

Overview

Eye of the Storm® (EYE) HP OpenView Integration Module enables customers to incorporate granular EYE event data to their HP OpenView platform which expands the overall benefit from their end-to-end manager of managers.

EYE HP OpenView Integration Module

Introducing the EYE HP OpenView Integration

For IT organizations who have standardized on the HP OpenView platform, the EYE HP OpenView Integration Module combines the depth of EYE’s event details with OpenView’s data which streamlines problem resolution and increases the return on investment of the entire solution.

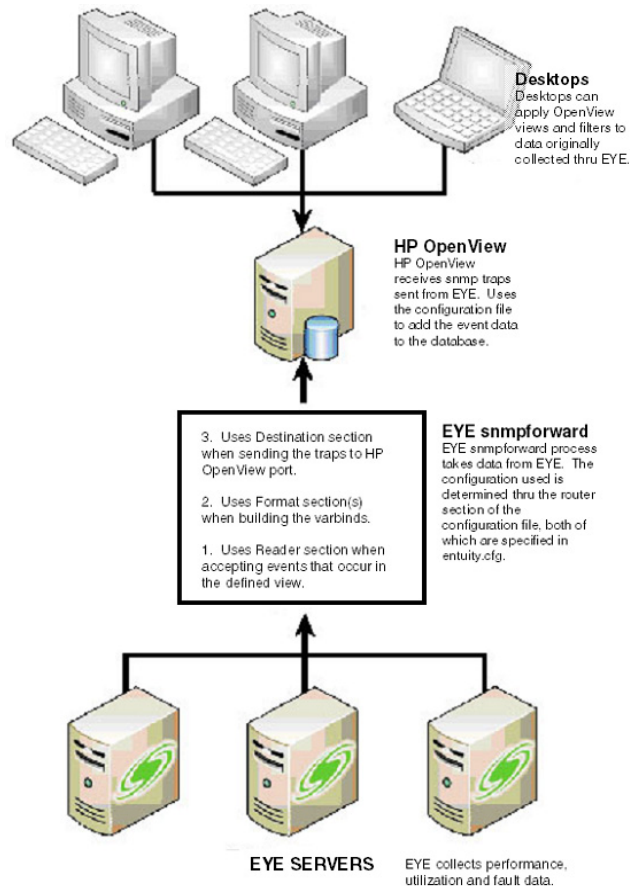
Unifying EYE and HP OpenView allows network operators to proactively manage the quality and availability of network-based services. The EYE HP OpenView Integration Module delivers performance degradation events and network utilization information to the HP OpenView NNM console efficiently forewarning operators of potential problems.

Furthermore, EYE’s event filtering and root cause analysis offers powerful troubleshooting tools that provide accurate, up-to-date insight that ensure customer service levels are achieved and maintained. The EYE HP OpenView Integration Module permits the IT infrastructure’s data to play an important role in the overall management process, reducing operational costs providing a better handle on resources and diminishing staff hours spent on tedious network analysis tasks.

Key Features and Benefits

The EYE HP OpenView Integration Module is ideal for any OpenView customer that requires details of their physical network infrastructure to ensure that it is operating efficiently and is optimally deployed. Key benefits include:

- Provides a unified view of the end-to-end managed environment to improve operations efficiency and service performance
- EYE's extensive performance and threshold monitoring enables proactive addressing of potential problems, preventing downtime and outages while improving end-user satisfaction
- Reduces MTTR through Root Cause Analytics – isolating downstream problems
- Improves operations efficiency by focusing on root event causes, eliminating manually intensive diagnostics
- Improves operation efficiency through automated event forwarding, filtering, and prioritization
- Supports multiple servers to keep individual customer data secure and compliant
- Presents enhanced EYE events in the familiar HP OpenView format eliminating additional burdensome user training.



The EYE HP Open View Integration Module offers a scalable architecture for any environment.

Integration Solution

The integration of EYE and HP OpenView enables data originally collected using one or more EYE servers to be viewed and filtered along with any other events generated in OpenView – contributing to the end-to-end management of complex network environments. An overview of the integrated system process is as follows:

1. EYE collects event data.
2. EYE configures the data.
3. The snmpforward forward process sends data to HP OpenView NNM.
4. HP OpenView NNM accepts the data in the same way as any other SNMP trap data.
5. The HP OpenView NNM desktops can now view the event.

Integration Module Architecture

With a scalable architecture designed to efficiently serve multiple HP OpenView and EYE servers, it is ideal for service providers or enterprises that demand support for growing, complex environments.

The architecture of the EYE HP OpenView Integration Module collects information on the IT infrastructure and forwards event data to HP OpenView as SNMP traps. The SNMP forwarding process is highly configurable; EYE views are used to determine precisely which devices and events are forwarded to particular HP OpenView NNM destinations.

Eye of the Storm Server – A single or multiple EYE servers collect and process event information about managed portions of the networks. All EYE performance, fault, inventory, and utilization data is stored within the EYE CMDB.

Integration Configuration

Integration is achieved through the snmpforward process. One or more snmpforward processes can run at the same time, each process having its own configuration. This allows the ability to direct events from one Eye of the Storm View to a particular destination, and events available from another View can be sent to a different destination.

Integration configuration is through a set of files:

- snmpforward.cfg comprises of a number of sections that together control which events are passed forward to which particular HP OpenView NNM installation. There are four section types:
 - The router sets which of the reader; format and destination sections are active. Different router sections allow differently configured snmpforward processes to use the same configuration file.
 - Reader sets which Eye of the Storm View the events come from.
 - Format contains the varbind definitions (the default definitions should not require amending).
 - Destination sets to which HP OpenView NNM installation the traps are forwarded.
- entuity.cfg is Eye of the Storm's main configuration file and identifies the snmpforward configuration file and the router section. This definition can be overridden from the command line or in the start configuration file.
- start configuration file, which specifies the one or more snmpforward processes to be started.
- EYE_trapd_conf, which details Eye of the Storm's SNMP trap definitions for compiling into HP OpenView NNM.

Event Data

An extensive array of event attribute data is collected by EYE to aid in the filtering, sorting, and resolution process. More attribute information improves operational efficiency since personnel can better qualify and prioritize events and reduce mean time to repair. Event attributes available for use in HP OpenView include:

- Object Description—Description of the object for which the trap was generated
- Impact Description—Description of what will be impacted
- Event Details
- Severity
- Short Description
- Long Description
- Typical Causes
- Suggested Actions.

Depth of Polling

EYE is able to deliver Root Cause Analytics functionality because the device polling engine looks at every device with six levels of depth:

- Module states – the status of each module
- Interface states – availability and degradation levels
- Chassis states – how modules talk to each other in the backplane
- Physical states – including all fans and power supplies
- Switch/Server relationships – establishing which ports are needed to allow a server to function
- Application responsibility – determining which applications are running, on which servers and their impact.

With this depth of polling, EYE is able to isolate IT related problems, and suppress downstream or symptomatic alarms. By monitoring application availability, related failures on a server can be detected and alarmed in EYE or forwarded to HP OpenView. EYE not only alerts when devices are down, but to imminent downtime as well – allowing operations personnel to allocate resources properly and improve end user experience.

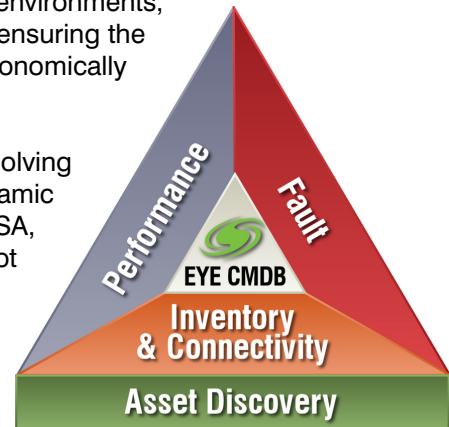
Licensing and Availability

The EYE HP OpenView Integration Module is separately licensed from Entuity. The module requires an existing installation of Eye of the Storm Enterprise and an existing installation of HP OpenView. EYE is available on the Microsoft® Windows Server®, Sun™ Solaris™, Red Hat® Enterprise Linux®, and VMware® ESX Server.

Eye of the Storm Summary

Entuity offers a complete line of contemporary network management solutions for reducing operational costs while improving services delivery – affordable enterprise class management. Eye of the Storm® (EYE) network management solutions enable IT organizations to quickly and materially reduce costs, and to deliver - and prove - the service levels expected by its customers. EYE gives you insight, control, and predictability of your network's performance and availability - from the core to the edge - with a range of products at price points to match your business model. The EYE product line helps businesses realize the maximum benefit of today's distributed applications, virtualized environments, network-based services, and contemporary data sharing strategies by ensuring the foundational resource for all these initiatives – the network – is economically deployed and optimally performing.

Entuity's customers include Global 2000 companies proactively solving mission-critical business initiatives, leveraging complex and dynamic distributed network environments. A sampling includes: ABB, ACSA, Amtrak, Astra Zeneca, BMC Software, IBM Global Services, Perot Systems, The Royal Bank of Scotland, SASSA, Sony, Visteon, and WorldPay.



Eye of the Storm Enterprise Network Suite

EYE Enterprise Network Suite is the company's flagship scalable, multi-server solution for medium to large enterprises managing the largest and most dynamic networks for some of the most demanding organizations in the world. EYE Enterprise delivers network control and predictability enabling enterprises, system integrators and MSPs to manage network services and assets, meet service level commitments, implement best practices in service delivery, and even develop and monitor Green IT initiatives.

EYE automatically and continually discovers and captures in-depth network data and analytics, and provides integrated fault, device- and flow-based performance management capabilities that help enterprises, service providers, and system integrators reduce network downtime, commit to, deliver, assure and prove service levels, and ensure network configuration compliance. Real-time notifications of physical network and configuration changes, visibility to virtual servers and environments, and open data accessibility prevent user-impacting business service interruptions and enable transparent business-level reporting through high level and detailed reports, corporate dashboards, or mash-ups.

EYE NPE Integrated SME Network Suite

The Entuity Eye of the Storm Network Professional Edition (EYE NPE) is a new class of network management solution focused on the needs of small to medium enterprises (SMEs). It allows SMEs to manage their networks using enterprise-class technology at an affordable price. EYE NPE provides SMEs with a live, accurate view of their network in order to reduce network downtime and ensure optimal network operation so critical business initiatives can be effectively deployed and efficiently maintained.

EYE NPE provides a succinct suite of the most important functionality for network management, presented in an easy to use, quickly to deploy format. EYE NPE delivers extremely fast time to value and low total cost of ownership, resulting in superior overall price-performance. Its wide range of capabilities are the practical middle ground between single function point utilities and tools that are difficult and costly to integrate, and heavily laden frameworks that are difficult to deploy, learn, use, and expensive to support. EYE NPE enables SMEs to quickly and optimally manage their networks.

To learn more about EYE NPE for SMEs or Eye of the Storm Enterprise for medium and large enterprises, please contact your local Entuity office, visit www.entuity.com, or email info@entuity.com.



www.entuity.com

North American Headquarters

4 Mount Royal Avenue
Suite 240
Marlborough, MA 01752 USA
Toll Free: 1 800 926 5889
T: +1 508 357 6346
F: +1 508 357 6358

North American Regional

70-50 Austin Street
Suite 107
Forest Hills, NY 11375 USA
T: +1 718 261 3440
F: +1 718 261 3722

EMEA Headquarters

9a Devonshire Square
London, EC2M 4YN UK
T: +44 (0)20 7444 4800
F: +44 (0)20 7444 4808