HP OpenView
Service Quality Manager

Reporting
Installation, Configuration and
Administration Guide

Edition: 1.4

for the HP-UX and Microsoft Windows Operating Systems

March 2007

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Contents

Preface

OpenView Service Quality Manager Reporting is part of the Hewlett-Packard solution for Service Quality Management. This manual describes the installation and configuration of the Reporting in the context of the complete OpenView Service Quality Manager solution.

Intended Audience

This document is intended for personnel who install and configure the OpenView Service Quality Manager Reporting. Prior knowledge of the OpenView Service Quality Manager platform as well as knowledge of BusinessObjects is a prerequisite to fully appreciate its contents.

Supported Software

The supported software referred to in this document is as follows:

Product Version	Operating Systems
OpenView Service Quality Manager 1.4	Windows HP-UX

The term UNIX is used as a generic reference to the operating system, unless otherwise specified.

Typographical Conventions

`Courier` Font:

- Source code and examples of file contents.
- Commands that you enter on the screen.
- Pathnames
- Keyboard key names

Italic Text:

- Filenames, programs and parameters.
- The names of other documents referenced in this manual.

Bold Text:

- To introduce new terms and to emphasize important words.

Associated Documents

The following documents contain useful reference information:

- *OpenView Service Quality Manager DataMart Installation, Configuration and Administration Guide*
- *OpenView Service Quality Manager Reference Guide for Oracle Use*
- *OpenView Service Quality Manager SLA Monitoring User's Guide*
- *BusinessObjects Supervisor's Guide*
- *BusinessObjects Installation and Configuration Guide for UNIX*
- *BusinessObjects Installation and configuration Guide for Windows*

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http://support.openview.hp.com/support.jsp

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

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- Research and register for software training

Part I

Installing the OV SQM Reporting

This part contains the installation instructions for the OV SQM Reporting.

Chapter 1

Overview

1.1 Supported platforms

Even if this document describes the OV SQM Reporting installation and configuration on HPUX, the Business Objects WebIntelligence server is also supported on Microsoft Windows 2003 Server and Advanced Server.

1.2 Installed Components, General Process

The OV SQM Reporting installation kit consists of three components:

- The Administrating Client.

- The Reporting Server.

These components are distributed in two distribution kits, one for the Windows platform and one for the HP-UX platform.

- The Windows distribution kit contains the Administrating Client component. If needed it can also deliver server side components to help configuring a WebIntelligence server on Microsoft Windows

- The HP-UX distribution kit contains the Reporting Server component.

Chapter 2

Installation Prerequisites

This chapter describes the requirements and preparations to install the OV SQM Reporting.

2.1 Hardware Prerequisites

The hardware prerequisites for the OV SQM Reporting components are:

Administrating Client

The Administrating Client term identifies any PC running Microsoft Windows.

Reporting Server

The Reporting Server term identifies any Hewlett-Packard system running HP-UX.

2.2 Software Prerequisites

The software prerequisites for the OV SQM Reporting components are:

Administrating Client

The software requirements to install the Administrating Client component are:

- ORACLE 10g Client for Windows V10.2.0 SQL*Plus.

- Web browser: Microsoft Internet Explorer 5.5 SP2 or higher.

- BUSINESSOBJECTS 6.5.1 / WebIntelligence 6.5.1 Desktop Products composed of:

    BUSINESSOBJECTS 6.5.1 Supervisor.

    BUSINESSOBJECTS 6.5.1 Designer.

    BUSINESSOBJECTS 6.5.1 Explorer.

    Data Access pack for Oracle.

To install the BUSINESSOBJECTS Desktop Products on the *Administrating Client*, refer to the *BusinessObjects Installation and Configuration Guide for Windows*.

Reporting Server on HP-UX

The software requirements to install the Reporting Server component are:

- JRE 1.4.

- HTTP Server Apache HP 1.3.

- JSP Engine Apache Tomcat 4.1.27.

- ORACLE10 Client for HP-UX V10.2.0.

- BUSINESSOBJECTS 6.5/ WebIntelligence 6.5 Enterprise Server Products composed of:

    WebIntelligence 6.5.

    Data Access pack for Oracle.

To install the BUSINESSOBJECTS Enterprise Server Products on the *Reporting Server*, refer to the *BusinessObjects Installation and Configuration Guide for Unix*. Note that the WebIntelligence installation requires a specific note given below.

Note

WebIntelligence suggests that the Unix user/group used at installation/configuration are the same than those used when running the Apache HTTP Server. Hp recommends the use of the 'sqmadm'/'sqmadm' user/group. Please also refer to the section 6.3.3.2.

Reporting Server on WINDOW 2003 server

The software requirements to install the Reporting Server component are:

- ORACLE10 Client for Windows V10.2.0.

- BUSINESSOBJECTS 6.5/ WebIntelligence 6.5 Enterprise Server Products composed of:

    WebIntelligence 6.5.

    Data Access pack for Oracle.

    Embedded Apache and tomcat

Chapter 3

Installing the OV SQM Reporting

This chapter describes the installation of the OV SQM Reporting.

3.1 Installation Input Data

Make sure you have the correct distribution kit, OV SQM Reporting V1.4.

To uninstall any previous OV SQM Reporting kit refer to the related installation and configuration guide

3.1.1 Disk Space Requirements

The disk space requirements are set out in the following table.

Table 1   **Disk Space Requirements**

Component	Disk Space
BO Configuration Files	5MB
Reporting Server	5MB

3.2 Instructions and Install Session Transcript

3.2.1 Installing the BO Configuration Files and/or Reporting Server on Windows

BO Configuation files are BO Universe file and Strategy file, they are required by the BO Designer tool. And as part of Administrating Client, BO Designer will run on Windows.

Logging On

Before starting the installation, log-on to the administrator account on the system where you want to use as the *Administrating Client*.
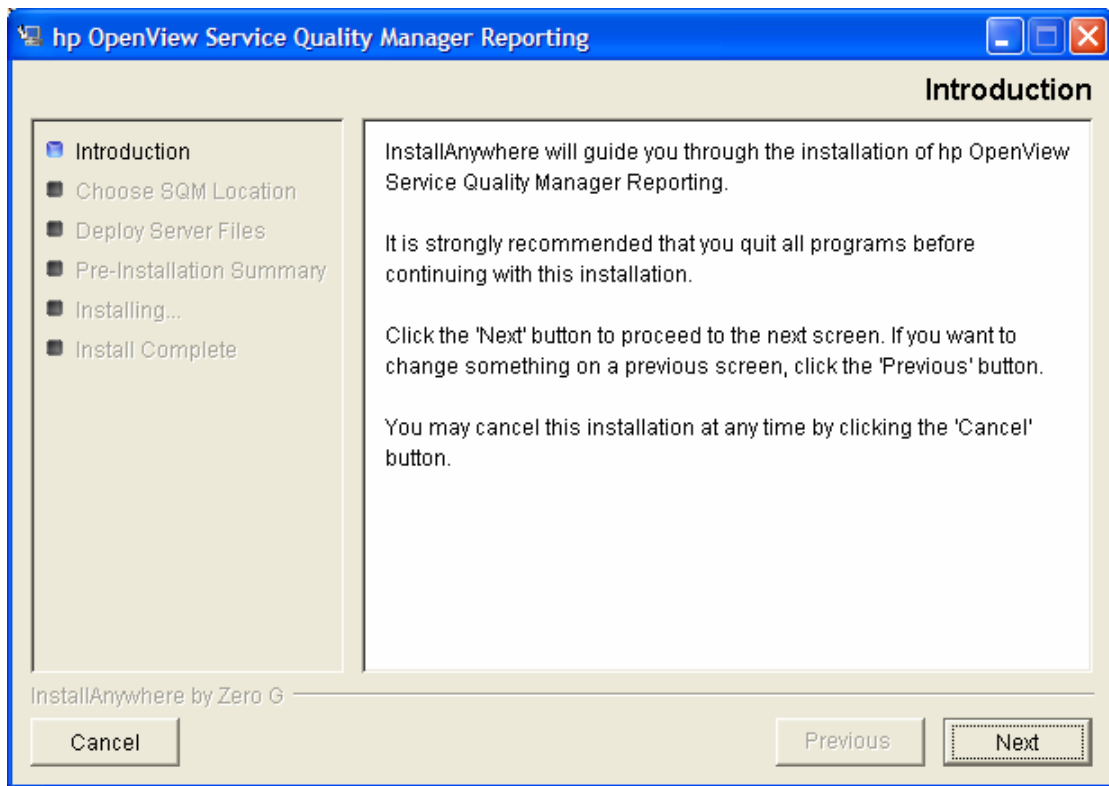
Kit Installation

To install the *BO Configuration Files*, complete the following steps:

1. Locate your CD-ROM drive (for example D :\).

2. Select the Windows directory.

3. The Reporting installer executable is identified by its version. The file name looks like:
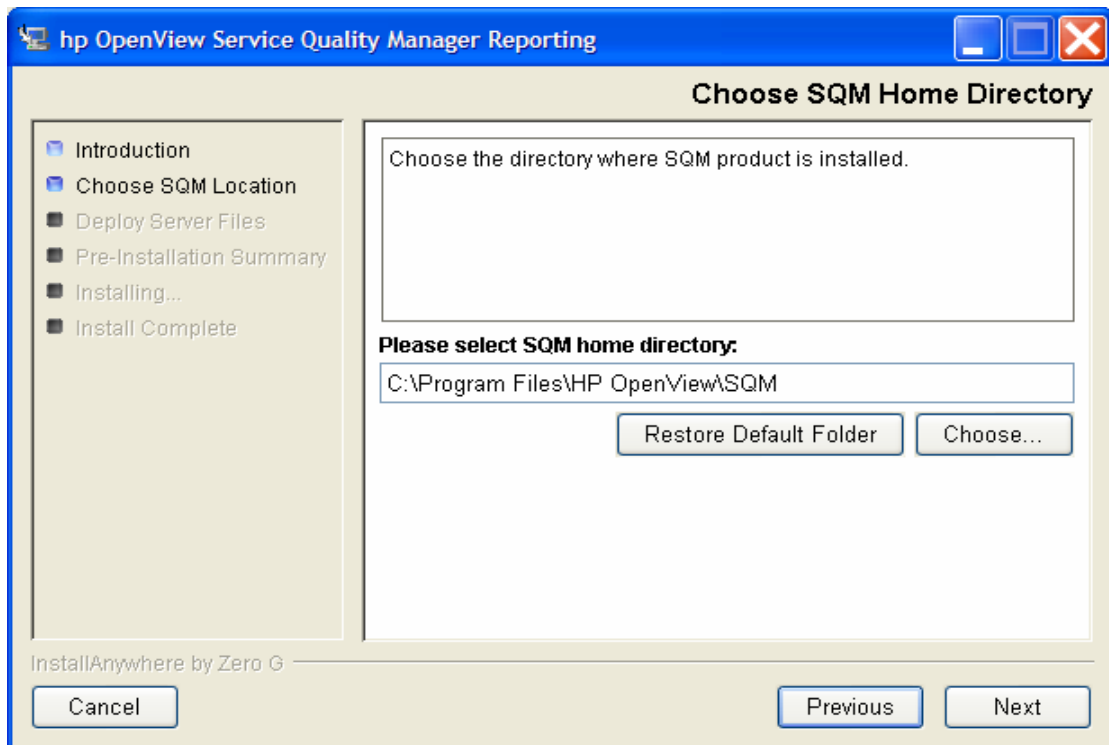
SQMREPORTING-1.40.%xxx-xxxxxxxxxx.exe

4. The setup wizard displays the introduction screen.

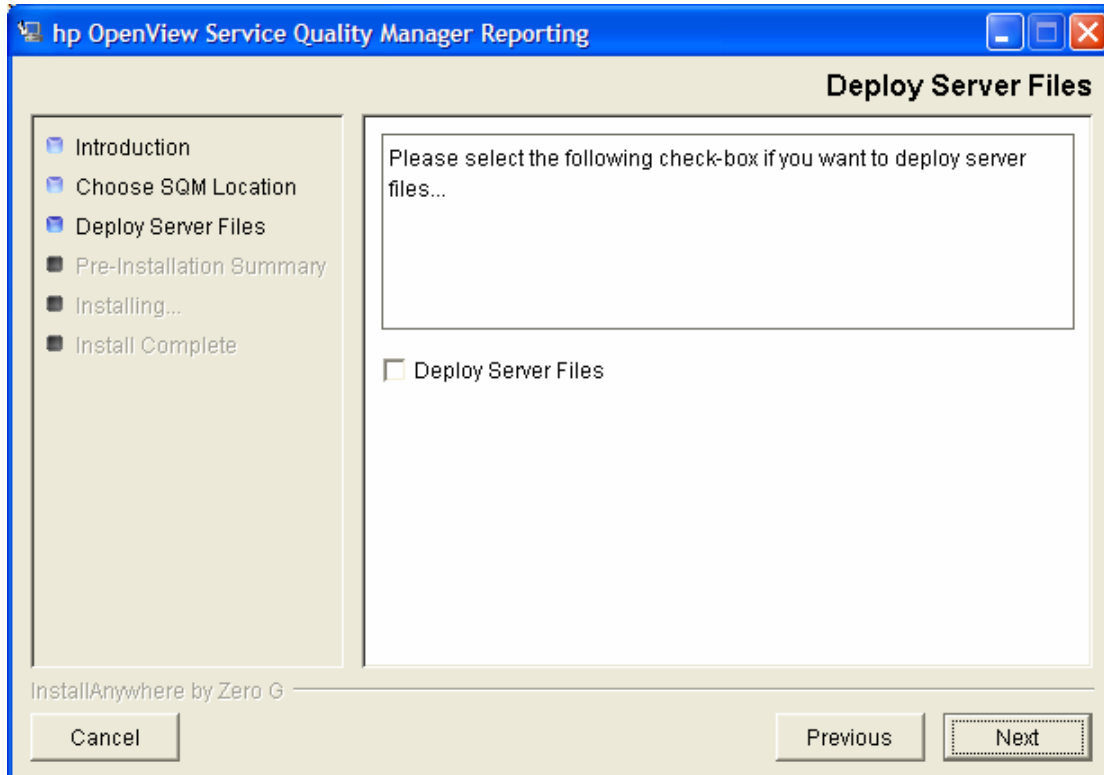**Figure 1   Introduction Window**

5. Click on the **Next** button. A screen is displayed listing the available
   components.

Figure 2   Choose the installation directory

- You can change the default installation directory.
- Click on the **Next** button. The installer let you select optional files.
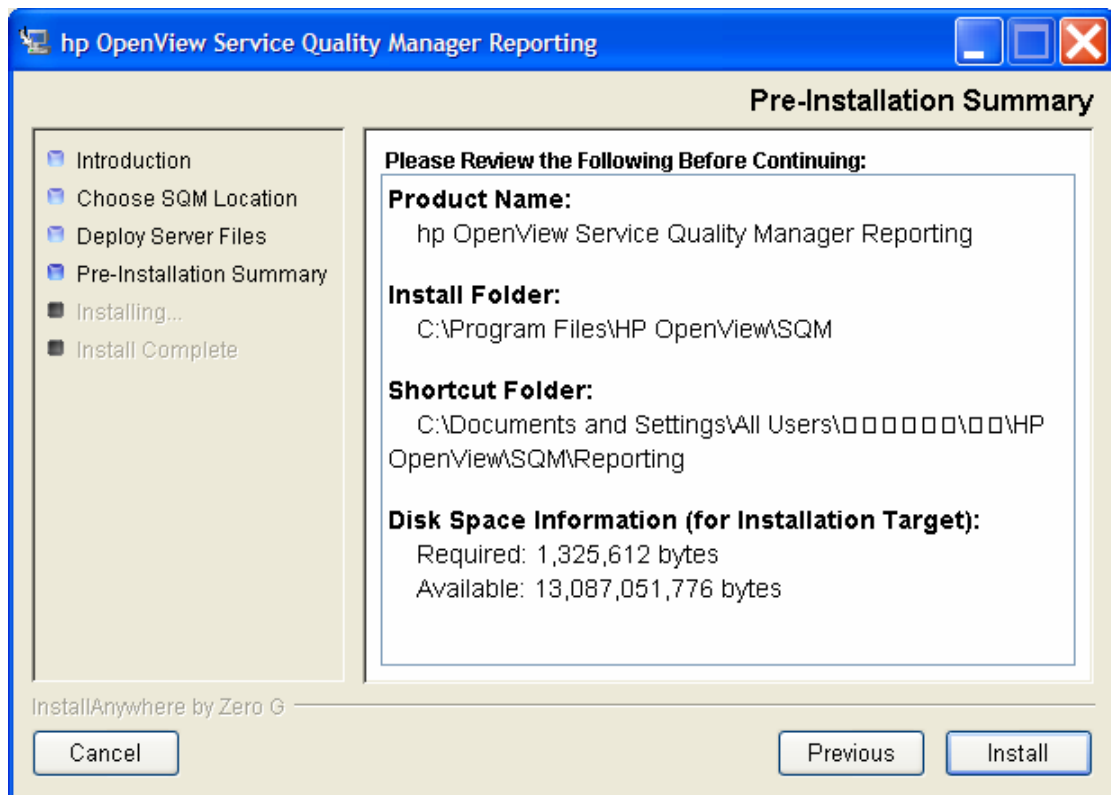
Figure 3   Select the optional server files

- Check 'deploy Server File' if you plan to configure a WebI server running on windows. If yes refer to Business Object documentation for server configuration.
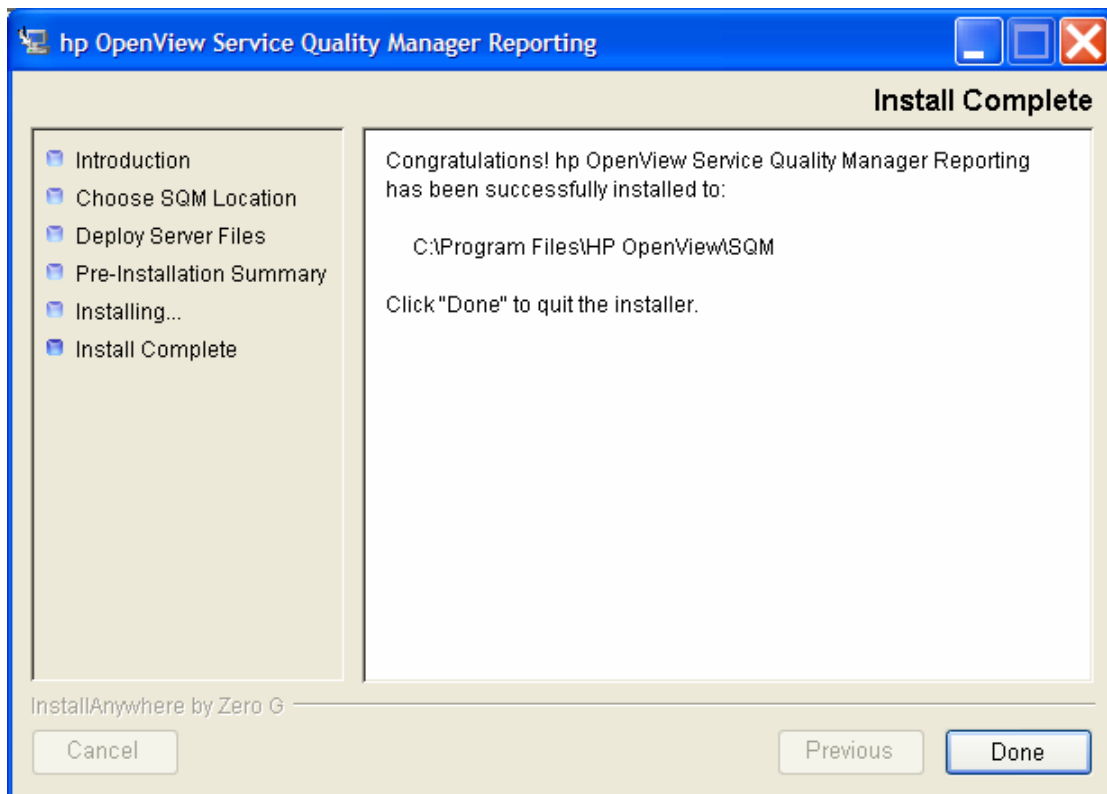
- Click on the **Next** button. The installer displays the pre-installation summary screen.

Figure 4   Pre-Installation Summary Window

- Review the values you have selected and click the **Install** button. The installer displays a window showing the progress of the installation then a final status window.

Figure 5   Install Complete Window

6. Click on the **Done** button to terminate the installation of the *Administrating Client* component.

3.2.2   Installing the Reporting Server

Logging On

Log-on to the root user account on the system where the *Reporting Server* is to be installed.

Kit Installation

To install the *Reporting Server* component, complete the following steps:

- Mount the CD drive on /cdrom local directory.

  ```
  mkdir /cdrom
  ```

  ```
  /usr/sbin/pfs_mount /cdrom
  ```
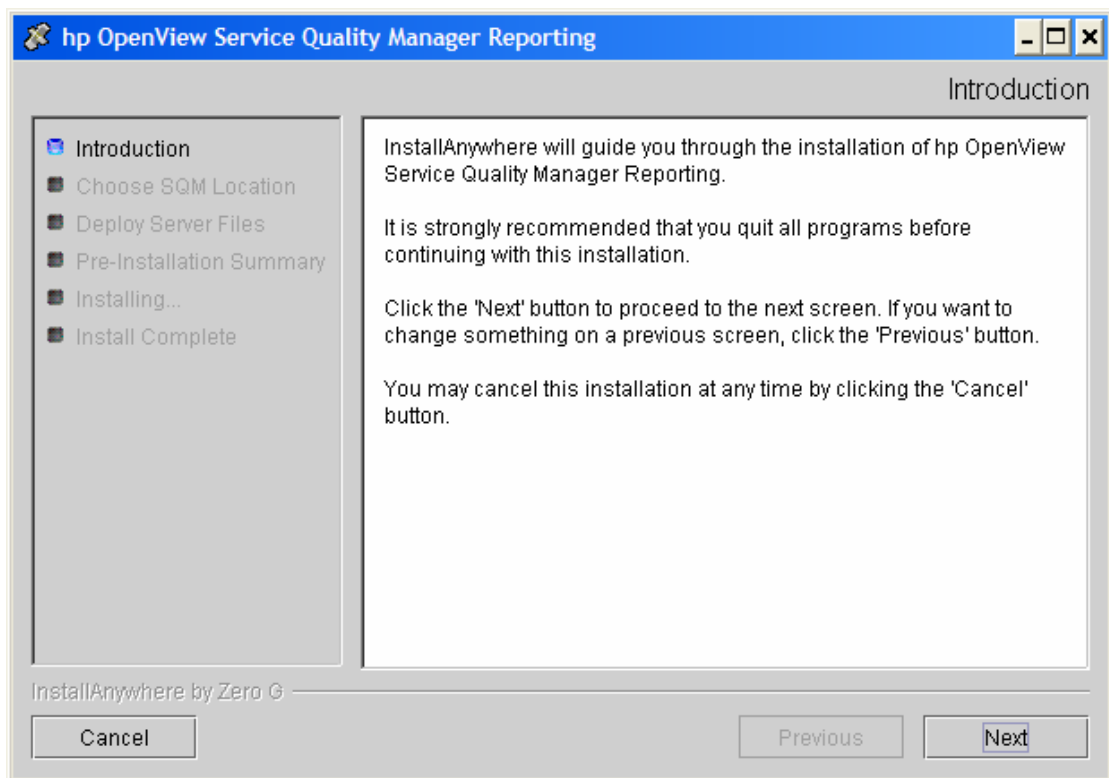
- Install the kit by issuing the following commands:

  ```
  cd /cdrom
  ```

  ```
  cd HP-UX/Reporting
  ```

  REPORTING-1.40.%xxx-xxxxxxxxxx.bin

  ```
  The Reporting installer binary is identified by its
  version.
  ```

- The setup wizard displays the introduction screen.

Figure 6   Introduction Window
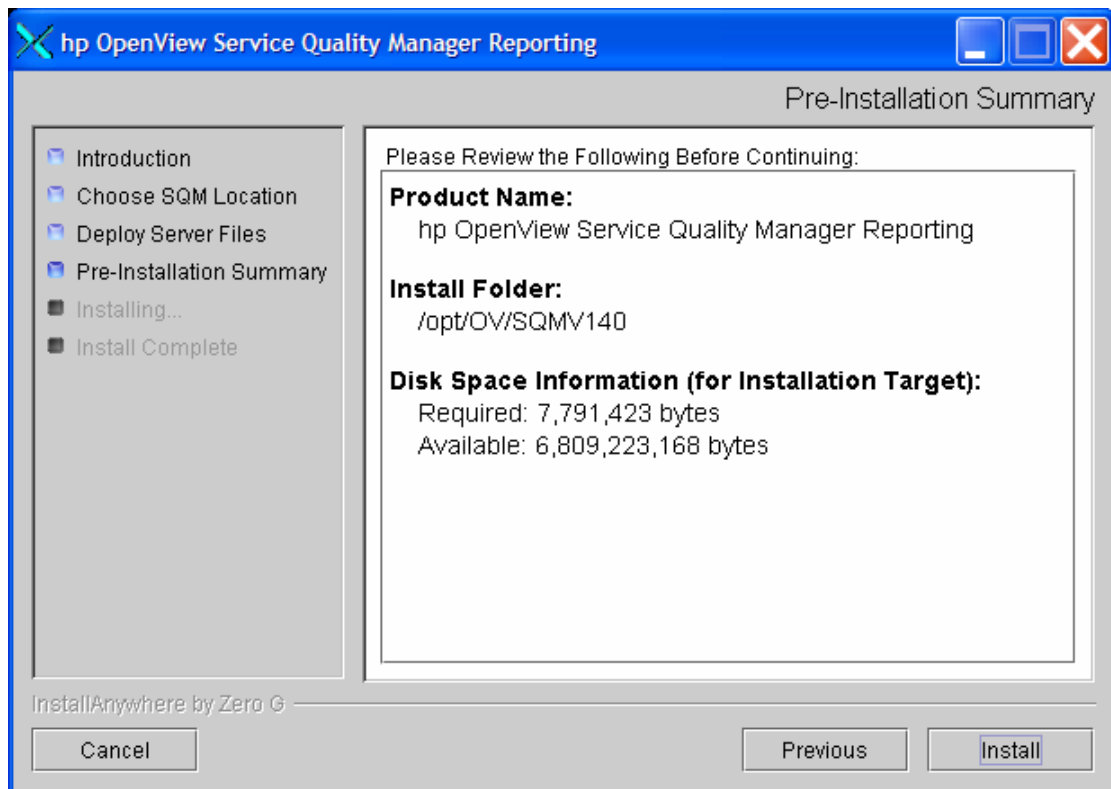

- Click on the *Next* button. A screen is displayed listing the available components.

Figure 7   Choose install directory Window

- You can change the default installation directory.
- Click on the **Next** button. The installer displays the pre-installation summary screen.

Figure 8   Pre-Installation Summary Window

- Review the values you have selected and click the *Install* button. The installer displays a window showing the progress of the installation.

- Once the installation is successfully finished, the following screen appears.

Figure 9   Install Complete Window

Click on the **Done** button to terminate the installation of the *Reporting Server* component.

Chapter 4

Uninstalling the OV SQM Reporting

This chapter describes the uninstallation of the OV SQM Reporting.

4.1 Instructions and Uninstall Session Transcript

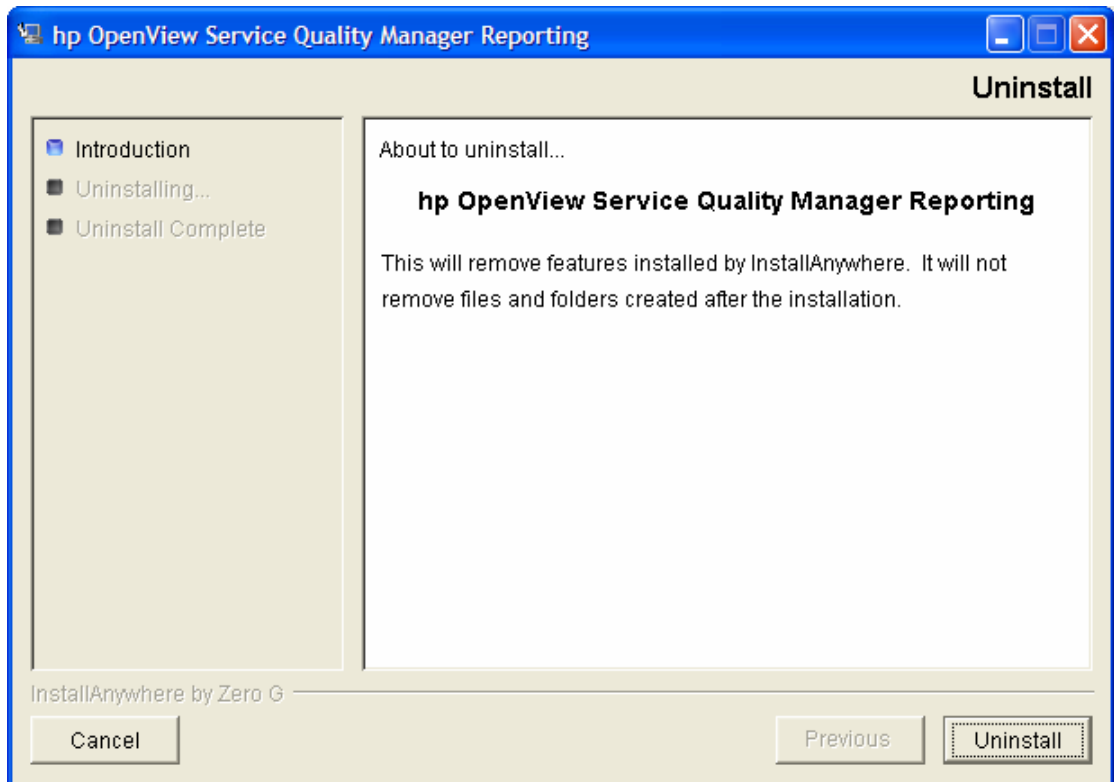### 4.1.1 Uninstalling the Administrating Client

Logging On

Before starting the uninstallation, log-on to the administrator account on the system where you want to uninstall the *Administrating Client*.

Kit Uninstallation

To uninstall the *Administrating Client* component, complete the following steps:
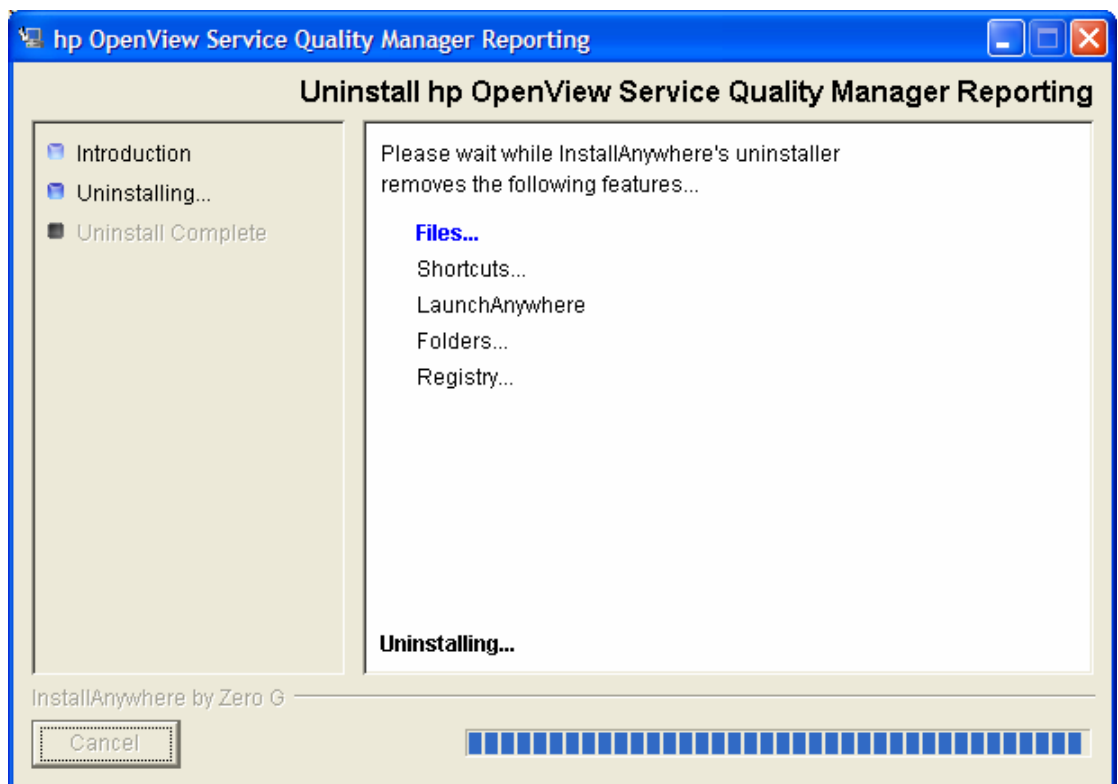
- Locate the folder OV SQM products are installed.

- Change to the *UninstallerForReportingData* sub-directory.

- Launch the *Uninstall_Reporting.exe* application. The setup wizard displays the introduction screen.

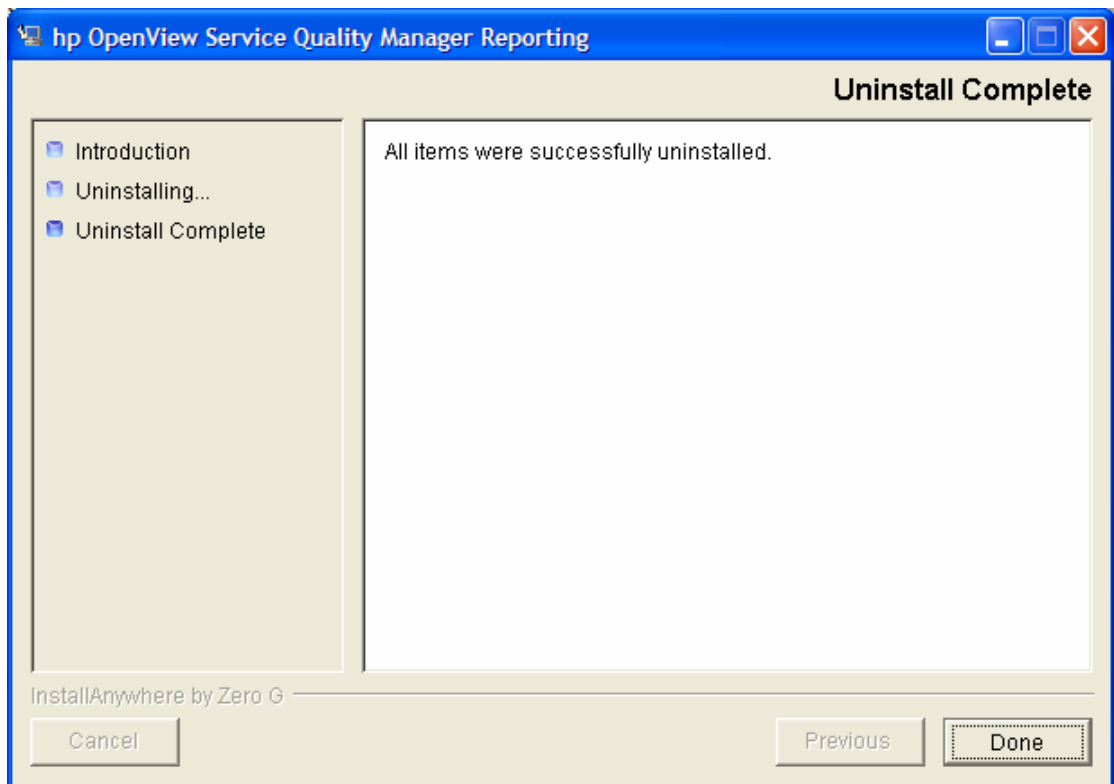**Figure 10   Uninstall Introduction Window**

- Click on the **Uninstall** button. The uninstallation progress window appears.

Figure 11   Progress Window

- Once the uninstallation of the *Administrating Client* component is finished, the following screen is displayed.

Figure 12   Uninstall Complete Window

- Some folders may be listed as not deleted, these folder were not deleted, as they aren't specific to SQM. Click on the **Quit** button to terminate the uninstallation process.

4.1.2   Uninstalling the Reporting Server

Logging On

Log-on to the root user account on the system where the *Reporting Server* component is installed.

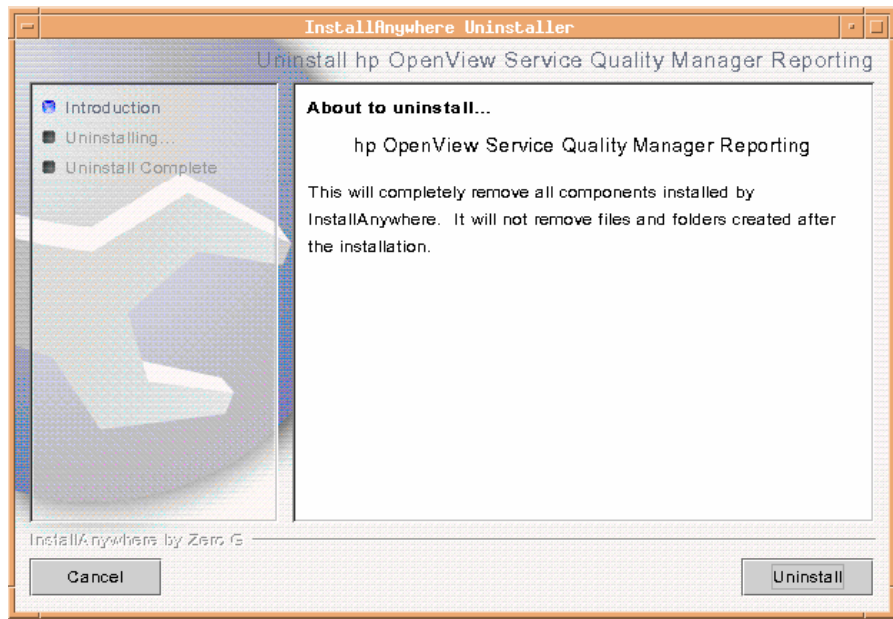### Kit Uninstallation

To uninstall the *Reporting Server* component, complete the following steps:

- Locate the OV SQM HOME where this component is installed.

- Change to the *UninstallerForReportingData* sub-directory.

- Uninstall the *Reporting Server* component by executing the following command:
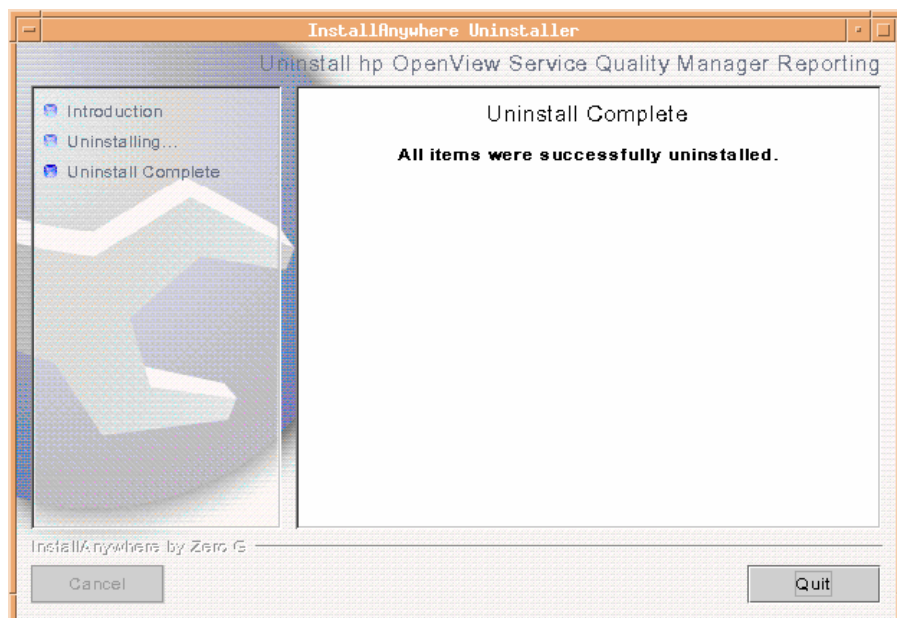
  ```
  java –jar uninstaller.jar
  ```

The setup wizard displays the introduction screen.

Figure 13   **Uninstall Introduction Window**

- Click on the **Uninstall** button. The uninstallation progress window appears.
- Once the uninstallation of the *Reporting Server* component is finished, the following screen is displayed.

Figure 14   **Uninstall Complete Window**

- Click on the **Quit** button to terminate the uninstallation process.

4.1.3   Deleting the BO Repository Database

The database deletion is done with the *temip_delete_database* script of the Service Quality Manager Oracle Tool. Refer to the *OpenView Service Quality*

Manager Reference Guide for Oracle Use for more details on this tool and for any Oracle configuration questions.

Login as the administrator on the system where the Repository database has been created.

Usually you should invoke *temip_delete_database* without any parameters, in order to enter an interactive mode that will display a list of detected (existing) databases and let you choose the one you want to delete. You can also invoke this script with the required Database SID as parameter.

Before deleting the BO Repository database, make sure the Service Quality Manager framework is correctly initialized.

- Go to the OV SQM Reporting home directory.

  ```
  cd $TEMIP_SC_HOME
  ```

- Go to the Oracle Tools directory:

  ```
  cd oracle/scripts
  ```

- Execute the following command:

  ```
  temip_delete_database borepos
  ```

The script displays the found files and asks for deletion confirmation. It then removes the database initialization and configuration files and the obsolete directories.

Note

You must manually edit the *oratab* and *listener.ora* files[1] to remove static information related to the destroyed database.

---

[1] These files are located in the `$ORACLE_ROOT/network/admin` directory.

Part II

Configuration and Administration

This part contains the configuration instructions for the OV SQM Reporting.
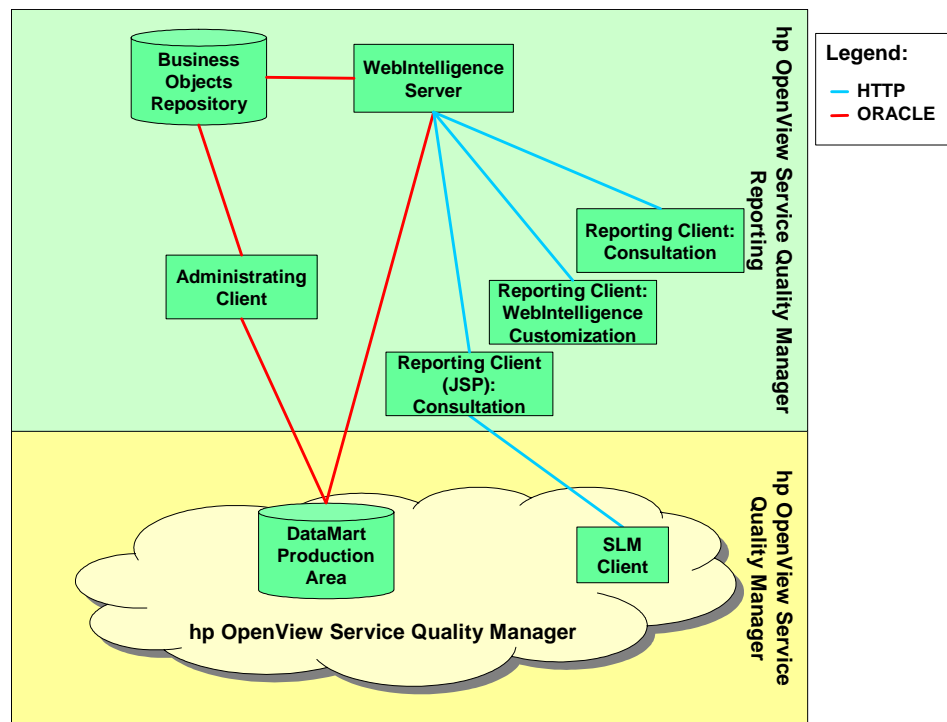
Chapter 5

Overview of the OV SQM Reporting Architecture

This chapter describes the OV SQM Reporting architecture.

5.1 General Architectural Overview

The OV SQM Reporting logical architecture is shown as follows:

Figure 15   General Architecture Overview

The OV SQM Reporting product relies on the BUSINESSOBJECTS products. For more information on BUSINESSOBJECTS, refer to the BUSINESSOBJECTS product documentation.

In the next sections, you can find more information on the following components:

- Oracle Server.

- Administrating Client.

- Reporting Server.

- Reporting Clients.

5.1.1 Oracle Server

The ORACLE Server term identifies any UNIX system hosting an ORACLE 10g database. The Service Quality Manager DataMart Production area database and the BUSINESSOBJECTS repository have to be hosted by an ORACLE Server.

OV SQM Reporting implements two ORACLE 10g Servers hosting the Service Quality Manager DataMart production area database and the BUSINESSOBJECTS repository.

The BUSINESSOBJECTS repository is notably used to store the security strategy and universes.

5.1.2 Administrating Client

The *Administrating Client* is used to configure the BUSINESSOBJECTS components (load universes, manage users and profiles…) and to implement the BUSINESSOBJECTS security strategy.

Usually a unique *Administrating Client* is configured for the whole solution.

5.1.3 Reporting Server

The Reporting Server is used to provide access to WEBINTELLIGENCE reports through any Reporting Clients.

The Reporting Server term identifies any system hosting BUSINESSOBJECTS 6.5.1 enterprise server products. In addition, the Reporting Server needs an Apache HTTP Server and a Tomcat JSP engine to be installed.

5.1.4 Reporting Clients

The reports can be accessed through a web browser; therefore a report viewer only needs a web browser. However, the whole architecture has to be in place. The same configuration is used to create and edit WEBINTELLIGENCE reports through a Web browser.

Chapter 6

Configuring the OV SQM Reporting

6.1 Oracle Server

As a prerequisite, the Service Quality Manager DataMart Production database must be installed and created. Refer to the *OpenView Service Quality Manager DataMart Installation and Configuration Guide* for more information.

6.1.1 BO Repository Databases Creation Scripts

These scripts are installed with the Monitoring subset of the Service Quality Manager kit. They are located in the `$TEMIP_SC_HOME/oracle/borepos` directory.

6.1.2 BO Repository Database Creations Steps

The creation of the BO Repository database is done with the *temip_create_database* script of the Service Quality Manager Oracle tool. This script deploys all the databases in a unified way by using a set of common utilities. Refer to the *OpenView Service Quality Manager Reference Guide for Oracle Use* for information on how to create the database.

The default SID for the BO Repository is *borepos*. It is recommended not to change the default naming schema in order to deploy a homogeneous platform. The default user login is "bo", with the password "bo".

If you already have an existing BO platform you may skip the database creation and add SQM data to your existing repository.

To deploy the database you need to call the script and reply to prompts

```
cd $TEMIP_SC_HOME/oracle/script
temip_create_database borepos
```

6.2 Administrating Client

The hardware and software prerequisites for the *Administrating Client* component are described in the Part I, Chapter 2 Installation Prerequisites

6.2.1 Configuring Oracle for Using the DataMart Production Database and the BO Repository

The *ORACLE10 Client for Windows V10.2.0 SQL*Plus* must be configured to work with the Service Quality Manager DataMart Production database and the

OV SQM Reporting BO Repository database. To configure the ORACLE network component, proceed as follows:

1. Log-on to the *Administrating Client* under the administrator user account.

- Edit the *tnsnames.ora* file (with the WordPad tool for example) and add a new entry for the DMPROD database and BOREPOS; the location of the *tnsnames.ora* file depends on the ORACLE version. Refer to the ORACLE documentation for further details.

```
DMPROD entry description:
DMPROD =
( DESCRIPTION =
   ( ADDRESS_LIST =
     ( ADDRESS =
        ( PROTOCOL = TCP )
        ( HOST = ORACLE_SERVER_HOST_IP )
        ( PORT = 1521 )
     )
   )
   ( CONNECT_DATA =
     ( SID = DMPROD )
   )
)

BOREPOS entry description:
BOREPOS =
( DESCRIPTION =
   ( ADDRESS_LIST =
     ( ADDRESS =
        ( PROTOCOL = TCP )
        ( HOST = ORACLE_SERVER_HOST_IP )
        ( PORT = 1521 )
     )
   )
   ( CONNECT_DATA =
     ( SID = BOREPOS )
   )
)
```

Where ORACLE_SERVER_HOST_IP stands for the IP address of the ORACLE Server system hosting the Production and BO Repository databases.

- Save the *tnsnames.ora* file.

Note

The tns entries used to define the universe connections must be identical on the reporting server and clients.

6.2.2 Configuring BO Supervisor

The Supervisor is the product to set up and maintain a secure environment for BUSINESSOBJECTS. It also provides a powerful and easy-to-use structure for distributing information to be shared by all users. This information is centralized through relational data accounts called repositories. With Supervisor, the administrator can define users and user groups as well as assign profiles to them. The administrator can control the user access to BUSINESSOBJECTS products, and manage the exchange and distribution of the universes and documents of all users. Supervisor also lets the administrator manage your company as groups of users with profiles that you determine. User profiles include user identification (user

name and password), the products and modules they can work with, the universes they can access, and the documents that they can share.

Once the administrator has defined such profiles for all the users in your company, the administrator can use Supervisor to manage repositories and data accounts. Any operation the administrator performs with Supervisor is stored in the repository.

6.2.2.1 Repository Configuration

If you already have configured a BO environment with the repository you can skip the repository creation procedure described bellow. And directly create the SQM reporting user as described in section XXX

To configure the BUSINESSOBJECTS Supervisor module on the *Administrating Client*, proceed as follows:

- Log onto the *Administrating Client* under the administrator user account.

- To launch the Supervisor, click the Start button on the taskbar of the Windows desktop. From the Programs menu, select BUSINESSOBJECTS and then Supervisor 6.1. The User Identification dialog box is displayed.

**Figure 16   Supervisor User Identification Window**

- Click the Admin button. A Welcome dialog box is displayed. The welcome dialog box displays an overview of the main steps that you are going to perform with the Setup Wizard.

Figure 17   Administration Setup Wizard - Welcome Window

- Click the **Begin** button. The *Choose Setup Configuration* dialog box is displayed.

Figure 18   Administration Setup Wizard – Step 1 Window
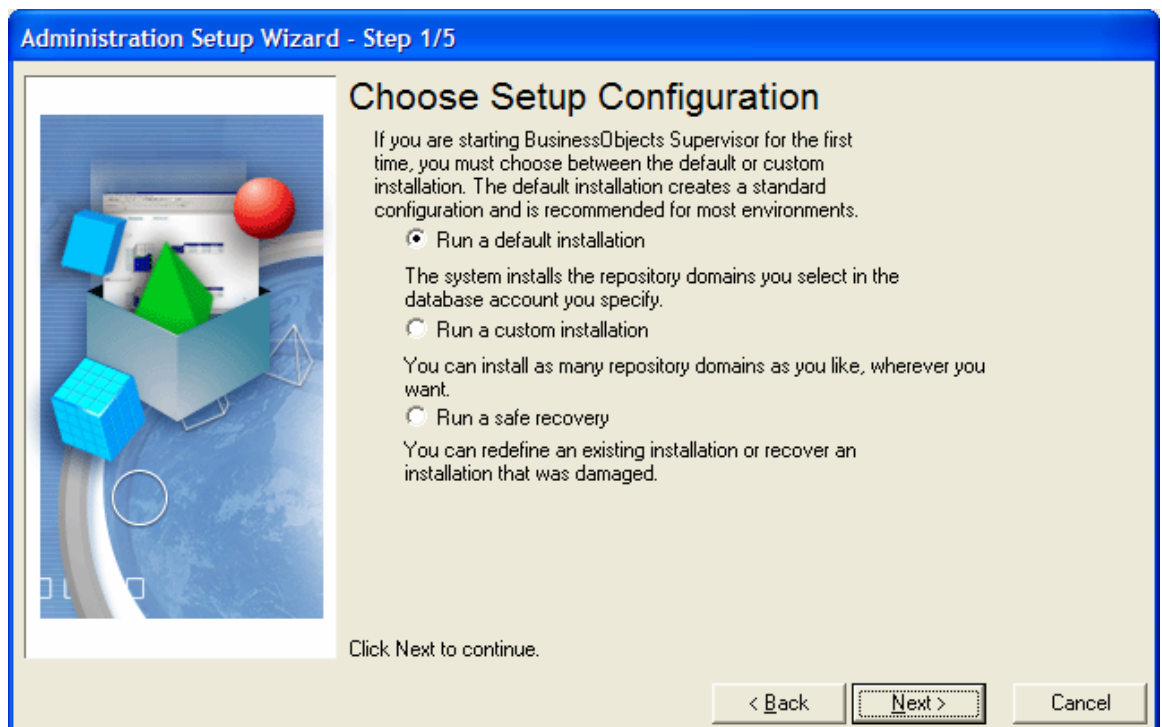
- Select Run a default installation, to automatically create the three repository domains (security, universe and document) on the same data account.

- Click on the **Next** button. The *Define the General Supervisor* dialog box appears.

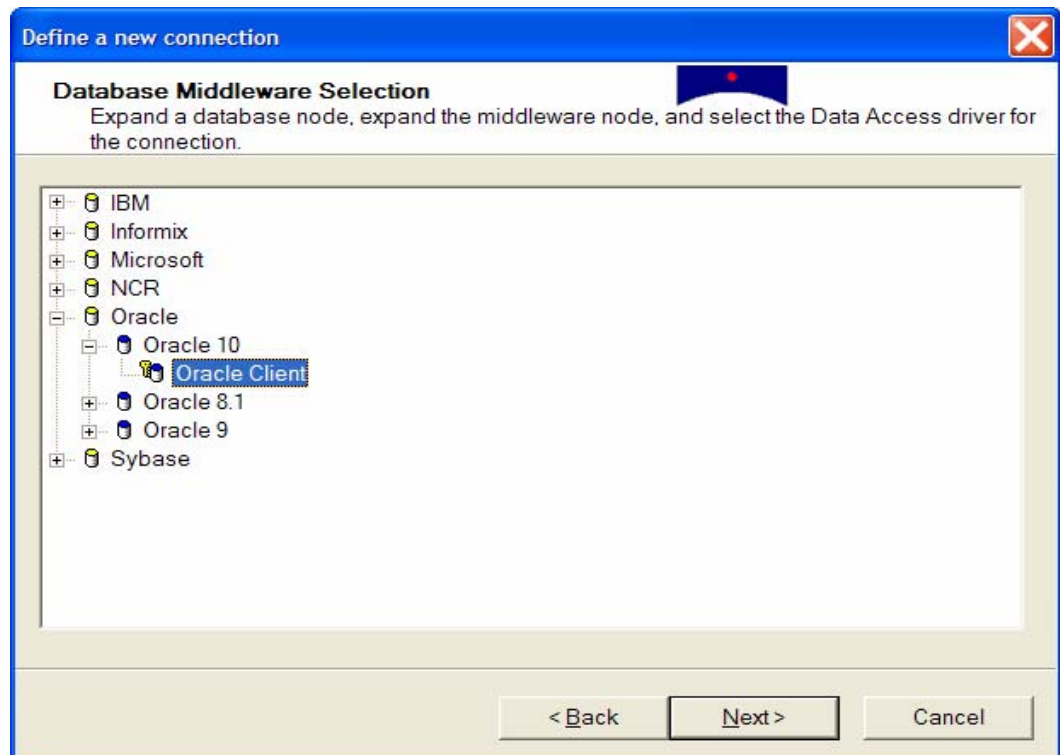**Figure 19**   **Administration Setup Wizard – Step 2 Window**

- Identify your work environment by entering your name, password, the confirmation of your password, and the name of your company. For the purposes of the sample exercises in this guide, give 'admin' as a supervisor name and the name of your company as the company name. The company name you entered becomes the first user group created and is displayed as the root group in the Supervisor interface. The user name and password you entered are the ones you will use each time you wish to log on to Supervisor as the general supervisor.

- Click on the **Next** button. The *Define the Repository Connection* dialog box is displayed.

Figure 20   Administration Setup Wizard – Step 3 Window
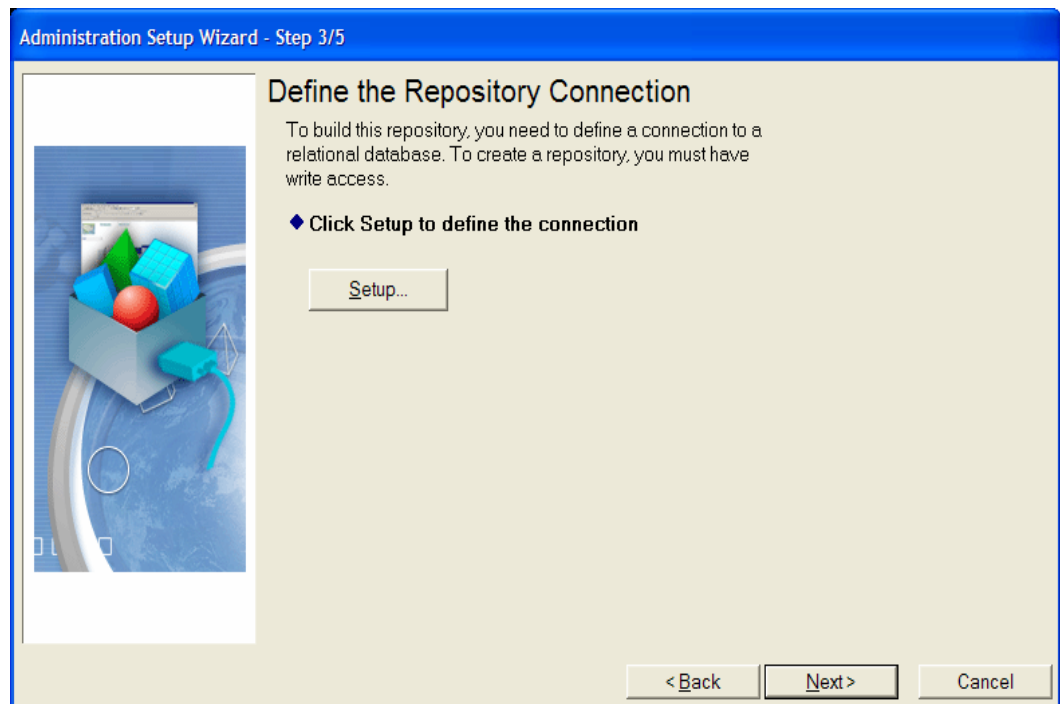
- Click the **Setup** button. The *Define a new connection* dialog box is displayed.

Figure 21   Administration Setup Wizard – Define a new connection

- From the database engine list box, select Oracle Client of Oracle 10 database.
- Click the **Next** button. The *Login Password* dialog box is displayed

Figure 22   Administration Setup Wizard – Login Parameter Window

- In the dialog box, enter the user name (bo), password (bo), and database name (borepos) relating to the database in which the repository is to be created. Refer to Section 6.1 for further details concerning the user name, password and the database name.

- Click on the **Next** button. The *Test Connection* dialog box is displayed.

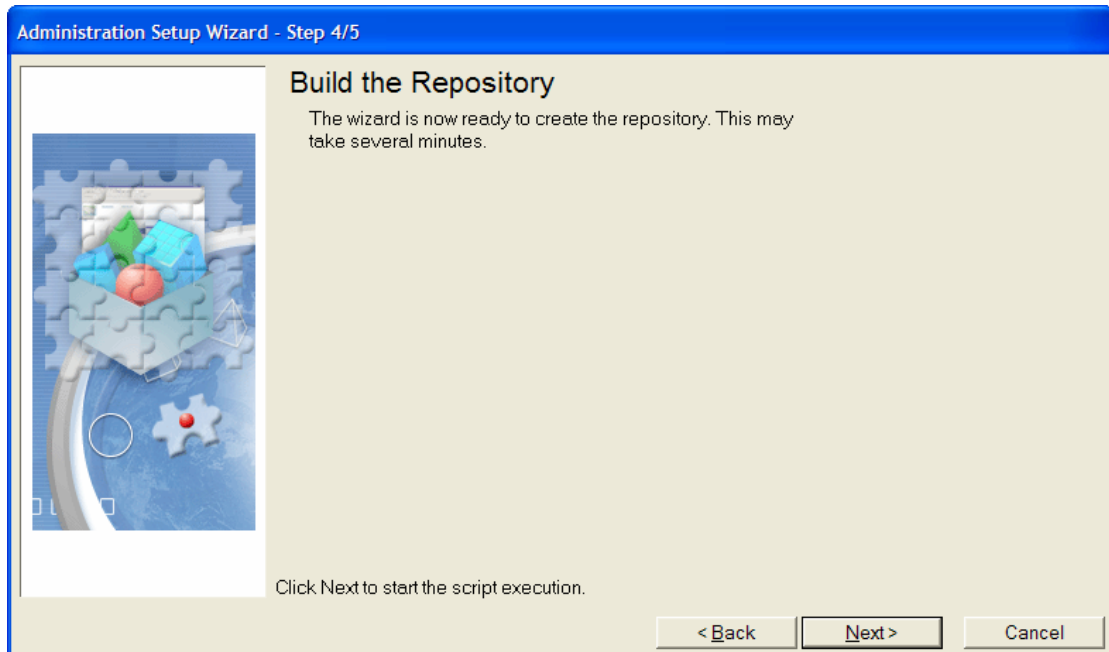**Figure 223   Administration Setup Wizard – Test Connection Window**

- Click the **Test connection** button. If the connection is not valid, the wizard displays an error message, and will not allow you to proceed to the next step. In this case, check the value entered in the **Define a new connection** setup dialog box and redo the test.

- If the connection is valid, click **Next** to the **Advanced Parameters** dialog, and no parameter needs to change here.

- Click **Next** to the **Custom Parameters** dialog, and no parameter needs to change here too.

- Click **Finish** button to return to the *Define the Repository Connection* dialog box.

Figure 24   Administration Setup Wizard – Step 4 Window


- Click the Next button to start creating the repository. Once the creation process has begun, you cannot interrupt it.

- When the script has finished processing, the following dialog box is displayed.

**Figure 25   Administration Setup Wizard – Step 4 Congratulations Window**
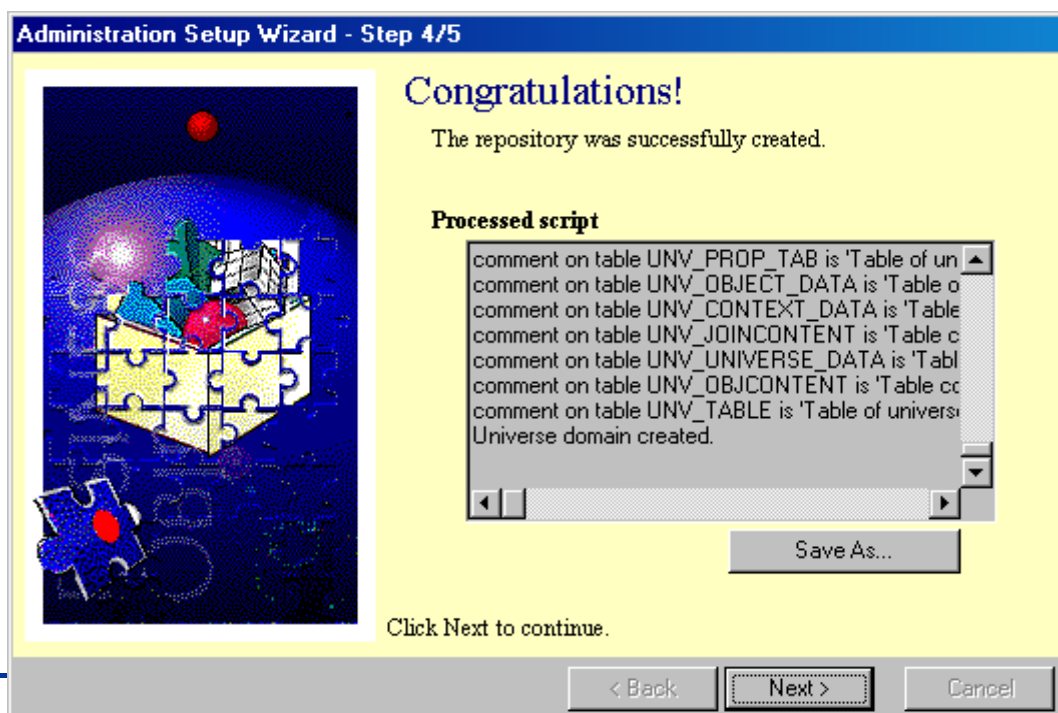
- If an error occurs during the creation of the repository, a dialog box appears explaining the cause of the error.

- Click on the **Next** button.

**Figure 236   Administration Setup Wizard – Step 5 Window**
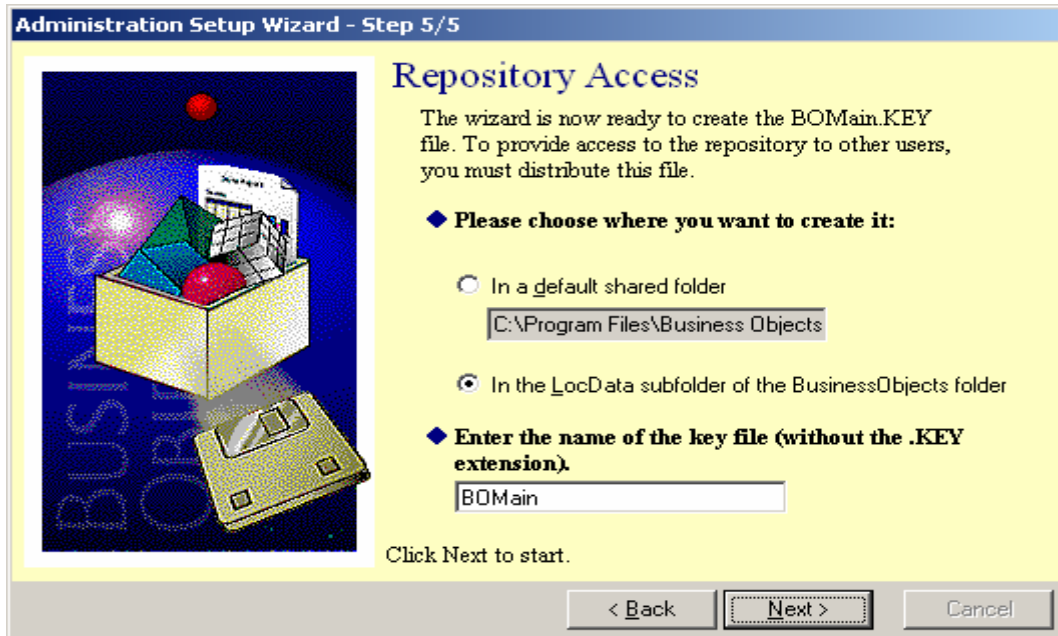
- The Repository Access dialog box allows you to specify the location of the key file and how to name it. The key file contains the address of the repository's security domain. All users of BusinessObjects Desktop Products who will use this repository must have a copy of this file. Keep the default setting for the location, and for the name of the key file.

- Click on the **Next** button.

Figure 247   Administration Setup Wizard – Step 5 Confirmation Window
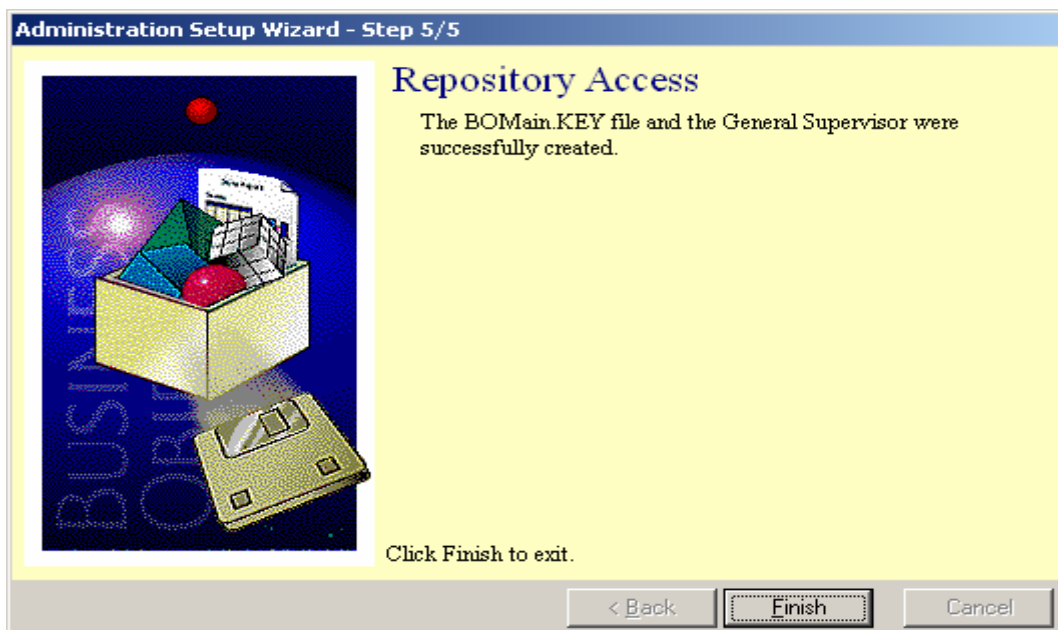
- Click the **Finish** button to quit the *Setup Wizard*.

- A dialog box is displayed advising you to create a second general supervisor. This is important since, if you forget the general supervisor's password, or if you fail to enter the password correctly three consecutive times, you will no longer be able to access *Supervisor* as a general supervisor. You are therefore strongly advised to create a second general supervisor.

**Figure 258   Supervisor Advice Window**
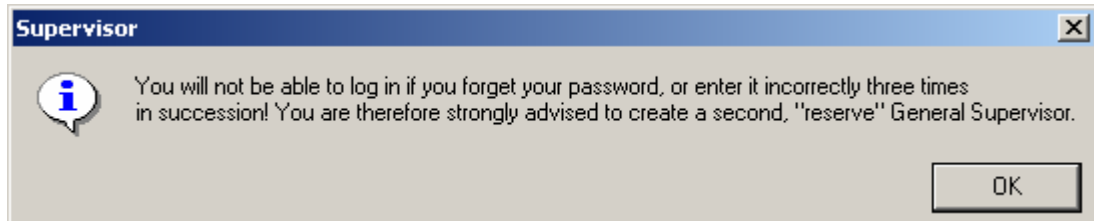
- Click the **OK** button to clear the message. The main window of *Supervisor* is displayed.

**Figure 269   Supervisor Main Window**
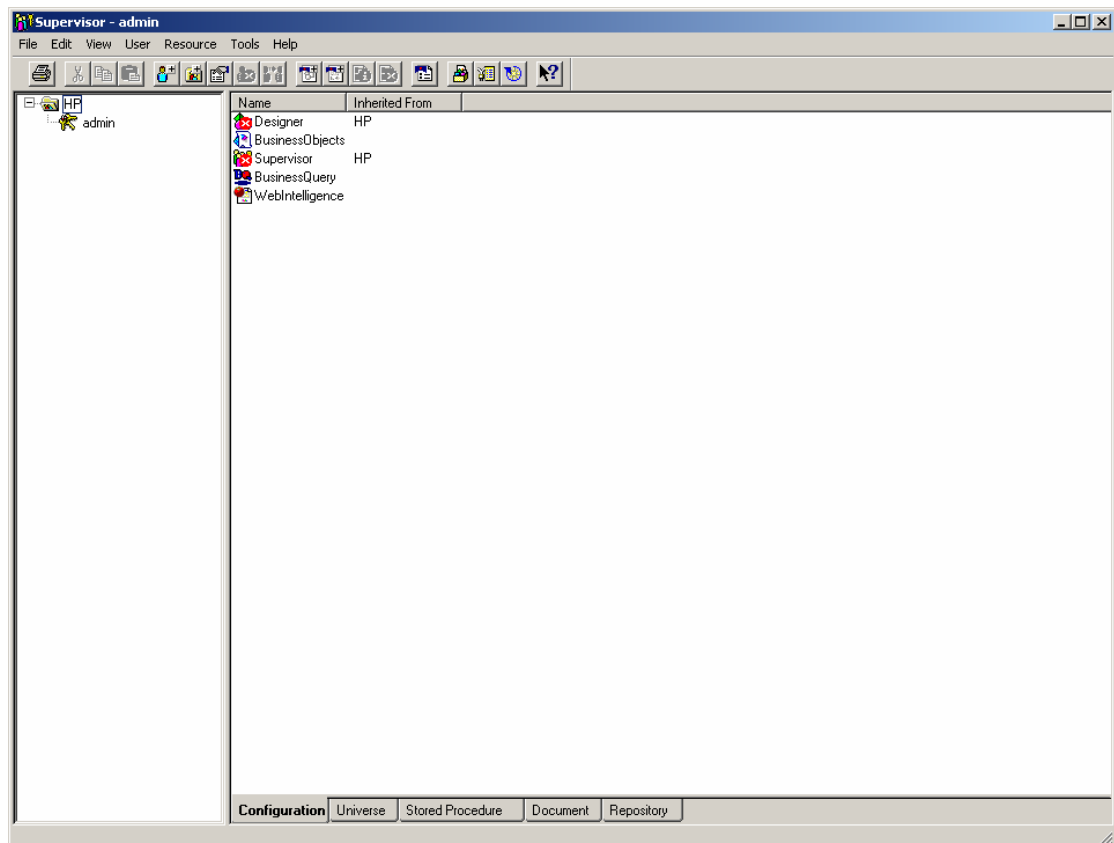
- A connection giving a universe access to the Service Quality Manager DataMart Production database must be defined in the *Supervisor* interface. This connection is stored in the repository and can be used by universe designers. To create a connection, click the **Connections** command on the **Tools** menu. The *Connections* dialog box is displayed.

Figure 30   Supervisor Connections Window
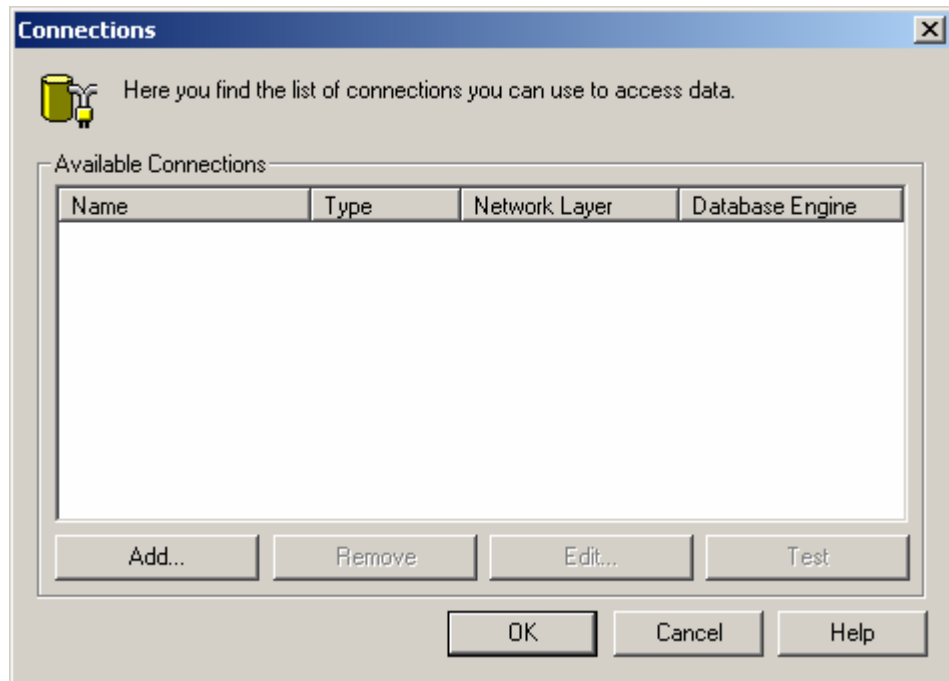
- Click on the **Add** button. The *Add a Connection* dialog box is displayed.

Figure 271   Supervisor Add a Connection Window
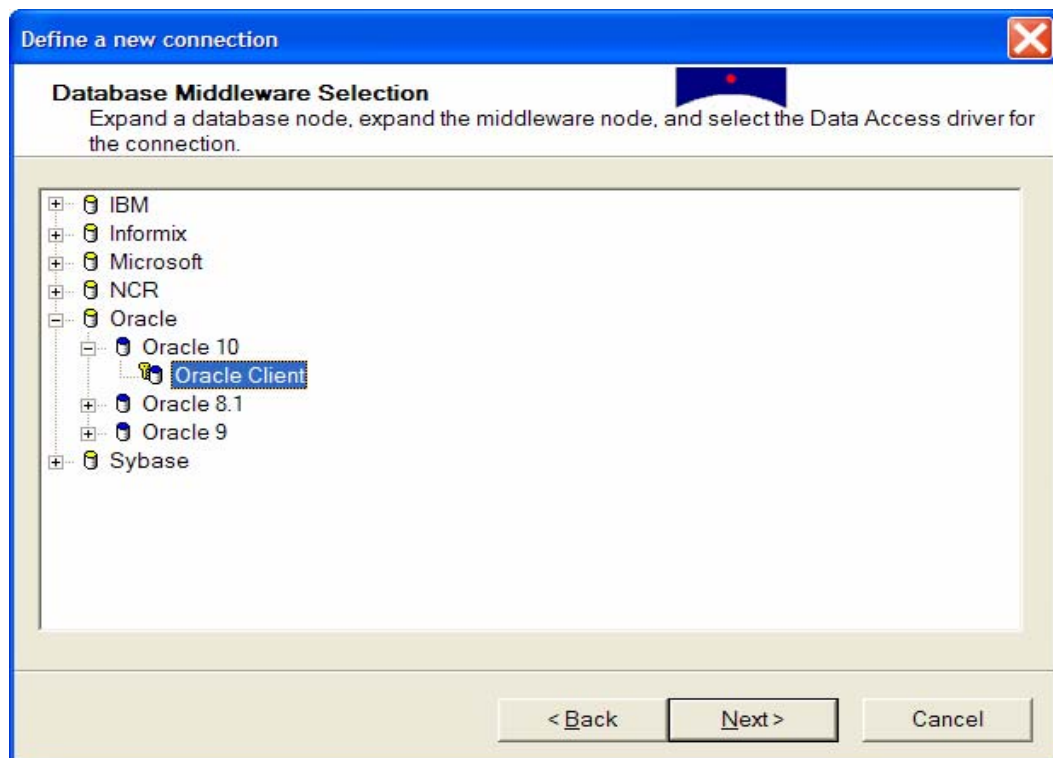
- Select the *Oracle Client of Oracle 10* in the network layer list and then click on the **Next** button. The *Login Parameters* dialog box is displayed.

Figure 282   Supervisor Oracle Client Connection Window

- Enter the following:

  Enter *Production* for the name of the connection.

  Enter the *Service Quality Manager DataMart Production* user name as the user name.

  Enter the *Service Quality Manager DataMart Production* password as the password.

  Enter *DMPROD* as the database.

- Refer to the *OpenView Service Quality Manager DataMart Configuration Guide* for further details concerning the user name, password and the database name of the *Service Quality Manager DataMart Production* database.

- Click on the **Next** button to check the validity of the connection. The *Test Connection* dialog box is displayed.

Figure 293   Supervisor Test Connection Window
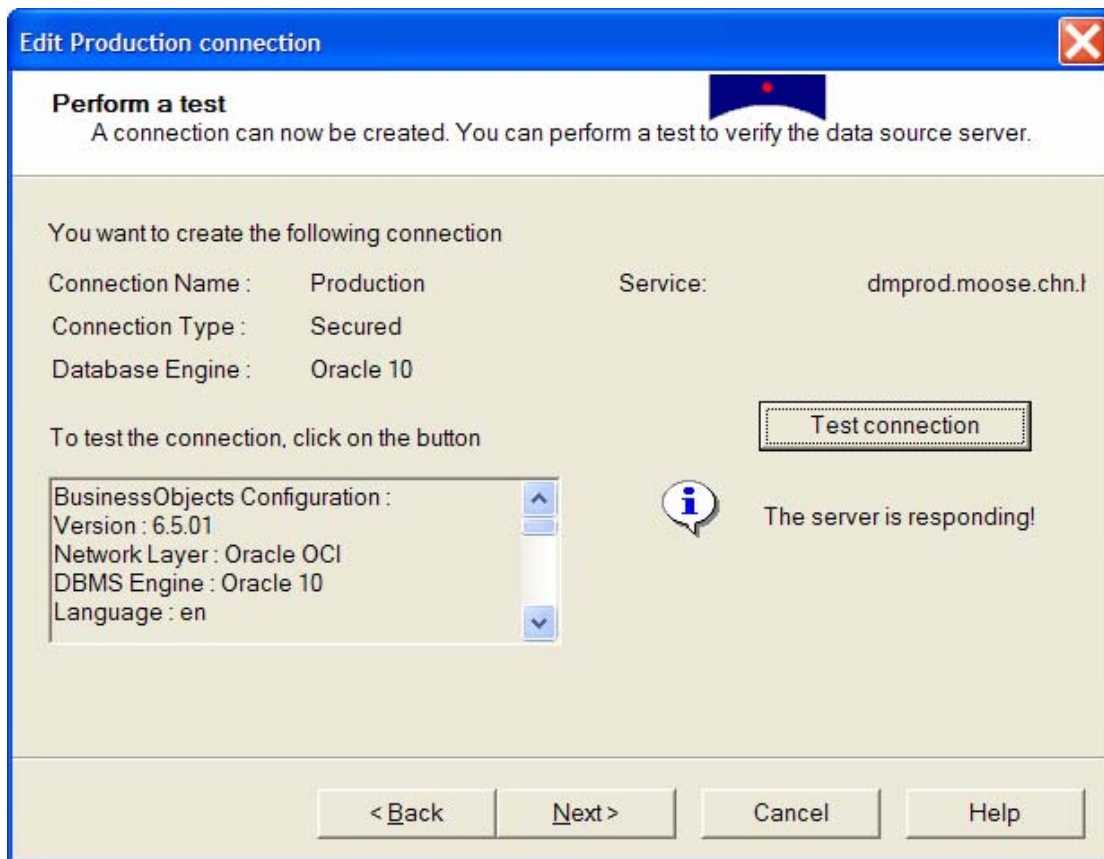
- Click the **Test connection** button. If the connection is not valid, an error message is displayed. In this case, check the value entered in the *Oracle Client* connection dialog box and redo the test.

- If the connection is valid, click **Next** to the **Advanced Parameters** dialog, and no parameter needs to change here.

- Click **Next** to the **Custom Parameters** dialog, and no parameter needs to change here too.

- Click **Finish** button. The *Connections List* dialog box is displayed, showing the *Production* connection.

Figure 304   Supervisor Connection Results Window
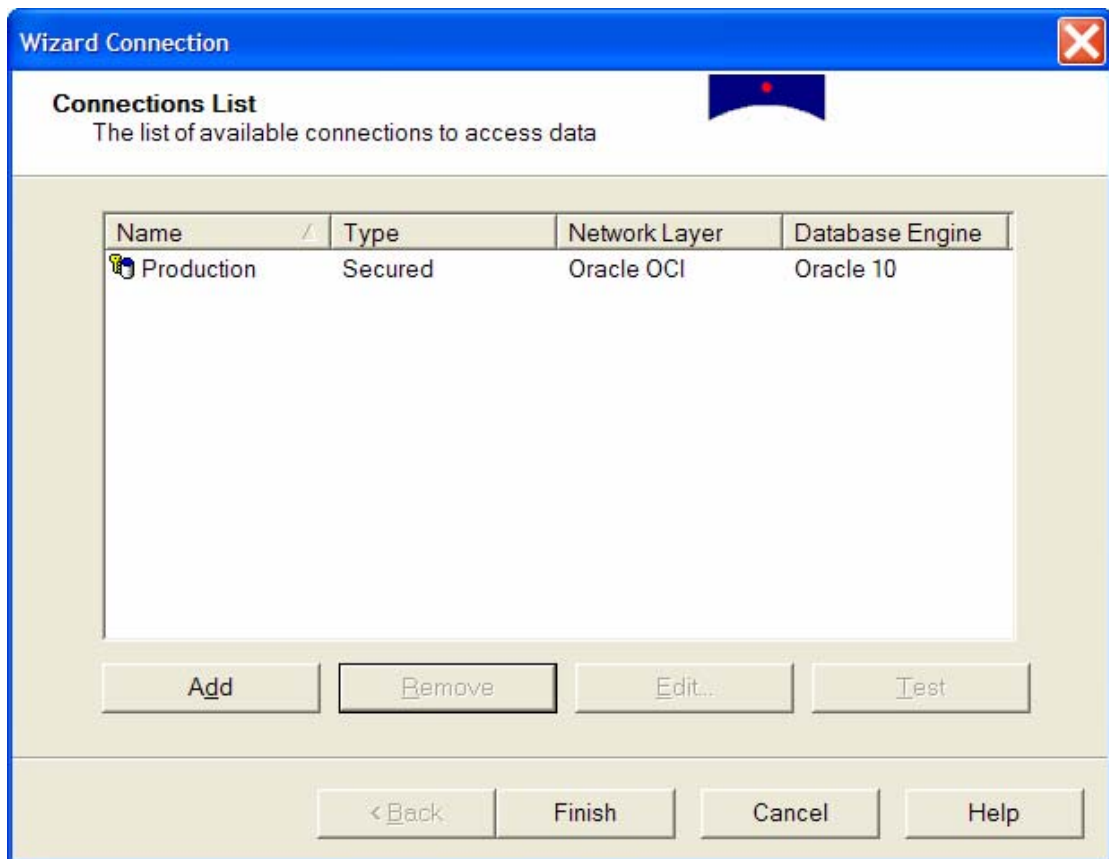
- Click on the **Finish** button to close the dialog box and finish creating the connection.

6.2.2.2   Groups

A group contains a set of users. This notion is very helpful for security management, because configuring a group also configures the users it contains. To each group can be assigned security permissions such as the access rights to universes and reports, the rights to modify them or to create new ones.

How to create a group?

To create a group, proceed as follows:

- Log on to the *Administrating Client* under the administrator user account.

- If the *Supervisor* is not already started, launch the Supervisor: click the *Start* button on the taskbar of the Windows desktop. From the *Programs* menu, select **BUSINESSOBJECTS 5.1** and then **Supervisor**. The *User Identification* dialog box is displayed.

Figure 315   Supervisor Login Window

- Log on the supervisor user account by entering the user name and password.

- Click on the **OK** button. The main window of the *Supervisor* is displayed.

- To create a group, select the main group (HP in our case), and then click the **New Group** command on the *User* menu. The new group symbol appears in the *Group* panel.

Figure 326   Supervisor New Group Window
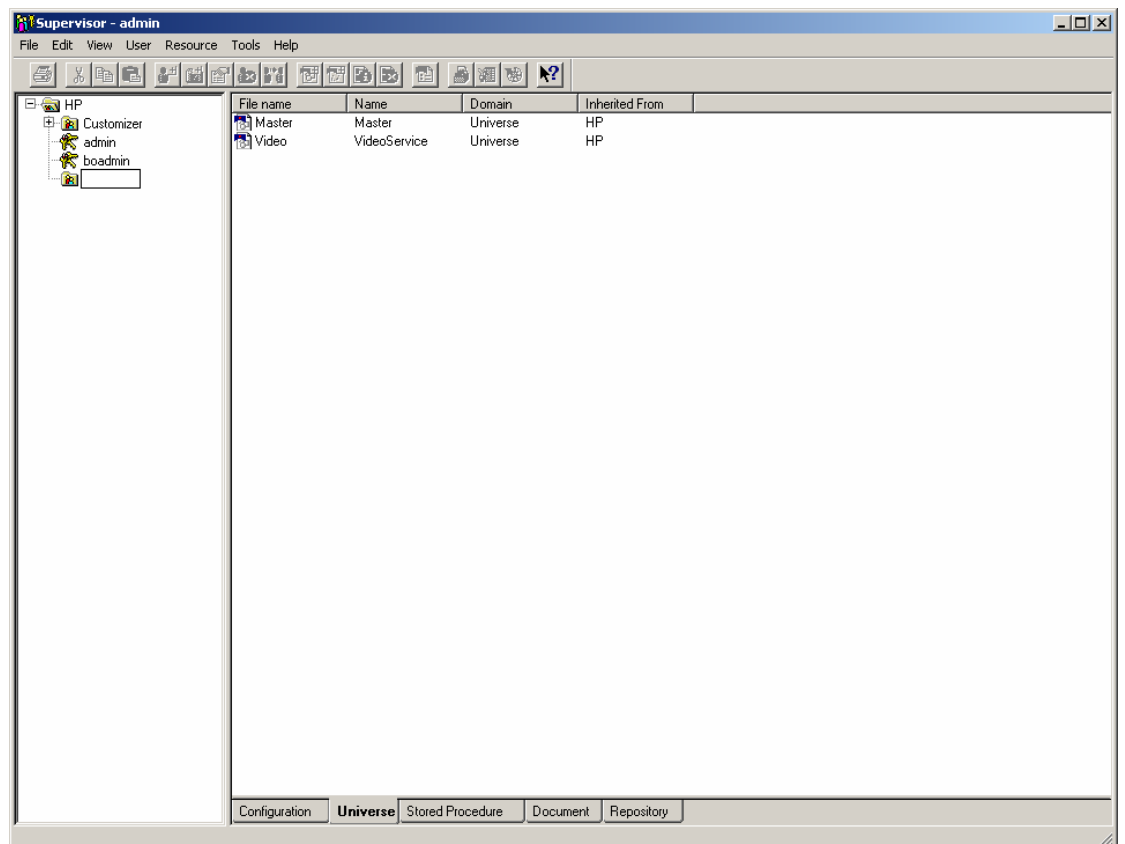
- Enter the group name (*HP Filter* for example) in the name label and then press the **Enter** key on the keyboard. The main window of *Supervisor* shows the new group.

Figure 337   Supervisor New Group Result Window
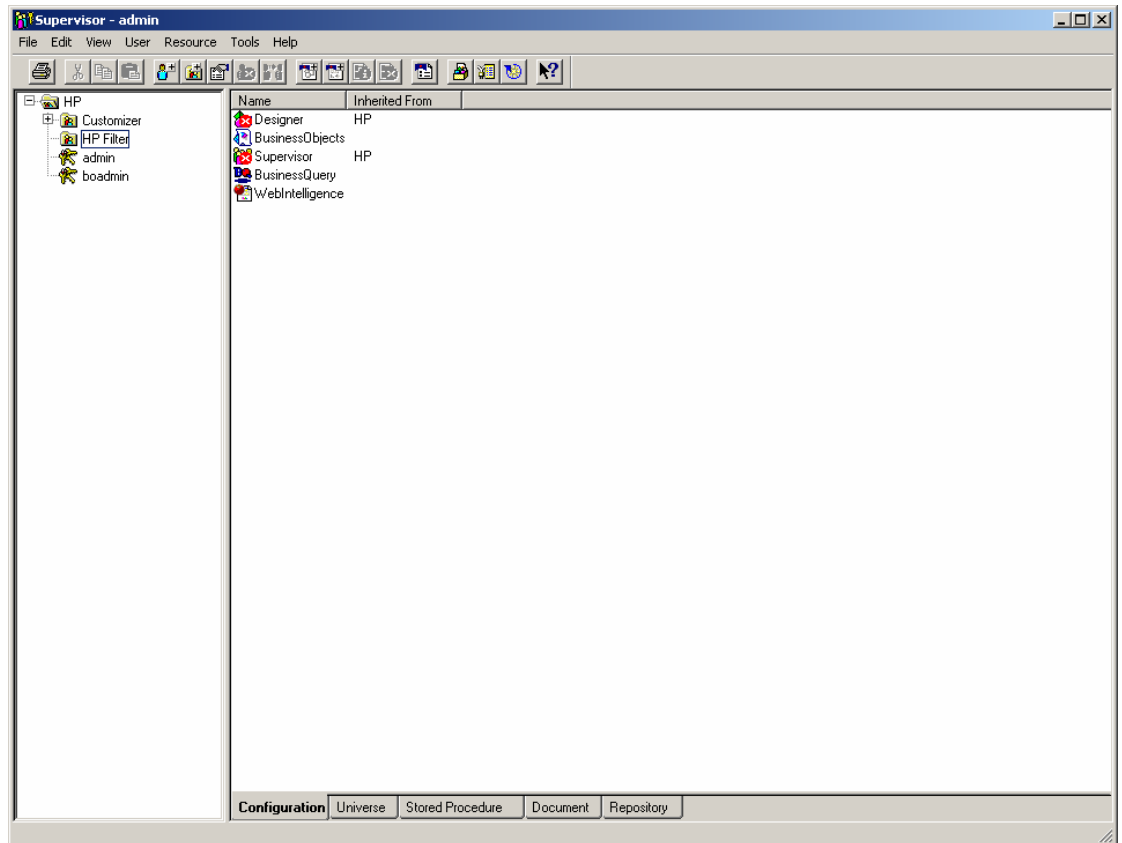
How to assign conditions to a group?

You can assign conditions to a group by creating, for example, a filter on the *Master* universe based on the *CUSTOMER_DIM* table with the clause "(CUSTOMER_DIM.ID = 0 OR CUSTOMER_DIM.ID = 1)".

Proceed as follows:

- Select the *HP Filter* Group.

- Click on the **Universe** tab in the bottom right of the frame. The *Universe List* is displayed.

Figure 348   Supervisor Universe List Window
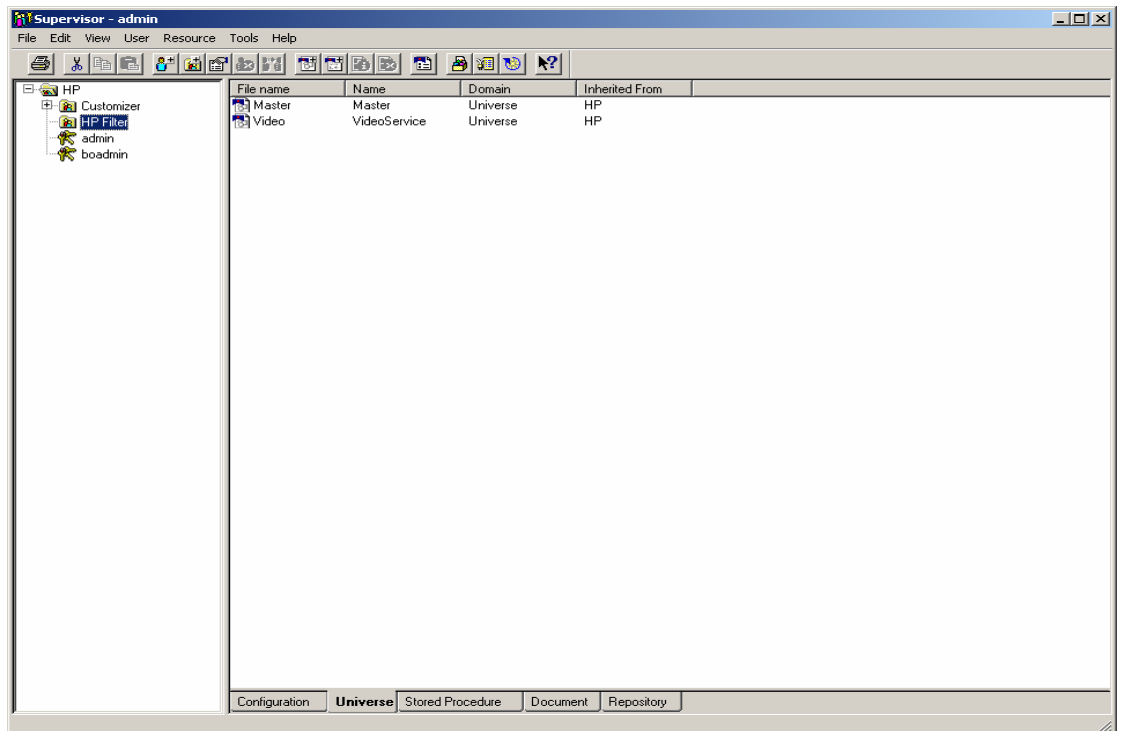
- Select the **Master** universe.

- Click the **Properties** command with the *Mouse Button 3.* The *Universe Properties* dialog box appears.

- Select the **Rows** tab.

Figure 39   Supervisor Universe Properties Window
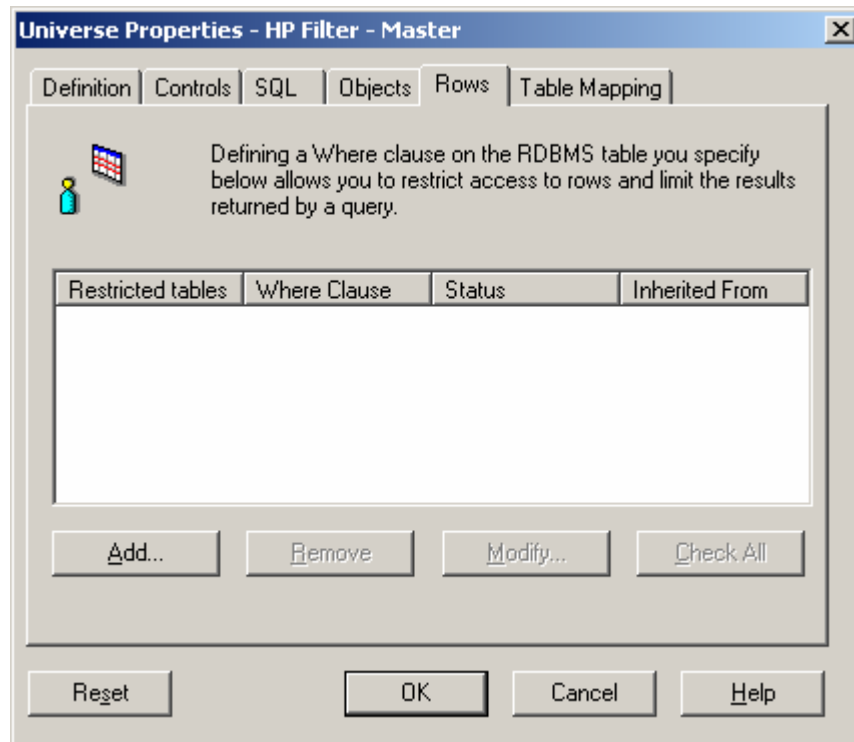
- Click on the **Add** button. The *New Row Restriction* dialog box appears.

Figure 40   Supervisor Universe Properties Window
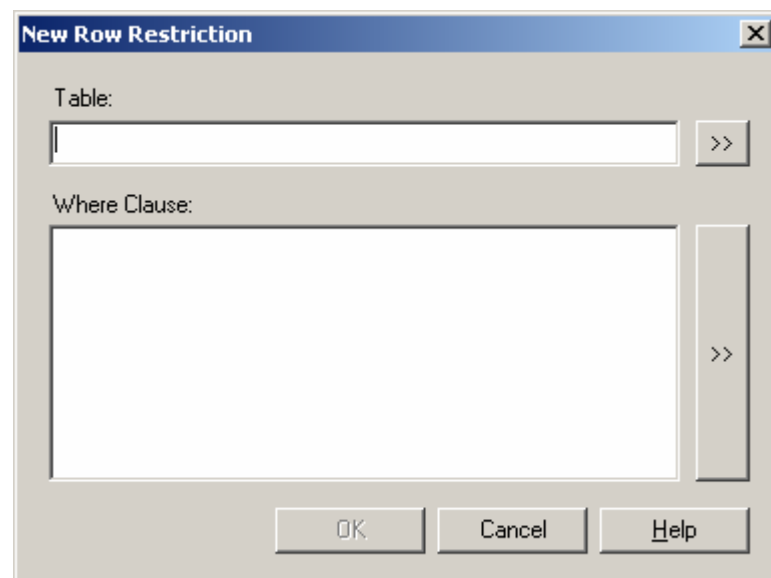
- Click on the button near the *Table* entry. This displays the *Table Browser* window.
- Select the **CUSTOMER_DIM** table.

Figure 351   Supervisor Table Browser Window
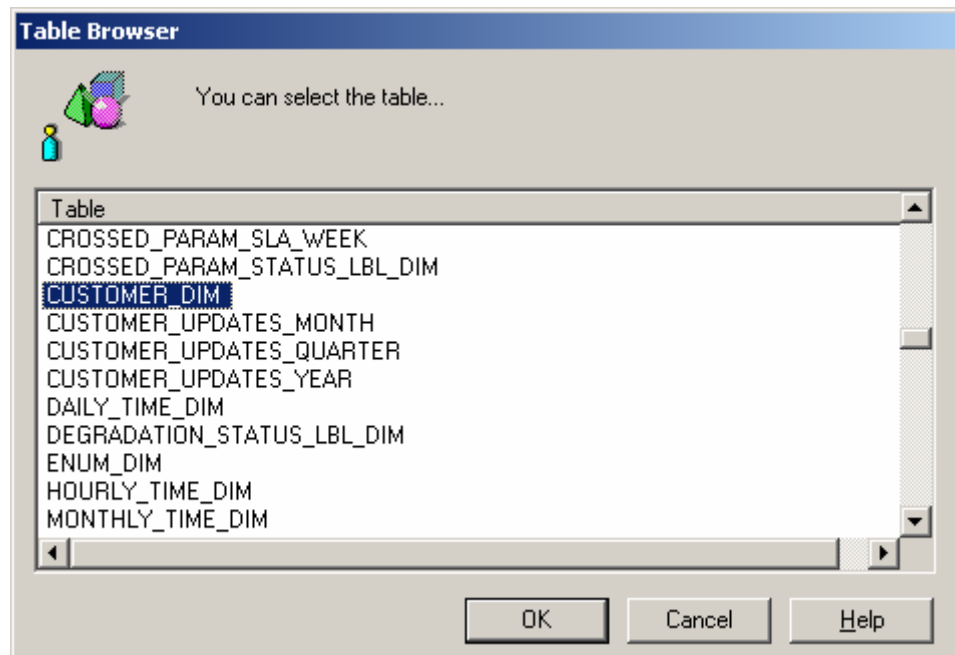
- Click on the **OK** button.

- In the "where" clause of the Row Restriction dialog box, enter:
  `(CUSTOMER_DIM.ID = 0 OR CUSTOMER_DIM.ID = 1)`

- Click on the **OK** button. The *Universe Properties* window is updated with the new row restriction.

Figure 362   Supervisor Universe Properties Result Window
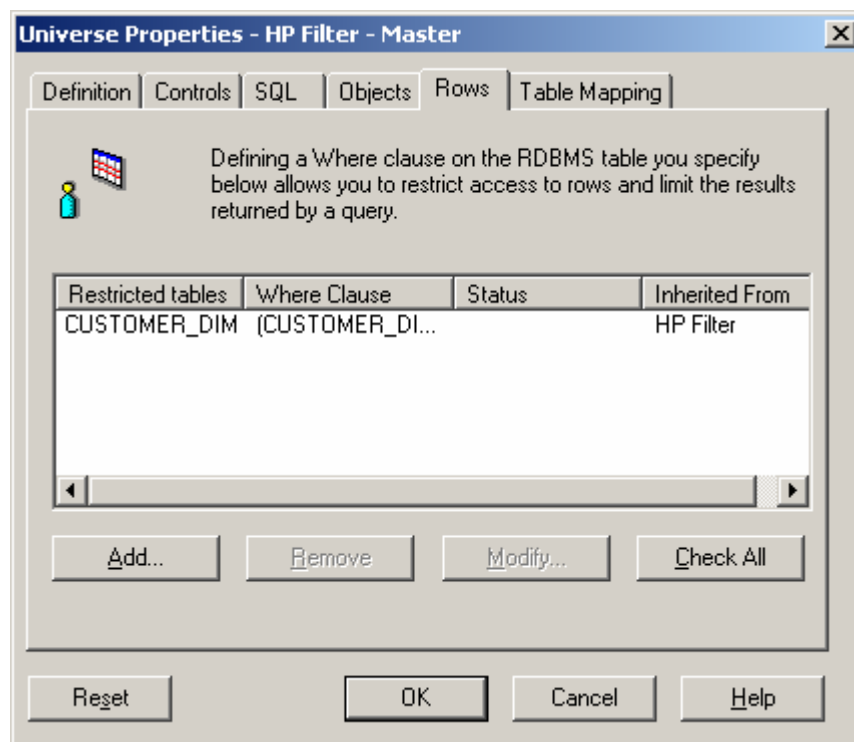
- Click on the **OK** button.

- The users belonging to the *HP Filter* group inherit this restriction.

<div align="center">**Caution**</div>

The filter on the CUSTOMER_DIM table is automatically used if the table is used in each request of a report. If the table is not used in a request, no filter is applied.

```
A set of hp OpenView Service Quality Manager Reporting
reports must not be used with users to whom a filter on
the customers is defined. This is because these reports do
not use the CUSTOMER_DIM in all their requests
```

For further details refer to the *BusinessObjects Supervisor's Guide*.

6.2.2.3   Users

A BUSINESSOBJECTS user is characterized by a name (login) and password. Users can be organized in groups, and a user can belong to several groups. A user that is created in a group inherits from the group's configuration.

<div align="center">**Caution**</div>

When a user belongs to several groups, the constraints are additive with an AND and not an OR, which does not allow a user to be assigned to several groups when using universe-based filters.

SQM specific user configuration

Beside the BO administrators, a SQM administrator user must be created. Name it 'sqmadm' to fit the default SQM Monitoring configuration the default password is 'sqmadm' but you should change it and update the Monitoring configuration accordingly.

The next section describes how to create a user. You may define more users to control access right for various end customers or groups.

The sqmadm user (with default sqmadm password) will be used during the reporting server deployment. A connection test will validate the universe, documents and production database configuration.

Additional Supervisor User

During the repository creation a general supervisor is created, but more users need to be created in the *Supervisor*. It is recommended that you create a backup general supervisor at this stage, in case of any problems with the first one.

To create a user, proceed as follows:

- Log-on to the *Administrating Client* under the administrator user account, if you are not yet logged on.

- If the *Supervisor* is not already started, launch the *Supervisor*: click the **Start** button on the taskbar of the Windows desktop. From the *Programs* menu, select **BUSINESSOBJECTS** and then **Supervisor 6.5**. The *User Identification* dialog box is displayed.

Figure 373   Supervisor Login Window

- Log on under the supervisor user account, by entering its name and password.

- Click on the **OK** button. The main window of the *Supervisor* is displayed.

- To create a user, click the **New User** command on the *User* menu. The new user symbol appears in the *User panel*.

Figure 384   Supervisor New User Window
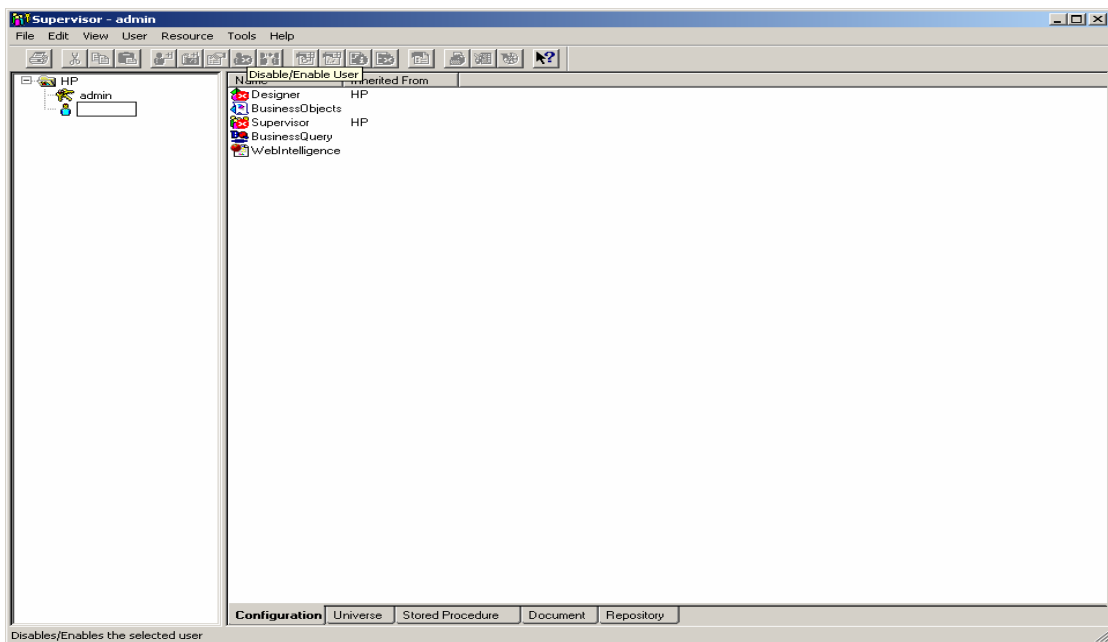
- Enter the user name (boadmin) in the name label and then press the Enter key on the keyboard. The main window of *Supervisor* shows the new user.

Figure 395   Supervisor New User Intermediary Window
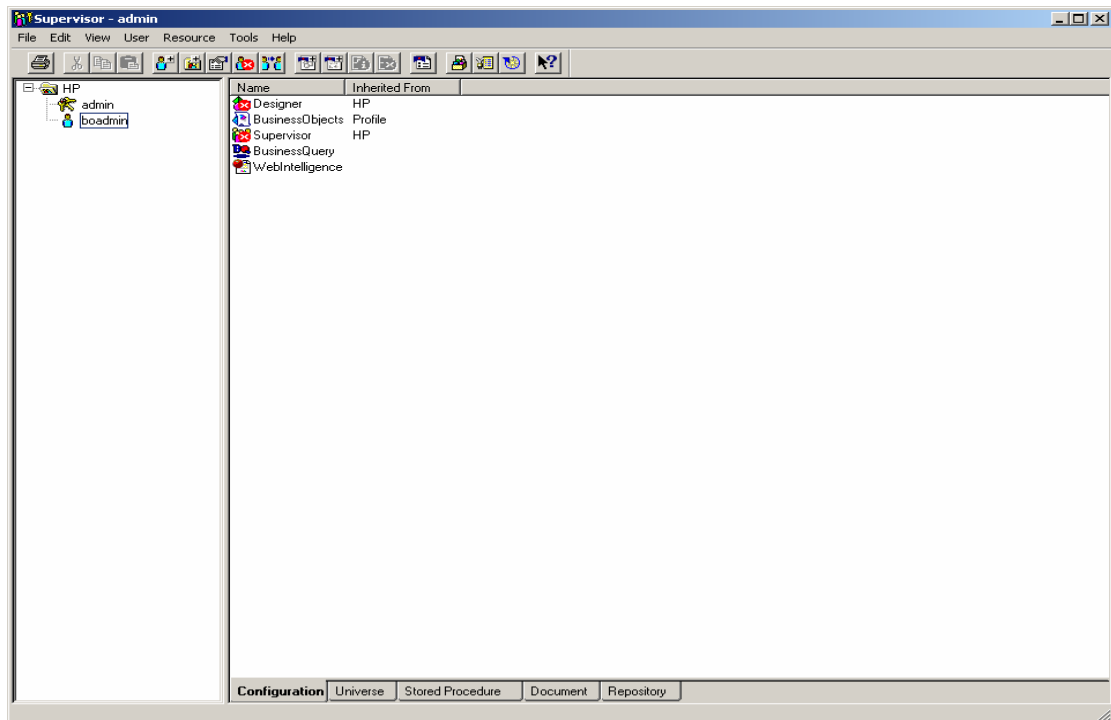
- Once the *bo*admin user is created, you need to define a password for this user. Select the user and click the *Properties* command on the *User* menu. The *User Properties* dialog box appears.

Figure 406   Supervisor New User Properties Window

- In the security section, enter the password in the password field and also in the confirm password field.

- Click on the **OK** button.

- Finally, set the profile of this user to the general supervisor: select the user and with the *Mouse Button 3* click the **Set Profile To** command and choose the **General Supervisor** entry from the list which appears. The *Supervisor* main window shows the new user with the general supervisor privileges.

Figure 417   Supervisor New Supervisor Results Window
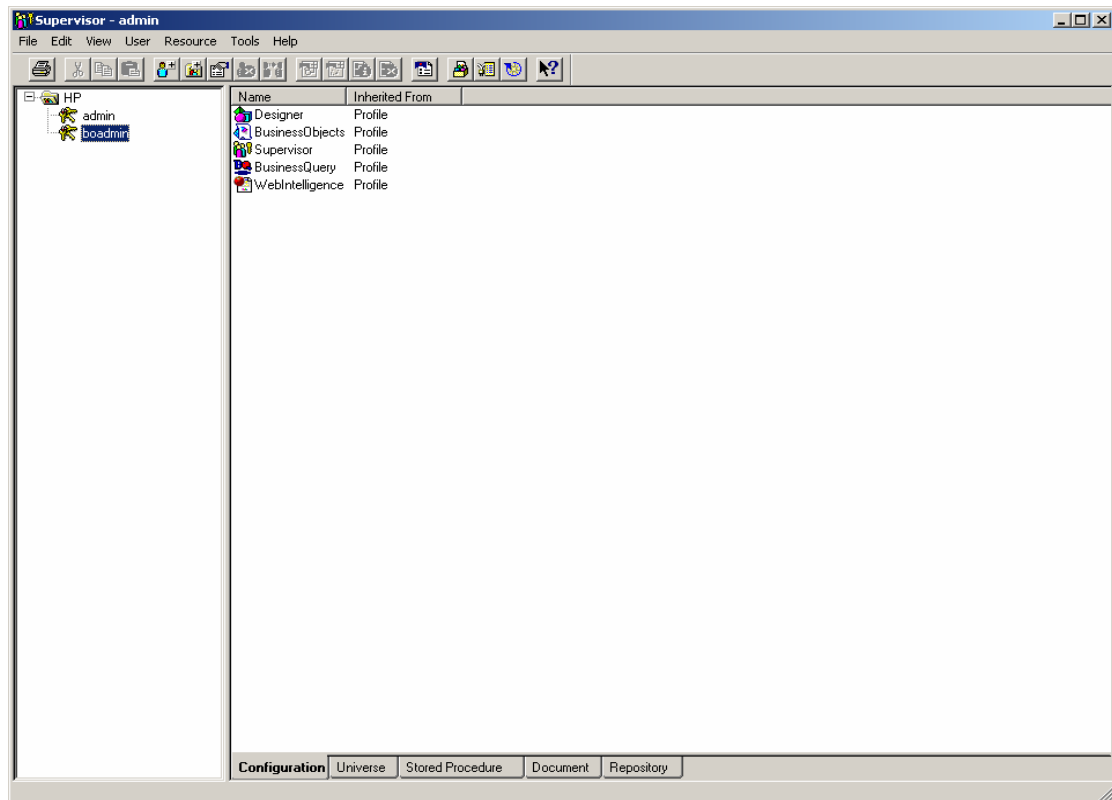
OV SQM Reporting Type of Users

- A *consultation user* accesses WEBINTELLIGENCE reports from the SLA Monitoring User Interface (WEBINTELLIGENCE SDK), InfoView.

- A *customizer user* creates universes and WEBINTELLIGENCE reports.

To create these users and give them the required rights, refer to the *BusinessObjects Supervisor's Guide*.

Configuration Tips

Customizer users are allowed to use the designer module and to create WEBINTELLIGENCE Documents.

Sample User Configuration

Consider a typical configuration for *customer1* and *customer2* customers.

Groups

The following groups are required:

- "*customer1 and customer2 operators group*" for operators in charge of these two Customers.

- "*customer1 and customer2 account managers group*" for operators in charge of these two Customers.

- "*customer1 group*" for the customer1final Customer.

- "*customer2 group*" for the customer2 final Customer.

- "*SOC operator group*".

- "*SOC operation manager group*".

Group Filters

To be able to filter the data depending on the data each group is allowed to access, filters on the CUSTOMER_DIM table must be used. Thus, there is a need to know the CUSTOMER_DIM.ID value for each of the customers:

```
sql> SELECT ID FROM CUSTOMER_DIM WHERE NAME = 'customer1'
ID
------
1
sql> SELECT ID FROM CUSTOMER_DIM WHERE NAME = 'customer2'
ID
------
2
```

Each user group can have filters on the CUSTOMER_DIM table in order to let the users access only the data they should:

- *The operator* group allows users to access the data concerning only the set of Customers that they are in charge of. To proceed, a filter must be defined on each universe with the following characteristics: filtered table: CUSTOMER_DIM; filter: (CUSTOMER_DIM.ID = 1 OR CUSTOMERDIM.ID = 2).

- *The account manager* group allows users to access the data concerning only the set of Customers that they are in charge of. To proceed, a filter must be defined on each universe with the following characteristics: filtered table: CUSTOMER_DIM; filter: (CUSTOMER_DIM.ID = 1 OR CUSTOMERDIM.ID = 2).

- *The final customer* group allows users to access the data concerning only themselves. To proceed, a filter must be defined on each universe with the following characteristics: filtered table: CUSTOMER_DIM; filter: (CUSTOMER_DIM.ID = 1).

- *The Service Operation Center (SOC) operator* group allows users to access all the data, so no filter is needed.

- *The Service Operation Center (SOC) operation manager* group allows users to access all the data, so no filter is needed.

- *The customizer user* group has access to all data while creating a new universe or a new report, so no filter is needed.

Users

The BUSINESSOBJECTS access rights for each group of users should be:

- An *operator*, an *account manager*, an *SOC operator* or an *SOC operation manager* group accesses WEBINTELLIGENCE and BUSINESSOBJECTS reports using InfoView or BUSINESSOBJECTS.

- A *final Customer* group accesses WEBINTELLIGENCE and BUSINESSOBJECTS reports using InfoView.

- A *customizer user* group creates universes and WEBINTELLIGENCE and BUSINESSOBJECTS reports, using Designer, BUSINESSOBJECTS and WEBINTELLIGENCE.

6.2.3   Configuring Universes through BO Supervisor

The OV SQM Reporting comes with an Off-the-Shelf reporting environment allowing the user to create and display reports on static information available in the Service Quality Manager DataMart. More precisely, this environment can manage only the data that are common to all the services.

There is only one universe that is provided in the off-the-shelf reporting environment for the static (generic) data.

To configure the universes, do the following:

- Log-on to the *Administrating Client* under the administrator user account.

- To launch the *Supervisor*, click the **Start** button on the taskbar of the Windows desktop. From the *Programs* menu, select **BUSINESSOBJECTS** and then **Supervisor.** The *User Identification* dialog box is displayed.

Figure 428   Supervisor Login Window

- Log-on to the *admin* supervisor user created before with *admin* as password. The main window of Supervisor is displayed.

Figure 439   Supervisor Main Window
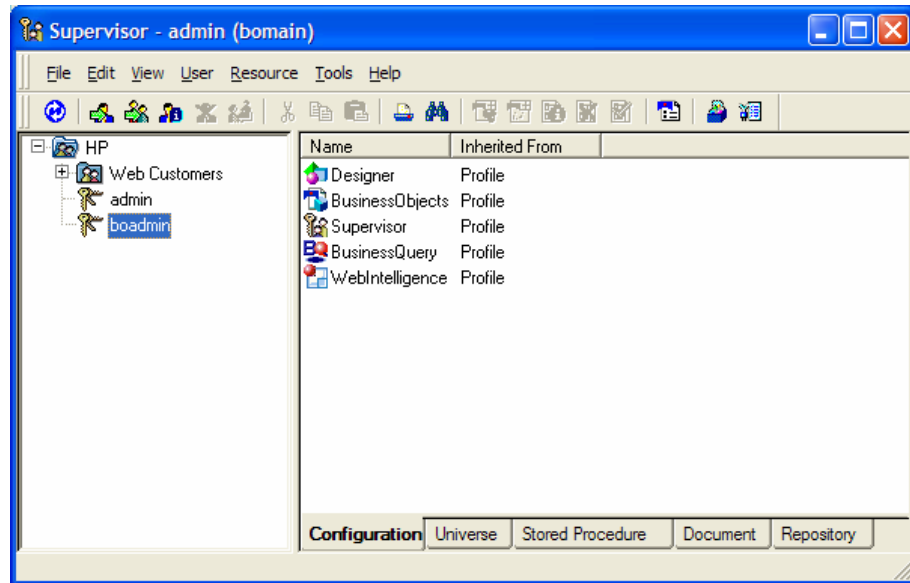
- To open the OV SQM Reporting universes stored locally on your system, select the **Export Universes** command from the *Tools* menu. The *Export Universe* dialog window is displayed.

- Click on the **Add** button. The *Universe to Export* dialog window is displayed.

- Go to the *C:\Program Files\HP OpenView\SQM\Reporting\Universe* folder to find the *Master.unv* universe. Click on the **Open** button.

Figure 50   Master Universe Export Window
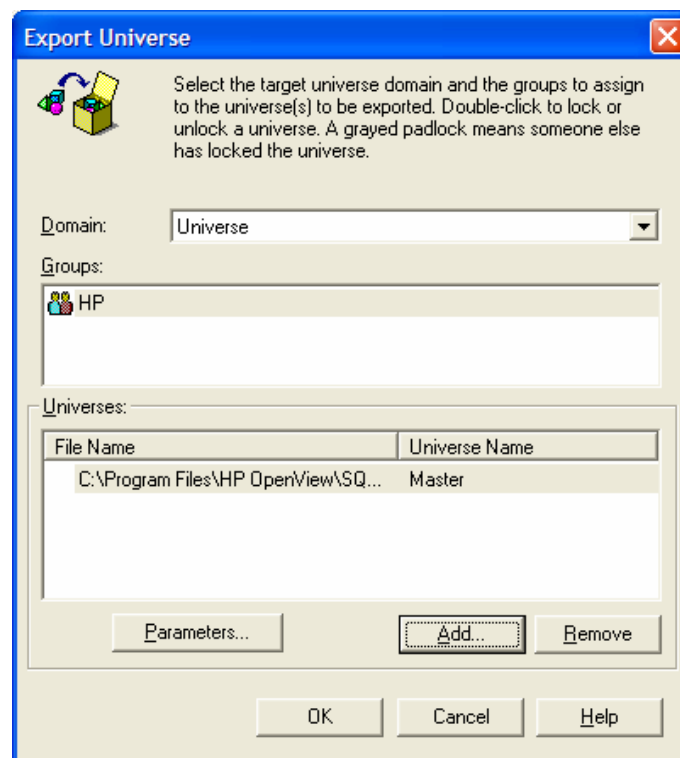
- The *Export Universe* window is displayed with the chosen universe.

- Select the **Master** universe and click on the **Parameters** button.
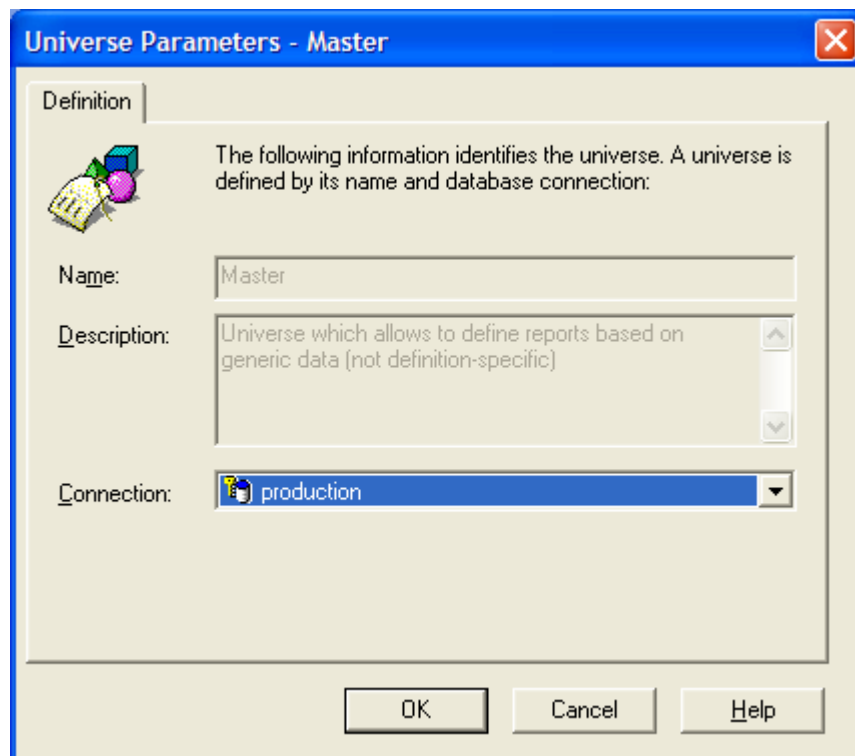
Figure 442   Master Universe Parameter Window

- In the *Connection* drop down list, select the **Production** entry.
- Click on the **OK** button to return to the *Export Universe* window.
- Click on the **OK** button to export the universe. The *Export Universe* message box is displayed.

Figure 452   Export Universe Message Window
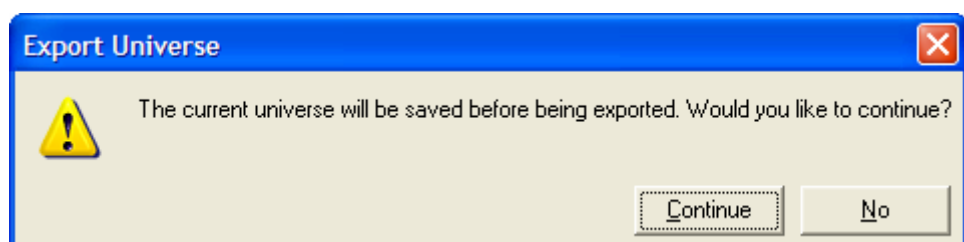
- Click on the Continue button. At the end of the export process, the Supervisor displays the following message.

Figure 463   Exported Universe Message Window
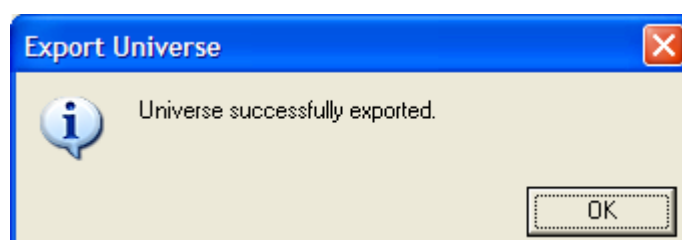
- Click **OK** to close the message and finish the universe export.

- Repeat the same operations if you want to export the *Kernel* universe.

6.3 Reporting Server

The *Reporting Server* installation consists of installing and configuring the *BUSINESSOBJECTS Enterprise Server Products*. The *Reporting Server* runs on a Hewlett-Packard system running HP-UX V11i.

The hardware and software prerequisites for the Reporting Server component are described in Chapter 2.

Before starting SQMReporting configuration you must have a running Web Intelligence configuration. At least the wijsp application should be configured to provide access to the Infoview portal.

This supposes your apache and tomcat configuration have already been update as described in *BusinessObjects Installation and Configuration Guide for UNIX*

<div align="center">

Note
</div>

The SQM reporting kit installed files in $TEMIP_SC_HOME/Reporting. The readme.txt file provides all command lines and a quick description of the steps to execute. If you validate the first environment variables you can use that file as a script to configure your Reporting server

6.3.1 Prerequisite validation

A described in section 6.2 you should have a user called 'sqmadm' defined in your BO repository and the master universe should be available within the referential.

To ensure these prerequisites are valid please login to BO Infoview portal and check the universe. No reports are available at that step. In a web browser enter your Infoview url to access the login page

```
http://reporting_server_name:apache_port_number/wijs
p
```

Figure 474   InfoView login Window
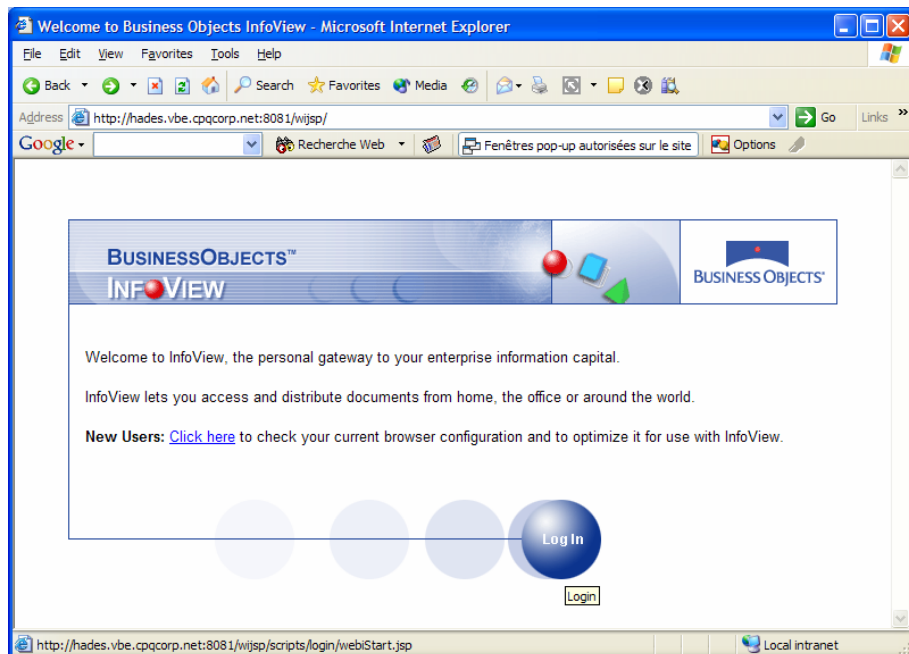
- Click on login end enter 'sqmadm' as user name and 'sqmadm' as password

Figure 485   sqmadm infoview Window
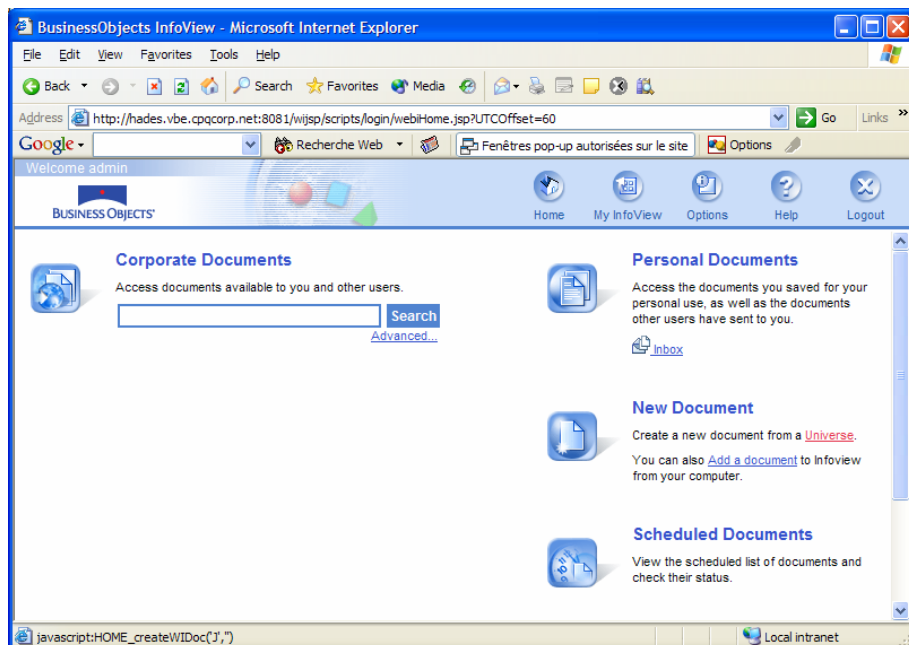
- Try to create a new document (click on 'Create a new document from a Universe')

Figure 496   Master universe selection
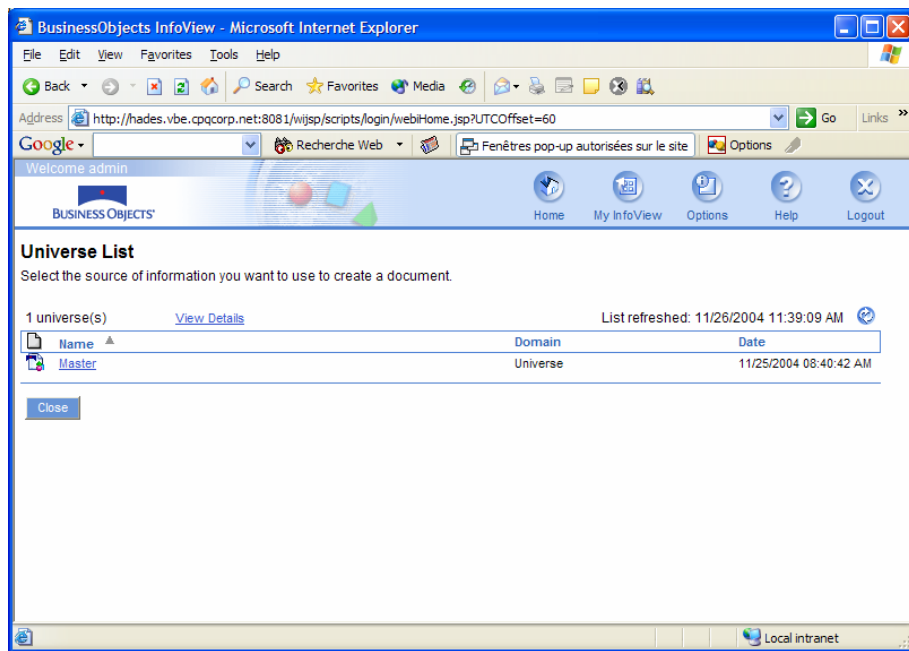
- Click on master to launch the edition panel.

Figure 507   **Report Edition Panel based on master universe**
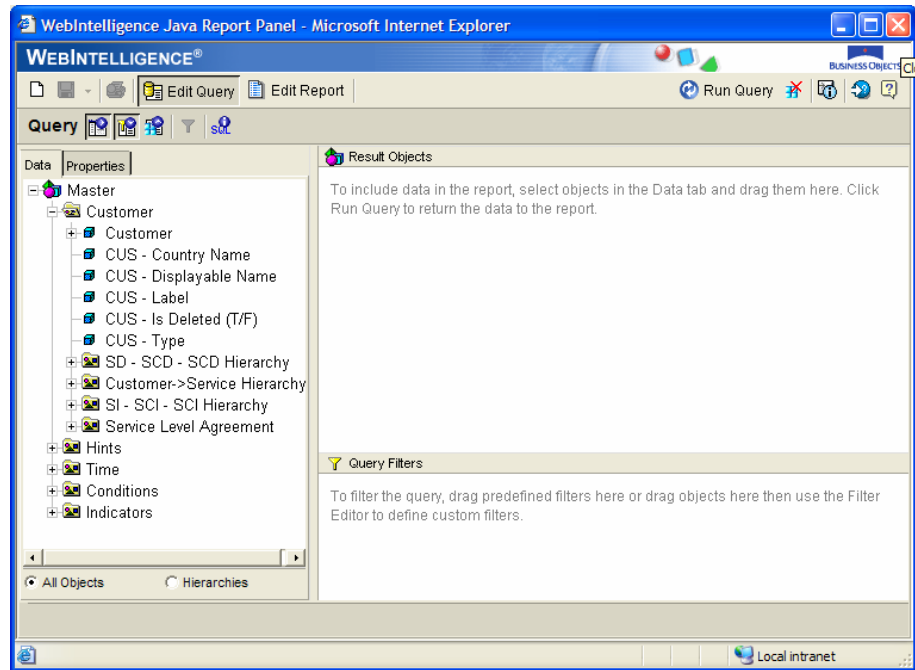
If all prerequisites are valid you can logout and configure the SQMReporting application. Else refer to section 6.2 and Business Object Documentation.

6.3.2 Configuring Oracle for Using the DataMart Production Database

In order to work with the Business Objects WEBINTELLIGENCE Server on HP-UX, the ORACLE10g Client version 10.2.0 must be installed and configured.

The *ORACLE Client* must be configured to work with the Service Quality Manager DataMart Production database and the OV SQM Reporting BO Repository database. To configure the ORACLE network component, proceed as follows:

- Edit the tnsnames.ora located under the $ORACLE_HOME/network/admin.

- Add the following lines (the borepos alias is already configured and only reproduced here):

```
DMPROD entry description:
DMPROD =
( DESCRIPTION =
    ( ADDRESS_LIST =
      ( ADDRESS =
        ( PROTOCOL = TCP )
        ( HOST = ORACLE_SERVER_HOST_IP )
        ( PORT = 1521 )
      )
    )
    ( CONNECT_DATA =
      ( SID = DMPROD )
    )
)

BOREPOS entry description:
```

```
BOREPOS =
( DESCRIPTION =
   ( ADDRESS_LIST =
      ( ADDRESS =
         ( PROTOCOL = TCP )
         ( HOST = ORACLE_SERVER_HOST_IP )
         ( PORT = 1521 )
      )
   )
   ( CONNECT_DATA =
      ( SID = BOREPOS )
   )
)
```

- Save the *tnsnames.ora* file.

6.3.3 Deploy SQMReporting on HP-UX server

This section describes how to generate and deploy the SQMReporting web application on the Tomcat web server.

6.3.3.1 Assemble SQMReporting application with WebI components

The SQMReporting web application comes as a preassembled war file to be deployed on the Tomcat application. Before deployment you need to add some of your already running WebI components to this war.

Note

It is recommended to use the readme.txt file in $TEMIP_SC_HOME/Reporting to execute the next configuration steps. This file provides all the coming commands and ensures the used environment variables are set

```
  cd $TEMIP_SC_HOME/Reporting/WebAPP_build
```

SQMReportingTestAssemblyScripts_readme.txt file provides a description of the processing

Note

If Business Object has not been installed in the default '/opt/BOBJ/Enterprise6' location then edit 'SQMReportingAssemblyScripts.properties' and set the next variable : businessobjects.path=<specify here your BO home>

run the build command:

```
$ANT_HOME/bin/ant -propertyfile
SQMReportingAssemblyScripts.properties -buildfile
Assemble_WebApp.xml
```

you should get the next message: 'BUILD SUCCESSFUL'

To validate the processing you can check the produced outputs exist:

```
  ls $BO_HOME/archives/SQMReporting.war
```
```
  ls $BO_HOME/deployment/apps/SQMReporting.properties
```

6.3.3.2 Deploy the web application

The application server configuration is embedded in the configuration tool provided by Business Object and used to deploy Web Intelligence.

Launch the tool:

```
cd $BO_HOME/setup

xwconfigtool
```


- Click on next on the welcome screens
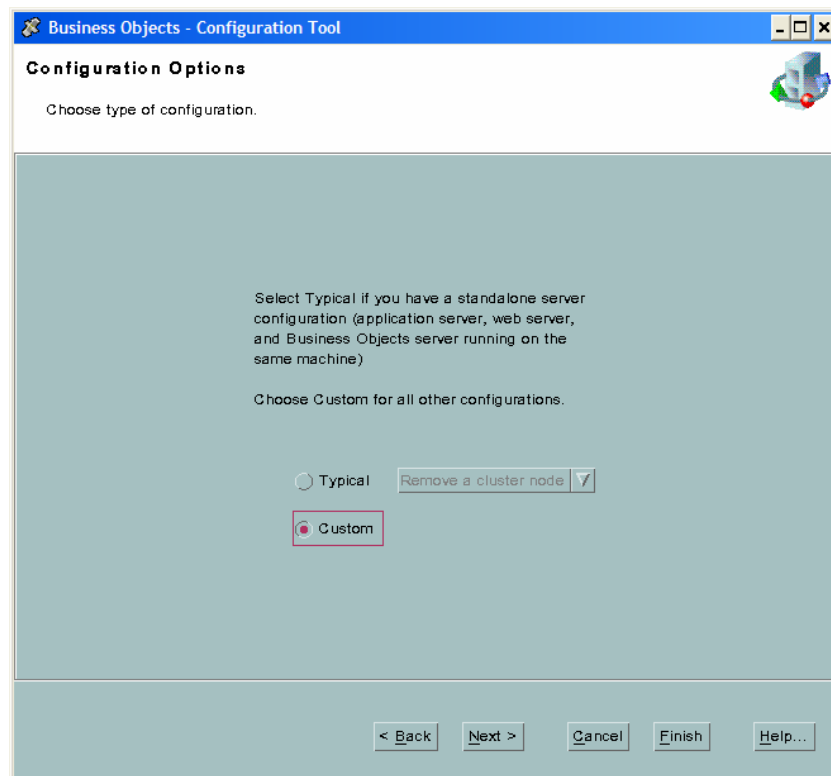
- Choose Custom and click on next

- Select Custom Application and choose Create an instance in the drop down menu. Then click on next

- Enter an instance name and click on Next

- Unfold the instance you have create, click on Application server and choose Add a web application. Than click on Next

- The tool automatically detects Tomcat as the application server. Note that Tomcat must be running. Click on Next to confirm the choice

- If needed you can change the configuration files. Click on Next

- Use browse to retrieve the assembled SQMReporting.war file located under $BO_HOME/archives/

- Then enter 'SQMReporting' as the application name

- Click on Next, this will start the deployment

- A message confirms the successful deployment, Click on OK.

6.3.3.3 Tomcat Configuration

The deployed web application needs to be declared in tomcat's distribution. The SQMReporting context is provided as a separate configuration file in '$TEMIP_SC_HOME/Reporting/Tomcat. Copy the provided file into $TOMCAT_HOME/webapps

```
cp $TEMIP_SC_HOME/Reporting/Tomcat/SQMReporting.xml
$TOMCAT_HOME/webapps
```

Edit the copied file to configure the database access:

- Locate the DataMart production database

You need to indicate the server running the database and the database name if you changed it.

In the jdbc driver configuration element locate the next line:
```
<value>jdbc:oracle:thin:@<!-- hostname -->:dmprod</value>
```

Replace the commented hostname with your DataMart production database's host

for instance
```
<value>jdbc:oracle:thin:@hadrian.vbe.cpqcorp.net:1521:dmprod<
/value>
```

Note

If you changed the default database SID replace 'dmprod' with your value. Also, if the oracle listener doesn't use the default 1521 port update that value

---

- Check the connection password

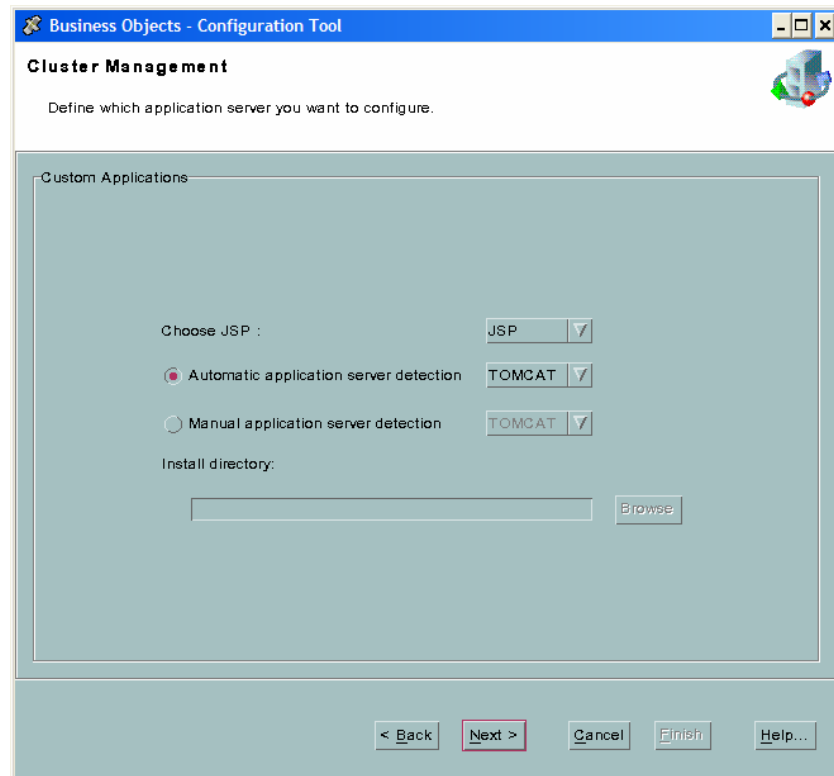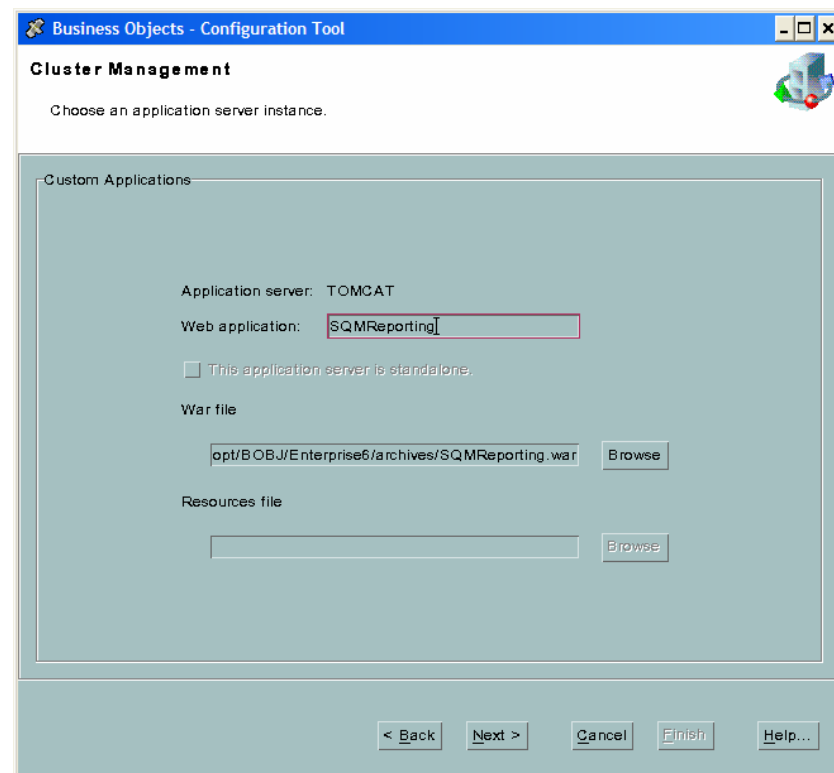The default database password has been changed by your DBA, update the configuration file to reflect that change. Locate the 'password' parameter and change its value.

- Ensure tomcat knows the oracle jdbc client library

If Your tomcat server never had access to an oracle database you may copy the oracle client library into tomcat's shared library folder.

```
cp $ORACLE_HOME/jdbc/lib/ojdbc14.jar /opt/jakarta-
tomcat-4.1.27/common/lib
```

6.3.3.4 Apache Configuration

- Locate your 'httpd.conf' apache configuration file. It should be in '/opt/apache/conf'

- Edit that file and add the next include statement at the end of the file:

    'Include /opt/apache/conf/SQMReporting.conf'

- Copy the provided sample configuration file beside the httpd.conf file

```
cp $TEMIP_SC_HOME/Reporting/apache/SQMReporting.conf
/opt/apache/conf
```

6.3.3.5 Off-the-shelf report deployment

Personal Web Intelligence documents are stored under a user specific folder created in your WebI node's distribution and in the specified cluster

Locate this folder which looks like
`$BO_HOME/nodes/<your node>/<your cluster>/storage/user/sqmadm`

copy the delivered report into that location

```
cd
$BO_HOME/nodes/<node>/<cluster>/storage/user/sqmadm

cp $TEMIP_SC_HOME/Reporting/WI_Reports .
```

6.3.3.6 Restart the configured components

You need to restart apache and tomcat to load new configuration properties :

- Stop and restart Apache

```
/opt/apache/bin/apachectl stop

/opt/apache/bin/apachectl start
```

- Stop and restart Tomcat

Note

After tomcat stop some processes may still remain. Always kill them before restarting the application server (they can be found with `ps –eaxf | grep catalina`)

Source the provided $TEMIP_SC_HOME/Reporting/Tomcat/sqmenv.sh file before starting Tomcat this will set needed java options.

```
/opt/jakarta-tomcat-4.1.27/bin/shutdown.sh

ps –eaxf | grep catalina

. $TEMIP_SC_HOME/Reporting/Tomcat/sqmenv.sh

/opt/jakarta-tomcat-4.1.27/bin/startup.sh
```

- Stop and restart web Intelligence server

```
/opt/BOBJ/Enterprise6/setup/wstop

/opt/BOBJ/Enterprise6/setup/wstart
```

6.3.3.7 Testing the Reporting server

The OV SQM Reporting Server component is delivered with a servlet dedicated to configuration validation.

With that test servlet you will validate that

- apache routes requests to the SQMReporting application

- SQMReporting can access WebI resource via the WebI SDK

- SQMReporting can access the datamart production database

- The delivered reports are well deployed

To test your configuration, open the next url in any web browser.

The host name and apache port are the one you are already using to access the WebI Infoview portal

```
http://reporting_server_name:port_number/SQMReporting/
servlet/reporting/test
```
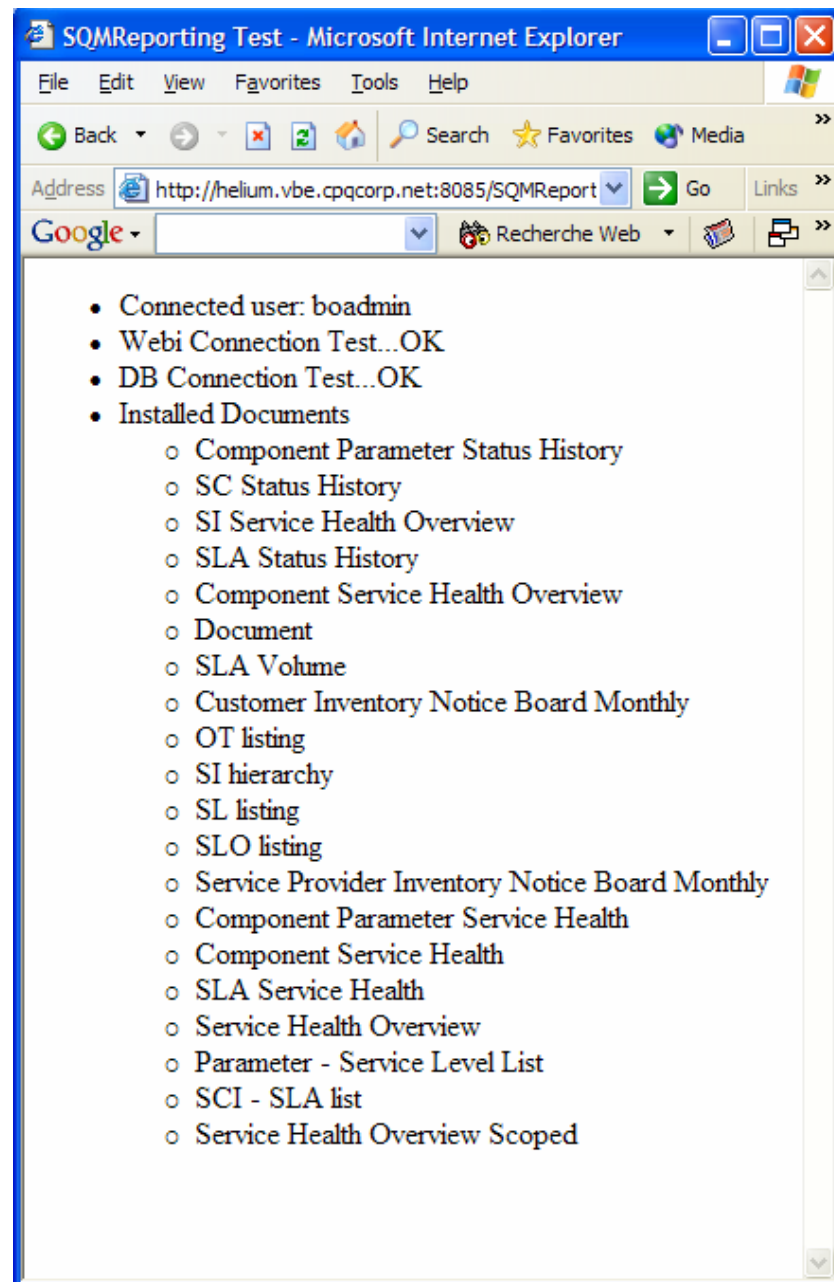

6.3.3.8   Fixing possible errors

- Connection problems can be due to username/password errors. Validate that a user 'boadmin' with password 'boadmin' has been created by accessing directly the Infoview portal. Refer to section 6.2.2.3 about user creation

- In case of database connection errors refer to section 6.3.3.3 to properly indicate the DataMart production database.

- If no document appear copy them as described in section 6.3.3.5. Validate that boadmin can access these document from the infoview portal.

6.3.4 Deploy SQM Reporting on a Windows Server

This section describes how to generate and deploy the SQMReporting web application on the Tomcat web server installed on a Windows Server environment.

6.3.4.1 Assemble SQMReporting application with Webl components

The SQMReporting web application comes as a preassembled war file to be deployed on the Tomcat application. Before deployment you need to add some of your already running WebI components to this war.

Note

It is recommended to use the readme.txt file in %TEMIP_SC_HOME%/Reporting to execute the next configuration steps. This file provides all the coming commands and ensures the used environment variables are set

```
> cd %TEMIP_SC_HOME%/Reporting/WebAPP_build
```

SQMReportingTestAssemblyScripts_readme.txt file provides a description of the processing

Note

If Business Object has not been installed in the default 'C:\Program Files\Business Objects\BusinessObjects Enterprise 6\ location then edit 'SQMReportingAssemblyScripts.properties' and set the next variables : businessobjects.path=<specify here your BO home> and webi-app.dest.path

Then run the assemble batch file:

```
> assemble
```

you should get the next message: 'BUILD SUCCESSFUL'

To validate the processing you can check the produced outputs exist:

```
dir %BO_HOME%/archives/SQMReporting.war
dir
%BO_HOME%/deployment/apps/SQMReporting.properties
```

6.3.4.2 Deploy the web application

The application server configuration is embedded in the configuration tool provided by Business Object and used to deploy Web Intelligence.

Launch the tool:

```
Start Menu > Business Object > Configuration Tool
6.5
```
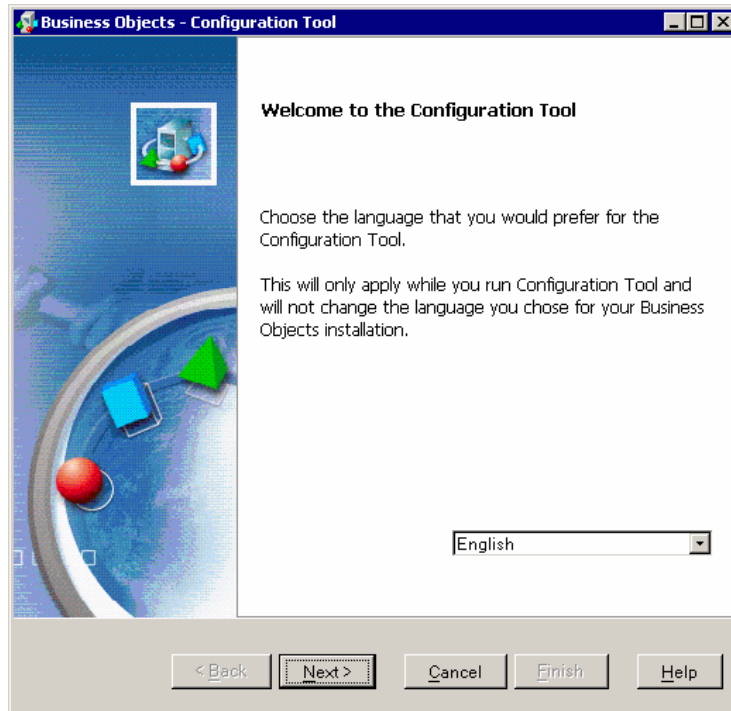
- Click on next on the welcome screens

- Select Custom Application and choose Create an instance in the drop down menu. Then click on next

- Enter an instance name and click on Next

- Unfold the instance you have create, click on Application server and choose Add a web application. Then click on Next
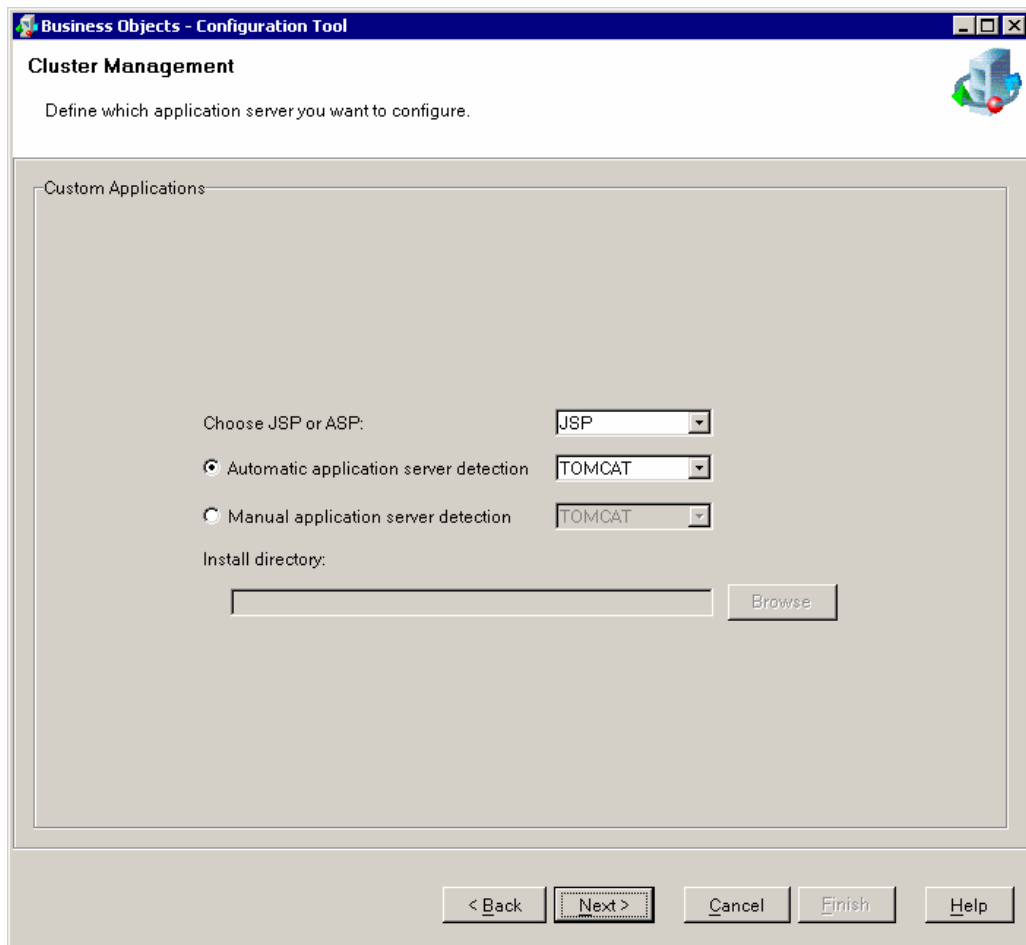
- The tool automatically detects Tomcat as the application server. Note that Tomcat must be running. Click on Next to confirm the choice
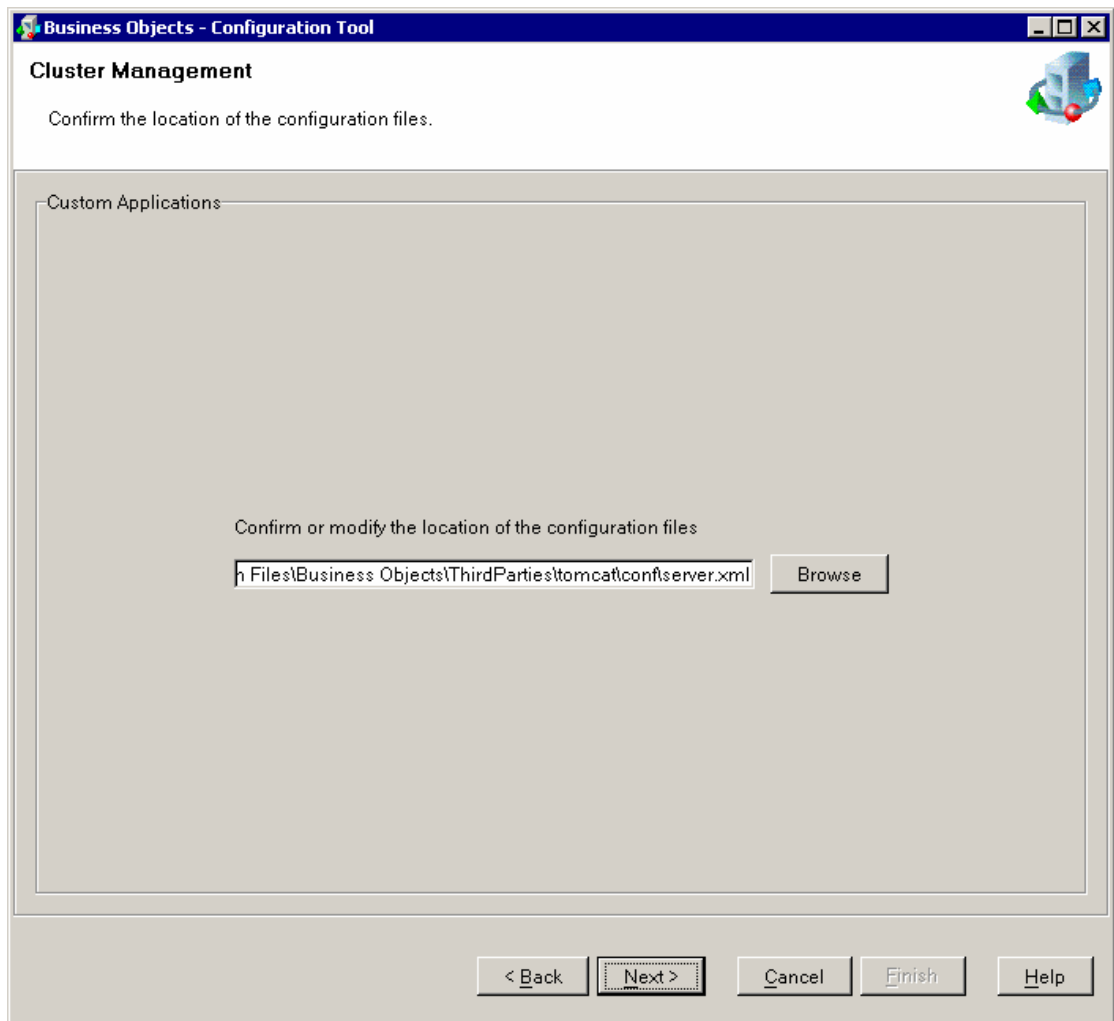
- If needed, you can change the configuration files. Click on Next
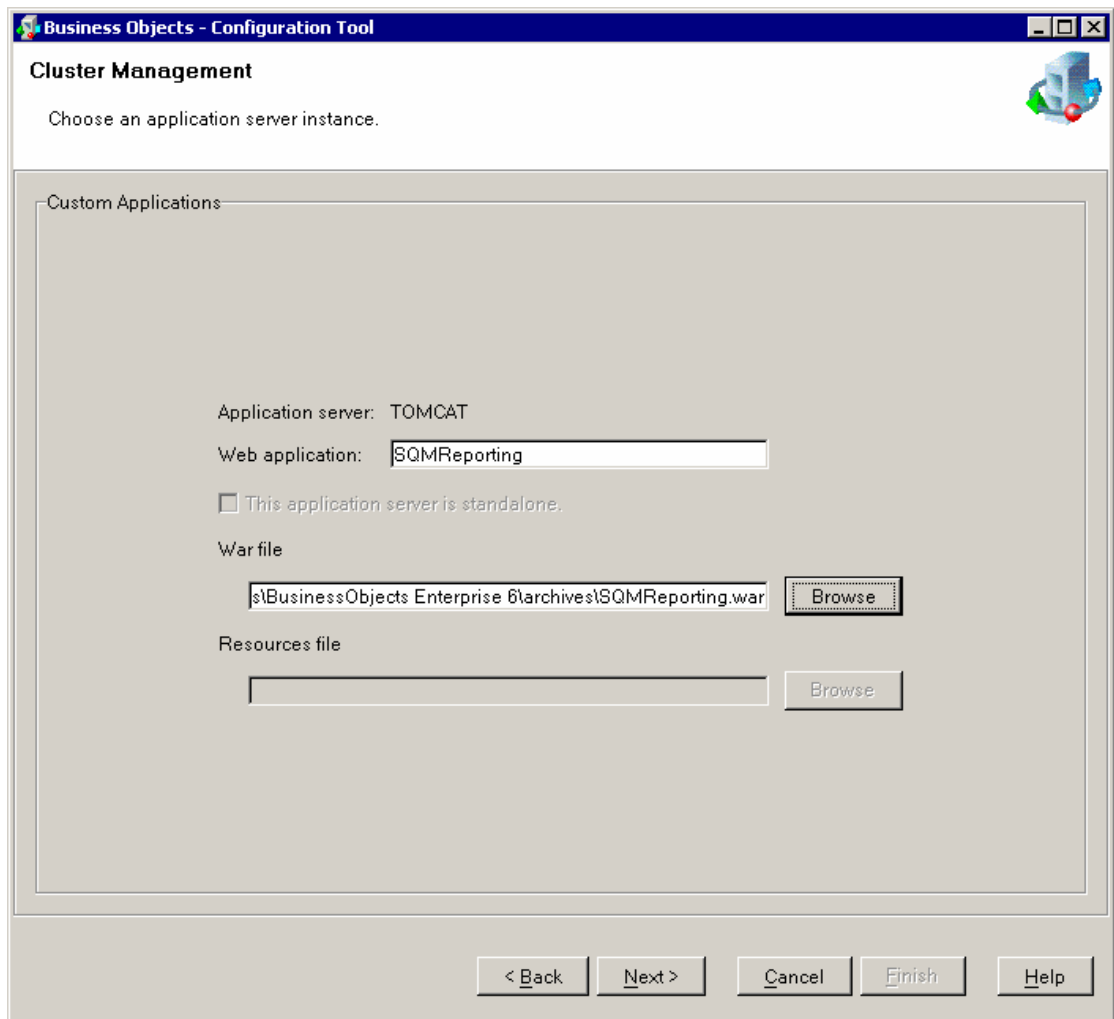
- Use browse to retrieve the assembled SQMReporting.war file located under $BO_HOME/archives/

- Then enter 'SQMReporting' as the application name

- Click on Next, this will start the deployment (stop tomcat if you are prompted to do so)

- A message confirms the successful deployment, Click on OK.

- Click on Finish

6.3.4.3   Tomcat Data Access Configuration

The deployed web application needs to be declared in tomcat's distribution. The SQMReporting context is provided as a separate configuration file in '%TEMIP_SC_HOME%\Reporting\tomcat.

Copy the provided file into %TOMCAT_HOME%\webapps

```
copy
%TEMIP_SC_HOME%\Reporting\Tomcat\SQMReporting.xml
%TOMCAT_HOME%\webapps
```

Copy the oracle driver ojdbc14.jar in tomcat lib directory :

```
copy %TEMIP_SC_HOME%\Reporting \3PPlib\ojdbc14.jar
%TOMCAT_HOME%\common\lib
```

```
edit %TOMCAT_HOME%\webapps\SQMReporting.xml
```

Edit the copied file to configure the database access:

- Locate the DataMart production database

You need to indicate the server running the database and the database name if you changed it.

In the jdbc driver configuration element locate the next line:
```
<value>jdbc:oracle:thin:@<!-- hostname -->:dmprod</value>
```

Replace the commented hostname with your DataMart production database's host and port number.

for instance
```
<value>jdbc:oracle:thin:@hadrian.vbe.cpqcorp.net:1521:dmprod</value>
```

Note

If you changed the default database SID replace 'dmprod' with your value. Also, if the oracle listener doesn't use the default 1521 port update that value

- Check the connection password

The default database password has been changed by your DBA, update the configuration file to reflect that change. Locate the 'password' parameter and change its value.

6.3.4.4 Update Tomcat options

Uninstall the service "Apache Tomcat 4.1"

Stop "apache" and "Apache Tomcat 4.1" windows services

run the script :

```
%TEMIP_SC_HOME%\Reporting\Tomcat\uninstall_tomcat_service.bat
```

Check the status of the "Apache Tomcat 4.1"

Open the Windows Computer Management

- If it is not present in the list of the servcies, the deletion as been completly done

- If it is present with the status "Disabled", then you will need to reboot your system

Reinstall the service with the correct options

Run the script

```
%TEMIP_SC_HOME%\Reporting\Tomcat\install_tomcat_service.bat
```

Update the file %TOMCAT_HOME%\webapps\SQMReporting\WEB-INF\classes\log4j.properties

Change line :

```
log4j.appender.A1.File=/opt/jakarta-tomcat-4.1.27/logs/Reporting.log
```

to

```
log4j.appender.A1.File=<Your tomcat home>\\log\\Reporting.log
```

```
example : log4j.appender.A1.File=C:\\Program
Files\\Business
Objects\\ThirdParties\\tomcat\\logs\\Reporting.l
og
```

Double backslash are needed for this configuration file.

6.3.4.5 Apache Configuration

Locate your 'httpd.conf' apache configuration file, under BusiunessObjects\ThirdParties\apache\conf

Edit %APACHE_HOME%/conf/httpd.conf and add the next include statement at the end of the file:

```
'Include conf/SQMReporting.conf'
```

Enable some Apache modules, uncomment:

- LoadModule rewrite_module modules/mod_rewrite.so

- LoadModule proxy_module modules/mod_proxy.so

- LoadModule proxy_connect_module modules/mod_proxy_connect.so

- LoadModule proxy_http_module modules/mod_proxy_http.so

- LoadModule proxy_ftp_module modules/mod_proxy_ftp.so

Note

On HP-UX the above listed modules may be missing in the apache distribution (depending on the apache kit you installed). These modules can be found in $TEMIP_SC_HOME/apache. They should be copied to $APACHE_HOME/libexec

Copy the provided sample configuration file beside the httpd.conf file

```
> copy
%TEMIP_SC_HOME%/Reporting/apache/SQMReporting.conf
%APACHE_HOME%/conf
```

Note

If the apache home you are using isn't the default one, you must change its value in the copied SQMReporting.conf

6.3.4.6 Complete deployment

In some cases this file must be deployed manually:

```
Copy %BO_HOME%\LocData\bomain.key
%BO_HOME%\nodes\<hostname>\mycluster\locdata\
```

6.3.4.7 Restart the configured components

You need to restart the components to load new configuration properties:

1. Restart Web Intelligence Server

Start > Programs > Business Objects > Start Server (6.5)

Wait that the icon in the taskbar stop to blink :

2. Restart Apache

Either with commands from :

Start > Programs > Apache HTTP Server >

Or with Windows Services
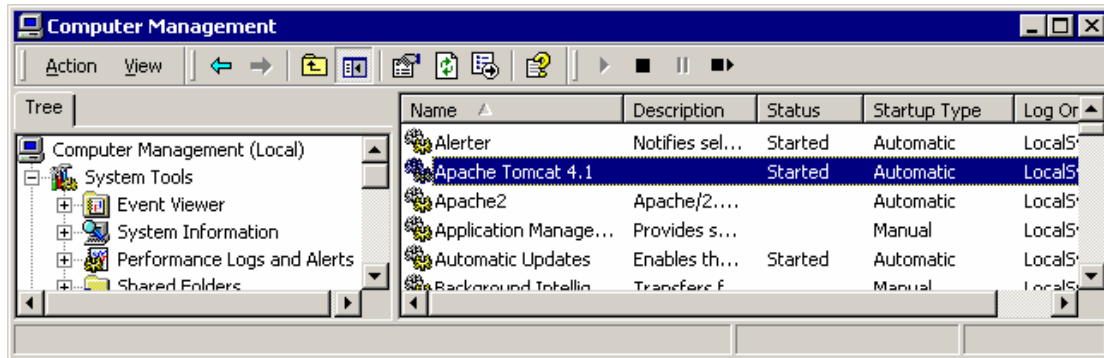
3. Restart Tomcat

Start > Programs > Apache Tomcat 4.1 >

Or with Windows Services

6.3.5 Off-the-shelf report deployment

Personal Web Intelligence documents are stored under a user specific folder created in your WebI node's distribution and in the specified cluster.

Copy the delivered reports into that location :

```
copy %TEMIP_SC_HOME%\Reporting\reports
%BO_HOME%\nodes\<hostname>\<cluster>\storage\user\sq
madm
```

6.3.5.1 Testing the Reporting server

The OV SQM Reporting Server component is delivered with a servlet dedicated to configuration validation.

With that test servlet you will validate that

- apache routes requests to the SQMReporting application

- SQMReporting can access WebI resource via the WebI SDK

- SQMReporting can access the datamart production database

- The delivered reports are well deployed

To test your configuration open the next url in any web browser.

The host name and apache port are the one you are already using to access the WebI Infoview portal

http://reporting_server_name:8085/SQMReporting/servlet
/reporting/test

Login sqmadm/sqmadm

The following listed documents must appear :
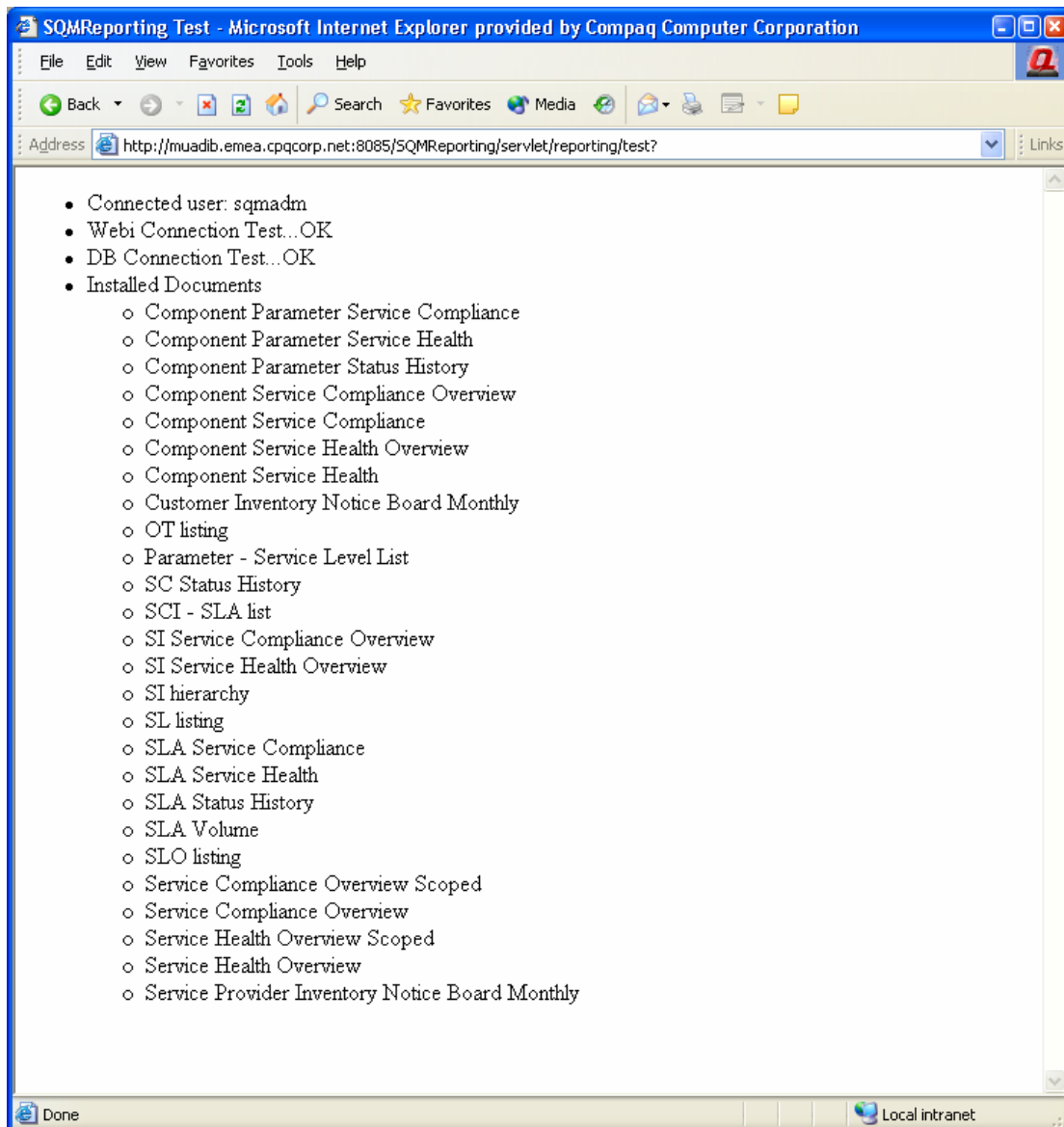
Your SQM Reporting is now deployed and working.

6.4 Reporting Clients

6.4.1 Configuring the SLA Monitoring UI Access

When launching the first report from the SLA Monitoring GUI You will be prompted for the SQMReporting URL, the BO user and password. This process is described in the *SLA Monitoring User's Guide.*

The requested URL is composed like:

```
http://reporting_server_name:apache_port_number/SQMRep
orting
```

6.5 Adding a new Report for access through the SLA Monitoring

6.5.1 Purpose

SQM Reporting comes with a set of predefined documents that can be displayed either in the WebIntelligence portal or in the SLA Monitoring.

To create new reports that can be displayed by the SLA Monitoring, the following steps must be performed:

- Create the Report using WebIntelligence. The way to create user specific reports is described in the *OV SQM Reporting User's Guide*

- Configure the Report Interface OVSQM Reporting Server by describing the document interface in terms of Prompts (user inputs) and default values in the Report Definition file. Refer to section 6.5.2

- Add the Report in the SLA Monitoring Report Launch configuration file: describe the context in which the report is available and how it is displayed in the menus. The way to customize the launch menus is described in the *OV SQM SLA Monitoring User's Guide*.

Note

Documents can be freely created and displayed under WebIntelligence. The SQM Reporting Server and SLA Monitoring configuration steps must only be applied if you intend to give access to the report to users of the SLA Monitoring UI.

6.5.2 Adding the document description in the OVSQM Reporting Server report definition file

6.5.2.1 Report Definition file (report_definition.xml)

Report interfaces are described in XML in the report_definition.xml L

This file is located under

$TOMCAT_HOME/webapps/SQMReporting/WEB-INF/classes/

SQM Reporting is delivered with a set of predefined reports which already appear in the report_definition.xml file.

6.5.2.2 Report description

Report descriptions are added under the tag <reports>. The following example is a predefined report delivered with SQM Reporting. One <report> section should be defined for each WebIntelligence document that can be accessed through the SLA Monitoring UI. It can be used as a template for creating you own report interfaces.

```
. . . .
<reports>
  . . . .
  <report key="Service Health Overview">
    <repository type="personal"/>
    <webi-doc name="Service Health Overview"/>
    <timegrains>
      <timegrain ref="W"/>
      <timegrain ref="M"/>
      <timegrain ref="Q"/>
```

```
        </timegrains>
        <prompts>
          <prompt key="SERVICE_DEF" />
          <prompt key="TIME_GRAIN" />
        </prompts>
     </report>
   . . . .
</reports>
. . . .
```

6.5.2.3   Declaring the document mapping

The **report key** attribute is the key by which the document is accessed by the
SLA Monitoring. The Monitoring Reporting Launch configuration file references
the report by this key.

The attribute **type** of the repository element must be left to **personal** value.

The webi-doc name must be set with the name of the newly created report. It is
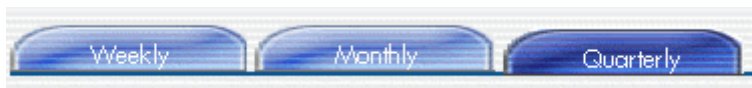the name which has been given to the report in WebIntelligence.

```
 . . . .
   <report key="Service Health Overview">
     <repository type="personal"/>
     <webi-doc name="Service Health Overview"/>
 . . . .
```

6.5.2.4   Declaring the available report time granularities

If the new report supports time granularities, you must declare them in the
<timegrains> element in order to display the granularity tabs. Time granularity
management within specific reports is described in the *OV SQM Reporting User's
Guide*.

The <timegrains> element contains a list (which can be empty) of <timegrain>
elements. One <timegrain> element must be added for each supported time
granularity. In the example, the report supports Weekly, Monthly and Quarterly
granularities.

Ganularities are specified with the letter which would normally be provided by
the user, i.e. 'H' for Hourly, 'D' for Daily, 'W' for Weekly, 'M' for Monthly, 'Q'
for Quarterly and 'Y' for Yearly.

```
 . . . .
   <timegrains>
     <timegrain ref="W"/>
     <timegrain ref="M"/>
     <timegrain ref="Q"/>
   </timegrains>
   . . . .
```

6.5.2.5   Declaring Prompts

The <prompts> elements contains an optional list of report Prompts keys.
Prompts are parameters for the WebI document. Prompts are normally questions
that are asked to the user. When the document is queried from the SLA
Monitoring, the Prompts are automatically filled according to the current context
so that the displayed data corresponds to the element currently viewed by the

user. The mapping of the SLA Monitoring report context on the WebI document Prompts is performed by declaring the WebI document prompts in the <prompts> section.

Each WebI document prompt must be declared in the exact order in which they appear when executing a refresh operation in the WebIntelligence portal.

```
<prompts>
   <prompt key="SERVICE_DEF" />
   <prompt key="TIME_GRAIN" />
</prompts>
```

Please note that the Prompt keys you can enter here are predefined values which correspond to the semantic signification of the document prompts. For example the SERVICE_DEF key corresponds to the Service Definition in the SLA Monitoring Context. The Service Definition is transmitted in the report URL with the parameter serviceDefinition. The following table lists available keys that can be used. No additional prompts can be added to the already managed one

Predefined Key	Semantics	URL Parameter
TIME_GRAIN	Time Granularity	timeGrain
START_TIME	Start Time	startTime
END_TIME	End Time	endTime
SERVICE_DEF	Service Definition	serviceDef
SERVICE_COMPONENT_DEF	Service Component Definition	serviceComponentDef
SERVICE	Service	service
SERVICE_COMPONENT	Service Component	serviceComponent
SERVICE_PARAMETER	Service or Component Parameter	serviceParameter
ENTITY	Entity (Customer or Operation)	entity
SLA	Sla	sla
SCOPE_ID	Scope ID, used in reports that are limited to the Monitoring Scope.	-

6.5.2.6 Setting Prompt defaults

Default values can be attributed to Prompts. The default value is used if no input is given when calling the report.

The default value is free and is set by using the **default** attribute in the <prompt> element.

```
<prompt key="TIME_GRAIN" default="M"/>
```

6.5.2.7 Setting Global Depth defaults

Global depth defaults can be set for Time Granularities in the <timegrain-defs> section. These defaults are activated in the case when a report is called with a granularity but no start time is given.

```
<timegrain-defs>
   <timegrain-def key="Q" default-start="past 12 months"/>
   <timegrain-def key="M" default-start="past 12 weeks"/>
   <timegrain-def key="W" default-start="past 30 days"/>
   <timegrain-def key="D" default-start="past 7 days"/>
   <timegrain-def key="H" default-start="past 48 hours"/>
</timegrains-defs>
```

6.5.3 Limitations

The following limitations apply to the documents that can be displayed through the SQM Reporting Server:

- Documents must be WebIntelligence documents as opposed to BO documents.

- Documents must be of type User. They cannot be of type Corporate.

- Documents cannot use cascading Prompts.

Only the first Report in a document can be displayed. It is thus better to create single Report WebIntelligence documents.

Glossary

This glossary defines the terminology commonly used in OpenView Service Quality Manager.

Auto instantiate (SLA Administration)

This action automatically creates an Instance of the Object selected. When the instance is created, the initial values of its instance variables are assigned.

BI

See Business Intelligence.

Business Intelligence (BI)

A broad category of applications and technologies for gathering, storing, analyzing, and providing access to data that helps users make better business decisions.

Collected binding

Describes how *collected parameters* are filled from *measurement parameters*: either directly assigned or through a more complex expression.

Collected parameters

Known as KPI in the TMF, they represent the parameters collected from the Service Adapters (*measurement parameters*) and mapped into SQM *service component* parameters.

Computed binding

Describes how *computed parameters* are filled from *collected parameters*: either directly assigned or through a more complex expression.

Computed parameters

Known as KQI in the TMF, they represent the parameters calculated from *collected parameters*.

CNM

See Customer Network Management.

Customer

Companies or organizations that make use of the *services* offered by a *service provider*, based on a contractual relationship.

Customer Network Management

Customer network management is enabled by means of tools that provide business customers with access to management information originating from the service provider.

Data collection interval

The interval of time over which performance parameters are retrieved from the monitored service resources. This interval does **not** have to be the same as the *measurement interval* because *service adapters* or service resources may buffer statistics.

Data feeder

OpenView Service Quality Manager's source of data. A data feeder models service resources by defining one or more service parameters.

Data feeder definition

The static definition of a data feeder that models service resources by defining one or more service parameters.

Degraded service

The presence of anomalies or defects that cause degradation of the *quality of service*, but do not result in the total failure of the *service*.

Instantiate (SLA Administration)

Instantiate differs from Auto Instantiate in that items are instantiated individually.

Measurement interval

The interval of time over which each service parameter is measured. For example, a parameter may be the number of discarded packets, measured over a 15-minute measurement interval.

Measurement parameters

They represent the parameters directly collected by the Service Adapters. These parameters are defined in the *Data Feeders*.

Measurement Reference Point (MRP) naming scheme

This is the formal description of how the measurement point name is built, that is, by concatenating the values of Data Feeder properties and fixed strings.

Mobile Virtual Network Operator

A mobile operator that does not own its own spectrum and usually does not have its own network infrastructure. Instead, MVNOs have business arrangements with traditional mobile operators to buy **minutes of use** for sale to their own customers.

MRP

See Measurement Reference Point.

MVNO

See mobile virtual network operator.

Parameter

A value or set of values that are periodically updated and that help determine the quality of service.

Parameter objective

A set of objectives for the parameters belonging to a service.

Property

Special static parameters that are given a value only when an instance of an OpenView Service Quality Manager **Object** is created. For example, a Service Component can have a property called "location".

QoS

See quality of service.

Quality of Service (QoS)

The ITU-T has defined Quality of Service as "the collective effect of service performances that determine the degree of satisfaction of a user of the service".

Service

A Service is a set of independent functions (Service Components) that consist of hardware and software elements and an underlying communications medium. A Service can include anything from a single leased-line service, to a complex application, such as vision conferencing.

Service availability

A measurement made in the context of a *service level agreement* that is expressed as a percentage. This percentage indicates the time during which the *service* is operational at the respective *service access points*.

OV Service Quality Manager Repository

The SQM Repository is the storage center for all Service Quality Manager data. It receives data from the various Service Quality Manager interfaces and each interface can request information from the Repository.

Service component

An independent function that is part of a *service*, such as a hardware or software element, or the underlying communications medium.

Service component instance

The instance of a Service Component Definition that is active in the network, such as an instance of the IPAccess Service Component definition called "pop".

Service level (SL)

Defines Service Parameters and operational data enforced by the Service Level Agreement (for example, Max Jitter < 10 ms).

Service level agreement (SLA)

There are two type of Service Level Agreement, the **Customer** Agreement: a contract between a *service provider* and a *customer*, which specifies in measurable terms what the service provider supplies to its customers, and the Operational Service Level Agreement, which specifies in measurable terms the operational levels of the Service. A *service level agreement* is composed of individual objectives.

Service level objective (SLO)

The set of objectives for the parameters belonging to a Service or Service Component.

Service parameter

See *parameter*.

Service provider

A company or organization that provides *services* as a business. Service providers may operate networks or may integrate the services of other providers.

Service instance (SI)

The instantiated service definition that is active in the network.

Service instance group (SIG)

A **group** of *service instances* against which the *service availability* must be reported. Each *service instance* belongs to one or more Service Instance

Groups and each SIG contains at least one Service Instance. The relationship between the SIG and the Service Instances is defined in their *service level agreement*.

Service quality parameters

They represent *computed* and *collected* parameters.

SI

See Service Instance.

SIG

See Service Instance Group.

SL

See Service Level.

SLA

See Service Level Agreement.

SLO

See service level objective.

Subscriber

The entity responsible for the payment of charges incurred by one or more users.

User

An entity designated by a customer to use the services of a telecommunication network, such as a person using a UMTS mobile station as a portable telephone.

Index