

HP Operations Dashboard

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

Software Version: 2.10

Operations View Integration Guide:

HP OpenView Service Desk

HP OpenView Performance Insight

HP OpenView Reporter

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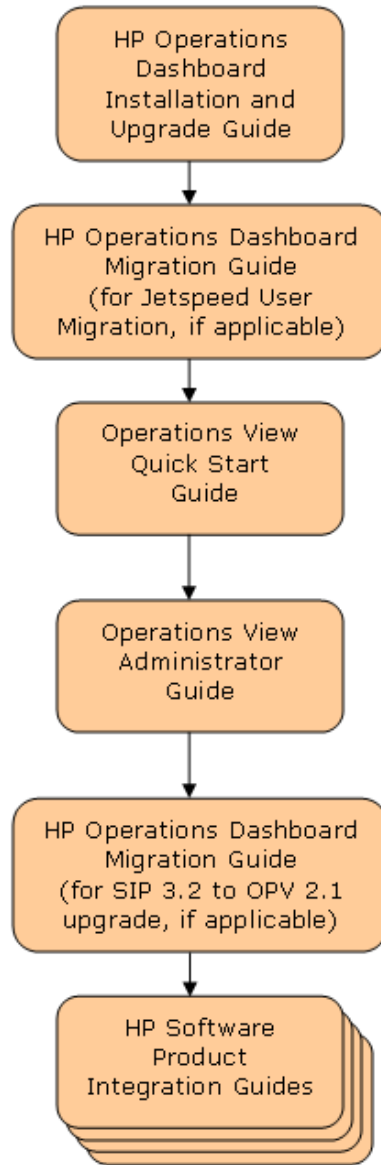
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Documentation Roadmap

Figure 1 on page 10 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 15.

Table 1 HP Operations Dashboard Documentation

Document Title and Filename	Main Topics
<i>Installation Guide</i> Installation.pdf	Installing and uninstalling 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>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
<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

Table 1 HP Operations Dashboard Documentation (cont'd)

Document Title and Filename	Main Topics
<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

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

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




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

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

Documentation Conventions

The Operations View 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>	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 to This Manual

This manual describes how to create, configure, and customize HP OpenView Dashboard Operations View portlets to work with the HP OpenView Service Desk (OVSD), HP OpenView Performance Insight (OVPI), and HP OpenView Reporter (OVR) products.

Operations View uses the HP OpenView Integration portlet for these integrations. For information on the HP OpenView Integration portlet, refer to the *Operations View Administrator Guide*.

[Table 3](#) lists the default implementations of the HP OpenView Integration portlet that are provided with Operations View.

Table 3 HP OpenView Integration Portlet Implementations

HP OpenView Product	HP OpenView Integration Portlet
HP OpenView Service Desk (OVSD)	<ul style="list-style-type: none">• Service Desk for Specialists• Service Desk
HP OpenView Performance Insight (OVPI)	<ul style="list-style-type: none">• Performance Insight Browser• Performance Insight
HP OpenView Reporter (OVR)	<ul style="list-style-type: none">• Reports• NNM Reports• OVO Reports• OVPA Reports

Refer to the configuration and customization chapters for each product for instructions on how to customize these portlets for your environment.

2 Introduction to the OVSD Integration

HP OpenView Service Desk (OVSD) automates IT infrastructure management processes to control the quality and delivery of business critical IT services. The supported IT management processes can be managed against agreed-upon service levels. The service level is negotiated and agreed upon by the customers of the service.

OVSD helps you:

- Increase the quality and quantity of delivered services.
- Decrease the time required to resolve incidents.
- Prevent incidents from occurring or reoccurring.
- Reduce the risk associated with an evolving IT infrastructure.
- Manage processes involved in delivering high-quality services.

OVSD is a structured, process-oriented application that supplies tools for managing, reporting, and improving all IT management processes. It can be modified to fit into the procedures of any IT department. It can also be integrated with a variety of tools that will extend the capabilities of your IT department.

For more information about configuring OVSD, see the documentation set that came with OVSD. All HP OpenView manuals are available online. See [Documentation Updates](#) on page 15.

You can display data from OVSD's web interface (service pages) through the HP OpenView Dashboard Operations View Service Desk portlets:

- Service Desk portlet
See [The Service Desk Portlet for Operations View](#) on page 20.
- Service Desk for Specialists portlet
See [The Service Desk for Specialists Portlet for Operations View](#) on page 21.

The Service Desk portlet configurations include OVSD service page login and proxy information. In this way, the Service Desk portlet user does not need direct access to the OVSD service pages server.

The Service Desk Portlet for Operations View

OVSD provides users the ability to submit, view, or modify service calls.

The Service Desk portlet is designed for OVSD end users. It provides access to the following functionality:

- **New Service Call**

The first button accesses the window where new service calls are entered into the OVSD database. The user can submit a new service call.

- **Service Calls (Full)**

The second button displays all service calls that the user is permitted to see in the full view (as defined by the OVSD system administrator).

Clicking on a service call ID number displays detailed information about that service call. Users can modify the detail information (provided their OVSD user configuration permits them to do so).

- **Service Calls (Restricted)**

The third button displays all service calls that the user is permitted to see in the restricted view (as defined by the OVSD system administrator).

Clicking on a service call ID number displays detailed information about that service call. Users can modify the detail information (provided their OVSD user configuration permits them to do so).

See [Chapter 4, Working with the Service Desk Portlets](#) for information on creating, configuring, using, and customizing this portlet.

The Service Desk for Specialists Portlet for Operations View

OVSD provides “specialists” (the OVSD term for operators) the ability to view or modify incidents, problems, changes, and work orders. Specialists can also submit, view, or modify service calls. Clicking on any ID number displays more detailed information. Specialists can modify the detail information (if their OVSD user configuration permits).

The Service Desk for Specialists portlet is designed for OVSD specialists. It provides access to the following functionality:

- **New Service Call**

The first button accesses the window where new service calls are entered into the OVSD database. The user can submit a new service call.

- **Service Calls**

The second button displays all service calls that the user is permitted to see in the full view (as defined by the OVSD system administrator). Clicking on a service call ID number displays detailed information about that service call. Users can modify the detail information (provided their OVSD user configuration permits them to do so).

- **Incidents**

The third button displays the Incidents list. Incidents are created with information coming from specialists, network management tools, or system management tools. Incidents transfer information among specialists. Incidents are based upon information about the status of a service or configuration item.

- **Problems**

The fourth button displays the Problem list. If the problem is identified, without finding a solution, the problem is a known error. The problem remains as a known error until a resolution to the problem is found. If the resolution requires a hardware or software change to prevent the problem from reoccurring, this problem advances to a Change.

- **Changes**

The fifth button displays a list of Changes. Changes track the activities required to resolve a problem, incident, or service call, and the impact of those changes.

- **Work Orders**

The sixth button displays the list of Work Orders.

Service calls, incidents, problems, and changes often result in a vast amount of work to be done. Work orders are a tool for employees to plan, assign, and follow-up on that resulting work.

Work orders provide an audit trail of completed work or work still in progress. The OVSD application automatically creates history lines whenever a work order status is changed. The history lines record who changed the work order and when the work order was changed. By viewing the history lines you can determine when a work order is completed, overdue, or not progressing.

See [Chapter 4, Working with the Service Desk Portlets](#) for information on creating, configuring, using, and customizing this portlet.

Interaction Between OVSD and Operations View

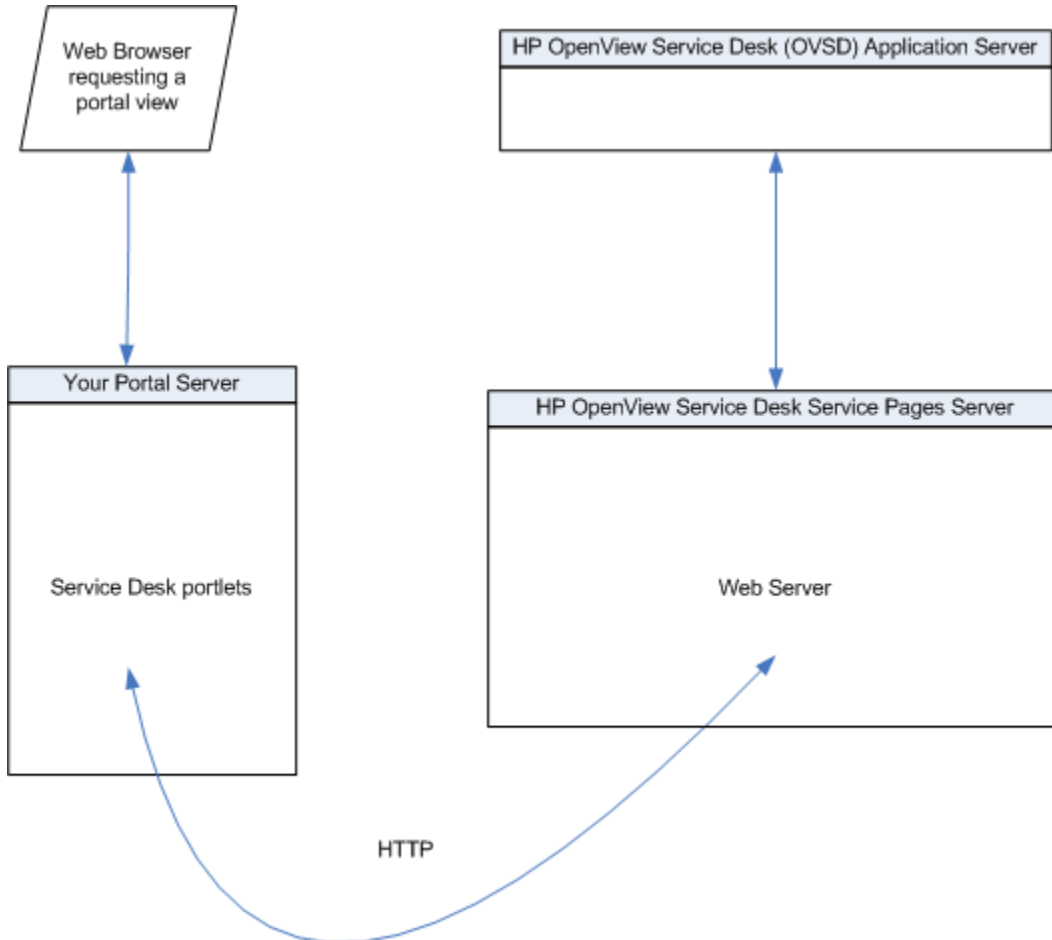
Operations View running on any supported operating system can integrate with multiple OVSD service pages servers regardless of the OVSD operating system. The *Installation Guide* includes information about supported OVSD versions and required patches. You must configure each Operations View portlet to communicate with one of your OVSD service pages servers.

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

Before using the Service Desk portlets, configure Operations View and OVSD to communicate with each other. See [Chapter 3, Configuring the Operations View Connection to OVSD](#).

[Figure 2](#) illustrates how the Service Desk portlets communicate with OVSD.

Figure 2 Communication Process for the Service Desk Portlets



3 Configuring the Operations View Connection to OVSD

To establish communication between your HP OpenView Service Desk (OVSD) service pages servers and HP OpenView Dashboard Operations View, perform the following configurations on each OVSD service pages server and on the Operations View server.

On Each OVSD Service Pages Server

Perform the following steps on each OVSD service pages server in your network:

- 1 Verify that you are using a version of OVSD that is supported by Operations View. Refer to the *Installation Guide* for the list of supported product versions.
- 2 If you have not already done so, create a service pages account (login name and password) for each user who will access any Operations View Service Desk portlet.
- 3 Make a list of the login names and passwords. You will enter these exact values while configuring each of your Service Desk portlets.

On the Operations View Server

To enable communication between Operations View and OVSD service pages, configure the portlet initialization parameters in the Service Desk portlet editor. See [Configuring the Service Desk Portlets](#) on page 31.

- ▶ You do *not* need to configure a management station within the Administrator Tool Management Stations folder.

Running in Languages Other Than English

For information about configuring Operations View and your web browser for non-English language mode, see the section “Internationalization Model” in the *Operations View Administrator Guide*.

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

To access non-English data from OVSD, follow the instructions in [Chapter 4, Working with the Service Desk Portlets](#).

HTTPS Support

The Operations View server to OVSD service pages server communication cannot be configured to use the secure hypertext transfer protocol (HTTPS) at this time.

4 Working with the Service Desk Portlets

HP OpenView Dashboard Operations View provides the following portlets for integrating with HP OpenView Service Desk (OVSD):

- Service Desk
- Service Desk for Specialists

This chapter describes how to create, configure, use, and customize the Service Desk portlets. For an overview of the portlets' functionality, see [Chapter 2, Introduction to the OVSD 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 Service Desk Portlets](#) on page 30.
- 2 Use the Administrator Tool to perform initial configuration of the Operations View portlets. See [Configuring the Service Desk Portlets](#) on page 31.
- 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 Service Desk Portlets](#) on page 34.

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 Service Desk Portlets](#) on page 36.

Creating the Service Desk Portlets

Use the Administrator Tool to create the Service Desk portlets within an existing portlet application.

To create a Service Desk 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 OVSD for the Service Desk portlet.
 - Select OVSD4Specialists for the Service Desk for Specialists portlet.
 - **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 Service Desk Portlets

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

To configure the default settings for a Service Desk 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 a Service Desk portlet (named OVSD or OVSD4Specialists by default).

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

The default value of the Configuration File parameter depends on the portlet:

- For the Service Desk portlet, the default configuration file is `ServiceDesk.xml`.
- For the Service Desk for Specialists portlet, the default configuration file is `ServiceDesk4Specialists.xml`.

General Settings

Portlet Name*: OVSD

Portlet Title*: OVSD

Portlet Class*: com.hp.ov.portal.portlets.ovgeneric.OVGenericPortlet

Description:

Mime Type*: text/html

Portlet Modes*: VIEW EDIT HELP

OpenView Integration Portlet Edit

Initialization Parameters

Initialization parameters cannot be modified by end users and are only allowed a single value.

Display Stylesheet*: generic_html.xsl

Help Content URI: /C/help/OVSD/OVSDView.html

Configuration File: ServiceDesk.xml

ServiceDesk.userName: system

ServiceDesk.password: servicedesk

ServiceDesk.SSPserver:

ServiceDesk.virtualDirectory: sd-sp4

Portlet Preferences

Portlet preferences may be modified by end users after deployment. Each user can customize his or her preferences.

Language: English

Timezone: Coordinated Universal Time

Save Cancel Help

- 2 In the General Settings area, make any desired changes.
- 3 In the Initialization Parameters area of the HP OpenView Integration Portlet Edit area, set the configuration options. At a minimum, specify how to connect to the OVSD service pages server:
 - ServiceDesk.SSPserver: Type the fully-qualified hostname of the OVSD service pages server. (This might be different from the computer running the OVSD application server.)

If OVSD has been configured on a port other than port 80, enter the port number as part of the server name. Use the format:
hostname:port
 - ServiceDesk.userName: Type the login name for connecting to the OVSD server.
 - ServiceDesk.password: Type the password for connecting to the OVSD server.
 - ServiceDesk.virtualDirectory: Type the location of the OVSD virtual directory. This value depends on the version of OVSD:
 - OVSD 4.0: `sd-sp4`
 - OVSD 4.5: `sd-sp45`
- 4 In the Portlet Preferences area of the HP OpenView Integration Portlet Edit area, make any desired changes.
- 5 Click **Save**.

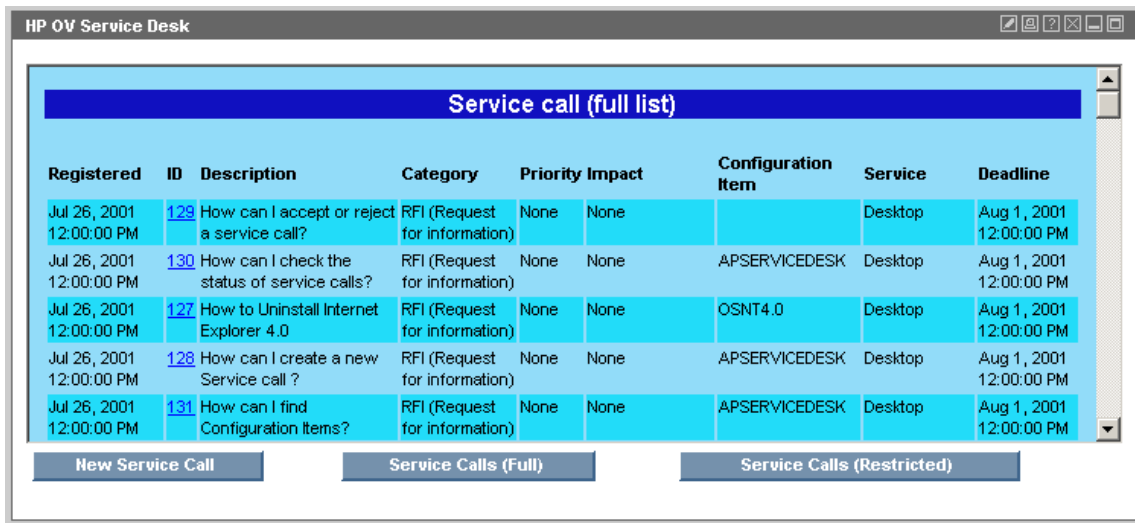
Using the Service Desk Portlets

The Service Desk (OVSD) portlet displays a list of OVSD’s current service calls. To locate and display a particular service call or to enter a new service call, click one of the buttons in the portlet:

- New Service Call
- Service Calls

Figure 3 shows an example of the Service Desk portlet in a portal view.

Figure 3 Deployed Service Desk Portlet



The Service Desk for Specialists (OVSD4Specialists) portlet displays a list of OVSD’s current service calls, incidents, problems, changes, and work orders. To interact with OVSD, click one of the buttons in the portlet:

- New Service Call
- Service Calls
- Incidents
- Problems
- Changes
- Work Orders

Figure 4 shows an example of the Service Desk for Specialists portlet in a portal view.

Figure 4 Deployed Service Desk for Specialists Portlet

The screenshot displays a web application window titled "HP OV Service Desk for Specialists". The main content area is titled "Service call (full list)" and contains a table with the following data:

Registered	ID	Description	Category	Priority	Impact	Configuration Item	Service	Deadline
Jul 26, 2001 12:00:00 PM	129	How can I accept or reject a service call?	RFI (Request for information)	None	None		Desktop	Aug 1, 2001 12:00:00 PM
Jul 26, 2001 12:00:00 PM	130	How can I check the status of service calls?	RFI (Request for information)	None	None	APSERVICEDESK	Desktop	Aug 1, 2001 12:00:00 PM
Jul 26, 2001 12:00:00 PM	127	How to Uninstall Internet Explorer 4.0	RFI (Request for information)	None	None	OSNT4.0	Desktop	Aug 1, 2001 12:00:00 PM
Jul 26, 2001 12:00:00 PM	128	How can I create a new Service call ?	RFI (Request for information)	None	None	APSERVICEDESK	Desktop	Aug 1, 2001 12:00:00 PM
Jul 26, 2001 12:00:00 PM	131	How can I find Configuration Items?	RFI (Request for information)	None	None	APSERVICEDESK	Desktop	Aug 1, 2001 12:00:00 PM

At the bottom of the portlet, there are six navigation buttons: "New Service Call", "Service Calls", "Incidents", "Problems", "Changes", and "Work Orders".

For information on the content displayed in the Service desk portlets, see [Chapter 2, Introduction to the OVSD Integration](#).

Customizing the Service Desk Portlets

If you grant portlet edit privileges, a user of the Service Desk portlets can change the following configurations for their portlet instance:

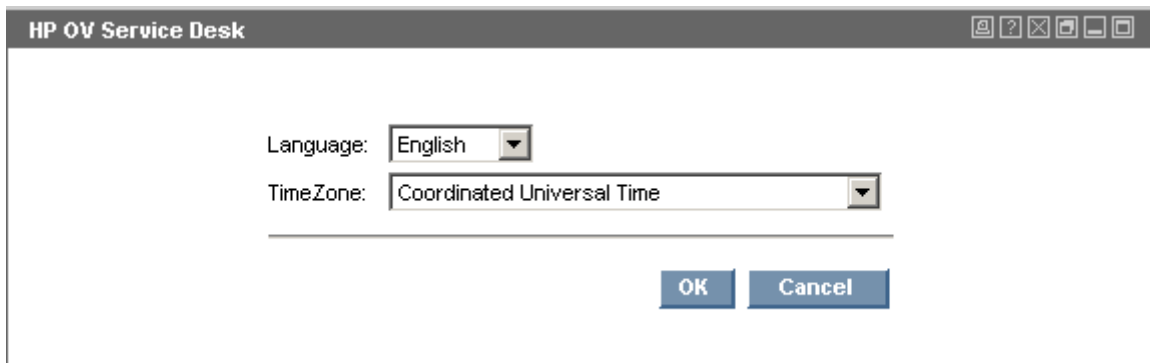
- Language

▶ The selected language must be configured on the OVSD application server.

- Time zone

Figure 5 shows an example of the Service Desk portlet edit page.

Figure 5 Service Desk Portlet Edit Page



Editing the Service Desk Portlets' Configuration Files

The following Service Desk portlet configurations can be changed in several ways. Changes made in the Administrator Tool or the portlet configuration file affect the default for all users of the portlet who have not customized their settings. Changes made on the portlet edit page affect that user or portal view, depending on the portal server:

- Language
- Time zone

The following Service Desk portlet configurations must be changed in the portlet configuration file.

- Buttons: reordering, adding, deleting or renaming
- Initial display page setting
- Display area size
- Proxy setting

Each of the Service Desk portlets is configured by an XML file:

- For the Service Desk portlet, the default configuration file is `ServiceDesk.xml`.
- For the Service Desk for Specialists portlet, the default configuration file is `ServiceDesk4Specialists.xml`.

The XML syntax for these portlets is defined in the `OVGeneric.dtd` file.

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

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

To edit a Service Desk portlet configuration file, follow these steps:

- 1 Make a backup of the XML file before you make changes. If you edit the XML file and get incorrect XML syntax, you might want to revert to the previous version of the file.
- 2 Open the configuration file in an XML editor.

The default configuration file for the Service Desk portlet is shown here. The default configuration file for the Service Desk for Specialists portlet contains three additional submodule blocks.

```
<Generic>
  GlobalParm>
    <OptionParm name="Language" prompt="Language:" value="English">
      <Option name="English" value="1033"/>
      <Option name="French" value="1036"/>
      <Option name="German" value="1031"/>
      <Option name="Japanese" value="1041"/>
      <Option name="Korean" value="1042"/>
      <Option name="Spanish" value="1034"/>
    </OptionParm>
    <OptionParm name="Timezone" prompt="TimeZone:" value="Coordinated
Universal Time">
      <Option name="Central Standard Time (Chicago)" value="CST"/>
      <Option name="Coordinated Universal Time" value="GMT"/>
      <Option name="Eastern Standard Time (New York)" value="EST"/>
      <Option name="European Central Standard Time (Amsterdam)" value="ECT"/>
      <Option name="Pacific Standard Time (San Francisco)" value="PST"/>
      <Option name="Japan Standard Time (Tokyo)" value="JST"/>
      <Option name="Mountain Standard Time (Denver)" value="MST"/>
    </OptionParm>
  </GlobalParms>
  <Submodule>
    <Url anchorText="Service Desk"
      auth="vLogin=$INIT_PARAM[ServiceDesk.userName]&
      vPasswd=$INIT_PARAM[ServiceDesk.password]&vHaveAccount=yes&
      vTimezone=$PREFERENCE[Timezone]&vLanguage=$PREFERENCE[Language]"
      displayMethod="inline" href="http://$INIT_PARAM[ServiceDesk.SSPserver]/
      $INIT_PARAM[ServiceDesk.virtualDirectory]/ListServiceCalls.jsp?
      type=full" ifNoIFramesMsg="" inlineHeight="250"
      loginUrl="http://$INIT_PARAM[ServiceDesk.SSPserver]/
      $INIT_PARAM[ServiceDesk.virtualDirectory]/ServicePagesNoLogin.jsp"
      proxy="yes" windowName="servicedesk" handshake="no" showAsButton="no"
    />
  </Submodule>
  <Submodule>
    <Url anchorText="New Service Call"
      auth="vLogin=$INIT_PARAM[ServiceDesk.userName]&
      vPasswd=$INIT_PARAM[ServiceDesk.password]&vHaveAccount=yes&
```

```

vTimezone=$PREFERENCE[Timezone]&vLanguage=$PREFERENCE[Language] "
displayMethod="anchor" href="http://$INIT_PARAM[ServiceDesk.SSPserver]/
$INIT_PARAM[ServiceDesk.virtualDirectory]/CreateServiceCall.jsp"
inlineHeight="220" loginUrl="http://$INIT_PARAM[ServiceDesk.SSPserver]/
$INIT_PARAM[ServiceDesk.virtualDirectory]/ServicePagesNoLogin.jsp"
proxy="yes" showAsButton="yes" windowName="servicedesk" handshake="no"
/>
</Submodule>
<Submodule>
  <Url anchorText="Service Calls (Full)"
    auth="vLogin=$INIT_PARAM[ServiceDesk.userName]&
vPasswd=$INIT_PARAM[ServiceDesk.password]&vHaveAccount=yes&
vTimezone=$PREFERENCE[Timezone]&vLanguage=$PREFERENCE[Language] "
displayMethod="anchor" href="http://$INIT_PARAM[ServiceDesk.SSPserver]/
$INIT_PARAM[ServiceDesk.virtualDirectory]/
ListServiceCalls.jsp?type=full" inlineHeight="250" loginUrl="http://
$INIT_PARAM[ServiceDesk.SSPserver]/
$INIT_PARAM[ServiceDesk.virtualDirectory]/ServicePagesNoLogin.jsp"
proxy="yes" showAsButton="yes" windowName="servicedesk" handshake="no"
/>
</Submodule>
<Submodule>
  <Url anchorText="Service Calls (Restricted)"
    auth="vLogin=$INIT_PARAM[ServiceDesk.userName]&
vPasswd=$INIT_PARAM[ServiceDesk.password]&vHaveAccount=yes&
vTimezone=$PREFERENCE[Timezone]&vLanguage=$PREFERENCE[Language] "
displayMethod="anchor" href="http://$INIT_PARAM[ServiceDesk.SSPserver]/
$INIT_PARAM[ServiceDesk.virtualDirectory]/
ListServiceCalls.jsp?type=restricted" inlineHeight="200"
loginUrl="http://$INIT_PARAM[ServiceDesk.SSPserver]/
$INIT_PARAM[ServiceDesk.virtualDirectory]/ServicePagesNoLogin.jsp"
proxy="yes" showAsButton="yes" windowName="servicedesk" handshake="no"
/>
</Submodule>
</Generic>

```

- 3 Edit the file as desired.

For information on specific portlet configuration changes, see the following sections:

- [Specifying the Default Language](#) on page 40
- [Specifying the Default Time Zone](#) on page 41
- [Changing the Portlet Buttons](#) on page 41
- [Changing the Initial Display Page](#) on page 43
- [Changing the Portlet Size](#) on page 44
- [Changing the Proxy Setting](#) on page 45

For information on the syntax of the portlet configuration file, see the following chapters in the *Operations View Administrator Guide*:

- “HP OpenView Configuring the Integration Portlet”
- “HP OpenView Integration Portlet DTD”

- 4 Validate the XML syntax, and then save the configuration file.

- 5 Log in to your portal server, and then verify that the portlet configuration changes took effect.

Specifying the Default Language

To specify the default language for the portlet, change the setting for the value attribute in the first line of the `OptionParm` block for name="Language". The language that you specify must be configured on the OVSD application server.

In the following example, the default language is English:

```
<OptionParm name="Language" prompt="Language:" value="English">
  <Option name="English" value="1033"/>
  <Option name="French" value="1036"/>
  <Option name="German" value="1031"/>
  <Option name="Japanese" value="1041"/>
  <Option name="Korean" value="1042"/>
  <Option name="Spanish" value="1034"/>
</OptionParm>
```


Specifying the Default Time Zone

To specify the default time zone for the portlet, change the setting for the value attribute in the first line of the `OptionParm` block for `name="Timezone"`.

In the following example, the default time zone is Coordinated Universal Time.

```
<OptionParm name="Timezone" prompt="TimeZone:" value="Coordinated
Universal Time">
  <Option name="Central Standard Time (Chicago)" value="CST"/>
  <Option name="Coordinated Universal Time" value="GMT"/>
  <Option name="Eastern Standard Time (New York)" value="EST"/>
  <Option name="European Central Standard Time (Amsterdam)" value="ECT"/>
  <Option name="Pacific Standard Time (San Francisco)" value="PST"/>
  <Option name="Japan Standard Time (Tokyo)" value="JST"/>
  <Option name="Mountain Standard Time (Denver)" value="MST"/>
</OptionParm>
```

Changing the Portlet Buttons

The default Service Desk portlet configuration file contains four `<Submodule>` blocks. The default Service Desk for Specialists portlet configuration file contains seven `<Submodule>` blocks.

The first `<Submodule>` block controls the portlet edit page settings. Do not delete this block:

- For the Service Desk portlet:

```
<Submodule>
  <Url anchorText="Service Desk" ...
```

- For the Service Desk for Specialists portlet:

```
<Submodule>
  <Url anchorText="Service Desk for Specialists" ...
```

The remaining `<Submodule>` blocks control the portlet buttons. For example:

- `<Submodule>`
`<Url anchorText="New Service Call" ...`
- `<Submodule>`
`<Url anchorText="Service Calls (Full) "...`
- `<Submodule>`
`<Url anchorText="Service Calls (Restricted) "...`

To reorder the portlet buttons, sequence the portlet button `<Submodule>` blocks as desired.

To add a portlet button, create a new `<Submodule>` block for that button.

To delete a portlet button, remove that button's `<Submodule>` block.

To rename a portlet button, change the setting of the `anchorText` attribute in that button's `<Submodule>` block.

Changing the Initial Display Page

The possible initial display pages are as follows:

- CreateServiceCall.jsp
- ListServiceCalls.jsp

The initial display page is set in the <Submodule> block that controls the portlet edit page settings:

- For the Service Desk portlet:

```
<Submodule>
  <Url anchorText="Service Desk" ...
```

- For the Service Desk for Specialists portlet:

```
<Submodule>
  <Url anchorText="Service Desk for Specialists" ...
```

To specify the initial display page, change the name of the JSP file for the href attribute.

```
<Submodule>
  <Url anchorText="Service Desk"
    auth="vLogin=$INIT_PARAM[ServiceDesk.userName]&
    vPasswd=$INIT_PARAM[ServiceDesk.password]&vHaveAccount=yes&
    vTimezone=$PREFERENCE[Timezone]&vLanguage=$PREFERENCE[Language]"
    displayMethod="inline" href="http://$INIT_PARAM[ServiceDesk.SSPserver]/
    $INIT_PARAM[ServiceDesk.virtualDirectory]/ListServiceCalls.jsp?
    type=full" ifNoIFramesMsg="" inlineHeight="250"
    loginUrl="http://$INIT_PARAM[ServiceDesk.SSPserver]/
    $INIT_PARAM[ServiceDesk.virtualDirectory]/ServicePagesNoLogin.jsp"
    proxy="yes" windowName="servicedesk" handshake="no" showAsButton="no"
  />
</Submodule>
```

Changing the Portlet Size

The portlet size is specified in pixels and is set in the <Submodule> block that controls the portlet edit page settings:

- For the Service Desk portlet:

```
<Submodule>
  <Url anchorText="Service Desk" ...
```

- For the Service Desk for Specialists portlet:

```
<Submodule>
  <Url anchorText="Service Desk for Specialists" ...
```

To specify the portlet size, change the value of the `inlineHeight` attribute.

```
<Submodule>
  <Url anchorText="Service Desk"
    auth="vLogin=$INIT_PARAM[ServiceDesk.userName]&
    vPasswd=$INIT_PARAM[ServiceDesk.password]&vHaveAccount=yes&
    vTimezone=$PREFERENCE[Timezone]&vLanguage=$PREFERENCE[Language] "
    displayMethod="inline" href="http://$INIT_PARAM[ServiceDesk.SSPserver]/
    $INIT_PARAM[ServiceDesk.virtualDirectory]/ListServiceCalls.jsp?
    type=full" ifNoIFramesMsg="" inlineHeight="250"
    loginUrl="http://$INIT_PARAM[ServiceDesk.SSPserver]/
    $INIT_PARAM[ServiceDesk.virtualDirectory]/ServicePagesNoLogin.jsp"
    proxy="yes" windowName="servicedesk" handshake="no" showAsButton="no"
  />
</Submodule>
```

Changing the Proxy Setting

The proxy setting is specified in pixels and is set in the <Submodule> block that controls the portlet edit page settings:

- For the Service Desk portlet:

```
<Submodule>
  <Url anchorText="Service Desk" ...
```

- For the Service Desk for Specialists portlet:

```
<Submodule>
  <Url anchorText="Service Desk for Specialists" ...
```

To specify the proxy setting, change the value of the proxy attribute.

```
<Submodule>
  <Url anchorText="Service Desk"
    auth="vLogin=$INIT_PARAM[ServiceDesk.userName]&
    vPasswd=$INIT_PARAM[ServiceDesk.password]&vHaveAccount=yes&
    vTimezone=$PREFERENCE[Timezone]&vLanguage=$PREFERENCE[Language] "
    displayMethod="inline" href="http://$INIT_PARAM[ServiceDesk.SSPserver]/
    $INIT_PARAM[ServiceDesk.virtualDirectory]/ListServiceCalls.jsp?
    type=full" ifNoIFramesMsg="" inlineHeight="250"
    loginUrl="http://$INIT_PARAM[ServiceDesk.SSPserver]/
    $INIT_PARAM[ServiceDesk.virtualDirectory]/ServicePagesNoLogin.jsp"
    proxy="yes" windowName="servicedesk" handshake="no" showAsButton="no"
  />
</Submodule>
```

5 Filtering OVSD Data

HP OpenView Dashboard Operations View allows you to associate resources with customers such that data is automatically filtered appropriately when a user displays an Operations View portlet for HP OpenView Service Desk (OVSD).

The Service Desk portlets depend upon portlet initialization parameters to accomplish this. See [Configuring the Service Desk Portlets](#) on page 31.

Filtering for the Service Desk portlets is accomplished by setting up user accounts (service pages accounts) on the OVSD application server.

6 Introduction to the OVPI Integration

HP OpenView Performance Insight (OVPI) is a comprehensive, performance management solution that automates the collection and analysis of network data, placing the information into report formats that network administrators configure. OVPI works specifically with SNMP data from any standard or custom MIB, including RMON, that is maintained by network devices.

With OVPI, network administrators have the ability to proactively manage service levels, optimize existing resources, accurately plan future growth, and predict network problems before they occur.

The reports that OVPI generates are tools to help with your efforts in the following areas:

- Ensure the availability and top performance for your network.
- Diagnose performance problems using recent and historical data.
- Identify over- and under-utilized links.
- Understand how your device resources are affecting network performance.
- Document current network performance for internal use and customer service level agreements (SLAs).
- Monitor metrics and avoid bottlenecks with specific and customized reports.

With OVPI's powerful reporting capabilities, you can have the information you need to make service guarantees with confidence. You can follow up these performance guarantees with tangible documentation of your SLA compliance. After the desired reports are configured and deployed to the OVPI web access server, you can display OVPI reports through the HP OpenView Dashboard Operations View Performance Insight and Performance Insight Browser portlets.

For more information about configuring OVPI to generate the desired reports, see the documentation set that came with OVPI. All HP OpenView manuals are available online. See [Documentation Updates](#) on page 15.

You can view OVPI reports through the Operations View Performance Insight portlets:

- Performance Insight portlet
See [The Performance Insight Portlet for Operations View](#) on page 50.
- Performance Insight Browser portlet
See [The Performance Insight Browser Portlet for Operations View](#) on page 50.

The Performance Insight portlet configurations include OVPI web access server login and proxy information. In this way, the Performance Insight portlet user does not need direct access to the OVPI web access server.

The Performance Insight Portlet for Operations View

The Performance Insight portlet displays one pre-selected OVPI report that is configured and deployed to your OVPI web access server. A portal user can select an OVPI report to display in a portal view.

See [Chapter 8, Working with the Performance Insight Portlets](#) for information on creating, configuring, using, and customizing this portlet.

The Performance Insight Browser Portlet for Operations View

The Performance Insight Browser portlet allows a portal user to browse through the reports directory structure to which the user has been given privileges in their OVPI view.

See [Chapter 8, Working with the Performance Insight Portlets](#) for information on creating, configuring, using, and customizing this portlet.

Interaction Between OVPI and Operations View

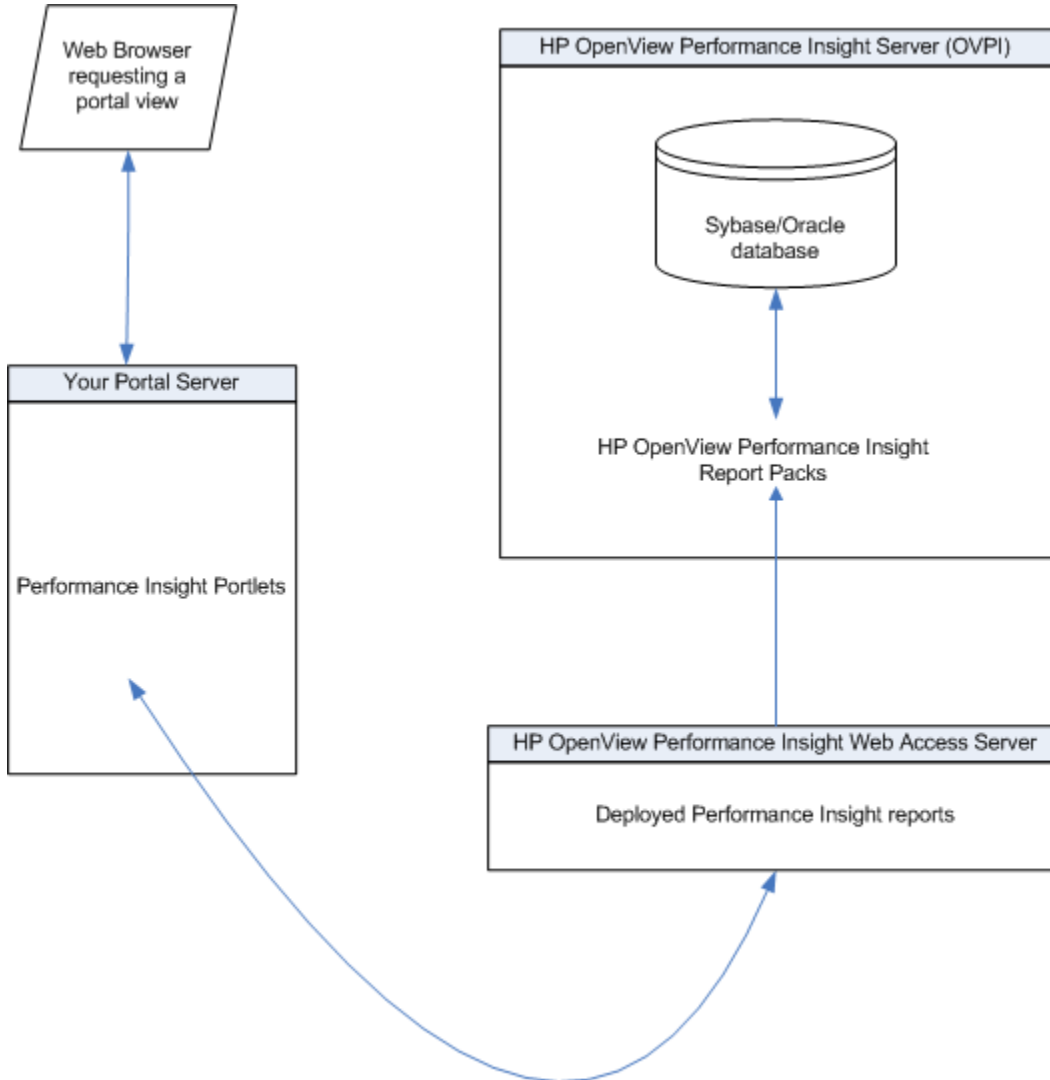
Operations View running on any supported operating system can integrate with any supported version of OVPI, regardless of the OVPI operating system. The *Installation Guide* includes information about supported OVPI versions and required patches.

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

Before using the Performance Insight portlets, configure Operations View and OVPI to communicate with each other. See [Chapter 7, Configuring the Operations View Connection to OVPI](#).

Figure 6 illustrates how the Performance Insight portlets communicate with OVPI.

Figure 6 Communication Process for the Performance Insight Portlets



7 Configuring the Operations View Connection to OVPI

To establish communication between your HP OpenView Performance Insight (OVPI) web access servers and HP OpenView Dashboard Operations View, perform the following configurations on each OVPI web access server and on the Operations View server.

On Each OVPI Web Access Server

Perform the following steps on each OVPI web access server in your network:

- 1 Verify that you are using a version of OVPI that is supported by Operations View. Refer to the *Installation Guide* for the list of supported product versions.
- 2 If you have not already done so, create a user account (login name and password) for each user who will access any Operations View Performance Insight portlet.
- 3 Verify that each configured user has an OVPI view that grants them permission to view specific reports.

OVPI views are configured through the OVPI Administration option followed by Report Settings and Catalog View Manager.

- 4 Disable access to that actions that the Performance Insight portlets do not support. The unsupported actions include deploy and undeploy.

You can disable these actions through the OVPI Administration option followed by Report Settings and Report Settings. Clear the Show Deploy Links to Users and Show System Directory to Users settings, and then restart the application server.

- 5 Verify that the OVPI reports to display through the Performance Insight portlets are configured and deployed.

On the Operations View Server

To enable communication between Operations View and the OVPI web access server, configure the portlet initialization parameters in the Performance Insight portlet editor. See [Configuring the Service Desk Portlets](#) on page 31.



You do *not* need to configure a management station within the Administrator Tool Management Stations folder.

Running in Languages Other Than English

For information about configuring Operations View and your web browser for non-English language mode, see the section “Internationalization Model” in the *Operations View Administrator Guide*.

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

OVPI operates in English only at this time. If reports are available in another language and the data is UTF-8-compliant, you might be able to display them through the portal server.

HTTPS Support

The Operations View server to OVPI web access server communication cannot be configured to use the secure hypertext transfer protocol (HTTPS) at this time.

8 Working with the Performance Insight Portlets

HP OpenView Dashboard Operations View provides the following portlets for integrating with HP OpenView Performance Insight (OVPI):

- Performance Insight
- Performance Insight Browser

This chapter describes how to create, configure, use, and customize the Performance Insight portlets. For an overview of the portlets' functionality, see [Chapter 6, Introduction to the OVPI 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 Performance Insight Portlets](#) on page 59.
- 2 Use the Administrator Tool to perform initial configuration of the Operations View portlets. See [Configuring the Performance Insight Portlets](#) on page 60.
- 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 Performance Insight Portlets](#) on page 63.

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 Performance Insight Portlets](#) on page 65.

Creating the Performance Insight Portlets

Use the Administrator Tool to create the Performance Insight portlets within an existing portlet application.

To create a Performance Insight 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 OVPI for the Performance Insight portlet.
 - Select OVPI_Browser for the Performance Insight Browser portlet.
 - **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 Performance Insight Portlets

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

To configure the default settings for a Performance Insight 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 a Performance Insight portlet (named OVPI or OVPI_Browser by default).

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

The default value of the Configuration File parameter depends on the portlet:

- For the Performance Insight portlet, the default configuration file is `PerfInsight.xml`.
- For the Performance Insight Browser portlet, the default configuration file is `PerfInsightBrowser.xml`.

General Settings

Portlet Name*: OVPI

Portlet Title*: HP OV Performance Insight

Portlet Class*: com.hp.ov.portal.portlets.ovgeneric.OVGenericPortlet

Description: Demo: HP OpenView Performance Insight Portlet, based on the HP OpenView Integration Portlet. Provides access

Mime Type*: text/html

Portlet Modes*: VIEW EDIT HELP

OpenView Integration Portlet Edit

Initialization Parameters

Initialization parameters cannot be modified by end users and are only allowed a single value.

Display Stylesheet*: generic_html.xsl

Help Content URI: /C/help/OVPI/OVPIView.jsp

Configuration File: PerfInsight.xml

OVPI.userName: trendadm

OVPI.password: trendadm

OVPI.server:

Portlet Preferences

Portlet preferences may be modified by end users after deployment. Each user can customize his or her preferences.

Report: ATM PVC Daily Availability

Save Cancel Help

- 2 In the General Settings area, make any desired changes.
- 3 In the Initialization Parameters area of the HP OpenView Integration Portlet Edit area, set the configuration options. At a minimum, specify how to connect to the OVPI web access server:
 - **OVPI.userName:** Type the user name for connecting to the OVPI web access server. The default is `trendadm`.
 - **OVPI.password:** Type the password for connecting to the OVPI web access server. The default is `trendadm`.
 - **OVPI.server:** Type the fully-qualified hostname of the OVPI web access server. (This might be different from the computer running the OVPI central server.)

If OVPI has been configured on a port other than port 80, enter the port number as part of the server name. Use the format:
hostname:port
- 4 In the Portlet Preferences area of the HP OpenView Integration Portlet Edit area, make any desired changes.
- 5 Click **Save**.

Using the Performance Insight Portlets

The Performance Insight portlet displays one pre-selected OVPI report that is configured and deployed to your OVPI web access server. A portal user can select which OVPI report to display in a portal view.

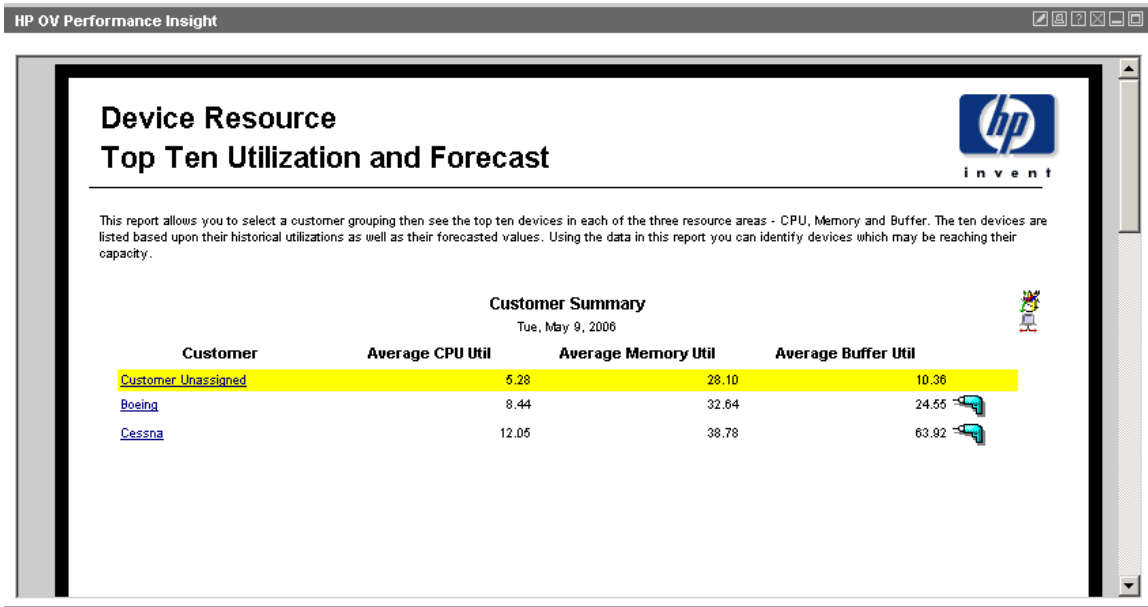
The portal user can click on any available drill symbols to drill down to the desired information:



Actions typically available from OVPI reports are disabled in the Operations View portlet. For example, a portal user cannot deploy an OVPI report.

Figure 7 shows an example of the Performance Insight portlet in a portal view.

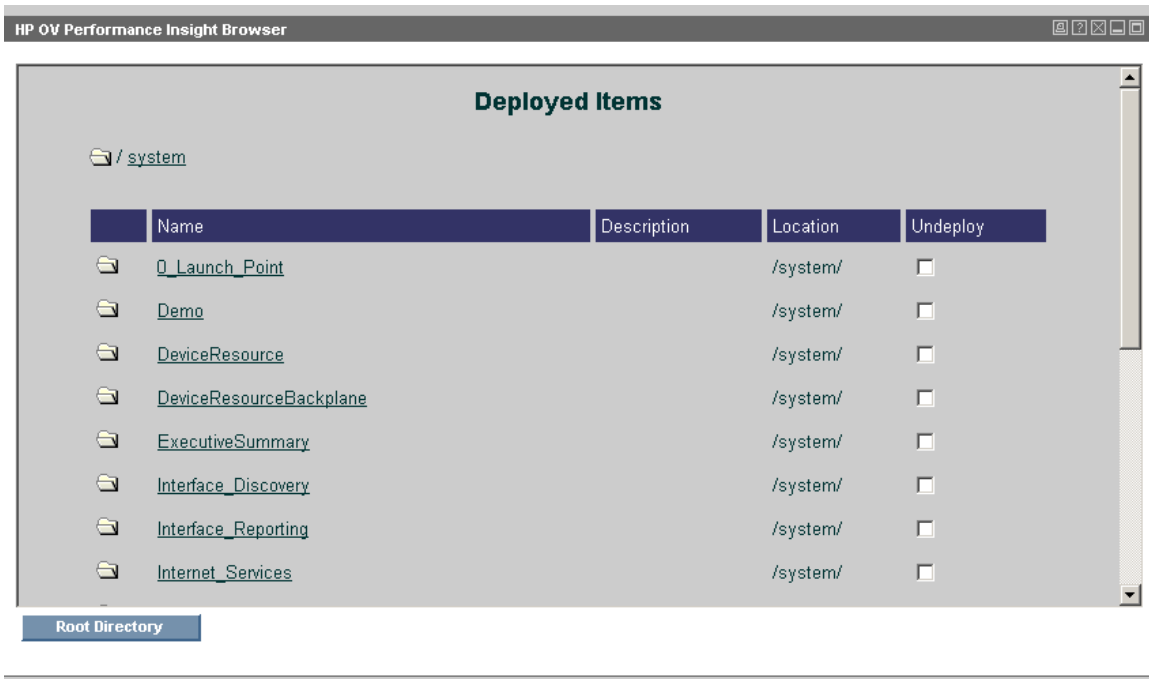
Figure 7 Deployed Performance Insight Portlet



The Performance Insight Browser portlet allows a portal user to browse through the reports directory structure to which the user has been given privileges in their OVPI view.

Figure 8 shows an example of the Performance Insight Browser portlet in a portal view.

Figure 8 Deployed Performance Insight Browser Portlet



Customizing the Performance Insight Portlets

If you grant portlet edit privileges, a user of the Performance Insight portlets can set the report to be displayed in their portlet instance.



Ensure that you select a report that is appropriate for the portal user. It is possible to select and display a report to users who do not have privileges to see the report in their portal views.

Figure 9 shows an example of the Performance Insight portlet edit page.

Figure 9 Performance Insight Portlet Edit Page



Editing the Performance Insight Portlets' Configuration Files

The following Performance Insight portlet configurations can be changed in several ways. Changes made in the Administrator Tool or the portlet configuration file affect the default for all users of the portlet who have not customized their settings. Changes made on the portlet edit page affect that user or portal view, depending on the portal server:

- Displayed report

The following Performance Insight portlet configurations must be changed in the portlet configuration file.

- Reports: adding, deleting or renaming (Performance Insight portlet only)
- Display area size
- Proxy setting

Each of the Performance Insight portlets is configured by an XML file:

- For the Performance Insight portlet, the default configuration file is `PerfInsight.xml`.
- For the Performance Insight Browser portlet, the default configuration file is `PerfInsightBrowser.xml`.

The XML syntax for these portlets is defined in the `OVGeneric.dtd` file.

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

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

To edit a Performance Insight portlet configuration file, follow these steps:

- 1 Make a backup of the XML file before you make changes. If you edit the XML file and get incorrect XML syntax, you might want to revert to the previous version of the file.
- 2 Open the configuration file in an XML editor.

A subset of the default configuration file for the Performance Insight portlet is shown here. (This file contains many <Option> blocks.)

```
<Generic>
  <GlobalParms>
    <OptionParm name="Report" prompt="Choose report:"
      value="Interface Top Ten">
      <Option name="ATM PVC Daily Availability"
        value="system/ATM/PVC/ATM_pvc_availability_daily.rep" />
      <Option name="ATM PVC Daily Exec Summary by Customer"
        value="system/ATM/PVC/ATM_pvc_execsum_daily_by_customer.rep" />
      <Option name="ATM PVC Daily Exec Summary by Region"
        value="system/ATM/PVC/ATM_pvc_execsum_daily_by_region.rep" />
      ...
    </OptionParm>
  </GlobalParms>
  <Submodule>
    <Url anchorText="Performance Insight Report"
      auth="$INIT_PARAM[OVPI.userName]:$INIT_PARAM[OVPI.password] "
      displayMethod="inline" handshake="yes"
      handshakeUrl="http://$INIT_PARAM[OVPI.server]/reports/home"
      href="http://$INIT_PARAM[OVPI.server]/reports/webview?rn=/
      $PREFERENCE[Report]&ov_user=$INIT_PARAM[OVPI.userName] "
      inlineHeight="400" proxy="yes" showAsButton="no"
    />
  </Submodule>
</Generic>
```

- 3 Edit the file as desired.

For information on specific portlet configuration changes, see the following sections:

- [Specifying the Default Report for the Performance Insight Portlet](#) on page 68
- [Changing the Available Reports for the Performance Insight Portlet](#) on page 69
- [Changing the Portlet Size](#) on page 69
- [Changing the Proxy Setting](#) on page 70

For information on the syntax of the portlet configuration file, see the following chapters in the *Operations View Administrator Guide*:

- “HP OpenView Configuring the Integration Portlet”
- “HP OpenView Integration Portlet DTD”

- 4 Validate the XML syntax, and then save the configuration file.

- 5 Log in to your portal server, and then verify that the portlet configuration changes took effect.

Specifying the Default Report for the Performance Insight Portlet

To specify the default report for the Performance Insight portlet, change the setting for the `value` attribute in the first line of the `OptionParm` block. The report that you specify must be configured and deployed through the OVPI web access server.

In the following example, the default report is Interface Top Ten:

```
<OptionParm name="Report" prompt="Choose report:"  
  value="Interface Top Ten">  
  ...  
</OptionParm>
```

Changing the Available Reports for the Performance Insight Portlet

The default Performance Insight portlet configuration file contains many `<Option>` blocks. Each `<Option>` block defines an OVPI report that can be viewed through the portlet. These reports must be configured and deployed through the OVPI web access server.

```
<Option name="ATM PVC Daily Availability"
value="system/ATM/PVC/ATM_pvc_availability_daily.rep" />
```

To add a custom OVPI report, create a new `<Option>` block for that report. Verify that the path information in the `value` attribute matches the actual deployment location of your reports on the OVPI web access server.

To delete an OVPI report, remove that report's `<Option>` block.

To rename an OVPI report, change the setting of the `name` attribute in that report's `<Option>` block. This name can be different from the report name displayed within OVPI.

Changing the Portlet Size

You can change the sizes of the Performance Insight portlet *and* the Performance Insight Browser portlet. The portlet size is specified in pixels and is set in the `<Submodule>` block that controls the portlet edit page settings.

To specify the portlet size, change the value of the `inlineHeight` attribute.

```
<Submodule>
  <Url anchorText="Performance Insight Report"
    auth="$INIT_PARAM[OVPI.userName]:$INIT_PARAM[OVPI.password]"
    displayMethod="inline" handshake="yes"
    handshakeUrl="http://$INIT_PARAM[OVPI.server]/reports/home"
    href="http://$INIT_PARAM[OVPI.server]/reports/webview?rn=/
    $PREFERENCE[Report]&ov_user=$INIT_PARAM[OVPI.userName]"
    inlineHeight="400" proxy="yes" showAsButton="no"
  />
</Submodule>
```

Changing the Proxy Setting

You can change the proxy settings for the Performance Insight portlet *and* the Performance Insight Browser portlet. The proxy setting is specified in pixels and is set in the <Submodule> block that controls the portlet edit page settings.

To specify the proxy setting, change the value of the proxy attribute.

```
<Submodule>
  <Url anchorText="Performance Insight Report"
    auth="$INIT_PARAM[OVPI.userName]:$INIT_PARAM[OVPI.password] "
    displayMethod="inline" handshake="yes"
    handshakeUrl="http://$INIT_PARAM[OVPI.server]/reports/home"
    href="http://$INIT_PARAM[OVPI.server]/reports/webview?rn=/
    $PREFERENCE[Report]&ov_user=$INIT_PARAM[OVPI.userName] "
    inlineHeight="400" proxy="yes" showAsButton="no"
  />
</Submodule>
```

9 Filtering OVPI Data

HP OpenView Dashboard Operations View allows you to associate resources with customers such that data is automatically filtered appropriately when a user displays an Operations View portlet for HP OpenView Performance Insight (OVPI).

The Performance Insight portlets depend upon portlet initialization parameters to accomplish this. See [Configuring the Performance Insight Portlets](#) on page 60.

Filtering for the Performance Insight portlets is accomplished through the user's configuration on the OVPI web access server.

10 Introduction to the OVR Integration

HP OpenView Reporter (OVR) provides up-to-date reports from multiple HP OpenView products. You can display these reports to your end users through HP OpenView Dashboard Operations View.

For more information about configuring OVR, see the documentation that came with OVR, such as the *HP OpenView Reporter Concepts Guide*. All HP OpenView manuals are available online. See [Documentation Updates](#) on page 15.

You can view OVR reports through the Operations View Reports portlets:

- Reports portlet
See [The Reports Portlet](#) on page 74.
- NNM Reports
See [The NNM Reports Portlet](#) on page 74.
- OVO Reports
See [The OVO Reports Portlet](#) on page 75.
- OVPA Reports
See [The OVPA Reports Portlet](#) on page 76.

Each Reports portlet provides a variety of reports. You can integrate any combination of the Operations View Reports portlets into your portal view.

The Reports portlet configurations include OVR server login information. In this way, the Reports portlet user does not need direct access to the OVR server.

The Reports Portlet

The Reports portlet shows the index page on the OVR server. A portal user can select any report listed on the index page for display.

Use this portlet when you do not need to restrict the access to any of the available reports on OVR server

The NNM Reports Portlet

The NNM Reports portlet displays information from one HP OpenView Network Node Manager (NNM) management station. Use this portlet when you want to restrict access to NNM reports only.

Some of the possible reports provided by this portlet are listed here:

- **NNM Event Category Trend (past seven days)**
This report illustrates the number of alarms in each alarm category on your NNM Management Station over a period of seven days. This report analyzes the last seven days of alarms in the NNM data warehouse.
- **NNM Event Severity Trend (past seven days)**
This report illustrates the number of alarms of each alarm severity for the last seven days of alarms in the data warehouse.
- **NNM Event Trend**
This report illustrates the number of alarms of each alarm severity subdivided by the date of the alarm.
- **NNM Events by Nodename**
This report illustrates the devices on your network (identified by nodename) that are generating the most alarms. The first graph shows the 10 nodes that have generated the most alarms. The scale is number of alarms. The remaining graphs show the most recent history of alarms for each of the top 10 nodes.
- **NNM Events By Severity**
This report provides a summary of the alarms on your network, grouped by severity. The graph illustrates the percentage of alarms with a given severity. The table specifies the number of alarms of each severity type.

The OVO Reports Portlet

HP OpenView Service Navigator (OVSN) is an add-on program for HP OpenView Operations (OVO). OVSN allows administrators to map network resources, systems, and application resources to services. For example, you can track the email service status by mapping all components that contribute to the successful delivery of email to one service definition, and you can track your e-business order processing service by mapping all components that contribute to the successful delivery of your shopping website to a different service definition.

The OVO Reports portlet displays information about the configured OVSN services on your OVO management station.

Some of the possible reports provided by this portlet are listed here:

- **OVO Top Active Messages by Service**
This report shows the five services that posted the highest number of OVO messages. The total count represents all messages specifically related to those five services that currently reside within the OVO messages database.
- **Service Status All Data**
This report shows the proportion of messages having each health status (severity), compared to the total number of service messages. The total count represents all messages specifically related to your services, that currently reside within the OVO messages database.
- **Service Status Last Full Week**
For the time frame of the past week, this report shows the proportion of messages having each health status (severity), compared to the total number of service messages. The total count represents all messages specifically related to your services, received within the past week by OVO.
- **Service Status Last Full Month**
For the time frame of the past month, this report shows the proportion of messages having each health status (severity), compared to the total number of service messages. The total count represents all messages specifically related to your services, received within the past month by OVO.

- **Service Status Yesterday**
For the time frame of the past day, this report shows the proportion of messages having each health status (severity), compared to the total number of service messages. The total count represents all messages specifically related to your services, received within the past day by OVO.

The OVPA Reports Portlet

HP OpenView Performance Agent (OVPA) reports show specialized data collected from specific devices. An HP OpenView Performance Agent on each device gathers comprehensive and continuous information about system activity. The agent collects, summarizes, time stamps, and detects alarm conditions on current and historical resource data. The agent provides performance, resource, and end-to-end transaction response time measurements, and supports network and database measurement information.

The OVPA portlet displays information from one OVPA management station.

Some of the possible reports provided by this portlet are listed here:

- **Top Busy CPU Systems**
This report shows which systems consumed the most CPU cycles during the reporting interval. The bar graph shows the average CPU busy percentage for each system. Individual system graphs show more detailed information about each system's consumed CPU cycles over time.
- **Top Busy Disk Systems**
This report shows which systems performed the most disk transfers during the reporting interval. The bar graph shows the total number of disk transfers for each system. Individual system graphs show more detailed information about each system's disk transfer rates over time.
- **Top Busy Memory Systems**
This report shows which systems had the highest rate of disk-swapping activity during the reporting interval. High disk-swapping activity indicates that more RAM is desirable on the system. The bar graph shows the average number of page-outs per second for each system. Individual system graphs show more detailed information about each system's memory page-out rates over time.

- **Top Busy Network Systems**
This report shows which systems had the highest network packet transfer rate during the reporting interval. The bar graph shows the average number of network packet transfers per second for each system. Individual system graphs show more detailed information about each system's network packet transfer rate over time.
- **Top File System Utilizing Systems**
This report shows which systems consumed the highest percent of their file space during the reporting interval. The bar graph shows the average file space utilization for each system. Individual system graphs show more detailed information about each system's average file space utilization rate over time.

Interaction Between OVR and Operations View

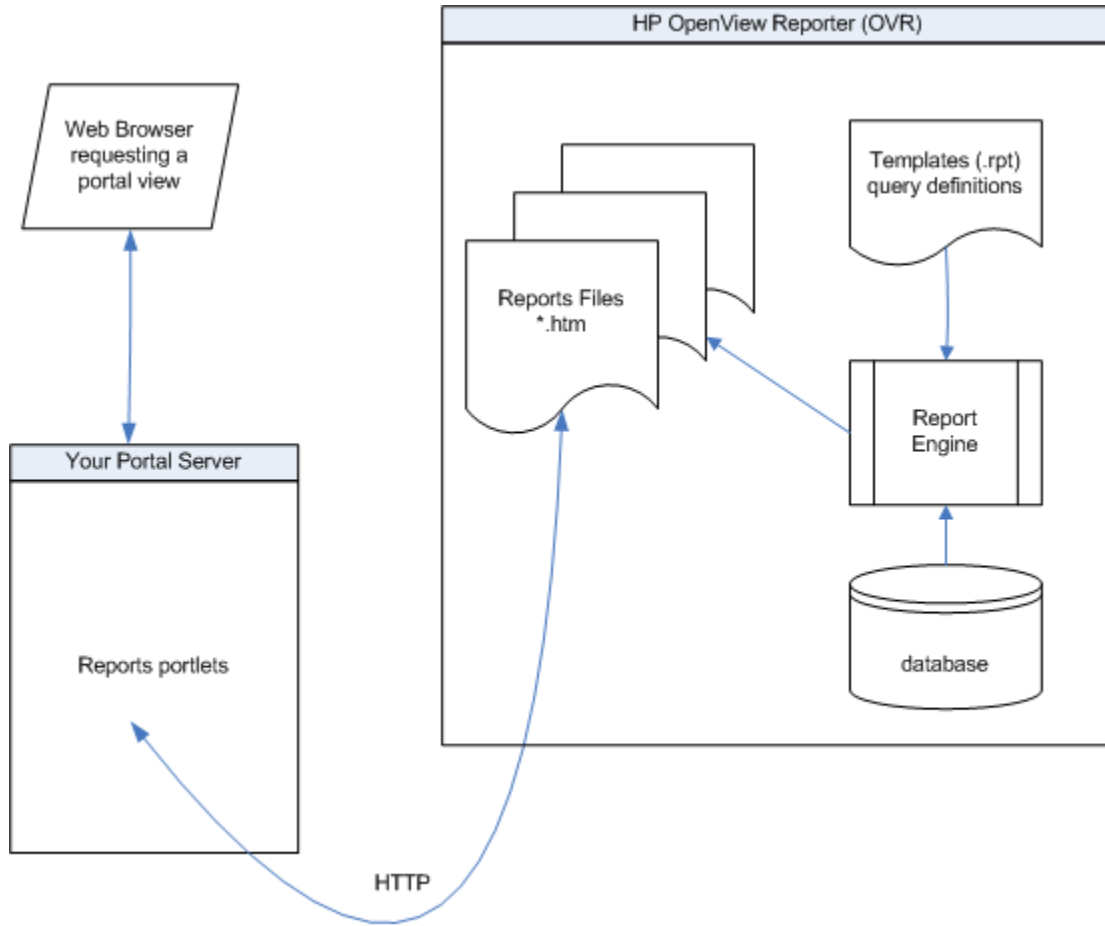
Operations View running on any supported operating system can integrate with multiple OVR servers regardless of the OVR operating system. The *Installation Guide* includes information about supported OVR versions and required patches.

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

Before using the Reports portlets, configure Operations View and OVR to communicate with each other. See [Chapter 11, Configuring the Operations View Connection to OVR](#).

[Figure 10](#) illustrates how the Reports portlets communicate with OVR.

Figure 10 Communication Process for the Reports Portlets



11 Configuring the Operations View Connection to OVR

To establish communication between your HP OpenView Reporter (OVR) server and HP OpenView Dashboard Operations View, configure the Operations View OVR portlets with connection configuration information.

On the Operations View Server

To enable communication between Operations View and the OVR server, configure the portlet initialization parameters in the Reporter portlet editor. See [Configuring the Reports Portlets](#) on page 88.

- ▶ You do *not* need to configure a management station within the Administrator Tool Management Stations folder.

Running in Languages Other Than English

For information about configuring Operations View and your web browser for non-English language mode, see the section “Internationalization Model” in the *Operations View Administrator Guide*.

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

OVR operates in English only at this time. If reports are available in another language and the data is UTF-8-compliant, you might be able to display them through the portal server.

HTTPS Support

The Operations View server to OVR server communication cannot be configured to use the secure hypertext transfer protocol (HTTPS) at this time.

12 Working with the Reports Portlets

HP OpenView Dashboard Operations View provides the following portlets for integrating with HP OpenView Reporter (OVR):

- Reports
- NNM Reports
- OVO Reports
- OVPA Reports

This chapter describes how to create, configure, use, and customize the Reports portlets. For an overview of the portlets' functionality, see [Chapter 10, Introduction to the OVR 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 Reports Portlets](#) on page 87.
- 2 Use the Administrator Tool to perform initial configuration of the Operations View portlets. See [Configuring the Reports Portlets](#) on page 88.
- 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 Reports Portlets](#) on page 91.

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 Reports Portlets](#) on page 93.

Creating the Reports Portlets

Use the Administrator Tool to create the Reports portlets within an existing portlet application.

To create a Reports 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 OVR_Reports for the Reports portlet.
 - Select OVR_NNMMReports for the NNM Reports portlet.
 - Select OVR_OVORports for the OVO Reports portlet.
 - Select OVR_OVPAReports for the OVPA Reports portlet.
 - **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 Reports Portlets

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

To configure the default settings for a Reports 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 a Reports portlet (named OVR_Reports, OVR_NNMReports, OVR_OVOReports, or OVR_OVPAReports by default).

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

The default value of the Configuration File parameter depends on the portlet:

- For the Reports portlet, the default configuration file is `OVRReports.xml`.
- For the NNM Reports portlet, the default configuration file is `OVRNNMReports.xml`.
- For the OVO Reports portlet, the default configuration file is `OVR_OVOReports.xml`.
- For the OVPA Reports portlet, the default configuration file is `OVR_OVPAReports.xml`.

General Settings

Portlet Name*: OVR_OVPAReports

Portlet Title*: HP OV Reporter: OVPA Reports

Portlet Class*: com.hp.ov.portal.portlets.ovgeneric.OVGenericPortlet

Description: Demo: HP OpenView Reporter OVPA Reports Portlet, based on the HP OpenView Integrati

Mime Type*: text/html

Portlet Modes*: VIEW EDIT HELP

OpenView Integration Portlet Edit

Initialization Parameters

Initialization parameters cannot be modified by end users and are only allowed a single value.

Display Stylesheet*: generic_html.xsl


Help Content URI: /C/help/OVR/OVPRepView.html

Configuration File: OVROVPAReports.xml

OVR.server:

OVR.subURL: Family_Performance_History.htm

Save Cancel Help

- 2 In the General Settings area, make any desired changes.
 - 3 In the Initialization Parameters area of the HP OpenView Integration Portlet Edit area, set the configuration options. At a minimum, specify how to connect to the OVR server:
 - **OVR.server:** Type the fully-qualified hostname of the OVR server.
 - **OVR.subURL:** Type the URL fragment that identifies the location of the report index on the OVR management station. The portlet appends this value to `http://$ovr.server:/HPOV_Reports` when it connects to the OVR management station. Example values are:
 - `nnm/eventnode/myCustomer/default.htm`
 - `ito/default.htm`
 - `Customers/myCustomer/topdisk/default.htm`
-  **OVR.subURL** does not apply to the Reports portlet.
- 4 Click **Save**.

Using the Reports Portlets

Each Reports portlet displays a report or an index page containing links to reports available from an OVR server. Click a link to open that report.

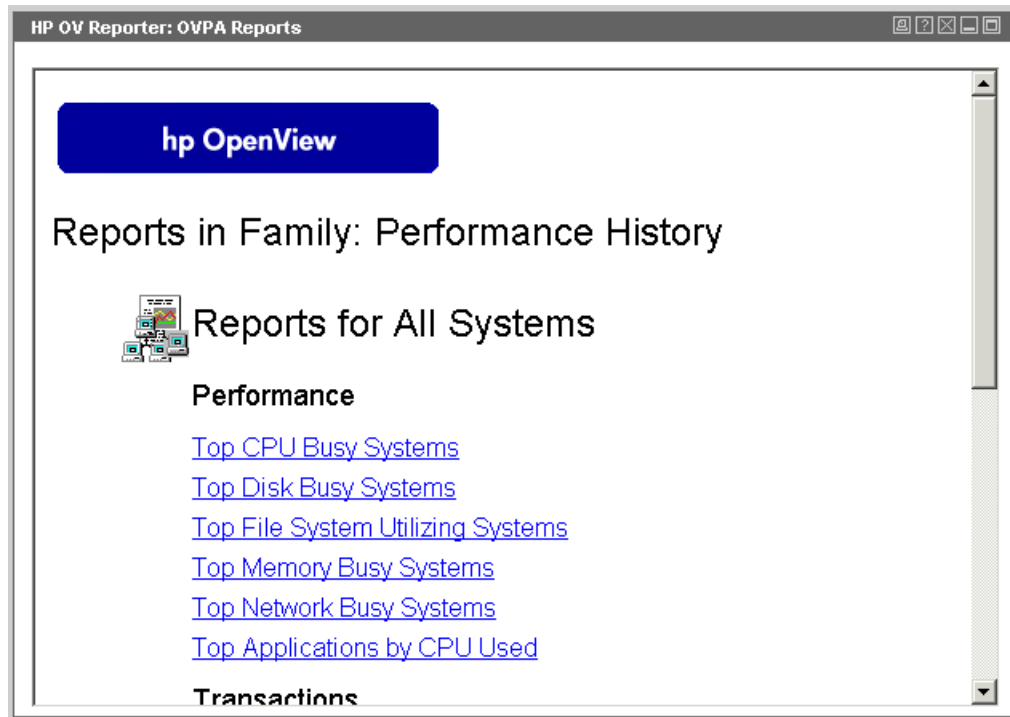
Figure 11 shows an example of the Reports portlet in a portal view.

Figure 12 on page 92 shows an example of the OVPA Reports portlet in a portal view.

Figure 11 Deployed Reports Portlet



Figure 12 Deployed OVPA Reports Portlet



Customizing the Reports Portlets

The configurations for the Reports portlets do not include any portlet preferences. Therefore, users cannot customize their portlet instances.

Editing the Reports Portlets' Configuration Files

The following Reports portlet configurations must be changed in the portlet configuration file.

- Display method
- Display area size
- Proxy setting

Each of the Reports portlets is configured by an XML file:

- For the Reports portlet, the default configuration file is `OVRReports.xml`.
- For the NNM Reports portlet, the default configuration file is `OVRNNMReports.xml`.
- For the OVO Reports portlet, the default configuration file is `OVROVReports.xml`.
- For the OVPA Reports portlet, the default configuration file is `OVROVPAReports.xml`.

The XML syntax for these portlets is defined in the `OVGeneric.dtd` file.

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

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

To edit a Reports portlet configuration file, follow these steps:

- 1 Make a backup of the XML file before you make changes. If you edit the XML file and get incorrect XML syntax, you might want to revert to the previous version of the file.
- 2 Open the configuration file in an XML editor.

The default configuration file for the OVPA Reports portlet is shown here. The other Reports portlet configuration files are similar. The Reports portlet configuration file does not include the `OVR.subURL` parameter.

```
<Generic>
  <Submodule>
    <Url href="http://$INIT_PARAM[OVR.server]/HPOV_reports/
      $INIT_PARAM[OVR.subURL]" displayMethod="inline" inlineHeight="400"
      proxy="yes" anchorText="click here" handshake="no" showAsButton="no"
    />
  </Submodule>
</Generic>
```

- 3 Edit the file as desired.

For information on specific portlet configuration changes, see the following sections:

- [Changing the Display Method](#) on page 96
- [Changing the Portlet Size](#) on page 96
- [Changing the Proxy Setting](#) on page 97

For information on the syntax of the portlet configuration file, see the following chapters in the *Operations View Administrator Guide*:

- “HP OpenView Configuring the Integration Portlet”
- “HP OpenView Integration Portlet DTD”

- 4 Validate the XML syntax, and then save the configuration file.
- 5 Log in to your portal server, and then verify that the portlet configuration changes took effect.

Changing the Display Method

The possible display methods are as follows:

- anchor
- inline
- embedded

The initial display page is set in the `<Submodule>` block that controls the portlet edit page settings.

To specify the initial display page, change the value of the `displayMethod` attribute.

```
<Submodule>
  <Url href="http://$INIT_PARAM[OVR.server]/HPOV_reports/
    $INIT_PARAM[OVR.subURL]" displayMethod="inline" inlineHeight="400"
    proxy="yes" anchorText="click here" handshake="no" showAsButton="no"
  />
</Submodule>
```

Changing the Portlet Size

The portlet size is specified in pixels and is set in the `<Submodule>` block that controls the portlet edit page settings.

To specify the portlet size, change the value of the `inlineHeight` attribute.

```
<Submodule>
  <Url href="http://$INIT_PARAM[OVR.server]/HPOV_reports/
    $INIT_PARAM[OVR.subURL]" displayMethod="inline" inlineHeight="400"
    proxy="yes" anchorText="click here" handshake="no" showAsButton="no"
  />
</Submodule>
```


Changing the Proxy Setting

The proxy setting is specified in pixels and is set in the <Submodule> block that controls the portlet edit page settings.

To specify the proxy setting, change the value of the proxy attribute.

```
<Submodule>
  <Url href="http://$INIT_PARAM[OVR.server]/HPOV_reports/
    $INIT_PARAM[OVR.subURL]" displayMethod="inline" inlineHeight="400"
    proxy="yes" anchorText="click here" handshake="no" showAsButton="no"
  />
</Submodule>
```

13 Filtering OVR Data

HP OpenView Dashboard Operations View allows you to associate resources with customers such that data is automatically filtered appropriately when a user displays an Operations View portlet for HP OpenView Reporter.

The Reporter portlets depend upon portlet initialization parameters to accomplish this. See [Configuring the Reports Portlets](#) on page 88.

Filtering for the Reports portlets is accomplished by referencing a specific report or report index page on the OVR server.

14 Troubleshooting the OVSD, OVPI, and OVR Integrations

The Browser Shows HTTP 404 Status Error: Resource not available

Cause: The Service Desk or Performance Insight or Reporter management station with which the portlet is trying to communicate might not be running or might not be configured correctly.

Solution: Ensure that the management station is configured correctly and running. Also verify that the port number is correct. You can append the port number to the management station name as in `hostname:8080`.

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