HP OpenView Dashboard

For the Microsoft® Windows® Operating System

Software Version: 2.0

RealTime Health View Administrator Guide

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http://www.hp.com/managementsoftware/support

This web site provides contact information and details about the products, services, and support that HP OpenView offers.

HP OpenView online software support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the support site to:

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- Download software patches

- Submit and track progress on support cases

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- Review information about available services

- Enter discussions with other software customers

- Research and register for software training

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To find more information about access levels, go to:

http://www.hp.com/managementsoftware/access_level

To register for an HP Passport ID, go to:

http://www.managementsoftware.hp.com/passport-registration.html

Contents

1 Documentation Map

Figure 1 shows the documentation map for HP OpenView Dashboard RealTime Health View. You can use this map to determine which manual contains the information you need. For a list of available product documentation, see RealTime Health View Documentation on page 10.

Figure 1   RealTime Health View Documentation Map
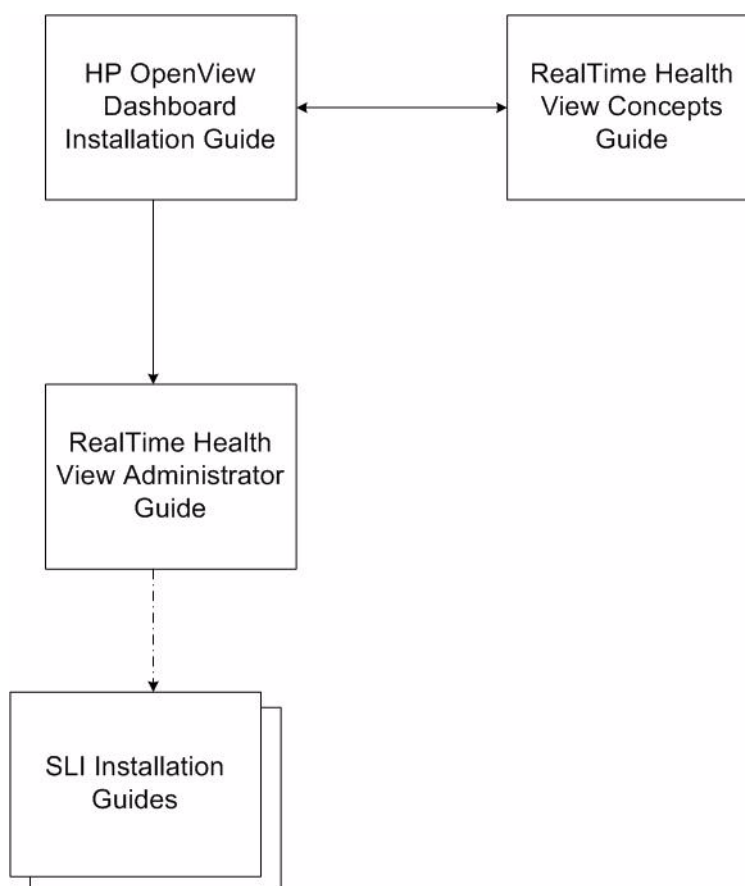
RealTime Health View Documentation

Table 1 lists the documents in the RealTime Health View documentation set. These documents are provided in Adobe Acrobat (.pdf) format and are located in the following directories:

- On the HP OpenView Dashboard management station:

  <OvInstallDir>`\paperdocs\dashboard\rhview`

  where *<OvInstallDir>* is the location where RealTime Health View is installed.

- On the product DVD-ROM:

  `\Docs\`

- On the system where SLI is installed (for the SLI installation guide):

  <OvInstallDir>`\paperdocs`

Table 1   RealTime Health View Documentation

Document Title and Filename	Main Topics
HP OpenView Dashboard Installation Guide `Installation.pdf`	Installing and uninstalling HP OpenView Dashboard
RealTime Health View Concepts Guide `RealTime_Health_View_Concept.pdf`	Introduction to the terms and concepts of RealTime Health View
RealTime Health View Administrator Guide `RealTime_Health_View_Admin.pdf`	• Configuring RealTime Health View • Maintaining RealTime Health View
Smart Link Integration for Mercury Business Availability Center Installation Guide `MBACOvSLI\Mercury_SLI_Install.pdf`	Installing Smart Link Integration (SLI) for Mercury Business Availability Center
Smart Link Integration for BMC Remedy Help Desk Installation Guide `RemedyOvSLI\Remedy_SLI_Install.pdf`	Installing Smart Link Integration (SLI) for Remedy Help Desk

RealTime Health View Online Help

You can access RealTime Health View online help for HP OpenView Dashboard Service Composer from the composer Help menu.

Documentation Updates

This manual's title page contains the following identifying information:

- Software version number, which indicates the software version

- Document release date, which changes each time the document is updated

- Software release date, which indicates the release date of this version of the software

To check for recent updates, or to verify that you are using the most recent edition of a document, go to:

http://ovweb.external.hp.com/lpe/doc_serv/

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details

2 Introduction

This chapter provides an overview of HP OpenView Dashboard RealTime Health View. It also provides information about basic configuration and administration tasks.

This chapter includes the following topics:

About HP OpenView Dashboard

HP OpenView Dashboard is a suite of tools that you can use to monitor the health and status of vital business, application, and IT services. You can use these tools to link existing service definitions from different management stations to create a customized dashboard view of your environment. HP OpenView Dashboard consists of the following tools:

- HP OpenView Dashboard RealTime Health View: enables you to look at high-level service-related data.
- HP OpenView Dashboard Operations View: enables you to look at detailed operations-level data.

  ➤ For information about HP OpenView Dashboard Operations View, see the Operations View documentation

About HP OpenView Dashboard RealTime Health View

RealTime Health View enables you to collect, aggregate, and analyze service-related data from existing management stations in your environment. You can use this data to create a set of high-level aggregated views of application, business, and IT services. RealTime Health View provides the following key components:

- RealTime Health View Composer
- RealTime Health View Portal
- RealTime Health View Adapters
- RealTime Health View Server

RealTime Health View Composer

You can use the composer module to design the portal views that your end users will view. You can introspect services from selected management stations in your environment (such as those running HP OpenView Internet Services, HP OpenView Operations for Windows, Mercury BAC, and so on) to provide high-level dashboard views.

The composer module enables you to do the following:

- Import services from management stations such as HP OpenView Internet Services, HP OpenView Service Navigator, HP OpenView Service Desk, and Mercury Business Availability Center. You can also import HTTP and SQL data sources.

- Create dashboards and define service groups. This enables you to display high-level service views grouped by geographies, business units, organizational units, and so on.

- Deploy any newly designed dashboard view so that it displays as a complete portal-based web site. The portal view also displays all drilldowns based on the content template you select in the composer.

RealTime Health View Portal

Your end users view the dashboards by using the portal view, which is a set of JSR168-compliant portlets that are auto-generated for the dashboards designed by using the composer. These portlets provide a consolidated view of services and enable end users to drill down to the elementary services. They also provide detailed information about each dashboard component including health metrics and other attributes.

The portal module provides the following:

- Summary views that show multi-dimensional aspects of a service, such as health, availability, service-level objective (SLO) compliance, alerts, and help desk incidents.

- First-level drilldown portlets show the service hierarchies as defined by the service managers. These portlets also show cross-domain heterogeneous views of data from multiple products within a specified service context.

- Second-level drilldown portlets show additional details about selected dependent services from products such as HP OpenView Internet Services and HP OpenView Service Navigator.

RealTime Health View Adapters

RealTime Health View adapters provide integration between the RealTime Health View server and the management stations from which it collects data. The adapters are web service-based applications that you deploy on each management station from which RealTime Health View collects data.

Adapters are available for the following HP products:

- HP OpenView Internet Services

- HP OpenView Service Desk

- HP OpenView Service Navigator

- HP OpenView Operations for Windows

Adapters designed to work with non-HP OpenView management stations are called Smart Link Integration (SLI). SLIs are available for the following products:

- Mercury Business Availability Center
- BMC Remedy Help desk

RealTime Health View Server

The RealTime Health View server acts as a repository for dashboards created by using the composer. It also contains an engine that accepts runtime data from adapters and SLIs, and computes status for each of the dashboard components at runtime.

Getting Started with RealTime Health View

Before using RealTime Health View, you must configure it by using the OV Dashboard Configuration Manager. OV Dashboard Configuration Manager enables you to configure connection parameters such as port number, polling interval, database, and portal server. It also enables you to start or stop the RealTime Health View servers.

For an overview of configuration and administration tasks, see Table 2.

Table 2   Organization of Tasks

Task Number	Task Name and Reference	Description
1.0	See Installing and Configuring Adapters on page 17.	RealTime Health View collects data with the help of adapters. After you install RealTime Health View, you must install the necessary adapters on each management station or data source.
2.0	See Configuring RealTime Health View on page 31.	Configure RealTime Health View database details, server properties, and adapters.
3.0	See Creating Dashboards on page 47.	Create and deploy dashboards by using the HP OpenView Dashboard Service Composer.
4.0	See Managing Users on page 67.	Add, delete, and manage users. Assign dashboards to portal users.

3 Installing and Configuring Adapters

In order to retrieve data from selected management stations, you must first install and configure adapters on each management station or data source. RealTime Health View provides adapters for the following HP OpenView management products:

- HP OpenView Internet Services
- HP OpenView Service Desk
- HP OpenView Service Navigator
- HP OpenView Operations for Windows

The set of adapters for HP OpenView management products are packaged in two different compressed files. These files are:

- For Windows systems: `HPOvDshAdapter-02.00.001.zip`
- For HP-UX systems: `HPOvDshAdapter-02.00.001.tar.gz`

These files are placed by the RealTime Health View installation wizard in the following location:

<OvInstallDir>`\misc\dashboard\rhview`

➤ *<OvInstallDir>* is also the location of other HP OpenView Dashboard files.

HP OpenView Internet Services

System Requirements

In order to install this adapter successfully, the target management station must meet the following minimum system requirements:

Table 3   System Requirements for the Adapter for HP OpenView Internet Services

Software Requirements	
Operating System	Windows 2000, 2003
HP OpenView Internet Services	Versions 5.2 and 6.1

Installation Tasks

1   Copy the `HPOvDshAdapter-02.00.001.zip` to the HP OpenView Internet Services management station and extract the contents of the file.

2   Run the extracted files in the following sequence:

   a   `HPOvXpl-02.61.050-WinNT4.0-release.msi`

   b   `HPOvJxpl-02.61.050-WinNT4.0-release.msi`

   c   `HPOvJre-01.04.211-WinNT4.0-release.msi`

   d   `HPOvDshRhvCo-02.00.001-WinNT4.0-release.msi`

   e   `HPOvDshISAdapt-02.00.001-WinNT4.0-release.msi`

3   To modify the HP OpenView Internet Services adapter configuration, edit the following properties file:

   <OvDataDir>`\conf\ovdshisadapter\OVISAdapterConfig.properties`

Attribute	Default Value	Description
`Port`	80	The port on which HP OpenView Internet Services measurement server is running
`Hours`	1	The number of hours to be considered while calculating drilldown data for a service health and HP OpenView Internet Services service elements.

4   Start the adapter as a service from Windows service explorer.

▶   Restart the adapter every time you edit the `OVISAdapterConfig.properties` file.

HP OpenView Service Desk

System Requirements

In order to install the adapter successfully, the target management station must meet the following minimum system requirements:

Table 4   System Requirements for the Adapter for HP OpenView Service Desk

Software Requirements	
Operating System	Windows XP, HP-UX 11.11 and 11.23 PA-RISC
HP OpenView Service Desk	Version 4.5 SP 17

Installation Tasks

Perform the following steps (on Windows or HP-UX platforms) to install and configure the adapter:

Windows

1 Copy the `HPOvDshAdapter-02.00.001.zip` to the HP OpenView Service Desk management station and extract the contents of the file.

2 Run the extracted files in the following sequence:

   a `HPOvXpl-02.61.050-WinNT4.0-release.msi`

   b `HPOvJxpl-02.61.050-WinNT4.0-release.msi`

   c `HPOvJre-01.04.211-WinNT4.0-release.msi`

   d `HPOvDshRhvCo-02.00.001-WinNT4.0-release.msi`

   e `HPOvDshSDAdapt-02.00.001-WinNT4.0-release.msi`

3 From Start menu, click **Programs → HP OpenView → Dashboard → RealTime Health View → Configure SD Adapter**. The OpenView Dashboard Service Desk Adapter Configuration dialog box opens.
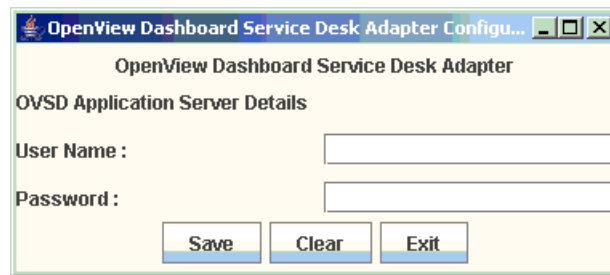
4 Enter the user name and password for HP OpenView Service Desk application server, and then click **Save.** When you finish, click **Exit**.

5 To modify the HP OpenView Service Desk adapter configuration, edit the following properties file:

   `<OvDataDir>\conf\ovdshsdadapter\OVSDAdapterConfig.properties` file.

Attribute	Default Value	Description
Hostname	localhost	The machine on which the HP OpenView Service Desk application server is running
Port	30999	The port on which the HP OpenView Service Desk application server is running

6 Start the adapter as a service from Windows service explorer.

> Restart the adapter every time you edit the `OVSDAdapterConfig.properties` file.

1   Copy the `HPOvDshAdapter-02.00.001.tar.gz` to the HP OpenView Service Desk management station.

2   Extract the contents of the file to a local subdirectory *<ExtractDir>*.

3   At the command prompt, install the extracted files by using the `swinstall` command. Make sure that you install the files in the listed sequence.

   a   **swinstall -s** *<ExtractDir>*/`HPOvXpl-02.61.050-HPUX11.0-release.depot`

   b   **swinstall -s** *<ExtractDir>*/`HPOvJxpl-02.61.050-HPUX11.0-release.depot`

   c   **swinstall -s** *<ExtractDir>* /`HPOvJre-01.04.211-HPUX11.0-release.depot`

   d   **swinstall -s** *<ExtractDir>* /`HPOvDshRhvCo-02.00.001-HPUX11.0-release.depot`

   e   **swinstall -s** *<ExtractDir>* /**HPOvDshSDAdapt-02.00.001-HPUX11.0-release.depot**

4   Run the file `ovdsdpwdchg.sh` from `/opt/OV/bin` on the command prompt. The OpenView Dashboard Service Desk Adapter Configuration dialog box appears.

5   Enter the user name and password for HP OpenView Service Desk application server, click **Save**, and then click **Exit**.

6   To modify the HP OpenView Service Desk adapter configuration, edit the following properties file:

   `/var/opt/OV/conf/ovdshsdadapter/OVSDAdapterConfig.properties`

Attribute	Description	Default
Hostname	The machine on which the HP OpenView Service Desk application server is running	localhost
Port	The port on which the HP OpenView Service Desk measurement server is running	30999

7   Run the file `ovsd_adapter.sh` from `/opt/OV/bin` on the command prompt. The adapter starts running as a daemon.

▶   Restart the adapter every time you edit the `OVSDAdapterConfig.properties` file.

HP OpenView Service Navigator

System Requirements

In order to install the adapter successfully, the target management station must meet the following minimum system requirements:

**Table 5   System Requirements for the Adapter for HP OpenView Service Navigator**

Software Requirements	
Operating System	HP UX 11.11 and HP UX 11.23 PA-RISC
HP OpenView Service Navigator	Versions 7.x and 8.x.

Installation Tasks

Perform the following tasks to install and configure the adapter:
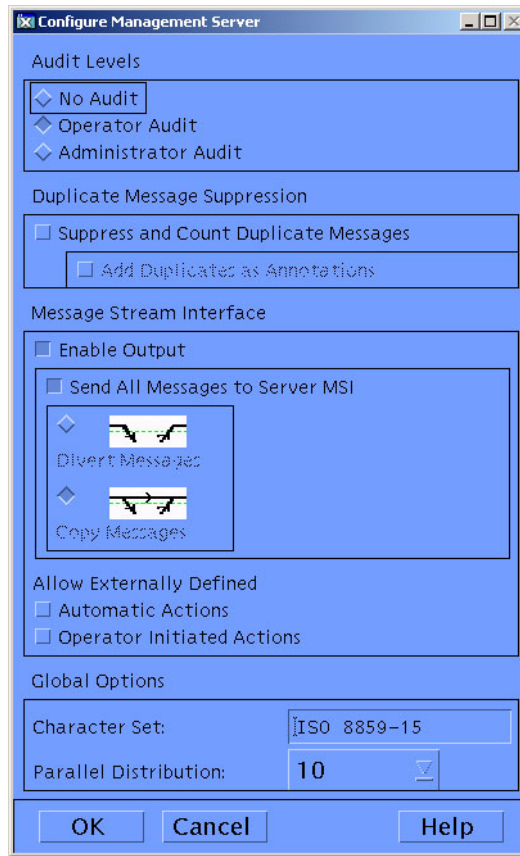
1   Configure HP OpenView Operations for UNIX

2   Install and Configure the Adapter for HP OpenView Service Navigator

Task 1:   Configure HP OpenView Operations for UNIX

1   Run **opc** at the command prompt. The user interface for OVO for UNIX opens.
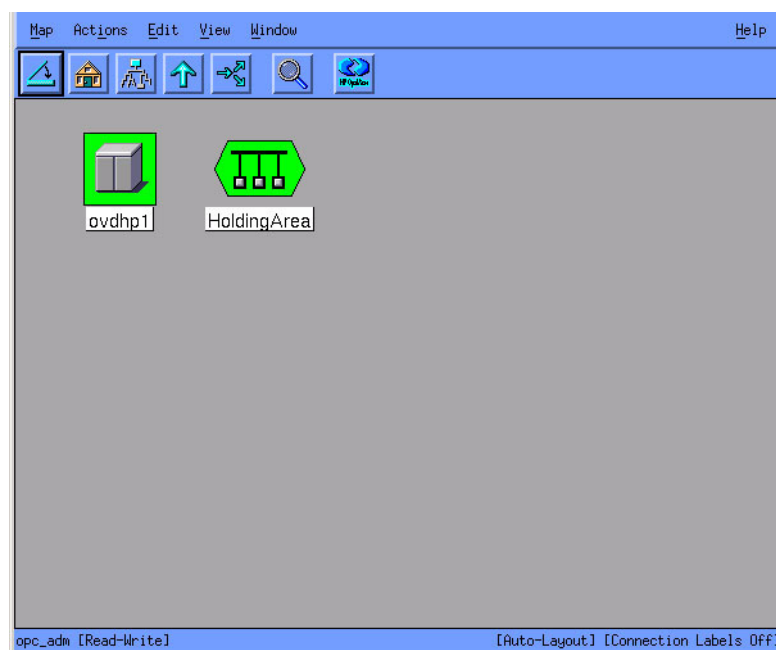
2   On the Actions menu, click **Server→ Configure**. The Configure Management Server window opens.

3   Select the following options:

- Under Message Stream Interface, select **Enable Output**.

- Under Enable Output, select **Send All Messages to Server MSI**.

4   Select **Copy Messages**.

5   Click **OK** to save your configuration choices.

Task 2:   Install and Configure the Adapter for HP OpenView Service Navigator

1   Copy the file `HPOvDshAdapter-02.00.001.tar.gz` to the HP OpenView Service
     Navigator management station.

2   Extract the contents of the file to a local subdirectory *<ExtractDir>*.

3   At the command prompt, install the extracted files by using the `swinstall` command.
     Make sure that you install the files in the listed sequence.

a   **swinstall -s**
     *<ExtractDir>***/HPOvXpl-02.61.050-HPUX11.0-release.depot**

b   **swinstall -s**
     *<ExtractDir>***/HPOvJxpl-02.61.050-HPUX11.0-release.depot**

c   **swinstall -s** *<ExtractDir>*
     /HPOvJre-01.04.220-HPUX11.0-release.depot

d   **swinstall -s** *<ExtractDir>*
     /HPOvDshRhvCo-02.00.001-HPUX11.0-release.depot

e **swinstall -s** *<ExtractDir>*
   /HPOvDshSNAdapt-02.00.001-HPUX11.0-release.depot

4 To modify the HP OpenView Service Navigator adapter configuration, edit the following properties file:

`/var/opt/OV/conf/ovdshsnadapter/OVSNAdapterConfig.properties`

Attribute	Default Value	Description
MESSAGE_COUNT	5	The maximum number of HP OpenView Operations messages you want to view for an HP OpenView Service Navigator service element.The MESSAGE_COUNT is the maximum number of messages to be fetched by the RealTime Health View server at every polling interval.
OVSN_SERVICE_TREE_DEPTH	3	The depth of the imported HP OpenView Service Navigator service tree. This is useful when you want to control the depth of HP OpenView Service Navigator service tree, which is displayed in RealTime Health View composer.

5 Run the file `ovsn_adapter.sh` from the location `/opt/OV/bin` in the command prompt. The adapter starts running as a daemon.

▶ Restart the adapter every time you edit the `OVSNAdapterConfig.properties` file.

HP OpenView Operations for Windows

System Requirements

In order to install the adapter successfully, the target management station must meet the following minimum system requirements:

Table 6   System Requirements for the Adapter for HP OpenView Operations for Windows

Software Requirements	
Operating System	Windows 2003
HP OpenView Operations for Windows	Versions 7.21 and 7.5
Microsoft .NET framework	Version 1.1 or greater

Installation Tasks

Perform the following steps to install and configure the adapter:

1   Copy the `HPOvDshAdapter-02.00.001.zip` to the HP OpenView Operations for Windows management station and extract the contents of the file.

2   Run the extracted files in the following sequence:

 a   `HPOvXpl-02.61.050-WinNT4.0-release.msi`

 b   `HPOvJxpl-02.61.050-WinNT4.0-release.msi`

 c   `HPOvJre-01.04.211-WinNT4.0-release.msi`

 d   `HPOvDshRhvCo-02.00.001-WinNT4.0-release.msi`

 e   `HPOvDshOWAdapt-02.00.001-WinNT4.0-release.msi`

3   To modify the HP OpenView Operations for Windows adapter configuration, edit the following properties file:

`<OvDataDir>\conf\ovdshowadapter\OVOWAdapter.cfg`.

Attribute	Default Value	Description
`hierarchydepth`	3	The depth of the imported HP OpenView Operations for Windows service tree. You can edit this attribute to control the depth of HP OpenView Operations for Windows service tree.
`messagecount`	5	The maximum number of HP OpenView Operations messages you want to view for a service element of HP OpenView Operations for Windows. The `MESSAGE_COUNT` is the maximum number of messages to be fetched by the RealTime Health View server at every polling interval

4   Start the adapter as a service from Windows service explorer.

▶   Restart the adapter every time you edit the `OVOWAdapterConfig.cfg` file.

Verifying Adapter Installation

To verify that the adapter is installed and running on the management station, load the following URL in a browser:

http://<*hostname*>:<*port number*>**/axis/services/**<*adapter*>**?wsdl**

where <*hostname*> is the name of the management server, <*portnumber*> is the port used by the adapter, and <*adapter*> is the web service name of the adapter.

The default port numbers and names of all the adapters are listed in the table below.

Adapter Name	Default Port Number	Web Service Name of the Adapter
Adapter for HP OpenView Internet Services	18091	OVISAdapter
Adapter for HP OpenView Service Desk	18092	OVSDAdapter
Adapter for HP OpenView Service Navigator	18093	OVSNAdapter
Adapter for HP OpenView Operations for Windows	18094	OVOWAdapter

If the adapter is installed and running, a page similar to the following appears.

After you install adapters on the target management stations, it is time to configure RealTime Health View to use the adapters. For more information about adding adapters by using the OV Dashboard Configuration Manager, see Configure Adapters with RealTime Health View on page 34.

Changing Port Numbers of Adapters

If the default port of an adapter is used by some other application, you must change the port number of the adapter on the management server.

Perform the following steps on the management server to change the adapter port number on Windows:

1   On management server, open Registry Editor window.

2   On left pane of the window, expand **HKEY_LOCAL_MACHINE** → **System** → **ControlSet001** → **Services** → *<adapter service name>*, where *<adapter service name>* is the name of the adapter service in Windows.
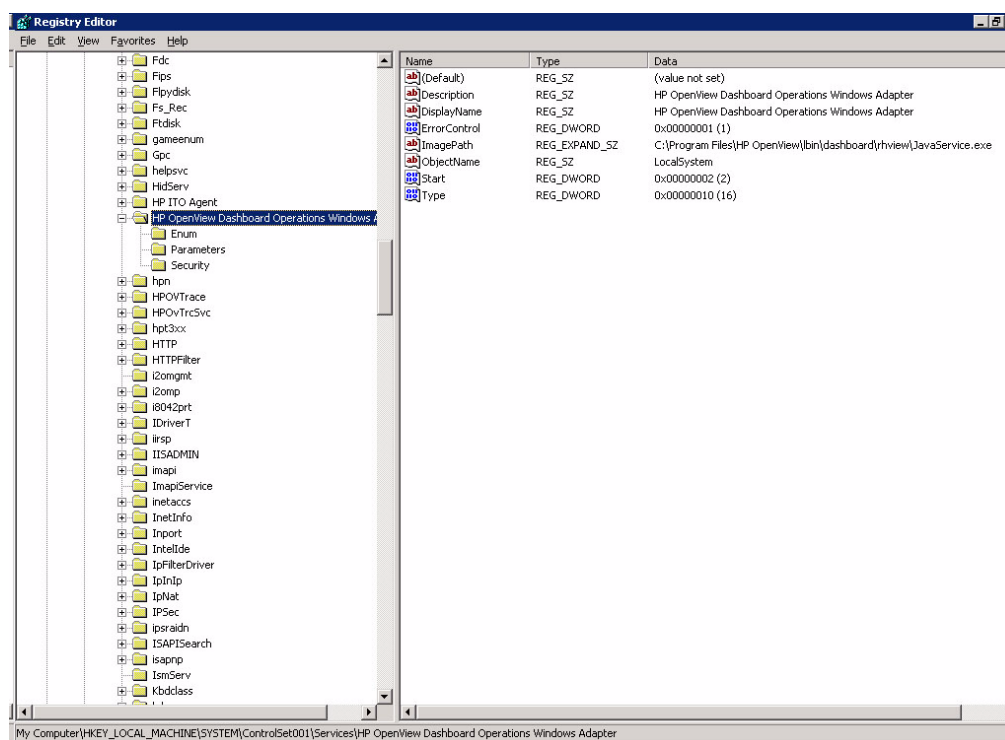
3   Click **Parameters**.

4   On the right pane, double-click **Start Param Number 1**. The Edit String dialog box appears.
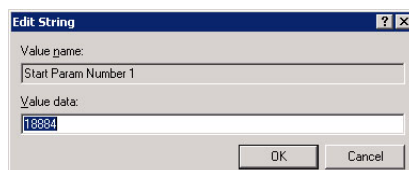
5   In the Value data text box, enter an available port number, and then click **OK**.

Perform the following steps to change the adapter port number on HP-UX:

1   Go to the location `/opt/OV/bin`.

2   To change the existing port of the adapter for HP OpenView Service Navigator, run the
     following command in the command prompt:

     ./ovdsnadapterportchg.sh *<port number>*

     where *<port number>* is an available port.

3   To change the existing port of the adapter for HP OpenView Service Desk, run the
     following command in the command prompt:

     ./ovdsdadapterportchg.sh *<port number>*

     where *<port number>* is an available port.

Uninstalling Adapters

Perform the following steps to uninstall an adapter:

Windows

1   Go to **Start** → **Settings** → **Control Panel**.

2   Click **Add/ Remove Programs**. Add/ Remove Programs window appears.

3   Remove the adapter from Add/ Remove Programs window.

HPUX

On HP-UX environment, run **swremove** command in the command prompt to uninstall the
adapter.

Importing Large Service Trees

By default, the adapters are capable of importing service trees of approximately one MB in size and three levels of depth. You can customize the level of depth up to twenty by editing the adapter properties file. However, if the size of the service tree is greater than one MB and depth is more than twenty levels, RealTime Health View may fail to import service definitions from the source management station. To counter this limitation, you must increase the Java Virtual Machine (JVM) heap size of the management stations where adapters are installed.

Increase the JVM Heap Size

To increase the JVM heap size of an adapter, perform the following steps:

Windows

1   Stop the adapter service from the Services window.

2   Open the Registry Editor window.

3   To increase the JVM heap size of the adapter for HP OpenView Service Desk, perform the following:

   a   In the left pane, expand **HKEY_LOCAL_MACHINES** → **System** → **ControlSet001** → **Services** → **HP OpenView Dashboard Service Desk Adapter**, and then click **Parameters**.

   b   In the right pane, double-click **JVM Option Number 6**. The Edit String dialog box appears.

   c   In the Value Data text box, change the value from -Xmx256m to -Xmx512m and click **OK**.

4   To increase the JVM heap size of the adapter for HP OpenView Internet Services, perform the following:

   a   In the left pane, expand **HKEY_LOCAL_MACHINES** → **System** → **ControlSet001** → **Services** → **HP OpenView Dashboard Internet Services Adapter**, and then click **Parameters**.

   b   In the right pane, double-click **JVM Option Number 6**. The Edit String dialog box appears.

   c   In the Value Data text box, change the value from -Xmx256m to -Xmx512m and click **OK**.

5   To increase the JVM heap size of the adapter for HP OpenView Operations for Windows, perform the following:

   a   In the left pane, expand **HKEY_LOCAL_MACHINES** → **System** → **ControlSet001** → **Services** → **HP OpenView Dashboard Operations Windows Adapter** and click **Parameters**.

   b   In the right pane, double-click **JVM Option Number 8**. The Edit String dialog box appears.

   c   In the Value Data text box, change the value from -Xmx256m to -Xmx512m and click **OK**.

6   Restart the adapter service from the Services window.

HP-UX

1   Stop the adapter daemon.

2   To increase the JVM heap size of the adapter for HP OpenView Service Navigator, perform the following steps:

a   Open the file `ovsn_adapter.sh` from `/opt/OV/bin/`.

b   Go to the line:
```
nohup $ADAPTER_HOME/nonOV/jre/1.4/bin/java -cp $CP $SYSPROPS -Xms128m
-Xmx256m org.apache.axis.transport.http.SimpleAxisServer -p $PORT >>
$LOGFILE 2>&1 &
```

c   Change `-Xmx256m` to `-Xmx512m`

3   To increase the JVM heap size of the adapter for HP OpenView Service Desk, perform the following steps:

a   Open the file `ovsd_adapter.sh` from `/opt/OV/bin/`.

b   Go to the line:
```
nohup $ADAPTER_HOME/nonOV/jre/1.4/bin/java -cp $CP $SYSPROPS -Xms128m
-Xmx256m org.apache.axis.transport.http.SimpleAxisServer -p $PORT >>
$LOGFILE 2>&1 &
```

c   Change `-Xmx256m` to `-Xmx512m`

4   Restart the adapter daemon.

4 Configuring RealTime Health View

After installing HP OpenView Dashboard RealTime Health View, you can configure it by using the OV Dashboard Configuration Manager. OV Dashboard Configuration Manager enables you to enter or modify configuration parameters and to start or stop the RealTime Health View server. By using the OV Dashboard Configuration Manager, you can perform the following tasks:

- Start and stop RealTime Health View server.

- Add or remove adapters.

- Assign dashboards to users.

- Remove dashboards from users.

- Change the database details for RealTime Health View.

- Change the server properties for RealTime Health View.

Organization of OV Dashboard Configuration Manager

OV Dashboard Configuration Manager consists of five tabs. These tabs are:

- **Server** — This tab displays RealTime Health View server related information, such as port number and polling interval.

- **Database** — This tab displays database configuration information, such as database type, database driver name, database driver type, and so on. You can modify the database properties of RealTime Health View from this tab.

- **Adapter** — This tab displays the list of configured adapters. You can add or remove adapters here.

- **Dashboard** — This tab displays the list of users and available dashboards. Here you can assign a dashboard to a particular user.

- **Administrator** — You can start and stop RealTime Health View servers from this tab.

Configuration Procedure

To be able to start and use RealTime Health View, you must complete the following configuration procedure using the OV Dashboard Configuration Manager.

1 Launch Configuration Manager

2 Configure Server Details

3 Configure Database Properties

Launch Configuration Manager

From Start menu, click **Programs** → **HP OpenView** → **Dashboard** → **RealTime Health View** → **Configuration Manager**. OV Dashboard Configuration Manager appears.

If you try to launch the OV Dashboard Configuration Manager while it is already running, the following error message appears:

```
An instance is already running.
```

▶   If you try to launch OV Dashboard Configuration Manager after it was abruptly closed, you may see the above mentioned error message. In that case, you must delete the file `gui.lck` from `<OvInstallDir>\bin`, and then launch OV Dashboard Configuration Manager.

Configure Server Details

When OV Dashboard Configuration Manager is launched, Server tab is selected by default and Server details section is displayed.
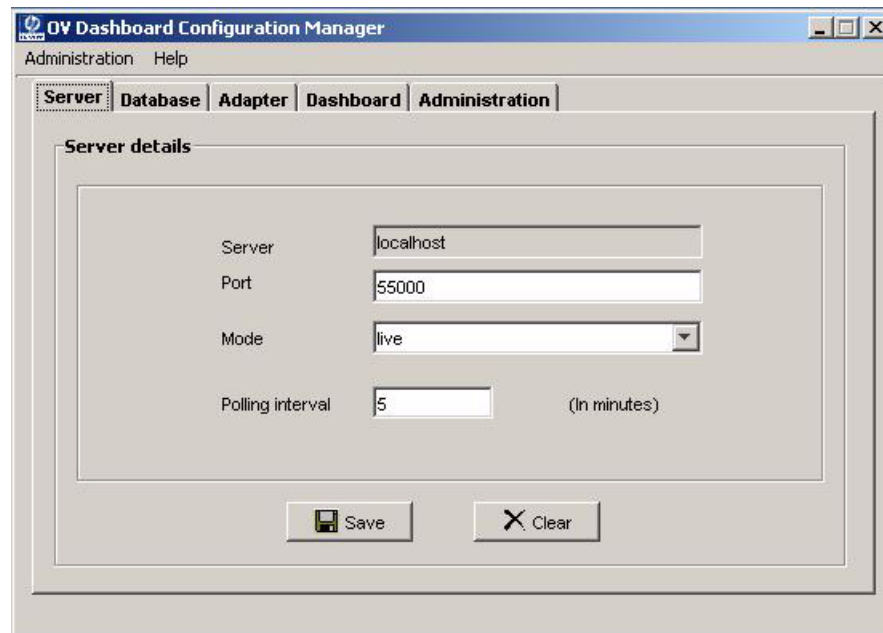
In this section, you can set and modify the following server properties:

- Port — This is the port number of RealTime Health View application. By default, it is set as 55000. Enter an available port number in the Port text box if the default port number is already being used by some other application.

- Polling Interval — Polling is a process by which RealTime Health View continuously retrieves data from management servers. You must set the interval of polling (in minutes) in Polling interval text box.
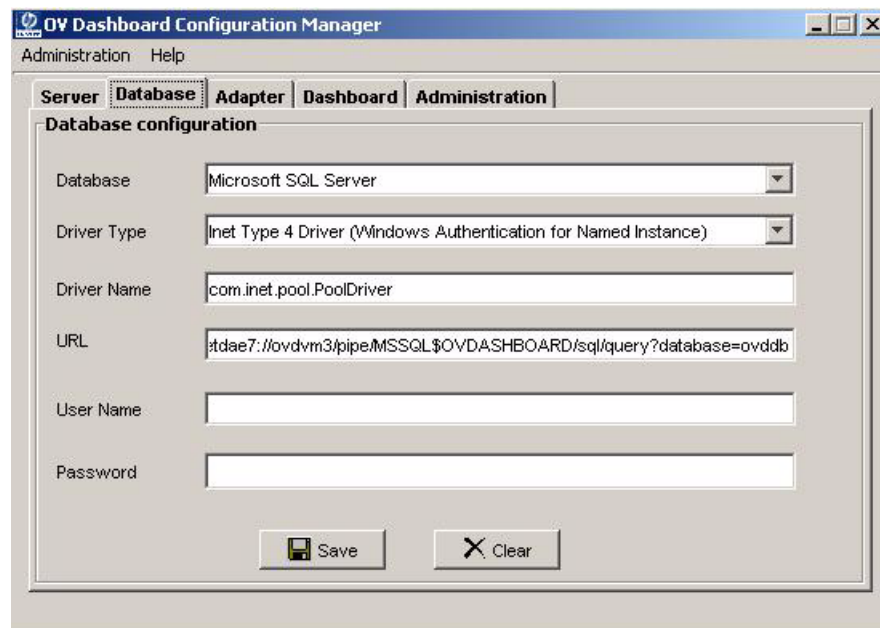
After you set the server properties, click **Save**.

Configure Database Properties

You must configure the database properties in OV Dashboard Configuration Manager to be able to connect to a database. You can use the default Microsoft SQL Server 2005 Express Edition database that was created while installing RealTime Health View, or a custom database.

To configure the database properties, perform the following steps:

1   Select Database tab. Database Configuration section appears.

By default, it displays the following:

— database as Microsoft SQL Server

— Driver Type as Inet Type 4 Driver (Windows Authentication for Named Instance)

— Driver name as `com.inet.pool.PoolDriver`

— URL as **jdbc:inetpool:inetdae7://<*localhost*>/pipe/MSSQL$OVDASHBOARD/sql/ query?database=ovddb**.

2   Keep all the default settings, leave User Name and Password fields blank, and then click **Save**.

It is recommended to configure RealTime Health View with the default database settings first. If the default database is not adequate for your requirement, you can use any other relational database. Refer to Configuring Custom Database on page 35 for information on configuring custom database with RealTime Health View.

RealTime Health View is also verified to work with Oracle 9i.

Configure Adapters with RealTime Health View

You must configure and add adapters installed on management servers to OV Dashboard Configuration Manager to retrieve runtime data. Perform the following steps to configure adapters on OV Dashboard Configuration Manager:

1 Select Adapter tab. The Adapters section appears.
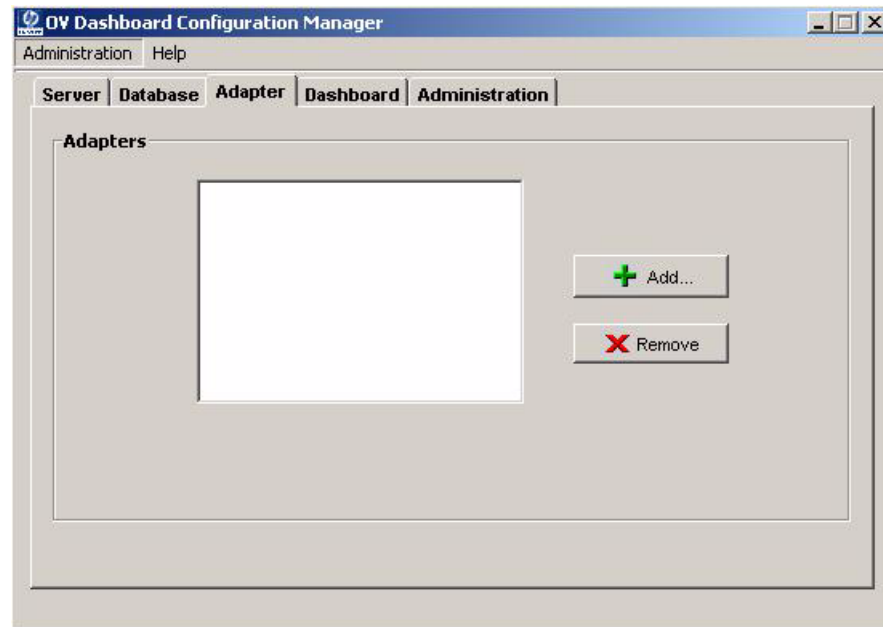
2 Click **Add**. The Enter adapter details dialog box appears.
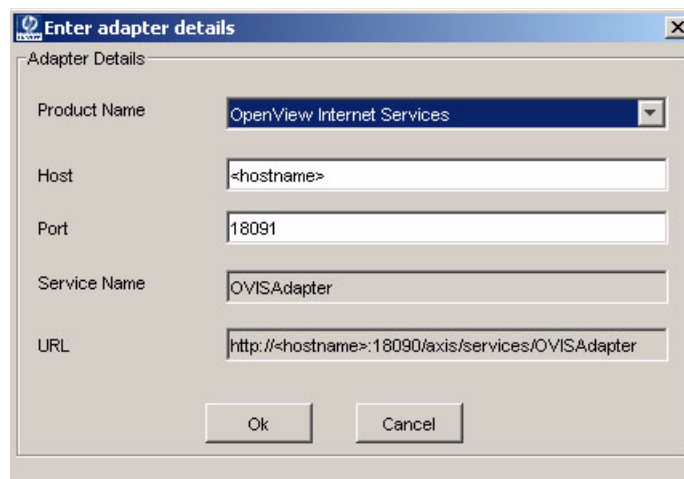
3 From the Product Name drop down box, select the name of the adapter.

4 In the Host text box, enter the hostname or IP address of the system where the adapter is installed.

5 In the Port text box, enter the port number used by the adapter.

6 Click **OK**.

7   Repeat steps 2 to 6 to add more adapters.

Start Servers

To start RealTime Health View server, perform the following:

1   Select the Administrator tab. The Server section appears.
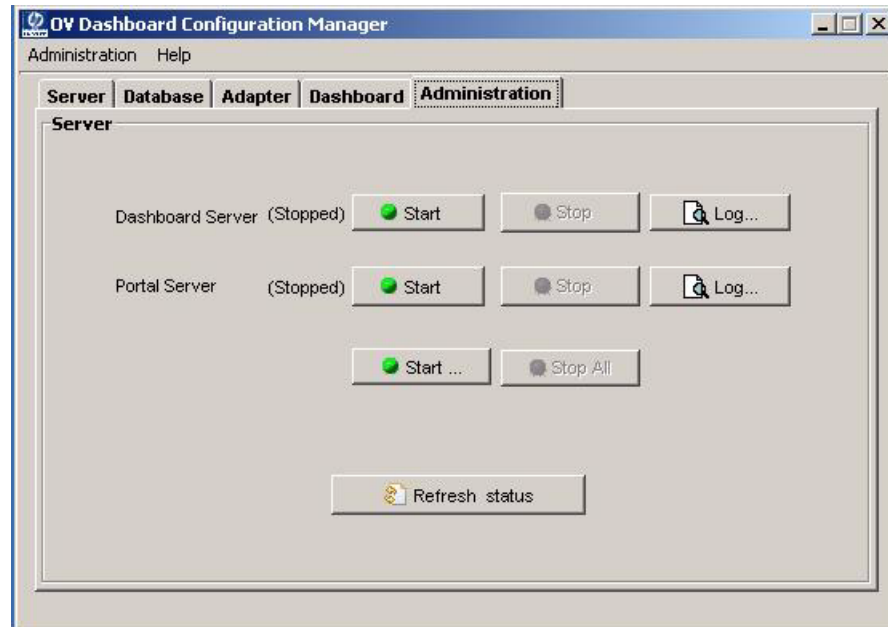
2   Click the **Start** buttons to start RealTime Health View server and portal server. Click **Start All** to start both the servers together.

Configuring Custom Database

You can configure OV Dashboard Configuration Manager to connect to a database other than the default database. The custom databases can be

- a Microsoft SQL Server 2000 Enterprise Edition database
- a Microsoft SQL Server 2000 Desktop Engine database
- an Oracle database

Configure Microsoft SQL Server Database

Instead of using the default database, you can use a different Microsoft SQL database as the back-end database.You can either use a database available in your local system, or a database in a remote system in the network domain.

The OV Dashboard Configuration Manager gives you a set of options to choose the database driver type and the database. After you select a driver type, the driver name appears in the Driver Name text field. Url text field displays the url string with variable parameters such as *<hostname>* and *<database>*.

Create Database in Microsoft SQL Server

Perform the following steps to create a database in Microsoft SQL Server:

1   From Start menu, click **Programs** → **Microsoft SQL Server** → **Enterprise Manager**. Enterprise Manager window appears.

2   On left pane, expand **Microsoft SQL Servers** → **SQL Server Groups**. List of available servers appear on the left pane.

3   Double-click the server where you want to create the database.
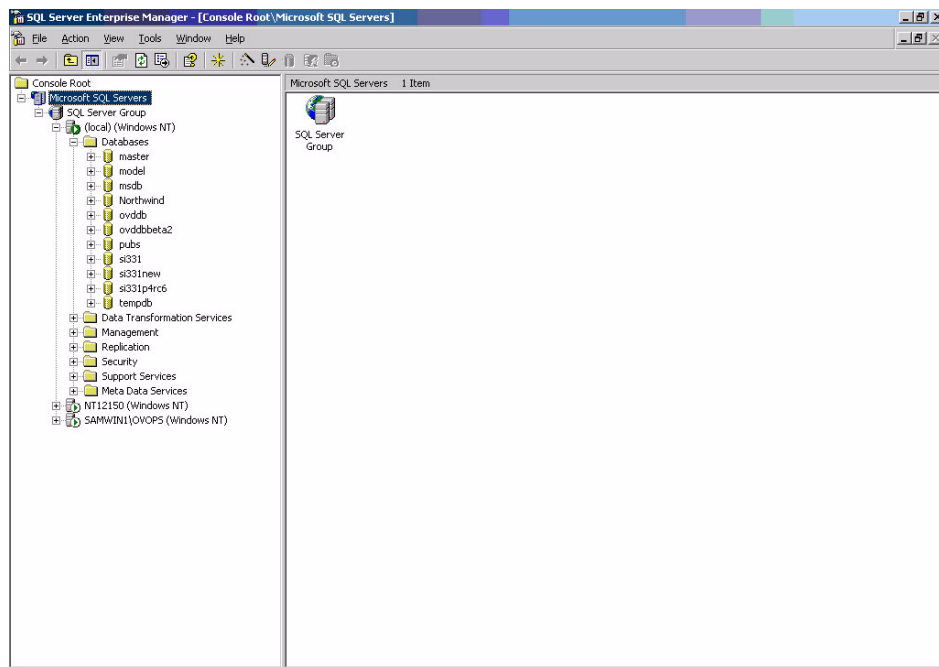
4   Double-click the **Database** folder on left pane. Set of all the available databases on that server appears on the right pane.
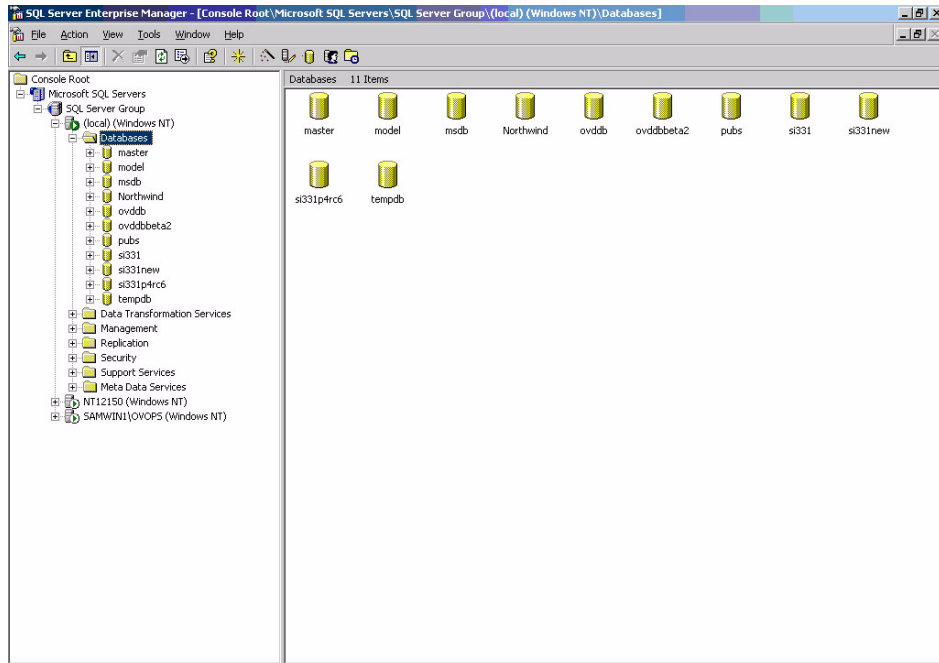
5   On the menu bar, click **Tools** → **SQL Query Analyzer**. SQL Query Analyzer window appears.

6   From File menu, open the query file `eddb_script.sql` from the location `<OvInstallDir>\misc\dashboard\rhview\server`. The contents of the script file appears on the editor pane.
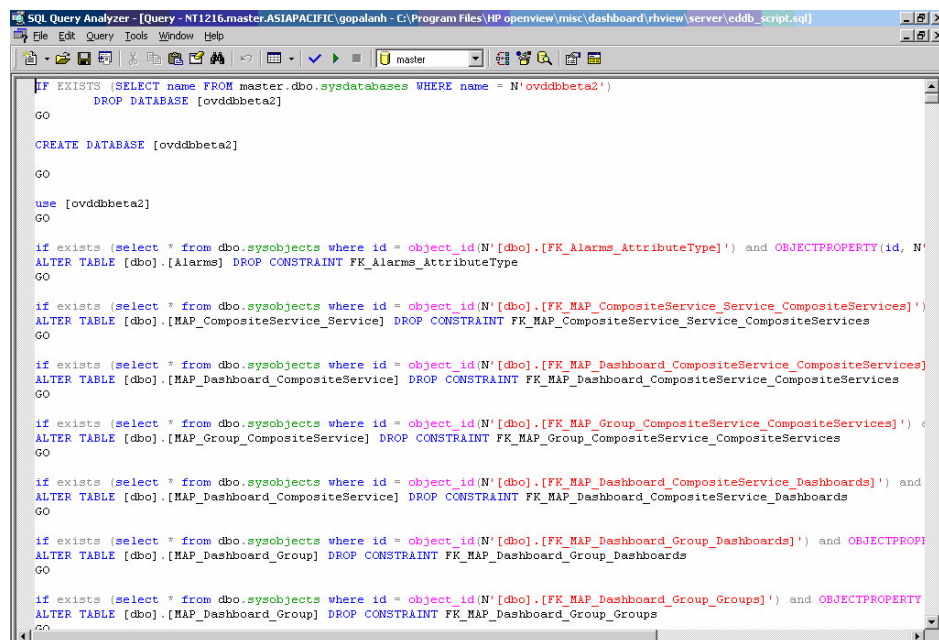
7   Click **Query** → **Execute**. `ovddb` database is created.

8   If you want to use Windows authentication, you need not create a login as Windows authentication does not need login and password. If you want to use SQL authentication, you must create a login. Perform the following steps to create a login for `ovddb`:

a In the left pane of SQL Server Enterprise Manager window, expand Security folder.

b Right-click on **Logins** icon, and then select New Login. SQL Server Login Properties - NewLogin dialog-box appears.
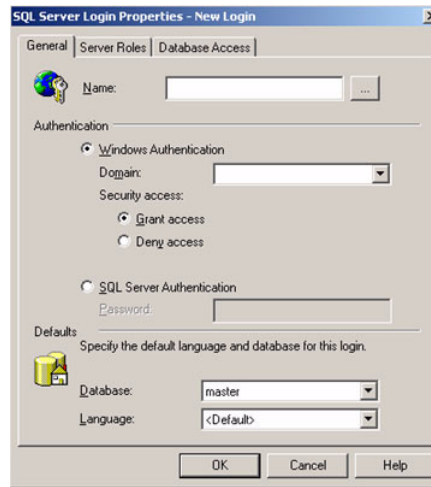
– In Name text-field, enter a name for the login. For example, `test`.

– Select SQL Server Authentication radio button.

– Enter a password for the login `test` in Password text-field.

– Select the database that was created in step 7 from the Database drop-down box.

– Keep the Language setting as default, and then click **OK**. Confirm Password pop-up appears.

– Enter the password in Confirm new password text-filed, and then click **OK**. The login is created and appears on the details pane.

– Right-click the newly created login, and then select Properties. SQL Server Login Properties dialog-box for the login appears.

– Go to Database Access tab.

– Select `ovddb` check-box to specify the database that test can access, select `db_owner` check-box, and then click **OK**.

▶ For more information, refer to the documentation provided with Microsoft SQL Server.

Configure RealTime Health View for Microsoft SQL Server Database

After you set up the Microsoft SQL Server database and driver, perform the following steps to use a custom Microsoft SQL Server as back-end database:

1 Select Database tab. Database Configuration section appears.

2 Select the option Microsoft SQL Server from the Database drop-down list.

3 Specify the following database configuration parameters:

— Driver Type

— Driver Name

— URL

— Username

— Password

Table 7 lists the details of database configuration parameters for a Microsoft SQL Server database.

Table 7   Configuration Parameters for Microsoft SQL Server Database

Serial No.	Driver Type	Driver Name	URL	Login Details
1.0	Inet Type 4 Driver (Windows Authentication for Named Instance)	com.inet.pool. PoolDriver	For local database — **jdbc:inetpool:inetdae7 ://**<*localhost*>**/pipe/ MSSQL$**<*instance name*>**/sql/ query?database=**<*data base name*> where <*database name*> is the name of the database and <*instance name*> is the name of the database instance.	Leave the User name and Password fields blank.
			For remote database — **jdbc:inetpool:inetdae7 ://** <*hostname*>**/pipe/ MSSQL$**<*instance name*>**/sql/ query?database=**<*data base name*> where <*database name*> is the name of the database, <*hostname*> is the hostname or IP address of the system, and <*instance name*> is the name of the database instance.	Leave the User name and Password fields blank. For a remote database, Windows Authentication for Named Instance only works when the host system of the remote database and RealTime Health View server are in same domain.

Table 7   Configuration Parameters for Microsoft SQL Server Database

Serial No.	Driver Type	Driver Name	URL	Login Details
2.0	Inet Type 4 Driver (Windows Authentication)	com.inet.pool. PoolDriver	For local database — **jdbc:inetpool:inetdae7 ://**<*localhost*>**/pipe/ sqlquery?database=** <*database name*> where <*database name*> is the name of the database	Leave the User name and Password fields blank.
			For remote database — **jdbc:inetpool:inetdae7 ://**<*hostname*>**/pipe/ sqlquery?database=** <*database name*> where <*database name*> is the name of the database and <*hostname*> is the hostname or IP address of the system.	Leave the User name and Password fields blank. For a remote database, Windows Authentication only works when the host system of the remote database and RealTime Health View server are in same domain.

Table 7   Configuration Parameters for Microsoft SQL Server Database

Serial No.	Driver Type	Driver Name	URL	Login Details
3.0	Inet Type 4 Driver (SQL Authentication)	com.inet.pool. PoolDriver	For local database — **jdbc:inetpool:inetdae7 :<*localhost*>:1433?data base=**<*database name*> where <*database name*> is the name of the database	Enter the User name and Password to access the database <*database name*>.
			For remote database — **jdbc:inetpool:inetdae7 :<*hostname*>:1433?data base=**<*database name*> where <*database name*> is the name of the database and <*hostname*> is the hostname or IP address of the system.	Enter the User name and Password to access the database <*database name*>.
4.0	Inet Type 4 Driver (SQL Authentication for Named Instance)	com.inet.pool. PoolDriver	For local database — **jdbc:inetpool:inetdae7 :<*localhost*>/**<*instance name*>**?database=**<*dat abase name*> where <*database name*> is the name of the database and <*instance name*> is the name of the database instance.	Enter the User name and Password to access the database <*database name*>.
			For remote database — **jdbc:inetpool:inetdae7 :** <*hostname*> **/**<*instance name*>**?database=**<*dat abase name*> where <*database name*> is the name of the database, <*hostname*> is the hostname or IP address of the system, and <*instance name*> is the name of the database instance.	Enter the User name and Password to access the database <*database name*>.

4   Click **Save** to save the database configuration.

Configure Oracle Database

As RealTime Health View supports Oracle database, you can use a database in Oracle to use with RealTime Health View. To use Oracle as database, you must have Oracle installed in the system where the database is hosted.

Create Database in Oracle

Perform the following steps to create a database in Oracle:

1   Launch SQL Plus. You can also perform the following steps using the Enterprise Manager Console.

2   Create tablespace into which you will load the tables for RealTime Health View.

Run the following script on SQL command prompt:

```
CREATE TABLESPACE ovddb
DATAFILE '<Oracle Install Directory>\oradata\<test>\ovddb.dbf'
SIZE 10M
AUTOEXTEND ON NEXT 10M
MAXSIZE unlimited;
```

Where `ovddb` is the name of the tablespace. You must enter the `DATAFILE` location according to your oracle installation location.

<Oracle Install Directory> is the directory where Oracle is installed in the system.

<test> is the name of the instance or System Identifier (SID).

You must reference this name while creating the database user. This command creates 10MB of tablespace, and then automatically extends the tablespace as needed.

3   Create a user profile, which will be used by RealTime Health View:

Run the following script on SQL command prompt:

```
CREATE USER <user_name> PROFILE DEFAULT
IDENTIFIED BY <password> DEFAULT TABLESPACE ovddb
ACCOUNT UNLOCK;
GRANT CONNECT TO <user_name>;
GRANT RESOURCE TO <user_name>;
```

This command creates a user in the database. `<user_name>` is the name of the database user, password is the user's password, and `ovddb` is the default tablespace assigned to the user.

4   Log in to Oracle with the newly created user account. Run the following command in the SQL command prompt to log in:

```
CONNECT <user_name>/<password>
```

5   Create the schema for ovddb. To create the schema, run the following script in the SQL command prompt:

```
@<path>/eddb_orascript_ddl.sql
```

<path> is the full path to the file `eddb_orascript_ddl.sql`. If HP OpenView Dashboard is installed in *<OvInstallDir>*, *<path>* is *<OvInstallDir>*\misc\dashboard\rhview\server.

> The *eddb_orascript_ddl.sql* script creates tables into the user's default tablespace. If you do not want to assign the tablespace of `ovddb` as the user's default tablespace, you must edit the script

6   Verify if any error message appears.

7   The database tables are created in the database ovddb.

8   Insert the required default data in `ovddb`. To insert the default data, run the following script in the SQL command prompt:

   @path/ `eddb_orascript_dml.sql`

   <path> is the full path to the file `eddb_orascript_ddl.sql`. If HP OpenView Dashboard is installed in *<OvInstallDir>, <path>* is *<OvInstallDir>*`\misc\dashboard\rhview\server`.

9   Verify if any error message is displayed.

   The default values are inserted in `ovddb`.

> For more information, refer to the documentation provided with Oracle.

Set up Oracle Driver

To be able to use Oracle as back-end database, you also need to set up Oracle driver. Perform the following steps to download and set up the Oracle driver:

1   Download the Oracle Type 4 Thin Driver – `ojdbc14.jar` from following location:

   http://www.oracle.com/technology/software/tech/java/sqlj_jdbc/htdocs/jdbc9201.html

2   Copy the `ojdbc14.jar` file to the following two locations:

   • *<OvInstallDir>*`\nonOV\dashboard\rhview`

   • *<OvInstallDir>*`\nonOV\dashboard\rhview\jetspeed\jakarta-tomcat-5.0.30\shared\lib`

Configure RealTime Health View for Oracle Database

After you set up the Oracle database and driver, perform the following steps to use Oracle as back-end database:

1   Select Database tab. Database Configuration section appears.

2   Select the option Oracle from the Database drop-down list.

3   Specify the following database configuration parameters:

   — Driver Type: Select the JDBC database driver from the list of available drivers. Select `Oracle Type 4 Thin Driver- ojdbc14.jar`.

   — Driver Name: Default is set to `oracle.jdbc.driver.OracleDriver`.

   — URL: Type the JDBC URL. For example, **jdbc:oracle:thin:@gspint7:1521:<Host String>=ovddb.** Here, Host String is the instance or SID that was created in

— Username: Type the username for accessing the database that was created in step 2 on page 42.

— Password: Type the password for accessing the database that was created in step 2 on page 42.

4   Click **Save** to save the database configuration.

▶   If you change the database from Microsoft SQL Server to Oracle, or vice versa, you must restart the servers from OV Dashboard Configuration Manager for the changes to take effect.

Table 8 lists the details of database configuration parameter for Oracle database.

Table 8   Configuration Parameters for Oracle Database

Serial No.	Driver Type	Driver Name	URL	Login Details
1.0	Oracle Type 4 Thin Driver	oracle.jdbc.driver.OracleDriver	For local database — **jdbc:oracle:thin:@ localhost:**<*portname*>**:**<*Host String*> where <*portname*> is the port name of Oracle database and <*Host String*> is the name of the System Identifier created in step 2 on page 42.	Enter the User name and Password of the Oracle database.
			For remote database — **jdbc:oracle:thin:@** <*hostname*>:<*portname*>:<*Host String*> where <*hostname*> is the name of the system, <*portname*> is the port name of Oracle database, and <*Host String*> is the name of the System Identifier created in step 2 on page 42.	Enter the User name and Password of the Oracle database.

Configuring BEA WebLogic as Portal Server

RealTime Health View supports BEA WebLogic as portal server. Jetspeed is bundled with RealTime Health View and installed automatically during installation. If you want to use BEA WebLogic as the portal server for RealTime Health View, you must have BEA WebLogic 8.1 Workshop installed on the system where RealTime Health View is installed.

To configure BEA WebLogic to be used as a portal server, perform the following.

1   Create a Portal Domain

Create a Portal Domain

To create a portal domain in BEA WebLogic, perform the following steps:

1 From Start menu, click **Programs** → **BEA WebLogic Platform 8.1** → **Configuration Wizard.**
BEA WebLogic Configuration Wizard appears.

2 Select Create a new WebLogic configuration radio button, and then click **Next**.

3 Select Basic WebLogic Portal Domain from the Templates pane, and then click **Next**.
Choose Express or Custom Configuration screen appears.

4 Select Express radio button, and then click **Next**.

5 Enter a name and password in User name and User password fields. These access details
will be used as administrative username and password.

6 Click **Next**. Configure Server Start Mode and SDK screen appears.

7 Keep all the default settings, and then click **Next**. Create WebLogic Configuration screen
appears.

8 If you want, you can change the configuration name, and then click **Create**.

9 Click **Done**.

Deploy RealTime Health View Portlet Application to BEA WebLogic

Perform the following tasks to deploy RealTime Health View portlet application to BEA
WebLogic:

1 Create a Portal Application

2 Create a Web Application

3 Deploy the Application

Task 1: Create a Portal Application

1 Start BEA WebLogic Workshop 8.1.

2 Click **File** → **New** → **Application**. New Application dialog-box appears.

3 Select Portal Application on right pane.

4 In the Directory field, enter the location where you want to store the application.

5 In the Name field, enter a name of the application.

6 Make sure that the data in the Server field is the location of `config.xml` file for the
newly created portal domain. See Create a Portal Domain on page 45 for information on
creating a portal domain in BEA WebLogic.

7 Click **Create**. The new portal application appears in Application pane.

Task 2: Create a Web Application

1 Copy the `ovdportal.war` file from *<OvInstallDir>*\java to a local directory.

2 Extract the contents of this file. To extract the contents, go to the location you copied
`ovdportal.war`, and then run the command `jar -xvf ovdportal.war`.

3 Import the project to WebLogic Workshop 8.1. To do this, perform the following steps:

   a   In WebLogic Workshop 8.1, click **File → Import Project**. Import Project - New Project dialog-box appears.

   b   Select portal on left pane. The list of projects appear on right pane.

   c   Select the portal web project from right pane.

   d   Click **Browse**, and then navigate to the directory where you want to stage the RealTime Health View portlet application.

   e   Select the Copy into Application directory check box.

   f   The value in the Name field is the name that will appear in the BEA WebLogic configuration tools.Verify the project name, change the name if necessary, and then click **Import**. A popup to update the Workshop appears.

   g   Click **Yes**.

Task 3: Deploy the Application

1 Click **Build → Build EAR**. It creates the EAR file *<application name>*.ear where *<application name>* is the name of the application.

2 Deploy the EAR file in WebLogic.

▶ For more information, refer to the documentation provided with BEA WebLogic Workshop 8.1.

Configuration for Custom Database

If you are using a custom database instead of the default one, you must copy the DATABASE_DETAILS.properties file from the location *<OvDataDir>*\conf\dashboard\rhview\common to *<BEA-HOME>*\user_projects\Application*<Application Name>**<Project Name>*\WEB-INF\classes
where *<Application Name>* is the name of the application created in step 5 on page 45 and *<Project Name>* is the name of the project imported in step f on page 46.

5 Creating Dashboards

You can use the RealTime Health View composer module to design the portal views that your end users see. RealTime Health View collects real-time data from various management systems via web service based adapters.

The composer enables you to do the following:

- Import services from management applications and other data sources such as HP OpenView Internet Services, HP OpenView Service Navigator, HP OpenView Service Desk, and Mercury Business Availability Center. You can also import SQL data sources by using queries.

- Create, modify, or remove dashboard views and define service groups. This enables you to display high-level service views grouped by geographies, business units, organizational units, and so on.

- Deploy any newly designed dashboard view so that it displays as a complete portal-based web site. The portal view also displays all drilldowns based on the content template you select in the composer.
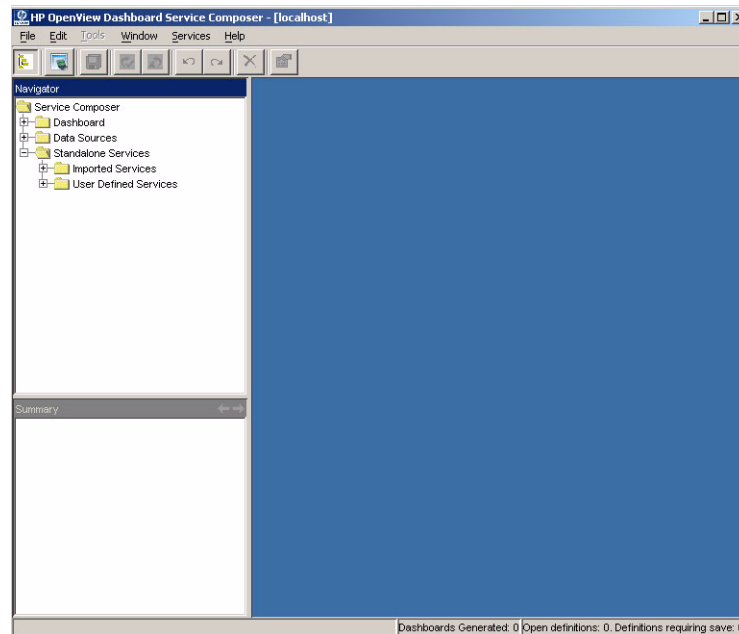
Organization of Composer

To launch the composer, click **Start** → **Programs** → **HP OpenView** → **Dashboard** →

RealTime Health View → **Composer**. The HP OpenView Dashboard Service Composer window opens.
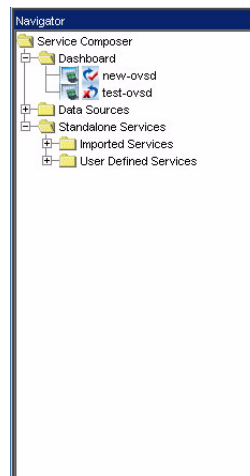
The composer is divided in three panes — navigator pane, summary pane, and view pane.

Figure 2   Composer for RealTime Health View

- Navigator pane – it is a navigation tool go to existing dashboards and data sources. Basic elements of this pane are Dashboard, Data Sources, and Standalone Services.

Figure 3   Navigator Pane

— Dashboard – this element contains existing dashboards. If you expand this element, you can see the available dashboards.

— Data Sources – This element has two sub-elements — HTTP and SQL. RealTime Health View imports data from remote servers with the help of adapters. It can also collect data from a SQL Server (available in the network), or an HTTP web address. These SQL Servers and HTTP servers are called data sources. You can expand each element to see the available data sources configured inside the group.

— Standalone Services – this displays the list of underlying services imported from management servers. It also lists the user-defined data source that are configured for status calculation.

- Summary pane – the summary pane is located right below the navigation pane. It displays the details of each element of the navigation pane.

Figure 4   Summary Pane
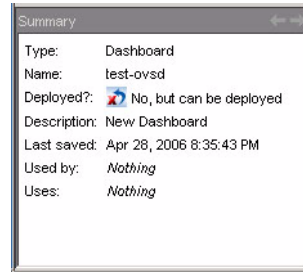
If you select a particular dashboard, imported service, or data source in the navigation pane, the summary pane displays the following details.

— Type – the type of the element, whether it is a dashboard, HTTP data source, or SQL data source.

— Name – name of the element

— Deployment Status – whether the element is deployed or not

— Description – description about the element. For example, name of the dashboard.

— Last saved – date and time when the element was saved

• View pane – This pane is located at the right side of the navigation pane and summary pane. You need to use this pane while modeling a dashboard or creating a new data source.

Designing a Dashboard

To design and deploy a new dashboard, you need to perform the following steps based on your requirement and the type of dashboard you want to build:

▶ Step 2 is optional. Skip this step if you do not want to add data sources to your dashboard.

1   Import Service Definitions
2   Create Data Sources
3   Create a New Dashboard
4   Build the Dashboard
5   Generate the Dashboard

Import Service Definitions

Perform the following steps to import service definitions from adapters.

1   On the menu bar, click **Services** → **Import Service Definitions**. The Import Services pop-up box appears displaying the list of available adapters.

2   Select the adapters that you want to use, and then click **OK**. The selected adapters are imported to the composer.

3   On the navigator pane, click and expand **Standalone Services** → **Imported Services**. The list of imported adapters appear.

4   You can click on an individual adapter to see the list of services available with each adapter.

▶   You can verify whether the service definitions have been imported or not from the status bar of the Composer window. It displays a message, Service imported if the service is imported successfully. Otherwise, it shows an error message, Error occured during service synchronization.

Create Data Sources

If you do not need to retrieve data from SQL or HTTP data sources, skip to the next section. You can create the following two types of data sources:

*   HTTP data source

*   SQL data source

Prerequisite

Before you create a data source, you must meet the following prerequisites:

*   If you want to create an HTTP data source, you must edit the `HTTPDataSource.properties` files with proxy settings of your browser. Perform the following steps to edit `HTTPDataSource.properties` files:

    a   Open `HTTPDataSource.properties` files from the locations `<OvDataDir>\conf\dashboard\rhview\composer` and `<OvDataDir>\conf\dashboard\rhview\server`.

    b   Edit the following lines in both the files to change the proxy server name and the port number:

        proxyserver=abc-proxy.xyz.hp.com
        proxyserverport=8021

*   If you want to create an SQL data source, perform the following steps to edit `SQLDataSource.properties` files.

    a   Open the `SQLDataSource.properties` file from the location `<OvDataDir>\conf\dashboard\rhview\composer`.

    b   Change the number of rows to be displayed on the portal from the extracted data, using the SQL data source. In the following line, change '0' to the number of lines that you want to display on the portal: `Response_Truncation=0`

    ▶   If the default value zero is used, then RealTime Health View server fetches all the rows available for that data source. If the data is too large, then JVM may throw Out of Memory exception.

*   If you want to create an HTTP data source or an SQL data source for status calculation, you must have Perl installed on the RealTime Health View system. Also, you must edit the `oved-repository.cfg` file with the location details of Perl.

    To edit `oved-repository.cfg`:

a   Open the `oved-repository.cfg` file from
    `<OvDataDir>\conf\dashboard\rhview\server`.

b   Under the `UDDS` section, set `EXEC_PATH` to the location of Perl, and `SUFFIX` to `.pl`.

For example:

```
[udds]
EXEC_PATH=C:\Perl\bin\perl.exe
SUFFIX=.pl.
```

Create HTTP Data Source

You can create three different types of HTTP data sources — configured URL, raw data, and status calculation.

Perform the following steps to create an HTTP data source:

1   In the navigator pane, right click on **Data Sources**, and then click **New** → **Http datasource**.
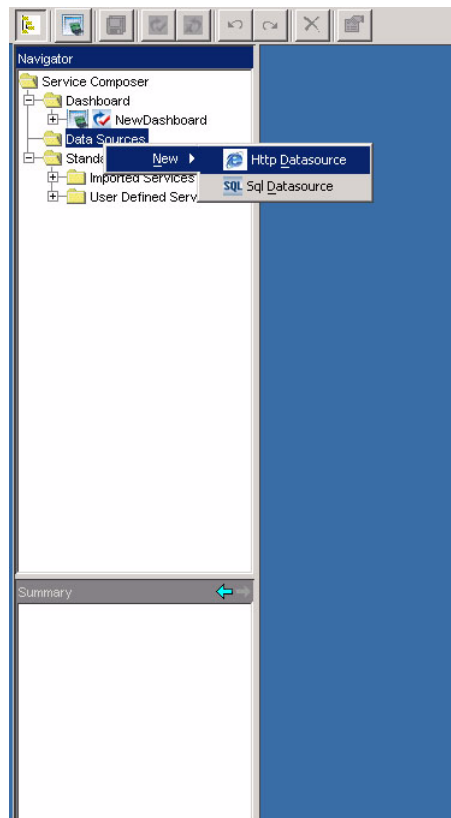
The HTTPUserDefinedService dialog box appears on the view pane.

2   In the HTTPUserDefinedService dialog box, enter the name and description of the data source under the Datasource Identity tab.

3   Select the Proxy check box under Datasource Properties tab to enable connection through proxy server. It is not necessary to select this check box if you want to connect to an intranet address.

4   Perform the following to configure the HTTP data source as configured URL.

a   Select Configured URL from the Runtime Data Type drop-down list.

b   In the Configured URL Details section, enter name of the URL in the Label text field.

c   In the same section, enter a web address in the URL text field, and then click **Test & Add**. The URL is added to the Configured URL Details panel. You can add more than one URL. This URL appears in the dashboard portal as a hyperlink.

5   Perform the following steps to configure the HTTP data source as raw data:

a   Select Raw Data from the Runtime Data Type drop-down list.

b   In the Datasource Information section, enter the name of the URL in the Label text field.

c   In the same section, enter a web address in the URL text field, and then click **Test**. If the URL is correct, a confirmation pop-up appears. The content of the page linked to this URL appears in a portlet in the dashboard portal.

▶   Web pages with dynamic HTML content may not be displayed properly as raw data.

6   Perform the following steps to configure the HTTP data source as status calculation.

a   Enter data in the Label and the URL text fields in the Datasource Information section.

b   Paste a Perl script in the Transformation Script field. Refer to Guidelines for Writing Data Source Transformation Script on page 83 while creating a Perl script program.

Create SQL Data Source

Perform the following steps to create an SQL data source.

1   In the navigator pane, right click on **Data Sources**, and then click **New → Sql datasource**. The SQLUserDefinedService dialog box appears on the view pane.
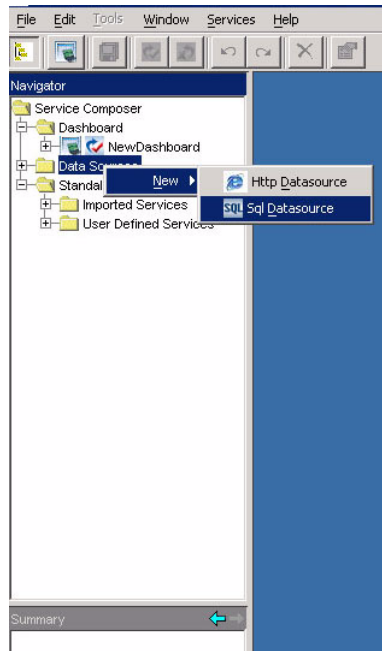
2 Under the Datasource Identity tab, enter name and description of the data source.
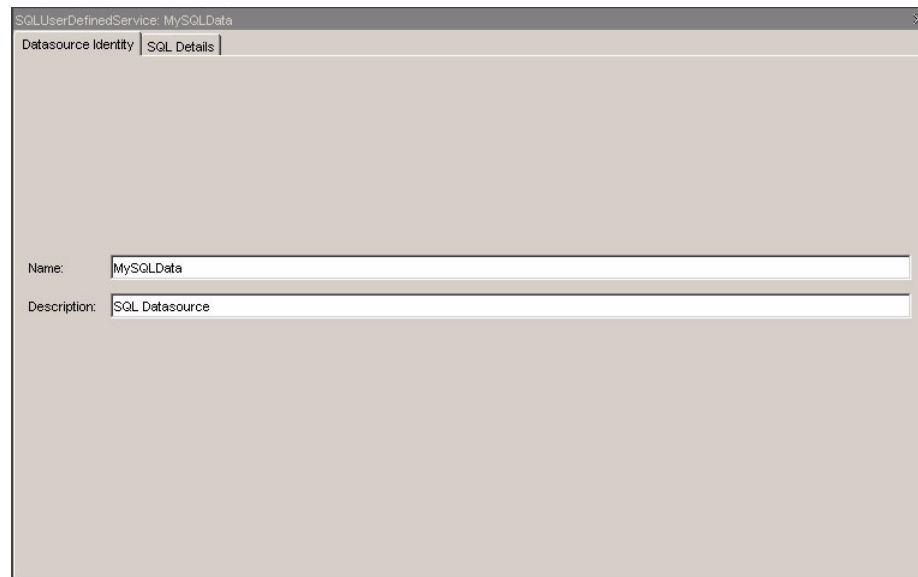
3 In the SQL Details tab, enter a name for the data source in the Label field.

4   Check the System DSN check-box.

5 In the DSN Name field, enter the DSN name of the database which you want to connect to the dashboard.

6   Enter the username and password in the text fields to access the database.

▶   If you create DSN by using Windows authentication, you do not need to enter any username or password.

7   If you select Raw Data in the Runtime Data drop-down box, you must enter an SQL statement in the Query field, click the Save All icon, and then click **Test** to check if you can access the database.

8   If you select Status Calculation in the Runtime Data drop-down box, you must enter a Perl script in the Transformation Script field. Refer to Guidelines for Writing Data Source Transformation Script on page 83 while creating a Perl script program.

| Field Name	Sample Value
In General Information section	
Label	*SQL my Table*
DSN Name	*myDSN*
User name	*username*
Password	*password*
In Datasource Details section	

Field Name	Sample Value
Runtime Data Type	*Raw data* or *Status Calculation*
Query	*Select * from myDbTable* Enter this only when Runtime Data Type is Raw Data. Otherwise, leave this field blank
Transformation Script	The Perl script for status calculation. (Enter the Perl script only when Runtime Data Type is Status Calculation. Otherwise, this field is disabled.)

Create a New Dashboard

To create a new dashboard, perform the following steps.

1   On the menu bar, click **File** → **New** → **Dashboard**.

Alternatively, in the Navigator pane, right-click on **Dashboard** folder, and then click **New** → **Dashboard**.

The dashboard appears with four tabs — Identity, Template Selection, Content Selection, and Dashboard Editor.

2   Under the Identity tab, enter name and description of the dashboard.

3   Under the Template Selection tab, choose the template. Each template gives a unique look and feel to the portal. The available templates are Classic, Default, and Magenta.
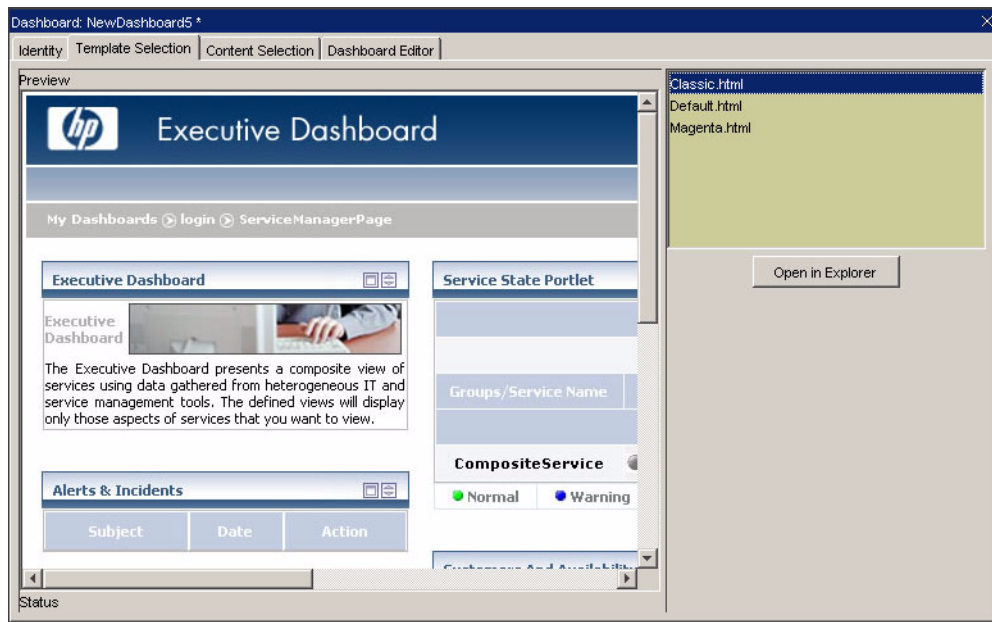
4   Under the Content Selection tab, select the content for the dashboard portal page from the list of available contents. The available content types are Service Manager Centric View, Business-IT Centric View, IT-Operation Centric View, and IT-Help Desk Centric View. The layout of the generated dashboard portal page differs based on the selected content type.
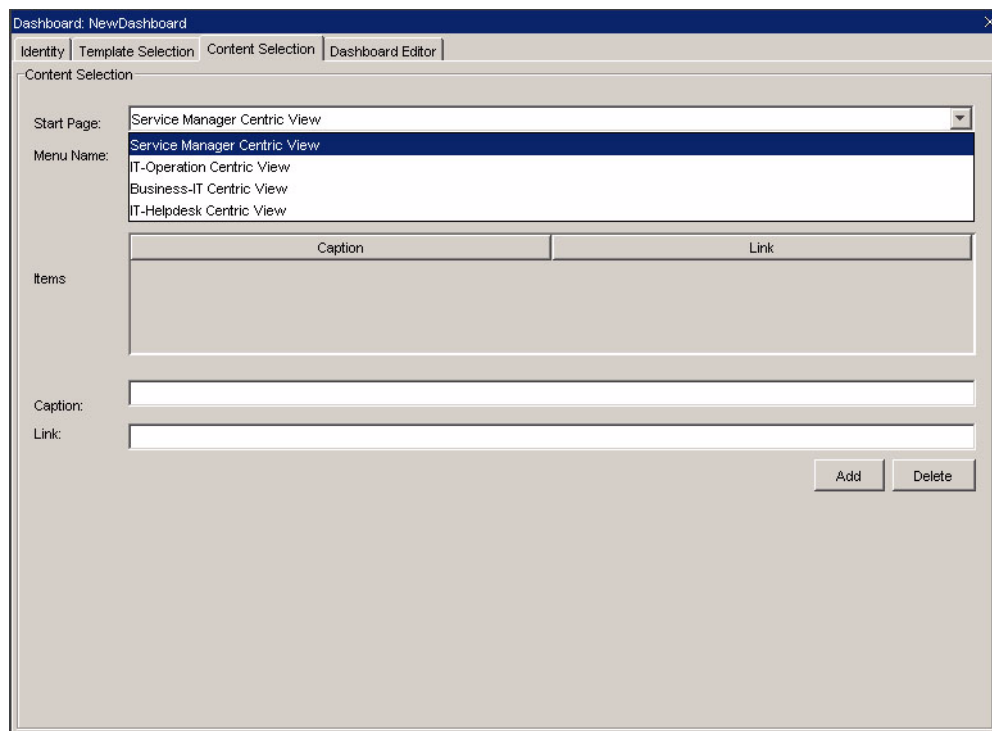
5 Under the Dashboard Editor tab, you can see that the dashboard node icon appears in the composer canvas.

Build the Dashboard

Under the Dashboard Editor tab, you must build the dashboard hierarchy. Perform the following tasks to build a dashboard hierarchy, which is also known as service tree.

1 Create a Service Group

2 Create a Composite Service

3 Create an Elementary Service

4 Define Relationship

Task 1: Create a Service Group

A service group is a collection of composite services. After importing service definitions to a dashboard, you can create groups with the services imported from management servers. A group view usually represents a group of composite services or a sub-grouping of dashboard views for facilitating more summarized views. You can create organizational, geographical, or analogical grouping of your dashboard by creating service groups.

If you do not want to create a service group, skip this task. Perform the following steps to create a service group:

1 From the menu bar at the top of the composer canvas, click the group icon and drop it on the composer canvas.

2 To name the group, double-click on the group node. The Node Properties - Group dialog box appears.
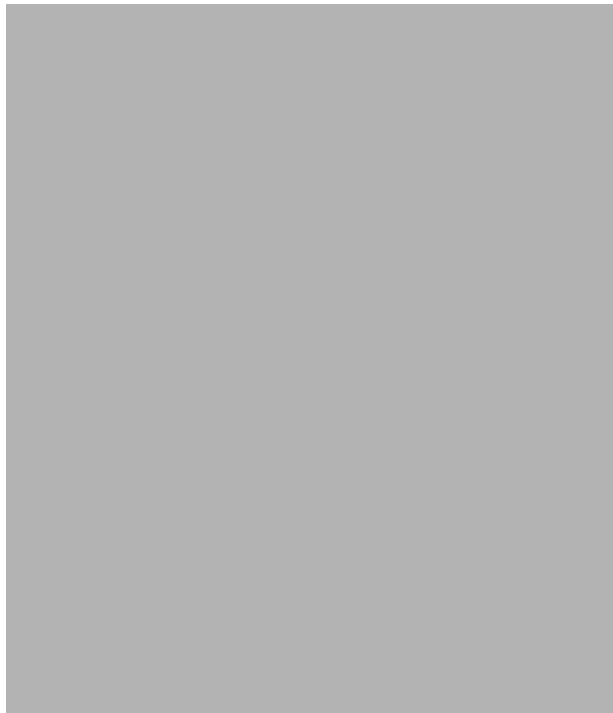
3 In the Name text box, enter a name of the group.

4   Select AND or OR depending on the status calculation requirement.

5   In the Description text box, enter a brief description of the group.

6   Perform the following steps if you want to add any data sources to the group node.

    a   Click the Data Source tab. The Datasources pane appears.

    b   On top left corner of the pane, click the new service icon. Select Services for Node pop-up appears.

    c   Expand the Data Sources folder, and then select the data source you want to add.

    d   Click **OK**

7   Click **OK**

Task 2:   Create a Composite Service

To create a composite service, perform the following steps.

1   Click the Dashboard Editor tab.

2   From the menu bar, click **Tools** → **Composite Service Node**, and then click on the dashboard canvas. A new composite service node appears on the canvas.
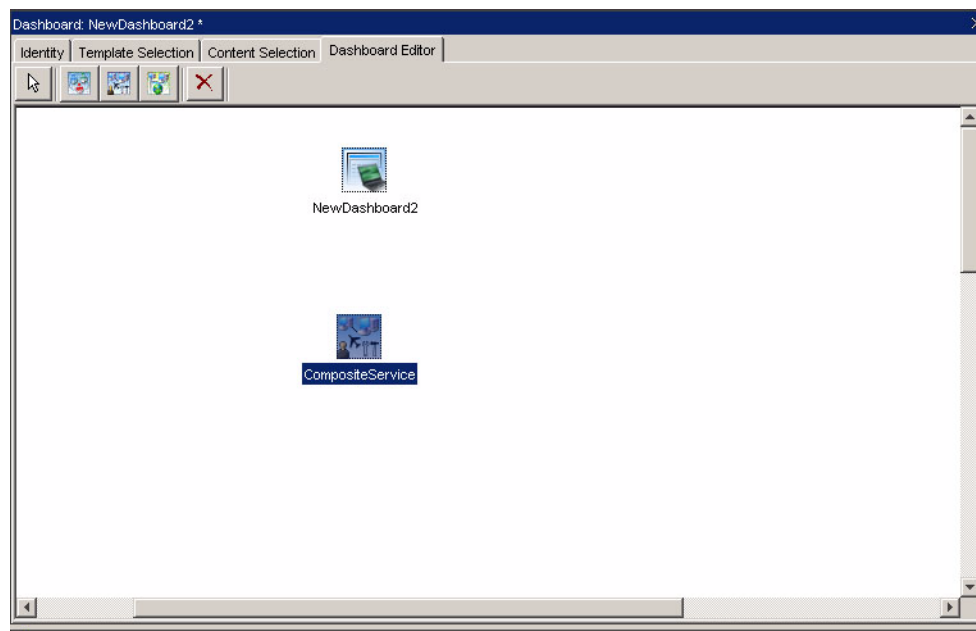
3   Double-click the composite service node. The Node Properties CompositeService dialog box appears.

The dialog box has four tabs — Node, Service, Data Source, and Look Across Service.

4   Go to the Node tab, and perform the following.

   a   In the Name text field, enter a name for the composite service.

   b   In the Description text field, enter a brief description of the composite service.

   c   Select AND, OR, or WEIGHT depending on the status calculation requirement.

5   Click the Service tab. Service pane appears.
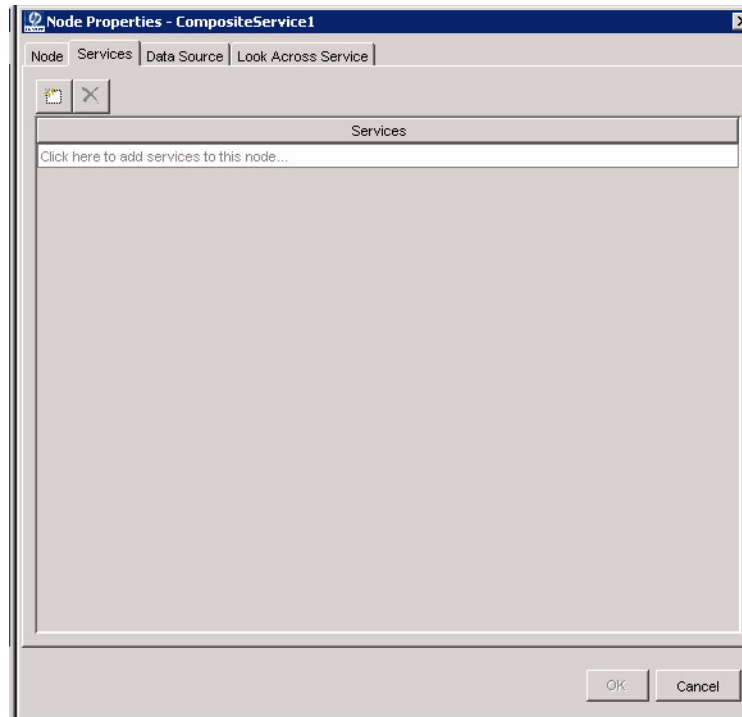
6   If you do not want to add a service for the node, skip to the next step. To add a service, click the Services tab, and then perform the following:

   a   On the top left corner of the pane, click the new service icon. Select Services for Node pop-up appears.
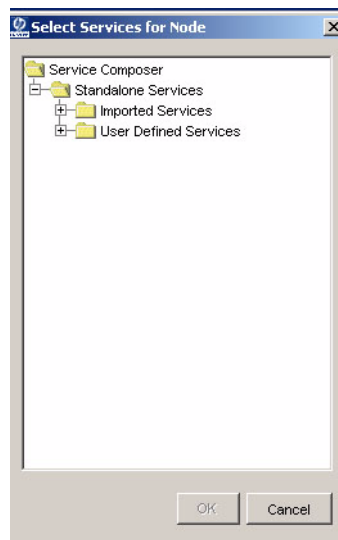
   b   Expand **Standalone Services** → **Imported Services** to see the list of available service definitions imported with the help of various adapters and SLIs.

   c   Select an available service, and then click **OK**. The service is added to the composite service.

7   Click the Data Source tab. The Datasources pane appears.

8   If you do not want to add a data source to the node, skip to the next step. To add a data source, perform the following:

   a   On top left corner of the pane, click the new service icon. Select Services for Node pop-up appears.
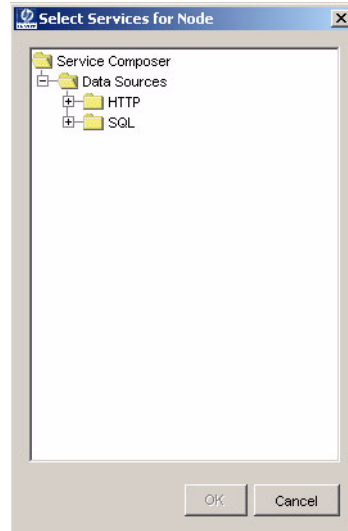
   b   Expand the Data Sources folder, and then select the data source you want to add.

   c   Click **OK**.

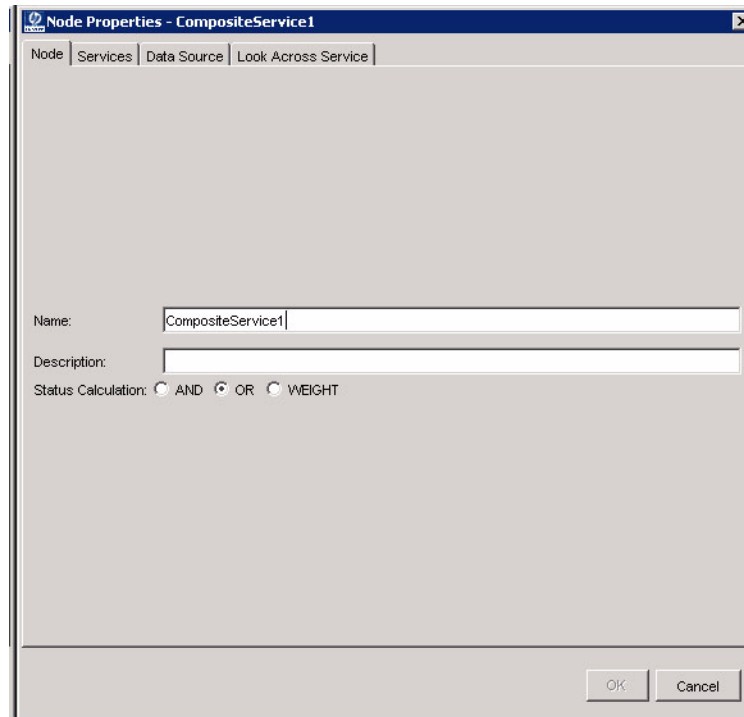9   Click the Look Across Service tab. The LookAcross pane appears.

10 If you do not want to add a look across service, ignore this step. To add a look across service, perform the following.

   a   Click the new service icon. Select Look Across Services for Node pop-up appears.

   b   Expand the Imported Services folder, and then select an available service.

   c   Click **OK**.

11 Click **OK** on the Node Properties CompositeService dialog box.

Task 3:   Create an Elementary Service

An elementary service is the basic unit of dashboard hierarchy. You can create independent nodes of elementary service, associate the elementary service with some underlying services imported from underlying management systems, and then add to a composite service node. To create an elementary service, perform the following:

1   Click the Dashboard Editor tab.

2   From the menu bar, click **Tools → Service Node**, and then click on the dashboard canvas. A new elementary service node appears on the canvas.

3   Double-click the node. The Node Properties - Service dialog box appears.
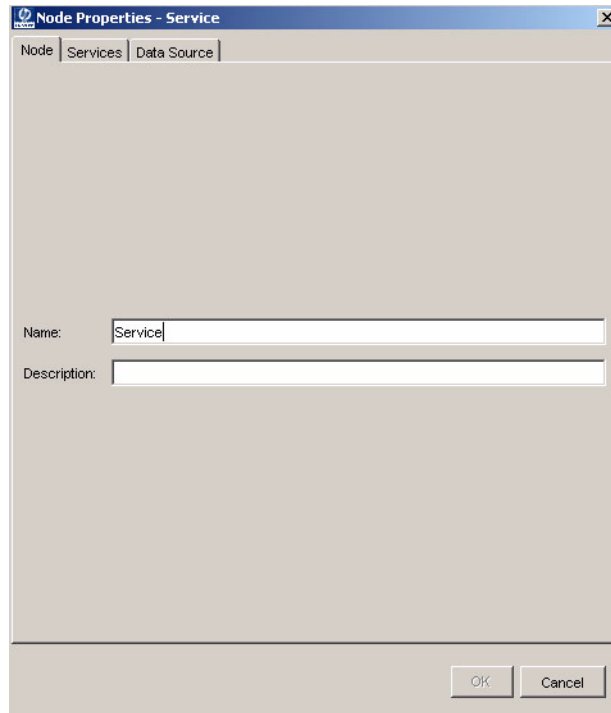
4   In the Node tab, enter name and description of the service.

5   If you do not want to add an associated imported service to the node, skip to the next step. To add a service, click the Services tab, and then perform the following:

    a   On the top left corner of the pane, click the new service icon. The Select Services for Node pop-up appears.
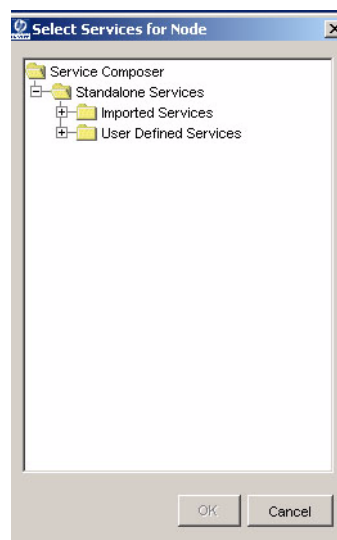
    b   Expand **Standalone Services** → **Imported Services** to see the list of available service definitions imported with the help of various adapters and SLIs.

    c   Select an available service, and then click **OK**. The service is added to the elementary service.

d   Similarly you can select a user-defined service. To add a user-defined service, click **Standalone Services** → **User Defined Services** on Select Services for Node pop-up.

> ➤   User-defined services are HTTP or SQL data sources with the type set to status calculation.

6   Click the Data Source tab. The Datasources pane appears.

7   If you do not want to add a data source for the node, skip to the next step. To add a data source, perform the following.

   a   On the top left corner of the pane, click the new service icon. Select Services for Node pop-up appears.
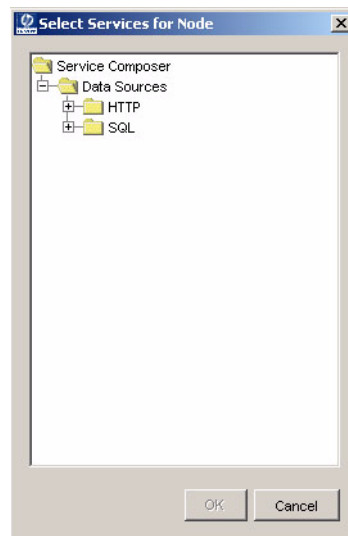

   b   Expand the Data Sources folder, and then select the data source you want to add.

   c   Click **OK**.

8   Click **OK** on the Node Properties - Service dialog box.

9   Link the elementary service node to the composite service node. To do this, perform the following steps.

   a   From the tool bar on the dashboard editor pane, click the arrow icon.

   b   Bring the mouse arrow over the elementary service node, which you want to associate with composite service node. Plus (+) sign appears on the elementary service node.

   c   Click, drag, and drop the plus sign to the composite service node. The link between the nodes is established.

Task 4:   Define Relationship

After importing service definitions to a dashboard, you must create a service tree by defining relationships between all the nodes in dashboard editor. To define relationships, you must perform the following.

- Link elementary service nodes to composite service nodes.

- Link composite service nodes to dashboard node.

- Link composite service nodes to group nodes as required.

- Link data sources to composite service nodes, group nodes, or directly to the dashboard node as required.

> An elementary service node cannot be directly linked to the dashboard node.

To link a lower-level node to a higher-level node, perform the following.

1 From the tool bar on the dashboard editor pane, click the arrow icon.

2 Bring the mouse arrow over the node, which you want to associate with a higher-level node. Plus (+) sign appears on the lower-level node.

3 Click, drag, and drop the plus sign to the higher-level node.The link between the nodes is established.

Generate the Dashboard

After designing a dashboard and building the service tree, perform the following steps to generate it.

1 On the menu bar, click **File** → **Generate Dashboard**. The Generate Dashboard pop-up appears.
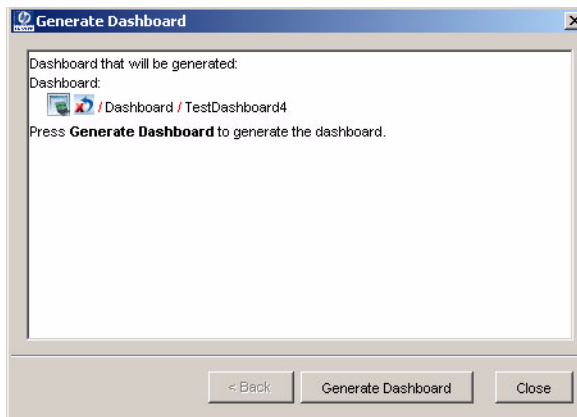
2 Click **Generate Dashboard**. After the dashboard is generated, a confirmation message appears.

After generating the dashboard, you must go to OV Dashboard Configuration Manager, click the Dashboard tab, and then associate the generated dashboard to a user. After associating a dashboard to a user, you can view the dashboard by logging in to the portal server via web browser.

> If some adapters to underlying data sources are down, some error may appear while generating the dashboard, but that does not prevent the generation of dashboard in most of the cases. The dashboard is generated if there is no fatal error.

6 Managing Users

As an administrator, you can create, delete, and manage portal user profiles for RealTime Health View. You can perform these tasks from the RealTime Health View portal.

The portal for RealTime Health View provides a platform to manage user profiles and displays the information provided by dashboard models. Portal has two types of login.

- User login: users view the dashboard assigned to the specific user's profile.

- Administrator login: administrators can add, delete, and manage users.

▶ To create or delete a user account from the portal, you must log in to the portal with administrator privileges.

Add and Manage Users in Jetspeed

Perform the following steps to manage user in Jetspeed portal:

1 Start the portal server from OV Dashboard Configuration Manager, if it is not already started.

2 From Start menu, Click **Programs** → **HP OpenView** → **Dashboard** → **RealTime Health View** → **Web Portal**. Jetspeed portal's login page appears.

3 Log in with the administrator's user name and password.

▶ In Jetspeed, the default administrator's user name is `admin` and password is `jetspeed`.

4 Click the **Security** tab. User Browser section appears with the list of existing users.

5 To add a new user, click **Add User** link below the list of users.

6 Enter the user details, and then click **Add User**. The user is added to the user list.

▶ In Jetspeed, the user name must not exceed 256 characters.

Add and Manage Users in BEA WebLogic

BEA WebLogic portal server is not bundled with RealTime Health View. You must have BEA WebLogic 8.1.4 installed in RealTime Health View system to be able to use it.

Refer to Configuring BEA WebLogic as Portal Server on page 44 to configure BEA WebLogic.

Perform the following steps to use BEA WebLogic portal to manage users:

1   Copy `weblogic.jar` from *<BEA_HOME>*`\weblogic81\server\lib` to the location *`<OvInstallDir>`*`\nonOv\dashboard\rhview` where `<BEA_HOME>` is the location of BEA WebLogic and *`<OvInstallDir>`* is the location where RealTime Health View is installed.

2   Start a BEA WebLogic portal domain. See Create a Portal Domain on page 45 for information on creating a portal domain on BEA WebLogic. To start the portal domain, go to **Start → Programs → BEA WebLogic Platform 8.1 → User Projects →***<Portal Domain>* **→Start WLS Server for Portal Domain.**

3   Launch WebLogic console by loading the url **http://localhost:7001/console** in the browser.

4   Log in to the console by using the administrative user name and password for *<Portal Domain>*, which were created in step 5 on page 45.

5   On left pane, expand **Security → Realms → myrealms**.

6   Click **Users** folder. Users page appears on the right pane.

7   Click **Configure a New User** link to create a user.

8   Enter user details, and then click **Apply**.

Map Users to Dashboards in OV Dashboard Configuration Manager

Perform the following steps to map dashboards against a particular user:

1   Launch OV Dashboard Configuration Manager.

2   Select the Dashboard tab.
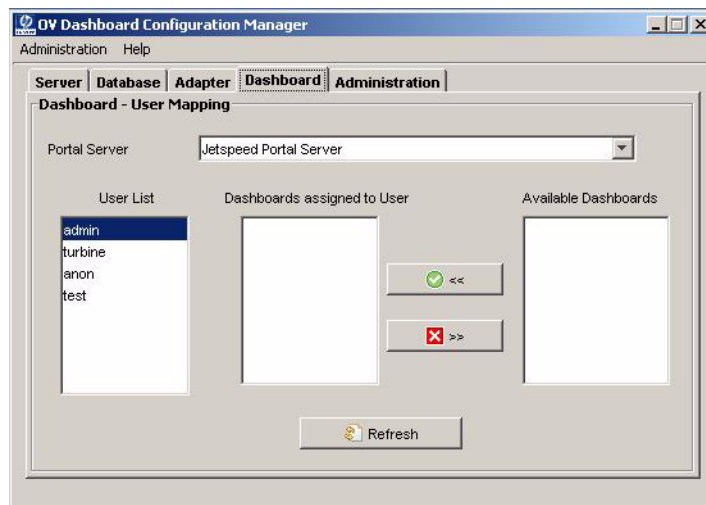
3   To map the users created in WebLogic portal server, perform the following steps:

a   Select WebLogic from the Portal Server drop-down box. The Select your portal server setup dialog box appears.

b   Enter the administrative User name and Password, which were created in step 5 on page 45 while creating the portal domain.

c   Enter 7001 in the Port number text box.

d   Click **OK**. OV Dashboard Configuration Manager displays the list of available dashboards and list of users created in WebLogic.

4   To map the users created in Jetspeed portal server, select Jetspeed from the Portal Server drop-down box. OV Dashboard Configuration Manager displays the list of available dashboards and list of users created in Jetspeed.

5   Select a user from the User List.

6   Select the dashboard you want to assign to the selected user from Available Dashboards pane.

7   Click **<<** button to send the selected dashboard to Dashboard assigned to User pane. You can assign as many dashboards as you like against a user.

8   Click **>>** button to remove dashboards from a user.

7 Using the Portal

RealTime Health View portal gives you a top-level view of your service health and status to simplify your monitoring and decision making process. The portal consists of several portlets, which provide a consolidated view of service health and helps you drill down to the elementary services managed by HP OpenView and third-party management systems.

To be able to use the portal to view dashboards, you must have the following:

• A valid username and password to access the portal.

• Dashboards assigned to your user profile.

➤ By default, RealTime Health View creates a user `test` with password `test` in Jetspeed portal server, which can be used to test the dashboard portal.

After you log in to the portal as a user, you can view the health and status of the services in multiple levels. You get a broad-level view first, and then you can drill down and see more details related to the service. You can drill down from the dashboard level to the elementary service level.

The organization of the view depends on the way the dashboard was designed and modeled by using the composer. Refer to Creating Dashboards on page 47 for information on creating and designing a dashboard.

Launching the Portal

You must launch the portal to view the dashboards. You can use either the default Jetspeed portal server, which is bundled with RealTime Health View, or you can use BEA WebLogic portal server.

Launch Jetspeed Portal

To launch the default Jetspeed portal, perform the following tasks:

1 Start the portal server from OV Dashboard Configuration Manager, if it is not already started.

2 From Start menu, click **Programs** → **HP OpenView** → **Dashboard** → **RealTime Health View** → **Web Portal**. Jetspeed portal appears in web browser.

   Alternatively, you can launch Jetspeed by typing the URL **http://localhost:18080/ jetspeed**.

You can log in to the portal with your username and password.

Launch BEA WebLogic Portal

To use BEA WebLogic as a portal server, you must create portal application, web application, and portal domain in BEA WebLogic. Refer to Add and Manage Users in BEA WebLogic on page 67 for information on configuring BEA WebLogic.

To start BEA WebLogic portal server, perform the following steps:

1   From Start menu, click **Programs** → **BEA WebLogic Platform 8.1** → **User Projects** → *<PortalDomain>* → **Start WLS Server for Portal Domain** where *<PortalDomain>* is the name of the domain created in BEA WebLogic. Refer to Create a Portal Domain on page 45 for information on creating portal domain in BEA WebLogic.

2   On a web browser, load the URL **http://localhost:***<port>***/***<PortalDomain>*

    BEA WebLogic portal appears.

You can log in to the portal with your username and password.

Viewing Dashboards

You can view the generated dashboards in the portal. The portal home page displays a list of all the dashboards assigned to you. You can drill down and view status at composite service and elementary service levels. The organization of view depends on the design of the dashboard.

Portal Home Page

In the portal home page, you can see the list of all the dashboards assigned to you in a portlet. If you bring the mouse-arrow near each dashboard, a pop-up appears indicating the aggregate health of all the underlying services in the dashboard.

Figure 5   List of Dasboards in the Portal Home Page
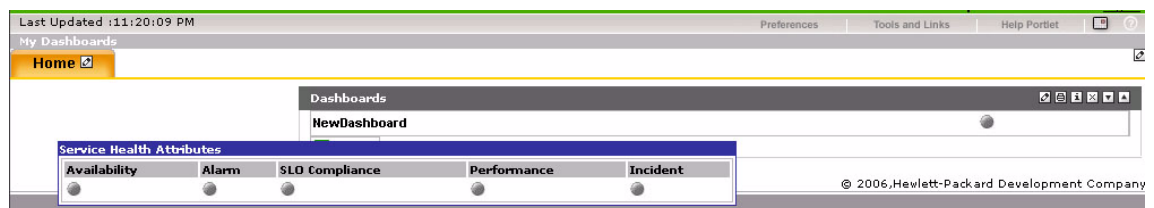
To drill down further, click on the dashboard name. The top-level view of the dashboard appears.

Dashboard Level View

The top-level view of each dashboard gives an overall status of service health. This view consists of a set of portlets. For this page, organization of the view depends on the content defined in composer while designing the dashboard. Refer to step 4 on page 57 for information on selecting the content of start page.

Each content type has a specific look and feel, and a specific arrangement of portlets. The top-level view of the dashboard on start page depends on the pre-selected contents.

Business-IT Centric View

This view consists of four portlets. The portlets and their contents are listed in Table 9.

Table 9   Portlets in Business-IT Centric View Page

Portlet	Content
Business View Services	• Health status • Trend • Potential Risks • Alerts • Links to associated composite service
Summary View	• Status of all incidents and alerts • Pie chart representation of alerts • Percentage graph of service availability
All Alerts	Description of all the alerts.
Service Tree View	Complete hierarchical structure of the dashboard.

Figure 6   Business-IT Centric View Page

Service Manager Centric View

This view comprises of three portlets — Service Summary portlet, Key Metrics portlet, and Alerts portlet. The portlets and their contents are listed in Table 10.

Table 10   Portlets in Service Manager Centric View Page

Portlet	Content
Service Summary	• Health status • Trend • Potential Risks • Alerts • Links to associated composite service
Key Metrics	• List of — Average critical alerts per hour — Average number of incidents per hour — Average number of service calls per hour • Pie chart representation of alerts • Percentage graph of service availability
Alerts	Description of all the alerts.

Figure 7   Service Manager Centric View Page

IT-Operation Centric View

This view consists of four portlets. The portlets and their contents are listed in Table 11.

Table 11   Portlets in IT-Operation Centric View Page

Portlet	Content
Business View Services	• Health status • Trend • Potential Risks • Alerts • Links to associated composite service
Alerts	Description of all alerts.
Service Tree View	Complete hierarchical structure of the dashboard.
Alert and Incident Graph View	• Pie chart representation of alerts and incidents. • Percentage graph of service health.

Figure 8   IT-Operation Centric View Page
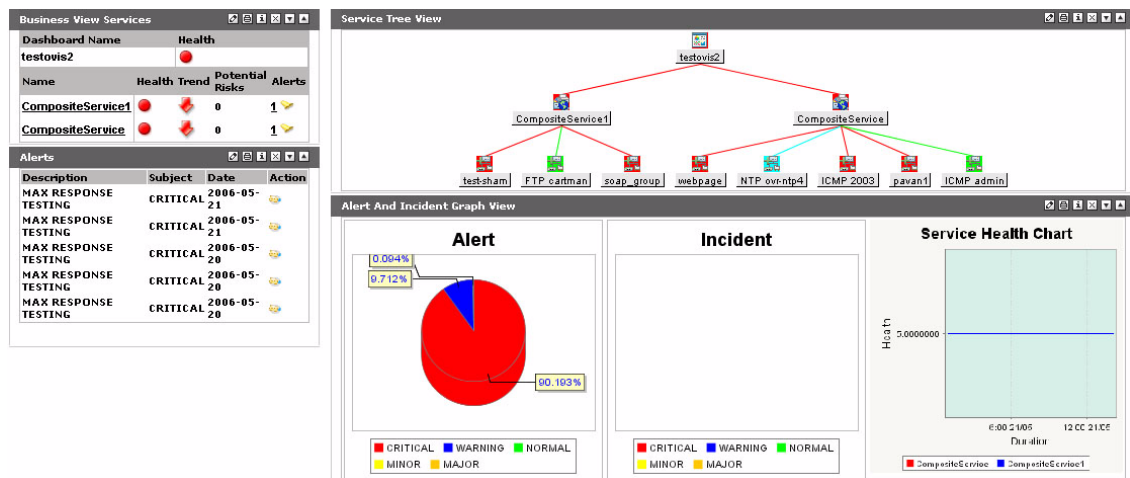
IT-Help Desk Centric View

Help Desk view is designed to display the dashboard that has a service desk management product (such as BMC Remedy Help Desk, HP OpenView Service Desk, and so on) as underlying service.

The portlets and their contents are listed in Table 12.

Table 12   IT-Help Desk Centric View Page

| Portlet	Content
Service Tree View	Complete hierarchical structure of the dashboard.
Help Desk Incidents Information	Description of all incidents.
Executive Summary	A summary of all the incidents, problems, changes, and service calls.
Executive Summary View	Two different portlets called Executive Summary View appear • The bottom portlet displays bar graph representation of service calls, incidents, and problems. • The extreme right portlet displays the following: — Incident graph. — Pie-chart representation of service calls. — Measure of changes and problems.
Alerts	Description of all the alerts.
PDF ReadUtility	This portlet provides a utility to display PDF files stored in RealTime Health View server.

Figure 9   IT-Help Desk Centric View Page
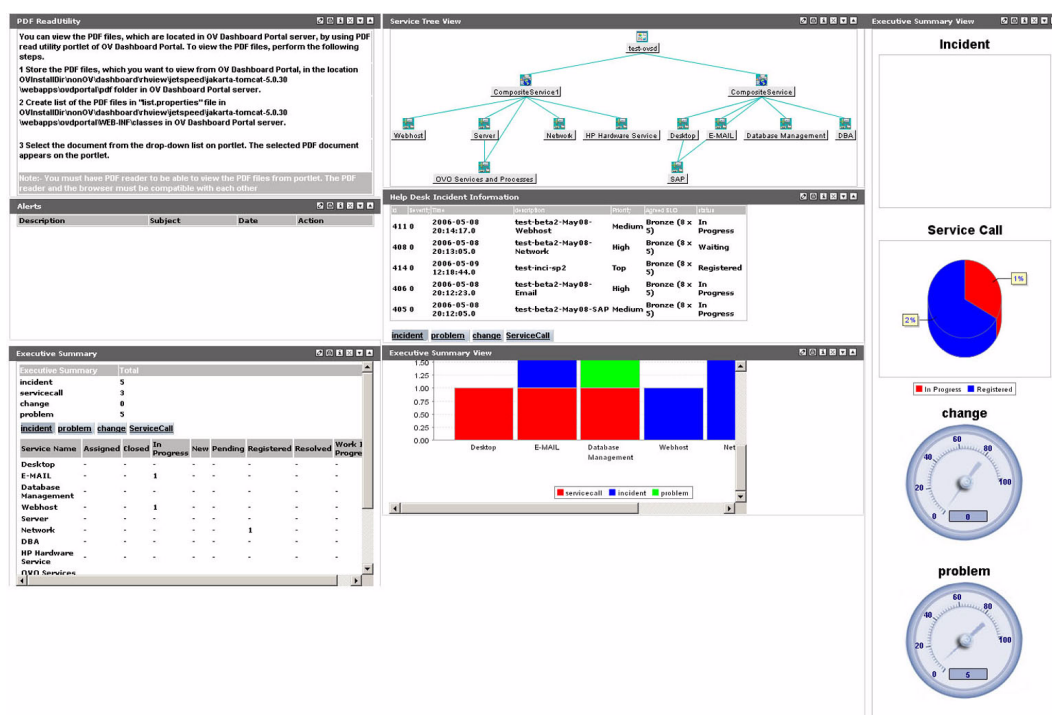
Composite Service Level View

On the dashboard page, all the associated composite services are listed and hyper-linked in a portlet. To drill down to the next level, click on the composite service link. The CompositeServiceBreakDown page appears. This page displays the list of associated elementary services and their health status.

Elementary Service Level View

In the CompositeServiceBreakDown page, all the elementary services are hyper-linked in a portlet. To drill down to the elementary service level, click on the composite service link. The ElementaryServices page appears.

This page displays the health status of individual elementary service.

If Operations View is installed along with RealTime Health View, you can have one more level of drilldown.

Drill down to Operations View

If you have Operations View installed, you can enable RealTime Health View to Operations View drilldown from the ElementaryServices page. To enable the drilldown, you must configure both Operations View and RealTime Health View.

Configure Operations View

You can drill down to Operations View for the services provided by HP OpenView Internet Services, HP OpenView Operations for Windows, HP OpenView Serivce Desk, and HP OpenView Service Navigator.

▶ While creating a portlet for HP OpenView Internet Services services, you must select `OVISDashboard` option as Portlet Type.

The service, for which you want to configure the drilldown, must be deployed in the Operations View application portal. To make the drilldown possible from the Realtime Health View dashboard view, you need to map the portlets to an anonymous user, `anon`. Perform the following steps to map a portlet to `anon` user in Operations View:

1   Type **http://**<*servername*>`:`<*port*>**/jetspeed/portal** in the address bar of the browser window to open the Operations View portal.

2   Login to the portal as administrator. The Admin Home page appears.

   ▶ The default username and password for the administrator account are admin and jetspeed respectively.

3   Click the Admin tab.

4   Click the PSML Browser option in the left pane. The PSML details page appears on the right pane.

5   Click the link **default.psml** under User → anon -→ html → en. The Customize Pane page appears.

6   Click the **Add Pane** button and specify the name of the pane.

7   Click **Apply**.

8   Click the newly added pane. You can select the layout of your portlet.

9   Click the **Add Portlet** button and a list of all available portlets appears.

10 Select JSR 168 from the Category dropdown list, and then click **Filter**. A list of Operations View portlets appears.

11 Select the portlets, such as `OVIS_ops` and `OVSN_ops` that you want to add, and then click **Apply**.

12 Click **Save and Apply**. You can see the name of the pane you have added in the portal home page.

▶ For a successful drilldown from Realtime Health View dashboard view to the Operations View portlet, you must check whether the portlet application has been deployed or not. Type **http://**<*servername*>**:**<*port*>**/**<**portlet application**>**/portletRegistration** in the address bar of the browser. Make sure that the type attribute for each portlet you have added is displayed in the output XML file. The type attribute appears only if the portlet has been accessed at least once before.

▶ In the Operations View Weblogic portal, you can drill down to a portlet, which is not assigned to any user.

Refer to the following set of documents for information about creating, configuring, and deploying portlet applications in Operations View:

•   To create and configure portlet applications, refer to the following documents:

— *HP OpenView Dashboard Operations View Integration Guide: HP OpenView Internet Services* for a service under HP OpenView Internet Services.

— *HP OpenView Dashboard Operations View Integration Guide: HP OpenView Operations and HP OpenView Service Navigator* for services under HP OpenView Operations and HP OpenView Service Navigator.

— *HP OpenView Dashboard Operations View Integration Guide: HP OpenView Operations and HP OpenView Service Desk, HP OpenView Performance Insight, and HP OpenView Reporter* for a service under HP OpenView Service Desk.

- To deploy a portlet application on an application server, refer to the *HP OpenView Dashboard Operations View Administrator Guide*.

Perform the following steps to configure RealTime Health View:

1 Enter the Operations View URL in `opsViewUrl.properties` file, which is located in `<OvDataDir>\conf\dashboard\rhview\common`. Sample URL of Operations View is
   http://<servername>:<port>/<portlet application>
   where *<servername>* is the hostname or IP address of machine hosting Operations View, *<port>* is the port number where Operations View is running, and *<portlet application>* is webapp context name that is configured in Operations View.

   ▶ If you are using BEA WebLogic as the portal server instead of the default Jetspeed server, you must copy the `opsviewurl.properties` file from the location: *<OvDataDir>*`\conf\dashboard\rhview\common` to *<BEA-HOME>*`\user_projects\`*<Application Name>*`\`*<Project Name>*`\WEB-INF\classes` where *<Application Name>* is the name of the application created in step 5 on page 45 and *<Project Name>* is the name of the project imported in step f on page 46.

2 Restart the portal server from OV Dashboard Configuration Manager.

Portlets for Data Sources

User-defined data sources (HTTP and SQL data sources) are displayed inside portlets. As user-defined data sources can be added at any level of the dashboard, they can appear in the dashboard page, or in the CompositeServiceBreakdown page, depending on how the dashboard has been modeled in the composer at design time.

You can view two different types of user-defined data sources in the portal — HTTP and SQL data sources, which are listed below.

- HTTP data source — You can display an HTTP data source in three different ways depending on the requirement.

  — Raw data — It displays contents of a web page in a portlet.

  — Configured URL — It displays a hyper-link to a web page in a portlet.

  — Status Calculation — It displays the web page as well as the status calculated by the transformation script.

- SQL data source — You can display SQL data sources in two different ways depending on the requirement:

  — Raw data — It displays a database table in a portlet.

— Status Calculation — It displays the database table and the status calculated by the transformation script.

Refer to Create Data Sources on page 50 for more information.

A Exporting and Importing Dashboard Definitions

After building a dashboard hierarchy by using the composer, you can save the dashboard definition by exporting it to a location on your system, and then reuse it if required. If you delete a dashboard from the composer accidentally, you can retrieve the dashboard by importing the definition that you have saved.

To export a dashboard definition, perform the following steps:

1   In the Navigator pane of the composer, select the dashboard that you want to export.

2   Click **File** → **Export Definitions**. The Export Definitions dialog box appears.

3   Select the location on your system where you want to export the definition, and then click **Export**. The dashboard definition is saved as a compressed file on your system.

To import the definition, perform the following steps:

1   Click **File** → **Import Definitions**. The Import Definitions dialog box appears.

2   Click **Browse**, locate the compressed definition file on your system, and then click **Next**.

3   Click **Import**. The dashboard definition is imported to the composer and it appears on the Navigator pane.

B   Guidelines for Writing Data Source Transformation Script

User defined data sources like SQL and HTTP data sources with the Runtime Data Type set to Status Calculation can be used as elementary services while creating a dashboard.These data sources are also referred to as user-defined services. To calculate the status of these user-defined services, you must provide a Perl transformation script while creating the underlying SQL/HTTP data source. You must follow the guidelines listed below to generate the transformation script.

1   The Perl script must accept the raw data of the data source as a command line argument.

2   The Perl script must process this raw data to generate an event. The generated event is an XML string that indicates the status of the user-defined service.

> This event XML script must be printed to `stdout` of the script.

3   The Perl script must return `zero(0)`.

The schema of the event XML is given below.

Figure 10   Event Schema for Status Calculation
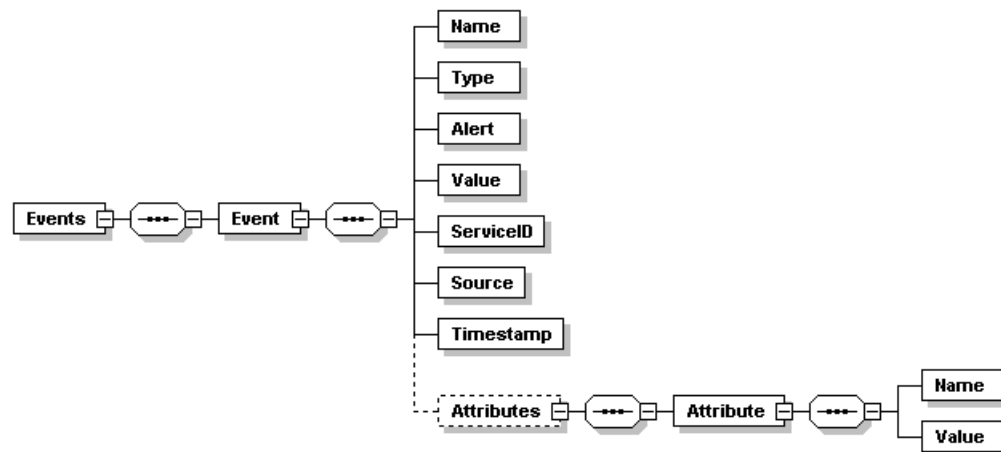
The elements of the schema are described below.

- Name — Enter a name of the event. It can be any string.

- Type — Set the type of the event to `ALARM`.

- Alert — Set this element to `false`.

- Value — Enter an integer value between one and five. One indicates the status of user-defined service is `NORMAL` and five indicates the status is `CRITICAL`.

- Service ID — Leave this element blank. This value is populated by RealTime Health View server.

- Source — Leave this element blank. This value is populated by RealTime Health View server.

- Timestamp — Leave this element blank. This value is populated by RealTime Health View server.

- Attributes — It is an optional element.

  — Attribute — This is a sub-element of the optional Attributes element. This element holds `Name` and `Value` elements.

    Name— Set this element to `ALARMMESSAGE`.

    Value — Set this with the alarm message.

A sample event XML string is given below:

```
<Events>
  <Event>
      <Name>ElementStatus</Name>
      <Type>ALARM</Type>
      <Value>4</Value>
      <ServiceID></ServiceID>
      <Source></Source>
      <Alert>false</Alert>
      <Timestamp></Timestamp>
      <Attributes>
        <Attribute>
           <Name>ALARMMESSAGE</Name>
           <Value>FTP Service RESPONSE_TIME is slow
           </Value>
        </Attribute>
     </Attributes>
    </Event>
</Events>
```

In the above example an event called `ElementStatus` is generated for a user-defined service with a status value of 4 (Major). It also generates an alarm message (`FTP Service RESPONSE_TIME is slow`).
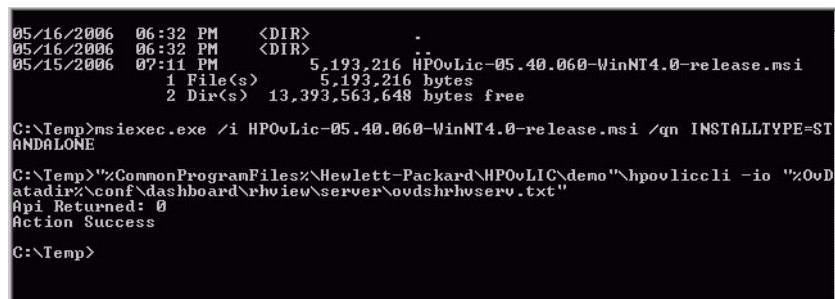
C Using MSI Packages to Install RealTime Health View

If you want to install RealTime Health View manually by using the MSI packages, perform the following steps:

1   Install the following packages in the given sequence:

    a   `HPOvJre-01.04.211-WinNT4.0-release.msi`

    b   `HPOvJdkA-01.04.210-WinNT4.0-release.msi`

    c   `HPOvXpl-02.61.050-WinNT4.0-release.msi`

    d   `HPOvJxpl-02.61.050-WinNT4.0-release.msi`

    e   `HPOvDshRhvCo-02.00.001-WinNT4.0-release.msi`

    f   `HPOvDshRhvServ-02.00.001-WinNT4.0-release.msi`

    g   `HPOvDshRhvComp-02.00.001-WinNT4.0-release.msi`

    h   `HPOvDshRhvPrtl-02.00.001-WinNT4.0-release.msi`

2   After installing packages, you must install Autopass from the command prompt to enable licensing. You cannot start RealTime Health View services without enabling the license. Perform the following steps to install Autopass:

    a   From the command prompt, change the directory to the folder containing `HPOvLic-05.40.060-WinNT4.0-release.msi` package, and then run the commands given below.

```
msiexec.exe /i HPOvLic-05.40.060-WinNT4.0-release.msi /qn
INSTALLSTANDALONE=1

"%CommonProgramFiles%\Hewlett-Packard\HPOvLIC\demo"\hpovliccli -io
"%OvDataDir%\conf\dashboard\rhview\server\ovdshrhvserv.txt"
```


3   To install MSDE 2000, go to the folder containing the MSDE 2000 package from the command prompt, and then run the following command:

```
Setup.exe DISABLENETWORKPROTOCOLS=0 SAPWD="ovd"
INSTANCENAME="OVDASHBOARD" SECURITYMODE=SQL
```

After installing MSDE 2000, you must start MSSQL$OVDASHBOARD service from **Control Panel → Administrative Tools → Services**.

4 To create a database from the command prompt, change directory to
   %OvInstallDir%\misc\dashboard\rhview\server, and then run the following
   command:

osql -E -S .\OVDASHBOARD -i eddb_script.sql

To uninstall RealTime Health View by using the MSI packages, perform the following steps.

1   Click **Start** → **Settings** → **Control Panel**.

2   Click **Add/Remove Programs**.

3   Uninstall the MSI packages in the given sequence.

    a   `HPOvDshRhvPrtl-02.00.001-WinNT4.0-release.msi`

    b   `HPOvDshRhvComp-02.00.001-WinNT4.0-release.msi`

    c   `HPOvDshRhvServ-02.00.001-WinNT4.0-release.msi`

    d   `HPOvDshRhvCo-02.00.001-WinNT4.0-release.msi`

    e   `HPOvJxpl-02.61.050-WinNT4.0-release.msi`

    f   `HPOvXpl-02.61.050-WinNT4.0-release.msi`

    g   `HPOvJdkA-01.04.210-WinNT4.0-release.msi`

    h   `HPOvJre-01.04.211-WinNT4.0-release.msi`