# HP OpenView Performance Insight Integration with Service Information Portal

**Version: 3.1**

**Windows® 2000, HP-UX, and Solaris**

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- Downloadable documentation
- Troubleshooting information
- Patches and updates
- Problem reporting
- Training information
- Support program information

# 1 How OVPI Works with SIP

# HP OpenView Performance Insight and SIP

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

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

The reports generated by HP OpenView Performance Insight are tools to help with your efforts to:

- Ensure the availability and top performance for your network.

- Diagnose performance problems using recent and historical data.

- Identify over- and under-utilized links.

- Understand how your device resources are affecting network performance.

- Document current network performance for internal use and customer service level agreements (SLAs).

- Monitor metrics and avoid bottlenecks with specific and customized reports.

With the powerful reporting capabilities of Performance Insight, you will have the information you need to make service guarantees with confidence. You can follow up these performance guarantees with tangible documentation of your SLA compliance. Once the desired reports are configured and deployed to the HP OpenView Performance Insight Web Access Server, you can display Performance Insight Reports through SIP's Performance Insight and Performance Insight Browser modules.

For more information about configuring OpenView Performance Insight to generate the desired reports, see the documentation set that came with Performance Insight (or access the manuals online at the website: `http://ovweb.external.hp.com/lpe/doc_serv`).

# Two SIP Modules Available For Viewing Performance Insight Reports

SIP provides view-only access to the reports. The SIP user can drill-down to the desired information by clicking on any available drill symbols:



Actions typically available from Performance Insight reports are disabled in the SIP module. For example, a user cannot deploy a report through SIP.

See "Establishing Communication Between OVPI and SIP" on page 16 for information about configuring the Performance Insight module and the Performance Insight Browser module to access the configured and deployed Performance Insight Reports in your network management environment.

## The Performance Insight Module

The Performance Insight module displays one pre-selected Performance Insight Report that is configured and deployed to your Performance Insight Web Access Server. In SIP, a user with ViewAdmin permissions can select a Performance Insight report to display to a particular SIP user through the Performance Insight module in SIP.

## The Performance Insight Browser Module

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

# Communication Paths Between OVPI and SIP

The following diagram illustrates the processes involved in communicating data from HP OpenView Service Information Portal (SIP) to HP OpenView Performance Insight (OVPI) and visa versa:

**Figure 1-1**     **Communication Process for the Performance Insight Module**
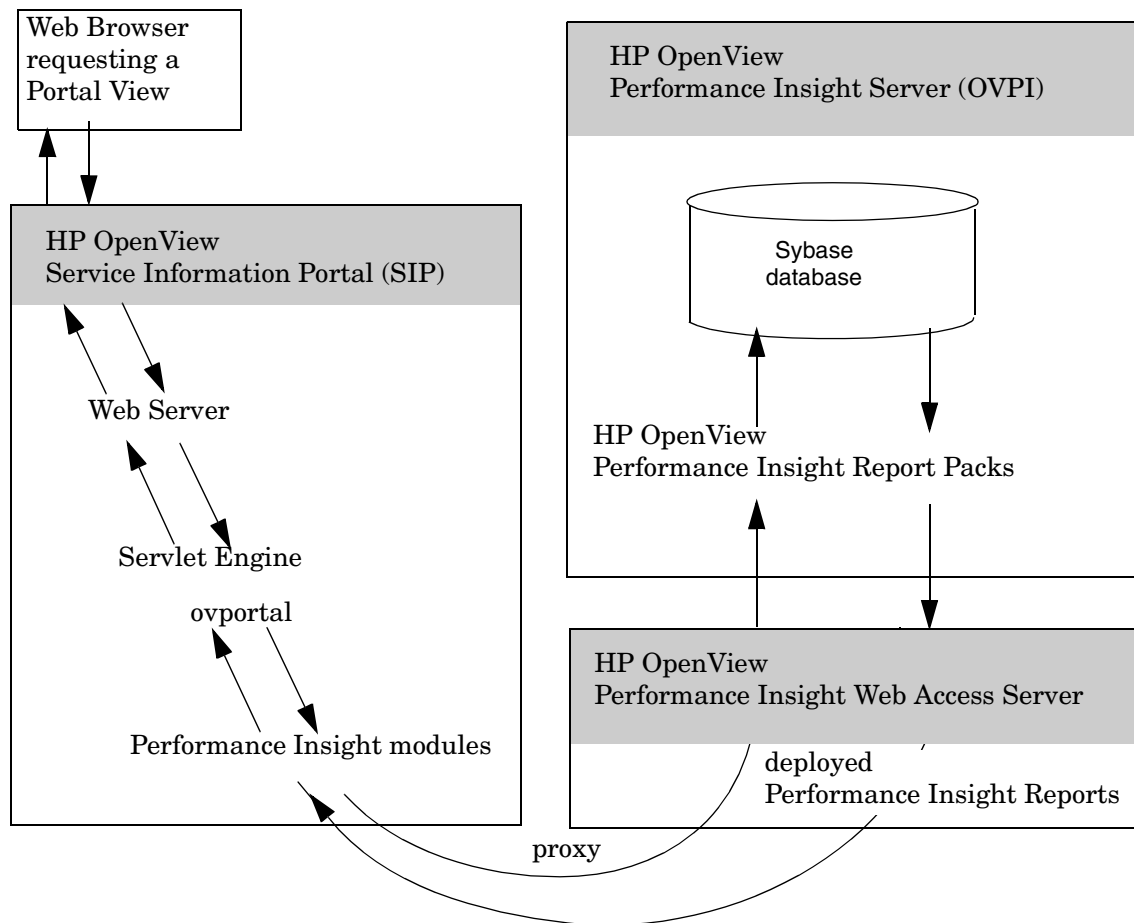
# Installation of the Modules

The Performance Insight modules for SIP are automatically installed with the Service Information Portal software. If you have not already installed SIP, see the SIP *Installation Guide* (SIP_Install_Guide.pdf) for prerequisites and installation instructions.

Before using the Performance Insight modules, you must configure SIP and Performance Insight to communicate with each other. See "Establishing Communication Between OVPI and SIP" on page 16.

# 2 Configuration Steps

# Establishing Communication Between OVPI and SIP

To establish communication between SIP and your Performance Insight Web Access Servers, you need to take the following steps.

SIP can be running on Windows 2000, HP-UX, or Solaris and can communicate with multiple Performance Insight Web Access Servers running on and between the following operating systems: AIX, HP-UX, Solaris, Windows 2000 and Windows NT.

## On each Performance Insight Web Access Server

**NOTE**
Verify that you are using a version of HP OpenView Performance Insight that is supported by SIP, see the SIP *Installation Guide* (`SIP_Install_Guide.pdf`) for the list of supported product versions.

1. Configure a login and password for each user that will access the SIP Performance Insight modules. Login is handled through the SIP single sign-on. The person viewing the Performance Insight modules need not enter Performance Insight Web Access Server login information.

   SIP proxies the data from the Performance Insight Web Access Server, so the person viewing the Performance Insight modules need not be given direct access to your Performance Insight Web Access Server.

2. Make sure that each configured user has a Peformance Insight view that grants them permission to view specific reports. Performance Insight views are configured through the Administration option (then Report Settings->Catalog View Manager).

3. Buttons and actions typically accessed from a Performance Insight reports are disabled in the SIP modules. However, broken buttons will appear in the SIP module unless you disable them through the `Administration` option in Performance Insight (then `Report`

Settings->Report Settings; Unselect "Show Deploy Links to Users" and "Show System Directory to Users") and restart the application server.

4. Verify that the Performance Insight reports you wish to display through the SIP portal are configured and deployed.

## On the SIP Server

Establishing communication between Performance Insight Web Access Servers and SIP involves two steps: (1) Associating an OVPI server, user, and password with each SIP role that will be assigned to users of the OVPI modules, and (2) Customizing the default OVPI modules to your environment (optional).

### Configuring the Required Role Properties

1. On the SIP server, open the SIP Configuration Editor:

   *Windows 2000:* Start:Programs:HP OpenView->Service Information Portal->Configuration Editor

   *UNIX:* /opt/OV/SIP/bin/SIP_Config

2. Navigate to the Role definition (other than SIP Administrator) that is assigned to a user who will have access to the OVPI reports.

3. Right-click the role name and select Properties.

4. Move to the Properties tab and enter the following three pairs. One group of the three OVPI properties are allowed per SIP role. These properties determine which Performance Insight Web Access Server is allowed to communicate with this SIP role.

**Table 2-1          Role Properties that Connect SIP to OVPI**

| Name | Value |
|------|-------|
| OVPI.server | Enter the fully-qualified hostname of the Performance Insight Web Access Server (which may be different from the computer running Performance Insight -- the Central Server). |
| OVPI.userName | Enter the Performance Insight user login name as configured on the Performance Insight Web Access Server. |

**Table 2-1          Role Properties that Connect SIP to OVPI (Continued)**

| Name | Value |
|------|-------|
| OVPI.password | Enter the Performance Insight password for the above user as configured on the Performance Insight Web Access Server. |

5. Repeat the above steps for each role from which the Performance Insight modules will be accessed.

6. Save your changes and exit the SIP Configuration Editor.

**NOTE**          You do *not* need to add an entry under Management Stations configuration for the Performance Insight Web Access Servers.

**Customizing the Default Performance Insight Module**

SIP comes with a default Performance Insight module that you can use, as is, or that you can customize in a variety of ways, such as:

- Changing the port that the proxy for your Performance Insight Web Access Server uses to communicate with SIP

- Adding custom reports that are deployed in your environment

- Changing the names of the default reports delivered with SIP

- Removing default reports from the reports selection list.

- Change the size of the Performance Insight Browser module

- Customize the help topic.

You can skip or postpone this procedure if you want to use the default module for now or indefinitely.

**To customize the default Performance Insight Module:**

1. Make a backup of XML files before you make changes. If you edit the XML file and get incorrect XML syntax, you may want the ability to revert to the previous version of the file.

2. With an ASCII or XML editor, open the following default XML file for the Performance Insight module:

   - *Windows 2000:*

```
%SIP_HOME%\registration\defaults\OVDefaultPerfInsight.xml
```

- *UNIX:*

```
/opt/OV/SIP/registration/defaults/OVDefaultPerfInsight.xml
```

3. In the XML file, locate the following elements, which you can `modify`
   in the succeeding steps to match your environment: `href`
   attribute in the `<url>` element, `<OptionParm>` element, and
   `<Option>` elements.

```
<Generic>
 <Submodule>
  <TitleBar title="Performance Insight"/>
  <Url anchorText="Performance Insight Report"
    auth="$OVROLE[OVPI.userName]:$OVROLE[OVPI.password]"
    displayMethod="inline"
    href="http://$OVROLE[OVPI.server]/reports/webview?rn=\\$Report"
    inlineHeight="2050"
    proxy="yes">
   <OptionParm
     name="Report"
     prompt="Choose report:"
     value="Device Service Level Management">
     <Option
        name="ATM PVC Daily Availability"
        value="system/ATM_Rpt/PVC/ATM_pvc_availability_daily.rep" />
     <Option
        name="ATM PVC Daily Exec Summary by Customer"
        value="system/ATM_Rpt/PVC/ATM_pvc_execsum_daily_by_customer.rep" />
     <Option
        name="ATM PVC Daily Exec Summary by Region"
        value="system/ATM_Rpt/PVC/ATM_pvc_execsum_daily_by_region.rep" />
   </OptionParm>
  </Url>
 </Submodule>
</Generic>
```

**NOTE**

The default module contains 92 `<Option>` blocks, one for each report
in the HP OpenView Performance Insight Report Packs.

4. Look at the `href` attribute. If the proxy for your Performance Insight
   Web Access Server is configured to communicate with SIP through
   port 80, you can skip this step. If the proxy is configured to

communicate with SIP through any other port number, add the port number after the server variable. For example, if the proxy uses port 81:

```
href="http://$OVROLE[OVPI.server]:81/reports/webview?rn=\\$Report"
```

5. The `<OptionParm>` element has three attributes: `name`, `prompt`, and `value` and looks like this:

```
<OptionParm
     name="Report"
     prompt="Choose report:"
     value="ATM PVC Daily Availability">
```

The `value` attribute indicates which report will be displayed by default in the SIP module. You can change this value to a report name (`name` attribute) that appears in any of the `<Option>` elements.

6. This default module contains 92 `<Option>` blocks, one for each report in the HP OpenView Performance Insight Report Packs. For example:

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

The `<Option>` elements control which reports appear on the report selection list accessible from the Edit button on the OVPI module title bar. (The Edit button is available only to users with ViewAdmin permissions).

Each report that is configured in an Option block must also be configured and deployed through your Performance Insight Web Access Server.

- *Required:* Verify that the path information in the `value` attribute matches the actual deployment location of your reports on your Performance Insight server.

- *Optional:* Change report name in the `name` attribute to any report name that you want to display in the SIP portal. This name can be different from the report name displayed within Performance Insight.

7. To remove a report from the report selection list in SIP, delete the corresponding `<Option>` element.

8. To add custom reports that are deployed in your environment, add `<Option>` elements for each report.

9. To change the size of the Performance Insight module, change the number of pixels for the `inlineHeight` attribute.

10. To launch your own help topic from the module's `[?]` button, insert the help attribute into the `<ModuleInstance>`. For example:

```
help="/OVSipDocs/C/help/OVPI/topic.html"
```

   where `topic.html` is the name of your help file. The help attribute allows you to override the default help URL defined in the module registration file. See the *SIP Deployment and Integration Guide* (`SIP_Deployment_Integration.pdf`) for more information about the `ModuleInstance` element.

11. After you make modifications to XML files, validate the syntax. See Appendix , "Validating XML Files," on page 47 for more information.

**NOTE**  If your environment includes more than one Performance Insight Web Access Server, you can provide two different versions of this default module, (one configured for the directory structure on each server). The `OVRegPerfInsight.xml` and `OVDefaultPerfInsight.xml` files grant access to the Performance Insight module through the SIP framework. To add another instance of the Performance Insight module to the SIP module selection list, duplicate and rename both of these files.

**Customizing the Default Performance Insight Browser Module**

SIP comes with a default Performance Insight Browser module that you can use, as is, or that you can customize in a variety of ways, such as:

• Changing the port that the proxy for your Performance Insight Web Access Server uses to communicate with SIP

• Change the size of the Performance Insight Browser module

• Customize the help topic.

You can skip or postpone this procedure if you choose to use the default module for now.

**To customize the default Performance Insight Browser module:**

1. Make a backup of XML files before you make changes. If you edit the XML file and get incorrect XML syntax, you may want the ability to revert to the previous version of the file.

2. With an ASCII or XML editor, open the following default XML file for the Performance Insight module:

- *Windows 2000:*

```
%SIP_HOME%\registration\defaults\OVDefaultPerfInsightBrowser.xml
```

- *UNIX:*

```
/opt/OV/SIP/registration/defaults/OVDefaultPerfInsightBrowser.xml
```

3. In the XML file, locate the following elements, which you can modify in the succeeding steps to match your environment: href attribute in the <url> element...

```
<Generic>
  <Submodule>
    <TitleBar title=""/>
      <Url anchorText="Performance Insight Browser"
          displayMethod="inline"
          handshake="yes"
          handshakeUrl="http://$OVROLE[OVPI.server]/reports/home"
href="http://$OVROLE[OVPI.server]/reports/catalog?context=catalog&amp;type=infor
mation&amp;func=rpts&amp;fldr=0,0"
          auth="$OVROLE[OVPI.userName]:$OVROLE[OVPI.password]"
          inlineHeight="400"
          windowName="ovpibrowser"
          proxy="yes">
      </Url>
  </Submodule>
  <Submodule>
      <Url anchorText="Root Directory"
          displayMethod="anchor"
          handshake="yes"
          handshakeUrl="http://$OVROLE[OVPI.server]/reports/home"
href="http://$OVROLE[OVPI.server]/reports/catalog?context=catalog&amp;type=infor
mation&amp;func=rpts&amp;fldr=0,0"
          auth="$OVROLE[OVPI.userName]:$OVROLE[OVPI.password]"
          inlineHeight="400"
          proxy="yes"
          windowName="ovpibrowser"
          showAsButton="yes"/>
  </Submodule>
</Generic>
```

4. Look at the `href` attribute. If the proxy for your Performance Insight Web Access Server is configured to communicate with SIP through port 80, you can skip this step. If the proxy is configured to communicate with SIP through any other port number, add the port number after the server variable. For example, if the proxy uses port 81:

```
href="http://$OVROLE[OVPI.server]:81/reports/webview?rn=\\$Report"
```

5. To change the size of the Performance Insight Browser module, change the number of pixels for the `inlineHeight` attribute.

6. To launch your own help topic from the module's `[?]` button, insert the help attribute into the `<ModuleInstance>`. For example:

```
help="/OVSipDocs/C/help/OVPI/topic.html"
```

where *topic*`.html` is the name of your help file. The `help` attribute allows you to override the default help URL defined in the module registration file. See the *SIP Deployment and Integration Guide* (`SIP_Deployment_Integration.pdf`) for more information about the `ModuleInstance` element.

7. After you make modifications to XML files, validate the syntax. See Appendix , "Validating XML Files," on page 47 for more information.

# SIP Distribution Model

SIP can be configured in a tiered distribution model. For example:

- Web Browser Tier

- Web Server Tier

- SIP Server Tier

- Management Server Tier

For more information about the tiered distribution model, see the "Distribution Model" section of the *SIP Deployment and Integration Guide* (`SIP_Deployment_Integration.pdf`).

The web browser to SIP server communication can go through a firewall and only requires HTTP or HTTPS.

The SIP server to Performance Insight Web Access Server communication can also go through a firewall, if desired. The port that needs to be opened through the firewall to gather data for the Performance Insight modules is specified in the default module instance. See "Establishing Communication Between OVPI and SIP" on page 16.

# Running in Languages Other Than English

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

Review the information in the *SIP Deployment and Integration Guide* (SIP_Deployment_Integration.pdf), "Running SIP in Non-English Language Mode" section.

## Configuring SIP to Access UTF-8 Data From OVPI

Although SIP can display any language using the UTF-8 codeset, HP OpenView Performance Insight operates only in English at this time.

# Secure Socket Layer (SSL) Support

The Performance Insight Web Access Server cannot be configured to communicate through the Secure Socket Layer at this time.

# Running the Performance Insight Module in a Wireless Environment

The Performance Insight Web Access Server cannot be configured to display data in a format appropriate for wireless device screens at this time; for example, palm devices or cell phones.

# 3 The Performance Insight Modules

# Using the Performance Insight Module

The Performance Insight module displays one pre-selected Performance Insight Report that is configured and deployed to your Performance Insight Web Access Server. In SIP, a user with ViewAdmin permissions can select a Performance Insight report to display to a particular SIP user through the Performance Insight module. If no report is specifically selected, the default report configured in the OVDefaultPerfInsight.xml file is displayed. For more information on configuring the default report, see "Customizing the Default Performance Insight Module" on page 18.

SIP provides view-only access to the reports. The SIP user can drill-down to the desired information by clicking on any available drill symbols:

Actions typically available from Performance Insight reports are disabled in the SIP module. For example, a user cannot deploy a report through SIP.

## Adding the Performance Insight Module to a Portal View

To insert the Performance Insight module into a portal view:

1. Log in to SIP as a user who has access to the role to which you want to display a Performance Insight report and who has ViewAdmin editing permissions. Switch to the role, if necessary.

2. Navigate to the tab from which the Performance Insight module will be accessed, or create one through the SIP Options page.

3. At the bottom of any wide column, either:

   - Select Performance Insight from the Select Module to Add list box, and click [Add], or

   - Click [Edit] to access the Edit Column window. Insert the Performance Insight module and place it into the desired location among other modules in the column. Click [OK] to save the changes and return to the main portal page.

A copy of the default Performance Insight module is inserted into the *PortalView*.xml file that is associated with the current role. If you want to change the default module, see "Customizing the Default Performance Insight Module" on page 18.

## Choosing a Report to Display in the Performance Insight Module

This procedure assumes that you have already added the Performance Insight module to a portal view.

1. Navigate to the Performance Insight module.

2. In the title bar of the Performance Insight module, click the edit button: 

3. On the Performance Insight - Edit page, choose the preconfigured and deployed Performance Insight report that you want to display in this module instance by selecting the report title from the Choose Report drop-down list.

**CAUTION**     Make sure you select a report that is appropriate for the user(s) to see who have access to the current role. Through the Performance Insight module, it is possible to select and display a report to users who do not have privileges to see the report in their Performance Insight views.

4. To save the changes and return to the main portal page, click [OK].

5. Log into the portal as the appropriate user to ensure that the desired behavior has been established.

**NOTE**     To directly modify the XML code for a Performance Insight module, see "Customizing the Default Performance Insight Module" on page 18.

# Using the Performance Insight Browser Module

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

## Adding the Performance Insight Browser Module to a Portal View

To insert the Performance Insight Browser module into a portal view:

1. Log in to SIP as a user who has access to the role to which you want to display Performance Insight reports and who has ViewAdmin editing permissions. Switch to the role, if necessary.

2. Navigate to the tab from which the Performance Insight Browser module will be accessed, or create one through the SIP Options page.

3. At the bottom of any wide column, either:

   - Select Performance Insight Browser from the Select Module to Add list box, and click [Add], or

   - Click [Edit] to access the Edit Column window. Insert the Performance Insight Browser module and place it into the desired location among other modules in the column. Click [OK] to save the changes and return to the main portal page.

   A copy of the default Performance Insight Browser module is inserted into the *PortalView*.xml file that is associated with the current role. If you want to change the default module, see "Customizing the Default Performance Insight Module" on page 18.

## Displaying Specific Reports through the Performance Insight Browser Module

This procedure assumes that you have already added the Performance Insight Browser module to a portal view.

SIP provides view-only access to the reports. The SIP user can drill-down to the desired information by clicking on any available drill symbols:

1. Navigate to the Performance Insight Browser module.

**Figure 3-1    Screen Capture of the Performance Insight Browser Module**



**NOTE**    Actions typically available from Performance Insight reports are disabled in the SIP module. For example, a user cannot deploy a report through SIP. To remove the [Undeploy] and [Select All] buttons from the interface, see "On each Performance Insight Web Access Server" on page 16.

2. Log into the portal as the appropriate user to ensure that the desired behavior has been established.

# Relevant Files

The Performance Insight modules must follow the rules defined in the following DTD files. See the comments in the DTD files for an explanation of each element used in the XML files:

- UserRole.dtd/*package*.xml

  Three property values (entered for each SIP role) configure communication between Performance Insight web servers and Service Information Portal servers. See "Configuring the Required Role Properties" on page 17.

- OVModuleRegistraton.dtd/OVRegPerfInsight.xml and OVRegPerfInsightBrowser.xml

  Grants access to the Performance Insight and Performance Insight Browser modules through the SIP framework so that they are available for your use. To add another instance of the Performance Insight module to the SIP module selection list, you copy, rename, and modify the OVRegPerfInsight.xml and the OVDefaultPerfInsight.xml files. To add another instance of the Performance Insight Browser module to the SIP module selection list, you copy, rename, and modify the OVRegPerfInsightBrowser.xml and the OVDefaultPerfInsightBrowser.xml files.

- OVGeneric.dtd/OVDefaultPerfInsight.xml and OVDefaultPerfInsightBrowser.xml

  This DTD defines the rules for configuring the Performance Insight and Performance Insight Browser modules. The XML files contain the *default* modules. The contents of the default files are inserted into your portal each time you use the [Add] button to insert the Performance Insight or Performance Insight Browser modules.

  You can modify the OVDefaultPerfInsight.xml and OVDefaultPerfInsightBrowser.xml files to meet your needs. Either:

  — Directly edit the XML code in the OVDefaultPerfInsight.xml and OVDefaultPerfInsightBrowser.xml files, or

> — Insert a Performance Insight or Performance Insight Browser
> module into any portal. Modify the module to meet your needs.
> Then, copy the modified XML code for the module from your
> portal view file, and paste it into the
> `OVDefaultPerfInsight.xml` or
> `OVDefaultPerfInsightBrowser.xml` file.
>
> See "Customizing the Default Performance Insight Module" on
> page 18 and "Customizing the Default Performance Insight
> Browser Module" on page 21 for more information.

- `PortalView.dtd/`*`PortalView`*`.xml`

  This DTD provides the rules for formatting the XML code in your
  portal view files. See the *SIP Deployment and Integration Guide*
  (`SIP_Deployment_Integration.pdf`) for more information about
  creating portal view files.

- `/htdocs/C/help/OVPI/*.html`

  Help topics for this module, accessed by clicking the [?] button. If
  you want detailed information on supplying your own customized
  help files, see the *SIP Deployment and Integration Guide*
  (`SIP_Deployment_Integration.pdf`), "Customizing the Help Topics
  for Supplied Modules."

**Table 3-1        Performance Insight Module Files on the SIP Server**

| File Name | Windows 2000 Location %SIP_HOME%\.... | UNIX Location /opt/OV/SIP/.... |
|---|---|---|
| UserRole.dtd | conf\share\roles\ | conf/share/roles/ |
| *package*.xml | conf\share\roles\ | conf/share/roles/ |
| OVModuleRegistration.dtd | registration\ | registration/ |
| OVRegPerfInsight.xml and OVRegPerfInsightBrowser.xml | registration\ | registration/ |
| OVGeneric.dtd | conf\share\views\ | conf/share/views/ |
| OVDefaultPerfInsight.xml and OVDefaultPerfInsightBrowser.xml | registration\defaults\ | registration/defaults/ |
| PortalView.dtd | conf\share\views\ | conf/share/views/ |

**Table 3-1** **Performance Insight Module Files on the SIP Server (Continued)**

| File Name | Windows 2000 Location %SIP_HOME%\.... | UNIX Location /opt/OV/SIP/.... |
|---|---|---|
| *PortalView*.xml | conf\share\views\ | conf/share/views/ |
| *.xml | htdocs\C\help\OVPI\ | htdocs/C/help/OVPI/ |

# 4 Segmenting OVPI Data by Customer

# Creating a Customer Model Source

SIP allows you to associate resources with customers so that data is automatically filtered appropriately when a user displays the Performance Insight modules. The Performance Insight modules use SIP Role Properties to accomplished this. See "Establishing Communication Between OVPI and SIP" on page 16.

Filtering for the Performance Insight modules is accomplished through the user's configuration on the HP OpenView Performance Insight Web Access Server.

# 5 Display Filtering for OVPI

## Introduction to Display Filtering

Whereas the SIP Role Properties determine what is *possible* to see in some of the SIP modules ("Configuring the Required Role Properties" on page 17), display filters can control what is actually visible in particular module instances.

The Performance Insight modules do not use display filtering. The filtering is accomplished through the user's configuration on the HP OpenView Performance Insight Web Access Server.

# A     Restarting Tomcat

# Restarting the Servlet Engine

After making certain configuration changes, you must restart the servlet engine before changes take effect:

- After adding or changing a module registration file.
- After making changes to the authentication provider configuration.
- In other situations where you are specifically instructed to do so.

## To Restart the Servlet Engine from the SIP Administration Pages

Be aware that you and all other SIP users will be logged out when you restart the servlet engine.

1. Log in as a user who has access to a special SIP Administrator role. For more information, see "Understanding Special SIP Administrator Roles" in the *SIP Deployment and Integration Guide* (SIP_Deployment_Integration.pdf).

2. Switch to the SIP Administrator role, if it is not already displayed.

3. Click the SIP General Admin tab.

4. In the Servlet Engine Control segment, click [Restart].

## To Restart the Servlet Engine from Outside of SIP

*Windows 2000*:
From the Control Panel, select Services. Stop and then restart Tomcat. Alternatively, you can use the command line: **net stop tomcat** and **net start tomcat**.

*UNIX*:
As root, stop and restart the web server and servlet engine by running the following. (The DISPLAY variable must be configured prior to restarting the web server and servlet engine, unless DISPLAY is set in /etc/rc.config.d/ovsip.)

Stop on HP-UX: `/sbin/init.d/ovsip stop`
Start on HP-UX: `/sbin/init.d/ovsip start`

Stop on Solaris: `/etc/init.d/ovsip stop`
Start on Solaris: `/etc/init.d/ovsip start`

# B          Working with XML

# Rules for Direct Editing of XML Files

- Make a backup before modifying XML files.

- Understand editing permissions on XML files.

- Validate the XML after you modify it.

- Be careful not to lose changes made through the GUI. This can happen when you edit through the XML file and edit through the GUI at the same time.

## Backing Up XML Files

Make a backup of XML configuration files before you customize them. If you edit the file and get incorrect XML syntax, you may want the ability to revert to the previous version of the file.

## Understanding Editing Permission on XML Files

When using the editing windows within the SIP portal, the web server needs to have read/write permissions to the underlying files in order to save your changes. The apache web server and SIP run as:

*Solaris:* user `"nobody"`

*HP-UX:* user `"www"`

At runtime, `umask` is set by the `tomcat.sh` script to 022, so files are created mode 0644 and directories created mode 0755.

Therefore, at install time, SIP sets permissions and ownership for files to `mode 0644` and directories to `mode 0755`. If you add or change anything, make sure directories are owned by the appropriate user specified above, files set to `mode 0644`, and directories set to `mode 0755`.

For `tomcat` to operate properly, the following directories and all files underneath them need to have the correct permissions set (user as specified above, files set to mode 0644, and directories are set to mode 0755):

- `/opt/OV/SIP/tomcat`
  (directory only, so tomcat can create the work directory when needed)

- `/opt/OV/SIP/tomcat/conf`
  (directory only)

- `/opt/OV/SIP/tomcat/logs`
  (directory, all subdirectories, and all files)

- `/opt/OV/SIP/tomcat/webapps`
  (directory, all subdirectories, and all files)

- `/opt/OV/SIP/tomcat/work`
  (directory, all subdirectories, and all files)

For SIP to operate properly, these directories and all `.xml` files (not `.dtd` files) underneath them need to have the correct permissions set (`user` set to anyone with editing permissions, files set to mode 0644, and directories are set to mode 0755):

- `/opt/OV/SIP/conf/share/organizations`
  (directory, all subdirectories, and all .xml files)

- `/opt/OV/SIP/conf/share/users`
  (directory, all subdirectories, and all .xml files)

- `/opt/OV/SIP/conf/share/modules`
  (directory, all subdirectories, and all .xml files)

- `/opt/OV/SIP/conf/share/roles`
  (directory, all subdirectories, and all .xml files)

- `/opt/OV/SIP/conf/share/views`
  (directory, all subdirectories, and all .xml files)

## Validating XML Files

The Service Information Portal will detect and report an invalid XML configuration file. However, after you make modifications to XML files, you may want to validate your XML syntax.

Provided with SIP is the command `xmlvalidate`, which checks whether the XML file is both well-formed and valid. This command uses the same XML parser as SIP, so if the file passes `xmlvalidate`, it will work with SIP.

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

*Windows 2000:* `%SIP_HOME\bin`
*UNIX:* `/opt/OV/SIP/bin`

The correct usage of the `xmlvalidate` command is:

```
xmlvalidate -v <xml filename>
```

An XML file is "well-formed" if it conforms to a minimal set of rules defined for all XML documents. It is "valid" if it conforms to the DTD listed at the beginning of the XML file.

Sometimes an error reported by xmlvalidate may not clearly indicate how to fix the problem. For example, a message like "Attribute 'name' must be declared for element type 'XYZ', is an indication that the attribute 'name' may have been misspelled.

As an alternative to xmlvalidate, you can find an XML validation tool for Windows NT at `www.xmlspy.com`.

## Avoiding Loss of Changes

If you are using the portal interface to change a configuration and directly editing the XML configuration file at the same time, be careful not to lose the changes made through the interface by writing out the file over the interface changes.

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