



# Integrating Entuity Network Management with BMC TrueSight Intelligence

**For use with Entuity 16.5 downwards  
December 2017**

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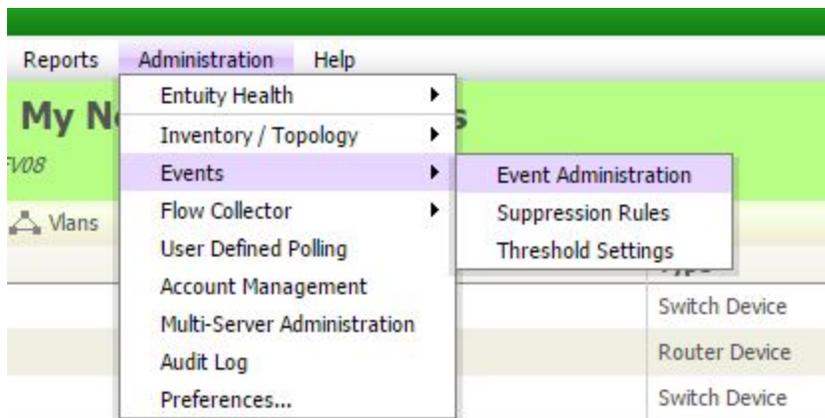
## Document Overview

This document will instruct how to add the Entuity Network Management component to BMC TrueSight Intelligence.

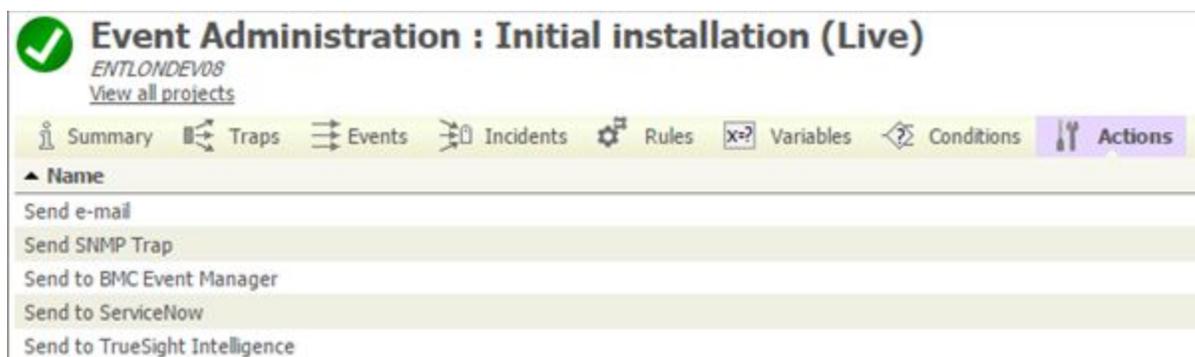
## Adding the Entuity Network Component

To add the Entuity Network Component:

1. Click **Administration > Events > Event Administration** to open the Summary page.



2. Click **Actions**.



3. While a new Entuity installation will already have a 'Send to TrueSight Intelligence' action defined, patching an already existing installation will require you to manually update action definitions. To do so:
  - a. Click **View all projects**. In the bottom right, click **Import**. This will open a pop out window.



- b. Go to the **etc** subdirectory of your Entuity installation, and in this installation find and open **eventProject.xml**.
4. A 'Draft' project will now appear. You have two options:
  - a. Select both 'Live' and 'Draft' projects, and click **Merge**. This is the recommended option.
  - b. Select the 'Draft' project, and click **Deploy**. This action archives the existing 'Live' project, which can be activated again later if needs be. You can also **Export** the existing 'Live' project as additional backup.
5. In the Entuity **etc** directory, find the file **TrueSightIntelligence-example.cfg**. Copy this file to the file **TrueSightIntelligence.cfg**, and then open the copied file in a plain text editor.
6. You will need to change the default 'user=' and 'pass=' values to the API Tokens provided by the TrueSight Account Manager.
7. Click **Save**.
8. To complete the addition, either reload the configuration of Event Engine, or restart the whole product.
  - a. To reload the configuration of Event Engine, run the command `Entuity\bin>eventEngine -reloadCfg`.
  - b. To restart the product, run the command `Entuity\bin>stopeye`. Check in the **System Control Log** that the product has stopped, and then run the command `Entuity\bin>starteye`.

## Tailoring Action details

To tailor the details of the 'Send to TrueSight Intelligence' action:

1. Select 'Send to TrueSight Intelligence', and click **Edit**.
2. The parameters for 'cname=' and 'tsiAppId=' are automatically set to predefined values, but can be edited here.
  - a. The 'cname=' parameter should correspond to the connection name that has been specified in the file **TrueSightIntelligence.cfg**. If the 'cname=' parameter is changed in the file **TrueSightIntelligence.cfg**, then it must be changed to the same value here also. It should be noted that after defining another connection name, either the configuration of Event Engine needs to be reloaded, or the whole product should be restarted.
  - b. The 'tsiAppId=' parameter defines the **App Id** from which TrueSight Intelligence will see Events being forwarded by Entuity.

## Forwarding Events and Incidents

To forward Events generated by Entuity to TrueSight Intelligence:

1. Go to the **Summary Page**.
2. Click **Rules**.
3. Click **Add Rule...** at the bottom of the page.

**Event Administration : Initial installation (Live)**  
ENTLONDEV08  
View all projects

Summary Traps Events Incidents **Rules** Variables Conditions Actions

Pre Storage  
Post Storage

**Processing Stage**

Name: Pre Storage  
Description:  
Behavior: Process all sub-components  
Enabled: Yes  
Last Updated: 20 Jun 2017, 15:10  
Rules: 17 Total, 10 Disabled, 0 Time-based

Type	Name
Stage	Traps
Stage	Initial Filtering
Stage	Suppressions
Stage	Flapping
Stage	N of M

Add Processing Stage... **Add Rule...** Edit... Delete... Move Up Move Down

Message Log

To forward Incidents:

1. Go to the **Summary Page**.
2. Click **Incidents**.
3. Click **Edit Global Triggers...** at the bottom of the page.

**Event Administration : Initial installation (Live)**  
ENTLONDEV08  
[View all projects](#)

Summary Traps Events **Incidents** Rules Variables Conditions Actions

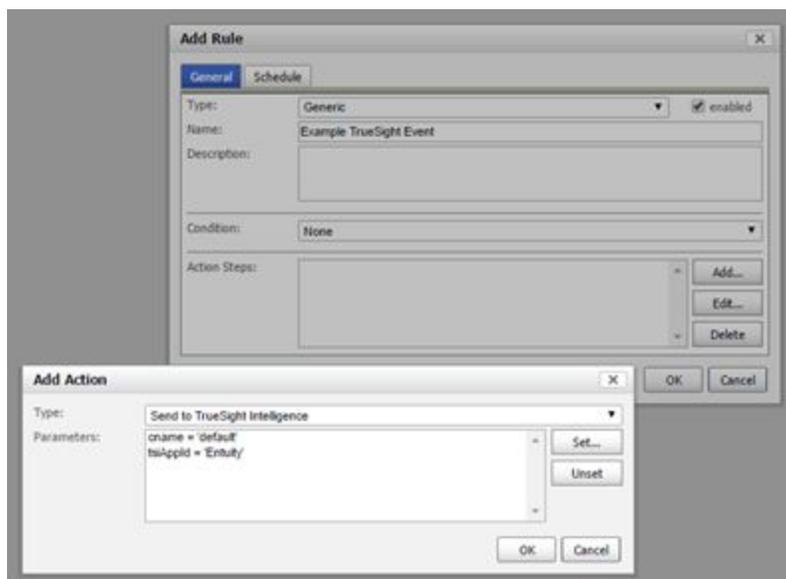
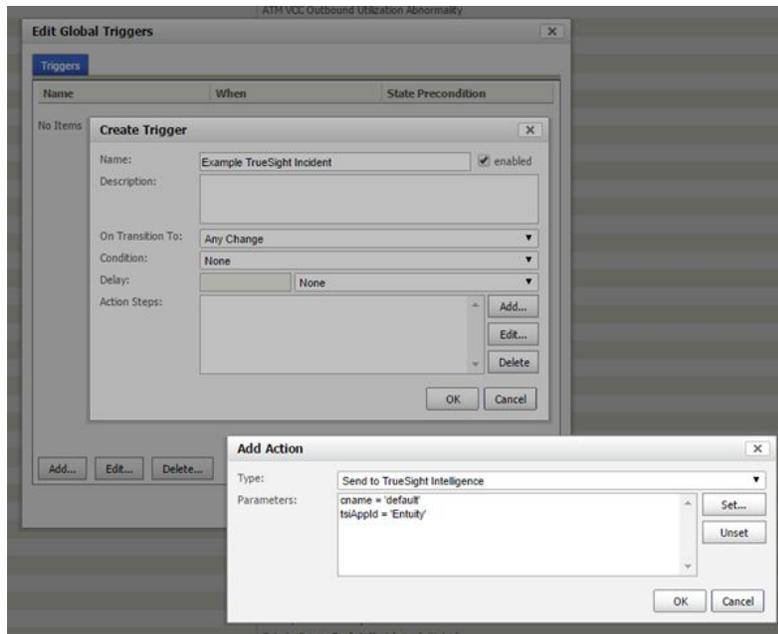
Name
ATM VCC Inbound Utilization Abnormality
ATM VCC Link Down
ATM VCC Outbound Utilization Abnormality
AvailMonitor Application Problem
AvailMonitor Average Latency Change
AvailMonitor High Latency
AvailMonitor High Latency (95th Percentile)
AvailMonitor Low View Device Reachability
AvailMonitor Rising Trend in Average Latency
Backplane Bus A High Utilization
Backplane Bus B High Utilization
Backplane Bus C High Utilization
Backplane System Bus High Utilization
Chassis Alarm
Chassis Fan Status Problem
Chassis Temperature Alarm
Device Average CPU Utilization High
Device Average Memory Usage High
Device Clock Inconsistency
Device Fan Failure
Device High Active Sessions
Device High Messages Received
Device Low Disk Space
Device Name Resolution Failure
Device Not Responding to SNMP
Device Port(s) Utilization Accuracy Problem
Device Reachability Problems
Device Reboot
Device Sensor Non-Operational
Device Sensor Warning Value
EGP Neighbor Loss
Entuity License on Remote Server Problem
Entuity License Problem
Entuity Server Automated Shutdown
Entuity Server Component Problem
Entuity Server Database Backup Failure
Entuity Server Disk Space Alert
Entuity Server Explicit Shutdown Initiated
Entuity Server Internal Event
Entuity Server License Alert
Entuity Server Shutdown Forced By Critical Failure To Restart
Firewall High Accepted Packet Rate
Firewall High Avail User Set Oper State Non Compliant

Add... Edit... Delete... **Edit Global Triggers...**

Message Log

When adding either an Event Processing Rule or an Incident Trigger, a pop up window appears.

4. Click **Add...** and select **Send to TrueSight Intelligence** from the drop down menu.
5. Another window will pop up with the 'cname' and 'tsiAppld' parameters set to default. The values of 'cname' and 'tsiAppld' will be initialized according to what has been set in action definition (see 'Tailoring Action details', point 2), but can be redefined here.



6. Once these parameters have been edited, click **OK** and **OK** again.
7. In the top right of the screen, click **Save and deploy**.



 This project has unsaved changes

If there are any errors, they will show up at the bottom of the screen under **Message log**. The Message log window is used as a general indicator for errors which may occur during the whole process.

## Forwarding Metrics

For each of the metrics defined in `<ENTUITY_HOME>/etc/truesight_metrics.cfg`, it is recommended that you define them in TrueSight Intelligence via **Settings > Metrics**.

To forward metrics generated by Entuity to TrueSight Intelligence:

1. Edit `<ENTUITY_HOME>/etc/provost_site_specific.conf` and uncomment this line:  
`#!${ENTUITY_HOME}/etc/provost_truesight_metrics.conf`.
2. Rename the file `<ENTUITY_HOME>/etc/provost_truesight_metrics_example.conf` to `<ENTUITY_HOME>/etc/provost_truesight_metrics.conf`.
3. Rename the file `<ENTUITY_HOME>/etc/truesight_metrics_example.cfg` to `<ENTUITY_HOME>/etc/truesight_metrics.cfg`.
4. Edit `<ENTUITY_HOME>/etc/truesight_metrics.cfg` by changing the default 'apiUser=' and 'apiKey=' values to the API Tokens provided by the TrueSight Account Manager.
5. Restart Entuity.