

# Configuration Guide

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## Logger SmartConnector™ for HP Operations Manager i Web Services

October 12, 2012



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The network information used in the examples in this document (including IP addresses and hostnames) is for illustration purposes only.

This document is confidential.

## Revision History

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Date	Description
10/12/2012	First release of Logger SmartConnector documentation supporting Logger Downloadable Version.

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## Logger SmartConnector for HP Operations Manager i Web Services

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This guide provides information for installing the SmartConnector for HP Operations Manager i Web Services and configuring the device for event collection. This connector supports HP Operations Manager *i* version 9.01.

ArcSight Logger is a log management solution optimized for extremely high event throughput, efficient long-term storage, and rapid data analysis. This SmartConnector supports Logger 5.3 Downloadable Version.

### Product Overview

BSM Operations Management is the event management foundation for a complete BSM monitoring solution. As the operations bridge, it consolidates all IT infrastructure monitoring in a central event console, and relates the events to the IT services that depend on that infrastructure.

BSM Operations Management links infrastructure management with application and business service management. It combines events from HP Business Service Management components, such as Business Process Monitor (BPM), Real User Monitor (RUM), and Service Level Management (SLM), with events from the operations management components of the BSM solution, such as HP Operations Manager (HPOM) and HP Network Node Manager *i* (NNMi), letting you keep track of all the events that occur in your monitored environment.

The messages generated by BSM OMi are retrieved through HP's OMi Web Services and forwarded into the ArcSight System.

### Configure BSM OMi for SmartConnector Event Collection

The SmartConnector can validate OMi's authentication certificate. To operate in this configuration, first get the certificate from Operations Manager *i*, then import it into the SmartConnector Java Runtime Environment (JRE) during the connector installation process, prior to running the SmartConnector.



The following steps presume you have configured Operations Manager *i* to let the SmartConnector communicate with it. If you have not done so, see your HP documentation for information about the configuration of access lists or allowed hosts.

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### Obtain the Authentication Certificate

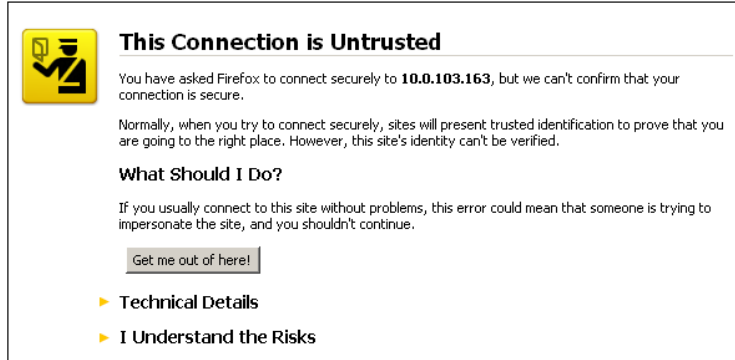
HP recommends that you connect to the BSM OMi Web Services using HTTPS connections, which require a suitable certificate on the server. Although the Web Services can listen to both HTTP and HTTPS at the same time, the SmartConnector always attempts to connect through HTTPS. Both BSM OMi Web Services and its certificate are components generally installed on the BSM OMi server by default. The port that the service uses by default for HTTPS communication is 443. The default port for HTTP communication is 80.

For further security, HP recommends you verify the hostname and certificate for each HTTPS connection. To verify the certificate for an HTTPS connection, the client system must trust the server's certificate. You will export the server's certificate and import it to the SmartConnector system.

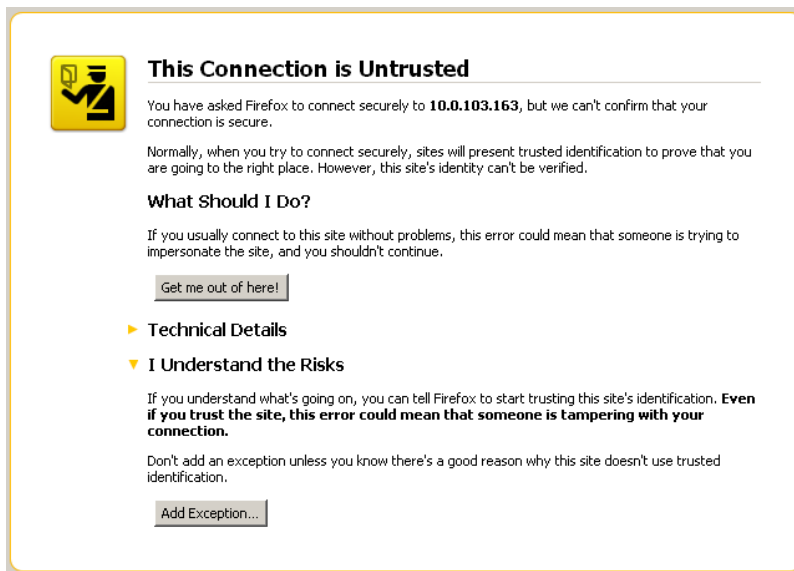
The examples in the following procedure use Mozilla Firefox.

To export the OMi Web Services certificate:

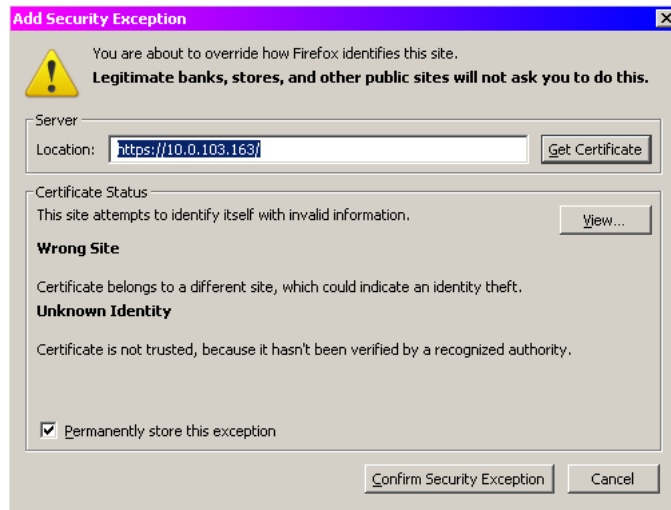
- 1 Enter the BSM server IP address in your browser.



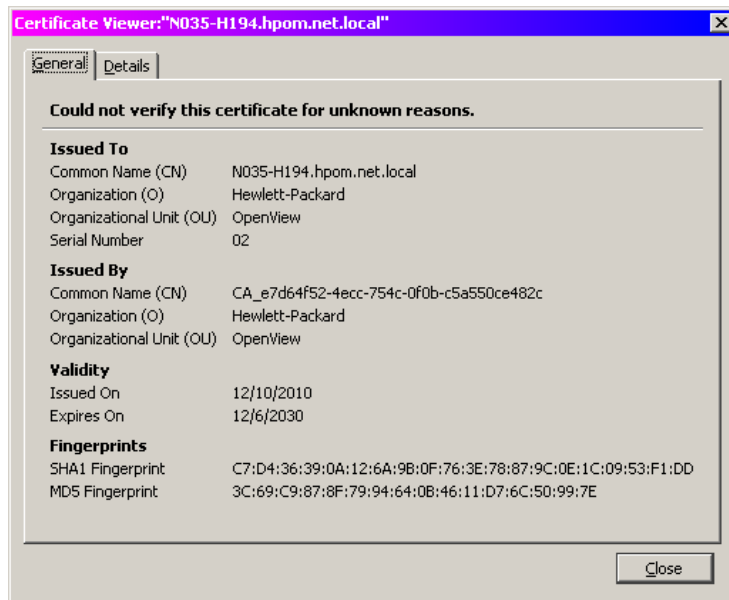
- 2 Click **I Understand the Risks**.



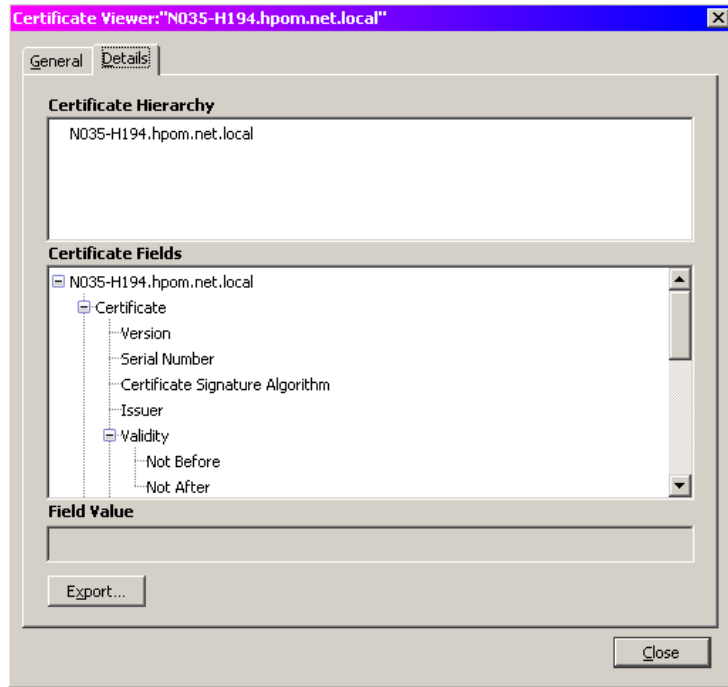
- 3 Click **Add Exception....**



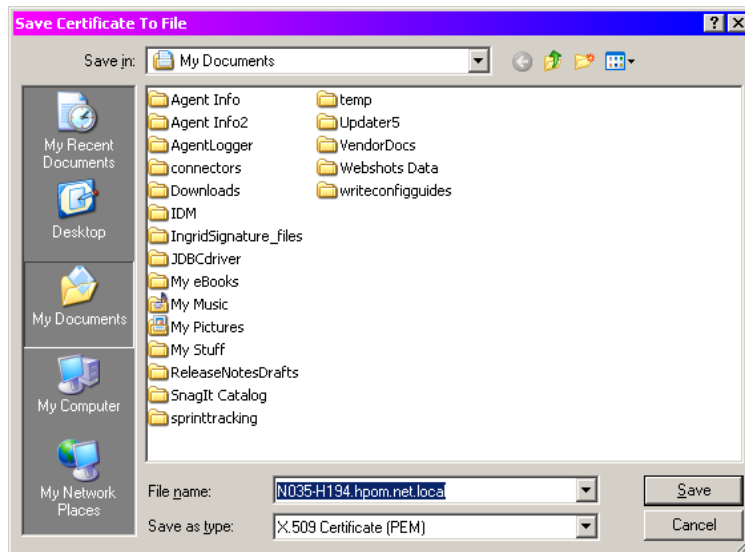
4 Click **View....**



5 Click the **Details** tab.



6 Click **Export...**



7 Navigate to the folder into which you want to save the certificate; click **Save**.

## Install the SmartConnector

Before you install any SmartConnectors, make sure that the ArcSight Logger product with which the connectors will communicate has already been installed correctly.

For complete product information, read the *ArcSight Logger Administrator's Guide* before installing a new SmartConnector. If you are adding a connector to the Connector Appliance, see the *ArcSight*

*Connector Appliance Administrator's Guide* for instructions, and start the installation procedure at step 3.

Before installing the SmartConnector, be sure the following are available:

- Local access to the machine where the SmartConnector is to be installed
- Administrator passwords

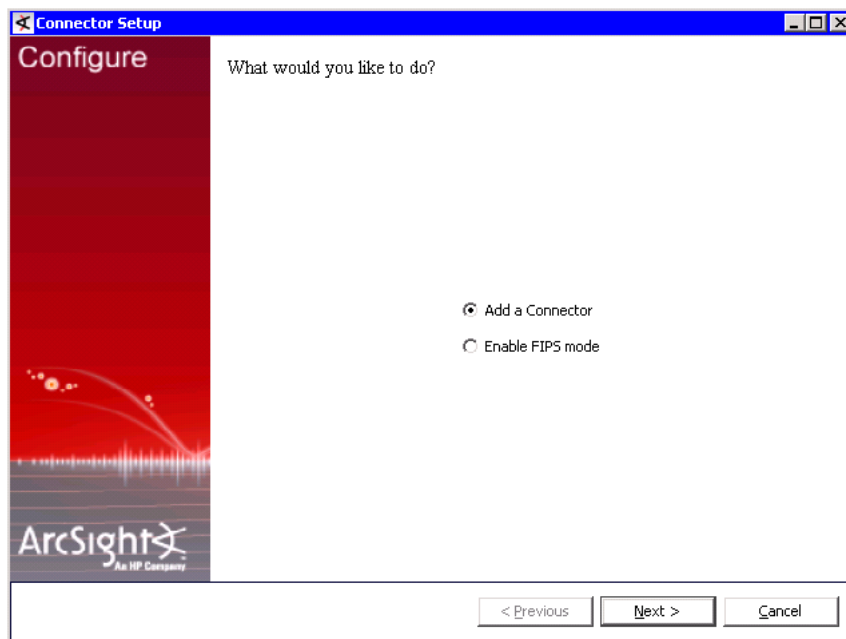
Unless specified otherwise at the beginning of this guide, this SmartConnector can be installed on all ArcSight supported platforms; for the complete list, see the *SmartConnector Product and Platform Support* document, available from the HP SSO and Protect 724 sites.

- 1 Download the SmartConnector executable for your operating system from the HP SSO site.
- 2 Start the SmartConnector Installer by running the executable.

Follow the installation wizard through the following folder selection tasks and installation of the core connector software:

Introduction  
Choose Install Folder  
Choose Install Set  
Choose Shortcut Folder  
Pre-Installation Summary  
Installing...

- 3 When the installation of SmartConnector core component software is finished, the following window is displayed.



The following steps are for importing the server certificate to the connector's Local Java Run Environment; this example is for Windows systems. If you are making use of Linux or Unix, change the command to reflect your \$ARCSIGHT\_HOME and change \ to /.

- A** Click **Cancel** to exit the configuration wizard.
- B** From `$ARCSIGHT_HOME\current\user\agent`, create an `hpomi` subdirectory; copy the certificate file you obtained during HP OMi configuration (for example, `server.cer`) and save it into this subdirectory.
- C** From `$ARCSIGHT_HOME\current\bin`, execute the **keytool** application to import the `server.cer` certificate. Enter this **keytool** command on a single line.

```
arcsight agent keytool -import -alias server_1_1_1_1 -file
<\user\agent\hpomi\server.cer> -store clientcerts
```

where `<\user\agent\hpom\server.cer>` is the path and name of the HP OMi Web Services' certificate file.

- D** Following the prompts, answer **yes** for the prompt **Trust this certificate?**.

```
Trust this certificate? [no]: yes
```

The certificate is added to keystore.

- E** Verify the imported certificate by entering the following command from `$ARCSIGHT_HOME\current\bin`:

```
arcsight agent keytool -list -store clientcerts
```

The new certificate (for example, alias=server\_1\_1\_1\_1) is displayed in the list.

- F** From `$ARCSIGHT_HOME/current/bin`, double-click `runagentsetup` to return to the SmartConnector Configuration Wizard.

- 4** Select **Add a Connector** and click **Next**.
- 5** Select **HP Operations Manager i Web Services** and click **Next**.

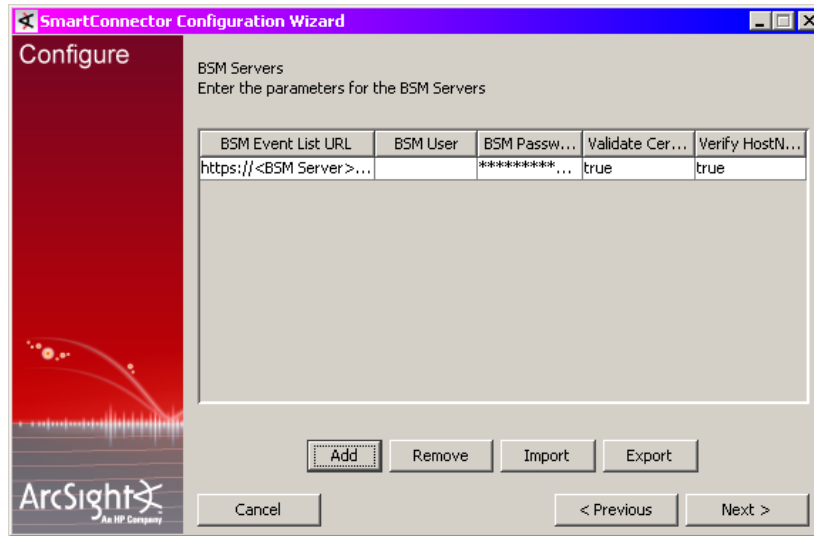
Depending upon your platform, choose between the required connector types.

For **Windows** platforms, **Syslog Daemon** is the only available option.

For **Linux** platforms, select **Syslog Daemon**, **Syslog File**, or **Syslog Pipe**.

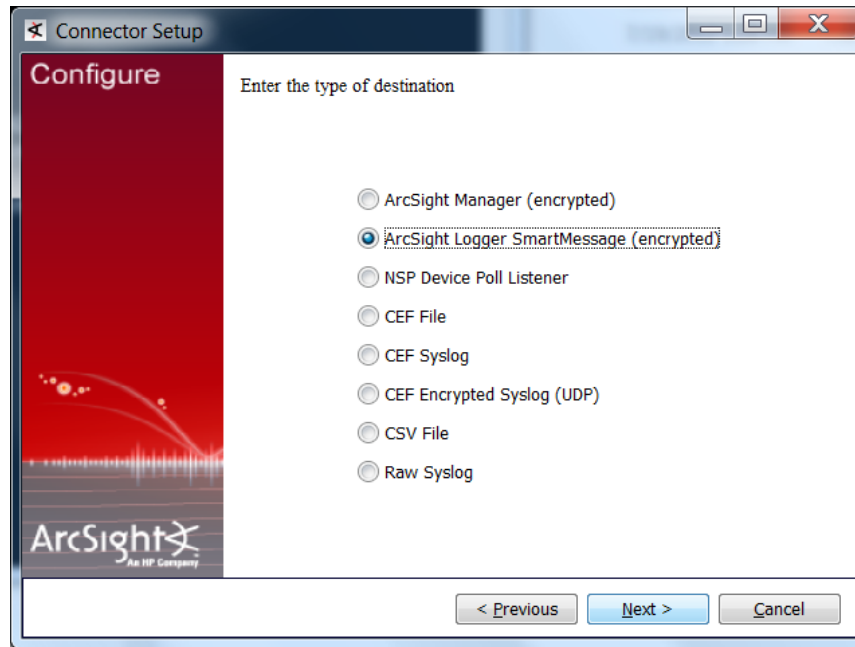
- 6** Enter the required SmartConnector parameters to configure the SmartConnector, then click **Next**.



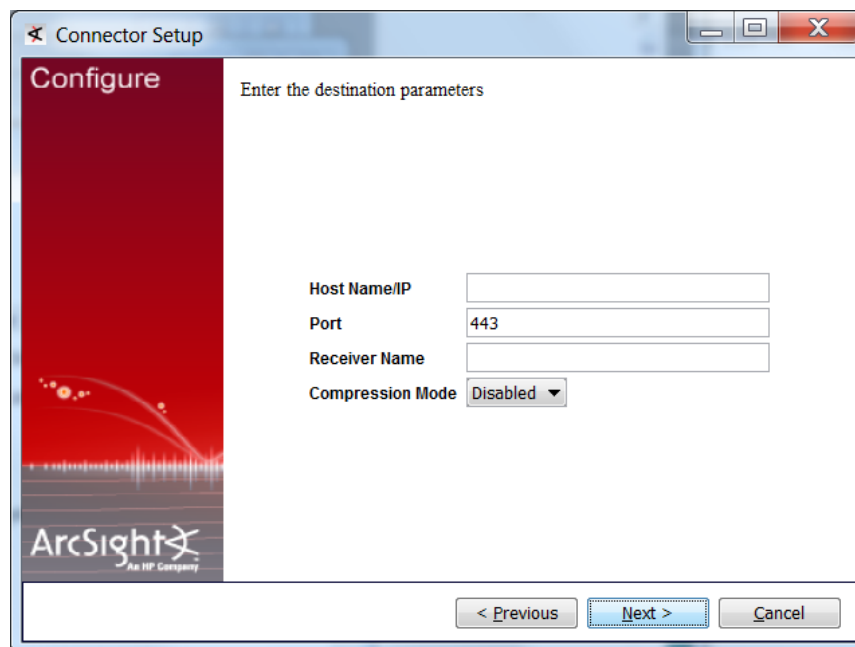


Parameter	Description
BSM Event List URL	Specify the port to which OMi Web Services is listening.  To detect whether Web Services is listening, enter the following URL in your browser. You should receive a response from the service.  https://<BSM Server>/opr-console/rest/event_list
BSM User	Enter the user name for the BSM user.
BSM Password	Enter the password for the BSM user.
Validate Certificate	Specify whether the SmartConnector is to enable the validation of the BSM OMi SSL certificate for the client. Certificate validation is enabled (true) by default.
Verify HostName	Specify whether the SmartConnector is to enable the validation of the BSM OMi hostname. Hostname validation is enabled (true) by default.

- 7 When the destination window is displayed, make sure **ArcSight Logger SmartMessage (encrypted)** is selected and click **Next**. For information about the other destinations listed, see the *ArcSight SmartConnector User's Guide* as well as the Administrator's Guide for your ArcSight product.

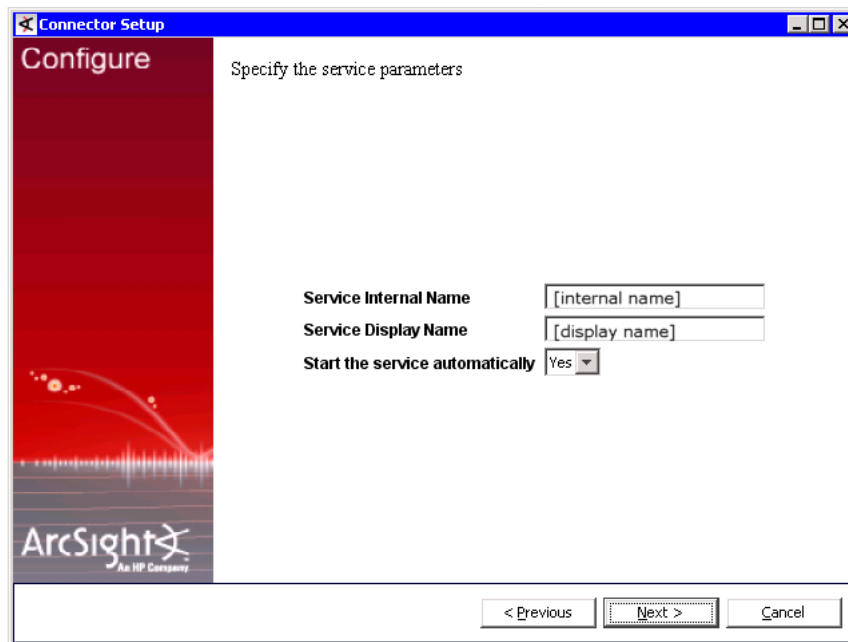


- 8 Before proceeding with step 9, set up the **SmartMessage Receiver** from Logger (see the *ArcSight Logger Administrator's Guide* for detailed instructions).
- 9 From the Configuration Wizard, enter the Logger **Host Name/IP** and **Port**. Make sure the port number is the same that you used to set up your Logger. For the **Receiver Name**, enter the Receiver name you created in the previous step so that Logger can listen to events from this SmartConnector. Click **Next**.



- 10 Enter a name for the SmartConnector and provide other information identifying the connector's use in your environment. Click **Next**; the connector starts the registration process.

- 11 The **Add connector Summary** is displayed; review and click **Next**. If the summary is incorrect, click **Previous** to make changes.
- 12 The wizard now prompts you to choose whether you want to run the SmartConnector as a stand-alone process or as a service. If you choose to run the connector as a stand-alone process, skip step 12. If you choose to run the connector as a service, the wizard prompts you to define service parameters.



- 13 Enter the service parameters and click **Next**. The **Install Service Summary** window is displayed.
- 14 Click **Next**.

To complete the installation, choose **Exit** and click **Next**.

For some SmartConnectors, a system restart is required before the configuration settings you made take effect. If a **System Restart** window is displayed, read the information and initiate the system restart operation.



Save any work on your computer or desktop and shut down any other running applications (including the ArcSight Console, if it is running), then shut down the system.

## Additional Configuration

### Read Older Events from HP OMI

By default, the connector reads only live events starting from the time the connector is up. You can set the advanced parameter `watermark` to an older date and time in the format `<yyyy-MM-ddTHH:mm:ssZ>` (for example, 2010-12-23T00:00:00-08:00) before starting the connector. This tells the connector to read events from a specific time in history. *Make sure to unset this parameter after reading the older events.* Otherwise, the connector will read older events every time it is intentionally or unintentionally restarted. See "Access Advanced Parameters" for how to change these parameters.

## Filter the Event Types to Import from OMi

By default, the connector reads all types of events from OMi, including those that have been closed by the operator, and does not perform any filtering. You can, however, choose not to import closed events by setting the advanced parameter `include_closed` to `false`. You can also limit the types of events imported by configuring a value for the advanced parameter `query`. The value for the query should follow the Event Web Service Query Language described in the *BSM OMi Extensibility Guide*. See "Access Advanced Parameters" for how to change these parameters.

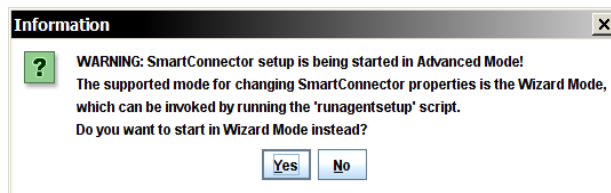
## Access Advanced Parameters

After SmartConnector installation, access the connector's advanced parameters as follows:

- 1 From the `$ARCSIGHT_HOME\current\bin` directory in a DOS command window enter:

```
arcsight connectorsetup
```

- 2 When the following message is displayed, click **No**.



- 3 The Agent Configuration Tool window is displayed. Under **Agents Configured**, select the **HP OMi Web Services** connector.
- 4 From the **Options** menu, select **Show Internal Parameters**.
- 5 Locate the parameters you want to change and adjust the values appropriately.
- 6 Click **OK** to exit the Agent Configuration Tool and save your changes.

## Run the SmartConnector

SmartConnectors can be installed and run in stand-alone mode, on Windows platforms as a Windows service, or on UNIX platforms as a UNIX daemon, depending upon the platform supported. On Windows platforms, SmartConnectors also can be run using shortcuts and optional Start menu entries.

If the connector is installed in stand-alone mode, it must be started manually and is not automatically active when a host is restarted. If installed as a service or daemon, the connector runs automatically when the host is restarted. For information about connectors running as services or daemons, see the *HP ArcSight SmartConnector User's Guide*.

To run all SmartConnectors installed in stand-alone mode on a particular host, open a command window, go to `$ARCSIGHT_HOME\current\bin` and run: `arcsight connectors`

To view the SmartConnector log, read the file `$ARCSIGHT_HOME\current\logs\agent.log`; to stop all SmartConnectors, enter `Ctrl+C` in the command window.