

# **HP OpenView Service Information Portal 2.0 Configuring VantagePoint Navigator**

**Windows NT®, Windows® 2000, HP-UX, and Solaris**



**Manufacturing Part Number: J4797-90004**

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**Conventions****Contact Information****1. Configuring VantagePoint Navigator to Work With SIP 2.0**

How VantagePoint Navigator Works with Service Information Portal. . . . .	12
The VantagePoint Navigator Modules. . . . .	13
Installation. . . . .	14
Configuration. . . . .	15
Process for Configuring VantagePoint Navigator for Service Information Portal . .	15
Starting VantagePoint Navigator . . . . .	16
Configuring VantagePoint Navigator Servers. . . . .	17
servers.dtd. . . . .	19
Configuring Access Through a Firewall . . . . .	21
Configuring the Customer Model Data Source. . . . .	22
Example of Services in a Customer Model. . . . .	23
Where To Go Next. . . . .	24

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# Contents

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## Conventions

The following typographical conventions are used in this manual.

Font	What the Font Represents	Example
<i>Italic</i>	For book or manual titles, and for manpage names.	Refer to the <i>OVW Developer's Guide</i> .
	To provide emphasis.	You <i>must</i> follow these steps.
	To specify a variable that you must supply when entering a command.	At the prompt type: <b>rlogin</b> <i>your_name</i> where you supply your login name.
<b>Bold</b>	For glossary terms.	The <b>distinguishing attribute</b> of this class...
Computer	Text and items on the computer screen.	The Root map window ... The system replies: Press Enter
	Command names	Use the grep command ...
	File and directory names.	/usr/bin/X11
	Process names.	Check to see if pmd is running.
	Window/dialog box names	In the IP Internet map window...
<b>Computer Bold</b>	Text that you must enter.	At the prompt, type: <b>ovstatus</b> .
<b>Keycap</b>	Keyboard keys.	Press <b>Return</b> .
[Button]	Buttons on the user interface.	Click [NET]. Click on the [Apply] button.
Menu Items	A menu name followed by a colon (:) means that you select the menu, then the item. When the item is followed by an arrow (->), a cascading menu follows.	Select Edit:Find->Objects by Comment





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## Contact Information

### Technical Support and Training

Technical support and training information can be found on the HP OpenView World Wide Web site at:

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# **1      Configuring VantagePoint Navigator to Work With SIP 2.0**

## **How VantagePoint Navigator Works with Service Information Portal**

HP OpenView VantagePoint Navigator, an add-on product of HP OpenView VantagePoint Operations, enables you to manage an IT environment while focusing on the IT services you provide. The integration of VantagePoint Navigator into Service Information Portal provides to your customers up-to-date information about their managed services.

For more information about HP OpenView VantagePoint Navigator, see the *HP OpenView VantagePoint Navigator Concepts and Configuration Guide*.

## The VantagePoint Navigator Modules

You can choose from and combine in any way the following VantagePoint Navigator modules to display your customers' services:

- **Service Browser**  
Table-like view of services, including drill-down to details (including actions, propagation and calculation rules).
- **Service Graph**  
Graphical view of the service environment.
- **Service Card**  
Business-card like view of a service.
- **Service Health**  
Shows aggregated service status in gauge-like view.
- **Service Reports**  
Reports generated by HP OpenView VantagePoint Reporter on service status.
- **Custom Service Views**  
Your own presentation of services in a VantagePoint Navigator module.

## **Installation**

See the SIP 2.0 *Getting Started* guide for installation prerequisites and installation instructions. The HP OpenView VantagePoint Navigator integration into HP OpenView Service Information Portal is automatically installed with the Service Information Portal software but for the two to work together, additional VantagePoint Navigator patches are required.

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## Configuration

This section discusses configuring VantagePoint Navigator for Service Information Portal.

### Process for Configuring VantagePoint Navigator for Service Information Portal

VantagePoint Navigator works with HP OpenView Service Information Portal to provide service management data to your customers through a portal environment. You need to configure the VantagePoint Navigator integration before service management data is accessible in Service Information Portal. You need to do the following tasks to set up VantagePoint Navigator for Service Information Portal:

1. Ensure that VantagePoint Navigator processes are running.  
See “Starting VantagePoint Navigator” on page 16.
2. Establish a connection between VantagePoint Navigator and Service Information Portal by indicating to Service Information Portal which VantagePoint Navigator servers are present. See “Configuring VantagePoint Navigator Servers” on page 17.
3. Configure the customer model data source in Service Information Portal by mapping customers to services. If the customer model data source is not configured correctly, you may not see any services.

In this step, you decide which services will be seen by which customer. See “Configuring the Customer Model Data Source” on page 22.

4. Configure the VantagePoint Navigator modules to be displayed in Service Information Portal.

In this step, you select which VantagePoint Navigator modules will be available to which customer. See the manual *Presenting VantagePoint Navigator Data* (*Presenting\_VPNavigator\_Data.pdf*) for more information. The manual is available in:

*Windows NT/2000:*

```
<install_dir>\SIP\htdocs\C\help\manuals\VPNavigator
```

*UNIX:* /opt/OV/SIP/htdocs/C/help/manuals/VPNavigator

## **Starting VantagePoint Navigator**

If the VantagePoint Navigator processes are not currently running, start them:

To start the VantagePoint Navigator processes, log in as `root` on the system where VantagePoint Navigator is installed, and type:

```
/opt/OV/bin/OpC/opcsv -start
```



## Configuring VantagePoint Navigator Servers

Before Service Information Portal can receive service management data, a communication link must be established to VantagePoint Navigator. This is done by configuring a central XML file.

Make a backup of XML files before you customize them. If you edit the XML file and get incorrect XML syntax, you may want the ability to revert to the previous version of the file.

1. Edit the file `servers.xml` using an ASCII or XML editor. For your convenience, a commented XML file has been provided to help you getting started. Make a copy of the file before you start editing it. The file is located in:

*Windows NT/2000:*

```
<install_dir>\SIP\conf\share\modules\service
```

*UNIX:* `/etc/opt/OV/SIP/conf/share/modules/service`

2. If you want to define more servers, copy and paste the `Server` element as required.
3. Replace the values of the `Name`, `Label`, and `Host` attributes with your own values. See also “`servers.dtd`” on page 19 for more information about the correct XML syntax.
4. The `Port` attribute defines the port number through which Service Information Portal communicates with VantagePoint Navigator. The default port is 7278. See “Configuring Access Through a Firewall” on page 21 for more information about setting the port number to a non-default value.
5. Save the file with the name `servers.xml` into the following location:

*Windows NT/2000:*

```
<install_dir>\SIP\conf\share\modules\service
```

*UNIX:* `/etc/opt/OV/SIP/conf/share/modules/service`

6. After configuring VantagePoint Navigator servers, you must stop and restart the servlet engine before the changes will take effect in Service Information Portal.

*WindowsNT/2000:*

From the Control Panel, select Services. Stop and then restart Tomcat. Alternatively, you can use the command line: `net stop tomcat` and `net start tomcat`.

## Configuration

### *UNIX:*

As root, stop and restart the web server and servlet engine by running the following. (The DISPLAY variable must be configured prior to restarting the webserver and servlet engine.)

Stop on HP-UX: `/sbin/init.d/ovsip stop`

Start on HP-UX: `/sbin/init.d/ovsip start`

Stop on Solaris: `/etc/init.d/ovsip stop`

Start on Solaris: `/etc/init.d/ovsip start`

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## NOTE

After you make modifications to XML files, validate the syntax. Provided with SIP is the command `xmlvalidate`, which checks whether the XML file is both well-formed and valid. `xmlvalidate` uses the same XML parser as SIP, so if the file passes `xmlvalidate`, it will work with SIP. The correct usage of this command is: `xmlvalidate xml_filename.xml`.

An XML file is “well-formed” if it conforms to a minimal set of rules defined for all XML documents. It is “valid” if it conforms to the DTD listed at the beginning of the XML file.

Make sure the following has been added to your PATH variable:

*Windows NT/2000:* `%SIP_HOME%\bin`

*UNIX:* `/opt/OV/SIP/bin`

If the output of the `xmlvalidate` command indicates a problem but does not fully describe it, you can open the XML file in Internet Explorer which sometimes provides a clearer description of the problem.

As an alternative, you can find a commercial XML validation tool for Windows NT/2000 at [www.xmlspy.com](http://www.xmlspy.com).

### **servers.dtd**

To configure VantagePoint Navigator servers, you need to understand the document type definition (DTD). The `servers.dtd` is located in the following directory:

*Windows NT/2000:*

```
<install_dir>\SIP\conf\share\modules\service
```

*UNIX:* /etc/opt/OV/SIP/conf/share/modules/service

The DTD shows the proper grammar for the server configuration:

```
<?xml version="1.0" encoding="UTF-8"?>
<!-- servers.dtd -->
<!-- Copyright (c) 2001 Hewlett-Packard Company -->
<!ELEMENT Servers (Server*)>
<!ELEMENT Server (Name, Label, Host, Port)>
<!ELEMENT Name (#PCDATA)>
<!ELEMENT Label (#PCDATA)>
<!ELEMENT Host (#PCDATA)>
<!ELEMENT Port (#PCDATA)>
```

Table 1-1 on page 20 lists the elements of the `servers.dtd`.

**Table 1-1** **servers.dtd Elements**

<b>Elements</b>	<b>Description</b>
Servers	Required. List of VantagePoint Navigator servers to be contacted by Service Information Portal. Contains one or more Server elements. <string>
Server	Required. VantagePoint Navigator server. <string>
Name	Required. Name of the VantagePoint Navigator server. This is a logical name, similar to an alias; and not a real name, for example a hostname. Name is referenced in the user configuration files. Example: email. <string>
Label	Required. The character string to be displayed to the end user. <string>
Host	Required. The fully qualified hostname of the VantagePoint Navigator server. <string>
Port	Required. VantagePoint Navigator port through which it communicates with Service Information Portal. The default port is 7278. If communicating through a firewall, this port must be opened. <positive integer>

## Configuring Access Through a Firewall

The default port number through which Service Information Portal communicates with VantagePoint Navigator is 7278. This value can be manually configured for Service Information Portal and for VantagePoint Navigator:

1. Configure the port for Service Information Portal to communicate with VantagePoint Navigator.

Edit the file `servers.xml` as described in “Configuring VantagePoint Navigator Servers” on page 17 and change the value of `Port` to the new value.

2. Edit the file `/etc/services` on the VantagePoint Navigator server system.

Replace the value 7278 in the following line with the new value. Note that the port numbers specified in `servers.xml` and in `/etc/services` must be identical.

```
opcsvcterm 7278/tcp          #comment
```

3. On the VantagePoint Navigator server, restart the `inetd` process. As user root type:

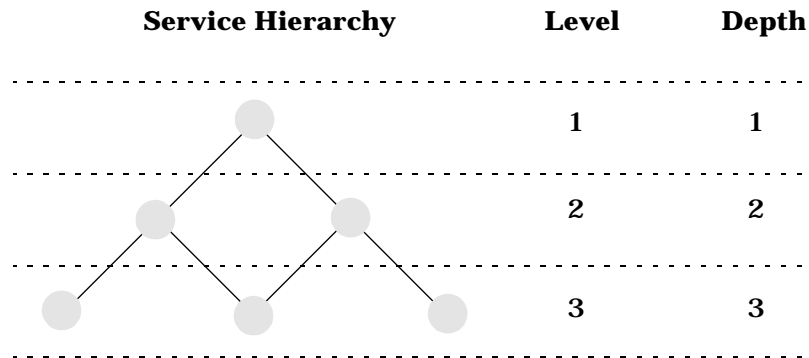
```
inetd -c
```

## Configuring the Customer Model Data Source

In this step, you will map customers to services by including a list of named services in the Service Information Portal customer model. A customer model can be defined in several XML files, or a mix of programs and files. Service Information Portal 2.0 uses the so-called “Simple Customer Model” that is defined via an XML DTD.

Instead of listing all services in the file, it is recommended that you include toplevel services only. For each toplevel service, you can then further define how many more levels should be displayed. You do this by specifying a value for the `Depth` element. This saves you having to duplicate the VantagePoint Navigator service hierarchy here.

**Figure 1-1** Deciding the Value for `Depth`



Depth 0 = recursive = all levels including toplevel

Figure 1-1 on page 22 shows how levels in the service hierarchy map to the `Depth` element: the first level equals to `<Depth>1</Depth>`, the second level equals to `<Depth>2</Depth>`, and so on. `<Depth>0</Depth>` stands for recursive and means that all levels will be visible to the customer. Note that VantagePoint Navigator allows a maximum of 256 levels.

See the chapter on “Setting Up the Customer Model Data Source” in the *SIP 2.0 Administrator Guide* ([Administrator\\_Guide.pdf](#)) for more information.

### Example of Services in a Customer Model

The following example shows an XML file based on the SimpleCustomerModel.dtd.

```
<?xml version="1.0" encoding="UTF-8"?>
<!DOCTYPE SimpleCustomerModel SYSTEM
"SimpleCustomerModel.dtd">
<SimpleCustomerModel>
  <Organization name="MyOrg" type="customer">
    <ExternalKey>svcuser</ExternalKey>
    <NodeList>
      <Node name="cnd.cnd.hp.com" type="ov-iphost"/>
      <Node name="bbn.bbn.hp.com" type="ov-iphost"/>
    </NodeList>
    <ServiceList>
      <Service name="email" type="email">
        <Depth>2</Depth>
      </Service>
      <Service name="cluster" type="server">
        <Depth>4</Depth>
      </Service>
      <Service name="email_exch" type="server">
        <Depth>3</Depth>
      </Service>
      <Service name="geo_orga" type="server">
        <Depth>3</Depth>
      </Service>
    </ServiceList>
  </Organization>
</SimpleCustomerModel>
```

---

**TIP**

The nodes listed in the `NodeList` element are used to configure NNM nodes. These nodes should not be VantagePoint Navigator nodes.

---

## **Where To Go Next**

When you have completed the configuration of VantagePoint Navigator servers and of the customer model data source, you need to decide which modules you want to display to customer and how you want to display them. You do this by configuring portal views.

General information about configuring portal views is available in the *SIP 2.0 Administrator Guide* ([Administrator\\_Guide.pdf](#)). Details about configuring the VantagePoint Navigator modules are available in the *Presenting VantagePoint Navigator Data* manual ([Presenting\\_VPNavigator\\_Data.pdf](#)). This manual is available in:

*Windows NT/2000:*

`<install_dir>\SIP\htdocs\C>manuals\VPNavigator`

*UNIX:* `/opt/OV/SIP\htdocs/C/manuals/VPNavigator`