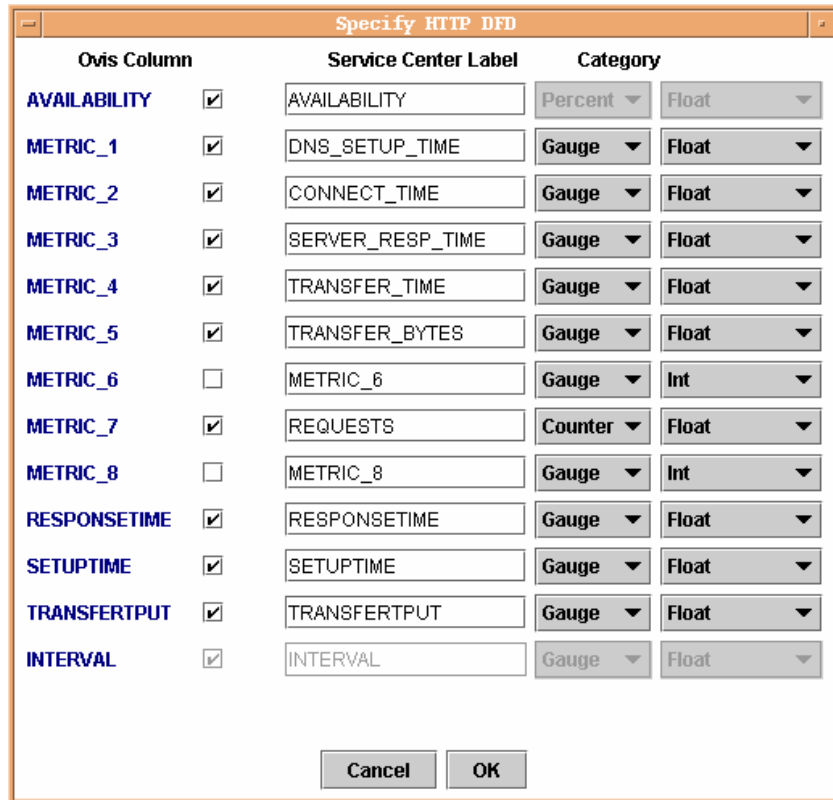
**NOTE:** Only targets that have collected at least once are discovered and displayed.

Select the targets you want to monitor. Click **OK**. A configuration window is displayed for the first selected DFD.

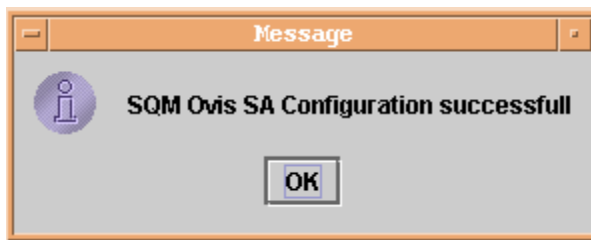


7. Set the parameters for the DFD. Use the default Float datatype proposed. Click **OK**.





8. Repeat this process for each selected DFD.
9. The configuration end up successfully



When you have finished, you are ready to upload the configuration files to the SQM repositories.

## 5.2.4 Configuration Using the Command Line

To run discovery using the command line, use the *Ovis\_setup.sh* script in the Ovis 'util' directory.

As each environment is unique, it is not possible to provide specific instructions for running the configuration tool. The following is an example execution of the configure script that shows you how the script runs and how to enter the required information.

Go to the `$TEMP_IP_SC_HOME/ServiceAdapters/Sql/v1_2/Ovis_v1_2/util` directory and run the *Ovis\_setup.sh* script, and choose option 2.

The following prompt is displayed:

```
$ ./Ovis_setup.sh
Please select action to perform:
1) Create a new Adapter application
2) Launch configuration tools (text mode)
```

```

3) Launch configuration tools (gui mode)
4) Load the Adapter configuration
5) Start the Adapter application
6) Stop the Adapter application
7) Delete the Adapter application
8) Quit configuration tool
#? 2
Launch configuration tools (text mode)
Please specify the new Connection information to OVIS DB.
Enter SAI name: [slmv12 acquisition OvisSaigonServer]
Enter Host: host.xyzcorp.com
Enter Port: 1093
Enter Login: [] openview
Enter Password: [] Openview
Enter Db name: [reporter]
Enter Table name: [IOPS DETAIL DATA]
Select type of the database:
    (1) - SQL Server 7.0 (or higher)
    (2) - SQL Server 6.5
    (3) - Oracle
    (4) - Custom
> 1

Trying to connect to the database...
Connection configuration successfully created.
Please specify the preferred sorting order HOST, PROBE, TARGET
or PROBE, HOST, TARGET (HP/PH): HP

Select Targets to monitoring:
Keys:   Y/y   - select current target.
        N/n   - skip current target

        A/a   - select all.

        H/h   - select all targets for a current Host.
        HP/hp  - select all targets for a current Host and
Probename
Host: {host.xyzcorp.com} Probe: {FTP} Target: {/pub} Select?
<Y/N/A/H/HP> [Y] Y
Selected.

Host: {www.hpshopping.com} Probe: {HTTP} Target:
{www.hpshopping.com/} Select? <Y/N/A/H/HP> [Y] Y
Selected.

Host: {host.xyzcorp.com} Probe: {HTTP} Target: {page1.html}
Select? <Y/N/A/H/HP> [Y] N
Not selected.

Host: {www.google.com} Probe: {ICMP} Target: {www.google.com}
Select? <Y/N/A/H/HP> [Y]
Selected.

Host: {host.xyzcorp.com} Probe: {SMTP} Target:
{host.xyzcorp.com/} Select? <Y/N/A/H/HP> [Y] N
Not Selected.

Host: {host.xyzcorp.com} Probe: {SMTP} Target:
{host.xyzcorp.com/index.html} Select? <Y/N/A/H/HP> [Y] N
Not selected.

Host: {host.xyzcorp.com} Probe: {SMTP} Target:
{host.xyzcorp.com/index.html} Select? <Y/N/A/H/HP> [Y] N
Not selected.

Host: {host.xyzcorp.com} Probe: {SMTP} Target: {kkk} Select?
<Y/N/A/H/HP> [Y] N
Not selected.

Host: {host.xyzcorp.com} Probe: {TCP} Target:
{host.xyzcorp.com/index.html} Select? <Y/N/A/H/HP> [Y] N
Not selected.

MRPs LIST: [host.xyzcorp.com host.xyzcorp.com FTP /pub,
host.xyzcorp.com_www.google.com_ICMP_www.google.com,

```

```
host.xyzcorp.com_www.hpshopping.com_HTTP_www.hpshopping.com/
DFDs LIST: [FTP, HTTP, ICMP]
```

```
Select Parameters for DFD='FTP':
Parameter name: AVAILABILITY fixed OVIS MetricsName =
AVAILABILITY(type S for skip): [AVAILABILITY]
Accepted.
Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [P]
Parameter name: DNS_SETUP_TIME fixed OVIS MetricsName =
METRIC 1(type S for skip): [DNS_SETUP_TIME]
Accepted.
Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [G]
Parameter name: CONNECT TIME fixed OVIS MetricsName =
METRIC 2(type S for skip): [CONNECT TIME]
Accepted.
Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [G]
Parameter name: SERVER RESP TIME fixed OVIS MetricsName =
METRIC 3(type S for skip): [SERVER RESP TIME]
Accepted.
Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [G]
Parameter name: AUTH TIME fixed OVIS MetricsName =
METRIC 4(type S for skip): [AUTH TIME]
Accepted.
Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [G]
Parameter name: PORT TIME fixed OVIS MetricsName =
METRIC 5(type S for skip): [PORT TIME]
Accepted.
Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [G]
Parameter name: TRANSFER TIME fixed OVIS MetricsName =
METRIC 6(type S for skip): [TRANSFER TIME]
Accepted.
Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [G]
Parameter name: DATA TRANS BYTES fixed OVIS MetricsName =
METRIC 7(type S for skip): [DATA TRANS BYTES]
Accepted.
Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [G]
Parameter name: RESPONSETIME fixed OVIS MetricsName =
RESPONSETIME(type S for skip): [RESPONSETIME]
Accepted.
Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [G]
Parameter name: SETUPTIME fixed OVIS MetricsName =
SETUPTIME(type S for skip): [SETUPTIME]
Accepted.
Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [G]
Parameter name: TRANSFERTPUT fixed OVIS MetricsName =
TRANSFERTPUT(type S for skip): [TRANSFERTPUT]
Accepted.
Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [G]
Creating
/var/opt/OV/SQM/slmv12/ServiceAdapters/Ovis/slmv12 acquisition
n Ovis/config...Done
```

```
Select Parameters for DFD='HTTP':
Parameter name: AVAILABILITY fixed OVIS MetricsName =
AVAILABILITY(type S for skip): [AVAILABILITY]
Accepted.
Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [P]
Parameter name: DNS SETUP TIME fixed OVIS MetricsName =
METRIC 1(type S for skip): [DNS SETUP TIME]
Accepted.
Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [G]
Parameter name: CONNECT TIME fixed OVIS MetricsName =
METRIC 2(type S for skip): [CONNECT TIME]
Accepted.
Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [G]
Parameter name: SERVER RESP TIME fixed OVIS MetricsName =
METRIC 3(type S for skip): [SERVER RESP TIME]
Accepted.
Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [G]
Parameter name: TRANSFER TIME fixed OVIS MetricsName =
METRIC 4(type S for skip): [TRANSFER TIME]
Accepted.
Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [G]
Parameter name: TRANSFER BYTES fixed OVIS MetricsName =
METRIC 5(type S for skip): [TRANSFER BYTES]
Accepted.
Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [G]
```

```

Parameter name: REQUESTS fixed OVIS MetricsName =
METRIC 7(type S for skip): [REQUESTS]
Accepted.
Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [C]
Parameter name: RESPONSETIME fixed OVIS MetricsName =
RESPONSETIME(type S for skip): [RESPONSETIME]
Accepted.
Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [G]
Parameter name: SETUPTIME fixed OVIS MetricsName =
SETUPTIME(type S for skip): [SETUPTIME]
Accepted.
Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [G]
Parameter name: TRANSFERTPUT fixed OVIS MetricsName =
TRANSFERTPUT(type S for skip): [TRANSFERTPUT]
Accepted.
Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [G]

Select Parameters for DFD='ICMP':
Parameter name: AVAILABILITY fixed OVIS MetricsName =
AVAILABILITY(type S for skip): [AVAILABILITY]
Accepted.
Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [P]
Parameter name: MIN RESPONSE fixed OVIS MetricsName =
METRIC 1(type S for skip): [MIN RESPONSE]
Accepted.
Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [G]
Parameter name: MAX RESPONSE fixed OVIS MetricsName =
METRIC 2(type S for skip): [MAX RESPONSE]
Accepted.
Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [G]
Parameter name: PACKET LOSS fixed OVIS MetricsName =
METRIC 3(type S for skip): [PACKET LOSS]
Accepted.
Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [C]
Parameter name: RESPONSETIME fixed OVIS MetricsName =
RESPONSETIME(type S for skip): [RESPONSETIME]
Accepted.
Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [G]
Parameter name: TRANSFERTPUT fixed OVIS MetricsName =
TRANSFERTPUT(type S for skip): [TRANSFERTPUT]
Accepted.
Select Category (G-Gauge | R-Rate | C-Counter | P-Percent) [G]
Configuration finished.

```

## 5.2.5 Configuration Tool Output

After you run the discovery, the following output files are created in the `$STEMIP_SC_VAR_HOME/ServiceAdapters/Ovis/<SA application name>/config` directory:

- The OVIS Service Adapter application configuration file.  
The file `Ovis_<SA Application name>.exp` contains all application variables that are loaded into the repository at the application creation step described in the next section. The SA Application name has the following syntax:  
`<SQM Platform Name>_<SQM Director Name>_<Ovis_Application_Name>`  
where the SQM Platform and Director were chosen during SQM installation and configuration.
- The OVIS Service Adapter connector's configuration file.  
The file `Ovis_connectors_data.exp` contains connection parameters (Host, port, UserName, and so on) to be used by the Service Adapter to access the OVIS system. This configuration file is loaded into the repository (see next section).
- The OVIS Service Adapter data feeder configuration.  
The file `Ovis_dfds_data.exp` contains the DFDs to be loaded into the repository.

- DFDs and DFIs  
Additional DFDs and instances XML files are created to upload or delete the definitions and instances to or from the SRM:

*NewDFDReq\_Ovis<probe>.xml*  
DFD to be loaded into SRM

*DeclareDFIReq\_<dfi.id>.xml*  
DFI to be loaded into the SRM

## 5.3 Loading configuration files

The final step is to load the configuration files to the SQM Service Repository Manager and the Tibco central repository.

The setup tool is located in:

`$TEMIP_SC_HOME/ServiceAdapters/Sql/v1_2/Ovis_v1_2/util/`

To be able to perform these steps:

- The SQM Kernel Subset must be installed, configured and started on the OVIS SA system
- The SQM platform has to be up and running on the SQM SLM Primary Server.

This step can be done once the configuration and the application creation of the Ovis SA has been done. The load of the application configuration will:

- Update the SQM repositories with the Data Feeder configurations and the OVIS connectors.
- Upload the DFD and DFI declarations
- Copy DFD definition to `$TEMIP_SC_VAR_HOME/Definitions/DFD`. This option provides with the possibility to centralize all the Service Adapters Data Feeder definitions in a single directory for future use in the SQM Service Designer (Reverse engineering).

To run the tool (from **sqmadm** account):

1. `Ovis_setup.sh`
2. Select option: **'2) Load the Adapter configuration'**
3. You need to provide the following information (i.e. the SA Application name: the one used during the create application (refer to 5.1)):
  10. The platform name on which the application has been created (ex: **slmv12**)
  11. The director name on which the application has been created (ex: **acquisition**)
  12. The name of the Service Adapter Application (ex: **OvisSaigonServer**).
4. Wait for the loading completion (this can take some time depending on the configuration to be loaded)

The configuration on Unix is complete. Please follow the instruction in to Chapter 7 start the service adapter.

## Service Adapter Operation on Windows

### 6.1 SA Start / Stop

#### 6.1.1 Starting the Service Adapter Application

When the Service Adapter starts, it connects automatically to OVIS.

Before starting the Service Adapter, ensure that the SQM Kernel is running on both systems (Windows and HP-UX SQM SLM primary Server). Also ensure that the full SQM monitoring feature is running on the HP-UX Server (refer to the *SQM Administration Guide* for these configuration steps).

To run the tool:

1. Select menu: All Programs → HP OpenView → SQM → ServiceAdapters → Ovis v1\_2 → Start the Adapter Application.

The OVIS application tool window is displayed.

2. You need to provide the following information (i.e.: the SA Application name (the one used during the create application (refer to 4.1.2))):
  3. The platform name on which the application has been created (ex: **slmv12**)
  4. The director name on which the application has been created (ex: **acquisitionW2K**)
  5. The name of the Service Adapter Application (ex: **OvisSaigonServer**)
6. When the operation is complete, you can close the window.
7. To check if the application is running, you can list the processes in the Windows Task Manager and check that there is a newly created **sqm\_invoque.exe** process.

For more information, refer to the *HP OpenView Service Quality Manager Administration Guide*.

## 6.1.2 Stopping the Service Adapter Application

To stop the Service Adapter, performs the steps:

1. Select menu: All Programs → HP OpenView → SQM → ServiceAdapters → Ovis v1\_2 → Stop the Adapter Application.

The OVIS application tool window is displayed.

2. You need to provide the following information (i.e.: the SA application name (the one used during the create application (refer to 4.1.2))):
3. The platform name on which the application has been created (ex: **slmv12**)
4. The director name on which the application has been created (ex: **acquisitionW2K**)
5. The name of the Service Adapter Application (ex: **OvisSaigonServer**)
6. When the operation is complete, you can close the window.

## 6.1.3 Starting and Stopping the Service Adapter Collection

The collection of OVIS data starts only when the Service Adapter Application is instructed to do so by the SQM Service Repository Manager. This is controlled from the SQM SLA Admin User Interface. For more information, see the *HP OpenView SQM SLA Admin User Interface User's Guide*.

# 6.2 Maintenance

## 6.2.1 Create a new Application

Creating a new SA Application implies following steps:

- Create the SA application. (Refer to 4.1 Creating Application)
- Configure the SA Application. (Refer to 4.2 Configuring )
- Load the Application configuration. (Refer to 4.3 Loading )
- Start the SA Application. (Refer to 6.1.1 Starting the Service Adapter )

## 6.2.2 Update an existing Application

Updating an existing SA Application implies following steps:

- Stop the SA Application to be updated. (Refer to 6.1.2 Stopping the Service Adapter )
- Configure the SA Application. (Refer to 4.2 Configuring )
- Load the Application configuration. (Refer to 4.3 Loading )
- Start the SA Application. (Refer to 6.1.1 Starting the Service Adapter )

## 6.2.3 Delete an existing Application

To delete an existing Service Adapter, performs the steps:

1. Stop the Service Adapter (see 6.1.2 Stopping the Service Adapter )
2. Delete all Data Feeder Instances associated to this Service Adapter Instance.

3. Select menu: All Programs → HP OpenView → SQM → ServiceAdapters → Ovis v1\_2 → Delete the Adapter Application.
4. You need to provide the following information (i.e.: the SA application name (the one used during the create application (refer to 4.1.2))):
  5. The platform name on which the application has been created (ex: **slmv12**)
  6. The director name on which the application has been created (ex: **acquisitionW2K**)
  7. The name of the Service Adapter Application (ex: **OvisSaigonServer**)
8. When the operation is complete, you can close the window.

## 6.2.4 Scheduling Configuration

The Service Adapter can be installed in an OVIS environment where new OVIS probe targets are changed daily. In this case, the Service Adapter configuration can be scheduled every day.

Following steps must be done in order to update the OVIS SA configuration. These steps can be automated in a script using the corresponding actions:

STEP	ACTION(s) TO BE DONE ...
Stop	"C:\Program Files\HP OpenView\SQM\ServiceAdapter\Sql\v1_2\Ovis_v1_2\util\Ovis_setup.cmd" then call option 6
Configure	"C:\Program Files\HP OpenView\SQM\ServiceAdapters\Sql\v1_2\Ovis_v1_2\util\Ovis_setup.cmd" then call option 3
Load	"C:\Program Files\HP OpenView\SQM\ServiceAdapters\Sql\v1_2\Ovis_v1_2\util\Ovis_setup.cmd" then call option 4
Start	"C:\Program Files\HP OpenView\SQM\ServiceAdapters\Sql\v1_2\Ovis_v1_2\util\Ovis_setup.cmd" then call option 5

### Warning

---

If you do this, you cannot restrict the data that is collected nor change the default parameter labels. **All data** is collected.

---



# Chapter 7

## Service Adapter Operation On Unix

### 7.1 SA Start/Stop

#### 7.1.1 Starting the Service Adapter Application

To start the Service Adapter you must be logged in as `sqmadm` and all SQM environment variables must be set. Ensure that the SQM Kernel is running. For more information, refer to the *HP OpenView SQM Administration Guide*.

The setup tool is located in:

```
$STEMIP_SC_HOME/ServiceAdapters/Sql/v1_2/Ovis_v1_2/util/
```

Use the following command (from `sqmadm` account) to start the application:

9. `Ovis_setup.sh`

10. Select option: '5) Start the Adapter application'

11. You need to provide the following information (i.e. the SA application name: the one used during the create application (refer to 5.1)):

12. The platform name on which the application has been created (ex: `slmv12`)

13. The director name on which the application has been created (ex: `acquisition`)

14. The name of the Service Adapter Application (ex: `OvisSaigonServer`).

Wait for the application start completion.

#### **Example:**

```
# Ovis_setup.sh
Please select action to perform:
1) Create a new Adapter application
2) Launch configuration tools (text mode)
3) Launch configuration tools (gui mode)
4) Load the Adapter configuration
5) Start the Adapter application
6) Stop the Adapter application
7) Delete the Adapter application
8) Quit configuration tool
#? 5
Start the Adapter application
Please enter the platform [slmv12] : <ENTER>
Please enter the director [acquisition] : <ENTER>
Please enter the application [OvisSaigonServer] : <ENTER>
launch start of application Ovis on director acquisition,
platform slmv12
Processing
/tibco/private/adapter/ServiceCenter/PlatformDescription/slm
```

```
v12/platform ...
Application OvisSaigonServer is starting. Check Alerts in
Hawk Display to get the startup status.
Operation Success.
```

15. To check if the application is running, you can list the processes running on HP-UX with the command `temip_sc_show` and check that there is a newly `sqm_SAOvis` process created.

## 7.1.2 Stopping the Service Adapter Application

To stop the Service Adapter application, you have to be connected as `sqmadm` user and have all SQM environment variables set (please refer to *SQM Administration Guide* for more information).

The setup tool is located in:

```
$STEMIP_SC_HOME/ServiceAdapters/Sql/v1_2/Ovis_v1_2/util/
```

Use the following command (from `sqmadm` account) to stop the application:

1. `Ovis_setup.sh`
2. Select option: '**6) Stop the Adapter application**'
3. You need to provide the following information (i.e. the SA Application name: the one used during the create application (refer to 5.1)):
  4. The platform name on which the application has been created (ex: **slmv12**)
  5. The director name on which the application has been created (ex: **acquisition**)
  6. The name of the Service Adapter Application (ex: **OvisSaigonServer**).

Wait for the application stop completion.

### Example

```
# Ovis_setup.sh
Please select action to perform :
1) Create a new Adapter application
2) Launch configuration tools (text mode)
3) Launch configuration tools (gui mode)
4) Load the Adapter configuration
5) Start the Adapter application
6) Stop the Adapter application
7) Delete the Adapter application
8) Quit configuration tool
#? 6
Stop the Adapter application
Please enter the platform [slmv12] : <ENTER>
Please enter the director [acquisition] : <ENTER>
Please enter the application [OvisSaigonServer] : <ENTER>
Processing
/tibco/private/adapter/ServiceCenter/PlatformDescription/slmv12/platform
...
Application OvisSaigonServer is not running
Operation Success.
```

## 7.1.3 Starting and Stopping the Service Adapter Collection

The collection of OVIS data starts only when the Service Adapter Application is instructed to do so by the SQM Service Repository Manager. This is controlled by the

SQM SLA Administration User Interface. For more information, see the *HP OpenView SQM SLA Administration User Interface User's Guide*

## 7.2 Maintenance

### 7.2.1 Create a new Application

Creating a new SA Application implies following steps:

- Create the SA application. (Refer to 5.1.2 OVIS application creation)
- Configure the SA Application. (Refer to 5.2)
- Load the Application configuration. (Refer to 5.3 Loading configuration files)
- Start the SA Application. (Refer to 7.1.1 Starting the Service Adapter )

### 7.2.2 Update an existing Application

Updating an existing SA Application implies following steps:

- Stop the SA Application. (Refer to 7.1.2 Stopping the Service Adapter )
- Configure the SA Application. (Refer to 5.2 Configuring the Application)
- Load the Application configuration. (Refer to 5.3 Loading configuration files)
- Start the SA Application. (Refer to 7.1.1 Starting the Service Adapter )

### 7.2.3 Delete an existing Application

To delete the Service Adapter Application, you have to be connected as `sqmadm` user and have all SQM environment variables set (please refer to *SQM Administration Guide* for more information).

The setup tool is located in:

```
$STEMIP_SC_HOME/ServiceAdapters/Ovis/v1_2/util/
```

Use the following command (from `sqmadm` account) to delete the application:

1. `Ovis_setup.sh`
2. Select option: **'7) Delete the Adapter application'**
3. You need to provide the following information (i.e. the SA application name: the one used during the create application (refer to 5.1)):
  4. The platform name on which the application has been created (ex: **slmv12**).
  5. The director name on which the application has been created (ex: **acquisition**)
  6. The name of the Service Adapter Application (ex: **OvisSaigonServer**).

Wait until the delete is complete.

#### **Example**

```
# Ovis_setup.sh
Please select action to perform :
1) Create a new Adapter application
2) Launch configuration tools (text mode)
3) Launch configuration tools (gui mode)
4) Load the Adapter configuration
5) Start the Adapter application
6) Stop the Adapter application
7) Delete the Adapter application
```

```

8) Quit configuration tool
#? 7
Stop the Adapter application
Please enter the platform [slmv12] : <ENTER>
Please enter the director [acquisition] : <ENTER>
Please enter the application [OvisSaigonServer] : <ENTER>
Processing
/tibco/private/adapter/ServiceCenter/PlatformDescription/slmv12/platform
...
Application OvisSaigonServer :
    applicationType = Monitored
    host            = herbi
Application OvisSaigonServer is NOT RUNNING

WARNING : Do you want to delete the application y/n ? [n] y

```

## 7.2.4 Scheduling Configuration

The Service Adapter can be installed in an OVIS environment where new OVIS services are changed daily. In this case, the Service Adapter configuration can be scheduled every day.

Following steps must be done in order to update the OVIS SA configuration. These steps can be automated in a script using the corresponding actions:

STEP	ACTION(s) TO BE DONE ...
Stop	<code>\${TEMIP_SC_HOME}/ServiceAdapters/Sql/v1_2/Ovis_v1_2/util/Ovis_setup.sh</code> then call option 6
Configure	<code>\${TEMIP_SC_HOME}/ServiceAdapters/Sql/v1_2/Ovis_v1_2/util/Ovis_setup.sh</code> then choose option 3
Load	<code>\${TEMIP_SC_HOME}/ServiceAdapters/Sql/v1_2/Ovis_v1_2/util/Ovis_setup.pl</code> then call option 4
Start	<code>\${TEMIP_SC_HOME}/ServiceAdapters/Sql/v1_2/Ovis_v1_2/util/Ovis_setup.pl</code> then call option 5

### Warning

If you do this, you cannot restrict the data that is collected nor change the default parameter labels. **All data** is collected.

## Recommendations

The behavior of the service adapter also depends upon some basic criteria such as the distribution between the third party product and the service adapter, the configuration parameters like the polling period and the sizing issue when managing numerous Data Feeders Instances. It may impact the performance of the service adapter in some cornerstone cases.

### 8.1 Install the Ovis Service Adapter and the Ovis Server on distinct machines

In order to have the best performances, it is recommended to install the Ovis Server and the Ovis Service Adapter on separate systems. This is especially recommended when the Ovis Server is dealing with many probes on the machine it is running on.

### 8.2 Set the polling period to a reasonable value

As a general rule, the polling period of the Ovis Service Adapter should be set to a value at least equal or greater than the polling period of the Ovis Server.

The Ovis probes are publishing values for some valuables parameters at a given frequency. These probes don't have necessarily the same publishing periods as the Ovis Server or other probes. The Ovis Server is responsible for collecting these data and publishes them in its own database.

Dealing with many probes and a service adapter requesting too often the same information, the Ovis Server may delay / take some time to really publish the values in the tables. The explanation resides in the access to the database and the starving situation that may occur between write access and read access.

If the polling period of the Ovis Service Adapter is set to half the polling period of the Ovis Server or lower than this value, the Ovis Service Adapter may not see new values at each polling period of the Ovis Server. It may go up to not seeing any message anymore as they may still not being published at the time.

As the Ovis Service Adapter is performing summarization, it should get them anyway once these values are stored in the database. But it implies that there might be no new message emitted by the service adapter at each polling period for a given Data Feeder Instance.

For instance, having the Ovis Server publishing the parameter values of its probes each 10 minutes, the Ovis Service Adapter should set its own polling period to a minimum of 10 minutes.

## 8.3 Avoid synchronizing the polling period of the Ovis Server and the Service Adapter

The following situation is really a cornerstone case that doesn't happen if the previous recommendation is applied with the "greater than only" restriction.

In the case the polling period of the Ovis Server and the Ovis Service Adapter are identical and both are started synchronized, the Ovis Service Adapter may miss the initial published values for a Data Feeder Instance.

Doing so, it may miss it all the time for each upcoming polling period and consequently it may never initialize its internal timestamps to know the time window it should request the data for.

Requesting then the MRP values for a too short time window (narrowed to current time minus polling period), it may miss the time the values are really published.

To make sure you don't fall into such a situation, check when the probes are running and desynchronize the startup of the service adapter based on this. In addition, a good practice is to setup a polling period different from the one defined for the Ovis Server.

# Appendix A

## Installation Directory Structure On Windows

The following directories and files are installed:

```
TEMIP_SC_HOME\adapter\bin\Ovis_v1_2_launch.bat
TEMIP_SC_HOME\etc\addOn\Ovis_v1_2_addOn_windows.tmpl_cfg
TEMIP_SC_HOME\ServiceAdapters\Sql\v1_2\Ovis_v1_2\UninstallerDataOVIS\uninstaller.jar
TEMIP_SC_HOME\ServiceAdapters\Sql\v1_2\Ovis_v1_2\UninstallerDataOVIS\Uninstall_Ovis.exe
TEMIP_SC_HOME\ServiceAdapters\Sql\v1_2\Ovis_v1_2\UninstallerDataOVIS\Uninstall_Ovis.lax
TEMIP_SC_HOME\ServiceAdapters\Sql\v1_2\Ovis_v1_2\UninstallerDataOVIS\.com.zerog.registry.xml
TEMIP_SC_HOME\ServiceAdapters\Sql\v1_2\Ovis_v1_2\bin
TEMIP_SC_HOME\ServiceAdapters\Sql\v1_2\Ovis_v1_2\bin\Ovis_v1_2_launch.bat
TEMIP_SC_HOME\ServiceAdapters\Sql\v1_2\Ovis_v1_2\config\SCPlatform_SCDirector_SCApplication.properties
TEMIP_SC_HOME\ServiceAdapters\Sql\v1_2\Ovis_v1_2\config\SaSqlDiscoveryMtLogging.properties
TEMIP_SC_HOME\ServiceAdapters\Sql\v1_2\Ovis_v1_2\config\SaSqlDiscoveryTraceLogging.properties
TEMIP_SC_HOME\ServiceAdapters\Sql\v1_2\Ovis_v1_2\jar
TEMIP_SC_HOME\ServiceAdapters\Sql\v1_2\Ovis_v1_2\jar\TeSCSAOvis.jar
TEMIP_SC_HOME\ServiceAdapters\Sql\v1_2\Ovis_v1_2\lib
TEMIP_SC_HOME\ServiceAdapters\Sql\v1_2\Ovis_v1_2\lib\Opta2000.jar
TEMIP_SC_HOME\ServiceAdapters\Sql\v1_2\Ovis_v1_2\properties
TEMIP_SC_HOME\ServiceAdapters\Sql\v1_2\Ovis_v1_2\properties\saname.properties
TEMIP_SC_HOME\ServiceAdapters\Sql\v1_2\Ovis_v1_2\properties\TeSCOvis.properties
TEMIP_SC_HOME\ServiceAdapters\Sql\v1_2\Ovis_v1_2\properties\TeSCOvis_Messages.properties
TEMIP_SC_HOME\ServiceAdapters\Sql\v1_2\Ovis_v1_2\properties\TeSCOvis_Version.properties
TEMIP_SC_HOME\ServiceAdapters\Sql\v1_2\Ovis_v1_2\properties\TeSCSql_Version.properties
TEMIP_SC_HOME\ServiceAdapters\Sql\v1_2\Ovis_v1_2\repository
TEMIP_SC_HOME\ServiceAdapters\Sql\v1_2\Ovis_v1_2\repository\OvisDFDs.xml
TEMIP_SC_HOME\ServiceAdapters\Sql\v1_2\Ovis_v1_2\repository\Ovis5.2DFDs.xml
TEMIP_SC_HOME\ServiceAdapters\Sql\v1_2\Ovis_v1_2\repository\Ovis Connectors data.exp
TEMIP_SC_HOME\ServiceAdapters\Sql\v1_2\Ovis_v1_2\repository\Ovis_dfds_data.exp
TEMIP_SC_HOME\ServiceAdapters\Sql\v1_2\Ovis_v1_2\repository\Ovis_template.exp
TEMIP_SC_HOME\ServiceAdapters\Sql\v1_2\Ovis_v1_2\repository\Ovis_setup.cfg
TEMIP_SC_HOME\ServiceAdapters\Sql\v1_2\Ovis_v1_2\util
TEMIP_SC_HOME\ServiceAdapters\Sql\v1_2\Ovis_v1_2\util\configure.cmd
TEMIP_SC_HOME\ServiceAdapters\Sql\v1_2\Ovis_v1_2\util\configure_gui.cmd
TEMIP_SC_HOME\ServiceAdapters\Sql\v1_2\Ovis_v1_2\util\Ovis_setup.cmd
TEMIP_SC_HOME\ServiceAdapters\Sql\v1_2\Ovis_v1_2\util\setup.cmd
TEMIP_SC_HOME\ServiceAdapters\Sql\v1_2\Ovis_v1_2\util\setup.pl
```

# Installation Directory Structure On Unix

The following directories and files are installed:

```
$STEMIP_SC_HOME/adapter/bin/Ovis_v1_2_launch.sh
$STEMIP_SC_HOME/etc/addOn/Ovis_v1_2_addOn_unix.tmpl_cfg
$STEMIP_SC_HOME/ServiceAdapters/Sql/v1_2/Ovis_v1_2/UninstallerDataOVIS/uninstaller.jar
$STEMIP_SC_HOME/ServiceAdapters/Sql/v1_2/Ovis_v1_2/UninstallerDataOVIS/Uninstall_Ovis.lax
$STEMIP_SC_HOME/ServiceAdapters/Sql/v1_2/Ovis_v1_2/UninstallerDataOVIS/.com.zerog.registry.xml
$STEMIP_SC_HOME/ServiceAdapters/Sql/v1_2/Ovis_v1_2/bin/Ovis_v1_2_launch.sh
$STEMIP_SC_HOME/ServiceAdapters/Sql/v1_2/Ovis_v1_2/config/SCPlatform_SCDirector_SCAApplication.properties
$STEMIP_SC_HOME/ServiceAdapters/Sql/v1_2/Ovis_v1_2/config/SaSqlDiscoveryMtLogging.properties
$STEMIP_SC_HOME/ServiceAdapters/Sql/v1_2/Ovis_v1_2/config/SaSqlDiscoveryTraceLogging.properties
$STEMIP_SC_HOME/ServiceAdapters/Sql/v1_2/Ovis_v1_2/jar/TeSCSAOvis.jar
$STEMIP_SC_HOME/ServiceAdapters/Sql/v1_2/Ovis_v1_2/lib/Opta2000.jar
$STEMIP_SC_HOME/ServiceAdapters/Sql/v1_2/Ovis_v1_2/properties/saname.properties
$STEMIP_SC_HOME/ServiceAdapters/Sql/v1_2/Ovis_v1_2/properties/TeSCOvis.properties
$STEMIP_SC_HOME/ServiceAdapters/Sql/v1_2/Ovis_v1_2/properties/TeSCOvis_Messages.properties
$STEMIP_SC_HOME/ServiceAdapters/Sql/v1_2/Ovis_v1_2/properties/TeSCOvis_Version.properties
$STEMIP_SC_HOME/ServiceAdapters/Sql/v1_2/Ovis_v1_2/properties/TeSCSql_Version.properties
$STEMIP_SC_HOME/ServiceAdapters/Sql/v1_2/Ovis_v1_2/repository/OvisDFDs.xml
$STEMIP_SC_HOME/ServiceAdapters/Sql/v1_2/Ovis_v1_2/repository/Ovis5.2DFDs.xml
$STEMIP_SC_HOME/ServiceAdapters/Sql/v1_2/Ovis_v1_2/repository/Ovis_Connectors_data.exp
$STEMIP_SC_HOME/ServiceAdapters/Sql/v1_2/Ovis_v1_2/repository/Ovis_dfds_data.exp
$STEMIP_SC_HOME/ServiceAdapters/Sql/v1_2/Ovis_v1_2/repository/Ovis_template.exp
$STEMIP_SC_HOME/ServiceAdapters/Sql/v1_2/Ovis_v1_2/repository/Ovis_setup.cfg
$STEMIP_SC_HOME/ServiceAdapters/Sql/v1_2/Ovis_v1_2/util/TeSCOvis_Version.properties
$STEMIP_SC_HOME/ServiceAdapters/Sql/v1_2/Ovis_v1_2/util/configure.sh
$STEMIP_SC_HOME/ServiceAdapters/Sql/v1_2/Ovis_v1_2/util/configure_gui.sh
$STEMIP_SC_HOME/ServiceAdapters/Sql/v1_2/Ovis_v1_2/util/Ovis_setup.sh
$STEMIP_SC_HOME/ServiceAdapters/Sql/v1_2/Ovis_v1_2/util/setup.pl
$STEMIP_SC_HOME/ServiceAdapters/Sql/v1_2/Ovis_v1_2/util/setup.sh
```







# Appendix B

## Supplied DFDs

This Appendix provides the configuration information of the supplied DFDs, by probe type.

When the Ovis A.05.20 release is used with its associated DFD configuration file (see 1.2.10 ) some additional parameters are defined. These parameters are highlighted.

OVIS Fields	Parameter Label	Category	Description
<b>DHCP</b>			<b>OvisDHCP</b>
Availability	AVAILABILITY	Percent	If a measurement could not be retrieved a 0 is logged, otherwise availability is set to 1.
Response Time	RESPONSETIME	Gauge	Total response time for the DHCP service. (Setup Time + Transaction Time)
Transfer Throughput	TRANSFERTPUT	Gauge	Transfer bytes/Transfer Time in KB/s.
Setup Time	SETUPTIME	Gauge	Time to resolve address and establish the connection if host is specified.
Metric 1	OFFER_TIME	Gauge	Time to first offer from server.
Metric 2	LEASE_TIME	Gauge	Time to lease offered IP address.
Metric 3	SERVER_IP	Rate	IP address of server.
Metric 4	OFFERED_IP	Rate	Offered IP Address.
Metric 5	TRANSFER_TIME	Gauge	Time to complete entire transaction (discover, offer, request, acknowledge and release)
Metric 6	TRANSFER_BYTES	Gauge	The number of bytes transferred.
<b>Dial Up</b>			<b>OvisDIAL</b>
Availability	AVAILABILITY	Percent	If a measurement could not be retrieved a 0 is logged, otherwise availability is set to 1.
Response Time	RESPONSETIME	Gauge	Time taken to establish PPP connection.
Metric 1	RAS_CON_STATUS	Rate	Error returned by RAS Dial. Will be 0 for successful connection.
Metric 2	BAUD_RATE	Gauge	Baud Rate. Transfer rate as reported

<b>OVIS Fields</b>	<b>Parameter Label</b>	<b>Category</b>	<b>Description</b>
			by the modem.
Metric 3	TOTAL_CON_TIME	Gauge	Total time connected.
Metric 4	TERMINAT_STATUS	Rate	True (1) for abnormal termination of connection, otherwise false (0).
<b>DNS</b>			<b>OvisDNS</b>
Availability	AVAILABILITY	Percent	If a measurement could not be retrieved a 0 is logged, otherwise availability is set to 1.
Response Time	RESPONSETIME	Gauge	Execution time of the query to a hostname/IP address.
Metric 1	ANSWER_DNS	Gauge	Answer DNS is set to 0 if the hostname cannot be resolved, and 1 if it can. In both cases Availability is 1 (or true) because the server is doing its job in answering the query, irrespective of whether the name can be resolved or not.
<b>FTP</b>			<b>OvisFTP</b>
Availability	AVAILABILITY	Percent	If a measurement could not be retrieved a 0 is logged, otherwise availability is set to 1.
Response Time	RESPONSETIME	Gauge	Total response time of the FTP request (DNS Setup Time + Connect Time + Server Response Time + Setup Time + Authentication Time + Port Time + Data Transfer Time).
Metric 1	DNS_SETUP_TIME	Gauge	DNS Setup Time: Time to resolve hostname through DNS.
Metric 2	CONNECT_TIME	Gauge	Connect Time: Time to perform connect to FTP server.
Metric 3	SERVER_RESP_TIME	Gauge	Server Response Time: Time it takes to receive the FTP start header (220).
Setup Time	SETUPTIME	Gauge	Time to resolve address and establish the connection.
Metric 4	AUTH_TIME	Gauge	Time to authenticate user (time to send username/password and receive response).
Metric 5	PORT_TIME	Gauge	Time to send the client connection ports to the FTP server.
Metric 6	TRANSFER_TIME	Gauge	Overall time to receive data on the data connection.
Metric 7	DATA_TRANS_TIME	Gauge	The number of bytes transferred.
Transfer Throughput	TRANSFERTPUT	Gauge	Transfer bytes/Transfer Time in KB/s.
<b>HTTP</b>			<b>OvisHTTP</b>

<b>OVIS Fields</b>	<b>Parameter Label</b>	<b>Category</b>	<b>Description</b>
Availability	AVAILABILITY	Percent	If a measurement could not be retrieved a 0 is logged, otherwise availability is set to 1.
Response Time	RESPONSETIME	Gauge	Total response time for the web page access (DNS Setup Time + Connect Time + Server Response Time + Transfer Time).
Metric 1	DNS_SETUP_TIME	Gauge	Time to resolve hostname through DNS.
Metric 2	CONNECT_TIME	Gauge	Time to perform connect to resolved IP address
Metric 3	SERVER_RESP_TIME	Gauge	Time it takes to send HTTP Get request and receive first response packet.
Metric 4	TRANSFER_TIME	Gauge	Time it took to send request and receive all reply packets.
Setup Time	SETUPTIME	Gauge	Time to resolve address and establish the connection.
Metric 5	TRANSFER_BYTES	Gauge	The number of bytes transferred.
Metric 6	HTTP_STATUS	Gauge	HTTP status code (Ovis 5.20 only)
Metric 7	REQUESTS	Gauge	Number of HTTP requests. For example, if the page was redirected or embedded objects downloaded.
Metric 8	BROKEN_LINKS	Counter	Number of embedded objects that couldn't be downloaded (e.g., URL not found). (Ovis 5.20 only)
Transfer Throughput	TRANSFERTPUT	Gauge	Transfer bytes/Transfer Time in KB/s.
<b>HTTP_TRANS</b>			<b>OvisHTTP_TRANS</b>
Availability	AVAILABILITY	Percent	If a measurement could not be retrieved a 0 is logged, otherwise availability is set to 1.
Response Time	RESPONSETIME	Gauge	Total response time for the web page access (DNS Setup Time + Connect Time + Server Response Time + Transfer Time).
Metric 1	DNS_SETUP_TIME	Gauge	Time to resolve hostname through DNS.
Metric 2	CONNECT_TIME	Gauge	Time to perform connect to resolved IP address.
Metric 3	SERVER_RESP_TIME	Gauge	Time it takes to send HTTP Get request and receive first response packet.

OVIS Fields	Parameter Label	Category	Description
Metric 4	TRANSFER_TIME	Gauge	Time it took to send request and receive all reply packets.
Setup Time	SETUPTIME	Gauge	Time to resolve address and establish the connection.
Metric 5	TRANSFER_BYTES	Gauge	The number of bytes transferred.
Metric 7	REQUESTS	Gauge	Number of HTTP requests. For example, if the page was redirected or embedded objects downloaded.
Transfer Throughput	TRANSFERTPUT	Gauge	Transfer bytes/Transfer Time in KB/s.
<b>HTTPS</b>			<b>OvisHTTPS</b>
Availability	AVAILABILITY	Percent	If a measurement could not be retrieved a 0 is logged, otherwise availability is set to 1.
Response Time	RESPONSETIME	Gauge	Total response time for the secure web page access (DNS Setup Time + Connect Time + server Response Time + Transfer Time).
Metric 1	DNS_SETUP_TIME	Gauge	Time to resolve hostname through DNS
Metric 4	TRANSFER_TIME	Gauge	Time it took to send request and receive all reply packets.
Setup Time	SETUPTIME	Gauge	Time to resolve address and establish the connection.
Metric 5	TRANSFER_BYTES	Gauge	The number of bytes transferred.
Metric 6	HTTP_STATUS	Gauge	HTTP/S status code (Ovis 5.20 only)
Metric 7	REQUESTS	Gauge	Number of HTTP requests. For example, if the page was redirected or embedded objects downloaded.
Metric 8	BROKEN_LINKS	Counter	Number of embedded objects that couldn't be downloaded (e.g., URL not found). (Ovis 5.20 only)
Transfer Throughput	TRANSFERTPUT	Gauge	Transfer bytes/Transfer Time in KB/s.
<b>ICMP Network Service</b>			<b>OvisICMP</b>
Availability	AVAILABILITY	Percent	If a measurement could not be retrieved a 0 is logged, otherwise availability is set to 1.
Response Time	RESPONSETIME	Gauge	Response time is the average roundtrip time for all ICMP packets.
Metric 1	MIN_RESPONSE	Gauge	Minimum roundtrip time of all ICMP packets.

<b>OVIS Fields</b>	<b>Parameter Label</b>	<b>Category</b>	<b>Description</b>
Metric2	MAX_RESPONSE	Gauge	Maximum roundtrip time of all ICMP packets.
Metric 3	PACKET_LOSS	Counter	Number of packets lost.
Transfer Throughput	TRANSFERTPUT	Gauge	Transfer bytes/Transfer Time in KB/s.
<b>IMAP4</b>			<b>OvisIMAP4</b>
Availability	AVAILABILITY	Percent	If a measurement could not be retrieved a 0 is logged, otherwise availability is set to 1.
Response Time	RESPONSETIME	Gauge	Total response time for the IMAP4 service. (Setup Time + Connection Time + Server Response Time + Authentication Time + Transfer Time).
Setup Time	SETUPTIME	Gauge	Time to resolve address and establish the connection
Transfer Throughput	TRANSFERTPUT	Gauge	Transfer bytes/Transfer Time in KB/s.
Metric 1	DNS_SETUP_TIME	Gauge	Time to resolve hostname through DNS.
Metric 2	CONNECT_TIME	Gauge	Time to perform connect to resolved IP address.
Metric 3	SERVER_RESP_TIME	Gauge	Time for IMAP server to respond.
Metric 4	AUTH_TIME	Gauge	Time to authenticate user (time to send username/password and receive response).
Metric 5	TRANSFER_TIME	Gauge	Overall time it took for the data transfer only.
Metric 6	DATA_TRANS_BYTES	Gauge	The number of bytes transferred.
<b>LDAP</b>			<b>OvisLDAP</b>
Availability	AVAILABILITY	Percent	If a measurement could not be retrieved a 0 is logged, otherwise availability is set to 1.
Response Time	RESPONSETIME	Gauge	Total response time for the LDAP service. (Setup Time + Data Transfer Time).
Transfer Throughput	TRANSFERTPUT	Gauge	Transfer bytes/Transfer Time in KB/s.
Metric 1	DNS_SETUP_TIME	Gauge	Time to resolve hostname through DNS.
Metric 2	NUM_ENTRIES	Gauge	Number of returned entries.
Metric 3	CONNECT_TIME	Gauge	Time to perform connect to resolved IP address.
Metric 4	TRANSFER_TIME	Gauge	Overall time it took for the data

OVIS Fields	Parameter Label	Category	Description
			transfer only.
Metric 5	TRANSFER_BYTES	Gauge	The number of bytes transferred.
<b>NNTP</b>			<b>OvisNNTP</b>
Availability	AVAILABILITY	Percent	If a measurement could not be retrieved a 0 is logged, otherwise availability is set to 1.
Response Time	RESPONSETIME	Gauge	Total response time for NNTP (DNS Setup Time + Connect Time + Server Response Time + Authentication Time + Group Time + Read Time + Tear Down Time).
Metric 1	DNS_SETUP_TIME	Gauge	Time to resolve hostname through DNS.
Metric 2	CONNECT_TIME	Gauge	Time to perform connect to resolved IP address.
Metric 3	SERVER_RESP_TIME	Gauge	Overall time to read the file (receive data on the data connection).
Setup Time	SETUPTIME	Gauge	Time to resolve address and establish the connection.
Metric 4	AUTH_TIME	Gauge	Time to authenticate user (time to send username/password and receive response).
Metric 5	GROUP_TIME	Gauge	Time to select newsgroup and get request overview of last 100 articles.
Metric 6	READ_TIME	Gauge	Time to read articles with the overall size of 10000 bytes.
Metric 7	TEAR_DOWN_TIME	Gauge	Overall time to send the QUIT request and receive the response.
Metric 8	DATA_TRANS_BYTES	Gauge	The number of bytes transferred.
Transfer Throughput	TRANSFERTPUT	Gauge	Transfer bytes/Transfer Time in KB/s.
<b>NTP</b>			<b>OvisNTP</b>
Availability	AVAILABILITY	Percent	If a measurement could not be retrieved a 0 is logged otherwise availability is set to 1.
Response Time	RESPONSETIME	Gauge	Total response time for the NTP service. (Setup Time + Transfer Time).
Setup Time	SETUPTIME	Gauge	Time to resolve address and establish the connection
Transfer Throughput	TRANSFERTPUT	Gauge	Transfer bytes/Transfer Time in KB/s.
Metric 1			NTP receive timestamp (integer part).
Metric 2			NTP receive timestamp (fraction



OVIS Fields	Parameter Label	Category	Description
			part).
Metric 3			NTP transmit timestamp (integer part).
Metric 4			NTP transmit timestamp (fraction part).
Metric 5	DATA_TRANS_BYTES	Gauge	The number of bytes transferred.
Metric 6	TRANSFER_TIME	Gauge	Overall time it took for the data transfer only.
<b>POP3 Mail Server</b>			<b>OvisPOP3</b>
Availability	AVAILABILITY	Percent	If a measurement could not be retrieved a 0 is logged, otherwise availability is set to 1.
Response Time	RESPONSETIME	Gauge	Total response time for the POP3 Mail delivery (DNS Setup Time + Connect Time + Server Response Time + Authentication Time + Data Transfer Time).
Metric 1	DNS_SETUP_TIME	Gauge	Time to resolve hostname through DNS.
Metric 2	CONNECT_TIME	Gauge	Time to perform connect to resolved IP address.
Metric 3	SERVER_RESP_TIME	Gauge	Time it takes to receive the POP3 start header (+OK).
Setup Time	SETUPTIME	Gauge	Time to resolve address and establish the connection
Metric 4	AUTH_TIME	Gauge	Time to authenticate user (time to send user name/password and receive response).
Metric 5	TRANSFER_TIME	Gauge	Overall time to read all messages in the mailbox and delete the IOPS test messages.
Metric6	DATA_TRANS_BYTES	Gauge	The number of bytes transferred.
Metric7	AVG_DELIVERED	Gauge	Average mail delivery time.
Metric8	MAX_MESSAGES	Gauge	Maximum mail delivery time.
Transfer Throughput	TRANSFERTPUT	Gauge	Transfer bytes/Transfer Time in KB/s.
<b>Radius</b>			<b>OvisRADIUS</b>
Availability	AVAILABILITY	Percent	If a measurement could not be retrieved a 0 is logged, otherwise availability is set to 1. If the server is successfully contacted but returns an Access Reject packet (because of a bad password, secret, etc.) the Availability will be 0.
Response	RESPONSETIME	Gauge	Total response time for the RADIUS

<b>OVIS Fields</b>	<b>Parameter Label</b>	<b>Category</b>	<b>Description</b>
Time			service (DNS Setup Time + Data Transfer Time).
Setup Time	SETUPTIME	Gauge	Time to resolve address and make connection.
Metric 4	TRANSFER_TIME	Gauge	Overall time it took for the data transfer only.
Metric 5	TRANS_BYTES	Gauge	The number of bytes transferred.
Transfer Throughput	TRANSFERTPUT	Gauge	Transfer bytes/Transfer Time in KB/s.
<b>SMTP Mail Server</b>			<b>OvisSMTP</b>
Availability	AVAILABILITY	Percent	If a measurement could not be retrieved a 0 is logged, otherwise availability is set to 1.
Response Time	RESPONSETIME	Gauge	Total response time for the SMTP mail request (DNS Setup Time + Connect Time + Server Response Time + Transfer Time + Tear Down Time).
Metric 1	DNS_SETUP_TIME	Gauge	Time to resolve hostname through DNS.
Metric 2	CONNECT_TIME	Gauge	Time to perform connect to resolved IP address.
Metric 3	SERVER_RESP_TIME	Gauge	Time it takes to receive the SMTP start header (220).
Setup Time	SETUPTIME	Gauge	Time to resolve address and establish the connection
Metric 4	TRANSFER_TIME	Gauge	Overall time to transfer the mail request (including SMTP responses to the requests such as MAIL FROM, RCPT TO: DATA, QUIT).
Metric 5	TRANS_BYTES	Gauge	The number of bytes transferred.
Metric 6	TEAR_DOWN_TIME	Gauge	Overall time to send the QUIT request and receive the response.
Transfer Throughput	TRANSFERTPUT	Gauge	Transfer bytes/Transfer Time in KB/s.
<b>Streaming Media</b>			<b>OvisSTREAM_MEDIA</b>
Availability	AVAILABILITY	Percent	If a measurement could not be retrieved a 0 is logged, otherwise availability is set to 1.
Response Time	RESPONSETIME	Gauge	Total response time for the Streaming Media service (which includes the time it takes to transfer the data and the set up time).
Metric 2	SERVER_RESP_TIME	Gauge	The time it takes for the server to start sending packets. This includes the set

OVIS Fields	Parameter Label	Category	Description
			up time for the various protocols.
Metric 1	CONNECT_TIME	Gauge	The time to connect to the server. If a proxy is used then this is the time it takes to connect to the proxy.
Metric 3	TRANSFER_TIME	Gauge	The time it takes to transfer the data.
Transfer Throughput	TRANSFERTPUT	Gauge	The average bandwidth used in data transfer in KB/s.
Setup Time	SETUPTIME	Gauge	Time to resolve address and establish the connection
Metric 4	PACKETS_RECEIVED	Gauge	Total number of packets received.
Metric 5	PACKETS_LOSS	Gauge	The percentage of packets lost.
Metric 6	LATENCY	Gauge	The latency in data transfer in seconds. The server responds at set intervals so after a request is sent there may be some wait time before the next interval.
Metric 7	CONGESTION	Percent	Congestion: The percentage of time spent in buffering data vs. the total time for playing the streams. This includes the initial buffering time.
<b>TCP</b>			<b>OvisANYTCP</b>
Availability	AVAILABILITY	Percent	If a measurement could not be retrieved a 0 is logged, otherwise availability is set to 1.
Response Time	RESPONSETIME	Gauge	Total response time for the TCP service. (Setup Time + Connection Time).
Transfer Throughput	TRANSFERTPUT	Gauge	Transfer bytes/Transfer Time in KB/s.
Setup Time	SETUPTIME	Gauge	Time to resolve address and establish the connection
Metric 1	DNS_SETUP_TIME	Gauge	Time to resolve hostname through DNS.
Metric 2	CONNECT_TIME	Gauge	Time to perform connect to resolved IP address.
<b>WAP</b>			<b>OvisWAP</b>
Availability	AVAILABILITY	Percent	If a measurement could not be retrieved a 0 is logged, otherwise availability is set to 1.
Response Time	RESPONSETIME	Gauge	Total response time for the WAP service (DNS Setup Time + Data Transfer Time).
Metric 1	DNS_SETUP_TIME	Gauge	Time to resolve hostname through DNS.
Metric 4	TRANSFER_TIME	Gauge	Overall time it took for the data

OVIS Fields	Parameter Label	Category	Description
			transfer only.
Metric 5	TRANSFER_BYTES	Gauge	The number of bytes transferred.
Transfer Throughput	TRANSFERTPUT	Gauge	Transfer bytes/Transfer Time in KB/s.
<b>X-SLAM</b>			The protocols supported for SMS 1.0 are: DNS, ICMP, HTTP, UDP, and VoIP. For SMS 2.0 the protocols supported are: DNS, ICMP, HTTP, TCP, UDP, and VoIP.
<b>X_SLAM_DNS</b>			
Availability	AVAILABILITY	Percent	
Response Time	RESPONSETIME	Gauge	
<b>X_SLAM_HTTP</b>			
Availability	AVAILABILITY	Percent	
Response Time	RESPONSETIME	Gauge	
Metric 1	HTTP_TIME	Gauge	HTTP Time
Metric 2	CONNECT_TIME	Gauge	Connect Time
Metric 4	TRANSACT_AVG	Gauge	Transact Avg
Metric 5	TRANSFER_BYTES	Gauge	Transfer Bytes
Setup Time	SETUPTIME	Gauge	
Transfer TPut	TRANSFERTPUT	Gauge	
<b>X_SLAM_ICMP</b>			
Availability	AVAILABILITY	Percent	
Response Time	RESPONSETIME	Gauge	
<b>X_SLAM_UDP</b>			
Availability	AVAILABILITY	Percent	
Response Time	RESPONSETIME	Gauge	
<b>X_SLAM_TCP</b>			
Availability	AVAILABILITY	Percent	
Response Time	RESPONSETIME	Gauge	
<b>X_SLAM_VoIP</b>			
Availability	AVAILABILITY	Percent	
Response Time	RESPONSETIME	Gauge	
Metric 1	FWD_LOSS	Gauge	FWDLOSS

<b>OVIS Fields</b>	<b>Parameter Label</b>	<b>Category</b>	<b>Description</b>
Metric 2	BWD_LOSS	Gauge	BWDLOSS

# Appendix C

## Specific Ovis 5.20 supplied DFDs

This Appendix provides additional configuration information for the probes provided by Ovis 5.20 and not include in Ovis 4.50

OVIS Fields	Parameter Label	Category	Description
<b>COMAPP/JMSAPP/SOAPAPP/RMIAPP</b>			
Response Time	RESPONSETIME	Gauge	The average response time of the successfully completed transactions during the interval.
Metric 1	TRANSACTION_RATE	Gauge	Total number of completed transactions per second over the last interval.
Metric 2	RESPTIME_VIOLCNT	Counter	Number of successfully completed transactions in the last interval whose measured response time exceeded the response time threshold configured in OVTA.
Metric 3	RESPTIME_VIOLPER	Percent	Percent of successfully completed transactions in the last interval whose measured response time exceeded the response time threshold configured in OVTA.
Metric 5	FAILED_TRANSRATE	Gauge	Total number of failed transactions per second over the last interval.
<b>WEBAPP</b>			
Response Time	RESPONSETIME	Gauge	The average response time of the successfully completed transactions during the interval.
Availability	AVAILABILITY	Percent	The ratio of availability probe requests that failed, to the total attempts during the last interval.
Metric 1	TRANSACTION_RATE	Gauge	Total number of completed transactions per second over the last interval.
Metric 2	RESPTIME_VIOLCNT	Counter	Number of successfully completed transactions in the last interval whose measured response time exceeded the response time threshold configured in OVTA.

<b>OVIS Fields</b>	<b>Parameter Label</b>	<b>Category</b>	<b>Description</b>
Metric 3	RESPTIME_VIOLPER	Percent	Percent of successfully completed transactions in the last interval whose measured response time exceeded the response time threshold configured in OVTA.
Metric 4	TRANSACTION_SIZE	Gauge	The average size of the successfully completed transactions. The size varies depending on the type of application and the type of transaction.
Metric 5	FAILED_TRANSRATE	Gauge	Total number of failed transactions per second over the last interval.
<b>SCRIPT</b>			
Response Time	RESPONSE_TIME	Gauge	Total time running the script. Or the total response time imported from the Result File script.
Availability	AVAILABILITY	Percent	If a measurement could not be retrieved a 0 is set, otherwise availability is set to 1.
<b>MAILROUNDTRIP</b>			
Availability	AVAILABILITY	Percent	If a measurement could not be retrieved a 0 is logged, otherwise availability is set to 1.
Response Time	RESPONSE_TIME	Gauge	Total response time for the SMTP mail send + the POP/IMAP receive.
Setup Time	SETUPTIME	Gauge	Time to resolve address and establish the connection.
Transfer TPut	TRANSFERTPUT	Gauge	Transfer bytes/Transfer Time in kbytes/sec.
<b>ODBC</b>			
Availability	AVAILABILITY	Percent	If a measurement could not be retrieved a 0 is logged, otherwise availability is set to 1.
Response Time	RESPONSE_TIME	Gauge	Total response time for the ODBC service.
Setup Time	SETUPTIME	Gauge	Time to setup database connection handles.
Transfer TPut	TRANSFERTPUT	Gauge	Transfer bytes/Transfer Time in kbytes/sec.
Metric 1	CONNECT_TIME	Gauge	Time to connect to database.
Metric 2	SERVER_RESP_TIME	Gauge	Time to respond to the SQL statement.
Metric 3	TRANSFER_TIME	Gauge	Overall time it took for the data transfer.
Metric 4	DATA_TRANS_BYTES	Gauge	The number of bytes transferred.

OVIS Fields	Parameter Label	Category	Description
<b>SAP</b>			
Availability	AVAILABILITY	Percent	If a measurement could not be retrieved a 0 is set, otherwise availability is set to 1. Availability requires both a successful connection and a successful RFC call.
Response Time	RESPONSE_TIME	Gauge	Total response time for the SAP service. Setup Time + Completion which is the time to complete a successful RFC call (including logon check and logout).
Setup Time	SETUPTIME	Gauge	Time to get a successful connection with the RFC server.
<b>SOAP</b>			
Availability	AVAILABILITY	Percent	If a measurement could not be retrieved a 0 is set, otherwise availability is set to 1.
Response Time	RESPONSETIME	Gauge	Total response time for the web page access (DNS Setup Time + Connect Time + Server Response Time + Transfer Time).
Setup Time	SETUPTIME	Gauge	Time to resolve address and establish the connection
Metric 1	DNS_SETUP_TIME	Gauge	Time to resolve hostname through DNS.
Metric 2	CONNECT_TIME	Gauge	Time to connect to SOAP server or proxy.
Metric 3	SERVER_RESP_TIME	Gauge	Time it takes to send HTTP Get request and receive first response packet.
Metric 4	TRANSFER_TIME	Gauge	Time it took to send request and receive all reply packets.
Metric 5	TRANS_BYTES	Gauge	The number of bytes transferred.
Metric 6	HTTP_STATUS	Gauge	HTTP/S status code.
Metric 7	REQUESTS	Gauge	Number of HTTP requests. For example, if the page was redirected or embedded objects are downloaded.
Metric 8	BROKEN_LINKS	Gauge	Number of embedded objects that couldn't be downloaded (e.g., URL not found).
Transfer Throughput	TRANSFERTPUT	Gauge	Transfer bytes/Transfer Time in KB/s.
<b>EXCHANGE</b>			
Response Time	RESPONSE_TIME	Gauge	Total response time of the Exchange service. Setup Time + time to read all messages and mark the OVIS ones for



OVIS Fields	Parameter Label	Category	Description
			delete.
Availability	AVAILABILITY	Percent	The ratio of availability probe requests that failed, to the total attempts during the last interval.
Setup Time	SETUP_TIME	Gauge	Time to log in to the Exchange Server and resolve the name.
Metric 4	AUTH_TIME	Gauge	Time to authenticate user (time to send username/password and receive response).
Metric 5	TRANSFER_TIME	Gauge	Overall time it took for the data transfer only.
Metric 6	SEND_TIME	Gauge	Overall time to send a message.
<b>STREAM_MEDIA</b>			
Availability	AVAILABILITY	Percent	If a measurement could not be retrieved a 0 is set, otherwise availability is set to 1.
Response Time	RESPONSE_TIME	Gauge	Total response time for the Streaming Media service (Setup Time + Connect Time + Server Response Time + Transfer Time).
Setup Time	SETUP_TIME	Gauge	Time to resolve address.
Metric 1	CONNECT_TIME	Gauge	The time to connect to the server. If a proxy is used then this is the time it takes to connect to the proxy.
Metric 2	SERVER_RESP_TIME	Gauge	The time it takes for the server to start sending packets. This includes the set up time for the various protocols.
Metric 3	TRANSFER_TIME	Gauge	The time it takes to transfer the data.
Metric 4	PACKETS_RECEIVED	Counter	Total number of packets received.
Metric 5	PACKET_LOSS	Percent	The percentage of packets lost.
Metric 6	LATENCY	Gauge	The latency in data transfer in seconds. The server responds at set intervals so after a request is sent there may be some wait time before the next interval.
Metric 7	CONGESTION	Percent	The percentage of time spent in buffering data vs. the total time for playing the streams. This excludes the initial buffering time.
Metric 8	STREAM_SETUPTIME	Percent	The initial buffering time, before the stream actually starts playing on the client.
Transfer Throughput	TRANSFER_TPUT	Gauge	The average bandwidth used in data transfer in Kbytes/sec.



# Appendix D

## Troubleshooting

For troubleshooting information, refer to the *HP OpenView SQM Admin Guide*.



# Appendix E

## Acronyms

The following table lists the acronyms commonly used in this document:

<b>Term</b>	<b>Description</b>
API	Application programming interface
DFD	Data feeder definition
DFI	Data feeder instance
MRP	Measurement reference point
SAI	Service Adapter Application name (or Service Adapter Instance name)
SLA	Service level agreement
SLM	Service level management
SLO	Service level objective
SRM	Service Repository Manager
XML	eXtensible Mark-up Language