

HP Operations Dashboard

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

Software Version: 2.10

Migration Guide

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Software Release Date: August, 2007



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Documentation Roadmap

Figure 1 on page 8 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.

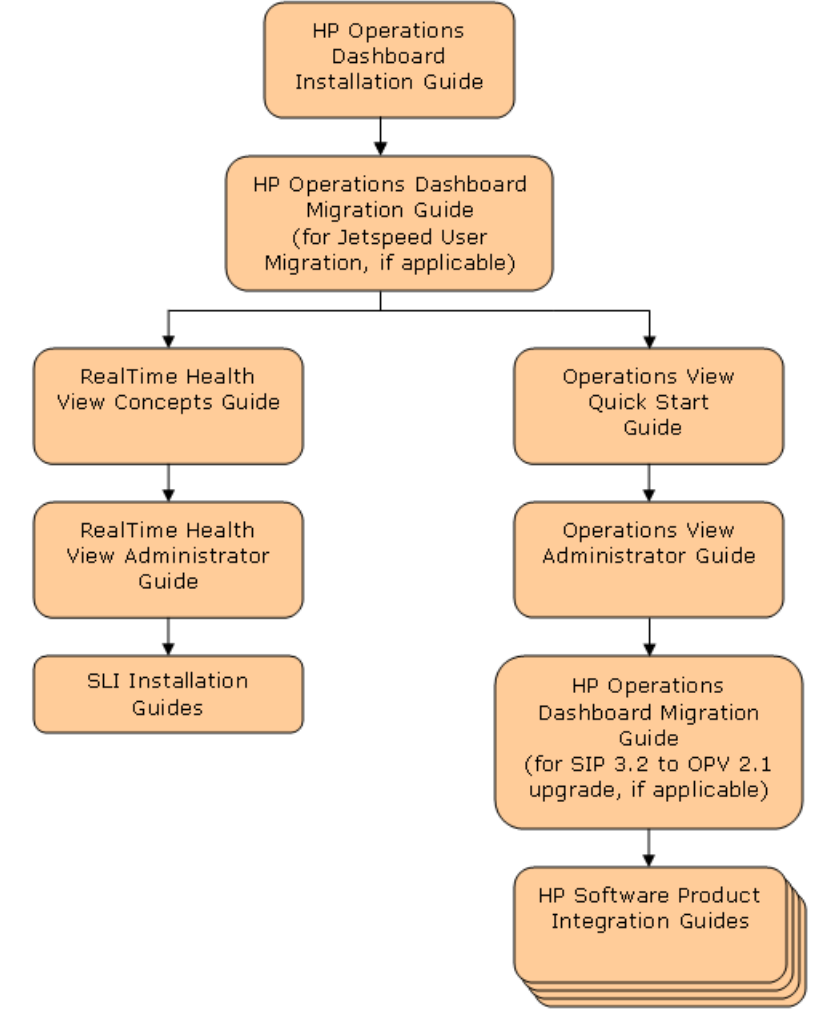
HP Operations Dashboard RealTime Health View

- 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 13.

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

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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

Migration process in HP Operations Dashboard includes the following migrations:

- HP OpenView Service Information Portal 3.2 to Operations View 2.1
- HP OpenView Dashboard 2.0 to HP Operations Dashboard 2.1

SIP to Operations View Migration

If your company has not used SIP, this part of migration does not apply to you.

If your company currently runs SIP, you might want to migrate your SIP configuration to Operations View. The alternative to migration is to build your Operations View configuration by hand.

The Operations View Migration Wizard copies SIP configuration files to their appropriate locations on the Operations View computer and updates these files as necessary to match the Operations View file formats. The Operations View migration tool can automate much of the work for migrating your SIP configuration. You will complete the process by using the Operations View Administrator Tool and your portal server software tools.

Your approach to migration will be specific to your environment. This manual explains the support for migration provided with Operations View and helps you decide on the best way to carry out your migration in your environment.

It is helpful to be familiar with the following topics before beginning to migrate your SIP configuration:

- The current SIP version 3.2 configuration. Understanding how SIP is configured can make it easier to determine how the migrated configuration will function.

- 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.
- Your portal server software tools. If you are using the embedded Apache Jetspeed portal server, the tutorial provides an introduction to these tools. If you are using BEA WebLogic, refer to that product's documentation for information about the portal configuration tools.

HP OpenView Dashboard 2.0 to HP Operations Dashboard 2.1 Migration

If your company has not used RealTime Health View and/or Operations View 2.0, this part of migration does not apply to you.

RealTime Health View 2.0 and Operations View 2.0 use Jetspeed 1.6 portal server. RealTime Health View 2.1 and Operations View 2.1 use Jetspeed 2.1.1 portal server. If you upgrade RealTime Health View 2.0 to RealTime Health View 2.1 or Operations View 2.0 to Operations View 2.1, you may want to migrate existing Jetspeed 1.6 users, roles, and groups to Jetspeed 2.1.1.

The users migration includes the following two tasks.

- Extracting users details from Jetspeed 1.6
- Uploading users details to Jetspeed 2.1.1

This manual is divided into the following sections:

- **SIP to Operations View Migration**, which contains the following chapters.
 - [Migration Process Overview](#) lists the prerequisites for migration and presents an overview of the migration process and available options.
 - [SIP and Operations View Comparison](#) compares the SIP and Operations View architectures and configurations and identifies the method for migrating each aspect of a configuration.
 - [Migration Use Options](#) discusses several viable approaches to migration.

- [Using the Migration Wizard](#) details the migration process.
- [Manual Steps for Migration](#) describes optional migration tasks that the Operations View Migration Wizard does not do.
- **HP OpenView Dashboard 2.0 to HP Operations Dashboard 2.1**, which contains the following chapters.
 - [RealTime Health View User Migration](#) describes the manual tasks for users, roles, and groups migration from Jetspeed 1.6 to Jetspeed 2.1 for RealTime Health View.
 - [Operations View User Migration](#) describes the manual tasks for users, roles, and groups migration from Jetspeed 1.6 to Jetspeed 2.1 for Operations View.
- [Best Practices](#) lists recommended best practices for migration.
- [Glossary](#) defines terms related to SIP and Operations View.

2 Migration Process Overview

Migration from HP OpenView Service Information Portal (SIP) version 3.2 to HP Operations Dashboard Operations View version 2.1 involves the following tasks:

- 1 Read and meet the prerequisites described in [Prerequisites](#).
- 2 Decide which SIP content to migrate to Operations View. For information, see [Chapter 4, Migration Use Options](#).
- 3 Run the Operations View Migration Wizard as described in [Chapter 5, Using the Migration Wizard](#).
- 4 (Optional.) Perform manual migration as described in [Chapter 6, Manual Steps for Migration](#).

After you have completed the migration process, you can use the Operations View Administrator Tool to expand and maintain the Operations View configuration.



The Migration Wizard overwrites some existing Operations View configuration files; therefore, complete migration before initiating new configurations in the Administrator Tool. For more information on the effects of specific aspects of running the Migration Wizard, see [Chapter 4, Migration Use Options](#).

Prerequisites

Before starting the migration process, you must meet all of the following prerequisites.

Software

The following software products are required to fully migrate a SIP configuration:

- SIP version 3.2. If you are running SIP version 3.0 or 3.1, you must first update to version 3.2 before migrating your configuration to Operations View.
- Operations View version 2.1. Operations View can be installed on the same computer as SIP or on another computer.
- A supported portal server software product. For Operations View version 2.1, the supported portal server software products are as follows:
 - Jetspeed version 2.1.1 (supplied with HP Operations Dashboard)
 - BEA WebLogic Portal Server version 8.1 with service pack 4

Access

The following access requirements must be met to fully migrate a configuration:

- The Operations View computer must be able to access the `SIPPath.properties` file and all SIP configuration files for the SIP deployment.
- You must have administrator or root access to the Operations View server.
- You must have administrator or root access to the portal server software.

Disk Space

The Dashboard server must have adequate disk space to store the migrated configuration files. The amount of disk space needed depends on the size of the configuration that you are migrating. As a minimum, ensure that you have enough disk space to hold the current SIP configuration *plus* additional space for storing migration staging and portlet application contents. The amount of additional space required increases each time you run the Migration Wizard.

To determine the size of the current SIP configuration, do the following on the SIP server:

- *Windows*: In the Windows explorer, navigate to `<install_dir>\SIP`, right-click `conf`, and then click **Properties**.
- *UNIX*: Use the following command to display the disk space usage in kilobytes:
`du -sk /opt/OV/SIP/conf`

Platform Support

Operations View supports migration on the same operating system only.

- If SIP 3.2 runs on the Windows operating system, you can migrate your module configurations to Operations View running on the Windows operating system.

For cross-system migration, map a drive on the Operations View server to the SIP configuration directory.

- If SIP 3.2 runs on a UNIX operating system, you can migrate your configurations to Operations View running on a UNIX operating system.

For cross-system migration, use NFS to mount the SIP configuration directory on the Operations View server.

If you are doing cross-system migration, you must modify a copy of the SIP 3.2 `SIPPath.properties` file to point to the remote drive. For information, see [Task 1: Prepare for Migration](#) on page 47.



Operations View migration does not support cross-platform migration between the Windows and UNIX operations systems.

3 SIP and Operations View Comparison

This chapter describes the differences between HP OpenView Service Information Portal (SIP) and HP Operations Dashboard Operations View. This chapter also relates the individual terms of a SIP configuration to those of an Operations View configuration.

Product Comparison

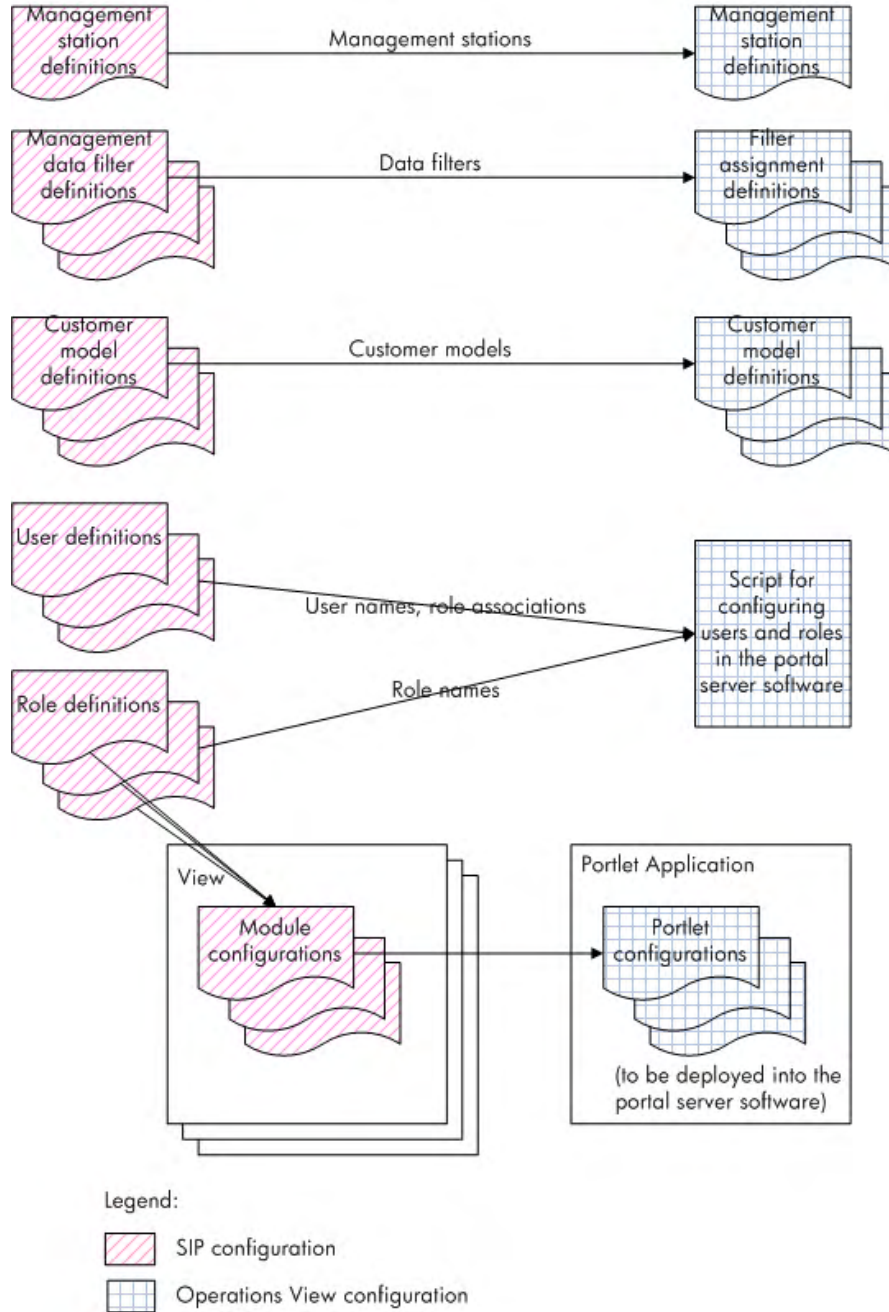
SIP includes an embedded portal server and the SIP Configuration Editor for configuring management stations and management data filters. You managed all stages of portal view development within the SIP portal server.

Operations View supports Jetspeed 2.1.1 and WebLogic 8.1 with SP 4 portal server products; therefore, the Operations View Administrator Tool manages the initial configuration and ongoing maintenance of the Operations View portlet applications that are available to the portal server product. You will use the third-party portal server product tools to create and manage the portal users, roles, and views.

The Operations View Migration Wizard migrates the core functionality of your SIP configuration to the Operations View formats. This section describes the important differences between SIP configuration and Operations View configuration.

[Figure 2](#) on page 27 shows the types of SIP data that can be migrated to Operations View and indicates the migration results. The following sections explain the Operations View terms, and [Table 3](#) on page 31 summarizes the differences between SIP and Operations View terminology.

Figure 2 SIP to Operations View Comparison



Management Stations

A management station definition identifies a computer on which one or more management software products runs. It also specifies parameters for connecting to the management products on that computer.

This definition is very similar in both SIP 3.2 and Operations View.

The migrated management station information is available in the Management Stations folder in the Administrator Tool.

Filter Assignments

A filter assignment associates one or more portal server roles with the customer data these roles are permitted to view. The Operations View filter assignment serves the same purpose as the management data filter in SIP. HP has changed the way it references this concept to stress that a filter assignment does not directly filter the available data. Instead, it specifies the intersection of the customer data model and the assigned portal server roles.

The migrated management data filter information is available in the Filter Assignments folder of the Data Filters folder in the Administrator Tool.

Organization

An organization is the logical group of resources, such as nodes and services. Typically, an organization relates to a group of users in the portal and lists the resources these users can access.

This definition is the same in both SIP 3.2 and Operations View.

The migrated organization information is available in the Customer Model Sources folder in the Data Filters folder in the Administrator Tool.

Customer Models

A customer data model maps organizations to their available resources. This concept is the same in SIP and Operations View.

The migrated customer model information is available in the Customer Model Sources folder of the Data Filters folder in the Administrator Tool.

Users, Roles, and Groups

In SIP, only one portal view can be associated with a given role, and a separate role is required for each user who wants to customize the look and feel of the portlets in the view. With Operations View, the portal server supports multiple users each uniquely customizing the look and feel of the view. If your SIP environment includes multiple roles that access the same view, you might be able to reduce the number of roles that access portal views.

Users, roles, and groups are now managed by the portal server software, and the portal server supports portal view personalization per user. Each role now 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.

The migration data is not available in the Administrator Tool. Instead if you select to migrate users and/or roles, the Migration Wizard creates a script containing the SIP user and role names. You can use this script to import your user and role information into your portal server.

Portlet Applications

In Operations View, a portlet application is a group of JSR168-compliant portlets combined with functionality that is specific to the target portal server product. It is the portlet application that is deployed to the portal server. Within the portlet application are the portlets that can be used within a portal view.

This concept is not available in SIP 3.2.

Each use of the Migration Wizard migrates the selected SIP modules into a single portlet application within the Administrator Tool. You can then use the Administrator Tool to manage these portlets.

Portlets

When referring to functional components of a portal view, Operations View uses the term portlet while SIP uses the term module. The use and purpose of a portlet has not changed from the use and purpose of a module, but the implementation has changed.

In SIP, a module is the intersection of the SIP-supplied integration functionality, with configuration inferred from the view definition, and the role properties.

In Operations View, a portlet is simply the Operations View-supplied integration functionality with standards-based configuration information for JSR168 portlets. The role and view information comes into play at the portal configuration, which is outside the scope of Operations View. *It is important to understand this distinction during the migration process.*

The portlets within a given portlet application must each be uniquely named. The Migration Wizard assigns a unique name to each portlet during the migration process.

The migrated portlets are available in the migrated portlet application folder within the Administrator Tool.

Portal Views

Portal view are now managed by the supported third-party portal server products. These portal server products offer many portal view configuration options that were not available in SIP. For example, a single portal view can contain multiple portlets, each of which might have several associated management data filters. Thus, multiple users can access the same portal view but see only the data to which they have access.

In Jetspeed, all users of a given portal view see the same portlet customizations within the constraints of the filter assignments. A portlet that appears in multiple portal views can be customized uniquely in each portal view.

In BEA WebLogic, each user can customize his or her version of the portal view without impacting any other user of the same portal view.

Because portal view configuration is specific to the portal server, the Migration Wizard does not migrate SIP portal views. You will use the portal server software tools to build new portal views for the Operations View environment. These new portal views can take advantage of the additional portlets provided with Operations View.

Table 3 Product Terminology Comparison Summary

SIP Term	Operations View Term	Comments
Management station	Management station	
Management data filter	Filter assignment	
Customer model	Customer model	The customer model concept has not changed.
Users, roles, and groups Only one portal view can be associated with a given role, and a separate role is required for each user who wants to customize the look and feel of the portlets in the view.	Users, roles, and groups The portal server supports multiple users each uniquely customizing the look and feel of the view.	Users, roles, and groups are now managed by the portal server software product.
SIP	Portlet application	Each use of the Migration Wizard migrates the selected SIP modules into a single portlet application. Note that data filters and customer models are also migrated.
Module	Portlet	
View	Portal view	Portal views are now managed by the portal server software product.

What is Migrated

The Operations View Migration Wizard migrates the core functionality of your SIP configuration to Operations View.

Figure 2 on page 27 shows the types of SIP data that can be migrated to Operations View and indicates the migration results. Table 4 expands on the information presented in the figure.

Table 4 SIP Data Available for Migration to Operations View

SIP Data Migration Input	Operations View Data Migration Output
Management station definitions file (conf/share/stations/mgmtStations.xml)	Management station definitions file Available in the Management Stations folder in the Administrator Tool
Management data filter definition file(s) (conf/share/roles/*.xml)	Filter assignment definition file(s) Available in the Filter Assignments folder in the Data Filters folder the Administrator Tool
Customer model definition file(s) (conf/share/organizations/*.xml)	Customer model definition file(s), including the NNM Simple Customer Model Available in the Customer Model Sources folder in the Data Filters folder in the Administrator Tool
User definitions (conf/share/users/*.xml)	An XML file can be uploaded to update the portal server database with the user and/or role definitions. If both users and roles are migrated, this XML file also includes the associations between users and roles.
Role definitions (conf/share/roles/*.xml)	
View definitions (conf/share/views/*.xml)	Not migrated
Module configurations (conf/share/modules/*/*.xml)	Portlet configurations Available in the folder for the portlet application in the Portlet Applications folder in the Administrator Tool

Table 4 SIP Data Available for Migration to Operations View (cont'd)

SIP Data Migration Input	Operations View Data Migration Output
Module help files (htdocs/C/help/SIP/*.html)	Not migrated

What is Not Migrated

This section lists the portions of the SIP configuration that must be migrated manually.

Portal Views

With Operations View, user-specific preferences allow a single portal view to share many configurations, and a single portlet can have many different filters applied against it. You will probably need fewer portal views with Operations View than you used with SIP.

Use the portal server software tools to design your portal views utilizing the migrated portlets. You might want to refer to the SIP views during this process.

Help Files

Each migrated portlet configuration includes a reference to the standard Operations View help topic for that portlet. If the SIP configuration includes customized help content, you can modify portlet configurations to use this customized content.

For information on migrating custom help content, see [Help File Migration](#) on page 58.

Images

Manually migrate any images used in SIP message board or generic modules. Copy the image files to the Operations View server, and then modify your portlet configuration to reference the new location for the image files.

Formatting and Skin Files

Manually migrate any formatting and skin files such as cascading style sheets (CSS). Copy these files to the Operations View server, and then modify the respective configuration to reference the new location for the files.

Authentication and Authorization

The benefits of implementing portal server security include the following:

- Security prevents unauthorized users from viewing portal content.
- Portal view customizations can be saved for an authenticated user but not an anonymous user.



Immediately after a portal is deployed, it has no specific access rights. Use the portal server software tools to set the access rights for the portal before advertising the portal's availability.

Each supported portal server offers several ways to achieve portal security. Select and implement the approach that is best for your environment. The Migration Wizard can create a script that configures the SIP users and roles in the portal server software.

For information on running this script, see [Users and Roles](#) on page 66.

Third-Party SIP Integrations

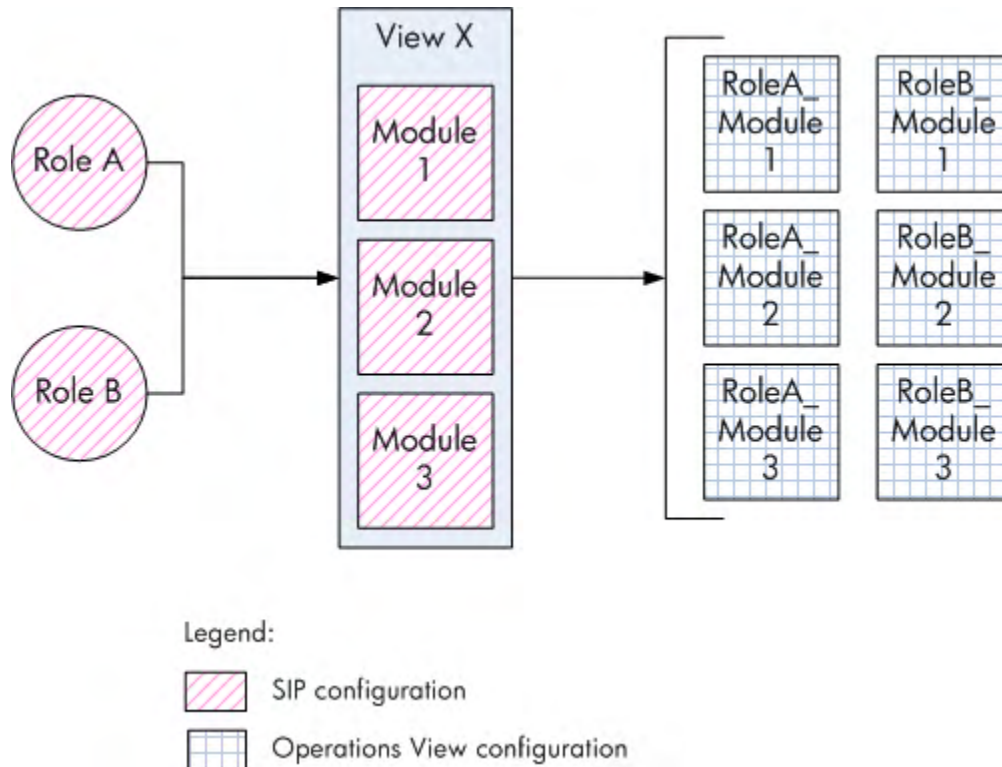
Operations View does not support the third-party integrations that were provided with SIP on a contributed basis. The configuration might continue to work, but HP does not provide support in this area. Instead, HP recommends that you locate and use JSR168-compliant third-party portlets such as the iframe portlet provided with Jetspeed.

The One-to-Many Result

For each SIP module that is associated with a role, the Migration Wizard creates one portlet definition. If many roles access the same module, that single SIP module definition can become a large number of nearly identical Operations View portlet definitions. [Chapter 4, Migration Use Options](#) discusses possible ways to deal with this multiplicative effect.

[Figure 3](#) illustrates the idea of many unique portlets from one module. View X contains 3 modules and is associated with two roles, Role A and Role B. The result of migration is six unique portlets.

Figure 3 Module to Portlet Multiplicative Effect



4 Migration Use Options

Every HP OpenView Service Information Portal (SIP) deployment is unique, so no migration will be the same. The Migration Wizard is very flexible to accommodate a wide variety of SIP configurations. There is no one right way to migrate your SIP data to Operations View. The approach you choose depends on your familiarity with the SIP configuration, the volume of data to migrate, and your preferred method of working.

This chapter describes several use models. Read through each description to determine which *combination* of these approaches is best for your situation.

- [Migrate Modules](#) on page 38
- [Migrate Management Stations](#) on page 39
- [Migrate Management Data Filters](#) on page 40
- [Migrate Users and Roles](#) on page 41

Migrate Modules

If your SIP configuration contains many roles, migrating all modules could result in an unmanageable number of portlets. (See [The One-to-Many Result](#) on page 36.) In this case, you can select to migrate only some of the SIP modules.

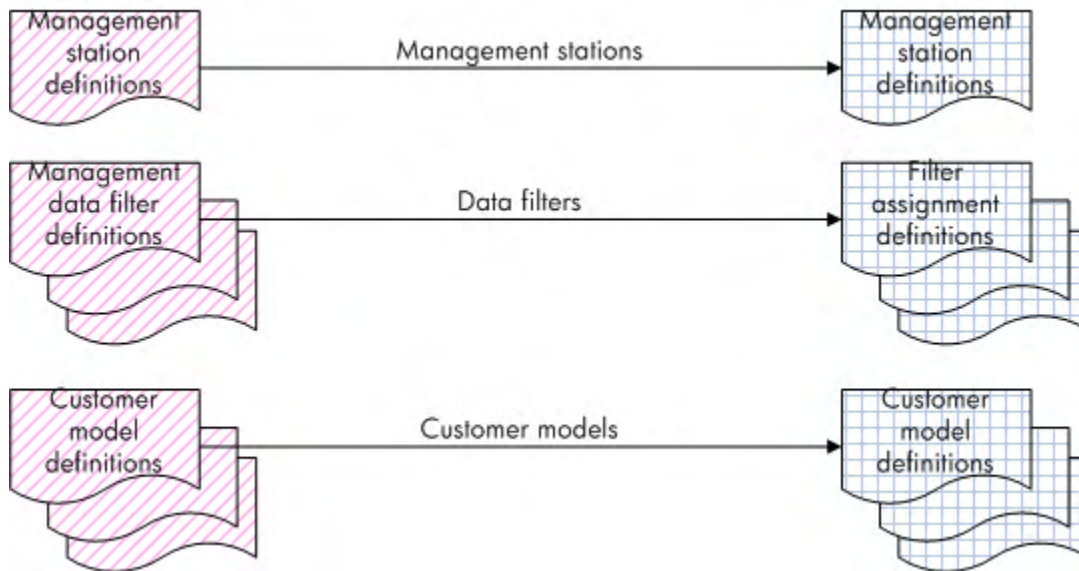
If your SIP configuration is very close to the planned Operations View configuration, you can migrate all modules.

Migrating even a single module results in the following changes:

- The existing Operations View management station configuration is replaced with the SIP management station information. Any changes made in the Administrator Tool prior to migration will be lost.
- The Operations View customer models and filter assignments are replaced with the SIP information. Any changes made in the Administrator Tool prior to migration will be lost.
- The portlet application you named at the beginning of migration contains that portlets that were created from the modules you selected to migrate.

Figure 4 shows the effect of module migration.

Figure 4 Module Migration



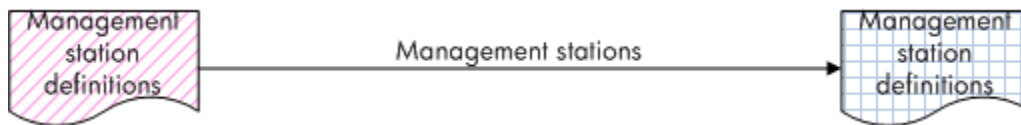
Migrate Management Stations

HP recommends that you use the Migration Wizard to migrate your management station definitions from SIP to Operations View. Management stations are migrated into Operations View in a on-to-one manner. Migrating one or more modules also migrates the management station definitions.

- Each time you migrate management stations, the Administrator Tool management station configuration is replaced with the newly migrated management station data. Therefore, migrate management stations before initiating configuration work in the Administrator Tool.

Figure 5 shows the effect of management station migration.

Figure 5 Management Station Migration



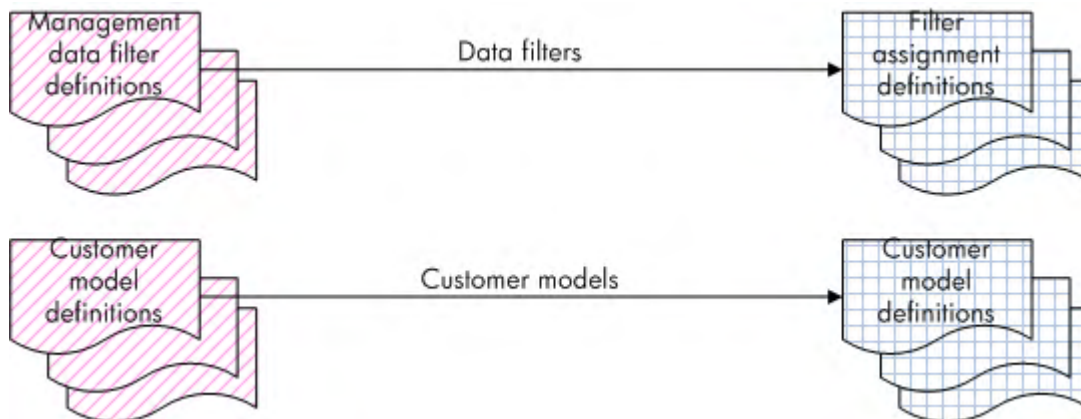
Migrate Management Data Filters

HP recommends that you use the Migration Wizard to migrate your management data filter definitions from SIP to Operations View. Management data filters are migrated into Operations View as customer models and filter assignments. The NNM Simple Customer Model is migrated as a customer model source. Migrating one or more modules also migrates the management data filter definitions.

- ▶ Each time you migrate management data filters, the Administrator Tool filter assignment configuration is replaced with the newly migrated filter assignment data. Therefore, migrate management data filters before initiating configuration work in the Administrator Tool.

Figure 6 shows the effect of data filter migration.

Figure 6 Data Filter Migration



Migrate Users and Roles

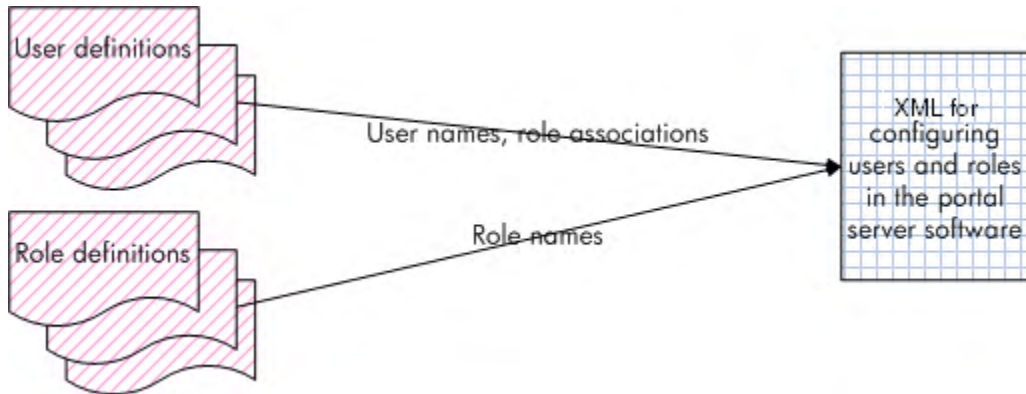
If the user and role definitions for your new portal will be very similar to those used in the SIP configuration, HP recommends that you use the Migration Wizard to create a user/role configuration script for importing into your portal server.

- ▶ You can migrate user and role definitions at any time. This migration does not overwrite any Operations View configuration files. If you migrate only users and roles, your migration portlet application will be empty.

If you migrate both user and role definitions in the same session of the Migration Wizard, the XML file also includes the associations between users and roles. You can also choose to migrate only users or only roles. You can upload the XML file into your portal server software.

Figure 7 shows the effect of user and role migration.

Figure 7 User and Role Migration



For information about the contents of the portal server database configuration script that the Migration Wizard creates, see the following section that pertains to your portal server software product. For information about how to use the XML file to configure users and/or roles in the portal server database, see [Users and Roles](#) on page 66.

Jetspeed

The XML file for importing users and roles into a Jetspeed database is named `setupJetspeedTurbineSecurity_<portlet_app_name>.xml` and is available in the following directory:

- Windows: `<data_dir>\datafiles\dashboard\opview\migratedData\scripts`
- UNIX: `/var/opt/OV/datafiles/dashboard/opview/migratedData/scripts`

The contents of the configuration script depend on what you migrate:

- If you migrate only users, the script contains commands to update the Jetspeed database with the following information:
 - User login names
 - User passwords (set to the associated user login name)
- If you migrate only roles, the script contains commands to update the Jetspeed database with the following information:
 - Role names
 - Group names (one group for each SIP role)
- If you migrate users and roles, the script contains commands to update the Jetspeed database with the following information:
 - User login names
 - User passwords (set to the associated user login name)
 - Group names (one group for each SIP role)
 - Associations of user login names to group names

BEA WebLogic

The script for importing users and roles into a BEA WebLogic database is named `setupBEASecurity_<portlet_app_name>.txt` and is available in the following directory:

- Windows: `<install_dir>\data\datafiles\dashboard\opview\migratedData\scripts`
- UNIX: `/var/opt/OV/datafiles/dashboard/opview/migratedData/scripts`

The contents of the configuration script depend on what you migrate:

- If you migrate only users, the script contains commands to update the BEA WebLogic database with the following information:
 - User login names
 - User passwords (set to the associated user login name)
 - User name strings
- If you migrate only roles, the script contains commands to update the BEA WebLogic database with the following information:
 - Role names
 - Group names (one group for each SIP role)
 - Group descriptions
- If you migrate users and roles, the script contains commands to update the BEA WebLogic database with the following information:
 - User login names
 - User passwords (set to the associated user login name)
 - User name strings
 - Group names (one group for each SIP role)
 - Group descriptions
 - Associations of user login names to group names

5 Using the Migration Wizard

The HP Operations Dashboard Operations View Migration Wizard reads the HP OpenView Service Information Portal (SIP) configuration files but does *not* modify them in any way. Therefore, you can confidently migrate the configuration from your production SIP system and know that your SIP portal will continue to be available to all users while you prepare the updated portal views. In fact, you can run the SIP portal concurrently with migration and compare it to the Operations View deployment as one way of validating the new environment.

This chapter describes the processes for running the Migration Wizard.



The Migration Wizard overwrites some existing Operations View configuration files; therefore, complete the tasks described in [Running the Migration Wizard](#) before you begin configuration within the Administrator Tool.

Migration Wizard Files

The Migration Wizard stages the SIP configuration on the Operations View computer. The Migration Wizard also places the migrated data files on the Operations View computer. Both staged files and migrated files are located in the following directory:

- *Windows:* <data_dir>\datafiles\dashboard\opview\migratedData
- *UNIX:* /var/opt/OV/datafiles/dashboard/opview/migratedData

Each Migration Wizard session creates a portlet application in the following directory:

- *Windows:* <data_dir>\datafiles\dashboard\opview\<portlet_app>
- *UNIX:* /var/opt/OV/datafiles/dashboard/opview/<portlet_app>

Additionally, Operations View maintains a backup of the previous migration only in the following directory:

- *Windows:*
<data_dir>\datafiles\dashboard\opview\migratedData\backup
- *UNIX:*
/var/opt/OV/datafiles/dashboard/opview/migratedData/backup



The migration process does *not* alter the SIP configuration in any way.

Running the Migration Wizard

Use the Migration Wizard to convert the SIP configuration data to the Operations View data formats.



Migrating any or all of the management station, data filter, and module configuration overwrites some of the Operations View configuration files.

If you are not familiar with the Administrator Tool, it might be helpful to migrate only one or two modules first and then look at the resulting configuration in the Administrator Tool. Migration does not impact the SIP configuration, so you can practice migrating various portions of your data until you reach a desired result.

Note that the Migration Wizard creates a new portlet application for each session. You can use the portlet cloning functionality of the Administrator Tool to combine portlets from different portlet applications into a single portlet application.

Task 1: Prepare for Migration

- 1 (Optional.) If you are doing a cross-system migration, set up the connection between the SIP server and the Operations View server.
 - a Mount the SIP configuration directory.
 - *Windows*: Map a drive on the Operations View server to the SIP configuration directory.
 - *UNIX*: Use the command specific to your platform to create a network mount point. For example, you might be able to use the `mount` command or the `/etc/fstab` functionality to mount the SIP configuration directory on the Operations View server.
 - b Copy the SIP 3.2 `SIPPath.properties` file into the root directory of the mapped or mounted drive. The `SIPPath.properties` file is located in `webapps/ovportal` subdirectory of the SIP installation directory.
 - c Ensure that you have write permission to the copied `SIPPath.properties` file.

- d Modify the copied `SIPPath.properties` file to point to the mapped or mounted directory. Save this copy with a unique name such as `SIP32Path.properties`.

- *Windows:* An example `SIP32Path.properties` file for the SIP directory mapped to the L: drive is shown here. In this example, select the L:\`SIP32Path.properties` file in [Step 1 of Task 2: Select the SIP Definitions to Migrate](#) on page 50.

```
SIP_SHARE_CONF_DIR=L:/conf/share/
SIP_FRAMEWORK_CONF_DIR=L:/conf/framework/
SIP_MODULE_REGISTRATION_DIR=L:/registration/
SIP_LOG_DIR=L:/log/
SIP_TMP_DIR=L:/tmp/
SIP_PASSWD_FILE=L:/etc/passwd
SIP_XSL_DIR=L:/conf/styles/
SIP_HOME_DIR=L:/
```

- *UNIX:* An example `SIP32PATH.Properties` file for the SIP configuration on a different UNIX system with mount point `/mnt/SIP32/`. In this example, select the `/mnt/SIP32/SIP32.properties` file in [Step 1 of Task 2: Select the SIP Definitions to Migrate](#) on page 50.

```
SIP_SHARE_CONF_DIR=/mnt/SIP32/conf/share/
SIP_FRAMEWORK_CONF_DIR=/mnt/SIP32/conf/framework/
SIP_MODULE_REGISTRATION_DIR=/mnt/SIP32/conf/
registration/
SIP_LOG_DIR=/mnt/SIP32/conf/log/
SIP_TMP_DIR=/mnt/SIP32/conf/tmp/
SIP_PASSWD_FILE=/mnt/SIP32/conf/etc/passwd
SIP_XSL_DIR=/mnt/SIP32/conf/conf/styles/
SIP_HOME_DIR=/mnt/SIP32/
```

2 Start the Operations View Administrator Tool:

Click **Start** → **All Programs** → **HP OpenView** → **Dashboard** → **Operations View** → **Administrator Tool**.

- *Windows:* Click **Start** → **Programs** → **HP OpenView** → **Dashboard** → **Operations View** → **Administrator Tool**.
- *UNIX:* In a terminal window, type: `/opt/OV/bin/ovopviewadmingui`

- 3 Start the Operations View Migration Wizard:
In the Administrator Tool, click **Tools**→ **Launch 3.2->Operations View Migration**.
- 4 In the Create Migration Staging Portlet Application page, specify the following information:
 - **Portlet Application Name:** The name of the portlet application that will receive the 3.2 portlets. The portlet application name must be unique for this installation of Operations View (and not “migratedData”). Additionally, the portlet application name must start with a letter or underscore character, and consist of only alphanumeric and underscore characters.
 - ▶ If portlet applications are deployed from multiple installations of Operations View into the portal server, ensure that the portlet application name is unique across all of these shared installations of Operations View.
 - **Description:** Optional. A text string that describes the portlet application. For example, 3.2 portlets.
 - **Portal Server Vendor:** The name of the portal server software. In this release, the supported portal server software products are Jetspeed 2.1.1 and BEA WebLogic 8.1.
- 5 In the Welcome page, read the message. If the correct migration is listed, click **Next**.

If the specified portal server is not correct, click **Cancel**. In this case, you might want to delete the portlet application that was created in the previous step.

Task 2: Select the SIP Definitions to Migrate

Continue using the Migration Wizard to select the SIP 3.2 definitions that you want to migrate to Operations View.

- ▶ The Migration Wizard displays messages regarding any potential problems in a separate window. To understand these messages, click **Help** in the window.
- 1 In the Provide Location of 3.2 Source Configuration page, click **Browse**, and then navigate to the directory that contains the `SIPPath.properties` file for the SIP version 3.2 deployment. Select that file name, and then click **Open**.
 - ▶ If you are using a mount point for the SIP deployment, select the copy of the `SIPPath.properties` file that you created in [Step 1 of Task 1: Prepare for Migration](#) on page 47.
- 2 The Analyzing Your SIP 3.2 Configuration page displays a progress bar while the Migration Wizard analyzes the configuration that the `SIPPath.properties` file points to. The Migration Wizard identifies and validates the information that can be migrated.

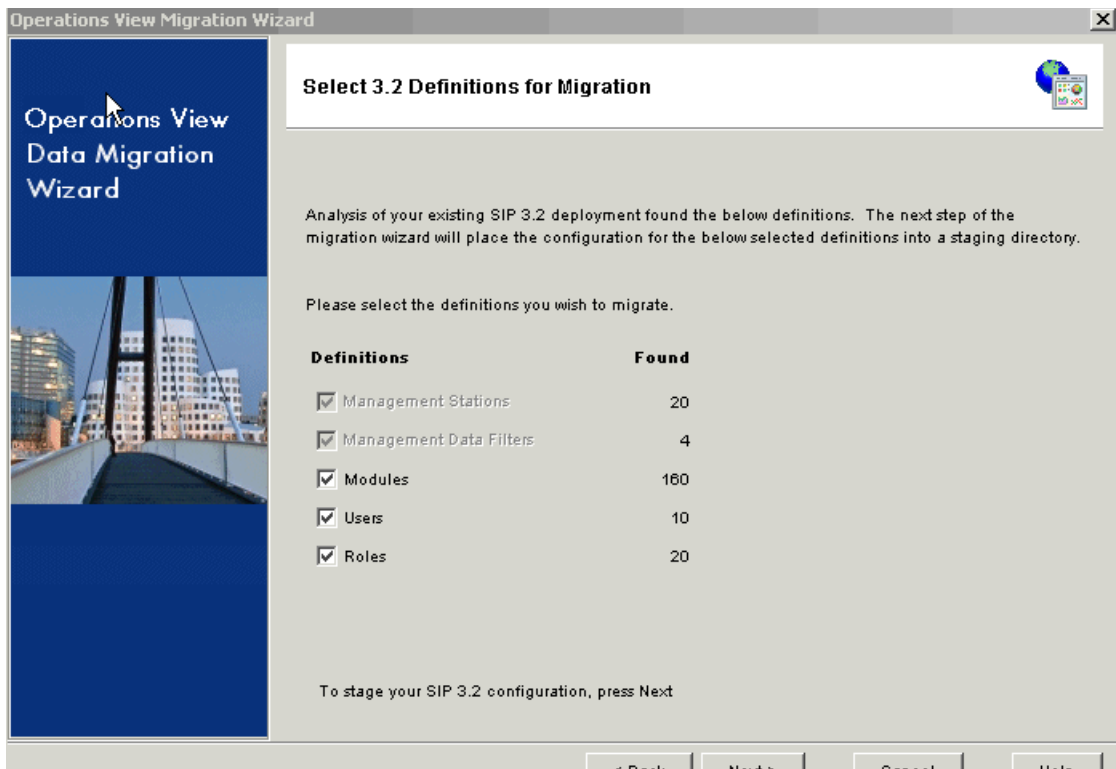
When the button becomes available, click **Next**.

 - ▶ If the SIP configuration is large or the network latency between the Operations View computer and the SIP computer is long, this step might take a while to complete.
- 3 The Select 3.2 Definitions for Migration page lists the number of definitions of each type in SIP 3.2. If you select to migrate modules, you can select a subset of modules in the next page.

For information to help you decide what SIP 3.2 definitions to migrate, see [Chapter 3, SIP and Operations View Comparison](#) and [Chapter 4, Migration Use Options](#), or click **Help**.

Select the types of SIP 3.2 definitions to migrate. Available options are:

- **Management Stations:** Migrates all SIP 3.2 management station definitions.
- **Management Data Filters:** Migrates all SIP 3.2 management data filters, customer model sources, and NNM simple customer model definitions.
- **Modules:** Migrates the SIP 3.2 module definitions that you select in the next page.
- ▶ **Migration of 3.2 module definitions also migrates the management station and management data filter definitions.**
- **Users:** Creates a script for configuring all SIP 3.2 users in the portal server software.
- **Roles:** Creates a script for configuring all SIP 3.2 roles in the portal server software.

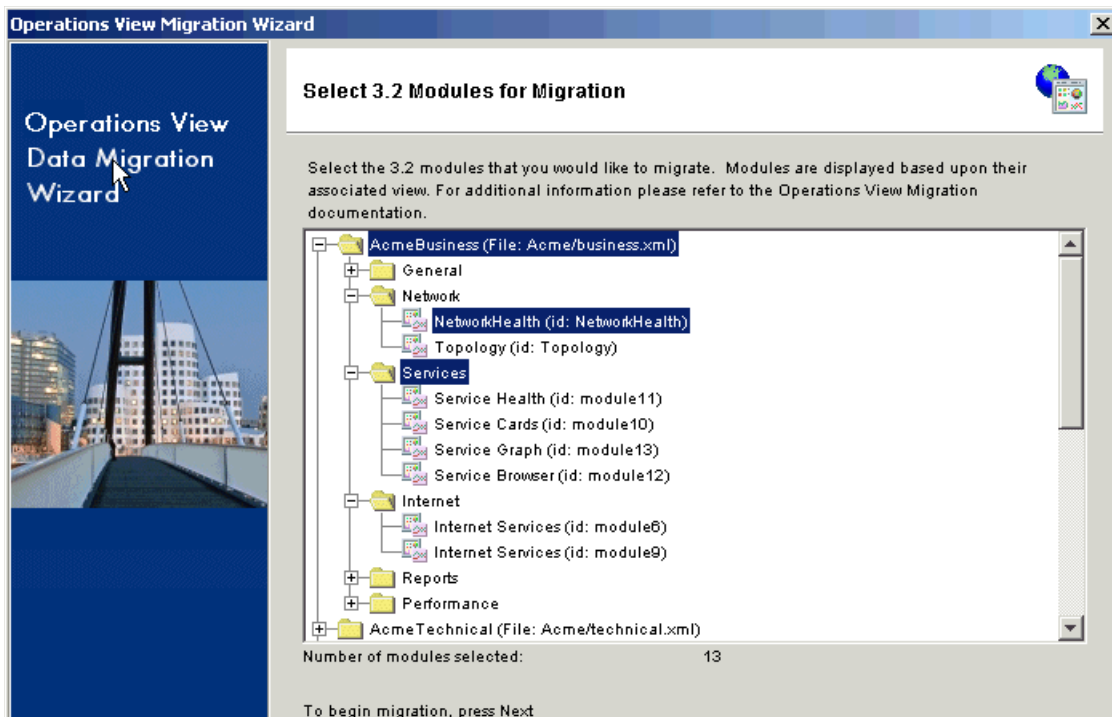


- 4 If you selected to migrate modules in [Step 3](#), the Select 3.2 Modules for Migration page displays a tree of the modules that are available for migration. The top level folders in this tree indicate the roles in the SIP configuration. Each entry also references the associated view. Each role/view combination contains a folder for each sheet defined in that view. Expand a sheet folder to see the modules associated with that sheet.

You can use this page to fine tune the list of 3.2 modules to migrate. Initially, all modules are selected.

- To migrate all available modules, click **Next**.
- To migrate a subset of the modules, select the modules to migrate.
 - Use **SHIFT**+click to select a contiguous range of modules.
 - Use **CTRL**+click to select disconnected modules.
 - Selecting a folder also selects all of its contents.
 - The status bar shows a running total of the selected modules.

When all desired modules are selected, click **Next**.



- 5 The Staging Progress page displays a progress bar while the Migration Wizard copies the selected definition files to the migration staging area. Any required modifications to the files are made during this step.

When the button becomes available, click **Next**.

- ▶ If the SIP configuration is large or the network latency between the Operations View computer and the SIP computer is long, this step might take a while to complete.

Task 3: Complete the Migration

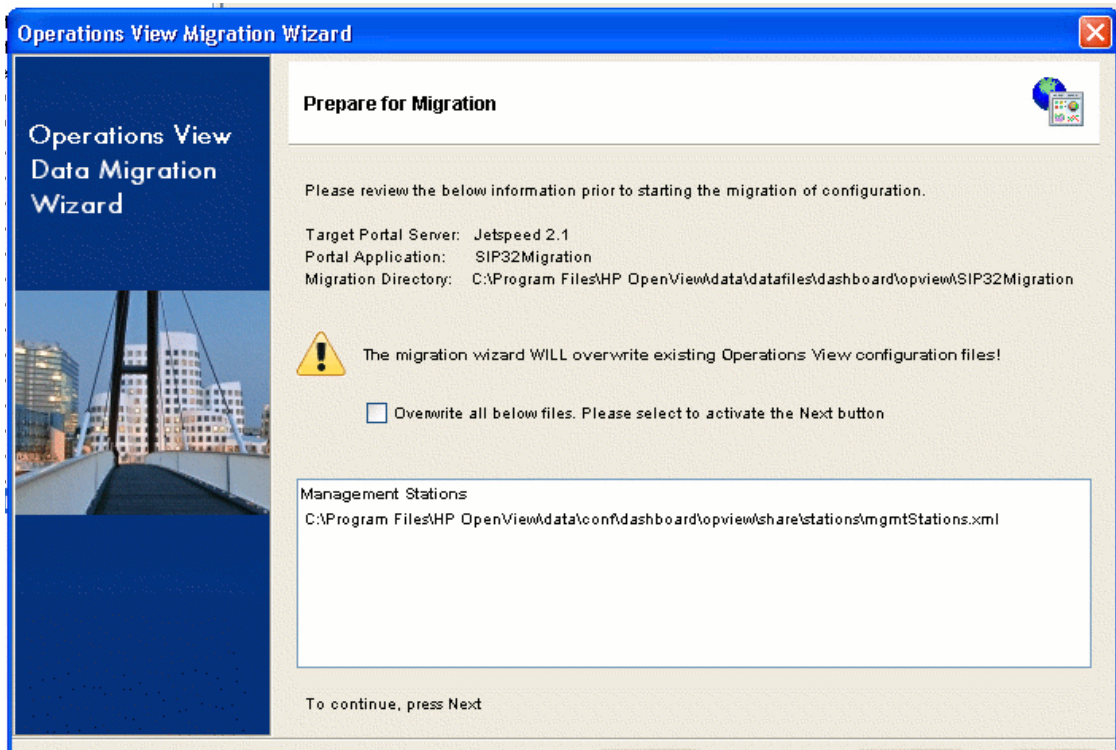
Verify the listed information before continuing.

- 1 The Prepare for Migration page lists the following information:
 - Target portal server
 - Operations View portlet application
 - Migration directory to receive the migrated data on the Dashboard server
 - Operations View configuration files that will be overwritten during the migration



Carefully review the list of files that will be overwritten.

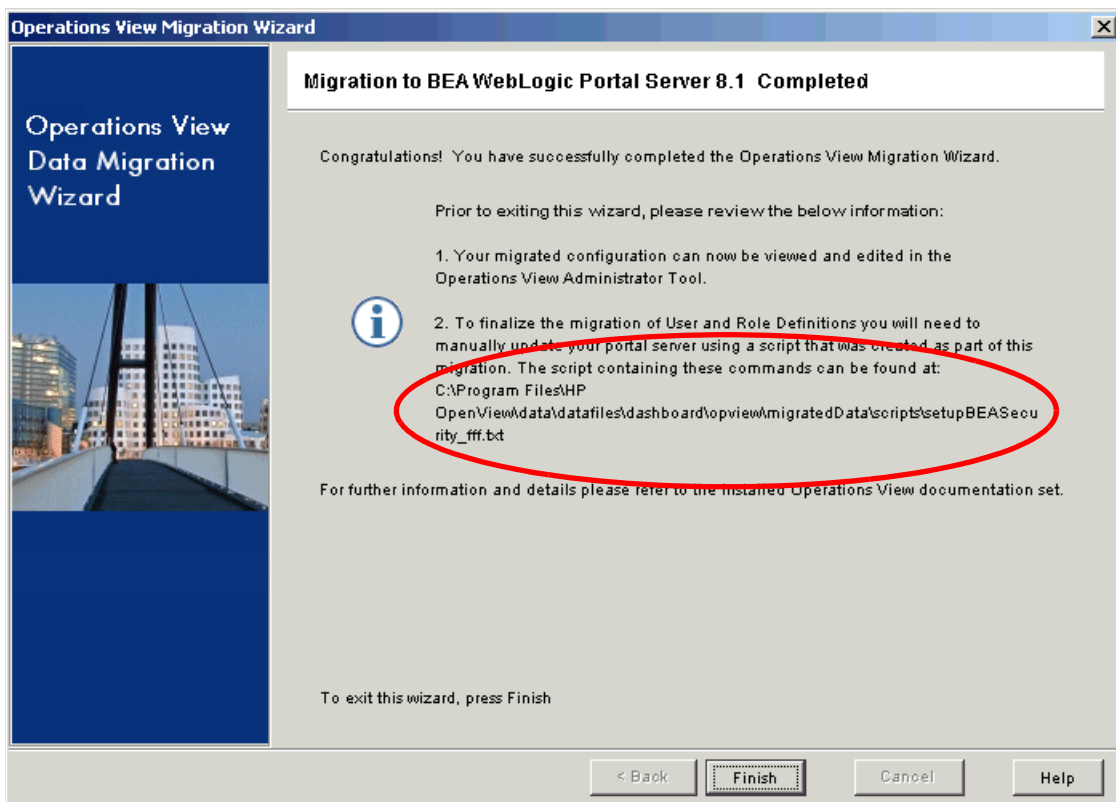
When you are sure that all listed files can be overwritten, select the Overwrite All Below Files check box, and then click **Next**.



- 2 The Migration Progress page displays a progress bar while the Migration Wizard moves the staged definition files from the migration staging area to the portlet application staging area. The files are now available to the Administrator Tool.

When the button becomes available, click **Next**.

- 3 Read the information in the Migration Complete page. If you chose to migrate users and/or roles note the location of the script containing the users and roles import commands. To close the page, click **Finish**.



6 Manual Steps for Migration

After you have run the HP Operations Dashboard Operations View Migration Wizard, use the Operations View Administrator Tool to make any desired changes and additions to the migrated configuration for management stations, data filters, and portlets. This process is similar for migrated configurations and completely new configurations.

This chapter describes the concepts of portlet and filter reduction. You might want to perform one or both types of reduction after migration. (See [Portlet Reduction](#) on page 59 and [Role Reduction](#) on page 63.) This chapter also explains how to import the user and role configuration script (created by the Migration Wizard) into the portal server. (See [Users and Roles](#) on page 66.)

For detailed information about the using the Administrator Tool and deploying a completed portlet application, refer to the *Operations View Administrator Guide*.

Help File Migration

If the SIP help files contain links or images, those links may not function in Operations View. To fix this problem, either copy the images onto the Operations View server or update the links in the help files.

To migrate custom help for a SIP module, follow these steps:

- 1 Copy the help file(s) from the SIP computer to the following help directory within the portlet application staging directory on the Operations View computer. The *C* directory in the following paths is for the English locale.
 - *Windows*: <data_dir>\datafiles\dashboard\opview\
<portlet_app_dir>\C\help
 - *UNIX*: /var/opt/OV/datafiles/dashboard/opview/
<portlet_app_dir>/C/help
- 2 In the Administrator Tool, locate the migrated portlet that corresponds to the SIP module.
- 3 In the **Help Content URI** box, enter the appropriate reference to the help content. Specify the location relative to the portlet application staging directory.

Portlet Reduction

Reasons for reducing the number of portlets that are migrated from the SIP module configurations include:

- **Role reduction.** If there are any roles defined in the SIP environment that are no longer necessary, a full migration will include the portlets for those roles.
- **Duplicate configurations.** If the SIP environment included multiple roles for the sole purpose of providing user-customizable views, some of these roles are redundant in the Operations View environment. The portal server now manages user customization of portal views, so you can create a standard portlet that is available to many users, and each user can customize the portlet look and feel according to their needs.

There are several ways to reduce the number of portlets in the migration portlet application. You can mix and match any of these approaches to best meet your situation:

- **Migrate modules selectively.** If you are familiar with the SIP environment, you can choose to migrate a subset of the modules that are in the SIP configuration.
 - Select only those roles that are in active use.
 - For modules that are in a view referenced by multiple roles, select only one of those modules.
- **Use the Administrator Tool.** SIP does not provide a user interface for working with the module configuration files; you must examine each XML file individually in a text editor. The Administrator Tool is a convenient way to examine the contents of each portlet configuration file without being concerned about the file names and locations. You can visually compare the contents of each portlet definition and select which portlets to keep and which to delete.
 - As you compare portlet configurations, you may find some portlets that are almost identical with the exception of some portlet preference default values. Because portlet preferences can be customized by the portal user, you might need only one of these portlets.

- For groups of portlets with similar configurations, one way to reduce the number of these portlets is to identify the portlet with the broadest configuration, delete the other similar portlets, and then use a combination of customer model configurations and filter assignments to replicate the functionality of the deleted portlets.

For example, consider a Migration Wizard session that resulted in the portlets shown in the scoping pane of the Administrator Tool shown in [Figure 8](#) on page 61. The editor panes of [Figure 8](#) on page 61 and [Figure 9](#) on page 62 show the portlet configuration of two OVIS portlets:

- AcmeBusinessServicesSheetmodule6
- AcmeBusinessServicesSheetmodule9

These portlet configurations are identical except for the value of the Default Time Period parameter.

- AcmeBusinessServicesSheetmodule6 has a Default Time Period of 4 hours.
- AcmeBusinessServicesSheetmodule9 has a Default Time Period of 7 days.

Because the Default Time Period parameter is a portlet preference (as indicated by the bold typeface in the portlet editor), a portal view user can change this value after the portlet is deployed. Thus, either one of the two OVIS portlets is sufficient to cover the functionality provided by both portlets. We can use the Administrator Tool to delete one of the two portlets, thereby reducing the number of portlets to manage.

Figure 8 OVIS Portlet with Four Hour Interval

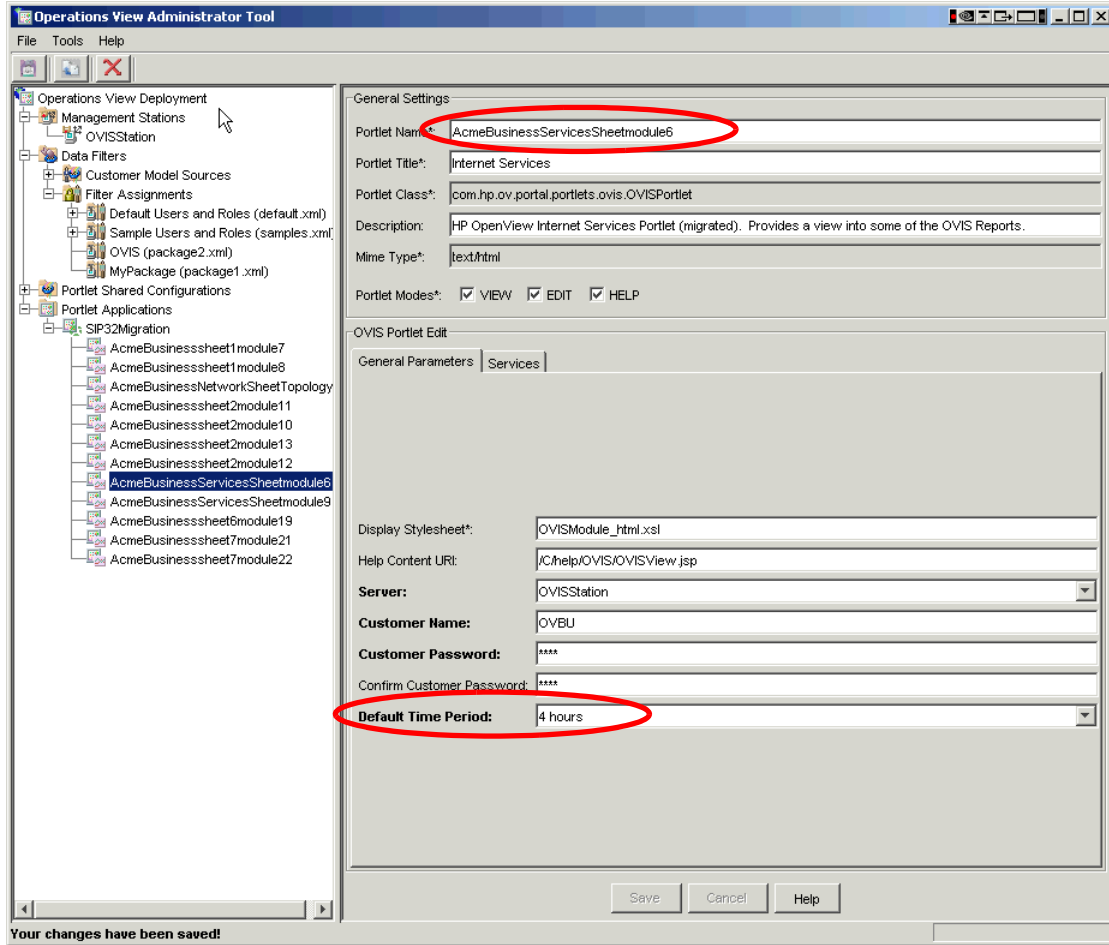
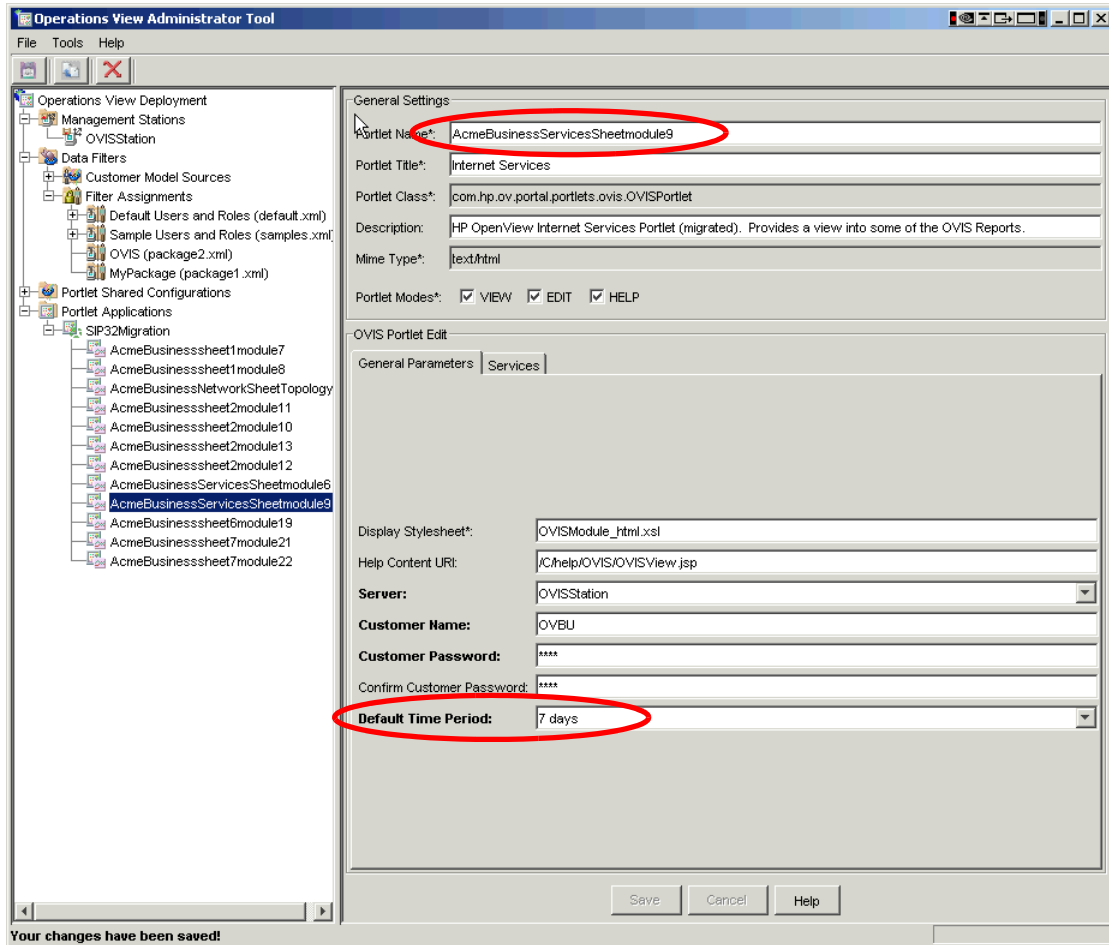


Figure 9 OVIS Portlet with Seven Day Interval



Role Reduction

In SIP version 3.2, a portal role dictates data filtering and view files. With Operations View, data filtering and portal view management are accomplished differently. Because of these differences, you might be able to support the same portal functionality in Operations View with fewer user roles than in SIP 3.2.

The Migration Wizard migrates all of the SIP management data filter definitions into Operations View filter assignments and maintains the same role-to-filter relationships configured in SIP 3.2. If you decide that you can reduce some portal roles, use the Filter Assignment editor in the Administrator Tool to modify the migrated filter assignment definitions to work with the reduced set of portal roles.

This section describes two scenarios for which it is possible to reduce the number of SIP 3.2 portal roles because of changes in Operations View functionality.

Role Reduction Because of Management Data Filter Changes

In SIP version 3.2, a role can use only one management data filter. To support displaying data from different management data filters, a SIP user is typically associated with multiple roles. A SIP environment commonly includes multiple roles in order to provide user-customizable views.

In Operations View, filter assignments replace the SIP 3.2 management data filters. Filter assignments include a security constraint that controls which users receive access to each data filter. The security constraint includes a designation of portal roles. This subtle change in data filtering means that, in some environments, many SIP roles can be reduced to a much smaller number of Operations View roles.

The following example demonstrates the reduction of two roles to one.

[Table 5](#) shows a pre-migration SIP configuration containing two roles, RoleA and RoleB, and two management data filters, FilterA, and FilterB. In SIP, the two management data filters are required in order to filter module data differently, and the two roles are required to provide the output of the two management filters to an end user belonging to both RoleA and RoleB. That user sees the output from FilterA or FilterB, depending the current role.

Table 5 Example: SIP Role-to-Data-Filter Relationship

SIP Role	SIP Management Data Filter
RoleA	FilterA
RoleB	FilterB

In Operations View, one role can be associated with many filter assignments, and an end user can choose which filter assignment to use in the deployed portlet. As a result, you do not need two roles for the purpose of providing the views of two different filters. You can associate both filters to one of the two roles and remove the other role. Table 6 shows the use of RoleA to achieve the same results as in SIP; RoleB is no longer needed.

Table 6 Example: Operations View Role-to-Filter Assignment Relationship

Portal Role	Operations View Filter Assignment
RoleA	FilterA
RoleA	FilterB

Role Reduction Because of Portal View Customization Changes

 This topic applies to the BEA WebLogic portal server only.

In SIP version 3.2, each role has a view file and module configuration. The SIP environment commonly includes multiple roles in order to provide user-customizable views.

Within a BEA WebLogic portal, portlet preferences are user-specific, which means that you can create a portal view (BEA WebLogic portal desktop) that is available to many users, and each user can customize portlets according to their needs. This approach achieves the same effect as creating many portal roles within SIP 3.2.

Reducing the number of roles to account for changes to portal view customization is most useful when the SIP 3.2 portal views are similar in layout with module configurations varying to accommodate multiple users. With Operations View, you can defined one BEA WebLogic portal view and allow users to set their portlet preferences.

Users and Roles

If you chose to migrate SIP users and/or roles, perform the procedures in this section.

- 1 (Optional.) Modify the XML file that the Migration Wizard created. See [Modify the XML File \(Optional\)](#).
- 2 Upload the XML file on the portal server. See [Create Jetspeed Users and Roles](#) on page 67 or [Create BEA WebLogic Users and Roles](#) on page 68, as appropriate.
- 3 Complete user and role configuration by using the portal server software tools. See [Complete User and Role Configuration](#) on page 69.

Modify the XML File (Optional)

As created by the Migration Wizard, the portal server configuration XML file sets each user's password to be the same as the user login name. You can modify the passwords before configuring the users in the portal server database. You can also update other information about the users named in the XML file.



If you add password information to the XML file, do not leave it in an unprotected location.

To modify the portal server configuration XML file, follow these steps:

- 1 Open the user/role configuration XML file in any text editor.
For Jetspeed, the XML is available in the following location:
 - **Windows:** `<data_dir>\datafiles\dashboard\opview\migratedData\scripts\setupJetspeedTurbineSecurity_<portlet_app_name>.xml`
 - **UNIX:** `/var/opt/OV/datafiles/dashboard/opview/migratedData/scripts/setupJetspeedTurbineSecurity_<portlet_app_name>.xml`

For BEA WebLogic, the script is available in the following location:

- **Windows:** <data_dir>\datafiles\dashboard\opview\
migratedData\scripts\
setupBEASecurity_<portlet_app_name>.txt
 - **UNIX:** /var/opt/OV/datafiles/dashboard/opview/
migratedData/scripts/
setupBEASecurity_<portlet_app_name>.txt
- 2 The password is the same as the user login name. Modify the password as appropriate for each user.
 - 3 Optionally provide additional information such as first and last name for each user.

Create Jetspeed Users and Roles

After extracting the Users, Groups, and Roles information in the XML file, perform the following steps to upload the details to the Jetspeed 2.1.1 portal server.

- 1 Start the HP Operations Dashboard PortalServer service.
- 2 Open the Jetspeed portal server home page at this URL:
`http://<hostname>:<port-number>/jetspeed/portal`
For Example:
`http://localhost:18080/jetspeed/portal`
- 3 Login as admin into the portal server. The post login screen appears.
- 4 Click the **User Upload** tab.
- 5 Click **Browse**, and select the XML file that you created in the earlier steps.
- 6 Click **Upload**.

The XML file will be uploaded to the portal, and you can see the list of users, groups and roles added from the supplied XML file.



If any of the users, groups or roles already exist on the portal server, the server ignores the details present in the XML file and retains existing details.

To verify that users details is upload correctly, logout from the portal server; login again as admin user; navigate to the Security Administration; and verify the users list under User Administration, roles list under Role Administration, and groups details under Group Administration tabs.

Create BEA WebLogic Users and Roles

To perform user and role configuration using the user/role configuration script, use the `weblogic.Admin` command in batch mode to process the portal server configuration script identified in [Step 1 of Modify the XML File \(Optional\)](#) on page 66. The following steps are an example of performing user and role configuration with the BEA sample portal domain.

- 1 If the portal domain is not already running, start it:
 - **Windows:** `<bea_install_dir>\weblogic81\samples\domains\portal\startWebLogic.cmd`
 - **UNIX:** `<bea_install_dir>/weblogic81/samples/domains/portal/startWebLogic.sh`
- 2 Start a command prompt session for using the `weblogic.Admin` command.
- 3 Initialize the domain environment variables in the new command prompt session:
 - **Windows:** `<bea_install_dir>\weblogic81\samples\domains\portal\setDomainEnv.cmd`
 - **UNIX:** `<bea_install_dir>/weblogic81/samples/domains/portal/setDomainEnv.cmd`
- 4 Run the `weblogic.Admin` command in the command prompt session. Modify the following command line for your domain configuration:


```
java weblogic.Admin -url localhost:7001 -username
weblogic -password weblogic BATCHUPDATE -batchfile
"setupBEASecurity_<portlet_app_name>.txt"
-batchCmdVerbose
```
- 5 *Optional:* Correct any error messages, and then re-run [Step 4](#).

You can probably ignore errors such as user names already existing in the portal domain. For more information, refer to BEA documentation.

Complete User and Role Configuration

Using the portal server software tools, add any users or roles that did not exist in SIP.

If you migrated SIP users but did not change user login passwords in the user/role configuration script before running it on the portal server, either change each user login password at this time or require each user to make this change.

7 RealTime Health View User Migration

When you upgrade to HP OpenView Dashboard RealTime Health View 2.0 to HP Operations Dashboard RealTime Health view 2.1, Jetspeed portal server upgrades from 1.6 or 1.6.1 version to 2.1.1 version.

You have an option to migrate existing Jetspeed 1.6 or 1.6.1 users, roles, and groups to Jetspeed 2.1.1 used in Operations Dashboard 2.1 by using migration utilities. User migration involves the following tasks.

- 1 Extract existing users, roles, and group information from Jetspeed 1.6 or 1.6.1
- 2 Upload users details to Jetspeed 2.1.1

After the installation for Operations Dashboard 2.1 is completed, you can find migration utilities at the following location.

On Windows:

<install_dir>\support\dashboard\UserMigrationUtility\



If you are planning to uninstall HP OpenView Dashboard 2.0 from your system and install HP Operations Dashboard 2.1 and you want to migrate existing portal server details, perform the following tasks.

- Take a backup of your system before uninstall.
- After installing HP Operations Dashboard 2.1, extract users details from the back up and upload users details to Jetspeed 2.1.1.

Extracting Users Details

To extract existing RealTime Health view users details, perform the following steps.

- 1 After you have upgraded your Dashboard to Operations Dashboard 2.1, open the command prompt window and change to the <install_dir>/support/dashboard/UserMigrationUtility directory.
- 2 Make sure the RHView Portal Server service is stopped.
- 3 Make sure the RHView HSQL Database service is stopped.
- 4 Execute the following command.

```
extractUserDataRHView.bat -output <XML file name>
```

extractUserDataRHView.bat utility creates an XML file, which contains the users information. The utility takes two parameters.

output: Accepts the full existing path and name for the XML file. For example, C:\Try\RHV_UsersRolesGroups.xml.

installDir: Specifies the directory path where HP OpenView is installed. This parameter is defined in the **extractUserDataRHView.bat** file itself and takes the path defined in the environment variable %OvInstallDir%. Sample install directory can be C:\Program Files\HP Openview.



If you extract users details from the backup, you need to set the value of installDir parameter in the **extractUserDataRHView.bat** file.

Uploading Users Details

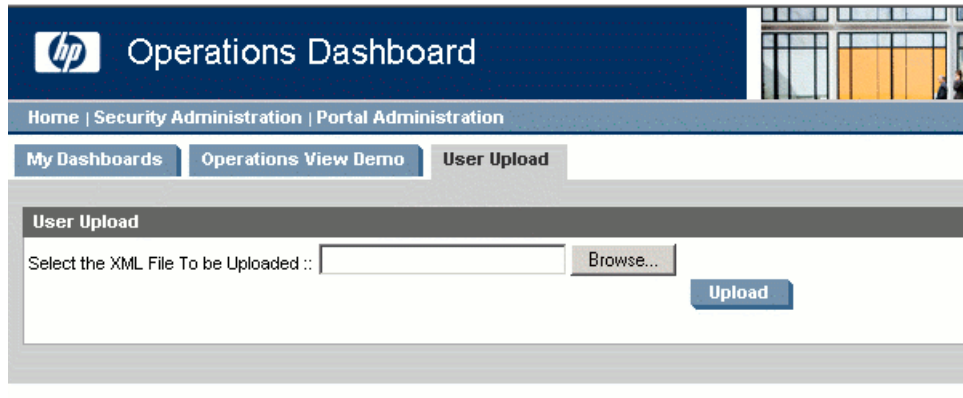
The extractUserDataRHView.bat utility creates an XML file, which contains users, roles, and groups information, at the specified location. Perform the following steps to upload the XML file to Jetspeed 2.1.1.

- 1 Start the HP Operations Dashboard PortalServer service.
- 2 Open the Jetspeed portal server home page at this URL:
`http://<hostname>:<port-number>/jetspeed/portal`

For Example:

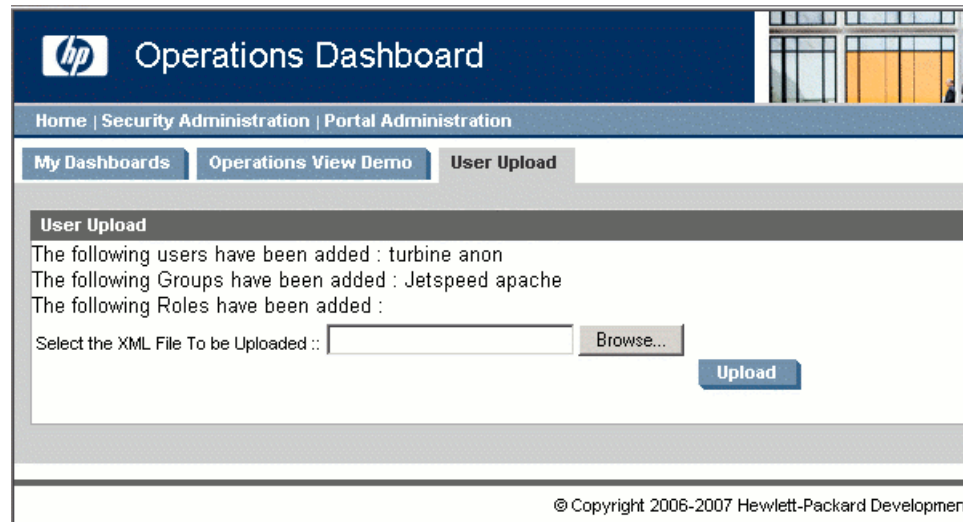
http://localhost:18080/jetspeed/portal

- 3 Login as admin into the portal server. The post login screen appears.
- 4 Click the **User Upload** tab.



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- 5 Click **Browse**, and select the XML file that you created in the earlier steps.
- 6 Click **Upload**.



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The XML file is uploaded to the portal, and you can see the list of users, groups and roles added from the supplied XML file.



If any of the users, groups or roles already exist on the portal server, the server ignores the details present in the XML file and retains existing details.

To verify that users details is upload correctly, logout from the portal server; login again as admin user; navigate to the Security Administration; and verify the users list under User Administration, roles list under Role Administration, and groups details under Group Administration tabs.

8 Operations View User Migration

When you upgrade to HP OpenView Dashboard Operations View 2.0 to HP Operations Dashboard Operations view 2.1, Jetspeed portal server upgrades from 1.6 or 1.6.1 version to 2.1 version.

You have an option to migrate existing Jetspeed 1.6 or 1.6.1 users, roles, and groups to Jetspeed 2.1.1 used in Operations Dashboard 2.1 by using migration utilities. User migration involves the following tasks.

- 1 Extract existing users, roles, and group information
- 2 Upload users details to Jetspeed 2.1.1

After the installation for Operations Dashboard 2.1 is completed, you can find migration utilities at the following locations.

On Windows:

<install_dir>\support\dashboard\UserMigrationUtility\

On UNIX (HP-UX and Solaris):

<install_dir>/support/dashboard/UserMigrationUtility/



If you are planning to uninstall HP OpenView Dashboard 2.0 from your system and install HP Operations Dashboard 2.1 and you want to migrate existing portal server details, perform the following tasks.

- Take a backup of your system before uninstall.
- After installing HP Operations Dashboard 2.1, extract users details from the back up and upload users details to Jetspeed 2.1.1.

Extracting Users Details

To extract existing Operations view users details, perform the following steps.

- 1 After you have upgraded your Dashboard to Operations Dashboard 2.1, open the command prompt window and change to the <install_dir>/support/dashboard/UserMigrationUtility directory.
- 2 Make sure the OpsView Portal Server service is stopped.
- 3 Make sure the OpsView HSQL Database service is stopped.
- 4 Execute the following command.

On Windows:

```
extractUserDataOpsView.bat -output <XML file name>
```

On UNIX:

```
extractUserDataOpsView.sh -output <XML file name>
```

The `extractUserDataOpsView` utility creates an XML file, which contains the users information. The utility takes two parameters.

output: Accepts the full existing path and name for the XML file. For example, `C:\try\OPV_UsersRolesGroups.xml`.

installDir: Specifies the directory path where HP OpenView is installed. This parameter is defined in the `extractUserDataRHView.bat` file itself and takes the path defined in the environment variable `%OvInstallDir%`. Sample install directory on Windows can be `C:\Program Files\HP Openview` and on UNIX, `/opt/OV`.



If you extract users details from the backup, you need to set the value of `installDir` parameter in the `extractUserDataRHView.bat` file.

Uploading Users Details

To upload users details on Jetspeed portal server, see [Uploading Users Details](#) on page 76.

A Best Practices

This appendix consolidates the recommended best practices for migrating from HP OpenView Service Information Portal (SIP) version 3.2 to HP Operations Dashboard Operations View version 2.1. These recommendations are also included in other places in this manual.

- If your Operations View configuration will be very different from your SIP configuration, consider building your Operations View configuration by hand.
- Migrate your existing SIP configuration before doing any configuration work in the Operations View Administrator Tool. The migrated files overwrite some of the existing Operations View configuration files. Any changes that you have already made will be lost.
- If you are not familiar with the Administrator Tool, it might be helpful to migrate only one or two modules first. (You can follow the procedure in [Migration Wizard Files](#) on page 46.) Then, look at the resulting configuration in the Administrator Tool. Migration does not impact the SIP configuration, so it is very safe to practice migration.
- Because the management station and data filter configurations migrate from SIP to Operations View in a one-to-one manner, use the Migration Wizard to migrate this information.
- If your portal views in the Operations View environment will be very similar to the portal views in the SIP environment, use the Migration Wizard to migrate all module definitions.
- If you have decided to reduce the number of role definitions, you should not migrate all of the modules that are presented in the Migration Wizard. Migrating all of these modules will produce duplicate portlet definitions. For ways to handle this situation, see [Portlet Reduction](#) on page 59 and [Role Reduction](#) on page 63.

- If the Operations View user and role definitions will be very similar to those used in the SIP configuration, it can be helpful to work with the user/role script created by the Migration Wizard. Either edit the script to include correct passwords before running it on the portal server computer or configure the user passwords using the portal server tools. For information, see [Users and Roles](#) on page 66.



SECURITY: If you add password information to the portal server configuration XML file, do not leave the file in an unprotected location.

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

