NNM Service Desk Integration Document

Step 1: Install ServiceEvents on NNM Server as follows:



Run the Service desk setup on NNM server:

Click on Install service desk button, the following window will be displayed:



Click in Integration Menu button, the following window will be displayed:



Click on Install Service Event button, The installation will start.

Step 2: Configuring SD_EVENT.INI

Once the installation has completed. Open "sd_event.ini" file under path "Hewlett-Packard\OpenView\service desk 4.5\event\bin" Following are the contents of sd_event.ini:

[SD_EVENT] LOGFILE=sd_event.log ERROR_LOGFILE=sd_event_error.log ACCOUNT=system/abc SERVER=10.205.46.11 PORT=30980 MAPPING=external_event CLASSNAME=incident MODUS=insert LANGUAGE=GB

Edit the ACCOUNT field. Enter your service desk "Account Name" and "Password" for **system** account.

e.g; If your Service desk System Account Name is : **system** and password is: **abc** make the following entry for ACCOUNT field: ACCOUNT=system/abc

Edit SERVER field. Enter your Service Desk Server IPAddress or Host Name Note: If you are using Host name, make host file entry of the ServiceDesk Server on NNM Server. Save the changes.

Step 3: Event Configuration

Now to create Incedents for Interface Down and Node Down events. On NNM Map click on **Options** Menu and select **Even Configuration** option as shown below:

Event Configuration			
e <u>E</u> dit <u>V</u> iew <u>H</u> elp			
Enterprises:			
Name	Identifier		
dmtfSystemHardwareSec	.1.3.6.1.4.1.412.2.4.49		
dmtfSystemResetTable	.1.3.6.1.4.1.412.2.4.48		
dmtfTemperatureProbeTable	.1.3.6.1.4.1.412.2.4.54		
dmtfUPSBatteryTable	.1.3.6.1.4.1.412.2.4.52		
dmtfVoltageProbeTable	.1.3.6.1.4.1.412.2.4.53		
ENTERPRISES	.1.3.6.1.4.1		
ManageX	.1.3.6.1.4.1.2427		
OpenView	.1.3.6.1.4.1.11.2.17.1		
oponnom			
rmon	.1.3.6.1.2.1.16		
rmon snmpTraps	.1.3.6.1.2.1.16 .1.3.6.1.6.3.1.1.5		•
Events for Enterprise OpenView Name	.1.3.6.1.2.1.16 .1.3.6.1.6.3.1.1.5) (.1.3.6.1.4.1.11.2.17.1): Identifier	Sources	<u>-</u>
vents for Enterprise OpenView Name OV_HSRP_Standby_Changed	.1.3.6.1.2.1.16 .1.3.6.1.6.3.1.1.5 (.1.3.6.1.4.1.11.2.17.1): Identifier Specific 60001414	Sources ALL SOURCES	
ivents for Enterprise OpenView Name OV_HSRP_Standby_Changed OV_IF_Added	.1.3.6.1.2.1.16 .1.3.6.1.6.3.1.1.5 (.1.3.6.1.4.1.11.2.17.1.): Identifier Specific 60001414 Specific 58785792	Sources ALL SOURCES ALL SOURCES	-
Events for Enterprise OpenView Name OV_HSRP_Standby_Changed OV_IF_Added OV_IF_AddminDown	.1.3.6.1.2.1.16 .1.3.6.1.6.3.1.1.5 (.1.3.6.1.4.1.11.2.17.1.): Identifier Specific 60001414 Specific 58785792 Specific 4000088	Sources ALL SOURCES ALL SOURCES ALL SOURCES	-
Events for Enterprise OpenView Name OV_HSRP_Standby_Changed OV_IF_Added OV_IF_AdminDown OV_IF_AdminDown	.1.3.6.1.2.1.16 .1.3.6.1.6.3.1.1.5 (.1.3.6.1.4.1.11.2.17.1.): Identifier Specific 60001414 Specific 58785792 Specific 4000088 Specific 58982418	Sources ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES	
Events for Enterprise OpenView Name OV_IF_Added OV_IF_Added OV_IF_Adias_Chg OV_IF_Alias_Chg OV_IF_APA_OWNS_POLLING	.1.3.6.1.2.1.16 .1.3.6.1.6.3.1.1.5 (.1.3.6.1.4.1.11.2.17.1.): Identifier Specific 60001414 Specific 58785792 Specific 40000088 Specific 58982418 Specific 58983030	Sources ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES	-
Events for Enterprise OpenView Name OV_HSRP_Standby_Changed OV_IF_Added OV_IF_Added OV_IF_Alias_Chg OV_IF_APA_OWNS_POLLING OV_IF_Deleted	.1.3.6.1.2.1.16 .1.3.6.1.6.3.1.1.5 (.1.3.6.1.4.1.11.2.17.1.): Identifier Specific 60001414 Specific 58785792 Specific 40000088 Specific 58982418 Specific 58982418 Specific 58983030 Specific 58785793	Sources ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES	
Events for Enterprise OpenView Name OV_HSRP_Standby_Changed OV_IF_Added OV_IF_AdminDown OV_IF_Alias_Chg OV_IF_Deleted OV_IF_Deleted OV_IF_Deleted	.1.3.6.1.2.1.16 .1.3.6.1.6.3.1.1.5 (.1.3.6.1.4.1.11.2.17.1.): Identifier Specific 60001414 Specific 58785792 Specific 58785792 Specific 58982418 Specific 58983030 Specific 58785793 Specific 58785793	Sources ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES	
Events for Enterprise OpenView Name OV_HSRP_Standby_Changed OV_IF_Added OV_IF_Added OV_IF_Alias_Chg OV_IF_APA_OWNS_POLLING OV_IF_Deleted OV_IF_Descr_Chg OV_IF_Disconnected_Nets	.1.3.6.1.2.1.16 .1.3.6.1.6.3.1.1.5 (.1.3.6.1.4.1.11.2.17.1.): Identifier Specific 60001414 Specific 58785792 Specific 58785792 Specific 58982418 Specific 58982418 Specific 58982413 Specific 58982413 Specific 58982413	Sources ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES	-
Events for Enterprise OpenView Name OV_HSRP_Standby_Changed OV_IF_Added OV_IF_Added OV_IF_AdminDown OV_IF_Alias_Chg OV_IF_Deleted OV_IF_Deleted OV_IF_Descr_Chg OV_IF_Disconnected_Nets OV_IF_Disconnected_Segs	.1.3.6.1.2.1.16 .1.3.6.1.6.3.1.1.5 (.1.3.6.1.4.1.11.2.17.1.): Identifier Specific 60001414 Specific 58785792 Specific 58785792 Specific 58982418 Specific 58982418 Specific 58982413 Specific 58785793 Specific 40000115 Specific 40000017	Sources ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES	

In the Enterprises window scroll down and select **OpenView**. Now in Events for Enterprise **OpenView** window scroll down and double click on **OV_IF_Down** as shown below:

In **Modify Events** window, select **Actions** tab and copy the following line in **Commands for Automatic Action** field:

"E:\\Program Files\\Hewlett-Packard\\OpenView\\service desk 4.5\\event\\bin\\sd_event.exe" -f "E:\\Program Files\\Hewlett-Packard\\OpenView\\service desk 4.5\\event\\bin\\sd_event.ini" -v event_id=\"\$2 \$x \$X\" description=\"Interface \$7 on Node \$2 Went Down at \$x \$X\" ci=\"\$2\"

Note: Just copy and paste the above command and check that the path for sd_event.exe and sd_event.ini is correct. Make sure it is a single line command without any new-line or enter present between this command.

Modify Events	×
Description Sources Event Message Actions Forwarding	
Command for Automatic Action: (optional)	
\" description=\"Interface \$7 on Node \$2 Went Down at \$x \$X\" ci=\"\$2\"	
Popup Window Message: (optional)	
OK Cancel Apply Help	

Click on **OK** button

Now in **Events for Enterprise OpenView** window scroll down and double click on **OV_Node_Down** as shown below:

Event Configuration			- 0 >
ile <u>E</u> dit <u>V</u> iew <u>H</u> elp			
Enterprises:			
Name	Identifier		
dmtfSystemHardwareSec	.1.3.6.1.4.1.412.2.4.49		
dmtfSystemResetTable	.1.3.6.1.4.1.412.2.4.48		
dmtfTemperatureProbeTable	.1.3.6.1.4.1.412.2.4.54		
dmtfUPSBatteryTable	.1.3.6.1.4.1.412.2.4.52		
dmtfVoltageProbeTable	.1.3.6.1.4.1.412.2.4.53		
ENTERPRISES	.1.3.6.1.4.1		
ManageX	.1.3.6.1.4.1.2427	_	
OpenView	.1.3.6.1.4.1.11.2.17.1		
rmon	.1.3.6.1.2.1.16		
rmon snmpTraps	.1.3.6.1.2.1.16 .1.3.6.1.6.3.1.1.5		-
rmon snmpTraps	.1.3.6.1.2.1.16 .1.3.6.1.6.3.1.1.5		•
rmon snmpTraps	.1.3.6.1.2.1.16 .1.3.6.1.6.3.1.1.5		•
rmon snmpTraps Events for Enterprise OpenView	.1.3.6.1.2.1.16 .1.3.6.1.6.3.1.1.5 (.1.3.6.1.4.1.11.2.17.1):		•
rmon snmpTraps Events for Enterprise OpenView Name	.1.3.6.1.2.1.16 .1.3.6.1.6.3.1.1.5 ((.1.3.6.1.4.1.11.2.17.1):	Sources	-
rmon snmpTraps Events for Enterprise OpenView Name OV_Network_SubMskChg	.1.3.6.1.2.1.16 .1.3.6.1.6.3.1.1.5 (.1.3.6.1.4.1.11.2.17.1): Identifier Specific 40000002	Sources	- -
rmon snmpTraps Events for Enterprise OpenView Name OV_Network_SubMskChg OV_Network_Unknown	.1.3.6.1.2.1.16 .1.3.6.1.6.3.1.1.5 (.1.3.6.1.4.1.11.2.17.1): Identifier Specific 4000002 Specific 40000014	Sources ALL SOURCES ALL SOURCES	-
rmon snmpTraps Events for Enterprise OpenView Name OV_Network_SubMskChg OV_Network_Unknown OV_Network_Warning	.1.3.6.1.2.1.16 .1.3.6.1.6.3.1.1.5 (.1.3.6.1.4.1.11.2.17.1): Identifier Specific 40000002 Specific 40000014 Specific 40000080	Sources ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES	-
rmon snmpTraps Events for Enterprise OpenView Name OV_Network_SubMskChg OV_Network_Unknown OV_Network_Warning OV_New_Statefile	.1.3.6.1.2.1.16 .1.3.6.1.6.3.1.1.5 (.1.3.6.1.4.1.11.2.17.1): Identifier Specific 4000002 Specific 40000014 Specific 40000080 Specific 58916890	Sources ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES	-
rmon snmpTraps Events for Enterprise OpenView Name OV_Network_SubMskChg OV_Network_Unknown OV_Network_Warning OV_New_Statefile OV_Node_Added	.1.3.6.1.2.1.16 .1.3.6.1.6.3.1.1.5 (.1.3.6.1.4.1.11.2.17.1): Identifier Specific 4000002 Specific 40000014 Specific 58916890 Specific 58916890 Specific 589785794	Sources ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES	
rmon snmpTraps Events for Enterprise OpenView Name OV_Network_SubMskChg OV_Network_Ukarning OV_Network_Warning OV_Netw_Statefile OV_Node_Added OV_Node_Deleted	.1.3.6.1.2.1.16 .1.3.6.1.6.3.1.1.5 (1.1.3.6.1.4.1.11.2.17.1): Identifier Specific 4000002 Specific 40000014 Specific 40000080 Specific 58785794 Specific 58785795	Sources ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES	-
rmon snmpTraps Events for Enterprise OpenView Name OV_Network_SubMskChg OV_Network_Unknown OV_Network_Warning OV_New_Statefile OV_Node_Deleted OV_Node_Deleted OV_Node_Down	.1.3.6.1.2.1.16 .1.3.6.1.6.3.1.1.5 (.1.3.6.1.4.1.11.2.17.1): Identifier Specific 4000002 Specific 40000014 Specific 4000080 Specific 58916890 Specific 58785794 Specific 58785795 Specific 58785795	Sources ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES	×
rmon snmpTraps Events for Enterprise OpenView Name OV_Network_SubMskChg OV_Network_Unknown OV_Network_Unknown OV_New_Statefile OV_Node_Added OV_Node_Deleted OV_Node_Down OV_Node_Down OV_Node_Down	.1.3.6.1.2.1.16 .1.3.6.1.6.3.1.1.5 (1.1.3.6.1.4.1.11.2.17.1): Identifier Specific 4000002 Specific 40000014 Specific 4000080 Specific 58916890 Specific 58785794 Specific 58785795 Specific 58916865	Sources ALL SOURCES	
rmon snmpTraps Events for Enterprise OpenView Name OV_Network_SubMskChg OV_Network_Unknown OV_Network_Unknown OV_New_Statefile OV_Node_Added OV_Node_Deleted OV_Node_Down OV_Node_Down OV_Node_Down OV_Node_Down OV_Node_Down OV_Node_Down	.1.3.6.1.2.1.16 .1.3.6.1.6.3.1.1.5 (.1.3.6.1.4.1.11.2.17.1.): Identifier Specific 40000002 Specific 40000014 Specific 40000080 Specific 58916890 Specific 58916890 Specific 58916865 Specific 58916865 Specific 58916865	Sources ALL SOURCES	×

In **Modify Events** window, select **Actions** tab and copy the following line in **Commands for Automatic Action** field:

"E:\\Program Files\\Hewlett-Packard\\OpenView\\service desk 4.5\\event\\bin\\sd_event.exe" -f "E:\\Program Files\\Hewlett-Packard\\OpenView\\service desk 4.5\\event\\bin\\sd_event.ini" -v event_id=\"\$2 \$x \$X\" description=\"Node \$2 went down at \$x \$X\" ci=\"\$2\"

Note: Just copy and paste the above command and check that the path for sd_event.exe and sd_event.ini is correct. Make sure it is a single line command without any new-line or enter present between this command.

Modify Events	×
Description Sources Event Message Actions Forwarding	
Command for Automatic Action: (optional)	
nt_id=\"\$2 \$x \$X\" description=\"Node \$2 went down at \$x \$X\" ci=\"\$2\"	
Popup Window Message: (optional)	
OK Cancel Apply Help	
UK Cancel Apply Help	

Click on **OK** button.

Now in **Event Configuration** window click on **File** menu and select the **Save** option to save changes.

n12997255012395599910028572317			
e Edit View Help			
Save Ctrl+S			
Close	Let.		1.0
Name	Identifier		
dmtfSystemHardwareSec	.1.3.6.1.4.1.412.2.4.49	- 8 8	
dmtfSystemResetTable	.1.3.6.1.4.1.412.2.4.48		
dmtfTemperatureProbeTable	.1.3.6.1.4.1.412.2.4.54		
dmtfUPSBatteryTable	.1.3.6.1.4.1.412.2.4.52		
dmtfVoltageProbeTable	.1.3.6.1.4.1.412.2.4.53		
ENTERPRISES	.1.3.6.1.4.1		
ManageX	.1.3.6.1.4.1.2427	523	
OpenView	.1.3.6.1.4.1.11.2.17.1		
mon	.1.3.6.1.2.1.16		
snmpTraps	.1.3.6.1.6.3.1.1.5		3
snmpTraps vents for Enterprise OpenViev Name	.1.3.6.1.6.3.1.1.5 v (.1.3.6.1.4.1.11.2.17.1): I dentifier	Sources	
snmpTraps vents for Enterprise OpenViev Name OV_Network_Marginal	.1.3.6.1.6.3.1.1.5 v(.1.3.6.1.4.1.11.2.17.1): Identifier Specific 50790404	Sources ALL SOURCES	
snmpTraps vents for Enterprise OpenViev Name OV_Network_Marginal OV_Network_Name_Chg	.1.3.6.1.6.3.1.1.5 v(.1.3.6.1.4.1.11.2.17.1): Identifier Specific 50790404 Specific 40000010	Sources ALL SOURCES ALL SOURCES	
snmpTraps vents for Enterprise OpenView Name OV_Network_Marginal OV_Network_Name_Chg OV_Network_Normal	.1.3.6.1.6.3.1.1.5 v(.1.3.6.1.4.1.11.2.17.1) Identifier Specific 50790404 Specific 40000010 Specific 50790403	Sources ALL SOURCES ALL SOURCES ALL SOURCES	
smmpTraps vents for Enterprise OpenView Name OV_Network_Marginal OV_Network_Name_Chg OV_Network_Normal OV_Network_SubMskChg	.1.3.6.1.6.3.1.1.5 (.1.3.6.1.4.1.11.2.17.1.): Identifier Specific 50790404 Specific 40000010 Specific 50790403 Specific 40000002	Sources ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES	
snmpTraps vents for Enterprise OpenVièv Name OV_Network_Marginal OV_Network_Name_Chg OV_Network_Normal OV_Network_SubMskChg OV_Network_Unknown	.1.3.6.1.6.3.1.1.5 v (.1.3.6.1.4.1.11.2.17.1.): Identifier Specific 50790404 Specific 40000010 Specific 40000002 Specific 40000002 Specific 40000014	Sources ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES	
smmpTraps vents for Enterprise OpenView Name OV_Network_Marginal OV_Network_Name_Chg OV_Network_Normal OV_Network_SubMskChg OV_Network_Unknown OV_Network_Unknown	.1.3.6.1.6.3.1.1.5 (1.3.6.1.4.1.11.2.17.1): Identifier Specific 50790404 Specific 40000010 Specific 50790403 Specific 40000002 Specific 40000014 Specific 40000014	Sources ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES	
smmpTraps vents for Enterprise OpenView Name DV_Network_Marginal DV_Network_Name_Chg DV_Network_Normal DV_Network_SubMskChg DV_Network_Unknown DV_Network_Warning DV_Network_Warning DV_Network_Warning	.1.3.6.1.6.3.1.1.5 v(.1.3.6.1.4.1.11.2.17.1.): Identifier Specific 50790404 Specific 50790403 Specific 50790403 Specific 40000002 Specific 40000014 Specific 40000080 Specific 58916890	Sources ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES	
smmpTraps vents for Enterprise OpenView Name OV_Network_Marginal OV_Network_Name_Chg OV_Network_Normal OV_Network_SubMskChg OV_Network_Unknown OV_Network_Warning OV_Network_Warning OV_Network_Warning OV_Network_Marning OV_Network_Marning OV_Network_Marning	.1.3.6.1.6.3.1.1.5 v(.1.3.6.1.4.1.11.2.17.1.): Identifier Specific 50790404 Specific 50790403 Specific 50790403 Specific 40000002 Specific 40000014 Specific 40000080 Specific 58916890 Specific 58785794	Sources ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES	
smpTraps vents for Enterprise OpenView Name DV_Network_Marginal DV_Network_Name_Chg DV_Network_Normal DV_Network_Vormal DV_Network_Unknown DV_Network_Unknown DV_Network_Warning DV_Network_Warning DV_Netw_Statefile DV_Node_Deleted	.1.3.6.1.6.3.1.1.5 (.1.3.6.1.4.1.11.2.17.1.): Identifier Specific 50790404 Specific 50790403 Specific 40000010 Specific 4000002 Specific 40000014 Specific 58916890 Specific 58785794 Specific 58785795	Sources ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES ALL SOURCES	

This completes the NNM-ServiceDesk Integration

For testing check the Incedents are created for Interface Down and Node Down events in your Srevice desk. Hope it will work feel free to revert back.