

Compliance Manager OVIS Datapipe

Software Version 1.0

HP OpenView Performance Insight

User Guide

September 2006



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1 Overview

Compliance Manager 1.0 assesses risk and the adequacy of controls by processing data collected from the following metric areas:

- Availability
- Incident management
- Change management

Compliance Manager applies a template to your environment. The template is a structure consisting of high-level processes, the applications that support those processes, component groups within each application, and components within each group. At the lowest level of the structure, the component level, Compliance Manager enforces tolerances for availability, incidents, and changes. At each higher level in the structure, Compliance Manager aggregates risk and control violations detected at the component level.

By rolling up risk and control violations from the lowest level in the model to the highest level, the Compliance Manager Report Pack lets you see which business processes, if any, are not compliant with tolerances. You can see how many violations occurred and you can also drill down to see which supporting applications, or which instances of those applications, are responsible for the threshold conditions.

Collecting Availability Data for Compliance Manager

The Compliance Manager HP OpenView Internet Services Datapipe (CM OVIS Datapipe) is a combination of tables and processing routines. The processing routines move availability data and property data from tables maintained by the Internet Services Datapipe to tables maintained by the CM OVIS Datapipe. Once the CM OVIS Datapipe tables are populated, processing routines move data to the Compliance Manager Report Pack. None of these events is external to OVPI. The CM OVIS Datapipe and the Internet Services Datapipe are running on the same OVPI server.



The Internet Services Datapipe collects data for the Internet Services Report Pack. The Internet Services Report Pack contains daily, monthly, and month-to-date reports about test results compiled by HP OpenView Internet Services (OVIS). For details about the Internet Services Report Pack, refer to the *Internet Services Report Pack 2.0 User Guide*.

In addition to providing the scripts that move data to the Compliance Manager Report Pack, where further processing takes place, the CM OVIS Datapipe provides a form and a report for managing the data connection. The form and the report deploy automatically when you install the datapipe. Use the form to assign each OVIS test to a component in your Compliance Manager data model. Use the linkage report to specify a component, and then launch a report related to that component in the Internet Services Report Pack.

The following table indicates how often the CM OVIS Datapipe collects data and how often the form and the report are refreshed.

Function	Frequency
Collect availability data from the Internet Services Datapipe	Once daily at 4:00 a.m.
Collect property data from the Internet Services Datapipe	Hourly
Refresh the OVIS Data Model Assignment form	Hourly
Refresh the CM to OVIS Linkage Report	Hourly

Package Version History

The following table outlines recent enhancements to the CM OVIS Datapipe.

Version	Release Date	Features/Enhancements
1.0	March 2006	Initial release; includes: <ul style="list-style-type: none"> • OVIS Data Model Assignment Form • CM to OVIS Data Linkage Report

Sources for Additional Information

The following documents are related to this manual:

- *Compliance Manager OVIS Datapipe 1.0 Release Notes, February 2006*
- *Compliance Manager Report Pack 1.0 User Guide, July 2006*
- *Compliance Manager Report Pack 1.0 Release Notes, July 2006*
- *Internet Services Report Pack 2.0 User Guide, July 2006*
- *OVIS 6.0 Custom Probes API Guide, March 2005*

Except for the API guide, each of the manuals listed above can be found in one of the Docs directory under each package on the Compliance Manager CD. You can also download updated user guides from this site:

<http://www.managementsoftware.hp.com>

Select **Support > Product Manuals** to reach the **Product Manuals Search** page. The user guides for OVPI are listed under **Performance Insight**. The user guides for Compliance Manager are listed under **Compliance Manager**. The user guides for report packs and datapipes that are unrelated to Compliance Manager are listed under **Performance Insight Reporting Solutions**.

Every manual on the Product Manuals Search page indicates the month and year. If a manual is revised and reposted, the date will change. Since revised manuals are posted on a regular basis, we recommend checking the date on your PDF against the date on the PDF on the web and using the web version if it is newer.

2 Package Installation

This chapter covers the following topics:

- Guidelines for a smooth installation
- Contents of the Compliance Manager CD
- Software requirements
- Using Package Manager to install the CM OVIS Datapipe
- Verifying successful installation
- Uninstalling the CM OVIS Datapipe

Guidelines for a Smooth Installation

The Compliance Manager product CD, released March 2006, contains all the packages you need to implement Compliance Manager. When you insert the CD and launch the package extraction program, the install script on the CD extracts packages to the Packages directory on your system. When the extract finishes, the install script launches Performance Insight and starts the install wizard, Package Manager.

If the packages on the Compliance Manager CD have not been extracted, your first task is to extract packages from the CD and then install the prerequisites for the CM OVIS Datapipe. The Compliance Manager Report Pack is one of those prerequisites. When the prerequisites are in order, your only remaining task is to install the CM OVIS Datapipe. Do that by starting Package Manager and following the familiar on-screen instructions.

Before installing any software, be familiar with the contents of the Compliance Manager CD and know the software requirements for the CM OVIS Datapipe.

Contents of the Compliance Manager CD

The Compliance Manager CD includes the CM OVIS Datapipe and many other packages. The following table provides a list of the directories inside each package.

Package	Directories
Compliance Manager	ComplianceManager.ap ComplianceManager_Demo.ap ComplianceManager_Thresholds.ap Docs
CM OVIS Datapipe	CM_OVIS_Datapipe.ap Docs

Package	Directories
CM Service Desk Datapipe	CM_SvcDsk_Datapipe.ap ServiceDesk_Integration Docs
Thresholds	Thresholds.ap Docs
Internet Services Report Pack	Internet_Services.ap Internet_Services_Demo.ap UPGRADE_Internet_Services_to_20.ap Docs
Internet Services Datapipe	Internet_Services_Datapipe.ap
Common Property Tables	CommonPropertyTables.ap UPGRADE_CommonPropertyTables_to_35.ap Docs

The Docs directory contains user guides and release notes. Before using any document in any Docs directory, check for updates on the web by going to **openview support > product manuals > product manuals search**. Most of the docs in the Docs directory are dated September 2005. If you find a more current document on the web, use that document instead.

Software Requirements

Do not install the CM OVIS Datapipe unless the following software is already installed:

- OVPI 5.1 with SP2 or higher
- Internet Services Report Pack 2.0
- Internet Services Datapipe 1.0
- Compliance Manager Report Pack 1.0

In addition to installing the Internet Services Datapipe, you must verify that the Internet Services Datapipe is collecting data from the OVIS Management System. If you were running Internet Services 1.0, and then upgraded to version 2.0, this prerequisite has been satisfied, since the Internet Services Datapipe is already collecting data from the OVIS Management System.

If you are about to install the Internet Services Report Pack for the first time, the collection from the OVIS system will not take place until the OVIS system is recognized as a supported database. After the Internet Services Report Pack and the Internet Services Datapipe are installed, follow the procedure below to add the OVIS system as a supported database.

Adding the OVIS System as a Supported Database

If you just installed the Internet Services Report Pack and the Internet Services Datapipe, data collection cannot begin until you add the OVIS system as a supported database. Follow these steps to add an OVIS system as a supported database:

- 1 Determine which port the OVIS database is using. The default for an OVIS system installed on Oracle is port 1521. If for some reason port 1521 is not available, contact your Oracle system administrator. To determine the port for an OVIS system installed on SQL server, follow these steps:
 - a From the command line, type: `svrnetcn.exe`
 - b The SQL Server Network Utility opens. Under **Enabled protocols** select TCP/IP.
 - c Click **Properties**. The port number appears in the pop-up window.
- 2 Start Performance Insight and open the Management Console.
- 3 Click the **Systems** icon located on the left-hand side of the Management Console.
- 4 Expand the information under the OVPI system by clicking “+”.
- 5 Right-click the Databases folder and select **Add Database**. The Add Database Wizard opens.
- 6 Click **Next**.
- 7 Select **Generic Supported Database** and click **Next**.

Database Connection Information

Enter the database connection information

Performance Insight

HP OpenView

Hostname

Port

Description

Vendor

Database Instance

Database Username

Password

< Back Next > Cancel

- 8 The Database Connection Information window opens. Add the following information:
 - Hostname – Either the hostname or the IP address of the OVIS server
 - Port – The TCP/IP port number
 - Description – Must include either “OVIS” or “ovis” to enable collection of OVIS data
 - Vendor – Select the database vendor for the OVIS system
 - Database Instance – Specify OVOPS for SQL server; reporter for Oracle
 - Database Username – Username with access to the OVIS database
 - Password – Database password
- 9 Click **Next**.
- 10 Type a unique, identifying System name. Do not include spaces or numbers in the name. Typing a description is optional.
- 11 Click **Next**. The Summary window opens.
- 12 Click **Finish**.

Next Scheduled Collection

As soon as the OVIS system is added as a supported database, the Internet Services Datapipe will begin collecting data from it. The first collection is the next scheduled collection, and the next scheduled collection will take place within 15 minutes. To verify that the first collection was successful, start Table Manager and look for data in the ROVISDP table. Because OVIS will store data for several days (the default is 7 days), the datapipe’s first collection can take a long time. All subsequent collections will be faster.

Installing the CM OVIS Datapipe

If packages have not been extracted from the Compliance Manager CD, insert the CD in the CD-ROM drive on your system and follow the on-screen instructions for extracting packages to the Packages directory on your system. Once the extract step is complete, your next step is to install the Compliance Manager Report Pack. For details about that task, refer to the *Compliance Manager Report Pack 1.0 User Guide*.

Once the prerequisites are installed, follow these steps to install the CM OVIS Datapipe:

- 1 Log in to the system. On UNIX systems, log in as root.
- 2 Stop OVPI Timer and wait for processes to terminate.
 - Windows NT:* Select **Settings > Control Panel > Administrative Tools > Services**
 - UNIX:* As root, do one of the following:
 - HP-UX: **sh /sbin/init.d/ovpi_timer stop**
 - Sun: **sh /etc/init.d/ovpi_timer stop**
- 3 From the Management Console, start Package Manager. The Package Manager welcome window opens.
- 4 Click **Next**. The Package Location window opens.
- 5 Click **Install**. Approve the default destination directory or browse to a different directory if necessary.

- 6 Click **Next**. The Report Deployment window opens. Type your OVPI username and password.
- 7 Click **Next**. The Package Selection window opens. Click the check box for:
CM OVIS Datapipe 1.0
- 8 Click **Next**. The Type Discovery window opens. Accept the default to run Type Discovery.
- 9 Click **Next**. The Selection Summary window opens.
- 10 Click **Install**. The Installation Progress window opens and the install begins. When the install finishes, a package installation complete message appears.
- 11 Click **Done**.
- 12 Restart OVPI Timer.

Windows NT: Select **Settings > Control Panel > Administrative Tools > Services**

UNIX: As root, do one of the following:

HP-UX: **sh /sbin/init.d/ovpi_timer start**

Sun: **sh /etc/init.d/ovpi_timer start**

The CM OVIS Datapipe is now installed.

Verifying Successful Installation

Because the first scheduled collection of property data from the Internet Services Datapipe will not take place until 45 minutes after the hour, you may not be able to verify successful installation of the CM OVIS Datapipe immediately. However, soon after the first scheduled collection takes place, you should see the following changes:

- A list of OVIS tests in the OVIS Data Model Assignment form
- A list of OVIS tests in the CM to OVIS Linkage Report

The path to the form is:

Management Console > Objects > General Tasks

The path to the report is:

Web Access Server > Compliance Manager > Catalog > System > OVIS Integration > CM to OVIS Linkage Report

If the form and the report are still empty an hour after you installed the CM OVIS Datapipe, you should verify that the collections made by the Internet Services Datapipe are taking place normally.

Removing the CM OVIS Datapipe

Uninstalling the CM OVIS Datapipe does not affect the Compliance Manager Report Pack. Follow these steps to uninstall the CM OVIS Datapipe:

- 1 Log in to the system. On UNIX systems, log in as root.
- 2 Stop OVPI Timer and wait for processes to terminate.

Windows NT: Select **Settings > Control Panel > Administrative Tools > Services**

UNIX: As root, do one of the following:

HP-UX: **sh /sbin/init.d/ovpi_timer stop**

Sun: **sh /etc/init.d/ovpi_timer stop**

- 3 From the Management Console, start Package Manager. The Package Manager welcome window opens.
- 4 Follow the on-screen directions for package removal; when prompted, select the CM OVIS Datapipe for removal. When the uninstall is complete, a package removal complete message appears.
- 5 Click **Done**.
- 6 Restart OVPI Timer.

Windows NT: Select **Settings > Control Panel > Administrative Tools > Services**

UNIX: As root, do one of the following:

HP-UX: **sh /sbin/init.d/ovpi_timer start**

Sun: **sh /etc/init.d/ovpi_timer start**

3 Datapipe Configuration

This chapter covers the following topics:

- Your Compliance Manager data model structure
- Selecting an OVIS test and assigning the test to a component
- Verifying data transfer

Your Compliance Manager Data Model Structure

Before you install the Compliance Manager Report Pack, a solutions architect must evaluate the applications you are running. Part of that evaluation process entails deciding which applications are relevant to compliance reporting. Once the relevant applications are identified, the solutions architect will help you define business processes and the enterprise-wide applications that support those business processes. In addition, the solutions architect will help you identify application instances, component groups, components, and the OVIS tests that target those components. Here is an example of a simple data model:

Structure	Data Model		
Business Processes	Accounts Receivable	Accounts Payable	
Applications	SAP		
Application Instances	Americas		
Component Groups	SAP Application Software	Hardware Devices	
Components	All SAP Applications	Primary Server	Secondary Server

In this example, the SAP application supports two business processes, Accounts Receivable and Accounts Payable. There is only one instance of SAP and it is located in the Americas region. SAP is running in failover mode. Although the instance appears to be a single installation, there are actually primary and secondary copies of the software deployed on separate hardware platforms.

If you used OVIS to create tests for the data model shown above, your list of tests might look like this:

Customer	Service	Target	Probe Type	Probe System
Internal IT	SAPSI-frontend.bigcorp.com	machine.bigcorp.com	SAP_BASIS	probe1.bigcorp.com
Internal IT	ICMP-primary.bigcorp.com	primary.bigcorp.com	ICMP	probe1.bigcorp.com
Internal IT	ICMP-secondary.bigcorp.com	secondary.bigcorp.com	ICMP	probe1.bigcorp.com

Assigning Each OVIS Test to a Component

When you configured tests using OpenView Internet Services (OVIS), you associated the following attributes with each test:

- Customer
- Service
- Target
- Probe Type
- Probe System

As a result, each test you created was unique. Each test involved a particular customer, it tested a particular service, and it was aimed at a specific target. In addition, each test was configured to be run from a particular probe system using a particular type of probe. You are now ready to assign OVIS tests to your components. Follow these steps:

- 1 Determine which OVIS tests you can ignore. For example, if you are testing aspects of your company's infrastructure that are unrelated to your Compliance Manager data model, those tests can be ignored.
- 2 Open the OVIS Data Model Assignment form.
- 3 If necessary, use the filter boxes to shorten the length of the list.
A red circle in the last column indicates that the test has not been assigned to a component; a green circle indicates that the test is already assigned.
- 4 Highlight a test in the OVIS test selection table.
- 5 Use the four drop down lists at the bottom of the form to select the component associated with the OVIS test highlighted in the OVIS test selection table.
- 6 Click **Apply**. The red circle turns green.

The OVIS test highlighted in the OVIS test selection table is now assigned to the component you selected at the bottom of the form. This component you just selected will disappear from the drop downs.

- 7 Repeat steps 3 through 7 until every OVIS test that pertains to compliance management is assigned to a component.

You are finished with the OVIS Data Model Assignment form when all of the dots next to the compliance-applicable OVIS tests have turned from red to green.

Compliance Manager



OVIS Data Model Assignment

Use this form to assign incoming data from OVIS to your Compliance Manager data model. OVIS Services which are relevant to Compliance Manager (CM) should be assigned to the appropriate branch in the CM data model - Application, Application Instance, Component Group and Component. You MUST have already created a data model in the Compliance Manager database using the creation forms on the administrative console. Select a row in the table below then select the appropriate combinations from the drop down lists at the bottom. When you have chosen the Application, Instance, Component Group and Component then press 'Apply'. If an OVIS test is assigned to a model within CM that is 'Marked for Deletion' then the collected data will NOT get transferred into the CM tables and may be lost. Create a new Component if you have more than one test relating to the same aspect of your Compliance Manager model.

Filter by Service Name Filter by Probe System

OVIS Test Data Structures

Customer	Service Name	Target	Probe Type	Probe System	Is Assigned
SAP	SAPSI-cedar.rsvl.itc.hp.com-00	cedar.rsvl.itc.hp.com	SAP_BASIS	ovpc20.ovdemolab.hp.com	

Current Compliance Manager Model Assignments for the Selected Combination

Application	Instance	Component Group	Component	Marked for Deletion
Unassigned	Unassigned	Unassigned	Unassigned	No

Choose an Application

Choose an Application Instance

Choose a Component Group

Choose a Component (this must not be empty)

Use the drop downs on the left to select a structure within the Compliance Manager data model. Make four valid selections for each relevant OVIS Service. If the Component box is empty you must create one using the administrative UI create forms.

Data Transfer Alarm

If the Compliance Manager OVIS Datapipe is unable to collect data, an alarm will be initiated. The alarm category is *CM_OVIS_Datapipe* and the alarm severity is *Warning*. To configure actions in response to this alarm, use the OVPI action definition form. This form comes with the Thresholds Module.

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