

HP OpenView Service Navigator Value Pack

Getting Started with Service Configuration for Service Navigator

Software Version: 8.0

for the HP-UX, Microsoft Windows, and Sun Solaris operating systems

This PDF file has been provided for your convenience.
All information in this document can also be found in the online help.



Manufacturing Part Number: None

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Revisions

This manual's title page contains the following identifying information:

- ❑ Version number, which indicates the software version.
- ❑ Print date, which changes each time the document is updated.

To check for recent updates or to verify that you are using the most recent edition, visit the following URL:

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

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

Table 1 indicates changes made to this document since the last released edition.

Table 1 **Changes in This Document Version**

Chapter	Changes
Chapter 1, "Welcome to Service Configuration," on page 11	Added what's new with Service Configuration version 8.0.
Chapter 2, "Take the Tour," on page 19	Added information about service hierarchy rules to the Service Desk section.
Chapter 4, "Using the Service Configuration Console," on page 49	Changed text to reflect the new concept of excluded objects. Updated information about finding objects. Added information about disabling multiple notification.

Support

Please visit the HP OpenView web site at:

<http://www.managementsoftware.hp.com/>

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


You can also go directly to the support web site at:


<http://support.openview.hp.com/>


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

- Search for knowledge documents of interest
- Submit and track progress on support cases
- Manage a support contract
- Look up HP support contacts
- Review information about available services
- Enter discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an HP Passport user and log in. Throughout the site, access levels are indicated by the following icons:

 HP Passport

 Active contract

 Premium contract

To find more information about access levels, go to the following URL:

http://support.openview.hp.com/access_level.jsp

To register for an HP Passport ID, go to the following URL:

<https://passport.hp.com/hpp2/newuser.do>

HP OpenView Service Configuration, an add-on product to HP OpenView Service Navigator will be your favorite tool for setting up Service Navigator service views! Here is why:

❑ **Shared objects**

Service Configuration is built using state-of-the-art object-oriented methodologies. As a result, Service Configuration objects are shared objects that can be re-used in multiple service hierarchies. This reduces your maintenance effort and keeps your configuration at a manageable size.

❑ **Easy to use console**

Service Configuration comes with a graphical user interface, designed for maximum efficiency and ease of use. Wizards and editors help you quickly set up Service Configuration objects.

❑ **Status rules out-of-the-box**

A selection of the most commonly used propagation and calculation rules is available with Service Configuration. This helps you reduce the number of status rules required for your configuration.

❑ **Mapping OVO messages to objects**

It can be cumbersome to map OVO messages to Service Navigator services, but with Service Configuration this is fast and easy. You no longer need to change and redistribute any message source templates. With Service Configuration installed, the OVO management server is automatically configured to provide default service names which Service Configuration maps to objects.

❑ **Service Desk integration**

Service Configuration shares a data repository with HP OpenView Service Desk. If you are using Service Desk and Service Configuration simultaneously, you can access Service Desk objects from within Service Configuration and include these objects in your service hierarchies, either manually or based on rules using the view builder functionality.

❑ **Service Pages integration**

Service Pages are secure web pages that enable Service Desk customers and specialists to report problems and access data over the Internet. Service Pages have been integrated in the Service Navigator operator console so that operators can access Service Desk data in the context of a specific service.

❑ **Service Configuration documentation and online help**

Service Configuration comes with an extensive documentation set. For your convenience, the same information is provided in the online help and in PDF files. Both formats have unique advantages:

- *Online help*

Includes field-level help (what's this help) and dialog-level help (help buttons) to help you access the right information where and when you need it.

Use the full-text search function of the online help to search through the entire help system for a particular topic.

- *PDF format*

All guides are available in PDF format so that you can easily print out the entire documentation set. The *Service Configuration for Service Navigator Installation Guide* is shipped as paper copy with the Service Configuration media.

See the *Service Configuration for Service Navigator Concepts Guide* and the *Service Configuration for Service Navigator User's Guide* for more information about working with Service Configuration.

What's New with Service Configuration 8.0?

Service Configuration 8.0 includes the following new functionality:

❑ **View builder** (Service Desk integration only)

The new view builder lets you set up service hierarchy rules that filter Service Desk objects. Service Desk objects that meet the criteria of the filter, are added to the service hierarchy. This allows you to build Service Configuration service hierarchies based on your Service Desk object structure.

❑ **Status simulation**

Anxious to test status propagation and calculation before deploying to Service Navigator? The new simulation mode lets you simulate object status by assigning message severities to objects. Objects in a service hierarchy will be colored so that you can determine at a glance whether status propagation and calculation works correctly.

❑ **Download and upload service hierarchies**

Two new tools, “`cadm_DumpHierarchy`” and “`cadm_LoadHierarchy`”, let you download a service hierarchy to a file and upload it again, even into a different database. These tools are useful for keeping easy-to-manage backup copies of your service hierarchies, or for migrating Service Configuration data from one database to another.

❑ **Stop bothering me!**

Tired of acknowledging information, confirmation, and warning messages in the console? If so, you can now disable each notification by selecting a check box in message dialog boxes.

❑ Enhanced deployment

Deploying service hierarchies to Service Navigator is now even more comfortable with the following two enhancements:

- *Don't deploy root objects*

Root objects add an administrative layer to service hierarchies that you may not want to expose to your OVO for UNIX operators. This is why root objects are now by default excluded from deployment. This setting can be configured in the Deploy Service Hierarchies dialog box.

- *cadm_Deploy command-line tool*

The new tool `cadm_Deploy` lets you deploy service hierarchies to Service Navigator from the command line. This enables you to, for example, schedule regular deployments using the scheduling facilities of the operating system.

❑ Improved delete

Deleting an object in Service Configuration 7.1 sometimes required several acknowledgments. This has been much simplified:

- *Delete from parent object*

The **Delete** menu item is now called **Delete from Parent Object**. The delete action must still be confirmed, but only once.

- *Exclude from service hierarchy*

The **Mark as Deleted** menu item is now called **Exclude from Service Hierarchy**. This applies to discovered and generated objects only. Excluded objects do not contribute to the status of their parent objects and are not deployed.

This change also caused the View menu to change: the **Show Deleted Objects** is now called **Show Excluded Objects**.

❑ **Showing the origin of objects**

How an object was added to a service hierarchy is now easier to see. The origin property of objects is now called **Association to parent object**. The corresponding dialog box now distinguishes between three types of origin: generated (by service hierarchy rules), discovered, and manually added. Objects that are marked as deleted are now excluded from the service hierarchy.

The object origin can also be seen in the console when the **View: Show Origin Badges** menu item is selected.

❑ **Finding objects in a service hierarchy**

Service hierarchies can be very large. The new Find in Service Hierarchy tool lets you quickly locate an object in a service hierarchy.

❑ **Increased quality**

Many problems identified in the 7.1 version of the software have been resolved in the version 8.0.

❑ **OVO for UNIX 8.0**

The 8.0 version of the Service Configuration software is compatible with both OVO for UNIX version 7.1 and 8.0.

❑ **Data collection for HP OpenView Self-Healing Services**

HP OpenView Self-Healing Services provides automated fault detection, real-time data collection, streamlined problem analysis and recommendations, and efficient support case initiation for Service Configuration. Service Configuration now supports Self-Healing Services by collecting application data when a fault occurs. See the *Service Configuration for Service Navigator Installation Guide* for details.

❑ **Service Desk service pack 7**

The 8.0 version of the software is compatible with Service Desk service pack version 7. This service pack is also included on the Service Configuration installation CD-ROMs.

❑ **Windows 2000 with service pack 4**

The 8.0 version of the software can be installed on Windows 2000 computers where service pack 4 is installed.

❑ **Client console on Windows XP**

The 8.0 version of the Service Configuration client console can be installed on Windows XP computers where service pack 1 is installed.

Welcome to Service Configuration

What's New with Service Configuration 8.0?

2 **Take the Tour**

Creating Service Hierarchies with Objects

Service Configuration provides a graphical user interface for configuring Service Navigator service views. Before configuring a service hierarchy, you will need to start the main console and set up your OVO management servers in Service Configuration. This also includes importing data from OVO. Then you use the Service Hierarchy Wizard to create the initial configuration of a service hierarchy and the hierarchy's root objects. After that, you add child objects to the hierarchy.

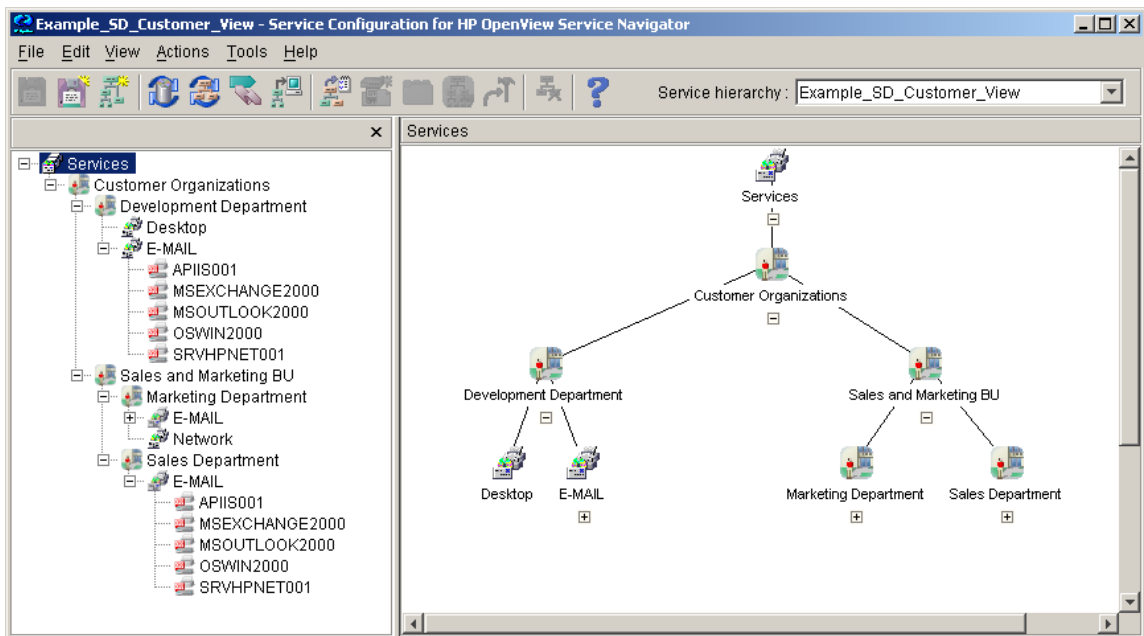
Go to “About the Main Console” on page 21 to start the Service Configuration tour.

About the Main Console

When you start the Service Configuration console, the main window is displayed with a scope pane on the left and a result pane on the right. This console is empty, when no service hierarchies have been configured yet or have been migrated from existing Service Navigator installations.

Go to “About Configuring an OVO Management Server” on page 22 to continue with the Service Configuration tour.

Figure 2-1 Service Configuration Main Console



See “Getting to Know the Console” on page 52 for details about the main console.

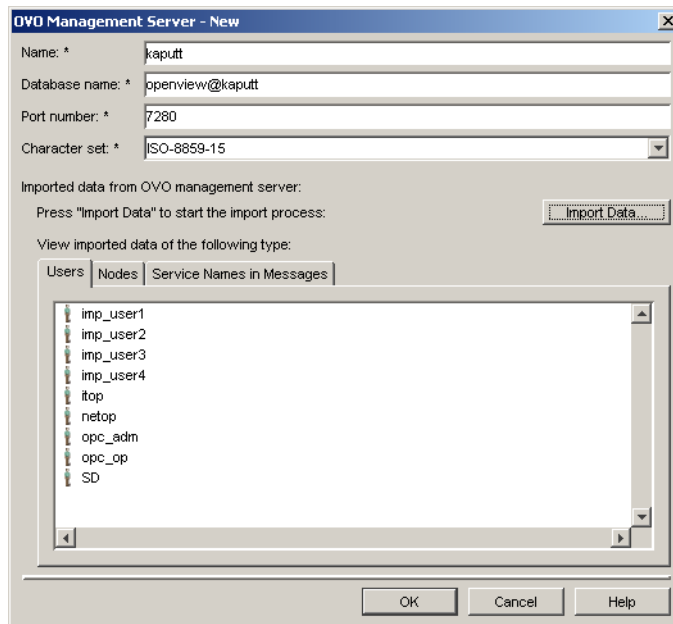
About Configuring an OVO Management Server

Before you can start configuring service hierarchies or migrate existing service configurations from Service Navigator, you need to set up the OVO management server in Service Configuration and import data from that server. This data includes OVO users, nodes, and service names in messages. It is important that this data is available before you start configuring service hierarchies because you need OVO users to grant them access to the root objects (and their child objects) of your service hierarchies.

To open the dialog box shown in Figure 2-2, select **Tools: Options...** from the menu bar. In the Options dialog box, click **New...**

Go to “About the Service Hierarchy Wizard” on page 23 to continue with the Service Configuration tour.

Figure 2-2 Setting up a New OVO Management Server



About the Service Hierarchy Wizard

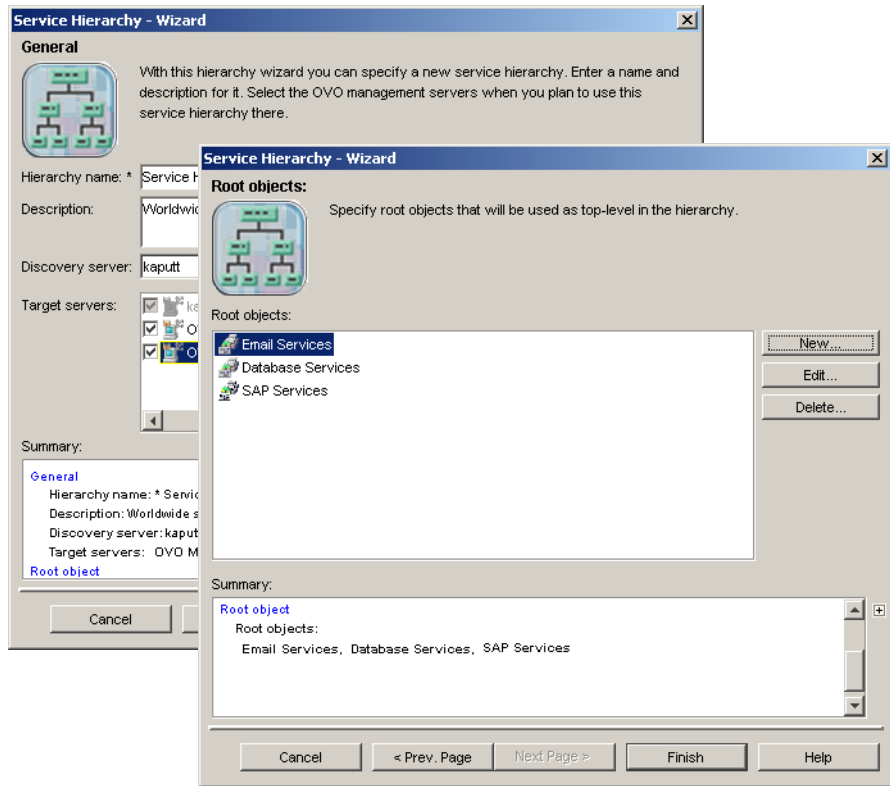
The Service Hierarchy Wizard helps you set up the initial configuration of a service hierarchy. To configure a new service hierarchy, you need to supply general information for the service hierarchy as well as specify the root objects that serve as entry points into the service hierarchy. You also assign OVO users to root objects to grant them access to the branch of the hierarchy starting with the root object.

To open the dialog boxes shown in Figure 2-3, select **File: New Service Hierarchy...** from the menu bar. The Service Hierarchy Wizard opens and displays the General page. Click the **Next Page >** button to open the Root objects page.

Go to “About Adding Child Objects” on page 25 to continue with the Service Configuration tour.

NOTE When using Service Configuration together with Service Desk, the Service Hierarchy Wizard has additional buttons and pages so that you can configure the functionality available with the Service Desk integration.

Figure 2-3 The Service Hierarchy Wizard



TIP Use the command line tool `cadmexport` to migrate existing service configurations from Service Navigator to Service Configuration. See the man page `cadmexport(1M)` for more information about this tool.

About Adding Child Objects

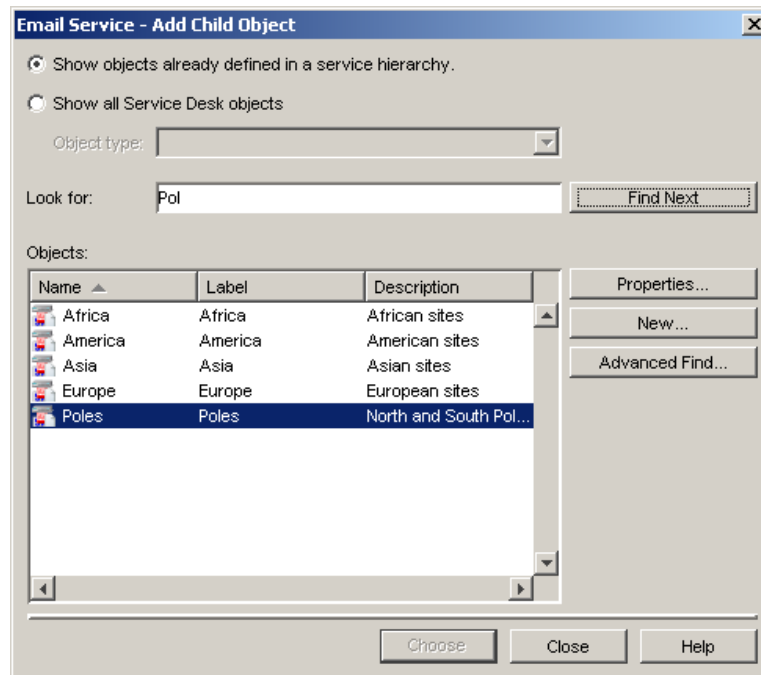
Once you have configured the general aspects of a service hierarchy and have specified the root objects that will be the top-level objects in your hierarchy, you manually add child objects to the service hierarchy.

If you have HP OpenView Smart Plug-ins installed that discover service hierarchies automatically, you can also copy branches from the discovered object hierarchies to your own hierarchy. See “Copy and Paste between Service Hierarchies” on page 66.

To open the dialog box shown in Figure 2-4, select an object in the map view and select **Edit: Add Child Object...** from the menu bar. In the Add Child Object dialog box, click **New...** to open a dialog box where you can create a new child object. Alternatively, select an already existing child object and add it to the service hierarchy.

Go to “Configuring Object Status” on page 26 to continue with the Service Configuration tour.

Figure 2-4 Manually Adding Service Configuration Child Objects



Configuring Object Status

Service Navigator considers multiple factors when calculating the status of an object: the status of the child objects is of influence as well as the status of messages that target the object. Status calculation rules define the algorithm that is being used. Status propagation rules define how child objects present their status to their parent objects. And status weighting allows you to assign a weight to objects that you consider more important than other objects.

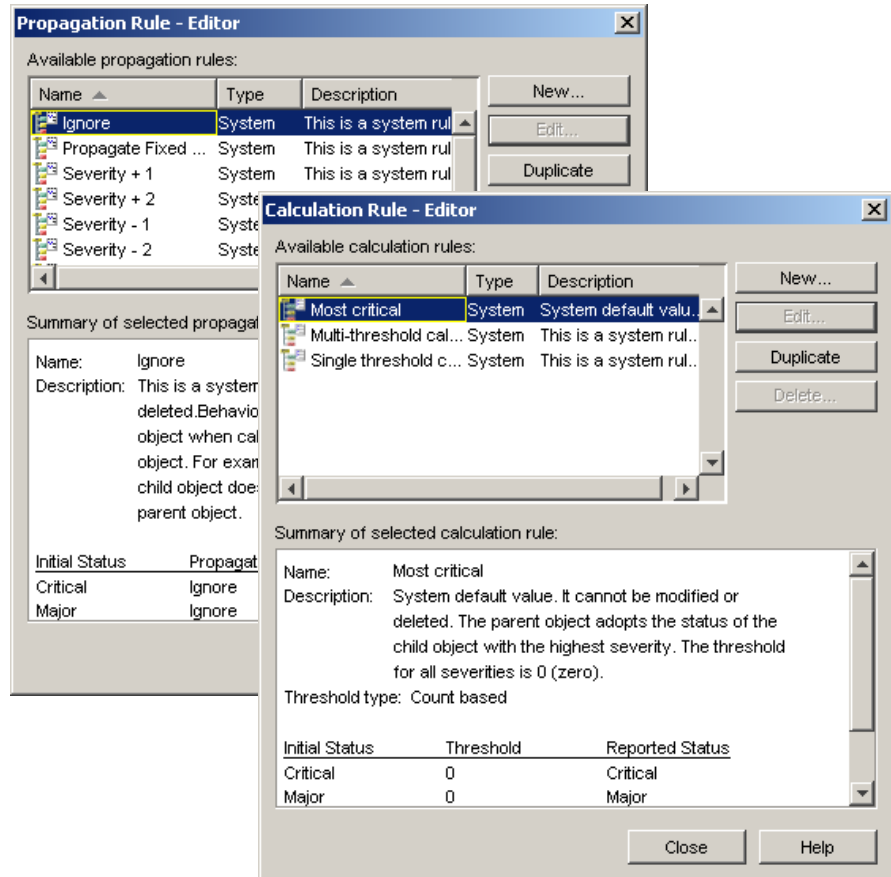
When objects are added to a service hierarchy, default status rules are used and a default weight is assigned. If you are not satisfied with the default configuration, you can create your own rules and assign them manually to the objects.

The Service Configuration Calculation Rule Editor and Propagation Rule Editor are your main tools for configuring status rules. Status rules are shared objects within Service Configuration which means that you can associated one rule with multiple objects. This keeps your maintenance efforts at a minimum.

To open the dialog boxes shown in Figure 2-5, select **Tools: Propagation Rule Editor...** and **Tools: Calculation Rule Editor...** from the menu bar. Note that you cannot use both editors in parallel.

Go to “About Actions and Nodes” on page 28 to continue with the Service Configuration tour.

Figure 2-5 Status Rule Editors



About Actions and Nodes

Actions are URLs or programs that, when executed on a managed object, either launch a web browser at a specified URL or run a command. The advantage of associating actions with objects in Service Configuration is that the operator does not have to first select the object in the object pane before running the **action** in the Service Navigator operator console.

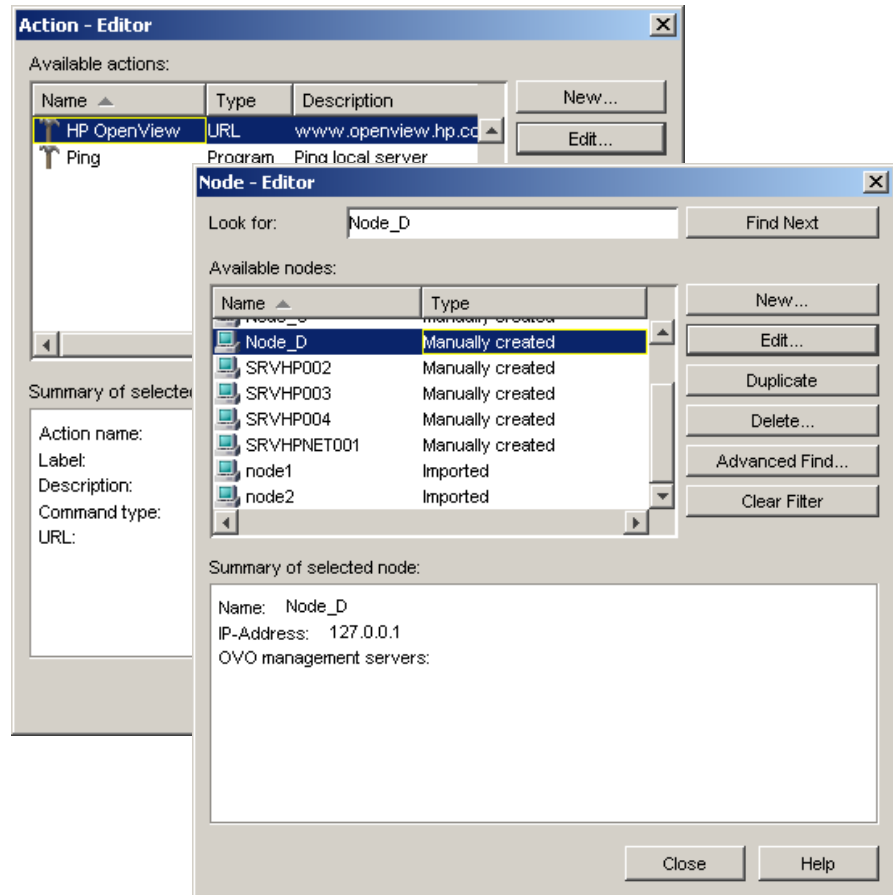
Nodes serve as target systems for actions or as hosting nodes for service resources.

The Service Configuration Action Editor and Node Editor are your main tools for configuring and managing actions and nodes. Actions and nodes are shared objects within Service Configuration which means that you can associated one action or node with multiple objects. This keeps your maintenance efforts at a minimum.

To open the dialog boxes shown in Figure 2-6, select **Tools: Action Editor...** and **Tools: Node Editor...** from the menu bar. Note that you cannot use both editors in parallel.

Go to “Deploying Service Hierarchies to Service Navigator” on page 30 to continue with the Service Configuration tour.

Figure 2-6 The Action and Node Editors



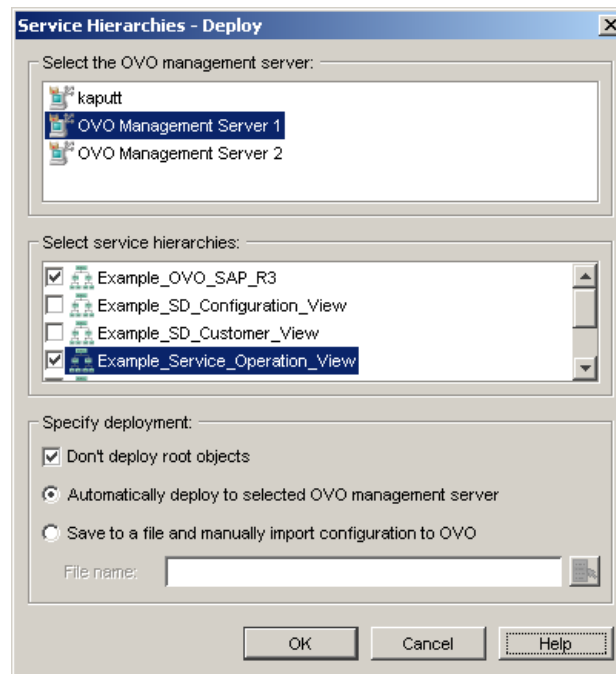
Deploying Service Hierarchies to Service Navigator

When you are satisfied with your service hierarchy, you are ready to deploy it to the OVO management server where the Service Navigator service engine is running. You can choose to have Service Configuration deploy the hierarchy automatically, or you can save your hierarchy to a file (XML format) and activate it manually using the command line tool `cadmsnd`. See the man page `cadmsnd(1M)` for more information about this tool.

To open the dialog box shown in Figure 2-7, select **File: Deploy Service Hierarchies...** from the menu bar.

Go to “Integrating with Service Desk” on page 31 to complete the Service Configuration tour.

Figure 2-7 Deploying Service Hierarchies



Integrating with Service Desk

If you have Service Configuration installed on an existing HP OpenView Service Desk installation, you can take advantage of the fact that Service Desk and Service Configuration share a data repository. This means that you have (read) access to Service Desk objects in Service Configuration and that you can use these objects in your service hierarchies.

You can build service hierarchies with Service Desk objects manually or based on service hierarchy rules. Go to “Adding Service Desk Child Objects Based on Rules” on page 32 to learn more about service hierarchy rules.

Adding Service Desk Child Objects Based on Rules

Service hierarchy rules represent the core component of the Service Configuration view builder. Service hierarchy rules are applied to objects stored in the Service Desk database. Service Desk objects that meet the criteria of the rules are added to Service Configuration service hierarchies.

For example, you could set up a rule filter that adds objects of the type “configuration item”, where the category equals “software”. After the rule has been applied, Service Desk configuration items of the category “software” are added to the hierarchy that uses the rule. When new configuration items with the category “software” are added to Service Desk, they are also added to the service hierarchy the next time the rule is applied.

Where the objects are added depends on the type of service hierarchy rule. Service Configuration distinguishes between two types of rules:

❑ **Child object rules**

Child object rules are associated with Service Configuration objects (objects that are not mapped to Service Desk objects). Child object rules have a child filter only, which adds Service Desk objects as child objects below the Service Configuration object. Child object rules are useful as a starting point in a hierarchy. For example, you can add child object rules to root objects in order to add a layer of Service Desk objects below the root objects.

❑ **Parent-and-child object rules**

Parent-and-child object rules are associated with service hierarchies, not with individual objects. The rules have both a parent and a child filter: if a service hierarchy contains an object that is mapped to a Service Desk object and that matches the parent filter of the rule, then the child filter will add all matching Service Desk objects as children below the parent.

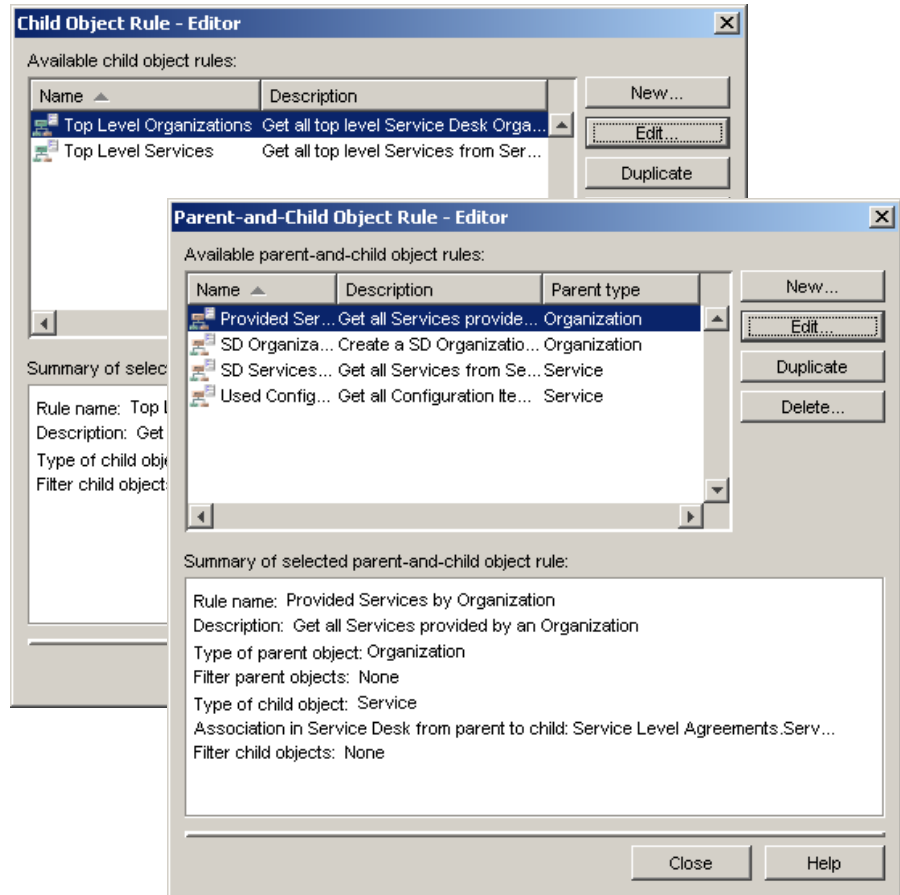
One powerful aspect of parent-and-child object rules is that the child filter selects Service Desk objects based on the objects’ parent-child relations in Service Desk. This means that for a parent-and-child object rule to find child objects in Service Desk, these objects must be related in Service Desk.

The Service Configuration Child Object Rule Editor and Parent-and-Child Object Rule Editor are your main tools for configuring and managing service hierarchy rules. Service hierarchy rules are shared objects within Service Configuration which means that you can associated one rule with multiple objects or hierarchies. This keeps your maintenance efforts at a minimum.

To open the dialog boxes shown in Figure 2-8, select **Tools: Child Object Rule Editor...** and **Tools: Parent-and-Child Object Rule Editor...** from the menu bar. Note that you cannot use both editors in parallel.

Go to “Adding Service Desk Child Objects Manually” on page 35 to continue with the Service Configuration tour.

Figure 2-8 **The Service Hierarchy Rules Editors**



Adding Service Desk Child Objects Manually

To insert Service Desk child objects manually in service hierarchies, use the Add Child dialog box. You can also map existing Service Configuration objects to Service Desk objects.

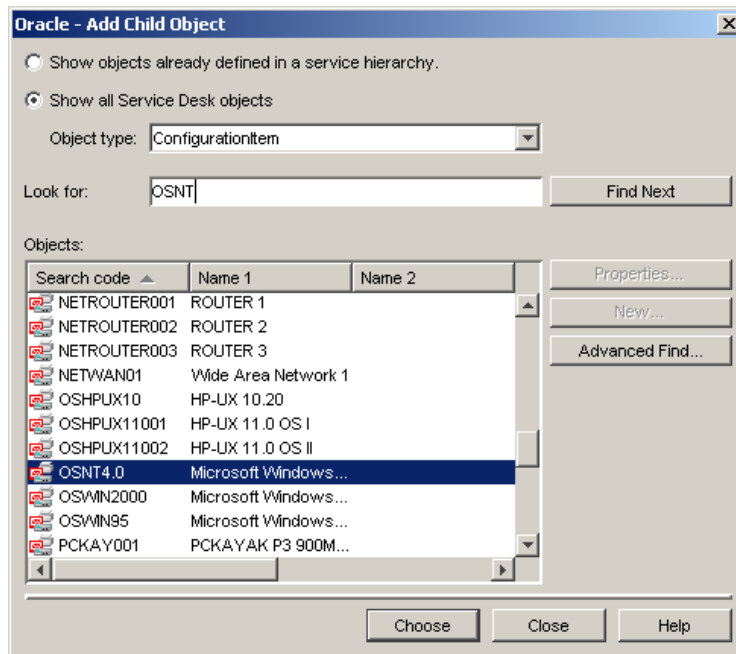
To open the dialog box shown in Figure 2-9, select an object in the map view and select **Edit: Add Child Object...** from the menu bar.

NOTE

Service Configuration automatically extends the Add Child dialog box shown in Figure 2-4 on page 25 with the Service Desk features shown in Figure 2-9 on page 35 when it is installed on an existing Service Desk installation.

The tour through Service Configuration is now finished.

Figure 2-9 Manually Adding Service Desk Child Objects



3 For More Information

Ways to Get Help

Service Configuration for Service Navigator provides help files to guide you through the tasks you want to perform.

Help is available from several locations:

- ❑ Online Help
See “Online Help” on page 38.
- ❑ What’s This Help
See “What’s This Help” on page 39.
- ❑ Tooltips
See “Tooltips” on page 39.

Online Help

You are now reading the Service Configuration online help. The online help is displayed in the help viewer. To open the online help from within Service Configuration, do one of the following:

- ❑ **Default help topic**
Choose **Contents and Index...** from the Help menu to open the default online help topic.
- ❑ **Help topic related to the active dialog box**
Do one of the following to find help related to the dialog box you work in. If there is no specific help for the active dialog, the default help topic will be displayed.
 - Choose **Service Configuration Help (F1)** from the Help menu.
 - Click the **Help** button in the toolbar.
 - Press **F1**.
 - Click the **Help** button in the dialog box.

From the help topic displayed at first, you can navigate to other help topics.

See also “What’s This Help” on page 39.

What's This Help

What's this help gives you a short explanation of an item in a window or dialog box of Service Configuration. The explanation of what's this help is usually longer than the description given by the tooltip.

To find what's this help:

Several ways exist to find what's this help in the Service Configuration application:

1. Activate what's this help:
 - Choose **What's This?** from the Help menu if the dialog box.
 - Click the **What's This?** button in the toolbar of the dialog box.
2. The cursor is now changed into the question mark cursor.
3. Click on the item in the dialog box for which you want an explanation.

TIP

A quick and easy way to display what's this help is to click on the item in the dialog box for which you want what's this help and to press **SHIFT+F1**.

See also "Tooltips" on page 39.

Tooltips

Tooltips give a short description of a toolbar button.

To find a tooltip, simply rest the mouse pointer for a moment on the toolbar button about which you want information. A text box giving information of the item will be displayed.

See also "Ways to Get Help" on page 38.

Links in the Online Help

Blue underlined text is linked to related topics that appear in various ways, depending on the content of the linked information:

- ❑ **Glossary information**

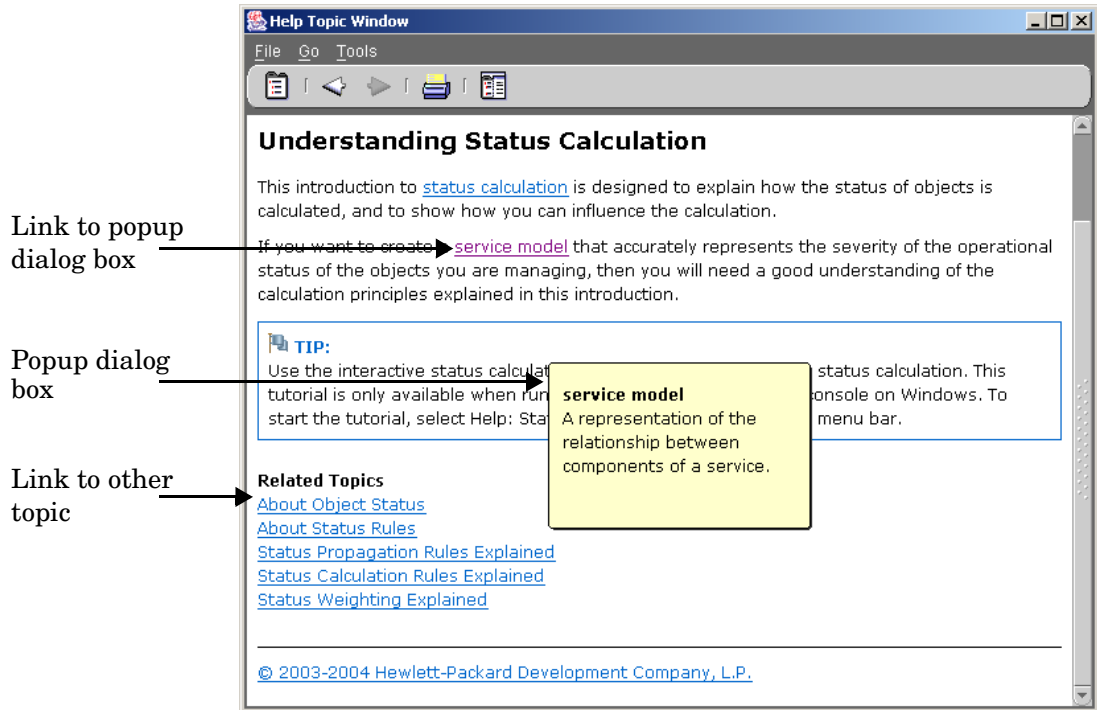
Popup dialog boxes with a yellow background display glossary information.

- ❑ **Other topics**

Links to other topics replace the existing text in the help window. Use the **Back** button to return to your starting place.

Figure 3-1 shows an online help topic with links to glossary information and links to related topics.

Figure 3-1 Online Help Topic Displaying Links



See also “Cautions, Notes, and Tips in the Online Help” on page 42.

Cautions, Notes, and Tips in the Online Help



Cautions

Cautions show important information that may significantly impact your work.



Notes

Notes show additional information that may require your attention.



Tips

Tips present helpful information.

See also “Support” on page 43.

Support

Please visit the HP OpenView web site at:

<http://www.managementsoftware.hp.com/>

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


You can also go directly to the support web site at:


<http://support.openview.hp.com/>


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

- Search for knowledge documents of interest
- Submit and track progress on support cases
- Manage a support contract
- Look up HP support contacts
- Review information about available services
- Enter discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an HP Passport user and log in. Throughout the site, access levels are indicated by the following icons:

 HP Passport

 Active contract

 Premium contract

To find more information about access levels, go to the following URL:

http://support.openview.hp.com/access_level.jsp

To register for an HP Passport ID, go to the following URL:

For More Information
Support

<https://passport.hp.com/hpp2/newuser.do>

See also “We Welcome Your Comments” on page 45.

We Welcome Your Comments

Your comments and suggestions help us to understand your needs, and enable us to meet them. We are interested in what you think of this help system, and alert us to problems or suggest improvements.

NOTE

If you encounter serious errors that impair your ability to use the product, you should contact the HP Response Center, or your support representative. To find contact information of the nearest HP Response Center, use the following URL: <http://support.openview.hp.com>

For the latest updates on news and manuals, view the HP OpenView Internet pages, at the following URL:

<http://www.managementsoftware.hp.com/>

Through one of the above channels, you should also be able to provide comments about this document or any part of the Service Configuration documentation.

See also “User Documentation” on page 46.

User Documentation

Information about Service Configuration for Service Navigator is also available in PDF format on the Service Navigator Value Pack installation CD-ROMs.

You can open and print any .pdf file by starting the Acrobat Reader and navigating to the directory that contains the .pdf file you want to view. To open and view a file, double-click the name of the file you want to view.

NOTE

The PDF files have been provided for your convenience. They contain the same information found in the online help.

❑ **Service Configuration for Service Navigator Installation Guide**

The *Service Configuration for Service Navigator Installation Guide* guide contains detailed instructions for installing Service Configuration. It also describes possible installation and scalability scenarios to help you choose the best possible fit for your environment.

❑ **Service Configuration for Service Navigator Concepts Guide**

The *Service Configuration for Service Navigator Concepts Guide* explains the concepts behind Service Configuration.

❑ **Service Configuration for Service Navigator User's Guide**

The *Service Configuration for Service Navigator User's Guide* describes how to use Service Configuration to create service hierarchies for presentation in the Service Navigator operator console.

❑ **Service Configuration for Service Navigator Reference Guide**

The *Service Configuration for Service Navigator Reference Guide* contains reference information such as keyboard shortcuts, the behavior of menu items and toolbar buttons, descriptions of system-provided propagation and calculation rules, and so on.

❑ **Integrating Service Desk with Service Configuration for Service Navigator**

The *Integrating Service Desk with Service Configuration for Service Navigator* guide explains how you can integrate Service Desk with Service Configuration.

See also “HP OpenView on the Web” on page 48.

HP OpenView on the Web

Access the following URL to load the HP OpenView web site:

<http://www.managementsoftware.hp.com/>

See also “We Welcome Your Comments” on page 45.

4

Using the Service Configuration Console

Starting the Service Configuration Console

When you start the Service Configuration client, the console usually appears without requiring further input from you. Input may be required from you in the following cases:

❑ **Failure to connect**

The error message `Failed to connect.` appears when the console encounters a problem when trying to connect to the **UI server** (the application server). This happens, for example, when the UI server has not been installed yet or is not running, or when the system administrator has changed the password. When you are sure that the UI server is installed and running, acknowledge the error message. The Login dialog box appears. Enter the required information as described below and click **OK** to start the Service Configuration console.

❑ **Service Desk users only**

Service Desk can be configured to always display the Service Desk Login dialog box. If this is configured in the System Panel of the Service Desk Administrator Console, Service Configuration users are also always presented with the Service Configuration Login dialog box. Enter the required information as described below and click **OK** to start the Service Configuration console.

TIP

If the administrator has changed the password or if you would like to connect to another UI server, enter the new data in the Login dialog box, then modify the appropriate information on the General tab of the Options dialog box. The next time you start the console, the new password and the new UI server will be used.

To start the Service Configuration console:

1. Select **Programs** from the Start menu. Choose **Hewlett-Packard: OpenView** and select **Service Configuration Client**. The Service Configuration console opens.

The Service Configuration Login dialog box may open if input is required from you.

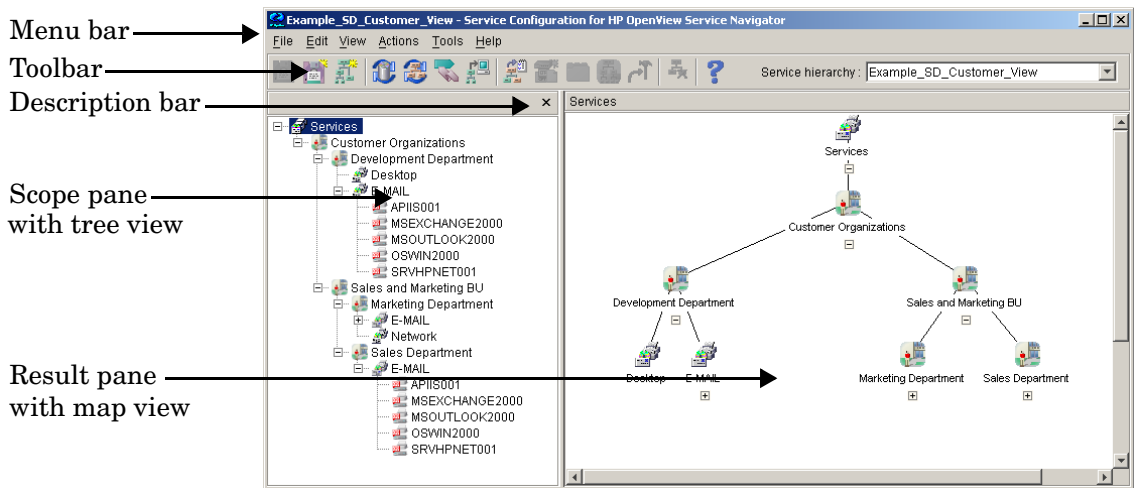
2. The **User name** field displays the default user `system`. The user name cannot be changed.
3. In the **Password** field, type the password `servicedesk`. This is the default password of the default user. If your system administrator has changed this password, type the new password.
4. In the **UI server** field, type the name of the computer where the Service Configuration server is installed. This is the system where the Service Desk application server is running.
5. Click **OK**. The Login dialog box closes and the Service Configuration main console is displayed.

See also “Exiting the Service Configuration Console” on page 88.

Getting to Know the Console

When you start the Service Configuration console, you see the main window as show in Figure 4-1 on page 52.

Figure 4-1 Main Window of the Service Configuration Console



The main window of the Service Configuration console is divided into the following main areas:

❑ **Scope pane with tree view**

The left pane, the scope pane, displays the service hierarchy of your current service view. This is a hierarchical tree diagram that helps you visualize what your current service view looks like when viewed with the **operator console**. Objects in the service hierarchy can be expanded or collapsed by double-clicking them or by clicking the + (plus) or - (minus) signs.

❑ **Result pane with map view**

The right pane, the result pane, displays a map view of the current service hierarchy. The **map** view always displays the object that is currently selected in the scope pane as well as the children of that object.

The top of the Service Configuration console contains the following tools:

❑ **Menu bar**

The menu bar is the strip of pull-down menus at the very top of the Service Configuration console. You can use these menus to perform operations throughout the Service Configuration console.

❑ **Toolbar**

The toolbar is the row of icons just below the menu bar. The toolbar provides menu choices that apply to the objects in the scope pane and result pane. The toolbar also contains a drop-down list of available service hierarchies for quick access to another hierarchy.

❑ **Description bar**

The description bar displays the name of the object that is currently selected in the scope pane.

See also “Customizing the Console Window” on page 54.

Customizing the Console Window

Each time you start the Service Configuration console, it opens with a default window layout and size. You can change this default layout for your current console session if it does not match your working style. You can customize the console as follows:

- ❑ **Resizing the Console Window**
See “Resizing the Console Window” on page 55.
- ❑ **Resizing the Scope and Result Pane**
See “Resizing the Scope and Result Pane” on page 56.
- ❑ **Showing and Hiding the Scope Pane**
See “Showing and Hiding the Scope Pane” on page 57.
- ❑ **Expanding and Collapsing the Service Hierarchy**
See “Expanding and Collapsing the Service Hierarchy” on page 58.
- ❑ **Showing and Hiding Excluded Objects**
See “Showing and Hiding Excluded Objects” on page 59.
- ❑ **Showing and Hiding Origin Badges**
See “Showing and Hiding Origin Badges” on page 60.

Resizing the Console Window

Resize the **console** if you want to increase or decrease the overall size of the console.

To resize the console:

1. Move the mouse to any corner of the console. The mouse pointer changes into the resize pointer.
2. Drag the corner to the correct size. To drag the corner, click and hold the left mouse button and move the mouse before you release the button.

If you reduce the size of the console so that not all content is visible, vertical scroll bars appear.

Any changes to the console apply to your current session only. The next time you start Service Configuration, the console is displayed in its default size.

See also “Resizing the Scope and Result Pane” on page 56.

Resizing the Scope and Result Pane

You can increase and decrease the size of the scope and result pane by dragging the vertical divider between the two panes. Increasing the width of the scope pane can be useful when working with large service hierarchies.

To resize the scope and result pane:

1. Point your cursor to the vertical bar between the scope pane and the result pane.
2. When your cursor becomes a double-headed arrow, drag the vertical divider to the left or right.

Any changes to the console apply to your current session only. The next time you start Service Configuration, the console is displayed in its default layout.

See also “Showing and Hiding the Scope Pane” on page 57.

Showing and Hiding the Scope Pane

Sometimes you may not want to work with the service hierarchy in the scope pane, but focus instead on the map view that is displayed in the result pane. You can temporarily hide the scope pane if you do not need it.

To show and hide the scope pane:

1. To show the scope pane, select **Show Scope Pane** from the View menu of the Service Configuration console. A check mark appears on the menu item to indicate that the service hierarchy is displayed. This is the default setting.
2. To hide the scope pane, select **Show Scope Pane** from the **View** menu of the Service Configuration console. If the menu item is not checked, the service hierarchy does not appear in the console.

Any changes to the console apply to your current session only. The next time you start Service Configuration, the console is displayed in its default layout.

See also “Resizing the Console Window” on page 55.

Expanding and Collapsing the Service Hierarchy

You can expand and collapse the service hierarchy in the scope pane and in the result pane to display more or fewer children. How many levels are expanded or collapsed depends on the presentation property of the object. The default presentation depth is two (2). This includes the object itself and one more level below the object.

To expand or collapse the service hierarchy:

□ Scope pane

- *Expand the service hierarchy*

Click the plus sign (+) next to the object or double-click the object.

- *Collapse the service hierarchy*

Click the minus sign (-) next to the object or double-click the object.

□ Result pane

- *Expand the service hierarchy*

Click the plus sign (+) below the object label.

- *Collapse the service hierarchy*

Click the minus sign (-) below the object label.

Double-clicking an object in the result pane displays the object's properties.

See also “Showing and Hiding Origin Badges” on page 60.

Showing and Hiding Excluded Objects

If you generate a service hierarchy automatically, for example by way of **Smart Plug-in (SPI)** service discovery or with service hierarchy rules (Service Desk integration only), you can choose to exclude objects that you do not want to appear in the service hierarchy. Objects that are excluded are by default hidden from view. You can, however, make excluded objects visible in the console.

To show or hide excluded objects:

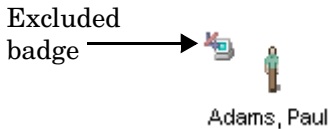
1. To show excluded objects, select the **Show Excluded Objects** item from the View menu of the Service Configuration console. A check mark appears on the menu item to indicate that excluded objects are shown in the console.

In the console, excluded objects now carry a badge on the top left as shown in Figure 4-2.

2. To hide excluded objects, select the **Show Excluded Objects** item from the View menu of the Service Configuration console. If the menu item is not checked, excluded objects do not appear in the console. This is the default setting.

Figure 4-2

Excluded Badge



See also “Showing and Hiding Origin Badges” on page 60.

Showing and Hiding Origin Badges

An origin **badge** indicates how an object was added to a service hierarchy. Service Configuration distinguishes between the following badges:



Manually added

This badge indicates that the object was manually added. This means that the object was not added by way of Smart Plug-in discovery or service hierarchy rules (Service Desk integration only).



Discovered

This badge indicates that the object was added by SPI service discovery.



Generated (Service Desk integration only)

This badge indicates that the object was added by service hierarchy rules.

By default, origin badges are not shown in the console. If you do want to display origin badges, maybe because you want to find out which objects were added manually, you can choose to show them as described below.

To show or hide origin badges:

1. To show badges, select the **Show Origin Badges** item from the View menu of the Service Configuration console. A check mark appears on the menu item to indicate that badges are displayed in the console. This is the default setting

In the console, all objects now carry a badge on the top left.

2. To hide badges, select the **Show Origin Badges** item from the View menu of the Service Configuration console. If the menu item is not checked, badges do not appear in the console. This is the default setting.

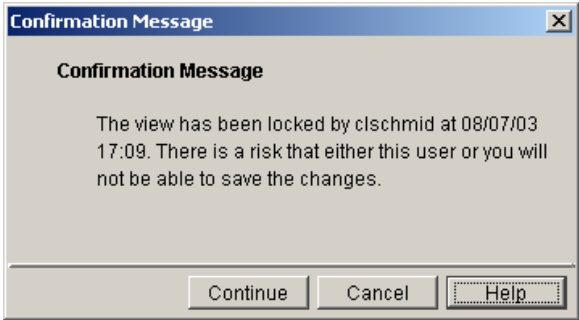
See also “Showing and Hiding Excluded Objects” on page 59.

Working in Parallel

Service Configuration allows up to ten (10) parallel instances of the client console. This means that up to ten users can be logged into a console simultaneously. (All users use the same user name and password.)

If desired, all users can view the same service hierarchy at the same time. However, the user who first makes any changes to the service hierarchy locks the service hierarchy to prevent other people from making changes at the same time. This does not affect the other users as long as they only *view* the service hierarchy. If another user tries to *modify* the locked service hierarchy, a confirmation message similar to the following appears:

Figure 4-3 Service Hierarchy Locked



When you encounter this message, you should click **Cancel**, contact the user who has locked the service hierarchy, and enquire about the status of the changes. Once the other user has saved the service hierarchy (and thereby unlocked it), you can reload the hierarchy and edit it.

If you click **Continue** in the dialog box, you will be allowed to make changes and to save them but you will thereby overwrite the changes other users have made to the same service hierarchy.

NOTE

Do not edit the discovery hierarchy when SPI discovery processes are running. By editing the hierarchy, you lock it so that the discovery processes cannot write the discovered data into the hierarchy. The discovery process will wait until the hierarchy is unlocked and then write the new data into the hierarchy. However, this may cause significant delays in your discovery schedules. You can also use the command line tool *cadmunlock(IM)* to unlock the default discovery hierarchy.

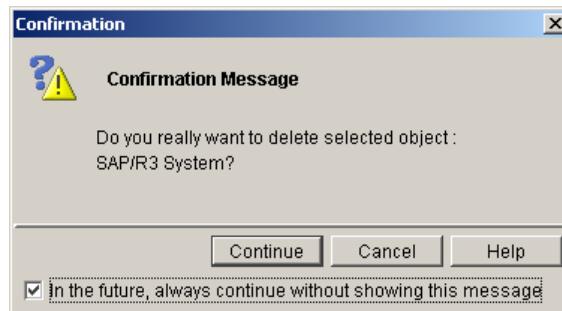
See also “Starting the Service Configuration Console” on page 50.

Disabling Multiple Notification

The Service Configuration console displays a number of message dialog boxes to draw your attention to possible consequences or side effects of your actions. If you feel confident that you understand how to use the console, you can disable each message so that it does not appear again.

Figure 4-4 shows a confirmation message for deleting a root object. Once disabled, root objects will be deleted immediately without requiring any input from you.

Figure 4-4 Disabling a Confirmation Message



Service Configuration distinguishes between the following types of messages:

❑ **Warning and information messages**

For each warning and information message, select the check box **Don't show this message in the future**, to prevent it from appearing again.

❑ **Confirmation messages**

For each confirmation message, select the check box **In the future, always continue without showing this message**. As confirmation messages require input from you, disabled confirmation messages always assume the default action **Yes** or **Continue**.

❑ **In progress, finished, and error messages**

In progress, finished, and error messages cannot be disabled.

Copying and Pasting

You can use copy and paste in the following situations:

- ❑ **Copy and Paste in Dialog Boxes**
See “Copy and Paste in Dialog Boxes” on page 65.
- ❑ **Copy and Paste between Service Hierarchies**
See “Copy and Paste between Service Hierarchies” on page 66.

Copy and Paste in Dialog Boxes

In dialog boxes, you can copy and paste or cut and paste information in text fields.

To use copy and paste in dialog boxes:

To duplicate information fast and easy, you can use copy and paste:

❑ Copy

To copy information, select the information and press **CTRL+C** (Windows) or **ALT+C** (UNIX).

❑ Paste

To paste information, place the cursor where you want to place the information, and press **CTRL+V** (Windows) or **ALT+V** (UNIX).

❑ Cut

Depending on the situation you are in, you can also use cut and paste. To cut information, press **CTRL+X** (Windows) or **ALT+X** (UNIX).

See also “Copy and Paste between Service Hierarchies” on page 66.

Copy and Paste between Service Hierarchies

In tree and map views, you can copy objects branches (parent object with related child objects) from one service hierarchy to another service hierarchy. The copied objects are duplicated in the target service hierarchy.

To use copy and paste between service hierarchies:

❑ Copy

To copy an object branch, select the parent object and choose **Copy between Service Hierarchies** from the Edit menu or from the shortcut menu. Note that root objects and excluded objects are not copied.

The object branch is placed onto the clipboard and you are asked to load another service hierarchy where you can paste the copied object branch. (You may be prompted to save the current service hierarchy before another hierarchy can be loaded.)

❑ Paste

To paste an object branch, select the parent object under which you want to place the copied object branch, and choose **Paste between Service Hierarchies** from the Edit menu or from the shortcut menu.

CAUTION

The paste process may take a long time if there are many objects to paste. It is therefore recommended to monitor the progress as described in “Stopping the Paste Process” on page 67. If the paste operation fails due to insufficient memory on your console system, increase the available memory and try again.

NOTE

You cannot paste an object into the hierarchy more than once. If you try to do this, a confirmation dialog appears. You can either cancel the paste or create a new parent-child dependency below the currently selected object. If you choose to create a new dependency, the new icon that appears is just an additional representation of the object that already exists. It therefore displays the same attributes, associations, and children as the existing object, which may be different to those of the object you copied.

See also “Monitoring the Paste Progress” on page 67.

Monitoring the Paste Progress

Pasting a branch of a service hierarchy from the clipboard into another service hierarchy can take a long time, if the branch is very large. While the hierarchy branch is being pasted, a message informs you about the progress. Service Configuration also informs you about the successful completion of the operation. Click **Close** to close the Paste Finished dialog box.

See also “Stopping the Paste Process” on page 67.

Stopping the Paste Process

If the paste process hangs, you may want to stop it by clicking the **Stop** button in the Paste in Progress dialog box. Beware though that stopping this process may result in inconsistent data and is therefore not recommended.

TIP

If you choose to stop the paste process, you should reload the original service hierarchy to remove any partially pasted branches. This only works if you do not save the service hierarchy after having modified it.

See also “Monitoring the Paste Progress” on page 67.

About Finding Objects

The search facilities in Service Configuration are very versatile. You can find Service Configuration objects using any detail in the object.

There are several ways to search:

❑ **Basic find features**

In dialog boxes that contain object lists, for example the Calculation Rule Editor, you can place the cursor in the list and type the first character of the object you are looking for. The first object that matches the typed character will be highlighted. To find the next object, type the character again. If the list has more than one column, Service Configuration searches the column that is currently sorted.

Some dialog boxes, for example the Add Child Object dialog box, contain a **Look for** field where you can type a few characters of the object you are looking for. When you click **Find Next**, the first object that matches the search string is highlighted in the list. Service Configuration always searches all columns.

❑ **Quick find features**

With the Quick Find dialog box, you search one object type only. See “Using Quick Find” on page 69.

❑ **Advanced find features**

With the Advanced Find dialog box, you can search with customizable criteria. See “Using Advanced Find” on page 71.

Using Quick Find

With the Quick Find dialog box, you can find an object from a list of objects of a given type. How you use Quick Find depends on what you want to do:

❑ **Advanced Find and Specify Filter**

Quick Find helps you finding and selecting a value from a list.

❑ **Mapping objects to Service Desk objects**

Quick Find helps you finding a Service Desk object in a list.

To use quick find:

1. Open the Quick Find dialog box:
 - *Advanced Find and Specify Filter*
 - a. Click the **Quick Find** button to the right of the Value field. The Quick Find dialog box opens.
 - b. The **Object type** field displays the type of object that will be searched.
 - *Mapping objects to Service Desk objects*
 - a. Click the **Quick Find** button to the right of the Object name field in the Mapping to Service Desk Objects dialog box. The Quick Find dialog box opens.
 - b. The **Object type** field displays the type of object that will be searched. You can select another object type from the list, if you want.
 - c. If there are many objects in the list, click the **Advanced Find...** button to define a more sophisticated search pattern. See “Using Advanced Find” on page 71 for more information.

2. In the Quick Find dialog box, use the scroll bar to navigate to the object you are looking for.

- a. To find an object, type a few characters of the object you are looking for in the **Look for** field.
- b. Click **Find Next**.

Service Configuration selects the first object that matches the typed characters. If the object found is not the one you are looking for, click **Find Next** again or change the characters you typed into the Look for field.

Service Configuration always searches all columns.

3. Click **Choose** to choose the object and close the Quick Find dialog box.

See also “Changing Quick Find” on page 70.

Changing Quick Find

You can change the way objects are listed in the Quick Find dialog box:

Sort order

To change the sort order of the results listed in the Quick Find dialog box, click in the header of the column you want to sort.

Column order

To change the column order, click and drag the column header to another position.

See also “Using Quick Find” on page 69.

Using Advanced Find

With the Advanced Find dialog box, you can find objects using customizable criteria. To find an object, you can base your search on attributes and on associations:

❑ **Attributes tab**

Lets you specify a search pattern based on the attributes of an object, for example, the name or the description. See “Finding Objects Using the Attributes Tab” on page 72.

❑ **Associations tab**

Lets you specify a search pattern based on the associations an object has with other objects, for example associations with calculation rules. See “Finding Objects Using the Associations Tab” on page 74.

See “Advanced Find Operators” on page 77 for more information about search operators in Advanced Find.

The objects you find with the Advanced Find dialog box comply to all criteria you entered in both tabs. The results of your search are displayed on the Objects Found tab. See “Working with the Search Results” on page 76 for more information.

NOTE

When searching for Service Configuration objects, only a limited set of attributes and associations is available for selection. When searching for Service Desk objects, the same attributes and associations are available that can also be used in Service Desk’s advanced find.

Finding Objects Using the Attributes Tab

Use the following procedure to find objects based on their attributes.

NOTE

Searches using advanced find are always case-sensitive.

To find objects using the Attributes tab:

1. Click **Advanced Find...** in one of the following dialog boxes:

- Add Child: to find child objects.
- Node Editor: to find nodes.
- Choose Node: to find hosting or target nodes.

The Advanced Find dialog box opens and displays the By Attribute tab by default.

2. The **Object type** field is only available for selection when searching for Service Desk objects in the database. If so, select the Service Desk object type you want to search for.
3. Select the attribute you want to use from the **Field** drop-down menu. For Service Desk objects, you can choose from up to three levels of attributes.
4. Select the operator you want to use from the **Operator** drop-down list. See “Advanced Find Operators” on page 77 for more information about available search operators.
5. Type the value you want to match in the **Value** field or click the **Quick Find** button to open the Quick Find dialog box. See “Using Quick Find” on page 69 for more information about Quick Find.
6. Click **Add Criteria** to add the criterion to the summary of search criteria. To edit the criterion, double-click it in the summary section or select it and click **Edit**.
7. To add additional criteria, repeat steps 3 through 6.

If you add more than one criterion to the list, only objects that meet *all* of the search criteria are found.

8. Click **Find Now** to start the search. The results of your search are displayed on the Objects Found tab. See “Working with the Search Results” on page 76 for more information.

Or, select the By Association tab to add additional search patterns based on the object’s associations. See “Finding Objects Using the Associations Tab” on page 74.

9. When you have found the object you are looking for, select it on the Objects Found tab and click **Choose**. If you are not satisfied with the search results, revise your search criteria and try again.

NOTE

If you are searching for nodes, click **Apply** to add the nodes found to the list of nodes in the Node Editor or in the Choose Node dialog box.

TIP

To remove a single criterion, select it and click **Remove**. Click **Clear** to remove all criteria at once.

See also “Finding Objects Using the Associations Tab” on page 74.

Finding Objects Using the Associations Tab

Use the following procedure to find objects based on their associations.

NOTE

Searches using advanced find are always case-sensitive.

To find objects using the Associations tab:

1. Click **Advanced Find...** in one of the following dialog boxes:

- Add Child: to find child objects.
- Node Editor: to find nodes.
- Choose Node: to find hosting or target nodes.

Select the By Association tab.

2. The **Object type** field is only available for selection when searching for Service Desk objects in the database. If so, select the Service Desk object type you want to search for.
3. Select the associated object type you want to use from the **Field** drop-down menu. For Service Desk objects, you can choose from up to two levels of associated object types.
4. Select the operator you want to use from the **Operator** drop-down list. See “Advanced Find Operators” on page 77 for more information about available search operators.
5. Type the value you want to match in the **Value** field or click the **Quick Find** button to open the Quick Find dialog box. See “Using Quick Find” on page 69 for more information about Quick Find.
6. Click **Add Criteria** to add the criterion to the summary of search criteria. To edit the criterion, double-click it in the summary section or select it and click **Edit**.
7. To add additional criteria, repeat steps 3 through 6.

If you add more than one criterion to the list, only objects that meet *all* of the search criteria are found.

8. Click **Find Now** to start the search. The results of your search are displayed on the Objects Found tab. See “Working with the Search Results” on page 76 for more information.

Or, select the By Attributes tab if you want to add additional search patterns based on the object’s attributes. See “Finding Objects Using the Attributes Tab” on page 72.

9. If you have found the object you were looking for, select it and click **Choose**. If you are not satisfied with the search results, revise your search criteria and try again.

NOTE

If you are searching for nodes, click **Apply** to add the nodes found to the list of nodes in the Node Editor or in the Choose Node dialog box.

TIP

To remove a single criterion, select it and click **Remove**. Click **Clear** to remove all criteria at once.

See also “Finding Objects Using the Attributes Tab” on page 72.

Working with the Search Results

The results of your search are displayed on the Objects Found tab. If no objects were found, refine your search criteria and start another search.

NOTE

Searches using advanced find are always case-sensitive.

To work with the search results:

1. Define your search patterns as described in “Finding Objects Using the Attributes Tab” on page 72 and “Finding Objects Using the Associations Tab” on page 74.
2. Click **Find Now** to start the search. The search results are displayed on the Objects Found tab.
3. Work with the search results:

- *No results*

If the search process does not find any objects that match your search criteria, it responds with the statement `No results`. In this case you should revise your search criteria and start the search again. To edit a criterion, double-click it in the summary section or select it and click **Edit**.

- *Objects found*

If the search process is successful, it displays a list of matching objects on the Objects Found tab. Double-click the desired object or select it and click **Choose**. This closes the Advanced Find dialog box and adds the object to the service hierarchy.

NOTE

If you are searching for nodes, click **Apply** to add the nodes found to the list of nodes in the Node Editor or in the Choose Node dialog box.

4. Click **Close** to close the Advanced Find dialog box if it is still open.
- See also “Finding Objects Using the Attributes Tab” on page 72 and “Finding Objects Using the Associations Tab” on page 74.

Advanced Find Operators

The following table lists and explains the operators that are available in Advanced Find:

Table 4-1 Advanced Find Operators

Operator	Example	Interpreted As
contains	Description <i>contains</i> “Word” “Visio” “save”	Finds all objects whose description contains all of the keywords “Word” and “Visio” and “save”.
doesn’t contain	Description <i>doesn’t contain</i> “toner cartridge”	Finds all objects whose description does not contain the keyword “toner cartridge”.
doesn’t exist	Attachment <i>doesn’t exist</i>	Finds all objects that are not related to Attachment; that is, all objects that do not have an attachment.
equals	Administrator Person;Account <i>equals</i> Andrews Logging <i>equals</i> 5	Finds all persons that are related to the account Andrews. Finds all objects whose logging level is set to 5.
exists	Calculation rule <i>exists</i>	Finds all objects that are associated with any calculation rule.
in the last 7 days	Person: date of birth <i>in the last 7 days</i>	Finds all persons who were born within the last 7 days.
in the next 7 days	Person: date of birth <i>in the next 7 days</i>	Finds all persons who will be born within the next 7 days.
in tree with root	Administrator Person;Organization <i>in tree with root</i> Hewlett-Packard	Finds all persons that are related to the organization Hewlett-Packard.
is (exactly)	Label <i>is (exactly)</i> “Andrews”	Finds all objects whose label matches exactly the keyword Andrews.
is at least	Logging <i>is at least</i> 3	Finds all objects whose logging level is equal to or higher than 3.
is at most	Logging <i>is at most</i> 10	Finds all objects whose logging level is equal to or lower than 10.

Table 4-1 Advanced Find Operators (Continued)

Operator	Example	Interpreted As
is between	Logging <i>is between</i> 3 and 10	Finds all objects whose logging level is between 3 and 10.
is empty	Label <i>is empty</i>	Finds all objects whose label attribute is empty.
is less than	Logging <i>is less than</i> 1	Finds all objects whose logging level is less than 1; that is, all objects where logging is not enabled.
is more than	Logging <i>is more than</i> 0	Finds all objects whose logging level is more than 0; that is, all objects where logging is enabled.
is not between	Logging <i>is not between</i> 4 and 19	Finds all objects whose logging level is below 4 and above 19.
is not empty	Label <i>is not empty</i>	Finds all objects whose label attribute is not empty.
last month	Person: date of birth <i>last month</i>	Finds all persons who were born last month.
last week	Person: date of birth <i>last week</i>	Finds all persons who were born last week.
next month	Person: date of birth <i>next month</i>	Finds all persons who will be born next month.
next week	Person: date of birth <i>next week</i>	Finds all persons who will be born next week.
not equal to	Administrator Person;Account not equal to Andrews Logging <i>not equal to</i> 4	Finds all persons that are related to any account but Andrews. Finds all objects whose logging level is anything but 4.
not equal to or null	Administrator Person;Account <i>not equal to or null</i> Andrews Logging <i>not equal to or null</i> 4	Finds all persons that are related to any account but Andrews or not related to an account at all. Finds all objects whose logging level is anything but 4 or is not specified.

Table 4-1 Advanced Find Operators (Continued)

Operator	Example	Interpreted As
not in tree with root	Administrator Person;Organization <i>not in tree with root</i> Hewlett-Packard	Finds all persons that are not related to the organization Hewlett-Packard.
on	Person: date of birth <i>on</i> February 13, 1973	Finds all persons who were born on February 13, 1971.
on or after	Person: date of birth <i>on or after</i> February 13, 1973	Finds all persons who where born on February 13, 1971 or later.
on or before	Person: date of birth <i>on or before</i> February 13, 1973	Finds all persons who where born on February 13, 1971 or before.
starts with	Label <i>starts with</i> "toner cartridge"	Finds all objects whose label starts with "toner cartridge".
this month	Person: date of birth <i>this month</i>	Finds all persons who were born this month.
this week	Person: date of birth <i>this week</i>	Finds all persons who were born this week.
today	Person: date of birth <i>today</i>	Finds all persons who were born today.
tomorrow	Person: date of birth <i>tomorrow</i>	Finds all persons who will be born tomorrow.
yesterday	Person: date of birth <i>yesterday</i>	Finds all persons who were born yesterday.

Using Wizards

Wizards help you accomplish tasks by leading you step by step through a procedure. Figure 4-5 on page 81 shows an example of a wizard page.

The title section includes the name of the wizard page and short instructions to help you better understand the task. Use the data fields to configure the object. On some wizard pages, additional dialogs can be opened so that you can further define the data. The summary section provides a quick overview over the different aspects of the object that is being configured by the wizard.

You can use wizards in a variety of ways. Which way you choose depends on how familiar you are with the wizard and with the object you want to configure.

❑ Navigation buttons

If you are not yet familiar with the object you want to configure, use the < **Prev. Page** and **Next Page**> buttons to navigate step by step through the wizard. When you have completed all pages, click **Finish** to save your changes and to close the wizard.

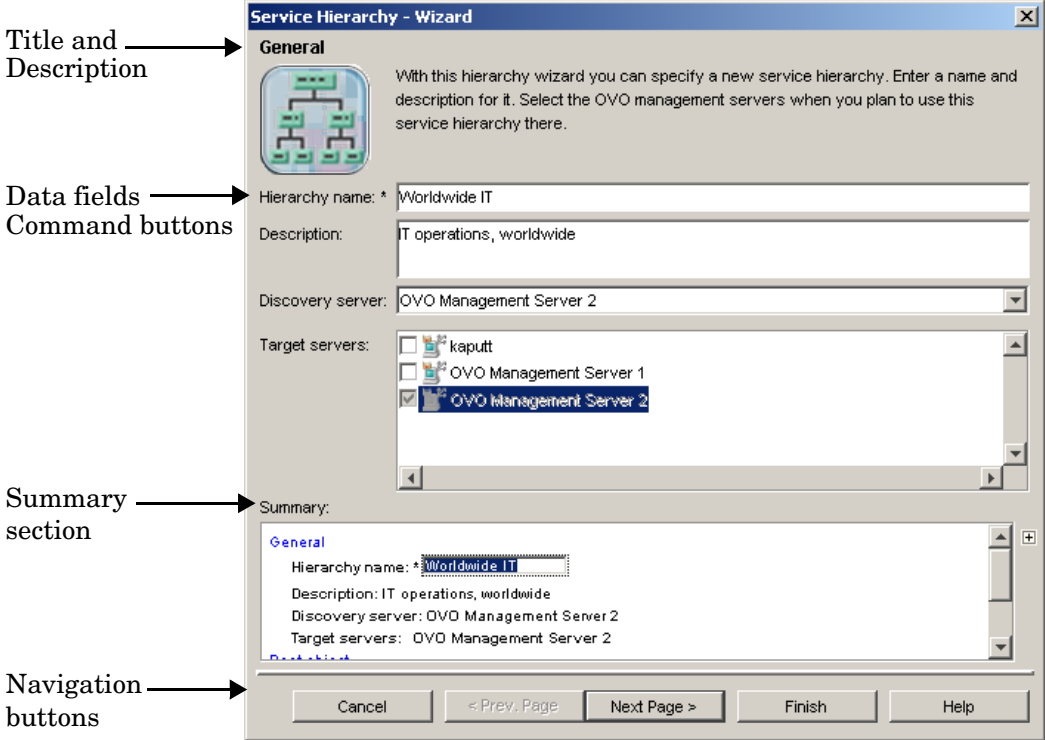
❑ Summary section

If you are familiar with the object you want to configure, use the summary section to configure the object.

Links in blue color let you quickly navigate to the wizard page where you can enter or change required information. Links in red color indicate required fields that have not been completed yet.

Instead of using the data fields in the main section of the wizard page, you can also enter data directly into the summary section. When you click on data in the summary section, a small dialog box opens where you can enter the information directly. (Press **Enter** to save your changes and close the data field, and **Esc** to cancel.)

Figure 4-5 Example Showing a Wizard Page



See “Using Dialog Boxes” on page 82 for more information about dialog boxes.

Using Dialog Boxes

Service Configuration dialog boxes come in different formats depending on the nature of the content:

- ❑ **Property Dialog Boxes**
See “Property Dialog Boxes” on page 83.
- ❑ **Edit Dialog Boxes**
See “Edit Dialog Boxes” on page 85.
- ❑ **Standard Dialog Boxes**
See “Standard Dialog Boxes” on page 86.

NOTE

To help you identify required fields in dialog boxes, the fields are marked with an asterisk (*). Fields without the asterisk are optional.

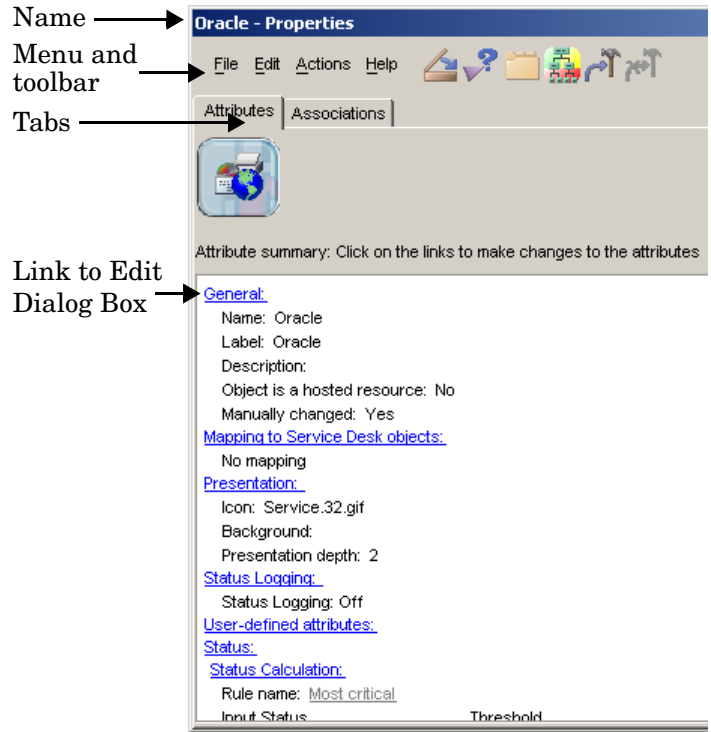
Property Dialog Boxes

Object properties are displayed in a tabbed property dialog box with a menu bar and a toolbar. Figure 4-6 on page 84 shows an example of a property dialog box.

Property dialog boxes present the properties of an object in summary form. This helps you to quickly get an overview over the different properties of an object. If you want to edit the properties of an object, click the link in the tab. The property edit dialog for that attribute or association is presented where you can make changes.

You can also perform operations in property dialog boxes. These operations are available through the menu items in the menu bar and the buttons in the toolbar. For example, you can associate or disassociate the object for which you are currently viewing properties with an action. On the Associations tab, you can also sort associations.

Figure 4-6 Example Showing a Property Dialog Box



See also "Edit Dialog Boxes" on page 85.

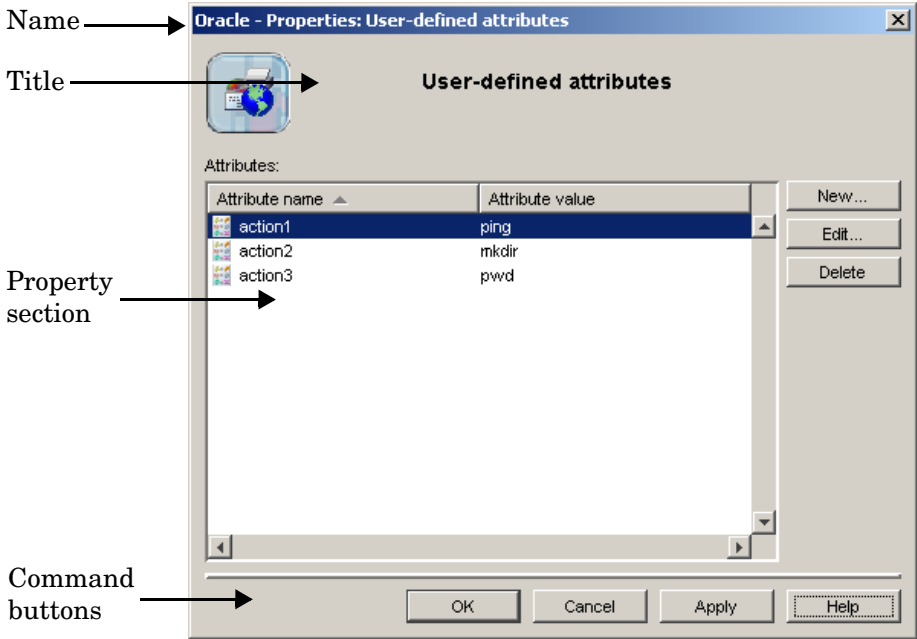
Edit Dialog Boxes

Edit dialog boxes enable you to modify the properties of any Service Configuration object. You access property edit dialogs by clicking links in property dialog boxes. Figure 4-7 on page 85 shows an example of an edit dialog box.

The main part of the edit dialog box is the property section. This section displays the attributes and values that define the object. Depending on the type of **attribute**, the section can contain simple data fields or complex lists.

If you have accessed an edit dialog box by accident or changed your mind about editing the properties, simply click the **Cancel** button to close the dialog box. If you have made any changes and want to save them, click the **Apply** or **OK** button. Apply saves your changes but does not close the dialog box. If applicable, data displayed in the console is updated immediately. OK saves your changes and closes the dialog box.

Figure 4-7 Example Showing an Edit Dialog Box



See also "Standard Dialog Boxes" on page 86.

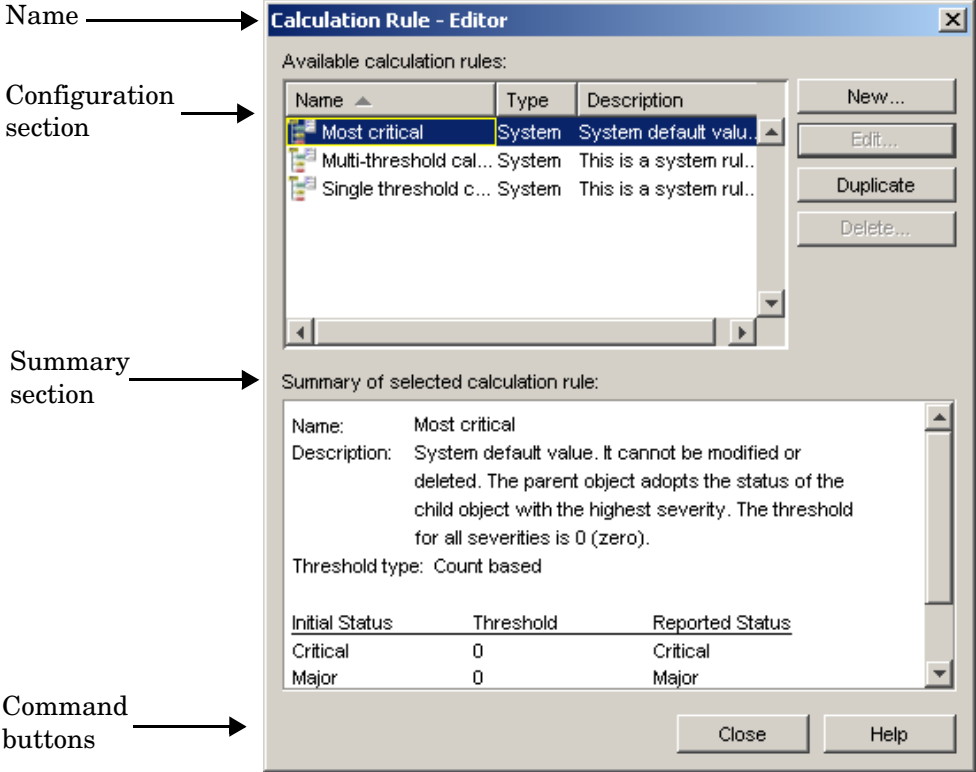
Standard Dialog Boxes

Standard dialog boxes let you configure Service Configuration objects such as actions, propagation rules, and calculation rules. Depending on the type of object, standard dialog boxes can have a simple or more complex layout. Figure 4-8 on page 87 shows an example of a standard dialog box.

Simple standard dialog boxes let you configure new or edit existing Service Configuration actions and rules. They have text entry fields where you can enter or modify data.

Complex standard dialog boxes show a list of objects in list boxes. To work with an object, select it in the list box and click the appropriate button. Summary sections show you at a glance the properties of the selected object.

Figure 4-8 Example Showing a Standard Dialog Box with a Complex Layout



See also “Property Dialog Boxes” on page 83.

Exiting the Service Configuration Console

When you have finished working with Service Configuration, close the console window and exit the application.

Before Service Configuration shuts down, an alert box asks if you want to save any changes you have made.

To exit the Service Configuration console:

1. Select **Exit** from the File menu.
2. If you have not saved your latest changes, you are prompted to save them now.

See also “Starting the Service Configuration Console” on page 50.

Glossary

A

action An operation that can be carried out by an OpenView application. Actions are typically performed on managed objects. Actions can be manually executed by users through a menu item or toolbar buttons. Actions can also be configured to automatically occur in response to an event, message, or a change in information in the management database.

activate To make active or functional.

adapter Software that allows interoperability between two or more software products or components.

advanced customization Less common types of customization which are more flexible in their capabilities and complex in their implementation than typical customizations. As with other customizations, advanced customizations are done to meet the needs and preferences of a particular customer or user.

agent A program or process running on a remote device or computer system that responds to management requests, performs management operations, and/or sends performance and event notification. An agent can provide access to managed objects and MIB variables, interpret policy for resources and do configuration of resources.

API See *application program interface (API)*.

application Packaged software that provides functionality that is designed to accomplish a set of related tasks. An application is generally more complex than a tool.

application program interface (API) An interface that enables programmatic access to an application.

ASCII American Standard Code for Information Interchange.

attribute An attribute is a characteristic or property of an object that can be described through a name value pair. An example of an attribute for a person would be Name: John Smith.

attribute name-value pair An attribute name-value pair is a combination of an attribute identifier and the value of that attribute for a specific object. An example of an attribute name-value pair for a person would be Name: John Smith.

B

badge A miniature icon, placed on or near an object's main icon, that provides information about the object's characteristics.

Boolean operator A logical operator that defines the context in which attribute values will be

compared to satisfy a query or policy. The operators tell the system that:

AND Both conditions have to be satisfied.

OR At least one condition has to be satisfied.

NOT No instance of this condition is allowed.

browser A module within a workspace that presents one or more views of objects and provides functionality for interacting with the objects and the views.

C

child object An entry in an object hierarchy that has a relationship to one or more parent objects within the hierarchy. A child object can at the same time be the parent of one or more child objects.

client A program or executable process that requests a service from a server

client A computer system on a network that accesses a service from another computer (server).

client console An instance of the user interface that appears on the client system while the application runs on a server.

command An instruction to a computer program that causes a specified operation to be carried out. Commands are typically typed by users on a command line.

configuration The combination of settings of software parameters and attributes that determine the way the software works, the way it is used, and/or how it appears. The combination of settings of software parameters and attributes that determine the way the software works, the way it is used, and/or how it appears.

configuration file A file that contains specifications or information that can be used for determining how a software program should look and operate.

configure To define and/or modify specified software settings to fulfill the requirements of a specified environment, application and/or usage.

console An instance of the user interface from which the user can control an application or set of applications.

customer An entity (person or organization) that receives services offered by a service provider. Typically services are provided to a customer based on a contractual relationship.

customization The process of designing, constructing and/or modifying software to meet the needs and preferences of a particular customer or user.

customize To design, construct and/or modify software to meet the needs and preferences of a particular customer or user.

D

database A repository of data that is electronically stored. Typically databases are organized so that data can be retrieved and updated.

deactivate To deliberately stop a component or object from working.

deploy To install and activate software, hardware, capabilities, and/or services so that they work in the business environment.

deployment The process of installing and activating software, hardware, capabilities and/or services so that they work in the business environment.

double-click To press and release a pointing device's button twice in rapid succession. Double-clicking is a time-dependent action. Clicking twice in the same location at slow speed (click-delay-click) is not a double-click.

dynamic parameters Parameters whose values are determined during program execution.

E

error log An output file containing error messages.

export To format and move information from the current application to a location outside the current application.

F

filter A software feature or program that functions to screen data so that only a subset of the data is presented or passed. Filters allow matching-relevant information to be extracted and acted on while non-matching-irrelevant information is held back.

find The act of seeking of specific data or objects within the management application or set management applications based on specified criteria.

G

group A collection of elements that can be treated as a unit. The set of elements in a group may be based on a rule specifying characteristics of group members or it may be arbitrary based on user selection. Assignments of associations and parameters can be made at the group level and inherited by the members of the group.

H

hierarchy Elements organized in successive levels with each lower level being subordinate to the one above.

HP OpenView A family of network and system management products, and an architecture for those products. HP OpenView includes development environments and a wide variety of management applications.

I, J, K

icon An on-screen image that represents objects that can be monitored or manipulated by the user or actions that can be executed by the user.

identifier A name that within a given scope that uniquely identifies the object with which it is associated.

import To format and move information from a location outside the current application into the current application.

install To load a product or component of a product onto a computer system or other network or system device. Installation typically involves running initial configuration scripts that are part of the installation process.

L

list A set of selectable items.

M

managed node A computer system or device in a network that is both monitored for performance, status and messages and is manipulated by means of actions in the management software.

managed object A network, system, software or service object that is both monitored for performance, status and messages and is manipulated by means of actions in the management software.

management server A server that provides management services, processes, and/or a management user interface to clients.

map A view of objects in the management environment (for example, systems, services, devices) in a format that shows one or more topological relationships between the objects.

message A structured, readable notification that is generated as a result of an event, the evaluation of one or more events relative to specified conditions, or a change in application, system, network, or service status.

message browser A graphical user interface that presents notifications that are generated as a result of an event, the evaluation of one or more events relative to specified conditions or a change in application, system, network, or service status.

message description Detailed information about an event or message.

message severity level A property of a message indicating the level of impact of the event or notification that initiated the message.

metadata Data that defines data.

monitored object A network, system, software or service object that is monitored for performance, status and messages by the management software.

Note that monitored objects cannot be manipulated by the management software.

N

node A computer system or device (for example, printer, router, bridge) in a network.

O

object A logical or physical entity that can be described by a distinct named set of attributes. Examples of objects are a customer, a service, a network, a computer, an interface, or a process.

object hierarchy Specification of parent-child relationships (in terms of grouping, not inheritance) to create a tree-like structure and the specification of views for each object in the structure. Each parent in the object hierarchy can have more than one child, and each child can have one or more parents.

object identifier (OID) A unique sequence of numbers or string of characters used for specifying the identity of an object. This identifier is obtained from either an authorized registration authority or an algorithm designed to generate universally unique values.

object rule A rule that determines what conditions must be met before an object will be classified as a child object or a parent in an object hierarchy.

object type An abstraction or categorization of objects based on the attributes of the object. Examples of object types are services, customers, hardware elements.

operator The role of a person who uses a management application to perform a specified subset of management tasks.

operator console A management console that is constrained to provide functionality that is consistent with operator level tasks.

P, Q

parameter A variable or attribute that may be given an arbitrary value for use during an execution of either a computer program or a procedure within a program.

parameter group A set of parameter values that have been categorized together on some logical basis. A parameter group can be applied to a variable as a set allowing multiple values to be assigned with one operation.

parameter type An abstraction or categorization of a parameter that determines the particular kind of data that is valid for the parameter. For example a parameter type could be IP Address which indicates that parameter values must have 4 numbers separated by decimals with the value for each number being in the range of 0 to 255.

parameter value A value that is given to a variable.

parent object An entry in an object hierarchy that has one or more child objects in the hierarchy. A parent object can at the same time be the child of another parent object.

path A sequence of directory names separated by slashes that specifies the location of any file or directory.

port A location for passing information into and out of a network device.

process A coordinated set of activities directed to achieve a business goal.

R

refresh To bring up to date. The process of refreshing synchronizes the data that is loaded in a client console with the data available on the server. Refreshing includes bringing in new data as well as removing obsolete data.

reserved word Words that have special meaning in Service Configuration and cannot be used for any other kind of identifier.

root object Topmost object or objects in an object hierarchy. A root object does not have a parent object.

S

server A program or executable process that responds to and services requests issued by clients.

server A computer system that provides a service (for example, management capabilities, file storage capabilities) to other computer systems (clients) on the network.

service A customer-based or user-oriented functionality (for example, E-mail, network bandwidth, application access) provided by a set of service resources.

service contract A contract between a service provider and a customer that is designed to create a common understanding about services, priorities, responsibilities, and price. Service contracts may or may not include Service Level Agreements (SLAs).

service hierarchy A type of object hierarchy with a service being the root object.

service level agreement (SLA) A negotiated agreement between the service provider and the customer that contains agreed upon Service Level Objectives (performance, availability, and so on) that specify the Quality of Service (QoS) to be maintained. It also contains processes and procedures to be followed when the objective is not met.

service level management The set of management functions that enables the process of measuring, reporting, and improving the quality of service being provided.

service level objective (SLO) A component within an SLA that specifies a Quality of Service metric and value that is to be met subject to specified constraints (for example, in a specified time frame).

service model A representation of the relationship between components of a service.

service offering A collection of different services that make up the products offered by a service provider. For example, a service offering can be a single service such as email or a bundled service like “web-hosting” that consists of the services: “web page hosting”, “e-mail”, and “customer help desk”.

service provider A company or organization that provides services to customers.

service report A report that provides information about the functioning and status of one or more services.

service resource A hardware or software component or an underlying communication medium that is used to provide a service.

severity level A property of an object indicating the status of the object. Severity level is based on the impact of events or messages associated with the object.

Smart Plug-in (SPI) Prepackaged software that installs into a management console and provides management capabilities specific to a given type of business application, database, operating system, or service.

status calculation Process used to determine the status of a service or object based on the status of the source objects that contribute to the status of the service or object.

status propagation The way that the status of a status source is defined for status calculation of an object.

status propagation rule An algorithm or specification that determines how a status source will impact the overall status of an another object (for example, service, group).

status source An object or objects (for example, message, service, node, event) whose severity level or status contributes to the status of another object.

syntax The rules governing the structure and content of a language or the description of an object.

system administrator The role of a person who does configuration and maintenance on a computer system and/or the software on the system.

T

tab A page in the user interface that has a small index-card like projection. The projection typically presents the name for the page and allows navigation to the page by clicking.

target A network element, system, device, interface or software component to which management software or policies will be deployed, or on which actions will be executed.

terminate To permanently stop the execution of a computer operation.

U

UI server A server that can provide user interface components and data to multiple client consoles.

uninstall To remove previously installed software.

user A person who uses a software application, a computer or service. A user can have one or more roles. For example, a network administrator or operator role.

user configuration file A configuration file that contains specifications or information that can be used for determining how a software program should look and operate for a given user.

user ID An identifier that uniquely identifies a principal that is a person.

V

view A data presentation usually in graphical or tabular format. Views allow users to obtain information on the objects (for example, status) and may allow interaction with the objects.

view type A categorization of the presentation format for a view. View types include table, chart, graphical, tree, and explorer.

W, Z, Y, Z

workspace A working area within the OpenView Console that provides views of objects and access to functionality from the perspective of a given task domain. The objects presented and the actions that are most readily available are scoped by the context of the task domain.

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