

## Enabling Incident Forwarding to TrueSight

### Summary:

Beginning with Entuity 14.5 (GA or P1), Entuity incidents, rather than raw events can be forwarded to TrueSight Operations Manager (formerly BPPM). This application note will provide a procedure to enable incident forwarding to TrueSight. This Application Note assumes that the required preparation work has already been performed on the TrueSight server.

### Pre-requisites:

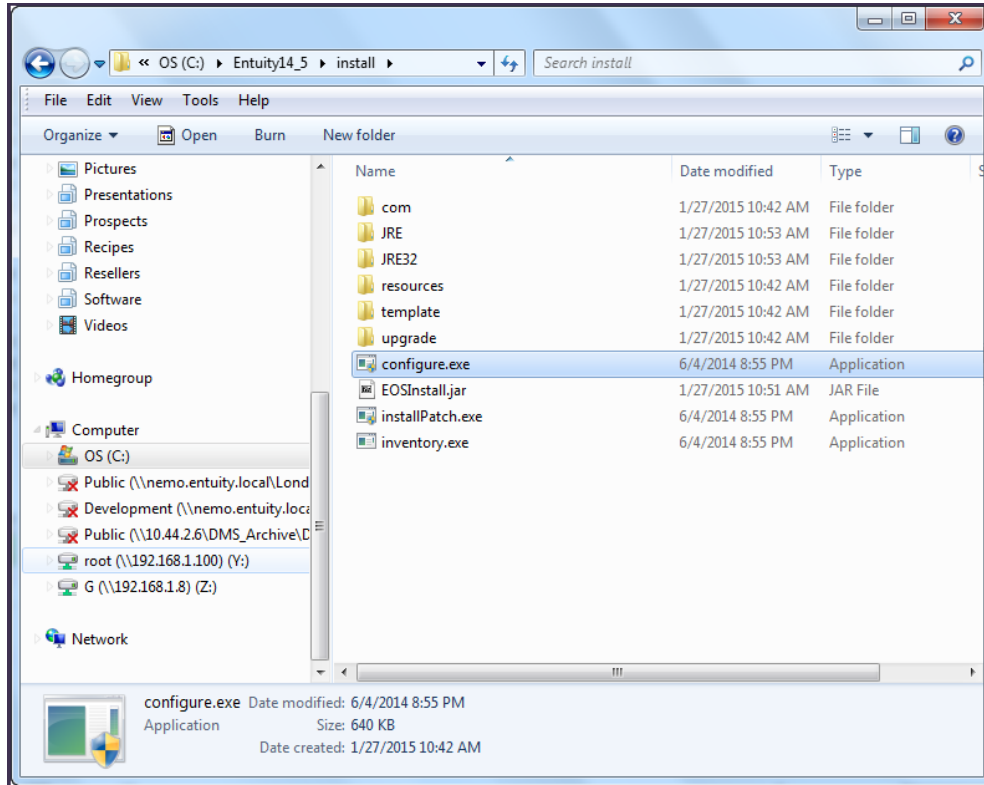
The TrueSight server needs to be fully operational prior to configuring and enabling the incident forwarding.

The following tasks should be performed on the TrueSight Server:

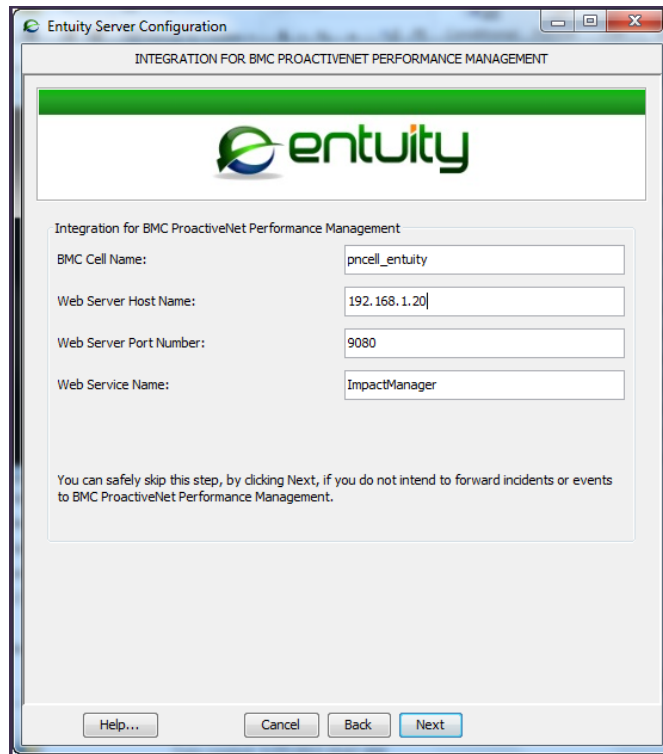
- Install IIWS.
- Configure a cell to receive the events from the Entuity server.
- Remove the comments from the .load file for classes, collectors and rules associated with Entuity.

## Procedure

1. Stop the Entuity services. From the Services control panel, locate the service named Entuity. Single click the service and select stop.
2. From Windows Explorer, go to the [ENTUITY\_HOME]\install folder. Double-click the icon labeled Configure.

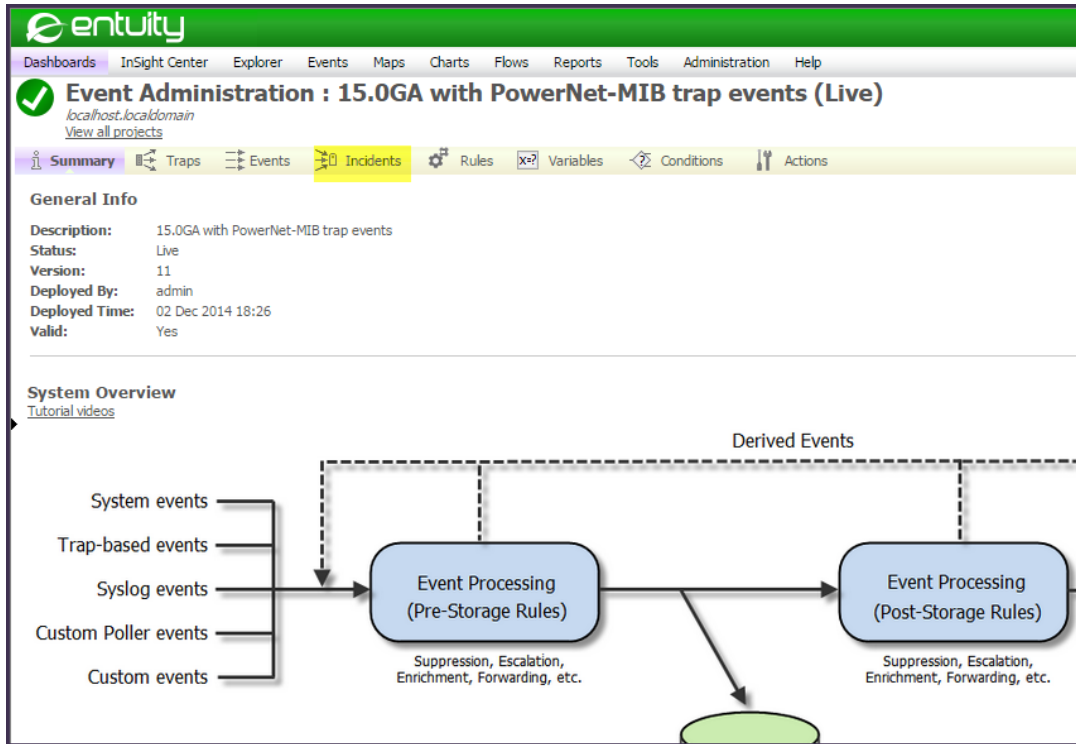


3. When the BMC Proactivenet Performance Manager panel is displayed, enter the cell name and the IP address or hostname of the TrueSight server. Do not change the web server port number or the web service name.



4. Continue with the Configuration utility. After the Configure utility completes, start the Entuity server. Go to the Services control panel, locate the service named Entuity. Single click and select Start.

5. Log into the web UI. Select Administration -> Events -> Event Administration. Click the Incidents hyperlink.

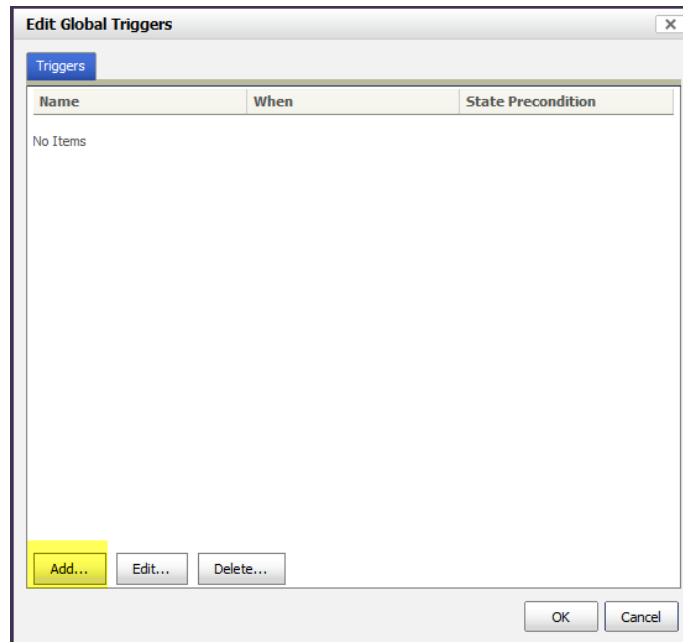


6. On the next page, click the Edit Global Triggers button.

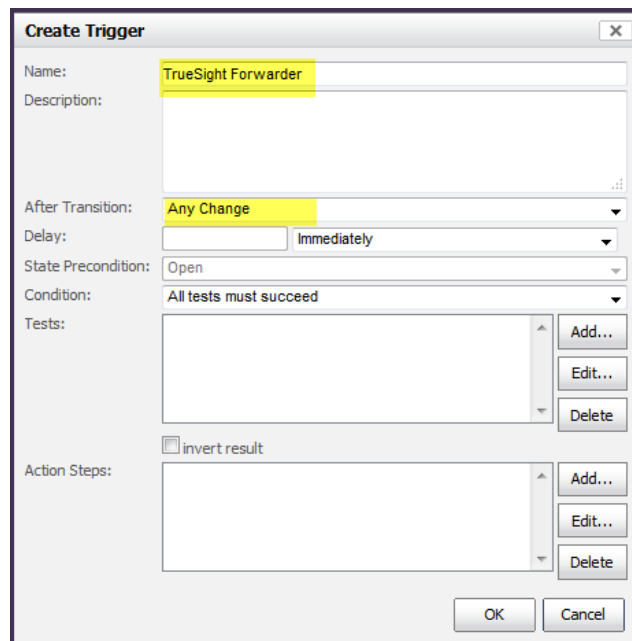
The screenshot shows the Entuity Event Administration interface. The title bar reads "Event Administration : 15.0GA with PowerNet-MIB trap events (Live)". Below the title bar, there is a navigation menu with options: Dashboards, InSight Center, Explorer, Events, Maps, Charts, Flows, Reports, Tools, Administration, and Help. The main content area displays a table of traps with columns for Name and Description. The "Incidents" tab is selected in the navigation bar. At the bottom of the table, there are four buttons: "Add...", "Edit...", "Delete...", and "Edit Global Triggers...". The "Edit Global Triggers..." button is highlighted with a yellow background.

Name	Description
AP Antenna Channel Change Frequency High	AP Antenna Channel Change Frequency High
AP Antenna Host Count Abnormality	AP Antenna Host Count Abnormality
AP Antenna Offline	AP Antenna Offline
AP Antenna Power Change Frequency High	AP Antenna Power Change Frequency High
AP Host Count Abnormality	AP Host Count Abnormality
AP Not Associated With Controller	AP Not Associated With Controller
ATM VCC Inbound Utilization Abnormality	ATM VCC Inbound Utilization Abnormality
ATM VCC Link Down	ATM VCC Link Down
ATM VCC Outbound Utilization Abnormality	ATM VCC Outbound Utilization Abnormality
AvailMonitor Application Problem	AvailMonitor Application Problem
AvailMonitor Average Latency Change	AvailMonitor Average Latency Change
AvailMonitor High Latency	AvailMonitor High Latency
AvailMonitor Low View Device Reachability	AvailMonitor Low View Device Reachability
AvailMonitor Rising Trend in Average Latency	AvailMonitor Rising Trend in Average Latency
Awap Host Count Abnormality	Awap Host Count Abnormality
Backplane Bus A High Utilization	Backplane Bus A High Utilization
Backplane Bus B High Utilization	Backplane Bus B High Utilization
Backplane Bus C High Utilization	Backplane Bus C High Utilization
Backplane System Bus High Utilization	Backplane System Bus High Utilization
BGP Peer Briefly Established	BGP Peer Briefly Established
BGP Peer Briefly Not Established	BGP Peer Briefly Not Established
BGP Peer Disappeared	BGP Peer Disappeared
BGP Peer Newly Discovered	BGP Peer Newly Discovered
BGP Peer Not Established	BGP Peer Not Established

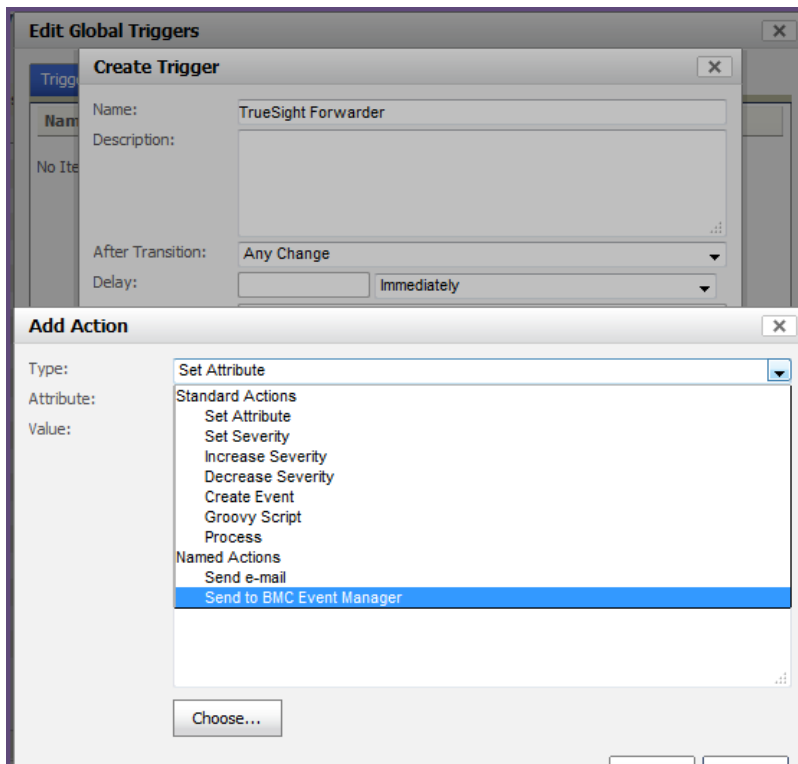
7. Click the Add . . . button to add a new trigger.



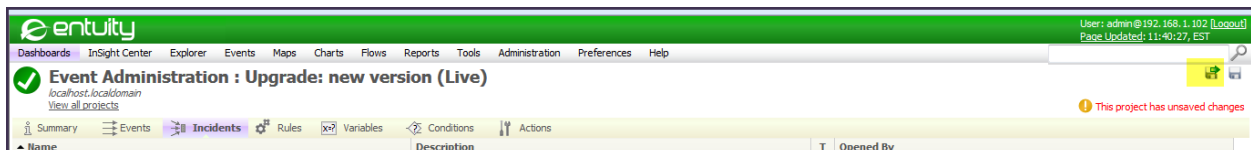
8. Assign a name to the Global Trigger. For this example, the name TrueSight Forwarder will be used. In the After Transition field, use the drop-down and select Any Change.



- In the Action Steps section, select the Add . . button. From the drop-down menu, select Send to BMC Event Manager. Click OK to save the trigger.



- The project must now be deployed. Click the icon with the arrow to save and deploy the project. Assign a name to the project.



11. After the project has been deployed, verify that incidents are being received by the TrueSight cell.

The screenshot displays the BMC ProactiveNet console interface. The top navigation bar includes 'Event Collectors' and 'Entuity'. The left sidebar shows a tree view with categories like 'Global', 'Abnormalities', 'Devices', and 'Event Collectors'. The 'Entuity' category is selected, showing a list of events. The main area displays a table of events with columns for 'Occurred' and 'Message'. Below the table, there are several panels: 'Logs & Notes', 'Summary', 'Others', and 'Object'. The 'Summary' panel shows details for a 'Port Utilization Abnormality on hq01'. The 'Others' panel shows 'EYE\_EVENT' details. The 'Object' panel shows 'Object Monitored' details for 'hq01 [Se0/0/1] ...'.

Occurred	Message
07/04/2015 19:14	Port Utilization Abnormality on hq01 [ Se0/0/1 ] Serial0/0/1 hq01
07/04/2015 17:50	Port Utilization Abnormality on fi02 [ Ethernet1/0/22 ] puerto 713 fi02
07/04/2015 17:50	Port Utilization Abnormality on fi02 [ Ethernet1/0/15 ] Puerto 703 fi02

**Summary**

Overview

Status: Open

Owner:

Severity: Major

Message: Port Utilization Abnormality on hq01 [Se0/0/1]

**Others**

EYE\_EVENT

Eye Comp Id: 1.1.4.0

Eye Event C...

Eye Event G... 1

Eye Event Id: IS24310

Eye Impact ...

Eye Impact...

Eye Service ...

Eye Stormw... 812

Eye UserId: admin

Eye View: BPPM

**Object**

Object Monitored

Object: hq01 [Se0/0/1] ...

Object Class: Port

Object URI: <http://demo.entuity.com/webUI/main.do?url=/webUI/objectSummary.do%3Fserver=%3D5ba829fa-86d9-4246-b4ce-24cc896180c0%26id%3D812>

Host of Object