

HP Operations Dashboard

For the Windows®, HP-UX, and Solaris Operating Systems

Software Version: 2.10

Operations View Administrator Guide

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Documentation Roadmap

Figure 1 on page 14 shows the documentation roadmap for HP Operations Dashboard. This roadmap presents a suggested order for reading the manuals available with HP Operations Dashboard:

- 1 Use the *Installation Guide* to install the product.
- 2 Follow the path for the HP Operations Dashboard component that you are using.

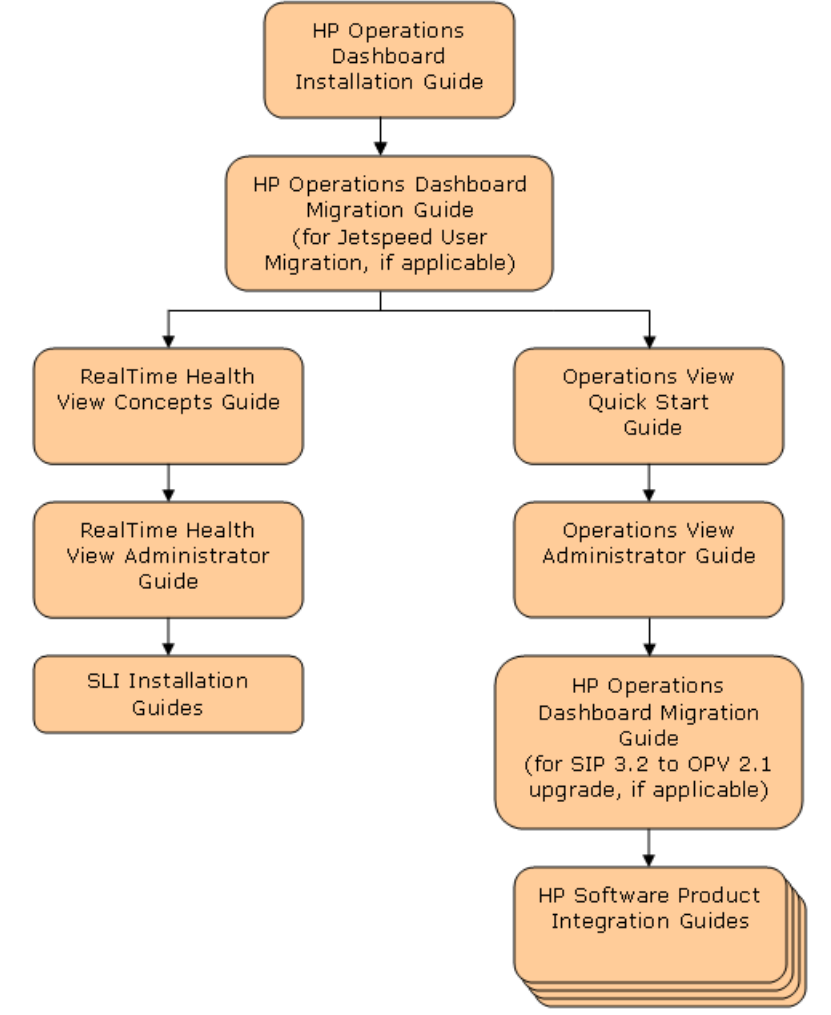
HP Operations Dashboard RealTime Health View

- a Read the *RealTime Health View Concepts Guide* to understand the concepts of working with dashboards.
- b Use the *RealTime Health View Administrator Guide* to configure and maintain the product.
- c Reference the Smart Link integration guides as needed for specific details on the supported management product integrations.

HP Operations Dashboard Operations View

- a Use the *Operations View Quick Start Guide* to carry out the tutorial.
- b Read the “Essential Concepts” chapter of the *Operations View Administrator Guide* to understand the concepts of working with portlets and portal servers.
- c Use the *Operations View Administrator Guide* to configure and maintain the product. This guide provides high-level instructions for the common tasks when working with the supplied Operations View portlets
- d If you are migrating from HP OpenView Service Information Portal to Operations View, use the *Operations View Migration Guide* to complete this task. The *Operations View Administrator Guide* refers you to the *Operations View Migration Guide* at the appropriate point in the portal view implementation process.
- e Reference the integration guides as needed for specific details on each supported HP OpenView management product. The *Operations View Administrator Guide* refers you to the integration guides at the appropriate points in the portal view implementation process.

Figure 1 HP Operations Dashboard Documentation Roadmap



HP Operations Dashboard Manuals

[Table 1](#) describes the HP Operations Dashboard manual set. These documents are provided in Adobe Acrobat (.pdf) format and can be found in the following directories:

- After HP Operations Dashboard installation, in the following directory on the HP Operations Dashboard management station:
 - *Windows*: <install_dir>\paperdocs\dashboard\
 - *UNIX*: /opt/OV/paperdocs/dashboard/
- On the product DVD-ROM in the following directory:
 - *Windows*: \Docs\
 - *UNIX*: /Docs/

For information on how to obtain the most recent documents, see [Documentation Updates](#) on page 19.

Table 1 HP Operations Dashboard Documentation

Document Title and Filename	Main Topics
<i>Installation Guide</i> Installation.pdf	Installing, uninstalling, and upgrading HP Operations Dashboard
<i>Migration Guide</i> Migration.pdf	<ul style="list-style-type: none">• Overview of migrating from HP OpenView Service Information Portal (SIP) version 3.2 to Operations View• SIP and Operations View comparison• Migration use models• Using the Operations View Migration Wizard• Manual steps for migration• Jetspeed user migration for RealTime Health View and Operations View• Troubleshooting

Table 1 HP Operations Dashboard Documentation (cont'd)

Document Title and Filename	Main Topics
<i>RealTime Health View Concepts Guide</i> rhview/ RealTime_Health_View_Concept.pdf	<ul style="list-style-type: none">• Introduction to the terms and concepts of RealTime Health View
<i>RealTime Health View Administrator Guide</i> rhview/RealTime_Health_View_Admin.pdf	<ul style="list-style-type: none">• Configuring RealTime Health View• Maintaining RealTime Health View
<i>Smart Link Integration for BMC Remedy Help Desk Installation Guide</i> RemedyOvSLI/Remedy_SLI_Install.pdf	Installing Smart Link Integration (SLI) for Remedy Help Desk
<i>Operations View Quick Start Guide</i> opview/Quick_Start.pdf	<ul style="list-style-type: none">• Running the Operations View demonstration portal view• Operations View tutorial
<i>Operations View Administrator Guide</i> opview/Administration.pdf	<ul style="list-style-type: none">• Essential concepts• Planning roadmap for using Operations View• Connecting Operations View to management products• Configuring Operations View portlets• Configuring Operations View data filters• Deploying a portlet application• Troubleshooting
<i>Operations View Integration Guide: NNM</i> opview/NNM_Integration.pdf	<ul style="list-style-type: none">• Connecting Operations View to HP OpenView Network Node Manager (NNM)• Configuring the NNM portlets• Customizing the NNM portlets• Filtering NNM data• Troubleshooting

Table 1 HP Operations Dashboard Documentation (cont'd)

Document Title and Filename	Main Topics
<i>Operations View Integration Guide: OVO and OVSN</i> opview/OVO_OVSN_Integration.pdf	<ul style="list-style-type: none">• Connecting Operations View to HP OpenView Operations (OVO) and HP OpenView Service Navigator (OVSN)• Configuring the OVO and OVSN portlets• Customizing the OVO and OVSN portlets• Filtering OVO and OVSN data• Troubleshooting
<i>Operations View Integration Guide: OVIS</i> opview/OVIS_Integration.pdf	<ul style="list-style-type: none">• Connecting Operations View to HP OpenView Internet Services (OVIS)• Configuring the OVIS portlets• Customizing the OVIS portlets• Troubleshooting
<i>Operations View Integration Guide: OVPM</i> opview/OVPM_Integration.pdf	<ul style="list-style-type: none">• Connecting Operations View to HP OpenView Performance Manager (OVPM)• Configuring the OVPM portlets• Customizing the OVPM portlets• Filtering OVPM data• Troubleshooting
<i>Operations View Integration Guide: OVSD, OVPI, and OVR</i> opview/OVSD_OVPI_OVR_Integration.pdf	<ul style="list-style-type: none">• Connecting Operations View to HP OpenView Service Desk (OVSD), HP OpenView Performance Insight (OVPI), and HP OpenView Reporter (OVR)• Configuring the OVSD, OVPI, and OVR portlets• Customizing the OVSD, OVPI, and OVR portlets• Troubleshooting

HP Operations Dashboard Online Help

HP Operations Dashboard supplies the following graphical interfaces for portal and portlet configuration:

RealTime Health View

- HP Operations Dashboard Service Composer

Operations View

- Operations View Administrator Tool
- Operations View Migration Wizard (available from the Administrator Tool)

Each of the HP Operations Dashboard graphical interfaces includes online help files that explain that interface.

- To access the top level of the help content for each interface, use the commands on the **Help** menu.
- To access context-specific help information in the Operations View interfaces, click **Help** within the window for which you want more information.

Documentation Updates

This manual's title page contains the following identifying information:

- Software version number, which indicates the software version
- Document release date, which changes each time the document is updated
- Software release date, which indicates the release date of this version of the software

To check for recent updates, or to verify that you are using the most recent edition of a document, go to:




http://ovweb.external.hp.com/lpe/doc_serv/

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

Documentation Conventions

The HP Operations Dashboard documentation uses the following conventions:

Table 2 HP Operations Dashboard Documentation Conventions

Symbol	Meaning
<code><install_dir></code>	(Windows only.) The HP OpenView application directory. This directory contains all of the HP Operations Dashboard files. The default location is: C:\Program Files\HP OpenView\
<code><data_dir></code>	(Windows only.) The HP OpenView data directory. This directory contains product configuration and data files. The default location is: C:\Program Files\HP OpenView\data
<code><portlet_app_dir></code>	(Operations View only.) The top-level directory for a deployed portlet application. This directory has the same name as the portlet application. The location of this directory depends on the installation platform and the portal server. <ul style="list-style-type: none"> • Jetspeed on Windows: <code><install_dir>\nonOV\dashboard\jetspeed\2.1\webapps</code> • Jetspeed on UNIX: <code>/opt/OV/nonOV/dashboard/jetspeed/2.1/webapps</code> • BEA WebLogic on Windows (default): <code><bea_install_dir>\user_projects\applications</code> • BEA WebLogic on UNIX (default): <code><bea_install_dir>/user_projects/applications</code> <code><bea_install_dir></code> is the BEA WebLogic directory.
	A note that describes special information pertaining to the current topic.
	A tip that provides an alternate way to address the current topic.
	A caution that indicates a potential problem to avoid.

1 Introduction

HP Operations Dashboard Operations View provides portlets that collect and present information from many HP OpenView management products. A supported third-party portal server software product stores portal views that contain a mix of Operations View portlets and other portlets in order to provide an integrated view of the management environment. Portal server users access the portal views with a web browser.

Use Operations View to give your end users visibility into their managed environments. You, the Operations View administrator, determine the content and layout of this information to ensure that each user receives an optimum view of their services. Additionally, you can customize data access to ensure that each user sees information about only those services that are applicable to them.

Operations View and Portal Servers

Operations View sits on top of a portal server to deliver management information to the end users. Operations View provides portlets that access the HP OpenView management products as well as a user interface for configuring these portlets. The portal server software product provides for setting up the portal views that contain Operations View portlets. It also provides for configuring and enforcing user access privileges.

The Operations View portlets are compliant with the JSR168 portlet standard. This release of Operations View supports the Apache Jetspeed and BEA WebLogic portal servers. Jetspeed is an open-source portal server and is supplied with Operations View. If you want to deploy to the BEA WebLogic portal server, you can purchase the BEA WebLogic Platform separately from your BEA reseller. For specific version requirements, refer to the *Installation Guide*.

If you are not familiar with the process for configuring a portal with Operations View, walk through the Operations View tutorial in the *Operations View Quick Start Guide* to understand the integration between Operations View and the portal server software.

Operations View and RealTime Health View

The HP Operations Dashboard product consists of two components that can each be run stand-alone or in an integrated manner.

- RealTime Health View
- Operations View

RealTime Health View integrates management information from a variety of sources to create a complete high-level view of one or more services. When a problem is detected, a RealTime Health View operator can drill down from the high-level RealTime Health View into the product that serves as the source of the management data. RealTime Health View provides a simple drill-down capability into the management products. For a detailed drill-down view into HP OpenView management products, Operations View can be integrated into RealTime Health View such that drilling down into HP OpenView-sourced management data in RealTime Health View opens the appropriate Operations View portlet showing the specific data.

User Interaction with Operations View

There are two categories of users who benefit from Operations View.

Administrators

Operations View administrators use the Administrator Tool to perform initial portlet configuration and on-going portlet maintenance. The Administrator Tool supports configuration of the following items:

- Connections between Operations View and management products
- Data filters
- Portlets

After configuring Operations View portlets, the administrator deploys the portlet application that contains those portlets to the portal server. The administrator then uses the portal server software tools to create and customize portal views and to set up user access to these portal views.

End Users

Operations View end users open a portal view containing Operations View portlets in a web browser. The portal server uses the portal view to organize content and layout. The portal server software manages user logins and displays the content assigned to a user's access privileges.

Operations View end users need not be aware of the mechanics behind the portal creation and maintenance.

About This Manual

This manual guides the Operations View administrator through the process of planning and implementing your Operations View portlets. It explains how to use the Administrator Tool. In doing so, this manual describes the following topics:

- The general process of configuring Operations View to connect to one or more HP OpenView management products.
- The general process of providing content through Operations View portlets.
- The general process of filtering management data.
- Complete instructions for customizing the bookmarks and message board portlets and how to use the HP OpenView Integration portlet.

Configuration of the portal view, users, and roles is a function of the portal server product. While this manual does not explain this configuration in detail, it does describe these functions as they fit into the process of developing a portal that includes Operations View portlets.

This manual does not explain the details of connecting Operations View to each HP OpenView management product. For this information, refer to the appropriate integration guide. The integration guides follow a standard content structure. After you are familiar with the organization of one integration guide, you can locate similar information about a different HP OpenView management product in a similarly named section in that product's integration guide.

For information on the Operations View documentation set, see [Documentation Roadmap](#) on page 13.

This manual contains the following chapters:

- [Essential Concepts](#) explains the terms that are important when working with Operations View and portal servers.
- [Planning Your Operations View Portal Content](#) presents an overview of the process for implementing a portal view and lists questions to consider while you plan this implementation.
- [Using the Operations View Administrator Tool](#) explains how to start the Operations View Administrator Tool and gives some pointers for using this tool.

- [Configuring Operations View for Your Management Products](#) describes the process of using the Administrator Tool to configure how Operations View will connect to management stations.
- [Creating and Configuring Operations View Portlets](#) describes the process of using the Administrator Tool to configure Operations View portlets.
- [Configuring the Operations View Bookmarks Portlet](#) describes functionality and configuration of the Operations View Bookmarks portlet.
- [Configuring the Operations View Message Board Portlet](#) describes functionality and configuration of the Operations View Message Board portlet.
- [Configuring the Operations View SQL Portlet](#) describes how to display data from the underlying configured database through a portal view.
- [Configuring the Operations View Bookmarks Portlet](#) describes the functionality and configuration of the HP OpenView Integration portlet.
- [Configuring Operations View Data Filters](#) describes the process of using the Administrator Tool to configure Operations View data filters.
- [Deploying a Portlet Application](#) describes the process of deploying an Operations View portlet application to a supported portal server.
- [Configuring Operations View to Run in a Wireless Environment](#) describes various Operations View portlets that are supported in wireless environment.
- [Troubleshooting](#) provides information for troubleshooting your Operations View portlets.
- [Operations View Portlets](#) lists the portlets that are supplied with the Operations View product.
- [Portal View Planning Worksheets](#) contains worksheets that you can use to organize and record the decisions that you make while planning your portal view implementation.
- [HP OpenView Integration Portlet DTD](#) describes the XML syntax for configuring the HP OpenView Integration portlet.
- [Tips for Working with Jetspeed 2.1.1 and BEA WebLogic 8.1](#) contains some tips and tricks for working with the Jetspeed portal server and BEA WebLogic portal server software.

2 Essential Concepts

This chapter explains the terms that are important when working with HP Operations Dashboard Operations View and portal servers. These terms are organized into the following categories:

- [Portal Hierarchy](#) on page 28
- [Portal and Data Security](#) on page 34
- [Internationalization Model](#) on page 38

Portal Hierarchy

This section explains the terms specific to working with portals.

Portal

A portal is web site that functions as a starting place for users to access a range of services and aggregated content. Yahoo, Google, Lycos, and MSN are each an example of a portal.

Portal content is delivered in a web browser. This content can be customized per user. Portal content is displayed in portal views.

Operations View provides content that can be integrated into a portal.

Portal Server

A portal server is a computer that runs a portal server software product. The portal server software configuration includes the specification of users and roles that have access to a given portal view.

Operations View sits on top of a portal server to deliver management information to your end users. The portal server software product provides for setting up the portal views that contain Operations View portlets. It also provides for configuring and enforcing user access privileges.

This release of Operations View supports the Apache Jetspeed and BEA WebLogic portal servers. Jetspeed is an open-source portal server and is supplied with Operations View. If you want to deploy to the BEA WebLogic portal server, you can purchase the BEA WebLogic Platform separately from your BEA reseller. For specific version requirements, refer to the *Installation Guide*.

JSR168

JSR168 is a portlet specification that provides for interoperability between portlets and portal servers. This specification also addresses how portal security and personalization are handled. The complete specification text is available at <http://jcp.org/en/jsr/detail?id=168>.

The Operations View portlets are JSR168-compliant and can be deployed into the supported portal server software products.

PSML

Portal Structure Markup Language (PSML) is an XML-based language that allows content structure and abstraction within Jetspeed. It is defined by an XML schema that is available at <http://portals.apache.org/jetspeed-2/guides/guide-psml.html>. The layout of a portal view is defined in PSML.

Operations View does not interact directly with PSML files. Portal server administrators and users often work with PSML files.

Portal View

A portal view is displayed to an end user in a web browser. It consists of one or more pages that each contain one or more portlets. It is also a configured set of portal view attributes such as portal skin, portal header, portal footer, and so forth. Portal views are configured by using the portal server software tools.

[Figure 2](#) on page 31 shows the typical components of a portal view.

The portal server software products that Operations View supports vary in their implementation of portlet preferences (such as changing which management station supplies the data to this portlet).

- With Jetspeed, all users who share a portal view (a PSML page) see the same user customizations to portlet preferences. If your users need to be able to customize their portlets without regard to other users, you create multiple copies of your portal views in order to provide this flexibility.
- With BEA WebLogic, each portlet user can customize portlet preferences without regard to other portlet users.

The portal view design features that are available to you depend on which portal server product you are using. For information on the available features, see the documentation that came with your portal server.



In Jetspeed, each portal view is configured in a PSML file. In BEA WebLogic, a portal view is called a “desktop.”

Operations View supplies portlets that integrate with HP OpenView management products to display management data. All other components of a portal view come from the portal server software product.

Header and Footer

The header and footer can customize the portal view appearance. Operations View supplies several standard headers and footers. You can also design your own.

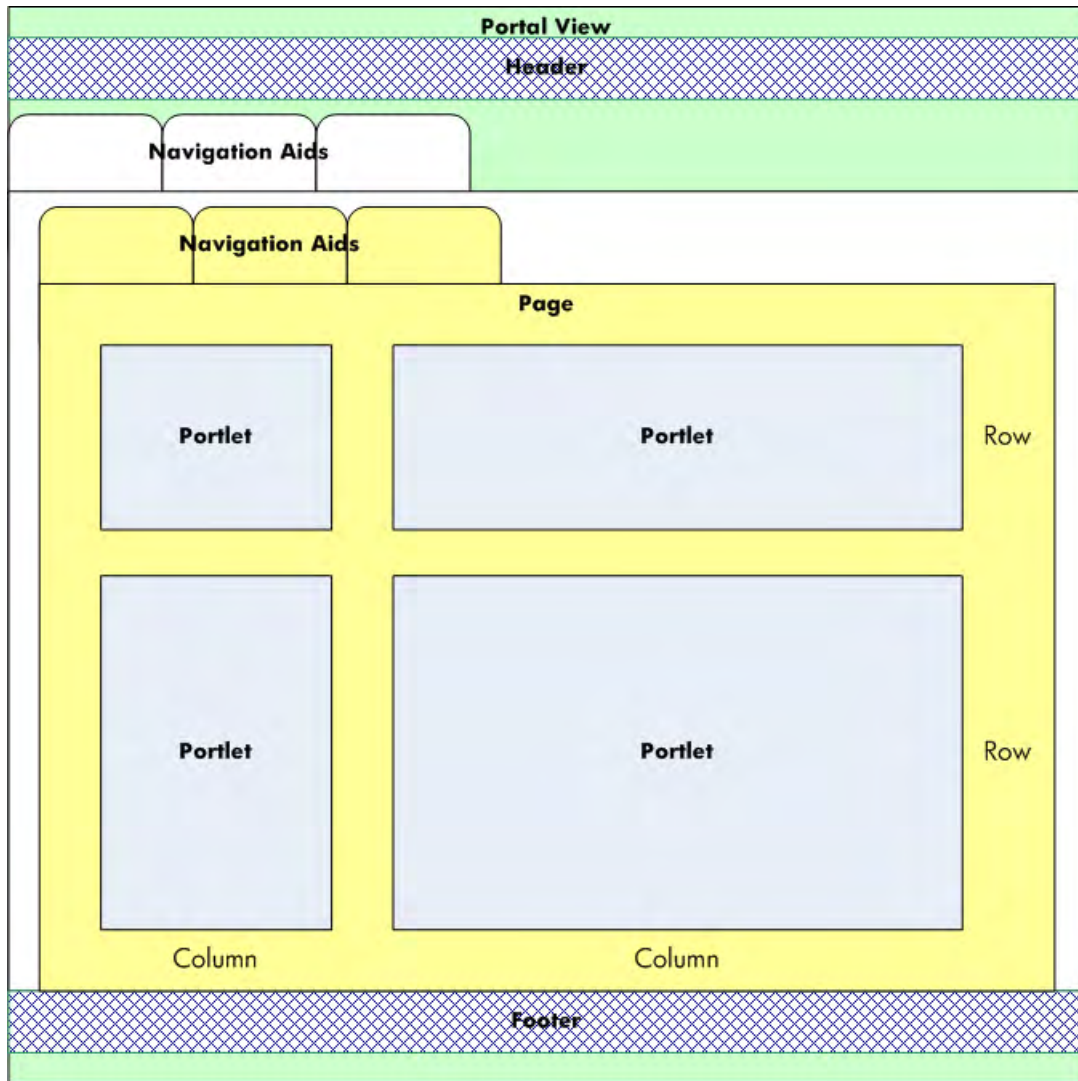
Navigation Aid

Navigation aids provide for movement between pages. They can appear as tabs along the top of the pages or as links along the side of the pages. Portal view users can customize the appearance of navigation aids.

Page

Each page in a portal view contains one or more portlets that display content to a user. The portal server software tools allow you to set the default page that is visible when the portal view first opens.

Figure 2 Components of a Portal View



Portlet Application

A portlet application is a group of JSR 168-compliant portlets combined with functionality that is specific to the target portal server product. A portlet application is packaged in a web archive (WAR) file and viewed through its portlets. It is the portlet application that is deployed to the portal server so that its contained portlets can be used within a portal view.



Jetspeed uses the portlet application terminology. In BEA WebLogic, a portlet application is called a “portal project.”

Portlet

A portlet is the presentation layer for a portlet application. It is a Java-based web component that processes requests and generates dynamic content. This content is visible in a rectangular area on a portal page. Portlets packaged together in a single WAR file may share images, stylesheets, JSP components, and other kinds of resources.

Operations View provides portlets that access HP OpenView management products to display management data. Operations View also provides a user interface for configuring these portlets. [Appendix A, Operations View Portlets](#) lists the Operations View-supplied portlets and the HP OpenView management products with which they integrate.

Two important aspects of portlet configuration are portlet initialization parameters and portlet preferences.

Portlet Initialization Parameter

A portlet initialization parameter is a configuration setting that is used by the portlet as it is first instantiated. A portlet initialization parameter can be set to only one value.

End users cannot set portlet initialization parameters. Every instance of a portlet uses the same initialization parameter values.

In Operations View, portlet initialization parameters are set in the Operations View Administrator Tool and cannot be changed by portal view users.

Portlet Preference

Portlet preferences store portlet configuration data. A portlet preference can be set to a list of values.

Each portlet preference can be configured on a per user basis. Thus, when a user has edit permission for a portlet, they can customize the portlet view or behavior as desired.

In Operations View, portlet preferences are set when a portlet is added to a portlet application using the Administrator Tool. The Operations View administrator can then adjust the default portlet preference configurations for all end users.

The Operations View administrator can allow end users to modify portlet preferences within a portlet view. This modification creates a customization file that is managed by the portal server software product.

- With the Jetspeed portal server, all users who share a portal view (PSML file) see the same customizations.
- With the BEA WebLogic portal server, any logged in user sees only his or her customizations, regardless of the portal view.



If a user saves the portlet preferences within a portal view, that portlet will no longer be updated as you change the portlet preferences in the Administrator Tool. To reset a portlet's configuration to use the defaults as maintained in the Administrator Tool, delete and re-add the portlet in the portal view.

Some Operations View portlets use portlet preferences as a mechanism for filtering the data that is displayed in the portlet. These portlets are listed in [Chapter 12, Configuring Operations View Data Filters](#).

Portal and Data Security

Operations View works in conjunction with the portal server software to provide a secure environment for your management data through the mechanisms described in this section.

Authentication and Authorization

Authentication is the process by which a user identifies and validates himself/herself to the system. Logging into a system is one way that a user is authenticated.

Authorization is the granting of access privileges to an authenticated user. These access privileges determine what information the user can see and what actions the user can take while logged into the system.

The portal server software uses an authorization model that associates access privileges with roles. A **role** defines what a user can see and do through the portal at a particular point in time. By associating users with roles and assigning to each role what you want users in that role to be able to see and do, you achieve portal security.

Authentication and authorization are both managed through portal server software configuration. Each supported portal server product supplies several authentication providers to choose from. If none of the supplied authentication providers meets your needs, you can write and integrate your own custom authentication provider. The supported portal servers provide APIs and sample code to write your own Java class to integrate with the portal server. For information on these APIs, go to:

- *Jetspeed*: <http://portals.apache.org/jetspeed-2/guides/guide-security.html>
- *BEA WebLogic*: http://edocs.bea.com/wlp/docs81/adminportal/help/OV_Security.html

If you have already configured roles on your portal server, you can use any combination of the existing roles and newly created roles for limiting access to the Operations View portlets.



BEA WebLogic uses the term “entitlements” for authorization.

Users, Roles, and Groups

Users, roles, and groups are managed by the portal server software or by a third-party repository such as LDAP (lightweight directory access protocol). Each role defines a distinct grouping of users with different portal view access permissions, and each role can be associated with an unlimited number of management data filters. Each user can uniquely customize the look and feel of the portal view.

Data Filters

In Operations View, you filter management data with filter assignments and a customer model. This configuration is called **data filtering**. The data filter defines what data is displayed to a portal user who is using a given filter. Enabling filter assignments on a role-by-role basis provides data security, giving you a way to ensure that only relevant data is displayed to a given user.



The data filter concept is specific to Operations View.

Data filtering definitions are created in the Administrator Tool and consist of the following parts:

- Organization
- Customer model
- Filter assignment

The example in [Figure 3](#) on page 37 shows how the data filtering definitions effect a limited view of the available data.

Organization

An organization is a logical grouping of management resources for use in filter assignments. Typically, an organization relates to a group of users in the portal and lists the resources that these users can access. When querying the management stations for data, Operations View displays only that data which is allowed for the organizations named in the current filter assignment.

Customer Model

A customer model provides a way to ensure that data is displayed to the appropriate users. It is based on lists of resources, such as nodes, interfaces, or services. Customer models serve many functions and can be created in a variety of ways. A customer model can do one or both of the following:

- Map organizations to their resources, either by listing the resources directly in the file, or by referencing lists of resources.
- List the resources without any association to organizations.

Filter Assignment

A filter assignment maps organizations to a set of security constraints. This mapping limits the resources that a portal user can see. When a portlet refers to a data filter, it is commonly referring to a filter assignment. Within a filter assignment, two items are specified:

- The data to present through a view

You can set a filter assignment to show all data, show no data, or show data that is filtered based on a list of organizations that are defined within your customer model sources. Example filter assignments that show all data and no data are already provided with the default Operations View configuration.

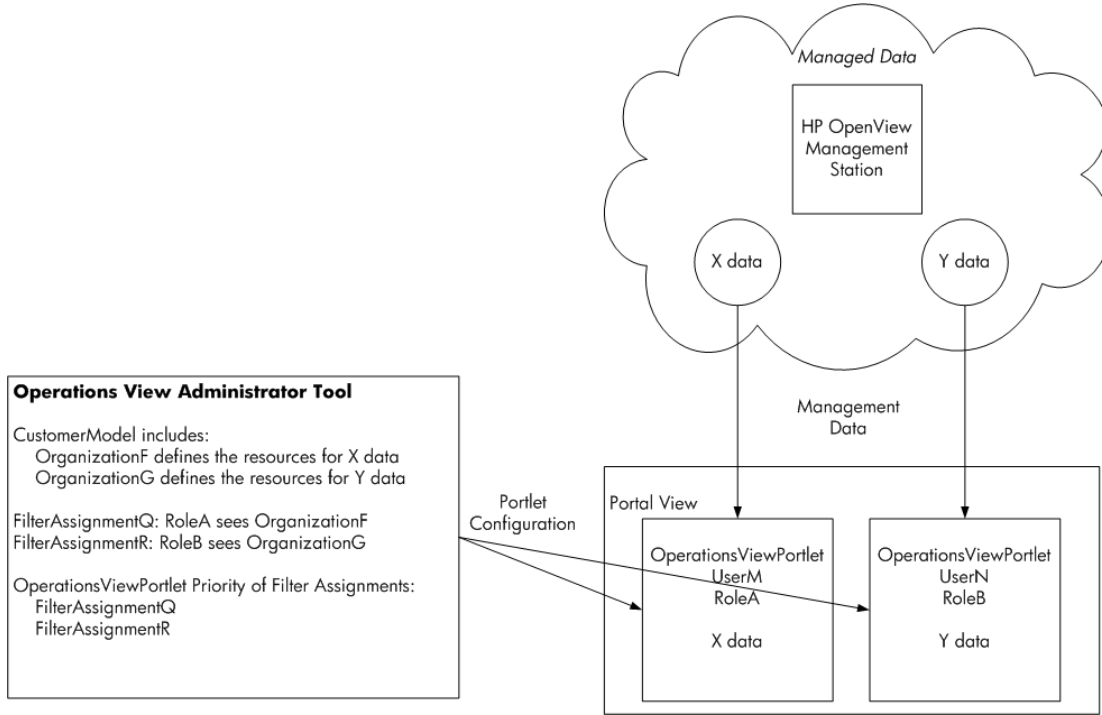
- Which users see this filtered view

You can use filter assignments to allow access to the filtered views for different portal server roles. You can specify that all portal users have access to this filter, only authenticated users (that is users who have logged in), or users with any one of a list of portal roles.



The use of portal roles within filter assignments can vary from one portal server to another. Any portal sever that is JSR168-compliant must provide access to a mechanism for determining whether or not a user is within a role. For the Jetspeed portal, roles are a straightforward mechanism directly tied to the users. The BEA WebLogic portal includes additional role determination features that can utilize conditional logic.

Figure 3 Operations View Data Filtering Example



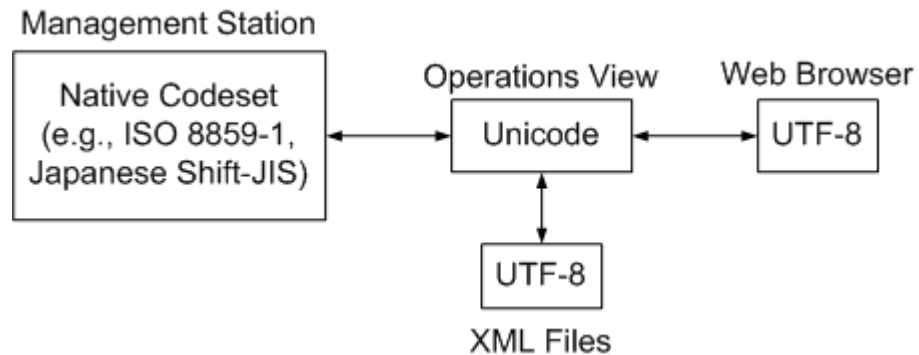
Internationalization Model

Operations View uses UTF-8 when communicating with the web browser and interpreting data in XML files. When getting data from management stations, Operations View converts from the native codeset (such as Shift JIS) used by the management station to Unicode.

➤ This version of Operations View is not localized.

Figure 4 shows how the native codeset of the management data gets converted to Unicode and then displayed to the web browser in UTF-8 format.

Figure 4 Internationalization Model



What You Can Expect From Operations View

Operations View supports internationalization in the following ways:

- Installs under any language on any language system (such as Japanese versions of Windows).
- Uses locale-specific formats for date and time.
- Does locale-specific string comparison.
- Supports one web browser codeset—UTF-8.
- Provides localizable user interface and message strings.

- Displays the following types of localized data:
 - Map data from HP OpenView Network Node Manager (NNM)
 - Customer names from HP OpenView Customer Views
 - Data from HP OpenView Internet Services (OVIS)
 - Data from HP OpenView Service Navigator (OVSN).
- Supports non-ASCII string data specific to Operations View that is in the UTF-8 codeset. This includes:
 - Portlet titles specified in the portlet XML files
 - Network Device Health gauge titles
 - Alarm category names
 - HP OpenView Integration portlet output data
 - Message Board message text
 - Bookmark link names
 - Customer names in the Operations View customer model XML files
 - Help files
- Supports ASCII string data only for:
 - File and directory names
 - URLs

Limitations

- Operations View does not ship the Java converters necessary to convert non-UTF-8 codeset data into UTF-8 codeset. Operations View assumes that these converters are part of the JRE on each platform.
- Operations View is only supported in a “mono-lingual” environment with all management stations in the same locale.

3 Planning Your Operations View Portal Content

The goal of working with HP Operations Dashboard Operations View in combination with a portal server software product is to produce one or more portal views containing portlets. A portal view can include portlets from a variety of sources. Operations View portlets can retrieve information from HP OpenView management software in your environment. Additional portlets can display other types of information.

The actual process of implementing portal views is very flexible. [Figure 5](#) on page 42 shows the sequence of high-level steps to create and deploy a portal view. As you can see, the sequence contains several possible opportunities (steps 1, 5, and 7) for designing a portal view. Generally, you will do most of your portal view design work in *one* of these design steps, skipping the other design steps.

Some best practices to consider before choosing when to do the portal view design work are listed here:

- If many people in your organization require input into the portal view design, plan the portal views before you begin to implement them.
- Generally, the more complex your portal view will be, the more design work you want to do up front because it is easier to change a paper design than a functioning portal view.
- If you are creating a small portal view for a very specific audience and you have a good understanding of the desired outcome, you can probably bypass the advanced planning and go straight to implementing the portlet configurations.
- If HP OpenView Service Information Portal (SIP) is currently installed in your environment see the note on [page 44](#).

Figure 5 Portal View Implementation Process

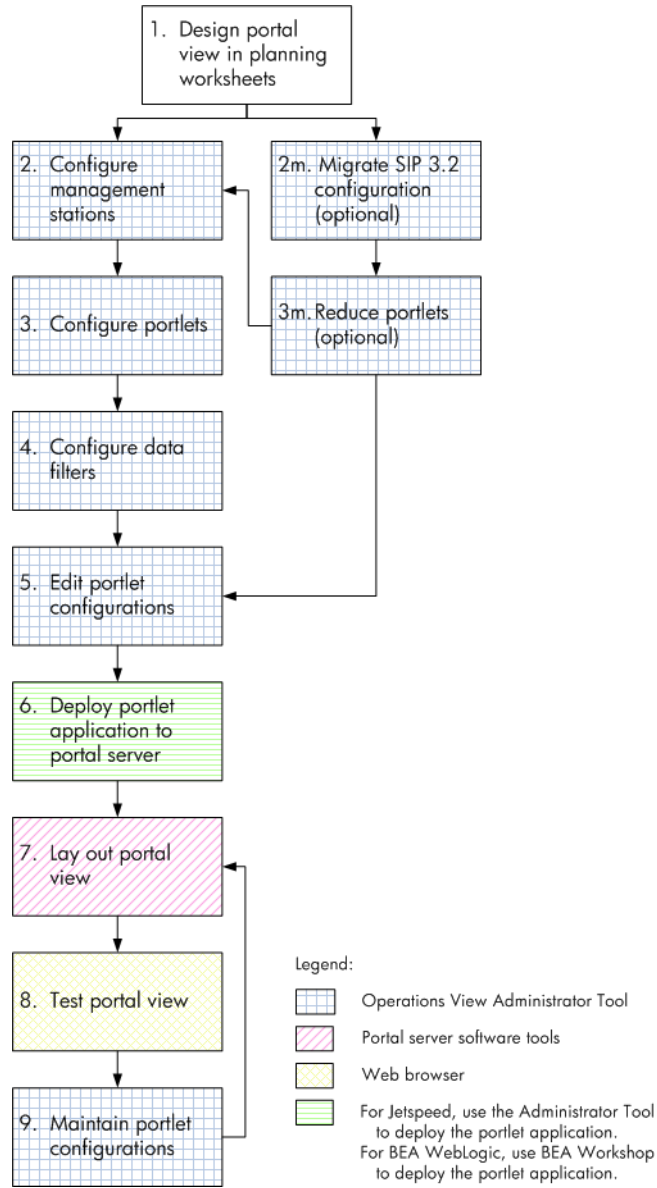


Table 3 associates the tasks shown in **Figure 5** with the related Operations View documentation. For more information on the available Operations View documentation, see **Documentation Roadmap** on page 13.

Table 3 Operations View Content Development Roadmap

Task	Available Documentation
Design portal view	This chapter
Migrate SIP 3.2 configuration (optional)	<i>Operations View Migration Guide</i>
Reduce portlets (optional)	<i>Operations View Migration Guide</i>
Configure management stations	Chapter 5, Configuring Operations View for Your Management Products Operations View product integration guides
Configure portlets	Chapter 6, Creating and Configuring Operations View Portlets Chapter 7, Configuring the Operations View Bookmarks Portlet Chapter 8, Configuring the Operations View Message Board Portlet Chapter 10, Configuring the HP OpenView Integration Portlet Operations View product integration guides
Configure data filters	Chapter 12, Configuring Operations View Data Filters in the Operations View Administrator Guide
Edit portlet configurations	Chapter 6, Creating and Configuring Operations View Portlets Operations View product integration guides
Deploy portlet application to portal server	Chapter 11, Deploying a Portlet Application
Lay out portal view	Portal server software product documentation
Test portal view	Portal server software product documentation
Maintain portlet configurations	Chapter 6, Creating and Configuring Operations View Portlets



SIP customers:

If you are migrating a SIP version 3.2 configuration, have a good understanding of that configuration, and do not plan to change it, this chapter might not apply to you. In that case, you can start with migration.

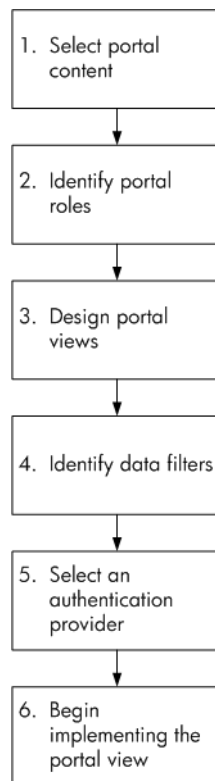
Regardless of when you design the portal view, you should migrate your existing SIP configuration before doing any configuration work in the Operations View Administrator Tool. The migrated files overwrite some of the existing configuration files. Any changes that you make to management station and data filter configurations prior to migration will be lost. For more information, see the *Operations View Migration Guide*.

Designing Your Portal View

Figure 6 shows the steps to complete portal view planning (step 1 in Figure 5 on page 42).

- Steps 1 through 5 of Figure 6 are described in this chapter.
- Step 6 of Figure 6 corresponds to step 2 or 2m in Figure 5 on page 42.

Figure 6 Planning Steps for Designing your Portal View



Portal View Planning Worksheets

The sections in this chapter reference the planning worksheets in [Appendix B, Portal View Planning Worksheets](#). If you find these worksheets helpful, you can use them to record your design decisions and communicate your plan to your portal view customers.

Planning Step 1: Select Portal Content

The first step in the planning process is to decide what data to display in your Operations View portal views. The following content types are available:

- Content from other HP OpenView products through the use of HP OpenView product portlets supplied with Operations View. For a list of available portlet types, see [Appendix A, Operations View Portlets](#). For detailed information about the type of content each portlet displays, refer to the appropriate product integration guide.
- General content, such as links to bookmarks and messages displayed to your customers.
- Content from third-party integrations and from your own applications and data.

▶ HP does *not* support any third-party portlets.

Third-party portlets can come from any trusted source. The following links are good starting places when looking for additional portlet content:

— Open source portlets:

<http://portlet-opensrc.sourceforge.net/>

— BEA Portal Solutions Catalog:

<http://dev.bea.com/products/wlportal/psc/index.jsp>

▶ These portlets are developed by third parties to BEA and may be specific to the BEA portal server.

— Portlets bundled with the Apache Jetspeed portal server:

<http://portals.apache.org/jetspeed-2/guides/index.html>

▶ These portlets are not all JSR168-compliant and may not be compatible with the supported version of Jetspeed.

- Content displayed through the HP OpenView Integration portlet. For information, see [Chapter 10, Configuring the HP OpenView Integration Portlet](#).

Selecting Content from Supplied HP OpenView Product Portlets

While deciding which HP OpenView product portlets to include in your portal views, see the [HP OpenView Product Integrations Planning Worksheet](#) on page 162 and consider the following questions:

- What kind of information do you want to deliver or display to your customers?
- Of the HP OpenView integrations supplied with Operations View, which provide the kind of content you want to display to your users?

Selecting General Content

While deciding which general content portlets to include in your portal views, see the [General Content Planning Worksheet](#) on page 167 and consider the following questions:

- Do you want to provide your customers with links to useful web sites through the Operations View bookmarks portlet?
- Do you want to take advantage of the Operations View message board portlet to communicate with your customers?

Selecting Content That Integrates Your Own Applications and Data

While deciding what additional content you want to provide in a portal view that is not supplied with Operations View, see the [Custom Applications and Data Planning Worksheet](#) on page 168 and consider whether the HP OpenView Integration portlet can meet your need. Possible content types are as follows:

- Content from a third-party integration. The worksheet includes several links to use when starting your search for existing JSR168-compliant portlets.
- Content from a URL. For example, if you have an HTML file on a different server or a CGI program or other web application, you can display the contents of the URL.
- Output from executable commands. For example, if you want to run a command, such as `ping`, or a command that generates results from a database, you can display the output of the command.

- HTML from an external file. For example, if you have a report in an HTML file on the local machine or a tool that generates reports in the form of text, you can display those reports.
- XML transformed to a displayable format using XSLT.
- Embedded HTML. For example, if you have a static HTML file, you can display the HTML content.

Planning Step 2: Identify Portal Roles

The second step in the planning process is to identify to whom you want to display data, and understand how to grant them authorization to the portal view. Authorization is a portal server configuration that associates access rights with roles.

While planning your portal server roles, see the [Portal Server Roles Planning Worksheet](#) on page 169 and consider the following questions:

- Who will be using the portal views? Customers? Organizations within a company? Business users, technical users, network operation center (NOC) users?
- Can you categorize the content you want to display based on groups of users, such as business users, technical users, NOC users, and so forth? Do you want to display some portlets to business users but not to technical users? For example, business users may be more interested in report portlets. Technical users may be more interested in portlets that display the details of network and service health.
- Can you identify distinct roles for your users? For example, operator role, customerABC administrator role, technical user role, business user role, and so forth.
- Do you want to make available an unauthenticated user who has access to a limited portal? With this user, you might, for example, allow visitors to view the Operations View Bookmarks and Message Board portlets for general information without letting them see real management data or be able to perform editing operations.

Planning Step 3: Design Portal Views

The third step in the planning process is to design the portal views that will be used to present the Operations View portlets to your users. This configuration is completed on the portal server by using the tools supplied with the portal server software.

Your portal view design may dictate how many copies of each portlet are needed. For example, you might be able to use several management data filters in one portlet to control what data is displayed to various users, or you might want to create a separate portlet for each customer.

While planning your portal views, see the [Portal View Layout Planning Worksheet](#) on page 170 and consider the following questions:

- What portlets do you want to display to each identified role or group?
- What will you name the pages on which the portlets appear, and how will you organize the pages?
- Do your users need flexibility to edit the portlet preferences without regard to other users? If so, plan multiple copies of a given portlet type.
- Do you want to customize the portal look and feel by using your own graphic images in the portal banner and footer?
- Do you want to tailor the portal look and feel to individual customers?
- Are the supplied portal skins (color schemes and fonts) sufficient for your portal views, or do you want to create custom portal skins?

Planning Step 4: Identify Data Filters

The fourth step in the planning process is to think about your customers and how to identify the management data that is relevant to them. The result of this planning is data filtering.

Table 4 shows which supplied portlets use the Operations View data filters, which use their own data filters, and which do no data filtering. The planning in this chapter concerns only those portlets that use the Operations View data filters.

Table 4 The Use of Data Filtering by Supplied Portlets

HP OpenView Management Software/ Portlets	Use the Operations View Data Filters	Use Their Own Data Filters	Do No Filtering of Management Data
NNM: Alarms, Topology Map, Network Device Health, and MPLS portlets	X		
OVO/OVSN portlets	X		
OVIS: Internet Services and Internet Services Dashboard portlets		X	
OVPM: Performance Manager Portlet	X	X	
OV Reporter portlets			X
OVSD portlets		X	
OVPI portlets		X	
Message Board portlet			X
Bookmarks portlet			X

Designating Customer Models

While planning your customer model, see the [Customer Organizations Planning Worksheet](#) on page 171 and consider the following questions:

- If you use HP OpenView Customer Views for HP OpenView Network Node Manager (NNM), do you want to use the customer model configured through Customer Views to display segmented NNM data in the Operations View portlets?
- If you do not use Customer Views for NNM, do you want to display segmented NNM data in the Operations View portlets? You can implement a customer model that retrieves resource data from the NNM object database and maps the resources to organizations.
- Besides NNM data, is there other data that you want to segment by nodes or interfaces?
- Do you want to display customer-segmented service information from HP OpenView Service Navigator? If so, you will need to implement a customer model that maps services to customers.
- Are you displaying data from products that have their own data filters, such as HP OpenView Internet Services and HP OpenView Service Desk?
- Do you have customer model data in another product or database that you want to import to the Operations View portlets? If so, you will need to create a custom customer model URL source.

Designating Filter Assignments

The default portlet configuration for the HP OpenView product portlets is that any authenticated portal user can see all available portlet data. Anonymous users do not see any portlet data.

While planning your filter assignments, see the [Filter Assignments Planning Worksheet](#) on page 172 and consider the following questions:

- What is your policy regarding what data is visible to anonymous portal users? This policy determines your minimum filter assignments.
- Do you need to restrict access on a role-by-role basis to the data from the resources within an organization? If so, plan multiple filter assignments per organization.

Planning Step 5: Select an Authentication Provider (Optional)

The fifth step in the planning process is to consider the mechanism by which portal server users will be authenticated. Authentication is the process by which users identify and validate themselves to the system.

While selecting an authentication provider for your portal server, see the [Portal Server Authentication Planning Worksheet](#) on page 174 and consider the following questions:

- Do you need to implement security? If anonymous access to your portal views is acceptable, then no authentication is necessary. All users see the same information and customizations.
- Do you want the portal server to perform the authentication? Most portal servers embed several authentication providers with user interfaces for security management. These providers offer basic security but might not be sufficient for your customers' security requirements.
- Do you need to integrate with a large security system in your environment? An external security system can communicate to the portal server whether a user has been authenticated.
- If none of the supplied authentication providers meets your needs and you are not required to integrate with an existing security system, do you want to develop your own authentication provider?

Next Steps

Evaluate your portal view plan. As a best practice, solicit customer feedback to determine whether it meets your users' needs. If necessary, iterate through the planning process described in this chapter until you have a solid design ready for implementation.

After completing the portal view design, do the following tasks:

- 1 If you are migrating a SIP configuration, perform the migration before performing any new configuration work. For information on migration, see the *Operations View Migration Guide*.
- 2 Use the Operations View Administrator Tool to modify a migrated configuration or to begin implementing the portal view design. Go to [Chapter 5, Configuring Operations View for Your Management Products](#).
- 3 Use the portal server software administration tools to configure users and roles.
- 4 (Optional.) Configure the selected user authentication mechanism.

4 Using the Operations View Administrator Tool

The HP Operations Dashboard Operations View Administrator Tool assists you in setting up and maintaining the connections between Operations View and the supported HP OpenView management products listed in [Appendix A, Operations View Portlets](#). The Administrator Tool also supports configuration and maintenance of the Operations View Bookmarks, Operations View Message Board, and HP OpenView Integration portlets.

The Administrator Tool is a very flexible and powerful tool. It provides many ways to accomplish the same task. The procedures included in this manual document one way of using the Administrator Tool to configure and administer your Operations View portlets. As you work with the tool, you will notice that many of the functions are available through buttons and all functions are available from the menu bar. Determine which method of accessing the functionality works best for you, and substitute that method in the procedures.

- ▶ To avoid data corruption, only one instance of the Administrator Tool can run on a given Operations View server at a time.

Setting the X Windows Server DISPLAY for the Administrator Tool (UNIX only)

Operations View relies on Java's Abstract Windows Toolkit (AWT) to generate graphical images. On UNIX, the AWT requires the presence of a running X windows server.

For the Operations View Administrator Tool to run, the following must be true:

- The DISPLAY environment variable must be set to point to an active X server, preferably on the same system running Operations View.
- The X display referenced by Operations View must be open the entire time that Administrator Tool is running.

To set the DISPLAY variable, run the following command on the X server:

```
export DISPLAY=hostname:0.0
```

Starting the Administrator Tool

To start the Administrator Tool, follow the procedure appropriate to your operating system:

- *Windows:*

As a user with administrative privileges, click **Start**→ **Programs**→ **HP OpenView**→ **Dashboard**→ **Operations View**→ **Administrator Tool**.

- *UNIX:*

- a Set the DISPLAY variable:

In a terminal window on the X server, type:

```
export DISPLAY=hostname:0.0
```

- b As user *root*, in a terminal window, type: **/opt/OV/bin/ovopviewadmin**

Using the Administrator Tool

The Administrator Tool is a graphical interface for configuring the following elements of an Operations View portlet application:

- Management stations
- Customer models (data filters)
- Filter assignments
- HP OpenView Network Node Manager (NNM) alarm categories
- NNM network health categories
- NNM network health metrics
- NNM network health component groups
- HP OpenView Operations (OVO) message categories
- Bookmarks portlets
- Message board portlets
- Portlet applications
- Portlets

The Administrator Tool contains two panes:

- The **scoping pane** on the left that contains the hierarchical tree nodes for the Operations View configuration. A shortcut menu associated with each node provides access to the most common tasks for that node type.
- The **editor pane** on the right that displays the configuration for the node selected in the scoping pane. To modify a configuration, make the desired changes in the editor pane, and then click **Save**.

Within the Administrator Tool, the following conventions apply:

- An asterisk (*) in the scoping pane indicates an unsaved configuration.
- An asterisk (*) in the editor pane indicates a required field.
- In the portlet editor pane, field names in standard text indicate portlet initialization parameters.
- In the portlet editor pane, field names in bold indicate portlet preferences.

Table 5 lists the commands that are available from the Administrator Tool menu bar.

Table 5 Administrator Tool Menu Commands

Command	Description
File menu	
New	Provides access for creating new objects such as a management station, portlet application, or portlet.
Exit	Shuts down the Administrator Tool.
Tools menu	
Launch SIP 3.2->Operations View Migration	Starts the Operations View Migration Wizard. The Create Migration Staging Portlet Application window prompts you for a portlet application name prior to performing the migration steps.
Select Log Level	Allows you to set the log level for the Administrator Tool and Operations View portlets.
Set Maximum Log Size	Allows you to set the maximum size of Operations View log files before rolling.
Select Look and Feel	Allows you to set the skin (also called look and feel) for the Administrator Tool.
Select Font	Allows you to adjust the font size or font type used by the Administrator Tool.
Select Default Portal Server	Allows you to set the portal server that is selected in the Add New Portlet Application window.
Set Portlet Application WAR File	Allows you to set the portlet application WAR file that is used when creating a portlet application. The default WAR file for Operations View is: <ul style="list-style-type: none"> • <i>Windows:</i> <code><install_dir>\newconfig\dashboard\opview\opview.war</code> • <i>UNIX:</i> <code>/opt/OV/newconfig/dashboard/opview/opview.war</code>

Table 5 Administrator Tool Menu Commands

Command	Description
Set Jetspeed's Tomcat Installation Directory	Allows you to set the location of the Tomcat web container into which an Apache Jetspeed portlet application is deployed. The default value for Operations View is: <ul style="list-style-type: none"> • <i>Windows</i>: <install_dir>\nonOV\dashboard\jetspeed\2.1 • <i>UNIX</i>: /opt/OV/nonOV/dashboard/jetspeed/2.1
Set Jetspeed's Ports and Proxy Settings	Allows you to set the ports used by Jetspeed Tomcat and Hypersonic SQL database. Also allows you to set the Jetspeed proxy for your environment.
Help menu	
Help Contents	Opens the Administrator Tool online help.
Document Set	Provides access the Operations View manuals.
License Status	Displays the status of your Operations View license.
Obtain License	Displays the AutoPass window in which you can apply for a new license.
ecare Support	Displays information about the available online support for Operations View.
About	Displays the software version of the product.

Accessing Online Help

You can access the online help for the Administrator Tool in two different ways:

- To open the Administrator Tool online help volume at the introductory topic, click **Help**, and then click **Help Contents**.
- To see the help topic for a specific configuration page within the Administrator Tool, click **Help** at the bottom of that page.

5 Configuring Operations View for Your Management Products

Before you can view management data through any of the HP OpenView product integration portlets supplied with HP Operations Dashboard Operations View, you must configure connections between Operations View and your management stations. This configuration consists of synchronizing management product configurations and their corresponding management station configurations.

The information in this chapter applies to step 2 in the portal view implementation process shown in [Figure 5](#) on page 42.

This chapter includes the following procedural topics:

- [Configuring an HP OpenView Management Product](#) on page 64 lists the HP OpenView products that require additional configuration before interacting with the Operations View portlets.
- [Configuring a Management Station](#) on page 65 explains how to add a management station to the Operations View configuration.

Configuring an HP OpenView Management Product

Some management products must be configured to make their management data available to Operations View. This configuration takes place on the HP OpenView management station for the following products:

- HP OpenView Network Node Manager (NNM)

For detailed instructions on how to fully configure NNM management station communication with Operations View portlets, refer to the *Operations View Integration Guide: NNM*.

- HP OpenView Operations (OVO) and HP OpenView Service Navigator (OVSN)

For detailed instructions on how to fully configure OVO and OVSN management station communication with Operations View portlets, refer to the *Operations View Integration Guide: OVO and OVSN*.

- HP OpenView Interconnect (OVI)

For detailed instructions on how to fully configure OVI management station communication with Operations View portlets, refer to the *Operations View Integration Guide: OVO and OVSN*.

- HP OpenView Internet Services (OVIS)

For detailed instructions on how to fully configure OVIS management station communication with Operations View portlets, refer to the *Operations View Integration Guide: OVIS*.

Configuring a Management Station

▶ The Operations View portlets for the following products identify the management station in the portlet configuration. For these products, bypass these instructions and go to [Chapter 6, Creating and Configuring Operations View Portlets](#).

- HP OpenView Service Desk (OVSD)
- HP OpenView Performance Insight (OVPI)
- HP OpenView Reporter (OVR)

Identify to Operations View the computers that host HP OpenView management products and specify parameters for connecting to these products. This configuration takes place in the Operations View Administrator Tool. Operations View management station configuration applies to the following products.

- NNM
- OVO/OVSN
- OVIS
- HP OpenView Performance Manager (OVPM)
- OVI

To make Operations View aware of your HP OpenView management stations, follow these steps:

- 1 In the Administrator Tool, click **File**→**New**→**Management Station**.
- 2 In the Add New Management Station window, enter the fully qualified hostname of the server on which the management software is installed (for example, `host.corp.com`), and then click **OK**.

The new management station name appears selected in the Management Stations folder in the scoping pane, and the editor pane displays the configuration for the management station.

- 3 In the General Settings area of the editor pane, select the check box for each management software product installed on this host.

The corresponding tab becomes available.

- 4 On each available tab, set the connection information for that product.
Click **Help** if you need assistance with the configuration settings.
- 5 After supplying the information on all available tabs, click **Save**.

Next Steps

When the management stations are correctly configured in the Administrator Tool, go to [Chapter 6, Creating and Configuring Operations View Portlets](#).

6 Creating and Configuring Operations View Portlets

An HP Operations Dashboard Operations View portlet application contains one or more Operations View portlets. For a list of the available portlets, see [Appendix A, Operations View Portlets](#). The information in this chapter applies to steps 3, 5, and 9 in the portal view implementation process shown in [Figure 5](#) on page 42.

This chapter includes the following procedural topics:

- [Setting the Portlet Application WAR File](#) on page 70 explains how to choose the portlet application WAR file to use for a new portlet application.
- [Creating a Portlet Application](#) on page 71 explains how to create a new portlet application that contains portlets.
- [Creating a Portlet](#) on page 73 explains how to create a portlet.
- [Configuring a Portlet](#) on page 74 explains the general process for settings a portlet's configuration.
- [Adding and Customizing Portlet Help Topics](#) on page 76 explains how to make your own help content visible to portal view users.
- [Maintaining Portlet Configurations](#) on page 78 explains important information about modifying the configuration of a deployed portlet.

Setting the Portlet Application WAR File

A portlet application WAR file contains a portlet.xml file that describes the portlets that can be used in that portlet application. Operations View provides the following portlet application WAR files:

- `opview.war`: Contains all Operations View portlets except for the portlet included in the next WAR file. Use this file for Jetspeed portal server.
- `opview_weblogic.war`: Contains all Operations View portlets except for the portlet included in the next WAR file. Use this file for WebLogic portal server.
- `opviewMPLS.war`: Contains the HP OV NNM MPLS and HP OV NNM Dynamic View portlets. Use this file for Jetspeed portal server.
- `opviewMPLS_weblogic.war`: Contains the HP OV NNM MPLS and HP OV NNM Dynamic View portlets. Use this file for WebLogic portal server.

The portlet application WAR file in use when a portlet application is created determines which portlets that portlet application can contain.

To set the portlet application WAR file, follow these steps:

- 1 In the Operations View Administrator Tool, click **Tools**→ **Set Portlet Application WAR File**.
- 2 In the Set Portlet Application WAR File window, click **Browse**, and then select the desired WAR file.

Creating a Portlet Application

A portlet application is a collection of portlets that can be deployed to a portal server.

To create a new portlet application for containing Operations View portlets, follow these steps:

- 1 In the Operations View Administrator Tool, click **File**→**New**→**Portlet Application**.
- 2 In the Add New Portlet Application window, enter the following information:
 - **Portlet Application Name:** The name that appears in the Portlet Applications folder in the scoping pane and in the portal server software tools. The portlet application name must be unique, start with a letter or underscore character, and consist of only alphanumeric and underscore characters.
 - **Description (optional):** The description that appears in the editor pane for the portlet application.
 - **Portal Server Vendor:** Select your portal server software product.
 - **Staging Directory:** Leave the staging directory as is.
 - **Create Default Portlets check box:** If you do not clear the Create Default Portlets check box, the new portlet application will contain one instance of each Operations View portlet type.

By default, the Create and Deploy a Portlet Application window presents an overview of the process for deploying portlet content to the selected portal server. You can disable this feature.

The new portlet application appears in the Portlet Applications folder in the scoping pane, and information about the portlet application appears in the editor pane:

- The Deployment Phase shows **staging**.
- The Staging Directory field displays the directory on the Operations View server that stores the portlet application configuration.
- The Portlet Configuration File field displays the location of the portlet.xml file. This file contains the portlet configurations for this portlet application. It is located within the staging directory.

- The Portlet Application WAR File field lists the WAR file associated with the portlet application. This portlet application can contain only those portlet types that are included in the specified WAR file.
- The Total Portlet Count field specifies the number of portlets contained in the portlet application.
- If you selected the BEA WebLogic 8.1 portal server vendor, the BEA Portlets Directory field lists the location of the opview_portlets directory for this portlet application. This directory stores the *.portlet files that contain BEA WebLogic portlet definitions. These portlet definitions configure BEA WebLogic with your JSR168 portlets when you import the Operations View portlet application into the BEA WebLogic Workshop as a portal project.

Creating a Portlet

Operations View provides many portlets for inclusion in your portal views. Use the Operations View Administrator Tool to configure and maintain these portlets. For a list of the available Operations View portlets, see [Appendix A, Operations View Portlets](#).

For third-party portlets, use the configuration and maintenance tools supplied with each portlet. These portlets are not accessible from the Administrator Tool.

A portlet application can contain many portlets, including multiple instances of a given portlet type. An Operations View portlet application can contain Operations View portlets only.

To create an Operations View portlet, follow these steps:

- 1 In the Operations View Administrator Tool, click **File**→**New**→**Portlet**.
- 2 In the Add New Portlet window, enter the following information:
 - **Portlet Name:** The name of the portlet as it appears in the portlet application in the scoping pane and in the portal server software tools. The portlet name must be unique, start with a letter or underscore character, and consist of only alphanumeric and underscore characters.
 - **Portlet Title:** The name of the portlet as it appears in the portal server software tools and the portal view. Defaults to the portlet name.
 - **Description (optional):** The portlet description as it appears in the portal server software tools.
 - **Portlet Type:** Select the Operations View portlet type from the list.
 - **Destination Portlet Application:** Select the portlet application to contain the new portlet.

The new portlet appears in the selected portlet application in the scoping pane, and the configuration information for this portlet appears in the editor pane.

Configuring a Portlet

Operations View portlets are configured with portlet initialization parameters and portlet preferences. Within the portlet editor pane of the Administrator Tool, the following conventions apply:

- Portlet initialization parameters are indicated by standard text. These values cannot be changed by portal view users. Each user of a given portlet always sees the same results of the portlet initialization parameters. For more information, see [Portlet Initialization Parameter](#) on page 32.
- Portlet preferences are indicated by bold text. These values specify the default portlet configuration. Portlet users might change these settings. For more information, see [Portlet Preference](#) on page 33.

To configure an Operations View portlet, follow these steps:

- 1 In the scoping pane of the Administrator Tool, select the portlet to configure.

The configuration information for this portlet appears in the editor pane.

- 2 In the General Settings area of the editor pane, modify the default settings as desired:
 - **Portlet Name:** The name of the portlet as it appears in the portlet application.
 - **Portlet Title:** The name of the portlet as it appears in the portal server software tools and the portal view.
 - **Portlet Class:** A setting that is internal to Operations View. You cannot change this value.
 - **Description (optional):** The portlet description as it appears in the portal server software tools.
 - **Mime Type:** A setting that is internal to Operations View. You cannot change this value.
 - **Portlet Modes:** Each selected check box adds functionality to the portlet. Available portlet modes are as follows:
 - **VIEW:** When the VIEW check box is selected, portal users can see this portlet.

- EDIT: When the EDIT check box is selected, portal users can change the values of the portlet preferences for this portlet. If the user is logged in, these changes are maintained for subsequent sessions. If the user is not logged in, these changes apply to this session only.
 - HELP: When the HELP check box is selected, portal users can access the online help page for this portlet.
- 3 In the Portlet Edit area of the editor pane, modify the default settings as necessary. For detailed information on each of these parameters, see the documentation for the portlet:
 - For the Operations View Message Board portlet, see [Chapter 8, Configuring the Operations View Message Board Portlet](#).
 - For the Operations View Bookmarks portlet, see [Chapter 7, Configuring the Operations View Bookmarks Portlet](#).
 - For the HP OpenView Integration portlet, see [Chapter 10, Configuring the HP OpenView Integration Portlet](#).
 - For the HP Software SQL portlet, see [Chapter 9, Configuring the Operations View SQL Portlet](#).
 - For other Operations View portlets, see the integration guide for the HP OpenView management product.
 - 4 Click **Save**.

Adding and Customizing Portlet Help Topics

Operations View provides the capability to add your own help topic for any of the supplied portlets, including portlets based on the HP OpenView Integration portlet. You can provide a standard help topic for any portlet, and you can override the standard help topic with different help content for an individual portal view.

When the user clicks the help button on the portlet title bar, the portlet displays the specified HTML help file.

All portlets that are supplied with Operations View come with a default help topic. If you want to customize the help topic or add a new one (as you may for your own portlets based on the HP OpenView Integration portlet), you need to write the help topic, assign it as the default help topic (or a new topic that overrides the default help topic), and verify that the topic displays correctly.

Writing a Help Topic

- 1 Copy and rename any Operations View help topic file. The new file can have any name that makes sense to you. For the English locale, help files are stored with the application data on the portal server in the following directory:
 - *Windows:* <portlet_app_dir>\C\help\
 - *UNIX:* <portlet_app_dir>/C/help/
- 2 Write your help file content. Feel free to present a help page using the most appropriate style for the portlet, but follow these important guidelines:
 - Follow the HTML format that you find in the other files in the help directory.
 - Use valid HTML syntax that is supported by all web browsers.
 - Write the help content for the entire portlet. Understand that users may not all see the same content depending on data and display filtering and whether users are permitted to edit the portlet.
 - Use only ASCII or UTF-8 characters.

Assigning a Topic as the Default Help Topic for a Portlet

- 1 In the scoping pane of the Administrator Tool, navigate to the appropriate portlet within the Portlet Applications folder.
- 2 In the Portlet Edit area of the editor pane, type the path and file name of the help topic. For the English locale, the path must start with `/C/help/` to be relative to the portlet application directory on the portal server.
- 3 Click **Save**, and then verify that the help topic displays correctly.

Maintaining Portlet Configurations

Use the Administrator Tool to modify the portlet configuration as necessary throughout the life of your Operations View portlets. These modifications flow to the portal view automatically as described here.

- Changes to the portlet initialization parameters affect that portlet in all portal views.
- Changes to the portlet preferences affect that portlet only if the portal view user has not customized the portlet configuration. For more information, see [Portlet Preference](#) on page 33.

Next Steps

Complete the configuration of individual portlets:

- For information on configuring the Operations View Message Board portlet, see [Chapter 8, Configuring the Operations View Message Board Portlet](#).
- For information on configuring the Operations View Bookmarks portlet, see [Chapter 7, Configuring the Operations View Bookmarks Portlet](#).
- For information on configuring the HP OpenView Integration portlet, see [Chapter 10, Configuring the HP OpenView Integration Portlet](#).
- For information on configuring the HP Software SQL Portlet, see [Chapter 9, Configuring the Operations View SQL Portlet](#).
- For information on configuring the HP OpenView product portlets, see the individual product integration guides.

When the Operations View portlets are correctly configured, go to [Chapter 12, Configuring Operations View Data Filters](#).

7 Configuring the Operations View Bookmarks Portlet

The HP Operations Dashboard Operations View Bookmarks portlet can provide lists of links to useful web sites.

This chapter describes the two aspects of using the bookmarks portlet:

- Manage bookmark group content within the Operations View Bookmark Groups folder in the Portlet Shared Configurations folder of the Administrator Tool. For information, see [Managing Bookmark Content](#) on page 82.
- Select bookmark groups for display and add individual bookmarks within the bookmark portlet(s) of your portlet application in the Portlet Applications folder of the Administrator Tool. For information, see [Selecting Bookmarks to Display](#) on page 85.

Managing Bookmark Content

A bookmark group is a convenient way to manage lists of bookmarks. Each bookmark group can be assigned to one or more bookmarks portlets. When you change the bookmarks within a bookmark group, the bookmarks are automatically updated in all portlets that display that bookmark group.

In the Operations View Bookmark Groups folder of the Administrator Tool, you can do the following:

- Create new bookmark groups.
- Change the content of bookmark groups.
- Delete bookmark groups that no longer should be available for display in bookmarks portlets.

Creating a Bookmark Group

To create a bookmark group, follow these steps:

- 1 In the Administrator Tool, click **File**→**New**→**Bookmarks Group**.
- 2 In the Add New Bookmarks Group window, type the title and name of the new bookmark group.
 - The bookmark group title appears in the Operations View Bookmark Groups folder in the scoping pane and in the Add Bookmarks Group list in the editor pane for the bookmarks portlets. The bookmark group title should be unique and may contain any characters.
 - The bookmark group name is for internal use only. The bookmark group name must be unique, start with a letter, and consist of only alphanumeric characters.

The new bookmark group appears selected in the Operations View Bookmark Groups folder in the scoping pane, and the editor pane displays the empty bookmark group.

- 3 Click **Add Bookmark**, and then, in the Add New Bookmark window, enter the following information:
 - **Bookmark URL:** The URL link to the bookmark. The URL must include the protocol designation `http://`. For example, use `http://managementsoftware.hp.com` instead of `managementsoftware.hp.com`.
 - **Bookmark Name:** The name of the link as it is displayed to users through their bookmarks portlets.
 - **Window Name (optional):** The name of the new window to create (or reuse) when opening the URL so that the current portal view window is not replaced. The value should contain no spaces.
- 4 Repeat [Step 3](#) until you have added all bookmarks for this group.
- 5 After you have finished adding bookmarks to the group, click **Save**.

Modifying a Bookmark Group

To change the contents of a bookmark group, follow these steps:

- 1 In the scoping pane of the Administrator Tool, expand the Portlet Shared Configurations folder, expand the Operations View Bookmark Groups folder, and then select the bookmark group to modify.
- 2 To add a bookmark to the group, in the editor pane click **Add Bookmark**, and then, in the **Add New Bookmark** window, enter the bookmark configuration. For information, see [Step 3](#) on page 83.
- 3 To delete one or more bookmarks from the group:
 - a In the editor pane, select the bookmarks to delete, and then click **Remove Bookmarks**.
 - b In the **Confirm Deletion** window, read the message, and then click **OK**.

Deleting a Bookmark Group

When you delete a bookmark group, you remove its association with the Operations View Bookmark Groups folder. You are *not* removing the contained bookmarks from the configuration of any portlets that use them, but those portlets can no longer use the deleted bookmarks.

Deleting a bookmark group from the Operations View Bookmark Groups folder has the following effects:

- If the group currently is *not* selected for display in a bookmarks portlet configuration, the group is no longer available to be selected for display.
- If the group currently *is* selected for display in a bookmarks portlet configuration, the group remains selected and the bookmarks portlets display the error message “Data Currently Unavailable” until you remove the group from the bookmarks portlet configuration or the user deletes the group in their portlet view.

To remove a bookmark group from use in the Operations View Bookmarks portlets, follow these steps:

- 1 In the scoping pane of the Administrator Tool, expand the Portlet Shared Configurations folder, expand the Operations View Bookmark Groups folder, right-click the bookmark group to remove, and then click **Delete Bookmarks Group**.
- 2 In the Confirm Deletion window, read the message, and then click **OK**.

Selecting Bookmarks to Display

For each Operations View Bookmarks portlet, you can select some or all of the available bookmark groups to display in the portlet, and you can add individual bookmarks to display in the portlet. You can determine the sequence in which bookmark groups and bookmarks appear in the portlet. This configuration determines the initial bookmarks portlet content.

If you allow bookmarks portlet edits, each user who is logged in to the portal server can choose which of the selected bookmark groups and bookmarks to display in that portlet. For information on how a user can customize the bookmarks portlet, see the online help file for that portlet.

Selecting the Bookmark Groups to Display in a Bookmarks Portlet

To set the initial list of bookmark groups to be displayed in an Operations View Bookmarks portlet, follow these steps:

- 1 In the scoping pane of the Administrator Tool, navigate to your bookmarks portlet within the Portlet Applications folder.
- 2 In the Bookmarks Portlet Edit area of the editor pane, click **Add Bookmarks Group**.
- 3 In the Add Bookmarks Group window, select an entry from the list, and then click **OK**.
- 4 To change the relative position of a bookmark group, select the group, and then click **Move Up** or **Move Down** until the group is in the desired position.
- 5 After you have completed bookmark group selection, click **Save**.

Adding Bookmarks to Display in a Bookmarks Portlet

To add bookmarks to the initial list of bookmarks and bookmark groups to be displayed in an Operations View Bookmarks portlet, follow these steps:

- 1 In the scoping pane of the Administrator Tool, navigate to your bookmarks portlet within the Portlet Applications folder.
- 2 In the Bookmarks Portlet Edit area of the editor pane, click **Add Bookmark**.

- 3 In the Add New Bookmark window, enter the following information:
 - **Bookmark URL:** The URL link to the bookmark. The URL must include the protocol designation `http://`. For example, use `http://managementsoftware.hp.com` instead of `managementsoftware.hp.com`.
 - **Bookmark Name:** The name of the link as it is displayed to users through their bookmarks portlets.
 - **Window Name (optional):** The name of the new window to create (or reuse) when opening the URL so that the current portal view window is not replaced. The value should contain no spaces.
- 4 To change the relative position of a bookmark, select the bookmark, and then click **Move Up** or **Move Down** until the bookmark is in the desired position.
- 5 After you have completed bookmark selection, click **Save**.

Removing a Bookmark or Bookmark Group from a Bookmarks Portlet



Users who have customized their bookmarks portlet do not see any changes that are made within the Administrator Tool to the bookmarks portlet configuration. They can delete a bookmark group on the bookmarks portlet edit page.

To remove a bookmark or bookmark group from an Operations View Bookmarks portlet, follow these steps:

- 1 In the scoping pane of the Administrator Tool, navigate to your bookmarks portlet within the Portlet Applications folder.
- 2 In the Bookmarks Portlet Edit area of the editor pane, select the bookmark or bookmark group to remove, and then click **Remove**.
- 3 In the **Confirm Deletion** window, click **OK**.
- 4 Click **Save**.

8 Configuring the Operations View Message Board Portlet

The HP Operations Dashboard Operations View Message Board portlet can display important information, such as the status of problems in the managed environment or new services that you want to offer your customers, to your portal view users. This information is configured as one or more messages that can be displayed to one or more message board portlets.

This chapter describes the two aspects of using the message board portlet:

- Manage message content within the Operations View Message Board node in the Portlet Shared Configurations folder of the Administrator Tool. For information, see [Managing Message Content](#) on page 88.
- Select messages for display within the message board portlet(s) of your portlet application in the Portlet Applications folder of the Administrator Tool. For information, see [Selecting Messages to Display](#) on page 92.

Managing Message Content

The Operations View Message Board portlet displays HTML-format content. Each message consists of one file. When creating a message with minimal HTML formatting, the editor within the Administrator Tool is sufficient. When creating a message with extensive HTML formatting, you can use an HTML editor to add the message content to the file you create with the Administrator Tool. Message files are stored in the following directory:

- *Windows:* `<data_dir>\conf\dashboard\opview\share\portlet-config\messageboard`
- *UNIX:* `/var/opt/OV/conf/dashboard/opview/share/portlet-config/messageboard`

While creating and modifying message content, observe the following best practices:

- Use only valid HTML tags allowed within a document body fragment.
- Ensure that the HTML formatting is correctly structured. That is, each opening tag (for example `<p>`) must have a matching closing tag (for example `</p>`).



Poorly formed HTML or HTML that contains inappropriate tags can cause portal display problems.

In the Operations View Message Board folder of the Administrator Tool, you can do the following:

- Create new messages.
- Change the content of existing messages.
- Delete messages that no longer should be available for display in message board portlets.



Message files that contain no content (the message file is empty) are not displayed in the message board portlet. This feature provides a way to prepare your message board portlets for urgent message delivery.

For example, if you assign to your portlet a message called “urgent” but leave the content blank, you can quickly disseminate information through this message in an emergency situation. After the emergency situation ends, remove the file contents but not the file itself. (If you delete a file that is assigned to a message board portlet, the portlet displays the message “Data currently unavailable.”)

Creating Messages

To create a new message for use in the Operations View Message Board portlet, follow these steps:

- 1 In the Operations View Administrator Tool, click **File**→**New**→**Message for Message Board**.
- 2 In the Add New Message window, type the file name and title of the new message.
 - The message file name appears in the Operations View Message Board folder in the scoping pane and in the Message File Selection list in the editor pane for the message board portlets. The message file name must be unique, start with a letter, consist of only alphanumeric characters, and end with either the `.html` or the `.htm` extension.
This HTML message file name will contain the message content.
 - The message title appears in the Operations View Message Board folder in the scoping pane. The message title should be unique and may contain any characters.

The new message name appears selected in the Operations View Message Board folder in the scoping pane, and the editor pane displays the new message with template content.

- 3 In the Message Content area at the top of the editor pane, enter the message content complete with HTML formatting tags.

At any point, click in the bottom text area to preview the message appearance.



Alternatively, edit the HTML message file in any text editor.

- 4 After you have completed editing the message, click **Save**.

After you create a message, you cannot modify its HTML file name in the Administrator Tool. Instead, you must delete the file, and then create a different one with a new file name.

Changing the Content of a Message

If the message that you are changing is presented to multiple user roles, all of them will see the changes you make to the content.

To change the content of an existing message, follow these steps:

- 1 In the scoping pane of the Administrator Tool, expand the Portlet Shared Configurations folder, expand the Operations View Message Board folder, and then select the message to change.

- 2 In the Message Content area at the top of the editor pane, edit the message content.

At any point, click in the bottom text area to preview the message appearance.



Alternatively, edit the HTML message file in any text editor.

- 3 After you have completed editing the message, click **Save**.

Deleting a Message

When you delete a message within the Administrator Tool, you remove its association with the Operations View Message Board folder, and you choose whether to also delete the file itself from the file system. You are *not* removing the message from the configuration of any portlets that use it, but those portlets can no longer display the deleted message.

Deleting a message from the Operations View Message Board folder has the following effects:

- If the message currently is *not* selected for display in a message board portlet configuration, the message file name is no longer available to be selected for display.
- If the message currently *is* selected for display in a message board portlet configuration, the message remains selected. Additionally, the message (or an error message if you also deleted the message file from the file system) is visible to users of the message board portlet until you remove the message file name from the Selected Message Files list or the user deletes the message in their portlet view.

To remove a message from use in the Operations View Message Board portlets, follow these steps:

- 1 In the scoping pane of the Administrator Tool, expand the Portlet Shared Configurations folder, expand the Operations View Message Board folder, right-click the message to remove, and then click **Delete**.
- 2 In the Confirm Deletion window, select the appropriate deletion option, and then click **OK**.
- 3 Examine each Operations View Message Board portlet configuration in the Administrator Tool. If the deleted message is in the Selected Message Files list, select that message file name, and then click **Remove**.

For more information, see [Removing a Message from a Message Board Portlet](#) on page 93.

Selecting Messages to Display

For each Operations View Message Board portlet, you can select some or all of the available messages to display in the portlet. You can also determine the sequence in which messages appear in the portlet. This configuration determines the initial message board portlet content.

If you allow message board portlet edits, each user who is logged in to the portal server can choose which of the selected messages to display in that portlet. For information on how a user can customize the message board portlet, see the online help file for that portlet.

Selecting the Messages to Display in a Message Board Portlet

To set the initial list of messages to be displayed in an Operations View Message Board portlet, follow these steps:

- 1 In the scoping pane of the Administrator Tool, navigate to your message board portlet within the Portlet Applications folder.
- 2 In the Message File Selection area of the editor pane, move the desired message file names into the Selected Message Files list. (And move any undesired message file names into the Available Message Files list.)
- 3 To change the relative position of a message, select the message file name, and then click **Move Up** or **Move Down** until the message is in the desired position.
- 4 After you have completed message selection, click **Save**.

Removing a Message from a Message Board Portlet



Users who have customized their message board portlet do not see any changes that are made within the Administrator Tool to the message board portlet configuration. They can delete a message on the message board portlet edit page.

To remove a message from an Operations View Message Board portlet, follow these steps:

- 1 In the scoping pane of the Administrator Tool, navigate to your message board portlet within the Portlet Applications folder.
- 2 In the Message File Selection area of the editor pane, select the message to remove, and then click **Remove**.

If the message still is associated with the Operations View Message Board folder, the message file name now appears in the Available Message Files list.

If the message has been deleted from the Operations View Message Board folder, the message file name is no longer visible.

- 3 Click **Save**.

9 Configuring the Operations View SQL Portlet

Operations View SQL Portlet (SQL portlet) displays data from the underlying configured database through a portal view.

Create a new portlet application and OVSQL portlet by using the Operations View Administrator Tool.

- 1 Click **Start->Programs->HP OpenView->Dashboard->Operations View->Administrator Tool**.
- 2 Enter the following details to configure the SQL portlet in the PortletPreferences section.
 - Query: Query to fetch and display the data from the database.
 - Tuples: Number of rows that you want to display per page.
 - DatabaseDriver: Driver information to connect to the database.
 - Database Name: Database name used only when you configure a portlet for Microsoft SQL Server. Leave it blank if you configure a portlet for Oracle.
 - Database User: Database User ID
 - DatabasePassword: Database password
 - DatabaseUrlString: JDBC URL. If you configure a portlet for Oracle, specify the database name as a part of DatabaseUrlString.
- 3 Click **Save**.
- 4 Deploy or redeploy the portlet application.
- 5 Add the portlet in a particular pane in JetSpeed.
- 6 View the portlet data.

Figure 7 SQL Portlet Output

The screenshot shows the HP Operations Dashboard interface. At the top, there is a navigation bar with the HP logo and the text 'Operations Dashboard'. Below this is a secondary navigation bar with several menu items: 'My Dashboards', 'OVSN', 'OVOMessages', 'sqlData', 'OVPM', 'OVIS', 'NIM', 'OVR', 'OVR2', and 'SQL'. The 'SQL' portlet is active, showing the title 'OVSQ'. Below the title, it displays the query executed: 'select * from alarmtype'. The results are shown in a table with two columns: 'TYPE' and 'VALUE'. The table contains four rows of data. At the bottom of the portlet, there are 'Prev' and 'Next' buttons. A copyright notice is visible at the bottom of the dashboard: '© Copyright 2006-2007 Hewlett-Packard Development Company, L.P.'

TYPE	VALUE
AVAILABILITY	1
PERFORMANCE	2
ALARM	3
INCIDENT	4

You can change the query or the number of rows to be displayed in the portlet. To edit the query or tuple, click the Customize button on the right side of the portlet title bar.

Figure 8 Edit SQL Portlet

The screenshot shows the 'Edit SQL Portlet' dialog box. The dialog has a title bar with the HP logo and the text 'Operations Dashboard'. Below the title bar, there is a secondary navigation bar with several menu items: 'dashboards', 'OVSN', 'OVOMessages', 'sqlData', 'OVPM', 'OVIS', 'NIM', 'OVR', 'OVR2', and 'SQL'. The 'SQL' portlet is active, showing the title 'SQL'. Below the title, there is a text input field for the query, which contains 'select * from alarmtype'. Below the query field, there is a text input field for the number of rows to be displayed per page, which contains '4'. At the bottom of the dialog, there are 'OK' and 'Cancel' buttons. A copyright notice is visible at the bottom of the dashboard: '© Copyright 2006-2007 Hewlett-Packard Development Company, L.P.'

10 Configuring the HP OpenView Integration Portlet

The HP OpenView Integration portlet provides a non-programmatic way to quickly incorporate your existing web applications, reports, and other data into the HP Operations Dashboard Operations View configuration. You can create your own full-featured portlets that can be managed in the Administrator Tool, extending the functionality of your Operations View configuration without writing portal-specific Java code.

The HP OpenView Integration portlet also provides limited proxying capabilities for the URLs. You can integrate into portal web sites that are behind a firewall and are not accessible to the end user.



Configuring the HP OpenView Integration portlet requires advanced skills and an XML editor tool. This task should be performed by an administrator who is comfortable with understanding DTD files and writing XML configuration files.

This chapter describes the functionality and configuration of the HP OpenView Integration portlet. It contains the following sections:

- [HP OpenView Integration Portlet Content](#) on page 98 explains the types of content that can be integrated into an instance of the HP OpenView Integration portlet.
- [Creating HP OpenView Integration Portlet Content](#) on page 105 describes how to customize the HP OpenView Integration portlet configuration.
- [Creating an HP OpenView Integration Portlet](#) on page 111 describes how to use the Administrator Tool to create an instance of the HP OpenView Integration portlet.

HP OpenView Integration Portlet Content

The HP OpenView Integration portlet offers the following options for integrating content:

Table 6 HP OpenView Integration Portlet Content Options

Content Option	Description	Example Use Case
URL ^a	Display content from a specified URL.	Given an HTML file on a different server, a CGI program, or another web application, display the contents of the URL by referencing the URL in the HP OpenView Integration portlet configuration file.
Command	Display output from executable commands.	Run a command, such as ping or a command that generates results from a database, and display the output of the command in the portal.
File	Display HTML from an external file.	Given a report in an HTML file on the local machine or a tool that generates reports in the form of HTML, display those reports through the portal by referencing the HTML file in the HP OpenView Integration portlet configuration file.
XML Translation	Apply a transform to an XML file.	Given a file or a URL containing XML content and an XSL stylesheet that transforms the XML to HTML, display that HTML through the HP OpenView Integration portlet.
Embedded HTML	Display embedded HTML.	Given an HTML file containing static data, display the HTML content through the portal by embedding the HTML in the HP OpenView Integration portlet configuration file.

- a. If you are using the Apache Jetspeed portal, consider using Apache's iframe portlet that is easier to use than the URL content option.

In addition, you can create a combination of these data types within one instance of the HP OpenView Integration portlet.

The following sections describe each of the content options in more detail.

The URL Content Option

The URL content option allows you to display the contents of a specified URL. For example, if you have an HTML file on a different server, or a CGI program, you can display the URL by referencing it in a portal view file.

The URL display methods are described here. To use a specific method, include the correct setting of the `displayMethod` parameter as part of either the URL content option or the path to the file or URL to be accessed.

- Inline frames (IFRAMEs)

The HP OpenView Integration portlet displays the content in a scrollable window. The web browser bears the responsibility for displaying the URL. Web browsers that do not support IFRAMEs display a link.

```
displayMethod="inline"
```

- Anchor tags

The HP OpenView Integration portlet displays a link.

```
displayMethod="anchor"
```

- Embedded content

The HP OpenView Integration portlet takes control of the content of the URL for display purposes. It displays the content in a non-scrollable window.

```
displayMethod="embedded"
```

Figure 9 shows a sample configuration file that displays the content of a file.

Figure 9 Example URL Content

```
<?xml version="1.0" standalone="no"?>
<!DOCTYPE Generic SYSTEM "OVGeneric.dtd">
<Generic>
  <Submodule>
    <TitleBar title="HP E-Services IFRAME on IE,
      Link on Netscape"/>
    <Url anchorText="HP E-Services" displayMethod="inline"
      href="http://www.hp.com/e-services" inlineHeight="300"
      proxy="no"/>
  </Submodule>
</Generic>
```

To activate the use of inline frames through the IFRAME HTML tag, set the `displayMethod` attribute to `inline` and use the `inlineHeight` attribute to specify the height of the inline frame. The default height is 100 pixels.



Netscape versions prior to 6.0 do not support inline frames; the URL will be displayed as an anchor tag using `anchorText` as the text for the anchor. If you set `displayMethod` to `anchor`, an anchor tag will always be present on both Internet Explorer and Netscape.

Proxying Capabilities

The Operations View proxy capabilities allow you to provide the following functionality:

- Restricted access to a web page, web data, web server, and so forth.
- Access through Operations View to management product data without requiring the user to log in to the product.



Read the *Proxy Configuration* whitepaper to understand how you can configure the proxy to work for your application. This whitepaper is available from the HP OpenView website.

The HP OpenView Integration portlet provides limited proxying capabilities when displaying the content of a URL. When the `proxy` attribute is set to `yes`, the portal server, not the web browser, accesses the URL directly (for example, over the secure network). In this way, you can display portal data that otherwise would not be accessible to the end user. In addition, you can also provide the name and password that will be used when accessing the protected data.

Not all URLs proxy well through the HP OpenView Integration portlet. If the URL uses JavaScript extensively, the page may not display fully correctly or some of its functionality will not be available in the module. In this case, you may need to set the `proxy` attribute to `no` and make the data system accessible to end users.

Authentication Capabilities

Some URLs require authentication before displaying content. You can configure Operations View to automatically perform the required authentication prior to accessing the target URL. In this case, the portal uses the same authentication credentials for all users of this portlet.

Operations View supports two forms of authentication for HP OpenView Integration portlet URL access:

- Web server authentication
- Login page authentication

The Command Content Option

The command content option allows you to execute a command on the portal server and capture the results into a portlet. By default, a command is run as the portal server user.



To prevent unauthorized users from running commands, configure the following security measures appropriately:

- On the command server, restrict the users who are allowed to run the commands.
- Using the portal server software tools, restrict user access to portlets that run commands.

Figure 10 shows a sample configuration file that performs two commands: ping and nslookup on a host.

Figure 10 Example Command Content

```
<?xml version="1.0" standalone="no"?>
<!DOCTYPE Generic SYSTEM "OVGeneric.dtd">
<Generic>
  <Submodule>
    <TitleBar title="Ping"/>
    <Command commandLine="ping host.hp.com" stripHtmlHeader="no"
      type="text/plain"/>
  </Submodule>
  <Submodule>
    <TitleBar title="Nslookup"/>
    <Command commandLine="nslookup host.hp.com"
      stripHtmlHeader="no" type="text/plain"/>
  </Submodule>
</Generic>
```

For most commands that do not output HTML, set the `type` attribute to `text/plain` and set the `stripHTMLHeader` attribute to `no`. If the command outputs HTML-formatted content, then set the `type` attribute to `text/html` and set the `stripHTMLHeader` attribute to `yes`.

The File Content Option

The file content option allows you display content from the file system, similar to the Operations View Message Board portlet. This content option is useful for content that changes dynamically. [Figure 11](#) shows a sample configuration file that displays the content of a file.

Figure 11 Example File Content

```
<?xml version="1.0" standalone="no"?>
<!DOCTYPE Generic SYSTEM "OVGeneric.dtd">
<Generic>
  <Submodule>
    <File fileName="C:\Temp\readme.txt" displayFileInfo="yes"
      encoding="UTF-8" type="text/plain" />
  </Submodule>
</Generic>
```

Ensure that you specify the correct value for type as explained for the command content option.

The following considerations apply when displaying external HTML through the HP OpenView Integration portlet.

- The file must be on your local machine or network. It cannot require http access. If you want to display files on a remote web server, see [The URL Content Option](#) on page 99.
- The file can be HTML or plain text. When the content is HTML, set the type to `text/html`. When the content is plain text, set the type to `text/plain`.
- The HTML should be well formed.
- The contents of an external HTML file should not include header tags such as `<HTML></HTML>`, `<HEAD></HEAD>`, or `<BODY></BODY>`. The portal automatically provides these tags. If your HTML files include these tags, you can use `stripHTMLHeader`. For more information about `stripHTMLHeader`, see [Table 13](#) on page 183.
- If you have style sheets in a file, your imported style sheets might be ignored. If you embed content from a URL that defines a cascading style sheet, it overrides the Operations View cascading style sheet.

The XML Translation Content Option

The XML translation content option allows you to apply a transform to an XML file. For example, if a file or a URL has XML content, and if you have an XSL stylesheet that transforms the XML to HTML, then you can display that HTML through the HP OpenView Integration portlet.

Figure 12 shows a sample configuration file that displays the output of a file transformation.

Figure 12 Example XmlTranslation Content

```
<?xml version="1.0" standalone="no"?>
<!DOCTYPE Generic SYSTEM "OVGeneric.dtd">
<Generic>
  <Submodule>
    <XmlTranslation xmlHref="C:\Program Files\HP OpenView\
      data\conf\dashboard\opview\share\portlet-config\generic\
      svchealth.xml" xslHref="C:\Program Files\HP OpenView\
      data\conf\dashboard\opview\share\portlet-config\generic\
      styles\svchealth.xsl" type="text/html"/>
  </Submodule>
</Generic>
```

The Embedded HTML Content Option

The HTML content option allows you to display HTML within a portlet and is most useful for static content that seldom changes. Figure 13 shows a sample configuration file that displays HTML content.

Figure 13 Example HTML Content

```
<?xml version="1.0" standalone="no"?>
<!DOCTYPE Generic SYSTEM "OVGeneric.dtd">
<Generic>
  <Submodule>
    <TitleBar title="foo" status="red" titleAnchorText="anchor"
      titleAnchorUrl="www.hp.com"/>
    <EmbeddedHtml data="&lt;table width="100%"&gt;
      &lt;tr&gt;&lt;td&gt;column one data&lt;/td&gt;
      &lt;td&gt;column two data&lt;/td&gt;&lt;/tr&gt;&lt;
      /table&gt;" />
  </Submodule>
</Generic>
```

You will notice that the html is encoded because it is embedded within an XML file. For example, the HTML tag `<p align="center">` appears as `<p align="center" >` to correct the quotation mark and tag symbols.

Creating HP OpenView Integration Portlet Content

Each HP OpenView Integration portlet instance is configured by an XML file that defines the content for that portlet instance. The XML syntax is specified in the `OVGeneric.dtd` file.

The HP OpenView Integration portlet configuration files and the `OVGeneric.dtd` file are located in the following directory:

- **Windows:** `<data_dir>\conf\dashboard\opview\share\portlet-config\generic`
- **UNIX:** `/var/opt/OV/conf/dashboard/opview/share/portlet-config/generic`

You can organize your XML configuration files within subdirectories of the generic directory. In this case, verify that the document type definition (DTD) declaration in each XML file points to the correct location of the `OVGeneric.dtd` file.

The syntax for HP OpenView Integration portlet configuration consists of one or more submodules. Each submodule consists of an optional title statement followed by a content statement. Within a portlet configuration, you can mix and match content types as needed.



To change the XML configuration for an out-of-the box implementation of the HP OpenView Integration portlet, HP recommends that you update a copy of the existing XML configuration file and then modify the portlet configuration in the Administrator Tool to use this new file.

The recommended steps to create content for an HP OpenView Integration Portlet are as follows:

- 1 Using an XML editor tool, open the `SampleConfig.xml` file in the HP OpenView Integration portlet configuration directory and then save the configuration file with a new name, such as `myOVIntegration.xml`.
- 2 Modify the file content. [Figure 14](#) shows the general syntax of an HP OpenView Integration portlet XML configuration file.

Figure 14 HP OpenView Integration Portlet General Syntax

```
<?xml version="1.0" standalone="no"?>
<!DOCTYPE Generic SYSTEM "OVGeneric.dtd">
<Generic>
  <Submodule>
    <TitleBar title="Title 1"/>
    <Content/>
  </Submodule>
  <Submodule>
    <TitleBar title="Title 2"/>
    <Content/>
  </Submodule>
</Generic>
```

The possible values for the **<Content/>** statement are described in [HP OpenView Integration Portlet Content](#) on page 98.



The HP OpenView Integration portlet configuration file must conform to the syntax defined in the `OVGeneric.dtd` file. For information, see [Appendix C, HP OpenView Integration Portlet DTD](#).

Using Variables to Access Operations View Data

Your HP OpenView Integration portlet can use predefined variables to retrieve user-specific information from Operations View. [Table 7](#) lists and describes the variables that are available to the HP OpenView Integration portlet.

[Table 7](#) also lists the attributes that can correctly interpret these variables. These attributes are listed in the format `XMLElement@attributeName`.

For example, `Command@commandLine` means that the `commandLine` attribute of the `Command` element can include the given variable.

Table 7 Substitution Variables

Variable	Description	Supported Uses
\$CONF_DIR	Returns the top-level directory for the Operations View configuration data as defined in the Path.properties files. For example: C:\Program Files\ HP OpenView\data\ conf\dashboard\opview\	<ul style="list-style-type: none"> • Command@commandLine • File@fileName • XmlTranslation@xmlHref • XmlTranslation@xslHref <p>Example: fileName="\$CONF_DIRshare\ portlet-config\messageboard\Demo\ Welcome.html "</p>
\$OVLOGIN	Returns the current user's login name.	<ul style="list-style-type: none"> • Command@commandLine • File@fileName • Url@href • Url@auth • Url@loginUrl • Url@handshakeUrl • XmlTranslation@xmlHref • XmlTranslation@xslHref <p>Example: auth="\$OVLOGIN:acmepasswd"</p>

Table 7 Substitution Variables (cont'd)

Variable	Description	Supported Uses
\$INIT_PARAM [<i>portlet_init_</i> <i>parameter</i>]	Returns the configuration setting for the specified portlet initialization parameter in the portlet.xml file.	<ul style="list-style-type: none"> • Command@commandLine • File@fileName • Url@href • Url@auth • Url@loginUrl • Url@handshakeUrl • XmlTranslation+xmlHref • XmlTranslation@xslHref <p>Example:</p> <pre>auth=" \$INIT_PARAM[OVPI.userName] : \$INIT_PARAM[OVPI.password] "</pre>
\$PREFERENCE [<i>portlet_</i> <i>preference_name</i>]	Returns the configuration setting in the portlet.xml file for the specified portlet preference. If the portlet preference includes multiple values, the variable returns the first value only.	<ul style="list-style-type: none"> • Url@href • Url@auth • Url@loginUrl • Url@handshakeUrl • XmlTranslation+xmlHref • XmlTranslation@xslHref <p>Example:</p> <pre>auth="vLogin=userName& vPasswd=password& vTimezone=\$PREFERENCE[Timezone] "</pre>

Making Portlet Preferences User Editable

The HP OpenView Integration portlet can support user configuration of the portlet preferences. This user configuration functions the same as for the Operations View portlets.

Enabling user configuration of an HP OpenView Integration portlet preference involves several elements in the portlet configuration file:

- Use the `GlobalParms` element to define the portlet preference. See [GlobalParms Element Attributes](#) on page 192.
- Use the `$PREFERENCE` variable to pass the portlet preference as a parameter. [Table 7](#) on page 107 lists the syntax and supported uses of this variable.
- Use the `OptionParm` element within the HP OpenView Integration portlet content option to create user editable field for configuring the portlet preference.

For example, [Figure 15](#) on page 110 shows a configuration file that uses the URL content option to display a report. The `Url` element references the Report portlet preference. The `OptionParm` element provides for user configuration of the Report portlet preference. The default value is *Device Top Ten*. The `Option` elements provide five possible values for the Report portlet preference.

[Figure 16](#) on page 110 shows the resulting portlet edit page.



The file shown in [Figure 15](#) is a slightly modified subset of the `PerfInsight.xml` configuration file available in the following directory:

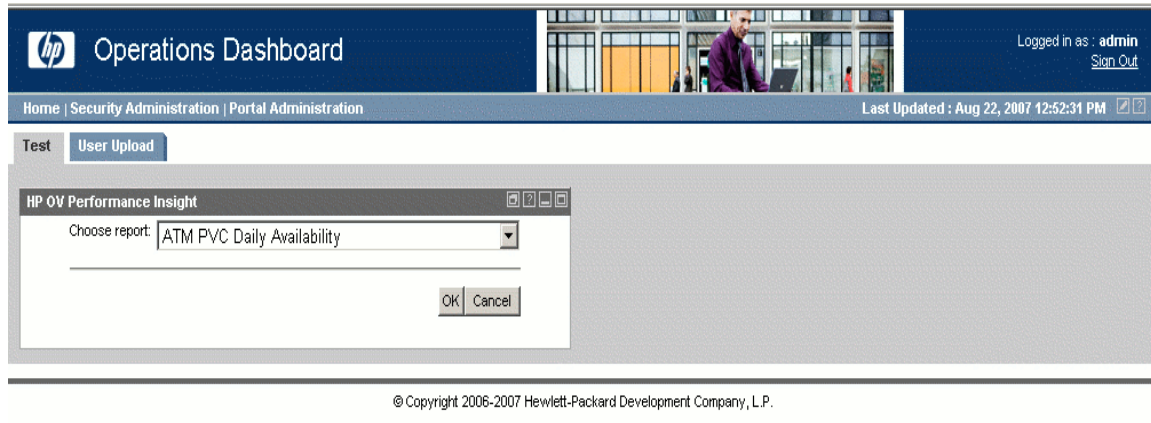
- **Windows:** `<data_dir>\conf\dashboard\opview\share\portlet-config\generic`
- **UNIX:** `/var/opt/OV/conf/dashboard/opview/share/portlet-config/generic`

Figure 15 Example Editable Portlet Preference Configuration

```

<?xml version="1.0" standalone="no"?>
<!DOCTYPE Generic SYSTEM "OVGeneric.dtd">
<Generic>
  <Submodule>
    <Url anchorText="Performance Insight Report"
      auth="$INIT_PARAM[OVPI.userName];$INIT_PARAM[OVPI.password]"
      displayMethod="inline" handshake="yes"
      handshakeUrl="http://$INIT_PARAM[OVPI.server]/reports/home"
      href="http://$INIT_PARAM[OVPI.server]/reports/webview?
rn=/$PREFERENCE[Report]&ov_user=$INIT_PARAM[OVPI.userName]"
      inlineHeight="400" proxy="yes">
      <OptionParm name="Report" prompt="Choose report:"
        value="Device Top Ten">
        <Option name="Device Exceptions Summary"
          value="system/DeviceResource/Device/Device_Exception.rep"/>
        <Option name="Device Forecast"
          value="system/DeviceResource/Device/Device_Forecast.rep"/>
        <Option name="Device Top Ten"
          value="system/DeviceResource/Device/Device_TopTen.rep"/>
        <Option name="Interface Top Ten"
          value="system/Interface_Reporting/Interface/Top_Ten.rep"/>
        <Option name="Interface Unreachable"
          value="system/Interface_Reporting/Interface/Unreachable.rep"/>
      </OptionParm>
    </Url>
  </Submodule>
</Generic>

```

Figure 16 Example Portlet Edit Page

Creating an HP OpenView Integration Portlet

To create a new instance of the HP OpenView Integration portlet, follow these steps:

- 1 In the Administrator Tool, click **File**→ **New**→ **Portlet**.
- 2 In the Add New Portlet window, enter the following information:
 - **Portlet Name:** The name of the portlet as it appears in the portlet application.
 - **Portlet Title:** The name of the portlet as it appears in the portal view. Defaults to the portlet name.
 - **Description (optional):** The portlet description.
 - **Portlet Type:** Select *OV_Integration*.
 - **Destination Portlet Application:** Select the portlet application to contain the new portlet.

The new portlet appears in the selected portlet application in the scoping pane, and the configuration information for this portlet appears in the editor pane.

- 3 In the HP OpenView Integration Portlet Edit area, select the correct portlet configuration file from the Configuration File list.
- 4 Click **Save**.

11 Deploying a Portlet Application

This chapter describes the process for moving an HP Operations Dashboard Operations View portlet application into the deployed phase. The process to complete this task is different for each supported portal server. The information in this chapter applies to step 6 in the portal view implementation process shown in [Figure 5](#) on page 42.

This chapter contains the following sections:

- [Deploying a Portlet Application to Apache Jetspeed](#) on page 114
- [Deploying a Portlet Application to BEA WebLogic](#) on page 115

Deploying a Portlet Application to Apache Jetspeed

The Operations View Administrator Tool facilitates the process of deploying an Operations View portlet application to Apache Jetspeed.

To deploy an Operations View portlet application to a Jetspeed portal server, follow these steps:

- 1 Ensure that Jetspeed is running.
- 2 In the Administrator Tool, expand the Portlet Applications folder, right-click the portlet application name, and then click **Deploy Jetspeed Portlet Application**.

The information in the editor pane changes as follows:

- The Deployment Phase now shows **deployed**.
- The Deployment Directory field now lists the directory that Jetspeed reads for portlet content.
- The Portlet Configuration File is now located within the Jetspeed directory structure.

The portlets that you have configured for this portlet application are now available to be included in a Jetspeed portal view. The portlet configuration changes that you make in the Administrator Tool appear in subsequent refreshes of the portal view.



If you allow users to edit their portlet preferences, configuration changes that you make in the Administrator Tool have no effect on the configuration of portlets that have been customized by a user. For more information, see [Portlet Preference](#) on page 33.

Deploying a Portlet Application to BEA WebLogic

The process for deploying an Operations View portlet application to BEA WebLogic involves the following steps:

- 1 Import the portlet application into a BEA WebLogic portal application.
- 2 Update the Operations View Administrator Tool with the new location of the portlet application files.



BEA WebLogic refers to the portlet applications as projects within a portal application.

To deploy an Operations View portlet application to a BEA WebLogic portal server, follow these steps:

Task 1: Create a Portal Application on the Portal Server



Ensure that the Login portlet is added on the portal page. You need to login to view the portlets.

- 1 Start BEA WebLogic Workshop:
 - *Windows*: Click **Start**→ **Programs**→ **BEA WebLogic Platform 8.1**→ **WebLogic Workshop 8.1**.
 - *UNIX*: In a terminal window, type:
`<bea_install_dir>/weblogic81/workshop/Workshop.sh`
- 2 In BEA WebLogic Workshop, click **File**→ **New**→ **Application**.
- 3 In the New Application window, do the following:
 - a Select Portal Application in the right-hand pane.
 - b For the Directory field, click **Browse**, and then navigate to the directory for your new application.
 - c The value in the Name field is the name that will appear in the BEA WebLogic configuration tools. Verify the portal application name.
 - d If the Server field does not point to the correct portal domain server, click **Browse**, and then navigate to the `config.xml` file for the server (portal domain) that you want to use.

If an appropriate portal domain server does not exist, use the BEA WebLogic Configuration Wizard to create a new portal domain server. For information on this process, see the BEA document *Getting Started with Portal Development* available from <http://edocs.bea.com>.

- e Click **Create** to create the application.

The new portal application appears in the Application pane of BEA WebLogic. The application includes the following content:

- The WebLogic Administration Portal (adminPortal.war in the Modules folder).
- The data folder for interaction management development.
- Application-level EJBs and APIs.

Task 2: Creating a BEA Portal Web Project on the Portal Server

- 1 In BEA WebLogic Workshop, right-click the portal application you created in [Task 1](#) on page 115, and then click **Import Project**.
- 2 In the Import Project - New Project window, select Portal in the left-hand pane, and then select Portal Web Project in the right-hand pane.
- 3 Click **Browse**, and then navigate to the staging directory for your Operations View portlet application. (This information is available in the editor pane of the Administrator Tool when the portlet application is selected in the scoping pane.)
- 4 Select the Copy into Application directory check box.
- 5 The value in the Name field is the name that will appear in the BEA WebLogic configuration tools. Verify the project name, and then click **Import**.
- 6 When a message window asks if you want Workshop to update your project, click **Yes**.
The project appears as a folder within the portal application.
- 7 To see the Operations View portlets, expand the project folder, and then expand the opview_portlets folder.

Task 3: Update the Operations View Configuration on the Operations View Server

- 1 In the navigation pane of the Administrator Tool, expand the Portlet Applications folder, right-click the portlet application, and then click **Switch to Deployment**.
- 2 In the Switch to Deployment window, click **Browse**, and then navigate to the location of the portal project within the BEA WebLogic file structure.
- 3 Select the I have imported this portlet application into BEA as a portal project check box, and then click **OK**.

The information in the editor pane changes as follows:

- The Deployment Phase now shows **deployed**.
- The Deployment Directory field now lists the directory that BEA WebLogic reads for portlet content.
- The Portlet Configuration File is now located within the BEA WebLogic directory structure.

The portlets that you have configured for this portlet application are now available to be included in a BEA WebLogic portal view. The portlet configuration changes that you make in the Administrator Tool appear in subsequent refreshes of the portal view.



If you allow users to edit their portlet preferences, configuration changes that you make in the Administrator Tool have no effect on the configuration of portlets that have been customized by a user. For more information, see [Portlet Preference](#) on page 33.

Next Steps

After the Operations View portlet application is deployed, use the portal server software tools to lay out your portal views. For information on completing this task, see the portal server documentation.

You will continue to use the Administrator Tool to manage the content of the Operations View portlets. Because the Administrator Tool has been updated with the location of the deployed portlet application, portlet configuration changes that are made in the Administrator Tool are automatically available to the portal views. To see a portlet configuration change, refresh the view in the web browser. For more information, see [Maintaining Portlet Configurations](#) on page 78.

12 Configuring Operations View Data Filters

A data filter limits the data that is displayed through a portlet according to the access configured for the portal view user. The HP Operations Dashboard Operations View supports a variety of data filtering implementations depending on the Operations View portlets:

- The Operations View portlets for the following HP OpenView management products use the Operations View customer model and filter assignments. For information on configuring data filtering for these portlets, see the rest of this chapter:
 - HP OpenView Network Node Manager (NNM)
 - HP OpenView Operations (OVO)
 - HP OpenView Service Navigator (OVSN)
 - HP OpenView Operations for Windows (OVO/W)
 - HP OpenView Performance Manager (OVPM)
- ▶ The default configuration for Operations View portlets is to allow authenticated users to see all portlet data. If you do not want to implement content filtering at this time and the default configuration does not fit your needs, see [Managing Filter Assignments](#) on page 127.
- The Operations View portlets for the following HP OpenView management products use their own filtering mechanism. Operations View takes advantage of these external mechanisms through portlet preferences and initialization parameters. You do not need to create customer models or filter assignments in order to display filtered data from these products. For information on configuring these filtering mechanism, see the appropriate integration guides:
 - HP OpenView Internet Services (OVIS)
 - HP OpenView Service Desk (OVSD)

- HP OpenView Performance Insight (OVPI)
- HP OpenView Reporter (OVR)
- The following Operations View portlets do no data filtering:
 - Message board portlet
 - Bookmarks portlet

This chapter describes the levels of Operations View content filtering. The information in this chapter applies to step 4 in the portal view implementation process shown in [Figure 5](#) on page 42.

This chapter includes the following sections:

- [Managing Customer Models with the Administrator Tool](#) on page 121 explains how to use the Operations View Operations View to create and maintain a customer model source and organizations.
- [Managing Filter Assignments](#) on page 127 explains how to create and maintain filter assignment packages and filter assignments.
- [Selecting Filter Assignments to Apply](#) on page 132 explains how to configure the filter assignments for a portlet that uses the Operations View customer model.
- [Advanced Topic: Defining a Customer Model Outside of the Administrator Tool](#) on page 134 discusses the requirements for a customer model source that is created separately from the Administrator Tool.
- [Advanced Topic: Importing a Customer Model Source into the Operations View Configuration](#) on page 136 explains how to import an externally developed customer model source into the configuration that the Administrator Tool maintains.

Managing Customer Models with the Administrator Tool



If you do not want to use any data filtering, you do not need to implement an Operations View customer model. In this case, go to [Managing Filter Assignments](#) on page 127.

In order to display a filtered view of NNM, OVO, OVSN, or OVPM management data in Operations View, at least one customer model source must contain associations between organizations and the resources of the management product. Operations View pulls from these management products the data for the resources that are named in one of your customer model sources.

If a resource is managed by NNM, OVO, OVSN, or OVPM but is not included in an organization definition, the data for that resource is not displayed to users accessing the filter assignment. The exception to the preceding statement occurs when users can utilize the AllData filter, which allows all data to be displayed as described in [Managing Filter Assignments](#) on page 127.

A customer model source, typically a file, can contain one or more organizations. You can group your organizations in one or multiple customer model sources as desired. Use the Administrator Tool to configure customer models. You can also import pre-existing customer model sources into the Operations View configuration.

The process for creating a customer model is very flexible and consists of two main tasks:

- Create and map organizations to their resources. This task means naming organizations and determining what resources each organization can access. Typically, this decision correlates to the smallest amount of data that you want to be able to display to a group of portal users.

For example, given the following groups of portal users:

- Members of GroupA need to see a small number of filtered resources.
- Members of GroupB need to see a large number of filtered resources, including those accessed by GroupA.

- Create the following organizations:
 - OrganizationX includes only the set of resources needed by members of GroupA.
 - OrganizationY and OrganizationZ include the additional resources needed by members of GroupB.
- Then, create the following filter assignments:
 - FilterAssignment1 includes only OrganizationX for GroupA.
 - FilterAssignment2 includes OrganizationX, OrganizationY, and OrganizationZ for GroupB.

There are two ways to create a customer model source.

- Create a customer model source and map organizations to resources as described in this section.
- Create a program to provide a mapping from an arbitrary data store or provisioning system to the required customer model format. Use this approach if you want to write a program that converts data from an existing data source into the required XML format for the Operations View customer model. For information on developing and using your own customer model data file, see [Advanced Topic: Defining a Customer Model Outside of the Administrator Tool](#) on page 134 and [Advanced Topic: Importing a Customer Model Source into the Operations View Configuration](#) on page 136.
- Create lists of resources (optional). This task creates a list of filtered resources that can be referenced by multiple organizations.

For example, given several services that are used by multiple organizations for content filtering, you can define the list of services once, and multiple organizations can reference this service list. In this way, you do not have to configure the services individually for each organization.



Each portlet that uses filtering does so in a unique way. For information on the filtering attributes that each portlet uses and on creating lists of nodes, interfaces, topology map objects (non-NNM-discovered nodes), and services that can be associated with organizations, refer to the following manuals:

- *Operations View Integration Guide: NNM*
- *Operations View Integration Guide: OVO and OVSN*
- *Operations View Integration Guide: OVPM*

Creating a Customer Model Source

To create a customer model source, follow these steps:

- 1 In the Administrator Tool, click **File**→**New**→**Customer Model Data File**.
- 2 In the Add New Customer Model Data File window, enter the customer model source name, and then click **Save**.

The new customer model source appears selected in the Customer Model Sources folder in the scoping pane, and the editor pane displays the customer model information page.

Creating an Organization

The following procedure assumes that you have already created your resource lists, as described in the integration manual for the HP OpenView management product. Repeat this procedure for each organization you want to create.

To create an organization, follow these steps:

- 1 In the scoping pane of the Administrator Tool, expand the Data Filters folder, expand the Customer Model Sources folder, and then select the customer model source to modify.

The editor pane displays the customer model information page.

- 2 In the editor pane, click **New Organization**.
- 3 In the Add New Organization window, enter the organization name, select the customer model source to which this organization belongs, and then click **OK**.

The new organization appears selected in the Customer Model Sources folder in the scoping pane, and the editor pane displays the configuration for that organization.

- 4 Optionally, enter a display string for use within the Administrator Tool. If the display string is not set, the organization name appears in the filter assignments configuration.

- 5 Follow the appropriate product integration manuals to configure the resources for your organization.
 - For information on configuring services, see *Operations View Integration Guide: OVO and OVSN*.
 - For information on configuring nodes, see *Operations View Integration Guide: NNM*, *Operations View Integration Guide: OVO and OVSN*, or *Operations View Integration Guide: OVPM* as appropriate.
 - For information on configuring interfaces, see *Operations View Integration Guide: NNM*.
 - For information on configuring NNM topology objects, see *Operations View Integration Guide: NNM*.
 - For information on configuring virtual private networks (VPNs), see *Operations View Integration Guide: NNM*.
- 6 After you have completed configuring the organization, click **Save**.

Modifying an Organization

To change the contents of an organization, follow these steps:

- 1 In the scoping pane of the Administrator Tool, expand the Data Filters folder, expand the Customer Model Sources folder, expand the appropriate customer model source, and then select the organization to modify.
- 2 Update the configuration as needed. For information, see the product integration manual for the HP OpenView product that implements the filtering you want.
- 3 After you have completed modifying the organization, click **Save**.

Deleting an Organization

When you delete an organization, you remove its data from the customer model source. You are *not* removing that organization from any filter assignments that use the organization.

Deleting an organization from the Customer Model Sources folder has the following effects:

- If the organization currently is *not* selected by any filter assignments, the organization is no longer available to be selected for use.
- If the organization currently *is* selected by one or more filter assignments, the organization remains listed in the filter assignment configuration but is ignored when the portlet interprets the filter assignment.

To remove an organization from use in the filter assignments, follow these steps:

- 1 In the scoping pane of the Administrator Tool, expand the Data Filters folder, expand the Customer Model Sources folder, expand the appropriate customer model source, right-click the organization to remove, and then click **Delete Organization**.
- 2 In the Confirm Deletion window, read the message, and then click **OK**.
- 3 Examine each filter assignment configuration in the Administrator Tool. If the deleted organization is in the Show Data for the Following Organizations list, select that organization, and then click **Remove**.

For more information, see [Modifying a Filter Assignment](#) on page 129.

Deleting a Customer Model Source

When you delete a customer model source, you remove its association with the Customer Model Sources folder, and you choose whether to also delete the file itself from the file system. You are *not* removing the organizations contained in the customer model source from any filter assignment configurations.

Deleting a customer model source from the Customer Model Sources folder has the following effects:

- If the organizations in the file currently are *not* selected for use in any filter assignment, the organization is no longer available to be selected for use.
- If any of the organizations in the file currently *is* selected for use in a filter assignment configuration, the organization remains listed in the configuration but is ignored when the portlet interprets the filter assignment.

To remove a customer model source from the Operations View configuration, follow these steps:

- 1 In the scoping pane of the Administrator Tool, expand the Data Filters folder, expand the Customer Model Sources folder, right-click the customer model source to remove, and then click **Delete Customer Model**.
- 2 In the Confirm Deletion window, select the appropriate deletion option, and then click **OK**.
- 3 Examine each filter assignment configuration in the Administrator Tool. If any of the organizations contained in the deleted customer model source is in the Show Data for the Following Organizations list, select that organization, and then click **Remove**.

For more information, see [Modifying a Filter Assignment](#) on page 129.

Managing Filter Assignments

Operations View includes two special filter assignments, the AllData and NoData filter assignments. These filter assignments are very important because they can implement a global default data security policy. HP recommends that you use one or both of these filter assignments.



You can change the names of the AllData and NoData filter assignments.

The following examples describe the two extremes of data filtering. You might find that some aspects of each technique apply to your situation. The primary consideration is to always have at least one filter assignment that uses the *all users* security constraint. This filter assignment becomes the default filter assignment for many users if the appropriate filter assignment is not yet defined.

- If you want to tightly restrict and control data access, HP recommends that you ensure the NoData filter assignment is set to allow all users access (the default setting) and limit the AllData filter assignment to a list of portal roles (not the default setting). This approach enables any user accessing a portlet to at least have the NoData filter assignment available to them (preventing unfriendly error messages) and restricts the AllData filter assignment to only those users in the appropriate portal roles. Typically, you would also create several organizations and filter assignments that represent each of the unique filtered views that you want to present to portal users.
- If you do not have strict data access concerns, you can set the AllData filter assignment to allow all users and, if appropriate, delete any other filter assignments. This approach, in effect, disables all data filtering.

Filter assignments can be organized into packages. A filter assignment package file is an XML file that contains one or more filter assignment definitions. You can use filter assignment package files as a way to organize larger deployments or complex filtering situations. Use the Administrator Tool to configure the filter assignments.

Creating a Filter Assignment Package (Optional)

Operations View includes two filter assignment packages: Default Filter Assignments and Sample Filter Assignments. You can create new filter assignment packages, or you can add your own filter assignments to the existing filter assignment packages.

To create a filter assignment, follow these steps:

- 1 In the Administrator Tool, click **File**→**New**→**Filter Assignment Package**.
- 2 In the Add New Filter Assignment Package window, enter the package name, and then click **Save**.

The new filter assignment package appears selected in the Filter Assignments folder in the scoping pane, and the editor pane displays the filter assignments information page.

Creating a Filter Assignment

To create a filter assignment, follow these steps:

- 1 In the scoping pane of the Administrator Tool, expand the Data Filters folder, expand the Filter Assignments folder, and then select the filter assignment package to modify.

The editor pane displays the filter assignment information page.

- 2 In the editor pane, click **New Filter Assignment**.
- 3 In the Add New Filter Assignment window, enter the filter assignment name, select the filter assignment package to which this filter assignment belongs, and then click **OK**.

The new filter assignment appears selected in the Filter Assignments folder in the scoping pane, and the editor pane displays the configuration for that filter assignment.

- 4 In the Security Constraints area of the editor pane, select which users can access the information identified in the Data Presentation area.
 - Allow All Authenticated Users: All users who have logged in to the portal server can see data.
 - Allow All Users (Including Anonymous Access): All users, including those who have not logged in to the portal server, can see data.
 - Allow Users from the Following Portal Roles: Users of the selected roles can see data.
- 5 In the Data Presentation area of the editor pane, select the data that is available to the users identified in the Security Constraints area.
 - Show All Data: Identified users will see all data presented by the portlet. Use this option if you are not concerned about differentiating what data your users see or if you have not yet set up a customer model.
 - Show No Data: Identified users will not see any live data through the portlet. Use this option to prevent any data from passing a filter.
 - Show Data for the Following Organizations: Identified users will see data for the resources in the organizations. If you select this option, follow these steps to complete the configuration:
 - Click **Add**.
 - In the Select Organization window, select one or more organizations, and then click **OK**.
- 6 After you have finished configuring the filter assignment, click **Save**.

Modifying a Filter Assignment

To change the contents of a filter assignment, follow these steps:

- 1 In the scoping pane of the Administrator Tool, expand the Data Filters folder, expand the Filter Assignments folder, expand the appropriate filter assignment package, and then select the filter assignment to modify.
- 2 To change the user configuration, in the Security Constraints area of the editor pane, select which users can access the information identified in the Data Presentation area. For information, see [Step 4](#) on page 129.

- 3 To change the resource configuration, in the Data Presentation area of the editor pane, select the data that is available to the users identified in the Security Constraints area. For information, see [Step 5](#) on page 129.
- 4 After you have finished modifying the filter assignment, click **Save**.

Deleting a Filter Assignment

When you delete a filter assignment, you remove its association with the Filter Assignments folder. You are *not* removing that filter assignment from the configuration of any portlets that use it, but those portlets can no longer use the deleted filter assignment.

Deleting a filter assignment from the Filter Assignments folder has the following effects:

- If the filter assignment currently is *not* selected for use in any Operations View portlet configuration, the filter assignment is no longer available to be selected for use.
- If the filter assignment currently *is* selected for use in an Operations View portlet configuration, the filter assignment remains listed in the configuration but is ignored when the portlet determines which filter assignment to use for the current user and portal view.

To remove a filter assignment from use by the Operations View portlets, follow these steps:

- 1 In the scoping pane of the Administrator Tool, expand the Data Filters folder, expand the Filter Assignments folder, expand the appropriate filter assignment package, right-click the filter assignment to remove, and then click **Delete Filter Assignment**.
- 2 In the Confirm Deletion window, read the message, and then click **OK**.
- 3 Examine each Operations View portlet configuration in the Administrator Tool. If the deleted filter assignment is in the Priority of Filter Assignments list, select that filter assignment, and then click **Remove**.

For more information, see [Removing Filter Assignments from a Portlet](#) on page 133.

Deleting a Filter Assignment Package

When you delete a filter assignment package, you remove its association with the Filter Assignments folder, and you choose whether to also delete the file itself from the file system. You are *not* removing the contained filter assignments from the configuration of any portlets that use them, but those portlets can no longer use the deleted filter assignments.

Deleting a filter assignment package from the Filter Assignments folder has the following effects:

- If the filter assignments in the package currently are *not* selected for use in any Operations View portlet configuration, the filter assignment is no longer available to be selected for use.
- If any of the filter assignments in the package currently *is* selected for use in an Operations View portlet configuration, the filter assignment remains listed in the configuration but is ignored when the portlet determines which filter assignment to use for the current user and portal view.

To remove a filter assignment package from the Operations View configuration, follow these steps:

- 1 In the scoping pane of the Administrator Tool, expand the Data Filters folder, expand the Filter Assignments folder, right-click the filter assignment package to remove, and then click **Delete Filter Assignment Packages**.
- 2 In the Confirm Deletion window, select the appropriate deletion option, and then click **OK**.
- 3 Examine each Operations View portlet configuration in the Administrator Tool. If any of filter assignments contained in the deleted filter assignment package is in the Priority of Filter Assignments list, select that filter assignment, and then click **Remove**.

For more information, see [Removing Filter Assignments from a Portlet](#) on page 133.

Selecting Filter Assignments to Apply

Each portlet that uses management data filter assignments can include any number of filter assignments in its configuration. If no filter assignment is specified, the portlet uses the first available filter assignment. (In this case, there is no way to predict or control which filter assignment is used.) If multiple filter assignments are specified, Operations View determines which filter assignment controls data presentation on an individual user basis. Thus, *ordering of the filter assignments is important*.

For example, a portlet might allow the user *admin* to see the data represented by the `AllData` filter assignment. It might also limit the user *acmeuser* to seeing the data represented by a filter assignment containing the organization `acme`. The principles behind this differentiation are as follows:

- The Priority of Filter Assignments portlet preference can contain an ordered list of filter assignments. Operations View uses the first filter assignment in this list to which the user has access (from the security constraints).
- If the Priority of Filter Assignments portlet preference is not specified, or the current user does not have access to any of the filter assignments specified by this portlet preference, then Operations View examines all of the filter assignments in the Data Filters folder of the Administrator Tool. Operations View uses the first filter assignment to which the user has access. This analysis of all available filter assignments occurs in an unspecified order. If you expect that users will have access to more than one filter and filter order is important, specify the prioritized list of filter assignments in the Priority of Filter Assignments portlet preference.

Some portal users might have access to more than one filter assignment. For example, you might have an administrative user who can access the `AllData` filter assignment for system management responsibility tasks and can also access a filter assignment that limits data to a group of customers.

When a user can access multiple filter assignments, each portlet utilizes only one filter assignment at a time for that user. In this case, you might want to provide access for some users to change the filter assignment being used for a given portlet. The Operations View portlets that utilize filter assignments include portlet edit functionality for a user to select the filter assignment that is used. Refer to your portal server software documentation for information on how to grant or deny access to portlet edit windows.

Selecting the Filter Assignments for a Portlet

To set the list of filter assignments for a portlet, follow these steps:

- 1 In the scoping pane of the Administrator Tool, navigate to your Operations View portlet within the Portlet Applications folder.
- 2 In the Priority of Filter Assignments area in the Portlet Edit area of the editor pane, click **Add**.
- 3 In the Select a Filter Assignment window, select an entry from the list, and then click **OK**.
- 4 To change the relative position of a filter assignment, select the filter assignment, and then click **Move Up** or **Move Down** until the filter assignment is in the desired position.
- 5 To remove the AllData filter assignment that was in the initial configuration, select AllData, and then click **Remove**.
- 6 After you have completed filter assignment selection, click **Save**.

Removing Filter Assignments from a Portlet

To remove a filter assignment from a portlet, follow these steps:

- 1 In the scoping pane of the Administrator Tool, navigate to your Operations View portlet within the Portlet Applications folder.
- 2 In the Priority of Filter Assignments area in the Portlet Edit area of the editor pane, select the filter assignment to delete, and then click **Remove**.
- 3 In the Confirm Deletion window, read the message, and then click **OK**.
- 4 Click **Save**.

Advanced Topic: Defining a Customer Model Outside of the Administrator Tool

You can develop a program that provides a mapping from an arbitrary data store or provisioning system to the required Operations View customer model format. Operations View is capable of receiving content for the customer model from any source that can produce XML content that adheres to the Operations View customer model DTD defined in the following file:

- **Windows:** `install_dir\data\conf\dashboard\opview\share\organizations\SimpleCustomerModel.dtd`
- **UNIX:** `/var/opt/OV/conf/dashboard/opview/share/organizations/SimpleCustomerModel.dtd`

The DTD provides a mechanism for remote reporting of errors. If the program encounters an error or warning, it can report those along with any customer model data, and these errors are added to the appropriate Operations View log file. For example, the program could return:

```
<SimpleCustomerModel>
  <Error msg="The database is currently unavailable"/>
</SimpleCustomerModel>
```

As an example of a program that creates a customer model source, consider a database of customers and their related managed resources. A perl CGI script named `getMyCustomerData.pl` is installed on a web server, `customerdb.generic.net`, and the URL to that script is `http://customerdb.generic.net/cgi-bin/getMyCustomerData.pl`.

The perl CGI script could contain some code similar to the following example:

```
#!/usr/local/bin/perl

print "content-type: text/xml\n\n";
print "<?xml version=\"1.0\" encoding=\"UTF-8\" ?>\n";
print "<!DOCTYPE SimpleCustomerModel PUBLIC \"SimpleCustomerModel\" \"http://server.co.com/SimpleCustomerModel.dtd\">\n\n";
print "content-type: text/xml\n\n";
print "<SimpleCustomerModel>";
@orgs = getOrganizationsFromDb();
foreach org (@orgs) {
    print "<Organization name=\"\$org\">"
    outputOrganizationData($org);
    print "</Organization>"
}
print "</SimpleCustomerModel>\n";
```

In this example, the perl CGI script named `outputOrganizationData` outputs the customer-to-resource mappings wrapped in XML code required by Operations View.

Advanced Topic: Importing a Customer Model Source into the Operations View Configuration

Operations View can be configured to read data from a local file, or any arbitrary URL that is accessible from the Operations View server. The URL can be a servlet, CGI, or other technology that returns XML content via HTTP.

The customer model source to be created in the Operations View configuration must be in the following directory:

- *Windows:* `install_dir\data\conf\dashboard\opview\share\organizations`
- *UNIX:* `/var/opt/OV/conf/dashboard/opview/share/organizations`

To specify that Operations View should use a customer model source that is created and maintained outside of the Administrator Tool, follow these steps:

- 1 In the Administrator Tool, click **File**→**New**→**Customer Model URL**.
- 2 In the Add New Customer Model URL window, enter the URL to your custom customer model source. Include the protocol (for example `http://` or `file:///`) at the beginning of the URL.

The URL may also include parameters. For example, you could invoke a perl script differently from multiple portal servers as follows:

- URL on portal server 1:

```
http://customerdb.generic.net/cgi-bin/getMyCustomerData.pl?server=one
```

- URL on portal server 2:

```
http://customerdb.generic.net/cgi-bin/getMyCustomerData.pl?server=two
```


Next Steps

When the Operations View portlets are correctly configured, deploy the portlet application to the portlet server as described in [Chapter 11, Deploying a Portlet Application](#).

13 Configuring Operations View to Run in a Wireless Environment

You can use several of the Operations View portlets to display data on web-ready cell phones that support a WAP browser:

- NNM Network Health (OVNNMHealth)
- NNM Alarms (OVNNMAlarms)
- OVO Messages (OVOMessages)
- HP OpenView Service Navigator Service Health (OVSNSvcHealth)
- HP OpenView Service Navigator Service Cards (OVSNCards)
- Bookmarks (OVBookmarks)

Configuring Jetspeed for WAP Enabled Portlets

Before configuring the Jetspeed portal server, create and deploy one or more WAP enabled portlets mentioned above using the Operations View Administrator tool. When you create WAP enabled portlets using the Administrator tool, make sure portlet name is not changed.

Operations Dashboard provides you a default psml page for WAP for admin user. If you want to provide WAP access to any other user, copy this default WAP psml page to that user's profile.

After creating the WAP enabled portlets from Operations View Administrator tool, perform the following steps to configure Jetspeed.

- 1 Go to
`<installdir>\nonOV\dashboard\jetspeed\2.1\webapps\jetspeed\WEB-INF\pages_user\admin`
- 2 Copy the `_mediatype` directory to the required user directory.
- 3 Open the `default-page.psml` file located at
`<installdir>\nonOV\dashboard\jetspeed\2.1\webapps\jetspeed\WEB-INF\pages_user\<USERNAME>_mediatype\wml`.

`USERNAME` is the name of the user account for which you have copied the `default-page.psml` file.

```
<?xml version="1.0" encoding="UTF-8"?>
<page id="/_user/admin/_mediatype/wml/default-page.psml"
hidden="false">
    <title>WAP</title>
    <short-title>WAP</short-title>
    <defaults layout-decorator="wap"
portlet-decorator="clear"/>
    <fragment id="a-wap1" type="layout"
name="jetspeed-layouts::VelocityOneColumn">

    </fragment>
</page>
```

- 4 Edit the default-page.psml to add WAP enabled portlets that you have created and deployed from the Operations View Administrator tool.

```
<?xml version="1.0" encoding="UTF-8"?>
<page id="/_user/admin/_mediatype/wml/default-page.psml"
hidden="false">
    <title>WAP</title>
    <short-title>WAP</short-title>
    <defaults layout-decorator="wap"
portlet-decorator="clear" />
    <fragment id="a-wap1" type="layout"
name="jetspeed-layouts::VelocityOneColumn">
<fragment id="" type="portlet"
    name="<ApplicationName>::<PortletName>">
        </fragment>
</fragment>
</page>
```

Where *ApplicationName* and *PortletName* are the name of the deployed application and portlet respectively. You need to add separate fragment tag for each portlet that you want to see on your WAP enabled device.

- 5 Save and close the default-page.psml file.

Accessing WAP Enabled Portlets on a WAP Device

After configuring JetSpeed for the WAP enabled portlets, perform the following steps to access information on your WAP device.

- 1 Open the WAP browser on your handheld device.
- 2 Enter the URL to connect to the JetSpeed portal server.
- 3 Enter the user name and password.

After authentication, you can see the configured portlets on your handheld device.

- 4 Select the portlet for which you want to view data. Drilldown and images are not supported on the handheld device.

Operations View uses WAP 2.0 protocol for WAP support. The WAP support is available only in JetSpeed.

14 Troubleshooting

Jetspeed Processes

The Jetspeed portal server processes are incorporated into the system startup and shutdown procedures and should always be running.

To test whether the Jetspeed processes are running correctly, in a supported web browser, enter the following URL:

`http://hostname:18080/jetspeed`

Where *hostname* is the fully qualified name of the computer on which Operations View is installed. If the web browser is running on the same computer as Operations View, you can use localhost for the hostname.

18080 is the default port for the Jetspeed portal server. If you changed the Jetspeed port number during Operations Dashboard installation, use the appropriate value in place of the default.

If you see an error message in the web browser such as “The Page cannot be displayed,” it is probable that the Jetspeed processes are not running. Start the Jetspeed processes, and then reload the portal view to resolve this problem.

Starting Jetspeed

To start the Jetspeed processes, follow the procedure appropriate to the operating system of the Dashboard server:

- *Windows*: Start the HP Operations Dashboard PortalServer service.
- *HP-UX*: **`/sbin/init.d/ovdshbdjetspeed start`**
- *Solaris*: **`/etc/init.d/ovdshbdjetspeed start`**

Stopping Jetspeed

To stop the Jetspeed processes, follow the procedure appropriate to the operating system of the Dashboard server:

- *Windows*: Stop the HP Operations Dashboard PortalServer service.
- *HP-UX*: **`/sbin/init.d/ovdshbdjetspeed stop`**
- *Solaris*: **`/etc/init.d/ovdshbdjetspeed stop`**

Restarting Jetspeed

To restart the Jetspeed processes, follow the procedure appropriate to the operating system of the Operations View server:

- *Windows*: Stop, and then start the HP Operations Dashboard PortalServer service.
- *HP-UX*: **`/sbin/init.d/ovdshbdjetspeed restart`**
- *Solaris*: **`/etc/init.d/ovdshbdjetspeed restart`**

Portal Server Port Conflicts

Port conflicts are a common problem when multiple software products all try to use the same port for communication. The end result is typically failure of one or more software products.

The installed HP Operations Dashboard Jetspeed portal server uses the following default port numbers:

- Tomcat/Jetspeed Non-SSL Port: 18080
- Tomcat/Jetspeed Shutdown Port: 18005

The BEA WebLogic portal server software uses port 7001 by default.

You can encounter port conflicts if you have other products installed, such as another Tomcat web server, or a product that uses a web server. User-specific custom applications might also be using the same ports.

Avoiding Port Conflicts

Use the `netstat -a` command to display the currently active ports. This command displays a list of all currently active connections and listening ports.

If the `netstat` results show that the default ports are currently being used by other software, modify the port settings during installation. Near the end of the Operations Dashboard installation, the HP Operations Dashboard Jetspeed Port and Proxy Settings window lists the currently configured ports for Apache Jetspeed. Modify the ports if necessary, and then click **OK**.

Identifying Operations View Port Conflicts

After installing Operations View and configuring and deploying your portlets, if you are unable to see your Operations View portlets or to save portlet preferences, you are most likely experiencing a port conflict.

If you are running Jetspeed, HP recommends that you use the following steps to identify a port conflict problem:

- 1 Ensure that the Jetspeed process are running.
 - *Windows:* Verify that the HP Operations Dashboard PortalServer service is started.

- *UNIX*: Use either the `ps` or `ptree` commands to verify that the Jetspeed daemon is running.
- 2 Check the log files to determine if any error messages that indicate a port conflict have been logged.

The Jetspeed logs are located in the following directory:

- Windows: `<install_dir>\nonOV\dashboard\jetspeed\2.1\logs`
- UNIX: `/opt/OV/nonOV/dashboard/jetspeed/2.1/logs`

If you are running BEA WebLogic, consult the BEA documentation to resolve port conflicts.

Resolving Operations View Port Conflicts

If you identify one or more port conflicts after installing Operations View, you can resolve the conflicts by using the Operations View Administrator Tool.

- 1 In the Administrator Tool, click **Tools** → **Set Jetspeed Ports and Proxy Settings**.

The HP Operations View Jetspeed Port and Proxy Settings window opens. This window allows you to modify the Jetspeed port.

- 2 Enter port numbers that are unique for your server and the associated applications.
 - When modifying the Jetspeed non-SSL port, remember that this port change affects how you start Jetspeed in your web browser. For example, if you change the port to 8085, in your browser start Jetspeed using **`http://localhost:8085/jetspeed`**.
 - Modifying the Jetspeed shutdown port should be transparent to the end user.
- 3 Click **OK** to close the window.
- 4 Click **OK** to restart the services or daemons.

The Jetspeed must be restarted before the port changes take effect.

Memory Usage

Memory issues can be common when dealing with a large deployment or a large amount of data. The two locations where you might need to increase the amount of memory that is available for the Java processes are as follows:

- Operations View Administrator Tool

If you are migrating a large HP OpenView Service Information Portal version 3.2 deployment or have a large number of portlets that you have created, you might need to increase the amount of memory that is available to the Administrator Tool.

- Portal Server

If you have deployed a large number of portlets to your portal server or the deployed portlets consume a large amount of memory to process, you might need to increase the portal server memory. This situation applies to both the Jetspeed Portal Server and the BEA WebLogic Portal Server.

The section describes the steps to adjust memory settings for Operations View processes.

Adjusting the Administrator Tool Process Memory

To change the amount of memory available to the Administrator Tool, follow these steps:

- 1 Stop the Administrator Tool if it is running.
- 2 In any text editor, open the Administrator Tool startup script. To edit this file you must have administrative privileges on Windows and root access on UNIX:
 - *Windows:* <install_dir>/bin/ovopviewadmingui.bat
 - *UNIX:* /opt/OV/bin/ovopviewadmingui
- 3 Modify the maximum heap size java property:
 - *Windows:* Locate and modify the value of MAX_HEAP_SIZE. For example, the following line changes the maximum heap size to 256M:

```
SET MAX_HEAP_SIZE=256M
```

- **UNIX:** Locate the following line and append the `-Xms` and `-Xmx` settings. For example, the following line changes the initial and maximum heap sizes to 128M and 512M, respectively:

```
$OV_JAVA -classpath $OPVIEW_CLASSPATH
com.hp.ov.portal.admingui.MainJFrame -f $OPVIEW_PROPERTIES
-Xms=128M -Xmx=512M $* &
```

- 4 Restart the Administrator Tool.

Adjusting the Jetspeed Portal Server Process Memory

To adjust the amount of memory available to the Jetspeed portal server, follow these steps:

- 1 Stop the portal server processes, if they are running.
 - **Windows:** Stop the HP Operations Dashboard PortalServer service.
 - **HP-UX:** `/sbin/init.d/ovdshbdjetspeed stop`
 - **Solaris:** `/etc/init.d/ovdshbdjetspeed stop`
- 2 In any text editor, open the process script. To edit this script you must have Administrator privileges on Windows and root access on UNIX:

- **Windows:**
`<OvInstallDir>\nonOV\dashboard\jetspeed\2.1\bin\catalina.bat`

Modify the `-Xms` and `-Xmx` settings for the Jetspeed service. The following example sets the initial and maximum heap sizes to 128M and 512M, respectively:

```
set JAVA_OPTS=%JAVA_OPTS% -Xms128m -Xmx256m
rem Guess CATALINA_HOME if not defined
set CURRENT_DIR=%cd%
if not "%CATALINA_HOME%" == "" goto gotHome
set CATALINA_HOME=%CURRENT_DIR%
if exist "%CATALINA_HOME%\bin\catalina.bat" goto okHome
cd ..
set CATALINA_HOME=%cd%
```

```
cd %CURRENT_DIR%
```

```
:gotHome
```

- **UNIX:**

```
/opt/OV/nonOV/dashboard/jetspeed/2.1/bin/catalina.sh
```

Modify the JAVA_OPTS environment variable to add the new memory settings. The following example sets the JAVA_OPTS variable to include setting the initial and maximum heap sizes to 128M and 512M, respectively.

```
set JAVA_OPTS=%JAVA_OPTS% -Xms128m -Xmx256m
```

3 Restart the Jetspeed processes:

- **Windows:**

- Uninstall the Jetspeed service:

```
<install-dir>\1bin\dashboard\
```

```
ovduninstalljetspeedservice-j2.bat uninstall
```

Uninstalling the service is necessary to reset registry entries that store the startup arguments.

- Install the Jetspeed service:

```
<install-dir>\1bin\dashboard\ovdinstalljetspeedservice-j2.bat install
```

- Installing the service does not start the services.

- **HP-UX:** `/sbin/init.d/ovdshbdjetspeed start`

- **Solaris:** `/etc/init.d/ovdshbdjetspeed start`

Adjusting the BEA WebLogic Portal Server Process Memory

Refer to the documentation from BEA Web Logic for information on this topic.

Portlet Logging and Tracing

Operations View provides several log files to help you troubleshoot problems with the Administrator Tool, the Migration Wizard, and the Operations View portlets. The log files contains warning and error entries.

- A warning indicates that a problem occurred but the Operations View portlet was able to continue, possibly using a default value or some assumption. The warning is issued because the assumption may have been wrong and you might want to fix the problem.
- An error indicates a problem that prevents the Operations View portlet from completing a task.

Portlet tracing is primarily intended for use by HP support. It supplies a large amount of extra data that can help debug portlet problems.

The Operations View log and trace files are named with the format *base_name.x.x.log*.

- *base_name* indicates the type of data in the log file.
- *x.x* indicates the placement in the log file sequence. Log files roll to the configured size and then start a new log file. Up to two files are created before the first file is reused. This is a Java virtual machine setting that is not configurable.

Table 8 lists the types of Operations View log files and describes their contents.

Table 8 Operations View Log and Trace Files

File Name	Contents
opview.x.x.log	Portlet error and warning messages
opview_trace.x.x.log	Portlet error, warning, tracing, and verbose messages
opviewadmin.x.x.log	Administrator Tool error and warning messages
opviewadmin_trace.x.x.log	Administrator Tool error, warning, tracing, and verbose messages
Migration.x.x.log	Migration Wizard error, warning, tracing, and verbose messages

The Operations View log and trace files are located in the following directory:

- Windows: <install_dir>\data\log\dashboard\opview
- UNIX: /var/opt/OV/log/dashboard/opview

Viewing Log Files

To view the Operations View log files, use any text editor or viewer to open the log files.

Setting Log and Trace Level

To set the logging and tracing level, in the Administrator Tool click **Tools**→**Select Log Level**, and then click the level you want. If the portal is running, it might take a few minutes for the new setting to take effect.



This log level setting applies to the opview and opviewadmin files only. The Migration log files always contain all possible messages from the Migration Wizard.

Increasing the Size of the Log File

The default size for a log file is approximately 10 MB. When that size is reached, the log file rolls to the next file in the sequence. If that next file already exists, the data it contains is lost when the newer logging begins.

To set the maximum log size, in the Administrator Tool click **Tools**→**Set Maximum Log Size**, and then enter the new file size.

Validating XML Files

Operations View provides the `ovopviewxmlvalidate` command to check an XML file for correctness. The syntax of an XML file is considered correct if it is both well-formed and valid. An XML file is “well-formed” if it conforms to a minimal set of rules defined for all XML documents. It is “valid” if it conforms to the DTD listed at the beginning of the XML file. This command uses the same XML parser as Operations View, so if the file passes `ovopviewxmlvalidate`, it will work in the Administrator Tool.



HP does *not* support the direct editing of the Administrator Tool configuration files.

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

- *Windows:* `<install_dir>\bin`
- *UNIX:* `/opt/OV/bin`

For XML files that reference a DTD file residing in the same directory, correct usage of the `ovopviewxmlvalidate` command is as follows:

```
ovopviewxmlvalidate -v <xml_filename>
```

If a file does not reference a DTD or if its DTD is unavailable, `ovopviewxmlvalidate` can be used to determine if the file is well-formed without checking for validity as defined by the DTD. The form of this command is as follows:

```
ovopviewxmlvalidate -V <xml_filename>
```

Avoiding Loss of Changes

Do not edit the XML configuration files while the Administrator Tool is running.

A Operations View Portlets

This appendix lists all of the portlets that are supplied with HP Operations Dashboard Operations View. The three types of supplied portlets are as follows:

- HP OpenView product portlets
- General content portlets
- HP OpenView Integration portlet

HP OpenView Product Portlets

HP OpenView product portlets connect to HP OpenView management products to collect management data and display that data to a user. [Table 9](#) lists these portlets and names the versions of each management product that each portlet supports.

Table 9 HP OpenView Product Portlets and Supported Management Products

Operations View Portlet Title and Description	HP OpenView Management Product and Supported Versions
<ul style="list-style-type: none"> HP OV NNM Topology HP OpenView Network Node Manager Topology Portlet. Provides access to NNM topology maps.	<ul style="list-style-type: none"> HP OpenView Network Node Manager versions 6.41 or 7.5 HP OpenView Customer Views version 1.2 for NNM versions 6.2 or 6.4 For information on how to configure these portlets, see the <i>Operations View Integration Guide: NNM</i> .
<ul style="list-style-type: none"> HP OV NNM Alarms HP OpenView Network Node Manager Alarms Portlet. Provides access to NNM alarms.	
<ul style="list-style-type: none"> HP OV NNM Network Health HP OpenView Network Node Manager Network Health Portlet. Provides access to status information of network devices within NNM.	
<ul style="list-style-type: none"> HP OV NNM MPLS HP OpenView NNM MPLS Portlet. Provides access to NNM MPLS data. <i>NOTE:</i> This portlet is shipped in a different WAR file from the other HP OpenView product portlets. For information on how to enable this portlet, see the <i>Operations View Integration Guide: NNM</i> .	
<ul style="list-style-type: none"> HP OV NNM Dynamic View HP OpenView NNM Dynamic View Portlet. Provides access to NNM dynamic views data. <i>NOTE:</i> This portlet is shipped in a different WAR file from the other HP OpenView product portlets. For information on how to enable this portlet, see the <i>Operations View Integration Guide: NNM</i> .	NNM Dynamic Views for NNM version 7.51

Table 9 HP OpenView Product Portlets and Supported Management Products

Operations View Portlet Title and Description	HP OpenView Management Product and Supported Versions
<ul style="list-style-type: none"> HP OVO Messages HP OpenView Operations Messages Portlet. Provides access to messages within OVO.	<ul style="list-style-type: none"> HP OpenView Operations for UNIX versions 8.0, 8.1, 8.11, or 8.20 HP OpenView Service Navigator versions 8.0, 8.1, or 8.11 value pack HP OpenView Operations for Windows version 7.21 or 7.5 HP OpenView Interconnect version 3.1 and 3.4 (for HP-UX 11.23 Itanium) For information on how to configure these portlets, see the <i>Operations View Integration Guide: OVO and OVSN</i> .
<ul style="list-style-type: none"> HP OVSN Service Graph HP OpenView Service Navigator Service Graph Portlet. Provides a hierarchical view of the elements that contribute toward the success of your services within Service Navigator.	
<ul style="list-style-type: none"> HP OVSN Service Browser HP OpenView Service Navigator Service Browser Portlet. Provides access to a list of the currently defined top-level services or selected services within Service Navigator.	
<ul style="list-style-type: none"> HP OVSN Service Health HP OpenView Service Navigator Service Health Portlet. Provides access to health information of selected services within Service Navigator.	
<ul style="list-style-type: none"> HP OVSN Service Cards HP OpenView Service Navigator Service Cards Portlet. Provides a view to the most important information about a service within Service Navigator.	
<ul style="list-style-type: none"> HP OV Internet Services HP OpenView Internet Services Portlet. Provides a snapshot of the health of the OVIS services.	<ul style="list-style-type: none"> HP OpenView Internet Services versions 5.2, 6.0, 6.1, or 6.2 For information on how to configure these portlets, see the <i>Operations View Integration Guide: OVIS</i> .
<ul style="list-style-type: none"> HP OV Internet Services Dashboard HP OpenView Internet Services Dashboard Portlet. Provides a summary of OVIS services with drill down into trend, alarm, and graphs.	

Table 9 HP OpenView Product Portlets and Supported Management Products

Operations View Portlet Title and Description	HP OpenView Management Product and Supported Versions
<ul style="list-style-type: none"> HP OV Performance Manager <p>HP OpenView Performance Manager Portlet. Provides access to performance reports available within OVPM.</p>	<ul style="list-style-type: none"> HP OpenView Performance Manager 5.0 or 6.0 <p>For information on how to configure this portlet, see the <i>Operations View Integration Guide: OVPM</i>.</p>
<ul style="list-style-type: none"> HP OV Service Desk for Specialists <p>HP OpenView Service Desk for Specialists Portlet, based on the HP OpenView Integration Portlet. Provides access to the lists of current service calls, incidents, problems, changes, and work orders in Service Desk.</p>	<ul style="list-style-type: none"> HP OpenView Service Desk 4.0 or 4.5 <p>For information on how to configure these portlets, see the <i>Operations View Integration Guide: OVSD, OVPI, and OVR</i>.</p>
<ul style="list-style-type: none"> HP OV Service Desk <p>HP OpenView Service Desk Portlet, based on the HP OpenView Integration Portlet. Provides access to the list of current service calls in Service Desk.</p>	
<ul style="list-style-type: none"> HP OV Performance Insight Browser <p>HP OpenView Performance Insight Browser Portlet, based on the HP OpenView Integration Portlet. Provides access to the reports directory structure available in the current user's Performance Insight view.</p>	<ul style="list-style-type: none"> HP OpenView Performance Insight version 5.1 or 5.2 <p>For information on how to configure these portlets, see the <i>Operations View Integration Guide: OVSD, OVPI, and OVR</i>.</p>
<ul style="list-style-type: none"> HP OV Performance Insight <p>HP OpenView Performance Insight Portlet, based on the HP OpenView Integration Portlet. Provides access to pre-selected OVPI reports.</p>	

Table 9 HP OpenView Product Portlets and Supported Management Products

Operations View Portlet Title and Description	HP OpenView Management Product and Supported Versions
<ul style="list-style-type: none"> HP OV Reporter: Reports HP OpenView Reporter Reports, based on the HP OpenView Integration Portlet. Provides access to all reports within OVR.	<ul style="list-style-type: none"> HP OpenView Reporter 3.0, 3.5, or 3.6 For information on how to configure these portlets, see the <i>Operations View Integration Guide: OVSD, OVPI, and OVR</i> .
<ul style="list-style-type: none"> HP OV Reporter: NNM Reports HP OpenView Reporter NNM Reports Portlet, based on the HP OpenView Integration Portlet. Provides access to NNM reports within OVR.	
<ul style="list-style-type: none"> HP OV Reporter: OVO Reports HP OpenView Reporter OVO Reports Portlet, based on the HP OpenView Integration Portlet. Provides access to OVO reports within OVR.	
<ul style="list-style-type: none"> HP OV Reporter: OVPA Reports HP OpenView Reporter OVPA Reports Portlet, based on the HP OpenView Integration Portlet. Provides access to OVPA reports within OVR.	

Before you can display data through these portlets, you must establish a connection between Operations View and the management products. For more information, see [Chapter 5, Configuring Operations View for Your Management Products](#).

For detailed information on configuring and using these portlets, see the separate product integration manuals located in the following directory:

- *Windows:* `install_dir\paperdocs\dashboard\opview`
- *UNIX:* `/opt/OV/paperdocs/paperdocs/dashboard/opview`

For information on creating your own online help topic for any of the supplied portlets, see [Adding and Customizing Portlet Help Topics](#) on page 76.

General Content Portlets

Operations View includes two portlets that deliver general content that is not related to management data:

- **Operations View Bookmarks portlet:** A way of integrating website links into the portal view. See [Chapter 7, Configuring the Operations View Bookmarks Portlet](#).
- **Operations View Message Board portlet:** A way of getting important information to end users through the portal view. See [Chapter 8, Configuring the Operations View Message Board Portlet](#).
- **Operations View SQL Portlet:** A way of displaying data from a configured database through the portal view. See [Chapter 9, Configuring the Operations View SQL Portlet](#).

For information on creating your own online help topic for any of the supplied portlets, see [Adding and Customizing Portlet Help Topics](#) on page 76.

HP OpenView Integration Portlet

The HP OpenView Integration portlet provides a non-programmatic way to quickly incorporate your existing web applications, reports, and other data into the Operations View configuration. You can use the HP OpenView Integration portlet to create your own full-featured portlets that can be added and customized through the portal view, extending the functionality of Operations View without writing portal-specific Java code.

For information on using the HP OpenView Integration portlet to develop your own portlets, see [Chapter 10, Configuring the HP OpenView Integration Portlet](#).

For information on creating your own online help topic for any of the supplied portlets, see [Adding and Customizing Portlet Help Topics](#) on page 76.

B Portal View Planning Worksheets

This appendix provides worksheets that you can use while planning your HP Operations Dashboard Operations View portal views. For information on the decisions represented by each worksheet, see the [Chapter 3, Planning Your Operations View Portal Content](#). For information on implementing the Operations View configuration, see the appropriate chapters in this manual and the integration manuals for the individual HP OpenView management products.



While some of the information collected on these planning worksheets pertains to the configuration of your portal server product, these worksheets do not contain enough information for configuring the portal server. Please refer to the portal server documentation for complete information on portal server configuration.

This appendix contains the following sections:

- [HP OpenView Product Integrations Planning Worksheet](#) on page 162
- [General Content Planning Worksheet](#) on page 167
- [Custom Applications and Data Planning Worksheet](#) on page 168
- [Portal Server Roles Planning Worksheet](#) on page 169
- [Portal View Layout Planning Worksheet](#) on page 170
- [Customer Organizations Planning Worksheet](#) on page 171
- [Filter Assignments Planning Worksheet](#) on page 172
- [Portal Server Authentication Planning Worksheet](#) on page 174

HP OpenView Product Integrations Planning Worksheet

Portlet	Management Stations and Help File (if customized)	Filter Assignments
Portlet name: <ul style="list-style-type: none"> • NNMTopology Portlet title: <ul style="list-style-type: none"> • HP OV NNM Topology 	Management stations: Custom help file:	Filter assignments:
Portlet name: <ul style="list-style-type: none"> • NNMAlarms Portlet title: <ul style="list-style-type: none"> • HP OV NNM Alarms 	Management stations: Custom help file:	Filter assignments:
Portlet name: <ul style="list-style-type: none"> • NNMHealth Portlet title: <ul style="list-style-type: none"> • HP OV NNM Network Health 	Management stations: Custom help file:	Filter assignments:
Portlet name: <ul style="list-style-type: none"> • NNMMPLS Portlet title: <ul style="list-style-type: none"> • HP OV NNM MPLS 	Management stations: Custom help file:	Filter assignments:

Portlet	Management Stations and Help File (if customized)	Filter Assignments
Portlet name: <ul style="list-style-type: none"> • OVOMessages Portlet title: <ul style="list-style-type: none"> • HP OVO Messages 	Management stations: Custom help file:	Filter assignments:
Portlet name: <ul style="list-style-type: none"> • OVSN ServiceGraph Portlet title: <ul style="list-style-type: none"> • HP OVSN Service Graph 	Management stations: Custom help file:	Filter assignments:
Portlet name: <ul style="list-style-type: none"> • OVSN Browser Portlet title: <ul style="list-style-type: none"> • HP OVSN Service Browser 	Management stations: Custom help file:	Filter assignments:
Portlet name: <ul style="list-style-type: none"> • OVSNSvcHealth Portlet title: <ul style="list-style-type: none"> • HP OVSN Service Health 	Management stations: Custom help file:	Filter assignments:

Portlet	Management Stations and Help File (if customized)	Filter Assignments
Portlet name: <ul style="list-style-type: none"> • OVSNCards Portlet title: <ul style="list-style-type: none"> • HP OVSN Service Cards 	Management stations: Custom help file:	Filter assignments:
Portlet name: <ul style="list-style-type: none"> • OVIS Portlet title: <ul style="list-style-type: none"> • HP OV Internet Services 	Management stations: Custom help file:	Filter assignments:
Portlet name: <ul style="list-style-type: none"> • OVIS Dashboard Portlet title: <ul style="list-style-type: none"> • HP OV Internet Services Dashboard 	Management stations: Custom help file:	Filter assignments:
Portlet name: <ul style="list-style-type: none"> • OVPM Portlet title: <ul style="list-style-type: none"> • HP OV Performance Manager 	Management stations: Custom help file:	Filter assignments:

Portlet	Management Stations and Help File (if customized)	Filter Assignments
Portlet name: <ul style="list-style-type: none"> • ServiceDesk4Specialists Portlet title: <ul style="list-style-type: none"> • HP OV Service Desk for Specialists 	Management stations: Custom help file:	Filter assignments:
Portlet name: <ul style="list-style-type: none"> • ServiceDesk Portlet title: <ul style="list-style-type: none"> • HP OV Service Desk 	Management stations: Custom help file:	Filter assignments:
Portlet name: <ul style="list-style-type: none"> • PerfInsightBrowser Portlet title: <ul style="list-style-type: none"> • HP OV Performance Insight Browser 	Management stations: Custom help file:	Filter assignments:
Portlet name: <ul style="list-style-type: none"> • PerfInsight Portlet title: <ul style="list-style-type: none"> • HP OV Performance Insight 	Management stations: Custom help file:	Filter assignments:

Portlet	Management Stations and Help File (if customized)	Filter Assignments
Portlet name: <ul style="list-style-type: none"> • OVR_Reports Portlet title: <ul style="list-style-type: none"> • HP OV Reporter 	Management stations: Custom help file:	Filter assignments:
Portlet name: <ul style="list-style-type: none"> • OVR_NNMMReports Portlet title: <ul style="list-style-type: none"> • HP OV Reporter for NNM Reports 	Management stations: Custom help file:	Filter assignments:
Portlet name: <ul style="list-style-type: none"> • OVR_OVORReports Portlet title: <ul style="list-style-type: none"> • HP OV Reporter for OVO Reports 	Management stations: Custom help file:	Filter assignments:
Portlet name: <ul style="list-style-type: none"> • OVR_OVPAReports Portlet title: <ul style="list-style-type: none"> • HP OV Reporter for OVPA Reports 	Management stations: Custom help file:	Filter assignments:

General Content Planning Worksheet

Group	Group Content
Bookmark group title: Bookmark group name:	Bookmarks (specify title and URL)
Bookmark group title: Bookmark group name:	Bookmarks (specify title and URL)
Message directory name:	Messages (specify message name and filename)
Message directory name:	Messages (specify message name and filename)

Custom Applications and Data Planning Worksheet

Custom Portlet Name	Portlet Content	Portlet Provider	Portlet Location and Development Status

Portal View Layout Planning Worksheet

Portal View Specifications

Portal view name:

Look and feel:

Default page:

Page	Column	Portlets	Access
Page name:	1		
# of columns:	2		
	3		
	4		
Page name:	1		
# of columns:	2		
	3		
	4		

Customer Organizations Planning Worksheet

Customer model source name:					
Organization	Service Lists and External References	Node Lists and External References	Interface Lists and External References	NNM Topology Object Lists and External References	VPNs
Organization name:					
Display string:					
Service level:					
External key:					
Organization name:					
Display string:					
Service level:					
External key:					

Filter Assignments Planning Worksheet

Filter assignment package file name:		
Filter Assignments	Security Constraints	Data Presentation
AllData	<input checked="" type="checkbox"/> All authenticated users <input type="checkbox"/> All users (including anonymous) <input type="checkbox"/> Users from the portal roles:	<input checked="" type="checkbox"/> All data <input type="checkbox"/> No data <input type="checkbox"/> Data for the organizations:
NoData	<input type="checkbox"/> All authenticated users <input checked="" type="checkbox"/> All users (including anonymous) <input type="checkbox"/> Users from the portal roles:	<input type="checkbox"/> All data <input checked="" type="checkbox"/> No data <input type="checkbox"/> Data for the organizations:
	<input type="checkbox"/> All authenticated users <input type="checkbox"/> All users (including anonymous) <input type="checkbox"/> Users from the portal roles:	<input type="checkbox"/> All data <input type="checkbox"/> No data <input type="checkbox"/> Data for the organizations:
	<input type="checkbox"/> All authenticated users <input type="checkbox"/> All users (including anonymous) <input type="checkbox"/> Users from the portal roles:	<input type="checkbox"/> All data <input type="checkbox"/> No data <input type="checkbox"/> Data for the organizations:

	<input type="checkbox"/> All authenticated users <input type="checkbox"/> All users (including anonymous) <input type="checkbox"/> Users from the portal roles:	<input type="checkbox"/> All data <input type="checkbox"/> No data <input type="checkbox"/> Data for the organizations:
	<input type="checkbox"/> All authenticated users <input type="checkbox"/> All users (including anonymous) <input type="checkbox"/> Users from the portal roles:	<input type="checkbox"/> All data <input type="checkbox"/> No data <input type="checkbox"/> Data for the organizations:
	<input type="checkbox"/> All authenticated users <input type="checkbox"/> All users (including anonymous) <input type="checkbox"/> Users from the portal roles:	<input type="checkbox"/> All data <input type="checkbox"/> No data <input type="checkbox"/> Data for the organizations:
	<input type="checkbox"/> All authenticated users <input type="checkbox"/> All users (including anonymous) <input type="checkbox"/> Users from the portal roles:	<input type="checkbox"/> All data <input type="checkbox"/> No data <input type="checkbox"/> Data for the organizations:
	<input type="checkbox"/> All authenticated users <input type="checkbox"/> All users (including anonymous) <input type="checkbox"/> Users from the portal roles:	<input type="checkbox"/> All data <input type="checkbox"/> No data <input type="checkbox"/> Data for the organizations:

Portal Server Authentication Planning Worksheet

Use This Provider?	Authentication Provider	Description
	HP Select Identity (for BEA WebLogic only)	Provides centralized management of users' identities and access rights over their complete life cycle, from initial registration through approval, provisioning, ongoing maintenance, termination, and auditing. For information, see the whitepaper Identity Management in Portals: Integrating HP OpenView Select Identity with BEA WebLogic Portal .
	BEA WebLogic Server	WebLogic offers several authentication providers: <ul style="list-style-type: none"> • WebLogic Authentication • LDAP Authentication • Realm Adapter Authentication • WebLogic Identity Assertion For information, see the topic <i>Security</i> in the BEA WebLogic documentation .
	Jetspeed Server	Jetspeed offers an authentication provider that uses a relational database system that can be configured to use LDAP. For information, see the topic <i>Security</i> in the Apache Jetspeed documentation .
	Other security provider	For links to portal solutions web sites, see Custom Applications and Data Planning Worksheet .
	Customer security provider	For information of the portal server APIs for integrating a customer authentication provider with the portal server, see: <ul style="list-style-type: none"> • Jetspeed: http://portals.apache.org/jetspeed-1/security.html • BEA WebLogic: http://edocs.bea.com/wlp/docs81/adminportal/help/OV_Security.html

C HP OpenView Integration Portlet DTD

HP Operations Dashboard Operations View provides the HP OpenView Integration portlet that you can customize. Each HP OpenView Integration portlet instance is configured by an XML file that defines the content for that portlet instance. The XML syntax is specified in the `OVGeneric.dtd` file.

The HP OpenView Integration portlet configuration files and the `OVGeneric.dtd` file are located in the following directory:

- *Windows:* `<data_dir>\conf\dashboard\opview\share\portlet-config\generic`
- *UNIX:* `/var/opt/OV/conf/dashboard/opview/share/portlet-config/generic`

You can organize your XML configuration files within subdirectories of the `generic` directory. In this case, verify that the document type definition (DTD) declaration in each XML file points to the correct location of the `OVGeneric.dtd` file.

This appendix contains the following sections:

- [HP OpenView Integration Portlet DTD File](#) on page 177 shows the DTD for the HP OpenView Integration portlet.
- The following sections describe the DTD elements and attributes:
 - [Generic Element Attributes](#) on page 180
 - [Submodule Element Attributes](#) on page 180
 - [TitleBar Element Attributes](#) on page 182
 - [File Element Attributes](#) on page 183
 - [Command Element Attributes](#) on page 185
 - [Url Element Attributes](#) on page 187
 - [XmlTranslation Element Attributes](#) on page 190

- [EmbeddedHtml Element Attributes](#) on page 191
- [GlobalParms Element Attributes](#) on page 192
- [TextParm Element Attributes](#) on page 193
- [OptionParm Element Attributes](#) on page 194
- [Option Element Attributes](#) on page 195

HP OpenView Integration Portlet DTD File

This section presents the entire contents of the `OVGeneric.dtd` file that is used to interpret the HP OpenView Integration portlet configuration files.

```
<!-- OVGeneric.dtd -->
<!-- Copyright 2000-2005 Hewlett-Packard Development Company, L.P. -->

<!ELEMENT Generic (GlobalParms?, Submodule+)>
<!ELEMENT GlobalParms ((TextParm*, OptionParm*)*)>
<!ELEMENT Submodule (TitleBar?, (Command? | File? | Url? | XmlTranslation?),
EmbeddedHtml?)>
<!ELEMENT TitleBar EMPTY>
<!ATTLIST TitleBar
  title CDATA #IMPLIED
  titleAnchorUrl CDATA #IMPLIED
  titleAnchorText CDATA #IMPLIED
  status CDATA #IMPLIED
  statusImageUrl CDATA #IMPLIED
  statusImageAltText CDATA #IMPLIED
>
<!-- EmbeddedHtml - this is HTML that will be embedded as it is at the end of
the extension i.e. -->
<!-- below command output or file. Notice also that Submodule may display only
-->
<!-- Embedded HTML if an Submodule doesn't contain Command, File nor Url
-->
<!ELEMENT EmbeddedHtml EMPTY>
<!ATTLIST EmbeddedHtml
  data CDATA #IMPLIED
>
<!ELEMENT Command ((TextParm*, OptionParm*)*)>
<!ATTLIST Command
  commandLine CDATA #REQUIRED
  type CDATA "text/plain"
  expires CDATA "0"
  stripHtmlHeader (yes | YES | no | NO | 0 | 1) "no"
>
<!ELEMENT File ((TextParm*, OptionParm*)*)>
<!ATTLIST File
  fileName CDATA #REQUIRED
  type CDATA "text/plain"
  encoding CDATA "UTF-8"
  displayFileInfo (yes | YES | no | NO | 0 | 1) "no"
  stripHtmlHeader (yes | YES | no | NO | 0 | 1) "no"
>
<!-- If displayMethod is "inline" or "anchor" then to proxy or not depends
"proxy" attribute. -->
```

```

<!-- If displayMethod is "embedded" then we are always proxying (proxy should
be set      -->
<!-- to "yes", but actually portal ignores this attribute.
-->
<!-- auth, loginUrl and handshake are used only if proxying is being done.
-->
<!-- If auth is set, but loginUrl is not, web server authentication is
performed. In this      -->
<!-- case, auth should be of the form "user:password".
-->
<!-- If both auth and loginUrl are set, authentication is performed via the
loginUrl, which      -->
<!-- specifies the URL for a login page. In this case, auth should contain
the      -->
<!-- URL parameters necessary to perform the login, separated by "&";".
Usually the      -->
<!-- parameter string contains some sort of user and password specification.
-->
<!-- If handshake is set to "yes" then a handshake is done initially ie. the
handshakeUrl is      -->
<!-- accessed. If any cookie is available in the response then this cookie is
used when      -->
<!-- making further requests to the website. Handshake only works for web
server      -->
<!-- authentication.
-->

<!-- The "windowName" attribute identifies the name of the window into which
the content of      -->
<!-- the Url should be displayed.
-->
<!-- The "showAsButton" attribute applies only if displayMethod is "anchor".
It causes the      -->
<!-- Url to be shown as a button at the bottom of the module instead of a
link.      -->
<!ELEMENT Url ((TextParm*, OptionParm*)*)>
<!ATTLIST Url
  href CDATA #REQUIRED
  displayMethod (inline | anchor | embedded) #REQUIRED
  inlineHeight CDATA "100"
  ifNoIFramesMsg CDATA #IMPLIED
  anchorText CDATA "click here"
  proxy (yes | YES | no | NO | 0 | 1) "no"
  auth CDATA #IMPLIED
  loginUrl CDATA #IMPLIED
  handshake (yes | YES | no | NO | 0 | 1) "no"
  handshakeUrl CDATA #IMPLIED
  windowName CDATA #IMPLIED
  showAsButton (yes | YES | no | NO | 0 | 1) "no"
>

```

```
<!-- "xmlHref" and "xslHref" can be a URL or a file -->
<!-- "type" is a MIME type of the output generated after applying XSL
transformation to XML data -->
<!-- for example, "type" can be set to "text/plain" or "text/html" -->
<!ELEMENT XmlTranslation ((TextParm*, OptionParm*)*)>
<!ATTLIST XmlTranslation
    xmlHref CDATA #REQUIRED
    xslHref CDATA #REQUIRED
    type CDATA #REQUIRED
>
<!ELEMENT TextParm EMPTY>
<!ATTLIST TextParm
    prompt CDATA #REQUIRED
    name CDATA #REQUIRED
    value CDATA #IMPLIED
>
<!ELEMENT OptionParm (Option+)>
<!ATTLIST OptionParm
    prompt CDATA #REQUIRED
    name CDATA #REQUIRED
    value CDATA #IMPLIED
>
<!ELEMENT Option EMPTY>
<!ATTLIST Option
    name CDATA #REQUIRED
    value CDATA #REQUIRED
>
```

Generic Element Attributes

Table 10 list the attributes that can with used with the Generic element.

Table 10 Generic Element

Element	Description
Submodule	Contains zero or one TitleBar elements, and zero or one of the Command, File, Url, or EmbeddedHtml elements.
GlobalParms	Defines parameters that apply to all submodules within the HP OpenView Integration portlet.

Submodule Element Attributes

Table 11 list the attributes that can with used with the Submodule element. Parameter substitution can be used with the File, Command, Url, and XmlTranslation elements as described in [Using Variables to Access Operations View Data](#) on page 106.

Table 11 Submodule Elements

Element	Description
TitleBar	Optional. Displays a gray title bar at the beginning of a submodule. Each submodule can have zero or one title bar.
File	Optional. Imports a file on your local machine or network. It does not access files that require HTTP access. The file can be HTML (text/html) or plain text (text/plain). For more information see The File Content Option on page 102.
Command	Optional. Displays the output of any executable command that generates stdout. For more information, see The Command Content Option on page 101.

Table 11 Submodule Elements (cont'd)

Element	Description
Url	<p>Optional. Displays the content of a URL. Using <code>Url</code>, you can display the contents of a remote file that requires HTTP access, or execute a CGI program.</p> <p>For more information, see The URL Content Option on page 99.</p>
XmlTranslation	<p>Optional. Transforms XML data with XSL and displays the results. XML and XSLT files can reside on your local machine or network, or they can be accessed remotely using HTTP.</p> <p>For more information, see The XML Translation Content Option on page 103.</p>
EmbeddedHtml	<p>Optional. Embeds raw HTML. This element can be used by itself or in conjunction with the <code>File</code>, <code>Command</code> or <code>Url</code> element, in which case the value of <code>EmbeddedHtml</code> is output after the processing of the other element. The <code>EmbeddedHtml</code> element must be defined after the other element.</p> <p>For more information, see The Embedded HTML Content Option on page 103.</p>

TitleBar Element Attributes

Table 12 list the attributes that can with used with the TitleBar element.

Table 12 TitleBar Attributes

Attributes	Description
title	The name displayed in the submodule title bar (e.g., “Billing” or “Trouble Tickets”). The value can be either simple text or HTML. If HTML is used, characters such as "<" and ">" need to be appropriately escaped according the rules for valid HTML.
titleAnchorUrl	Defines a URL ("http: . . . ") to be accessed through the submodule titlebar. The attribute titleAnchorText must also be set in order for this attribute to have an effect.
titleAnchorText	Defines the text to be placed within the anchor tag and displayed in the submodule title bar. The attribute titleAnchorUrl must also be set for this to have an effect.
status	Status text to be displayed on the right-hand side in the submodule title. The value can be either simple text or HTML.
statusImageUrl	Defines a URL ("http: . . . ") of an image to display right justified in the submodule title bar.
statusImageAltText	Defines alternate text to display for the image.

File Element Attributes

Table 13 list the attributes that can with used with the File element. Parameter substitution can be used with the fileName element as described in [Using Variables to Access Operations View Data](#) on page 106.

Table 13 File Attributes

Attributes	Description
fileName	<p>A required attribute, fileName defines the file that can be accessed and displayed. The file must reside on the same system or be accessible through the network. The file path can be absolute (starting from the root directory) or you can use \$CONF_DIR to reference files relative to the Operations View installation directory.</p> <p>Example: fileName= "/tmp/file.html "</p>
type	<p>Indicates the type of file. There are two values for this attribute:</p> <ul style="list-style-type: none"> • text/plain: The file content is pure ASCII text. In this mode, the HP OpenView Integration portlet prefixes the file content with the HTML tag <pre> and appends the HTML tag </pre> after the file content. This wrapping is necessary to support non-HTML files. • text/html: The file contains HTML text. No wrapping of the content is performed.
displayFileInfo	<p>This attribute can be set to “yes” in order to display the full path to the file and the time when the file was last modified in the browser. This information precedes the file content. The default value for this attribute is “no.” The default is not to display the full path name or modification time. Possible values are: yes, no, YES, NO, 0, 1</p>

Table 13 File Attributes (cont'd)

Attributes	Description
stripHtmlHeader	<p>This attribute is used to strip the <Head></Head> contents before displaying a file. This is useful if the imported file contains a <Head> section and the client browser cannot handle the reception of multiple <Head> elements (one from the portal and one from the file).</p> <p>When the value of type equals "text/html", this attribute can be set to "yes" to display just the contents of the HTML <body> tag. All HTML header information from the file will be removed from the output stream. This attribute may need to be set if the referenced file contains an entire valid HTML document including HTML header information. It may not be valid to return more than one set of HTML header tags to the browser. It is important to remove the additional tags from the referenced file. The default value of this attribute is "no."</p> <p>Possible values are: yes, no, YES, NO, 0, 1</p> <p>Output from the portal generates a complete HTML document including <Html>, <Head>, and <Body> tags. If the output of your command generates its own <Html>, <Head>, and <Body> tags, you will have more than one each of the <Html>, <Head>, and <Body> tags. If this is the case, set stripHtmlHeader to "yes."</p> <p>The default is set to "no" to allow the functioning of any potential scripts that you have placed in the <Head> tag. Be aware that a document containing multiple <Html>, <Head>, and <Body> tags may cause unpredictable behavior in the browser. If a problem arises that you suspect is related to header data, change StripHtmlHeader to "yes."</p>
encoding	<p>This attribute indicates the character set the file is encoded in. The default value is "UTF-8". Change the default value if the file uses non-ASCII characters.</p>

Command Element Attributes

Table 14 list the attributes that can with used with the Command element. Parameter substitution can be used with the `commandLine` element as described in [Using Variables to Access Operations View Data](#) on page 106.

Table 14 Command Attributes and Elements

Attributes and Elements	Description
commandLine	<p>A required attribute, <code>commandLine</code> defines the command to use with a submodule.</p> <p>Example: <code>"commandLine="/usr/sbin/ping hostname 10"</code></p> <p>Optional arguments to a command can be placed as part of the <code>commandLine</code> attribute.</p> <p>Be careful when presenting the results of a command. Unless configured differently, a command is executed as the user who is logged in to the portal server. Ensure that only knowledgeable personnel have access to this feature.</p>
type	<p>An attribute that indicates what type of output a command will generate based on standard MIME types. There are two values for this enumerated type:</p> <ul style="list-style-type: none"> • <code>text/plain</code>: The output from the command is pure ASCII text. In this mode, the HP OpenView Integration portlet prefixes the command's output with the HTML tag <code><pre></code> and appends the HTML tag <code></pre></code> after the command completes. This wrapping is necessary to support non-HTML output. • <code>text/html</code>: The output from the command contains HTML text. No wrapping of the output is performed.

Table 14 Command Attributes and Elements (cont'd)

Attributes and Elements	Description
expires	<p>An attribute that indicates the number of minutes the results of command execution are valid. The results of running a command are cached if <code>expires</code> is greater than 0 minutes. The cached results are used the next time the same command is processed until the number of minutes specified in <code>expires</code> has elapsed. After the number of minutes has elapsed, the HP OpenView Integration portlet reinvokes the command instead of using the previous cache. The default is 0 minutes, meaning that no caching is performed and the command is always executed.</p>
stripHtmlHeader	<p>An attribute that is used when the value of <code>type</code> equals "text/html". This attribute can be set to <code>yes</code> in order to display just the contents of the HTML <code><body></code> tag. All HTML header information from the command is removed from the output stream. This attribute may need to be set if the referenced command will generate an entire valid HTML document including HTML header information. It may not be valid to return more than one set of HTML header tags to the browser. It is important to remove the additional tags from the referenced command. The default value of this attribute is <code>no</code>. Possible values: <code>yes</code> <code>YES</code> <code>no</code> <code>NO</code> <code>0</code> <code>1</code>.</p> <p>Output from the portal generates a complete HTML document including <code><Html></code>, <code><Head></code>, and <code><Body></code> tags. If the output of your command generates its own <code><Html></code>, <code><Head></code>, and <code><Body></code> tags, you will have more than one each of the <code><Html></code>, <code><Head></code>, and <code><Body></code> tags. If this is the case, set <code>stripHtmlHeader</code> to "yes."</p> <p>The default is set to "no" to allow the functioning of any potential scripts that you have placed in the <code><Head></code> tag. Be aware that a document containing multiple <code><Html></code>, <code><Head></code>, and <code><Body></code> tags may cause unpredictable behavior in the browser. If a problem arises that you suspect is related to header data, change <code>StripHtmlHeader</code> to "yes."</p>

Url Element Attributes

Table 15 list the attributes that can with used with the URL element. Parameter substitution can be used with the href element as described in [Using Variables to Access Operations View Data](#) on page 106.

Table 15 Url Attributes

Attributes	Description
href	<p>A required attribute that defines the URL to use with this submodule.</p> <p>Example: href="http://www.hp.com"</p> <p>Optional arguments to a URL can be placed as part of the href attribute.</p> <p>The default setting for port is 80, and the default protocol is http. These are configurable through the URL specified as the href for the portlet default XML file or the portlet instance.</p>
displayMethod	<p>A required attribute that can be set to either inline, anchor or embedded.</p> <p>The inline value indicates to Operations View that <IFRAME> tags should be used. If you set the attribute to inline and the browser does not support inline frames, the browser will ignore the <IFRAME> tags and instead present a standard <A> tag. Browsers other than IE, including all Netscape browsers prior to version 6.0, do not support the <IFRAME> tag.</p> <p>The anchor value tells the portal to display only a link to the specified URL.</p> <p>The embedded value tells the portal to access the specified URL and embed (display) its content into the submodule.</p>
inlineHeight	<p>This attribute applies only if displayMethod="inline". It specifies the height, in pixels, that will be provided for an inline frame. If not supplied, the default is 100 pixels.</p>
ifNoIFramesMsg	<p>This attribute applies only if displayMethod="inline". If the client browser does not support inline frames, this text will be the name of the link.</p>

Table 15 Url Attributes (cont'd)

Attributes	Description
anchorText	<p>This attribute indicates the text to display on browsers that do not support the <IFRAME> tag, such as versions of Netscape that are earlier than 6.0, or when displayMethod is anchor. Represents the text to display for a resulting HTML <A> anchor tag. The default value is "click here".</p>
proxy	<p>An attribute that indicates whether Operations View should proxy the data from the specified URL. If proxy="no", then the end user's browser fetches data from the specified location. The data should be accessible to the end user. For example, set proxy to "no" when displaying user myYahoo account.</p> <p>If "proxy" equals "yes" then the portal server fetches data from the specified location using HTTP request. This allows the portal server to directly communicate with another server (data source) over a secured network. Use this method to access data that are not visible to the end user, for example Concord or NNM reports.</p> <p>If displayMethod="embedded", then proxy is assumed to be "yes."</p> <p>The default value of "proxy" attribute is "no". Possible values are: yes, no, YES, NO, 0, 1</p>
auth	<p>This attribute is used if proxy equals "yes."</p> <p>If proxy is enabled, then the auth attribute is valid; and</p> <ul style="list-style-type: none"> • If loginUrl is <i>not</i> set, web server authentication is performed, and the "auth" attribute specifies the name and password that will be used by the portal server when accessing the protected data. • If loginUrl <i>is</i> set, login page authentication is performed. <p>The syntax of "auth" for web server authentication requires that name and password are separated by a colon. For example, auth="name:password"</p>

Table 15 Url Attributes (cont'd)

Attributes	Description
loginUrl	<p>This optional attribute represents a URL to a login page. When this is set, and the auth attribute is set, the HP OpenView Integration portlet will invoke the loginUrl with an HTTP POST, sending the auth string as parameters. In this context, the “auth” string contains URL parameters rather than a simple "user:password" string as with web server authentication. The cookies returned by the web server are set when proxying the target URL specified in the href attribute. These cookies are also saved on the session and used for subsequent invocations of that URL (or its child links).</p> <p>If proxy is enabled, then the auth attribute is valid; and</p> <ul style="list-style-type: none"> • If loginUrl is <i>not</i> set, web server authentication is performed. • If loginUrl <i>is</i> set, login page authentication is performed. <p>Possible values are: yes, no, YES, NO, 0, 1</p>
handshake	<p>This attribute indicates whether the HP OpenView Integration portlet should initiate a handshake with a website. If handshake is set to “yes” then a handshake is initiated, that is, the handshakeUrl is accessed. If any cookie is available in the response, the cookie is used when making succeeding requests to the website. Handshake only works for web server authentication.</p>
handshakeUrl	<p>This attribute specifies the URL for the website from which the HP OpenView Integration portlet will send and receive data. The handshake attribute must be set to “yes”.</p>
windowName	<p>This attribute specifies the name of the window into which the content should be displayed.</p>
showAsButton	<p>This attribute applies only if displayMethod is set to anchor. If showAsButton is set to yes, the link is shown as a button at the bottom of the portlet rather than a link. The default value is no. Possible values are: yes, no, YES, NO, 0, 1</p>

XmlTranslation Element Attributes

Table 16 list the attributes that can with used with the `XmlTranslation` element. Parameter substitution can be used with the `xmlHref` and `xslHref` elements as described in [Using Variables to Access Operations View Data](#) on page 106.

Table 16 XmlTranslation Attributes

Attributes	Description
xmlHref	<p>A required attribute, <code>xmlHref</code> defines the XML data to display through the submodule. This value can be a URL or a file. Use URL if the XML data is on the same system or accessible through the network. The file path can be absolute (starting from the root directory). Alternatively, you can use <code>\$CONF_DIR</code> to reference files relative to the Operations View installation directory.</p> <p>Examples:</p> <pre>xmlHref="http://machine.corp.com/myData.xml "</pre> <pre>xmlHref="C:/temp/myData.xml "</pre>
xslHref	<p>A required attribute, <code>xslHref</code> defines the XSL transformation to use to display data in the submodule. The XML data specified by <code>xmlHref</code> is transformed by XSLT in the <code>xslHref</code> attribute and the resulting output is displayed in the portal.</p> <p>The value of <code>xslHref</code> can be a URL or a file. Use URL if the XSLT resides on a different server. Simply use the file path if the XSLT is on the same system or accessible through the network. The file path can be absolute (starting from the root directory). Alternatively, you can use <code>\$CONF_DIR</code> to reference files relative to the Operations View installation directory.</p> <p>Examples:</p> <pre>xslHref="http://machine.corp.com/topPerformersOfTheDay.xsl "</pre> <pre>xslHref="C:/transformations/topPerformersOfTheDay.xml "</pre>
type	<p>A required attribute, <code>type</code> is a MIME type of the output generated after applying an XSL transformation to XML data. For example, <code>type</code> can be set to <code>text/plain</code> or <code>text/html</code>.</p>

EmbeddedHtml Element Attributes

Table 17 list the attributes that can with used with the EmbeddedHtml element.

Table 17 EmbeddedHtml Attributes

Attributes	Description
data	The value of this attribute contains HTML for output constrained by the conventions outlined in The Embedded HTML Content Option on page 103.

GlobalParms Element Attributes

The GlobalParms element creates a portlet preference that end users can modify. For more information, see [Making Portlet Preferences User Editable](#) on page 109.

[Table 18](#) list the attributes that can with used with the GlobalParms element.

Table 18 GlobalParms Elements

Element	Description
TextParm	An optional child element of the GlobalParms element. When defined within the GlobalParms element, TextParm element defines a parameter that will be applied to all submodules within an HP OpenView Integration portlet. The portal provides the interface an end user to edit this parameter. (The portlet must be editable.)
OptionParm	An optional child element of the GlobalParms element. OptionParm element defines an option parameter that will be applied to all submodules within an HP OpenView Integration portlet. The option parameter is a parameter with predefined values (options) that a user can choose from. The portal provides the interface for a user to choose the value of this parameter from the drop-down list. (The portlet must be editable.) The OptionParm element must contain at least one Option element.

TextParm Element Attributes

Table 19 list the attributes that can with used with the TextParm element, a child of the GlobalParms element.

Table 19 TextParm Attributes

Attributes	Description
prompt	<p>A required attribute. Specifies the prompt for the parameter entry. Prompt will be displayed during parameter editing and it should clearly identify the parameter for a user.</p> <p>For example,</p> <pre>prompt="Host name: " prompt="Enter name of NNM station:"</pre>
name	<p>The required attribute. The name of the parameter. This name preceded by the dollar sign \$ can be used in fileName, commandLine, href, or auth attribute. The portal replaces this \$name by the parameter value before accessing the file or the URL or executing the command.</p>
value	<p>The default value of the parameter. The parameter (\$name) in fileName, href or commandLine will be replaced by this value (the value of the value attribute) before accessing the file or the URL or executing the command.</p>

OptionParm Element Attributes

Table 20 list the attributes that can with used with the OptionParm element, a child of the GlobalParms element.

Table 20 OptionParm Attributes

Attributes	Description
prompt	<p>The required attribute. The prompt for the parameter entry. Prompt will be displayed during parameter editing and it should clearly identify the parameter for a user.</p> <p>For example, prompt="Host name:" prompt="Choose name of NNM station:"</p>
name	<p>The required attribute. The name of the parameter. This name preceded by the dollar sign \$ can be used in fileName, commandLine, href, or auth attribute. The portal replaces this \$name by the parameter value before accessing the file or the URL or executing the command.</p>
value	<p>The name of a default option. The name of an option that define the default value of the parameter. The option with this name must be defined i.e. Option element with this name must be contained in this OptionParm element.</p> <p>The parameter (\$name) in fileName, commandLine, href, or auth will be replaced by the value of this option before accessing the file or the URL or executing the command.</p>
Option	<p>A child element of OptionParm element. The Option element defines one of options for the parameter, that is, one of the values that the parameter can take. There must be at least one Option element defined (contained in) for an OptionParm element.</p>

Option Element Attributes

Table 21 list the attributes that can with used with the `Option` element, a child of the `OptionParm` element.

Table 21 Option Attributes

Attributes	Description
name	A required attribute of the <code>Option</code> element, specifies the name of the option. This name will be displayed in the drop-down selection list to identify the option.
value	A required attribute of the <code>Option</code> element, specifies the default value of the option. If the parameter has this option value (that is, if the option is selected), the parameter in <code>fileName</code> , <code>href</code> , or <code>commandLine</code> will be replaced by this value (the value of the <code>value</code> attribute) before accessing the file or URL or executing the command.

D Tips for Working with Jetspeed 2.1.1 and BEA WebLogic 8.1

This appendix contains information that pertains to Apache Jetspeed version 2.1.1 and BEA WebLogic version 8.1. You might find this information useful when configuring and maintaining your portal server. For the most accurate information on using Jetspeed, see the Jetspeed portal server documentation. For the most accurate information on using BEA WebLogic, see the BEA WebLogic portal server documentation.

Using the Default Jetspeed Software

- ▶ The information in this section is for a third-party product, Apache Jetspeed portal server. This product is not developed by Hewlett Packard and may change without notice. The information in this appendix is meant to be a general introduction to help you be successful using Jetspeed. Other useful resources for information on Jetspeed are available at:

<http://portals.apache.org/jetspeed-2/guides/index.html>

The default portal server provided with HP Operations Dashboard is Jetspeed version 2.1.1. This portal server provides some canned demonstrations of Operations View portlets and has been branded with an HP Software look and feel.

Accessing the default portal server: **`http://hostname:18080/jetspeed/portal`**

Administrator user name: **`admin`**

Default administrator password: **`admin`**

To launch the default portal server, follow these steps:

- 1 Open a supported web browser.
- 2 In the web browser, enter the following URL:

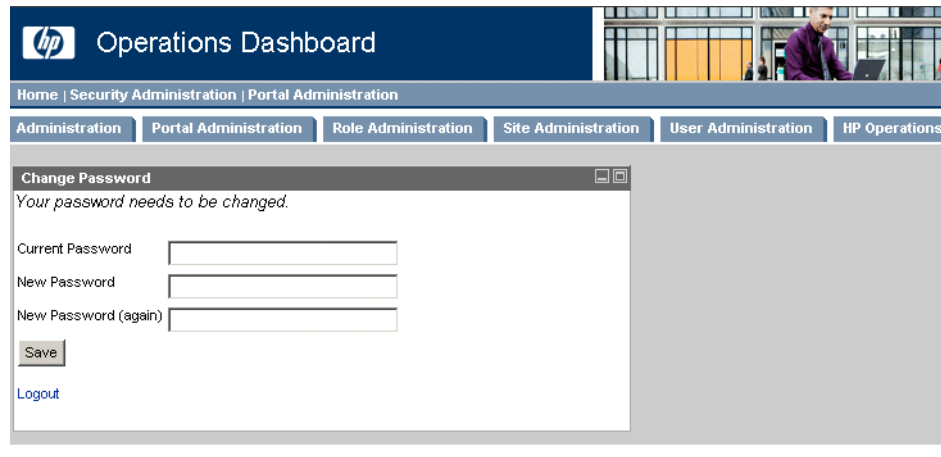
`http://hostname:18080/jetspeed`

Where *hostname* is the fully qualified name of the computer on which Operations View is installed. If the web browser is running on the same computer as Operations View, you can use localhost for the hostname.

18080 is the default port for the Jetspeed portal server. If you changed the Jetspeed port number during Operations View installation or by using the Operations View Administrator Tool, use the appropriate value in place of the default.

- 3 At the top right of the portal view, log in to the portal server. By default, the login information is as follows. Your Jetspeed installation may require different login information.
 - User name: **admin**
 - Password: **admin**

If you log in the Jetspeed portal for the first time as the admin user, portal server prompts you to change the password as shown in the following figure.



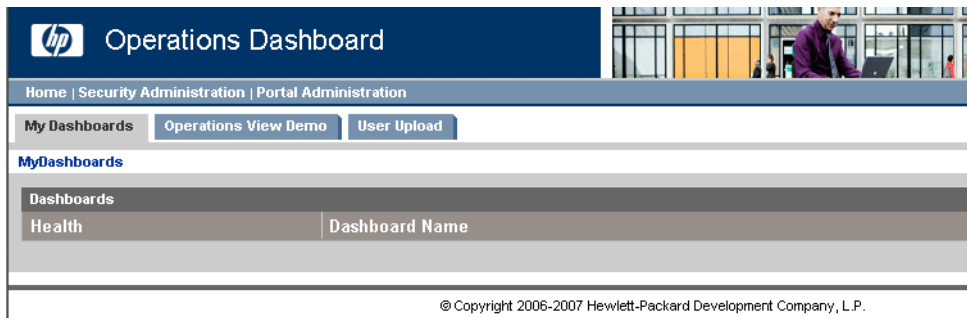
The screenshot shows the HP Operations Dashboard interface. At the top, there is a navigation bar with the HP logo and the text 'Operations Dashboard'. Below this is a secondary navigation bar with links for 'Home', 'Security Administration', and 'Portal Administration'. A main navigation bar contains tabs for 'Administration', 'Portal Administration', 'Role Administration', 'Site Administration', 'User Administration', and 'HP Operations'. The central content area displays a 'Change Password' form. The form has a title bar with a close button. Below the title bar, it says 'Your password needs to be changed.' There are three input fields: 'Current Password', 'New Password', and 'New Password (again)'. Below the input fields is a 'Save' button and a 'Logout' link. The footer of the page contains the copyright notice: '© Copyright 2006-2007 Hewlett-Packard Development Company, L.P.'

Change the password and click **Save**.

Setting Up Users, Roles, and Groups within Jetspeed

The Jetspeed administrator has access to a variety of administrative settings, including security for setting up users, roles, and groups. Log in as admin in the portal server. The post login screen appears as shown in [Figure 17](#).

Figure 17 Post Login Screen



Click the Security Administration tab. The Security Administration page appears as shown below.

hp Operations Dashboard

Home | Security Administration | Portal Administration

User Management Role Management Group Management Constraints Permissions SSO Management

User Browser

User
admin
devmgr
guest

0 of 3 Go Refresh

Search Filter:

User Detail Information

Add User

New User Name:

Password:

Change Password on first Login:

Default Role: user

Profiling Rule: j2

Subsites:

Add User

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▶ The Security Administration tab appears only if you have logged in as the Admin user. No other user, even if the user has been assigned the admin role, has permissions to set portal security.

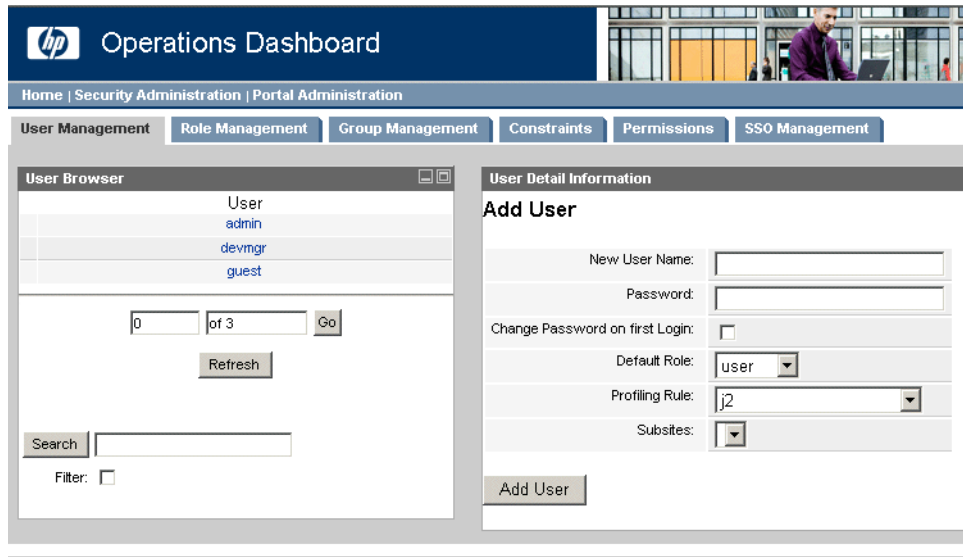
The Security Administration tab provides access to other pages for setting up users, roles, groups, constraints, permissions, and SSO management.

Adding Users

To add a new user in Jetspeed, perform the following steps.

- 1 Click the User Management tab in the Security Administration screen.

- 2 The User Browser and User Detail Information portlets display as shown in the following figure.

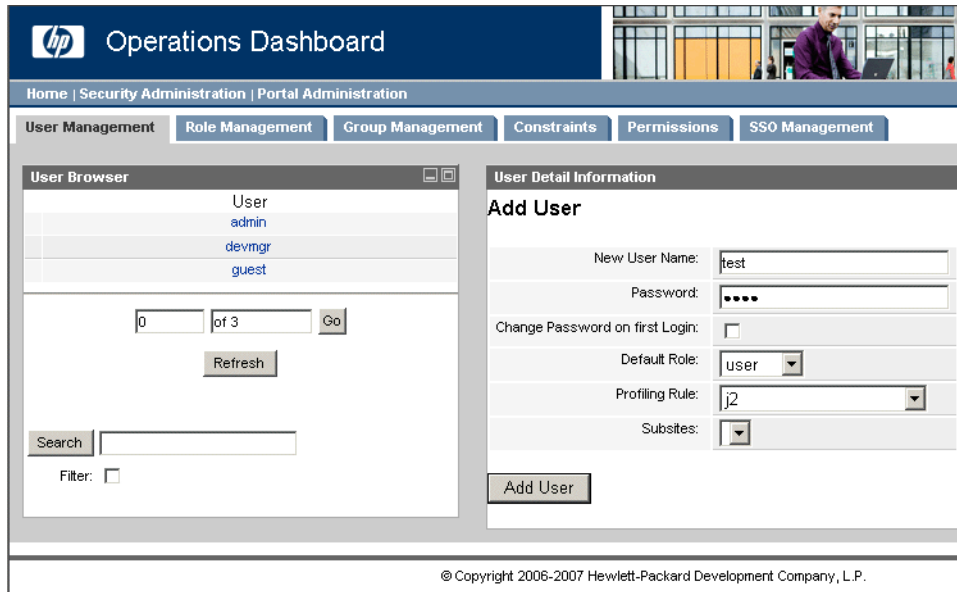


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These portlets are as follows:

- **User Browser:** Displays a list of all portal server users. The admin, devmgr, and guest users are default users.
- **User Detail Information:** Allows you to add or remove users and displays the details of selected user.

- 3 In the User Detail Information portlet, type new user name, password, role and other options.



- 4 Click Add User. The user is added in the User Browser portlet.

The screenshot shows the HP Operations Dashboard interface. At the top, there is a navigation bar with the HP logo and the text 'Operations Dashboard'. Below this, there is a secondary navigation bar with links for 'Home', 'Security Administration', and 'Portal Administration'. The main content area is divided into several tabs: 'User Management', 'Role Management', 'Group Management', 'Constraints', 'Permissions', and 'SSO Management'. The 'User Management' tab is active, and it contains two portlets. The 'User Browser' portlet on the left shows a table of users with columns for 'User' and 'Action'. The users listed are 'admin', 'devmgr', 'guest', and 'test'. Below the table are search and pagination controls, including a 'Search' field, a 'Filter' checkbox, and a 'Go' button. The 'User Detail Information' portlet on the right shows details for the selected user 'test'. It includes a 'Principal' field with the value 'TEST', a 'Password' field, and a 'Name Value' section with 'Update' and 'Remove' buttons. At the bottom of the portlet are 'Add' and 'Add New User' buttons. The footer of the dashboard contains the copyright notice: '© Copyright 2006-2007 Hewlett-Packard Development Company, L.P.'

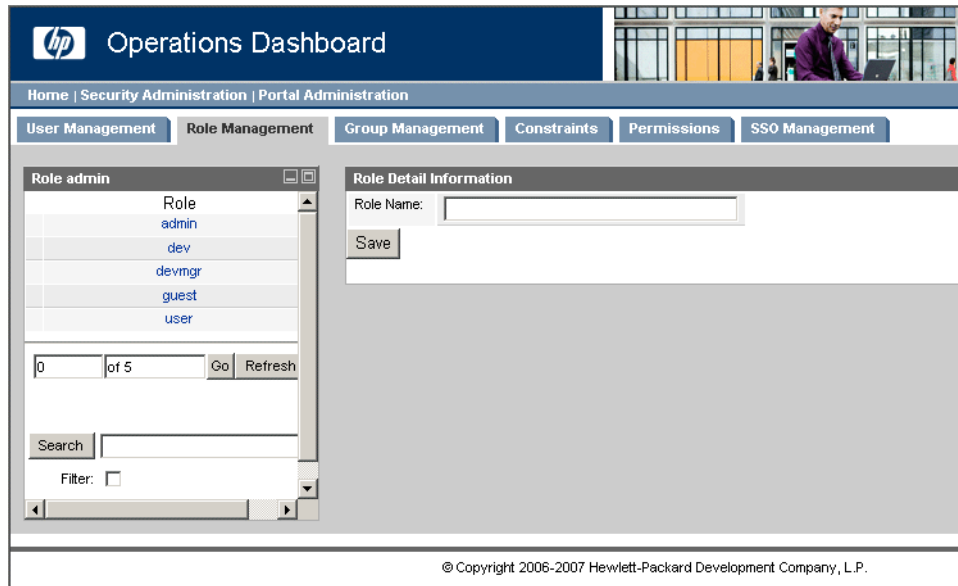
- 5 You can change the password, role, and group of the user by clicking the appropriate link in the User Detail Information portlet.

Adding Roles

To add a new role in the portal server, perform the following steps.

- 1 Click the Role Management tab in the Security Administration screen.

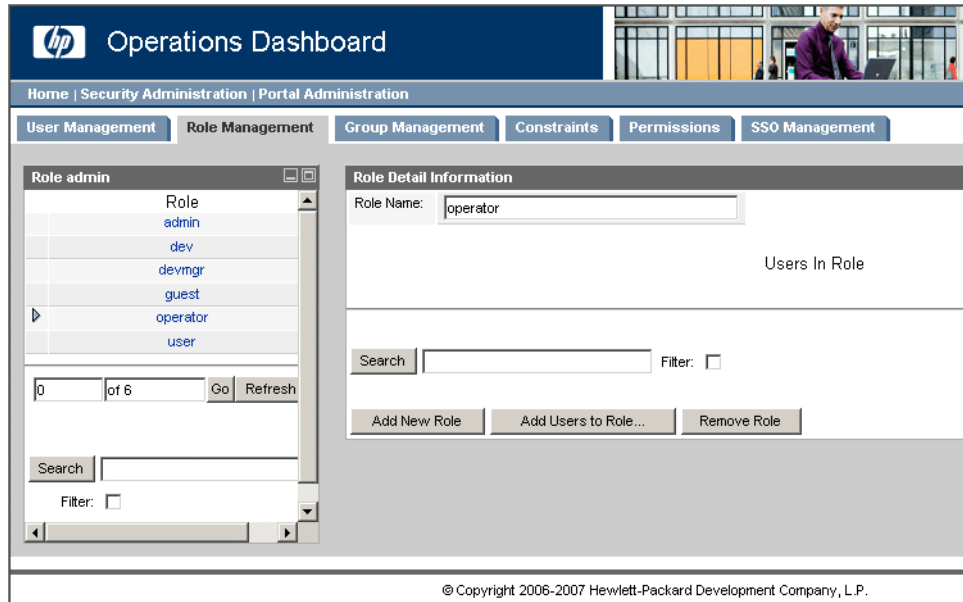
- The Role Admin and Role Detail Information portlets display as shown in the following figure.



These portlets are as follows:

- **Role Admin:** Displays a list of all roles. The admin, dev, devmgr, guest, and user are default roles.
- **Role Detail Information:** Allows you to add or remove roles and displays the details of selected role.

- 3 In the Role Detail Information portlet, type new role name and click Save.



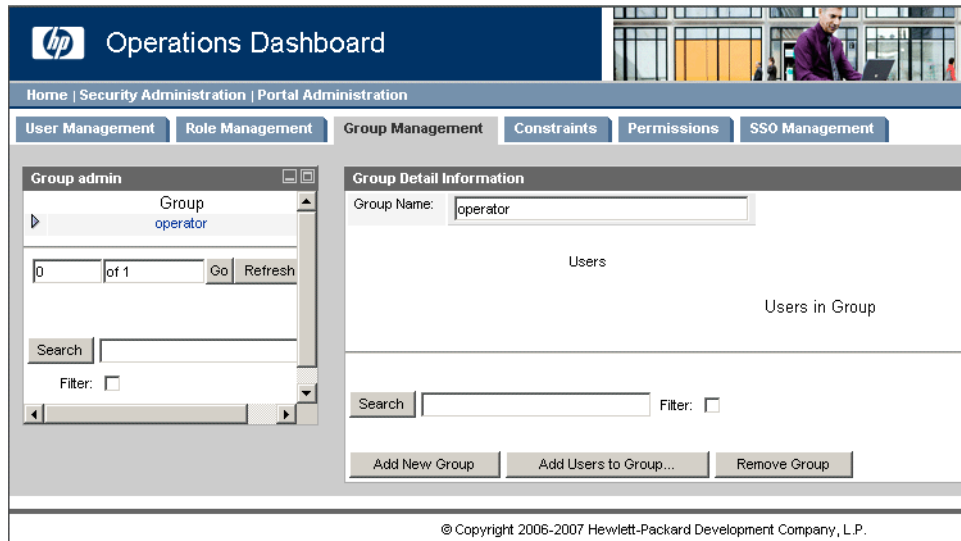
- 4 You can search roles, add users to the role, and remove roles by clicking the appropriate buttons in the Role Detail Information portlet.

Adding Groups

To add a new group in the portal server, perform the following steps.

- 1 Click the Group Management tab in the Security Administration screen.
- 2 The Group Admin and Group Detail Information portlets display
 - Group Admin: Displays a list of all groups. By default, no group is available in the portal server.
 - Group Detail Information: Allows you to add or remove groups and displays the details of selected group.

- 3 In the Group Detail Information portlet, type new group name and click Save.



- 4 You can search groups, add users to the group, and remove groups by clicking the appropriate buttons in the Group Detail Information portlet.

Constraints

Security constraints are a combination of security permissions. For example, you may want to create a new security constraint called users, where you want to give view access for all users, and view, and edit access for all admins.

You can use constraints for granting security restrictions to individual pages or folders.

For more information on security constraints, refer the following document:

<http://portals.apache.org/jetspeed-2/guides/guide-security-declarative-psml.html>

Permissions

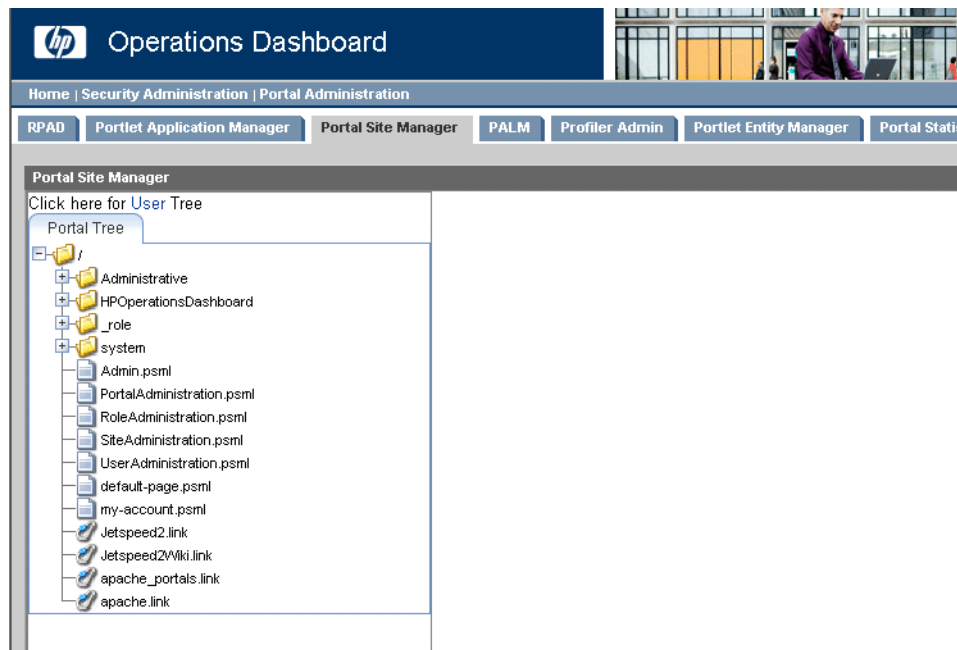
You can configure permissions for various Jetspeed entities, such as portlets, folders, and pages. You can use this page to assign permissions only to a particular set of users or roles for a portlet.

Maintaining Portal Views and the Default Home Page

Portal views within jetspeed are stored in PSML (Portal Structure Markup Language) files. Information on PSML files is available from Apache at <http://portals.apache.org/jetspeed-2/guides/guide-psml.html>. These files contain information such as how many tabs are to be displayed, what the tab names are, the individual page layouts (one, two, three column), and where portlets are to be placed on a page.

To work with PSML files, log in to the portal using the admin user id. Navigate the Portal Administration tab -> Portal Site Manager tab. The Portal Site Manager appears shown in [Figure 18](#).

Figure 18 Portal Site Manager

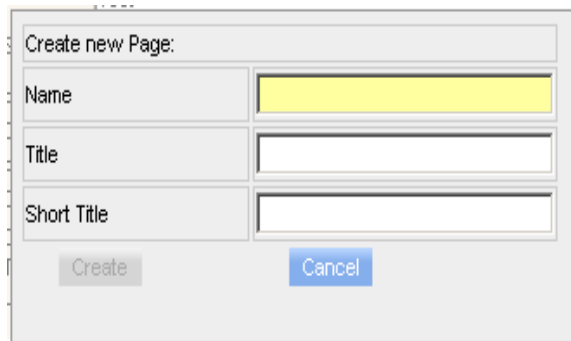


Depending upon the locale of your portal audience, the portal default homepage is the PSML file `<installdir>/nonOV/dashboard/jetspeed/2.1/webapps/jetspeed/WEB-INF/pages/default-page.psml`. (This file might vary depending upon the locales of the portal server. See the Apache documentation on PSML locators at **<http://portals.apache.org/jetspeed-2/guides/guide-psml.html>** for information.)

Creating a New PSML File

To create a new PSML file, follow these steps:

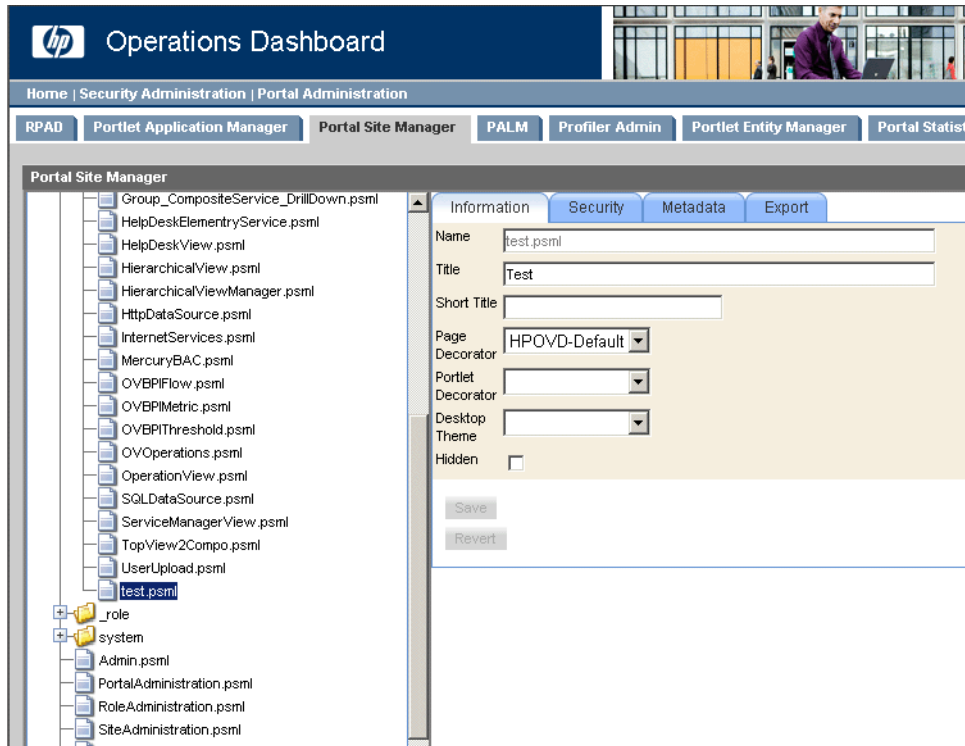
- 1 Right click HPOperationsDashboard from the portal tree displayed in the Portal Site Manager portlet.
- 2 Select New Page from the popup menu. The Create New Page dialog box appears.



The image shows a 'Create new Page' dialog box with the following fields and buttons:

Create new Page:	
Name	<input type="text"/>
Title	<input type="text"/>
Short Title	<input type="text"/>
<input type="button" value="Create"/> <input type="button" value="Cancel"/>	

- 3 Type the name, title, and short title for the new PSML page and click Create. The new PSML page is added to the portal tree.



- 4 In the right pane, you can set the following properties of the PSML page.
 - Information: enables you to set page decorator, portlet decorator, desktop theme and so on.
 - Security: enables you to add security constraints to a page.
 - Metadata: enables you to add meta data for a page in multiple languages.
 - Export: enables you to export the PSML file.
- 5 Click **Save**.

Portal site manager shows the new page.

Removing the Demonstration Content

The default PSML homepage file provided contains a tab of Operations View Demos. If the admin user locates the default PSML homepage, this entire tab (and all content contained within) can be removed. Additionally, you might choose to add and/or remove additional content to create a default homepage customized for your environment.

Setting up BEA Portal Security

When creating a portal in BEA WebLogic, there is no login / logout mechanism automatically provided. This security mechanism is dependent upon how BEA is set up, but there is a sample login portlet that can be used with the default BEA security mechanism. This portlet is called the Login Director Portlet.

If you want a secure portal deployment that uses the default BEA security mechanism, follow the BEA WebLogic instructions to make the Login Director Portlet available to other portlet projects. This information is available at:

<http://e-docs.bea.com/workshop/docs81/doc/en/portal/samples/loginDirector.html>

The BEA WebLogic mechanism of granting and denying permission to items within the portal is called **entitlements**. The BEA portal administration tool provides a web interface for setting up this configuration, and users should consult BEA documentation on Entitlements and BEA portal security concepts.



If you do not include any type of portal login mechanism, you will want to disable portlet preference editing through BEA entitlements and make sure that a filter assignment is set to Allow All Users (Including Anonymous Access).

Glossary

A

access privilege

A permission granted to a principal to perform a specific operation or business function. Also called entitlement.

authentication

The process by which a user identifies and validates him/herself to the portal server.

authentication provider

A configured component of the portal server that authenticates users who attempt to use the system.

authorization

The granting of access privileges to an authenticated user. The granted access privileges determine what the user can see and do while logged in to the portal server.

B

bookmark

A link to content that can be displayed in a web browser.

bookmark group

A named list of one or more bookmarks.

C

configuration

The combination of software parameters and attributes that determine the way the software works, the way it is used, and how it appears.

configuration file

A file that contains specifications or information that can be used for determining how a software program should look and operate.

configure

To define and modify specified software settings to fulfill the requirements of a specified environment, application, or usage.

customer

An entity (person or organization) that receives services offered by a service provider.

customer data filtering

The use of attributes as a mask for constraining the data that is to be acted on, used, or displayed in the user interface. In HP Operations Dashboard Operations View, customer data filtering is one aspect of a filter assignment.

customer model

A mapping of customers to resources, where resources are associated hosts, interfaces, or services.

customer model source

A configured URL or file that provides the mappings or partial mappings of customers to resources.

customize

To design, construct, or modify software to meet the needs and preferences of a particular customer or user. For HP Operations Dashboard Operations View, customizing is synonymous with assigning to customers what will be displayed to them. Operations View customization tasks include customizing content, customer filtering, and the setting of options.

customization

The process of designing, constructing, or modifying software to meet the needs and preferences of a particular customer or user.

D**desktop**

A BEA WebLogic term. See [portal view](#).

E**entitlement**

A BEA WebLogic term. See [access privilege](#).

extend

The act of increasing the capabilities, scope, or effectiveness of a program. The capabilities of HP Operations Dashboard Operations View can be extended through the HP OpenView Integration portlet.

extensible

Capable of being extended.

F**filter**

A set of attributes and values that act as a pattern or mask through which data is passed. Filters allow matching-relevant information to be extracted and acted on while non-matching-irrelevant information is blocked.

filter assignment

The security mechanism that defines what data is displayed through the portal.

J

JDK

Java 2 Software Development Kit. Also called J2SDK.

JAR file

Java archive file. Contains compiled Java classes and the associated data that can constitute a program.

JSP

Java server page

JSR168

The technical specification that defines interoperability between portlets and portal servers. The HP Operations Dashboard Operations View portlets are JSR168-compliant. For more information, refer to the Java Community Process website.

JVM

Java virtual machine

M

management station

A computer on which one or more management software products runs.

message

A communication using text and/or images. In HP Operations Dashboard Operations View, messages are presented to customers via the Operations View Message Board portlet.

message content

The information that is presented in a message. Message content may include text and/or graphics.

N

navigation aid

A link on a portal page that allows navigation to another portal page. Navigation aids can appear as tabs across the top of a portal or as a list along the side of a portal. Similar types of portlets can be grouped together and accessed from a single navigation aid.

NNM

HP OpenView Network Node Manager

O

operator

The role of a person who uses a management application to perform a specified subset of management tasks.

OVIS

HP OpenView Internet Services

OVO

HP OpenView Operations

OVPI

HP OpenView Performance Insight

OVPM

HP OpenView Performance Manager

OVR

HP OpenView Reporter

OVSD

HP OpenView Service Desk

OVSN

HP OpenView Service Navigator

P**page**

A single display or presentation of information on the World Wide Web. Typically, a web page consists of an HTML file, referenced graphics files, and associated scripts.

PDF

Portable Document Format

port

A location for passing information into and out of a network device.

portal

A web site that provides a variety of different types of information and serves as a gateway to other web sites. HP Operations Dashboard Operations View provides portlets that can be incorporated into a portal. See [portal server software](#).

portlet application

A group of JSR 168-compliant portlets combined with functionality that is specific to the target portal server product. Packaged in a WAR file and viewed through its portlets. Also called “portal project.”

portal server

The computer that hosts the portal server software.

portal server software

A program that acts as the basic structure to support other software portlets or programs that provide additional functionality for the user. HP Operations Dashboard requires the use of a supported third-party portal server software product.

portal view

A set of portlets, navigation aids, and view properties within a portal. A portal view can be shared by multiple users. A Jetspeed portal view configuration is maintained in a PSML file. A BEA WebLogic portal view is called a “desktop.”

portlet

A self-contained software component that performs a specific type of task or provides for the presentation of a specific type of data. Portlets can interact with one another and with other software. In Operations View, portlets present specific sets of functionality to the user through the portal framework. Examples of portlets include the Message Board, Service Browser, Network Device Health, and the Alarm Portlet.

portlet initialization parameter

A portlet configuration parameter that is set in the Operations View Administrator Tool and cannot be changed by portal view users. Each user of a given portlet always sees the same results of the portlet initialization parameters.

portlet mode

That which determines the operations that are available to a portlet user through the portal interface. Operations View supports three distinct portlet modes: edit, view, and help. The edit mode allows portlet users to change the portlet configuration. The view mode allows portlet users to see the portlet. The help mode allows portlet users to access portlet help information.

portlet preference

A portlet configuration parameter that is set in the Operations View Administrator Tool and can be modified by portal view users who have the edit portlet mode.

PSML

Portal Structure Markup Language. See [portal view](#).

R

role

That which defines what a user can see and do through the portal at a particular point in time. A role can be shared by multiple users.

S

SMART Plug-In (SPI)

Prepackaged software that installs into a management console and provides management capabilities specific to a given type of business application, database, operating system, or service.

SPI

See [SMART Plug-In \(SPI\)](#).

SQL

Structured Query Language

SSL

Secure Sockets Layer

system administrator

The role of a person who does configuration and maintenance on a computer system or the software on the system.

U

URI

Uniform Resource Identifier

URL

Uniform Resource Locator

user

A person who uses a software application, a computer or service. A user can have one or more roles. For example, a network administrator or operator role.

user preferences

The attributes that are associated with a specific user.

W**WAR file**

Web application archive file. A specially structured JAR file that contains the functionality to deploy and support a portlet application. Contains the web.xml and portlet.xml deployment descriptor files. Might also contain JSPs, servlets, and other data.

X**XML**

Extensible Markup Language

XSL

Extensible Style Sheet Language

XSLT

Extensible Style Sheet Language Transformations

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