MasterScope SystemManager G Ver8.0
Release Notes

-ServiceManagerLinker-

Thank you for always using our products. This document describes the "MasterScope SystemManager G" ServiceManagerLinker to be used at your company.

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1. Function description

1.1. Function overview

The MasterScope SystemManager G　incident registration function makes it possible to collectively manage failure information by registering failure information detected by MasterScope SystemManager G to MasterScope ServiceManager as incidents.

This function is optional. To use this function, purchase a ServiceManagerLinker license.

Below, MasterScope SystemManager G is referred to as SystemManager G, and MasterScope ServiceManager is referred to as *ServiceManager*.

1.2. System configuration

Figure 1 shows the system configuration when SystemManager G and ServiceManager are linked.
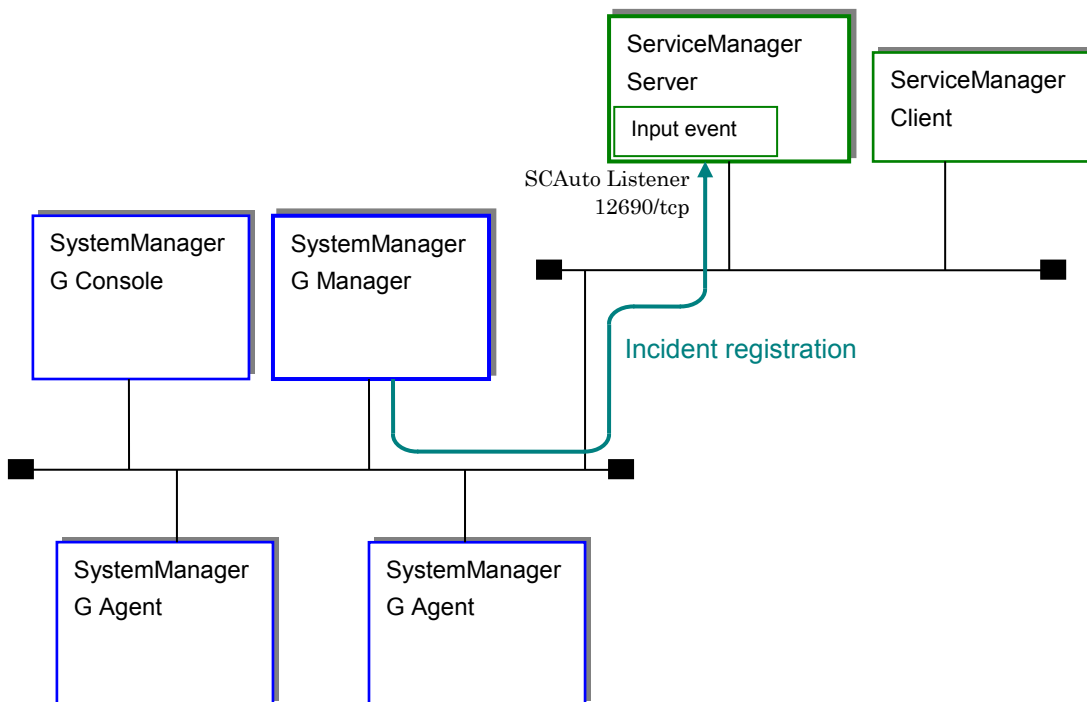

Figure 1. System configuration

TCP/IP communication is used to register incidents from the SystemManager G manager to ServiceManager Server.

Linkage is available for ServiceManager version 9.30 or 9.34 or 9.40.

2. Setting up the environment

This chapter describes how to set up the environment for the incident registration function. SystemManager G and ServiceManager are assumed to already be installed.

2.1. Starting up SCAuto Listener

Start up SCAuto Listener in ServiceManager.
For details about the procedure, see the ServiceManager manual.

2.2. Positioning the SCAuto library

Place the library used to communicate with ServiceManager on the machine on which the SystemManager G manager is installed.
Doing this is only necessary for a Windows manager.
The library is stored in the installation directory of the SystemManager G manager.
Log in to the machine on which the SystemManager G manager is installed as a super user, and then execute the command below.

For the Windows manager
```
> cd <Install_Path>\Manager\bin\ServiceManagerLinker
> copy scauto.dll ..\
```

※ <Install_Path> represents the installation path of the SystemManager G manager.
※ If the SystemManager G manager is in a cluster environment, execute the above command on both the active and standby nodes.
※ The scauto.dll should not be moved but copied.
     If you move it, you cannot register an incident successfully.

2.3. Editing ServiceManagerLinkerMgr.ini

Specify the basic linkage settings for the SystemManager G manager.
For details about specifying the settings, see "3 ServiceManagerLinkerMgr.ini settings".

The above procedure can be skipped if using the initial values without changing them.

2.4. Editing the event mapping file

For the SystemManager G manager, specify the settings for the event to be registered to ServiceManager.
For details about specifying the settings, see "4. Editing the event mapping file".

The above procedure can be skipped if using the default ServiceManager incident registration event (pmo) without customizing it.

2.5. Registering the ServiceManagerLinker license

Start up the SystemManager G console, and then register the ServiceManagerLinker option license.
For details about registering the license, see the following page in the SystemManager G manual (Help):

   - [Registering a license]
     - [Registering a license key]

※ If the SystemManager G manager is in a cluster environment, execute the above command on both the active and standby nodes.

2.6. Restarting the SystemManager G manager

Restart the MasterScope SystemManager G manager to apply the contents of 2.2 to 2.5.

2.7. Specifying definitions from the SystemManager G console

Start up the SystemManager G console, and then specify the settings for connecting to ServiceManager.
For details about the connection settings, see the following page in the SystemManager G manual (Help):

   - [Registering an incident to ServiceManager]
     - [Setting up incident registration]
       - [Specifying the ServiceManager registration destination]

This concludes setting up the environment.
Specify the incident registration definitions as described in the SystemManager G manual (Help).

3. Procedure for version upgrading

A library for communicating with ServiceManager has been updated from MISSION CRITICAL OPERATIONS Ver3.5.1.

If you upgrade from any version before MISSION CRITICAL OPERATIONS Ver3.5 to the current version, copy the scauto.dll file again by referring to "2.2 Positioning the SCAuto library"

When you have copied the file, restart the SystemManager G manager.

This procedure is required for the Windows manager only.

4. ServiceManagerLinkerMgr.ini settings

Specify the basic SystemManager G settings by editing the
ServiceManagerLinkerMgr.ini file.
This file is on the following path.

Windows version:
　<Install_Path>\Manager\sg\ServiceManagerLinkerMgr.ini

※　<Install_Path> represents the installation path of the SystemManager G manager.

Use a text editor to edit the ServiceManagerLinkerMgr.ini file.

The definitions in the file are as follows:

[WorkerThreadControl] section

Key	Valid Range	Default Value	Description
ThreadSendEventNumber	Integers from 0 to 100,000	1000	This is the number of incidents stored when it is not possible to connect to ServiceManager. If the number of stored incidents exceeds this value, incidents are not registered and the system enters the [Failed] status.

[SMControl] section

Key	Valid Range	Default Value	Description
ConnectingRetryInterval	Integers from 10 to 3,600	300	This specifies how long to wait before trying to connect again when it is not possible to connect to Service Manager. The unit is seconds.
SM_Language	sjis or utf8	sjis	This is the character encoding scheme for reporting incidents to ServiceManager. This must be the same character encoding scheme as that used to run ServiceManager SCAuto Listener.
RegisterEventCode	Up to 16 single-byte alphanumeric characters	pmo	This is the event type used by ServiceManager to receive incidents. This must match the ServiceManager definition.

Key	Valid Range	Default Value	Description
ElementSeparator	One single-byte symbol	No specification	If the specified character is in the replacement character string, the character is deleted. Specifying the array delimiter "|" prevents arrays in the replacement character string that include the character from getting out of order. A replacement character string is a message character string that can be included in an event, such as $MESSAGETEXT$. For details, see the following chapters in the manual or in Help. [Registering an incident to ServiceManager] - [Setting up incident registration] - [Specifying the ServiceManager registration destination]

If the ServiceManagerLinkerMgr.ini file was edited, restart the SystemManager G manager to apply the contents.

※ If SystemManager G Manager is in a cluster environment, the file exists on both the active and standby nodes. Edit both files.

5. Editing the event mapping file

The event mapping file defines items for events (for which the default type is pmo) that are received by ServiceManager as incidents.
If events are customized in ServiceManager, the event mapping file must be edited in accordance with the customization. Editing the event mapping file is unnecessary if using the pmo event for ServiceManager without customizing it.

※　To customize events in ServiceManager, add fields to the end of the pmo event.

The event mapping file is on the following path.

Windows version:
　　<Install_Path>\Manager\sg\ServiceManagerLinker\RegisterMappingFields.[JPN|ENG]

※　<Install_Path> represents the installation path of the SystemManager G manager.
　　In a cluster environment, <Install_Path> represents a path on the shared disk.
※　If running the SystemManager G manager in a Japanese environment, a file that has the extension JPN is used. In a non-Japanese environment, a file that has the extension ENG is used.
※　The character encoding scheme for the event mapping file is Unicode (UTF-16 LE).

The event mapping file is a tab-delimited text file.
Specify the following items on one line, delimited by tabs:

　　ID　　Name　　Required　　Displayed　　Editable　　Linefeed　　Display name　　Initial value

The following describes the items:

Item	Description
ID	This is the item number. Specify a sequential number, starting at 1.
Name	This is the item name.
Required	This flag indicates whether the item must be entered (0: Optional, 1: Required). This flag can be edited from the console for each mapping definition.
Displayed	This flag indicates whether to display the item contents in the confirmation dialog box that is displayed when manually registering incidents (0: Not displayed, 1: Displayed). This flag can be edited from the console for each mapping definition.
Editable	This flag indicates whether the item contents in the confirmation dialog box displayed when manually registering incidents can be edited (0: Not editable, 1: Editable). This flag is disabled unless the display flag is set to 1: Displayed. This flag can be edited from the console for each mapping definition.
Linefeed	This flag indicates whether linefeeds can be included in a character string value to enter multiple lines (0: Linefeeds prohibited, 1: Linefeeds permitted).

Item	Description
Display name	This is the alternate item name used when manually registering incidents or displaying the "Confirm Field details" dialog box. This flag can be edited from the console for each mapping definition. This item can be omitted.
Initial value	This is the initial value assigned to each event item. Use \n to specify linefeeds in a character string. This flag can be edited from the console for each mapping definition. This item can be omitted.

The following describes the initial definitions in the RegisterMappingFields. ENG file:
Note that a replacement character string can be specified for the value.
A replacement character string is a message character string that can be included in an event such as $MESSAGETEXT$.
For details, see the following chapters in the manual or in Help.
[Registering an incident to ServiceManager]
  - [Setting up incident registration]
    - [Specifying the ServiceManager registration destination]

ID	Name	Required	Displayed	Editable	Linefeed	Display name	Initial value
1	logical.name	0	1	1	0	Affected Item	$NODE$
2	network.name	0	0	0	0		
3	reference.no	0	0	0	0		
4	cause.code	0	1	1	0	Cause Code	
5	$ax.field.name	0	1	1	1	Incident Title|Description	$SUMMARY$|\n$MESSAGETEXT$\n--\nGenerated Date:$GENERATEDDATE$ $GENERATEDTIME$\nNode Name:$NODE$\nSeverity:$SEVERITY$\nApplication Name:$APPLICATION$\nObject Name:$OBJECT$\nMessage ID:$MESSAGEID$\n--
6	action,2	0	0	0	0		
7	action,3	0	0	0	0		
8	network.address	0	0	0	0		
9	type	0	1	1	0	Type	
10	category	1	1	1	0	Category	
11	domain	0	0	0	0		
12	objid	0	0	0	0		
13	version	0	0	0	0		

ID	Name	Required	Displayed	Editable	Linefeed	Display name	Initial value
14	model	0	1	1	0	Model	
15	serial.no.	0	1	1	0	Serial number	
16	vendor	0	1	1	0	Manufacturer	
17	location	0	1	1	0	Location	
18	contact.name	0	1	1	0	Contact	
19	contact.phone	0	1	1	0	Phone	
20	resolution	0	1	1	1	Solution	
21	assignee.name	0	1	1	0	Asignee Name	
22	priority.code	0	1	1	0	Priority	
23	failing.component	0	1	1	0	Unit	
24	system	0	0	0	0		
25	ci.date.time	0	0	0	0		
26	flow	0	0	0	0		
27	server.id	0	0	0	0		
28	system.state	0	0	0	0		
29	units	0	0	0	0		
30	value	0	0	0	0		
31	port.index	0	0	0	0		
32	severity	0	1	1	0	Urgency	$SEVERITYMAP$
33	site.category	0	1	1	0	Site Category	
34	fix.type	0	0	0	0		
35	resolution.code	0	1	1	0	Resolution Code	
36	subcategory	0	1	1	0	Subcategory	
37	product.type	0	1	1	0	Product Type	
38	problem.type	0	1	1	0	Problem Type	
39	adj.resolution.time	0	0	0	0		
40	explanation,1	0	0	0	0		
41	class	0	1	1	0	Class	
42	agreement.ids	0	0	0	0		

If the event mapping file was edited, restart the SystemManager G manager to apply the contents.

If the event mapping file is edited during operation, the results of editing are not applied to the mapping definitions already in SystemManager G. Only newly created mapping definitions are applied.

6. Notes

6.1. Deleting ServiceManager information

Incidents (input events) reported from SystemManager G to ServiceManager are not deleted using SystemManager G.
Use ServiceManager to delete this information as necessary.

6.2. Characters that cannot be registered as incidents

The event delimiter "^" cannot be included in an incident.
If this delimiter is included in a message, it is deleted.

6.3. Maximum event length

Events received by ServiceManager are limited to a maximum length of 30 KB.
If an event reported from SystemManager G exceeds 30 KB, only the first 30 KB of the event are registered.

7. Troubleshooting

7.1. When the SystemManager G status is [Registered], but the incident is not registered to ServiceManager

For SystemManager G, the SCAuto API is used to report events to ServiceManager. If the event reporting API finishes successfully, the incident status for SystemManager G is [Registered].

・ Make sure that the report from SystemManager G has been registered as a ServiceManager input event.

・ If the report was not registered as an input event, the character encoding scheme used to report information from SystemManager G might not match the scheme used to run SCAuto Listener. Revise the character encoding scheme as described in "3 ServiceManagerLinkerMgr.ini settings".

・ If the report was registered as an input event, check ServiceManager to determine whether an error occurred during the processing to create an incident from the input event.
For example, when using ServiceManager in the initial status, if the value of the event item category does not match the name registered to ServiceManager, an error occurs during the processing to create an incident from the input event.

7.2. When the [Registering] status remains and registration is not performed

If the SystemManager G manager is disconnected from ServiceManager Server (SCAuto Listener), incidents remain in the [Registering] status and wait for a connection.

・ Check whether SCAuto Listener is waiting for a connection on the ServiceManager Server machine.

・ If it is not possible to connect to ServiceManager Server when starting up the SystemManager G manager, the system tries to connect each time the retry interval (which has an initial value of 300 seconds) elapses. For details about changing the retry interval, see "3 ServiceManagerLinkerMgr.ini settings".

7.3. <u>When registering an incident fails</u>

If registering an incident fails, check if scauto.dll is removed from under the MCOperations manager installation directory when placing the SCAuto library.
For information on the procedure to place the SCAuto library, refer to "[2.2 Positioning the SCAuto library](#)"