

Best practices for migrating HP OpenView Internet Services to HP Business Availability Center

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Agenda

- Customer example and requirements
- Probebuilder vs. VUGen
- Migration Path
- VUGen Integration in OVIS
- VUGen Integration in BAC/BPM
- Summary

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Business Case

- Complex Application Environment
 - CRM and PLM applications
 - Standard applications (MS Office, Exchange)
 - Proprietary customer applications
- Availability and Response Time reporting
 - Internal SLA requirements

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Customer Example



OVIS Infrastructure

- OVIS 6.10
 - Unix and Windows client infrastructure
 - more than remote 90 probe locations (international offices)
- Availability and Response Time reporting
 - more than 10 custom probes (Probebuilder based) deployed
 - Some standard probes deployed (SAP, Exchange, http)
- Collected data used to create own reports (Excel)

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OVIS problems (to be solved)

- application availability higher than reported
 - probe availability influences data
- probe running longer than schedule
 - probe scheduling problems
 - probe overlap
 - Probe timeout settings

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Customer Example



Customer requirements

- Custom probe redesign
 - speed up to allow more probes per location
 - higher stability of probe iterations
 - avoid influences of probe system settings
- Management SLA reports
 - limit probe influences on reports
 - more sophisticated and better to understand out of the box reports (perhaps eliminate need of Excel reports)
- Availability of reporting during migration

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Customer Example



Solution through migration

- Update OVIS to Version 6.20 to allow VUGen integration
- Use VUGen to Re-Record and redesign of Custom Probes
 - Eliminates most influences of probe system setting
 - Enables higher probe count per system
 - Easier to use
- Run PB Probes and VUGen scripts parallel on selected locations
 - Allows result comparison (same system, same location)
 - Allows uninterrupted monitoring migration
- Parallel setup of BAC Infrastructure
 - Use and evaluate Out-of-the-box management reports

VUGen vs. Probebuilder

End-to-End monitoring aspects

- VUGen replays protocol data
 - better performance, independent from application and host settings (IE and OS language, screen size, etc.)
 - good for standard protocols, problems with proprietary protocols
 - application GUI performance can not be measured
- Embedded correlation engine
 - automated substitution of dynamic content (session keys, etc)
- No possibility to monitor GUI events
 - Use QTP instead

VUGen

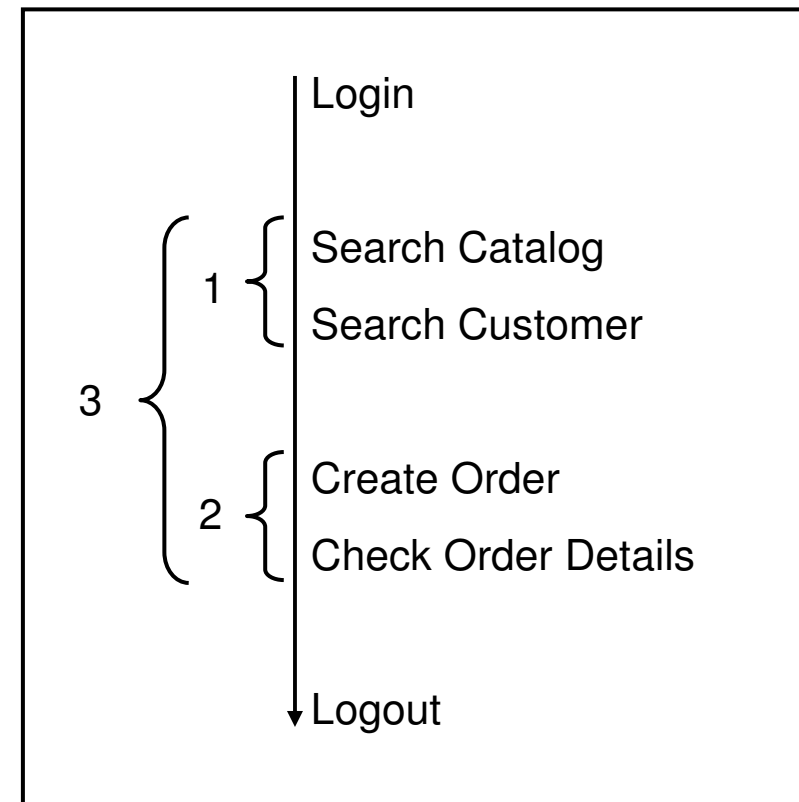
standard protocol probe Example

- TeamCenter application

- Use of http protocol

- VUGen advantages

- Automatic correlation of session contents
- Independence from IE settings and GUI events
- Possibility of transaction overlaps



VUGen

Proprietary protocol probe Example

- EignerPLM application
 - Use of Winsock probes
 - Analyze network traffic to understand communication and create correlations
 - programming C for correlation

```
lrs_send("socket2", "buf8", "TargetSocket=plmserver.muc.knoi");

lrs_receive("socket2", "buf9", LrsLastArg);

/* get server port */
/* debug show buffersize */
/*lrs_get_last_received_buffer("socket2",&ActualBuffer,&Numb
lr_output_message("Sizeof Buffer = %i\n", NumberOfBytes);
*/

lrs_get_received_buffer("socket2", 0, -1, NULL);
UserBuf = lrs_get_user_buffer("socket2");
LenOfUserBuf = lrs_get_user_buffer_size("socket2");
StrToLog = (char*)malloc(LenOfUserBuf + 1);
lr_output_message("The UserBuf contains %i Bytes:", LenOfUserBuf);
for (i=0; i<LenOfUserBuf; i++) {
    lr_output_message(" %x", UserBuf[i]);
}
/*lr_output_message("The UserBuf \"%x\" is: %i long\n", UserBuf);
tmp = (char*)malloc(3);
strncpy(tmp, UserBuf+26, LenOfUserBuf-26);

if (!lrs_hex_string_to_int(tmp, 2, &ServerPort))
{
    lr_output_message("The Portnumber is: %i\n", ServerPort);
}
```

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Benefits

- Monitoring infrastructure improvements
 - higher probe stability
 - lower probe resource requirements
- Usability
 - easier Probe recording and application changes
- Step-by-Step Migration
 - No outage times for reporting

Migration Path

Product Replacements

- BAC replaces OVIS
 - Using BPM for running VUGen scripts
 - Using SiteScope for running standard monitors (much more functionality)
 - Using SLM for SLA Reporting
- VUGen replaces Probebuilder and Custom Probe SDK
- QTP as option for GUI based probes

Migration Path

License Migration

- One OVIS target = One Sitescope point
- One OVIS target = One BPM script license
 - BPM script license includes unlimited transactions
- BPM used for SLA reporting
- QTP needs extra license
- Full SLM Module needs extra license

Migration Path

First Migration Step: Prepare Custom Probes

- Upgrade OVIS to 6.20
- Standard targets
 - No changes needed
- Custom targets
 - Migrate Probebuilder probes to VUGen scripts
 - Solve problems with proprietary applications
 - Run PB and VUGen probes in parallel on OVIS

Migration Path

Second Migration Step: Migrate to BAC

- Install BAC and Sitescope servers
- Deploy BPM collectors
- Standard targets
 - Configure as monitor for Sitescope
- Custom targets
 - Deploy VUGen scripts to BPM systems

Migration Path

Third Migration Step: Set up Service Level Management

- Define CI's needed for SLA
- Attach KPI's
- Create Views and Reports

Probe Migration

- Analyze business processes and probes
- Use SiteScope monitors if possible
- Re-record Probebuilder Probes with VUGen
- Recreate Script Probes or SDK build probes with VUGen

VUGen Integration in OVIS

- OVIS 6.10
 - No official integration
- OVIS 6.20
 - New VUGen probe type
- Script Deployment
 - VUGen uses same filenames for different scripts (e.g. action.c)
 - Manual deployment of VUGen script files needed

VUGen Integration in BAC/BPM

- BPM Collector runs VUGen scripts
- BAC deploys scripts to BPM collectors
- BAC contains script repository

Summary

- Step by Step approach
 - Migrate Platform and Probes separately
- Leverage investments for probes
- Fast results
 - No outage in Availability reporting
 - Better probe performance and stability

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