

Add freedom to your OpenView installation – forward alerts to mobiles

# **SysManSMS Server**

**with**

# **Hewlett-Packard OpenView**

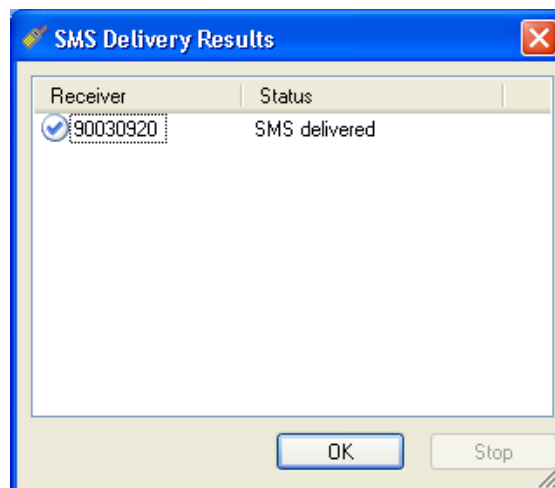
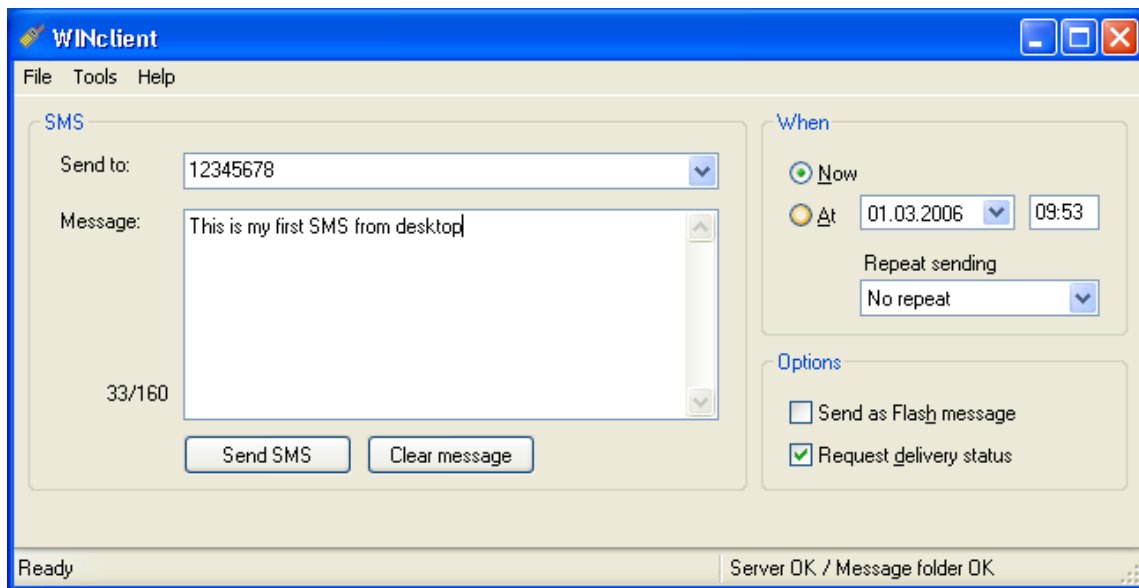
## **High quality mobile solution:**

- Secure internet-free solution using direct GSM connection
- Easy integration with OpenView - Two-way capabilities
- Send messages from clients, files, mails or sdk on your LAN
- Text Filters to limit, convert or priorities sending of messages
- Full message delivery control with auto re-route if problems
- Dual-server support with auto failover and re-send
- Number Files to define mobiles and schedules
- Remote control Services and Programs
- Monitor OpenView – alert if stops
- Watchdog monitor Server

## Check out the SysManSMS functionality

Before you continue with your setup, it's a good idea to check the send SMS capability of your SysManSMS installation. To do this we will use the desktop client WINclient.

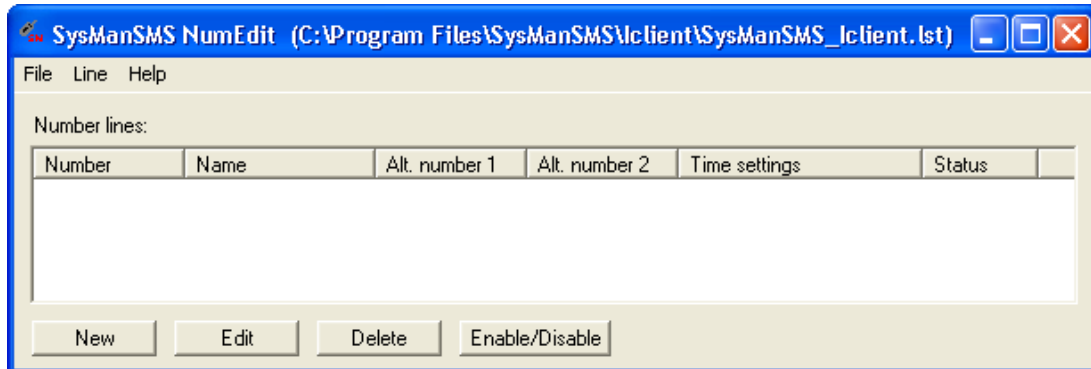
**Activate WINclient from SysManSMS Desktop Menu or by double-click on the file SysManSMS\_WINclient.exe in WINclient folder**



WINclient is also capable of sending messages to mobiles inside a Number File. To get access to the Number Files, use the right arrow in the "Send to:" field.

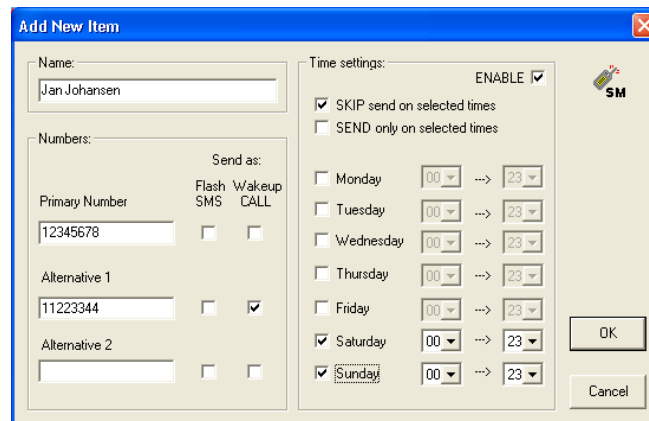
## Create a SysManSMS Number File

Start the SysManSMS\_NumEdit from Desktop Menu or direct from Utilities folder



This is the main window of the SysManSMS\_NumEdit – Hit the New button

### Create an entry for your mobile



This is the EDIT window for creating/editing a number line. Insert your name and mobile number – Hit OK

Save the file into the Iclients folder, with the name “Exchange Problems.lst”

## Test your SysManSMS Number File

To test your Number File we will use the Iclient utility, as this is the client to be used later. From your Windows Start menu open a DOS command window. (Start -> Run... -> cmd) Then manually enter the following two commands to test sending:

```
> cd %ProgramFiles%\SysManSMS\Iclient
> SysManSMS_Iclient ":Exchange Problems" "This is my test SMS"
```

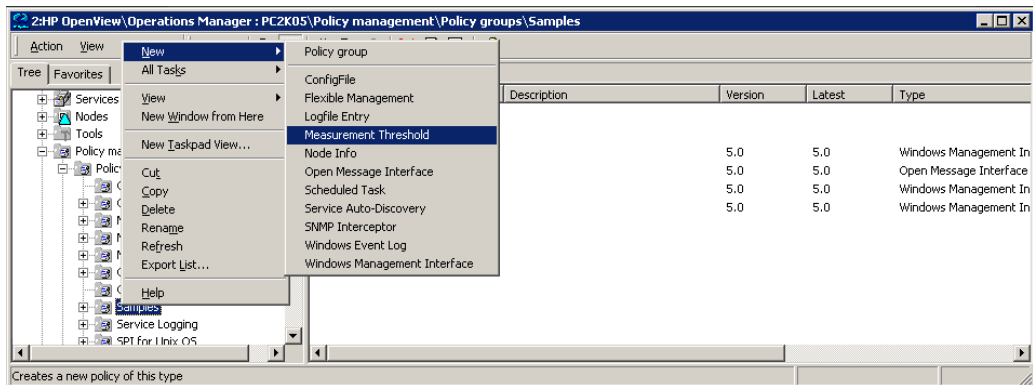
After some seconds, all enabled mobiles in the Iclient Number File Exchange Problems.lst should receive text “This is my test SMS”. See log file SysManSMS\_Iclient.log for status.

Note: If you send from a remote (client) installation of SysManSMS, you can still use centralized Number Files located in the Iclient Folder on the SysManSMS Server. This is specified by using two colons in front of Number File specification.

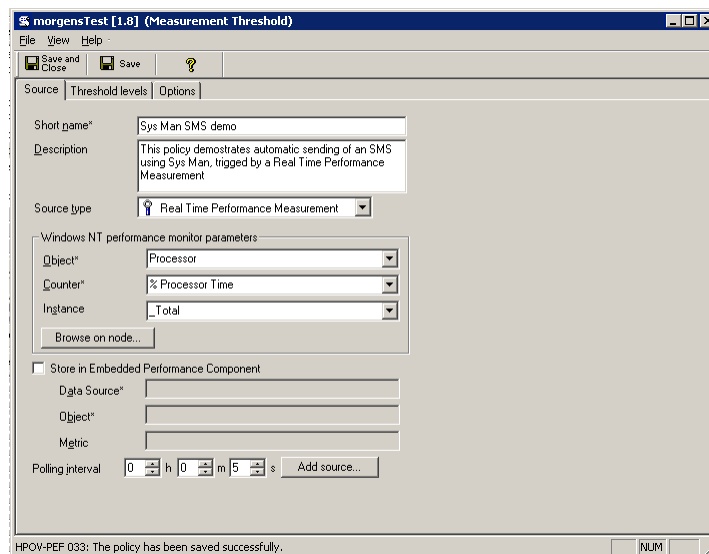
## Setup OpenView to forward alerts to mobiles

In the following example we will show you how you setup OpenView to forward alerts to mobile's.

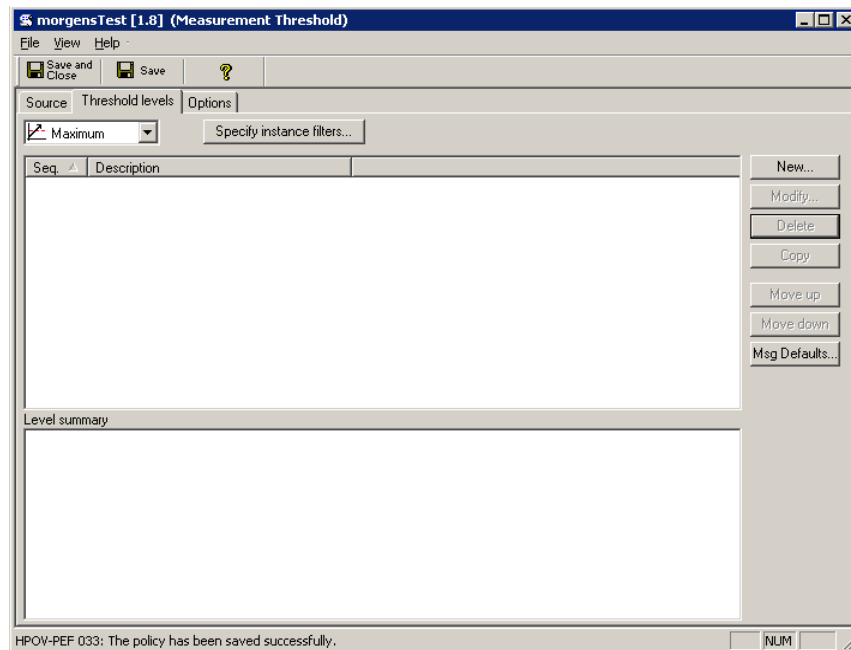
Create a new policy:



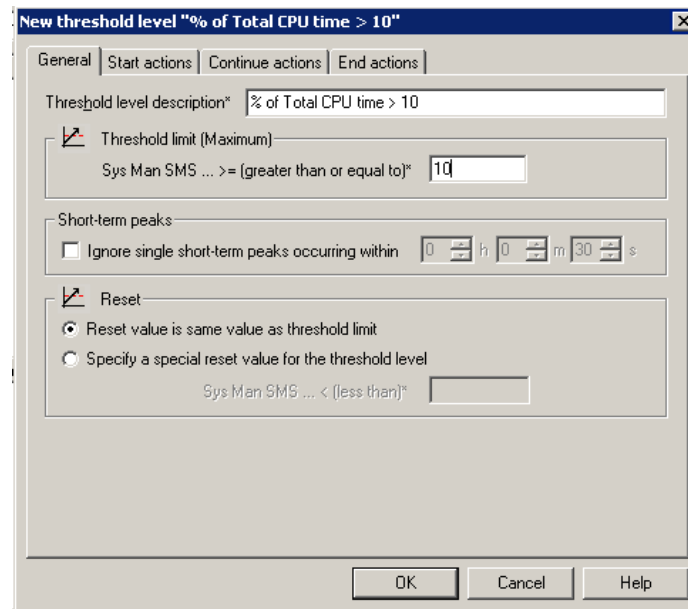
Fill in name, description, type, measure values:



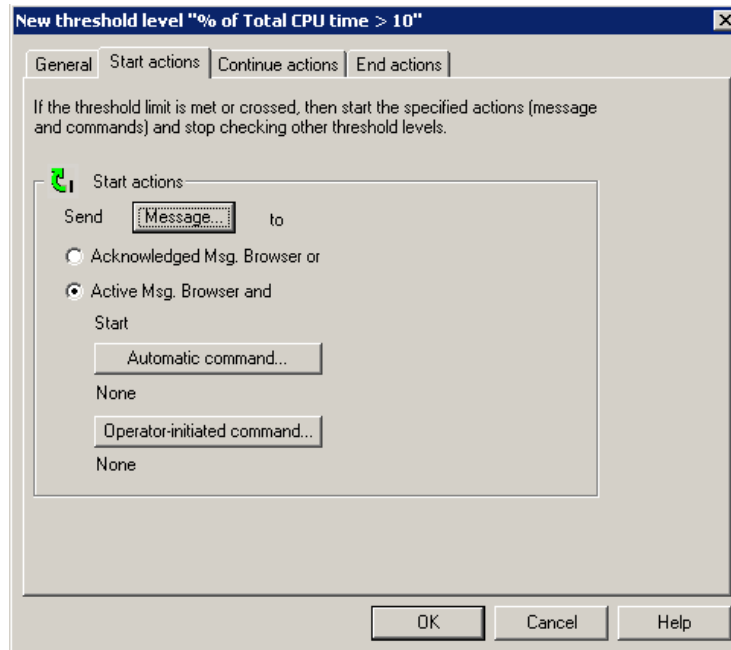
Click "New" to add a new rule for maximum limit:



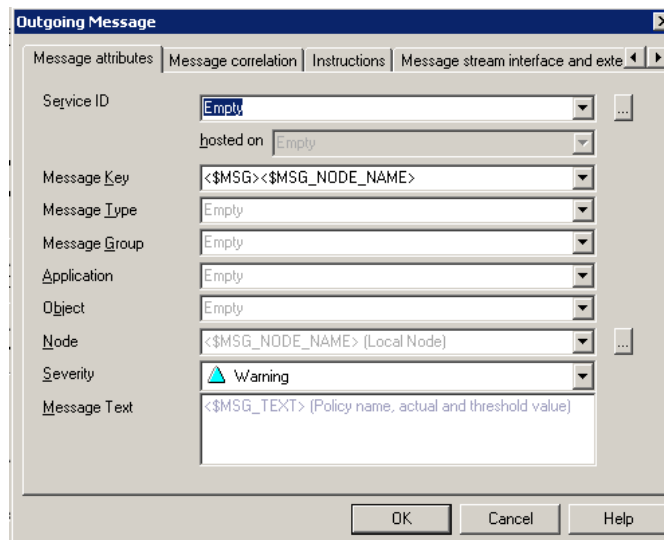
Describe and add values:



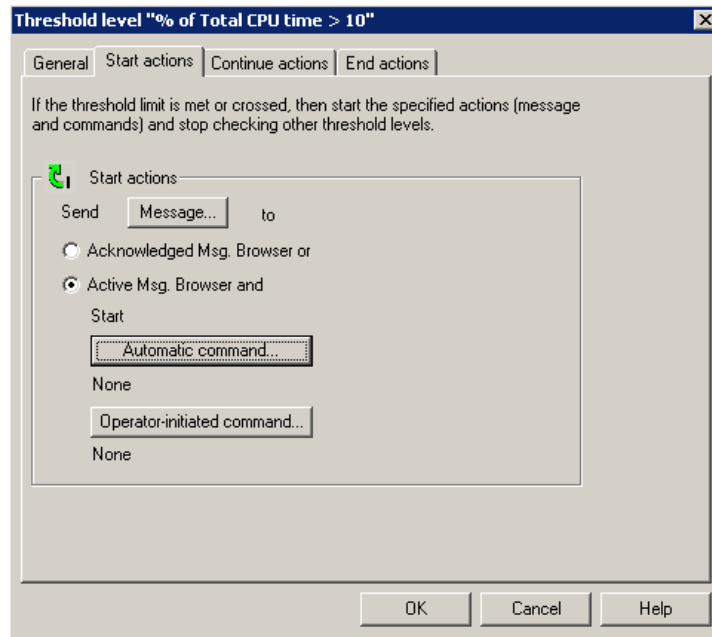
Click "Message" to send a message to the server when limits are reached:



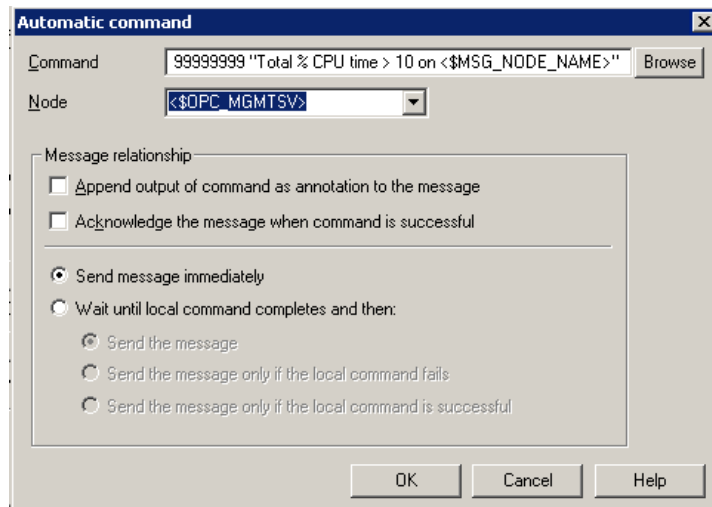
Properties for messages that goes from node to management server in OVOW:



Click “Automatic command...”  
to add a command that starts when limits are crossed:



Add automatic command:



<\$OPC\_MGMTSV> is the management server, and where the SysManSMS Server are running

### Automatic Command example using Iclient:

```
%ProgramFiles%\SysManSMS\Iclient\SysManSMS_Iclient.exe "Total %CPU time > 10 on <MSG_NODE_NAME>"
```

To select Number File other than default (SysManSMS\_Iclient.lst) add parameter “:MyNumberFile”  
Note the colon in front. To select Server located Number Files, use two colons.

## SMS Alerts from NNM

To set up mobile alerts from NNM, the task is the same.

You connect an "Automatic Action" to an event in NNM and insert the command to call SysManSMS lclient as an action.

In NNM this is done from the menu: *Options-Event Configuration*:

Choose the wanted event and open this by marking it, then select Edit->Modify Event. In the field "Command for Automatic Action" you put the call statement.

Note:

You may have a security issue to do an "Automatic Action"

While you are testing, it's easy to just disable this.

This is done by putting an empty file with the name ALLOW\_ALL in the folder:

```
/etc/opt/OV/share/conf/trustedCmds.conf (Unix)
```

```
HP OpenView\NNM\conf\trustedCmds.conf (Windows)
```

## Testing the forward of an alert to mobiles

As soon as you got minimum one number in the number file to be used, force an alarm in OpenView. After some seconds you should receive an SMS at the destination mobile.

If this is not happening, please check the SysManSMS\_lclient.log and the SysManSMS.log files.

## Windows Security

### OpenView and SysManSMS on different servers

The SysManSMS architecture is client/server based. If you like, OpenView and SysManSMS *Server* can be placed on different PC's. If you do this, make sure the lclient on the OpenView server are able to access the SysManSMS *Server* on the other machine. The security is standard file access security.

The lclient utility support both client and server located Number Files. To select client located Number File, indicate with one colon, to select server located Number File, use two colons.

Example: %ProgramFiles%\SysManSMS\lclient\SysManSMS\_lclient.exe "This is a test" "::MyServerFile"

#### NOTE:

SysManSMS *Server* support SysManSMS Watchdog option. This option will make sure that you will receive an SMS even if your complete PC goes down! If you place SysManSMS *Server* and OpenView on different machines, you will not take full advantage of the Watchdog option.

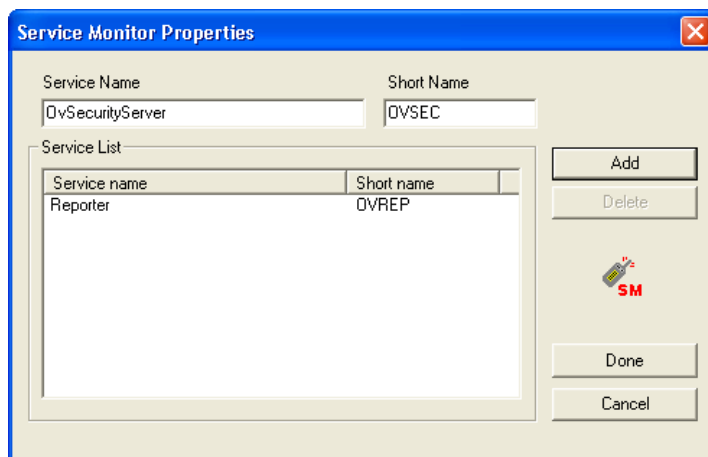


## Monitor OpenView Services

If your message source should fail you would normally not be notified. SysManSMS Server has a built-in capability to monitor a limited amount of important Windows services. In addition you can use the supplied mobile programs SSTART and SSTOP to start/stop the same services - from a mobile!

Configuring of Service Monitoring can be done at installation time (Setup), by selecting "Server Settings -> Configure Settings" from SysManSMS desktop menu, or by manually edit of the file `ServiceMonitor.ini` in the GSMserver folder.

### Create a Service Entry in the ServiceMonitor.ini file



**The Service Name is not the same as the Display Name. Make sure to use the Service Name in the ServiceMonitor.ini file**

If the file `ServiceMonitor.ini` exist in the GSMserver folder, the SysManSMS Server will read this file at startup, and get the list of up to 6 Windows Service Names to monitor.

If the state of a service is changed, the SysManSMS Server will create a message file called `reporter.txt` in the servers INPUT folder, containing information on the event.

By default this message will be sent to all numbers in the `SysManSMS_Iclient.lst` file. To change this, you simply create a specific Number File called `ServiceName.lst` in the Iclient folder.

### Start a Windows Service from your mobile

Using the Short Name created in your `ServiceMonitor.ini` file as reference, you can send a start command to the service by use of an SMS message. NOTE: Requires ENTERPRISE license.

The format of the SMS should be: `SSTART shortname`. Example: **SSTART OVREP**

The program `sstart.exe` is located in the servers `Programs` folder. You can rename it to what you like.

### Stop a Windows Service from your mobile

Using the Short Name created in your `ServiceMonitor.ini` file as reference, you can send a stop command to the service by use of an SMS message. NOTE: Requires ENTERPRISE license.

The format of the SMS should be: `SSTOP shortname`. Example: **SSTOP OVREP**

The program `sstop.exe` is located in the servers `Programs` folder. You can rename it to what you like.