

HP Service Navigator Report Package

for the Windows® XP operating system

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Installation Guide

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1 Contents of the Report Package

In this chapter you will find introductory information for integrating the HP Service Navigator Report Package into HP Reporter.

About HP Service Navigator Report Package

The HP Service Navigator Report Package contains the additional “OVO/Unix Service State History” reports which allow you to monitor, over time, the health state of any service object in the Service Navigator.

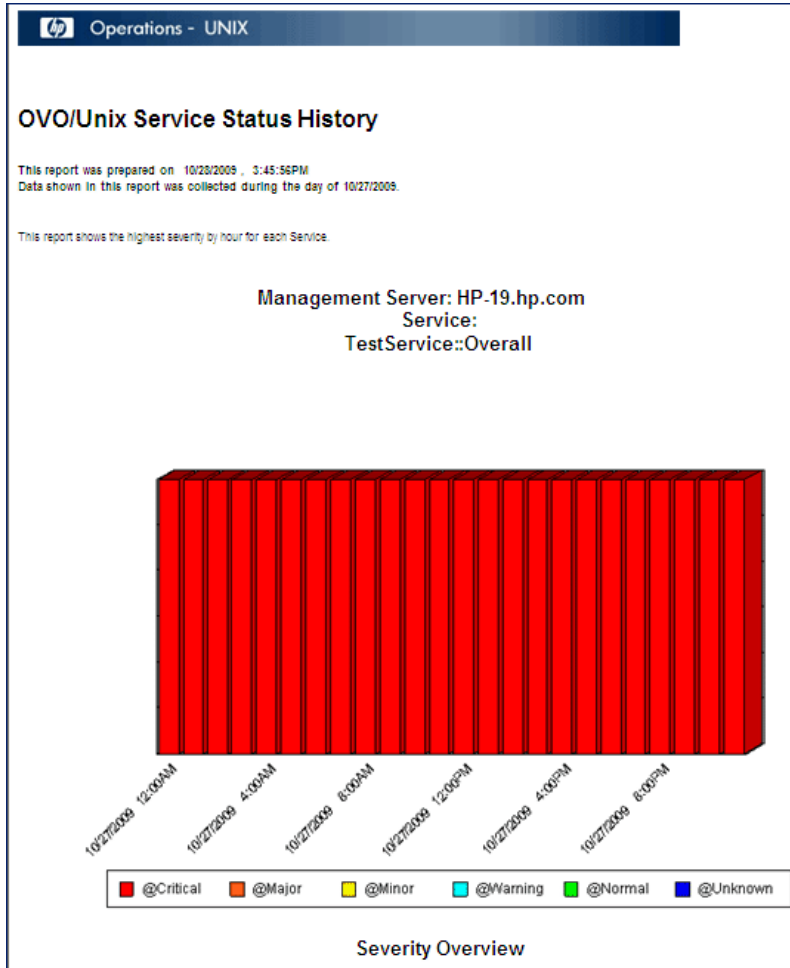


You must have switched on the service status logging on the OVO/Unix management server using the command `opcservice(1m)`.

The “OVO/Unix Service State History” reports are based on trimmed service object status information stored in the OVO/Unix Management Server Database. Therefore, a periodic pre-collection is performed by a new Gather executable called “ServiceGather” which generates a normalized, intervalized database table on the HP Reporter system. By default the ServiceGather runs once a day at 1:20 am. The actual reports are available as HTML pages through the entry web page in “Reports in Family: OVO/Unix History”

- OVO/Unix Services
- OVO/Unix Service State History (Yesterday)
- OVO/Unix Service State History (Full Time Range)
- OVO/Unix Service State History (Last Month)
- OVO/Unix Service State History (Last Week)

Figure 1 OVO/Unix Service Status History Report Example



2 Installing the HP Service Navigator Report Package

This chapter provides the information on installing the HP Service Navigator Report Package into HP Reporter:

- Supported Platforms
- Before You Start
- Uploading the HP Service Navigator Report Package
- Testing the GatherService program
- Deinstalling the HP Service Navigator Report Package

Supported Platforms

Support Information: Detailed information on supported operating systems is available in the Support metrics available at <http://support.openview.hp.com/selfsolve/document/KM323488>.

Before You Start

Before you can run the set-up program, you must ensure that the following tasks have been done successfully:

Install HP Reporter.

- For HPOM for UNIX 9.0x or Linux 9.0x, install HP Reporter 3.80 with Crystal Report Engine 11 or 2008.

Install Oracle ODBC drivers and Oracle client software and configure for access to the `OVO/Unix 8.x/9.x` database as described in the *HP Reporter* manuals. If at any point you configure Oracle as the database for Reporter data, be sure to use one of the supported versions of the Oracle ODBC driver, which includes: 9.2.0 to access 9.2.0 database or 10gR2 to access 10gR2 database or 11g to access 11g database.

Uploading the HP Service Navigator Report Package

This section describes how to install the additional service reports and auxiliary tools/files for Service Navigator on the Service Reporter system.

The package is located on the OVO/Unix Application DVD-ROM in the directory

```
\WINDOWS\OV_REPORTER\SERVICENAVIGATOR\ServNav.msi
```

To install the components, run the installation package “ServNav.msi” on the node where HP Reporter is installed. During this installation no further input or configuration is required.



If HP Reporter is installed on a cluster, the package must be installed on each cluster node.

During this installation no further input or configuration is required. In the last step of the installation, the program automatically performs the necessary configuration steps in HP Reporter to activate the reports and schedules the ServiceGather on a daily basis.

After the installation has been finished, you might need to configure the database user and password for the “openview8” database in HP Reporter 3.80 for the OVO/Unix management server, if you changed the default values for the report user.

This step will be done in the HP Reporter GUI, using the Menu File->Configure Databases. For further information, please refer to the HP Reporter manuals.



The loading of the package resets the Database user and password information to the defaults, so this step is necessary, even if the information was specified before the installation.

File Location

The files are installed in the following directories:

HP Reporter 3.80:

<AppPath> ::= Reporter main directory; default:

```
%OvInstallDir%
```

<DataPath> ::= Reporter data directory; default:

```
%OvDataDir%
```

Location Description

<AppPath>\newconfig\packages Report Package Definition File

<AppPath>\bin GatherService program

<DataPath>\reports\OVOUnix Report template



If HP Reporter is installed on a cluster, the AppPath and DataPath are located in the shared directory. Refer to the *HP Reporter 3.80 Installation Guide* for more information.

Testing the GatherService program

To test the configuration and execution of the GatherService, the program can be manually executed. During the execution the progress and potential problems are logged to the HP Reporter default log file and can be viewed in the Status-Window of HP Reporter or in the log file:

```
<DataPath>\status.Reporter
```

Deinstalling the HP Service Navigator Report Package

Use the standard Windows 2000, or Windows XP mechanisms to start the de-installation.

The process will automatically unload the reports from HP Reporter.



The removal of the ServiceReport package will also remove the database entry for the “openview8” database in the 3.80 Service Reporter configuration!

If you still want to continue using the other OVO/Unix event reports (shipped with the HP Reporter product), you must either manually add the entry in the Reporter GUI (Menu->File->ConfigureDatabases) or re-assign the “OVO Unix” Report package in the Service Reporter GUI.

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