HP SiteScope Adapter for HP Operations Manager

for the UNIX® operating system

Software Version: 2.00

User's Guide

Manufacturing Part Number: PDF only Document Release Date: 1 June 2009 Software Release Date: June 2009



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http://search.cpan.org/~kawasaki/XML-TreePP-0.19/lib/XML/TreePP.pm

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The title page of this document contains the following identifying information:

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1 Introduction to the SiteScope Adapter

HP SiteScope Adapter integrates HP SiteScope servers, monitors, and monitor groups with HP Operations Manager (HPOM). The HP SiteScope Adapter recognizes HP SiteScope monitors and monitor groups in the monitoring environment by utilizing the service discovery technology native to HPOM. These monitors and monitor groups are made available to the HPOM console for presentation in service map form. HP SiteScope collects data from monitoring targets (for example, servers, application software) using agentless data collection. Using the collected data, HP SiteScope can send alerts to HPOM by means of the HP SiteScope Adapter.

HP SiteScope Adapter components are intended to run on the HP SiteScope server set up as an HPOM managed node. This includes the adapter setup application, the HP SiteScope alert forwarder script, and the HP SiteScope alert text template. For installation instructions, see Chapter 2, Installing the HP SiteScope Adapter.

After installing the HP SiteScope Adapter on the HPOM management server, HP SiteScope Adapter tools and policies are available to run from the HPOM for UNIX Java Graphical User Interface (Java GUI).

The HP SiteScope Adapter provides a variety of tools:

- SiteScope Monitor Dashboard Tools for running on events originating from an HP SiteScope monitor, for example, launching the HP SiteScope user interface from the HPOM for UNIX console.
- Other SiteScope Adapter Tools for execution on the selected managed nodes, for example, for configuring the HP SiteScope alert forwarding application, and starting or stopping the HP SiteScope service.

The SiteScope Adapter provides a variety of policies contained in three policy groups:

• SiteScope Monitor Alerts policies for the HP SiteScope alert forwarding application, that transform HP SiteScope alerts to HPOM messages.

- SiteScope Monitor Config Discovery policies to assign and deploy policies to HP SiteScope servers running as HPOM managed nodes for which service discovery should be executed.
- SiteScope Server Health policies for monitoring essential HP SiteScope processes.

Following installation of the HP SiteScope Adapter, you need to deploy the necessary policies to the managed nodes (see Chapter 3, Deploying the HP SiteScope Adapter).

When you have deployed the HP SiteScope Adapter to the HP SiteScope server system, you can implement HP SiteScope alerts for monitors or monitor groups, to forward the alerts to HPOM using the HP SiteScope Adapter (see Chapter 4, Implementing SiteScope Adapter Alerts).

The following diagram provides a simplified illustration of how the HP SiteScope Adapter fits into a typical monitoring environment.



Service Discovery

The HP SiteScope Adapter leverages the embedded service discovery and modeling technology native to HPOM. This allows for automatic and dynamic mapping of service models - including the ongoing maintenance and updating of the service map and its dependencies. The service discovery component of the HP SiteScope Adapter runs hourly on each HP SiteScope server managed node to which it has been deployed. SiteScope monitor groups, and monitors within each monitor group, are recognized by the discovery process and made available to the HPOM console for presentation in service map form. The following HPOM example shows the service map representation of an HP SiteScope server with several monitors and monitor groups.

Tools Available from the HPOM Management Server

The SiteScope Adapter tools group in the Tool Bank provides the following tools for execution from the HPOM for UNIX Java Graphical User Interface (Java GUI).

SiteScope Monitor Dashboard Tools

The following tools are available to launch the SiteScope Dashboard on the system the HPOM for UNIX console is running on. To launch these tools, you need to select an event originating from a SiteScope monitor.

- Launch SiteScope Monitor Dashboard. Run this tool by right-clicking on a service in HPOM that has been created for an HP SiteScope monitor. (You cannot run this tool on a SiteScope monitor group.) The tool starts the HP SiteScope user interface in a web browser on the system the HPOM console is running on. It opens HP SiteScope at the corresponding HP SiteScope Monitor view.
- Launch SiteScope Monitor Group Dashboard. Run this tool by right-clicking on a service in HPOM that has been created for an HP SiteScope monitor group. The tool starts the HP SiteScope user interface on the system the HPOM console is running on. It opens HP SiteScope at the corresponding HP SiteScope monitor group view.

Other SiteScope Adapter Tools

The following tools in the SiteScope Adapter tools group are available for running on services in HPOM that have been created for HP SiteScope monitors or monitor groups. You can run the tools directly for a selected node.

• **Configure SiS2OM Adapter**. Launches a script delivered by the HP SiteScope Adapter on the managed node that copies relevant HP SiteScope Adapter components to SiteScope-specific directories. The script also prepares a configuration file used by the adapter during the process of forwarding alerts. Do not run the Configure SiS2OM Adapter tool until deployment of the HP SiteScope Adapter from HPOM for UNIX has copied files to the managed node, as described in Chapter 3, Deploying the HP SiteScope Adapter.

- **Configure SiteScope Directory (Unix)**. The default directory location for installation of HP SiteScope on Solaris or Linux is /opt/SiteScope. However, it is possible to install HP SiteScope at a non-default location. When deploying the HP SiteScope Adapter to Solaris or Linux managed nodes on which HP SiteScope is installed in a non-default directory, you must be run this tool prior to running the Configure SiS2OM Adapter tool.
 - This is only necessary for UNIX nodes, as on Windows managed nodes, the SiteScope installation directory is obtained directly from the registry.
- **Start SiteScope**. Starts the SiteScope service on the selected nodes.
- **Stop SiteScope**. Stops the SiteScope service on the selected nodes.
- **Unconfigure SiS2OM Adapter**. Removes all SiteScope Adapter components from SiteScope-specific directories that have previously been copied there during the configuration phase.

You launch all tools from the Java GUI. An example of launching the SiteScope Adapter tools from the Java GUI is shown below. For more information about using the Java GUI, refer to the HPOM for UNIX *Java GUI Operator's Guide* or the Online Help.

SiteScope Adapter Agent Instrumentation

HP SiteScope Adapter components are intended to run on the HP SiteScope server set up as an HPOM managed node. This includes the adapter setup application, the HP SiteScope alert forwarder script, and the SiteScope alert text template.

SiteScope Integration Policies

The HP SiteScope Adapter ships with a set of predefined policies arranged in policy groups. There are policies available for the alert forwarding application, service discovery and monitoring of essential HP SiteScope services.

This section describes the different policy sub-groups in the SiteScope Integration policy group, and their intended applications.

For a list of default message attributes set by the HP SiteScope Adapter and the related SiteScope monitor alert forwarding policies, see Message Attributes on page 55.

For details about how to deploy the SiteScope Integration policies, see Chapter 3, Deploying the HP SiteScope Adapter.

For details about how to implement meaningful alert forwarding, see Chapter 4, Implementing SiteScope Adapter Alerts.

SiteScope Monitor Alerts

The HP SiteScope Adapter contains a variety of Open Message Interface policies that transform HP SiteScope alerts to qualified HPOM events, necessary for HP SiteScope monitor alert forwarding.

These Open Message Interface policies are contained in the SiteScope Monitor Alerts policy group, which contains the following policy sub-groups:

- per monitor class
- development + test
- advanced mapping for OMi
- adapter 1.x conform

Note that for all policies that generate events that are mapped to HPOM node configuration items, these specific items must be available on the HPOM management server to make the events visible. For details, see Chapter 4, Implementing SiteScope Adapter Alerts.

SiteScope Monitor Class Policy Group: per monitor class

The per monitor class policy group contains predefined HPOM policies for each HP SiteScope monitor class. For every SiteScope monitor of a certain class to which alerts are to be forwarded, you can deploy the corresponding policy. This enables you to make very fine adjustments on event level with the benefit of policy manageability. Additionally, the policies map the out-going events to HPOM managed nodes that are the monitoring targets of the HP SiteScope monitors. All events originating from these policies have message keys to enable severity-based auto-acknowledgment of events coming from a single monitor, and duplicate counting in the HPOM message browser.

Development and Testing Policy Group: development + test

The development + test policy group consists of a single policy that is intended for development and test purposes. All incoming events from all HP SiteScope monitors and monitor groups equipped with alert actions are forwarded with no modification. The events are mapped to the HPOM managed node representing the HP SiteScope server. No acknowledgment is performed.

HP OMi-Specific Policy Group: advanced mapping for OMi

The advanced mapping for OMi policy group consists of a single policy that is intended to be used only when:

- HPOM is connected to HP Operations Manager i (HP OMi)
- *and* HP SiteScope 10.00 is already integrated with HP Business Availability Center (BAC) 8.xx.

In this case, the HP SiteScope Adapter can provide HP OMi with advanced information about the UCMDB configuration item (CI) being monitored by the SiteScope monitor. This information can be utilized by HP OMi to perform proper event mapping. The policy forwards all alerts coming from all HP SiteScope monitors and monitor groups that are equipped with alert actions. Events are mapped to the respective service element and automatically acknowledged by monitor source and severity level. The events are further mapped to the HPOM node configuration element representing the HP SiteScope monitoring target.

Backward Compatible Policy Group: adapter 1.x conform

The HP SiteScope Adapter incorporates a special policy that enables backward compatibility.with the previous version of HP SiteScope Adapter. The adapter 1.x conform policy sub-group consists of a single policy responsible for forwarding alerts from the HP SiteScope Adapter in a similar way to the previous adapter version. The policy conditions only distinguish between normal and non-normal incoming events from all SiteScope alerts forwarded by the adapter. All events from HP SiteScope monitors and monitor groups that are equipped with alert actions are forwarded to the HPOM management server, and matched to the HPOM node representing the HP SiteScope server. The events are equipped with message keys and are mapped to the respective service element and auto-acknowledged by source and severity level on a per-monitor basis. The event text consists only of the SiteScope monitor run result.

SiteScope Monitor Config Discovery

The SiteScope Monitor Config Discovery policy group contains the Discover SiteScope policy sub-group. Use this policy to assign policies to nodes or node groups running an HP SiteScope server for which discovery should be executed. After assigning the policies, you add the node or node group to the list for distribution targets, and then deploy the policies.

SiteScope Server Health

The SiteScope Server Health policy group contains two distinct HPOM Service/Process Monitoring policies for monitoring critical HP SiteScope server processes:

- **SiteScope Server UNIX**: for deployment on HP SiteScope servers with a UNIX operating system, to monitor how the SiteScope Server Engine is running.
- SiteScope Server Windows: for deployment on HP SiteScope Servers with a Windows operating system, to check that the SiteScope Tomcat WebServer process is running.

If the SiteScope Engine or Tomcat WebServer process stops, an HPOM event is generated and sent to the active message browser. You can run the included action to restart the HP SiteScope server processes. Alternatively, you can do this manually. As soon as the policies determine that the processes are running again, another HPOM event is sent to the HPOM acknowledged message browser, and any previous events from these policies are automatically acknowledged in the active message browser.

Support Matrices Information

For up-to-date information on the latest supported platforms and versions, see the SUMA support matrices at the following location:

http://support.openview.hp.com/selfsolve/document/KM323488

For up-to-date information on all support matrices and a link to the SUMA matrices, go to the following location:

http://support.openview.hp.com/sc/support_matrices

You can also search for all support matrices at the following location:

http://support.openview.hp.com/selfsolve/documents

Search for the appropriate support matrix, following the instructions given on the web page.

2 Installing the HP SiteScope Adapter

Full implementation of the HP SiteScope Adapter requires the following steps:

1 Installation of the HP SiteScope Adapter on an HPOM management server. The remainder of this chapter covers installation on HPOM for UNIX management servers.

To install the HP SiteScope Adapter in a clustered HPOM environment, special installation steps are necessary. For more information, see Installation on Clustered HPOM for UNIX Management Server Systems on page 23.

- 2 Deployment of the HP SiteScope Adapter to managed nodes, covered in Chapter 3, Deploying the HP SiteScope Adapter.
- 3 Configuring HP SiteScope to use the alerts, covered in Chapter 4, Implementing SiteScope Adapter Alerts.

Installation on HPOM for UNIX Management Servers

The HP SiteScope Adapter is installed as part of the HPOM 9.xx for UNIX management server installation. If you want to install the HP SiteScope Adapter manually, follow the instructions given below.

Manual Installation on HPOM for UNIX Management Servers

This section describes how to install the SiteScope Adapter manually on HPOM for UNIX management servers.

Installation Prerequisites

Installation requirements for the HP SiteScope Adapter on HPOM for UNIX management servers are:

- HPOM for UNIX management server version 9.00 or greater must be installed on the system.
- Latest applicable patches for HPOM for UNIX management server are recommended.

HP-UX 11i Itanium: Manual Installation on HPOM Servers

- 1 Log on to the HPOM for UNIX management server system with root capability.
- 2 Place the file HPOVOSiS-02.00.000-HPUX11.22_IPF32-release.depot in the /tmp directory.
- 3 Execute the command:

```
swinstall -s /tmp/
HPOvOSiS-02.00.000-HPUX11.22_IPF32-release.depot \*
```

Verifying a Successful Installation

Following installation of the HP SiteScope Adapter on the HPOM for UNIX management server, you will see that the HPOM server windows have been populated with several new objects. These are explained more completely in the description of deployment of the HP SiteScope Adapter in Chapter 3, Deploying the HP SiteScope Adapter.

The Tool Bank contains a new SiteScope Adapter folder, shown below.

The HPOM All Node Groups window contains a new SiteScope node group, shown below.

🦉 All N	ode Group	s - Windows	Inte	rnet	Expl	orer																
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All Node Groups - Windows Internet Explorer • ● Intrp://onu3.deu.hp.com/9662/mides/ovo/-BES-ovo-INC-/en/list_nodegroup?c • ● All Node Groups • ● Operations • ● Operati																						
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After installation, the policy groups and policies in the SiteScope Integration policy group are available in the Policy Bank of the HPOM administration UI.

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/ Policy Bank / SiteScope Integration					
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SiteScope Monitor Alerts		D- 0-		4/0	
SiteScope Monitor Config Discovery		D- 0-		0/1	
SiteScope Server Health		B- 0-		2/0	
Choose an action 💌 💌					_
Found 3 Elements					

Installation on Clustered HPOM for UNIX Management Server Systems

To install the HP SiteScope Adapter in a cluster environment, complete the following steps.

1 Select a cluster node and designate this system as the first cluster node to be installed. The HPOM for UNIX HA Resource Group must be active on this node.

When removing the HP SiteScope Adapter from a cluster environment, it is important that the software is removed from the first installed node last.

- 2 Install SiteScope Adapter on the first cluster node.
- 3 Switch the HPOM for UNIX HA Resource Group to the next cluster node.
- 4 Install SiteScope Adapter on the currently active cluster node.
- 5 Repeat steps 2 to 4 on all subsequent cluster nodes.

Determining HP SiteScope Adapter Version on the HPOM Management Server

After installation, it may be necessary to determine the version of the HP SiteScope Adapter installed on the HPOM management server for support, patch installation, or other reasons. Follow the instructions below for the appropriate operating system of your HPOM server to determine the version of the HP SiteScope Adapter.

HP-UX: Determining HP SiteScope Adapter Version

Log on with root capability. Execute the command:

/usr/sbin/swlist -1 fileset HPOvOInt.HPOvOSIS

Removing HP SiteScope Adapter from HPOM for UNIX Management Servers

To remove the HP SiteScope Adapter from the HPOM environment, follow the instructions below.

If you plan to remove your entire HPOM installation from the management server system, make sure to remove the HP SiteScope Adapter before uninstalling HPOM.

HP-UX: Removing HP SiteScope Adapter from HPOM Servers

- 1 Deassign the HP SiteScope policies from the HPOM for UNIX management server and managed nodes, and distribute the updated configuration with the **Force Update** option.
- 2 Set SiteScope Alert Actions so that they do not call the HP SiteScope Adapter alert forwarding application.
- 3 Remove HP SiteScope Adapter alert forwarding components from HP SiteScope-specific directories on the managed nodes. For this task, run the HPOM tool Unconfigure SiS2OM Adapter.
- 4 Log on with root capability. Execute the following command:

/usr/sbin/swremove HPOvOInt.HPOvOSIS

5 During software removal, the HP SiteScope policy groups are removed. The SiteScope node group and SiteScope tool groups are not removed. Refer to HPOM for UNIX management server documentation for information regarding removal of node groups and tools folders.

Upgrading the HP SiteScope Adapter

If you are upgrading from an earlier version of the HP SiteScope Adapter (lower than version 2.00), perform an uninstallation as described in the appropriate product documentation. After the uninstallation, install HP SiteScope Adapter version 2.00 as described in this document.

Binaries are replaced during installation. If you have not customized policies, no further action is required, regardless of whether you want to use the new features of HP SiteScope Adapter version 2.00, or continue to use the existing policies.

If you have customized policies, consider the following when upgrading:

- If you do not want to use the new features of HP SiteScope Adapter version 2.00, you can continue to use the existing policies. In this case, you must configure the new SiteScope Alert Action to run in a mode compatible with earlier versions of the adapter (see Backward Compatible Policy Group: adapter 1.x conform on page 17).
- If you want to use the new features of HP SiteScope Adapter version 2.00, you need to apply the customizations to the new policies manually.

3 Deploying the HP SiteScope Adapter

Following installation of the HP SiteScope Adapter on the HPOM for UNIX management server, you must deploy the policies associated with the HP SiteScope Adapter to HPOM managed nodes.

Deployment Prerequisites

The following prerequisites must be satisfied prior to deploying the HP SiteScope Adapter policies.

- HP SiteScope servers must be available as HPOM managed nodes.
- HPOM agents must be up and running on the HPOM managed nodes. The agent software version must be greater than or equal to versions listed in the support matrices at HP Software Support Online (see Support Matrices Information on page 18).

The HP SiteScope Adapter makes use of the Operations agent perl, which is installed on UNIX nodes in the following location:

/opt/OV/nonOV/perl/a/bin/perl

The user account the SiteScope server is executed in must have executable rights on the HPOM agent perl.

• For Linux HPOM managed nodes only, a valid shell must be accessible for the agent user, as described in the following note:

Deploying from HPOM for UNIX Management Servers

To deploy the HP SiteScope HP SiteScope Adapter to managed nodes from HPOM for UNIX, you need to:

- Deploy Agent Instrumentation
- Create the HP SiteScope Adapter Configuration by running the SiteScope Adapter configuration tool
- Assign and Deploy Policies to Managed Nodes

The steps in this chapter provide details for completion of these tasks.

Deploy Agent Instrumentation

As a first step, you must deploy HP SiteScope Adapter components to the HPOM managed nodes representing the HP SiteScope server. From the Actions menu in the HPOM for UNIX Administration UI, select **Deploy Configuration**.

OND Nodes for Node Group "SiteScope" - Wind	ows Internet Explorer		
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4	Deploy Configuration Install Sub-Agent Uninstall Sub-Agent Reinstall Sub-Agent Activate Sub-Agent		

🖉 Nodes for Node	Group "SiteScop	e" - Windows Internet Explorer	The second s	
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Create the HP SiteScope Adapter Configuration

You launch tools using the HPOM for UNIX Operational UI. Before running the configuration tool provided by the HP SiteScope Adapter, make sure that the appropriate tool group is assigned to the appropriate HPOM user(s).

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	Choose one or more items. When finished, dick 'OK'.		

Follow the steps below to move the required file to the SiteScope directories and create an HP SiteScope adapter configuration. Note that in step 2 on page 31, there is some special handling for UNIX nodes if HP SiteScope is installed at a non-default directory location (the default is /opt/SiteScope). The steps below require that multiple selected UNIX nodes all have HP SiteScope installed at the same directory location. If multiple selected UNIX nodes have more than one SiteScope installation directory, the deployment will fail. In this situation, you need to execute the steps below multiple times, once for each unique HP SiteScope installation directory on a UNIX managed node.

- 1 In the Operational UI, select the node representing the HP SiteScope server and do a right-click.
- 2 If you are deploying to a Solaris or Linux managed node on which HP SiteScope is installed at a non-default directory location:
 - a Choose Start Customized from the pop-up menu.
 - b From the SiteScope Adapter tool group, select the tool **Configure** SiteScope Directory.
 - c Click Next. The Start Tool Customized Wizard opens.

d In the Additional Parameters field of the Edit Parameters window, assign a value for the directory path to which the alert scripts should be copied.

S	art Tool - Customized Wizard (Step 3 o	f 3) 🔰
Step 3 of 3: Specify addi	Configure SiteScope Directory ional information needed to run the tool.	
Command:	sis2om_perl.bat sisconfigdir	
Additional Parameters:	/applications/SiteScope	
User Name:	\$AGENT_USER	
Password:		
Presentation:	Output only.	
	Click Finish to launch your customized tool.	
	< Back Next > Finis	h <u>C</u> ancel

3 Select Finish. A tool output window appears.

4 From the context menu, select the tool Configure SiS2OM Adapter. The tool execution outputs some information regarding its performed task. Click Close in the tool output window to close the window.

Assign and Deploy Policies to Managed Nodes

Follow the steps below to deploy the SiteScope Adapter policies to managed nodes from the HPOM for UNIX administrative console. You would normally first assign the policies of interest to the respective nodes or node groups and then deploy the policies.

- 1 In the HPOM for UNIX Administration UI, browse to the Policy Bank window and select the **SiteScope Integration** group.
- 2 Right-click the policy group SiteScope Monitor Config Discovery. From the action sub-menu, select the Assign to node / node group. Enter the nodes or node groups running an HP SiteScope server for which discovery should be executed.

3 After assigning the policies, go to the Deploy Configuration window and add the node/node group to the list of distribution targets.

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koyment × Tasks × Integrations •	s
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elector	X
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ocate Nodes 👻	
Name contains - tcsun35	
Filter	
 Filtered Nodes tcsun35.deu.hp.com 	
elect by double-dicking object Close	_
	oyment

Select **Distribute** (in the bottom right-hand corner of the Deploy Configuration window) to start the deployment process.

- 4 Before HPOM users can view the generated service tree, they first must be assigned manually by executing a command on the HPOM for UNIX management server.
 - a Log on to the HPOM for UNIX management server using a user account with appropriate permissions, for example, root capability.
 - **b** Execute the following command:

```
>opcservice -assign <om_user> SiteScope
```

where:

<om_user> is the user ID of the HPOM user who should be enabled to
view the HP SiteScope service tree in the HPOM for UNIX
Operational UI.

The discovered SiteScope configuration should appear as an HPOM service tree.

SiteScope Server Health

To deploy the policies in the SiteScope Server Health policy group, perform the following steps:

- 1 In the Elements in Policy Group screen of the HPOM for UNIX administrative UI locate the policy group SiteScope Server Health.
- 2 Depending on the HP SiteScope server platform choose either SiteScope Server UNIX or SiteScope Server Windows.

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Elen	ents in P	olicy Grou	n "Site	Scon	e Inter	tration/S	iteScr	ne Serv	er Health"	D + 0 +	0
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<											>
Done									🖌 Truste	d sites	100% •

3 Assign and deploy the policies, as described in the section Assign and Deploy Policies to Managed Nodes on page 32.

SiteScope Monitor Alerts

Note that for all policies that generate events that are mapped to HPOM node configuration items, these specific items must be available on the HPOM management server to make the events visible. For details, see Chapter 4, Implementing SiteScope Adapter Alerts.

The screenshot below shows the available policy sub-groups in the SiteScope Monitor Alerts policy group.

	s in Policy Group "Site	eScope Integration/Site	eScope	Monitor Ale	ts" - Windows	s Interne 🕒	. 🗆 🗙
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	adapter 1.x conform advanced mapping for OMi development + test		Q ▼ Q ▼ Q ▼	Smar 0 • 0 •	t Plug-in Catego	0/1 0/1 0/1 0/1	escription
	adapter 1.x conform advanced mapping for OMi development + test per monitor class		0 ▼ 0 ▼ 0 ▼ 0 ▼	Smar 0 + 0 + 0 +	t Plug-in Catego	0/1 0/1 0/1 0/1 0/86	escription
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	adapter 1 x conform advanced mapping for OMi development + test per monitor class pose an action	• 0		Smar 0 + 0 + 0 +	t Plug-in Catego	ories Contents D 0/1 0/1 0/1 0/86	escription
	adapter 1.x conform advanced mapping for OMj development + test per monitor class pose an action ments	• 10		Smar 0 * 0 * 0 *	t Plug-in Catego	ories Contents D 0/1 0/1 0/1 0/86	escription
Found 4 Ele	adapter 1.x conform advanced mapping for OMi development + test per monitor class poose an action ments	• 0		Smar 0 0 0	t Plug-in Catego	ories Contents D 0/1 0/1 0/1 0/1 0/86	escription

Deploying Policies to HP SiteScope Monitors per Monitor Class

The per monitor class policy group contains predefined HPOM policies for each HP SiteScope monitor class.

To deploy policies per monitor class:

- 1 In the Administration UI, open Policy Bank \rightarrow SiteScope Integration \rightarrow SiteScope Monitor Alerts.
- 2 Select the policy sub-group **per monitor class**.

Ele	ment	s in Policy Group "Sit	eScope	Integra	tion/S	iteSco	pe Mon	itor Alert	:s/per monitor class" - Window	
4	3	🖉 Elements in Policy Gr	oup "Siti	eScope Ir	ntegrat	0			🚹 🔻 🗟 🔹 🖶 🖬 Page * 🎯	T <u>o</u> ols
dit -	E	rowse - Server Cont	liguratio	n v Fir	d ~	Analyse	e⊤ De	ployment	t → Home (Alt+M) grations → Servers →	-
Ele no Polio	me nito	nts in Policy Gr r class" - • • •	oup "	SiteS	cope	Inte	gratic	on/Site	Scope Monitor Alerts/per	() Help
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- 16	Type	Name 个	Assian	orl I atos	Mode			Smart	Categories Description	_
		SiS Apache Monitor	2.0	2.0	Fixed	Ci v	0 7	Plug-in	Interceptor for SiteScope Apache r	nonitor
-	~	SIS ASP Monitor	2.0	2.0	Fixed	D =	0		alerts	itor alerts
	$\overline{\Delta}$	SiS BAC Integration	2.0	2.0	Fixed	Q.+	0 -		Interceptor for SiteScope BAC Inter	gration
1	\triangle	SiS Bandwidth Monitor	2.0	2.0	Fixed	D +	0 -		Interceptor for SiteScope Bandwid	th Monito
		SiS BroadVision AS	2.0	<u>2.0</u>	Fixed	₽+	0 -		alerts Interceptor for SiteScope SiS Broad AS Monitor alerts	Vision
1		SIS Browsable NT Counter Monitor	2.0	2.0	Fixed	₽.*	0 -		Interceptor for SiteScope Browsab Counter Monitor alerts	le NT
-		SIS Browsable SNMP Monitor	2.0	<u>2.0</u>	Fixed	₽.*	0 -		Interceptor for SiteScope Browsab Monitor alerts	le SNMP
		SIS CheckPoint Firewall-1	<u>2.0</u>	2.0	Fixed	₽.+	0 +		Interceptor for SiteScope CheckPol	nt
	\triangle	SIS Cisco Works Monitor	<u>2.0</u>	<u>2.0</u>	Fixed	₽.*	0 -		Interceptor for SiteScope Cisco Wo	orks
3		SIS Citrix Server Monitor	2.0	2.0	Fixed	₽	0 -		Interceptor for SiteScope Citrix Ser	ver
1	\triangle	SiS ColdFusion Monitor	2.0	2.0	Fixed	₽.+	0 -		Interceptor for SiteScope ColdFusio	on Monito
	\triangle	SiS Composite Monitor	2.0	2.0	Fixed	Q +	0 -		Interceptor for SiteScope Composit	e Monitor
	\triangle	SIS CPU Monitor	2.0	2.0	Fixed	Q +	0 -		Interceptor for SiteScope CPU Mon	itor alerts
	\triangle	SiS Database Counter	2.0	2.0	Fixed	₽	0 -		Interceptor for SiteScope Database	Counter
				_					monitor diorta	

3 For each HP SiteScope monitor that should forward alerts to HPOM, determine the corresponding monitor class and choose the appropriate HPOM policy to deploy.

Events intercepted by these policies are mapped to HPOM node configuration items and service elements. Automatic acknowledgement is performed by source and event severity on a per-monitor basis. The policies are also equipped with custom message attributes (CMAs) that are used by HP OMi for CI resolution when HPOM is set up to work with HP OMi.

4 Implementing SiteScope Adapter Alerts

This section describes the concepts behind alert forwarding, and provides a brief example showing implementation of HP SiteScope Adapter alerts with script actions and how to forward them to HPOM. Refer to HP SiteScope product documentation for further information on HP SiteScope configuration.

Alert Forwarding Concepts

As described in SiteScope Integration Policies on page 15, the HP SiteScope Adapter ships with a variety of HPOM policies for intercepting the events sent by the HP SiteScope Adapter alert forwarding application.

The general alert forwarding workflow is described below.

The **SiteScope Server** has a configured set of **SiteScope monitors**. You can configure a **SiteScope monitor alert** for each monitor or group of monitors. The alert is triggered if certain threshold conditions are met. The SiteScope monitor alerts have certain **alert actions** associated. The status of a SiteScope monitor execution triggers such an action. If the monitor execution triggers an alert, a **SiteScope alert text file** is written. The format of the SiteScope alert text file is determined by a **SiteScope alert text template** which is shipped with the HP SiteScope Adapter instrumentation. For list of variables for the HPOM-SiSAlert template (that creates short event alert texts), see HP SiteScope Alert Text Templates on page 60.

In case of the HP SiteScope Adapter, each of the possible monitor statuses **good**, **warning**, **error** and **unavailable** are fetched in separate actions in one single alert. Each action is of type "script". This means that if the alert action is triggered, a script is called by means of shell execution. The script invokes the **SiS2OM Adapter Alert Forwarder**. Due to the nature of the implementation, the adapter is called by a start-up wrapper script. The adapter gets its configuration from the start-up wrapper and from HP SiteScope itself.

The HP SiteScope Adapter reads the alert text file, and, based on information regarding monitoring target and relevant parameters, determines the HPOM event message text to send. It also normalizes the message text to achieve a uniform message text format. It uses the opcmsg binary interface to pass the event to the HPOM agent message interceptor. The HPOM agent applies policies on the incoming event. If the given conditions are met, the agent forwards the event to the HPOM management server.

HPOM policies play a central role in successful alert forwarding. A number of policies are available to match events on a per-monitor class basis. If you want to use these policies, you need to deploy them according to the monitor class of the SiteScope monitors, as described in Chapter 3, Deploying the HP SiteScope Adapter. You can also copy conditions between monitors.

The policies of the groups **per monitor class** and **advanced mapping for OMi** utilize a uniform format message text. A common set of policy condition variables is available in case you need to make customizations. For details, see Variables in HP SiteScope Adapter Monitor Alert Policy Conditions on page 59.

SiteScope Alerts with Alert Actions

Once you have deployed the HP SiteScope Adapter to the HP SiteScope server system, you can configure HP SiteScope alerts for monitors, or monitor groups, to forward the alerts to HPOM using the HP SiteScope Adapter. In HP SiteScope, you typically configure one alert for each monitor or monitor group of interest. The alert itself will contain one or more script actions based on the monitor status which reflects the severity of the event being forwarded. The following screenshot shows such an alert configuration.

neral settings				
lame: *	OM forwarder			
lert description:				
rt Targets				
rt Actions *				
INT ACTORS				
A 1 8 BAT B	k 5h			
N N N N N N				
	Hama	Catagany	Million	Cabadula
	Name	Category	When	Schedule
	Name reporterror reportgood	Category Error Good	When Once, after 1 times Once, after 1 times	Schedule every day, all day every day, all day
	Name reporterror reportgood reportunavailable	Category Error Good Unavailable	When Once, after 1 times Once, after 1 times Always, after 1 times	Schedule every day, all day every day, all day every day, all day
	Name reporterror reportgood reportunavailable reportwarning	Category Error Good Unavailable Warning	When Once, after 1 times Once, after 1 times Always, after 1 times Once, after 1 times	Schedule every day, all day every day, all day every day, all day every day, all day
	Name reporterror reportgood reportunavailable reportwarning	Category Error Good Unavailable Warning	When Once, after 1 times Once, after 1 times Always, after 1 times Once, after 1 times	Schedule every day, all day every day, all day every day, all day every day, all day
	Name reporterror reportgood reportunavailable reportwarning	Category Error Good Unavailable Warning	When Once, after 1 times Once, after 1 times Always, after 1 times Once, after 1 times	Schedule every day, all day every day, all day every day, all day every day, all day
	Name reporterror reportgood reportunavailable reportwarning	Category Error Good Unavailable Warning	When Once, after 1 times Once, after 1 times Always, after 1 times Once, after 1 times	Schedule every day, all day every day, all day every day, all day every day, all day
	Name reporterror reportgood reportunavailable reportwarning	Category Error Good Unavailable Warning	When Once, after 1 times Once, after 1 times Always, after 1 times Once, after 1 times	Schedule every day, all day every day, all day every day, all day every day, all day
	Name reporterror reportgood reportunavalable reportwarning	Category Error Good Unavailable Warning	When Once, after 1 times Once, after 1 times Always, after 1 times Once, after 1 times	Schedule every day, all day every day, all day every day, all day every day, all day
	Hame reporterror reportgood reportunavailable reportwarning	Category Error Good Unavailable Warning	When Once, after 1 times Once, after 1 times Always, after 1 times Once, after 1 times	Schedule every day, all day every day, all day every day, all day every day, all day
able/Disable Alerts	Hame reportgood reportgood reportuwaviable reportwarning	Category Error Good Unavailable Warning	When Once, after 1 times Once, after 1 times Always, after 1 times Once, after 1 times	Schedule every day, ali day every day, ali day every day, ali day every day, ali day
akle.Disakle Alerts	Name reporterror reporturavailable reportwarning	Category Error Good Unavailable Wenning	When Once, after 1 times Once, after 1 times Always, after 1 times Once, after 1 times	Schedule every day, all day every day, all day every day, all day every day, all day
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ibleDisable Alerts ir Settings vchFilter Tags	Hame reportgood reportgood reportuwavalable reportwarning	Category Fror Good Unavailable Warning	When Once, after 1 times Once, after 1 times Always, after 1 times Once, after 1 times	Schedule every day, al day every day, al day every day, al day every day, al day
ibleDisable Alerts ir Settings irchFilter Tags	Hame reportgood reporturavoilable reportwarning	Category Error Good Unavailable Wenning	When Once, after 1 times Once, after 1 times Always, after 1 times Once, after 1 times	Schedule every day, al day every day, al day every day, al day every day, al day every day, al day

All actions trigger the HP SiteScope Adapter alert forwarding application in the same manner. During the adapter configuration, the necessary HP SiteScope Adapter files were placed in HP SiteScope-specific directories. Consequently, you can select the HP SiteScope Adapter alert forwarding application as a script in the Alert Action dialog box.

lert Action: Script			
oction Type Settings			R
Action name: *	reportwarning		
Server:	SiteScope Server 💌		
Script	sis2om_alert.bat	x	
Parameters:	restartServer.bat	A	
Output encoding:	restartService.vbs		
Template:	sarmDiagnostics.bat		
Schedule:	scriptFail.bat scriptTest.bat		
	sis2om.pl		
	sis2om_alert.bat	*	
tatus Trigger			×
O Always, after the	condition has occurred at least	t 1 times	
Once, after the c	ondition has occurred exactly	1 times	
O Initially, after		1 times, and repeat every 1 times	
Only alert if monit	tor was previously in error 💌	at least 2 times	

An important setting of the Alert Action dialog box is the Trigger Frequency. The trigger frequency setting in the above example triggers the action only when the monitor status changes. This prevents unnecessary event forwarding to HPOM, and reduces the processing load on the HP SiteScope server, the HPOM agent and the HPOM management server.

In the SiteScope Administration UI, you can copy the alert to other monitors and monitor groups.

Creating an HP SiteScope Alert

To create an HPOM forwarder alert in HP SiteScope, perform the following steps:

- 1 In the Monitors tree, select the monitor or monitor group for which the alert is to be created.
- 2 Right-click and select $New \rightarrow Alert$ from the pop-up menu, or select the Alerts tab.

Te http://cachaca.deu.	np.com:8080/Sit	escope/serviet/Ma	In				Google	
🕸 🙋 HP SiteScope							🙆 • 🗟 •	🖶 • 🔂
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🔶 • 🐰 🕒 📄 🗶 🔻 • 1	T 😭 🖸	Sit Das	hboard		Propert	ies	Alerts	T
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E Hosts		🕂 🔯 Selected	d node					
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Oracle Database metri	cs for POR on 1	Groups	(0 out of	10)				
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- Memory Sort Ratio	Delete		Ctrl-D	Group	Ctrl-G	Databas	schnaps.d	Memory
Tablesnace Free	Cut		Ctul-X	New Alert	Ctrl-A	Databas	schnaps.d	Row Ca
Tablespace Usag	Copy		Ctrl-C a	Space	0	Databas	schnaps.d	PSAPG
E SQLServer	Paste	1	Stri-V	le Level	0	Databas	schnaps.d	PSAPG
URL probes	Copy to Te	mplate						
⊞–♥ Heath	Deploy Ter	nplate	Strl-J					
	Reports		-					
	Run Monito	rs						
Monitors	Expand All							
Remote Servers	Global Sea	rch and Replace						
Templates	-							
Preferences								

3 In the New Alert window, name the alert and create a new Alert Action by selecting **New Alert Action**.

General Settings					A
Name: * Alert description:	forward to	OM			
Alert Targets					V
Alert Actions *	- ¹ 2				
New Alert Action	Name	Category	When	Schedule	-

4 In the Action Type dialog box, select **Script** as the Action Type.

5 In the Alert Action: Script dialog box, select sis2om_alert.bat (for HP SiteScope servers on Windows systems) or sis2om_alert.sh (for HP SiteScope servers on UNIX systems) from the Script menu.

ction Type Settings			
Action name: * Server: Script: Parameters: Output encoding:	forward error SiteScope Server		
Template: Schedule:	sarmUagnostics.bat scriptFail.bat scriptTest.bat sis2om.pl sis2om alert.bat	-	
tatus Trigger		3	
Always, after the	condition has occurred at least	1 limes	
O Initially, after	ondillor mas occurred exactly	1 times, and repeat every 1 times	
O Once, after		1 group errors	
◯ Once, after all mo	nitors in this group are in error.		

- 6 Choose the appropriate template from the Template menu. For short event texts, when only a limited set of information is to be forwarded to HPOM, select the **OM-SiSAlert** template. If more information about the monitor execution is required, select the **OM-SiSAlert_full** template.
- 7 Select an appropriate schedule for the alert from the Schedule menu.
- 8 In the Status Trigger settings, select an appropriate alert category condition: error, warning, or good (reset).

9 In the Trigger Frequency settings, select a trigger frequency appropriate for the alert.

Action Type Settings				
Action name: *	forward arror		1	
Server	SteScone Server			
Scrint:	sie3cope server			
Parameters:	siszon_alent.bat			
Output encoding:	Cn1252 (windows-125)	2)		
Template:	OM SISAlert	.,	Turch	
Schedule:	every day, all day	-		
Status Trigger				1
O Unavailable				
Error				
O Warning				
O Good				
Trigger Frequency				1
Trigger Frequency	condition has occurred at least	1	limes	9
Trigger Frequency Always, after the	condition has occurred at least	1	times	3
Trigger Frequency Always, after the Once, after the col Initially, after	condition has occurred at least ndition has occurred exactly	1	times times, and repeat every 1 times	3
Trigger Frequency Always, after the co Once, after the co Initially, after Once, after	condition has occurred at least ndition has occurred exactly	1 1 1	times times times, and repeat every 1 times group errors	3
Trigger Frequency Always, after the o Once, after the co Initially, after Once, after Once, after Once, after	condition has occurred at least ndition has occurred exactly ntors in this group are in error.	1 1 1 1	limes limes limes, and repeat every 1 limes group errors	0
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Trigger Frequency Always, after the Once, after the co Initially, after Once, after Once, after	condition has occurred at least ndition has occurred exactly ators in this group are in error.	1 1 1	times times times, and repeat every 1 times, and repeat every 1 group errors	
Trigger Frequency Always, after the Once, after the co Initially, after Once, after Once, after	condition has occurred at least ndition has occurred exactly ators in this group are in error.	1 1 1	Itimes Itimes Itimes, and repeat every 1 Itimes group errors	3

- 10 Click **OK** to save the new action.
- 11 Repeat the above steps as required to add alerts for error, warning, and good (reset) conditions.
- 12 Finally, select **OK** to save the alert.

The alert can now be copied to different monitors or groups of monitors in the HP SiteScope UI.

A HPOM Node Configuration Example

This appendix provides an example of HPOM node configuration.

Most HP SiteScope Adapter policies attempt to generate HPOM events mapped to an HPOM node configuration element. The HP SiteScope Adapter alert forwarder application determines a valid monitoring target from the HP SiteScope alert text.

The HP SiteScope monitoring target is heavily dependent on the monitor class. For example, a URL monitor naturally has a URL as monitoring target, whereas a CPU monitor targets a host identified by a hostname. The different per-monitor class policies delivered with the adapter perform the actual transformation from HP SiteScope monitoring target to HPOM node target. The following screenshot example illustrates this, showing the SiS URL Monitor policy condition.

dit Open_Message_Interface Policy "S	iS URL Monitor" - W	indows Internet Explorer		_0.
Http://omu1.deu.hp.com:966	2/midas/ovo/-BES-ovo	INC-/en/edit_policy?details=condist&force=true&objectNan	ne=5 + X Google	P
Operations	olicy "SIS URL Monitor"			E Fede + G Igos +
Manager				User admin
Administration UI Hor	ne OMU Se	ver Admin Help		(OMU 09.00.160)
lit	on v Find v An	alyse • Deployment • Tasks • Integrations •	 Servers - 	
dit Open_Message_Inter	face Policy	SiS URL Monitor"		Help
Properties Message Defaults C	Conditions Option	ns		
iter	- [1			
Showing 1 to 2 of 2	Type + Message	On Matched Condition V Description Sis URL	Monitor	<u> </u>
1 + SIS URL Monitor	Condition	lessage Actions Custom Attributes Co	rrelation Instructions Adv	anced
- 2 + SIS URL Monitor host centric 🔍	Severity:	normal warning		
Please choose		minor major critical Pl		
	Node			
			×	
	Application			
	мррисарон	SiteScope	8	
Test patterns	Message Group			
	Object	[]		
		SIS_URLMonitor	8	
	Match Text	Heater of elementeeness of rear of elementers	Chana	
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		- 5°		

The condition shown above extracts the URL from the incoming event and puts it into the variable <sismonitarget> which is used as the node parameter of the sent event. In this case, HPOM needs to have an external HPOM node set up with a node name pattern that exactly matches URL monitored. As an example, we are assuming the URL http://www.hp.com is monitored by HP SiteScope. The monitor run results are made available as HPOM events using the HP SiteScope Adapter and the policy shown above. The HPOM external node name pattern would look like this:

Add Node - Windows I	nternet Explorer	
🗲 👻 🖉 http://o	mu1.deu.hp.com:9662/midas/ovo/-BES-ovo-INC-/en/new_node?backend=omu1.deu.hp 🗾 🐓 🔀 Google	٩
🐼 🄏 Add Node	🔤 🔤 🖓 • 🖻] - 🖶 - 🔂 Page - 🎯 Tools -
Operation Manage Administration	ns Home OWU Server Admin Help	User:admi Server:omu1.deu.hp.com_serve (OMU 09.00.160
dit	erver Configuration + Find + Analyse + Deployment + Tasks + Integrations + Se	ervers 🕶
dd Node		() Help
Properties Manag	ement	
Node type: Node for ex	ernal Events	
P / Host Pattern	http://www.hp.com	
attern type	IP name 💌	
abel	url hp.com	
nformation	X	
Parent Group	NodeBank	
Please do not use th	e browser BACK button, while editing. To quit the editor, use the CANCEL button.	
		Save Cancel

Any further refinements of the mapping of the HP SiteScope monitoring target to the HPOM node are performed by the policies that come with the HP SiteScope Adapter. For example, if only the hostname part of a URL is required to be used as the node name in HPOM, the URL Monitor policy condition would extract it out of the complete URL using the HPOM policy pattern matching mechanism. The policy condition that performs this task is shown in the following screenshot.

A				
Celt Open_Message_Interfa	ce Policy "SiS URL M	initor"] 🕜 • 🖾 • 👼 •	Page + (O) Tools
Operations Manager Administration UI	me OMU Server	X O Admin Help	Serve	User:a er:omu1.deu.hp.com_se (OMU 09.00.
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	Application			
		SiteScope		X
est patterns	Massage Group			
	meaauge Group			×
	Object			×
	Match Text	Monitor: <* sismoniname><_>Group: <* sismonigre <*.sismoniclass><_>Time: <*><_>Severity: <*.sism http://<*.sismonitarget>[:<*>/<<>SiSServer: <*.sisserver><_>Status: <*.sismonstate><_>Detai	up><_>Class:	

B Troubleshooting the HP SiteScope Adapter

This appendix contains troubleshooting information for the HP SiteScope Adapter.

HP SiteScope Alert Forwarding

If there are no alerts forwarded to the HPOM management server, check the following:

- Verify that the HP SiteScope Adapter components are correctly installed on the HP SiteScope server.
- Verify that the matching SiS2OM policies are present and enabled on the HPOM agent policy inventory
- Verify that the start-up wrapper script sis2om_alert.bat (on HP SiteScope servers on Windows systems) or sis2om_alert.sh (on HP SiteScope servers on UNIX systems), that was created during adapter configuration, exists in the default location <SiteScope_Installdir>/ scripts, where <SiteScope_installdir> is the directory where HP SiteScope is installed.
- Verify that the trigger settings of the alert actions are set appropriately. During development, it is appropriate to execute the action each time the trigger condition is met. In production environments, it is usually preferable to only execute the action once the status of the monitor changes.
- In the HP SiteScope user interface/Dashboard of the monitoring group, verify that the alert action has been performed successfully.
- Verify that there is a suitable HPOM node configuration item that the event can be mapped to. If the target set by the HP SiteScope Adapter alert forwarder application is unclear, the SiS2OM dev+test policy, located

in the policy group development + test, forwards the events as they come from the forwarder, and include the target string. The policy uses this information to intercept the event, and to perform customizations if necessary.

- Verify that the incoming SiS2OM adapter events are processed by the correct policy. It is possible that other Open Message Interface policies may intercept the incoming events. You may need to establish 'gatekeeper' conditions in existing policies (suppress on match condition).
- Enable the debug mode of the HP SiteScope Adapter by setting the DEBUG configuration item in the start-up wrapper to **ON**. This produces debug-relevant traces in the log file. The default location of the log file is specified in the start-up wrapper script: *<SiteScope_installdir>/* logs/SiS2OM.log, where *<SiteScope_installdir>* is the directory where HP SiteScope is installed. The debug output also includes the complete opcmsg command line.
- Use the SiS2OM dev+test policy, located in the policy group development + test, for more detailed information about the incoming events. The policy condition matches any events coming from the SiteScope Adapter alert forwarder application.

Service Discovery Troubleshooting

This section contains troubleshooting tips focused on the area of HPOM service discovery. During service discovery for the HP SiteScope Adapter, the status of SiteScope monitors and monitor groups are checked and collected at regularly scheduled intervals. The collected information is then provided to the HPOM management server for presentation in service tree format. From the HPOM for UNIX server, you view the service tree from the Java GUI.

HPOM Service Tree Not Updated with SiteScope Monitor or Monitor Group Status

HP SiteScope Adapter service discovery runs once per hour. Therefore, it may take up to an hour for any changes to be reflected in the HPOM service tree.

HP SiteScope must be configured to provide configuration data for service discovery. Use the following steps to verify that SiteScope is properly configured for service discovery:

- 1 In the SiteScope user interface, select **Preferences**.
- 2 Select General Preferences.
- 3 In General Preferences, verify that Enable Configuration Files is selected. If not, select Edit, select Enable Configuration Files, and select OK.

Service Discovery Log Files

Data in logs is available to assist in troubleshooting service discovery problems, as shown below.

Logs on Agents of HPOM for Windows Management Servers

On Windows agents, review the files javaAgent.log and OvSvcDiscAgt.log for error messages. These files are located in the <*OvAgentDataDir*>\log\ directory.

On Solaris or LINUX agents, review the same files for error messages, at this location: /var/opt/OV/log/.

Logs on HPOM for UNIX Servers or Agents of HPOM for UNIX Management Servers

Refer to HPOM for UNIX documentation for location of logs on the management server or agent, how the logs can be used for troubleshooting, and tracing features available for troubleshooting.

Manual Execution of Service Discovery

HP SiteScope Adapter gathers monitor and monitor group information from HP SiteScope with the tool sis_disc.pl. Please note that the application requires HPOM agent perl and must therefore be invoked using the provided startup script sis2om_perl.bat. This file has the same name on both Windows and UNIX managed nodes.

On Windows nodes, sis_disc.pl is stored at the following location: <%OvAgentDataDir%>\bin\instrumentation\ directory.

On UNIX nodes, sis_disc.pl is stored at the following location: /var/opt/ OV/bin/instrumentation/.

Logging from this tool can be done by running with the -a switch on the command line, as follows:

sis2om_perl.bat sis_disc.pl -d

A log file named sis_disc.log is created in the same directory as the sis_disc.pl file resides in. Review the log file for any error messages indicating errors encountered while reading the SiteScope configuration files.

Submitting a Support Case

If troubleshooting does not provide a resolution to the problem, submit a support case. For the case, make sure you note any troubleshooting steps you have taken, and collect the logs mentioned above.

C Reference Information

This appendix contains the following reference information for the HP SiteScope Adapter, relating to HP SiteScope monitor alerts:

- Message Attributes
- Variables in HP SiteScope Adapter Monitor Alert Policy Conditions
- HP SiteScope Alert Text Templates

Message Attributes

The default message attributes set by the HP SiteScope Adapter and the related SiteScope Monitor alert forwarding policies are as follows:

Message Group

Value:	SiS Monitoring
Description:	The Message Group attribute is statically set to "SiS Monitoring"
Application	
Value:	SiteScope
Description:	The Message Application attribute is statically set to "SiteScope"

Object

Value:	SiS_ <sis_monitorclass></sis_monitorclass>			
Description:	The Message Object attribute is the SiteScope Monitor Class name prefixed with the string "SiS_"			
Severity				
Value:	<normal warning critical></normal warning critical>			
Description:	The Message Severity is set according to the SiteScop Monitor Status "good", "warning" and "error"			
Service ID				
Value	SiteScopeMonitor: <sis_moni <sis_groupmonitorid>@@<s< td=""><td>torGroupName>:\ SiS_Server_OM_PNN></td></s<></sis_groupmonitorid></sis_moni 	torGroupName>:\ SiS_Server_OM_PNN>		
Description:	The Service ID is a colon-sep of:	arated string consisting		
	SiteScopeMonitor	Static string prefix		
	<sis_monitorgroupname></sis_monitorgroupname>	Name of the monitor group		
	<sis_groupmonitorid></sis_groupmonitorid>	ID of the monitor in this group		
	<sis_server_om_pnn></sis_server_om_pnn>	HPOM primary node name of the SiteScope server managed node		

Message Key

Value	<sis_server_dnsname>:<si <sis_monigroupname>:\ <sis_monitorname>:<\$MSG</sis_monitorname></sis_monigroupname></si </sis_server_dnsname>	S_MoniTarget>:\ _SEV>			
Description:	The Message Key is a colon-separated string assembled as follows:				
	<sis_server_om_pnn></sis_server_om_pnn>	HPOM primary node name of the SiteScope server managed node			
	<sis_monitarget></sis_monitarget>	Monitoring target of the SiteScope Monitor			
	<sis_monigroupname></sis_monigroupname>	Name of the SiteScope Monitoring Group to which the monitor belongs			
	<sis_monitorname></sis_monitorname>	Name of the SiteScope Monitor that caused the alert action			
	<\$MSG_SEV>	Incoming event severity according to the SiteScope monitor status			

Message Text

Value	Monitor <sis_monitorname> of type <sis_ monitorclass=""> for <sis_monitarget> reported <sis_monistate></sis_monistate></sis_monitarget></sis_></sis_monitorname>		
Description:	All Message Texts from the HP SiteScope Monitor Alert policies follow the same format as shown above. The parameters substituted by the policy processing are:		
	<sis_monitorname></sis_monitorname>	Name of the HP SiteScope monitor that caused the alert action	
	<sis_ monitorclass=""></sis_>	HP SiteScope monitor Class name	
	<sis_monitarget></sis_monitarget>	Monitoring target of the HP SiteScope monitor	
	<sis_monistate></sis_monistate>	the result string from the HP SiteScope monitor execution	

Variables in HP SiteScope Adapter Monitor Alert Policy Conditions

Due to the uniform format of the HPOM event originating from the HP SiteScope Adapter alert forwarder application, it is possible that a predefined set of condition variables is present in all delivered policy conditions. You can use these conditions if you want to make any customizations. The variables are listed in the following table.

Policy Condition Variable	Description	
<sismoniname></sismoniname>	Name of the HP SiteScope monitor that triggered the alert action	
<sismonigroup></sismonigroup>	Name of the HP SiteScope monitor that triggered the alert action	
<sismoniclass></sismoniclass>	HP SiteScope Monitor Class name of the monitor that triggered the alert action	
<sismonistatus></sismonistatus>	HP SiteScope monitor execution status	
<sismonitarget></sismonitarget>	Target of the HP SiteScope monitor that triggered the alert action	
<sisserver></sisserver>	HPOM primary node name of the managed node representing the HP SiteScope server	
<sismonstate></sismonstate>	Results string of the HP SiteScope monitor execution	
<remains></remains>	All information in the customizable area of the alert text template is put into this variable	

HP SiteScope Alert Text Templates

HP SiteScope alerts are written to log files. The format of the HP SiteScope alert log files is defined by alert text templates. An alert text template is a text file containing static strings and HP SiteScope template variables. When an alert action is triggered, HP SiteScope substitutes the variables with runtime values and writes the log file.

The HP SiteScope Adapter requires that the templates have a designated header containing certain specific information. When configuring the adapter, two alert text templates are copied to the file <*SiteScope_installdir>*/ templates.script, where <*SiteScope_installdir>* is the name of the directory where HP SiteScope is installed. The template HPOM-SiSAlert creates short event alert texts. If more information is required, the template HPOM-SiSAlert_full can be used. The following table shows the short event alert text template and gives an explanation of the template variables used.

Template Variable	Explanation
OM SiS Alert Template	Template identification
Monitor= <name></name>	SiteScope monitor name
Group= <groupid></groupid>	SiteScope monitor group
Class=<_class>	SiteScope monitor class
InternalID=<_internalId>	Internal monitor ID
Time= <time></time>	Alert time stamp
Severity= <category></category>	Alert severity
<pre>Target=<_server>;<_host>;\ <_hostname>;<_url>;<_database>;\ <_targetMachineName>;<_machine>;\ <_pdhMachine>;<remotemachinename></remotemachinename></pre>	Used for target identification
BACMoniID= <bacmonitorid></bacmonitorid>	UCMDB ID of the monitor CI
BACSessionID= <bacsessionid></bacsessionid>	UCMDB ID of the SiteScope profile
ServerURL= <sitescopeurl></sitescopeurl>	Server URL
no more details selected	Customizable area

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