

# HP Universal CMDB

For the Windows and Red Hat Enterprise Linux operating systems

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## Administration Guide

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## Introduction

# Chapter 1

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## Configuration Management Database (CMDB)

This chapter includes:

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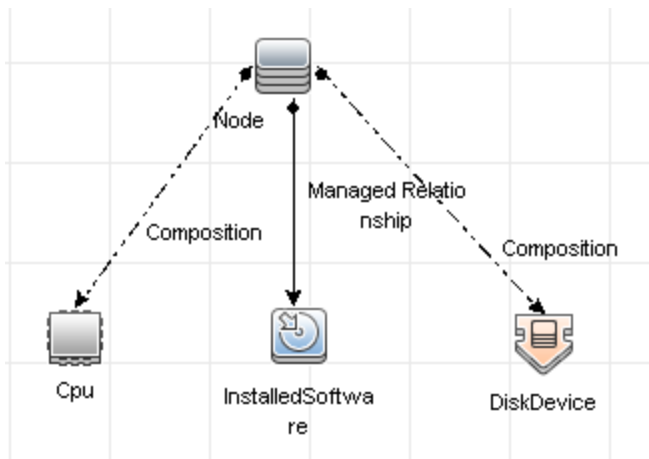
### CMDB Overview

The CMDB is the central repository for the configuration information that is gathered from the Data Flow Management (DFM) process and the various third-party applications and tools.

The CMDB contains all the configuration items (CIs) and relationships created in HP Universal CMDB, whether created automatically from the DFM process or inserted manually. The CIs and relationships together represent a model of all the components of the IT Universe in which your business functions. The CMDB stores and handles the infrastructure data collected and updated by the DFM process. For more information about the DFM process, see the *HP Universal CMDB Discovery and Integration Content Guide*.

The IT Universe model can be very large, containing millions of CIs. To facilitate their management, you work with the CIs in a view that provides a subset of the overall components in the IT Universe world.

You use factory views or views defined in the Modeling Studio to display and manage the CIs and relationships in the CMDB. The views enable you to focus on specific IT areas and are available via the CI Selector. An example of a view is shown in the following figure:



The CMDB also contains the TQL query definitions that are used to query and retrieve data from the CMDB, for presentation in the views; and the configuration item type (CIT) model, a repository for the CI types used to define the CIs and relationships. For information on TQL queries, see [Topology Query Language](#) in the *HP Universal CMDB Modeling Guide*.

## Configuration Items (CI)

A configuration item (CI) is a component of the CMDB that represents a physical or logical entity in the system, for example, hardware, software, services, business processes, and customers. The CIs are part of the IT Universe model in the CMDB, where they are organized into a hierarchical format based on the interdependencies in your organization's IT environment. The interdependencies in HP Universal CMDB are called relationships.

Each CI belongs to a configuration item type (CIT). The CIT defines a category of CIs used in HP Universal CMDB. The CITs provide templates for creating the CIs and associated properties in each category. You view and manage the CIs in the CMDB using views. Each view shines a spotlight on part of the IT Universe model.

For further details on working with CIs in HP Universal CMDB, see ["Working with CIs"](#) in the *HP Universal CMDB Modeling Guide*.

## Query Nodes and Relationships

Query nodes are the components from which TQL queries are built in Enrichment Manager, Impact Analysis Manager, and the Modeling Studio. For details, see ["Creating TQL Queries in the UCMBRTSM Managers"](#) in the *HP Universal CMDB Modeling Guide*.

Relationships are connections defined between CIs. Relationships are defined one at a time for each pair of query nodes in a TQL query. For details on working with relationships, see ["Working with Relationships"](#) in the *HP Universal CMDB Modeling Guide*.

## Basic Administration Tasks

This section provides a checklist for basic administration and configuration tasks. You use this checklist to review the basic administration tasks required to set up the HP Universal CMDB system.

1. **Set up Data Flow Management (DFM).**

Licensed DFM users can run the discovery process to identify IT resources in the network infrastructure. For details, see the *HP Universal CMDB Data Flow Management Guide*.

2. **When setting up DFM, request the following from the system administrator:**

- Operating system credentials
- Network protocol credentials
- Application credentials

3. **Set up users.**

Define permissions for views. Permissions permit or deny users access to views, TQL queries, and other components. For details, see ["How to Set Up Users and Roles" on page 120](#) and ["Security Manager" on page 130](#).

4. **Configure recipients of scheduled reports, including method of delivery.**

For details, see ["Reports"](#) in the *HP Universal CMDB Modeling Guide*.

5. **Manually build your IT universe model by defining configuration items (CIs) and CI relationships in the model.**

Divide the model into views that represent logical subsets of the overall model. Add CIs based on discovered network resources or manually define infrastructure components.

For details, see:

- ["IT Universe Manager"](#) in the *HP Universal CMDB Modeling Guide*
- ["Modeling Studio"](#) in the *HP Universal CMDB Modeling Guide*

## Configure UCMDDB Log Levels

This task describes how to specify the log level for UCMDDB log files.

1. On the UCMDDB server, launch the Web browser and enter the following address:  
**http://localhost:8080/jmx-console.**

You may have to log in with a user name and password.

2. Click **UCMDDB:service=Server Services** to open the JMX MBEAN View page.
3. Locate the **loggersLevels** method.
4. Click **Invoke**.
5. From the list next to each log file name for which you want to set the level, select the required log level (OFF, FATAL, ERROR, WARN, INFO, DEBUG, TRACE, or ALL).
6. Click **Update loggers**.

## Download Zip File of Log Files and Thread Dumps

You can produce a zip file that includes all logs and thread dumps. You create the file either through a JMX operation on the client machine, or by running a batch file on the UCMDDB Server.

Thread dumps are created periodically: Once a minute, a thread dump snapshot is taken and is saved to a new file in the **C:\hp\UCMDDB\UCMDDBServer\runtime\log\threadDumps** folder.

Thread dump files from the last hour are kept. This folder also holds the ad-hoc Server snapshots that are generated during the **logGrabber** execution.

#### To generate the zip file from the client machine:

1. Launch the Web browser and enter the server address, as follows: **http://<UCMDB Server Host Name or IP>:8080/jmx-console**.
2. You may have to log in with a user name and password.
3. Under **UCMDB**, click **UCMDB:service=Server services** to open the JMX MBEAN View page.
4. Locate the **executeLogGrabber** operation.
5. Click **Invoke**.

A Server snapshot file with the name **LogGrabber\_serverSnapshot\_<current date and time>.txt** is created in the following location:

**C:\hp\UCMDB\UCMDBServer\runtime\log\threadDumps**. This is a thread dump that includes the threads of the Server framework only.

6. In the File Download dialog box, you can open the **logGrabber\_<current time>.zip** file, or download it to the client machine.

#### To generate the zip file from the UCMDB Server:

1. Access the following folder on the UCMDB Server:  
**C:\hp\UCMDB\UCMDBServer\tools\logGrabber\**.
2. Run the **logGrabber.bat** file.

A Server snapshot file with the name **LogGrabber\_serverSnapshot\_<current date and time>.txt** is created in the following location:

**C:\hp\UCMDB\UCMDBServer\runtime\log\threadDumps**. This is a thread dump that includes the threads of the Server framework only.

## Log Files

CMDB log files enable you to perform basic troubleshooting of CMDB runtime problems. Additionally, by tracking the CMDB behavior in the log files, you can examine the effects of changes made in the system. The CMDB is composed of subsystems and each subsystem records to several log files.

Log files are located in the **C:\hp\UCMDB\UCMDBServer\runtime\log** folder.

This section includes the following topics:

- ["Quota Log Parameters" on next page](#)
- ["CI Type Model Log" on next page](#)
- ["CMDB Notification Log" on page 16](#)
- ["CMDB Model Audit Short Log" on page 16](#)
- ["History Database Log" on page 17](#)
- ["CMDB Enrichment Log" on page 17](#)
- ["CMDB Plug-in Log" on page 18](#)

- ["CMDB Dal Log" on page 18](#)
- ["CMDB Operation Statistics Log" on page 19](#)
- [" Configuration Log" on page 19](#)

### Quota Log Parameters

The log name is **cmdb.quota.log**.

Log File	Description
Purpose	Quota names, quota values, and current quota levels.
Information Level	Quota names and values set in the server and customer levels during a customer load.
Error Level	CMDB operations that fail because they exceed quota limits.
Debug Level	A count collector runs every <b>n</b> minutes and gathers current counts for all quotas. Collected counts are logged.
Basic Troubleshooting	If operations fail because of quota limits, check the count growth and quota values.

### CI Type Model Log

The log name is **cmdb.classmodel.log**.

Log File	Description
Purpose	CI Type Model errors and debug messages.
Information Level	When a CI Type Model is loaded, incorrect definitions are logged as informational messages. An example of an incorrect definition is <code>duplicate attributes</code> .
Error Level	Not available.
Debug Level	Every CI Type update includes the following: <ul style="list-style-type: none"> <li>• original CIT in XML format</li> <li>• new CIT in XML format</li> <li>• differences between the CITs</li> </ul> If the CI Type Model update is rejected, the reason is logged.
Basic Troubleshooting	Compares the differences that the server finds between the original CIT and the new CIT. This is useful to understand the following scenarios: <ul style="list-style-type: none"> <li>• a CIT in a package failed</li> <li>• an action in the CIT browser applet failed</li> <li>• an action in the CIT browser applet succeeded when it should have failed</li> </ul>

## CMDB Notification Log

The log name is **cmdb.notification.log**.

Log File	Description
Purpose	<p>Notification messages from the time of the component's creation in the CMDB until the client's listener receives a message.</p> <p>Most components receive configuration changes from the CMDB in push mode, by the notification mechanism, rather than in pull mode.</p>
Information Level	<ul style="list-style-type: none"> <li>• Startup and shutdown of publishers</li> <li>• Register and unregister remote and internal listeners</li> </ul>
Error Level	<ul style="list-style-type: none"> <li>• Errors when messages are published</li> <li>• Errors when messages are received</li> </ul>
Debug Level	<ul style="list-style-type: none"> <li>• Unique message ID</li> <li>• Number of changes that a message includes as well as more details according to the type of the message (for example, the TQL result version)</li> <li>• JMS header properties</li> </ul>
Basic Troubleshooting	<p>If an application does not receive a notification, check the following:</p> <ul style="list-style-type: none"> <li>• a listener is registered with the appropriate notification filter</li> <li>• a message is published with data that matches this filter</li> <li>• a message is received by the listener (use the unique message ID to verify)</li> </ul>

## CMDB Model Audit Short Log

The log name is **cmdb.model.audit.short.log**.

Log File	Description
Purpose	<p>Information about a CI Type operation: type of operation, data received as input, and what happened to the data in each CIT.</p> <p>Also contains information about the caller application, execution times, and persistency time.</p>
Information Level	Operation details.
Error Level	Not available.
Debug Level	Not available.



Log File	Description
Basic Troubleshooting	<p>If there are no changes when there should be, check the following:</p> <ul style="list-style-type: none"> <li>• the operation exists</li> <li>• the input is correct</li> <li>• what happened to the data. There may have been a false update.</li> </ul> <p>This is especially useful when running DFM to trace the input.</p>

### History Database Log

The log name is **cmdb.history.log**.

Log File	Description
Purpose	<ul style="list-style-type: none"> <li>• Records which CITs are found by the History database when the database is initialized from an existing topology.</li> <li>• Records what is to be saved in the History database.</li> <li>• Tracks events saved in the History database.</li> <li>• Records when the History database was purged.</li> </ul>
Information Level	<ul style="list-style-type: none"> <li>• When the last purge was carried out.</li> <li>• Information about initialization of the History database.</li> </ul>
Error Level	Lists errors that occur when event information is inserted in the History database.
Debug Level	<ul style="list-style-type: none"> <li>• Details about CITs inserted during initialization of the History database.</li> <li>• Details about changes in the TQL results saved in the History database.</li> </ul>

### CMDB Enrichment Log

The log name is **cmdb.enrichment.log**.

Log File	Description
Purpose	<ul style="list-style-type: none"> <li>• Enrichment definitions: adding, updating, removing, and calculating.</li> <li>• Calculation results such as how many CIs were added, how many relationships were removed, and so forth.</li> <li>• Supplies the reason for a calculation failure. Failure in a model update, however, is not included since it is an asynchronous execution.</li> </ul>
Information Level	<ul style="list-style-type: none"> <li>• Add, update, and remove enrichment definitions.</li> <li>• Add, update, and remove CIs or relationships to or from a model.</li> </ul>
Error Level	Calculation failure.

Log File	Description
Debug Level	Traces the enrichment calculation process.
Basic Troubleshooting	<ul style="list-style-type: none"> <li>If no calculation was carried out, check the definition of <b>add enrichment</b>.</li> <li>If there are no results, check the <b>finish calculate</b> entry.</li> </ul>

### CMDB Plug-in Log

The log name is **cmdb.plugins.log**.

Log File	Description
Purpose	Plug-in input and output notification.
Information Level	Lifecycle of publisher.
Error Level	<ul style="list-style-type: none"> <li>No customer name exists in the customer ID</li> <li>Publisher failure</li> </ul>
Debug Level	Receive or send a change.
Basic Troubleshooting	If notification did not reach the destination, check that the plug-in received the input.

### CMDB Dal Log

The log name is **cmdb.dal.log**.

Log File	Description
Purpose	Information about activity that occurred in the data access layer, the layer that works with the CMDB.
Information Level	Not available.
Error Level	<ul style="list-style-type: none"> <li>Connection pool errors</li> <li>Database errors</li> <li>Command execution errors</li> </ul>
Debug Level	<ul style="list-style-type: none"> <li>All DAL commands executed</li> <li>All SQL commands executed</li> </ul>
Basic Troubleshooting	<p>If you suspect that CMDB actions are taking too long, check the time spent on queries and updates in the DAL logs and operation logs.</p> <p>Exception details and ID are entered into the log. The exception ID appears in the exception itself.</p>

## CMDB Operation Statistics Log

The log name is **cmdb.operation.statistics.log**.

Log File	Description
Purpose	Statistics for all operations performed in the past 15 minutes including worst operation instances.
Information Level	Statistics per operation including operation class name, caller application, and customer ID.  Default of 10 worst operation instances.
Error Level	Disables the statistics feature.
Debug Level	Not available.
Basic Troubleshooting	Check when there is a performance slowdown.

## Configuration Log

The log name is **configuration.log**.

Log File	Description
Purpose	Contains basic environment details, including: <ul style="list-style-type: none"> <li>• Server version and CUP version</li> <li>• Database vendor and version</li> <li>• Content pack version</li> <li>• High Availability configuration</li> <li>• Data Flow Probe version</li> <li>• Changes to settings (each setting is audited in the log)</li> </ul>
Information Level	Information is written to the log when the system starts up or when a setting is changed.
Error Level	Not available.
Debug Level	Not available.
Basic Troubleshooting	Used by Customer Support to help reproduce customer problems.

## Data Flow Management Log Files

Server log files store information about Server activity, including error messages, that occurs on the Server side.

### **mam.AutoDiscovery.log**

Contains information about tasks running on the server. The server provides services to the user

interface or the Probe Gateway, such as: activating jobs, processing results from the Probe, or creating tasks for the Probe.

Level	Description
Error	All DFM process errors on the server side.
Information	Information about requests being processed.
Debug	Logs mainly for debugging purposes.

**Basic Troubleshooting.** Check this log when you have invalid user interface responses or errors you need to explore. This log provides information to enable you to analyze the problems.

### discoveryServlet.log

This log receives messages from:

- **The Collectors Utilities Servlet.** The user interface connects to the server through this servlet.
- **The Collectors Servlet.** The Probe requests new tasks from the server through this servlet.
- **The Collectors Results Servlet.** The Probe sends new results through this servlet.
- **The Collectors Download Servlet.** The Probe downloads new server data through this servlet.

Level	Description
Error	All errors in the servlet.
Information	Information about user requests and Probe task requests.
Debug	<ul style="list-style-type: none"> <li>• User requests</li> <li>• Probe requests to read DFM tasks.</li> <li>• Probe access of the servlet.</li> </ul>

### Basic Troubleshooting

- User Interface – Server communication problems.
- Probe – Server communication problems.

Some processing problems may be written to this log instead of to **mamAutoDiscovery.log**.

### mam.AutoDiscovery.Results.Stat.log

Contains the statistics of the results received from the Probe.

## Log Severity Levels

Each log is set so that the information it records corresponds to a certain severity threshold. Because the various logs are used to keep track of different information, each is pre-set to an appropriate default level. For details on changing the log level, see ["Changing Log Levels" on next page](#).

Typical log levels are listed below from narrowest to widest scope:

- **Fatal.** The log records only events that prevent the system from functioning.
- **Error.** In addition to Fatal events, the log records events that adversely affect the immediate functioning of the CMDB. When a malfunction occurs, you can check if Error messages were logged and inspect their content to trace the source of the failure.
- **Warning.** The log's scope includes, in addition to Fatal and Error-level events, problems for which the CMDB is currently able to compensate and incidents that should be noted to prevent possible future malfunctions.
- **Info.** The log records all activity. Most of the information is normally routine and of little use and the log file quickly fills up.
- **Debug.** This level is used by HP Software Support when troubleshooting problems.

**Note:** The names of the different log levels may vary slightly on different servers and for different procedures. For example, **Info** may be referred to as **Always logged** or **Flow**.

## Changing Log Levels

If requested by HP Software Support, you may have to change the severity threshold level in a log, for example, to a debug level. For details on changing the log level, see "[Log Configuration Dialog Box](#)" below.

## Log Configuration Dialog Box

This dialog box enables you to view HP Universal CMDB logs and change the log level.

<b>To access</b>	Click <b>Log Level Configuration</b>  in the Status bar.
------------------	---

User interface elements are described below:

UI Element	Description
<b>Appender file</b>	Click the link to open the log file in an editor.
<b>Apply</b>	Click to apply the selected log level to the log.
<b>Loggers pane</b>	An expandable list of HP Universal CMDB logs. Select the required log from the list: the details of the log appear in the lower pane.
<b>Logger's appender</b>	A string defining the log category. For internal use only.
<b>Log level</b>	Select a log level from the drop-down list.

# Chapter 2

## Login Troubleshooting

This chapter includes:

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### Troubleshooting and Limitations

Use the following information to troubleshoot possible causes of failure to log into HP Universal CMDB.

Problem/Possible Causes	Solutions
<p>HP Universal CMDB is not started successfully.</p> <p><b>Indication:</b> The <code>jboss_boot.log</code> file does not include the following line:</p> <pre>===== server is up =====</pre>	<p><b>Solution 1:</b> Verify that the HP Universal CMDB Server is up and running by accessing the Web console <code>http://&lt;Server name&gt;:8080/web-console</code> where <code>&lt;server name&gt;</code> is the name of the HP Universal CMDB Server to which you are connecting.</p> <p><b>Solution 2:</b> Check the database connection:</p> <p>To check that the database server is up and running:</p> <ol style="list-style-type: none"><li>1. Launch the Web browser and navigate to: <code>http://&lt;Server name&gt;:8080/jmx-console</code>, where <code>&lt;Server name&gt;</code> is the name of the machine on which HP Universal CMDB is installed.</li><li>2. Under <b>UCMDB</b>, click <b>UCMDB:service=Dal Services</b> to open the JMX MBean View.</li><li>3. Invoke the function <code>getDbContext</code> with a <code>customerID</code> parameter value of <b>1</b>.</li><li>4. Check that the operation result shows no problems.</li></ol> <p><b>Solution 3:</b> Check that the database connection parameters are correct. Ensure that you can log into Oracle Server or Microsoft SQL Server using the credentials you provided during the installation procedure.</p> <p><b>Solution 4:</b> Use the log file <code>C:\hp\UCMDB\UCMDBServer\runtime\log\cmdb.dal.log</code> to verify the database connections. (For details, see <a href="#">"Log Files" on page 14.</a>)</p> <p><b>Solution 5:</b> To verify that the database connection is valid, in the Windows command interpreter (cmd.exe), type <code>sqlplus cmdb/cmdb@skazal.</code></p>

Problem/Possible Causes	Solutions
<p>The CMDB is corrupted (for example, a user record may have been deleted accidentally from the CMDB).</p>	<p>Import a previously backed up database file. For details, see the HP Universal CMDB Database Guide.</p> <p><b>Important:</b> The HP Universal CMDB server must be down while importing the database.</p> <p><b>Note:</b> When you import a previously backed up database file, you lose all data previously existing in the system.</p>
<p>The HP Universal CMDB login fails. This may be due to an incorrect login name/password combination.</p>	<p>Ensure that you enter a correct login user name/password combination.</p>
<p>HP Universal CMDB login fails due to unexpected errors.</p>	<p><b>Solution 1:</b> Select <b>Start &gt; Programs &gt; HP UCMDB &gt; HP Universal CMDB Server Status</b> and ensure that the service is running.</p> <p><b>Solution 2:</b> Look for errors in the following log files:</p> <ul style="list-style-type: none"> <li>• C:\hp\UCMDB\UCMDBServer\runtime\log\error.log</li> <li>• C:\hp\UCMDB\UCMDBServer\runtime\log\ui-server.log</li> </ul> <p>If you find errors that are unfamiliar to you, contact HP Software Support.</p>

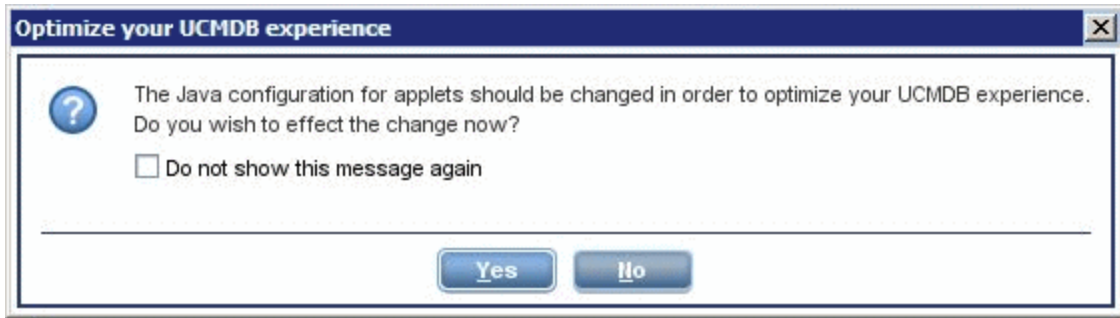
### Java Not Installed on Client Machine

If Java is not installed on your machine, during login a message is displayed asking you whether to install the correct Java Runtime Environment version. JRE is needed to view HP Universal CMDB applets.

Click the relevant button to allow HP Universal CMDB to install Java from either oracle.com or the HP Universal CMDB Server.

## Updating the Java Configuration

The following message is displayed when HP Universal CMDB detects problems with initial memory:



**Note:** From Java version 6 update 10, this message is no longer displayed as it is no longer relevant.



# Chapter 3

---

## Navigating HP Universal CMDB

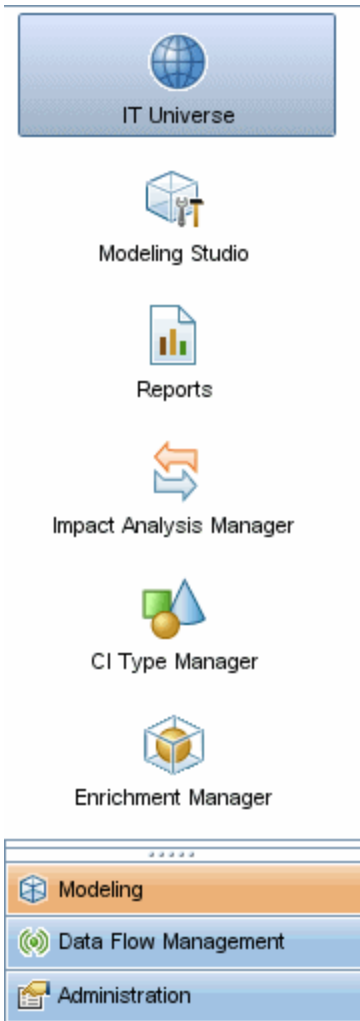
This chapter includes:

<b>Navigating the HP Universal CMDB User Interface</b> .....	<b>25</b>
<b>Menus and Options</b> .....	<b>28</b>
<b>Status Bar</b> .....	<b>29</b>
<b>Annotation Tool</b> .....	<b>30</b>

### Navigating the HP Universal CMDB User Interface

HP Universal CMDB runs in a Web browser. You move around HP Universal CMDB using the following navigation functions:

- **Navigation Bar.** Enable quick navigation between modules. Click the category in the lower part of the bar and select the module from the icons in the upper part of the bar.



- **Orientation Map.** For each category, you can display a map with brief descriptions of each of the modules included by selecting **Managers > Orientation Map**.

The screenshot shows the 'Orientation Map' interface. On the left, a sidebar lists 'Modeling' (selected), 'Data Flow Management', and 'Administration'. The main area displays a list of modules:

- IT Universe Manager:** Display the topology of a view, showing the results of configuring your IT Universe model (queries and views). You can also view properties and related configuration items (CIs).
- Modeling Studio:** Create and edit models, which are reusable collections of CIs, and create and edit perspective views based on models and/or on collections of CIs.
- Reports:** Create, edit and view reports.
- Impact Analysis Manager:** Define the interdependencies between the components in your IT infrastructure to simulate how infrastructure changes you want to make impact your system.
- CI Type Manager:** View and modify the definitions of configuration item types (CITs) defined in the UCMDB and the relationships that define the connections between them.
- Enrichment Manager:** Enables you to add and delete CI instances in the CMDB, as well as update their value using Enrichment node and relationship elements.

- **Status Bar.** Provides information on the CMDB application and enables you to configure certain aspects of your interface.



- **Collapse/Expand Arrows.** Enable collapsing and expanding of panes with a single click.



**Note:** The Web browser **Back** function is not supported in HP Universal CMDB. Using the **Back** function does not always revert the current context to the previous context. To navigate to a previous context, use the breadcrumb function.

## Cancel Feature for Extended Operations

If an operation involving a request to the server, such as searching for CIs, is taking a long time to complete, you can click the **Cancel** button that appears while the operation is executing. Canceling the operation restores the user interface, enabling you to continue working. The Cancel feature is available for the following operations:

- Previewing a query, view, or model in the Modeling Studio
- Calculating the query result count in the Modeling Studio
- Searching for CIs in the CI Selector

- Displaying related CIs in IT Universe Manager
- Displaying Element Instances in the Modeling Studio and the CIT Manager

### Suggested Values in Dialog Boxes

In some dialog box text fields in HP Universal CMDB, such as the New CI dialog box and the Query Node Properties dialog box, suggested attribute values for entered data are automatically provided when you begin to enter an attribute value. The suggested values match the text entered up to this point and are taken from existing values for the same attribute for the selected CIT or any of its children. The values are sorted alphabetically and a number appears next to each suggested value indicating the number of occurrences of that value. If the number of suggested values exceeds a set maximum limit, no suggestions are displayed. You can set the maximum by changing the **Maximum CI Count for Attribute Value Suggestions** setting in the Infrastructure Settings Manager.

**Note:** This feature is only relevant for the following attribute types: string, integer, long, double, and float.

### Menus and Options

The following categories are available in the lower part of the Navigation Bar:

Category	Description
<b>Modeling</b>	Click to open the Modeling menu, where you build and manage a model of your IT universe in the CMDB. For details, see " <a href="#">Modeling</a> " in the <i>HP Universal CMDB Modeling Guide</i> .
<b>Data Flow Management</b>	Click to open the Data Flow Management (DFM) menu, where you set up and run the DFM process to populate the IT Universe model with configuration items (CIs), and where you work with Integration Studio. For details, see the <i>HP Universal CMDB Data Flow Management Guide</i> . For details on DFM content, see the <i>HP Universal CMDB Discovery and Integration Content Guide</i> .
<b>Administration</b>	Click to open the Administration menu, where you configure infrastructure settings, users, roles, permissions, and schedules and work with the Package Manager.

### Help Menu

You access the following online resources from the HP Universal CMDB Help menu:

- **Help on this page.** Opens the UCMDB Help to the topic that describes the current page or context.
- **Troubleshooting & Knowledge Base.** Opens the HP Software Support Web Site directly to the HP Software Self-solve knowledge base landing page. The URL for this Web site is <http://support.openview.hp.com>.
- **UCMDB Help.** Opens the home page. The home page provides quick links to the main help

topics.







- **HP Software Support.** Opens the HP Software Support Web Site. This site enables you to browse the knowledge base and add your own articles, post to and search user discussion forums, submit support requests, download patches and updated documentation, and more. The URL for this Web site is <http://support.openview.hp.com>.
- **HP Software Web Site.** Opens the HP Software Web site, which contains information and resources about HP Software products and services. The URL for this Web site is <http://www.hp.com/managementsoftware>.
- **What's New?** Opens the What's New document, which describes the new features and enhancements of the version.
- **Discovery and Integrations Content Help.** Describes the default, out-of-the-box content: what is being discovered, the credentials required in discovery, how to troubleshoot the discovery results, and how to work with integration adapters.
- **UCMDB Best Practices.** Opens an HTML page with direct links and information about the following:
  - HP Live Network where the Best Practice documentation is accessed.
  - Support site where all documentation and knowledge base articles can be accessed.
  - Guidance videos and feature movies.
  - HP UCMDB online documentation.
- **About HP Universal CMDB.** Opens the HP Universal CMDB dialog box, which provides version, license, patch, and third-party notice information.

## Status Bar

This feature provides information on the CMDB application and enables you to configure certain aspects of your interface.



<b>To access</b>	Appears at the bottom of the screen on all pages in HP Universal CMDB.
------------------	--

User interface elements are described below (unlabeled elements are shown in angle brackets>):

UI	
Element	Description
<b>Module</b>	Indicates the manager currently selected. Click this item to display a page with descriptions for all of the managers.
 <b>User</b>	Indicates the name of the current user. Click to display a balloon with the current user name and login time.
<b>&lt;Server status&gt;</b>	Indicates the current status of the server. Click to display a balloon with the server availability, time zone and time.
	Click <b>Configure User Preferences</b> to open the User Preferences dialog box, which enables you to reset system preferences.
	Click <b>Log Level Configuration</b> to open the Log Configuration dialog box, which enables you to set the log level for a selected log.
	Click <b>Run Screen Capture Tool</b> to take a screen capture of the application. The tool also enables you to annotate the screen capture and save or print it. For details, see " <a href="#">Annotation Tool</a> " below.
<b>Total heap size</b>	Indicates the amount of memory being used by the application.
	Click <b>Run the Garbage Collector</b> to manually clean the memory (it runs automatically on a periodic basis).
	Click <b>Help on Status Bar</b> to access the HP Universal CMDB Help.

## Annotation Tool










This tool enables you to annotate a snapshot of the screen you are viewing, to highlight important areas. It is available across all components of the system.



<b>To access</b>	Click the <b>Run Screen Capture Tool</b> button  in the Status bar or select <b>Tools &gt; Screen Capture...</b> from the main menu.
<b>Important information</b>	<ul style="list-style-type: none"> <li>• The annotation options are located on the left side of the annotation window.</li> <li>• When saving the annotation:                             <ul style="list-style-type: none"> <li>▪ The snapshot is saved in .png format.</li> <li>▪ You cannot select the <b>New Folder</b> icon  when saving in the <b>My Documents</b> directory or any of its subdirectories.</li> </ul> </li> </ul>

## Annotation Options

The following elements enable you to annotate your snapshot.

User interface elements are described below:


UI Element (A–Z)	Description
	<p><b>Pan Tool.</b> Click to navigate the snapshot.</p>
	<p><b>Select Tool.</b> Click and drag to select a specific area of the snapshot.</p>
	<p><b>Shape Tool.</b> Click and drag to add a shape to the snapshot. Clicking the shape tool button enables the following shape buttons:</p> <ul style="list-style-type: none"> <li>•  <b>Rectangle.</b> Click and drag to mark an area of the snapshot with a rectangle.</li> <li>•  <b>Filled Rectangle.</b> Click and drag to mark an area of the snapshot with a filled rectangle.</li> <li>•  <b>Oval.</b> Click and drag to mark an area of the snapshot with an oval.</li> <li>•  <b>Filled Oval.</b> Click and drag to mark an area of the snapshot with a filled oval.</li> <li>•  <b>Rounded Rectangle.</b> Click and drag to mark an area of the snapshot with a round rectangle.</li> <li>•  <b>Filled Rounded Rectangle.</b> Click and drag to mark an area of the snapshot with a filled round rectangle.</li> </ul> <p><b>Customization.</b> After selecting this button, you can customize your line appearance through the following parts of the interface:</p> <ul style="list-style-type: none"> <li>• <b>Line Type.</b> Choose the type of line you want to add. Options include: <ul style="list-style-type: none"> <li>▪ Solid Line</li> <li>▪ Jagged Line</li> </ul> </li> <li>• <b>Line Width.</b> Select the width of the line, in pixels, in the annotation.</li> </ul>

UI Element (A–Z)	Description
	<p><b>Line Tool.</b> Click and drag to enable the line tool, which marks the selected area of the snapshot with a line.</p> <p><b>Customization.</b> After selecting this button, you can customize your line appearance through the following parts of the interface:</p> <ul style="list-style-type: none"> <li>• <b>Line Style.</b> Choose the style of line you want to add. Options include: <ul style="list-style-type: none"> <li>▪ Regular line</li> <li>▪ Line with endpoints</li> <li>▪ Line with arrows</li> </ul> </li> <li>• <b>Line Type.</b> Choose the type of line you want to add. Options include: <ul style="list-style-type: none"> <li>▪ Solid Line</li> <li>▪ Jagged Line</li> </ul> </li> <li>• <b>Line Width.</b> Select the width of the line, in pixels, in the annotation.</li> </ul>
	<p><b>Text Tool.</b> Click and drag to open a box where you can add text to the snapshot.</p> <p><b>Example:</b> Add the syntax: <code>This is the problematic item</code> above a line marking an area of the snapshot.</p>
<p><b>Border and Fill Colors</b></p>	<p>Select the relevant square to choose the color of the border and fill of your annotations. The available squares are:</p> <ul style="list-style-type: none"> <li>• <b>Upper Square.</b> Click to choose the color of lines, as generated by the line tool and displayed in unfilled shapes.</li> <li>• <b>Lower Square.</b> Click to choose the color to fill shapes.</li> </ul> <p>Clicking either of the squares generates a dialog box with the following tabs where you choose the color:</p> <ul style="list-style-type: none"> <li>• Swatches</li> <li>• HSB</li> <li>• RGB</li> </ul>
<p><b>Opacity</b></p>	<p>Slide the opacity bar to choose the darkness level of the selected shape line, text line, or shape color in the annotation.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>• A higher opacity percentage means that the selection appears darker. A lower opacity percentage means that the selection appears lighter.</li> <li>• This field is enabled when either the shape tool, line tool, or text tool button is selected.</li> </ul>























## Menu Bar

The following elements enable you to perform selected actions on your snapshot.

<b>Important information</b>	<p>The menu bar contains elements which enable you to:</p> <ul style="list-style-type: none"> <li>• Change the appearance of the snapshot.</li> <li>• Customize the appearance of text annotated onto your snapshot. These elements are enabled only when the <b>Text Tool</b> button  is selected.</li> </ul>
------------------------------	---

User interface elements are described below (unlabeled elements are shown in angle brackets>):

UI Element (A–Z)	Description
	<p><b>Save.</b> Saves the snapshot on your local machine.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>• The snapshot is saved in .png format.</li> <li>• You cannot select the <b>New Folder</b> icon  when saving in the <b>My Documents</b> directory or any of its subdirectories.</li> </ul>
	<b>Select All.</b> Selects all of the annotations added to your snapshot.
	<b>Clear Selected.</b> Clears all annotations.
	<b>Undo.</b> Rolls back the most recent action performed on the snapshot.
	<b>Redo.</b> Cancels the roll back of the most recent action performed on the snapshot.
	<b>Zoom In.</b> Brings the snapshot view closer.
	<b>Zoom Out.</b> Sets the snapshot view further away.
	<b>Restore original size.</b> Restores the snapshot to its original size.
	<b>Print.</b> Prints the snapshot.
	<p><b>Bold.</b> Bolds the text.</p> <p><b>Note:</b> This field is enabled only when selecting the <b>Text Tool</b> button .</p>
	<p><b>Italic.</b> Italicizes the text.</p> <p><b>Note:</b> This field is enabled only when selecting the <b>Text Tool</b> button .</p>

UI Element (A–Z)	Description
	<p><b>Underline.</b> Underlines the text.</p> <p><b>Note:</b> This field is enabled only when selecting the <b>Text Tool</b> button  .</p>
	<p><b>Anti-aliasing.</b> Adjusts the pixel reading of text or annotation lines so that they appear smoother.</p> <p><b>Note:</b> This field is only enabled when selecting the <b>Text Tool</b> button  .</p>
<Font Family>	<p>Select the font for the text in the report.</p> <p><b>Note:</b> This field is only enabled when selecting the <b>Text Tool</b> button  .</p>
<Font Size>	<p>Select the size of the font in the report.</p> <p><b>Note:</b> This field is only enabled when selecting the <b>Text Tool</b> button  .</p>

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## Administration

# Chapter 4

## Infrastructure Settings Manager

This chapter includes:

<b>Infrastructure Settings Manager Overview</b> .....	<b>36</b>
<b>Infrastructure Settings Manager User Interface</b> .....	<b>36</b>

### Infrastructure Settings Manager Overview

You can define the value of settings that determine how HP Universal CMDB and its applications run.

**Caution:** By modifying certain settings, you may adversely affect the performance of HP Universal CMDB. It is strongly recommended not to modify any settings without first consulting HP Software Support or your HP Services representative.


### Infrastructure Settings Manager User Interface

This section includes (in alphabetical order):

<b>Change Default Value Dialog Box</b> .....	<b>36</b>
<b>Infrastructure Settings Manager Page</b> .....	<b>37</b>

### Change Default Value Dialog Box

This dialog box enables you to edit the default values of the infrastructure settings.

<b>To access</b>	Select <b>Infrastructure Settings Manager</b> from the Navigation Menu or select <b>Managers &gt; Administration &gt; Infrastructure Settings Manager</b> , select the required setting, and then click the  <b>Change Default Value</b> button.
<b>Important information</b>	Note that the default values for global settings cannot be altered.

User interface elements are described below:





UI Element (A-Z)	Description
<b>Default Value</b>	The modified default value.
<b>Factory Value</b>	The default value initially provided by HP Universal CMDB.

## Infrastructure Settings Manager Page

This page enables you to view and edit infrastructure settings.

<b>To access</b>	Select <b>Infrastructure Settings Manager</b> from the Navigation Menu or select <b>Managers &gt; Administration &gt; Infrastructure Settings Manager</b> .
------------------	---

User interface elements are described below (unlabeled elements are shown in angle brackets>):

UI Element (A-Z)	Description
	<b>Save.</b> Saves the changes you have made.
	<b>Properties.</b> Enables you to view the infrastructure properties for the selected setting. Opens the Properties window.
 Restore Default	<b>Restore default value for selected settings.</b> Restores the previous default value of the selected infrastructure setting.
	<b>Change Default Value.</b> Enables you to edit an infrastructure setting. Opens the Change Default Value dialog box.
<Was modified>	<p><b>Note:</b> This is the first column in the table. It is situated to the left of the <b>Name</b> column. You can view the column name by moving the cursor over the column heading.</p> <ul style="list-style-type: none"> <li>If the parameter was not modified, the row in the column for the relevant parameter remains empty.</li> <li>If the parameter was modified, an asterisk appears in the row of the relevant parameter.</li> </ul>
<b>Categories pane</b>	Contains a list of the infrastructure setting categories. You can either select a category to view the infrastructure settings connected with that category, or alternatively select <All> to display all the infrastructure settings.
<b>Description</b>	A description of the infrastructure setting.
<b>Filter by</b>	<p>Enables you to define the criteria for which infrastructure settings you want to appear in the Infrastructure Settings Manager page.</p> <ul style="list-style-type: none"> <li>In the <b>Filter</b> box, select the required filter criteria.</li> <li>In the <b>by</b> box, enter the text or part of the text for which to search.</li> </ul> <p><b>Note:</b> If you want to filter the parameter settings by &lt;Was modified&gt;, do the following:</p> <ul style="list-style-type: none"> <li>Enter <b>false</b> in the <b>by</b> box to display the parameters which were not modified.</li> <li>Enter <b>true</b> in the <b>by</b> box to display the parameters which were modified.</li> </ul>

<b>UI Element (A-Z)</b>	<b>Description</b>
<b>Name</b>	The name of the infrastructure setting.
<b>Refresh Rate</b>	Indicates when the change takes effect in HP Universal CMDB after an infrastructure setting value is modified.
<b>Value</b>	The value of the infrastructure setting.

# Chapter 5

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## Package Manager

This chapter includes:

<b>Package Administration Overview</b> .....	<b>39</b>
<b>Package Zip File Contents and Format</b> .....	<b>41</b>
<b>Packages for Integration Adapters</b> .....	<b>41</b>
<b>Create a Custom Package</b> .....	<b>41</b>
<b>Deploy a Package</b> .....	<b>42</b>
<b>Export a Package</b> .....	<b>43</b>
<b>Install a Discovery and Integration Content Pack</b> .....	<b>43</b>
<b>Use the JMX Console to Perform Package Manager Tasks</b> .....	<b>44</b>
<b>Package Resources</b> .....	<b>46</b>
<b>Resource Types</b> .....	<b>48</b>
<b>Package Manager User Interface</b> .....	<b>50</b>
<b>Troubleshooting and Limitations</b> .....	<b>60</b>

### Package Administration Overview

A package contains resources that are grouped together by defined criteria. For a list of the default resource types, see ["Resource Types" on page 48](#).

Package Manager fulfills several functions:

- Enables the discovery of specific IT infrastructure assets. For example, HP Universal CMDB deploys the SQL\_Server package to discover Microsoft SQL servers.
- Enables you to define the CI Type model through the CI types that are included in the packages. For example, some of the CI types included in the Host\_Resources\_Basic package are File System, CPU, Process, and Print Queue.
- Enables you to move groups of resources from one system to another, for example, from a test to a production environment.

There are two types of packages:

- **Factory package.** Contains resources that are deployed with the installation and are used to initialize HP Universal CMDB.

By default, factory packages are located in: **C:\hp\UCMDB\UCMDBServer\content\basic\_packages**.

**Note:** Some of the factory packages that are deployed with the installation are not visible in the list of packages that appear in Package Manager. To display the hidden packages, right-click anywhere on the Package Manager page and select **Show Hidden Packages**.

- **Custom package.** A package that is user created. You may want to create a custom package if the factory packages do not contain the resources needed for the tool you are developing, or if you want to export resources from system to system. For details, see "[Create Custom Package/Edit Package Wizard](#)" on page 50.

**Caution:** If you create custom packages for the resources or tools you develop, do not place them in the **C:\hp\UCMDB\UCMDBServer\content\basic\_packages** folder. This folder is only for factory packages.

Export and deployment of packages from system to system is performed through the Package Manager interface.

You can:

- Export some or all of a package's resources to your local directory. For details, see "[Export a Package](#)" on page 43.
- Deploy some or all of a package's resources to the CMDB from your local directory. For details, see "[Deploy a Package](#)" on page 42.

### Package Locations

There are three pre-defined folders with out-of-the-box, automatically deployed packages under **C:\hp\UCMDB\UCMDBServer\content**:

- **basic\_packages**  
Internal packages
- **adapters**  
Adapter packages
- **CPx.zip**  
Content Pack packages

### Package Manager User Interface

Each package in the Package Manager User Interface includes the following:

- An **Icon** identifying the package as factory, hidden or user
- A **Package Name** representing the name of the .zip file (optional)
- The **Category** as allocated in the descriptor.xml file (optional)
- A **Readme** file that corresponds to the package (optional)
- A **Description** that corresponds to the description located in the descriptor.xml file



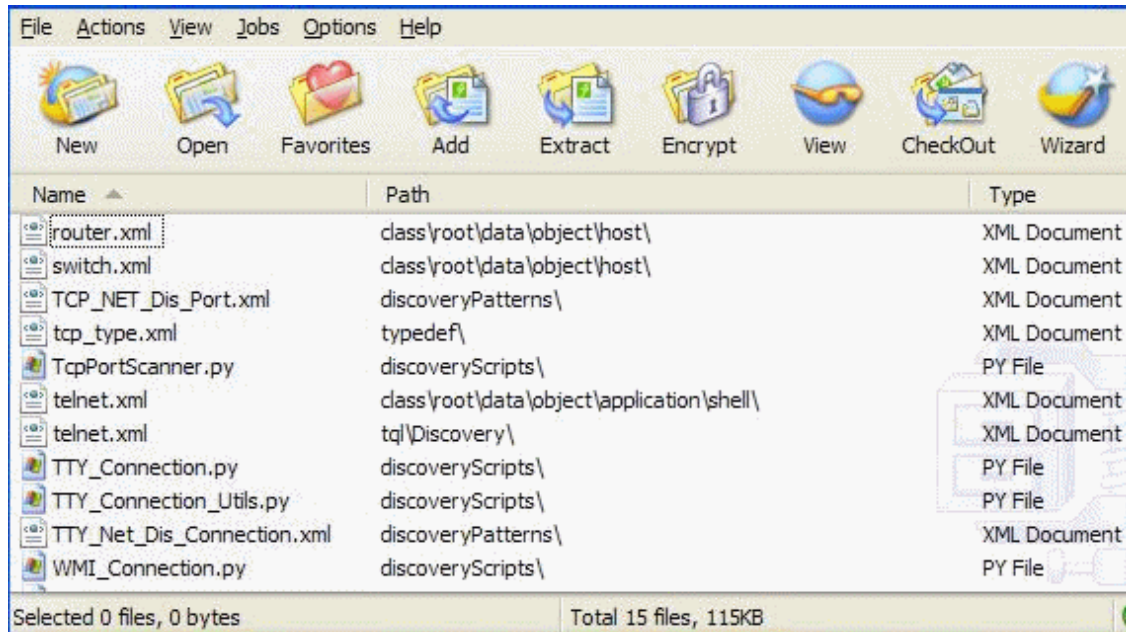
## Package Zip File Contents and Format

A package's resources are stored in the CMDB. To export a package from system to system, you use the Package Manager interface (for details, see "[Package Manager Page](#)" on page 56).

Package Manager creates a zip file containing the resources to enable the export of the resources.

When you export resources from the Package Manager to your local directory, the resource definitions are stored in various formats, for example, XML format.

In the sample **Network.zip** below, the **router.xml** file contains a Router CIT definition and the **Switch.xml** file contains a Switch CIT definition.



## Packages for Integration Adapters

You deploy Integration adapters by creating a package and placing them in the appropriate folder. For details, see [Add an Adapter for a New External Data Source](#) in the *HP Universal CMDB Developer Reference Guide*.

## Create a Custom Package

When you create a new package, you give the package a unique name and description, and then select the resources you want included in the package. For details, see "[Create Custom Package/Edit Package Wizard](#)" on page 50.

### Example of Resources Selected to Be Included in a Package:

The summary page in the Create Custom Package wizard displays the resources selected to be included in the package, as shown in the illustration below.

The package contains resources from the following resource groups:

- Relationships
- Valid Links
- Configuration Item Types

### Selection Summary

View the resources to be included in the package.

#### Relationships:

applicationLink

#### Valid Links:

Service Desk Link: Siebel Application -> IT Incident



#### Configuration Item Types:

Business Service View

## Deploy a Package



You can deploy some or all of a package's resources to the CMDB from your local directory. The package must be on your local directory in order to deploy its resources.

### To deploy resources from packages on your local directory:

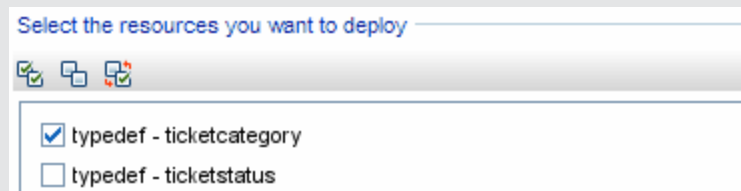
1. Click the  button to open the Deploy Packages to Server dialog box.
2. Click the  button to open the Deploy Packages to Server (from local disk) dialog box.
3. Select a package zip file and click **Open**. The package appears in the upper pane of the dialog box and its resources appear in the lower pane.
4. Select the resources from the package that you want to deploy. All the resources are selected by default.
5. Optionally, select another package zip file and select the relevant resources to deploy.
6. When you have selected all the resources you want to deploy from each selected package, click **Deploy**.
7. A status report appears indicating whether the deployment was successful for each resource selected.

### Example of Deploying Only Specific Resources in a Package:

You want to deploy only some of the resources contained in the package called **ticket2.zip**.

Click the  button. In the Deploy Packages to Server dialog box, click the  button, browse


to the package's location and select the resources from the package you want to deploy. See the following illustration:

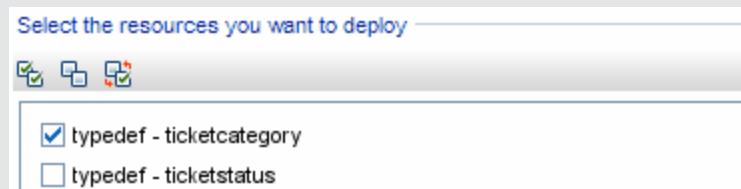


## Export a Package

You can export some or all of a package's resources to your local directory. For details, see ["Package Manager Page" on page 56](#).

### Example of Exporting Only Specific Resources in a Package:


You want to export only some of the resources contained in a package called **ticket2.zip** to your local directory. Click the  button. In the Export Package dialog box, select the **Export Resources** option and select the resources you want to export. See the following illustration:



## Install a Discovery and Integration Content Pack

**Note:** This functionality is available as part of Content Pack 7.00 or later.

HP Universal CMDB is released together with the latest version of Discovery and Integration Content Pack. You can install a later Content Pack release by performing the following procedure:

1. Access the Content Pack on the HP Live Network site. To access the site: **Data Flow Management > DDM Community**.
2. Download the zip file and extract it to the HP Universal CMDB Server root folder.
3. In UCMDB, access Package Manager: **Administration > Package Manager**. Click **Install Content Pack**  to open the **Install Content Pack** dialog box. For details, see ["Package Manager Page" on page 56](#).
4. Select the Content Pack to install and click **Install**.
5. Answer **OK** to the message.

UCMDB begins to install the Content Pack.

When installation is complete, a message is displayed with the results of the installation.

## Use the JMX Console to Perform Package Manager Tasks

This section describes the Package Manager tasks you can perform using the JMX console.

**Note:**

- It is recommended that you use the Package Manager to perform these tasks instead of the JMX console.
- View Package Deployment History cannot be performed by the Package Manager.

This section includes the following tasks:

- ["Deploy a Package" below](#)
- ["View Package Deployment History" on next page](#)
- ["Undeploy a Package" on next page](#)
- ["Display Currently Deployed Packages" on next page](#)
- ["Export Packages" on next page](#)
- ["Package Name Rules" on page 46](#)

### Deploy a Package

Follow these steps to deploy a package using the JMX console.

1. Launch your Web browser and enter the following address: **http://<server\_name>:8080/jmx-console**, where **<server\_name>** is the name of the machine on which HP Universal CMDB is installed.
2. Under **UCMDB**, click **UCMDB:service=Packaging Services** to open the JMX MBEAN View page.
3. Locate **deployPackages**.
4. In the **Value** box for the parameter **customerID**, enter the <customer id>.
5. In the **Value** box for the parameter **dir**, enter the name of the folder that contains the package's zip file. Ensure that you include the full path to the folder.

**Note:** To deploy the package from the **basic\_packages** directory, leave this box empty.

6. In the **Value** box for the parameter **packagesNames**, enter the name of the packages. For details, see ["Package Name Rules" on page 46](#).
7. Select **True** to override DFM job configurations changed in DFM. For details, see [Advanced Mode Window](#) in the *HP Universal CMDB Data Flow Management Guide*.
8. Click **Invoke** to deploy the package.

## View Package Deployment History

Each time you deploy packages, a report is created displaying the deployment status of those packages. Use the JMX console to view the deployment status report.

1. Launch the Web browser and navigate to: **http://<server\_name>:8080/jmx-console**, where **<server\_name>** is the name of the machine on which HP Universal CMDB is installed.
2. Under **UCMDB**, click **UCMDB:service=Packaging Services** to open the JMX MBEAN View page.
3. Locate **displayResourcesDeploymentHistory**.
4. In the **Value** box for the parameter **customerId**, enter the <customer id>.
5. In the **Value** box for the parameter **reportNum**, enter the number of the report you want to view.
6. Click **Invoke** to view the deployment status report of the packages.

## Undeploy a Package

Follow these steps to undeploy a package using the JMX console.

1. Launch the Web browser and navigate to: **http://<server\_name>:8080/jmx-console**, where **<server\_name>** is the name of the machine on which HP Universal CMDB is installed.
2. Under **UCMDB**, click **UCMDB:service=Packaging Services** to open the JMX MBEAN View page.
3. Locate **undeployPackages**.
4. In the **Value** box for the parameter **customerId**, enter the <customer id>.
5. In the **Value** box for the parameter **packagesNames**, enter the name of the package you want to remove. For details, see "[Package Name Rules](#)" on next page.
6. Click **Invoke** to undeploy the package.

## Display Currently Deployed Packages

Follow these steps to display currently deployed packages using the JMX console.

1. Launch the Web browser and navigate to: **http://<server\_name>:8080/jmx-console**, where **<server\_name>** is the name of the machine on which HP Universal CMDB is installed.
2. Under **UCMDB**, click **UCMDB:service=Packaging Services** to open the JMX MBEAN View page.
3. Locate **displayDeployedPackages**.
4. In the **Value** box for the parameter **customerId**, enter the <customer id>.
5. In the **Value** box for the parameter **packagesNames**, specify the names of the packages you want to display. For details, see "[Package Name Rules](#)" on next page.
6. Click **Invoke** to display the packages that are currently deployed.

## Export Packages

Follow these steps to export resources from the CMDB to the server on which HP Universal CMDB

is installed using the JMX console.

1. Launch the Web browser and navigate to: **http://<server\_name>:8080/jmx-console**, where **<server\_name>** is the name of the machine on which HP Universal CMDB is installed.
2. Under **UCMDB**, click **UCMDB:service=Packaging Services** to open the JMX MBEAN View page.
3. Locate **exportPackages**.
4. In the **Value** box for the parameter **customerId**, enter the <customer id>.
5. In the **Value** box for the parameter **packagesName**, enter the name of the package you want to export. For details, see "[Package Name Rules](#)" below.
6. In the **Value** box for the parameter **outputDir**, enter the name of the folder on the HP Universal CMDBserver to which you want to export the package's zip file. Ensure that you include the full path to the folder.
7. In the **Value** box for the parameter **userOnly**, select one of the following:
  - **True**. Export only the custom packages.
  - **False**. Export both custom and factory packages.
8. Click **Invoke** to export the package.

### Package Name Rules

The rules for entering a package name are as follows:

- Wildcard characters (\*) are not supported.
- The package name is case sensitive.
- The package name must have a **.zip** extension.
- When deploying more than one package, separate the package names by commas.

### Package Resources

This section contains a list of the resources a package can contain. For a list of the available resource types and their descriptions, see "[Resource Types](#)" on page 48.

- **acl**. The definition of a role such as Administrator or Guest. For details, see "[Users and Roles](#)" on page 120.
- **adapter**. Contains a description and the capabilities of the deployed federated adapter.
- **adapterCode**. Contains compiled classes (normally a jar), based-on \*.jar files, and configuration files needed for federated adapters. Place these files in the **adapterCode\<adapter ID>** folder in the zip package. For details, see [Add an Adapter for a New External Data Source](#) in the *HP Universal CMDB Developer Reference Guide*.
- **calculatedlinks**. Contains the calculated super class for each of the calculated links defined.
- **calculatedlinkstriplets**. Contains the calculated relationships and their triplets as defined in the CI Type Manager.

- **categories.** Contains the State definitions used by Impact Analysis. For details on States, see "[State Manager](#)" on page 62. For details on Impact Analysis, see [Impact Analysis Manager](#) in the *HP Universal CMDB Modeling Guide*.
- **class.** CI type descriptions, such as host, file, switch, and so on. For details, see [CI Type Manager](#) in the *HP Universal CMDB Modeling Guide*.
- **cmdbview.** Contains the hierarchy rules defined for the base TQL query of each view. For details, see [Modeling Studio](#) in the *HP Universal CMDB Modeling Guide*.
- **correlation.** Impact rule definitions. For details, see [Impact Analysis Manager](#) in the *HP Universal CMDB Modeling Guide*.
- **datamodel.** Used to import CI instances into the system. If the CI does not exist in the CMDB, an instance of the CI is created. If a CI already exists in the CMDB, the values of the CI from the package resource overwrites the values of the CI in the CMDB.
- **datamodelcreateonly.** Used to import CI instances into the system. If the CI does not exist in the CMDB, an instance of the CI is created. If a CI already exists in the CMDB, the values of the CI from the package resource does not overwrite the values of the CI in the CMDB.
- **datamodelgenerateids.** Used to import CI instances into the system for CITs that require the ID to be calculated dynamically upon deployment (such as CITs with no key attributes).
- **dataStore.** Contains the integration point definition.
- **discoveryConfigFiles.** Configuration files include properties and parameters that are needed to discover components on the system. For details, see [Adapter Management](#) in the *HP Universal CMDB Data Flow Management Guide*.
- **discoveryJobs.** A Data Flow Management (DFM) job includes configuration data, scheduling information, and TQL assignments needed to activate discovery of components. For details, see [Discovery Control Panel](#) in the *HP Universal CMDB Data Flow Management Guide*.
- **discoveryModules.** A DFM module includes all the jobs needed to discover a specific component in the system. For details, see [Discovery Control Panel](#) in the *HP Universal CMDB Data Flow Management Guide*.
- **discoveryPatterns.** DFM adapters define which code to run and in which order, declare the input and output CI Types and parameters to be configurable on the DFM jobs related to them. The adapter can be used as an integration adapter or a Discovery adapter. For details, see [Adapter Management](#) in the *HP Universal CMDB Data Flow Management Guide*.
- **discoveryResources.** External resources include all external resources that are needed in DFM, for example, a Visual Basic file, an additional jars file, and so on. For details, see [Adapter Management](#) in the *HP Universal CMDB Data Flow Management Guide*.
- **discoveryScripts.** DFM Jython scripts populates the CMDB with data, either by performing Discovery on a network component or during integration with an external data repository. For details, see [Adapter Management](#) in the *HP Universal CMDB Data Flow Management Guide*.
- **discoveryWizard.** Used to define the Discovery Wizard dialog box contents. For details, see [Discovery Control Panel](#) in the *HP Universal CMDB Data Flow Management Guide*.
- **enrichment.** Enrichment rule definitions. For details, see [Enrichment Manager](#) in the *HP Universal CMDB Modeling Guide*.

- **identification**. Contains the identification definition of a specific CI type.
- **integrationUsers**. Used to define a user of type integration.
- **modelnotification**. Contains filter definitions for CMDB model notifications. The data model notification system gives notification of changes that occurred in the CMDB. For example, items in the CMDB that have been removed, updated, or added.
- **report**. Report rule definitions, as described in [Topology Reports Overview](#) in the *HP Universal CMDB Modeling Guide*.
- **schedulerJob**. Tasks that have been defined to run in the Scheduler. For details, see ["Scheduler" on page 64](#).
- **singletqlref**. Contains TQL template and perspective instances. For details, see [Modeling Studio](#) in the *HP Universal CMDB Modeling Guide*.
- **tql**. TQL query definitions. For details, see [Topology Query Language \(TQL\) Overview](#) in the *HP Universal CMDB Modeling Guide*.
- **typedef**. Predefined Enumeration definitions that relate to attributes of type Enumeration, such as severity levels, admin states, and so on. For details, see [System Type Manager](#) in the *HP Universal CMDB Modeling Guide*.
- **users**. The definition of a user and the user's role. For details, see ["Security Manager User Interface" on page 130](#).
- **validlinks**. All predefined, valid connections (relationships) between CITs.

## Resource Types

This section contains a list of the available resource types and their descriptions. For a list of the resources a package can contain, see ["Package Resources" on page 46](#).

### Model

- **Configuration Item Types**. The CITs defined in the CI Type Manager. For details, see [CI Types Overview](#) in the *HP Universal CMDB Modeling Guide*.
- **Identifications**. The configuration files containing the identification rules for CIs. For details, see ["Identification Configuration"](#) in the *HP Universal CMDB Data Flow Management Guide*.
- **Relationships**. The relationships defined in the CI Type Manager. For details, see [CI Type Relationships](#) in the *HP Universal CMDB Modeling Guide*.
- **Calculated Relationships**. Contains the calculated relationships and their triplets as defined in the CI Type Manager.
- **Valid Links**. All possible predefined valid connections (relationships) between the CITs that are defined in the CIT folder.
- **Service Models**. The pattern-based models defined in the Modeling Studio that were not defined over an existing model. For details, see ["Pattern-based Models"](#) in the *HP Universal CMDB Modeling Guide*.

### Query

- **Queries**. The TQL queries defined in the TQL Editor in the Modeling Studio. For details, see



[Topology Query Language](#) in the *HP Universal CMDB Modeling Guide*.

- **Views.** The views defined in the View Editor in the Modeling Studio. For details, see [View Formats](#) in the *HP Universal CMDB Modeling Guide*.
- **Enrichments.** The Enrichment rules defined in the Enrichment Manager. For details, see [Enrichment Manager](#) in the *HP Universal CMDB Modeling Guide*.
- **Impact Rules.** The Impact Analysis rules. For details, see [Impact Analysis Manager](#) in the *HP Universal CMDB Modeling Guide*.

## Settings

- **Type Definitions.** Predefined Enumeration definitions that relate to attributes of enumeration type, such as severity levels, admin states, and so on. For details, see [System Type Manager](#) in the *HP Universal CMDB Modeling Guide*.
- **Job Scheduler.** Tasks that have been defined to run in the Scheduler. For details, see ["Scheduler" on page 64](#).
- **Users.** The definition of a user and the user's role. For details, see ["Security Manager User Interface" on page 130](#).
- **State Categories.** The states defined in the State Manager. For details, see ["State Manager" on page 62](#).
- **Integration Users.** Enables external applications such as Business Service Management, Release Control, and so on, to consume the UCMDB Java API (SDK), to communicate with UCMDB. Integration users should be deployed via packages and do not appear in the list of users.

## Discovery

- **Adapters.** DFM adapters define which scripts need to be run and in which order, declare the input and output CI Types and the parameters to be configurable on the Discovery jobs related to them. For details, see [Adapter Management](#) in the *HP Universal CMDB Data Flow Management Guide*.
- **Discovery Documents.** A Discovery document is a customized document describing the usage and functionality of a specific package. For details, see [Attach Discovery Documentation to a Discovery Package](#) in the *HP Universal CMDB Data Flow Management Guide*.
- **Discovery Modules.** A Discovery module includes all the jobs needed to discover a specific component on the system. For details, see [Discovery Modules Pane](#) in the *HP Universal CMDB Data Flow Management Guide*.
- **Discovery Jobs.** A Discovery job includes configuration data, scheduling information, and TQL assignments needed to activate discovery of components. For details, see [Discovery Control Panel](#) in the *HP Universal CMDB Data Flow Management Guide*.
- **Discovery Configuration Files.** Configuration files include properties and parameters that are needed to discover components on the system. For details, see [Resource Files](#) in the *HP Universal CMDB Data Flow Management Guide*.
- **Discovery Jython Script.** Discovery Jython Scripts are Jython scripts used by the discovery process to discover and map the various network entities.

- **Discovery External Resource.** Includes resources not used by the Data Flow Probe directly, but rather indirectly by the DFM scripts. It can contain binary executable files or DLLs, XML configuration files, or any other essential resource needed for the discovery to function properly. For details, see [Adapter Management](#) in the *HP Universal CMDB Data Flow Management Guide*.
- **Discovery Wizard Resource.** Used to define the Discovery Wizard dialog box contents. For details, see [Basic Mode Window](#) in the *HP Universal CMDB Data Flow Management Guide*.

## Package Manager User Interface

This section includes (in alphabetical order):

<b>Choose Resources to Export Dialog Box</b> .....	<b>50</b>
<b>Create Custom Package/Edit Package Wizard</b> .....	<b>50</b>
<b>Export Package Dialog Box</b> .....	<b>54</b>
<b>Filter Dialog Box</b> .....	<b>54</b>
<b>Find Dialog Box</b> .....	<b>55</b>
<b>Package Manager Page</b> .....	<b>56</b>
<b>Undeploy Package Resource Wizard</b> .....	<b>59</b>

### Choose Resources to Export Dialog Box

This dialog box enables you to export an entire package or specific resources to your local directory.



<b>To access</b>	Select the <b>Export resources</b> button in the Export Package dialog box.
------------------	---

User interface elements are described below (unlabeled elements are shown in angle brackets>):

UI Element (A-Z)	Description
<List of resources >	Displays the list of resources contained in the package. Select the resources you want to export to your local directory.

### Create Custom Package/Edit Package Wizard

This wizard enables you to create a package using existing resources or edit an existing package.

<b>To access</b>	Click the <b>Create Custom Package</b>  button on the Package Manager page to create a new package or Select a package and click the <b>Edit</b>  button to edit an existing package.
------------------	---

<b>Important information</b>	When editing an existing package, this feature is not a wizard, but a dialog box. The dialog box contains two tabs: the Package Properties tab and the Resource Selection tab.
<b>Relevant tasks</b>	<a href="#">"Create a Custom Package" on page 41</a>
<b>Wizard map</b>	The <a href="#">"Create Custom Package/Edit Package Wizard"</a> contains:  <a href="#">"Package Properties Page"</a> > <a href="#">"Resource Selection Page"</a> > <a href="#">"Selection Summary Page"</a>

## Package Properties Page

This wizard page enables you to define the properties of the package.

<b>Wizard map</b>	The <a href="#">"Create Custom Package/Edit Package Wizard"</a> contains:  <a href="#">"Package Properties Page"</a> > <a href="#">"Resource Selection Page"</a> > <a href="#">"Selection Summary Page"</a>
-------------------	---

User interface elements are described below:

UI Element (A-Z)	Description
<b>Factory package</b>	Indicates a default package that is deployed with the installation.  <b>Note:</b> This check box is always disabled.
<b>Hidden package</b>	Indicates a package that is deployed with the installation but is not visible in the list of packages that appear in the Package Manager page.  <b>Notes:</b> <ul style="list-style-type: none"> <li>This check box is always disabled.</li> <li>To display the hidden packages, right-click anywhere in the Package Manager page and select <b>Show Hidden Packages</b>.</li> </ul>
<b>Package Category</b>	A free text box for any notes you want to associate with the package.
<b>Package Description</b>	A description of the package.
<b>Package Name</b>	The name of the package.

## Resource Selection Page

This wizard page enables you to add the required resources to the package. Select the required resources from the various resource types.

<b>Important information</b>	You can make multiple selections from each resource type.
<b>Wizard map</b>	The " <a href="#">Create Custom Package/Edit Package Wizard</a> " contains:  " <a href="#">Package Properties Page</a> " > " <b><a href="#">Resource Selection Page</a></b> " > " <a href="#">Selection Summary Page</a> "

User interface elements are described below (unlabeled elements are shown in angle brackets):

UI Element (A-Z)	Description
✓	Appears in the left pane. Indicates that a resource has been added to the package.
-	Appears in the left pane. Indicates that no resource has been added to the package.
<Resource types in the left pane>	<p>Contains the resource types from which you can choose the required resources to add to the package.</p> <p>For details of a list of the available resource types and their descriptions, see "<a href="#">Resource Types</a>" on page 48.</p> <p><b>Note:</b> A green dot appears on the resource type icon in the right pane, when one or more of its resources are selected to be included in the package.</p>

UI Element (A-Z)	Description
<Resources in the right pane>	<p>Select the resources you want to add to the package. You can select multiple resources.</p> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• A green check appears to the right of a Configuration Item Types, Relationships, or Calculated Relationships when one or more of its children in the resource tree are included in the package.</li> <li>• A folder's check box has a <input type="checkbox"/> when only some of its resources are included in the package. (This does not apply to Configuration Item Types, Relationships, or Calculated Relationships.)</li> <li>• A folder's check box is selected when all its resources are included in the package. (This does not apply to Configuration Item Types, Relationships, or Calculated Relationships.)</li> </ul> <p><b>Important information:</b></p> <p>To add a calculated relationship to the package, select either the required calculated relationship together with one or more of its triplets, or the required triplets without selecting the calculated relationship itself.</p> <ul style="list-style-type: none"> <li>• If you select only specified triplets and not the calculated relationship, the triplets are added only if you already have an existing calculated relationship in the system.</li> <li>• If you select a calculated relationship together with one or more of its triplets, the property definitions of the calculated relationship are included in the package. If you already have a calculated relationship in the system, the property definitions of the existing calculated relationship are updated with the properties of the calculated relationship you are adding to the package.</li> </ul> <p>For details on calculated relationships and triplets, see <a href="#">"Using Calculated Relationships"</a> and <a href="#">"Triplets Page"</a> in the <i>HP Universal CMDB Modeling Guide</i>.</p>

## Selection Summary Page

This wizard page enables you to view the resources to be included in the package.

<b>Wizard map</b>	The <a href="#">"Create Custom Package/Edit Package Wizard"</a> contains: <a href="#">"Package Properties Page"</a> > <a href="#">"Resource Selection Page"</a> > <b><a href="#">"Selection Summary Page"</a></b>
-------------------	--

User interface elements are described below (unlabeled elements are shown in angle brackets):

UI Element (A-Z)	Description
<Selected resources>	Displays the resources that were selected to be part of the package.

## Export Package Dialog Box

This dialog box enables you to export the selected package's resources to your local directory.


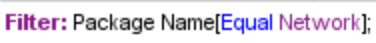
<b>To access</b>	Click the <b>Export Package to Local Directory</b> button  on the Package Manager page.
<b>Important information</b>	You can choose to export some or all the resources in the package.

User interface elements are described below:

UI Element (A-Z)	Description
<b>Export to directory</b>	Select the directory to which you want to export the resources.
<b>Export resources</b>	Export only some of the package's resources to your local directory. Opens the Choose Resources to Export dialog box.
<b>Export whole package</b>	Export all the resources in the package to your local directory.
<b>File name</b>	The name of the package. <b>Note:</b> The package name cannot be edited.

## Filter Dialog Box

This dialog box enables you to display only specific packages on the Package Manager page.

<b>To access</b>	Click the <b>Filter</b>  button on the Package Manager page.
<b>Important information</b>	A description of the filter condition you defined appears above the table columns on the Package Manager page. For example, the following illustration shows that a filter condition was created to display a package called <b>Network</b> .  

User interface elements are described below (unlabeled elements are shown in angle brackets):

UI Element (A-Z)	Description
<Click a column header>	For details, see <a href="#">Sort Column Content Dialog Box</a> in the <i>HP Universal CMDB Modeling Guide</i> .
<Right-click a column header>	For details, see <a href="#">Sort Column Content Dialog Box</a> in the <i>HP Universal CMDB Modeling Guide</i> .

UI Element (A-Z)	Description
<b>Condition</b>	Click inside the box and select the required operator. For details, see <a href="#">Attribute Operator Definitions</a> in the <i>HP Universal CMDB Modeling Guide</i> .
<b>Display Name</b>	Filter the task list according to one of the following: <ul style="list-style-type: none"> <li>• <b>Package name</b></li> <li>• <b>Category</b></li> <li>• <b>Readme</b></li> <li>• <b>Version</b></li> <li>• <b>Description</b></li> </ul> For details, see " <a href="#">Package Manager Page</a> " on next page.
<b>Value</b>	Click inside the box to open the Edit box. Enter the required value. <b>Note:</b> When using the <b>Like</b> or <b>Like ignore case</b> operators, include the wildcard (%) in the search value.

## Find Dialog Box

This dialog box enables you to find a package that contains a specified resource.

<b>To access</b>	Click the <b>Find</b>  button on the Package Manager page.
<b>See also</b>	<a href="#">"Resource Types" on page 48</a>

User interface elements are described below:





UI Element (A-Z)	Description
<b>Case sensitive</b>	Distinguish between uppercase and lowercase characters. When you select <b>Case sensitive</b> , search results find only those instances in which the capitalization matches the text you typed in the <b>Resource name</b> box.
<b>Resource name</b>	Enter a word or phrase contained in the resource for which you are looking.
<b>Search Results</b>	The search results. Displays the names of up to 30 resources containing the text entered in the <b>Resource name</b> box.
<b>Topic</b>	The subsystem containing the resource you want the package to contain. For details, see " <a href="#">Resource Types</a> " on page 48.

## Package Manager Page








This page enables you to create a package out of existing resources or edit an existing package to suit your IT management needs.








<b>To access</b>	Select Package Manager from the <b>Administration</b> module in the Navigation Menu or select <b>Managers &gt; Administration &gt; Package Manager</b> .
<b>See also</b>	<a href="#">"Package Administration Overview" on page 39</a>

User interface elements are described below:

UI Element (A-Z)	Description
	Enables you to create a package out of existing resources. Opens the Create Custom Package Wizard. For details, see <a href="#">"Create a Custom Package" on page 41</a> .
	Enables you to edit an existing package. Opens the Edit Package Wizard.
	Deletes a package from the Package Manager while the resources from the package remain in the system. The package that is deleted is removed from the list of packages on the Package Manager page.
	View the resources included in the selected package. Opens the View package resources dialog box.



UI Element (A-Z)	Description
	<p>Generate a report displaying a list of the packages that are deployed in the system. Choose the export format for the table data. The available options are:</p> <ul style="list-style-type: none"> <li>• <b>Excel.</b> The table data is formatted as an .xls (Excel) file that can be displayed in a spreadsheet.</li> <li>• <b>PDF.</b> The table data is exported in PDF format. <b>Note:</b> When exporting to PDF, select a reasonable number of columns to display to ensure that the report is legible.</li> <li>• <b>CSV.</b> The table data is formatted as a comma-separated values (CSV) text file that can be displayed in a spreadsheet. <b>Note:</b> For the CSV formatted table data to display correctly, the comma (,) must be defined as the list separator. In Windows, to verify or modify the list separator value, open Regional Options from the Control Panel, and on the Numbers tab ensure that the comma is defined as the List Separator value. In Linux, you can specify the list separator in the application that opens the CSV file.</li> <li>• <b>XML.</b> The table data is formatted as an XML file that can be opened in a text or XML editor. <b>Tip:</b> To extract HTML code from the report: <ul style="list-style-type: none"> <li>▪ Save the file as HTML</li> <li>▪ Open the file in an HTML editor</li> <li>▪ Copy the relevant table into the target file</li> </ul> </li> </ul>
	<p>Deploys a package's resources to the CMDB from your local directory. In the upper pane, click the  button to open the Deploy Packages to Server dialog box. Browse to the required package. The resources from that package appear in the lower pane of the dialog box. Select the resources that you want to deploy.</p> <p><b>Note:</b> When deployment is finished and it is not successful, a Deploy Package dialog box is displayed indicating which resources within the package are not successfully deployed.</p>
	<p>Deletes the resources from the system and removes them from the selected package. Opens the Undeploy Package Resource Wizard.</p>
	<p>Exports some or all of the package's resources to your local directory. Opens the Export Package dialog box.</p>
	<p>Finds a package that contains a specified resource. Opens the Find dialog box.</p>
	<p>Update the contents of the table.</p>

UI Element (A-Z)	Description
	Click to install the latest Discovery and Integration Content Pack. This button is enabled from Content Pack 7.00 onwards. For details, see <a href="#">"Install a Discovery and Integration Content Pack" on page 43.</a>
	Opens the Filter dialog box. You use the Filter dialog box to show only the packages you want displayed on the Package Manager page.
	Clear the filter definitions you created in the Filter dialog box. This is enabled only if filter definitions were created.
	Click the <b>Customize Columns</b> button to open the Select Columns dialog box and change the display order of the columns, hide a column, or display a hidden column.  For details on the Select Columns dialog box, see <a href="#">Select Columns Dialog Box</a> in the <i>HP Universal CMDB Modeling Guide</i> .
	Represents a factory package.
	Represents a hidden package.
	Represents a custom package.
<b>Category</b>	The free text you want to associate with the package, as displayed in the Package Properties page of the Create Custom Package Wizard.
<b>Description</b>	The description of the package, as displayed in the Package Properties page of the Create Custom Package Wizard.
<b>Package Name</b>	The name of the package.
<b>Readme</b>	Click to read a description of the package, as well as other relevant information.

### Shortcut Menu

Menu Item	Description
<b>Delete</b>	Deletes a package from the Package Manager while the resources from the package remain in the system. The package that is deleted is removed from the list of packages on the Package Manager page.
<b>Edit</b>	Edit the selected package. Opens the Edit Package Wizard.
<b>Export Package</b>	Exports some or all of the package's resources to your local directory. Opens the Export Package dialog box.

Menu Item	Description
<b>Show hidden packages</b>	Toggle between displaying and hiding hidden packages.
<b>Undeploy</b>	Deletes the resources from the system and removes them from the selected package. Opens the Undeploy Package Resource Wizard.
<b>View package resources</b>	View the resources included in the selected package. Opens the View package resources dialog box.

## Undeploy Package Resource Wizard

This wizard deletes the resources from the system and removes them from the selected package.

<b>To access</b>	Click the <b>Undeploy resources</b>  button on the Package Manager page.
<b>Important information</b>	When you undeploy a package, the resources are removed from the system, and from the other packages that contain that resource. You can restore the resources only when a package containing those resources is deployed.
<b>Wizard map</b>	The " <a href="#">Undeploy Package Resource Wizard</a> " contains:  " <a href="#">Remove Resources Page</a> " > " <a href="#">Selection Summary Page</a> "

## Remove Resources Page

This wizard page enables you to select the resources you want to delete.

<b>Important information</b>	If you delete all the resources from the package, the package is automatically deleted and removed from the list of packages on the Package Manager page.
<b>Wizard map</b>	The " <a href="#">Undeploy Package Resource Wizard</a> " contains:  " <a href="#">Remove Resources Page</a> " > " <a href="#">Selection Summary Page</a> "

User interface elements are described below (unlabeled elements are shown in angle brackets):

UI Element (A-Z)	Description
<List of resources contained in the selected package>	Displays the resources contained in the selected package. Select the resources you want to delete from the system.

## Selection Summary Page

This wizard page enables you to view the resources you selected to be deleted.

<b>Important information</b>	When undeployment is finished and it is not successful, an Undeploy Package dialog box is displayed indicating which resources within the package are not successfully undeployed.
<b>Wizard map</b>	The " <a href="#">Undeploy Package Resource Wizard</a> " contains: <a href="#">"Remove Resources Page"</a> > " <a href="#">Selection Summary Page</a> "

User interface elements are described below (unlabeled elements are shown in angle brackets):

UI Element (A-Z)	Description
<List of deleted resources>	Displays the resources that were selected to be deleted from the package.

## Troubleshooting and Limitations

This section describes some of the troubleshooting issues that might arise when deploying and undeploying packages.

This section includes the following topics:

- ["Gold Master Reports Cannot be Deployed by Package Manager" below](#)
- ["Datamodel Resources Cannot Be Undeployed" below](#)
- ["Additional Information on Package Deployment Failure" below](#)
- ["Package Creation and Deployment in a Non-English Locale" below](#)

### Gold Master Reports Cannot be Deployed by Package Manager

If you export a package's resources from Package Manager that includes a Gold Master report definition, and then export those resources again to another system, the Gold Master report definition is not deployed.

### Datamodel Resources Cannot Be Undeployed

For a list of the package resources, see ["Package Resources" on page 46](#).

### Additional Information on Package Deployment Failure

If package deployment fails, you can check the Package Manager log files for additional information on why the deployment failure occurred.

Log files are located in the **C:\hp\UCMDB\UCMDBServer\runtime\log** folder.

### Package Creation and Deployment in a Non-English Locale

This section describes the limitations when working in a non-English locale.

- You cannot deploy a package if the server locale is different than the client locale and the package name contains non-English characters.
- You cannot create a package that contains resources (for example, views and TQL queries) having non-English characters in their names, if the server locale is different from the client locale.

# Chapter 6

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## State Manager

This chapter includes:

<b>State Manager Overview</b> .....	<b>62</b>
<b>Define a State</b> .....	<b>62</b>
<b>State Manager User Interface</b> .....	<b>63</b>

### State Manager Overview

A state is based on a severity list called an Enumeration definition.

States are necessary for retrieving Impact Analysis results in IT Universe Manager. For details, see "[IT Universe Manager](#)" in the *HP Universal CMDB Modeling Guide*.


To retrieve Impact Analysis results, you must create an Impact Analysis rule in Impact Analysis Manager, which is based on the Operation state. For details, see "[Impact Analysis Manager](#)" in the *HP Universal CMDB Modeling Guide*.

State Manager contains two default states – Change and Operation. Each one is based on its own severity list.

You can use only the Operation state to retrieve Impact Analysis results in IT Universe Manager.

**Note:** It is not recommended to define states without first consulting HP Software Support.

### Define a State

1. Click the **Add state**  button and enter a unique name and description for the state.
2. Click inside the **Type Definition** column to select the required Enumeration definition. The Type Definition list displays the Enumeration definitions that are defined in System Type Manager. For details, see "[System Type Manager Dialog Box](#)" in the *HP Universal CMDB Modeling Guide*.
3. (Optional) You can create a new Enumeration definition by clicking the **New Enumeration** button. For details, see "[State Manager Page](#)" on next page.

**Note:** Only the Enumeration definitions whose list of key values begins with zero (0) appear in the State Manager.

Alternatively, you can create an Enumeration definition in System Type Manager. The Enumeration definition you create in System Type Manager appears in State Manager.

## State Manager User Interface

This section includes:





State Manager Page.....	63
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### State Manager Page

This page enables you to create a state based on a severity list (Enumeration definition).

<b>To access</b>	Select <b>State Manager</b> from the <b>Administration</b> module in the Navigation Menu or select <b>Managers &gt; Administration &gt; State Manager</b> .
<b>Important information</b>	<ul style="list-style-type: none"> <li>The <b>change</b> and <b>operation</b> states are default states that cannot be edited.</li> <li>It is recommended to consult with HP Software Support before defining a state.</li> </ul>
<b>Relevant tasks</b>	<a href="#">"Define a State" on previous page</a>
<b>See also</b>	<a href="#">Create an Enumeration Definition – Workflow</a> in the <i>HP Universal CMDB Modeling Guide</i>

User interface elements are described below:

UI Element (A-Z)	Description
	Add a state.
	Delete a state.
	Save the changes you have made.
	<p>Creates an Enumeration definition. Opens the Create Enumeration Definition dialog box.</p> <p>For details, see <a href="#">"Create/Update List/Enumeration Definition Dialog Box"</a> in the <i>HP Universal CMDB Modeling Guide</i>.</p> <p>The Enumeration definition you have created appears in the System Type Manager dialog box, where you can edit it if required (for details, see <a href="#">"System Type Manager Dialog Box"</a> in the <i>HP Universal CMDB Modeling Guide</i>).</p>
<b>Description</b>	(Optional) Click in the box and enter a description of the state.
<b>Name</b>	Click in the box and enter a unique name for the state.
<b>Type Definition</b>	<p>Click in the box to display a list of the Enumeration definitions.</p> <p><b>Note:</b> The <b>Type Definition</b> list only displays the Enumeration definitions whose list of key values begins with zero (0) (and not List definitions) that are defined in the System Type Manager.</p>

# Chapter 7

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## Scheduler

This chapter includes:

<b>Define Tasks That Are Activated on a Periodic Basis</b> .....	<b>64</b>
<b>Scheduler User Interface</b> .....	<b>65</b>

### Define Tasks That Are Activated on a Periodic Basis

This task describes how to run jobs on a periodic basis.

This section includes the following tasks:

- ["Create a Job Definition" below](#)
- ["Choose an Action" below](#)
- ["Schedule a Task" below](#)

#### 1. Create a Job Definition

Define a job definition. Add actions to the job you created and define how often they run. The Job Definition dialog box displays the tasks that are defined. For details, see ["Job Definition Dialog Box" on page 67](#).

##### Example of a Job Definition

The illustration below shows that an Enrichment rule is set to run every week on Sunday at 7:30 AM.

Active	Name	Job Definition	Schedule	Last Run Time	Next Run Time
<input checked="" type="checkbox"/>	CUSTOM_ENRICHMENT_JOB	Run an Enrichment rule	Weekly ([Sunday][07:30])		Sun Apr 25 2010 07:30 ...

#### 2. Choose an Action

Select the actions that you want the Scheduler to run. For details, see ["Action Definition Dialog Box" on page 66](#).

#### 3. Schedule a Task

Set the schedule for activating a task in the Scheduler pane. For details, see ["Job Definition Dialog Box" on page 67](#).



**Note:** When updating a schedule for a task, all jobs run, by default, immediately upon saving the change. If you do not want jobs to run immediately upon updating the schedule, but rather when they are due to run, do the following:

In the **Administration module > Infrastructure Settings Manager > Integration Settings** set the value for **Enable Scheduled Jobs Auto Run** to **false** (ID: enable.scheduled.jobs.auto.run).

**Example of a Scheduled Task**

The illustration below shows that the Scheduler is set to run an Enrichment rule called **SAP\_Old\_Transports** every day at 1:00 AM and 6:00 AM.

Name	
Run an Enrichment rule	SAP_Old_Transports

**Scheduler**

Once  
  Interval  
  Daily  
  Weekly  
  Monthly  
  Cron

Time zone:  Reset server time zone

Invocation hour:  >>

**Scheduler User Interface**


This section includes (in alphabetical order):

<b>Action Definition Dialog Box</b> .....	<b>66</b>
<b>Filter Dialog Box</b> .....	<b>66</b>
<b>Job Definition Dialog Box</b> .....	<b>67</b>
<b>Job Scheduler Page</b> .....	<b>70</b>

Select Days Dialog Box .....	72
Select Hours Dialog Box .....	72

## Action Definition Dialog Box

This dialog box enables you to select a required action in a list of actions that can be run by the Scheduler.

<b>To access</b>	Click the <b>Add</b>  button in the Actions pane in the Job Definition dialog box.
<b>Important information</b>	<p>After selecting the required action, click <b>Next</b> to display a list of actions. The list of action details depends on which action you choose.</p> <p>For example, if you select <b>Run an Enrichment Rule</b>, a list of the existing Enrichment Rules appears. Select the required Enrichment rules. You can select up to 15 items.</p>
<b>Relevant tasks</b>	<a href="#">"Define Tasks That Are Activated on a Periodic Basis" on page 64</a>

User interface elements are described below (unlabeled elements are shown in angle brackets):

UI Element (A-Z)	Description
<Click a column header>	For details, see <a href="#">Sort Column Content Dialog Box</a> in the <i>HP Universal CMDB Modeling Guide</i> .
<Right-click a column header>	For details, see <a href="#">Sort Column Content Dialog Box</a> in the <i>HP Universal CMDB Modeling Guide</i> .
<b>Actions</b>	For a list of actions that can be run by the Scheduler, see <a href="#">"Scheduler Actions" below</a> .


## Scheduler Actions

This section contains a list of actions that can be run by the Scheduler.

- **Rerun Discovery on View.** Runs discovery on the CIs in a selected view. This enables you to configure a general discovery for the entire infrastructure on a less frequent basis, such as once a week, while updating the CIs in important views more frequently, for example, on a daily basis.
- **Run an Enrichment Rule.** Activates the selected Enrichment rule according to its set schedule. Click **Next** to display a list of the available Enrichment rules and select the required ones. For details, see [Enrichment Manager](#) in the *HP Universal CMDB Modeling Guide*.

## Filter Dialog Box

This dialog box enables you to filter the tasks displayed on the Job Scheduler page.


<b>To access</b>	Click the <b>Filter</b>  button on the Job Scheduler page.
<b>Relevant tasks</b>	<a href="#">"Define Tasks That Are Activated on a Periodic Basis" on page 64</a>

User interface elements are described below (unlabeled elements are shown in angle brackets):

UI Element (A-Z)	Description
<click a column header>	For details, see <a href="#">Sort Column Content Dialog Box</a> in the <i>HP Universal CMDB Modeling Guide</i> .
<right-click a column header>	For details, see <a href="#">Sort Column Content Dialog Box</a> in the <i>HP Universal CMDB Modeling Guide</i> .
Condition	Click inside the box and select the required operator. For details, see <a href="#">Attribute Operator Definitions</a> in the <i>HP Universal CMDB Modeling Guide</i> .
Display Name	Filters the task list according to one of the following: <ul style="list-style-type: none"> <li>• Active</li> <li>• Job Definition</li> <li>• Last Run Time</li> <li>• Name</li> <li>• Next Run Time</li> <li>• Schedule</li> </ul> For details, see the Job Scheduler page.
Value	Click inside the box and either enter or select the required value.

### Job Definition Dialog Box

This dialog box enables you to add actions to the job you created and define how often they run.

To access	Click the <b>Add</b>  button on the Job Scheduler page.
Relevant tasks	<a href="#">"Define Tasks That Are Activated on a Periodic Basis" on page 64</a>

User interface elements are described below:






UI Element (A-Z)	Description
Job Definition	(Optional) A description for this job.
Name	The name of the job.

### Actions Pane

This area enables you to add the required actions to the task you created.

Relevant tasks	<a href="#">"Define Tasks That Are Activated on a Periodic Basis" on page 64</a>
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User interface elements are described below:



UI Element (A-Z)	Description
	Adds an action to the task. Opens the Action Definition dialog box.
	Edits an existing action.
	Deletes an action.
	Moves a selected row up.
	Moves a selected row down.
<b>Action Definition</b>	Displays the action details you selected in the Action Definition dialog box for the action added.
<b>Name</b>	Displays the name of the action that was added to the job.


### Scheduler Pane


This area enables you to set the schedule for activating a task.

<b>Important information</b>	<p>When updating a schedule for a task, all jobs run, by default, immediately upon saving the change. If you do not want jobs to run immediately upon updating the schedule, but rather when they are due to run, do the following:</p> <p>In the <b>Administration module &gt; Infrastructure Settings Manager &gt; Integration Settings</b> set the value for <b>Enable Scheduled Jobs Auto Run</b> to <b>false</b> (ID: enable.scheduled.jobs.auto.run).</p>
<b>Relevant tasks</b>	<a href="#">"Define Tasks That Are Activated on a Periodic Basis" on page 64</a>
<b>See also</b>	<a href="#">Cron Expressions</a>

User interface elements are described below (unlabeled elements are shown in angle brackets>):

UI Element (A-Z)	Description
	Automatically set the time zone to the correct one for the server.
	(Appears when you choose <b>Cron</b> ) Click to validate the Cron expression you entered.

UI Element (A-Z)	Description
<Schedule options>	<p>Select the required option for scheduling the task. The available options are:</p> <ul style="list-style-type: none"> <li>• <b>Once.</b> Activates the task only once.</li> <li>• <b>Interval.</b> Activates the action at a set time interval.</li> <li>• <b>Daily.</b> Runs a task on a daily basis.</li> <li>• <b>Weekly.</b> Runs a task on a weekly basis.</li> <li>• <b>Monthly.</b> Runs a task on a monthly basis.</li> <li>• <b>Cron.</b> Use a Cron expression to schedule a job. For a description of the fields used in Cron expressions and examples of how to use them, see <a href="#">Cron Expressions</a> in the <i>HP Universal CMDB Modeling Guide</i>.</li> </ul>
<b>Cron Expression</b>	<p>Enter a Cron expression in the proper format. For a description of the fields used in Cron expressions and examples of how to use them, see <a href="#">Cron Expressions</a> in the <i>HP Universal CMDB Modeling Guide</i>.</p>
<b>Days of month</b>	<p>(Appears when you choose <b>Monthly</b>) Click the  button to the right of the <b>Days of month</b> box to choose the day of the month on which you want to run the action.</p> <p>Opens the Select Days dialog box.</p>
<b>Days of the week (Sunday - Saturday)</b>	<p>(Appears when you choose <b>Weekly</b>). Select the day or days on which you want the action to run.</p>
<b>End by</b>	<p>(Does not appear when you select <b>Once</b>) Choose the date and time when you want the action to stop running by selecting the <b>End by</b> check box and then clicking the down-arrow to the right of the box.</p> <p><b>Note:</b> This step is optional. If you do not want to specify an ending date, leave the <b>End by</b> check box unselected.</p>








UI Element (A-Z)	Description
<p><b>Invocation Hour</b></p>	<p>Choose the time to activate the action. Click the  button to the right of the <b>Invocation Hour</b> box to open the Select Hours dialog box. For details, see the Select Hours dialog box.</p> <p><b>Note:</b> You can enter the time manually in the <b>Invocation hour</b> box once you have chosen a time using the Select Hours dialog box. You can assign more than one time. Each time is separated by a comma.</p> <p>The manually entered action times are not restricted to the hour and half hour only; they can be assigned any hour and minute combination. Use the 24:00 format.</p> <p>For example:</p> <p>11:15 AM is 11:15</p> <p>11:15 PM is 23:15</p> <p><b>Note:</b> This box is only available when you want to schedule a task to run on a daily, weekly, or monthly basis.</p>
<p><b>Invocation Time</b></p>	<p>(Appears when you choose <b>Once</b>) Choose the date and time you want the action to begin running by clicking the down-arrow to the right of the box.</p>
<p><b>Months of the year (January - December)</b></p>	<p>(Appears when you choose <b>Monthly</b>). Select the month or months in which you want the action to run.</p>
<p><b>Repeat every</b></p>	<p>(Appears only when you select <b>Interval</b>) Type a value for the interval between successive runs and then choose the required unit of time measurement (Minutes, Hours, or Days).</p>
<p><b>Start at</b></p>	<p>(Does not appear when you select <b>Once</b>) Choose the date and time when you want the action to begin running by selecting the <b>Start at</b> check box and then clicking the down-arrow to the right of the box.</p> <p><b>Note:</b> This step is optional. If you do not want to specify a beginning time, leave the <b>Start at</b> check box unselected.</p>
<p><b>Time Zone</b></p>	<p>Set the required time zone.</p>

### Job Scheduler Page

This page enables you to define tasks that are activated on a periodic basis. For example, you can define a task that generates a Topology report on a daily basis at 3:00 PM. Or, you can define a schedule for taking snapshots of a specific view on a daily basis.


<p><b>To access</b></p>	<p>Select Scheduler from the <b>Administration</b> module in the Navigation Menu or select <b>Managers &gt; Administration &gt; Scheduler</b>.</p>
<p><b>Relevant tasks</b></p>	<p><a href="#">"Define Tasks That Are Activated on a Periodic Basis" on page 64</a></p>

User interface elements are described below (unlabeled elements are shown in angle brackets):

UI Element (A-Z)	Description
	Creates and schedules a job. Opens the Job Definition dialog box.
	Edits a task. Opens the Job Definition dialog box.
	Deletes a job. <b>Note:</b> The user cannot delete a job scheduler linked to a pattern-based model.
	Opens the Filter dialog box which enable you to filter the scheduled jobs displayed on the Job Scheduler page.
	Clears the filter definitions you created in the Filter dialog box.
	Changes the display order of the columns, hide a column, or displays a hidden column. Opens the Select Columns dialog box. For details, see <a href="#">Select Columns Dialog Box</a> in the <i>HP Universal CMDB Modeling Guide</i> .
	Refresh the display of the jobs in the Job Scheduler page.
<Click a column header>	For details, see <a href="#">Sort Column Content Dialog Box</a> in the <i>HP Universal CMDB Modeling Guide</i> .
<Right-click a column header>	For details, see <a href="#">Sort Column Content Dialog Box</a> in the <i>HP Universal CMDB Modeling Guide</i> .
<b>Active</b>	Select the check box to activate the scheduled job.
<b>Job Definition</b>	A description of the scheduled job as defined in the <b>Definitions</b> box in the Job Definition dialog box.
<b>Last Run Time</b>	The last time the job was run.
<b>Name</b>	The name of the scheduled job.
<b>Next Run Time</b>	The next time the job is scheduled to run.
<b>Schedule</b>	How often the job is scheduled to run. For details, see the " <a href="#">Scheduler Pane</a> " on <a href="#">page 68</a> .

## Select Days Dialog Box

This dialog box enables you to choose the day on which to activate the action.


<b>To access</b>	Click <b>Monthly</b> in the Job Definition dialog box, and then click the  button to the right of the <b>Days of month</b> box.
<b>Relevant tasks</b>	<a href="#">"Define Tasks That Are Activated on a Periodic Basis" on page 64</a>

User interface elements are described below (unlabeled elements are shown in angle brackets):

UI Element (A-Z)	Description
<List of days from 1-31>	Choose the required days by selecting the required check boxes. You can select multiple days.  The selected days appear in the <b>Days of month</b> box. For details, see Scheduler pane in the Job Definition dialog box.

## Select Hours Dialog Box

This dialog box enables you to choose the time at which to activate the action.

<b>To access</b>	In the Job Definition dialog box, click <b>Daily, Weekly, or Monthly</b> , and then click the  button to the right of the <b>Invocation hour</b> box.
<b>Relevant tasks</b>	<a href="#">"Define Tasks That Are Activated on a Periodic Basis" on page 64</a>

User interface elements are described below (unlabeled elements are shown in angle brackets):

UI Element (A-Z)	Description
<List of times by the hour and half hour>	Choose all the required times by selecting the required check box. You can select multiple times.  The selected hours appear in the <b>Invocation hour</b> box. For details, see <a href="#">"Scheduler Pane" on page 68</a> .



# Chapter 8

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## CI Lifecycle and the Aging Mechanism

This chapter includes:

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<b>CI Lifecycle – Overview</b> .....	<b>74</b>
<b>Enable and Run the Aging Mechanism</b> .....	<b>74</b>
<b>Generate CI Lifecycle Data and Filter the Results</b> .....	<b>75</b>
<b>Enable Manual Load Balancing for Multiple Probes</b> .....	<b>76</b>
<b>CI Lifecycle User Interface</b> .....	<b>76</b>
<b>Aging Parameters</b> .....	<b>82</b>

### The Aging Mechanism Overview

After your system has been running for some time, previously discovered CIs may no longer exist. Such CIs should be removed from the CMDB to keep it up to date.

Data Flow Management (DFM) runs periodically and, default, updates the last access time for all CIs and relationships that it discovers. This process is known as "touching," and prevents CIs and relationships that represent active components in the system from becoming deletion candidates. If DFM does not discover a CI that exists in the CMDB, the last access time is not updated, so after some predefined time (by default, 20 days) the CI becomes a deletion candidate. The aging period is set per CI type as a static attribute in the CI Type Manager (**Deletion Candidate Period**).

Deletion candidates are reviewed and managed in the CI Lifecycle module.

If the CI remains untouched for a longer period of time (by default, 40 days), the aging mechanism deletes the CI from the system. In other words, aging deletes CIs and relationships that are no longer relevant, that is, have not been accessed for a specified period of time (by default, 40 days).

The deletion of large quantities of CIs and relationships creates a significant load for the CMDB and database servers and can impact the overall CMDB performance. To reduce this performance impact, the aging mechanism divides the objects to be deleted into chunks. A delay between chunks lowers the database load and enables other tasks to continue working. For faster work, you can shorten the delay, but the default delay value is the recommended delay. For details, see ["Aging Parameters" on page 82](#).

**Note:**

- Touch parameters are defined in the **DiscoveryProbe.properties** file. For details, see the Probe Manager Configurations section in "[DiscoveryProbe.properties File](#)" in the *HP Universal CMDB Data Flow Management Guide*.
- The aging mechanism is enabled by default.
- Aging operations are run only on CIs and relationships that have **Enable Aging** set to **true**. By default, CIs and relationships added by out-of-the-box DFM adapters are created with **Enable Aging** set to **true**. (For details, see **Enable Aging** in the [Configuration Item Properties Dialog Box](#) in the *HP Universal CMDB Modeling Guide*.) This behavior can be changed in the **Enable aging** check box in DFM in the Adapter Configuration tab (in the Results Management pane). For details, see "[Results Management Pane](#)" in the *HP Universal CMDB Data Flow Management Guide* and "[Enable Aging](#)" on page 78.

## CI Lifecycle – Overview

The CI Lifecycle application enables you to view a list of CIs and relationships that are candidates for deletion by the aging mechanism, and to initiate the aging procedure. You can also select specific CIs or relationships and postpone their deletion or mark them as deletion-proof.

For each CIT, you can set the time period before a specific CI becomes a candidate for deletion or before it is actually deleted. For details, see Actual Deletion Period, Deletion Candidate Period, and Enable Aging in the [Configuration Item Properties Dialog Box](#) in the *HP Universal CMDB Modeling Guide*.

## Enable and Run the Aging Mechanism

This task describes how to enable aging and run the aging mechanism.

This task includes the following steps:

- "[Enable Aging](#)" below
- "[First Aging Run](#)" below

### 1. Enable Aging

Access the Aging Status tab on the CI Lifecycle page (**Managers > Administration > CI Lifecycle**). Select the **Enable Aging** check box. For details, see "[Aging Status Tab](#)" on page 77.

**Note:** When aging is turned on or off (that is, enabled or disabled), you must restart the server for the changed setting to take effect.

### 2. First Aging Run

After your system has been running for some time, there are probably many CIs that need deleting. You should perform this step in the procedure to keep the CMDB up to date.

If the number of CIs to be deleted is greater than 10,000, a confirmation message is displayed. Choose between the following options:

- CI Lifecycle divides the number of CIs and/or relationships that must be deleted into chunks (to avoid overloading the database), deletes them, and adds the information to the History database. Chunk size is determined by the value in the **Aging Chunk Size** field in the Infrastructure Settings Manager.

This is the preferred method of deletion because the History database is updated with the information and there is no server downtime.

- You run the database aging tool, located at **C:\hp\UCMDB\UCMDBServer\tools\dbscripts\dbtool.bat**. If you choose this option, you must stop the UCMDB server service.

You would choose this second option if you needed a fast system of deletion: the database aging tool is an order of magnitude faster than the aging mechanism.

**Caution:** Before running this option, be aware of the following:

- You must completely shut down the server before running the tool, that is, there will be server downtime.
- After running the database aging tool, run **clearProbeData.bat** on every Data Flow Probe. This file resides in the following location:  
**C:\hp\UCMDB\DataFlowProbe\tools**.
- No information is written to the History database.

#### To run the database aging tool:

- a. Back up the CMDB database schemas. This step is mandatory.
- b. Run the tool in a testing environment before running it in a production environment. This step is recommended.
- c. Stop the UCMDB server.
- d. Run the **dbtool.bat** file from the file system.
- e. Restart the UCMDB server.
- f. Return to the Aging Status tab and enable aging.
- g. Invoke **clearProbeData.bat** on every Data Flow Probe connected to the UCMDB Server.

## Generate CI Lifecycle Data and Filter the Results

This task describes how to generate a list of CIs that are candidates for deletion, and to filter the results.

This task includes the following steps:

- ["Generate CI Lifecycle Data" below](#)
- ["Filter the CI Lifecycle Results" on next page](#)

### 1. Generate CI Lifecycle Data

To generate CI Lifecycle results for CIs or relationships, select either the **CIs** tab or the


**Relationship** tab. Select the time period in which to search, using the drop-down calendars in the **From** and **To** fields, and click **Generate**. For details, see ["CI Lifecycle Page" on page 80](#).

CI Lifecycle displays a list of CIs that are candidates for deletion.

**Tip:** If no results are generated, try extending the time period further into the future.

## 2. Filter the CI Lifecycle Results

To filter the CI Lifecycle data, click the **Filter** button  to open the Filter dialog box. For each column by which you want to filter, select a condition from the drop-down list and fill in the value column, either by entering a value, selecting from a drop-down list, or using the calendar. Click **OK** to apply your filter.

To clear the filter and restore the original results, click the **Clear** button . For details, see ["Filter Dialog Box" on page 81](#).

## Enable Manual Load Balancing for Multiple Probes

When multiple Data Flow Probes send touch information simultaneously to the UCMDB Server, the Server may become overloaded. To enable a manual load balancing between the multiple Data Flow Probes running against the UCMDB Server, you can set the time at which each Probe reports the touch:

1. Open the **DiscoveryProbe.properties** file in a text editor.
2. Locate the lines beginning with **# Is touch window mechanism active:**

```
# Is touch window mechanism active
appilog.agent.probe.touchWindowMechanism.isActive = false
  "# Defines the time when the touch window starts (HH:MM - 00:00-
23:59)
appilog.agent.probe.touchWindowMechanism.startTime = 10:00
  "# Defines the time when the touch window ends (HH:MM - 00:00-
23:59)
appilog.agent.probe.touchWindowMechanism.endTime = 23:59
```

3. Change the **appilog.agent.probe.touchWindowMechanism.isActive** parameter to **true**.
4. Set the time at which the Probe should report the touch.
5. Save the file.

These parameters enable the Probes to perform "touching" in non-overlapping time frames. For details on touching, see ["The Aging Mechanism Overview" on page 73](#).


## CI Lifecycle User Interface

This section includes (in alphabetical order):

<b>Aging Run Statistics Dialog Box</b> .....	<b>77</b>
<b>Aging Status Tab</b> .....	<b>77</b>
<b>CI Lifecycle and Relationship Tabs</b> .....	<b>78</b>
<b>CI Lifecycle Page</b> .....	<b>80</b>

## Aging Run Statistics Dialog Box

This dialog box enables you to view statistics for the five previous runs of the aging mechanism.

<b>To access</b>	Click the <b>Statistics</b> button  on the CI Lifecycle page.
<b>Relevant tasks</b>	<a href="#">"Enable and Run the Aging Mechanism" on page 74</a>

User interface elements are described below:

UI Element (A-Z)	Description
<b>Aging Runs</b>	<p><b>Run at.</b> The start and finish time of the run.</p> <p><b>Deleted.</b> The number of CIs that have been deleted.</p> <p><b>Failed.</b> The number of CIs that have not been deleted.</p>
<b>Errors</b>	<p><b>ID.</b> The IDs of the failed CIs, that is, of the CIs that could not be deleted.</p> <p><b>Error message.</b> A message describing the cause of failure.</p>

## Aging Status Tab

This dialog box enables you to enable the aging mechanism and to run the mechanism for the first time.

<b>To access</b>	Select <b>CI Lifecycle</b> from the Navigation Menu or select <b>Administration &gt; CI Lifecycle</b> .
<b>Important information</b>	<p>This tab displays information about the number of CIs that are candidates for deletion, and functions as follows, if you select the <b>Enable Aging</b> check box:</p> <ul style="list-style-type: none"> <li>• If the number of CIs for deletion is larger than 10,000, you can choose to use the aging mechanism to delete the CIs in chunks, or to use the database aging tool. For details on which procedure to use, see <a href="#">"First Aging Run" on page 74</a>.</li> <li>• If the number of CIs for deletion is smaller than 10,000, the estimated time for deletion is displayed and the CIs are immediately deleted. A progress bar shows the stage of the deletion.</li> </ul>
<b>Relevant tasks</b>	<a href="#">"Enable and Run the Aging Mechanism" on page 74</a>

User interface elements are described below:







UI Element (A-Z)	Description
<b>Enable Aging</b>	<ul style="list-style-type: none"> <li>To enable aging, select the check box.</li> </ul> <p>The frequency and size of the chunks that are marked as candidates for deletion are determined in Infrastructure Settings. For details, see <a href="#">"Aging Parameters" on page 82</a>.</p> <ul style="list-style-type: none"> <li>To disable aging, clear the check box.</li> </ul>
<b>Run results</b>	<p><b>Total CIs to delete.</b> The number of CIs or relationships that are delete candidates and that are being deleted by the aging mechanism.</p> <p><b>Deleted.</b> The number of CIs or relationships that have been deleted.</p> <p><b>Failed.</b> CIs or relationships that could not be deleted. If any failures exist, click the <b>Failed</b> link to view their details.</p>





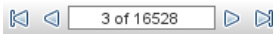


## CI Lifecycle and Relationship Tabs

This area enables you to display a list of CIs and relationships that are candidates for deletion, and to manage the list (for example, to delete or prevent or postpone deletion of specific CIs, to view statistics, and to filter the list).

<b>To access</b>	Select <b>Administration &gt; CI Lifecycle</b> .
<b>Relevant tasks</b>	<a href="#">"Generate CI Lifecycle Data and Filter the Results" on page 75</a>
<b>See also</b>	<a href="#">Working with CIs</a> in the <i>HP Universal CMDB Modeling Guide</i>

User interface elements are described below (unlabeled elements are shown in angle brackets>):

UI Element (A-Z)	Description
	Click to delay the deletion of a CI by one aging period. It disappears from the list of candidates for deletion. (If the CI is not touched again for a full aging period, it again becomes a candidate for deletion.)
	Click to prevent a CI or relationship from being deleted. It disappears from the list of candidates for deletion.
	Click to delete a selected CI or relationship.
	Click to view statistics (such as the start and finish time of each run and the number of deleted CIs), for the previous five runs of the aging mechanism. For details, see <a href="#">"Aging Status Tab" on previous page</a> .
	Click to select or clear all rows of data on the current page.
	Click to update the data displayed.

UI Element (A-Z)	Description
	Click to open the Filter dialog box, which enables you to customize the filter. For details, see <a href="#">"Filter Dialog Box" on page 81</a> .
	Click to clear the filter and display the full results.
	Click to open the Select Columns dialog box, which enables you to change the display order of the columns, hide a column, or display a hidden column. For details, see <a href="#">Select Columns Dialog Box</a> in the <i>HP Universal CMDB Modeling Guide</i> .
	Click the arrow to define the number of rows that should appear on each display page.
	Click to navigate through the results page by page or to jump to the first or last page.
	Generates data for a selected period. <b>Tip:</b> If no results are generated, try extending the time period further into the future (the <b>To</b> field).
	Click <b>Export Data to File</b> to choose the export format for the table data. The available options are: <ul style="list-style-type: none"> <li>• <b>Excel.</b> The table data is formatted as an .xls (Excel) file that can be displayed in a spreadsheet.</li> <li>• <b>PDF.</b> The table data is exported in PDF format. <b>Note:</b> When exporting to PDF, select a reasonable number of columns to display to ensure that the report is legible.</li> <li>• <b>CSV.</b> The table data is formatted as a comma-separated values (CSV) text file that can be displayed in a spreadsheet. <b>Note:</b> For the CSV formatted table data to display correctly, the comma (,) must be defined as the list separator. In Windows, to verify or modify the list separator value, open Regional Options from the Control Panel, and on the Numbers tab ensure that the comma is defined as the List Separator value.</li> <li>• <b>XML.</b> The table data is formatted as an XML file that can be opened in a text or XML editor.</li> </ul>
<Right-click a CI>	For details on the menu options, see <a href="#">"IT Universe Manager Shortcut Menu"</a> in the <i>HP Universal CMDB Modeling Guide</i> .
<Right-click a column header>	For details, see <a href="#">Sort Column Content Dialog Box</a> in the <i>HP Universal CMDB Modeling Guide</i> .

UI Element (A-Z)	Description
<b>CIs/Relationships tabs</b>	<p>Select to see a list of CIs or relationships that are candidates for deletion:</p> <p><b>Select.</b> Select the check box to select a CI or relationship before performing an operation on it (such as Delete or Postpone Deletion).</p> <p><b>End1.</b> The query node at one end of the relationship (relevant only for relationships).</p> <p><b>Display Label.</b> The name of the CI or relationship as it appears in the Topology Map.</p> <p><b>End2.</b> The query node at the second end of the relationship (relevant only for relationships).</p> <p><b>CI Type.</b> The type of the CI or relationship.</p> <p><b>Last Access Time.</b> The last time that the CI or relationship was accessed, whether it was updated or discovered by the DFM process.</p> <p><b>Updated by.</b> The administrator or process that updated the CI or relationship.</p> <p><b>Actual Delete Time.</b> The date and time when the CI or relationship is deleted.</p>
<b>From</b>	Click the arrow and use the calendar to select the beginning date and time for the CI Lifecycle results.
<b>Relationships tab</b>	Select to see lifecycle results for relationships.
<b>Set Rows per Page</b>	Select the number of rows per page from the drop-down list.
<b>To</b>	Click the arrow and use the calendar to select the end date and time for the CI Lifecycle results.

## CI Lifecycle Page

This page enables you to enable and run the aging mechanism. It also enables you to display a list of CIs and relationships that are candidates for deletion and to manage the list (for example, to delete, prevent, or postpone deletion of specific CIs, to view statistics, and to filter the list).

<b>To access</b>	Select <b>Administration &gt; CI Lifecycle</b> .
------------------	--




<p><b>Important information</b></p>	<p>The CI Lifecycle page includes the following tabs:</p> <ul style="list-style-type: none"> <li>• <b>Aging Status.</b> Use this tab to enable the aging mechanism and to run aging. For details, see <a href="#">"Aging Status Tab" on page 77.</a></li> <li>• <b>CIs.</b> Use this tab to display a list of CIs that are candidates for deletion. For details, see <a href="#">"CI Lifecycle and Relationship Tabs" on page 78.</a></li> <li>• <b>Relationships.</b> Displays the same information as the CIs tab, with the addition of the <b>End1</b> and <b>End2</b> columns.</li> </ul> <p>The tab that is displayed by default depends on whether aging is enabled or disabled:</p> <ul style="list-style-type: none"> <li>• <b>If aging is enabled,</b> the CIs tab is displayed.</li> <li>• <b>If aging is disabled,</b> the Aging Status tab is displayed.</li> </ul>
<p><b>Relevant tasks</b></p>	<ul style="list-style-type: none"> <li>• <a href="#">"Enable and Run the Aging Mechanism" on page 74</a></li> <li>• <a href="#">"Generate CI Lifecycle Data and Filter the Results" on page 75</a></li> </ul>
<p><b>See also</b></p>	<p><a href="#">Working with CIs</a> in the <i>HP Universal CMDB Modeling Guide</i></p>

## Filter Dialog Box

This dialog box enables you to filter the list of CIs that are candidates for deletion.

<p><b>To access</b></p>	<p>Click <b>Filter</b> on the CI Lifecycle page.</p>
<p><b>Relevant Tasks</b></p>	<p><a href="#">"Generate CI Lifecycle Data and Filter the Results" on page 75</a></p>

User interface elements are described below:

<p><b>UI Element (A-Z)</b></p>	<p><b>Description</b></p>
<p><b>Condition</b></p>	<p>Click in the <b>Condition</b> column and select an option.</p>
<p><b>Display Name</b></p>	<p>The columns displayed for the CIs or relationships on the CI Lifecycle page.</p>
<p><b>Value</b></p>	<p>Click in the <b>Value</b> column to set a value for the selected condition. Depending on the condition selected, you can select a value from a drop-down list, select a date and time from the calendar, or click the ellipsis button  to open an editing dialog box where you can enter a value.</p> <p>When the conditions <b>Like</b> or <b>Like ignore case</b> are selected in the <b>Condition</b> column, you can use a wildcard (%) before and after the string for which you are searching.</p> <p><b>Note:</b> You must select a condition before entering a value.</p>

## Aging Parameters

Aging parameters are defined in Infrastructure Settings (**Administration > Infrastructure Settings Manager > Aging Settings**):

- **Aging Chunk Size.** The number of CIs or relationships that are sent to the aging mechanism at one time. The default is 5,000.
- **Aging Scheduler Hour of the First Run.** Defines at what time aging first runs after server startup (for example, 2=2:00 AM).
- **Aging Scheduler Interval.** Defines the interval between aging runs. The interval value is in hours.
- **Aging Time Unit.** The time unit applicable to the Deletion Candidate Period and the Actual Deletion Period. The default unit is `days`.
- **Delay Between Chunks in Milliseconds.** The period between one chunk being deleted by the aging mechanism and the next chunk being sent to the aging mechanism to be deleted. The default is 30 seconds, that is, 30,000 milliseconds.
- **Threshold for running storage optimization.** The threshold for running storage optimization during the aging operations (for example, each N deleted CIs). As database operations could take considerable time (several minutes), this option enables the technical organization of the schema to reduce this time.

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## System Health

# Chapter 9

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## System Health

This chapter includes:

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### System Health — Overview

System Health uses the SiteScope monitoring system to enable you to monitor the servers, databases, and Data Flow Probes running as part of your system.

You use System Health to:

- Measure performance by viewing the output from monitors running on the various system components.
- Monitor areas of the databases that influence performance.
- Display problematic areas of the servers, databases, and the Discovery Probe.
- View log files on specific components in a variety of formats.
- View information on components and monitors in .csv format (displaying current status) and Quick Report format (displaying status of the past 24 hours).

## System Health Setup Wizard – Overview

The System Health Setup Wizard enables you to create remote connections to the servers which System Health monitors. If remote connections are not created, only the monitors that do not require credential authorization to access the System Health servers will provide data.

**Caution:** It is not possible for another user to access the System Health interface while you are configuring the System Health Setup Wizard.

For details on configuring the System Health Setup Wizard, see "[How to Ensure the Health of Your System](#)" on page 94.

For details on the pages and elements contained in the System Health Setup Wizard, see "[System Health Setup Wizard](#)" on page 109.

This section contains the following topics:

- "[Synchronizing System Health in the Setup Wizard](#)" below
- "[Accessing the System Health Setup Wizard](#)" below

### Synchronizing System Health in the Setup Wizard



You can also access the System Health Setup Wizard by performing either **Full Model Synchronization** or **Soft Synchronization**. Soft Synchronization updates System Health with any changes to the System Health model. Full Model Synchronization resets the configuration of the selected component, including resetting of all monitors and their status. If no specific component is selected, the entire System Health configuration is reset, and the System Health Setup Wizard is generated, where you must reconfigure the connection of all system monitors to the servers.

When you perform a Soft Synchronization, System Health applies to UCMDB with the synchronization request. UCMDB receives the request and builds an up-to-date model of the UCMDB system and sends that model back to System Health.

- If there are new components that do not exist in System Health's current model of the UCMDB system, System Health adds the components to the model and deploys the appropriate monitors on those added components.
- If there is a component that was in System Health but is missing from the updated model that UCMDB sent to System Health, System Health does not remove the component or its monitors.

### Accessing the System Health Setup Wizard

The System Health Setup Wizard is accessible in one of the following ways:

- The first time you access the System Health application on the machine running UCMDB.
- Clicking the **Soft Synchronization**  button on the System Health Dashboard toolbar. Soft Synchronization opens the wizard only if changes were made to the System Health model.
- Clicking the **Full Model Synchronization**  button on the System Health Dashboard

toolbar, when no specific component is selected.

**Note:** Clicking the **Soft Synchronization** button displays only the portion of the wizard relevant to changes made in the system. If no changes were made, the System Health Setup Wizard does not appear.

## System Health Displays

You can view the status of the UCMDB components using the following:

- System Health Dashboard. For details, see "[System Health Dashboard](#)" below.
- Inventory Tab. For details, see "[System Health Displays](#)" above.

### System Health Dashboard

Displays a map of all components. The color of the component box outline, as well as the status icon's color in the **Monitors** table, determines the component status. For details on the components' outline colors, see "[Component Status and Description](#)" on page 105. For details on the status icon colors, see "[Component and Monitor Status Indicators](#)" on page 101.

Click the **expand** icon  on a component to view its subcomponents.

Click the **collapse** icon  on a component to hide its subcomponents.

You can perform actions on the components by clicking the various icons on the System Health Dashboard toolbar. For details on the System Health Dashboard toolbar, see "[Toolbar](#)" on page 114.

You can also retrieve information on UCMDB servers using the **General** table, and information on the server's components on the **Monitors** table in the System Health Dashboard right pane. The displayed monitors run on the selected component in the System Health Dashboard left pane. For details, see "[Understanding the Monitors Table](#)" on page 88.

Monitors Table

Last Update Time: 08/07/08 15:26:43

labm1mam11 - Database server

**Monitors**

Monitor\Group Name	Status	Last Up...
Ping	●	08/07/0...
Virtual Memory	●	08/07/0...
CPU	●	08/07/0...
cmdbhist8	○	
fnd8	○	
cmdb8	○	

**Monitor Details:**

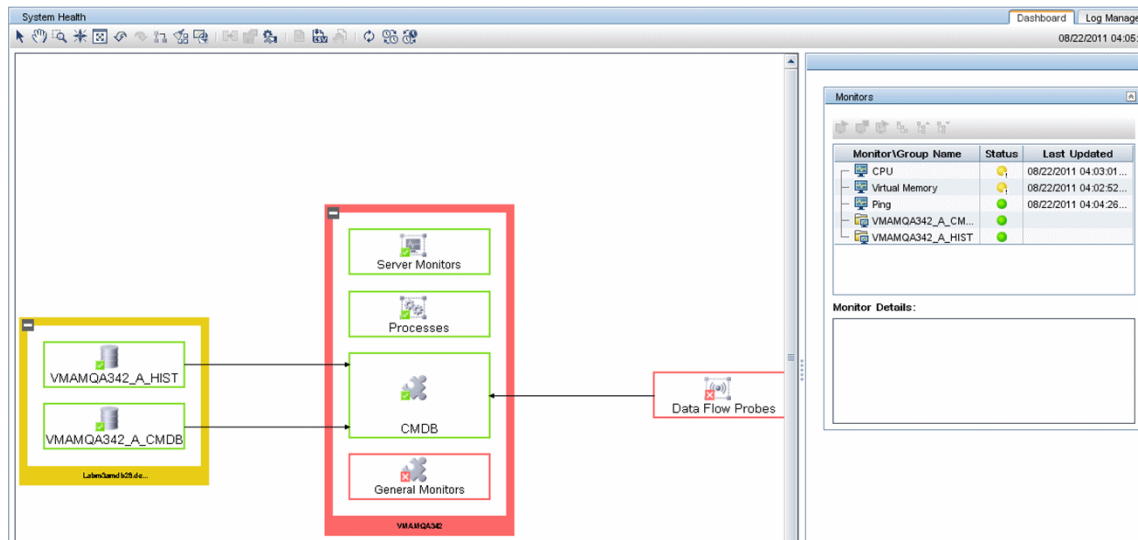
**Description:**  
 Checks the availability of the host via the network

**Additional Information:**  
 0.01 sec

**General**

Property Name	Value
OS Type	IBMPC/MIN_NT-8.1.0
Encoding	Cp1252
Database Type	ORACLE
IP	16.59.60.53
Name	labm1mam11
Version	Oracle Database 10g

## Dashboard Tab



## Understanding the Monitors Table

The Monitors table displays information about the monitors running on the component selected in the System Health Dashboard.

Once you have drilled down to a specific monitor in the Monitors table, you can:

- enable the monitor
- disable the monitor
- run the monitor immediately, instead of waiting for it to run according to its schedule

The monitor groups correspond to the components contained in the highlighted component in the System Health Dashboard left pane. Additional information on the individual monitors is displayed in the **Monitor Details** pane.

You can double-click a group in the Monitors table to open the monitor's parent component on the System Health Dashboard.

For details on the System Health monitors that are run by the SiteScope application, click the **SiteScope** link at the top left corner of the System Health interface.

For details on the Monitors table user interface, see "[Monitors Table](#)" on page 103.

## Adding Additional Monitors to System Health

You can add additional monitors to System Health and view the overall health of the UCMDB system in one place. You can do this by creating a new template, and adding monitors and alerts to the template. You also need to add the template to the **<SiteScope root directory>/conf/sh/templates.xml** file to avoid the newly-created monitors being deleted after a Full Model Synchronization.



**Note:**

- It is not recommended to modify the original System Health templates, since this may lead to issues if you need to upgrade System Health.
- It is recommended to create templates outside of the System Health template container to avoid losing these changes should you need to redeploy the template.

For task details, see ["How to Add Additional Monitors to System Health Using a Template" on page 95.](#)

## How to Deploy and Access System Health

You deploy System Health in one of the following ways:

- On a standalone machine with access to UCMDB (recommended so that System Health continues to run if UCMDB servers are down).
- On any UCMDB server (should be done only if a standalone machine is not available).

This section contains the following topics:

- ["Deploying System Health" below](#)
- ["Accessing System Health" on page 93](#)
- ["Deploying System Health in a Secured Environment" on page 93](#)

### Deploying System Health

You must ensure that the UCMDB server and the Foundation database are up and running before deploying System Health. System Health must be deployed in the same domain as UCMDB, and any firewalls must be open.

**To deploy System Health:**

1. Insert the SiteScope installation disk into your machine.
2. Run the SiteScope installation according to your operating system.

**For Windows:**

Enter the location from which you are installing SiteScope according to your operating system and architecture, followed by: **HPSiteScope\_11.10\_setup.exe**.

For example, to install SiteScope on a Windows 32-bit operating system, run `<DVD_ROOT>\Windows_Setup\32bit\HPSiteScope_11.10_setup.exe`.

**For Linux:**

- a. Log into the server as user **root**.
  - b. Move to the directory of the DVD drive where the installation files can be found according to your operating system and architecture.
  - c. Run the script **./HPSiteScope\_11.10\_setup.bin**.
3. The Choose Locale screen is displayed. Click **OK** to continue with the installation. The

Initialization screen is displayed.

4. If the Installer detects any anti-virus program running on your system, it prompts you to examine the warnings before you continue with the installation. Read the warnings, if any, that appear in the **Application requirement** check warnings screen and follow the instructions as described in the screen.

Click **Continue** to continue with the installation.

5. In the Introduction (Install) screen that opens, click **Next**.

6. The license agreement screen opens. Read the SiteScope License Agreement.

To install System Health, you must accept the terms of the license agreement by clicking **Next**.

7. In the Product Customization screen, select the **HP** System Health setup type. Click **Next** to continue.

8. The Feature Selection screen opens, displaying the application selected. Click **Next** to continue.

9. The Install Checks screen opens and runs verification checks. Click **Next** after the free disk space verification is completed successfully.

If the free disk space verification is not successful, do the following:

- Free disk space, for example by using the Windows Disk Cleanup utility.
- Repeat steps 8 and 9.

10. In the Pre-Install Summary screen, click **Install**.

The Installer selects and installs the required SiteScope software components. Each software component and its installation progress is displayed on your screen during installation.

11. After installing the SiteScope components, the Introduction screen of the SiteScope Configuration Wizard opens. Click **Next**.

12. The Settings screen of the SiteScope Configuration Wizard opens.

**Settings**

Enter values for the following deployment settings:

**Basic settings**

Port

**BSM server**

HP BSM Server machine

**License**

License file

**SiteScope service settings**

Service name

Use local system account

Use this account:

Password:

Confirm Password:

Enter the required configuration information and click **Next**:

- **Port.** The SiteScope port number. Accept the default port number of 18080, or choose another port that is free. If the port number is already in use (an error message is displayed).
  - **HP Business Service Management server machine.** The name of the UCMDB server.
  - **Service name.** The name of the SiteScope service. If the machine has a previous version of SiteScope installed, enter another name for the SiteScope service. The default service name is `SiteScope`.
  - **Use local system account.** By default, SiteScope is installed to run as a `Local System account`. This account has extensive privileges on the local computer, and has access to most system objects. When SiteScope is running under a Local Systems account, it attempts to connect to remote servers using the name of the server.
  - **Use this account.** Select to change the user account of the SiteScope service. You can set the SiteScope service to log on as a user with domain administration privileges. This gives SiteScope access privileges to monitor server data within the domain. Enter an account and password (and confirm the password) that can access the remote servers. If SiteScope is installed to run as a custom user account, the account used must have **Log on as a service** rights.
13. The Import Configuration screen opens, enabling you to import existing SiteScope configuration data to the new SiteScope installation.

**Import Configuration**  
Import configuration data from an existing configuration file or SiteScope installation

Do not import configuration

Use existing exported configuration file

File

Import from the following SiteScope installation

Folder

Include log files

Select one of the following options and click **Next**:

- **Do not import configuration data.**
- **Use existing exported configuration file.** Enables you to use SiteScope data from an existing exported configuration file. SiteScope data is exported using the Configuration Tool, and is saved in ZIP format. Click the **Select** button and navigate to the user data file that you want to import.
- **Import from the following SiteScope installation.** Click the **Select** button and navigate to the SiteScope installation folder from which you want to import configuration data.
- **Include log files.** Enables you to import log files from the selected SiteScope installation folder.

14. The Summary screen opens.

**Summary**

HP System Health will be configured with the following settings

SiteScope Service Name: SiteScope1  
SiteScope user interface port: 18080  
License file: none  
Administrator email: "none"

Check that the information is correct and click **Next** to continue, or **Back** to return to previous screens to change your selections.

15. In the Done screen, click **Finish** to close the SiteScope Configuration Wizard.
16. When the installation finishes, the Installation Complete window opens displaying a summary of the installation paths used and the installation status.

If the installation was not successful, review the installation log file for any errors by clicking the **View log file** link in the **Installation Complete** window to view the log file in a web browser.

For more information about the installed packages, click the **Details** tab.

Click **Done** to close the installation program.

If the installation program determines that the server must be restarted, it prompts you to restart the server.

## Accessing System Health

You can access System Health through a Web browser using the syntax: **http://<server\_name>.<domain\_name>:<SiteScope Server port number>/**, where **<server\_name>** is the name of the server that System Health is deployed on.

The System Health application can be accessed only by users with Superuser or Administrator permissions.

### To access System Health:

1. Ensure that System Health has been installed properly.
2. Enter the following link into your browser window:

**http://<machine name>:<port number>**

Where:

**<machine name>** = The machine System Health is installed on.

**<port number>** = 18080 by default, or you can choose another port that is free.

**Note:** It can take several minutes for the System Health application to appear on your screen.

3. Enter your login name and password in the appropriate boxes to log into System Health.
  - Initial access can be gained using the following default login parameters:  
Login Name = **systemhealth**, Password = **systemhealth**
  - Administrator level access can be gained using the following default login parameters:  
Login Name = **administrator**, Password = **syshealthadmin**

It is recommended that you change the password immediately to prevent unauthorized entry. To change the password, click the **Change Password** link on the System Health login page.

## Deploying System Health in a Secured Environment

When deploying System Health in a secured environment, note the following:

- You must supply the name of the UCMDB server, and not the reverse proxy.

## How to Ensure the Health of Your System

This task describes how to monitor the components of your system and ensure they are functioning properly.

This task includes the following steps:

- ["Prerequisites" below](#)
- ["Configure Remote Connection Details for Monitors" below](#)
- ["Monitor Performance of Components" below](#)
- ["Display a Quick Report" below](#)

### Prerequisites

Before you can monitor the health of your UCMDB system, you must ensure that System Health is deployed properly. For task details, see ["How to Deploy and Access System Health" on page 89](#).


### Configure Remote Connection Details for Monitors

You optionally provide the server's remote connection details for the UCMDB monitors that require it, using the System Health Setup Wizard. You can also configure recipients to receive System Health alerts through email. For user interface details, see ["System Health Setup Wizard" on page 109](#).

### Monitor Performance of Components

You can monitor the performance of the servers, databases, and Discovery probe running as part of your UCMDB system and view the results using the System Health Dashboard tab. For details on the available System Health displays, see ["System Health Displays" on page 86](#).

### Display a Quick Report

Click the **Quick Report**  button to display a Quick Report with information gathered over the past 24 hours on the monitors deployed on the selected component. For user interface details, see ["Quick Report Screen" on page 117](#).

**Example:**

[Table Format](#)  
[Error List](#)  
[Warning List](#)  
[Good List](#)

[Close Window](#)

### Summary for Multiple Monitors

(information from 8:58 AM 7/9/07 to 12:18 PM 7/9/07 )

#### Uptime Summary

Name	Uptime %	Error %	Warning %	Last
Durable Subscriber Group	94.73	0	5.27	good
Monitor Broker Group	94.73	0	5.27	good
Monitor Subscriber Group	94.73	0	5.27	good
Monitor Container Group	94.73	0	5.27	good
Log Level for D:\HPBAC\conf\core\Tools\log4\mercury_online_engine	100	0	0	good
Log Level for D:\HPBAC\conf\core\Tools\log4\mercury_offline_engine	100	0	0	good
Log Level for D:\HPBAC\conf\core\Tools\log4\mercury_data_upgrade	100	0	0	good
Log Level for D:\HPBAC\conf\core\Tools\log4\mam	100	0	0	good
Log Level for D:\HPBAC\conf\core\Tools\log4\mercury_upgrade_wizard	100	0	0	good
Log Level for D:\HPBAC\conf\core\Tools\log4\cmdb	100	0	0	good
Log Level for D:\HPBAC\conf\core\Tools\log4\common	100	0	0	good
Log Level for D:\HPBAC\conf\core\Tools\log4\mercury_wde	100	0	0	good
Log Level for D:\HPBAC\conf\core\Tools\log4\data_marking	100	0	0	good
Log Level for D:\HPBAC\conf\core\Tools\log4\PlainJava	100	0	0	good
Log Level for D:\HPBAC\conf\core\Tools\log4\EJB	100	0	0	good
Log Level for D:\HPBAC\conf\core\Tools\log4\mercury_pm	100	0	0	good
Log Level for D:\HPBAC\conf\core\Tools\log4\Servlets	100	0	0	good
Log Level for D:\HPBAC\conf\core\Tools\log4\bus	100	0	0	good
Log Level for D:\HPBAC\conf\core\Tools\log4\mercury_db_loader	100	0	0	good
Out of Memory in log	100	0	0	good
Logged in Users	94.73	0	5.27	good

## How to Add Additional Monitors to System Health Using a Template

This task describes how to add monitors to System Health that are not deleted after a full synchronization.

This task includes the following steps:

- ["Prerequisites" below](#)
- ["Create a monitoring template" below](#)
- ["Add the template to the templates.xml file" on next page](#)
- ["Perform a Hard Synchronization in System Health" on next page](#)

### 1. Prerequisites

For template monitors to be displayed correctly in System Health, they must be created directly under a template entity, instead of in a template group (the default setting). In SiteScope, click **Preferences > Infrastructure Preferences > Template Settings**, select the **Allow creation of template monitors directly under template entity** check box, and then click **Restart SiteScope**.

### 2. Create a monitoring template

- In SiteScope, open the **Templates** context, and create a template container and a template in the template tree.

**Note:** It is not recommended to create the template in the System Health template container, since any template changes are lost if the System Health template needs to be redeployed.

- b. Select the monitor instances you want to add to the template, and enter values for the monitor properties. If you are using template variables, use the same System Health parameters that are supplied to the template deployment on runtime. For example, if the monitor requires a host name, you can enter `%%SH_MACHINE_NAME%%` in the **Server** box.
- c. Create monitor alerts if required.

### 3. Add the template to the templates.xml file

To prevent monitors and alerts being deleted from System Health after a Full Model Synchronization, perform the following:

- a. Open the `<SiteScope root directory>\conf\sh\templates.xml` file.
- b. Find the node and component type under which you want to deploy the template, and enter the template name. You can check in the SiteScope monitor tree for the group name mapped to the component type.


#### Example:

To deploy a template named `MyCPUTemplate` containing a CPU monitor to the Server monitors group, add the template name under the `SERVERS` node and component type name (`Physical` is the name of the group mapping in SiteScope).

```
<!-- SERVERS NODES -->
- <type name="physical">
  <template name="MyCPUTemplate" />
  <template name="PingMon" />
  <template name="NTBasicMachineRemoteMon" os_type="WINDOWS" />
  <template name="NTEExtraMachineRemoteMon" os_type="WINDOWS" />
  <template name="UNIXBasicMachineRemoteMon" os_type="SOLARIS" />
  <template name="UNIXExtraMachineRemoteMon" os_type="SOLARIS" />
</type>
```

- c. Save the changes you make to the `templates.xml` file.

### 4. Perform a Hard Synchronization in System Health

In System Health, click the **Full Model Synchronization**  button to synchronize the status and model of the components. In the left pane, select the component to which the template was added. The template monitors and alerts are displayed in the Monitors table in the right pane.

## HP Universal CMDB Components

The System Health interface displays the following components:

- **Discovery Probes.** Discovers the components of your IT infrastructure, creates CIs for them, and sends the data to the CMDB.



- **UCMDB Server.** Monitors the server that runs the HP Universal CMDB application.
- **Databases.** Monitors the databases UCMDB is using.

## System Health Monitors

System Health uses SiteScope monitors to measure the performance of your components. Some of the monitors are monitors that are available in the SiteScope application and some are configured specifically for System Health.

Monitors are displayed in the **Monitors** table, located in the right pane of the System Health Dashboard. For details on the Monitors table, see "[Monitors Table](#)" on page 103.

This section describes the following groups of monitors:

- "[Machine Hardware Monitors](#)" below
- "[Database Monitors](#)" on next page
- "[HP Universal CMDB Server Monitors](#)" on page 99

## Machine Hardware Monitors

The following group of monitors monitor the hardware and databases (where indicated) on which the UCMDB applications run:

Monitor Name	Description	Effect on UCMDB if there is a problem/Troubleshooting
<b>Ping</b>	<p>Checks the availability of the host using the network. Runs on UCMDB and Database servers. If UCMDB includes a proxy server or load balancer, this monitor runs on the mediator or load balancer.</p> <p><b>Included Measurements:</b></p> <ul style="list-style-type: none"> <li>• <b>Round Trip Time</b></li> <li>• <b>Loss Percentage</b></li> </ul>	<p><b>Effect on UCMDB:</b> This monitor is in error when the host is inaccessible from the System Health server</p> <p><b>Troubleshooting:</b> Check to see if:</p> <ul style="list-style-type: none"> <li>• the host is down</li> <li>• the network is down</li> <li>• network security prevents System Health from accessing the host (which means no monitoring can be done on this server)</li> </ul>

Monitor Name	Description	Effect on UCMDB if there is a problem/Troubleshooting
<b>Server Virtual Memory</b>	Tracks how much virtual memory is currently in use on the server. Runs on UCMDB and Database servers.	<p><b>Troubleshooting:</b> If a server is running low on virtual memory, you can:</p> <ul style="list-style-type: none"> <li>Restart the server (this may provide a temporary fix)</li> <li>Upgrade the server's memory (might be required for a long term solution)</li> </ul>
<b>Server CPU</b>	Tracks how much CPU is currently in use on the server. Runs on UCMDB and Database servers.	<p><b>Troubleshooting:</b> For high CPU usage:</p> <ul style="list-style-type: none"> <li>check which processes are running on the server</li> <li>see if any of the processes can be removed or moved to another server</li> </ul>
<b>Server Disk Space</b>	Tracks how much disk space is currently in use on the hard disk drive where UCMDB is installed. Runs only on the UCMDBserver.	<p><b>Troubleshooting:</b> To free up disk space, you can:</p> <ul style="list-style-type: none"> <li>delete unnecessary files on the server</li> <li>remove installed programs that require a lot of space</li> <li>upgrade the server disk to a larger hard drive</li> </ul>

## Database Monitors

The following monitors run on the database servers. There can be multiple databases running on a server, and there is a monitor instance for each database:

Monitor Name	Description	Effect on UCMDB if there is a problem/Troubleshooting
<b>DB Statistics</b>	Verifies that database statistics have been collected for all tables created more than 24 hours ago.	<p><b>Effect on UCMDB:</b> Poor database engine performance, incorrect execution plans used by the database optimizer, or a connection pool timeout ending the transaction.</p> <p><b>Troubleshooting:</b> Run statistics collection against UCMDB databases on a regular basis by creating a job, or have the product database administrator run it manually.</p>

Monitor Name	Description	Effect on UCMDB if there is a problem/Troubleshooting
<b>Database Connectivity</b>	Verifies the connection between UCMDB and the database.	<p><b>Effect on UCMDB:</b> Failure in UCMDB to start up or run, no persistency data in the database, or the reports fail to run or contain no data.</p> <p><b>Troubleshooting:</b></p> <ul style="list-style-type: none"> <li>On the database side, check that the instance is up, and verify there are no database server errors such as running out of storage, database corruption, or running out of connections.</li> <li>On the UCMDB side, check the network between the UCMDB client and the database server for issues such as network delays, firewall problems, IP/DNS resolution, packet loss, and so forth.</li> </ul>

## HP Universal CMDB Server Monitors

The following monitors run on the UCMDB server:

- ["Process Monitors" below](#)
- ["UCMDB" on next page](#)

### Process Monitors

The <process name> monitor monitors both the Java and non-Java processes.

Monitor Name	Description	Effect on UCMDB if there is a problem/Troubleshooting
<b>JVM Statistics Memory Monitors</b>	<p>Monitors the memory measurements for a Java process.</p> <p><b>Included Measurements:</b></p> <ul style="list-style-type: none"> <li>• <b>Heap Free.</b> Displays the amount of Heap Free space in JVM.</li> <li>• <b>Permanent Heap Free Memory.</b> Displays the amount of Permanent Heap Free space in JVM.</li> </ul>	<p><b>Effect on UCMDB:</b> Some data might not be available in Service Health and in reports.</p> <p><b>Troubleshooting:</b> Verify the UCMDB memory (RAM) and expected load. This type of exception usually occurs if UCMDB is installed on hardware that has insufficient resources for the current load.</p>

Monitor Name	Description	Effect on UCMDB if there is a problem/Troubleshooting
<b>JVM Statistics Threads Monitors</b>	<p>Monitors the threads measurements for a Java process. The process name is in the name of the monitor.</p> <p><b>Included Measurements:</b></p> <ul style="list-style-type: none"> <li>• <b>Current Thread Count.</b> Current number of threads used by the process.</li> <li>• <b>Dead Locked Threads.</b> Number of deadlocked threads in the process.</li> </ul>	<p><b>Effect on UCMDB:</b> Some data might not be available in Service Health and in reports.</p> <p><b>Troubleshooting:</b> Verify the UCMDB memory (RAM) and expected load. This type of exception usually occurs if UCMDB is installed on hardware that has insufficient resources for the current load.</p>
<process name>	<p>Verifies whether the &lt;process name&gt; process is running, its CPU, and virtual memory utilization.</p>	<p><b>Effect on UCMDB:</b> The effect on UCMDB depends on which process is running.</p> <p><b>Troubleshooting:</b> Verify the UCMDB memory (RAM) and expected load. This type of exception usually occurs if UCMDB is installed on hardware that has insufficient resources for the current load.</p>





## UCMDB

Monitor Name	Description	Effect on UCMDB if there is a problem/Troubleshooting
<b>DB - Could not reset timeout because the object is not monitored</b>	<p>Searches for <code>Couldn't reset timeout because the object isn't monitored in cmdb.log</code>.</p> <p><b>Threshold Configured In:</b> SiteScope (Log File monitor)</p>	<p><b>Troubleshooting:</b> If this error is registered in the log file, there are problems in the database. Contact your database administrator for assistance.</p>
<b>DB - Failed to borrow object from pool</b>	<p>Searches for <code>Failed to borrow object from pool in cmdb.log</code>.</p> <p><b>Threshold Configured In:</b> SiteScope (Log File monitor)</p>	<p><b>Troubleshooting:</b> If this error is registered in the log file, there are problems in the database. Contact your database administrator for assistance.</p>

Monitor Name	Description	Effect on UCMDB if there is a problem/Troubleshooting
<b>DB - Failed to create a connection</b>	Searches for Failed to create a connection for in <b>cmdb.log</b> .  <b>Threshold Configured In:</b> SiteScope (Log File monitor)	<b>Troubleshooting:</b> If this error is registered in the log file, there are problems in the database. Contact your database administrator for assistance.
<b>Performance - Request Timeout</b>	Searches for Request Timeout in <b>cmdb.log</b> .	<b>Effect on UCMDB if this error is registered in the log file:</b> This error may indicate a general problem, or it may have been caused by a temporary issue such as running a large number of TQLs.  <b>Troubleshooting:</b> Check the log file to determine what caused the problem.

## Component and Monitor Status Indicators

The following table displays a colored icon and a description of its status, as displayed on the Monitors table in the System Health Dashboard right pane:

Status	Description
	The component and all subcomponents are working properly (status is <b>good</b> ).
	The component or a subcomponent has a critical problem (status is <b>error</b> ).  A red indicator is accompanied by an <b>x</b> symbol.  It is recommended that you drill down in the component to identify its specific problematic monitors.
	The component or a subcomponent has a non-critical problem, or did not receive an answer from the server (status is <b>warning</b> ).  The yellow indicator is accompanied by a <b>!</b> symbol.
	There is no data available for the monitors. Displayed if the monitors have not yet run.  The gray indicator is accompanied by a <b>-</b> symbol.

**Note:** After deploying System Health, the monitor colors appear gradually as each monitor runs according to its schedule.

## System Health User Interface

**Note:** There may be elements that appear in the user interface of the System Health application that are not relevant to monitoring the health of your UCMDB servers, processes and databases. These may include HP Business Service Management (BSM) processes, services, and logs and are relevant only to users of BSM.

This section includes:

<b>System Health Dashboard</b> .....	<b>102</b>
<b>Map of HP Universal CMDB System and Components</b> .....	<b>105</b>
<b>System Health Setup Wizard</b> .....	<b>109</b>
<b>Toolbar</b> .....	<b>114</b>
<b>Quick Report Screen</b> .....	<b>117</b>

### System Health Dashboard

Enables you to view UCMDB components and their status, including information on the properties and monitors associated with the components. This is the default display when you access System Health.

<b>To access</b>	Enter the System Health application by entering <b>http://&lt;server_name&gt;.&lt;domain_name&gt;:&lt;HP SiteScope Server port number&gt;/</b> into a browser window.
<b>Important information</b>	<p>The System Health Dashboard consists of the following areas:</p> <ul style="list-style-type: none"> <li>• Left pane</li> <li>• Right pane</li> <li>• Monitors table</li> <li>• General table</li> </ul> <p>You can perform actions on the System Health Dashboard using the toolbar above the left pane. For details, see <a href="#">"Toolbar" on page 114</a>.</p>
<b>See also</b>	<ul style="list-style-type: none"> <li>• <a href="#">"How to Deploy and Access System Health" on page 89</a></li> <li>• <a href="#">"System Health Setup Wizard" on page 109</a></li> <li>• <a href="#">"System Health Displays" on page 86</a></li> </ul>

#### Left Pane

Displays a map of the databases, servers, and Discovery Probes deployed on UCMDB. For details, see ["Map of HP Universal CMDB System and Components" on page 105](#).

<b>Important information</b>	The status of the components is indicated by the color of the box surrounding the icon and the accompanying symbol. For details, see <a href="#">"Component Status and Description" on page 105</a> .
<b>See also</b>	<a href="#">"System Health Displays" on page 86</a>

## Right Pane

Displays information on components selected in the left pane.







<b>Important information</b>	<p>The right pane consists of the following tables:</p> <ul style="list-style-type: none"> <li>• <b>Monitors.</b> Displays information about the monitors and subcomponents on the highlighted component in the left pane.</li> <li>• <b>General.</b> Displays information about the properties of the highlighted server in the left pane.</li> <li>• <b>Data Collector Details.</b> Displays information about the data collector highlighted in the left pane.</li> </ul>
<b>See also</b>	<a href="#">"System Health Displays" on page 86</a>



## Monitors Table

Displays information on the monitors running on the selected component in the System Health Dashboard.

<b>Important information</b>	Click the arrows in the header to expand or collapse the table.
<b>See also</b>	<a href="#">"HP Universal CMDB Components" on page 96</a>

User interface elements are described below:

UI Element (A-Z)	Description
	Disables the selected monitor.
	Reactivates the selected monitor's schedule.
	Runs the selected monitor immediately. The monitor must first be enabled for you to use this option.
	Expands the list of monitors to list all monitors and measurements for that object. This is the default view.
	Collapses the list of monitors to display only the monitors and hide the monitor measurements.
	Refreshes the list of monitors to display the latest status for the monitors.

UI Element (A-Z)	Description
	An individual monitor that is running on the selected component.
	A group of monitors that are running on the selected component.
<b>Last Updated</b>	Indicates the last time that the monitor ran.
<b>Monitor Details</b>	<p>Contains the following fields:</p> <ul style="list-style-type: none"> <li>• <b>Description.</b> Describes the selected monitor.</li> <li>• <b>Additional Information.</b> Displays a text string result of the selected monitor's output.</li> <li>• <b>Value.</b> Displays a numerical result of the selected monitor's output.</li> </ul> <p><b>Note:</b> Not all fields are displayed for every monitor.</p>
<b>Monitor/Group Name</b>	The name of the monitor or group of monitors running on the component selected in the left pane.
<b>Status</b>	Indicates the monitor or monitor group's status, displayed as a colored ball icon. For details on these icons, see " <a href="#">Component and Monitor Status Indicators</a> " on page 101.

## General Table

Displays information about the properties associated with the selected server in the left pane.

<b>Important information</b>	<ul style="list-style-type: none"> <li>• This table appears only when a server is selected in the System Health Dashboard.</li> <li>• Click the arrows in the header to collapse and expand the table.</li> <li>• Click the header name to sort by the header's value.</li> </ul>
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User interface elements are described below:

UI Element (A-Z)	Description
<b>Property Name</b>	<p>Lists the properties associated with the selected component, such as:</p> <ul style="list-style-type: none"> <li>• IP Address</li> <li>• Build number</li> <li>• Operating system type</li> </ul>
<b>Value</b>	Lists the value of the specified property.




## Data Collector Details Table

Displays information, in tree form, about the Discovery Probe selected in the left pane.



<b>Important information</b>	<ul style="list-style-type: none"> <li>This table appears only when a data collector is selected in the System Health Dashboard.</li> <li>Click the arrows in the header to collapse and expand the table.</li> </ul>
------------------------------	---

User interface elements are described below:

UI Element (A-Z)	Description
	A Discovery Probe.
	Displayed next to the IP address of the machine on which the Discovery Probe is running.
	Denotes an instance of a Discovery Probe.
<b>Property Name</b>	Lists the properties associated with the selected data collector, such as: <ul style="list-style-type: none"> <li>Build number</li> <li>Port number</li> <li>Version number</li> </ul>
<b>Value</b>	Lists the value of the specified property.

## Map of HP Universal CMDB System and Components

Depicts the various UCMDB components measured by System Health.

<b>To access</b>	<p>Located on the <b>Dashboard</b> tab on the System Health interface.</p> <ul style="list-style-type: none"> <li><b>Database</b> components appear on the left side of the map.</li> <li><b>Server</b> components appear to the right of the database components.</li> <li><b>Discovery probe</b> components appear on the right side of the map.</li> </ul>
<b>See also</b>	<ul style="list-style-type: none"> <li><a href="#">"System Health Displays" on page 86</a></li> <li><a href="#">"Component and Monitor Status Indicators" on page 101</a></li> <li><a href="#">"Monitors Table" on page 103</a></li> </ul>






## Component Status and Description

Displays the status of the components monitored by System Health.

<b>Important information</b>	The color of all component outlines reflects the lowest functioning level subcomponent or monitor contained in the component, known as the <b>worst child rule</b> . The exception to this rule is the gray outlined components, which do not automatically cause their parent components to be outlined in gray.
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<b>See also</b>	<ul style="list-style-type: none"> <li>• <a href="#">"System Health Displays" on page 86</a></li> <li>• <a href="#">"Component and Monitor Status Indicators" on page 101</a></li> <li>• <a href="#">"Monitors Table" on page 103</a></li> </ul>
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



The following table displays a sample icon and a description of its outlined color and status, as displayed on the System Health Dashboard:

Status	Description
	A green outline indicates that the component and its subcomponents are working properly. The component's icon is accompanied by a <b>check</b> symbol inside a green square.
	A red outline indicates that a critical problem exists in the component, in one of its subcomponents, or both. The component's icon is accompanied by an <b>x</b> symbol inside a red square.  It is recommended that you drill down in the component to identify its specific problematic monitors.
	A yellow outline indicates one of the following: <ul style="list-style-type: none"> <li>• A non-critical problem exists either in the component, in one or more of its subcomponents, or both.</li> <li>• The component's monitors were unable to connect with the server.</li> </ul> The component's icon is accompanied by a <b>!</b> symbol inside a yellow square.
	A gray outline indicates that there are currently no monitors scheduled to run for the component. The component's icon is accompanied by a <b>-</b> sign inside a gray square.
	A jagged blue outline, together with the component's status color represents the currently highlighted component.

## Icons and Buttons

Following are the component icons and buttons on the Map of UCMDB System and Components:

UI Element	Description
	Expands the component and displays its subcomponents.  <b>Important:</b> You must select the cursor button  on the System Health Dashboard toolbar to operate the <b>Expand</b> button.
	Hides the subcomponents contained within the selected component.  <b>Important:</b> You must select the cursor button  on the System Health Dashboard toolbar to operate the <b>Hide</b> button.

UI Element	Description
	A Database server
	A Database
	A UCMDB server
	A group of processes
	A group of server monitors
	A bus component
	A logical group <b>Example:</b> Alerts Engine
	An application <b>Example:</b> Service Health
	A group of applications
	A service <b>Example:</b> Service Level Management Engine
	A group of Discovery Probes
	Indicates the flow of data.  Click the <b>Navigation</b> button  and then click anywhere on an arrow line to find the arrow's destination or origin.

## Database Components

The databases that are deployed on UCMDB.

<b>To access</b>	Database components appear on the left side of the System Health Dashboard left pane.
<b>See also</b>	<ul style="list-style-type: none"> <li>• <a href="#">"System Health Displays" on page 86</a></li> <li>• <a href="#">"Component and Monitor Status Indicators" on page 101</a></li> <li>• <a href="#">"Monitors Table" on page 103</a></li> </ul>

User interface elements are described below:

UI Element (A-Z)	Description
<b>CMDB Database</b>	A central repository for configuration information.
<b>Foundation Database</b>	Stores system-wide and management-related metadata for the UCMDB environment.
<b>History Database</b>	Used for storage of data, over time, of the CMDB configuration items (CIs).

## Server Components and Processes

The Map of UCMDB System and Components includes the following server elements (listed alphabetically):

- Data Flow Probes
- modeling
- Server monitors

## Discovery Probe Component

Depicts the data collector elements that are deployed on UCMDB.

<b>To access</b>	Data Collector components appear on the right side of the System Health Dashboard left pane.
<b>See also</b>	<ul style="list-style-type: none"><li>• <a href="#">"System Health Displays" on page 86</a></li><li>• <a href="#">"Component and Monitor Status Indicators" on page 101</a></li><li>• <a href="#">"Monitors Table" on page 103</a></li></ul>

User interface elements are described below:

UI Element (A-Z)	Description
<b>Discovery Probes</b>	Displays the status of the Discovery Probes.

## System Health Setup Wizard


This wizard enables you to establish remote connectivity to the UCMDB and database servers for full monitoring.



<b>To access</b>	<p>Enter <b>http://&lt;machine name&gt;:&lt;port number&gt;</b> into a browser window Enter <b>http://&lt;machine name&gt;:&lt;port number&gt;</b> into a browser window.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>• To enable configuring the System Health application, the System Health Setup Wizard opens automatically the first time you access the application after installation. For subsequent users and user instances, the wizard does not open automatically.</li> <li>• You can also access the System Health Setup Wizard by performing either Full Model Synchronization or Soft Synchronization. Soft Synchronization opens the wizard only if changes were made to the System Health model, and Full Model Synchronization opens the wizard only if no component is selected.</li> <li>• The user whose remote connection information you enter into the System Health Setup Wizard can perform only those actions for which they have permissions.</li> </ul>
<b>Important information</b>	<ul style="list-style-type: none"> <li>• If you do not enter remote connection details for the server, System Health retrieves information only for monitors that do not require credential authorization to access the UCMDB servers.</li> <li>• The left pane of the System Health Setup Wizard indicates the page of the wizard on which you are currently working.</li> </ul>
<b>Wizard map</b>	<p>The "<a href="#">System Health Setup Wizard</a>" contains:</p> <p><a href="#">"Remote Servers Setup Page"</a> &gt; <a href="#">"Remote Databases Setup Page"</a> &gt; <a href="#">"Recipients Setup Page"</a></p>
<b>See also</b>	<ul style="list-style-type: none"> <li>• <a href="#">"System Health Setup Wizard – Overview" on page 85</a></li> <li>• <a href="#">"How to Deploy and Access System Health" on page 89</a></li> <li>• <a href="#">"System Health Monitors" on page 97</a></li> </ul>

### Sample Status and Description

When creating remote connections through the System Health Setup Wizard, a colored icon indicates the connection status.

The following table describes each color and its status:

Status	Description
	<p>A green icon indicates that the credentials entered are sufficient for all of the monitors to access the UCMDB servers.</p>



Status	Description
	<p>A red icon indicates that remote connectivity to the selected server has failed, due to one of the following reasons:</p> <ul style="list-style-type: none"> <li>• The permissions level of the user entered in the wizard are not sufficient for the monitors to retrieve information from the specified server.</li> <li>• The user entered in the wizard does not exist on the UCMDB machine running on the specified server.</li> <li>• A mistake has been made in the user credentials entered in the wizard.</li> </ul> <p>A red icon is accompanied by an "x" symbol inside a red square.</p>
	<p>A gray icon indicates that no attempt was made to establish remote connectivity to the specified server.</p> <p>A gray icon is accompanied by a "-" symbol inside a gray square.</p>

### Remote Servers Setup Page

This wizard page enables you to create a remote connection to UCMDB servers for System Health to monitor.

<b>Important information</b>	<ul style="list-style-type: none"> <li>• General information about this wizard is available here: <a href="#">"System Health Setup Wizard" on previous page</a>.</li> <li>• You can configure different settings for each server, or apply the same settings to all servers.</li> <li>• You must configure the remote connection details for the server in order for System Health to run all of the server's available monitors. If you do not enter remote connection details for the server, System Health retrieves information only for monitors that do not require credential authorization to access the UCMDB servers.</li> </ul>
<b>Wizard map</b>	<p>The <a href="#">"System Health Setup Wizard"</a> contains:</p> <p><a href="#">"Remote Servers Setup Page"</a> &gt; <a href="#">"Remote Databases Setup Page"</a> &gt; <a href="#">"Recipients Setup Page"</a></p>
<b>See also</b>	<p><a href="#">"System Health Setup Wizard – Overview" on page 85</a></p>

User interface elements are described below:

UI Element (A-Z)	Description
	Displays descriptions of the Remote connection details fields. Click again to hide descriptions.
	Click to select all, clear all, or invert your selection in the server list.
<b>Apply</b>	Applies the remote connection configurations for the selected servers.
<b>Encoding</b>	The encoding used by the server.  <b>Example:</b> Cp1252, UTF-8
<b>Login</b>	The login name to be used for establishing remote connectivity between the monitors and the specified servers.  The user whose login name is entered must have the appropriate permission level for the monitors to run on the server.  The format for entering information into this cell is <b>DOMAINNAME\login</b> .
<b>Method</b>	The method of communication for connecting to the UC MDB components.  <b>Example:</b> NetBIOS, SSH
<b>OS Type</b>	The Operating System running on the server.  <b>Example:</b> Windows, UNIX  This field is only visible if System Health does not identify an operating system on the server.
<b>Password</b>	The password of the login name to be used for establishing remote connectivity with the specified servers.  The user whose password is entered must have the appropriate permission level for the monitors to run on the server.



## Remote Databases Setup Page

This wizard page enables you to create a remote connection to databases for System Health to monitor.

<b>Important information</b>	<ul style="list-style-type: none"><li>• General information about this wizard is available here: <a href="#">"System Health Setup Wizard" on page 109</a>.</li><li>• You can configure different settings for each server, or apply the same settings to all servers.</li><li>• You must configure the remote connection details for the database in order for System Health to run all of the database's available monitors. If you do not enter remote connection details for the database, System Health retrieves information only for monitors that do not require credential authorization to access the UCMDB servers.</li></ul>
<b>Wizard map</b>	The <a href="#">"System Health Setup Wizard"</a> contains: <a href="#">"Remote Servers Setup Page"</a> > <b><a href="#">"Remote Databases Setup Page"</a></b> > <a href="#">"Recipients Setup Page"</a>
<b>See also</b>	<a href="#">"System Health Setup Wizard – Overview" on page 85</a>



User interface elements are described below:


UI Element (A-Z)	Description
	Displays descriptions of the Remote connection details fields. Click again to hide descriptions.
	Click to select all, clear all, or invert your selection in the server list.
<b>Apply</b>	Applies configurations for the selected database.
<b>Encoding</b>	Indicate the encoding used by the server running the database. <b>Example:</b> Cp1252, UTF-8
<b>Initialize Shell Environment</b>	Optionally, enter any shell commands to be executed at the beginning of the session. Separate multiple commands with a semicolon (;). This option specifies shell commands to be executed on the remote machine directly after a Telnet or SSH session has been initiated.
<b>Login</b>	The login name used to access the operating system running on the server on which the database is installed.  The format for entering information into this cell is <b>DOMAINNAME\login</b> .
<b>Login Prompt</b>	The prompt output when the system is waiting for the login to be entered. <b>Default:</b> login:
<b>Method</b>	The method of communication for System Health to speak to the database. <b>Example:</b> NetBIOS, SSH
<b>Operating System</b>	The Operating System running on the server. <b>Example:</b> Windows, UNIX  This field is only visible if System Health does not identify an operating system on the server.
<b>Password</b>	The password used to access the operating system running on the server on which the database is installed.
<b>Password Prompt</b>	The prompt output when the system is waiting for the password to be entered. <b>Default:</b> password:
<b>Prompt</b>	The prompt output when the remote system is ready to handle a command. <b>Default:</b> #
<b>Secondary Prompt</b>	The secondary prompts if the telnet connection to the remote server causes the remote server to prompt for more information about the connection. Separate multiple prompt string by commas (,).
<b>Secondary Response</b>	The responses to any secondary prompts required to establish connections with this remote server. Separate multiple responses with commas (,).

## Recipients Setup Page

This wizard page enables you to configure recipients to receive predefined System Health alerts through email.

<b>Important information</b>	General information about this wizard is available here: <a href="#">"System Health Setup Wizard" on page 109</a> .
<b>Wizard map</b>	The <a href="#">"System Health Setup Wizard"</a> contains:  <a href="#">"Remote Servers Setup Page"</a> > <a href="#">"Remote Databases Setup Page"</a> > <a href="#">"Recipients Setup Page"</a>
<b>See also</b>	<a href="#">"System Health Setup Wizard – Overview" on page 85</a>

User interface elements are described below:

UI Element (A-Z)	Description
	Displays descriptions of the Recipient Details fields. Click again to hide descriptions.
<Recipients Pane>	Displays a list of recipients configured to receive predefined System Health alerts through email.  Click the recipient's name to edit their details.  Click <b>Add new recipient</b> to configure a new recipient.
<b>Monitored Databases</b>	Select to receive alerts on the status of Monitored Databases.
<b>Monitored servers, services, and applications</b>	Select to receive alerts on status of Monitored servers, services, and applications.
<b>Create</b>	Adds the configured recipient to the recipient list pane.
<b>Email</b>	The recipient's email address.
<b>Name</b>	The recipient's name.

## Toolbar

The Toolbar enables you to customize the display of the UCMDB components on the System Health Dashboard, perform actions on the components, perform management operations on the components, and synchronize the status and model of the components.











<b>To access</b>	The Toolbar is located at the top of the System Health Dashboard.
<b>See also</b>	<ul style="list-style-type: none"> <li>• <a href="#">"System Health Displays" on page 86</a></li> <li>• <a href="#">"Quick Report Screen" on page 117</a></li> </ul>


## Dashboard Customization Buttons

These buttons enable you to customize the appearance of the components on the System Health

Dashboard.

User interface elements are described below:




UI Element	Description
	<p><b>Select.</b> Enables selecting a component on the System Health Dashboard left pane.</p> <p><b>Note:</b> This button is selected by default upon entering the System Health Dashboard.</p>
	<p><b>Pan.</b> Pans the System Health Dashboard left pane.</p>
	<p><b>Zoom.</b> Zooms on a specific area of the System Health Dashboard left pane.</p> <p>You zoom by holding down the left click button on your pointer. Move the pointer down to zoom in; move the pointer up to zoom out.</p>
	<p><b>Navigation.</b> Enables navigating between components of the dashboard.</p> <p>You click the <b>Navigation</b> button and then click a line connecting two components or subcomponents. Depending on where on the line you click, the cursor navigates to either the original or endpoint component, whichever is further.</p>
	<p><b>Fit.</b> Fits all open components and subcomponents into the visible area.</p>
	<p><b>Undo.</b> Undoes your previous action and goes back to the previous display on the System Health Dashboard left pane.</p> <p>This button is enabled only if you have generated more than one view on the System Health Dashboard left pane.</p>
	<p><b>Redo.</b> Redoes an action that has been undone with the <b>Undo</b> button  .</p> <p>This button is enabled only if you have generated more than one view on the System Health Dashboard, and are not currently resting on the most recent view.</p>
	<p><b>Realign.</b> Realigns System Health Dashboard Left pane components, so that the components are aligned in their original order, which is (left to right):</p> <ul style="list-style-type: none"> <li>• Databases</li> <li>• Servers</li> <li>• Discovery Probe</li> </ul>
	<p><b>Rearrange.</b> Returns the System Health Dashboard left pane to its default view. This includes closing open components and realigning component boxes to their original state.</p>

UI	
Element	Description
	<p><b>Overview.</b> Displays an overview map of all the component boxes on the System Health Dashboard left pane.</p> <p>The Overview Map appears in a separate window, with blue lines denoting the boundaries of the System Health Dashboard left pane.</p> <p>You cannot perform other functions on the System Health Dashboard while the Overview Map is open.</p>

### Information Buttons

These buttons enable you to retrieve information on the UCMDB components monitored by System Health.

User interface elements are described below:




UI	
Element	Description
	<p><b>Quick Report.</b> Receives a Quick Report on data collected over the past 24 hours for the selected component. For details on Quick Reports, see "<a href="#">Quick Report Screen</a>" on <a href="#">next page</a>.</p>
	<p><b>Export to CSV.</b> Exports a report containing of the System Health monitors' and UCMDB components' current status to a .csv file.</p>
	<p><b>Export to PDF.</b> Generates a .zip file containing the log files of a specific server.</p> <p><b>Note:</b> You must select a server component on the System Health Dashboard left pane for this button to be enabled.</p>

### Synchronization Buttons

These buttons enable you to synchronize the status and model of the UCMDB components monitored by System Health.


<b>Important information</b>	<p>If a UCMDB component was down while Soft or Full Model Synchronization was performed, System Health may not have configured the full monitoring solution onto these components. To prevent this from happening, ensure that all components are up and running during the System Health Setup Wizard configuration, and while performing Soft or Full Model Synchronization.</p>
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User interface elements are described below:

UI Element	Description
	<b>Refresh Statuses.</b> Refreshes the selected component and retrieves its current status, without running the component's monitors.
	<b>Soft Synchronization.</b> Updates System Health with any changes to the System Health model. If required, the System Health Setup Wizard is opened for the area of System Health in which the changes were applied.
	<b>Full Model Synchronization.</b> Resets the configuration of the selected component, including resetting of all monitors and their status. If no specific component is selected, the entire System Health configuration is reset, and the System Health Setup Wizard is opened, where you must reconfigure the connection of all system monitors to the servers. For details, see <a href="#">"System Health Setup Wizard" on page 109</a> .

## Quick Report Screen

Displays a report on data gathered from the past 24 hours on the selected component's monitors.

<b>To access</b>	Click the <b>Quick Report</b> button  on the Toolbar.
<b>Important information</b>	<p>The following links appear on the Quick Report screen, which enable you to view specific information on the monitors:</p> <ul style="list-style-type: none"> <li>• <b>Table Format:</b></li> <li>• <b>Error List:</b></li> <li>• <b>Warning List:</b></li> <li>• <b>Good List:</b></li> </ul> <p>For details on the information each of these links displays, see below.</p>
<b>See also</b>	<ul style="list-style-type: none"> <li>• <a href="#">"Display a Quick Report" on page 94</a></li> </ul>


User interface elements are described below:

UI Element (A-Z)	Description
<b>&lt;Graphs&gt;</b>	Displays the monitor groups' output in graph format.
<b>Error List</b>	Displays the monitor runs that retrieved an <b>error</b> status, based on the thresholds configured for the monitor.
<b>Good List</b>	Displays the monitor runs that retrieved a <b>good</b> status, based on the thresholds configured for the monitor.
<b>Measurement Summary Table</b>	Displays measurement data for each of the UCMDB monitors.

UI Element (A-Z)	Description
<b>Table Format</b>	Displays the monitor groups' output in table format.
<b>Uptime Summary Table</b>	Displays the percentage of uptime each UCMDB monitor experienced over the indicated time period.
<b>Warning List</b>	Displays the monitor runs that retrieved a <b>warning</b> status, based on the thresholds configured for the monitor.

## Troubleshooting and Limitations

The following table illustrates potential problems that can occur on the System Health interface, and suggested solutions:

Problem	Solution
All components and monitors are displayed in gray	Click the <b>Full Model Synchronization</b> button  in the Toolbar on the <b>System Health Dashboard</b> . The <b>Full Model Synchronization</b> button resets the System Health configuration and erases all of the monitors' history in SiteScopeUCMDB. You then reconfigure System Health to create remote connections to the servers which System Health monitors, using the System Health Setup Wizard. For details, see <a href="#">"System Health Setup Wizard" on page 109</a> .
Monitors are not displayed on a component	

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## Setting Up and Working with Users

# Chapter 10

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## Users and Roles

This chapter includes:

<b>Users and Roles Overview</b> .....	<b>120</b>
<b>How to Set Up Users and Roles</b> .....	<b>120</b>
<b>How To Change a User's Password</b> .....	<b>121</b>
<b>Users and Roles User Interface</b> .....	<b>121</b>

### Users and Roles Overview

When you create a user or role, you define which actions the user or role can perform. Roles enable you to assign permissions to users according to their responsibilities in the organization. For example, you could create a role that enables its users to create TQL queries, or you could create a role that enables its users to create views but not to edit existing TQL queries.

You can assign administrator or guest access rights to these users or roles, and if necessary, specify additional permissions in the Security Manager (for example, which views a user can display). For details, see "[Security Manager](#)" on page 130".

**Note:** The Users and Roles pages are available only to those logged in with admin or administrator access rights.

### How to Set Up Users and Roles

Use the following procedures to set up users in your system:

This task includes the following steps:

- ["Define Roles " below](#)
- ["Assign Access Rights to the Roles" below](#)
- ["Define Users" on next page](#)
- ["Define a Profile for a User" on next page](#)

#### 1. Define Roles

A role is a group of users to whom you assign the same access rights. For details, see "[Users and Roles Overview](#)" above and "[Roles Tab](#)" on page 125.

#### 2. Assign Access Rights to the Roles

You assign permissions for roles to access HP Universal CMDB. For details, see "[How To Set Up Security](#)" on page 130 and "[Security Manager Page](#)" on page 132.



**Note:** From a best practices point of view, it is preferable to assign access rights to roles only, and to associate users with a role that has the appropriate access rights.

For details on assigning access rights to Web service users, see ["Roles Tab" on page 125](#).

**Example:** Create a Role Hierarchy:

One team maintains the Oracle databases in your organization and another maintains the Microsoft SQL Server databases. The team leader needs to be familiar with both databases. You can create a role hierarchy:

- 1) Create two roles, dba\_oracle and dba\_mssql, and give the first role access rights to the Oracle view and the second role access rights to the SQL Server view. For details, see ["Security Manager Page" on page 132](#).
- 2) Create another role, dba, and give it rights to both the Oracle and SQL Server views

### 3. Define Users

For details on defining a user, see ["Users Tab" on page 126](#). When defining users, you associate a user with one or more roles. For details, see ["Users and Roles Overview" on previous page](#).

### 4. Define a Profile for a User

You can set preferences, such as time zone and locale, for a specific user. For details, see ["User Profile" on page 128](#).

## How To Change a User's Password

For details on changing a password, see ["Reset Password Dialog Box" on page 124](#).

**Note:** You do not see the option to change a password if your CMDB is set up to use LDAP authentication


## Users and Roles User Interface

This section includes (in alphabetical order):

- ["Add New User Wizard" on next page](#)
- ["New/Edit Role Dialog Box" on page 124](#)
- ["Reset Password Dialog Box" on page 124](#)
- ["Roles Tab" on page 125](#)
- ["Users Tab" on page 126](#)

## Add New User Wizard

This wizard enables you to create a user.

<b>To access</b>	Select <b>Users and Roles</b> from the <b>Administration</b> module in the Navigation Menu or select <b>Managers &gt; Administration &gt; Users and Roles &gt; Users tab</b> . Click the <b>New User</b>  button.
<b>Important information</b>	It is recommended to define roles prior to defining new users. For details, see <a href="#">"Roles Tab" on page 125</a> .
<b>Relevant tasks</b>	<a href="#">"How to Set Up Users and Roles" on page 120</a>
<b>Wizard map</b>	The <a href="#">"Add New User Wizard"</a> contains: <a href="#">"User Name and Password Page"</a> > <a href="#">"User Details Page"</a> > <a href="#">"Role List Page"</a>

## User Name and Password Page

This wizard page enables you to assign a name and password for the user.

<b>Important information</b>	When creating a new user, you can either enable the password policy, in which UCMDB automatically assigns the default password to the user, or assign a password of your own.  To enable the password policy, go to <b>Managers &gt; Administration &gt; Infrastructure Settings Manager</b> , select <b>Passwords must use default policy</b> and set the value to <b>True</b> . When the password policy is enabled, new users created are given the password defined in the <b>Default user password</b> setting. The new users must change the password on first login.  The default password policy requires the UCMDB password to include at least one alphabetic character, one numeric character, and one symbol character. It also requires the password to adhere to the minimum length, which is set by the setting <b>Password minimum length</b> .
<b>Wizard map</b>	The <a href="#">"Add New User Wizard"</a> contains: <a href="#">"User Name and Password Page"</a> > <a href="#">"User Details Page"</a> > <a href="#">"Role List Page"</a>

User interface elements are described below:

UI Element (A-Z)	Description
<b>Confirm Password</b>	<ul style="list-style-type: none"> <li>If the <b>Passwords must use default policy</b> setting in <b>Managers &gt; Administration &gt; Infrastructure Settings Manager</b> is set to <b>True</b>, UCMDB automatically confirms the password defined in <b>Default user password</b>.</li> <li>If the <b>Passwords must use default policy</b> setting is set to <b>False</b>, confirm the password you entered in the <b>Password</b> box.</li> </ul>

UI Element (A-Z)	Description
<b>Password</b>	<ul style="list-style-type: none"> <li>If the <b>Passwords must use default policy</b> setting in <b>Managers &gt; Administration &gt; Infrastructure Settings Manager</b> is set to <b>True</b>, UCMDB automatically assigns the password defined in <b>Default user password</b>. For more information on assigning a default user password, see <b>Important information</b> above.</li> <li>If the <b>Passwords must use default policy</b> setting is set to <b>False</b>, assign a password of your own.</li> </ul>
<b>User Name</b>	Enter a unique user name.

### User Details Page

This wizard page enables you to add the details of the user.

<b>Wizard map</b>	The " <a href="#">User Details Page</a> " contains:  " <a href="#">User Name and Password Page</a> " > " <b>User Details Page</b> " > " <a href="#">Role List Page</a> "
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User interface elements are described below:

UI Element (A-Z)	Description
<b>Update recipient</b>	Enables you to add the name and email address of the selected user to the Recipients Manager, or update the existing email address of a recipient currently listed in the Recipients Manager. For details, see " <a href="#">Recipients Manager</a> " on <a href="#">page 135</a> .

### Role List Page

This wizard page enables you to associate a user with one or more roles.



<b>Important information</b>	If you do not select a role, you must assign permissions in the Security Manager to enable access rights for the user. For details, see " <a href="#">Security Manager Page</a> " on <a href="#">page 132</a> .
<b>Wizard map</b>	The " <a href="#">Role List Page</a> " contains:  " <a href="#">User Name and Password Page</a> " > " <a href="#">User Details Page</a> " > " <b>Role List Page</b> "
<b>See also</b>	" <a href="#">Roles Tab</a> " on <a href="#">page 125</a>

User interface elements are described below (unlabeled elements are shown in angle brackets):

UI Element (A-Z)	Description
<List of roles>	Contains the list of default and custom roles. For details, see <a href="#">"Security Manager Page" on page 132</a> .

### New/Edit Role Dialog Box

This dialog box enables administrators to create and manage roles, and assign permissions to each role to perform specific actions. For example, a role named dba could have permissions to view all database views and to create new views.


<b>To access</b>	Click the <b>New Role</b>  or <b>Edit</b>  button in the Roles tab.
<b>Relevant tasks</b>	<a href="#">"How to Set Up Users and Roles" on page 120</a>

User interface elements are described below (unlabeled elements are shown in angle brackets):

UI Element (A-Z)	Description
<Roles>	Contains the list of roles that appear in the Role list in the Roles tab. Select the roles whose permissions you want to assign to the new role. <b>Note:</b> If you do not select a role from the Role List, you must assign permissions in the Security Manager, to enable access rights for the role. For details, see <a href="#">"Security Manager Page" on page 132</a> .
<b>Description</b>	Enter a description of the role you are defining.
<b>Name</b>	Enter a unique name for the role.

### Reset Password Dialog Box

This dialog box enables administrators to create and manage roles, and assign permissions to each role to perform specific actions. For example, a role named dba could have permissions to view all database views and to create new views.





<b>Description</b>	Enables you to change your password. If you have admin permissions, you can change the password of other users. To access: <ul style="list-style-type: none"> <li>For a user (on condition that the administrator has created a user name for you, and sent you the user name and password): <b>Managers &gt; Administration &gt; User Profile</b> and click <b>Change Password</b>.</li> <li>For an admin: <b>Managers &gt; Administration &gt; Users and Roles &gt; Users tab</b>. Select the user and click the <b>Reset Password</b>  button</li> </ul>
<b>Important information</b>	Passwords are case sensitive.

## Roles Tab

This tab enables you to create, edit, and delete roles. For example, you can create a role that enables its users to create TQL queries, or you can create a role that enables its users to create views but not to edit existing TQL queries.

<b>To access</b>	Select <b>Users and Roles</b> from the <b>Administration</b> module in the Navigation Menu or select <b>Managers &gt; Administration &gt; Users and Roles &gt; Roles tab</b> .
<b>Important information</b>	To make Web services more secure, create specific users and assign access rights to the Web services. Ensure that you give each user a strong password: <b>Users</b> tab > select a Web service user > click <b>Reset Password</b> . For details, see <b>Web service roles</b> below.
<b>Relevant tasks</b>	<a href="#">"How to Set Up Users and Roles" on page 120</a>

User interface elements are described below (unlabeled elements are shown in angle brackets>):

UI Element (A-Z)	Description
	<b>New Role.</b> Creates a role. Opens the New Role dialog box.
	<b>Delete Selected Item(s).</b> Removes the selected role. You can make multiple selections.
	<b>Save.</b> Saves the changes you have made.
	<b>Edit Role.</b> Edits an existing role. Opens the Edit Role dialog box.


UI Element (A-Z)	Description
<List of roles>	<p>Contains the name and description of default and custom roles.</p> <p>The default roles are:</p> <ul style="list-style-type: none"> <li>• <b>Admin.</b> Users with this role have unlimited access to all functions.</li> <li>• <b>Guests.</b> By default, users with this role can only access the profile of the currently logged in user.</li> <li>• <b>Web service roles</b> Users who are working with the HP Universal CMDB API or the Discovery and Dependency Mapping API to write data to the CMDB must be given permissions to the CMDB.</li> </ul> <p>The following roles enable the API writer to work with the CMDB:</p> <ul style="list-style-type: none"> <li>■ <b>CmdbOpenApiClassModel.</b> A user with this role can perform operations on CITs.</li> <li>■ <b>CmdbOpenApiImpact.</b> A user with this role can perform impact operations on the CMDB.</li> <li>■ <b>CmdbOpenApiQuery.</b> A user with this role can send queries to the CMDB and receive replies.</li> <li>■ <b>CmdbOpenApiUpdate.</b> A user with this role can update the CMDB with changes.</li> </ul> <p>For details on writing APIs, see "<a href="#">RTSM (HP Universal CMDB) Web Service API Overview</a>" in the <i>HP Universal CMDB Developer Reference Guide</i>.</p>








## Users Tab

This tab enables you to define a user or edit an existing one.

<b>To access</b>	Select <b>Users and Roles</b> from the <b>Administration</b> module in the Navigation Menu or select <b>Managers &gt; Administration &gt; Users and Roles &gt; Users tab</b> .
<b>See also</b>	<ul style="list-style-type: none"> <li>• For details on the complete procedure for creating users and assigning roles and access permissions, see "<a href="#">How to Set Up Users and Roles</a>" on page 120</li> <li>• For details on the Roles tab, see "<a href="#">Roles Tab</a>" on previous page.</li> </ul>

User interface elements are described below (unlabeled elements are shown in angle brackets):

UI Element (A-Z)	Description
	<b>Add New User.</b> Enables you to create a user. Opens the Add New User wizard.

UI Element (A-Z)	Description
	<b>Delete Selected Item(s).</b> Removes the user name. You can make multiple selections.
	<b>Save.</b> Saves the changes you have made.
	<b>Refresh.</b> Refreshes to update the data content that may have been modified by other users.
	<b>Reset Password.</b> Resets the password for the selected user.
	<b>Update the Recipient Manager with selected users.</b> Enables you to add the name and email address of the selected user to the Recipients Manager.  You can make multiple selections. The button updates several recipients at one time. For details, see " <a href="#">Recipients Manager</a> " on page 135".
<List of users>	<p>Contains the list of default and custom users.</p> <ul style="list-style-type: none"> <li> . Represents users that have Administrator access rights.</li> <li> . Represents users that do not have Administrator access rights.</li> </ul> <p>The default users are:</p> <ul style="list-style-type: none"> <li><b>Administrator.</b> Users and roles with Administrator access rights have unrestricted access to all functions. Administrators can edit the access rights of the default users and roles.</li> <li><b>admin.</b> Users and roles with admin access rights have the same access rights as Administrators.</li> <li><b>guest.</b> By default, users with this role can only access the profile of the currently logged in user.</li> </ul>
<b>Details tab</b>	Edit the user details as required. For details, see " <a href="#">User Details Page</a> " on page 123.
<b>Full Name</b>	The first and last name of the user as defined in the Details tab. For details, see " <a href="#">User Details Page</a> " on page 123.
<b>Profile tab</b>	Edit the preferences, such as time zone and locale, for a specific user. For details, see " <a href="#">User Profile Page</a> " on page 128.
<b>Roles tab</b>	Associate a user with different roles. For details, see " <a href="#">Role List Page</a> " on page 123.
<b>User Name</b>	The name of the user.

# Chapter 11

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## User Profile

This chapter includes:

<b>User Profile Overview</b> .....	<b>128</b>
<b>How To Define User Preferences</b> .....	<b>128</b>
<b>User Profile User Interface</b> .....	<b>128</b>

### User Profile Overview

You can configure the user profile of the currently logged in user, such as change the time zone and the user's password. For details, see ["User Profile Page" below](#).

**Note:** Administrators can configure profiles for all users using the Users page in Users and Roles. For details, see the ["Users Tab" on page 126](#).

### How To Define User Preferences

Configure preferences for the currently logged in user. For details, see ["User Profile Page" below](#).

### User Profile User Interface

This section includes (in alphabetical order):

- ["User Profile Page" below](#)

### User Profile Page

This page enables you to set preferences for the user currently logged in.

<b>To access</b>	<ul style="list-style-type: none"><li>• For admin users: Select a user and click the <b>Profile</b> tab in the Users page in Users and Roles. For details, see <a href="#">"Users Tab" on page 126</a>.</li><li>• For non-admin users: Select <b>User Profile</b> from the <b>Administration</b> module in the Navigation Menu or select <b>Managers &gt; Administration &gt; User Profile</b>.</li></ul>
<b>Important information</b>	Non-admin users can change their own password here.
<b>Relevant tasks</b>	<a href="#">" How To Define User Preferences" above</a>



User interface elements are described below (unlabeled elements are shown in angle brackets>):

<b>UI Element (A-Z)</b>	<b>Description</b>
<b>Change Password</b>	Click to open the Change Password dialog box. Enter the old and new passwords and click <b>OK</b> .
<b>Time zone</b>	Select the appropriate time zone, according to the user's location.

# Chapter 12

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## Security Manager

This chapter includes:

<b>Security Manager Overview</b> .....	<b>130</b>
<b>How To Set Up Security</b> .....	<b>130</b>
<b>How To Assign Access Rights</b> .....	<b>130</b>
<b>Security Manager User Interface</b> .....	<b>130</b>

### Security Manager Overview

You assign role access rights to TQL queries, views, domain instances, configuration item types, and custom options. Once the roles are assigned access rights, you create users and associate them with a role or roles, thus assigning the access rights to the users.

You must also assign access rights to the appropriate manager (Impact Analysis, CI Type Manager, and so on). For example, to give a role permissions for a view, give the role access rights to the Modeling Studio. In certain cases, a combination of permissions is required to enable the various buttons in the user interface of a manager.

When users launch HP Universal CMDB, the actions for which you gave them permissions are available. For example, if a user is not assigned permissions to create a new role, the Users and Roles option in the Administration module is not available. If a user is not assigned permissions to view a certain manager, the manager does not appear in HP Universal CMDB.

### How To Set Up Security

Choose the roles (recommended) or users for which you are assigning permissions. For details, see ["Role and User Selector Dialog Box" on next page](#)

### How To Assign Access Rights

Enable permissions for a resource. For details, see ["Security Manager Page" on page 132](#).


### Security Manager User Interface

This section includes (in alphabetical order):







- ["Role and User Selector Dialog Box" on next page](#)
- ["Security Manager Page" on page 132](#)

## Role and User Selector Dialog Box

This dialog box enables you to choose the roles or users for which you are assigning access rights.

<b>To access</b>	Click the <b>Add</b> button  in the Roles/Users pane.
<b>Important information</b>	The roles and users that appear are defined in Users and Roles. For details, see <a href="#">"Users and Roles" on page 120</a> .
<b>Relevant tasks</b>	<a href="#">"How To Set Up Security" on previous page</a>

User interface elements are described below:

UI Element (A-Z)	Description
	<b>Move to Selected Roles and Users.</b> Move the role or user to the Selected Roles and Users pane.
	<b>Move to Defined Roles and Users.</b> Move the role or user back to the Defined Roles and Users pane.
	<b>Move all to Selected Roles and Users.</b> Move all the roles and user to the Selected Roles and Users pane.
	<b>Move all to Defined Roles and Users.</b> Move all the roles and users back to the Defined Roles and Users pane.
<b>Defined Roles and Users pane</b>	Contains the list of the roles and users that are defined in Users and Roles.
<b>Description</b>	A description of the role or user.
<b>Name</b>	The name of the role or user.
<b>Selected Roles and Users pane</b>	The roles or users for which you are assigning permissions for the selected resource.
<b>Type</b>	 Represents a user.  Represents a role.

## Security Manager Page

This page enables you to assign access rights to view, create, update, remove, or perform actions.

<b>To access</b>	Select <b>Security Manager</b> from the <b>Administration</b> module in the Navigation Menu or select <b>Managers &gt; Administration &gt; Security Manager</b> .
<b>Important information</b>	<ul style="list-style-type: none"> <li>• When assigning permissions, you must also assign access rights to the appropriate manager. For example, to give a role permissions for a view, give the role access rights to the Modeling Studio.</li> <li>• Do not give regular users access to the <b>Managers &gt; Administration &gt; Users and Roles</b> menu option. This is because an administrator can override any user's password from this menu option. Users can change their own passwords through the <b>Change Password</b> option. For details, see "<a href="#">User Profile</a>" on page 128.</li> <li>• It is recommended to assign access rights to roles only, and to associate users with a role that has the appropriate access rights.</li> <li>• You cannot select an item at the folder level.</li> <li>• If you make a selection at the root level, the user or role receives access rights to all items contained in the root.</li> <li>• Child resources inherit the permissions assigned to their parents or the nearest parent to which permissions are assigned. For example, if you assign permissions to <code>node</code>, its children (<code>atmswitch</code>, <code>concentrator</code>, and so on) inherit the permissions assigned to <code>node</code>.</li> </ul>
<b>Relevant tasks</b>	<a href="#">" How To Assign Access Rights" on page 130</a>

User interface elements are described below:

UI Element (A-Z)	Description
<b>CI Types tab</b>	Give permissions to users to perform a specific operation on the selected CI types. <b>Note:</b> <b>View</b> permission in the CI Types tab enables a user to view CI instances of the selected CI type.

UI Element (A-Z)	Description
<b>Customize tab</b>	<p>Give permissions to users to view, update, or perform specific operations in different UCMDB modules.</p> <ul style="list-style-type: none"> <li>• <b>Modeling.</b> Grants permissions to access the UCMDB Managers and generate Topology and Custom reports.</li> <li>• <b>Data Flow Management.</b> Grants permissions to activate DFM jobs, run the DFM wizards, define a schedule for a DFM job, override DFM pattern behavior, and edit DFM TQL queries. <b>Note:</b> Execute permissions include view and update functionality.</li> <li>• <b>Administration.</b> Grants permissions to users to view or perform operations in the selected application.</li> <li>• <b>General Actions</b> <ul style="list-style-type: none"> <li>▪ <b>Snapshots.</b> Grants permissions to create snapshots.</li> <li>▪ <b>Change Password.</b> Grants permissions to change user passwords.</li> <li>▪ <b>Search CIs Permission.</b> Grants permissions to users to access the CI Selector search option.</li> <li>▪ <b>Get Related CIs Permission.</b> Grants permissions to users to view data of related CIs.</li> <li>▪ <b>Data Modifier Permission.</b> Grants permissions to users to change CIs in IT Universe Manager.</li> <li>▪ <b>Access to SDK.</b> Grants permissions to users to access the SDK.</li> </ul> </li> </ul>
<b>Domain tab</b>	Give permissions to users to edit the DFM domain credentials and the range of network addresses for the Data Flow probe.
<b>Queries tab</b>	Give permissions to users to view, update, or delete the selected TQL queries. Users cannot update discovery TQLs if they do not have permission to execute discovery.
<b>Save</b>	Click <b>Save</b> to save the permissions you have assigned. The <b>Save</b> button is not enabled if you have not assigned any valid permissions. If you have assigned both valid and invalid permissions, the button opens the Save Permissions dialog box, which lists the invalid permissions. You can choose to save the valid permissions or to revert all your changes.
<b>Views tab</b>	Give permissions to users to view, update, or delete the selected views.

## Resources Pane

This area contains the resource tree for the selected tab.




User interface elements are described below (unlabeled elements are shown in angle brackets):

UI Element (A-Z)	Description
<Resources for the selected tab>	Select the resource to which you want to assign access rights.

## Roles/Users Pane

This area displays the users or roles for which you want to assign permissions for the selected resource.

User interface elements are described below:

UI Element (A-Z)	Description
	Choose users or roles to which you want to assign permissions for the selected resource.
	Remove the selected user or role for the selected resource.
	Remove all the users and roles for the selected resource.

## Permissions Pane

This area enables you to apply permissions to roles and users for specific resources and instances of those resources that are defined in the system.

User interface elements are described below:

UI Element (A-Z)	Description
<b>Permissions</b>	<p>To enable permissions for a resource, you must first select the role or user to which you are assigning access rights. Then select the check box next the action that you want the user or role to perform.</p> <ul style="list-style-type: none"> <li>• <b>View.</b> The role or user can view the resource, but cannot make changes.</li> <li>• <b>Create.</b> The role or user can define new resources.</li> <li>• <b>Update.</b> The role or user can update an existing resource.</li> <li>• <b>Remove.</b> The role or user can delete a resource from the CMDB.</li> <li>• <b>Execute.</b> The role or user can perform actions, for example, running a script.</li> </ul> <p><b>Note:</b> Only those permissions that are relevant to the selected resource are enabled.</p>

# Chapter 13

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## Recipients Manager

This chapter includes:

<b>Recipients Manager Overview</b> .....	<b>135</b>
<b>Define an Email Recipient</b> .....	<b>135</b>
<b>Recipients Manager User Interface</b> .....	<b>135</b>

### Recipients Manager Overview

The Recipients Manager enables you to define the recipients who can automatically receive scheduled reports through email, at regular intervals, from the Reports module. For details, see [Reports](#) in the *HP Universal CMDB Modeling Guide*.

### Define an Email Recipient

You create a new email recipient by clicking the **Add** button on the Recipients Manager page and entering the recipients name and email address. For details, see "[Add Mail Recipient Dialog Box](#)" [below](#).


### Recipients Manager User Interface

This section includes (in alphabetical order):



<b>Add Mail Recipient Dialog Box</b> .....	<b>135</b>
<b>Recipients Manager Page</b> .....	<b>136</b>

### Add Mail Recipient Dialog Box

This dialog box enables you to create a new email recipient or edit the properties of an existing one.


<b>To access</b>	<ul style="list-style-type: none"><li>To create a new email recipient, click the <b>Add</b> button on the Recipients Manager page.</li><li>To edit the properties of an existing recipient, select the required recipient and click the  button.</li></ul>
<b>Relevant tasks</b>	<a href="#">"Define an Email Recipient" above</a>

User interface elements are described below:




UI Element (A-Z)	Description
	Click to add an email address for the recipient. You can add more than one email address.
	Click to delete the selected email address.
<b>Name</b>	Enter the name of the email recipient.

## Recipients Manager Page

This page enables you to create new email recipients or edit the properties of existing email recipients.

<b>To access</b>	Select <b>Recipients Manager</b> from the <b>Administration</b> module in the Navigation Menu or select <b>Managers &gt; Administration &gt; Recipients Manager</b> .
<b>Important information</b>	The recipients that appear in the Recipients Manager page are updated with the email recipients defined in Reports (click the <b>Open Address Book</b>  button in the <b>Send to</b> box in the Schedule Report dialog box to open the Message Recipients dialog box).
<b>Relevant tasks</b>	Only the recipients whose email addresses are defined here can automatically receive scheduled reports through email from the Reports module.

User interface elements are described below:

UI Element (A-Z)	Description
	Define a new email recipient.
	Edit the selected recipient.
	Delete the selected recipient.
<b>E-mail(s)</b>	The email addresses of the email recipient.
<b>Name</b>	The name of the email recipient.



# Chapter 14

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## LDAP Mapping

This chapter includes:

<b>LDAP Mapping Overview</b> .....	<b>137</b>
<b>Synchronize HP Universal CMDB User Roles With LDAP Groups</b> .....	<b>137</b>
<b>Configure LDAP for Active Directory</b> .....	<b>139</b>
<b>LDAP Mapping User Interface</b> .....	<b>140</b>

### LDAP Mapping Overview

When using the LDAP server to authorize users, it is necessary to map user groups on the LDAP server to user groups in HP Universal CMDB.

You can associate HP Universal CMDB roles with LDAP groups using the LDAP Mapping module in the Administration section of the Navigation bar. The LDAP Mapping module only appears if the user has the required permissions. For details, see ["Users and Roles" on page 120](#).

For details on synchronizing LDAP groups with HP Universal CMDB groups, see ["Synchronize HP Universal CMDB User Roles With LDAP Groups" below](#).

For details on configuring LDAP authentication, see "Enable and Define the LDAP Authentication Method" in the HP Universal CMDB Deployment Guide.

### Synchronize HP Universal CMDB User Roles With LDAP Groups

This task describes how to synchronize LDAP user groups with HP Universal CMDB user roles:

- 1. Configure infrastructure settings to set an LDAP synchronization strategy**

To set up an LDAP authentication synchronization, you must first modify the settings in the Infrastructure Settings Manager.

**Note:** Any changes you make for **LDAP General > Enable LDAP Authentication** and **LDAP General > Enable User Synchronization** remain in effect for all future Web sessions.

- Select **Managers > Administration > Infrastructure Settings**.
- Select **LDAP General**, and then in the **LDAP server URL** setting, enter the URL of the LDAP server in the following format:  
`ldap://<ldapHost>:<port>/<baseDN>??scope`
- Select **LDAP Group Definition**, and then in the **Groups base DN** setting, enter the

distinguished name of the general group.

- d. Select **LDAP Group Definition**, and then in the **Root groups base DN** setting, enter the distinguished name of the root group.
- e. Select **LDAP General**, and then in the **Enable User Synchronization** setting and verify that the value is set to **True**.

**Caution:** In addition to the LDAP settings described in this step, it is highly recommended that you verify all LDAP settings. Some of the default values that come with the other LDAP settings may not be appropriate for your needs.

- f. Select **Managers > Administration > LDAP Mapping** and verify that the list of the LDAP groups that are configured on the LDAP server appear in the LDAP Repository pane. If the list of LDAP groups do not appear, verify your LDAP settings.

For details on Infrastructure Settings, see "[Infrastructure Settings Manager Overview](#)" on [page 36](#).

**Note:** It is also possible to configure these settings using the JMX console. For details, see "Configure LDAP Settings Using the JMX Console" in the *HP Universal CMDB Deployment Guide*.

## 2. Create HP Universal CMDB roles

You can create HP Universal CMDB user roles that can be assigned to the remote LDAP server. For details on how to create HP Universal CMDB roles, see "[How to Set Up Users and Roles](#)" on [page 120](#).

## 3. Map LDAP groups to HP Universal CMDB roles

You map user groups on the LDAP server with roles in HP Universal CMDB to synchronize LDAP groups and HP Universal CMDB roles and enable management of your HP Universal CMDB roles via the LDAP server, as follows:

- a. Select **Managers > Administration > LDAP Mapping**.
- b. In the **LDAP Repository** pane, select a remote group and click **Assign Roles** and select the required HP Universal CMDB roles.

The HP Universal CMDB roles synchronized with the selected LDAP group are displayed in the **UCMDB Roles for LDAP Group: <group name>** pane.

Existing synchronization of all LDAP groups is displayed in the **LDAP Groups to UCMDB Roles Mappings** pane.

**Caution:** When defining mappings, make sure to map at least one LDAP group to an Admin group in the CMDB before logging out. If this is not done, you may not have any remaining group with administration permissions.

#### 4. Log out and log in to HP Universal CMDB

- a. Select **LDAP General > Enable LDAP authentication** and set the value to **True**.
- b. Log out of HP Universal CMDB and then log in again with the LDAP user name and password.

### Configure LDAP for Active Directory

This task describes how to configure LDAP for Active Directory.

**To enable LDAP login and user synchronization, edit the following parameters in Infrastructure Settings:**

**Note:** For all other parameters, you can use either the default values or, if required, LDAP-specific values.

LDAP Integration Settings	Comment
<b>Distinguished Name of Search-Entitled User</b>	CN=AD Connector CN=Users DC=consult DC=example DC=com
<b>Enable User Synchronization</b>	<b>true:</b> Enables LDAP group mapping with HP Universal CMDB roles (when <b>Enable LDAP Authentication</b> is set to <b>true</b> ).
<b>Group class object</b>	group
<b>Groups base DN</b>	CN=Users DC=consult DC=example DC=com
<b>Groups member attribute</b>	member
<b>Groups search filter</b>	((objectclass=groupOfNames) (objectclass=group) (objectclass=groupOfUniqueNames)(objectclass=groupOfUrls) (objectclass=access Group)(objectclass=accessRole))

LDAP Integration Settings	Comment
<b>LDAP server URL</b>	The URL to your LDAP server, including port: ldap://LDAP-SERVER:389/DC=consult,DC=example,DC=com??sub
<b>Password of Search-Entitled User</b>	*****
<b>Remote users repository mode</b>	Enable LDAP authentication.
<b>Root groups base DN</b>	<p>Defines the parent LDAP node of all users to be synchronized.</p> <p>A Synchronization User List base DN includes all users in that DN—unless the users are excluded by the Synchronization User List's filter or the user's DN is matched in a more specific Synchronization User List.</p> <p>CN=Users DC=consult DC=example DC=com</p>
<b>Root groups filter</b>	<p>((objectclass=groupOfNames) (objectclass=group) (objectclass=groupOfUniqueNames)(objectclass=groupOfUrls)(objectclass=accessGroup)(objectclass=accessRole))</p>
<b>Users filter</b>	<p>Defines an LDAP filter used to include or exclude users from a Synchronization User List:</p> <p>(&amp;(sAMAccountName=*) (objectclass=user))</p>
<b>Users object class</b>	user
<b>UUID attribute (User Unique ID attribute)</b>	sAMAccountName

## LDAP Mapping User Interface

This section includes:

- ["LDAP Mapping Page" on next page](#)

## LDAP Mapping Page



This page enables you to map groups configured in HP Universal CMDB to groups configured on the LDAP server.

<b>To access</b>	Select <b>LDAP Mapping</b> from the <b>Administration</b> module in the Navigation Menu or select <b>Managers &gt; Administration &gt; LDAP Mapping</b> .
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## LDAP Repository Pane

This pane enables you to map HP Universal CMDB roles to LDAP groups, and to view the LDAP groups and their users.


User interface elements are described below:

UI Element (A-Z)	Description
	<p><b>Assign Roles.</b> Enables you to map LDAP groups with HP Universal CMDB roles. Opens the Select UCMDB Roles to Assign dialog box.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>You can also select this option by right-clicking a group.</li> <li>You can select multiple groups by holding the shift or ctrl buttons.</li> </ul>
	<p><b>Show Users.</b> Enables you to view the list of users associated with the selected LDAP group. Opens the Remote Group Users dialog box.</p> <p><b>Note:</b> You can also select this option by right-clicking a group.</p>
<b>&lt;List of the LDAP Groups&gt;</b>	Displays a list of the LDAP groups that are configured on the LDAP server.

## UCMDB Roles For LDAP Group: <group name> Pane

This enables you to select the HP Universal CMDB groups to map to the selected LDAP group.

User interface elements are described below:

UI Element (A-Z)	Description
	<p><b>Remove Roles.</b> Enables you to remove the association of the HP Universal CMDB role with the LDAP group.</p> <p><b>Note:</b> You can remove multiple roles at once by holding the shift or ctrl buttons.</p>
<b>Role Description</b>	A description of the role mapped to the selected LDAP group in the LDAP Repository pane.
<b>Role Name</b>	The name of the role assigned to the selected LDAP group in the LDAP Repository pane.

## LDAP Groups to UCMDB Roles Mappings Pane

This pane displays all the LDAP user groups that have been mapped to HP Universal CMDB user roles.

User interface elements are described below :

UI Element (A-Z)	Description
<b>LDAP Group</b>	The name of the LDAP user group.
<b>UCMDB Roles</b>	The HP Universal CMDB user roles that are mapped to the corresponding LDAP group.

