HP OpenView Service Quality Manager



Reporting Installation, Configuration and Administration Guide

Edition: 1.4

for the HP-UX and Microsoft Windows Operating Systems

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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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You can visit the HP OpenView support web site at:

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.

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

- Search for knowledge documents of interest
- Submit enhancement requests online
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- Review information about available services
- Enter discussions with other software customers
- 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-xxxxxxxx.exe

4. The setup wizard displays the introduction screen.

Figure 1 Introduction Window

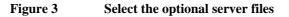
🖳 hp OpenView Service Quality Manager Reporting	
	Introduction
 Introduction Choose SQM Location 	InstallAnywhere will guide you through the installation of hp OpenView Service Quality Manager Reporting.
Deploy Server FilesPre-Installation Summary	It is strongly recommended that you quit all programs before continuing with this installation.
 Installing Install Complete 	Click the 'Next' button to proceed to the next screen. If you want to change something on a previous screen, click the 'Previous' button.
	You may cancel this installation at any time by clicking the 'Cancel' button.
InstallAnywhere by Zero G	
Cancel	Previous

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

Figure 2 Choose the installation directory

😼 hp OpenView Service Qualit	ty Manager Reporting
	Choose SQM Home Directory
 Introduction Choose SQM Location Deploy Server Files Pre-Installation Summary Installing 	Choose the directory where SQM product is installed.
Install Complete	Please select SQM home directory:
	C:\Program Files\HP OpenView\SQM Restore Default Folder Choose
InstallAnywhere by Zero G	Previous Next

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



🖳 hp OpenView Service Quality	/ Manager Reporting
	Deploy Server Files
 Introduction Choose SQM Location Deploy Server Files Pre-Installation Summary Installing Install Complete 	Please select the following check-box if you want to deploy server files
InstallAnywhere by Zero G	Previous

• 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.

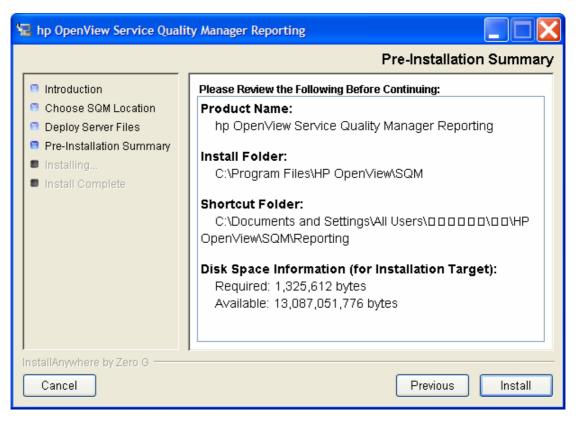


Figure 4 Pre-Installation Summary Window

• 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

🖳 hp OpenView Service Qualit	ty Manager Reporting
	Install Complete
 Introduction Choose SQM Location Deploy Server Files Pre-Installation Summary Installing Install Complete 	Congratulations! hp OpenView Service Quality Manager Reporting has been successfully installed to: C:\Program Files\HP OpenView\SQM Click "Done" to quit the installer.
InstallAnywhere by Zero G	Previous Done

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:

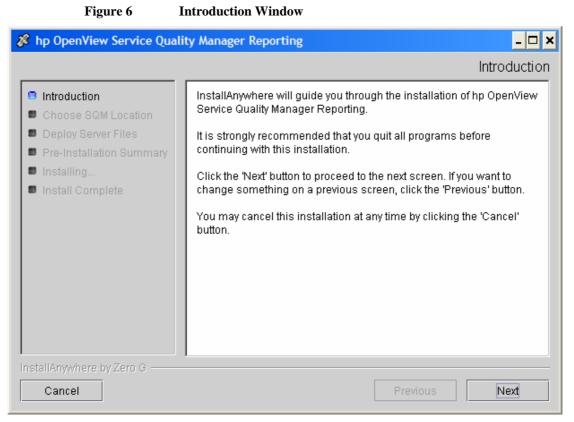
```
cd /cdrom
```

cd HP-UX/Reporting

REPORTING-1.40.%xxx-xxxxxxx.bin

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

• The setup wizard displays the introduction screen.



• 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.

🗙 hp OpenView Service Quality Manager Reporting	
	Pre-Installation Summary
 Introduction Choose SQM Location Deploy Server Files Pre-Installation Summary Installing Install Complete 	Please Review the Following Before Continuing: Product Name: hp OpenView Service Quality Manager Reporting Install Folder: /opt/OV/SQMV140 Disk Space Information (for Installation Target): Required: 7,791,423 bytes Available: 6,809,223,168 bytes
InstallAnywhere by Zero G Cancel	Previous

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.

hp OpenView Service Qualit	y Manager Reporting
	Install Complete
 Introduction Choose SQM Location Deploy Server Files Pre-Installation Summary Installing Install Complete 	Congratulations! hp OpenView Service Quality Manager Reporting has been successfully installed to: /opt/OV/SQMV140 Click "Done" to quit the installer.
InstallAnywhere by Zero G Cancel	Previous Done

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

Figure 9 Install Complete Window

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

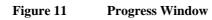
To uninstall the Administrating Client component, complete the following steps:

- 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.

🗏 hp OpenView Service Qualit	y Manager Reporting
	Uninstall
Introduction	About to uninstall
 Uninstalling Uninstall Complete 	hp OpenView Service Quality Manager Reporting
	This will remove features installed by InstallAnywhere. It will not remove files and folders created after the installation.
InstallAnywhere by Zero G	Previous

Figure 10 Uninstall Introduction Window

• Click on the Uninstall button. The uninstallation progress window appears.



🐄 hp OpenView Service Quality Manager Reporting		
Unin	Uninstall hp OpenView Service Quality Manager Reporting	
 Introduction Uninstalling Uninstall Complete 	Please wait while InstallAnywhere's uninstaller removes the following features Files Shortcuts LaunchAnywhere Folders Registry	
	Uninstalling	
InstallAnywhere by Zero G Cancel		

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

🖳 hp OpenView Service Quality	Manager Reporting	
		Uninstall Complete
 Introduction Uninstalling Uninstall Complete 	All items were successfully uninstalled.	
InstallAnywhere by Zero G Cancel		Previous Done

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

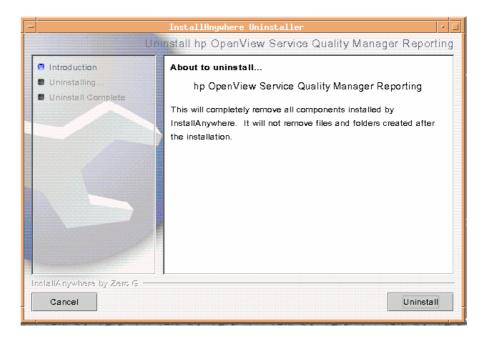
To uninstall the *Reporting Server* component, complete the following steps:

- 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

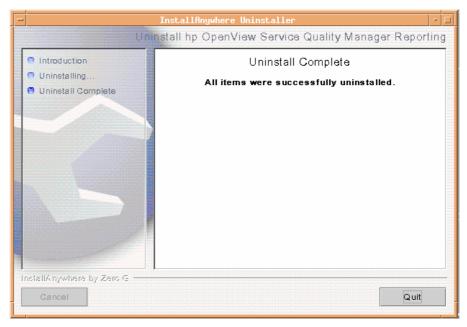
The setup wizard displays the introduction screen.

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* files¹ 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

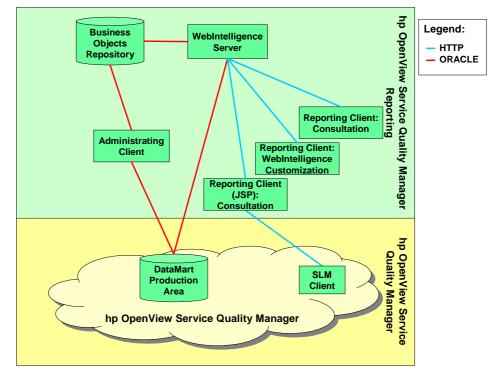
Overview of the OV SQM Reporting Architecture

This chapter describes the OV SQM Reporting architecture.

5.1 General Architectural Overview

The OV SQM Reporting logical architecture is shown as follows:

Figure 15General 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 STEMIP_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 V	User Identification	Window
-----------	--------------	---------------------	--------

User Identificat	ion	
		BUSINESS OBJECTS
Enter your name a	nd password to log in.	
<u>U</u> ser Name:	boadmin	<u> </u>
Password:		
<u>A</u> dmin	ОКС	ancel

• 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

Administration Setup Wizard - Step 1/5		
	Choose Setup Configuration	
	If you are starting BusinessDbjects Supervisor for the first time, you must choose between the default or custom installation. The default installation creates a standard configuration and is recommended for most environments.	
DL 7	Click Next to continue.	
	< <u>B</u> ack Cancel Cancel	

• 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.

Administration Setup Wizard - Step 2/5		
Administration Setup Wizard	 Step 2/5 Define the General Supervisor You must identify the supervisor to secure your environment. Enter the supervisor name admin Characters for general supervisor name and company name Allow non-ASCII characters (when compatible with database) 	
1	Enter the supervisor password	
	<u>Confirm the supervisor password</u>	
DI 7	Enter the company name HP	
	Click Next to continue.	
	< <u>B</u> ack <u>N</u> ext > Cancel	

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

Administration Setup Wizard - Step 3/5			
	Define the Repository Connection To build this repository, you need to define a connection to a relational database. To create a repository, you must have write access. Click Setup to define the connection <u>Setup</u>		
	< <u>B</u> ack <u>N</u> ext> Cancel		

• Click the **Setup** button. The *Define a new connection* dialog box is displayed.

Figure 21 Administration Setup Wizard – Define a new connection

Define a new connection
Database Middleware Selection Expand a database node, expand the middleware node, and select the Data Access driver for the connection.
 IBM Informix Microsoft NCR Oracle 10 Oracle 8.1 Oracle 9 Sybase
< <u>B</u> ack <u>N</u> ext > Cancel

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

Define a new connection		
Login Parameters Define the login pa	arameters to access your middleware	
Туре:	Secured	
Name:	Repository Connection	
User name:	bo	
	Use BusinessObjects username and password	
Password:	**	
Service:	borepos 👻	
	< <u>B</u> ack <u>N</u> ext>	Cancel

Figure 22Administration 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

Define a new connectio	n		\mathbf{X}
Perform a test A connection can	now be created. You can per	form a test to ve	erify the data source server.
You want to create the	following connection		
Connection Name :	Repository Connection	Service:	borepos
Connection Type :	Secured		
Database Engine :	Oracle 10		
To test the connection	click on the button		Test connection
			·
	<u> </u>		
	~		
1			
			Next> Cancel
		Back	Next> Cancer

• 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

Administration Setup Wizard	- Step 4/5
	Build the Repository The wizard is now ready to create the repository. This may take several minutes.
	Click Next to start the script execution.
	< <u>B</u> ack <u>N</u> ext> Cancel

- 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

Administration Setup Wizard - Step 4/5		
	Congratulations! The repository was successfully created. Processed script Comment on table UNV_PROP_TAB is 'Table of un comment on table UNV_OBJECT_DATA is 'Table o comment on table UNV_JOINCONTENT is 'Table c comment on table UNV_UNIVERSE_DATA is 'Table c comment on table UNV_TABLE is 'Table of universe Universe domain created. Save As	
	Chick Next to continue.	
	< Back. Cancel	

- 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.



Administration Setup Wizard - Step 5/5
 Repository Access The wizard is now ready to create the BOMain.KEY file. To provide access to the repository to other users, you must distribute this file. Please choose where you want to create it: In a default shared folder C:Program Files\Business Objects In the LocD ata subfolder of the BusinessObjects folder In the LocD ata subfolder of the BusinessObjects folder Stremsion,
< <u>B</u> ack Cancel

- 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

Administration Setup Wizard - St	tep 5/5
	Repository Access The BOMain.KEY file and the General Supervisor were successfully created.
	< <u>B</u> ack [<u>Finish</u>] Cancel

- 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.



You will not be able to log in if you forget your password, or enter it incorrectly three times in succession! You are therefore strongly advised to create a second, "reserve" General Superviso	Supervise	or and a second se	>
	•	You will not be able to log in if you forget your password, or enter it incorrectly three in succession! You are therefore strongly advised to create a second, "reserve" Ge	times neral Supervisor.
<u>ОК</u>			OK

• Click the **OK** button to clear the message. The main window of *Supervisor* is displayed.



🕅 Supervisor - admin	- U ×
File Edit View User Resource Tools Help	
Name Inherited From Particle HP BusinessQuey Supervisor WebIntelligence WebIntelligence	
Configuration Universe Stored Procedure Document Repository	
	//.

• 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

nnections				ſ
Here you find the	e list of connectior	ns you can use to acc	cess data.	
Available Connections-	Туре	Network Layer	Database Engine	7
		1	1	
Add	Remove	E dit	Test	
		ОК	Cancel Help	

• Click on the Add button. The Add a Connection dialog box is displayed.

Figure 271 Supervisor Add a Connection Window

Define a new connection
Database Middleware Selection Expand a database node, expand the middleware node, and select the Data Access driver for the connection.
 IBM Informix Microsoft NCR Oracle 10 Oracle 2.1 Oracle 8.1 Oracle 9 Sybase
< <u>B</u> ack <u>N</u> ext > Cancel

• 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.

Define a new connection			
Login Parameters Define the login pa	arameters to access your middlewa	are	
Туре:	Secured		
Name:	Production		
User name:	production		
Password:	Use BusinessObjects u	username and password	d
Service:	dmprod	•	
		_	
	< <u>B</u> ack <u>N</u> ext>	Cancel	Help

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.

X
erver.
loose.chn.ł
n
nding!
Help

Figure 293Supervisor 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.

Connection			
nections List	ble connections to acces	is data	•
Name	/ Type	Network Layer	Database Engine
Production	Secured	Oracle OCI	Oracle 10
A <u>d</u> d	Bemove	Edit	Test
A <u>u</u> u	Tennove		

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?

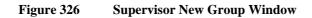
To create a group, proceed as follows:

- 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 S	Supervisor	Login	Window
--------------	------------	-------	--------

User Identificatio	n	×
	Enter your name and password to log in.	
User Name:	admin	ОК
Password:		Cancel
		Admin
		Help

- 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.



📅 Supervisor - admin						<
File Edit View User Resource	Tools Help					
	bn de					
🕞 🗟 HP	File name	Name	Domain	Inherited From		_
🕀 👔 Customizer	🔁 Master	Master	Universe	HP		
🕂 🥂 admin	🔂 Video	VideoService	Universe	HP		
k boadmin						
····· 👔						
	Configuration	Universe Stored I	Procedure Docum	ent Repository		-
P)		,,	
						//,

• 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.

Supervisor - admin	
le Edit View User Resource Tools Help	
she <mark>fie</mark> dh Tide i <u>bu</u> k	
Element Inherited From	
🕀 🔞 Customizer HP	
- Review Reviews Revie	
-reference admin in international internatio	
Repute Veblotelligence	
Configuration Universe Stored Procedure Document Repository	

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

Supervisor - admin File Edit View User Resource	Taala Uala				_ _ ×
	File name	Name	Domain	Inherited From	
E- 👔 Customizer	Master	Master	Universe	HP	
🙀 HP Filter	🚯 Video	VideoService	Universe	HP	
····· A HP Filter ···· * admin ···· * boadmin					
👓 🏀 boadmin					
	Configuration	Universe Stored	Procedure Docum	ent Repository	
					11

- Select the Master universe.
- Click the **Properties** command with the *Mouse Button 3*. The *Universe Properties* dialog box appears.
- Select the **Rows** tab.

U	niverse Properties	- HP Filter - Mas	ter		x			
	Definition Controls SQL Objects Rows Table Mapping							
	Defining a Where clause on the RDBMS table you specify below allows you to restrict access to rows and limit the results returned by a query.							
	Restricted tables	Where Clause	Status	Inherited From				
	<u>A</u> dd	<u>R</u> emove	Modify	<u>C</u> heck All				
	Re <u>s</u> et	ОК	Cancel	<u>H</u> elp				

Figure 39 Supervisor Universe Properties Window

• Click on the Add button. The New Row Restriction dialog box appears.

Figure 40 Supervisor Universe Properties Window

New Row Restriction				×
Table:				
l ⁱ Where Clause:				<u>>></u>
				>>
1	OK	Cancel	<u>H</u> el	
				·

- 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

Table Browser	
You can select the table	
Table	•
CROSSED_PARAM_SLA_WEEK CROSSED_PARAM_STATUS_LBL_DIM CUSTOMER_UPDATES_MONTH CUSTOMER_UPDATES_QUARTER CUSTOMER_UPDATES_QUARTER CUSTOMER_UPDATES_YEAR DAILY_TIME_DIM DEGRADATION_STATUS_LBL_DIM ENUM_DIM HOURLY_TIME_DIM MONTHLY_TIME_DIM	
	OK Cancel <u>H</u> elp

- 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

Universe Properties - HP Filter - Master	×
Definition Controls SQL Objects Rows Table M	(apping
Defining a Where clause on the RDBMS below allows you to restrict access to rov returned by a query.	
Restricted tables Where Clause Status	Inherited From
CUSTOMER_DIM (CUSTOMER_DI	HP Filter
Add <u>R</u> emove <u>M</u> odify	<u>C</u> heck All
Reset OK Can	cel <u>H</u> elp

- Click on the **OK** button.
- The users belonging to the *HP Filter* group inherit this restriction.

Caution

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.

Caution

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:

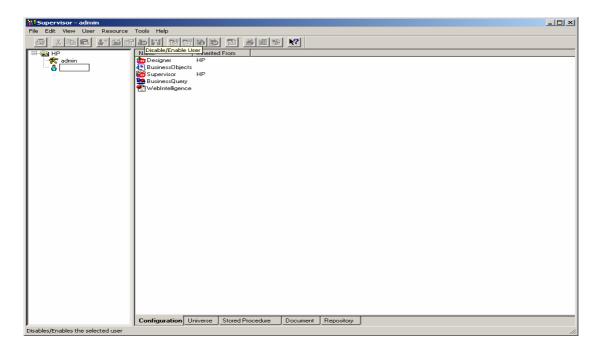
- Log-on to the *Administrating Client* under the administrator user account, if you are not yet logged on.
- If the *Supervisor* is not already started, launch the *Supervisor*: click the **Start** button on the taskbar of the Windows desktop. From the *Programs* menu, select **BUSINESSOBJECTS** and then **Supervisor 6.5**. The *User Identification* dialog box is displayed.

Figure 373 Supervisor Login Window

ten la		BUSINESS OBJECTS
Enter your name a	nd password to log in.	
<u>U</u> ser Name:	admin	<u>•</u>
Password:		

- 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

Supervisor - admin							
File Edit View User Resource Tools			D luglar				
			<u>8</u> 8	<u></u>			
E- HP Name	[])	nherited From HP					
👘 admin 👘 Des A boadmin 👘 Bus	signer F sinessObjects F						
🔂 Sup	pervisor H	HP					
Bus Bus	sinessQuery						
ta we	ebIntelligence						
Confi	guration Univ	verse Stored	Procedure	Document	Repository		
	guración	verse j_stored i	locedale	Document	Tropository	J	
							///

• 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
riguite 400	Super visor	new User	1 Toper des	v muo w

User Properties - boadmin	×
Definition Groups And Profile Timestamp	
The Definition tab specifies a user name enter when starting a BusinessObjects ap	
User	Security
Name:	Password:
boadmin	******
Properties Disable Login Enable Offline Login Enable Password Modification Enable Real Time User Rights Update Enable Delete Document Object Security Level:	Confirm Password:
Public	Full Checking
	OK Cancel Help

- 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.

File Edit View User Resource Tools Help Image: Source	
Image: Second	
Image: Second	
Image: Second	
Supervisor Profile	
WebIntelligence Profile	
WebIntelligence Profile	
1 1	
Configuration Universe Stored Procedure Document Repository	

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 428Supervisor Login Window

User Identificat	ion	×
		BUSINESS OBJECTS
Enter your name a	nd password to log in.	
<u>U</u> ser Name:	admin	•
Password:	****	
<u>A</u> dmin	ОК С	ancel

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

🙀 Supervisor - admin (bomai	n)				
]] <u>F</u> ile <u>E</u> dit <u>V</u> iew <u>U</u> ser <u>R</u> esource	<u>T</u> ools <u>H</u> elp				
]] 🥹 🛋 🍇 🌆 🗶 💒 🕹	Pa 🖪 🔺 🗛		🕅 🔁	1 🎒 🏭	
🖃 👼 HP	Name	Inherited From			
🕀 🔯 Web Customers	👌 Designer	Profile			
🕆 🎢 admin	🔂 BusinessObject:	s Profile			
	Supervisor	Profile			
	😫 BusinessQuery	Profile			
	🚼 WebIntelligence	e Profile			
	Configuration U	niverse Stored Pro	cedure	Document	Repository
l		Inverse j stored no	CCGGIC	Document	repository
					11.

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

Export Unive	rse 🗙
A	Select the target universe domain and the groups to assign to the universe(s) to be exported. Double-click to lock or unlock a universe. A grayed padlock means someone else has locked the universe.
<u>D</u> omain:	Universe 🔹
<u>G</u> roups:	
🖓 НР	
_ <u>_</u> Universes:—	
File Name	Universe Name
C:\Progra	m Files\HP OpenView\SQ Master
<u>P</u>	arameters <u>Add</u> <u>R</u> emove
	OK Cancel <u>H</u> elp

• The *Export Universe* window is displayed with the chosen universe.

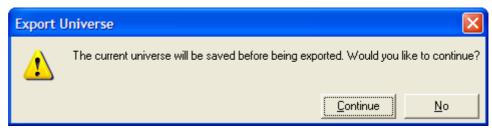
• Select the Master universe and click on the Parameters button.

Universe Para	imeters - Master	×
Definition		
	The following information identifies the universe. A universe is defined by its name and database connection:	
Na <u>m</u> e:	Master	
<u>D</u> escription:	Universe which allows to define reports based on generic data (not definition-specific)	
<u>C</u> onnection:	roduction	
	OK Cancel <u>H</u> elp	

Figure 442 Master Universe Parameter Window

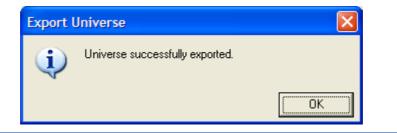
- In the *Connection* drop down list, select the **Production** entry.
- Click on the **OK** button to return to the *Export Universe* window.
- Click on the **OK** button to export the universe. The *Export Universe* message box is displayed.

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*

Note

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

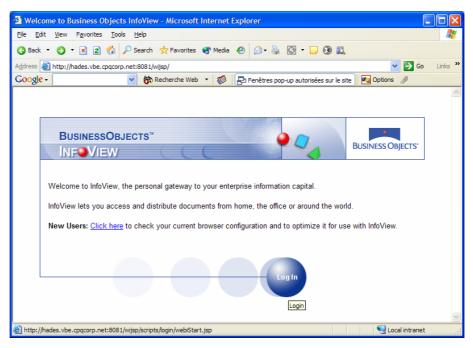
6.3.1 Prerequisite validation

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

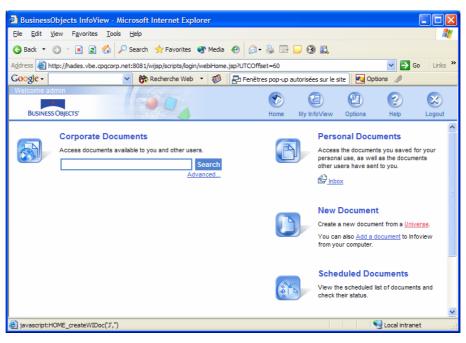
http://reporting_server_name:apache_port_number/wijs
p

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')

BusinessObjects I	nfoView - Micro	soft Internet Expl	orer				
<u>File E</u> dit <u>V</u> iew F <u>a</u> v	orites <u>T</u> ools <u>H</u> e	elp					
🔇 Back 🝷 💮 🐇 💌	🔹 🏠 🔎 Se	earch 🐈 Favorites	😵 Media 🔗 🚽 📓 📄	🗆 🕄 🛍			
Address 🙋 http://hades	vbe.cpqcorp.net:8	3081/wijsp/scripts/login,	/webiHome.jsp?UTCOffset=60			💌 🄁 🛛	Go Links
Google -	*	😚 Recherche Web	🔹 🚿 🔁 Fenêtres pop-up a	autorisées sur le s	site 🛛 🔁 Opt	tions 🥒	
Welcome admin BUSINESS OBJECTS'		600	Home	My InfoView	Options	(?) Help	X Logout
Universe List							
select the source of inf	ormation you war	nt to use to create a c	locument.				
	View Details	nt to use to create a c	locument.	List refresh	ed: 11/26/20	04 11:39:09	AM 📀
1 universe(s)	-	nt to use to create a c	Domain	List refresh		04 11:39:09	AM 😢
1 universe(s)	-	nt to use to create a c		List refresh	D		
1 universe(s)	-	n to use to create a c	Domain	List refresh	D	ate	
1 universe(s) Name Name Master	-	nt to use to create a c	Domain	List refresh	D	ate	
Name A	-	n to use to create a c	Domain	List refresh	D	ate	
1 universe(s) Name Master	-	n to use to create a c	Domain	List refresh	D. 1'	ate	0:42 AM

Figure 496 Master universe selection

• Click on master to launch the edition panel.

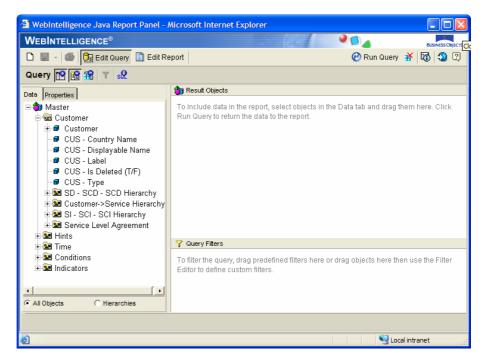


Figure 507 Report Edition Panel based on master universe

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):

```
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 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 '/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.

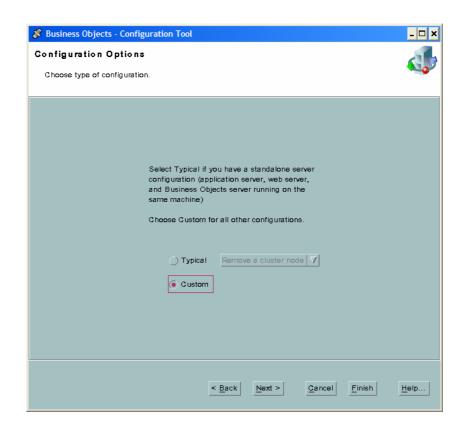
Launch the tool:

cd \$BO_HOME/setup

xwconfigtool

🐉 Business Objects - Cor	nfiguration Tool	- 🗆 X
	Welcome to the Configuration Tool	
	Choose the language that you would prefer for the Configuration Tool. This will only apply while you run Configuration Tool and will not change language you chose for your Business Objects installation.	the
	English	V
	< Back Next > Cancel Einish	<u>H</u> elp

• Click on next on the welcome screens



• Choose Custom and click on next

& Business Objects - Configura Cluster management						- 🗆 ×
Configure a new cluster or mod						
Highlight an item then choose a	an action from	i the drop do	wn list.			
-mycluster -Server Products -SQMReporting -Auditor -Additor -Additor -Admin -Gustom Applics -ORB -Cluster Preference						
	Create an	instance	A			
		< <u>B</u> ack	<u>N</u> ext >	Gancel	<u>F</u> inish	<u>H</u> elp

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

🖇 Business Objects - Configuration Tool		- 🗆 🗙
Instance Name You must provide a name for the instance.		4
Instance name	mySQMReporting	
	< Back Next > Cancel Finish H	elp

• Enter an instance name and click on Next

Business Objects - Configuration Cluster management Configure a new cluster or modify Highlight an item then choose an	yan existing one.			×
-mycluster -Server Products -SQMReporting -Auditor -Infoview -Admin -Custom Applicat -mySQMReporting -Web server -Application server -SQMReporting -Mycluster Preferences	ver			
	Add a web application	7		
	< Back Next	> <u>Cancel</u>	<u>F</u> inish	Help

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

🖇 Business Objects - Configuration Tool	- 🗆 ×
Cluster Management	
Define which application server you want to configure.	- 0
Custom Applications	
Choose JSP : JSP 7	
Automatic application server detection TOMCAT	
Manual application server detection TOMCAT	
Install directory:	
Browse	
< Back Next > Cancel Finish	Help

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

🖇 Business Objects - Configuration Tool	- 🗆 🗙
Cluster Management	
Define which application server you want to configure.	~~~
Custom Applications	
Choose JSP : JSP V	
Automatic application server detection TOMCAT	
Manual application server detection TOMCAT	
Install directory:	
Browse	
< <u>Back</u> <u>Next</u> <u>Cancel</u> <u>Finish</u>	Help

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

Choose an application	server instance.			
Wet	This application s file opt/BOBJ/Enterp	OMCAT SQMReporting erver is standator prise6/archives/SC	r Browse	
Res	purces file		 Browse	

- 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
```

Note

If the tomcat home you are using isn't the default one (/opt/Jakarta-tomcat-4.1.27) you must change its value in the copied SQMReporting.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

C SOMRen	orting Test - Microsoft Internet Explorer	X
<u>File Edit</u>	View Favorites Tools Help	
 (3) Back ▼	🕤 🕆 🛐 🏠 🔎 Search 🤺 Favorites 😵 Media	»
-		»
	http://helium.vbe.cpqcorp.net:8085/SQMReport 💙 🎅 Go Links	
Google -	💽 😚 Recherche Web 🔻 😻 🗗	»
	nnected user: boadmin	^
	ebi Connection TestOK	
	B Connection TestOK	
	talled Documents	
• 1115	 Component Parameter Status History 	
	 SC Status History 	
	 SI Service Health Overview 	
	 SLA Status History 	
	 Component Service Health Overview 	
	 Document 	
	 SLA Volume 	
	 Customer Inventory Notice Board Monthly 	
	 OT listing 	
	o SI hierarchy	
	 SL listing 	
	 SLO listing 	
	 Service Provider Inventory Notice Board Monthly 	
	 Component Parameter Service Health 	
	 Component Service Health 	
	 SLA Service Health 	
	 Service Health Overview 	
	 Parameter - Service Level List 	
	 SCI - SLA list 	
	 Service Health Overview Scoped 	
		~

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

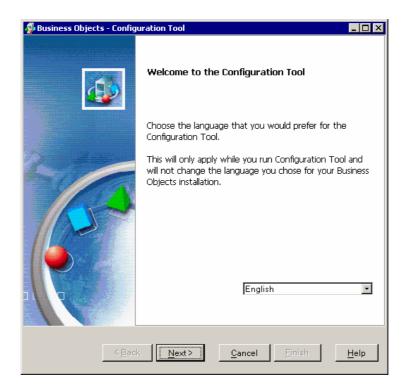
%BO_HOME%/deployment/apps/SQMReporting.properties

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

🗜 Business Objects - Configuration Tool	
Cluster management	
Configure a new cluster or modify an existing one. Highlight an item then choose an action from the drop down list.	
⊡-gtzcluster ⊡-Server Products ⊡-Admin	
⊟-wiadmin ⊟-Web Server ↓ └──APACHE FOR TOMCAT MasterWebServer-0.0.0.0_8085 (8085) ⊟-Application Server └──TOMCAT	
Supervisor SQMReporting Auditor ⊟-Infovie w	
 □-wijsp □-Web Server □-APACHE FOR TOMCAT MasterWebServer-0.0.0.0_8085 (8085) □-Application Server □-TOMCAT 	
Custom Applications Custom	
Create an instance	
< Back Cancel <u>Finish</u>	<u>H</u> elp

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

👰 Business Objects - Configuration Tool		
Instance Name You must provide a name for the instance.		
Instance name	SQMReporting	
	< <u>B</u> ack <u>N</u> ext> <u>C</u> anc	el <u>Finish</u> <u>H</u> elp

• Enter an instance name and click on Next

uster management		0
Configure a new cluster or modify an exi Highlight an item then choose an action		
⊡-mycluster ⊟-Server Products		<u> </u>
⊟Server Products		
⊟ wiadmin		
⊡ Web Server		
	MCAT MasterWebServer-0.0.0.0_8085 (8085)	
⊡ Application Server		
СТОМСАТ		
Supervisor		
SQMReporting		
Auditor		
⊡∽wijsp ⊡∽Web Server		
	MCAT MasterWebServer-0.0.0.0_8085 (8085)	
⊡ Application Server		
TOMCAT		
Custom Applications		
⊟ SQMReporting		
Web Server		
Application Server		
⊡-ORB Primary		
Cluster Preferences		
		•
I	Add a web application	
		h Help

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

💀 Business Objects - Configuration Tool	_ D ×
Cluster Management Define which application server you want to configure.	
Custom Applications Choose JSP or ASP: JSP Choose JSP Choo	
< <u>B</u> ack Cancel Einish	<u>H</u> elp

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

🔊 Business Objects - Configuration Tool	_ 🗆 ×
Cluster Management Confirm the location of the configuration files.	
Custom Applications Confirm or modify the location of the configuration files In Files\Business Objects\ThirdParties\tomcat\conftserver.xml Browse	
< <u>Back</u> <u>Cancel</u> <u>Finish</u>	<u>H</u> elp

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

👰 Business Objects - Configuration Tool	
Cluster Management	
Choose an application server instance.	
Custom Applications	
Application server:	
Web application:	SQMReporting
This application	server is standalone.
Warfile	
s\BusinessObje	ects Enterprise 6\archives\SQMReporting.war
Resources file	
	Browse
,	
	< <u>Back</u> <u>N</u> ext> <u>Cancel</u> <u>Finish</u> <u>H</u> elp

- 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_se
rvice.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_serv
ice.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
oq

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

	~				
📮 Computer Management					_ 🗆 🗵
Action View ← → 🗈 💽	🖆 🗗 🗟 📔 🕨				
Tree	Name 🛆	Description	Status	Startup Type	Log Or 🔺
Computer Management (Local)	🆏 Alerter	Notifies sel	Started	Automatic	LocalS [.]
🗐 🐔 System Tools	Apache Tomcat 4.1		Started	Automatic	LocalS
Event Viewer	🆓 Apache2	Apache/2		Automatic	LocalS [,]
🗄 🖼 System Information	Application Manage	Provides s		Manual	LocalS ^r
🗄 🗄 🐺 Performance Logs and Alerts 🔤	Automatic Updates	Enables th	Started	Automatic	LocalS [,]
Shared Folders	Background Intellig	Transfers f		Manual	لاد_ما

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

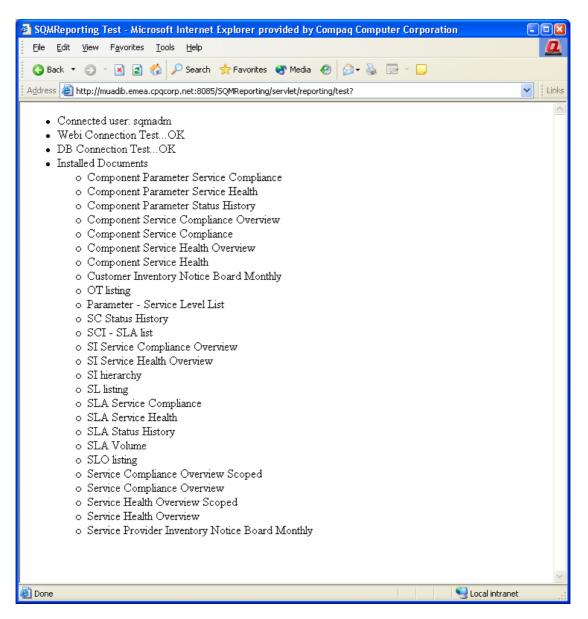
To test your configuration open the next url in any web browser.

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.

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

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.

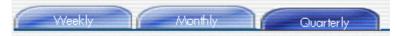
The attribute type of the repository element must be left to personal value.

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.

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