

# **SmartConnector™ Configuration Guide for**

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ArcSight™ Logger Forwarding Connector for HP Operations  
Manager i

June, 2011



## SmartConnector™ Guide for ArcSight™ Logger Forwarding Connector for HP Operations Manager i

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The network information used in the examples in this document (including IP addresses and hostnames) is for illustration purposes only.

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### Revision History

Date	Description
06/2011	First release of Logger Forwarding Connector for HP OMI documentation.

Release Notes template version: 2.1.0

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# Configuration Guide for Logger Forwarding Connector for HP OMi

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This guide provides information on installing and configuring the Logger Forwarding Connector for HP OMi. This software supports Logger versions **5.0** and **5.1**, and **OMi v9.0.1**.



OMi users are strongly encouraged to apply the latest patch, OMi\_00005 (build 09.01.210), to obtain critical fixes before running this integration.

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- [“Sending Events From Logger to HP OMi” on page 6](#)
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**ArcSight Logger** is a log management solution that is optimized for extremely high event throughput, efficient long-term storage, and rapid data analysis. Logger receives and stores events; supports search, retrieval, and reporting; and can forward selected events. The ArcSight Logger Forwarding Connector allows you to send these event logs from Logger to the HP Operations Manager i (HP OMi).

**HP Operations Manager i** (HP OMi) enables the HP BSM Operations Management component in BSM. BSM Operations Management provides a complete monitoring solution, consolidating all IT infrastructure monitoring in a central event console, and relating the events to the IT services that depend on that infrastructure. See the *HP Business Service Management Operations Manager i Concepts Guide* for details on BSM.

HP BSM Integration Adapter is an integration solution that enables you to monitor event sources, and, if certain conditions apply, to forward the detected events as HP Business Service Management (BSM) events directly to BSM Operations Management. See the *Using HP BSM Integration Adapter Guide* for details on HP BSM Integration Adapter.

## Sending Events From Logger to HP OMi

ArcSight Logger sends events to the Logger Forwarding Connector using CEF Syslog, then forwards the events to HP OMi through HP BSM Integration Adapter using SNMP. A Logger forwarder must be created to send these events. For instructions on how to create a forwarder to send the events, see [“Creating a Forwarder to Forward Events” on page 9](#).

HP BSM Integration Adapter uses a SNMP interceptor policy to allow ArcSight events to be accepted within the HP OMi environment. For instructions on how to create an SNMP interceptor policy, see [“Creating an SNMP Interceptor Policy” on page 10](#).

## Installing the Connector

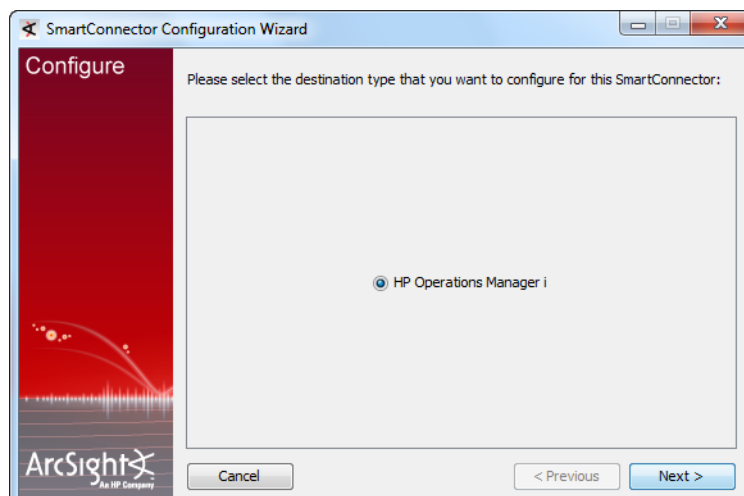
Before you install the connector, make sure that the ArcSight products with which the connectors will communicate have already been installed correctly (the ArcSight Logger, and HP BSM Integration Adapter, for example) and you have assigned appropriate privileges. For data security, ArcSight recommends that you install the connector and HP BSM Integration Adapter on the same system.

- 1 Download the ArcSight executable for your operating system from the ArcSight Customer Support Site.
- 2 Start the ArcSight Installer by running the executable.

Follow the installation wizard through the following folder selection tasks and installation of the core connector software:

Introduction  
Choose Install Folder  
Choose Install Set  
Choose Shortcut Folder  
Pre-Installation Summary  
Installing...

- 3 The following destination window is displayed; click **Next** to continue.

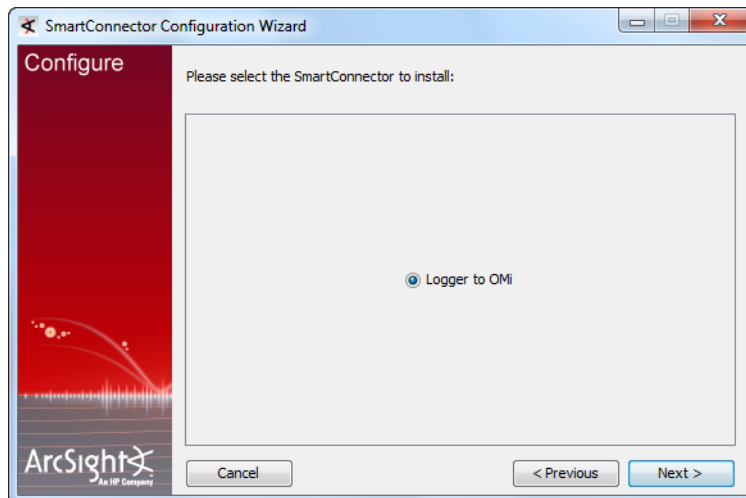


- 4 Fill in the parameter information required for connector configuration, then click **Next**.

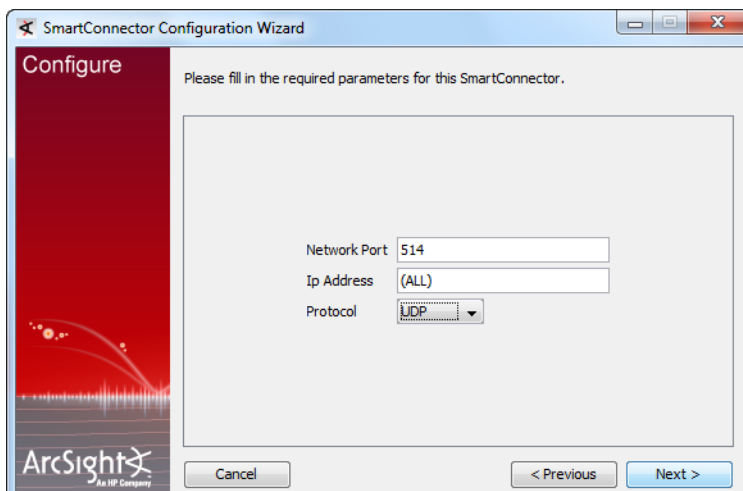
The image shows the 'SmartConnector Configuration Wizard' dialog box. The title bar says 'SmartConnector Configuration Wizard'. The main window has a red sidebar on the left with the word 'Configure' and the ArcSight logo. The main area has a light gray background with the text 'Please complete the following information for the omi transport.' Below this is a list of parameters with input fields or dropdown menus. The parameters are: Host (127.0.0.1), Port (162), Version (SNMP\_VERSION\_2), Read Community(v2) (public), Write Community(v2) (public), Authentication Username(v3) (empty), Authentication Password(v3) (empty), Security Level(v3) (AuthNoPriv), Authentication Scheme(v3) (MD5), Privacy Password(v3) (empty), and Context Engine Id(v3) (empty). At the bottom are three buttons: 'Cancel', '< Previous', and 'Next >'.

Parameter	Description
Host	Enter the Host name or IP address of the HP BSM Integration Adapter.
Port	Enter the port to be used by the BSM Integration Adapter monitoring for SNMP traps from the ArcSight Logger.
Version	Accept the default value of <b>SNMP_VERSION_2</b> . <b>SNMP_VERSION_3</b> is not available at this time.
Read Community(v2)	Enter the SNMP Read Community name.
Write Community(v2)	Enter the SNMP Write Community name.
Authentication Username(v3)	For use with SNMP v3; not available at this time.
	Authentication Password(v3)
	Security Level(v3)
	Authentication Scheme(v3)
	Privacy Password(v3)
	Context Engine Id(v3)
	Context name(v3)

- 5 Click **Logger to OMi**, then click **Next**.



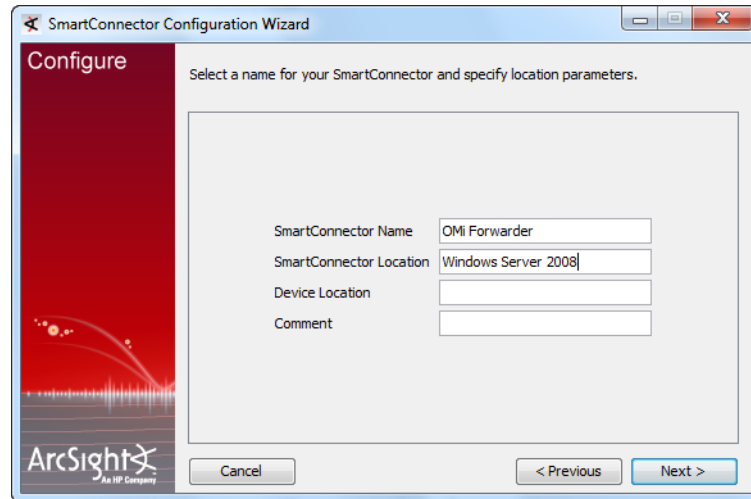
- 6 Enter the Logger information, then click **Next**.



Parameter	Description
Network Port	514 or another port that matches the Receiver
IP Address	IP or host name of the Logger
Protocol	UDP or Raw TCP <b>Note:</b> Whichever protocol you choose, it must match that of the forwarder type chosen during Logger Forwarder configuration.



- 7 Enter a name for the connector and provide other information identifying the connector's use in your environment. Click **Next**.



- 8 Read the installation summary and click **Next**. If the summary is incorrect, click **Previous** to make changes.
- 9 When the connector completes its configuration, click **Next**. The Wizard now prompts you to choose whether you want to run the connector as a process or as a service.  
  
If you choose to run the connector as a service, the Wizard prompts you to define service parameters for the connector.
- 10 After making your selections, click **Next**. The Wizard displays a dialog confirming the connector's setup and service configuration.
- 11 Click **Finish**.
- 12 Click **Done**.

## Logger Forwarders

Logger **forwarders** allow you to send all events, or events which match a particular filter, to another destination, in this instance, to HP OMi. However, the ability to define a different filter for each forwarder allows Logger to divide traffic among several destinations or limit the events sent to a single destination. For example, because Logger can handle higher event rates, it might be used to forward events to another HP OMi and/or an ArcSight ESM Manager. Forwarder query filters make it possible to split the flow between the different devices, using one forwarder for each.

Logger forwarding uses several forwarder types, but the Logger Forwarding Connector operates with UDP and TCP forwarder types only.

- **UDP Forwarders** forward events as User Datagram Protocol messages, such as Syslog format datagrams.
- **TCP Forwarders** forward events as Transmission Control Protocol messages.

## Creating a Forwarder to Forward Events

In order to successfully forward events from Logger to HP OMi, a forwarder must be created. To do so, complete the following steps within the ArcSight Logger web application.


- 1 Click **Configuration** from the top-level menu bar.
- 2 Click **Event Input/Output** in the left panel.
- 3 Click the **Forwarder** tab, then click **Add**. The **Add Forwarder** page appears.
- 4 Enter a name for the new forwarder and choose either “UDP Forwarder” or “TCP Forwarder”.



Whichever forwarder type you choose, it must match that of the SmartConnector protocol chosen during installation.

- 5 Click **Next**.
- 6 The **Edit Forwarder** page appears.
- 7 Within the **Query** field, create a query to filter the events sent to HP OMi, or leave the default, **NONE**, to send all events.
- 8 Continue to fill in the remaining parameters, ensuring that the **IP/Host** field contains the correct Logger Forwarding Connector IP address and that the **Port** number matches that of the connector.
- 9 Click **Save**. The following page appears.

Add						
Name	Type	IP/Host	Port	Query		
OMTCPFWD	TCP Forwarder	10.0.202.116	515	NONE		

- 10 New forwarders are initially disabled, so click the disabled icon () to enable the new forwarder.



The forwarder is now enabled.

For more detailed information on Logger forwarders, see the *ArcSight Logger Administrator's Guide*.



Wait a few minutes after enabling a forwarder before disabling it. Likewise, wait before enabling a forwarder that has just been disabled. Background tasks initiated by enabling or disabling a forwarder can produce unexpected results if they are interrupted.

## Creating an SNMP Interceptor Policy

HP BSM Integration Adapter SNMP interceptor policies monitor SNMP events, and respond when a character pattern that you choose is found in an SNMP trap. ArcSight provides a template SNMP interceptor policy for use in creating your own customized SNMP interceptor policy. This template policy should be customized and enhanced to satisfy different needs and requirements with HP BSM Integration Adapter's powerful policy edit features.

## Uploading Interceptor Template

After you have completed connector installation, navigate to `$ARCSIGHT_HOME\current\system\agent\config\snmp-policies\hpom`. This folder provides policy files as a basic SNMP interceptor template. Copy or provide network access to this folder.

## Using the HP BSM Adapter to Import and Activate Policies

In the BSM Integration Adapter, you must import and activate the policy. To do so:

- 1 Click the **Import** icon in the BSM Integration Adapter UI.
- 2 Browse to find the policy files.
- 3 Select header and data files and click **Open** to import the files. The files will resolve into a policy listed in the BSM Integration Adapter UI. You must import both files for the policy to function correctly.
- 4 Select the policy and click the **Activate** icon.
- 5 Configure the HP Operations Agent to receive SNMPv2 traps by setting the `SNMP_SESSION_MODE` variable. Refer to the *Using HP BSM Integration Adapter Guide* for details on the HP BSM Adapter.

## Troubleshooting Tips

### Duplicate Events

If there appear to be duplicate events forwarded to the HP OMi console:

- 1 Check and adjust deduplication options as needed.
- 2 If, after modifying deduplication options, there still appear to be duplicate events, check the Custom Message Attributes (event details and data), and apply rules to differentiate the events.

Refer to the *HP Business Service Management Using Operations Management Guide* and help for details.

### Dropped Events

If you notice that some events forwarded from ArcSight ESM/Logger are dropped, verify whether the Agent Severity is set correctly in those events. The default SNMP interceptor policy provided by ArcSight in the connector distribution has rules to pick up and forward SNMP Traps from ArcSight ESM/Logger based on the Agent Severity. Events that do not have Agent Severity set are dropped and not forwarded by the SNMP interceptor policy. If the dropped events are correlated events from ESM, make sure that the rules on ESM are set for the correct Agent Severity in the correlated events they generate. If the dropped events are normalized events from devices, then verify that the originating connector that has normalized the event has mapped the Agent Severity correctly from the Device Severity. If the originating connector (that is not setting the Agent Severity) is a FlexConnector, review the mappings and map all of the device severities to one of these Agent Severity values: Low, Medium, High, or Very-High. If the connector is a supported connector, contact customer support.

## Adjusting the Event Processing Rate

The default event processing rate for forwarding events from Logger to HP OMi is **10 eps**. If this rate proves excessive for your system, HP OMi might drop some incoming events. If events are being dropped, decrease the event rate until you find that all events have arrived.

If this occurs, you can adjust the rate at which events are forwarded to HP OMi. To do so, you will need to change the event processing rate within your XML properties file.

To adjust the event processing rate:

- 1 Stop the currently running SmartConnector from operating.
- 2 From a Windows command line, access your XML properties file using the command

```
cd %ARCSIGHT_HOME%/current/user/agent
```

- 3 Use WordPad or any XML Editor to open the .xml file for your HP OMi destination, similar to the example below:

```
0Ajv5S8BABCBAeabNXP5Rw==.xml
```

- 4 From within the .xml file, search for the following:

```
ProcessingSettings.ThrottleRate="10"
```

This value controls the current processing event rate, and has a default value of 10 eps.

- 5 Change this value to the desired rate of events per second. For example, to lower the rate of events to 5 eps, change the value after the string to 5:

```
ProcessingSettings.ThrottleRate="5"
```



If there are multiple destinations, repeat the steps above to change the rate for each destination, as required.

- 
- 6 Save the .xml file and exit the XML editor.
  - 7 Restart the SmartConnector.