

# How to integrate Verax NMS & APM with Verax Service Desk



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### Abstract

This publication provides an overview on how to integrate Verax NMS & APM with Verax Service Desk. Integration with Verax Service Desk allows NMS & APM events to be converted into Service Desk incidents. As a result, Service Desk incidents can be generated or closed (resolved) by the NMS & APM automatically by event processing rules or on demand for user-selected events.

The interaction between NMS & APM and Verax Service Desk is bi-directional. This means that by closing (resolving) incidents in Verax Service Desk, a corresponding alarm can be automatically closed in the NMS & APM. Integration with Verax Service Desk also enables measuring SLA levels against the outages detected in Verax NMS & APM.

### Steps:

1. Configuring Service Desk notification profile in Verax Administrator Console
2. Configuring incident categories visibility in Verax Service Desk
3. Creating a sample event processing rule in Verax NMS & APM

## 1. Configuring Service Desk notification profile in Verax Administrator Console

Verax NMS & APM communicates to the Service Desk application using specialized notification server profiles. Notification server profiles are controlled by the Administrator Console which proxies communication between NMS & APM and Service Desk. By default, Verax Administrator Console comes with a predefined notification server profile for Verax Service Desk.

In order to configure a notification server profile, perform the following steps:

1. Log into Verax Administrator Console.
2. Select **Settings** from the management context and click **Go**.

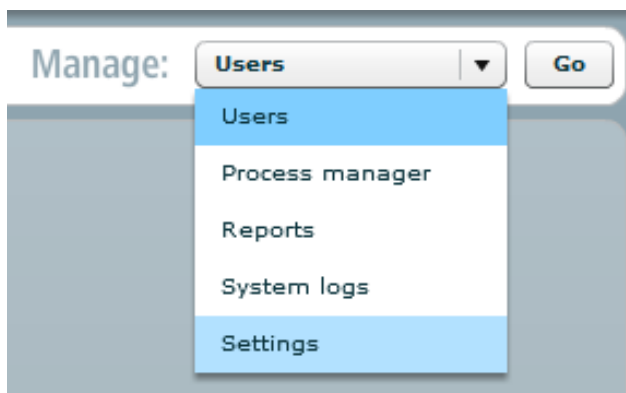


Figure 1: Management context

3. Navigate to the **Notification servers** tab and select **Default Verax Service Desk Server** notification server profile.
4. Select **Edit** from the local actions menu and click **Go**.

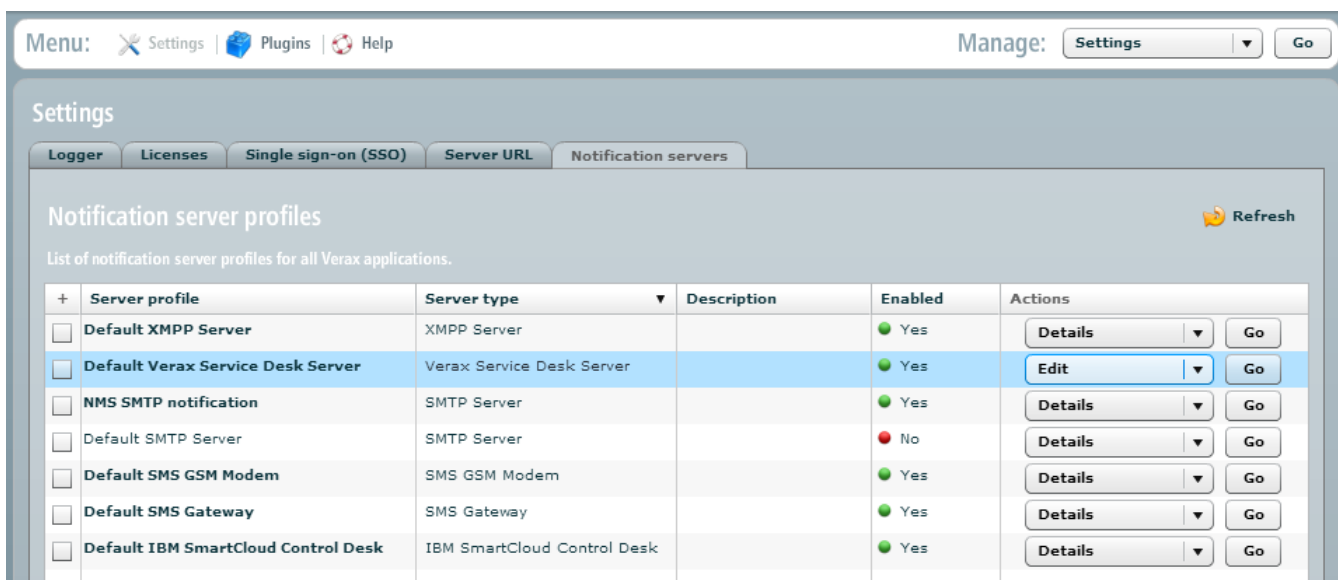
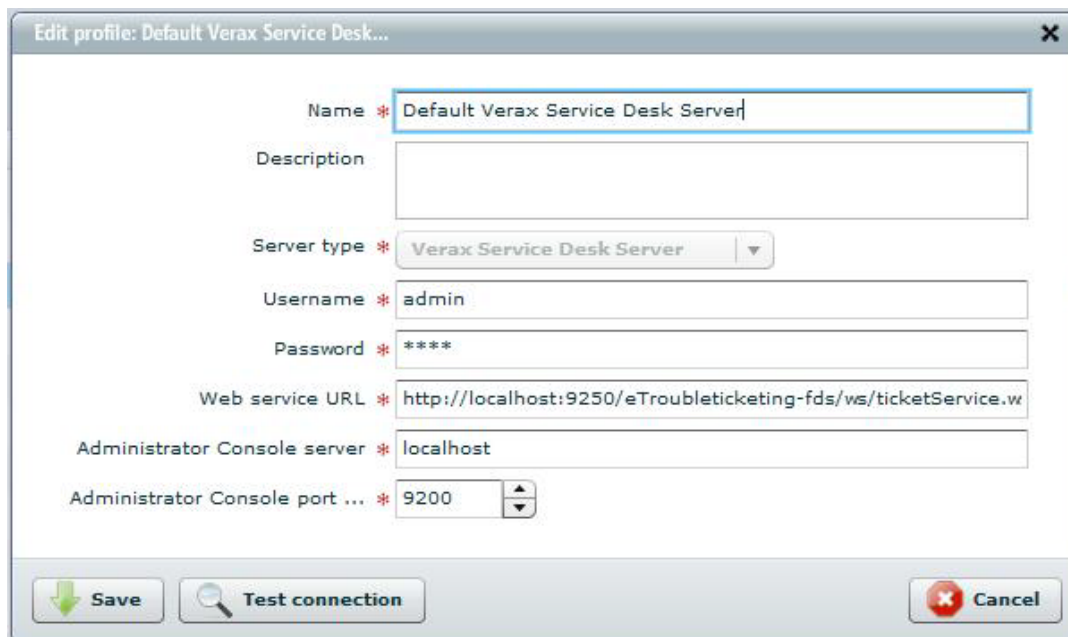


Figure 2: Notification server profiles

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- Once the data has been loaded, the edit window with all attributes ready to input shows up.



The screenshot shows a dialog box titled "Edit profile: Default Verax Service Desk...". It contains the following fields and values:

- Name: Default Verax Service Desk Server
- Description: (empty)
- Server type: Verax Service Desk Server
- Username: admin
- Password: \*\*\*\*
- Web service URL: http://localhost:9250/eTroubleticketing-fds/ws/ticketService.w
- Administrator Console server: localhost
- Administrator Console port: 9200

At the bottom of the dialog are three buttons: "Save" (with a green arrow icon), "Test connection" (with a magnifying glass icon), and "Cancel" (with a red X icon).

Figure 3: Verax Service Desk notification profile

The default Verax Service Desk notification server profile is characterized by the following information:

- **Name** – Name of profile.
- **Server type** – Server profile type, by default Verax Service Desk Server.
- **Username** – Verax Service Desk username.
- **Password** – Verax Service Desk password.
- **Web service URL** – URL of web service used.

The default web service URL for Verax Service Desk integration service is:

**http://<HOST>/eTroubleticketing-fds/ws/ticketService.wsdl**

where <HOST> is the host address (IP or Name) running Service Desk application.

- **Administrator Console server** – Administrator Console server (IP or Name) which is used by Verax Service Desk.
- **Administrator Console Port** – Administrator Console port number.

- Click **Test connection** to test the newly edited configuration.
- Click **Save** to apply or **Cancel** to discard changes.

### IMPORTANT:

In order to start the newly edited profile, select **Enable** from the local actions menu and click **Go**.

## 2. Configuring incident categories visibility in Verax Service Desk

In order to enable Verax NMS & APM to generate or close incidents in Service Desk, it is necessary to specify incident categories for which these actions will be performed. Defining such categories is done by configuring the visibility of incident categories for external systems, in that particular case for Verax NMS & APM.

In order to configure incident categories visibility, perform the following steps:

1. Log into Verax Service Desk.
2. Select **Settings** from the management context.
3. Select **Categories** from the main menu.

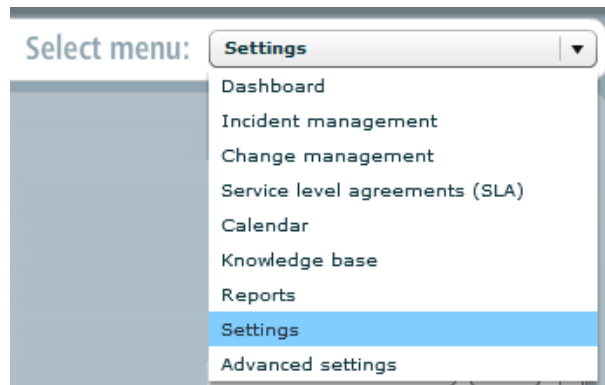


Figure 4: Management context

4. Click **Configuration** button above the main grid.

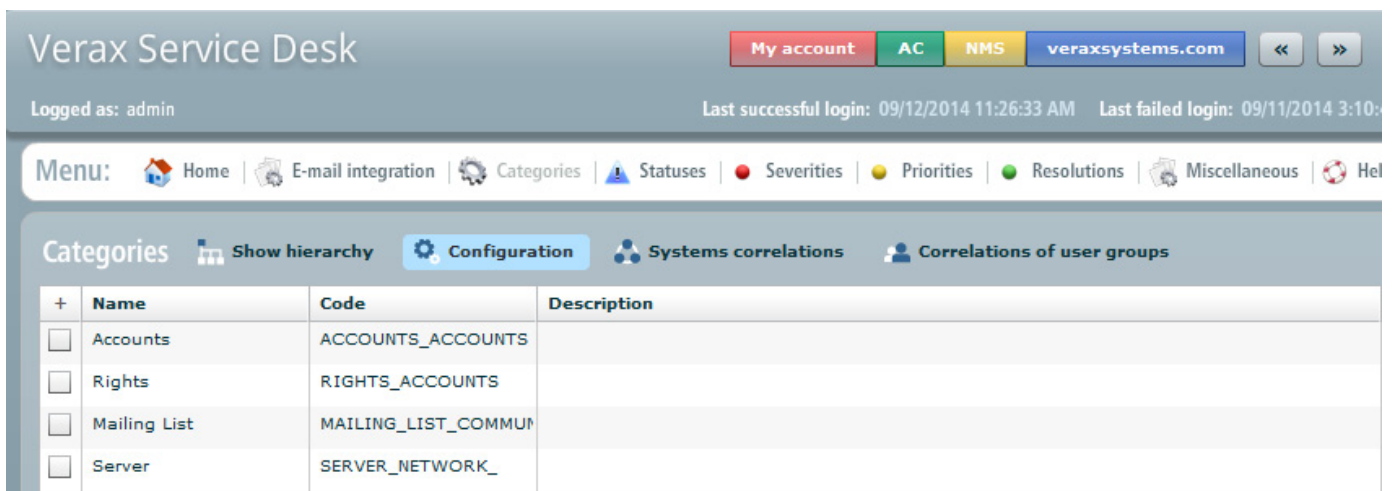


Figure 5: Incident categories view

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5. Once the data has been loaded, the edit window shows up.

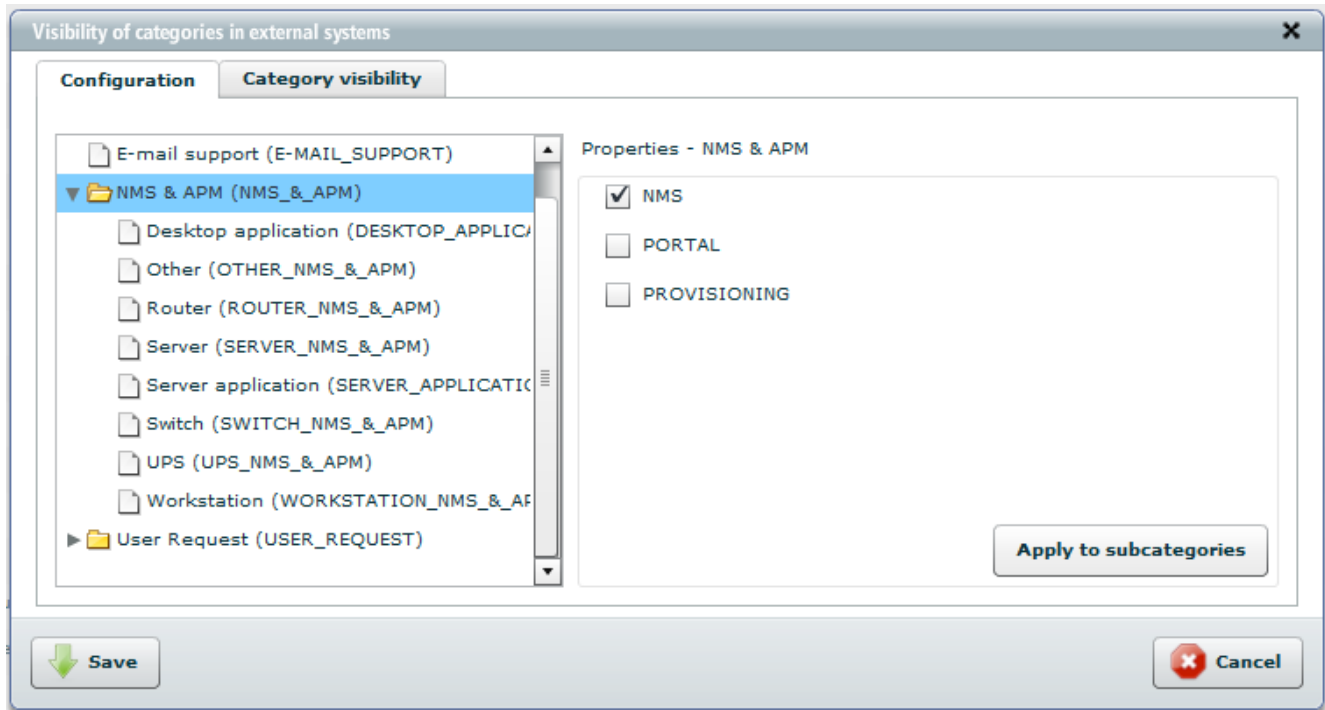


Figure 6: Categories visibility configuration

6. Click on the desired category and select **NMS** value in checkbox. In order to include subcategories, click the **Apply to subcategories** button.
7. Click **Save** to apply changes.

As a result, NMS & APM is allowed to generate or close incidents in specified incident categories.

### 3. Creating a sample event processing rule in Verax NMS & APM

Verax NMS & APM is equipped with an Event Processing Engine enabling the system to process each incoming event with configured event processing rules. Event processing rules associate events with a set of actions to be executed. Verax NMS & APM comes with multiple predefined event processing rules, such as: Generate alarm, Execute command, Affect status aspect, etc.

In terms of integration with Verax Service Desk, the two most important rules are: **Generate an alarm and create an incident** and **Clear an alarm and resolve an incident** - which allow raising/closing incidents for the selected events.

In order to create a new event processing rule, perform the following steps:

1. Log into Verax NMS & APM.
2. Navigate to **Settings view** using the main menu and click Event Configurator.
3. Select **Add** from the global action menu and click **Go**.
4. Once the data has been loaded, the wizard dialog shows up.
5. Select **Define a rule for a single event** and click **Add**.

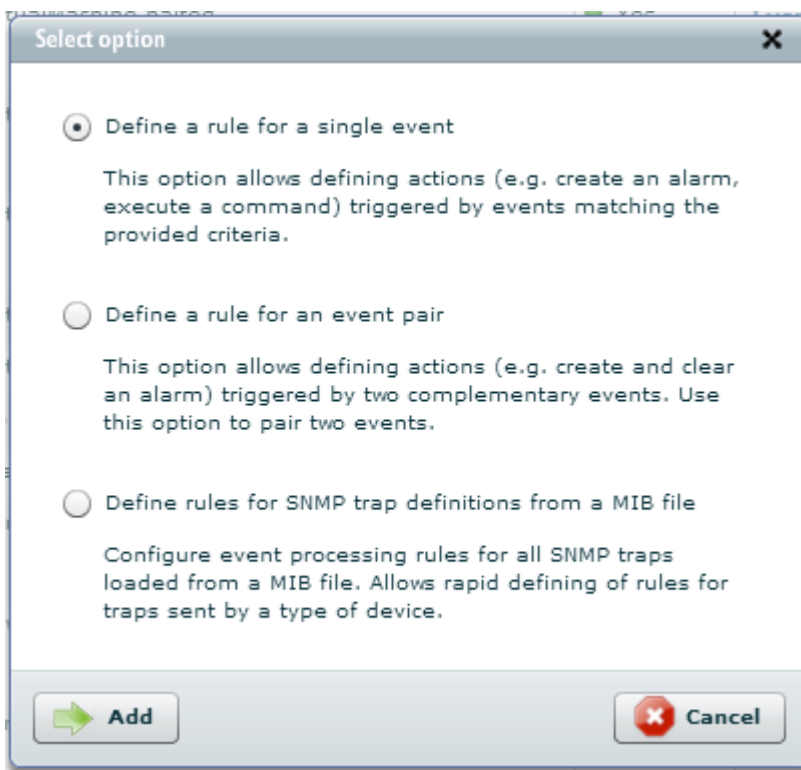


Figure 7: Creating an event processing rule



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- Specify events to be subject of the rule by choosing the event ID and applying event source and event property filters.


The screenshot shows the 'Add new event' dialog box. The 'Event to process' section contains: Event OID: .1.3.6.1.4.1.21340.1.2.1.3.2.2.0.1; Object: psInterfaceDown; Description: "Interface gone down." The 'Filters' section includes 'Source filters' with Subnet: All, Selected objects: All, Device type: All, Device group: All, and Ignore unmanaged objects: . The 'Group assignment' section shows Event group: General events and an empty Description field. The 'Actions' section lists several actions, with 'Generate alarm and create an incident in the Service Desk' selected. Its configuration includes: Raise ticket: ; Alarm description: %DESC%; Alarm severity: informational; Service Desk profile: Default Verax Service Desk Server; Ticket subject: %DESC%; Ticket category: Workstation; Ticket message: Change; Ticket urgency: Select... The 'Save changes' button is highlighted in green, and the 'Cancel' button is red.

Figure 8: Creating an event processing rule

- Select **Generate alarm and create an incident in the Service Desk** from the Actions section of the dialog.
- Check the **Raise ticket** field and specify the following mandatory parameters:
  - Alarm severity** - severity of alarms which will be generated in Verax NMS & APM
  - Service Desk profile** - service desk application type. Select **Default Verax Service Desk Server**.
  - Ticket subject** - incident subject that will appear in Verax Service Desk.
  - Ticket category** - choose an incident category from the Service Desk categories list made visible for Verax NMS & APM.

Additional parameters such as: Ticket urgency, Priority, Assignees, etc. are not mandatory.

- Click **Save changes** to confirm.

The newly created event processing rule is now visible in the Event Configurator view and immediately activated. Event processing rules created by the user will be marked with the  icon.

## Summary

As a result of actions described in chapters 1-3, both applications are fully integrated. Verax NMS & APM can now generate or close incidents in specified incident categories and closing (resolving) the incidents in Verax Service Desk will automatically clear the corresponding alarms in the NMS & APM. This bi-directional integration with Verax Service Desk also enables measuring SLA levels against the outages detected in Verax NMS & APM.

The screenshot displays the Verax Service Desk interface. At the top, the user is logged in as 'admin' and the current date is 09/12/2014. The main menu includes Home, Incidents, Activities, Statistics, and Help. The 'Incidents' section is active, showing a list of incidents generated by Verax NMS & APM. The table below contains the following data:

Num#	Severit	Category	Subject	Description	Status	Requested by	Assigned to	Due date	Created on	Modified on	Actions
36	●	NMS & APM	New device 192.168.100..	Check subject	IN PRO	System Admin	<none>	<none>	09/12/14 9:18 AM	09/12/14 9:18 AM	Details Go
35	●	NMS & APM	New device 192.168.100..	Check subject	IN PRO	System Admin	<none>	<none>	09/12/14 9:18 AM	09/12/14 9:18 AM	Details Go
34	●	NMS & APM	New device 192.168.100..	Check subject	IN PRO	System Admin	<none>	<none>	09/12/14 9:18 AM	09/12/14 9:18 AM	Details Go
33	●	NMS & APM	New device 192.168.100..	Check subject	IN PRO	System Admin	<none>	<none>	09/12/14 9:18 AM	09/12/14 9:18 AM	Details Go
32	●	NMS & APM	New device 192.168.100..	Check subject	IN PRO	System Admin	<none>	<none>	09/12/14 9:18 AM	09/12/14 9:18 AM	Details Go
31	●	NMS & APM	New device 192.168.100..	Check subject	IN PRO	System Admin	<none>	<none>	09/12/14 9:18 AM	09/12/14 9:18 AM	Details Go
30	●	NMS & APM	New device 192.168.100..	Check subject	IN PRO	System Admin	<none>	<none>	09/12/14 9:00 AM	09/12/14 9:00 AM	Details Go

The interface also includes a search bar at the bottom with a search filter set to 'Case sensitive' and a 'Total: 7' indicator.

Figure 9: Incidents generated by Verax NMS & APM