HP Business Service Management

For the Windows, Linux operating systems

Software Version: 9.20

Service Health Analyzer Data Collector Installation Guide

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This product includes software developed by the Apache Software Foundation (www.apache.org).

This product includes software developed by the JDOM Project (www.jdom.org).

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Documentation Updates

The title page of this document contains the following identifying information:

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SHA Data Collectors

HP Service Health Analyzer (SHA) enables you to be more proactive in managing your data center's physical and logical infrastructure, with very low overhead. It uses a self learning algorithm to analyze historical and current data, and if certain criteria are met, reports on the current state of abnormal IT services and their topology location. SHA uses a run-time analytics engine that can anticipate IT problems before they occur, by analyzing abnormal service behavior and alerting IT managers of real service degradation before an issue impacts their business.

This document describes how to install the following data collectors that work with SHA:

- **SHA Data Collector for Network Node Manager i**

   This data collector uses the Network Performance Smart Plug-In to collect metrics from NNMi and convert them to a CSV format that can be read by SHA. For further information, see "SHA Data Collector for Network Node Manager i" on page 8.

- **SHA Data Collector for Performance A**gent

   This data collector polls data from the available Performance Agent (PA) as appears in the HP Operations Manager (HPOM). For further information, see "SHA Data Collector for Performance Agent" on page 10.

Required Information

Before installing the SHA Data Collector, you need the following information:

- JMX password for the server on which you are installing the Data Collector.

For Microsoft SQL Server

- **Host name** - The name of the machine with the Microsoft SQL server with the Management database.

   If you are connecting to a non-default Microsoft SQL server instance in dynamic mode, you will need to enter the server name in the following format:

   <host_name>\<instance_name>

- **Port name** - The Microsoft SQL server's TCP/IP port. The default port is **1433**.

- **Database name** - The name of the Management database.

- **Authentication method**

   If you use select **SQL server authentication**, you need a username and password for a user with the administrator permissions.

For Oracle

- **Host name** - The name of the machine with the Oracle server with the Management database.

- **Port** - The Oracle listener port.

- **SID** -The Oracle instance name that uniquely identifies the instance of the Oracle database.

- **Schema name**

- **Schema password**

    For further information about SHA Database settings, see Managing SHA Databases in the BSM Application Administration Guide.

SHA Data Collector for Network Node Manager i

The HP SHA Data Collector for Network Node Manager i (NNMi), uses the Network Performance Smart Plug-In to collect metrics from NNMi and convert them to a CSV format that can be read by SHA.

To use NNMi data with SHA you must install the SHA Data Collector for NNMi on the same server that the Network Performance Smart Plug-In is installed on. the Network Performance Smart Plug-In may be installed on the NNMi server or on a separate server.

How to Install SHA Data Collector for Network Node Manager i

This task describes how to install the SHA Data Collector for NNMi.

1. On the server where the Network Performance Smart Plug-In is installed, insert or access the required SHA Data Collector DVD and run the following:

   There are separate DVDs for Windows and Linux.

   - **For Windows**, run **<BSM_SHA_Windows>\Windows_Setup\HPSHA_9.20_setup.exe**

   - **For Linux**, log into the server as the root user and run the following script: **<BSM_SHA_Linux>\Linux_Setup\HPSHA_9.20_setup.bin**

2. Follow the initial steps in the installation wizard.

3. In the Group Selection screen, select **HP Business Service Management - Analytics NNM Data Collector**.

4. Click **Next** until the Management Schema - Management Database Server Type screen appears. Select the server type with the SHA database (Microsoft SQL or Oracle) and click **Next**.

5. Depending on the Server Type selected the following appears:

   For Microsoft SQL Server:

   In the Management Schema - MS SQL Settings screen enter the following information:

   - Host name

   - Port name

   - Database name

   - Authentication method.

If you select SQL server authentication, enter a username and password for a user with administrator permissions.

For Oracle:

In the Management Schema - Management Oracle Schema Settings screen enter the following information:

- Host name

- Port

- SID

- Schema name

- Schema password

For further information, see "Required Information" on page 6.

6. Click **Next** until the Login Settings screen appears and enter the JMX password for the server on which you are installing the SHA Data Collector.

7. On the Summary screen, verify that the installation was completed successfully, and then click **Finish**.

8. Once the wizard is complete, on the server where the Network Performance Smart Plug-In is installed, create the following folder:

C:\NPSExportData

This folder will store the CSV files.

9. Open a command prompt and run the following:

configurecsvexport.ovpl –p interface_health –a "LIVE, C:\NPSExportData".

To confirm that the process ran successfully, open the folder **C:\NPSExportData** and confirm that there are CSV files in the folder. It may take up to five minutes for files to appear in this folder.

SHA Data Collector for Performance Agent

The SHA Data Collector polls data from the available Performance Agent (PA) as appears in the HP Operations Manager (HPOM) and makes the data available in a format that can be read by SHA. The SHA Data Collector can work with PA or HPOM agents.

To configure the PA metrics SHA analysis, see How To Add and Remove Metric Types in the SiteScope, Diagnostics and PA XML Files in the BSM Application Administration Guide.

Before you install a SHA Data Collector for PA you must have HPOM PA agents that report to BSM.

The SHA Data Collector for PA can be installed on a standalone server.

System Requirements

System requirements for machines on which the SHA Data Collector for PA is installed are identical to the BSM system requirements, with the following exceptions:

- **CPU:** 2 CPUs

  The following CPU types are supported:

  - Intel Dual Core Xeon Processor 2.4 GHz or higher

  - AMD Operation Dual Core Processor 2.4 GHz or higher

- **Memory:** 2 GB

- **Virtual Memory/Swap Space:** 2 GB

For details of BSM system requirements see the BSM System Requirements and Support Matrixes.

How to Install SHA Data Collector for Performance Agent

This task describes how to install the SHA Data Collector for Performance Agent (PA).

1. On the server, insert or access the required SHA Data Collector DVD and run the following:

   There are separate DVDs for Windows and Linux.

   - **For Windows**, run **<BSM_SHA_Windows>\Windows_Setup\HPSHA_9.20_setup.exe**

   - **For Linux**, log into the server as the root user and run the following script: **<BSM_SHA_Linux>\Linux_Setup\HPSHA_9.20_setup.bin**

2. Follow the initial steps in the installation wizard.

3. In the Group Selection screen, select **HP Business Service Management - Analytics PA data collector**.

4. Click **Next** until the Management Schema - Management Database Server Type screen appears. Select the server type with the SHA database (Microsoft SQL or Oracle) and click **Next**.

5. Depending on the Server Type selected the following appears:

    For Microsoft SQL Server:

    In the Management Schema - MS SQL Settings screen enter the following information:

    - Host name

    - Port name

    - Database name

    - Authentication method.

      If you select SQL server authentication, enter a username and password for a user with administrator permissions.

    For Oracle:

    In the Management Schema - Management Oracle Schema Settings screen enter the following information:

    - Host name

    - Port

    - SID

    - Schema name

    - Schema password

    For further information, see "Required Information" on page 6.

6. Click **Next** until the Login Settings screen appears and enter the JMX password for the server on which you are installing the data collector.

7. On the Summary screen, verify that the installation was completed successfully, and then click **Finish**.