

CA Nimsoft Monitor

Probe Guide for AutoTask Gateway atgtw 1.0



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Documentation Changes

This table describes the version history for this document.

Version	Date	What's New?
1.0	09/2014	First version of this document

Chapter 1: Overview

The AutoTask gateway allows alarms generated within Nimsoft Monitor to raise Tickets within AutoTask. A ticket is raised by assigning an alarm to a specific Nimsoft user. When the alarm is cleared, then depending on the action selected the ticket will either be closed, or will have a note attached. If the ticket is closed, then the alarm will be cleared at the next check interval.

Limitations

Upgrading

If upgrading from a version prior to 1.0, then the probe will need to be removed and re-installed. This is to overcome an issue with earlier versions in the packaging format.

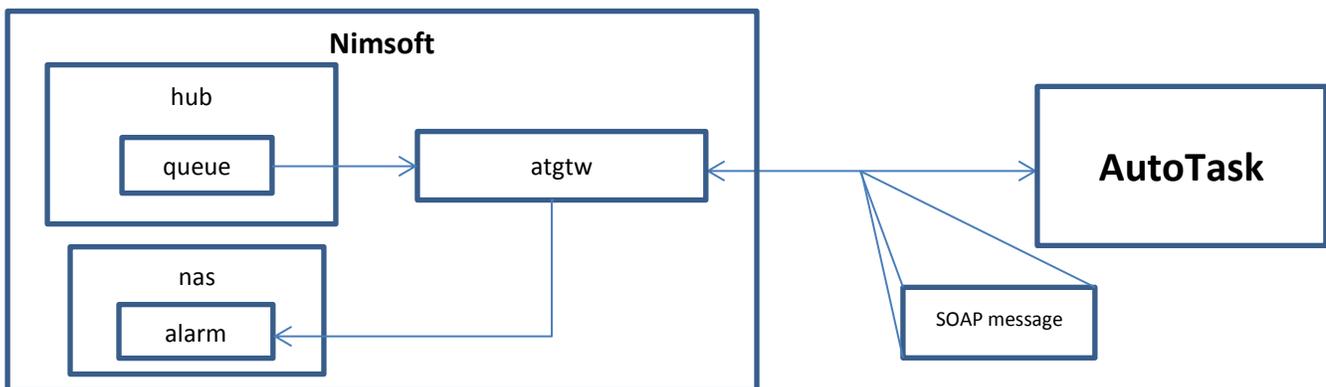
Custom Field Mapping

Field mapping only supports the User Tags and the Custom Fields.

Architecture

The AutoTask Gateway uses the AutoTask API to connect to AutoTask and issues SOAP web services calls.

Messages are read from a hub queue and upon matching criteria a SOAP call will be sent to AutoTask any information passed pack will be written as a note in the alarm.



This section contains the following topics:

[About This Guide](#) (see page 6)

[Related Documentation](#) (see page 6)

[Release Summary](#) (see page 6)

[Files](#) (page 6)

[Preconfiguration Requirements](#) (see page 6)

About This Guide

This guide is for the CA Nimsoft Monitor Administrator to help understand the configuration of the atgtw probe.

Related Documentation

For related information that may be of interest, see the following material:

Related Documentation

Documentation for other versions of the atgtw probe

The [Release Notes](#) for the atgtw

[User documentation for the Admin Console](#)

Monitor Metrics Reference Information for CA Nimsoft Probes

(http://docs.nimsoft.com/prodhelp/en_US/Probes/ProbeReference/index.htm)

Release Summary

Please refer to the [Nimsoft Compatibility Support Matrix](#) for the latest information on supported platforms.

Files

The atgtw has the following files:

Name	Size	Description
atgtw.log	1Mb	This is the probe log file and will grow to the size of 1Mb then gets rolled to the _atgtw.log file.
_atgtw.log	1Mb	This is the rolled version of the atgtw .log file.
info.db3	>1Kb (pr)	This is a database that holds that relationship data between the alarm Id and the AutoTask incident Id. Each open incident will have a record in this database, each record will be >1Kb but the size of the database is

		determined by the number of open incidents at any one time.
atgtw.cfg	>2Kb	The size of this file is determined by the number of profiles that are defined, however each profile is <200 Bytes.
atgtw.cfx	>1Kb	The package configuration file that the atgtw.cfg file is created from.
lib/	>5Mb	This directory contains all of the jar files for the running probe.
sql/	>1Kb	This directory contains sql scripts to maintain and use the indo.db3 database.

Preconfiguration Requirements

A license key is required for this probe.

There will need to be some setup on the AutoTask server, as follows:

- Web Services will need to be made available for your account
- A user will need to be made available with permission to raise tickets, create products and CIs, add notes and close tickets
- A user-defined field needs to be created for tickets to store the Nimsoft Alarm ID, and the value put in the Gateway configuration file
- A user-defined field needs to be created for CIs (Installed Products) to store the Nimsoft Device ID

Supported Platforms

The atgtw probe is supported on the same set of operating systems and databases as the Nimsoft Monitor Server solution. Please refer to the:

- [Nimsoft Compatibility Support Matrix](#) for the latest information on supported platforms.

System Requirements

The atgtw probe should be installed on systems with the following minimum resources:

- Memory: 2-4GB of RAM. Probe's OOB configuration requires 256MB of RAM'
- CPU: 3GHz dual-core processor, 32-bit or 64-bit

Software Requirements

The atgtw probe requires the following software environment:

- Nimsoft Monitor Server 6.5 or later
- Nimsoft Robot 5.32 or later
- Java Virtual Machine 1.6 or later (typically installed with NMS 5.0 and above)

Probe Deployment Information

There are three ways to distribute archive packages. You can distribute the package within the web-based Admin Console (for supported probes), from within Infrastructure Manager, or use the standalone Nimsoft Distribution application. See [Probe Deployment](#) for more information on deploying probes.

Chapter 2: Configuration Details

This section contains configuration details specific to the atgtw probe.

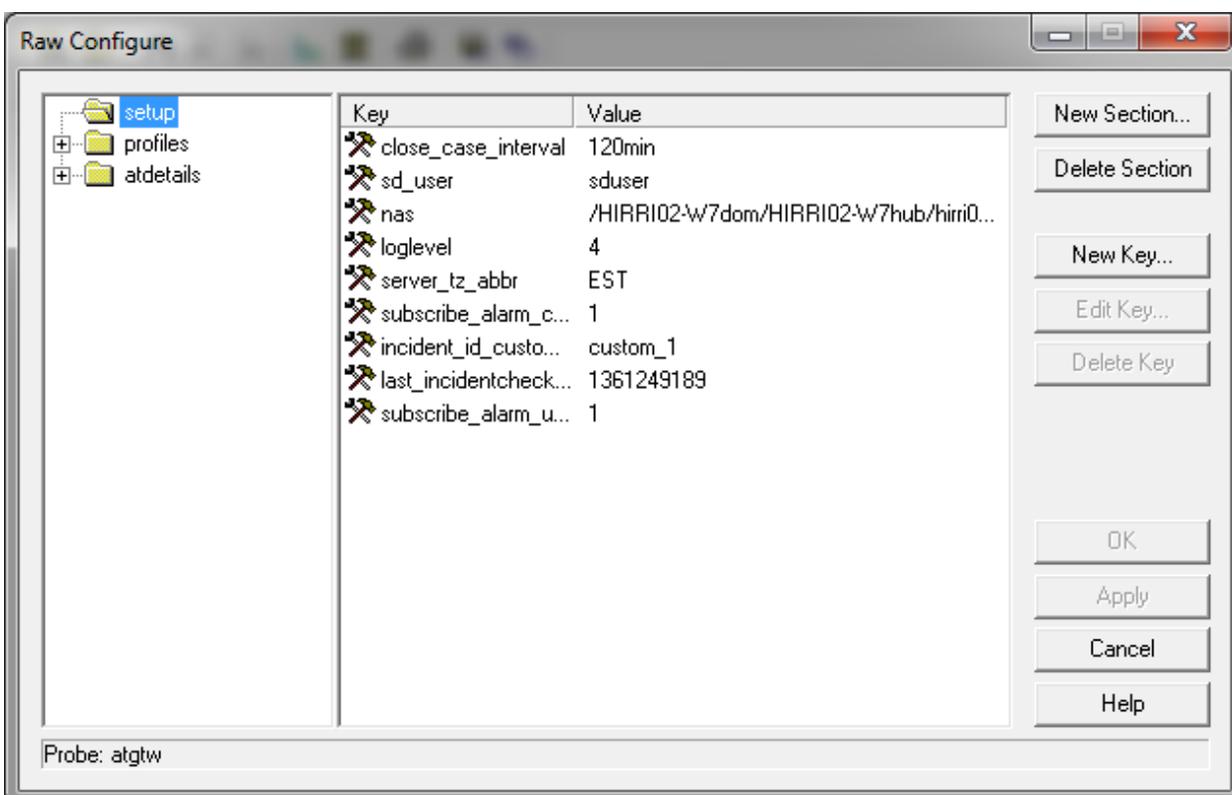
Probe GUI

Configure the probe using raw configure.

Probe Configuration

Configure the probe using raw configure.

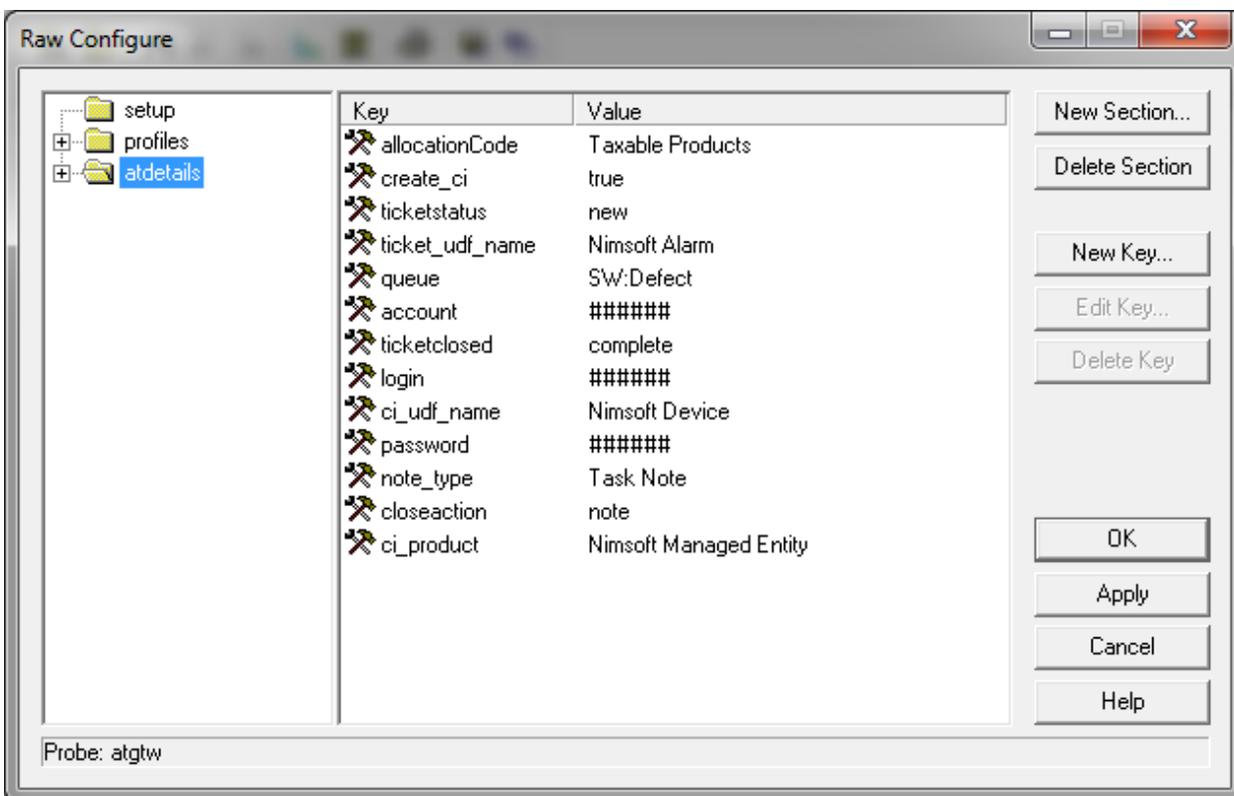
setup section



Key	Values	Explanation
close_case_interval	120min	The frequency to check AutoTask for new closed cases.
sd_user		The Nimsoft user to whom alarms are assigned for creating Tickets in AutoTask
nas		The Nimsoft Address of NAS /<domain>/<hub>/<robot>/nas
loglevel	0	The log level for the probe
server_tz_abbr	PST	The abbreviation of the Timezone for the AutoTask Server
subscribe_alarm_closures	0 (false)	Subscribe to alarm closures
subscribe_alarm_updates	0 (false)	Subscribe to alarm updates
incident_id_custom_field		The custom field (e.g. custom_1) to use for storing the incident/ticket ID in
last_incidentcheck_timestamp		Should not be edited. The timestamp of the last check for closed incidents

atdetails section

The “atdetails” section contains a number of AutoTask-specific configuration options.



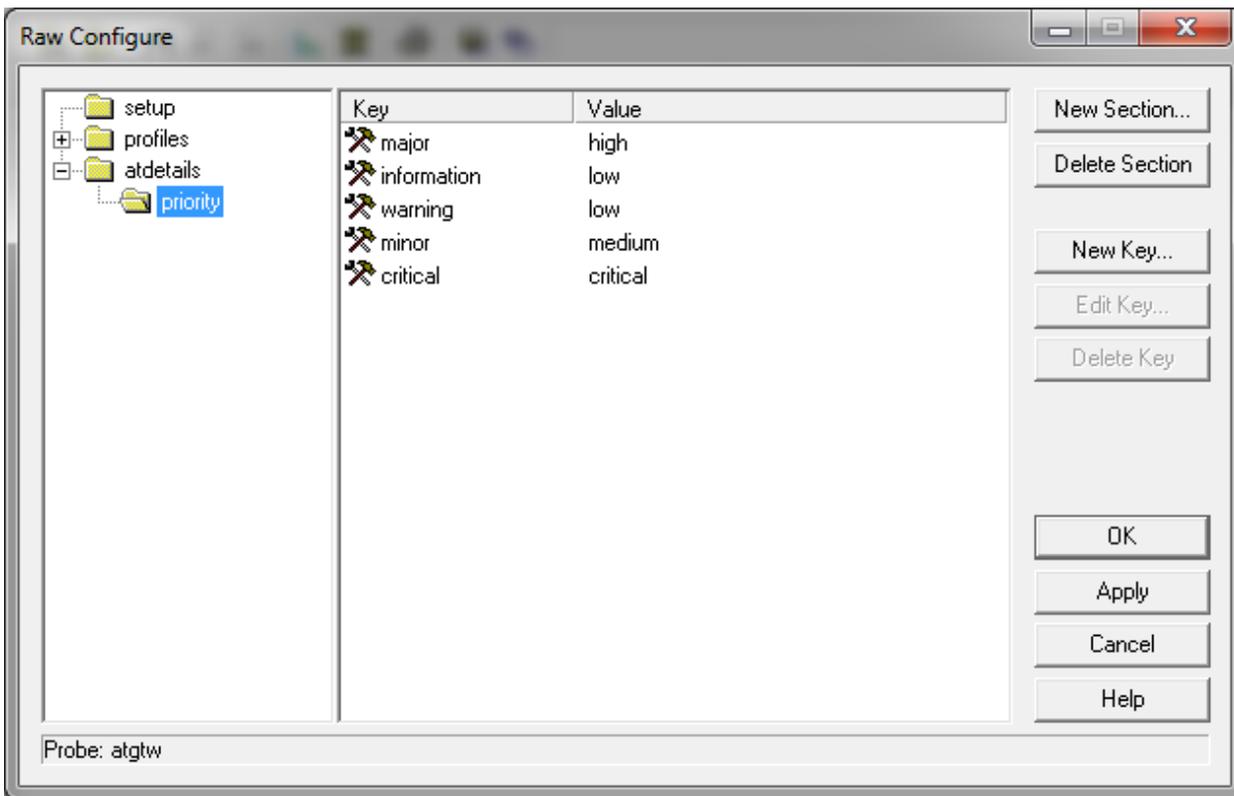
Key	Values	Explanation
allocationCode	Taxable Products	The Name of the Allocation Code to use when creating a Product to use for assigning tickets to
account		The account name to use for tickets when a profile is not found
ticket_udf_name	Nimsoft Alarm	The name of the User-Defined Field on the Ticket used to store the Nimsoft Alarm ID
ticket_udf_source	Nimsoft Source	The name to use for the UDF on the Ticket to store the Alarm Source (usually IP address)
ticket_udf_host	Nimsoft Hostname	The name to use for the UDF on the Ticket to store the Alarm Hostname
include_host_source	false	Include the Host and Source as User-defined fields in the ticket
ci_udf_name	Nimsoft Device	The name of the User-Defined Field on the CI (Installed Product) to store the CI Device ID
ci_udf_source	Nimsoft Source	The name to use for the UDF on the CI to store the Alarm Source (usually IP address)
ci_udf_host	Nimsoft Hostname	The name to use for the UDF on the CI to store the Alarm Hostname

queue		The AutoTask Queue Name to assignTickets to
login		The AutoTask User to login as
password		The password for the AutoTask user
note_type	Task Note	The note type to create when creating a Ticket Note
ci_product	Nimsoft Managed Entity	The Name of the Product to use (and create) for creating CI's against
create_ci	true	Create Product and CI if they don't already exist
ticketstatus	new	The status to set newly created tickets to
ticketclosed	complete	The status to set a ticket to when an alarm is closed and closeaction is set to close
closeaction	note	Sets the action to perform if the alarm that caused a ticket to be raised is resolved. Valid options are "note" and "close".
create_udf_map_fields	true	Create the User-defined fields if they don't exist
title	\$message	The title allows a custom title to be defined for tickets. This can consist of plain text plus variable substitution from the alarm for \$nimid \$hostname \$message To include the relevant parts of the alarm in the title. Please note that the title is truncated to 200 characters to match AutoTask restrictions.

Also in the "atdetails" section is a sub-section of "priorities".

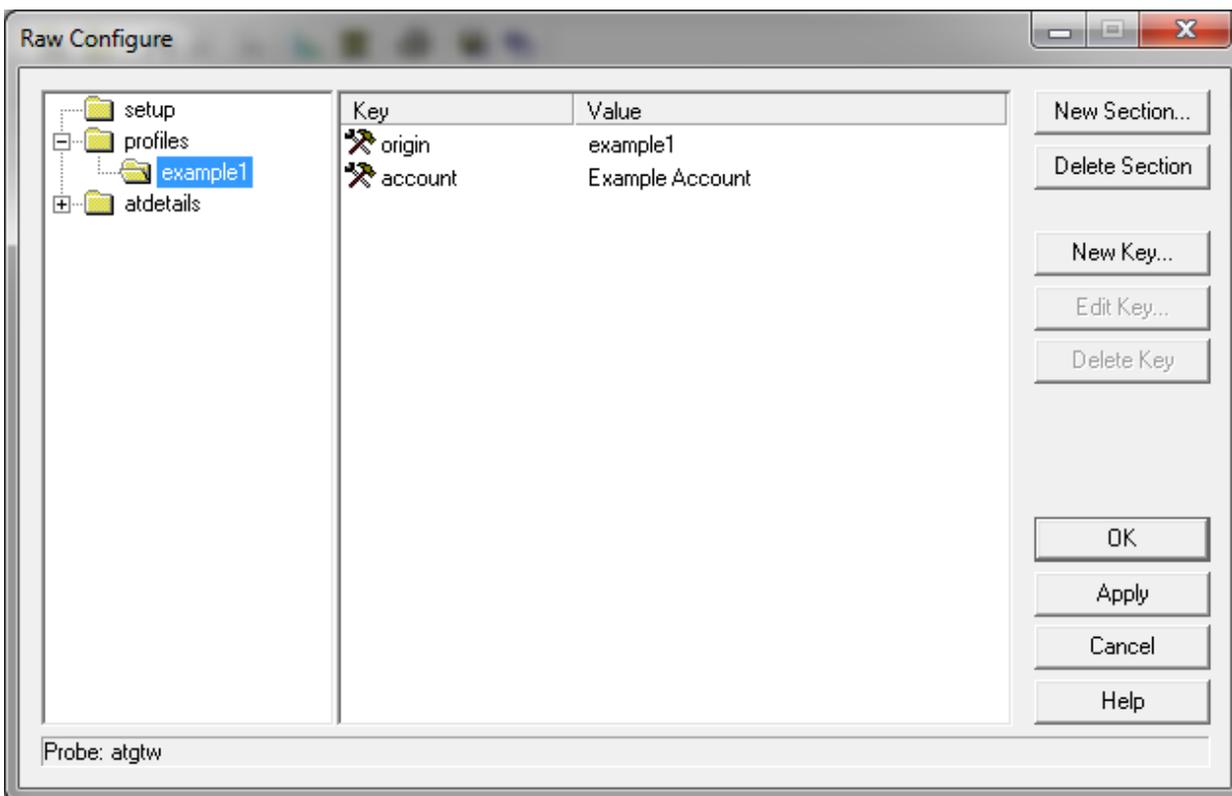
priority section

This allows Nimsoft Alarm levels to be mapped to AutoTask Severities. For each Nimsoft Severity level, an associated AutoTask Severity name should be supplied, as in the following example.



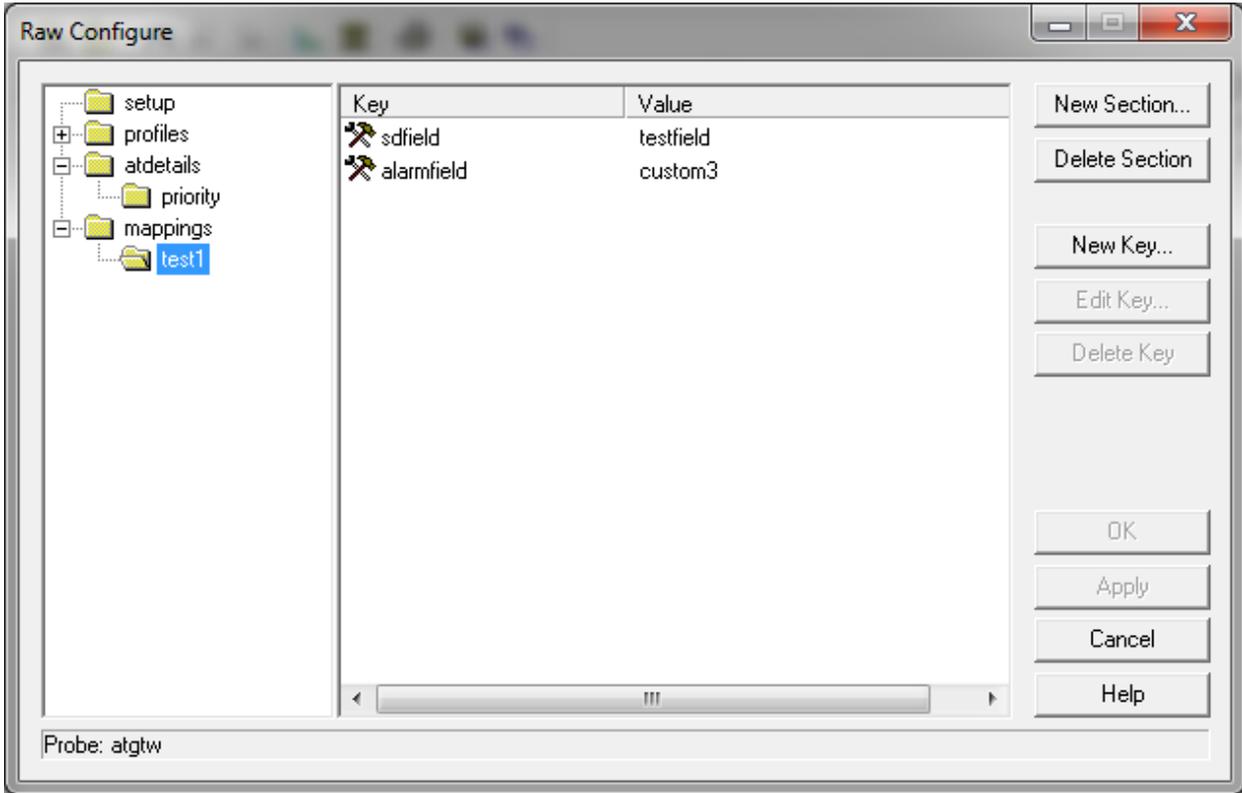
Profiles

This section allows different profiles to be defined based on the Origin of the alarm. When an alarm arrives, a check is made to see if there is a profile for the Origin of the alarm. If found, then the Account is taken from the profile, otherwise it is taken from the default account.



Custom Mapping

Custom mappings allow Nimsoft alarm fields to be mapped to SD fields. Currently only the User Tags and Custom Fields in an alarm are supported. Each mapping needs to be in its own section in the configuration file, with an entry for “sdfield” and “alarmfield”.



Procedures

Follow this procedure:

1. On the AutoTask Server:
 - Web Services will need to be made available for your account
 - A user will need to be made available with permission to raise tickets, create products and CIs, add notes and close tickets
 - A user-defined field needs to be created for tickets to store the Nimsoft Alarm ID, and the value put in the Gateway configuration file
 - A user-defined field needs to be created for CIs (Installed Products) to store the Nimsoft Device ID
2. install the probe
3. update the configuration file

Chapter 3: QoS Threshold Metrics

Many Nimsoft Monitor probes ship with default QoS threshold values set. The default threshold values provide an idea of the type of values to be entered in the fields and are not necessarily recommended best practice values. To aid in tuning thresholds and reducing false-positive alarms, this section describes the QoS metrics and provides the default QoS thresholds.

AutoTask Gateway QoS Metrics

The *atgtw* probe does not create any QoS messages.

AutoTask Gateway Alert Metrics Default Settings

This section contains the alert metric default settings for the *atgtw* probe.

QoS Metric	Warning Threshold	Warning Severity	Error Threshold	Error Severity	Description

Chapter 4: Known Issues

Upgrading

If upgrading from a version prior to 1.0, then the probe will need to be removed and re-installed. This is to overcome an issue with earlier versions in the packaging format.

Chapter 5: Troubleshooting and FAQs

Probe fails to start

From the probe directory <Nimsoft>/Probes/marketplace/atgtw directory, open a command line shell and run the probe manually:

```
# ..\..\jre\jre6\bin\java.exe -cp "lib/*" com.nimsoft.nimbus.probe.at.ATGtw
```

Take a note of any exceptions on the command line.