



eHealth® Integration for HP OpenView™

Integration Module for HP OpenView Network Node Manager enables HPOV operators to dynamically access eHealth® Suite reports to gain a historical perspective of applications, systems, and network performance—enabling faster, more accurate problem diagnosis.

Product Benefits

- Two-way integration between eHealth Suite and HP OpenView Network Node Manager
- Fewer redundant alarms so operators can focus on problem resolution
- Historical context for more effective troubleshooting
- Early detection of service degradation before faults occur
- Complete integrated view of applications, systems, and networks

Whether you're a large enterprise or a service provider, your overworked operations team faces the challenge of "managing the multis"—supporting multiple services and applications provided over multiple network elements with multiple ways to display fault and performance information. The implications are significant:

A Flood of Alarms—Large networks have tens of thousands— sometimes hundreds of thousands—of devices, from numerous vendors that supply different types of alarms. As you get bombarded with alarms and events, the "signal-to-noise" ratio plummets, making it more and more difficult to identify critical fault information.

The Need for Information, Not Just Alarms—Operators need more than just an alarm to determine what the trouble is and how to fix it. Operators must also look at historical context to understand the cause of a problem, especially when alarms from different vendors' equipment are not consistent.

Fewer Qualified Personnel—The critical shortage of operations personnel means fewer people face more pressure to support new services. Teams need to leverage their existing tools to minimize the cost and time required to learn how to use new OSSs.

The CA Solution: Integration between HP OpenView and eHealth® Suite

Many enterprises and service providers use HP OpenView™ Network Node Manager™ (NNM) as their multi-vendor network management system for managing network faults. CA extends the value of NNM through real-time, bi-directional integration with its acclaimed eHealth® Suite.

The eHealth Integration for HP OpenView provides critical two-way communication between eHealth Suite and NNM, adding value to both industry-leading applications. Through the eHealth Integration for HP OpenView, operations teams can implement a variety of enhancements to NNM from eHealth Suite.

Technical Specifications

Requires the eHealth® E2E Console, eHealth® Live Health™ and HP OpenView Network Node Manager.

Minimum System Requirements

UNIX

Workstation

- Sun SPARCstation or UltraSPARC
- HP-9000 Series

Operating Systems

- Solaris 8, 9 (32 and 64-bit)
- HP-UX 11.i (64-bit)

Windows Manager

- OpenWindows, OSF/Motif, CDE

Memory

- 2 GB

Free Disk Space

- 3.5 GB—eHealth files and apps
 - Oracle - 2400 MB
 - eHealth 5.6 - 1200 MB
- 2.5 GB—Minimum Database Size
- 1.5 GB—System swap space

Web Browser

- Mozilla 1.6 (or higher)

Minimum System Requirements

Windows

Workstation

- Intel Pentium III processor, 1 GHz (or higher) or equivalent

Operating Systems

- Windows 2000: Professional Server, Advanced Server/Windows 2003: Standard, Enterprise

Memory

- 2 GB

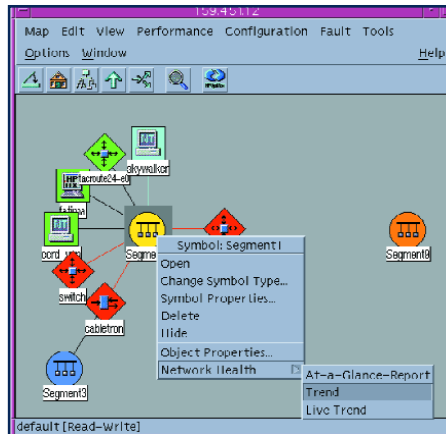
Free Disk Space

(NTFS Format)

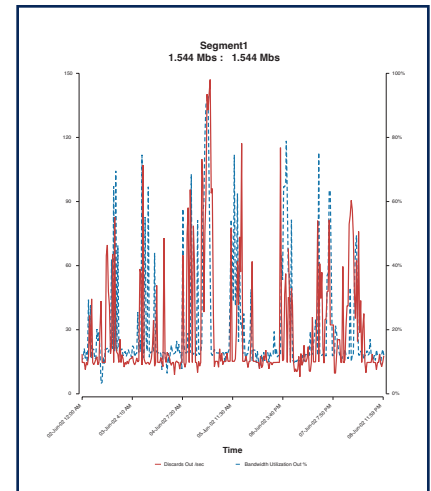
- 2.6 GB—eHealth files and apps
 - Oracle - 2400 MB
 - eHealth 5.6 - 835 MB
 - NutC - 80 MB
 - Acrobat - 12 MB
- 2.5 GB—Minimum Database
- 1.5 GB—System swap space

Web Browser

- Netscape Communicator 7.0 (or higher)
- Internet Explorer 6 (or higher)
- Mozilla 1.6 (or higher)



Launching eHealth Suite reports from a selected device.



Trend report showing the relationships between bandwidth utilization and the number of discarded frames.

Map Level Integration—Select node-level objects (servers, routers, switches) and interfaces (router interfaces and physical ports) from the HP OpenView network node map and run eHealth Trend, At-A-Glance, and other optional reports to gain an in-depth understanding of their performance.

Alarm and Event Level Integration—The eHealth Integration for HP OpenView allows eHealth Live Health™ information to proactively alert network operators of potential outages before they occur. By configuring Live Health to send a trap to HP OpenView when user defined thresholds are reached, the operations team can react to service issues before they degrade performance. Traps can also be sent by eHealth Suite on exceptions identified at report run time.

More Effective Troubleshooting

With CA's eHealth Integration for HP OpenView, you can quickly launch eHealth Suite on target devices using the toolbar, map, or event log, following the workflow to which you are accustomed from the HP OpenView console. That enables you to troubleshoot problems without learning new software processes.

Problem Notification from eHealth Suite to NNM—When Live Health thresholds are crossed or eHealth Suite exceptions are identified at report run-time, you are immediately notified by traps that are sent to NNM. These traps automatically change the color of the appropriate icons on the NNM map and make entries in the event log with the appropriate color coding, allowing you to investigate them using NNM procedures.

Communication from NNM to eHealth Suite—Select a map icon or event for further troubleshooting and launch eHealth Suite from the NNM tool bar, icon map, or event log, preserving your existing workflow. Drill back to reports such as Trend, At-A-Glance, and LiveTrend, for more granular analysis of problem conditions.

Investigating Applications, Systems, and Networks—Quickly launch the eHealth E2E Console from the NNM toolbar to investigate applications, systems, and networks, thereby expanding the range of information available from NNM.

