



UpdateEXPERT® SPI For HP OpenView® Operations Facts

What Is a SPI?

SPIs are Smart Plug-In programs for HP OpenView. HP OpenView offers software add-ins that integrate outside vendors' software with the framework of HP OpenView. Third-party vendors who want their products to work with HP OpenView develop SPIs.

What Is HP OpenView?

From the HP OpenView Web site:

HP OpenView offers solutions that enable [IT Managers] to offer IT service management. Through IT service management, you align people, processes and technology to share expectations and measure IT's performance against established service level agreements. HP OpenView solutions leverage best practices found in the IT Infrastructure Library, which helps you deliver quality IT services, technology and support to your entire enterprise.

OpenView includes many programs that can be used together to offer the benefits prescribed above.

For a Web-based demonstration of what OpenView is, please go to the following link.

http://www.openview.hp.com/solutions/isa/demo_0001.html

Other demos can be found at the following link.

<http://www.openview.hp.com/demos/index.html>

What Problems Does the UpdateEXPERT SPI for HP OpenView Solve?

UpdateEXPERT Agents run unattended on remote systems. The UpdateEXPERT SPI for HP OpenView makes certain that Agents for UpdateEXPERT are running. In addition, the user can define triggers that control UE Agents so that they can be shut off and turned back on remotely.

A good example of a problem that administrators solve concerns CPU utilization. Some services loaded on a server are considered non-essential. These services may need to be turned off temporarily when CPU utilization reaches a predefined threshold. An administrator can use HP OpenView Operations to turn off the UpdateEXPERT Master Agent if this threshold is reached. Then, when the "all clear" is signaled and the CPU utilization levels are acceptable, the Master Agent can automatically be turned back on. One can make this scenario possible when using the UpdateEXPERT SPI for HP OpenView.



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From the standpoint of the HP OpenView Operations managers, these problems are at the heart of why they purchased HP OpenView in the first place. The UpdateEXPERT SPI for HP OpenView is designed to support their goals for operational monitoring and control based on business results.

How Does the UpdateEXPERT SPI for HP OpenView Work?

The UpdateEXPERT SPI for HP OpenView is designed to monitor UpdateEXPERT Master and Leaf Agents for certain logged events (e.g., agent failure events and if agents are running). Based on these events, the SPI empowers HP OpenView Operations to control UpdateEXPERT agents (e.g., turn them off/on). One can also run UE Management Console from the Management interface of HP OpenView Operations for Windows.

Triggers are based on monitored UE Agent events, and they define policies for HP OpenView Operations. These policies can help restart an agent or shut it down if needed. Without the UpdateEXPERT SPI for HP OpenView, it is extremely difficult to manually create rules for monitoring these logged events from UE Agents while simultaneously defining triggers based on these events. The SPI makes this possible.

What Is the Charge for the UpdateEXPERT SPI for HP OpenView?

This SPI is available to all current customers of UpdateEXPERT 6.x at no charge. When an UpdateEXPERT subscription expires, the database of patch information is no longer updated. However, the program continues to function with this outdated database. The SPI will continue to monitor and control UpdateEXPERT agents for activities.

What Are the Requirements?

The UpdateEXPERT SPI for HP OpenView will work for HP OpenView Operations for Windows, versions 7.1 and 7.2. The HP OpenView Operations agent must be installed on systems running the UpdateEXPERT Master and Leaf Agents, version 6.x.

Installation of the SPI is separate from the installation of OpenView and UpdateEXPERT.

How Does One Obtain a Copy of the SPI?

If you are eligible, the SPI can be downloaded from the UpdateEXPERT User Web. St. Bernard Software will track this event so that we can register these users. The SPI installation program will be downloaded. Then, the user may run the UpdateEXPERT SPI for HP OpenView installer.



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