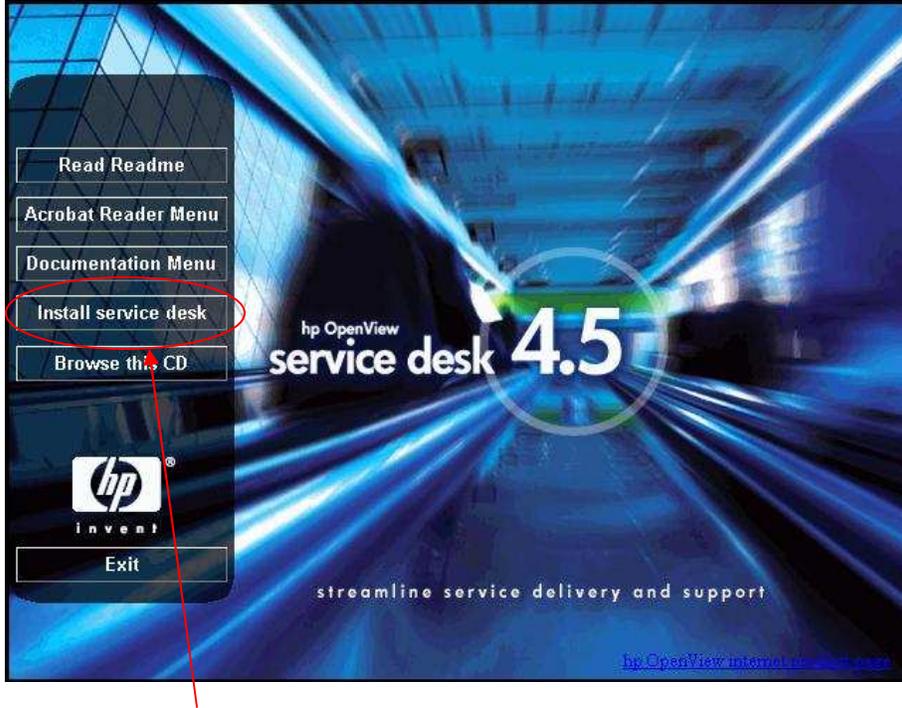


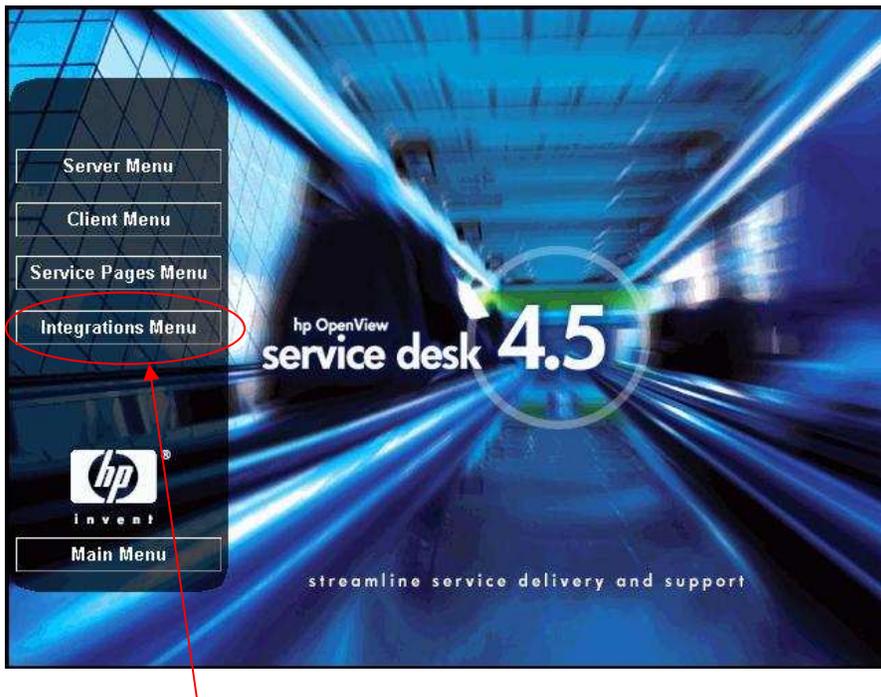
NNM Service Desk Integration Document

Step 1: Install ServiceEvents on NNM Server as follows:

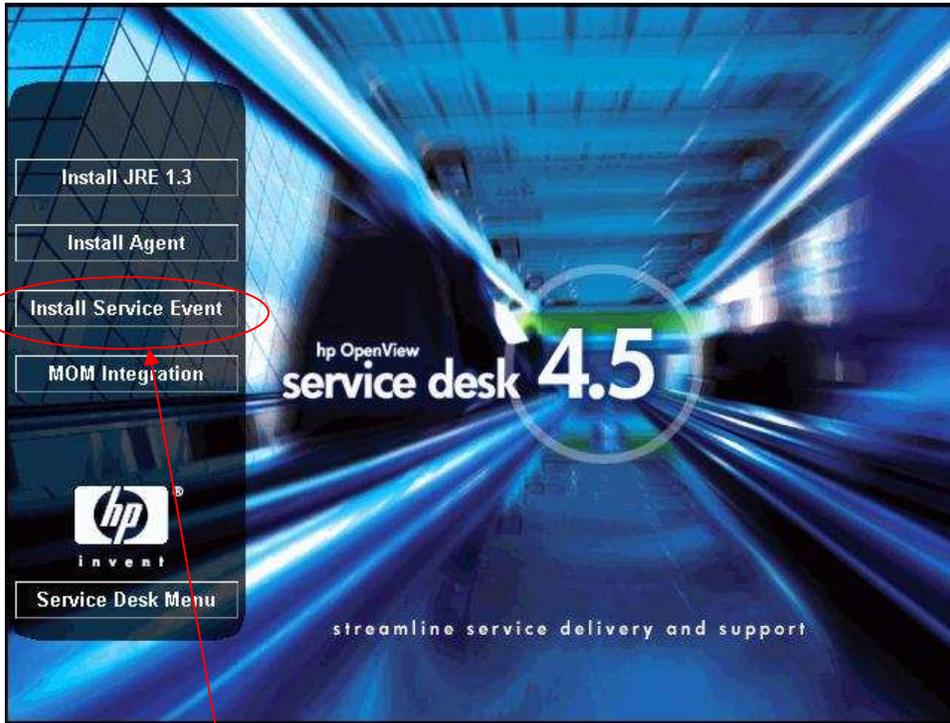
Run the Service desk setup on NNM server:



Click on **Install service desk** button, the following window will be displayed:



Click in **Integration Menu** button, the following window will be displayed:



Click on **Install Service Event** button, The installation will start.

Step 2: Configuring SD_EVENT.INI

Once the installation has completed. Open "sd_event.ini" file under path "Hewlett-Packard\OpenView\service desk 4.5\event\bin"
Following are the contents of sd_event.ini:

```
[SD_EVENT]
LOGFILE=sd_event.log
ERROR_LOGFILE=sd_event_error.log
ACCOUNT=system/abc
SERVER=10.205.46.11
PORT=30980
MAPPING=external_event
CLASSNAME=incident
MODUS=insert
LANGUAGE=GB
```

Edit the ACCOUNT field. Enter your service desk "Account Name" and "Password" for **system** account.

e.g; If your Service desk System Account Name is : **system** and password is: **abc** make the following entry for ACCOUNT field:

```
ACCOUNT=system/abc
```

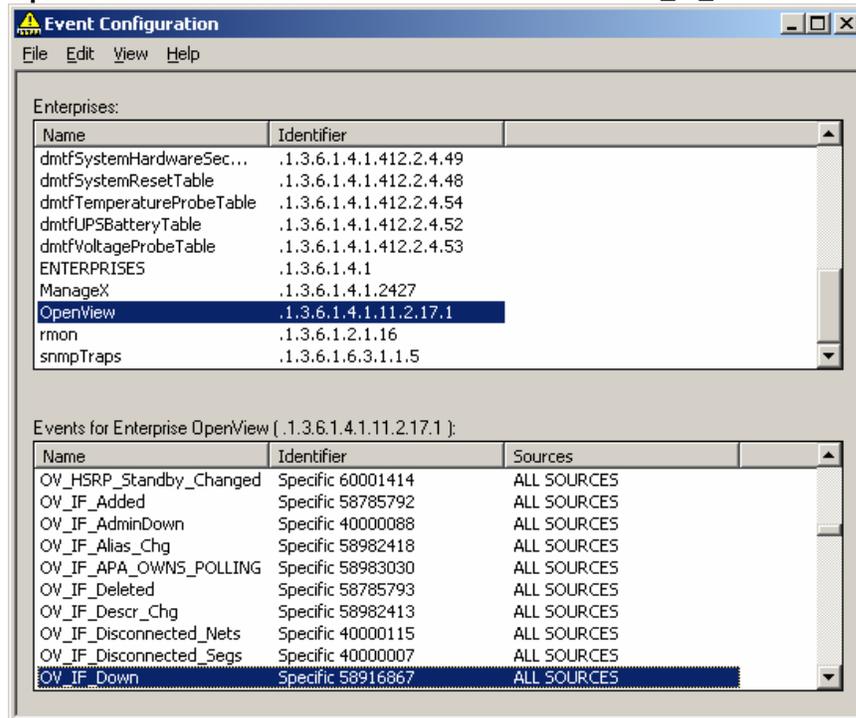
Edit SERVER field. Enter your Service Desk Server IPAddress or Host Name

Note: If you are using Host name, make host file entry of the ServiceDesk Server on NNM Server.
Save the changes.

Step 3: Event Configuration

Now to create Incidents for Interface Down and Node Down events. On NNM Map click on **Options** Menu and select **Even Configuration** option as shown below:

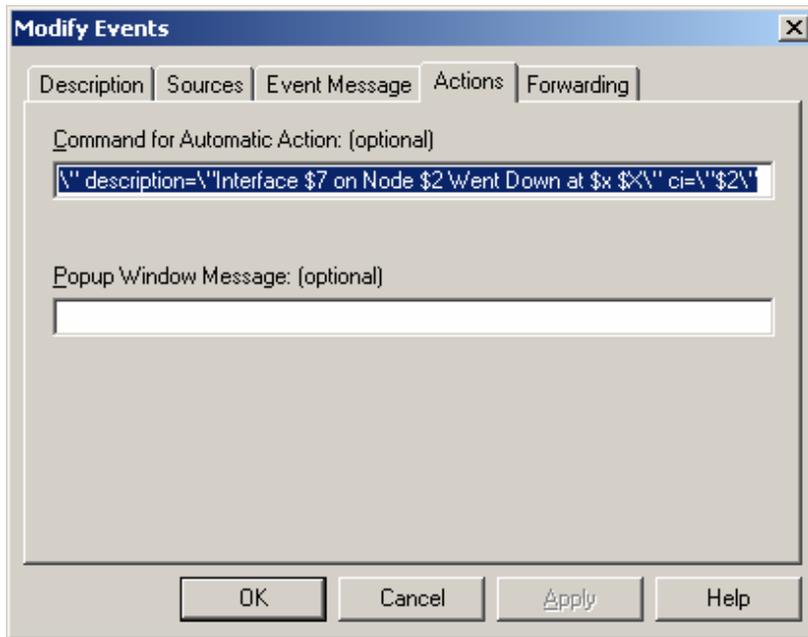
In the **Enterprises** window scroll down and select **OpenView**. Now in **Events for Enterprise OpenView** window scroll down and double click on **OV_IF_Down** as shown below:



In **Modify Events** window, select **Actions** tab and copy the following line in **Commands for Automatic Action** field:

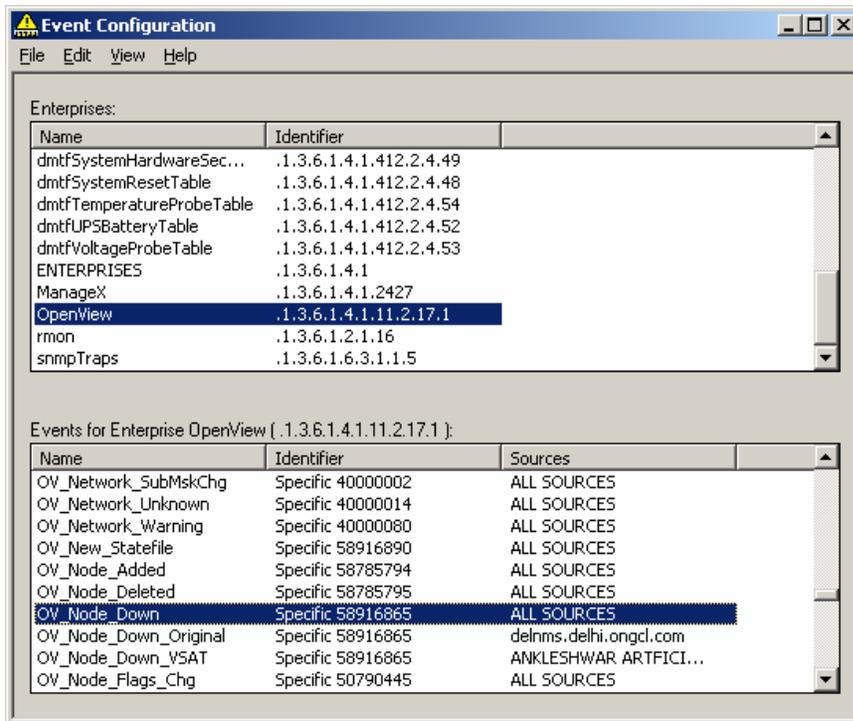
```
"E:\\Program Files\\Hewlett-Packard\\OpenView\\service desk 4.5\\event\\bin\\sd_event.exe" -f  
"E:\\Program Files\\Hewlett-Packard\\OpenView\\service desk 4.5\\event\\bin\\sd_event.ini" -v  
event_id=\"$2 $x $X\" description=\"Interface $7 on Node $2 Went Down at $x $X\" ci=\"$2"
```

Note: Just copy and paste the above command and check that the path for sd_event.exe and sd_event.ini is correct. Make sure it is a single line command without any new-line or enter present between this command.



Click on **OK** button

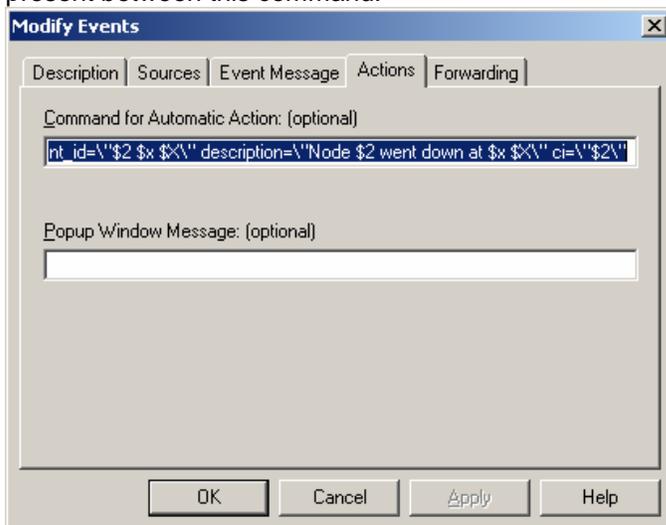
Now in **Events for Enterprise OpenView** window scroll down and double click on **OV_Node_Down** as shown below:



In **Modify Events** window, select **Actions** tab and copy the following line in **Commands for Automatic Action** field:

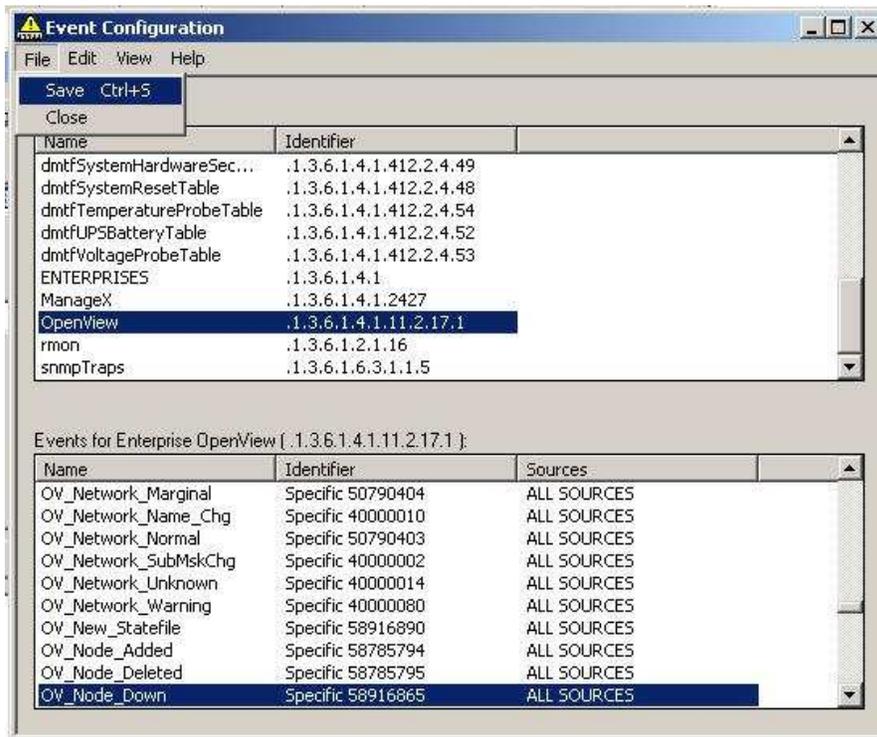
```
"E:\\Program Files\\Hewlett-Packard\\OpenView\\service desk 4.5\\event\\bin\\sd_event.exe" -f
"E:\\Program Files\\Hewlett-Packard\\OpenView\\service desk 4.5\\event\\bin\\sd_event.ini" -v
event_id=\"$2 $x $X\" description=\"Node $2 went down at $x $X\" ci=\"$2\"
```

Note: Just copy and paste the above command and check that the path for sd_event.exe and sd_event.ini is correct. Make sure it is a single line command without any new-line or enter present between this command.



Click on **OK** button.

Now in **Event Configuration** window click on **File** menu and select the **Save** option to save changes.



This completes the NNM-ServiceDesk Integration

For testing check the Incidents are created for Interface Down and Node Down events in your Service desk. Hope it will work feel free to revert back.