

Integration with HP Openview

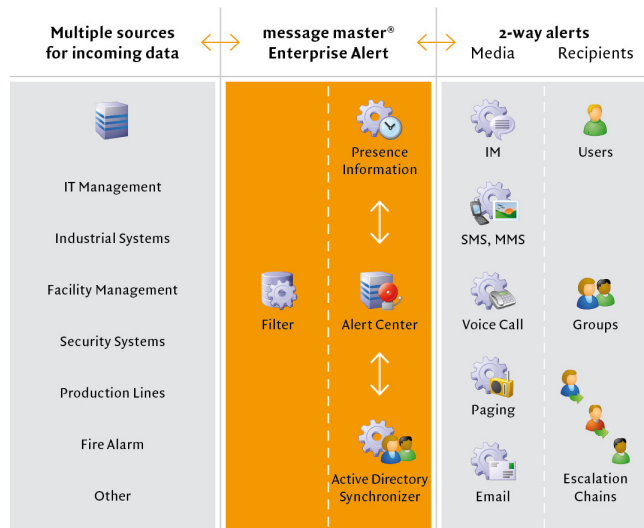


About HP Openview

HP OpenView is a Hewlett Packard product range consisting of an extensive portfolio of network and systems management products. It is most commonly described as a suite of software applications which allow large-scale system and network management of an organization's IT assets. It includes hundreds of optional modules from HP as well as thousands of third parties which connect within the well-defined framework and communicate with one another:

- Network Node Manager (NNM)
- OpenView Operations
- OpenView Operations for Unix (OVOU)
- Business Process Insight
- Performance Agent (OVPA)
- Performance Manager (OVPM)
- Data Protector
- et al.
- Uses the concept of a workspace to focus the busy admin on what is important
- Is the Industry's best web application for remote, mobile administrators

Functional diagram

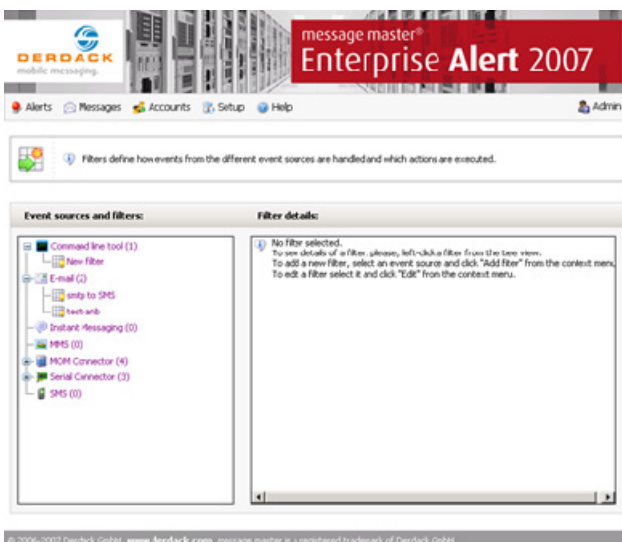


Integration

message master® Enterprise Alert provides two standard interfaces for integration and communication with HP OpenView. Event information can be forwarded from Openview either via e-mail or a simple command line call.

You need to configure at least one event filter in either one of the group for the Command Line tool or e-mail. In case you evaluate events already in Openview you need one event filter in message master® Enterprise Alert. If you need to decide what kind of alert to submit you might want to create multiple event filters.

The recommended method is the submitting event from Openview to message master® Enterprise Alert via E-mail using the integrated SMTP server of it.



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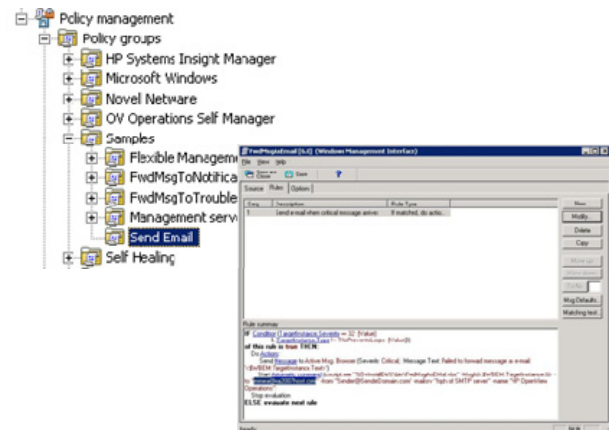
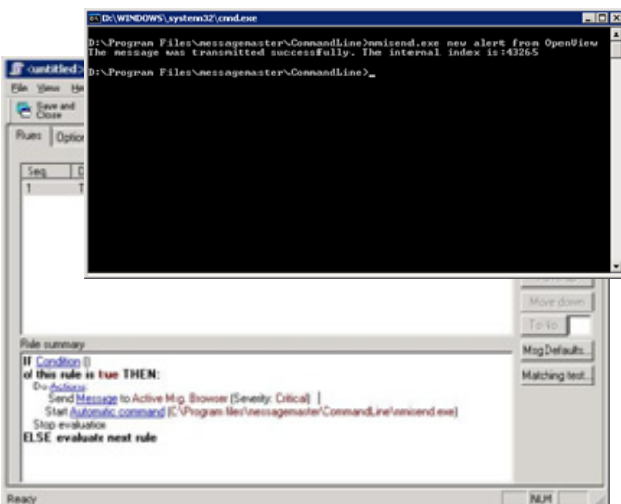
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Integration with HP OpenView



How it works

message master® Enterprise Alert waits for new events received via one of its interfaces. Incoming events from Openview are forwarded to the event filter of message master® Enterprise Alert. The filter determines the action to take, e.g. the submission of a simple SMS or the create of an alert ticket for a more sophisticated alerting process, e.g. using groups, escalation chains, presence information or a duty schedule.



Configuration

You need to set up the policies for the selected interface with message master® Enterprise Alert 2007 in the policy management of HP OpenView.

You also need to configure and activate the internal SMTP server of message master® Enterprise Alert to enable it to receive e-mails which are created and submitted through an rule action in OpenView. You need to create at least one event filter that handles emails sent from Openview.

The command-line tool needs no configuration and can be used instantaneously. The command line interface can be used through the OpenView program action which can start a program or run a command.

Key benefits

Closed-loop notifications for HP Openview products, e.g. delivery tracking, processing of replies, true 2-way communication, ownership indication on alerts

OpenView alerts can be submitted via SMS, MMS, E-mail, Voice calls and instant messages.

Automated forwarding of OpenView events to different kinds of recipients, like groups, escalation chains and schedules.

Comprehensive reporting on all messages, deliveries and tickets

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