

# HP Operations Dashboard

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

Software Version: 2.10

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## Operations View Integration Guide: HP OpenView Internet Services

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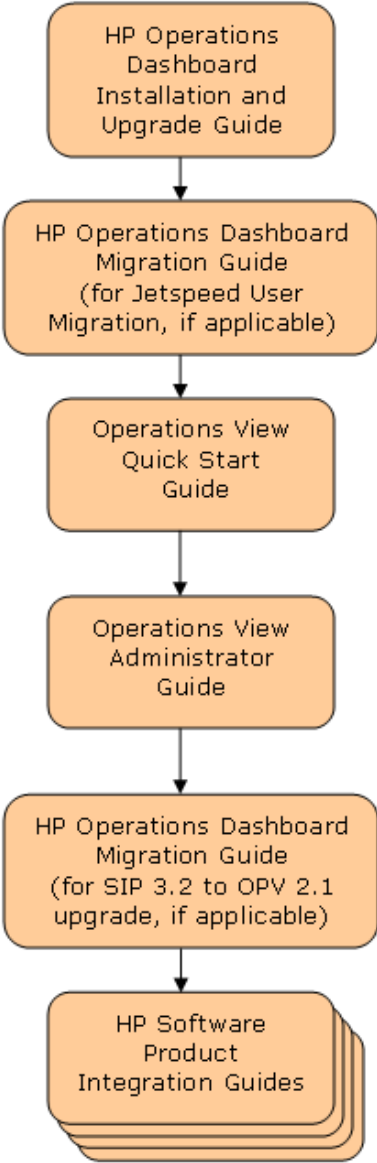
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# Documentation Roadmap

Figure 1 on page 8 shows the documentation roadmap for HP Operations Dashboard Operations View. This roadmap presents a suggested order for reading the manuals available with Operations View:

- 1 Use the *Installation Guide* to install the product.
- 2 Follow the path for 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 Operations View 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**

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

**Table 1 HP Operations Dashboard Documentation (cont'd)**

<b>Document Title and Filename</b>	<b>Main Topics</b>
<i>Operations View Quick Start Guide</i> opview/Quick_Start.pdf	<ul style="list-style-type: none"><li>• Running the Operations View demonstration portal view</li><li>• Operations View tutorial</li></ul>
<i>Operations View Administrator Guide</i> opview/Administration.pdf	<ul style="list-style-type: none"><li>• Essential concepts</li><li>• Planning roadmap for using Operations View</li><li>• Connecting Operations View to management products</li><li>• Configuring Operations View portlets</li><li>• Configuring Operations View data filters</li><li>• Deploying a portlet application</li><li>• Troubleshooting</li></ul>
<i>Operations View Integration Guide: NNM</i> opview/NNM_Integration.pdf	<ul style="list-style-type: none"><li>• Connecting Operations View to HP OpenView Network Node Manager (NNM)</li><li>• Configuring the NNM portlets</li><li>• Customizing the NNM portlets</li><li>• Filtering NNM data</li><li>• Troubleshooting</li></ul>
<i>Operations View Integration Guide: OVO and OVSN</i> opview/OVO_OVSN_Integration.pdf	<ul style="list-style-type: none"><li>• Connecting Operations View to HP OpenView Operations (OVO) and HP OpenView Service Navigator (OVSN)</li><li>• Configuring the OVO and OVSN portlets</li><li>• Customizing the OVO and OVSN portlets</li><li>• Filtering OVO and OVSN data</li><li>• Troubleshooting</li></ul>
<i>Operations View Integration Guide: OVIS</i> opview/OVIS_Integration.pdf	<ul style="list-style-type: none"><li>• Connecting Operations View to HP OpenView Internet Services (OVIS)</li><li>• Configuring the OVIS portlets</li><li>• Customizing the OVIS portlets</li><li>• Troubleshooting</li></ul>

**Table 1 HP Operations Dashboard Documentation (cont'd)**

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

## Operations View Online Help

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

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

Each of the Operations View 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 Operations View documentation uses the following conventions:

**Table 2 HP Operations Dashboard Documentation Conventions**

Symbol	Meaning
<code>&lt;install_dir&gt;</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>&lt;data_dir&gt;</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>&lt;portlet_app_dir&gt;</code>	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"> <li>• Jetspeed on Windows: <code>&lt;install_dir&gt;\nonOV\dashboard\jetspeed\2.1\webapps</code></li> <li>• Jetspeed on UNIX: <code>/opt/OV/nonOV/dashboard/jetspeed/2.1/webapps</code></li> <li>• BEA WebLogic on Windows (default): <code>&lt;bea_install_dir&gt;\user_projects\applications</code></li> <li>• BEA WebLogic on UNIX (default): <code>&lt;bea_install_dir&gt;/user_projects/applications</code> <code>&lt;bea_install_dir&gt;</code> is the BEA WebLogic directory.</li> </ul>
	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.

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# 1 Introduction to the OVIS Integration

The HP OpenView Internet Services (OVIS) product helps you to proactively monitor standard internet services by collecting information about these services. OVIS models each internet service as a service type. The following list is a subset of the service types monitored by OVIS:

- COMAPP: OVTA COM Application
- DHCP: Dynamic Host Addresses
- DIAL: Dial-up Networking Service
- DNS: Domain Name Server
- EXCHANGE: Exchange Mail Service
- FTP: File Server
- HTTP: Web Pages
- HTTP\_TRANS: Web Transactions
- HTTPS: Secure Web Pages
- ICMP: TCP/IP Availability (ping)
- IMAP4: Email Service
- JavaAPP: OVTA Java Application
- LDAP: Directory Service
- MAILROUNDTRIP: Round Trip Email
- MSGAPP: OVTA Msg Application
- NNTP: News Service
- NTP: Network Time Service
- ODBC: Database Service
- POP3: Mail Server
- RADIUS: Authentication Service
- SAP: SAP Basics
- SCRIPT: Generic Script Service
- SMS: Short Message Service
- SMTP: Mail Service
- SOAP: SOAP 1.1
- SOAPAPP: OVTA SOAP Application
- STREAMING\_MEDIA: Streaming Media
- SYS\_BASIC\_WMI: Basic System Metrics (WMI)
- TCP: TCP Port Service
- TFTP: Trivial FTP Server
- UDP: Performance
- WAP: Wireless Service
- WEBAPP: OVTA Web Application

The current list of services that OVIS monitors is available at: **<http://www.managementsoftware.hp.com/products/OVIS/index.html>**.

You can display the OVIS information through the HP OpenView Dashboard Operations View Internet Services and Internet Services Dashboard portlets. These portlets offer a secure and highly customizable view of the processes that OVIS is currently monitoring.

For more information about configuring OVIS, see the documentation set that came with OVIS, such as the *Active Monitoring Concepts Guide*. All HP OpenView manuals are available online. See [Documentation Updates](#) on page 13.

You can view the data that OVIS collects through the Operations View Internet Services portlets:

- Internet Services portlet  
See [The Internet Services Portlet for Operations View](#) on page 17.
- Internet Services Dashboard portlet  
See [The Internet Services Dashboard Portlet for Operations View](#) on page 18.

Operations View protects OVIS information by mapping a portlet to OVIS-defined *customers*.



## The Internet Services Portlet for Operations View

The Internet Services portlet offers a secure and highly customizable view of the internet services that OVIS monitors. The portlet displays the OVIS data as a set of gauges, charts, and graphs.

You can perform the following tasks in the Internet Services portlet:

- View a “snapshot” for any OVIS customer and for any OVIS-defined service (for example, HTTP, DNS, FTP).
- View detailed availability information and response time charts and graphs by clicking on the gauge icons.
- View detail on service-level violation reports.
- Customize which gauges, graphs, and charts are displayed.
- Select the time interval of gauges, charts, and graphs.
- Connect remotely to OVIS measurement servers.
- Use multiple instances of the Internet Services portlet simultaneously.
- Enable single-sign-on: The user logs into the portal, and the system displays only the user’s configured information from OVIS.
- Define mapping of a portal user to an OVIS customer.

## The Internet Services Dashboard Portlet for Operations View

The OVIS Dashboard portlet presents a summarized view of the health of various services configured in OVIS. It lets you filter the data based on one or more customers.

You can perform the following tasks in the Internet Services Dashboard portlet:

- View a summarized snapshot of the health of various services. The services are also grouped into customers and also consolidated into All Resources.
- Drill down from services to targets and locations for targets
- View a graphical snapshot of the services with graphs for SLO Violations, Availability, Response time, alarms and all other service-specific metrics.
- View alarms associated with a service or a target and also consolidated for each customer or All Resources
- View baseline graphs for any target, service, or customer, and choose the baseline for any metric on any week day.
- Filter the presented data based on the customers that are associated with the portlet.

## Interaction Between OVIS and Operations View

Operations View running on any supported operating system can integrate with multiple OVIS measurement servers, regardless of the OVIS operating system. The *Installation Guide* includes information about supported OVPI versions and required patches.

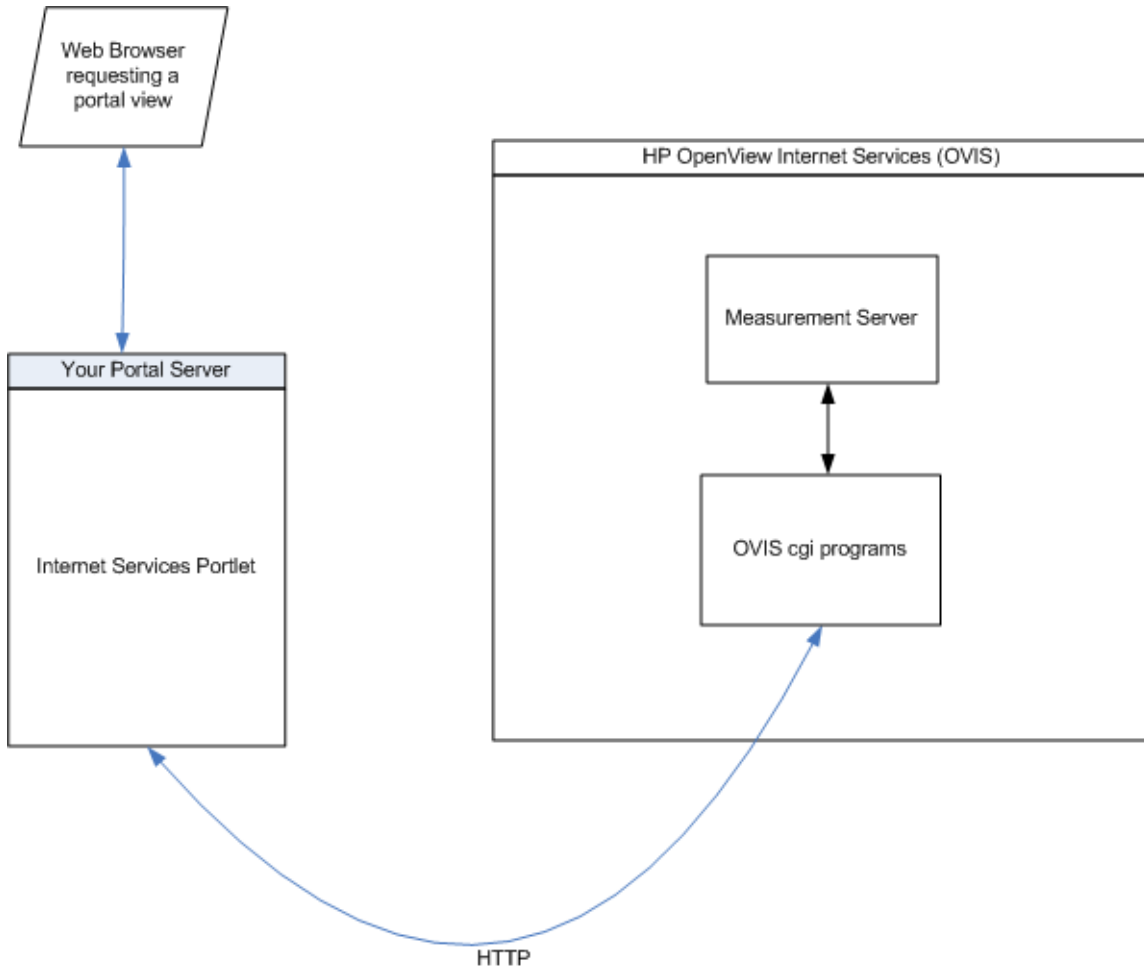
You can install Operations View and OVIS in any order; however, you must perform at least minimum OVIS configuration before you can configure the Internet Services portlets. For information on configuring OVIS, see the documentation that came with that product.

Before using the Internet Services portlets, configure Operations View and OVIS to communicate with each other. See [Chapter 2, Configuring the Operations View Connection to OVIS](#).

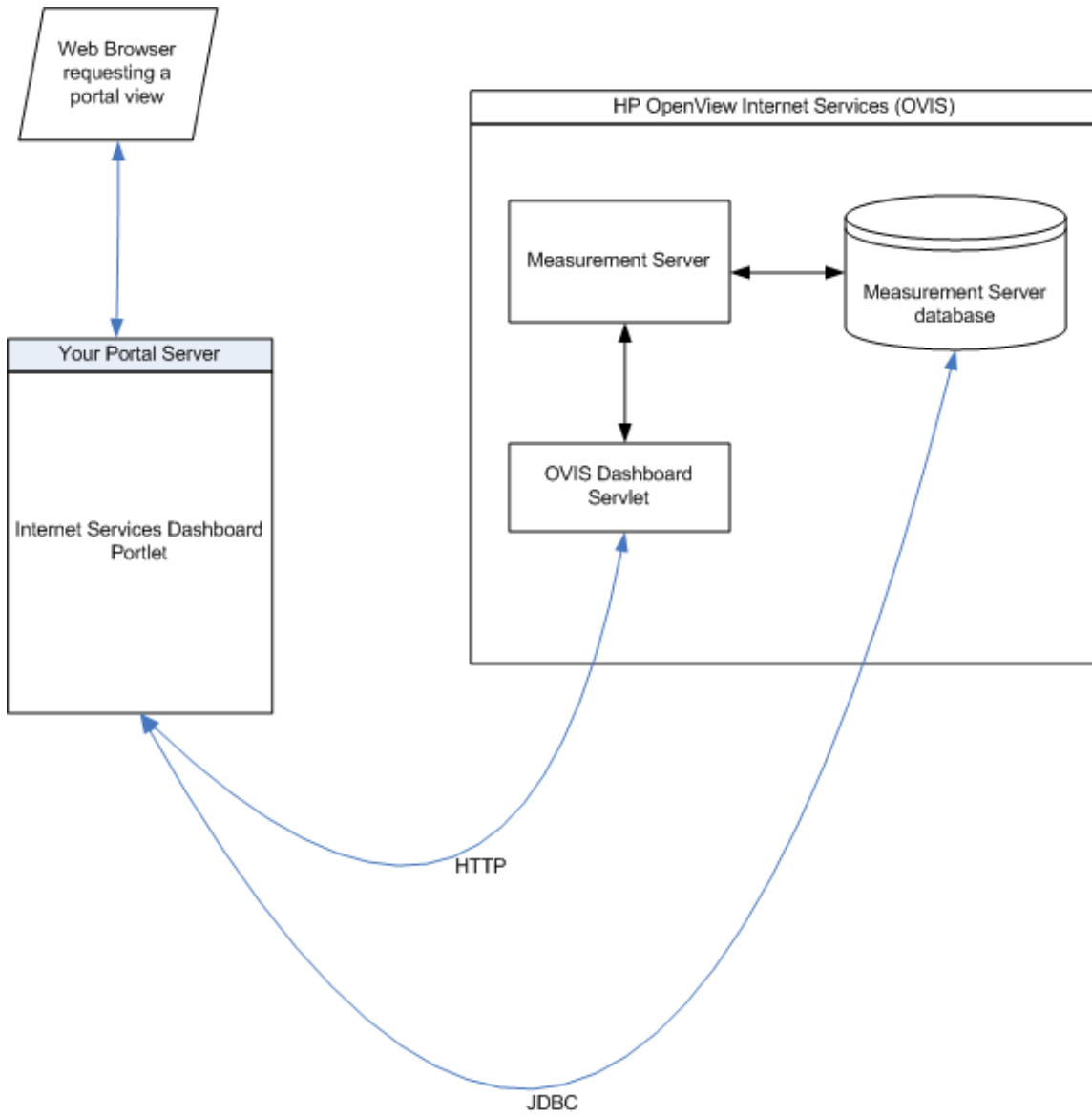
[Figure 2](#) on page 20 illustrates how the Internet Services portlet communicates with OVIS.

[Figure 3](#) on page 21 illustrates how the Internet Services Dashboard portlet communicates with OVIS.

**Figure 2 Communication Process for the Internet Services Portlet**



**Figure 3 Communication Process for the Internet Services Dashboard Portlet**





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## 2 Configuring the Operations View Connection to OVIS

To establish communication between your HP OpenView Internet Services (OVIS) measurement servers and HP OpenView Dashboard Operations View, perform the following configurations on each OVIS measurement server and on the Operations View server.

### On the OVIS Measurement Server

The Internet Services and Internet Services Dashboard portlet preferences map the portlet to OVIS *customer* settings. The Internet Services portlet only displays data for the specified OVIS *customer*.

Perform the following steps on each OVIS measurement server in your network:

- 1 Verify that you are using a version of OVIS that is supported by Operations View. Refer to the *Installation Guide* for the list of supported product versions.
- 2 Verify that the OVIS measurement server has at least one configured *customer*. Make note of the currently defined OVIS *customer* settings and their respective *passwords*, if applicable. You need this information for configuring the portlet.

- 3 If you plan to use the Internet Services Dashboard portlet, for OVIS version 6.0 or later, determine the information for connecting to the OVIS database:

- Database type: The default is Microsoft Database Engine (MSDE). OVIS also supports Oracle and SQL Server.

If the OVIS database is MSDE or SQL Server, ensure that the database is running in *mixed mode*. See [Configuring MSDE to Run in Mixed Mode](#) on page 24 or [Configuring SQL Server to Run in Mixed Mode](#) on page 25.

- Database port: The port on which the database instance is running. To find the port number for MSDE or SQL Server, see [Determining the MSDE Port Number](#) on page 25 or [Determining the SQL Server Port Number](#) on page 26.

If the MSDE and SQL Server port numbers are set dynamically, the port number might change each time the database is restarted. In this case, you will need to update the connection information each time the port number changes. To avoid the need for configuration changes, you can configure the database to use static ports. See [Configuring an Instance of MSDE to Use a Static Port](#) on page 26 or [Configuring an Instance of SQL Server to Use a Static Port](#) on page 27.

- Database hostname: In most cases, this is the OVIS management station. If this value is not specified, Operations View uses the OVIS management station as the OVIS dashboard database host.
- Database user and password: The user name and password for connecting to the OVIS dashboard database.

## Configuring MSDE to Run in Mixed Mode

To configure the MSDE database to run in mixed mode, follow these steps:

- 1 From the Control Panel, open the Services window.
- 2 In the Services window, stop the MSSQLSERVER process and all other related services (such as SQLSERVERAgent).
- 3 On the Start menu, click **Run**, type **regedt32**, and then click **OK** to open the Registry Editor.



- 4 In the Registry Editor, locate and select the following key:  
HKEY\_LOCAL\_MACHINE\Software\Microsoft\Microsoft SQL Server\OVOPS\MSSQLServer\
- 5 In the right pane, double-click **LoginMode**.
- 6 In the DWORD Editor window, set the LoginMode subkey to **2**, verify that the Hex option is selected, and then click **OK**.
- 7 In the Services window, restart the MSSQLSERVER and the SQLSERVERAGENT services.

## Configuring SQL Server to Run in Mixed Mode

To configure the SQL Server database to run in mixed mode, follow these steps:

- 1 On the Start menu, click **All Programs**→ **Microsoft SQL Server**→ **Enterprise Manager** to open the SQL Server Enterprise manager.
- 2 Drill down to the database instance used by OVIS. Typically, this database instance is named <machine>\OVOPS.
- 3 Right-click the OVIS database, and then click **Properties**.
- 4 In the SQL Server Properties window, click the **Security** tab.
- 5 In the Authentication area of the Security tab, select SQL Server and Windows as the authentication mechanism, and then click **OK**.
- 6 Restart SQL Server.

## Determining the MSDE Port Number

To determine the port number currently being used by the MSDE database, follow these steps:

- 1 Using any text editor, open the SQL Server log file:  
<install\_dir>\MSSQL\$OVOPS\LOG\ERRORLOG
- 2 Look for lines that are similar to the following example:

```
2005-11-30 11:06:33.29 server SQL server listening on 192.168.0.5: 3887.  
2005-11-30 11:06:33.29 server SQL server listening on 127.0.0.1: 3887.
```

- 3 The port number listed at the end of the message (3887 in this example) is the port number to use for connecting to the database.

## Determining the SQL Server Port Number

To determine the port number currently being used the by SQL Server database, follow these steps:

- 1 On the Start menu, click **All Programs**→ **Microsoft SQL Server**→ **Enterprise Manager** to open the SQL Server Enterprise manager.
- 2 Drill down to the database instance used by OVIS. Typically, this database instance is named <machine>\OVOPS.
- 3 Drill down to Management and SQL Server Logs.
- 4 Open the Current log file.
- 5 Look for lines that are similar to the following example:

```
2005-11-30 11:06:33.29 server SQL server listening on 192.168.0.5: 3887.  
2005-11-30 11:06:33.29 server SQL server listening on 127.0.0.1: 3887.
```

- 6 The port number listed at the end of the message (3887 in this example) is the port number to use for connecting to the database.

## Configuring an Instance of MSDE to Use a Static Port

To configure an instance of the MSDE database to use a static port, follow these steps:

- 1 On the Start menu, click **Run**, type **regedt32**, and then click **OK** to open the Registry Editor.
- 2 In the Registry Editor, locate and select the following key:  
HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Microsoft SQL Server\OVOPS\MSSQLServer\SuperSocketNetLib\Tcp
- 3 In the right pane double-click **TcpPort**.
- 4 If TCPPort is set to 0, change this value to a static port number, and then click **OK**.
- 5 Restart MSDE.

- 6 Using any text editor, open the SQL Server log file `<install_dir>\MSSQL$OVOPS\LOG\ERRORLOG`, and verify that the configured port is being used.

## Configuring an Instance of SQL Server to Use a Static Port

To configure an instance of the SQL Server database to use a static port, follow these steps:

- 1 Start the Server Network Utility in one of the following ways:
  - On the Start menu, click **All Programs**→ **Microsoft SQL Server**→ **Server Network Utility**.
  - On the Start menu, click **Run**, type **svrnetcn.exe**, and then click **OK**.
- 2 In the SQL Server Network Utility window, click the **General** tab.
- 3 In the list of instance(s) on this server, select the instance of SQL Server running the OVIS database. Typically, this database instance is named `<machine>\OVOPS`.
- 4 In the Enabled Protocols box, click **TCP/IP**, and then click **Properties**.
- 5 In the Default port box, type a static port number, and then click **OK**.
- 6 Click **OK**, and then click **OK** again.
- 7 Restart the instance of SQL Server.
- 8 Using any text editor, open the SQL Server log file `<install_dir>\MSSQL$OVOPS\LOG\ERRORLOG`, and verify that the configured port is being used.

## On the Operations View Server

To enable communication between Operations View and OVIS, follow these steps:

- 1 In the scoping pane of the Operations View Administrator Tool, navigate to the Management Stations folder.
- 2 To add a new OVIS management station, right-click Management Stations, click **New Management Station**, and then type the fully-qualified host name of the OVIS management station.


To add OVIS settings to an existing management station, select that management station in the scoping pane.

- 3 In the editor pane, select **OVIS is Installed on this System**.

The OVIS tab becomes available.

- 4 On the OVIS tab, set the configuration options as appropriate for the version of OVIS running on the management station that you identified in [Step 2](#):

- **Access method:** Select whether to use HTTP or HTTPS for communicating with OVIS.
- **Web server port:** Specify the port that the OVIS web server uses.
  - For HTTP, the default port is 80.
  - For HTTPS, the default port is 443.
- **OVIS 6.0 or later:** Select this check box if the OVIS on this management station is version 6.0 or later.

 Selecting this check box makes the settings for the Internet Services Dashboard portlet available. The Internet Services Dashboard portlet requires OVIS version 6.0 or later.

- 5 For the Internet Services Dashboard portlet, set the remaining configuration options:
  - In the Dashboard General Settings area of the OVIS tab, specify the following information for connecting to the OVIS dashboard:
    - Dashboard port: The Tomcat application server port on the OVIS management station. The default port is 8080.
    - Dashboard user and password: The user name and password for connecting to the OVIS dashboard.

If restricted views are enabled for the OVIS dashboard, set the dashboard user to All Customers to display all available data, or specify one dashboard customer name to limit the data that is available to the Internet Services Dashboard portlet.

If restricted views are not enabled for the OVIS dashboard, leave the user and password fields empty.
  - In the Dashboard Database Settings area of the OVIS tab, specify the following information for connecting to the OVIS dashboard database. For information, see [On the OVIS Measurement Server](#) on page 23.
    - Database hostname
    - Database type
    - Database port
    - Database user and password
  - In the Health area of the OVIS tab, specify the service level violation health percentages. The default ranges are as follows:
    - Green: 0 through 10
    - Yellow: above 10 through 20
    - Red: above 20 through 100
- 6 Click **Save**.
- 7 Repeat [Step 2](#) through [Step 6](#) for each OVIS management station with which Operations View should communicate.

## Running in Languages Other Than English

Any language that can be displayed within the UTF-8 codeset can be displayed through Operations View.

### Configuring Operations View to Access UTF-8 Data From OVIS

OVIS does not use the UTF-8 character set that is required by Operations View. Operations View can display data from OVIS running in languages other than English, if you take the following precautions:

- 1 On the Operations View server, when entering the OVIS customer names and passwords into Operations View management station configuration settings, use only ASCII characters. (See [On the Operations View Server](#) on page 28.)
- 2 On the OVIS measurement server:
  - Ensure that the OVIS *customer* names that Operations View accesses are configured with ASCII characters.
  - If running OVIS in restricted mode, ensure that the OVIS customer *passwords* are configured with ASCII characters.

## HTTPS Support

The Internet Services portlet can be configured to use the secure hypertext transfer protocol (HTTPS) for communicating with the web server process on the OVIS measurement server.

The Internet Services Dashboard portlets can be configured to use the secure hypertext transfer protocol (HTTPS) for communicating with the Tomcat application server process on the OVIS measurement server. This portlet uses a regular JDBC connection to the OVIS database; it does not support secure JDBC access.

After configuring HTTPS, update the Operations View management station configuration for the OVIS measurement server. See [Step 4](#) on page 28.





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## 3 Working with the Internet Services Portlet

HP OpenView Dashboard Operations View provides the Internet Services portlet for integrating with HP OpenView Internet Services (OVIS).

This chapter describes how to create, configure, use, and customize the Internet Services portlet. For an overview of the portlet's functionality, see [Chapter 1, Introduction to the OVIS Integration](#).

The portal view development process includes a variety of tools:

- 1 Use the Operations View Administrator Tool to create the Operations View portlets within a portlet application. See [Creating the Internet Services Portlet](#) on page 34.
- 2 Use the Administrator Tool to perform initial configuration of the Operations View portlets. See [Configuring the Internet Services Portlet](#) on page 35.
- 3 Deploy the portlet application to the portal server. For information, refer to the *Operations View Administrator Guide*.
- 4 Use the portal server software tools to create a portal view that includes the Operations View portlets. For information, refer to the portal server software documentation.
- 5 In a web browser, view the portal view and customize the contained portlets. See [Using the Internet Services Portlet](#) on page 38.

This is the only point at which end users can interact with the Operations View portlets. If you allow portlet customization, refer to the *Operations View Administrator Guide* for information about the scope and effects of portlet customization.

- 6 Use the Administrator Tool to maintain the Operations View portlet configurations. See [Customizing the Internet Services Portlet](#) on page 42.

## Creating the Internet Services Portlet

Use the Administrator Tool to create the Internet Services portlet within an existing portlet application.

To create the Internet Services 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 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 OVIS 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 the Internet Services Portlet

For information on the Internet Services portlet configuration options, click **Help** at the bottom of the editor pane to view the online help page.

To configure the default settings for the Internet Services portlet, follow these steps:

- 1 In the scoping pane of the Administrator Tool, expand the Portlet Applications folder, expand the desired portlet application, and then click the name of the Internet Services portlet (named OVIS by default).

The editor pane displays the configuration for this portlet as shown here.

General Settings

Portlet Name\*:

Portlet Title\*:

Portlet Class\*:

Description:

Mime Type\*:

Portlet Modes\*:  VIEW  EDIT  HELP

OVIS Portlet Edit

General Parameters | Services

Display Stylesheet\*:

Help Content URI:

**Server:**

**Customer Name:**

**Customer Password:**

Confirm Customer Password:

**Default Time Period:**

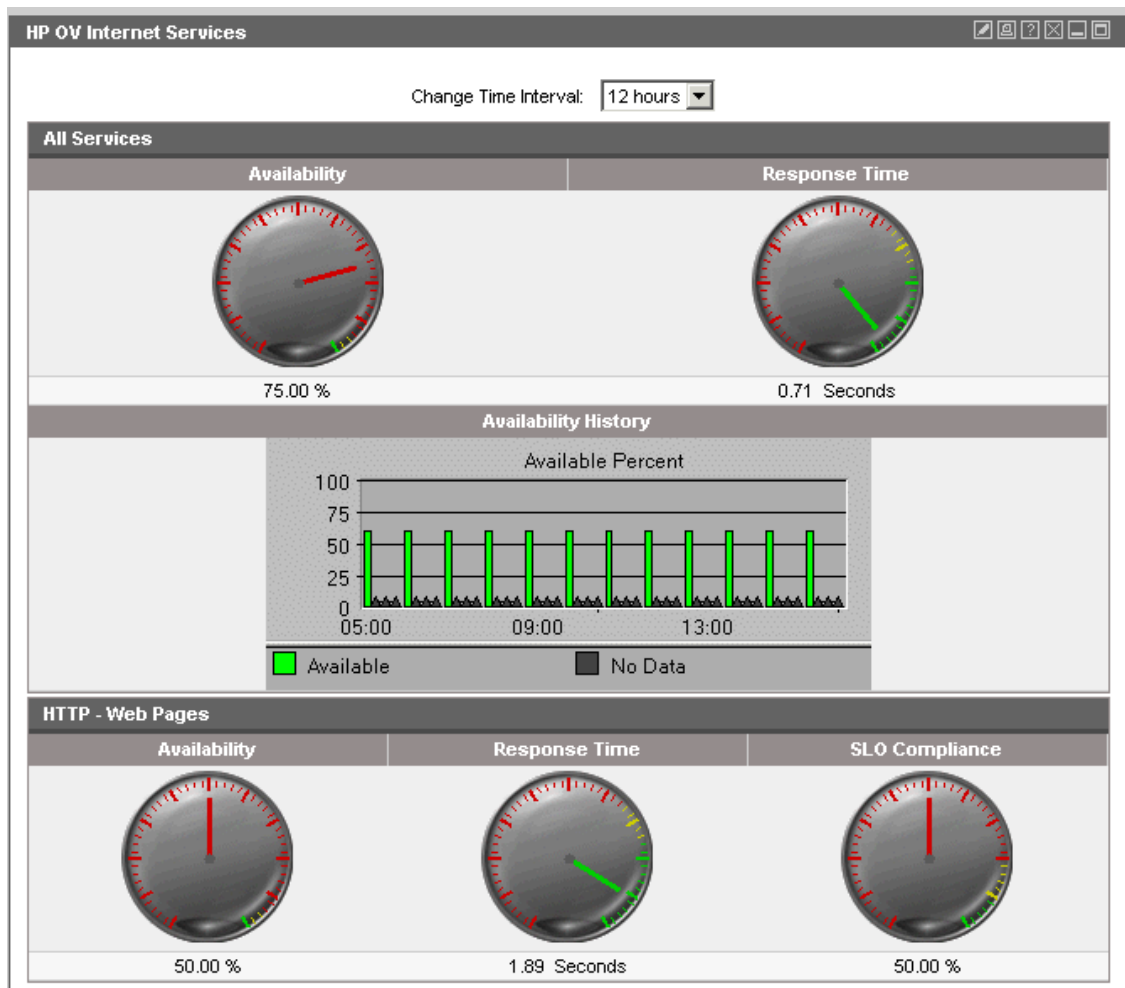
Save Cancel Help

- 2 In the General Settings area, make any desired changes.
- 3 On the General Parameters tab of the OVIS Portlet Edit area, set the configuration options. At a minimum, specify the correct values for the following options:
  - Server
  - Customer Name
  - Customer Password (and Confirm Customer Password)
- 4 On the Services tab of the OVIS Portlet Edit area, set and configure the services to monitor.
  - To add a service, select that service in the Available Service Types list, and then click Add.
  - To remove a service, select that service in the table, and then click Remove.
  - To configure a service, in the table row for that service, select the check boxes for the information to collect.
  - To set the display order for the service information, click **Move Up** and **Move Down** to arrange the order of the table rows.
- 5 Click **Save**.

## Using the Internet Services Portlet

The Internet Services portlet shows, at a glance, the most important information about a service. [Figure 4](#) shows an example of the Internet Services portlet.

**Figure 4 Deployed Internet Services Portlet**



The Change Time Interval list in the title bar of the Internet Services portlet (as shown in allows the user to set the time interval for the current session's display. After logging off and logging back into the portal, the Internet Services portlet reverts to the *default* time interval.

**Figure 5 Change Time Interval**



For information about changing the default time interval, see [Customizing the Internet Services Portlet](#) on page 42.

For each service type, the following information from OVIS can be displayed in the Internet Services portlet:

- Availability gauge: Is the service available?
- Response Time gauge: How quickly is the service responding to requests?
- Service Level (SLO) Compliance gauge: Have the OVIS service objectives been met?
- Response Time Components graph: What is the response time of the service and its subcomponents over the last specified time period?
- Availability history graph: Has the service been available over the past couple hours or weeks?
- Service Level Violations graph: Which services have not met the defined objectives?

## Internet Services Gauges

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

- Service Groups: Displays a breakdown of the target groupings that are included in a service type. For example, in OVIS, you can split your HTTP web servers into three or more groups. The response time, availability, and service-level violations are reported for each group of web servers.

- Customers: Displays performance, availability, response time, and service-level violations by customer.
- Work Shifts: Displays availability, response time, and service-level violations over different periods of time.

**Figure 6 Gauges**

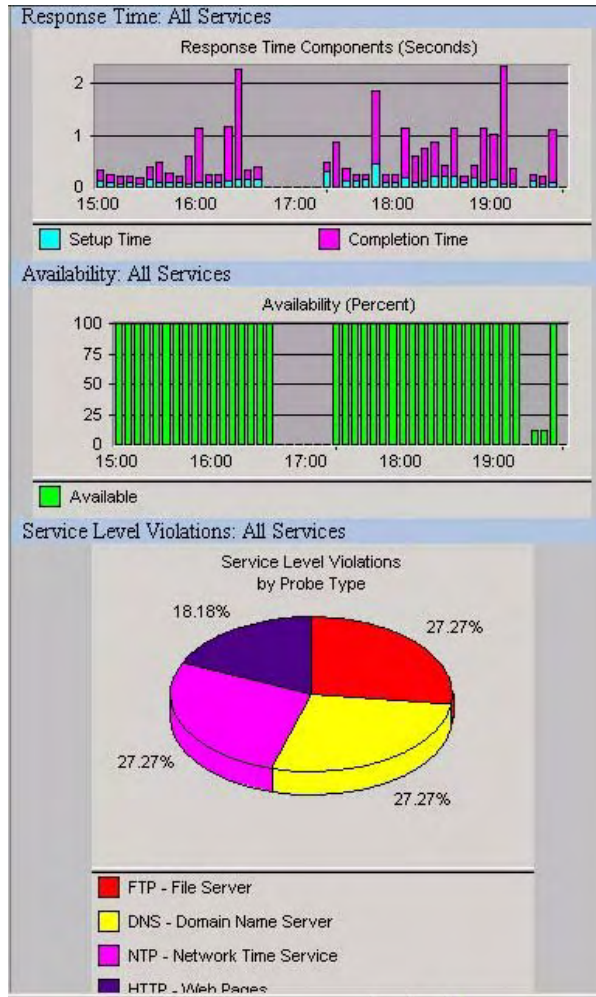




## Internet Services Graphs

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

**Figure 7** Graphs



## Customizing the Internet Services Portlet

If you grant portlet edit privileges, a user of the Internet Services portlet can change the following configurations for their portlet instance:

- OVIS management station
- Data time interval
- Displayed service types
- Displayed gauges and graphs for each service type

Figure 8 shows an example of the Internet Services portlet edit page.

**Figure 8 Internet Services Portlet Edit Page**

HP OV Internet Services

Select OVIS Management Station:

Default Time Interval:

Available Service Types:

Select Row	Service Type	Availability Gauge	Response Time Gauge	Service Level Gauge	Response Time Components	Availability History	Service Level Objectives
<input type="radio"/>	All Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="radio"/>	HTTP - Web Pages	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Changing the OVIS Management Station

By default, Operations View contacts the OVIS measurement server specified in the current portlet properties (see [On the Operations View Server](#) on page 28). Operations View gathers OVIS data from the selected server.

To override the default OVIS server, select an available server from the Select OVIS Management Station list.

- ▶ If you override the default OVIS measurement server, the exact OVIS *customer* and *password* values associated with the current portlet must match configuration settings on the specified OVIS measurement server. Operations View only gathers data from OVIS measurement servers that return the correct customer/password combination.

## Changing the Time Interval

You can set the time interval to use for display. Sets of service measurements (gauges and graphs) are provided for each specific time interval, such as “the last four hours” or “the last hour.” The time interval determines which set of service measures (gauges or graphs) are visible in the portlet.

To change the time interval, select a value from the Default Time Interval list. The specified time interval applies to all service measures within this instance of the Internet Services portlet.

## Selecting Service Types

You can choose the service type whose gauges and graphs to display in the Internet Services portlet.

To add a service type to the portlet instance, select the service type in the Available Service Types list, click **Add**, and then select the check boxes for the gauges and graphs to display.

- ▶ You can add any number of service types. You can also add the same service type to more than one portlet instance and configure different parameters for those instances. The more services you choose, the longer the portlets will take to display data.

## Selecting Gauges and Graphs for a Service Type

You can choose the gauges and graphs to display for a service type.

- To specify the information to display for a service type, select the check box underneath the availability, response time, and/or service level objective data to display.
- To delete a service type, select the row for that service type, and then click **Delete Row**.
- To set the display order for the service types, click the arrow buttons to arrange the order of the table rows.



To display the multiple gauges from a single service type in a vertical array, insert multiple rows for the same service type. Then, clear all but one gauge check boxes in each row.

---

## 4 Working with the Internet Services Dashboard Portlet

HP OpenView Dashboard Operations View provides the Internet Services Dashboard portlet for integrating with HP OpenView Internet Services (OVIS).

This chapter describes how to create, configure, use, and customize the Internet Services Dashboard portlet. For an overview of the portlet's functionality, see [Chapter 1, Introduction to the OVIS Integration](#).

The portal view development process includes a variety of tools:

- 1 Use the Operations View Administrator Tool to create the Operations View portlets within a portlet application. See [Creating the Internet Services Dashboard Portlet](#) on page 46.
- 2 Use the Administrator Tool to perform initial configuration of the Operations View portlets. See [Configuring the Internet Services Dashboard Portlet](#) on page 47.
- 3 Deploy the portlet application to the portal server. For information, refer to the *Operations View Administrator Guide*.
- 4 Use the portal server software tools to create a portal view that includes the Operations View portlets. For information, refer to the portal server software documentation.
- 5 In a web browser, view the portal view and customize the contained portlets. See [Using the Internet Services Dashboard Portlet](#) on page 50.

This is the only point at which end users can interact with the Operations View portlets. If you allow portlet customization, refer to the *Operations View Administrator Guide* for information about the scope and effects of portlet customization.

- 6 Use the Administrator Tool to maintain the Operations View portlet configurations. See [Customizing the Internet Services Dashboard Portlet](#) on page 54.

## Creating the Internet Services Dashboard Portlet

Use the Administrator Tool to create the Internet Services Dashboard portlet within an existing portlet application.

To create the Internet Services Dashboard 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 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 OVISDashboard 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 the Internet Services Dashboard Portlet

For information on the Internet Services Dashboard portlet configuration options, click **Help** at the bottom of the editor pane to view the online help page.

To configure the default settings for the Internet Services Dashboard portlet, follow these steps:

- 1 In the scoping pane of the Administrator Tool, expand the Portlet Applications folder, expand the desired portlet application, and then click the name of the Internet Services Dashboard portlet (named OVISDashboard by default).

The editor pane displays the configuration for this portlet as shown here.

General Settings

Portlet Name\*: OVISDashboard

Portlet Title\*: HP OV Internet Services Dashboard

Portlet Class\*: com.hp.ov.portal.portlets.ovisdashboard.OVISDashboardPortlet

Description: Demo: HP OpenView Internet Services Dashboard Portlet. Provides a summary of OVIS service

Mime Type\*: text/html

Portlet Modes\*:  VIEW  EDIT  HELP

OVIS Dashboard Portlet Edit

Display Stylesheet\*: ovisdashboard\_html.xsl

Help Content URI: /C/help/OVIS/OVISDashBoardView.jsp

Server: OVISStation

Default Time Period: 1 day

**Customer List**

Test	Add
	Move Up
	Move Down
	Remove

Save Cancel Help



- 2 In the General Settings area, make any desired changes.
- 3 In the OVIS Dashboard Portlet Edit area, set the configuration options. At a minimum, specify the correct values for the following options:
  - Server
  - Customer List

If the customer list is empty, the portlet displays data for all customers.
- 4 Click **Save**.

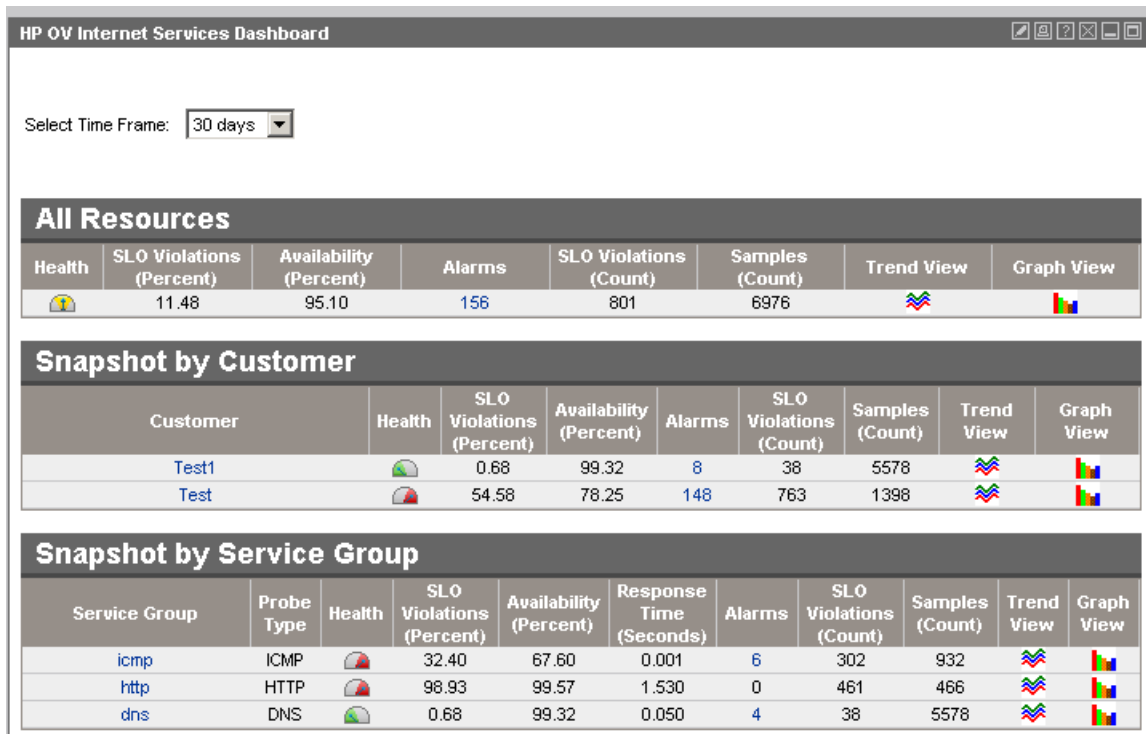
## Using the Internet Services Dashboard Portlet

The Internet Services Dashboard portlet presents summarized health information for the services configured in OVIS. It also allows you to drill down to more detailed data and to see trends, baseline graphs, and alarms. The Internet Services Dashboard portlet includes the following views:

- Summary
- Graph
- Trend
- Alarms

Figure 9 shows an example of the Internet Services Dashboard portlet summary view.

**Figure 9 Deployed Internet Services Dashboard Portlet**



## Summary View

The initial view shows the summarized health of all the services configured. This information is filtered by the list of customer and consists of three tables.

The Select Time Frame list at the top sets the time frame of the displayed data.

The All Resources table shows the summarized information for all resources associated with the configured customer. This information consists of the following:

- Health Icon: Color (green, yellow, or red) indicates the overall health of all resources.
- SLO Violations (Percent): SLO violations/number of measurements (%).
- Availability (Percent): Number of times all resources were available/number of measurements (%).
- Alarms (Count): Total number of alarms. You can drill down to the alarms view from this link.
- SLO Violations (Count): Total number of SLO violations.
- Samples (Count): Number of probe measurements taken.
- Trend View: A link to drill down to the trend view.
- Graph View: A link to drill down to the graph view.

The Snapshot by Customer table details information for each customer. Each row has information about one customer. This information consists of the following:

- Customer: Customer name.
- Health Icon: Color (green, yellow, or red) indicates the health of the customer.
- SLO Violations (Percent): SLO violations/number of measurements (%).
- Availability (Percent): Number of times the resource was available/number of measurements (%).
- Alarms (Count): Total number of alarms. You can drill down to the alarms view from this link.
- SLO Violations (Count): Total number of SLO violations.

- **Samples (Count):** Number of probe measurements taken.
- **Trend View:** A link to drill down to the trend view.
- **Graph View:** A link to drill down to the graph view.

The Snapshot by Service Group table details information for each service group. This information consists of the following:

- **Service Group:** Service group name.
- **Probe Type:** Service target type.
- **Health Icon:** Color (green, yellow, or red) indicates the health of the service.
- **SLO Violations (Percent):** SLO violations/number of measurements (%).
- **Availability (Percent):** Number of times the resource was available/number of measurements (%).
- **Response Time (Seconds):** Average response time over the number of times the resource was available.
- **Alarms (Count):** Total number of alarms. You can drill down to the alarms view from this link.
- **SLO Violations (Count):** Total number of SLO violations.
- **Samples (Count):** Number of probe measurements taken.
- **Trend View:** A link to drill down to the trend view.
- **Graph View:** A link to drill down to the graph view.

## Graph View

The graph view presents graphs for SLO violations, availability, alarms, SLA conformance, response time, and other service-related metrics. The information presented depends on how the graph view was selected.

- **Drilling down from All Resources** shows the detail table for all filtered customers and the graphs for all customers.
- **Drilling down from any customer** shows the detail table for all services configured for the customer and the graphs for the customer detailed by each service.

- Drilling down from a service shows the detail table for all targets associated with that service and the graphs for the service detailed by each target. Further drilling down from a target shows the detail table for each location and the graphs for the target.

The Select Time Frame list at the top sets the time frame of the displayed data.

## Trend View

The trend view shows the baseline data for the item being drilled down. You can select various metrics from the Metric list. By default the data shown is for all days of the week. This can be changed to display baseline for a single weekday using the Day list.

## Alarms View

The alarms view displays a table of all alarms associated with the item being drilled down. The table includes the following columns:

- Severity: Alarm severity.
- Time: Date and time stamp.
- Customer: Customer name associated with the target that generated the alarm.
- Service Group: Service group name associated with the target that generated the alarm.
- Target: Target generating the alarm.
- Message Text: Text of the alarm message.
- Probe Name: Service target type.
- Probe system: System where the probe is executed.

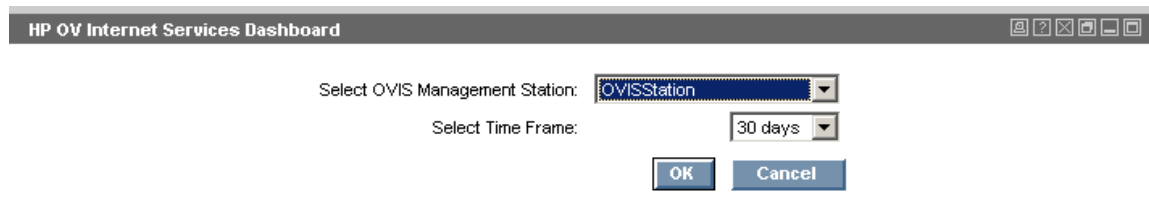
## Customizing the Internet Services Dashboard Portlet

If you grant portlet edit privileges, a user of the Internet Services Dashboard portlet can change the following configurations for their portlet instance:

- OVIS management station
- Data time frame

Figure 10 shows an example of the Internet Services Dashboard portlet edit page.

**Figure 10 Internet Services Dashboard Portlet Edit Page**



### Changing the OVIS Management Station

By default, Operations View contacts the OVIS measurement server specified in the current portlet properties (see [On the Operations View Server](#) on page 28). Operations View gathers OVIS data from the selected server.

To override the default OVIS server, select an available server from the Select OVIS Management Station list.

- ▶ If you override the default OVIS measurement server, the exact OVIS *customer* and *password* values associated with the current portlet must match configuration settings on the specified OVIS measurement server. Operations View only gathers data from OVIS measurement servers that return the correct customer/password combination.

## Changing the Time Frame

You can set the time frame to use for display. Sets of service measurements (gauges and graphs) are provided for each specific time interval, such as “the last four hours” or “the last hour.” The time frame determines which set of service measures (gauges or graphs) are visible in the portlet.

To change the time frame, select a value from the Select Time Frame list. The specified time frame applies to all service measures within this instance of the Internet Services Dashboard portlet.





---

## 5 Filtering OVIS Data

HP OpenView Dashboard Operations View allows you to associate resources with customers so that data is automatically filtered appropriately when a user displays an Operations View portlet for HP OpenView Internet Services (OVIS).

The Internet Services portlets depend upon portlet initialization parameters to accomplish this. See [Working with the Internet Services Portlet](#) on page 33 and [Working with the Internet Services Dashboard Portlet](#) on page 45.

Filtering for the Internet Services portlets is accomplished through the *customer* configuration on the OVIS measurement server.



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