HP OpenView Service Navigator Report Package

Installation Guide

Microsoft Windows 2000, Windows XP

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1 Contents of the Report Package

In this document you will find introductory information for integrating the HP Openview Service Navigator Report Package into HP OpenView Service Reporter.

About OpenView Service Navigator Report Package

The HP Openview Service Navigator Report Package contains the additional „OVO/Unix Service State History" reports which allow you to monitor, over time, the health state of any service object in the Service Navigator.

NOTE   You must have switched on the service status logging on the OVO/Unix management server using the command opcservice(1m).

The "OVO/Unix Service State History" reports are based on trimmed service object status information stored in the OVO/Unix Management Server Database. Therefore, a periodic pre-collection is performed by a new Gather executable called "ServiceGather" which generates a normalized, intervalized database table on the OV-SR system. By default the ServiceGather runs once a day at 1:20 am.

The actual reports are available as HTML pages through the entry web page in **"Reports in Family: OVO/Unix History"**

OVO/Unix Services

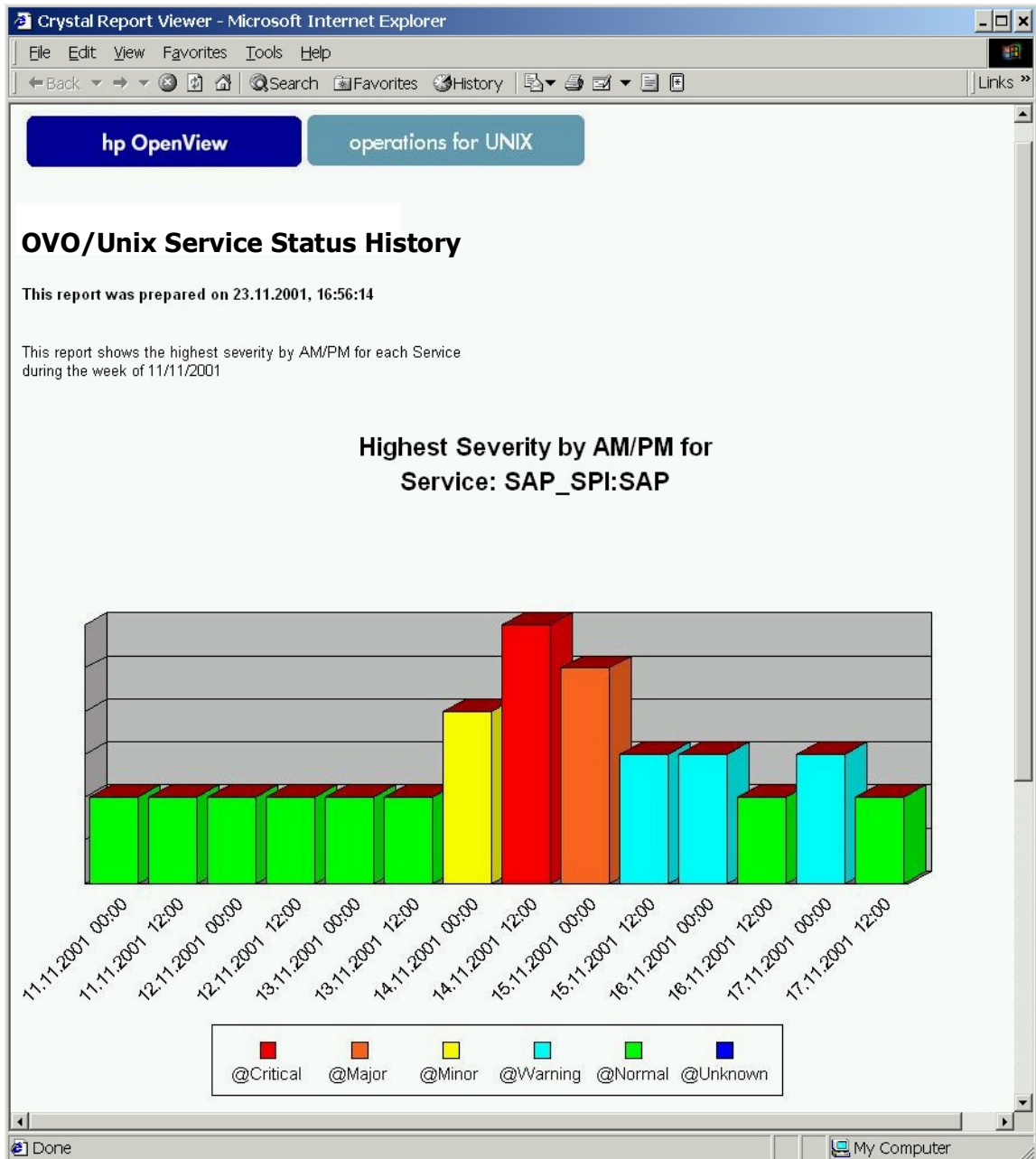OVO/Unix Service State History (Yesterday)

OVO/Unix Service State History (Full Time Range)

OVO/Unix Service State History (Last Month)

OVO/Unix Service State History (Last Week)

Figure 1-1   **OVO/Unix Service Status History Report Example**

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About OpenView Service Navigator Report Package

2 Installing the HP OpenView Service Navigator Report Package

In this chapter you will find introductory information for integrating the HP OpenView Service Navigator Report Package into HP OpenView Service Reporter:

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Supported Platforms

This HP OpenView Service Navigator Report Package is supported on the following version of Service Reporter:

- With OVO/Unix 7.x or 8.x, OV-SR A.03.60 running on Microsoft Windows 2000 or Windows XP.

- With OVO/Unix 7.x, OV-SR A.03.50 running on Microsoft Windows 2000 or Windows XP.

You can use this Service Navigator Report Package to report on data stored in OVO/Unix 7.x or OVO/Unix 8.x database.

Before You Start

Before you can run the set-up program, you must ensure that the following tasks have been done successfully:

Install HP OpenView Service Reporter.

- If you are using OVOU 7.x, install HP OpenView Service Reporter 3.5 with Crystal Report Engine 8.5 or 3.6 with Crystal Report Engine 10.

- If you are using OVOU 8.x, install HP OpenView Service Reporter 3.6 with Crystal Report Engine 10.

Install Oracle ODBC drivers and Oracle client software and configure for access to the `OVO/Unix 7.x` or `OVO/Unix 8.x` database as described in the *Service Reporter* manuals.

Uploading the HP OpenView Service Navigator Report Package

This section describes how to install the additional service reports and auxiliary tools/files for Service Navigator on the Service Reporter system.

The package is located on the OVO/Unix Application CD-ROM in the directory

`\OV_REPORTER\ServNav_A.03.65`

To install the components, run the installation package "ServNav.msi" on the node where HP OpenView Service Reporter is installed. During this installation no further input or configuration is required.

NOTE   If OV-SR is installed on a cluster, the package must be installed on each cluster node.

During this installation no further input or configuration is required.

In the last step of the installation, the program automatically performs the necessary configuration steps in OV-SR to activate the reports and schedules the ServiceGather on a daily basis.

After the installation has been finished, you might need to configure the database user and password for the "openview8" database in Reporter A.03.60 (or "openview" database in Reporter A.03.50) for the OVO/Unix management server, if you changed the default values for the report user.

This step will be done in the Service Reporter GUI, using the Menu File->Configure Databases. For further information, please refer to the *OV-SR* manuals.

CAUTION   The loading of the package resets the Database user and password
                       information to the defaults, so this step is necessary, even if the
                       information was specified before the installation.

File Location

The files are installed in the following directories:

OV-SR A.03.x:

<AppPath>   ::= OV-SR main directory; default:
                     C:\Program Files\HP OpenView

<DataPath>   ::= OV-SR data directory; default:
                     C:\ Program Files\HP OpenView\data

Location Description

<AppPath>\newconfig\packages Report Package Definition File

<AppPath>\bin   GatherService program

<DataPath>\reports\OVOUnix   Report template

NOTE   If OV-SR is installed on a cluster, the AppPath and DataPath are located
                       in the shared directory. Refer to the OV-SR 3.6 Installation Guide for
                       more information.

Testing the GatherService program

To test the configuration and execution of the GatherService, the program can be manually executed. During the execution the progress and potential problems are logged to the OV-SR default log file and can be viewed in the Status-Window of OV-SR or in the log file:

`<DataPath>\status.Reporter`

Deinstalling the HP OpenView Service Navigator Report Package

Use the standard Windows 2000, or Windows XP mechanisms to start the de-installation.

The process will automatically unload the reports from OV-SR.

CAUTION   The removal of the ServiceReport package will also remove the database entry for the "openview8" database in the A.03.60 Service Reporter configuration (or "openview" database in Service Reporter A.03.50)!

If you still want to continue using the other OVO/Unix event reports (shipped with the OV-SR product), you must either manually add the entry in the Reporter GUI (Menu->File->ConfigureDatabases) or re-assign the "OVO Unix" Report package in the Service Reporter GUI.