HP Business Service Management

for the Windows/Linux operating system

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HP NNMi – HP BSM Topology Integration Best Practices



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Executive Summary

The purpose of this document is to provide details about topology integration between NNMi and BSM, beyond what is documented in the product manuals. This document focuses on BSM 9.10 and higher, and NNMi 9.10.

There are two ways to populate BSM with Layer 2 network topology from NNMi: the historical UCMDB Probe-based method, and the newer NNMi - BSM topology integration method. This best practices document compares these two methods, and then focuses on the HP preferred NNMi - BSM topology integration method, while addressing the following:

- How to configure the integration.
- The topology that NNMi creates in BSM.
- Configuring views to consume the network topology within BSM.
- How the CIs in BSM are maintained when NNMi objects are added, updated and removed.

NNMi Integration to BSM: Which Method to Use?

NNMi is the authoritative source for Layer 2 network topology. There are two methods for integrating NNMi topology into BSM/UCMDB:

- NNMi BSM topology integration.
- NNMi UCMDB integration.

HP recommends using the NNMi - BSM topology integration method. The other integration method which uses the Data Flow Probe (formerly called DDM Probe) is still supported, but it is used more for backward compatibility with older product versions (for example NNMi 8.11).

The NNMi - BSM topology integration method is documented in the NNMi Deployment Reference. The Probe-based method is documented in the UCMDB Discovery and Integration Content Guide.

Refer to the table in Appendix A for a comparison of these two methods.

Configuring the NNMi – BSM Topology Integration

This section summarises how to configure the NNMi – BSM topology integration and expands on some key points. Refer to the NNMi 9.10 Deployment Reference for details.

In the NNMi console, open the HP NNMi–HP BSM Topology Integration Configuration form (Integration Module Configuration > HP BSM Topology). Select the "Enable Integration" check box and complete the form.

When connecting NNMi to a multi-server BSM deployment, the "BSM Host" field needs to point to the BSM Gateway server.

Please note that although the fields in the form are labelled "BSM User" and "BSM Password", these fields are actually the "RTSM User" and "RTSM Password". RTSM users are different from BSM users; the RTSM user and password are used for RTSM integrations. By default, installing BSM 9.1x creates an RTSM user called admin, with the password set to admin.

To perform the NNMi – BSM topology integration, create and use a new RTSM user for better accountability and auditing. The CIs that are created or updated by this integration set the attributes "Created By" and "Updated By". By using a different user for the integration, these attributes will be set to "UCMDB: User:<integration_user>" instead of the more generic "UCMDB: User:admin", making it easier to discern the source responsible for the CI. The steps to create a new user are outlined in Appendix B, "Creating a new RTSM user".

The NNMi 9.10 Deployment Reference suggests setting the Interface CI display label to prefer interface_name over mac_address. This results in a more user friendly display. To make this change, open the CI Type Manager in RTSM Administration, and select the Interface CI Type. Select the Default Label tab and set the format to:

interface_name | mac_address

Note that although the NNMi 9.10 Deployment Reference suggests changing the Node Name Resolution order to First Choice = Full DNS Name and Second Choice = Short DNS Name, this cannot be done in NNMi 9.10 (see QCCR1B90169). You can use the default Node Name Resolution order.

Figure 1. NNMi – BSM Topology Integration form

Enable Integration:		Help
NNMi SSL Enabled:		
NNMi Host:	wynand.rose.hp.com]
NNMi User:	system	
NNMi Password:	•••••	_
BSM SSL Enabled:		-
BSM Host:	galt.rose.hp.com]
BSM Port:	80]
BSM User:	NNMi_wynand]
BSM Password:	•••••	
Topology Filter Node Group:	V	
Additional Connections Node Group:	•	ĺ
Topology Synchronization Interval (hrs):	24	

BSM Topology Created by NNMi

The NNMi - BSM topology integration creates the following Cls:

- Node
- Interface
- IpAddress
- IpSubnet
- Layer2Connection
- HardwareBoard
- PhysicalPort

Devices such as switches, routers, and servers are all defined as Node CI Types. The device type is identified by the Node CI's NodeRole attribute. In NNMi 9.10, the NodeRole array attribute is set to one or more of these values: "hub", "load_balancer", "printer", "router", "server", "lan_switch", "voice_gateway" and/or "desktop". This is because it is possible for a network device to change its role (such as from a switch to a switch-router), and this method provides simple tracking via the CI's NodeRole attribute.

A single node can have multiple node roles. NNMi decides, based on the node's Device Category and the node's capabilities as discovered by NNMi, which NodeRole(s) to set. The following table shows the mapping of NNMi Device Category to NodeRole attribute.

NNMi Device Category	NodeRole Attribute
Hub	hub
Load Balancer	load_balancer
Printer	printer
Router	router
Server	server
Switch	lan_switch
Switch-Router	router, lan_switch
Voice Gateway	voice_gateway
Workstation	desktop

Table 1. Mapping of NNMi Device Category to Node CIT's NodeRole attribute

In addition to the Device Category mapping, if a node has IP forwarding capability (com.hp.nnm.capability.node.ipforwarding), the NodeRole "router" is applied. If a node has switching capability (com.hp.nnm.capability.node.lan_switching), the NodeRole "lan_switch" is applied. The NNMi - BSM topology integration creates the following relationships:

- Membership: IpSubnet -> IpAddress
- Membership: Layer2Connection -> Interface
- Composition: Node -> Interface
- Containment: Node -> IpAddress
- Composition: Node -> HardwareBoard
- Composition: HardwareBoard -> HardwareBoard
- Composition: HardwareBoard -> PhysicalPort
- Realization: PhysicalPort -> Interface

Refer to Appendix C for the mapping of NNMi attributes to the equivalent CI attributes for each CI type.

Network Topology Views

The network topology views in BSM 9.1x are designed to work with the historical NNMi – UCMDB integration method. This is because the TQLs includes a Net Device CI type or a Computer CI type, whereas the NNMi - BSM topology integration creates nodes as Node CIs only, setting the NodeRole attribute to identify the device types as servers, switches, and so forth.

Until the views are updated in the product, you can easily modify them to work with the NNMi populated network topology. The following sections describe how to modify views to suit modelling with RTSM, Service Health and Operations Management (OMi).

Layer 2 Topology View

The **Layer 2 by NNMi** view in BSM 9.1x can be easily modified to work with the topology created by the BSM – NNMi topology integration. One way to do this is as follows:

- Open the Layer 2 by NNMi view and save it as Layer 2 by NNMi 9.10.
- Modify the Layer 2 by NNMi 9.10 view as follows:
 - Delete the Net Device CI Type, and in its place add another Node CI Type.
 - Add a Composition relationship between this new Node CI and its Interface CI.
 - Re-establish the folding rule (fold Interface under Node).
 - For the Node CI, specify that the NodeRole attribute must contain "lan_switch" or "router" to restrict the results to network devices.
 - (Optional) You can further restrict the results by specifying the Node CI name(s) to match in order to view the equivalent of a **Layer 2 Neighbor** view.

The following two screenshots show the results, comparing an NNMi 9.10 **Layer 2 Neighbor View** with the equivalent **Layer 2 by NNMi 9.10** view in BSM. The third screenshot shows the **Layer 2 by NNMi** view in UCMDB using the historical NNMi – UCMDB integration method, to show that the results are equivalent.





Figure 3. BSM 9.1x Layer 2 by NNMi 9.10 view



Figure 4. UCMDB 9.03 Layer 2 by NNMi view



This type of view (**Layer 2 by NNMi 9.10**) is primarily useful as a basis for a TBEC rule, or to filter OMi events in View Selector. It is not optimal for use in Service Health; refer to the Service Health Views section for recommendations on creating views that include network devices. However, if you do want to display this view in Service Health, you need to modify the View Definition Properties and set the Bundles to Service_Health.

For a view that is used in the View Selector to filter OMi events, you might want to include all CIs that may have network events associated with them. NNMi events resolve to Node, Interface, Layer 2 Connection or IP Address CI Types; you therefore might add IP Address to the view. The following two screenshots show an example view containing the network elements associated with the "OBA1" business application.

Figure 5. Example of Layer 2 topology applied to a business application







Service Health Views

It is difficult to display traditional network topology within Service Health. A relationship of "Node -> Interface -> Layer2Connection -> Interface -> Node" is meaningless, since (for example) there is no impact relationship (i.e. KPI status propagation) between Layer2Connection and Interface.

If you need to include network devices in a Service Health view, it is therefore best to show them in a flat structure rather than to attempt to reproduce a traditional network topology. Since there is an impact relationship between Interface and Node, one approach is to create a view that contains Node -> Interface, possibly grouped together as "Network"; refer to the screenshot below.



OMi Health Perspectives

In OMi Health Perspectives, the Health Top View displays a view based on the Related CI of the selected event. The default view is determined by View Mappings for the CIT.

The default View Mappings used in Health Perspectives do not work for the Node CIT and Interface CIT.

For the Node CIT, there is no default View Mapping. If you use OMi Health Perspectives, you may want to define such a view.

For the Interface CIT, the default View Mappings of NetworkInterface_Infrastructure and Systems_Infrastructure depend on a Computer CIT. Thus, for nodes that are populated from NNMi, these views will fail. You may want to modify the NetworkInterface_Infrastructure view to use Node CIT instead of Computer CIT.

CI Lifecycle

When NNMi objects (Node, Interface, IP Address, IP Subnet, Layer 2 Connection, Card and Port) are added or changed, they are dynamically updated in BSM. In addition, the full topology is resynchronised periodically, as specified in the user-defined "Topology Synchronization Interval (hrs)" setting in the "HP NNMi - HP BSM Topology Integration Configuration" screen. NNMi ensures that the data is processed in manageable chunks, to avoid a negative impact on the performance of NNMi or BSM.

Periodic topology synchronization has the effect of updating the "Last Access Time" attribute for CIs that already exist in BSM, and prevents them from becoming candidates for deletion. If an object no longer exists in NNMi, the aging mechanism in BSM deletes the corresponding CI when its "Last Access Time" exceeds the time threshold (default is 40 days).

Note that the CI may also be monitored by another application such as HP SiteScope or HP Operations Manager, in which case "Last Access Time" may continue to be updated if the object remains monitored by another application.

Appendix A: Comparing Methods of Integrating NNMi with BSM/UCMDB

The following table provides a summary comparison of the two methods.

Table 2. NNMi – BSM Topology integration vs. "Layer 2 by NNM" discovery job

NNMi BSM Topology Integration	"Layer 2 by NNM" Discovery Job (Probe-based)
Can filter objects to sync from NNMi to BSM based on NNMi Node Group.	Currently no ability to filter NNMi objects to sync into BSM.
Performs incremental discovery and scheduled full topology sync.	Performs full topology sync only.
Creates all NNMi nodes as Node Cls *.	Creates NNMi nodes as various CI types (Router, Switch, Switch Router, Chassis, Computer, ATM Switch, Firewall, Load Balancer, and Printer).
Creates these other Cls: Interface, IpAddress, IpSubnet, Layer2Connection, HardwareBoard, and PhysicalPort.	Creates these other Cls: Interface, IpAddress, IpSubnet, Layer2Connection, HardwareBoard ⁺ , PhysicalPort ⁺ , and VLAN ⁺ .
Node CI attributes populated by BSM but not by Probe method:	Node CI attributes populated by Probe but not by BSM method:
• Host is Route.	• Description (populated from Device Profile Description)
Host is Virtual.	Node CI attributes with different values from BSM method:
NodeModel.PrimaryDnsName.	 DiscoveredVendor (more user-friendly format in BSM method; for example "Hewlett-Packard" rather than "hewlettpackard").
	 NodeFamily (more user-friendly format in BSM method).
	Host NNM UID.
	• Host Key.
Layer 2 Connection CI attribute Display Label is set to the Layer 2 Connection Name as shown in NNMi.	Layer 2 Connection CI attribute Display Label is hard- coded to "Layer2Connection".
	Other CIs with different attributes when populated by Probe:
	• HardwareBoard CI includes SoftwareVersion attribute.
	 PhysicalPort CI includes DuplexSetting and Port Name (same value as Name) attributes.
Can easily adapt the out-of-the-box Layer 2 Network view.	Out-of-the-box Layer 2 Network view.

⁺NNMi 9 is required for these CIs to be created.

* Nodes are identified by the NodeRole attribute.

Note: UCMDB Content Pack 9 enhances NNMi integration support of large NNMi environments, allowing you to control the number of Layer2Connections, VLANs and Nodes to get from NNMi per query.

Appendix B: Creating a New RTSM User

The following steps show how to create a new RTSM user for the NNMi – BSM topology integration.

1. Log in to the RTSM:

http://<BSM Data Processing Server>:21212/ucmdb

Username: admin

Password: admin (default password)

2. From the menu, select Managers > Administration > Users and Roles.

Note: Although this screen says Universal CMDB, you are actually using the RTSM user interface.



3. Click on the "*" button to add a new user. Enter the new user's name and password. Click Next.

🛓 Add New User			×
D User Name and Password	User Name and Password	ł	
User Details			
Role List			
			1
	User Name:	NNMi_wynand Enter up to 20 characters	
	Password:		1
	Confirm Password:]
	commit doorloid.		1
	·	< <back next="">></back>	Cancel Help

4. Enter the user's details (optional). Click Next.

🕌 Add New User	X
User Name and Password User Details Role List	User Details
	<=Back Next>> Cancel Help

5. Select the three CmdbOpenApi related roles for this user, as shown in the following screen shot. Click Finish.

🕌 Add New User			×
User Name and Password User Details	Rol Select	le List	
Role List		Name –	Description
		👬 Admin	Admins have complete and unrestricted access to the whole s
		👬 CmdbOpenApiClassModel	Has permission to use Classmodel operations at the ucmdb s
		👬 CmdbOpenApilmpact	Has permission to use Impact operations at the ucmdb soap api
		📸 CmdbOpenApiQuery	Has permission to query the cmdb soap api
		📸 Cmdb Open ApiUpdate	Has permission to update the cmdb soap api
		👬 Guests	For guest access to the schema
			<back cancel="" finish="" help<="" td=""></back>

Appendix C: NNMi – Cl Attribute Mapping

The following diagrams show the mapping of NNMi object attributes to the equivalent CI attributes in BSM. Note that the Monitored By attribute is set to include NNM for each of the CI types.

Figure 7. NNMi Node – Node Cl Attribute Mapping



Figure 8. NNMi Interface – Interface CI Attribute Mapping

	Sconfiguration Item Properties	×
	Configuration Item Proper	ties
	Name: ethernet_9 ID: 376c7da443bac3	3348fe899e69959f1aa CI Type: Interface
	🔁 🔛 👔 🛛 🕸 🖄 🔛 Export 👻	
Nodes Node Interface	Actual Deletion Period	40
🔞 🕞 💾 🖓 Save and Close 🛛 🛱	AdminStatus	40
	Allow Cl Update	True
Basics General IP Addresses Ports VI AN Ports	Create Time	Mon. 30 May 2011 17:12 PDT
	Created By	UCMDB: User:admin
Name ethernet_9 SNMP Values	Deletion Candidate Period	20
Status No Status ifName ethernet 9	Description	
Management Mode Managed	Display Label	ethernet_9
Direct Management Inherited v	Enable Aging	True
IIDESCr Broadcom NetXtreme Gigabit Ethernet #24	Global Id	376c7da443bac3348fe899e69959f1aa
Hostad Op Node pyress4-ila	InterfaceAlias	Local Area Connection 2
ifSpeed 0 bps	InterfaceDescription	Broadcom NetXtreme Gigabit Ethernet #2
Physical Address 0010182477D6	InterfaceIndex	12
The second secon	InterfaceName	ethernet_9
	InterfaceRole	
	InterfaceSpeed	0
	InterfaceType	ethernetCsmacd
	Is Candidate For Deletion	False
	Is Pseudo Interface	False
	ls ∀irtual	False
	Last Access Time	Tue, 31 May 2011 11:35 PDT
	LastModifiedTime	Mon. 30 May 2011 17:51 PDT
	MacAddress	0010182477D6
	Monitored By	[NNM]
	Name	
	Note	
	OperationalStatus	
	Origin	
	SerialNumber	
	Updated By	UCMDB: User:admin
	User Label	
	classification	infrastructure
	layer	Infrastructure
	OK Cancel	Apply Reset Help

Figure 9. NNMi IP Address – IpAddress CI Attribute Mapping

IP Addresses 📄 IP Addres	ss 🚬
🗵 📴 💾 🏹 Sa	ve and Close 🛛 🥩 🛛 🔛
- Basics	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
Address	15.8.153.12
Prefix Length	21
Status	No Status
Management Mode	Managed
Direct Management Mode	Inherited 💌
IP Address State	¥
State	Not Polled
State Last Modified	January 10, 2010 1:26:16 PM PS
In Interface	DEFAULT_VLAN
Hosted On Node	r3-ga-hpsw-05
In Subnet	15.8.152.0/21

ma: 15.9.153.10 ID: do1060-3	of2428o202d40oE264of0f CLTuror In Address
ame: 15.8.153.12 ID: dc19fec2ca	ort -
Actual Deletion Period	40
Allow Cl Update	True
AuthoritativeDnsName	
Create Time	Mon, 30 May 2011 17:13 PDT
Created By	UCMDB: User:admin
Deletion Candidate Period	20
Description	
Display Label	15.8.153.12
Enable Aging	True
Global Id	dc19fec2c3ef3438c202d49c5261af9f
IP Address	15.8.153.12
IP DHCP Domain Name	
IP IS Broadcast	
IP Network Address	
IP Network Class	
IP Network Mask	
IP Network Type	
IP Probe Name	
IpAddressProperty	IDeat.
IpAddressType	IPV4
In Candidate For Deletion	Folge
Is Managed	True
is Managed	Folge
Last Assess Time	Tuo 21 May 2011 11:14 PDT
Last Access Time	Map. 20 May 2011 17:52 PDT
Monitored By	ININIAI
Name	15.8.153.12
Note	15.0.155.12
Origin	
	DefaultDomain
Indated By	LICMDB: User:admin
User Label	COMPD. OSCI.damin
classification	network
olabonitoritori	I ISA YAND

Figure 10. NNMi IP Subnet – IpSubnet CI Attribute Mapping



		Sconfiguration Item Properties	×
		Configuration Item P	roperties
		Name: C ID: 0afb09afe12d8605e7ff7	495cfb03479 CI Type: HardwareBoard
Nodes Node Card		🖆 🛃 📋 🕺 🛸 🛛 🎦 Expo	rt 🕶
💯 🖾 🛅 🖓 Save and Close 😂 🔛		Actual Deletion Period	40
- Basics		Allow Cl Update	True
	General Ports Daughter Cart	BoardIndex	С
Name C		Create Time	Mon, 30 May 2011 17:41 PDT
		Created By	UCMDB: User:admin
Hosted On Node	Model Name	Deletion Candidate Period	20
Status Normal	Type hpSwitchModuleJ8702A	Description	
Management Mode Managed	Serial Number SG915AT0WH	Display Label	С
Direct Management	Firmware Version K 11 12	Enable Aging	True
Mode		Firmware∀ersion	K.11.12
Hosted On Card	Hardware Version 1	Global Id	0afb09afe12d8605e7ff7495cfb03479
	Software Version K.12.62	HardwareBoardIndex	
Redundant Group	Index C	Hardware∀ersion	1
	Physical Index 39	Is Candidate For Deletion	False
Card State	Description	ls Virtual	False
Administrative State Up	-DraCurate 18702A 24a Cia T zi Madula	Last Access Time	Tue, 31 May 2011 11:28 PDT
A second and a sec	Curve Jord & 24p Greet 21module	LastModifiedTime	Tue, 31 May 2011 11:28 PDT
-		Monitored Bv	[NNM]
		Name	С
		Note	
		Origin	
		SerialNumber	SG915AT0WH
		Software∀ersion	
		Updated By	UCMDB: User:admin
		User Label	
		classification	infrastructure
		layer	infrastructure
		OK Cancel A	pply Reset Help

Figure 12. NNMi Port – PhysicalPort CI Attribute Mapping



Figure 13. NNMi Layer 2 Connection – Layer2Connection CI Attribute Mapping

	Configuration Item Properties	
Layer 2 Connection Layer 2 Connection	Name: Switch[ethernetCsmacd [1]],r5llab2b3	2-28 ID: ac02d144534a669deeca110a486 CI Type: Layer2Connecti
💯 📴 💾 Save and Close 🥩 🔛	Actual Deletion Period	40
	Allow CI Update	True
	Create Time	Mon, 30 May 2011 17:27 PDT
	Created By	UCMDB: User:admin
Name Switch[etnemetCsmacd [1]],r511ab2052-2848-ga-1[18],	Deletion Candidate Period	20
Status No Status	Description	
Topology Source FDB	Display Label	Switch[ethernetCsmacd [1]],r5llab2b32-2848-ga-1[18]
	Enable Aging	True
	Global Id	ac02d144534a669deeca110a486fa4d2
	Is Candidate For Deletion	False
	ls Virtual	False
	Last Access Time	Wed, 1 Jun 2011 11:02 PDT
	LastModifiedTime	Mon, 30 May 2011 18:01 PDT
	Monitored By	[NNM]
l	Name	Switch[ethernetCsmacd [1]],r5llab2b32-2848-ga-1[18]
	Note	
	Origin	
	Updated By	UCMDB: User:admin
	User Label	
	classification	network
	layer	infrastructure
	ОК	Cancel Apply Reset Help

For More Information

http://support.openview.hp.com/selfsolve/manuals

HP Network Node Manager i Software: Deployment Reference HP Universal CMDB: Discovery and Integration Content Guide

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