

# **HP OpenView Service Information Portal 2.0 Configuring VP-IS and Presenting Data**

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



**Manufacturing Part Number: J4797-90006**

**April 2001**

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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:

<http://openview.hp.com/>

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# **1** **Getting Started**

## Installation

The HP OpenView VantagePoint Internet Services (VP-IS) integration into SIP is automatically installed with the SIP software. See the HP OpenView Service Information Portal (SIP) 2.0 *Getting Started* guide for installation prerequisites and instructions.

## Versions Supported

HP OpenView SIP 2.0 supports the following versions of VP-IS:

- A.03.00
- A.03.50

## Overview

VP-IS lets you proactively monitor standard internet services such as HTTP, HTTPS, DNS, SMTP, and POP3. The integration of VP-IS into SIP offers a secure and highly customizable portal view of internet services monitored by VP-IS.

In VP-IS and its integration with SIP, each internet service is modeled as a service type. VP-IS monitors the following service types:

- TCP — TCP Port Service
- DHCP — Dynamic Host Addresses
- DIAL — Dial-up Networking Service
- DNS — Domain Name Server
- FTP — File Server
- HTTP — Web Pages
- HTTP\_TRANS — Web Transactions
- HTTPS — Secure Web Pages
- ICMP — TCP/IP Availability (ping)
- IMAP4 — Email Service
- LDAP — Directory Service
- NNTP — News Service
- NTP — Network Time Service
- POP3 — Mail Server
- RADIUS — Authentication Service
- SMTP — Mail Service
- WAP — Wireless Service

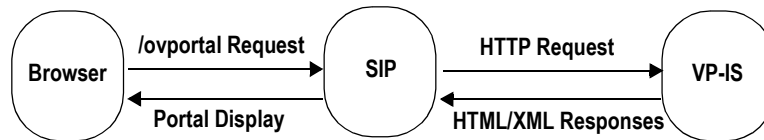
VP-IS collects information about these services and displays the data in SIP as a set of gauges and charts. SIP communicates with VP-IS and requests information for display through the gauges, or it requests that VP-IS generate images that SIP will present to the user.

Getting Started  
Overview

SIP protects VP-IS information by mapping a SIP user to a VP-IS customer. After a SIP administrator sets up this mapping, the system displays only information related to a specific customer. If this mapping is not set, see “Editing a Role to Add VP-IS Properties” on page 20

Figure 1-1 illustrates how VP-IS works with SIP.

**Figure 1-1**      **How VP-IS Works with SIP**



For more information about HP OpenView VP-IS, see the *HP OpenView VantagePoint Internet Services Concepts Guide*.

## The VP-IS Integration Module

You can easily perform a real-time export of information from VP-IS through SIP 2.0. This integration offers a secure and highly customizable view of internet services that VP-IS monitors. You can:

- View a "snapshot" for any VP-IS customer and for any VP-IS defined service (for example, HTTP, DNS, FTP)
- View detailed availability reports and response time reports by clicking on the icons in the view window
- View detail on service-level violation reports
- Customize the gauges and reports
- Select the time interval of gauges and reports
- Connect remotely to VP-IS management servers
- Use multiple instances of the VP-IS integration module simultaneously
- Enable single-sign-on: Your customer logs into SIP and the system displays only the customer's configured information from VP-IS
- Define mapping of a portal user to a VP-IS customer

Getting Started  
**Overview**





## **Running VP-IS in Non-Restricted Mode**

Make sure you run VP-IS in non-restricted mode. If you run VP-IS in restricted mode, SIP will not be able to collect the desired information.

To change modes, use the VP-IS Configuration Manager:

1. Select `File->Configure->Restricted Views`.
2. Uncheck the `Enable Restricted Views` option.

---

### **NOTE**

Because the system maps SIP users to VP-IS customers and displays data for only specific customers, SIP enforces security.

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# **3 Mapping VP-IS Servers and Customers to SIP Roles**

## Editing a Role to Add VP-IS Properties

To map VP-IS customers to SIP roles, you need to create or edit a SIP role that defines a mapping to the:

- VP-IS measurement server
- VP-IS customer

To do so, you need to edit eXtensible Markup Language (XML) files. Each type of XML configuration file has an associated Document Type Definition (DTD) that describes that file's proper syntax.

---

### NOTE

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

---

1. In an ASCII or XML editor, open the User-Role package that contains the role you want to map to. User-Role package files are located in the following directories:

*Windows NT/2000:*

```
<install_dir>\conf\share\roles
```

*UNIX:*

```
/etc/opt/OV/SIP/conf/share/roles
```

2. Find the role you want to modify.
3. If no properties exist for the SIP role, add the following four lines, replacing *xtc.yourcompany.com* and *ACME* with your information.

```
<Properties>  
  <Property name="VPIS.server"  
value="xtc.yourcompany.com" />  
  <Property name="VPIS.customer" value="ACME" />  
</Properties>
```

If `<Properties>` already exist for this role, add only the `<Property>` elements as children of the existing `Properties` element.

The `VPIS.server` property identifies the VP-IS measurement server to use for this role. The `VPIS.customer` property identifies the VP-IS customer to use for this role.

4. Save the XML file.
5. Update the database with the property information. Execute `create_role_db`.

---

**NOTE**

To make the command executable outside the `bin` directory, add the following to your `PATH` variable:

*Windows NT/2000:* `%SIP_HOME\bin`  
*UNIX:* `/opt/OV/SIP/bin`

- 
6. Correct any errors that are detected, and run the command repeatedly until the User-Role Model is satisfactory.
  7. Log into SIP so that you can operate as the role you just modified.
  8. Add the Internet Services module to the portal view by selecting `Internet Services` from the drop-down list, then click `[Add]`.

---

**NOTE**

If your role file is not configured correctly, an error message tells you that VP-IS is not configured for the role. Repeat steps 1-5.

---

You can have only one set of properties per role. When editing the properties, make sure you do not change any of the other values. If you do not edit the role correctly, you will not be able to access VP-IS.

For more information about role files, see the *SIP Administrator Guide* (`Administrator_Guide.pdf`).

## **UserRole.dtd**

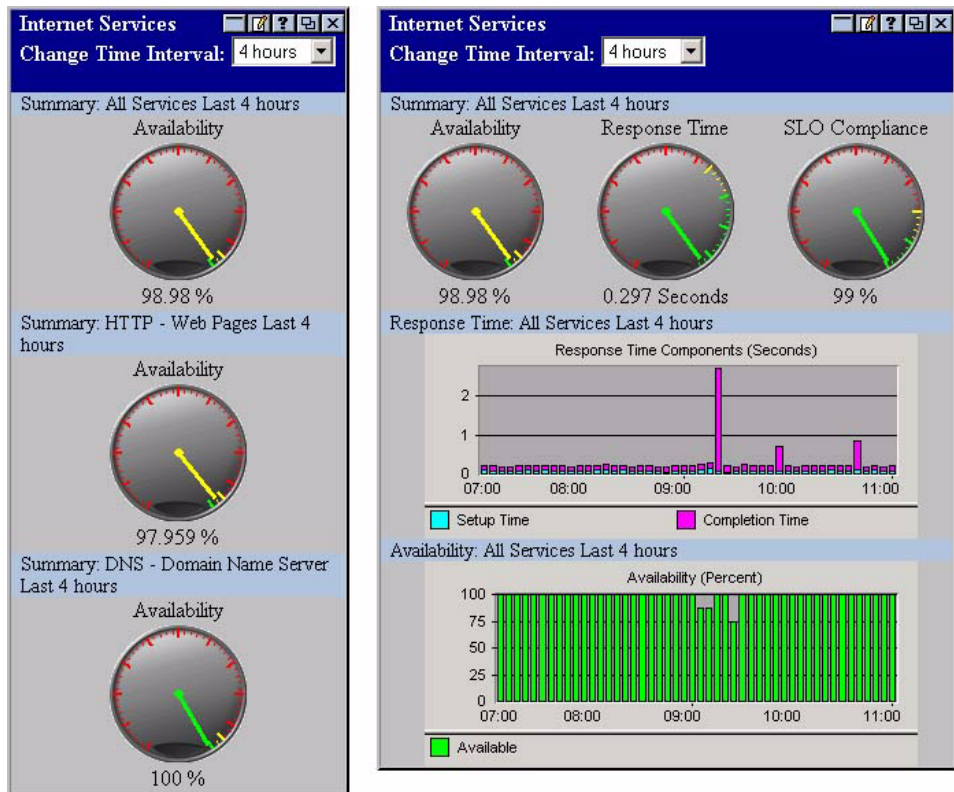
For detailed information on elements and attributes in the `UserRole.dtd` file, see the "Deploying Customer Portals" chapter in the *SIP Administrator Guide* (`Administrator_Guide.pdf`).



## The VP-IS Module

VantagePoint Internet Services (VP-IS) shows at a glance the most important information about a service. The number and selection of services is customized to your environment by your service provider. Figure 4-1 shows an example of the VP-IS module.

**Figure 4-1** The VP-IS Module





## Time Interval for Querying the Services Data

The Change Time Interval drop-down list in the VP-IS main window lets you select a different time interval for your current session's display. If you log out and then log back in to SIP, the system reverts to the default time interval.

For information about how to change the default time interval, see page 36.

**Figure 4-2** Change Time Interval



## **Information Presented**

For each service type, the following information is available from VP-IS:

- Availability gauge — Is the service available?
- Response Time gauge — How is the service responding to requests?
- Service Level Violations — Have any of the VP-IS service objectives been met?
- Response time components — What is the response time of the service and its subcomponents over the last specified time period?
- Availability history — Has the service been available over the past couple hours or weeks?
- Service level violations by probe type — Which services have not met the defined objectives?

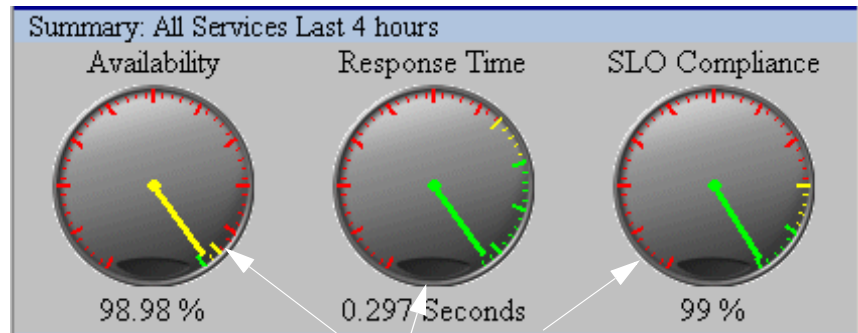
## The Gauge Icons

Each gauge icon represents a summary of subcomponent information. Click on a gauge icon to view information organized into the following categories:

- Service Groups — Displays a breakdown of the target groupings that are implementing a service type. For example, in VP-IS, you can split your HTTP web servers into three or more groups. The response time, availability, and service-level violations are reported for each group of web servers.
- Customers — Displays performance, availability, response time, and service-level violations by customer.
- Work Shifts — Displays availability, response time, and service-level violations over different periods of time.

Figure 4-3

### The Gauges



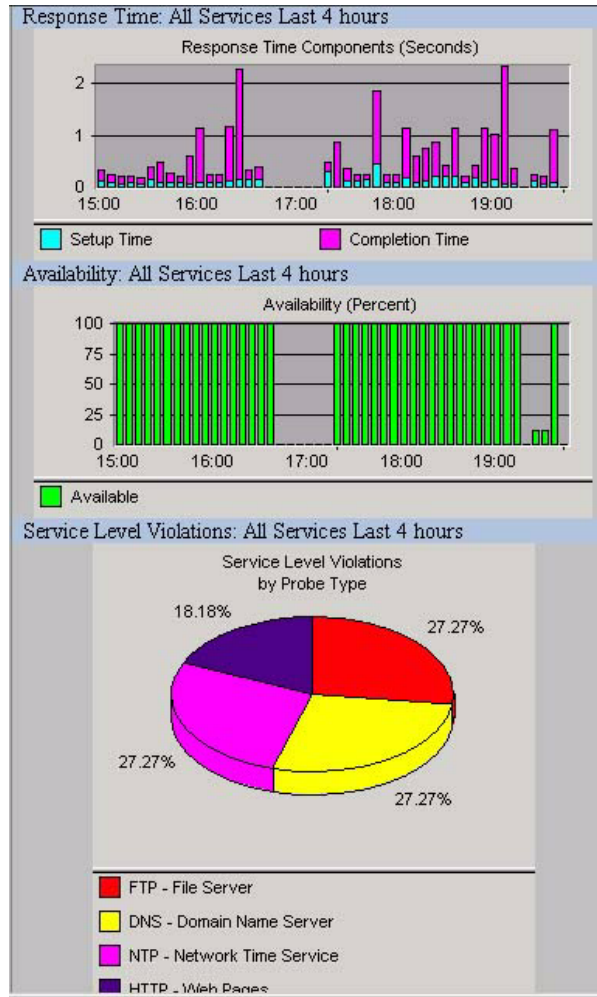
Click on the gauges to view more detailed information

## The Graphs

The Response Time, Availability, and Service-Level Violation graphs provide information relevant to the service type directly in the module window.

Figure 4-4

## The Graphs



## Displaying VP-IS Data

Before you begin using VP-IS:

- Make sure that VP-IS is *not* running in restrictive mode so that VP-IS can communicate with SIP. See page 18 for information.
  - Make a backup of the XML configuration file before you customize it. If you edit the file and get incorrect XML syntax, you may want the ability to revert to the previous version of the file.
1. In a browser window, enter the SIP URL (hostname/ovportal), where hostname is the name of your machine.
  2. On the SIP login page, log in as admin, then click [Login].
  3. To present VP-IS data through SIP, you must first map a SIP role to a VP-IS server and customer. For the purposes of this tour, you will map the Live Demo role. On the SIP server, open the following file in an ASCII editor:

*Windows NT/2000:*

`SIP_install_dir\SIP\conf\share\roles\samples.xml`

*UNIX:*

`/etc/opt/OV/SIP/conf/share/roles/samples.xml`

4. Find the LiveDemo role and add the Property element, as shown below, replacing the Property value as appropriate:

```
<Role name="LiveDemo" title="LiveDemo">
  <PortalViewRef href="samples/liveDemo.xml"/>
  <EditPermission level="ViewAdmin"/>
  <MgmtDataRef href="AllData"/>
  <Properties>
    <Property name="VPIS.server"
      value="yourserver.domain.com"/>
    <Property name="VPIS.customer" value="CustomerX"/>
  </Properties>
</Role>
```

5. Save and close the file.
6. Validate the XML syntax, as described in “Validating XML Files” on page 38.

## Understanding VP-IS Integration

### Displaying VP-IS Data

7. Update the roles database so that the changes take effect. At the command prompt, execute:

*Windows NT/2000:*

```
$SIP_HOME\bin\create_role_db
```

*UNIX:*

```
/opt/OV/SIP/bin/create_role_db
```

---

#### NOTE

To make this command executable outside the bin directory, add the following to your PATH variable:

*Windows NT/2000:* %SIP%\bin

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

If the `create_role_db` command does not run properly, ensure that your `JAVA_HOME` environment variable is set correctly.

---

8. After the roles database is updated, you can return to the SIP portal interface and switch to the Live Demo role.
9. Add the VP-IS module. Go to the module pull-down menu at the bottom of the tab and select `Internet Services`, then `[Add]`.
10. Refresh the portal to view your Internet Services data. You can now interactively edit this module by selecting the edit button on the title bar of the Internet Services module.



## **Overview**

Before you begin completing the tasks detailed in this chapter, you must map your VP-IS customers and servers to SIP roles. See “Editing a Role to Add VP-IS Properties” on page 20 for information.

This chapter covers the following topics:

- Changing the time interval
- Adding and removing services
- Rules for direct editing of XML files
- Writing customized help topics
- OVVPIS.dtd file



## Presenting Internet Services

After you have mapped your VP-IS customers and servers to SIP roles (see “Editing a Role to Add VP-IS Properties” on page 20 for information), you can:


- Add and remove services to a portal view
- Change the default time interval

### Adding and Removing Services to a Portal View

You can add services to be displayed in a portal view through the:

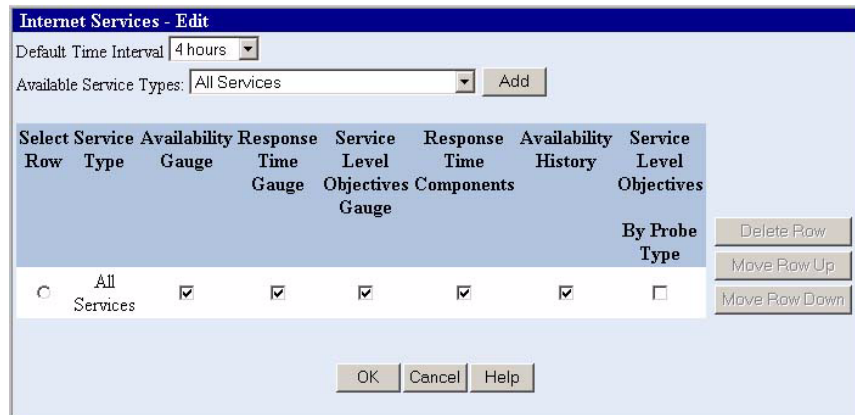
- VP-IS Edit GUI (recommended method)
- Portal View File (by manually editing the XML file)

#### Through the VP-IS Edit GUI

1. Log in to SIP as a user who can see a VP-IS portal view.
2. In the VP-IS module, click the edit icon: 

The Internet Services - Edit dialog box appears.

**Figure 5-1** Internet Services Edit Dialog Box



## Presenting Internet Services Through SIP

### Presenting Internet Services

3. On the Internet Services - Edit page, select an available service type from the drop-down box, then click [Add]. Your selection appears in the table. You can now:
  - **Specify the information to display:** Click the check box underneath the availability, response time, and/or service level objective data you want to display.
  - **Delete the service type:** Select the row, then click [Delete Row].
  - **Move the row:** Select the row, then click either [Move Row Up] or [Move Row Down].
4. When you are finished, click [OK].


---

#### NOTE

You can add as many or as few service types as you want. You can also add the same service type more than once and select different information to be displayed for each one. However, as you add more services and information, the performance of the module is slower and the display of data is affected.

---

To display the gauges from a single service type vertically:

1. In the VP-IS module, click the edit icon:   
The Internet Services - Edit page appears.
2. Select an available service type from the drop-down box, then click [Add].
3. Uncheck all but one option underneath the Availability, Response Time, and/or Service Level Objective data gauges.
4. Click [OK].
5. Repeat steps 1-4 for the gauges and service types you want to display vertically.

### Through the Portal View File

Although it is possible to add the VP-IS module through the portal view file, we recommend you add modules through the edit GUI.

Review “Rules for Direct Editing of XML Files” on page 38 before you begin.

1. In an ASCII or XML editor, open the portal view file:

*Windows NT/2000:* `<install_dir>\conf\share\views`

*UNIX:* `/etc/opt/OV/SIP/conf/share/views`

2. Find the VP-IS module that you have added by searching for the string: `classid="com.hp.ov.portal.modules.vpis"`
3. To add a new service, copy an existing line and paste it below the old line:

```
<ServiceType availability="yes" availabilityReport="no"
id="module60" name="All Services" responseTime="no"
responseTimeComponents="no" serviceLevelViolations="no"
serviceLevelViolationsReport="no"/>
```

- Enter "yes" for the the gauges or charts you want to display, and "no" for those you do not want to display.
  - The name attribute ("All Services" in the example above) needs to match one of the service types available for display (see page 13 for information).
4. Save your changes and refresh the portal view file.

---

**NOTE**

The `id` attribute needs to be a unique value in your file. The `id` attribute uniquely identifies each service type entry.

---

See "Designing Portal Views" in the *SIP Administrator Guide* (`Administrator_Guide.pdf`) for more information on adding SIP modules.


## **Changing the Default Time Interval**

You can change the default time interval in the VP-IS module through the:

- VP-IS Edit GUI (recommended method)
- Portal View File (by manually editing the XML file)

### **Through the VP-IS Edit GUI**

To change the default time interval:

1. In the VP-IS module, click the edit icon: 

The Internet Services - Edit dialog box appears.

2. Select a default time interval from the drop down box. This default time is always used unless you change the time specifically for the session you are working with in the VP-IS module screen.
3. Click [OK]. The default time interval is now set to the new interval.

---

#### **NOTE**

For information about how to change the time interval in your existing session, see page 25. The new default value will not take effect until you log off and log back in to the portal.

---

---

#### **NOTE**

You can add the Internet Services module multiple times to the same portal view. Each module can have a different default time interval and different session time interval.

---

### Through the Portal View File

Review “Rules for Direct Editing of XML Files” on page 38 before you begin.

1. In an ASCII or XML editor, open a portal view file:

*Windows NT/2000:* `<install_dir>\conf\share\views`

*UNIX:* `/etc/opt/OV/SIP/conf/share/views`

2. Find the VP-IS module you added by searching for `vpis`.
3. Edit the following line depending on the days/hours you want to display:

```
<VPIS days="0" hours="4">
```

For days, possible values are 0, 1, 2, 4, 7, or 30.

For hours, possible values are 1, 2, 4, 6, 8, or 12.

---

**NOTE**

---

If you enter a value greater than 0 for days, the hour value is ignored.

4. Save your changes and refresh the portal view file.

## Rules for Direct Editing of XML Files

- Make a backup before modifying XML files.
- Validate the XML after you modify it.
- Be careful not to lose changes made through the GUI. This can happen when you edit through the XML file and edit through the GUI at the same time.

### Backing Up XML Files

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

### Validating XML Files

The Service Information Portal will detect and report an invalid XML configuration file. However, after you make modifications to XML files, you may want to validate your XML syntax.

Provided with SIP is the command `xmlvalidate`, which checks whether the XML file is both well-formed and valid. This command uses the same XML parser as SIP, so if the file passes `xmlvalidate`, it will work with SIP.

For the command to work from outside the `bin` directory, add the following to your `PATH` variable:

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

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

The correct usage of the `xmlvalidate` command is:

```
xmlvalidate <xml filename>.
```

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.

Sometimes an error reported by `xmlvalidate` may not clearly indicate how to fix the problem. For example, a message like “Attribute ‘name’

must be declared for element type 'XYZ', is an indication that the attribute 'name' has been misspelled.

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

## **Avoiding Loss of Changes**

If you are using the portal interface to change a configuration and directly editing the XML configuration file at the same time, be careful not to lose the changes made through the interface by writing out the file over the interface changes.

## Writing Customized Help Topics

SIP ships a default HTML file that is displayed when your customer clicks the [?] button in the title bar of your VP-IS module. You should replace this default file with your own help information to assist your customers in using the configured module.

The help file is in HTML format and should only use HTML syntax that is supported by all web browsers. Your file can be located anywhere in the `htdocs/C/help` directory of SIP. However, we recommend you store it in the following directory:

*Windows NT/2000:* \SIP\htdocs\C\help\VPIS

*UNIX:* /opt/OV/SIP/htdocs/C/help/VPIS

## Associating the Help Button With Your Help File

Back up your 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. In an ASCII or XML editor, open the portal view file that contains the VP-IS module:

*Windows NT/2000:* \SIP\conf\share\views

*UNIX:* /etc/opt/OV/SIP/conf/share/views

2. Search for the string `vpis` until you locate the module with which you want to associate the help file.
3. Insert the attribute `help` into the `ModuleInstance`:

```
help="/OVSipDocs/C/help/VPIS/yourtopic.html"
```

Where `topic.html` is the name of your help file. The attribute `help` lets you override the default help URL defined in the module registration file. See the *SIP Administrator Guide* for more information about the `ModuleInstance` element.

4. Validate your XML syntax. Execute: `xmlvalidate <xml filename>`



---

**NOTE**

The `ovxmlvalidate` command is part of SIP. You also can find a commercial XML tool for Windows NT/2000 at [www.xmlspy.com](http://www.xmlspy.com).

---

5. Save the XML file.
6. In a browser, log in to SIP as the appropriate customer to ensure that the desired behavior has been established.

Changes to portal view files take effect when you display or refresh the portal view.

---

**NOTE**

If you have help files that you want to associate with different views, you will need to complete steps 1-6 for each portal view file.

---

## **OVVPIS.dtd**

This section contains a detailed description of the XML syntax of the OVVPIS.dtd. Note that the OVVPIS.dtd is a system entity of the PortalView.dtd.

The OVVPIS.dtd is located in the following directory:

*Windows NT/2000:*

C:\Program Files\HP OpenView\SIP\conf\share\modules\service

*UNIX:*

/etc/opt/OV/share/SIP/conf/share/modules/service

The DTD shows the proper syntax for the service module configuration:

```
<!-- OVVPIS.dtd -->
<!ELEMENT VPIS (ServiceGroup+)>
<!ELEMENT ServiceGroup EMPTY>
<!ATTLIST ServiceGroup
name CDATA #IMPLIED
availability (yes|YES|no|NO|0|1) "yes"
responseTime (yes|YES|no|NO|0|1) "yes"
serviceLevelViolations (yes|YES|no|NO|0|1) "yes"
responseTimeComponents (yes|YES|no|NO|0|1) "yes"
availabilityReport (yes|YES|no|NO|0|1) "yes"
serviceLevelViolationsReport (yes|YES|no|NO|0|1) "yes" >
```

Table 5-1 lists the elements and attributes of the OVVPIS.dtd. Possible values for all attributes are:

- yes (default)
- YES
- no
- NO
- 0
- 1

**Table 5-1**                    **OVVPIS.dtd Elements and Attributes**

<b>Elements</b>	<b>Attributes</b>	<b>Displays the:</b>
ServiceGroup	availability	availability gauge
	responseTime	responseTime gauge
	serviceLevelViolations	serviceLevelViolations gauge
	responseTimeComponents	responseTimeComponents
	availabiltyReport	availabilty report
	serviceLevelViolationsReport	serviceLevelViolationsReport

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