

# HP Business Service Management

For the Windows, Linux operating systems

Software Version: 9.20

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## BSM - NetScout nGenius Integration Guide

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# BSM - NetScout nGenius Integration Overview

**Note: This integration is deprecated from BSM 9.20, and is used for backward compatibility only.**

We recommend using the SNMP Trap policy in BSM Connector to collect traps from NetScout. For details, see the BSM Connector documentation.

The integration between Business Service Management (BSM) and NetScout nGenius provides the following capabilities:

- **NetScout alarms > KPIs and HIs in Service Health.** Packets of data about applications running through specific switches and routers are analyzed by NetScout nGenius. Alarms about problems in these applications are sent by NetScout to BSM using the SiteScope NetScout Event monitor and are displayed in the NetScout view in Service Health. The NetScout EMS integration creates the appropriate topology in RTSM, and the relevant view in Service Health. The NetScout view includes Configuration Items (CIs) that represent the application alarms.
- **Service Health > NetScout drilldown.** You can drill down from Service Health to the NetScout application, from the NetScout View, to display detailed information about problematic CIs.

## Overview of NetScout

NetScout nGenius monitors network traffic and reports performance metrics about applications routing through that network. NetScout integration shows NetScout alarms in BSM Service Health. NetScout sends SNMP traps containing information about the alerting instances that could map to existing CI types in the Run-time Service Model (RTSM).

## NetScout EMS Integration

The assignment of the NetScout EMS integration enriches the monitor-level Application Monitor CIs with the appropriate KPIs, rules, and shortcut menus that are to be assigned automatically to the CIs when the condition occurs, and the assignment is running.

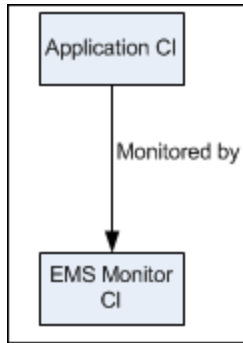
## NetScout View and Topology

NetScout analyzes packets that include information about the applications running through specific routers or switches. When there is a problem, the packets can send in alarms with information about the problematic application.

The application alarms SNMP trap reports about problems discovered in an application using information analyzed from packets. The application information is not linked to the router information as the routing path is not constant and may vary depending on network traffic decisions.

The NetScout integration creates the NetScout view. The NetScout view includes CIs that represent the application alarms.

The NetScout view includes the Application CI, the EMS Monitor CI, and their relationship.



All the sample information sent by NetScout is displayed by the **Software Performance** Key Performance Indicators (KPIs) attached to the **Application Monitor** CIs. The **SiteScope EMS Multiple Events Rule** calculates the statuses of those KPIs based on data obtained from NetScout samples.

The **SiteScope EMS Rule** tooltip corresponding to the **SiteScope EMS Multiple Events Rule** is preconfigured to provide the appropriate infrastructure to work with the NetScout-related CIs in Service Health.

# How to Display NetScout Data in BSM

NetScout data can be displayed in BSM using the EMS Integration tool. For additional information, see EMS Integrations in the *BSM Application Administration Guide*.

## 1. Prerequisite

In the NetScout nGenius server, select **Device > Global settings**, and enter, in the Server IP Addresses box, the SiteScope Server IP address of the SiteScope that reports to BSM.

## 2. Configure the integration

The NetScout integration is predefined. The integration retrieves the samples provided by the NetScout nGenius system, creates the appropriate topology in BSM (application CIs), creates a view, assigns the appropriate KPIs, rules, shortcut menus, shortcut menu items, and tooltips depending on the type of sample, and displays the information using the created view.

- a. To configure the NetScout integration, select **Admin > Integrations > EMS Integration Admin**.
- b. Select NetScout and click **Edit**.
- c. In the Edit Integration dialog box, add the NetScout Event Monitor to a SiteScope monitor group created for this monitor and other Integration Monitor types in **Step 2. Retrieve data from EMS system using System Availability Management**.

The monitor is used to retrieve data from the NetScout server using System Availability Management Administration. It is recommended that you configure Integrations Monitors only after a connection between the SiteScope and HP Business Service Management is established. For concept details, see How to Integrate Data From a NetScout System in *HP SiteScope Monitor Reference* in the SiteScope documentation library.

## 3. Customize the integration – optional

You can use the EMS Integrations application to customize a NetScout integration. The integration forwards the retrieved data captured from the NetScout system by the SiteScope NetScout Event Monitor to BSM, and creates the appropriate topology (Application CIs). For details on the available customization, see Edit Integration Dialog Box in the EMS Integrations section of the *BSM Application Administration Guide*.

## 4. View NetScout data in the NetScout View and enrich the view

You can view NetScout application alarms in the NetScout view.

To enrich the view, attach IT Universe CIs to the appropriate Application Monitor CIs. For details on attaching CIs, see Insert Relationship Dialog Box in the *Modeling Guide*.