HP Operations Dashboard

For the Microsoft® Windows® Operating System

Software Version: 2.10

RealTime Health View Administrator Guide

hp ®

i n v e n t

Support

Visit the HP Software support web site at:

http://www.hp.com/managementsoftware/support

This web site provides contact information and details about the products, services, and support that HP Software offers.

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

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- Download software patches

- Submit and track progress on support cases

- Manage a support contract

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Most of the support areas require that you register as an HP Passport user and log in. Many also require a support contract.

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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.

Contents

1 Documentation Map

Figure 1 shows the documentation map for HP Operations Dashboard RealTime Health View. You can use this map to determine which manual contains the information you need. For a list of available product documentation, see RealTime Health View Documentation on page 10.

Figure 1   RealTime Health View Documentation Map
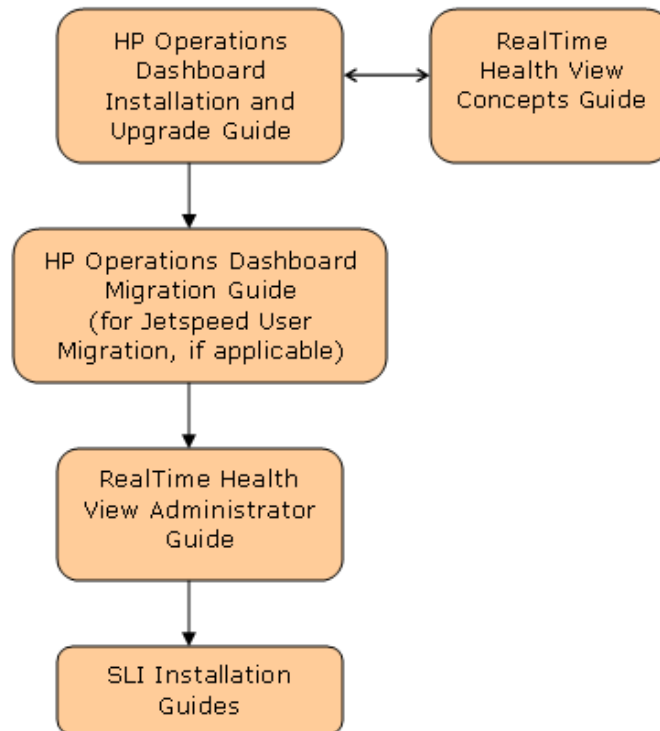
RealTime Health View Documentation

Table 1 lists the documents in the RealTime Health View documentation set. These documents are provided in Adobe Acrobat (.pdf) format and are located in the following directories:

- On the HP Operations Dashboard management station:

  <OvInstallDir>`\paperdocs\dashboard\rhview`

  where *<OvInstallDir>* is the location where RealTime Health View is installed.

- On the product DVD-ROM:

  `\Docs\`

- On the system where SLI is installed (for the SLI installation guide):

  <OvInstallDir>`\paperdocs`

Table 1   RealTime Health View Documentation

Document Title and Filename	Main Topics
HP Operations Dashboard Installation and Upgrade Guide `Installation.pdf`	Installing, uninstalling, and upgrading HP Operations Dashboard
HP Operations Dashboard Migration Guide `Migration.pdf`	• Migrating from SIP 3.2 to Operations View 2.1 • Migrating RealTime Health View and Operations View users to Jetspeed 2.1.1
RealTime Health View Concepts Guide `RealTime_Health_View_Concept.pdf`	Introduction to the terms and concepts of RealTime Health View
RealTime Health View Administrator Guide `RealTime_Health_View_Admin.pdf`	• Configuring RealTime Health View • Maintaining RealTime Health View
Smart Link Integration for BMC Remedy Help Desk Installation Guide `RemedyOvSLI\Remedy_SLI_Install.pdf`	Installing Smart Link Integration (SLI) for Remedy Help Desk

RealTime Health View Online Help

You can access RealTime Health View online help for HP Operations Dashboard Service Composer from the composer Help menu.

2 Introduction

This chapter provides an overview of HP Operations Dashboard RealTime Health View. It also provides information about basic configuration and administration tasks.

This chapter includes the following topics:

- About HP Operations Dashboard on page 11
- About HP Operations Dashboard RealTime Health View on page 11
- Getting Started with RealTime Health View on page 13

About HP Operations Dashboard

HP Operations Dashboard is a suite of tools that you can use to monitor the health and status of vital business, application, and IT services. You can use these tools to link existing service definitions from different management stations to create a customized dashboard view of your environment. HP Operations Dashboard consists of the following tools:

- HP Operations Dashboard RealTime Health View: enables you to look at high-level service-related data.
- HP Operations Dashboard Operations View: enables you to look at detailed operations-level data.

  ▶ For information about HP Operations Dashboard Operations View, see the Operations View documentation

About HP Operations Dashboard RealTime Health View

RealTime Health View enables you to collect, aggregate, and analyze service-related data from existing management stations in your environment. You can use this data to create a set of high-level aggregated views of application, business, and IT services. RealTime Health View provides the following components:

- RealTime Health View Composer
- RealTime Health View Portal
- RealTime Health View Adapters
- RealTime Health View Server
- RealTime Health View System Tray

RealTime Health View Composer

You can use the composer module to design the portal views that your end users view. You can introspect services from selected management stations in your environment (such as those running HP Operations Internet Services, HP Operations for Windows, and so on) to provide high-level dashboard views.

The composer module enables you to do the following:

- Import services from management stations such as HP Operations Internet Services, HP Service Navigator, and HP Service Desk. You can also import HTTP and SQL data sources.

- Create dashboards and define service groups. This enables you to display high-level service views grouped by geographies, business units, organizational units, and so on.

- Deploy any newly designed dashboard view so that it displays as a complete portal-based web site.

RealTime Health View Portal

Your end users view the dashboards by using the portal view, which is a set of JSR168-compliant portlets that are autogenerated for the dashboards designed by using the composer. These portlets provide a consolidated view of services and enable end users to drill down to the elementary services. They also provide detailed information about each dashboard component including health metrics and other attributes.

The portal module provides the following:

- Summary views that show multi-dimensional aspects of a service, such as health, availability, service-level objective (SLO) compliance, alerts, and help desk incidents.

- First-level drilldown portlets show the service hierarchies as defined by the service managers. These portlets also show cross-domain heterogeneous views of data from multiple products within a specified service context.

- Second-level drilldown portlets show additional details about selected dependent services from products such as HP Operations Internet Services and HP Service Navigator.

RealTime Health View Adapters

RealTime Health View adapters provide integration between the RealTime Health View server and the management stations from which it collects data. The adapters are web service-based applications that you deploy on each management station from which RealTime Health View collects data.

Adapters are available for the following HP products:

- HP Internet Services
- HP Service Desk
- HP Service Navigator
- HP Operations Manager for Windows
- HP Operations Manager for UNIX

Adapters designed to work with non-HP Operations management stations are called Smart Link Integration (SLI). SLIs are available for the following products:

- BMC Remedy Help desk

RealTime Health View Server

The RealTime Health View server acts as a repository for dashboards that you create. It also contains an engine that accepts runtime data from adapters and SLIs, and computes status for each of the dashboard components at runtime.

RealTime Health View System Tray

The RealTime Health View System Tray tool shows the status of dashboards, deployed in the Dashboard server, on a client system. It provides the current status and status update alert for each dashboard. After you install and configure the system tray tool, it appears in the system tray of your system.

Getting Started with RealTime Health View

Before using RealTime Health View, you must configure it by using the Dashboard Configuration Manager. The Dashboard Configuration Manager enables you to configure connection parameters such as port number, polling interval, database, and portal server. It also enables you to start or stop the RealTime Health View servers.

For an overview of configuration and administration tasks, see Table 2.

Table 2   Organization of Tasks

Task Number	Task Name and Reference	Description
1.0	See Installing and Configuring Adapters on page 15.	RealTime Health View collects data with the help of adapters. After you install RealTime Health View, you must install the necessary adapters on each management station or data source.
2.0	See Configuring RealTime Health View on page 37.	Configure RealTime Health View database details, server properties, and adapters.
3.0	See Creating Dashboards on page 57.	Create and deploy dashboards by using the HP Operations Dashboard Service Composer.
4.0	See Managing Users on page 79.	Add, delete, and manage users. Assign dashboards to portal users.

3 Installing and Configuring Adapters

In order to retrieve data from selected management stations, you must first install and configure adapters on each management station or data source. This chapter contains information about the following topics:

Finding the RealTime Health View Adapters

The RealTime Health View installation wizard automatically installs the set of adapters in compressed format in the following location:

<OvInstallDir>`\misc\dashboard\rhview`

The compressed files include the following:

- For Windows systems: `HPOvDshAdapter-WinNT4.0.zip`
- For HP-UX systems: `HPOvDshAdapter-HPUX11.0.tar.gz`
- For Solaris systems: `HPOvDshAdapter-SunOS5.7.tar.gz`
- For system tray: `HPOvDshSysTray-WinNT4.0.zip`

▶ *<OvInstallDir>* is also the location of other HP Operations Dashboard files.

Installing the Adapter for HP Internet Services

System Requirements

In order to install this adapter successfully, the target management station must meet the following minimum system requirements

Table 3   System Requirements for the Adapter for HP Internet Services

Software Requirements

Operating System	Windows 2000, 2003
HP Internet Services	Versions 5.2, 6.1, and 6.2

Installation Tasks

1   Copy the file `HPOvDshAdapter-WinNT4.0.zip` to the HP Internet Services management station and extract the contents of the file.

2   Run the extracted files in the following sequence:

   a   `HPOvXpl-03.10.040.msi`

   b   `HPOvJxpl-03.10.040.msi`

   c   `HPOvJREB-01.05.002.msi`

   d   `HPOvDshRhvCo-02.10.000.msi`

   e   `HPOvDshISAdapt-02.10.000.msi`

3   To modify the HP Internet Services adapter configuration, edit the following properties file.

   <OvDataDir>`\conf\ovdshisadapter\OVISAdapterConfig.properties`

Attribute	Default Value	Description
`Port`	80	The port on which the HP Internet Services management server is running
`Hours`	1	The number of hours over which to calculate drilldown data to determine the health of services and HP Internet Services service elements. The attribute accepts fraction values also. For example, to set a duration of half an hour, you can specify .5.

Attribute	Default Value	Description
`Alarms`	ON	The flag indicates whether HP Internet Services Alarms will be sent to the Dashboard server or not. By default, alarm messages will be sent. Change the flag's value to OFF, if you do not want to send HP Operations Internet Services alarm messages to the Dashboard server.
`Heatlh_Pr opagation`	ON	The flag indicates whether HP Internet Services `Service Group's overall SLO` health propagation to the Dashboard server will be done or not. By default, health propagation takes place. Change the flag's value to OFF to stop health propagation.
`Overall_H ealth`	YES	The flag indicates how the health propagation takes place. Use this flag to get overall SLO health or individual SLO health, such as Availability and Response Time. Default value of the flag is YES, which indicates overall SLO health. You can set the flag's value to AVAILABILITY or RESPONSE_TIME to get individual SLO health. This flag is used only if the `Health_Propagation` flag is ON.

4   Start the adapter as a service from the Services window.

> Restart the adapter every time you edit the `OVISAdapterConfig.properties` file.

Installing the Adapter for HP Service Desk

System Requirements

In order to install the adapter successfully, the target management station must meet the following minimum system requirements.

Table 4   System Requirements for the Adapter for HP Service Desk

Software Requirements	
Operating System	Windows 2003, HP-UX 11.11 and 11.23 PA-RISC, Solaris 8 and 9 (sparc)
HP Service Desk	Versions 4.5 SP 17, 5.x

Installation Tasks

Perform the following steps to install and configure the adapter.

On Windows:

1   Copy the `HPOvDshAdapter-WinNT4.0.zip` to the HP Service Desk management station and extract the contents of the file.

2   Run the extracted files in the following sequence:

a   `HPOvXpl-03.10.040.msi`

b   `HPOvJxpl-03.10.040.msi`

c   `HPOvJREB-01.05.002.msi`

d   `HPOvDshRhvCo-02.10.000.msi`

e   `HPOvDshSDAdapt-02.10.000.msi`

3   From the Start menu, click **Programs** → **HP OpenView** → **Dashboard** → **RealTime Health View** → **Configure SD Adapter**. The HP Operations Dashboard Service Desk Adapter Configuration dialog box opens.
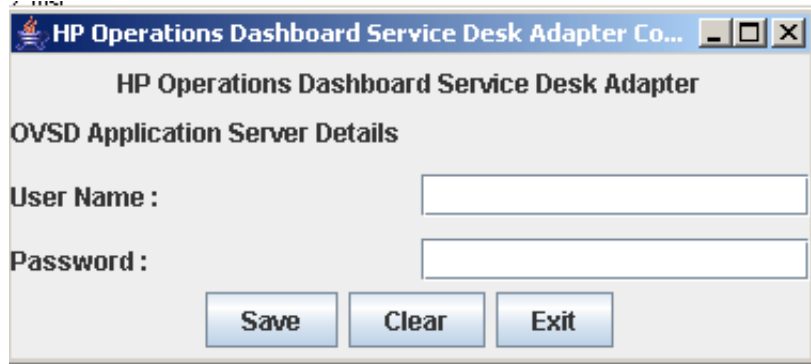
4   Enter the user name and password for the HP Service Desk application server, and then click **Save.** When you finish, click **Exit**.

5   To modify the HP Service Desk adapter configuration, edit the following properties file:

     `<OvDataDir>\conf\ovdshsdadapter\OVSDAdapterConfig.properties`

Attribute	Default Value	Description
Hostname	localhost	The machine on which the HP Service Desk application server is running
Port	30999	The port on which the HP Service Desk application server is running

6   Start the adapter as a service from the Services window.

>   Restart the adapter every time you edit the `OVSDAdapterConfig.properties` file.

On HP-UX:

1   Copy the file `HPOvDshAdapter-HPUX11.0.tar.gz` to the HP Service Desk management station.

2   Extract the contents of the file to a local subdirectory *<ExtractDir>*.

3   At the command prompt, install the extracted files by using the `swinstall` command. Make sure that you install the files in the listed sequence.

a   **swinstall -s** *<ExtractDir>***/**`HPOvXpl-03.10.040.depot`

b   **swinstall -s** *<ExtractDir>***/**`HPOvJxpl-03.10.040.depot`

    c   **swinstall -s** *<ExtractDir>*
       /`HPOvJREB-01.05.002.depot`

    d   **swinstall -s** *<ExtractDir>*
       /`HPOvDshRhvCo-02.10.000.depot`

    e   **swinstall -s** *<ExtractDir>*
       /`HPOvDshSDAdapt-02.10.000.depot`

4   At the command prompt, run the file `ovdsdpwdchg.sh` from `/opt/OV/bin`. The HP Operations Dashboard Service Desk Adapter Configuration dialog box opens.

5   Enter the user name and password for HP Service Desk application server, click **Save**, and then click **Exit**.

6   To modify the HP Service Desk adapter configuration, edit the following properties file.

    `/var/opt/OV/conf/ovdshsdadapter/OVSDAdapterConfig.properties`

Attribute	Description	Default
`Hostname`	The machine on which the HP Service Desk application server is running	localhost
`Port`	The port on which the HP Service Desk management server is running	30999

7   At the command prompt, run the file `ovsd_adapter.sh` from `/opt/OV/bin`. The adapter starts running as a daemon.

> Restart the adapter every time you edit the `OVSDAdapterConfig.properties` file.

On Solaris:

1   Copy the file `HPOvDshAdapter-SunOS5.7.tar.gz` to the HP Service Desk management station.

2   Extract the contents of the file to a local subdirectory *<ExtractDir>*.

3   At the command prompt, install the extracted files by using the `swinstall` command. Make sure that you install the files in the listed sequence.

    a   **pkgadd -d**
       *<ExtractDir>***/**`HPOvXpl-03.10.040.sparc`

    b   **pkgadd -d**
       *<ExtractDir>***/**`HPOvJxpl-03.10.040.sparc`

    c   **pkgadd -d** *<ExtractDir>*
       /`HPOvJREB-01.05.002.sparc`

    d   **pkgadd -d** *<ExtractDir>*
       /`HPOvDshRhvCo-02.10.000.sparc`

    e   **pkgadd -d** *<ExtractDir>*
       /`HPOvDshSDAdapt-02.10.000.sparc`

4   At the command prompt, run the file `ovdsdpwdchg.sh` from `/opt/OV/bin`. The HP Operations Dashboard Service Desk Adapter Configuration dialog box opens.

5   Enter the user name and password for HP Service Desk application server, click **Save**, and then click **Exit**.

6   To modify the HP Service Desk adapter configuration, edit the following properties file.

`/var/opt/OV/conf/ovdshsdadapter/OVSDAdapterConfig.properties`

Attribute	Description	Default
Hostname	The machine on which the HP Service Desk application server is running	localhost
Port	The port on which the HP Service Desk management server is running	30999

7   At the command prompt, run the file `ovsd_adapter.sh` from `/opt/OV/bin`. The adapter starts running as a daemon.

> Restart the adapter every time you edit the `OVSDAdapterConfig.properties` file.

On a HP Service Desk 4.5 system, the adapter for HP Service Desk uses the `web-api.jar` file to gather information from the HP Service Desk system. Installation of Service Pages adds `web-api.jar` file in the HP Service Desk system.

On a HP Service Desk 5.1 system, the adapter for HP Service Desk uses the following jar files to gather information from the HP Service Desk system.

- `OvObsWebApi-client.jar`
- `OvObsWebApi-common.jar`
- `OvObsWebApi-server.jar`
- `OvObsSDK.jar`
- `sd-webapi.jar`

Installation of HP Service Desk management server adds first four jar files and installation of Service Desk Web API adds the sd-webapi jar file in the HP Service Desk system.

Installing the Adapter for HP Service Navigator

System Requirements

In order to install the adapter successfully, the target management station must meet the following minimum system requirements.

**Table 5   System Requirements for the Adapter for HP Service Navigator**

Software Requirements

Operating System	HP UX 11.11 and HP UX 11.23 PA-RISC, Solaris 8 and 9 (sparc)
HP Service Navigator	Versions 7.x and 8.x.

Installation Tasks

On HP-UX:

Perform the following tasks to install and configure the adapter:

1   Copy the file `HPOvDshAdapter-HPUX11.0.tar.gz` to the HP Service Navigator management station.

2   Extract the contents of the file to a local subdirectory *<ExtractDir>*.

3   At the command prompt, install the extracted files by using the `swinstall` command. Make sure that you install the files in the listed sequence.

   a   **swinstall -s *<ExtractDir>*/HPOvXpl-03.10.040.depot**

   b   **swinstall -s *<ExtractDir>*/HPOvJxpl-03.10.040.depot**

   c   **swinstall -s *<ExtractDir>* /HPOvJREB-01.05.002.depot**

   d   **swinstall -s *<ExtractDir>* /HPOvDshRhvCo-02.10.000.depot**

   e   **swinstall -s *<ExtractDir>* /HPOvDshSNAdapt-02.10.000.depot**

4   At the command prompt, run the file `ovdsnpwdchg.sh` from `/opt/OV/bin`. The HP Operations Dashboard Service Navigator Adapter Configuration dialog box opens.
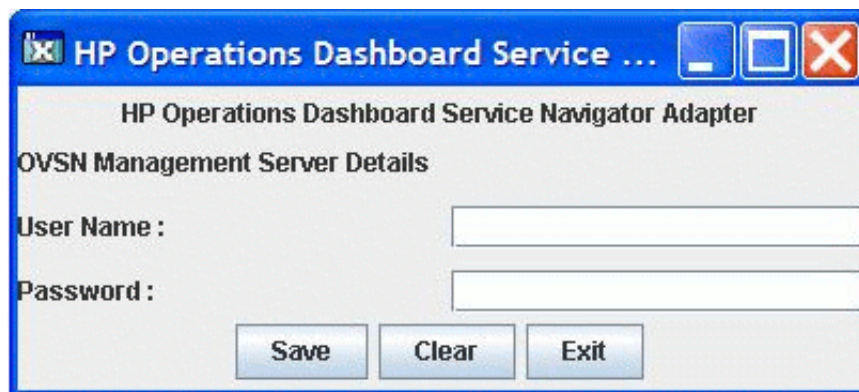
5   Enter the user name and password for HP Service Navigator application server, click **Save**, and then click **Exit**.

6   To modify the HP Service Navigator adapter configuration, edit the following properties file:

/var/opt/OV/conf/ovdshsnadapter/OVSNAdapterConfig.properties

Attribute	Default Value	Description
MESSAGE_COUNT	5	The maximum number of HP Operations Operations messages you want to view for an HP Service Navigator service element.The MESSAGE_COUNT is the maximum number of messages to be collected by the RealTime Health View server at every polling interval.
OVSN_SERVICE_TREE_DEPTH	3	The depth of the imported HP Service Navigator service tree. This is useful when you want to control the depth of the HP Service Navigator service tree, which is displayed in the RealTime Health View composer.
DATABASE_HOSTNAME		The name of the system on which database is present.
DATABASE_PORT_NUMBER		The port number on which database service is running.
DATABASE_NAME		The name of the database instance.

7   At the command prompt, run the file ovsn_adapter.sh from the location /opt/OV/bin. The adapter starts running as a daemon.

> Restart the adapter every time you edit the OVSNAdapterConfig.properties file.

On Solaris:

The procedure to install the adapter on a Solaris system is same as on a HP-UX system. Make sure that you extract the following files from the HPOvDshAdapter-SunOS5.7.tar.gz file by using the pkgadd -d command:

1   HPOvXpl-03.10.040.sparc

2   HPOvJxpl-03.10.040.sparc

3   HPOvJREB-01.05.002.sparc

4   HPOvDshRhvCo-02.10.000.sparc

5   HPOvDshSNAdapt-02.10.000.sparc

Installing the Adapter for HP Operations Manager for Windows

System Requirements

In order to install the adapter successfully, the target management station must meet the following minimum system requirements.

Table 6   System Requirements for the Adapter for HP Operations Manager for Windows

Software Requirements	
Operating System	Windows 2003
HP Operations Manager for Windows	Versions 7.21 and 7.5
Microsoft .NET framework	Version 1.1 or greater

Installation Tasks

Perform the following steps to install and configure the adapter.

1 Copy the `HPOvDshAdapter-WinNT4.0.zip` to the HP Operations Manager for Windows management station and extract the contents of the file.

2 Run the extracted files in the following sequence:

   a   `HPOvXpl-03.10.040.msi`

   b   `HPOvJxpl-03.10.040.msi`

   c   `HPOvJREB-01.05.002.msi`

   d   `HPOvDshRhvCo-02.10.000.msi`

   e   `HPOvDshOWAdapt-02.10.000.msi`

3 To modify the HP Operation Manager for Windows adapter configuration, edit the following properties file
   `<OvDataDir>\conf\ovdshowadapter\OVOWAdapterConfig.cfg`.

Attribute	Default Value	Description
hierarchydepth	3	The depth of the imported HP Operation Manager for Windows service tree. You can edit this attribute to control the depth of the service tree.
messagecount	5	The maximum number of HP Operation Manager messages you want to view for a service element. The MESSAGE_COUNT is the maximum number of messages to be collected by the RealTime Health View server at every polling interval

4 Start the adapter as a service from the Services window.

   ▶ Restart the adapter every time you edit the `OVOWAdapterConfig.cfg` file.

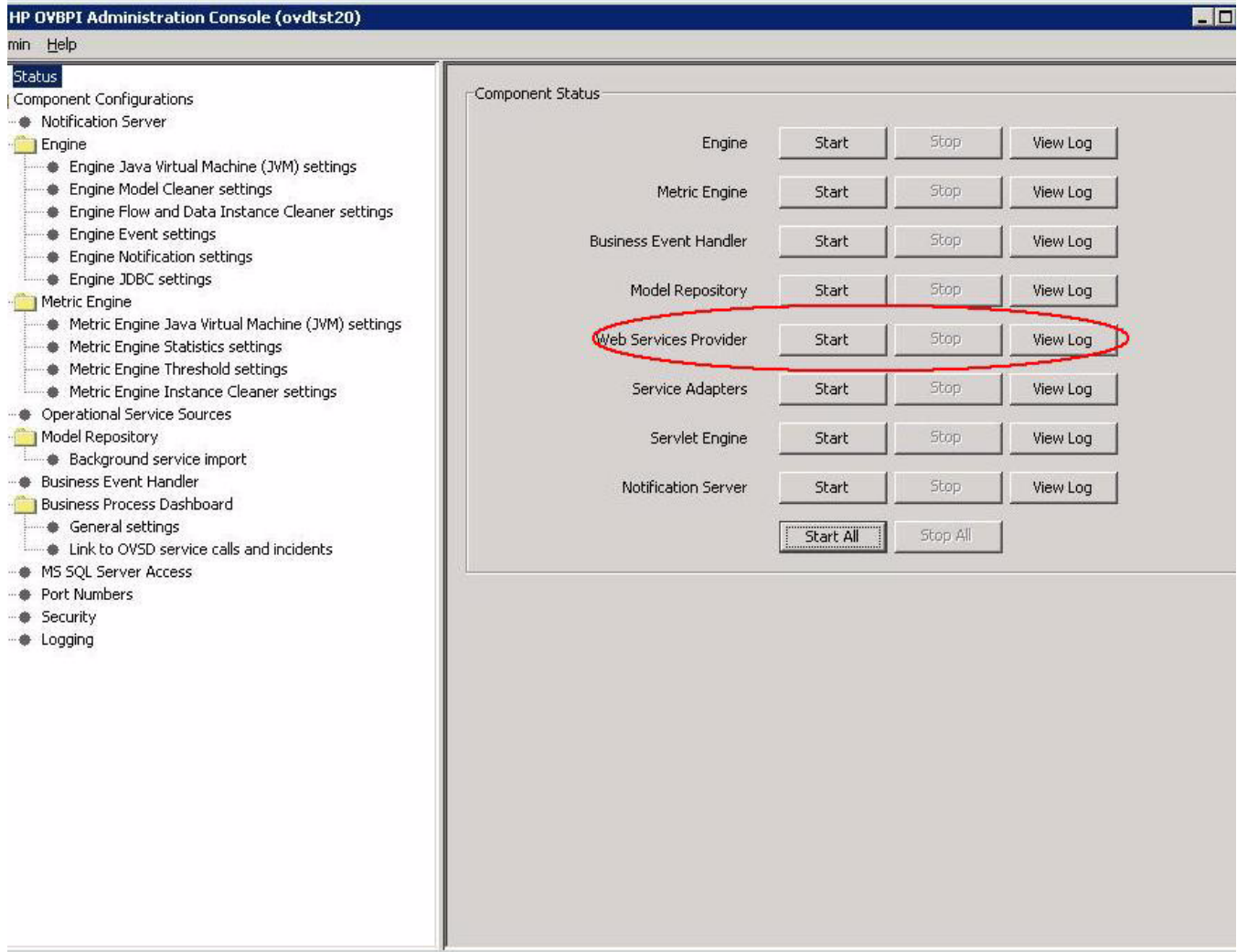# Installing the Adapter for HP Operations Business Process Insight

When you install HP Operations Business Process Insight (BPI), select the Server and Modeler or Server Only mode to install the BPI adapter with BPI on your system. The following figure displays all available modes of installation in BPI:

Figure 2   HP Operations Business Process Insight Installation Modes

After installing the BPI server with BPI adapter, you need to start the Web Services Provider service from the HP OVBPI Administrator Console window. The following figure shows the HP OVBPI Administrator Console window:

Figure 3 OVBPI Administrator Console

► You must start the Web Services Provider service from the OVBPI Administrator Console to start the BPI adapter.

Installing the Adapter for HP Operations Manager for UNIX

System Requirements

In order to install the adapter successfully, the target management station must meet the following minimum system requirements.

Table 7   System Requirements for the Adapter for HP Operations Manager for UNIX

Software Requirements	
Operating System	HP UX 11.11 and HP UX 11.23 PA-RISC, Solaris 8 and 9 (sparc)
HP Service Navigator	Versions 8.x.

Installation Tasks

On HP-UX:

Perform the following tasks to install and configure the adapter:

1   Copy the file `HPOvDshAdapter-HPUX11.0.tar.gz` to the HP Operations Manager for UNIX management station.

2   Extract the contents of the file to a local subdirectory *<ExtractDir>*.

3   At the command prompt, install the extracted files by using the `swinstall` command. Make sure that you install the files in the listed sequence.

   a   **swinstall -s *<ExtractDir>*/HPOvXpl-03.10.040.depot**

   b   **swinstall -s *<ExtractDir>*/HPOvJxpl-03.10.040.depot**

   c   **swinstall -s *<ExtractDir>* /HPOvJREB-01.05.002.depot**

   d   **swinstall -s *<ExtractDir>* /HPOvDshRhvCo-02.10.000.depot**

   e   **swinstall -s *<ExtractDir>* /HPOvDshOUAdapt-02.10.000.depot**

4   At the command prompt, run the file `ovdoupwdchg.sh` from `/opt/OV/bin`. The HP Operations Dashboard UNIX Adapter Configuration dialog box opens.

5   Enter the user name and password for HP Operations Manager for UNIX application server, click **Save**, and then click **Exit**.

6   To modify the HP Operations Manager for UNIX adapter configuration, edit the following properties file:

```
/var/opt/OV/conf/ovdshouadapter/OVOUAdapterConfig.properties
```

Attribute	Default Value	Description
MESSAGE_COUNT	5	The maximum number of HP Operation Manager messages you want to view for an HP Operations Manager for UNIX service element.The MESSAGE_COUNT is the maximum number of messages to be collected by the RealTime Health View server at every polling interval.

7   At the command prompt, run the file `ovou_adapter.sh` from the location `/opt/OV/bin`. The adapter starts running as a daemon.

▶ Restart the adapter every time you edit the `OVOUAdapterConfig.properties` file.

On Solaris:

The procedure to install the adapter on a Solaris system is same as on a HP-UX system. Make sure that you extract the following files from the `HPOvDshAdapter-SunOS5.7.tar.gz file` by using the `pkgadd -d` command:

1   `HPOvXpl-03.10.040.sparc`

2   `HPOvJxpl-03.10.040.sparc`

3   `HPOvJREB-01.05.002.sparc`

4   `HPOvDshRhvCo-02.10.000.sparc`

5   `HPOvDshOUAdapt-02.10.000.sparc`

Installing the Adapter for HP Service Center

HP Operations Dashboard provides two adapters for HP Service Center, adpater for HP Service Center 6.1 and adapter for HP Service Center 6.2. Both adapters are local adapters. They are installed on the Operations Dashboard RealTime Health View server automatically, when you install Operations Dashboard on a system. It is unlike other Operations Dashboard adapters, which are installed on their respective management servers.

The adapters for HP Service Center are expected to work with the HP Service Center 6.1 or 6.2 installed on any platform. However, Microsoft Windows 2003 with Microsoft SQL Server is the certified environment.

For more information on how to configure HP Operations Service Center adapter, see Configuring the Adapter for HP Service Center on page 41.

Installing System Tray

System Requirements

In order to install the System Tray tool successfully, the target management station must meet the following minimum system requirements.

Table 8   System Requirements for System Tray tool

Software Requirements	
Operating System	Windows XP and Windows 2003

> ▶ System Tray does not support WebLogic Portal server. WebLogic Portal server users cannot connect to System Tray to view the dashboard status.

Installation Tasks

Perform the following steps to install and configure the adapter.

1. Copy the `HPOvDshSysTray-WinNT4.0.zip` to the client system and extract the contents of the file.

2. Run the extracted files in the listed sequence.

   a. `HPOvXpl-03.10.040.msi`

   b. `HPOvJxpl-03.10.040.msi`

   c. `HPOvJREB-01.05.002.msi`

   d. `HPOvDshRhvCo-02.10.000-WinNT4.0-release.msi`

3. Run `HPOvDshSysTray-02.10.000.msi` to install System Tray on the client system.

4. After the installation is over, perform the following steps on the client system.

   a. Click Start->Programs->HP OpenView->Dashboard->Realtime HealthView->Start System Tray to start the System Tray tool. The system tray icon appears in Windows System tray.

   b. Right click the system tray icon and select **Configure Adapter details...** form the pop-up menu. The Enter your adapter details dialog box appears.

   c. Enter the adapter host name where Opearations Dashboard server is installed and running.

   d. Right click the system tray icon and select **Login** from the pop-up menu to display the Login dialog box.

   e. Enter the User name and password of a dashboard user for which you want to view the dashboard status.

f   Right click the system tray icon and select **Show Dashboard status** form the pop-up menu to see the status of the available dashboards.

▶   Restart the Dashboard server and System tray if you change the database details on the Operations Dashboard server.

Restart the system tray to view the updated dashboard status if you change the system tray adapter host name.

You must login before you view the dashboard status.

Adding System Tray to the Windows Startup

You can add system tray icon to the Windows startup so that system tray is started automatically when you restart your system.

1   Right click the **Programs->HP OpenView->Dashboard->RealTime Health View->Start System Tray**.

2   Select **Create Shortcut** from the pop-up menu. It creates a shortcut of the system tray in **Programs->HP OpenView->Dashboard->RealTime Health View**.

3   Cut or copy this shortcut and paste it in your startup folder. For example, *C:\Documents and Settings\All Users\Start Menu\Programs\Startup*.

Verifying Adapter Installation

To verify that the adapter is installed and running on the management station, complete the following steps:

1   Load the following URL in a browser:

http://<*hostname*>:<*port number*>**/axis/services/**<*adapter*>**?wsdl**

where <*hostname*> is the name of the management server, <*portnumber*> is the port used by the adapter, and <*adapter*> is the web service name of the adapter. The default port number and name of each adapter is listed in the following table.

Adapter Name	Default Port Number	Web Service Name of the Adapter
Adapter for HP Internet Services	18091	OVISAdapter
Adapter for HP Service Desk	18092	OVSDAdapter
Adapter for HP Service Navigator	18093	OVSNAdapter
Adapter for HP Operations Manager for Windows	18094	OVOWAdapter

Adapter Name	Default Port Number	Web Service Name of the Adapter
Adapter for HP Operations Business Process Insight	44014	OVBPIAdapter Confirm this service name from the server-config.wsdd file located at <OvDataDir>\data\conf\bia on the OVBPI server.
Adapter for HP Service Centre	12670	Not Applicable
Adapter for HP Operations Manager for UNIX	18097	OVOUAdapter
Adapter for RealTime Health View System Tray	8090	OVDAdapter

If the adapter is installed and running, a page similar to the following appears.

▶ After you install the adapters on the target management stations, you can configure RealTime Health View to use the adapters. For more information about configuring adapters by using the Dashboard Configuration Manager, see Add and Configure Adapters on page 40.

Changing Adapter Port Numbers

If the default port of an adapter is used by some other application, you must change the port number of the adapter on the management server.
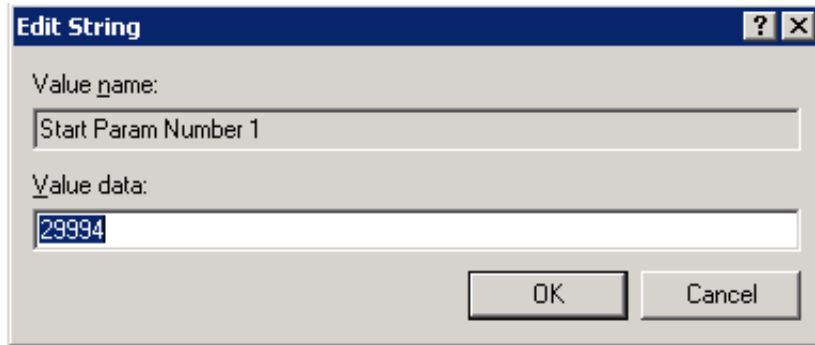
On Windows:

Perform the following steps on the management server to change the adapter port number on Windows.

1   On the management server, open the the Registry Editor window.

2   In the navigation pane, expand **HKEY_LOCAL_MACHINE** → **System** → **ControlSet001** → **Services** → *<adapter service name>*, where *<adapter service name>* is the name of the adapter service in Windows.
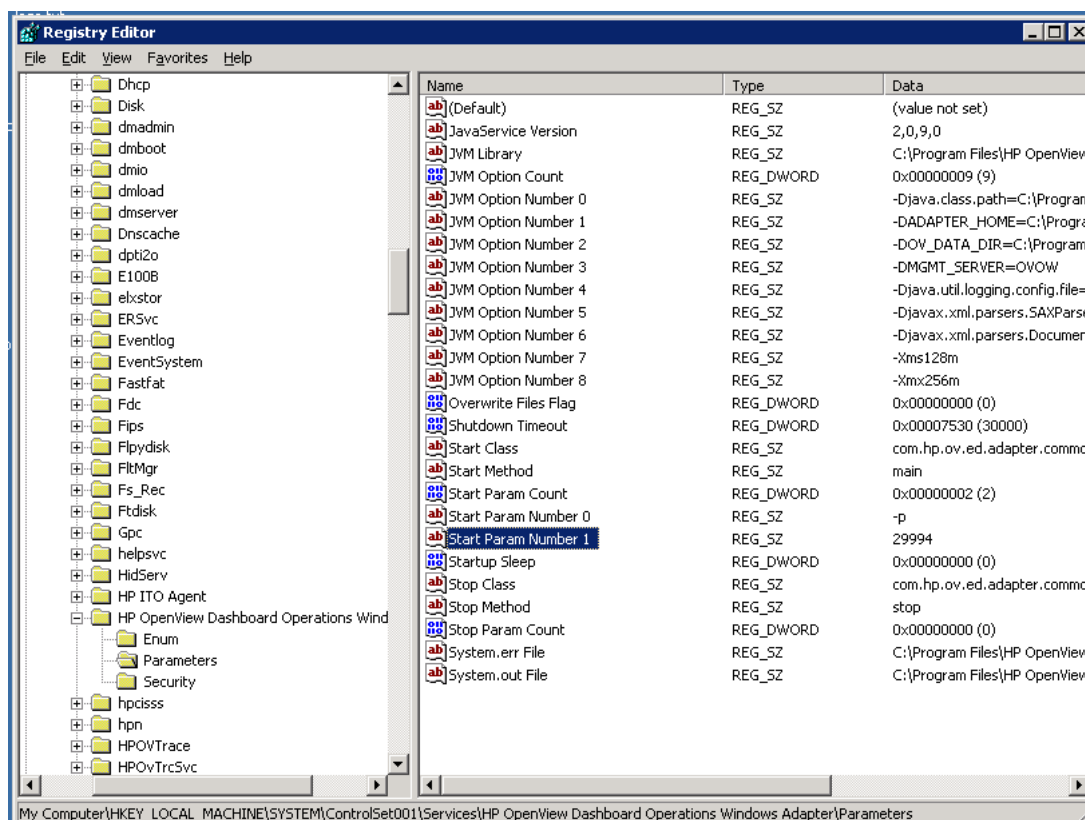
3   Click **Parameters** from the expanded list to display a list of parameters in the details pane.

4   In the details pane, double-click **Start Param Number 1**. The Edit String dialog box opens.

```
Edit String                                    ? X

Value name:
Start Param Number 1

Value data:
29994

                              OK          Cancel
```

5   In the Value data text box, enter an available port number, and then click **OK**.

On HP-UX and Solaris:

Perform the following steps to change the adapter port number on HP-UX.

1   Go to the location `/opt/OV/bin`

2   To change the existing port of the adapter for HP Service Navigator, run the following command at the command prompt:

./ovdsnadapterportchg.sh *<port number>*

where *<port number>* is an available port.

3   To change the existing port of the adapter for HP Service Desk, run the following command at the command prompt.

./ovdsdadapterportchg.sh *<port number>*

where *<port number>* is an available port.

> ► To change the port number of the BPI Adapter, go to the Port Numbers option from the OVBPI Administrator Console and change the port number of the Web Services Provider service. You should stop all services before changing the port number and after changing the port number, restart all services.

Uninstalling Adapters

Perform the following steps to uninstall an adapter.

On Windows:

1   Go to **Start → Settings → Control Panel**.

2   Click **Add/ Remove Programs**. The Add/ Remove Programs window opens.

3   Remove the adapter from the Add/ Remove Programs list.

On HP-UX:

In an HP-UX environment, run **swremove** command at the command prompt to uninstall the adapter.

On Solaris:

In a Solaris environment, run **pkgrm \<adapter name\>** command at the command prompt to uninstall the adapter.

Importing Large Service Trees

By default, the adapters are capable of importing service trees of approximately 1 MB in size and three levels of depth. You can customize the number of levels from 1 to 20 by editing the adapter properties file. However, if the size of the service tree is greater than 1 MB and the number of levels is set to greater than 20, RealTime Health View may fail to import service definitions from the source management station. To counter this limitation, you must increase the Java Virtual Machine (JVM) heap size of the management stations where adapters are installed.

Increase the JVM Heap Size

To increase the JVM heap size of an adapter, perform the following steps:

On Windows:

1   Stop the adapter service from the Services window.

2   Open the Registry Editor window.

3   To increase the JVM heap size of the adapter for HP Service Desk, perform the following:

    a   In the left pane, expand **HKEY_LOCAL_MACHINES** → **System** → **ControlSet001** → **Services** → **HP OpenView Dashboard Service Desk Adapter**, and then click **Parameters**.

    b   In the right pane, double-click **JVM Option Number 6**. The Edit String dialog box appears.

    c   In the Value Data text box, change the value from `-Xmx256m` to `-Xmx512m` and click **OK**.

4   To increase the JVM heap size of the adapter for HP Operations Internet Services, perform the following:

    a   In the left pane, expand **HKEY_LOCAL_MACHINES** → **System** → **ControlSet001** → **Services** → **HP OpenView Dashboard Internet Services Adapter**, and then click **Parameters**.

    b   In the right pane, double-click **JVM Option Number 6**. The Edit String dialog box opens.

    c   In the Value Data text box, change the value from `-Xmx256m` to `-Xmx512m` and click **OK**.

5   To increase the JVM heap size of the adapter for HP Operation Manager for Windows, perform the following:

    a   In the left pane, expand **HKEY_LOCAL_MACHINES** → **System** → **ControlSet001** → **Services** → **HP OpenView Dashboard Operations Windows Adapter** and click **Parameters**.

    b   In the right pane, double-click **JVM Option Number 8**. The Edit String dialog box opens.

    c   In the Value Data text box, change the value from `-Xmx256m` to `-Xmx512m` and click **OK**.

6   Restart the adapter service from the Services window.

On HP-UX and Solaris:

1   Stop the adapter daemon.

2   To increase the JVM heap size of the adapter for HP Service Navigator, perform the following steps:

    a   Open the file `ovsn_adapter.sh` from `/opt/OV/bin/`

b   Go to the line:
    ```
    nohup $ADAPTER_HOME/nonOV/jre/b/bin/java -cp $CP $SYSPROPS -Xms128m
    -Xmx256m org.apache.axis.transport.http.SimpleAxisServer -p $PORT >>
    $LOGFILE 2>&1 &
    ```

c   Change `-Xmx256m` to `-Xmx512m`

3   To increase the JVM heap size of the adapter for HP Service Desk, perform the following steps:

a   Open the file `ovsd_adapter.sh` from `/opt/OV/bin/`

b   Go to the line:
    ```
    nohup $ADAPTER_HOME/nonOV/jre/b/bin/java -cp $CP $SYSPROPS -Xms128m
    -Xmx256m org.apache.axis.transport.http.SimpleAxisServer -p $PORT >>
    $LOGFILE 2>&1 &
    ```

c   Change `-Xmx256m` to `-Xmx512m`

4   Restart the adapter daemon.

4 Configuring RealTime Health View

HP Operations Dashboard RealTime HealhView provides you with a Configuration Manager that you can use to customize the servers, adapters, and databases that RealTime Health View uses. This chapter contains information about the following topics:

- Dashboard Configuration Manager on page 37
- Configuring RealTime Health View on page 38
- Configuring a Custom Database on page 44
- Configuring BEA WebLogic as Portal Server on page 54

For information on configuring dashboards, see the chapter Creating Dashboards on page 57.

Dashboard Configuration Manager

After installing HP Operations Dashboard RealTime Health View, you can configure it by using the Dashboard Configuration Manager. Dashboard Configuration Manager enables you to enter or modify configuration parameters and to start or stop the RealTime Health View server. You can use the HP Operations Dashboard Configuration Manager to configure options on the following tabbed pages:

- **Server tab**: enables you to view and modify server-related information such as port number and polling interval.
- **Database tab**: enables you to view and modify database configuration information, such as database type, database driver name, database driver type, and so on.
- **Adapter tab**: enables you to view the list of configured adapters. You can also add or remove adapters.
- **Dashboard tab**: enables you to view the list of users and available dashboards and to assign dashboards to a particular user.
- **Administration tab**: enables you to start and stop the RealTime Health View servers.

Configuring RealTime Health View

To configure Operations Dashboard RealTime Health View, complete the following sequence of tasks:

1   Launch the Configuration Manager

2   Configure Server Properties

3   Configure Database Properties

4   Add and Configure Adapters

5   Start Servers

Task 1:   Launch the Configuration Manager

From the Start menu, click **Programs→HP OpenView→Dashboard→RealTime Health View→ Configuration Manager**. The Dashboard Configuration Manager opens.
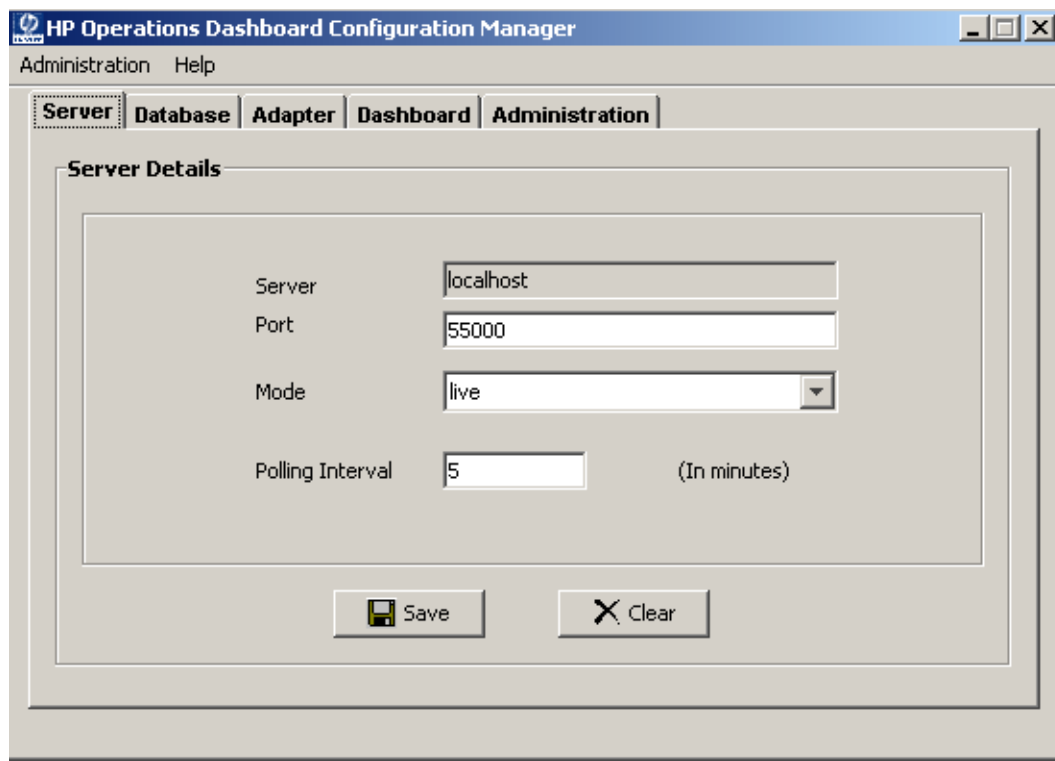
▶   If the Configuration Manager is already running, the following error message appears:

`An instance is already running.`

If this message appears, you must delete the file `gui.lock` from the *<OvInstallDir>*\bin directory, and then relaunch the Configuration Manager.

Task 2:   Configure Server Properties

1   The Dashboard Configuration Manager opens to the Server tab. Notice the default values and prepare to configure the server based on the requirements of your environment.

2 On the Server tab, set and modify the following server properties:

- **Server**: is the host name or IP of the system on which Dashboard is installed. This value is always localhost because the Configuration Manager and the Dashboard Server are present on the same system.

- **Port**: the port number used by the RealTime Health View application. By default, it is set to 55000. If the default port number is already in use by another application, enter an available port number.

- **Mode**: sets the mode in which Dashboard Server works. To get the real time data from the management servers and datasources, you must select live mode. RealTime Health view also supports file mode for the demonstration purpose.

- **Polling interval**: sets the frequency of polling data from the management servers. The default polling interval is 5 minutes. You can change the polling interval.

3 After you finish configuring the server properties, click **Save**.

Task 3: Configure Database Properties

In order to connect to a database, you must first configure the database properties. You can use the default database created during installation of RealTime Health View or use a custom database.

▶ For information about using a custom database, see the section Configuring a Custom Database on page 44.

To configure the database properties, perform the following steps.

1 Select the Database tab.

2 Unless you plan to use a custom database, keep the default settings, including the blank fields User Name and Password, and click **Save**.

In order to retrieve data, you must first add and configure adapters. To add and configure adapters, perform the following steps:

1 Select the Adapter tab.
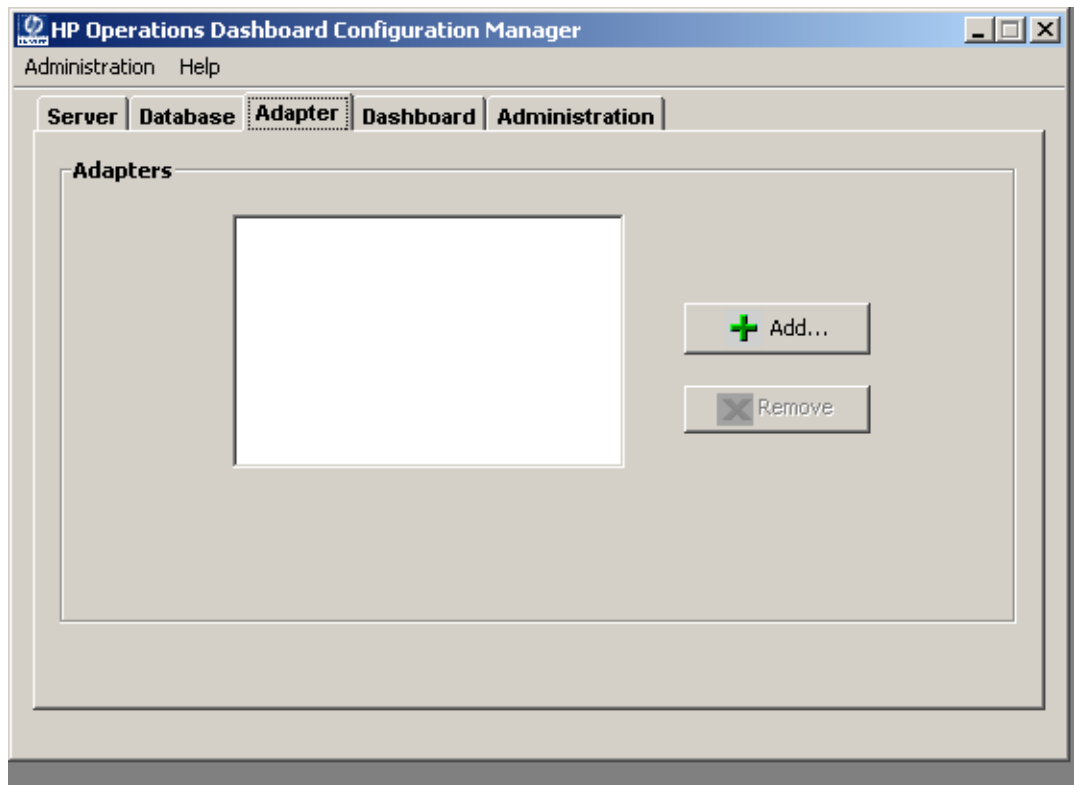
2   Click **Add**. The Enter adapter details dialog box opens.

3   From the Product Name list, select the name of the adapter.

4   In the Host box, enter the hostname or IP address of the system on which the adapter is installed.

5   In the Port box, enter the port number used by the adapter.

6   Click **OK**.

7   To add more adapters, repeat steps 2 to 6.

►   While adding adapter for HP Operations Business Process Insight, ensure that Service Name is OVBPIAdapter. You can confirm this service name from the server-config.wsdd file located at <OvDataDir>\data\conf\bia on the BPI server.

Configuring HP Service Center adapter is different from how to configure other OVD adapters. See Configuring the Adapter for HP Service Center on page 41 for more information.

Configuring the Adapter for HP Service Center

The adapter for HP Service Center 6.1 and adapter for HP Service Center 6.2 can recieve data from HP Service Center 6.1 and HP Service Center 6.2 management servers respectively. You cannot configure one adapter for more than one HP Service Center management servers.

Before configuring the adapter for HP Service Center, you need to configure the ProblemManagement web service by using the Service Center Client. To configure the ProblemManagement web service, follow these steps.

1   Open the Service Center Client.

2   Click Toolkit->WSDL Configuration. The External Access Definition page appears.

3   Type ProblemManagement in the Service name box and click Search. The External Access Definition: rootcuase page appears.

4   Click Data Policy to display a list of all attributes.

5   Type false in the Exclude column for the following attributes.

- brief.description
- expected.resolution.time
- id
- logical.name
- open.time
- update.time

6   Change the API Data type to DateTimeType for the following attributes.

- expected.resolution.time
- open.time
- update.time

7   Click OK.

After configuring the ProblemManagement web service, you can configure the HP Service Center adapter by using Operations Dashboard Configuration Manager. To add and configure the adapter for HP Service Center:

1   Select the Adapter tab.

2   Click **Add**. The Enter Adapter Details dialog box opens.

3   Expand the Product Name list. Select HP Service Center 6.1 or HP Service Center 6.2 from the displayed list.

4   As you select the HP Service Center 6.1 or 6.2, the Enter Adapter Details dialog box
    appears as follows.

5   In the Host box, enter the IP address of the system on which HP Service Center 6.1 or 6.2
    is installed.

6   In the Port box, enter the port number on which the HP Service Center management
    server accepts the Simple Object Access Protocol (SOAP) calls.

7   In the User Name box, enter a valid user name and password. HP Service Center requires
    each Web service request to provide a valid user name and password. The user must have
    the SOAP API capability word to access the Web services API.

8   Click **Ok**.

To start the RealTime Health View server and the portal server, perform the following steps:

1   Select the Administration tab.
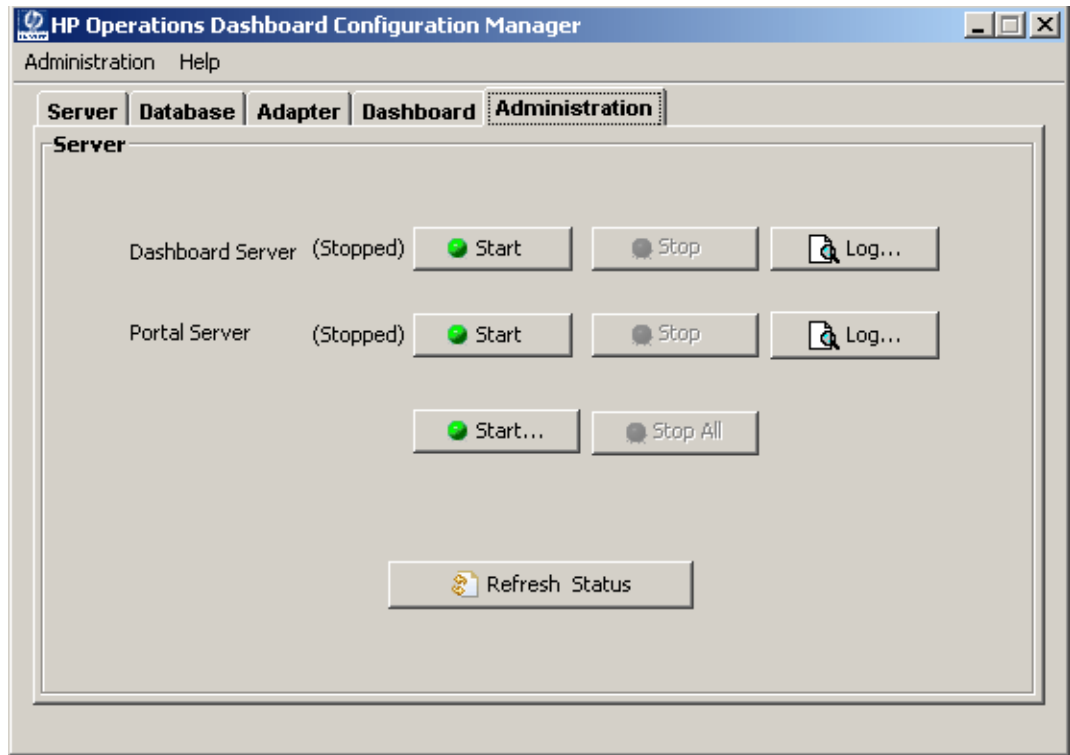
2   Click the **Start** buttons to start the RealTime Health View server and portal server. Click **Start...** to start both the servers together.

Configuring a Custom Database

You can configure Dashboard Configuration Manager to connect to a database other than the default database. The custom databases can be

- Microsoft SQL Server 2000 Enterprise Edition database
- Microsoft SQL Server 2005 Desktop Engine database
- Oracle 9i database

Configure RealTime Health View to Use a Microsoft SQL Server Database

Instead of using the default database, you can use a Microsoft SQL database as the back-end database.You can either use a database available in your local system, or a database in a remote system in the network domain.

Create the Microsoft SQL Server Database

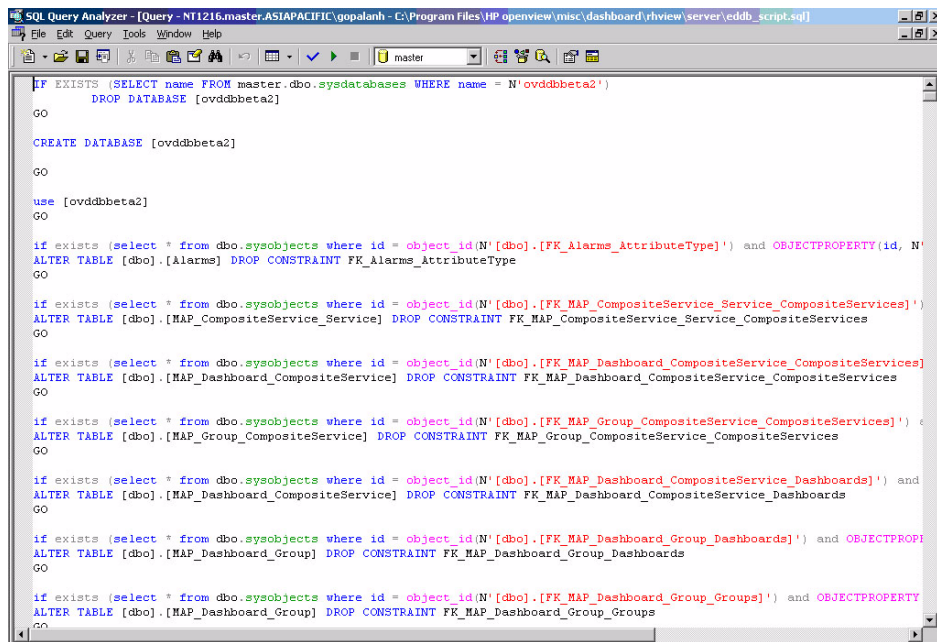Perform the following steps to create a Microsoft SQL Server database:

1   From the Start menu, click **Programs**→**Microsoft SQL Server**→**Enterprise Manager**. The Enterprise Manager window opens.

2   In the navigation pane, expand the **Microsoft SQL Servers** → **SQL Server Groups** directory to view a list of available servers.

3   Expand the server on which to create the database.
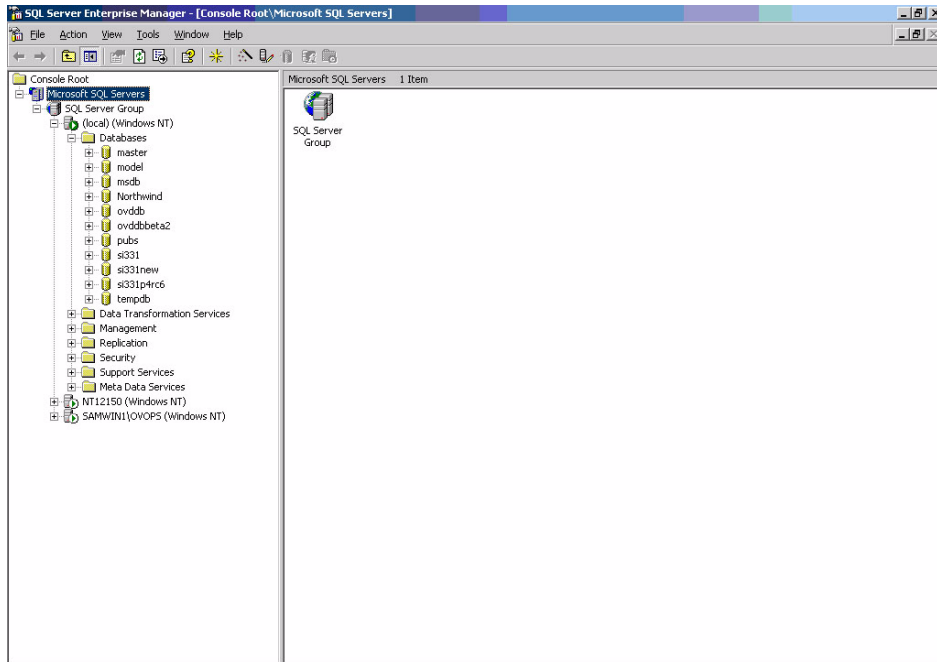
4   In the navigation pane, double-click the **Databases** folder to view a list of available databases on the selected server.
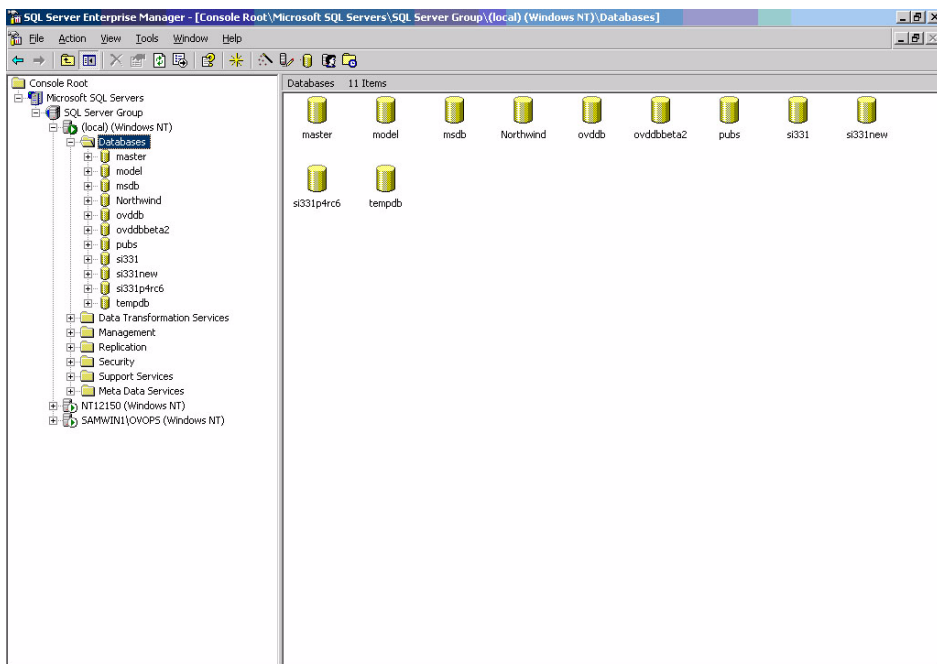
5   From the Tools menu, click **SQL Query Analyzer**. The SQL Query Analyzer window opens.

6   From the File menu, open the query file `eddb_script.sql` from the location `<OvInstallDir>\misc\dashboard\rhview\server`. The contents of the script file appear in the editor.

7   From the **Query** menu, click **Execute**. The `ovddb` database is created.

8   If you want to use Windows authentication, you do not need to create a login or password. If you want to use SQL authentication, you must create a login. Perform the following steps to create a login for `ovddb`.

   a   In the navigation pane of the Enterprise Manager, expand the Security directory.

   b   Right-click the **Logins** icon, and then select **New Login**. The SQL Server Login Properties - New Login dialog box opens.
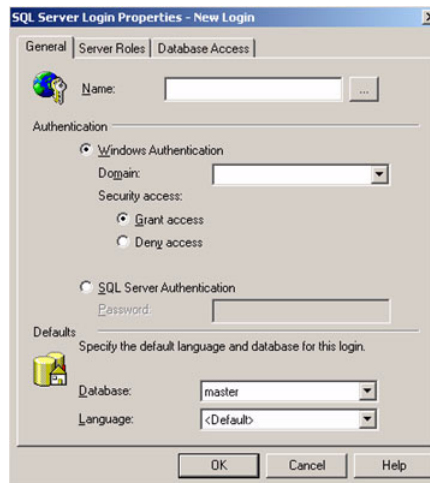
   c   In the Name box, enter a name for the login. For example, `test`.

   d   Select the SQL Server Authentication option.

   e   In the Password box, enter a password for the new login.

f   From the Database list, select the database that you created in step 7.

g   Keep the Language setting default, and then click **OK**. The Confirm Password message appears.

h   Enter the password, and then click **OK**. The login is created and now appears in the Enterprise Manager.

i   Right-click the newly created login, and then select **Properties**. The SQL Server Login Properties dialog box opens.

j   Click the Database Access tab.

k   Select the `ovddb` check box to specify which database the newly created login can access, select the `db_owner` check box, and then click **OK**.

➤   For more information, see the documentation provided with Microsoft SQL Server.

Configure RealTime Health View for Microsoft SQL Server Database

After you set up the Microsoft SQL Server database and driver, perform the following steps to use a custom Microsoft SQL Server as a back-end database.

1   Select the Database tab. The Database Configuration dialog opens.

2   Select the option Microsoft SQL Server from the Database list.

3   Specify the following database configuration parameters (see Table 9):

- Driver Type
- Driver Name
- URL
- Username
- Password

4   Click **Save** to save the database configuration.

Table 9   Configuration Parameters for Microsoft SQL Server Databases

Serial No.	Driver Type	Driver Name	URL	Login Details
1.0	Inet Type 4 Driver (Windows Authentication for Named Instance)	com.inet.pool.PoolDriver	For local database — **jdbc:inetpool:inetdae7://**<*localhost*>**/pipe/ MSSQL$**<*instance name*>**/sql/ query?database=**<*database name*> where <*database name*> is the name of the database and <*instance name*> is the name of the database instance.	Leave the User name and Password fields blank.
			For remote database — **jdbc:inetpool:inetdae7://**<*hostname*>**/pipe/ MSSQL$**<*instance name*>**/sql/ query?database=**<*database name*> where <*database name*> is the name of the database, <*hostname*> is the hostname or IP address of the system, and <*instance name*> is the name of the database instance.	Leave the User name and Password fields blank. For a remote database, Windows Authentication for Named Instance works only if the host system of the remote database and the RealTime Health View server are in the same domain.

Table 9   Configuration Parameters for Microsoft SQL Server Databases

Serial No.	Driver Type	Driver Name	URL	Login Details
2.0	Inet Type 4 Driver (Windows Authentication)	com.inet.pool.PoolDriver	For local database — **jdbc:inetpool:inetdae7://** *<localhost>***/pipe/ sqlquery?database=** *<database name>* where *<database name>* is the name of the database	Leave the User name and Password fields blank.
			For remote database — **jdbc:inetpool:inetdae7://** *<hostname>***/pipe/ sqlquery?database=** *<database name>* where *<database name>* is the name of the database and *<hostname>* is the hostname or IP address of the system.	Leave the User name and Password fields blank. For a remote database, Windows Authentication works only if the host system of the remote database and the RealTime Health View server are in same domain.

Table 9   Configuration Parameters for Microsoft SQL Server Databases

Serial No.	Driver Type	Driver Name	URL	Login Details
3.0	Inet Type 4 Driver (SQL Authentication)	com.inet.pool.PoolDriver	For local database — **jdbc:inetpool:inetdae7:** *<localhost>*:**1433?database=**<*database name*> where <*database name*> is the name of the database	Enter the User name and Password to access the database <*database name*>.
			For remote database — **jdbc:inetpool:inetdae7:** *<hostname>*:**1433?database=**<*database name*> where <*database name*> is the name of the database and <*hostname*> is the hostname or IP address of the system.	Enter the User name and Password to access the database <*database name*>.
4.0	Inet Type 4 Driver (SQL Authentication for Named Instance)	com.inet.pool.PoolDriver	For local database — **jdbc:inetpool:inetdae7:** *<localhost>***/**<*instance name*>**?database=**<*database name*> where <*database name*> is the name of the database and <*instance name*> is the name of the database instance.	Enter the User name and Password to access the database <*database name*>.
			For remote database — **jdbc:inetpool:inetdae7:** *<hostname>* **/**<*instance name*>**?database=**<*database name*> where <*database name*> is the name of the database, <*hostname*> is the hostname or IP address of the system, and <*instance name*> is the name of the database instance.	Enter the User name and Password to access the database <*database name*>.

Configure RealTime Health View to Use an Oracle Database

Instead of using the default database, you can use an Oracle database as the back-end database.You can either use a database available in your local system, or a database in a remote system in the network domain.

Create the Oracle Database

Perform the following steps to create an Oracle database:

1 Launch SQL Plus. You can also perform the following steps by using the Enterprise Manager.

2 Create the tablespace into which you will load the tables for RealTime Health View. Run the following script at the SQL command prompt:

```
CREATE TABLESPACE ovddb
DATAFILE '<Oracle Install Directory>\oradata\<test>\ovddb.dbf'
SIZE 10M
AUTOEXTEND ON NEXT 10M
MAXSIZE unlimited;
```

ovddb is the name of the tablespace. You must enter the DATAFILE location according to your oracle installation location.

<Oracle Install Directory> is the directory where Oracle is installed in the system.

<test> is the name of the instance or System Identifier (SID).

You must reference this name while creating the database user. This command creates 10MB of tablespace, and then automatically extends the tablespace as needed.

3 Create the user profile that RealTime Health View will use. Run the following script at the SQL command prompt:

```
CREATE USER <user_name> PROFILE DEFAULT
IDENTIFIED BY <password> DEFAULT TABLESPACE ovddb
ACCOUNT UNLOCK;
GRANT CONNECT TO <user_name>;
GRANT RESOURCE TO <user_name>;
```

This command creates a user in the database. *<user_name>* is the name of the database user. *<password>* is the user's password. ovddb is the default tablespace assigned to the user.

4 Log in to Oracle with the newly created user account. To log in, run the following command at the SQL command prompt:

```
CONNECT <user_name>/<password>
```

5 Create the schema for ovddb. To create the schema, run the following script at the SQL command prompt:

```
@<path>/eddb_orascript_ddl.sql
```

<path> is the full path to the file eddb_orascript_ddl.sql. If HP Operations Dashboard is installed in *<OvInstallDir>*, the *<path>* is *<OvInstallDir>*\misc\dashboard\rhview\server

> ▶ The *eddb_orascript_ddl.sql* script creates tables and inserts them into the user's default tablespace. If you do not want to assign the tablespace of ovddb to be the user's default tablespace, you must edit the script.

6   If no error messages appear, the database tables are successfully created in the database
    `ovddb`.

7   Insert the required default data in `ovddbbeta2`. To insert the default data, run the
    following script at the SQL command prompt:

    @*path*/ `eddb_orascript_dml.sql`

    <path> is the full path to the file `eddb_orascript_ddl.sql`. If HP Operations
    Dashboard is installed in *<OvInstallDir>*, the *<path>* is
    <OvInstallDir>`\misc\dashboard\rhview\server`.

8   If no error messages appear, the required default values are inserted in `ovddbbeta2`.

▶   For more information, see the Oracle documentation.

Set up the Oracle Driver

To be able to use Oracle as a back-end database, you also need to set up the Oracle driver.
Perform the following steps to download and set up the Oracle driver:

1   Download the Oracle Type 4 Thin Driver – `ojdbc14.jar` from the following location.

    **http://www.oracle.com/technology/software/tech/java/sqlj_jdbc/htdocs/
    jdbc9201.html**

2   Copy the `ojdbc14.jar` file to the following two locations.

    • *<OvInstallDir>*`\nonOV\dashboard\rhview`

    • *<OvInstallDir>*`\nonOV\dashboard\jetspeed\2.1\shared\lib`

Configure RealTime Health View for Oracle Database

After you set up the Oracle database and driver, perform the following steps to use Oracle as a
back-end database:

1   Select the Database tab.

2   From the Database list, select Oracle.

3   Specify the following database configuration parameters (see Table 10):

    — Driver Type: select the JDBC database driver from the list of available drivers. Select
      `Oracle Type 4 Thin Driver- ojdbc14.jar`.

    — Driver Name: default is set to `oracle.jdbc.driver.OracleDriver`.

    — URL: type the JDBC URL. For example, **jdbc:oracle:thin:@gspint7:1521:<Host
      String>=ovddb.** Here, Host String is the instance or SID that was created in step 2
      on page 51.

    — Username: type the username for accessing the database that was created in step 2 on
      page 51.

    — Password: type the password for accessing the database that was created in step 2 on
      page 51.

4   Click **Save** to save the database configuration.

▶   If you change the database from Microsoft SQL Server to Oracle, or the reverse, you must
    restart the dashboard and portal servers from the Dashboard Configuration Manager for the
    changes to take effect.

Table 10   Configuration Parameters for Oracle Database

Serial No.	Driver Type	Driver Name	URL	Login Details
1.0	Oracle Type 4 Thin Driver	oracle.jdbc.driver.OracleDriver	For local database — **jdbc:oracle:thin:@ localhost:**<portname> :<Host String> where <portname> is the port name of Oracle database and <Host String> is the name of the System Identifier created in step 2 on page 51.	Enter the User name and Password of the Oracle database.
			For remote database — **jdbc:oracle:thin:@** <hostname>:<portname> :<Host String> where <hostname> is the name of the system, <portname> is the port name of Oracle database, and <Host String> is the name of the System Identifier created in step 2 on page 51.	Enter the User name and Password of the Oracle database.

Configuring BEA WebLogic as Portal Server

RealTime Health View supports BEA WebLogic as portal server. Jetspeed is bundled with RealTime Health View and installed automatically during installation. If you want to use BEA WebLogic as the portal server for RealTime Health View, you must have BEA WebLogic 8.1 Workshop installed on the system where RealTime Health View is installed.

To configure BEA WebLogic to be used as a portal server, perform the following.

1 Create a Portal Domain

2 Deploy the RealTime Health View Portlet Application to BEA WebLogic

▶ If you choose to use a custom database, you must copy the `DATABASE_DETAILS.properties` file from the location *<OvDataDir>*`\conf\dashboard\rhview\common` to *<BEA-HOME>*`\user_projects\`*<Application Name>*`\`*<Project Name>*`\WEB-INF\classes`
where *<Application Name>* is the name of the application created in step 5 on page 55 and *<Project Name>* is the name of the project imported in step f on page 55.

Task 1: Create a Portal Domain

1 From the Start menu, click **Programs→BEA WebLogic Platform 8.1→Configuration Wizard**. The BEA WebLogic Configuration Wizard opens.

2 Select the Create a New WebLogic Configuration option, and then click **Next**.

3 From the Templates pane, select Basic WebLogic Portal Domain, and then click **Next**. The Choose Express or Custom Configuration dialog box opens.

4 Select the Express option, and then click **Next**.

5 Enter a name and password in the User name and User password fields, and then click **Next**. The Configure Server Start Mode and SDK dialog box opens.

6 Keep the default settings, and then click **Next**. The Create WebLogic Configuration dialog box opens.

7 If desired, change the configuration name, and then click **Create**.

8 Click **Done**.

Task 2: Deploy the RealTime Health View Portlet Application to BEA WebLogic

Perform the following tasks to deploy RealTime Health View portlet application to BEA WebLogic.

1 Create a Portal Application

2 Create a Web Application

3 Deploy the Application

Create a Portal Application

1 Start BEA WebLogic Workshop 8.1.

2 Click **File→New→Application**. The New Application dialog box opens.

3 Select **Portal Application**.

4 In the Directory box, enter the location in which you want to store the application.

5   In the Name box, enter ovdportal as the name of the application.

6   Make sure that the data in the Server field accurately points to the location of the `config.xml` file for the newly created portal domain. See Create a Portal Domain on page 54 for information on creating a portal domain in BEA WebLogic.

7   Click **Create**. The new portal application opens in the Application pane.

Create a Web Application

1   Copy the `ovdportal_weblogic.war` file from *<OvInstallDir>*`\java` to a local directory.

2   Extract the contents of the file. To extract the contents, go to the location you copied `ovdportal_weblogic.war`, and then run the command `jar -xvf ovdportal_weblogic.war`.

3   Import the project to WebLogic Workshop 8.1. To do this, perform the following steps.

   a   In WebLogic Workshop 8.1, click **File→Import Project**. The Import Project - New Project dialog box opens.

   b   In the navigation pane, select the portal. The list of web projects appears in the details pane.

   c   Select the portal web project.

   d   Click **Browse**, and then navigate to the directory in which you want to stage the RealTime Health View portlet application.

   e   Select the Copy into Application directory check box.

   f   The name that shows in the Name field is the name that will appear in the BEA WebLogic configuration tools.Verify that this is the correct project name, or change the name if necessary, and then click **Import**. A popup message asking you to confirm the update to the Workshop appears.

   g   Click **Yes**.

Deploy the Application

1   Click **Build→Build EAR**. This command creates the EAR file *<application name>*`.ear` where *<application name>* is the name of the application.

2   Deploy the EAR file in WebLogic.

▶   For more information, see the documentation provided with BEA WebLogic Workshop 8.1.

5 Creating Dashboards

You can use the HP Operations Dashboard RealTime Health View composer module to design the portal views that your end users see, including customized dashboards. This chapter contains the following topics:

Dashboard Composer

The Dashboard Composer enables you to do the following:

- Import services from management applications and other data sources such as HP Operations Internet Services, HP Service Navigator, and HP Service Desk. You can also import SQL data sources by using queries.

- Create, modify, or remove dashboard views and define service groups. This enables you to display high-level service views grouped by geographies, business units, organizational units, and so on.

- Deploy any newly designed dashboard view so that it displays as a complete portal-based web site.

The Dashboard Composer shows you information at three levels: navigator, summary, and view.

Figure 4   Composer for RealTime Health View
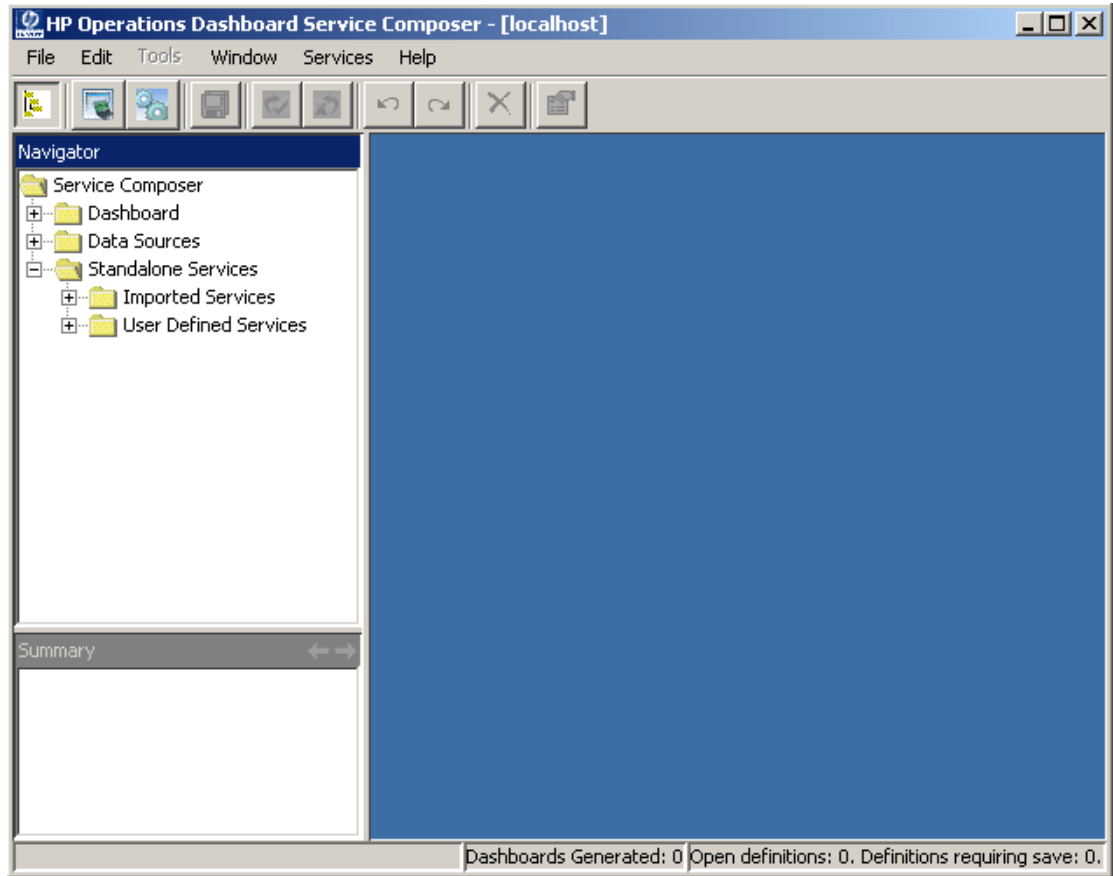
- **Navigator pane**: provides navigation to existing dashboards, data sources, and standalone services.

    — Dashboard: this element contains existing dashboards. If you expand this element, you can see the available dashboards.

    — Data Sources: this element has two sub-elements—HTTP and SQL. RealTime Health View imports data from remote servers with the help of adapters. It can also collect data from a SQL Server (available in the network), or an HTTP web address. These SQL Servers and HTTP servers are called data sources. You can expand each element to see the available data sources configured inside the group.

    — Standalone Services: this displays the list of underlying services imported from management servers. It also lists the user-defined data sources that are configured for status calculation.

- **Summary pane**: displays details of a selected element in the navigation pane.

Figure 5   Summary Pane
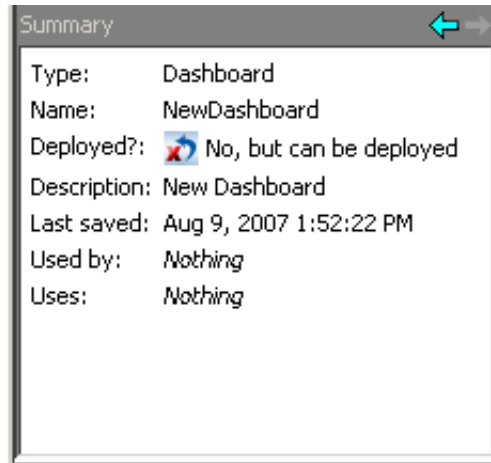
If you select a particular dashboard, imported service, or data source in the navigation pane, the summary pane displays the following details.

— Type: the selected element type (for example, dashboard, HTTP data source, or SQL data source).

— Name: name of the element.

— Deployment Status: deployed or not deployed.

— Description: description of selected element.

— Last saved: date and time when the element was saved

• **View pane**: displays visual data about selected dashboards or data sources.

Creating a New Dashboard

To create a new dashboard, perform the following steps based on your requirements and the type of dashboard that you want to build:

1   Import Service Definitions on page 59

2   Create Data Sources on page 60

3   Create a New Dashboard on page 66

Import Service Definitions

Perform the following steps to import service definitions from adapters.

1   On the menu bar, click **Services** → **Import Service Definitions**. The Import Services box opens displaying the list of available adapters.

2   Select the adapters that you want to use, and then click **OK**. The selected adapters are imported to the composer.

3   On the navigator pane, click and expand **Standalone Services** → **Imported Services**. The list of imported adapters appears.

4 You can click on an individual adapter to see the list of services available with each adapter.

> You can verify whether the service definitions have been imported or not from the status bar of the Composer window. It displays a message, Service imported if the service is imported successfully. Otherwise, it shows an error message, Error occured during service synchronization.

Create Data Sources

If you do not need to retrieve data from SQL or HTTP data sources, skip to the next section.

- Edit the Data Source Properties Files on page 60
- Create an HTTP Data Source on page 61
- Create a SQL Data Source on page 63

Edit the Data Source Properties Files

Before you create a data source, you must make sure that the following prerequisites are met.

1 If you want to create an HTTP data source, you must edit the `HTTPDataSource.properties` files with the proxy settings of your browser. Perform the following steps to edit `HTTPDataSource.properties` files.

   a Open `HTTPDataSource.properties` files from the locations `<OvDataDir>\conf\dashboard\rhview\composer` and `<OvDataDir>\conf\dashboard\rhview\server`.

   b Edit the following lines in both the files to change the proxy server name and the port number:

   ```
   proxyserver=abc-proxy.xyz.hp.com
   proxyserverport=8021
   ```

2 If you want to create a SQLDatasource, perform the following steps to edit `SQLDataSource.properties` files.

   a Open the `SQLDataSource.properties` file from the location `<OvDataDir>\conf\dashboard\rhview\server`

   b Change the number of rows to be displayed on the portal from the data extracted by using the SQL data source. In the following line, change '0' to the number of lines that you want to display on the portal: `Response_Truncation=0`

   ⚠ If the default value zero is used, then RealTime Health View server collects all the rows available for that data source. If the data stack is too large, then an out of memory error may occur.

3 If you want to create an HTTP data source or an SQL data source for status calculation, you must have Perl installed on RealTime Health View system. Also, you must edit `oved-repository.cfg` file with the location details of Perl. To edit `oved-repository.cfg`:

   a Open the `oved-repository.cfg` from `<OvDataDir>\conf\dashboard\rhview\server`.

   b On the `UDDS` tab, set `EXEC_PATH` to the location of Perl, and `SUFFIX` to `.pl`.

For example:

```
[udds]
EXEC_PATH=C:\Perl\bin\perl.exe
SUFFIX=.pl.
```

Create an HTTP Data Source

You can create three different types of HTTP data sources—configured URL, raw data, and status calculation. Perform the following steps to create an HTTP data source.

1   In the navigator pane, right click **Data Sources**, and then click **New → Http datasource**. The HTTPUserDefinedService dialog box opens.
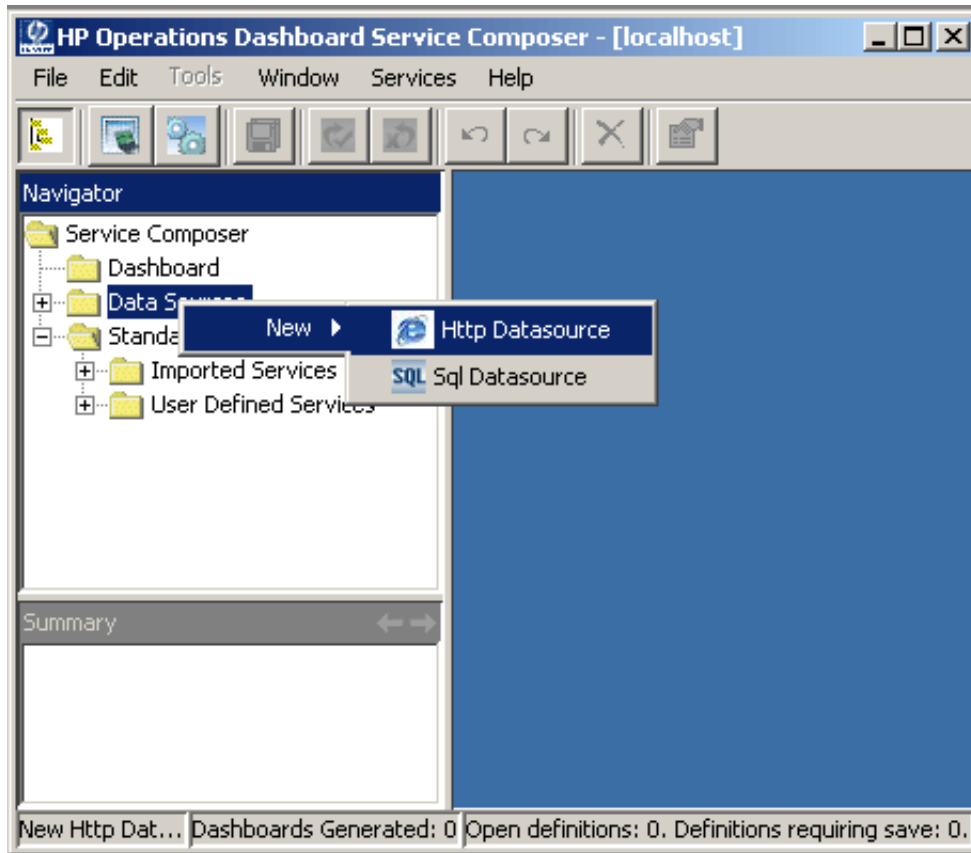
2   In the HTTPUserDefinedService dialog box, enter the name and description of the data source under the Datasource Identity tab.
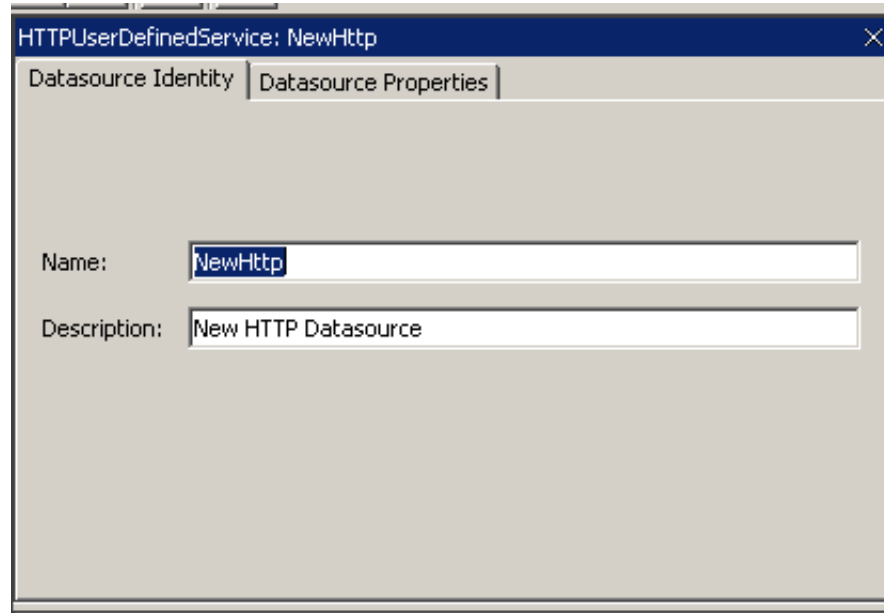
3   Select the Proxy check box on the Datasource Properties tab to enable connection through the proxy server. If you want to connect to an intranet address, you do not need to select this.
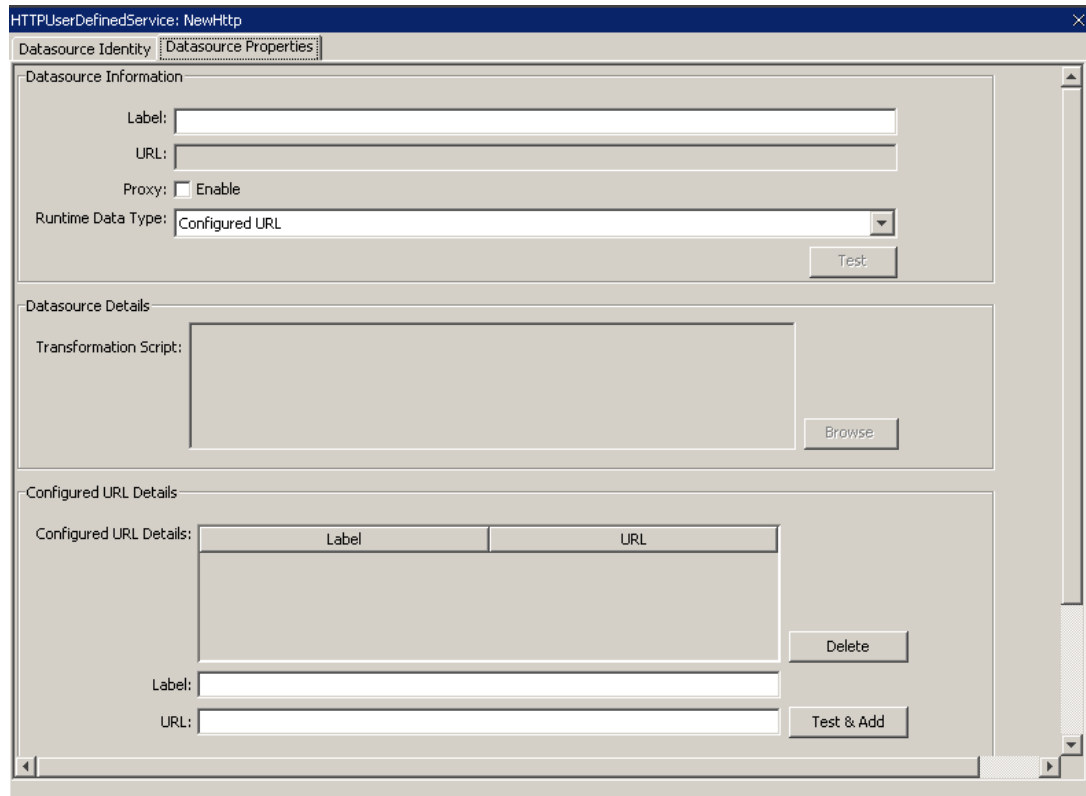
4   Perform the following to configure the HTTP data source as a configured URL.

a   Select Configured URL from the Runtime Data Type list.

b   In the Configured URL Details section, enter the name of the URL in the Label box.

c   In the same section, enter a web address in the URL box; save it; and then click **Test & Add**. The URL is added to the Configured URL Details list. You can add more than one URL. This URL appears in the dashboard portal as a hyperlink.

5   Perform the following steps to configure the HTTP data source as raw data.

a   Select Raw Data from the Runtime Data Type list.

b   In the Datasource Information section, enter the name of the URL in the Label box.

c   In the same section, enter a web address in the URL box, and then click **Test**. If the URL is correct, a confirmation pop-up appears. The content of the page linked to this URL appears in a portlet in the dashboard portal.

▶   Web pages with dynamic HTML content may not be displayed properly as raw data.

6   Perform the following steps to configure the HTTP data source as a status calculation.

a   Enter data in the Label box and the URL box in the Datasource Information section.

b   Paste a Perl script in the Transformation Script field. For more information, see the Guidelines for Writing a Data Source Transformation Script.

Create a SQL Data Source

Perform the following steps to create a SQL data source.

1   In the navigator pane, right click **Data Sources**, and then click **New → Sql datasource**. The SQLUserDefinedervice dialog box opens.

2   On the Datasource Identity tab, enter the name and description of the data source.

3   On the SQL Details tab, enter the name of the data source in the Label box.

4   Check the System DSN check box.

5   In the DSN Name field, enter the DSN name of the database that you wish to connect to the dashboard.

6   Enter the username and password in the text fields. These will be used to access the database.

➤   If you create DSN by using Windows authentication, you do not need to enter a username or password.

7   If you select Raw Data in the Runtime Data box, do the following:

a   Enter a SQL statement in the Query field.

b   Click the Save All icon.

c   Click **Test** to verify that you can access the database.

8   If you select Status Calculation in the Runtime Data box, you must enter a Perl script in the Transformation Script field. For more information, see the Guidelines for Writing a Data Source Transformation Script.

Field Name	Sample Value
In General Information section	
Label	*SQL my Table*
DSN Name	*myDSN*

Field Name	Sample Value
User name	*username*
Password	*password*
In Datasource Details section	
Runtime Data Type	*Raw data* or *Status Calculation*
Query	*Select * from myDbTable* Enter this only when Runtime Data Type is Raw Data. Otherwise, leave this field blank
Transformation Script	The Perl script for status calculation. (Enter the Perl script only when Runtime Data Type is Status Calculation. Otherwise, this field is disabled.)

Create a New Dashboard

To create a new dashboard, perform the following steps.

1   On the menu bar, click **File → New → Dashboard**.

Alternatively, in the Navigator pane, right-click the **Dashboard** folder, and then click **New → Dashboard**.

The dashboard appears with three tabs — Identity, Content Selection, and Dashboard Editor.
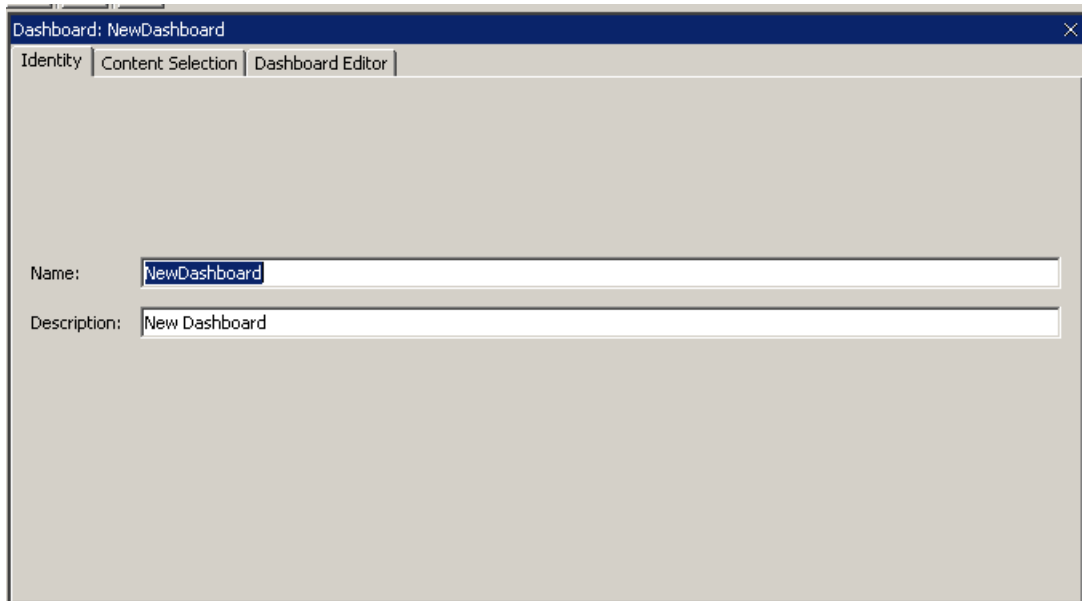
2   On the Identity tab, enter the name and description of the dashboard.

3   On the Content Selection tab, select the content type for the dashboard portal page. The available content types are Service Manager Centric View, Business-IT Centric View, IT-Operation Centric View, Global Map View, and IT-Help Desk Centric View. The content type you select determined the layout of the generated dashboard portal page.
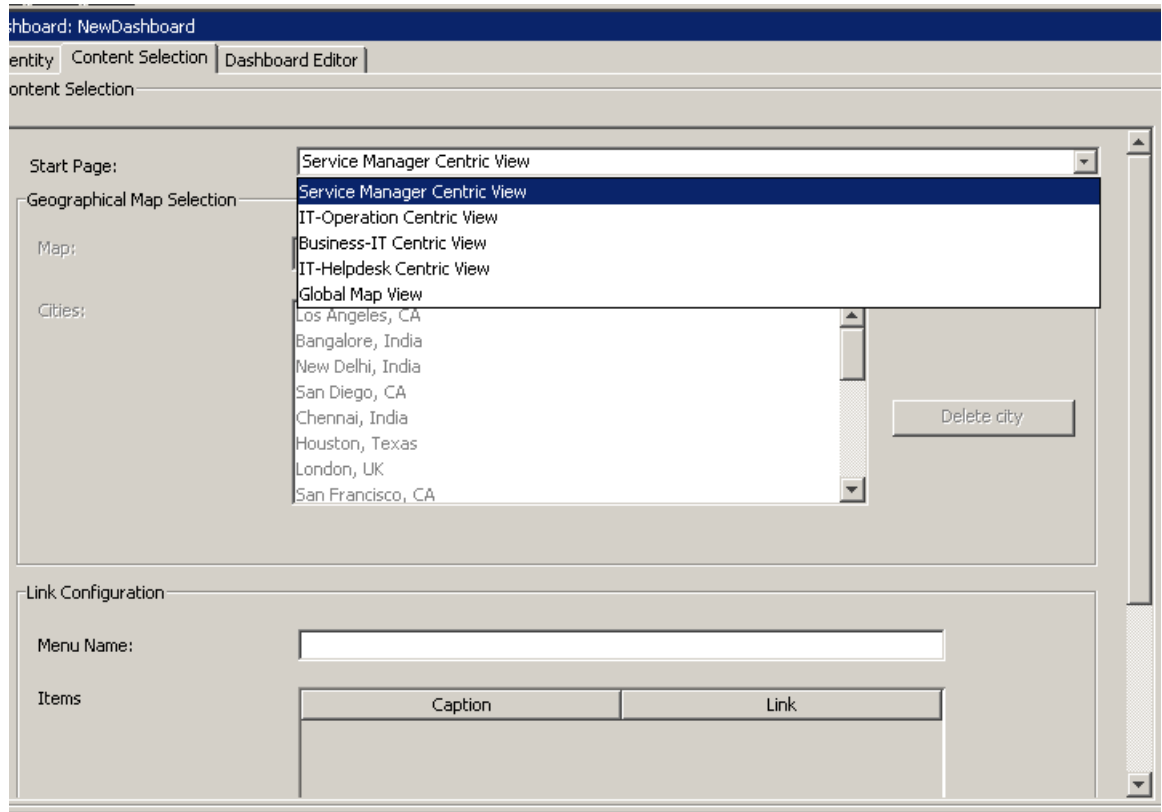
4   On the Dashboard Editor tab, you should see the newly created dashboard node icon in the composer.
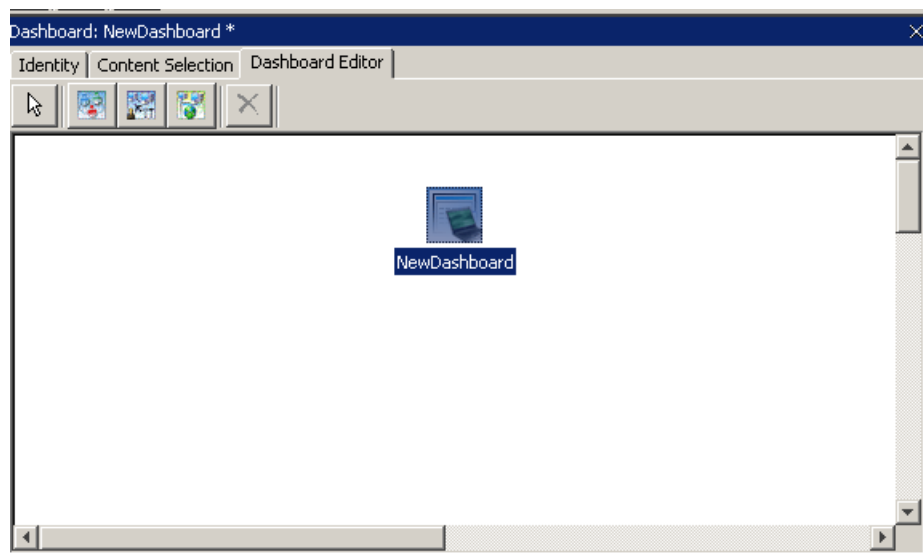
Building the Dashboard Hierarchy

After you create a dashboard, you need to build the hierarchy into which it will fit. This hierarchy is also known as a service tree. To build a dashboard hierarchy, perform the following steps:

1   Create a Service Group

2   Create a Composite Service

3   Create an Elementary Service

4   Define Relationships Between the Nodes

Task 1:   Create a Service Group

A service group is a collection of composite services. After importing service definitions to a dashboard, you can create groups with the services imported from management servers. A group view usually represents a group of composite services or a sub-grouping of dashboard views for facilitating more summarized views. You can create organizational, geographical, or analogical grouping of your dashboard by creating service groups.

If you do not want to create a service group, skip this task. Perform the following steps to create a service group.

1   From the menu bar at the top of the composer canvas, click the group icon and drop it on the composer canvas.

2   To name the group, double-click the group node. The Node Properties - Group dialog box opens.
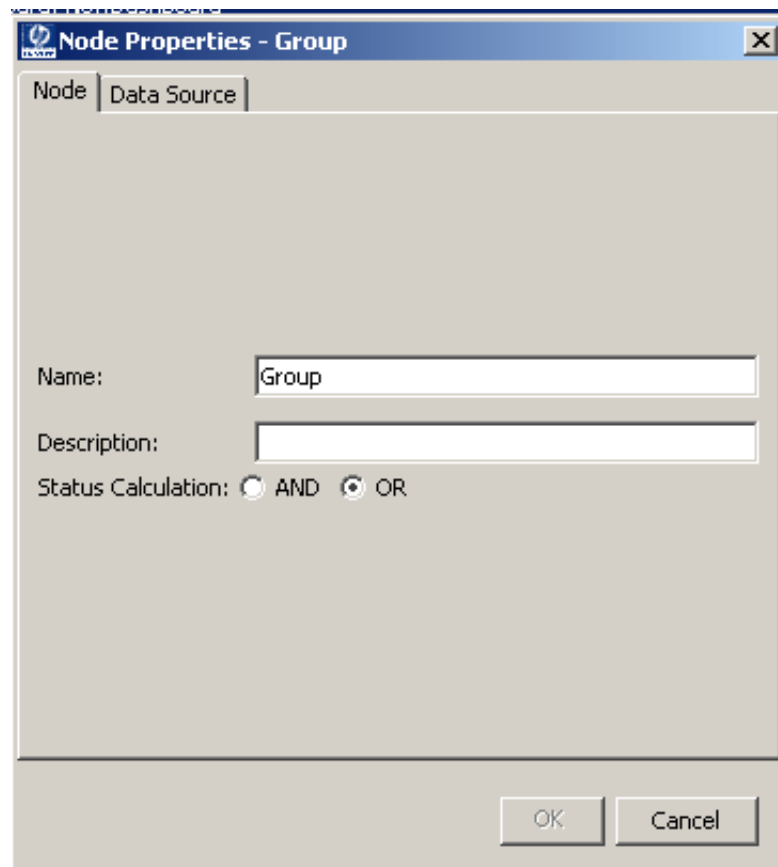
3   In the Name box, enter the name of the group.

4   In the Description box, enter a brief description of the group.

5   Perform the following steps if you want to add any data sources to the group node.

   a   Click the Data Source tab.

   b   Click the new service icon. The Select Services for Node pop-up appears.

   c   Expand the Data Sources folder, and then select the data source you want to add.

   d   Click **OK** to return to the Node Properties - Group dialog box.

6   In the Node Properties - CompositeService dialog box, click **OK.**

Task 2:   Create a Composite Service

To create a composite service, perform the following steps.

1   Click the Dashboard Editor tab. From the menu bar, click **Tools → Composite Service Node**, and then click on the dashboard canvas. A new composite service node appears on the canvas.
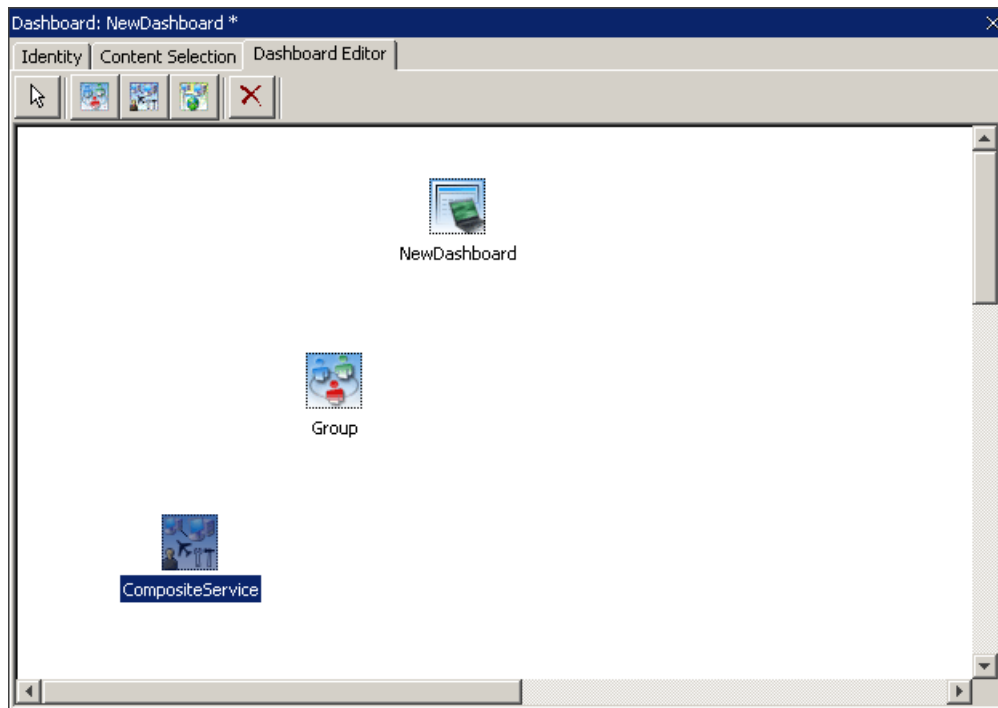
2   Double-click the composite service node. The Node Properties CompositeService dialog box opens.
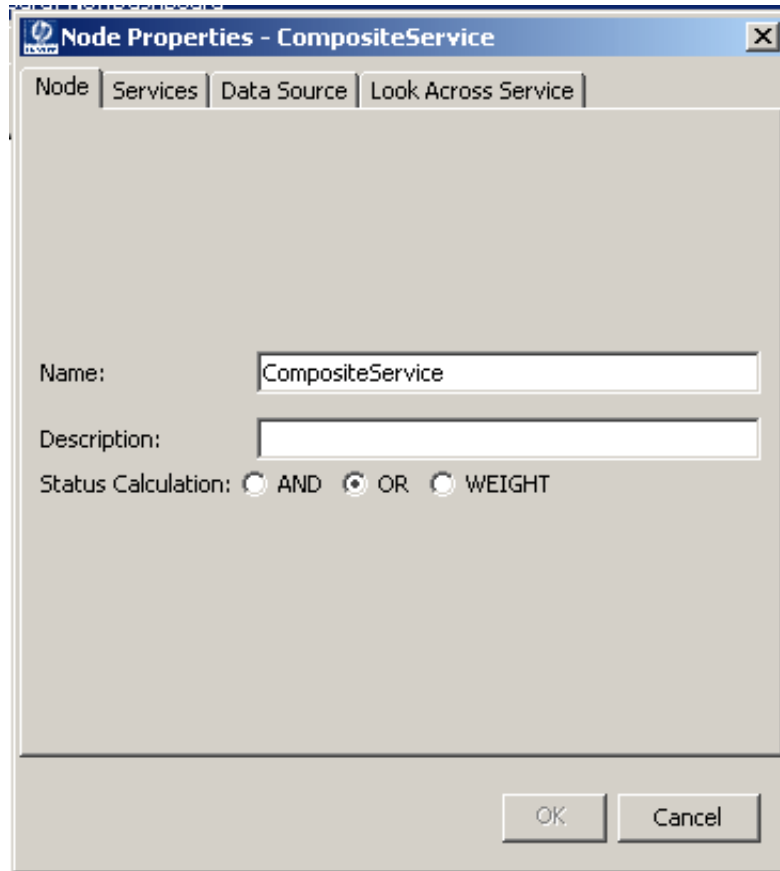
3   Click the Node tab, and perform the following.

    a   In the Name box, enter the name of the composite service.

    b   In the Description box, enter a brief description of the composite service.

    c   Select AND, OR, or WEIGHT depending on the status calculation requirement.

4   Click the Service tab.
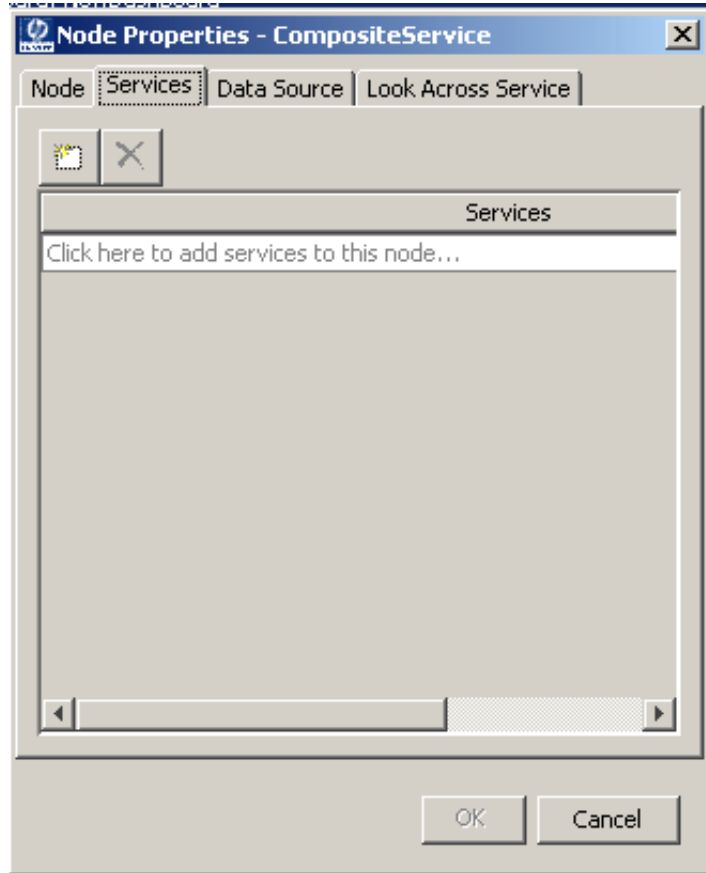
5   If you do not want to add a service for the node, skip to the next step. To add a service, click the Services tab, and then perform the following.

a   On top left corner of the pane, click the new service icon. The Select Services for Node pop-up appears.
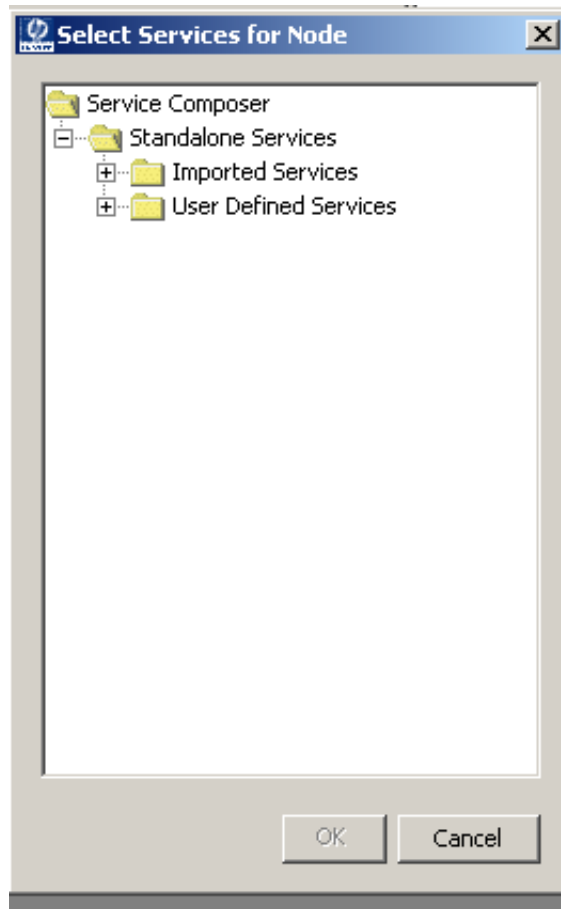
b   Expand **Standalone Services** → **Imported Services** to view the list of available service definitions imported by various adapters and SLIs.

c   Select an available service, and then click **OK**. The service is added to the composite service.

6   Click the Data Source tab.

7   If you do not want to add a data source to the node, skip to the next step. To add a data source, perform the following.

a   Click the new service icon. The Select Services for Node pop-up appears.
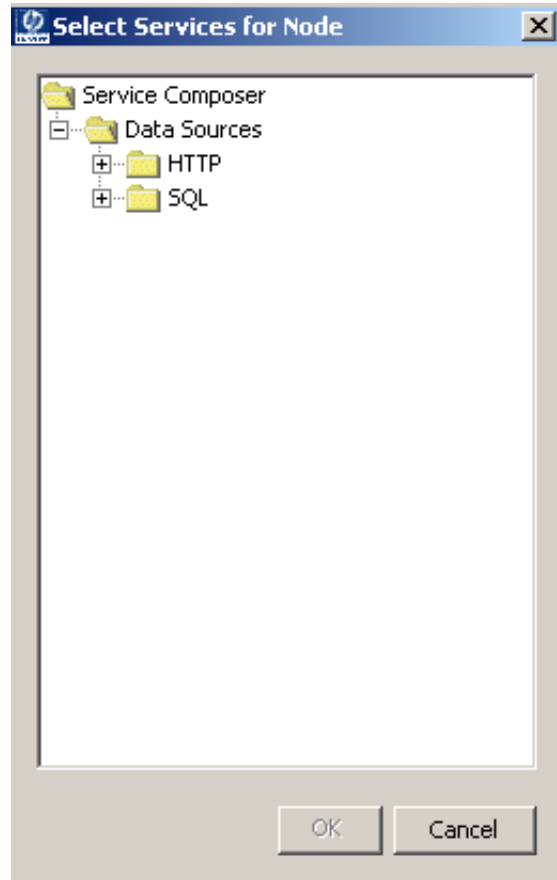
b   Expand the Data Sources folder, and then select the data source you want to add.

c   Click **OK**.

8   If you do not want to add a look across service, skip this step. Click the Look Across Service tab. To add a look across service, perform the following.

a   Click the new service icon. The Select Look Across Services for Node pop-up appears.

b   Expand the Imported Services folder, and then select an available service.

c   Click **OK** to return to the Node Properties - CompositeService dialog box.

9   In the Node Properties - CompositeService dialog box, click **OK**.

Task 3:   Create an Elementary Service

An elementary service is the basic unit of dashboard hierarchy. You can create independent nodes of at the elementary service level, associate the elementary service with some underlying services imported from underlying management systems, and then add to a composite service node. To create an elementary service, perform the following.

1   Click the Dashboard Editor tab.

2   From the menu bar, click **Tools** → **Service Node**, and then click on the dashboard canvas. A new elementary service node appears on the canvas.

3 Double-click the node. The Node Properties - Service dialog box opens.
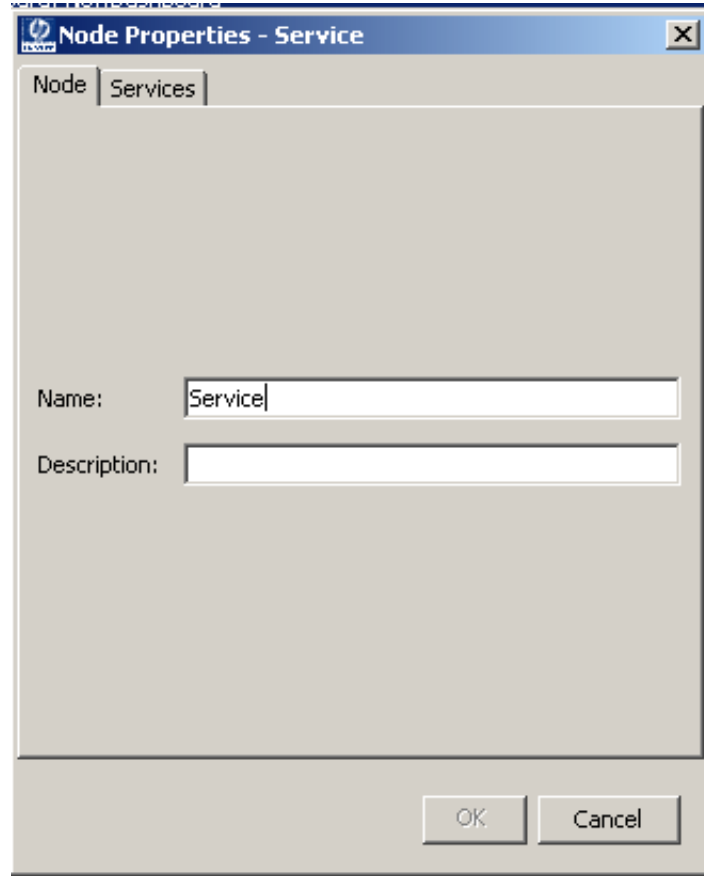
4 On the Node tab, enter the name and description of the service.

5 If you do not want to add an associated imported service to the node, skip to the next step. To add a service, click the Services tab, and then perform the following.

    a   On top left corner of the pane, click the new service icon. The Select Services for Node pop-up appears.

    b   In the Select Services for Node pop-up, expand **Standalone Services** → **Imported Services** to see the list of available service definitions imported by various adapters and SLIs.

    c   Select an available service, and then click **OK**. The service is added to the elementary service.

    d   Similarly you can select a user-defined service. To add a user-defined service, click **Standalone Services** → **User Defined Services.**

        ▶   User-defined services are HTTP or SQL data sources with the type set to status calculation.

6 Click the Data Source tab.

7 If you do not want to add a data source for the node, skip to the next step. To add a data source, perform the following:

a   Click the new service icon. Select Services for Node pop-up appears.
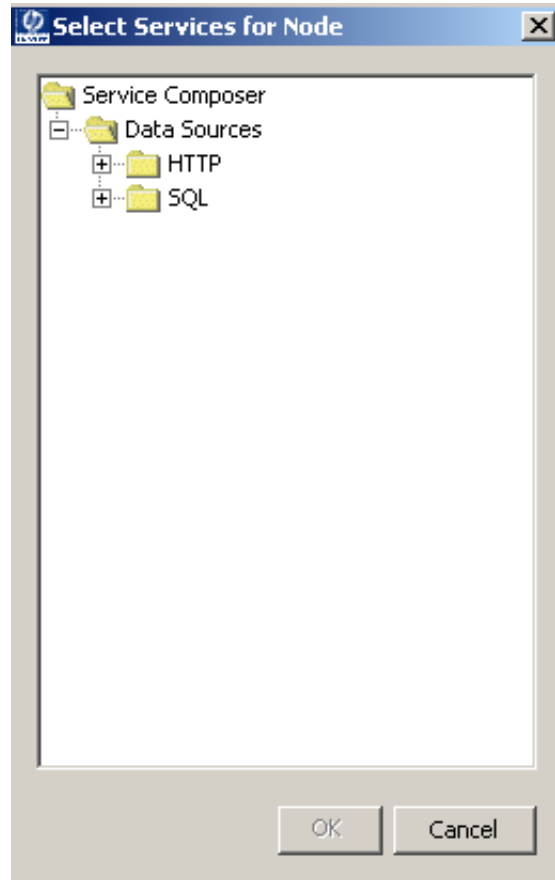
b   Expand the Data Sources folder, and then select the data source you want to add.

c   Click **OK**.

8   Click **OK** on the Node Properties - Service dialog box.

9   Link the elementary service node to the composite service node by completing the following steps.

a   On the Dashboard Editor tool bar, click the arrow icon.

b   Mouse over the elementary service node that you want to associate with the composite service node. A plus (+) sign appears on the elementary service node.

c   Click, drag, and drop the plus sign to the composite service node. A link between the nodes is established.

Task 4:   Define Relationships Between the Nodes

After importing service definitions to a dashboard, you must create a service tree by defining relationships between the nodes. To define relationships, perform the following drag-and-drop operations.

• Link elementary service nodes to composite service nodes.

• Link composite service nodes to dashboard nodes.

• Link composite service nodes to group nodes as required.

- Link data sources to composite service nodes, group nodes, or directly to the dashboard node as required.

 ▶ An elementary service node cannot be directly linked to the dashboard node.

To link a lower-level node to a higher-level node, perform the following.

1 On the Dashboard Editor tool bar, click the arrow icon.

2 Mouse over the node that you want to associate with a higher-level node. A plus (+) sign appears on the lower-level node.

3 Click, drag, and drop the plus sign to the higher-level node.The link between the nodes is established.

Generating the Dashboard

After designing a dashboard and building the service tree, perform the following steps to generate it.

1 Click **File** → **Generate Dashboard**. The Generate Dashboard dialog box opens.
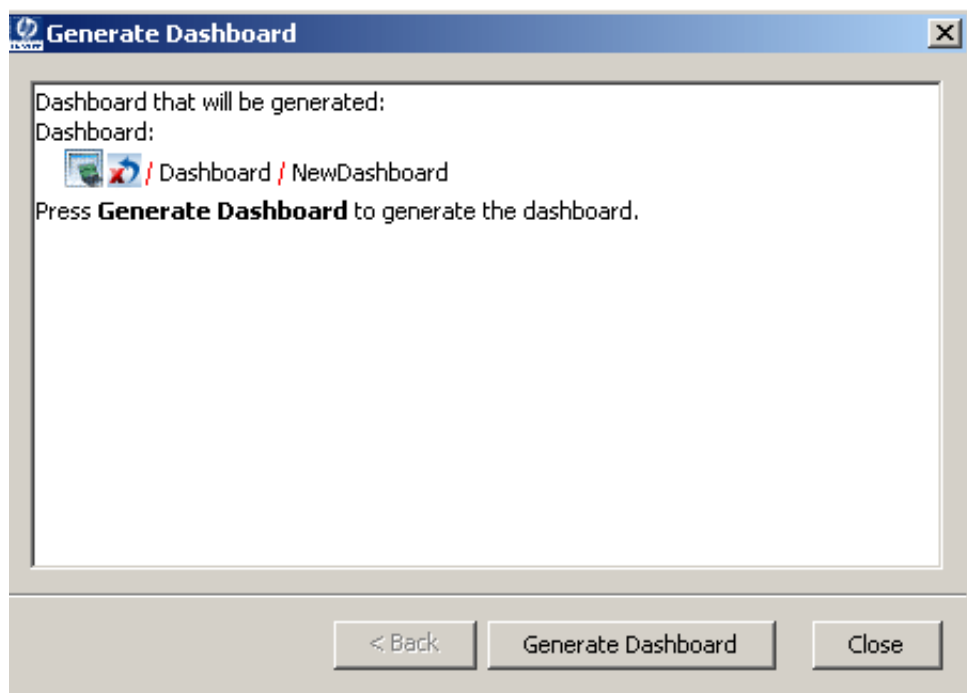
2 Click **Generate Dashboard**. After the dashboard is generated, a confirmation message appears.

3 After generating the dashboard, launch the Dashboard Configuration Manager, click the Dashboard tab, and then associate the generated dashboard to a user. After associating a dashboard to a user, you can view the dashboard by logging in to the portal server using any web browser.

► If adapters to underlying data sources are not running, errors may appear while generating the dashboard, but that does not prevent the generation of dashboard in most cases. The dashboard is generated if there is no fatal error.

Making a Backup of Dashboard Definitions

After building a dashboard hierarchy by using the composer, you can save the dashboard's definitions by exporting them to a location on your system, and then reuse them if required. If you delete a dashboard from the composer accidentally, you can retrieve the dashboard by importing the definitions that you saved.

To export a dashboard's definitions, perform the following steps.

1   In the navigator pane of the composer, select the dashboard that you want to export.

2   Click **File** → **Export Definitions**. The Export Definitions dialog box opens.

3   Select the location on your system to which you want to export the definitions, and then click **Export**. The dashboard definitions are saved as a compressed file on your system.

To import a dashboard's definitions, perform the following steps.

1   Click **File** → **Import Definitions**. The Import Definitions dialog box opens.

2   Click **Browse**, locate the compressed definitions file on your system, and then click **Next**.

3   Click **Import**. The dashboard's definitions are imported to the composer and appear in the Navigator pane.

6 Managing Users

As an administrator, you can create, delete, and manage portal user profiles for RealTime Health View. You can perform these tasks from the Operations Dashboard portal.

The Operations Dashboard portal provides a platform to manage user profiles and displays the information provided by dashboard models. The portal has two types of login.

- User login: users view the dashboard assigned to the specific user's profile.
- Administrator login: administrators can add, delete, and manage users.

➤ To create or delete a user account from the portal, you must log in to the portal with administrator privileges.

Add and Manage Users on Jetspeed

Perform the following steps to manage users in Jetspeed portal.

1 Start the portal server from the Dashboard Configuration Manager, if it is not already started.

2 From the Start menu, click **Programs** → **HP OpenView** → **Dashboard** → **Launch Operations Dashboard**. Jetspeed portal's login page opens.

3 Log in with the administrator's username and password.

➤ In Jetspeed, the default administrator's user name is `admin` and password is `admin`.

4 Click the Security Administration tab. The Security Administration page appears.

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

5 Click the User Management tab in the Security Administration screen. The User Browser and User Detail Information portlets display.

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

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

7 Click **Add User**.

You can see the newly added user account in the User Browser portlet. From the User Detail Information portlet, you can make changes in the Attributes profile, Password, Role, and Group of the user.

> In Jetspeed, the user name must not exceed 256 characters.

For more information on adding users, roles, and groups in the portal server, refer to the Appendix D, *Tips for Working with Jetspeed 2.1.1 and BEA WebLogic 8.1*, of the *Operations View Administrator Guide*. If you do not have Operations View installed on your system, you can view *Operations View Administrator Guide* at **http://ovweb.external.hp.com/lpe/ doc_serv/** site**.**

Add and Manage Users on BEA WebLogic

The BEA WebLogic portal server is not bundled with RealTime Health View. You must have BEA WebLogic 8.1.4 installed in RealTime Health View system to be able to use it.

See the section Configuring BEA WebLogic as Portal Server on page 54 to configure BEA WebLogic.

Perform the following steps to use the BEA WebLogic portal to manage users:

1   Copy the file `weblogic.jar` from *<BEA_HOME>*`\weblogic81\server\lib` to the location `<OvInstallDir>\nonOv\dashboard\rhview` where `<BEA_HOME>` is the location of BEA WebLogic and `<OvInstallDir>` is the location where RealTime Health View is installed.

2   Start a BEA WebLogic portal domain. See the section Create a Portal Domain on page 54 for information on creating a portal domain on BEA WebLogic. To start the portal domain, go to **Start → Programs → BEA WebLogic Platform 8.1 → User Projects →***<Portal Domain>* →**Start WLS Server for Portal Domain.**

3   Launch the WebLogic console by loading in the browser the following URL:

   http://localhost:7001/console

4   Log in to the console by using the administrative username and password for *<Portal Domain>*. These were created in step 5 on page 54.

5   In the navigation pane, expand **Security → Realms → myrealms**.

6   Click the **Users** folder.

7   Click the **Configure a New User** link to create a user.

8   Enter the user details, and then click **Apply**.

Map Users to Dashboards in Dashboard Configuration Manager

Perform the following steps to map dashboards to a particular user.

1   Launch the Dashboard Configuration Manager.

2   Select the Dashboard tab.
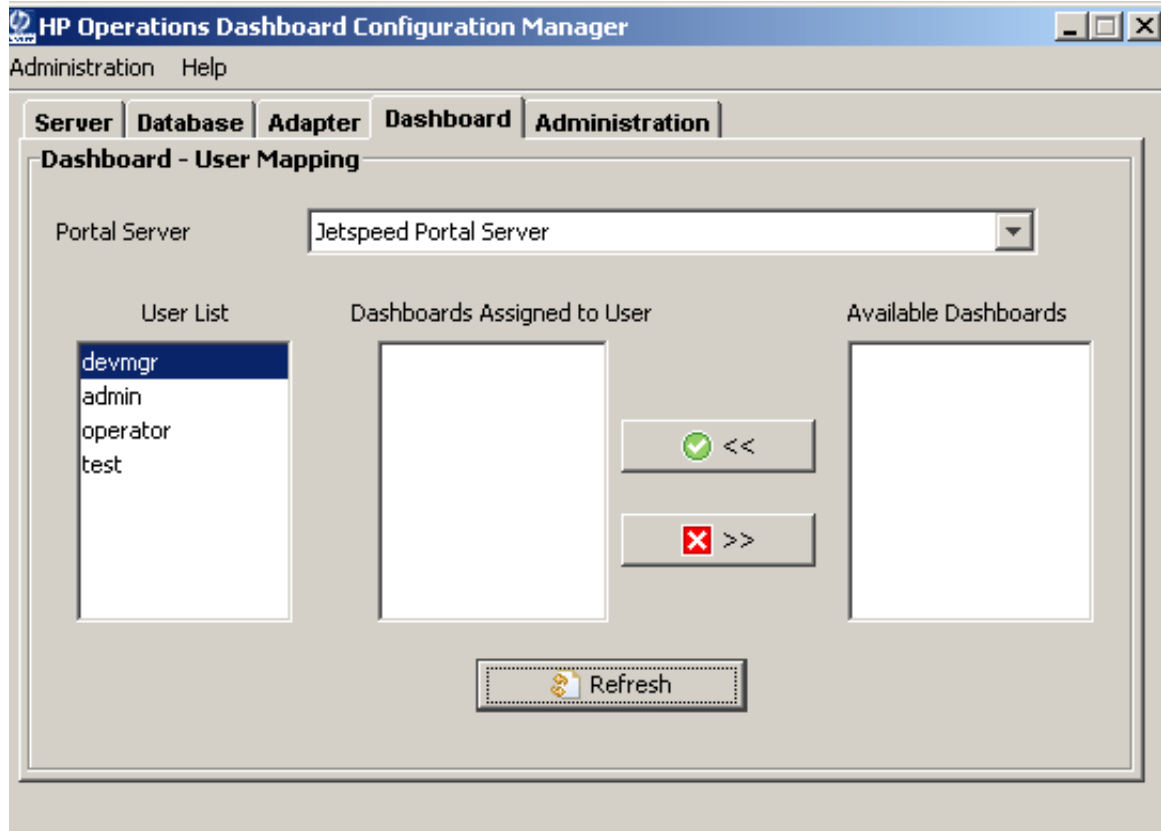
3   To map the users you created in the WebLogic portal server, perform the following steps.

   a   Select WebLogic from the Portal Server box. The Select Your Portal Server Setup
       dialog box opens.

   b   Enter the administrative User name and Password that you created in step 5 on
       page 54 while creating the portal domain.

   c   Enter 7001 in the Port number box.

   d   Click **OK**. The Dashboard Configuration Manager displays a list of available
       dashboards and a list of users created in WebLogic.

4   To map the users created in Jetspeed portal server, select Jetspeed from the Portal Server
    box.
    Dashboard Configuration Manager displays a list of available dashboards and a list of
    users created in Jetspeed.

5   Select a user from the User List.

6   Select the dashboard you want to assign to the selected user.

7   Click the **<<** button to send the selected dashboard to the Dashboard assigned to User
    pane. You can assign an unlimited number of dashboards to any selected user.

8   Restart the server.

9   Click the **>>** button to remove dashboards from a user.

7 Using the Portal

The RealTime Health View portal provides you with a top-level view of service health and status to simplify your monitoring and decision making process. The portal consists of several portlets, each of which provides a consolidated view of service health and helps you drill down to the elementary services managed by
HP Operations and third-party management systems.

To be able to use portal to view dashboards, you must have the following.

- A valid username and password to access the portal.

- Dashboards assigned to your user profile.

After you log in to the portal as a user, you can view the health and status of the services at multiple levels. You can take a broad-level view first, and then drill down to view additional details related to the service. You can drill down from the dashboard level to the elementary service level.

The organization of the view depends on the way the dashboard was designed and modeled by using the composer. See Creating Dashboards on page 57 for information on creating and designing a dashboard.

Launching the Portal

You must launch the portal to view the dashboards. You can use the default Jetspeed portal server that is bundled with RealTime Health View, or you can use the BEA WebLogic portal server.

Launch Jetspeed Portal

To launch the default Jetspeed portal, perform the following tasks.

1   Start the portal server from the Dashboard Configuration Manager, if it is not already started.

2   From the Start menu, click **Programs → HP OpenView → Dashboard →Launch Operations Dashboard**. The Jetspeed portal opens in a web browser.

Alternatively, you can launch Jetspeed by typing the following URL:

http://localhost:18080/jetspeed

3   Log in to the portal with your username and password.

Launch BEA WebLogic Portal

To use BEA WebLogic as a portal server, you must create a portal application, a web application, and a portal domain on a BEA WebLogic server. See the section Add and Manage Users on BEA WebLogic on page 80 for information on configuring BEA WebLogic.

To start the BEA WebLogic portal server, perform the following steps.

1   From the Start menu, click **Programs** → **BEA WebLogic Platform 8.1** → **User Projects** → *<PortalDomain>* → **Start WLS Server for Portal Domain** where *<PortalDomain>* is the name of the domain created on the BEA WebLogic server. See the section Create a Portal Domain on page 54 for information on creating portal domain on a BEA WebLogic server.

2   On a web browser, load the URL **http://localhost:***<port>***/***<Project Name>, where <Project Name>* is the name of the project imported in step f on page 55.

BEA WebLogic portal appears.

You can log in to the portal with your username and password.

Viewing Dashboards

You can view generated dashboards in the portal. The portal home page displays a list of all the dashboards assigned to you. You can drill down and view status at the composite service level and at the elementary service level. How the portal view is organized depends on the dashboard design.

Portal Home Page

On the portal home page, you can see a list of all the dashboards assigned to you in the My Dashboards portlet. If you bring the mouse-arrow near each dashboard, a pop-up appears indicating the aggregate health of all the underlying services associated with the dashboard.

Figure 6   List of Dasboards on the Portal Home Page

To drill down further, click on the dashboard name. The top-level view of the dashboard appears.

Dashboard Level View

The top-level view of each dashboard gives an overall status of service health. This view comprises a set of portlets. The organization of this page is set in the Composer based on the content type and other parameters specified during the design of the dashboard. See step 3 on page 67 for information on selecting the content of start page.

Each content type has a specific look and feel, and a specific arrangement of portlets. The top-level view of the dashboard on the start page depends on the preselected contents.

Business-IT Centric View

This view consists of four portlets. The portlets and their contents are listed in Table 11.

Table 11   Portlets in Business-IT Centric View Page

Portlet	Content
Business View Services	• Health status • Trend • Potential Risks • Alerts • Links to associated composite service
Summary View	• Status of all incidents and alerts • Pie chart representation of alerts • Percentage graph of service availability
All Alerts	Description of all the alerts
Service Tree View	Complete hierarchical structure of the dashboard

Figure 7   Business-IT Centric View Page

Service Manager Centric View

This view comprises of three portlets: the Service Summary portlet, the Key Metric portlet, and the Alerts portlet. The portlets and their contents are listed in Table 12.

Table 12   Portlets in Service Manager Centric View Page

Portlet	Content
Service Summary	• Health status • Trend • Potential Risks • Alerts • Links to associated composite service
Key Metrics	• List of — Average critical alerts per hour — Average number of incidents per hour — Average number of service calls per hour • Pie chart representation of alerts • Percentage graph of service availability
Alerts	Description of all the alerts

Figure 8   Service Manager Centric View Page
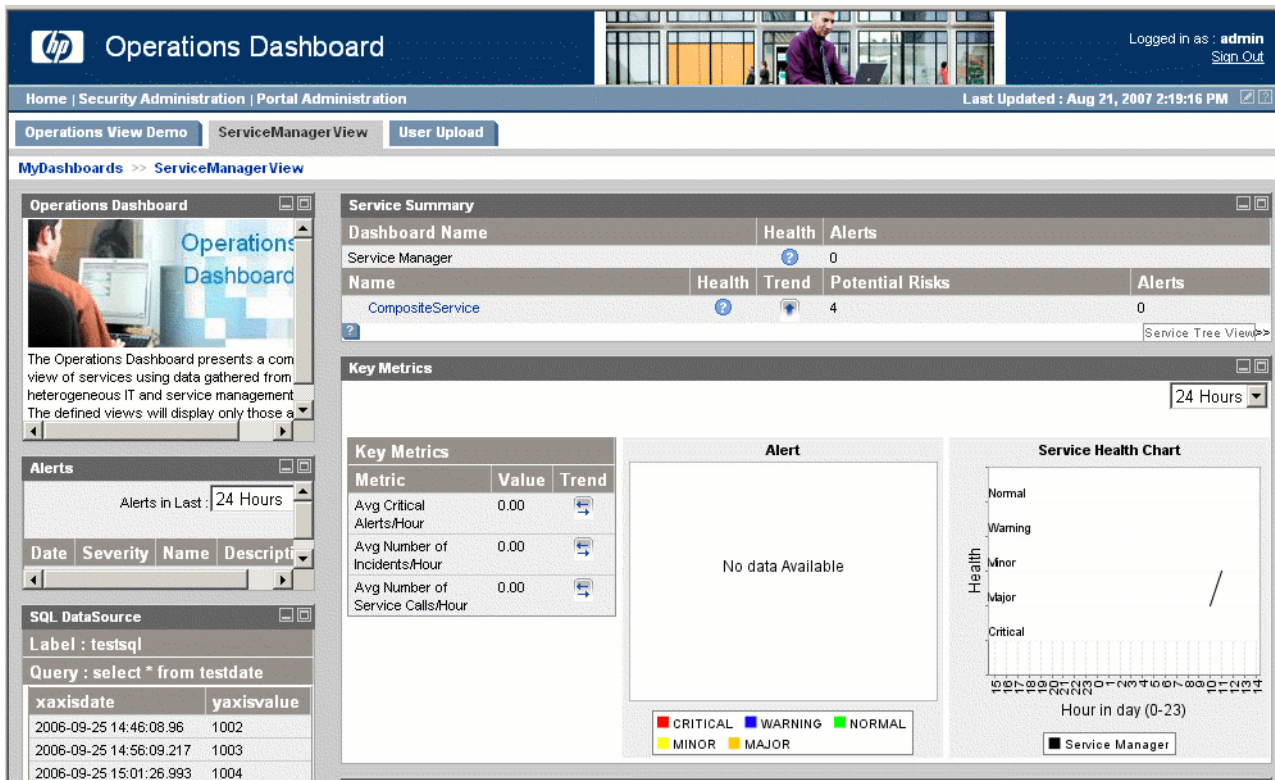
IT-Operation Centric View

This view consists of four portlets. The portlets and their contents are listed in Table 13.

Table 13   Portlets in IT-Operation Centric View Page

Portlet	Content
Business View Services	• Health status • Trend • Potential Risks • Alerts • Links to associated composite service
Alerts	Description of all alerts.
Service Tree View	Complete hierarchical structure of the dashboard.
Alert and Incident Graph View	• Pie chart representation of alerts and incidents. • Percentage graph of service health.

Figure 9   IT-Operation Centric View Page
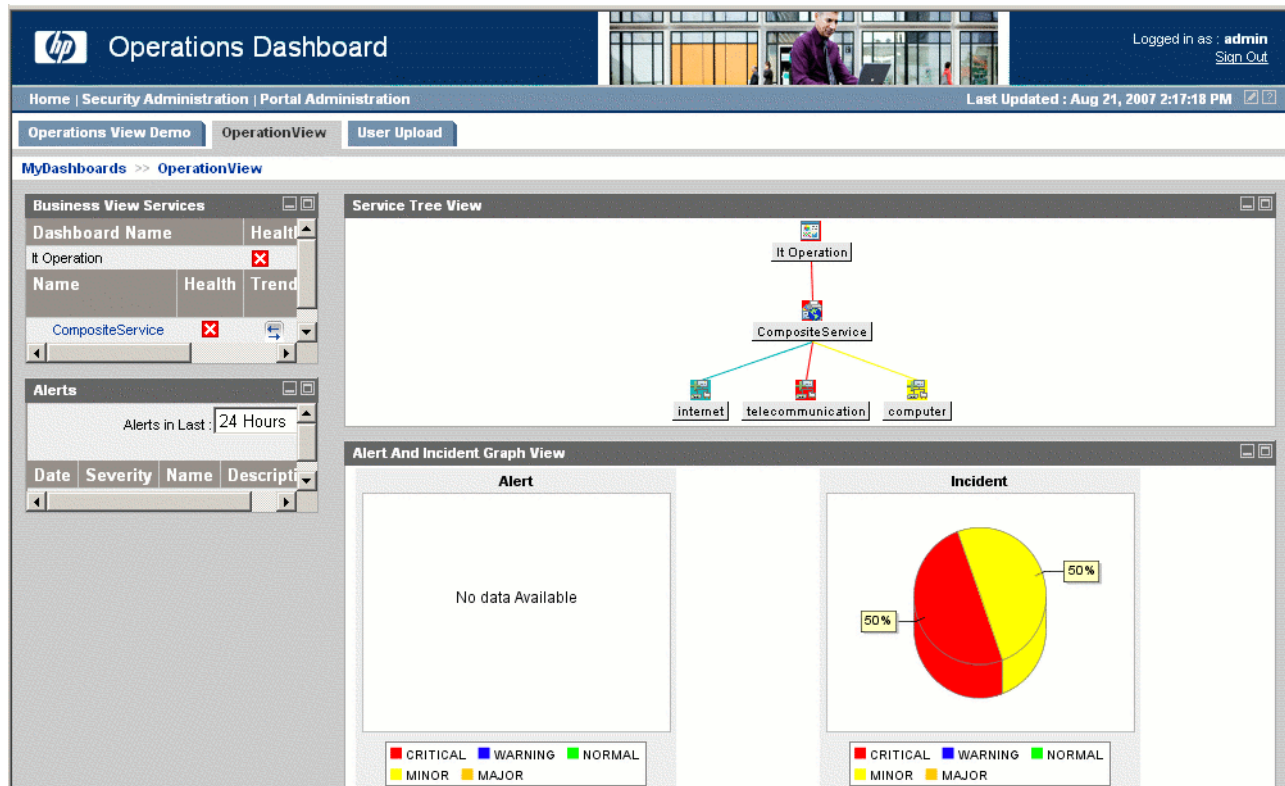
IT-Help Desk Centric View

The Help Desk view is designed to display the dashboard that uses a service desk management product (such as BMC Remedy Help Desk, HP Service Desk, and so on) as an underlying service. The portlets and their contents are listed in Table 14.

Table 14   IT-Help Desk Centric View Page

Portlet	Content
Service Tree View	Complete hierarchical structure of the dashboard
Help Desk Incidents Information	Description of all incidents
Executive Summary	A summary of all the incidents, problems, changes, and service calls
Executive Summary View	Two different portlets called Executive Summary View appear • The bottom portlet displays bar graph representation of service calls, incidents, and problems • The extreme right portlet displays the following: — Incident graph — Pie-chart representation of service calls — Measure of changes and problems
Alerts	Description of all the alerts
PDF ReadUtility	This portlet provides a utility to display PDF files stored in RealTime Health View server

▶ RealTime Health View does not support Executive Summary and Executive Summary View portlets for HP Service Center. You can close these two portlets if you have generated an IT-Help Desk Centric View Dashboard for HP Service Center.

Figure 10 IT-Help Desk Centric View Page

Global Map View

Global Map view enables you to view the health and status of a service based on location. The view is designed to display one map per dashboard and aggregated service health for each location on the map. Global Map view contains World, EMEA, North America, APJ, and Custom geographical maps. The World, EMEA, North America, and APJ maps contains a list of pre-configured major cities of the region. Global Map view enables you to:

1 Configure an existing map.

2 Add new cities in an existing map.

3 Delete existing cities from a map.

4 Create a custom map.

For more information on how to perform these tasks, refer to the RealTime Health View Composer online help.

The portlets and their contents are listed in Table 15

Table 15   Global Map View Page

Portlet	Content
Operations Dasboard	Brief description of HP Operations Dashboard.
GeoGraphical Map	Status of the groups in a Dashboard through geographical map.
Key Metrics	• List of — Average critical alerts per hour — Average number of incidents per hour — Average number of service calls per hour • Pie chart representation of alerts • Percentage graph of service availability
Alerts	Description of all the alerts
HTTP DataSource	Description of HTTP Datasource attached at Dashboard level.
SQL DataSource	Description of SQL Datasource attached at Dashboard level.

Figure 11 Global Map View Page
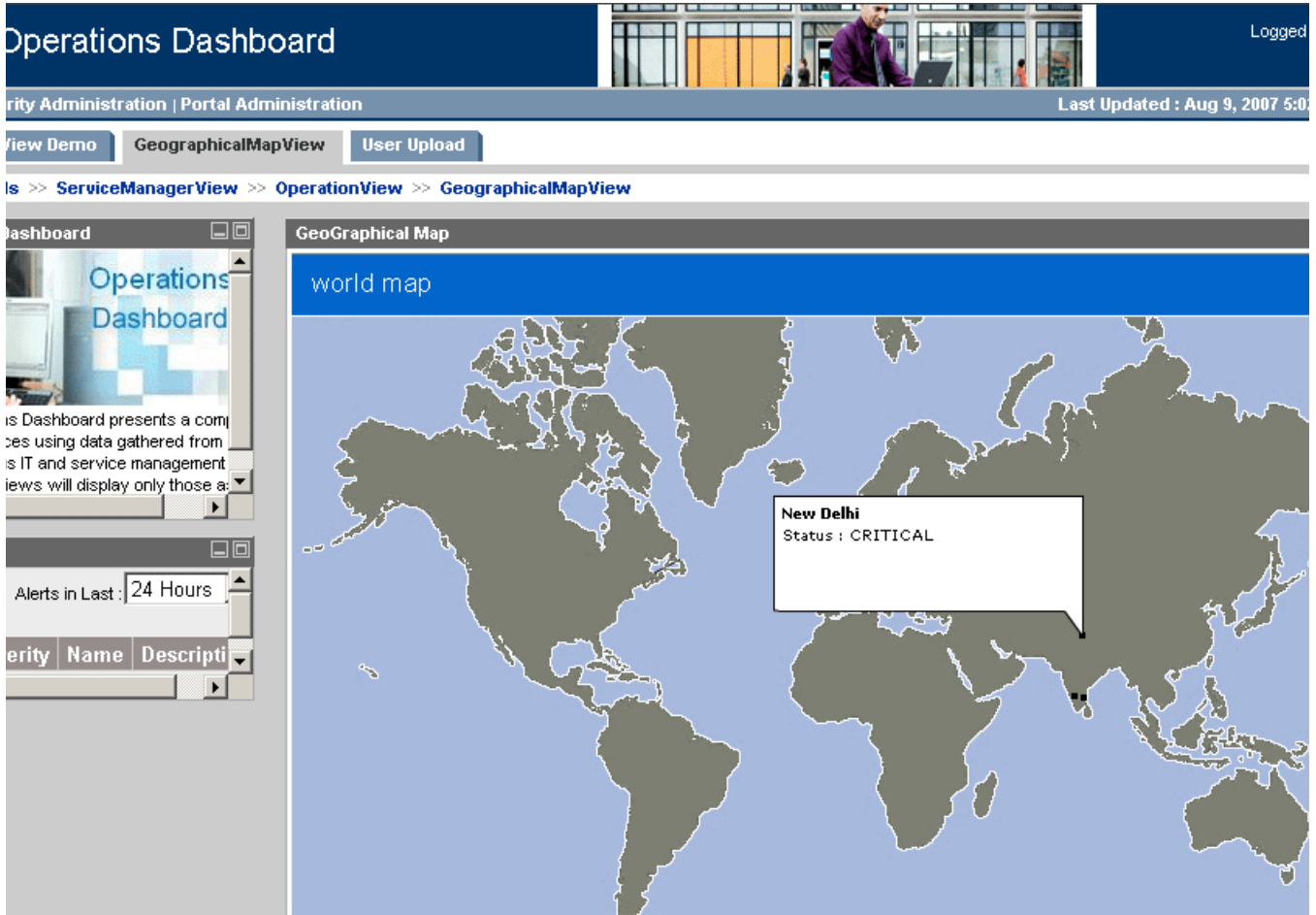
Composite Service Level View

On the dashboard page, all associated composite services are listed and hyperlinked in a portlet. To drill down to the next level, click the composite service link. The CompositeServiceBreakDown page opens. This page displays the list of associated elementary services and their associated health status information.

Elementary Service Level View

In the CompositeServiceBreakDown page, all elementary services are hyperlinked in a portlet. To drill down to the elementary service level, click the composite service link. The ElementaryServices page opens and displays the health status of individual elementary services.

If Operations View is installed along with RealTime Health View, an additional level of drilldown is provided.

Drill Down to Operations View

If you have Operations View installed, you can enable RealTime Health View to perform Operations View drilldown from the ElementaryServices page. To enable the drilldown from RealTime Health View to the Operations View portal, complete the following tasks:

1 Configure Operations View.
2 Configure RealTime Health View.

Configure Operations View

You can configure this drilldown for services provided by HP Operations Internet Services, HP Operation Manager for Windows, HP Operations Serivce Desk, and HP Service Navigator.

To enable a drilldown to an existing Operations View portlet, map the portlet to the user `anon` in Operations View.

▶ In the case of HP Operations Internet Services, you can enable this drilldown for `OVISDashboard` portlets only.

In case of HP Service Navigator, HP Operations Manager for Unix and HP Operations Manager for Windows, you can enable drilldown for `OVSNserviceGraph`, `OVSNBrowser`, `OVSNSvcHealth`, and `OVSNCards` portlets only.

For more information on creating, configuring, and deploying portlet applications in Operations View, see the applicable *HP Operations Dashboard Operations View Integration Guide* for your particular HP Operations solution.

Configure RealTime Health View

Perform the following steps to configure RealTime Health View:

1 Enter the Operations View URL in `opsviewurl.properties` file, which is located in `<OvDataDir>\conf\dashboard\rhview\common`. Sample URL of Operations View is **http://**<servername>:<port>/<opsView>*
where *<servername>* is the hostname or IP address of machine hosting Operations View, *<port>* is the port number where Operations View is running, and *<opsView>* is webapp context name that is configured in Operations View.

   ▶ If you are using BEA WebLogic as portal server instead of the default Jetspeed, you must copy the `opsviewurl.properties` file from the location *<OvDataDir>*`\conf\dashboard\rhview\common` to *<BEA-HOME>*`\user_projects\`*<Application Name>*`\`*<Project Name>*`\WEB-INF\classes` where *<Application Name>* is the name of the application created in step 5 on page 55 and *<Project Name>* is the name of the project imported in step f on page 55.

2 Restart the portal server from the Dashboard Configuration Manager.

Drill Down to Operations Business Process Insight

If you have BPI Dashboard installed on the BPI system, you can enable RealTime Health View to perform drilldown to the BPI Dashboard to see the detail of a particular flow, metric, or threshold. To enable the drilldown from RealTime Health View to the BPI Dashboard, you need to edit the `opsviewurl.properties` file, which is located in

`<OvDataDir>\conf\dashboard\rhview\common`. **Provide the following information in the** *Realtime Health View - Business Process insight Integration* section of the `opsviewurl.properties` file:

- OVBPI_SYSTEM_HOST_NAME: represents the name of the system on which BPI is running.

- OVBPI_SERVER_PORT_NUMBER: represents the port on which BPI Dashboard is running. The default port is 44080.

- OVBPI_WEBAPP_NAME: represents the web application name for BPI Dashboard. The default web application name is *ovbpidashboard2-10*. For more information, refer to the BPI documentation.

After saving the `opsviewurl.properties` file, restart the Portal Server from the HP Operations Dashboard Configuration Manager.

Portlets for Data Sources

User-define data sources (HTTP and SQL data sources) are displayed inside portlets. User-defined data sources can be added at any level of the dashboard and they can appear in the dashboard page or in the CompositeServiceBreakdown page, depending on how they are modeled in the composer at design time.

You can view two different types of user-defined data sources in the portal:

- HTTP data source, displayed as:

  — Raw data — displays contents of a web page in a portlet.

  — Configured URL — displays a hyperlink to a web page in a portlet.

- SQL data source — You can display SQL data sources in the form of raw data that displays as a database table in a portlet. You can also display SQL data source in the form if graphs by using the SQL Datasource Visualization portlet. See SQL Datasource Visualization Portlet on page 94 for more information.

For more information, see the section Create Data Sources on page 60.

SQL Datasource Visualization Portlet

SQL Datasource Visualization portlet enables you to view the SQL data sources in the form of graphs and charts such as, XY Line graph and Pie chart. RealTime Health View provides you different portlets for different levels.

- SQL Datasource Visualization portlet - Dashboard level

- SQL Datasource Visualization portlet - Group level

- SQL Datasource Visualization portlet - Composite service level

- SQL Datasource Visualization portlet - Elementry service level

  ▶ You can add the Elementry service level visualization portlet to your dashboard if the runtime datatype for SQL datasource is set to status calculation.

You need to add appropriate portlet to the portal server to view graphs based data source information. Perform the following steps to add the SQL Datasource Visualization portlet to your dashboard view.

1 Start the web portal.

2 Log in to the portal server with your user name and password.

3 Select the dashboard on which you want to add the visualization portlet.

4 Click **Edit** in the top-left corner of the screen. The Customize page appears.

5 Click **Add Portlet**.

6 Search for the SQL Datasource portlet to show graphs at dashboard level and add it to your dashboard.

7 Click [Go Back].

8 The SQL DataSource portlet appears in your dashboard.
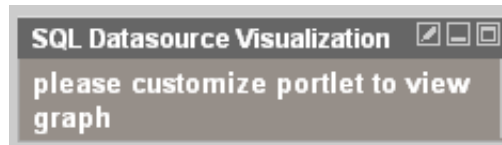
9 Click **Edit**. A data source list appears in the portlet.

10 Select your datasource. The Select graph type list appears.
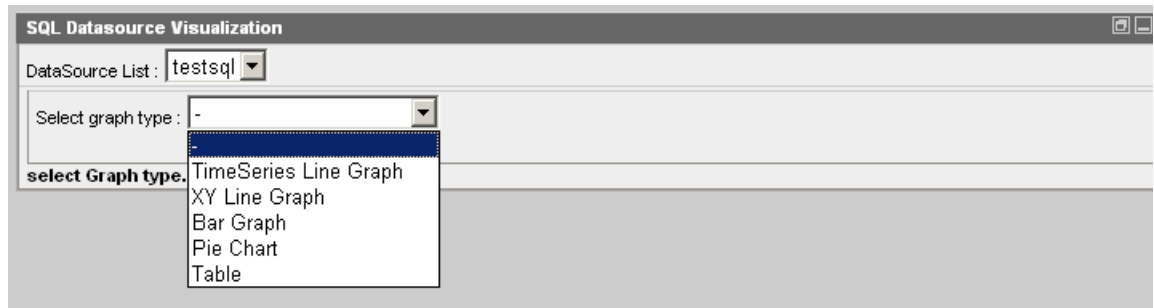
11 Select the appropriate graph type from the list.

12 Select the appeopriate axis and click **Submit**.

The graph appears in the portlet.

Get Route Cause Portlet

The Get Route Cause portlet enables you to view the root cause service in dashboard. This portlet is available for OVO for Windows and HP Service Navigator. You can add GetRootCause portlet at the dashboard level to any of the available views such as, Business-IT Centric view and IT Operations Centric view.

Add the GetRootCause portlet with description Get Root Cause portlet for Dashboard to your dashboard. See SQL Datasource Visualization Portlet on page 94 to know how to add a portlet to a dashboard. The portlet appears as follows.

You can select the service from the dropdown list in the top-right corner to see the details.

A Guidelines for Writing a Data Source Transformation Script

User-defined data sources such as SQL and HTTP data sources with the Runtime Data Type set to Status Calculation can be used as elementary services while creating a dashboard.These data sources are also referred to as user-defined services. To calculate the status of these user-defined services, you must provide a Perl transformation script while creating the underlying SQL/HTTP data source. You must follow the guidelines listed below to generate the transformation script.

1   The Perl script must accept the raw data of the data source as a command line argument.

2   The Perl script must process this raw data to generate an event. The generated event is an XML string that indicates the status of the user-defined service.

> ➤   This event XML script must be printed to `stdout` of the script.

3   The Perl script must return `zero(0)`.

The schema of the event XML is given below.

Figure 12 Event Schema for Status Calculation
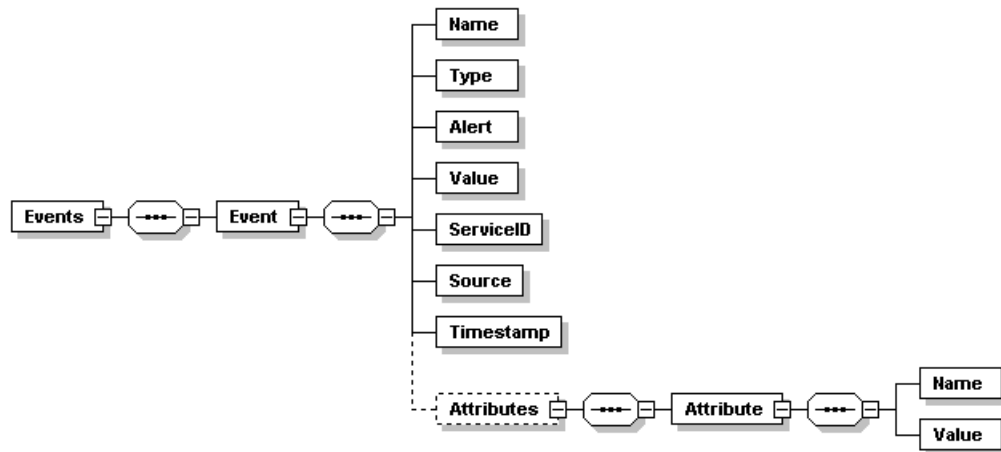
The elements of the schema are described below.

- Name — Enter a name of the event. It can be any string.

- Type — Set the type of the event to `ALARM`.

- Alert — Set this element to `false`.

- Value — Enter an integer value between one and five. One indicates the status of user-defined service is `NORMAL` and five indicates the status is `CRITICAL`.

- Service ID — Leave this element blank. This value is populated by RealTime Health View server.

- Source — Leave this element blank. This value is populated by RealTime Health View server.

- Timestamp — Leave this element blank. This value is populated by RealTime Health View server.

- Attributes — It is an optional element.

  — Attribute — This is a sub-element of the optional Attributes element. This element holds `Name` and `Value` elements.

    Name— Set this element to `ALARMMESSAGE`.

    Value — Set this to `[CDATA]` string with the alarm message.

A sample event XML string is given below..

```
<Events>
  <Event>
      <Name>ElementStatus</Name>
      <Type>ALARM</Type>
      <Value>4</Value>
      <ServiceID></ServiceID>
      <Source></Source>
      <Alert>false</Alert>
      <Timestamp></Timestamp>
      <Attributes>
        <Attribute>
          <Name>ALARMMESSAGE</Name>
          <Value><![CDATA[FTP Service RESPONSE_TIME is slow ]] >
          </Value>
        </Attribute>
      </Attributes>
  </Event>
</Events>
```

In the above example an event called `ElementStatus` is generated for a user-defined service with a status value of 4 (Major). It also generates an alarm message (`FTP Service RESPONSE_TIME is slow`).
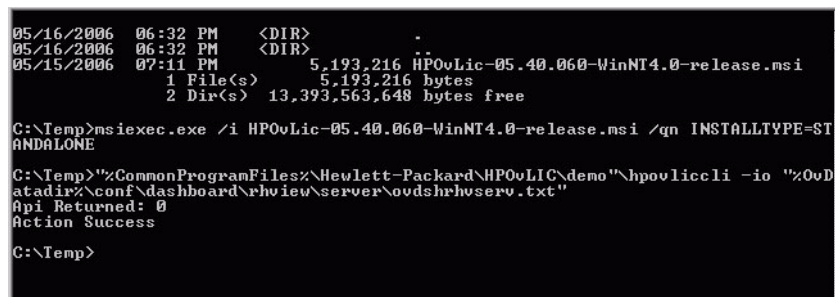
B Using MSI Packages to Install RealTime Health View

If you want to install RealTime Health View manually by using the MSI packages, perform the following steps.

1. Install the following packages in the given sequence.

   a. `HPOvJREB-01.05.002-WinNT4.0-release.msi`

   b. `HPOvJdkB-01.05.001-WinNT4.0-release.msi`

   c. `HPOvXpl-03.10.040-WinNT4.0-release.msi`

   d. `HPOvJxpl-03.10.040-WinNT4.0-release.msi`

   e. `HPOvDshRhvCo-02.10.000-WinNT4.0-release.msi`

   f. `HPOvDshRhvServ-02.10.000-WinNT4.0-release.msi`

   g. `HPOvDshRhvComp-02.10.000-WinNT4.0-release.msi`

   h. `HPOvDshJetSpd-02.10.000-WinNT4.0-release.msi`

2. After installing packages, you must install Autopass from the command prompt to enable licensing. You cannot start RealTime Health View services without enabling the license. Perform the following steps to install Autopass.

   a. From the command prompt, change the directory to the folder containing `HPOvLic-05.40.060-WinNT4.0-release.msi` package, and then run the commands given below.

   msiexec.exe /i HPOvLic-05.40.060-WinNT4.0-release.msi /qn INSTALLSTANDALONE=1

   "%CommonProgramFiles%\Hewlett-Packard\HPOvLIC\demo"\hpovliccli -io "%OvDataDir%\conf\dashboard\rhview\server\ovdshrhvserv.txt"

3. To install MSDE 2000, go to the folder containing the MSDE 2000 package from the command prompt, and then run the following command.

   Setup.exe DISABLENETWORKPROTOCOLS=0 SAPWD="ovd" INSTANCENAME="OVDASHBOARD" SECURITYMODE=SQL

After installing MSDE 2000, you must start `MSSQL$OVDASHBOARD` service from **Control Panel** → **Administrative Tools** → **Services**.

4   To create a database from the command prompt, change directory to `%OvInstallDir%\misc\dashboard\rhview\server`, and then run the following command.

osql -E -S .\OVDASHBOARD -i eddb_script.sql

To uninstall RealTime Health View by using the MSI packages, perform the following steps.

1 Click **Start** → **Settings** → **Control Panel**.

2 Click **Add/Remove Programs**.

3 Uninstall the MSI packages in the given sequence.

   a `HPOvDshJetSpd-02.10.000-WinNT4.0-release.msi`

   b `HPOvDshRhvComp-02.10.000-WinNT4.0-release.msi`

   c `HPOvDshRhvServ-02.10.000-WinNT4.0-release.msi`

   d `HPOvDshRhvCo-02.10.000-WinNT4.0-release.msi`

   e `HPOvJxpl-03.10.040-WinNT4.0-release.msi`

   f `HPOvXpl-03.10.040-WinNT4.0-release.msi`

   g `HPOvJdkB-01.05.001-WinNT4.0-release.msi`

   h `HPOvJREB-01.05.002-WinNT4.0-release.msi`

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