

# PORTAL 7.3 CERTIFIED SMART PLUG-IN FOR HP OPENVIEW



## KEY FEATURES

- Streamlines operational processes by centralizing management of the application, and reduces the resources and costs of managing the system.
- Monitors and optimizes performance and operations, helping customers define the best hardware configuration for their Portal system, reduce hardware requirements, or plan for additional capacity.
- Reduces risk of system downtime and exposure to productivity losses, revenue drain caused by unavailable services, and impacts to customers.
- With rapid response and recovery, IT increases operational efficiency by giving exceptional service and support to service providers.
- Gives IT insight into Portal system usage patterns and define appropriate service levels.

*Oracle's Portal 7.3 Certified Smart Plug-In for HP OpenView takes control of your Portal environment and monitors key operational activities and events, preventing bottlenecks and downtimes.*

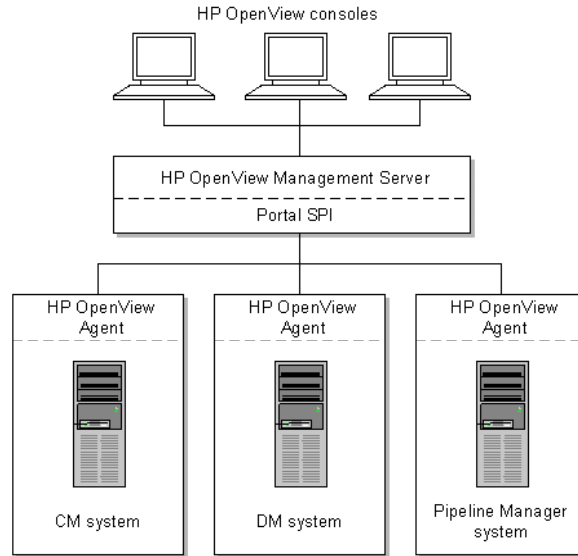
### **Managing Distributed Processes Across the Network**

The Oracle Communications Billing and Revenue Management solution is typically deployed in a highly distributed environment with different processes residing on different servers. These distributed parts can become difficult to manage in large production environments supporting millions of subscribers. By using Oracle's Portal 7.3 Certified Smart Plug-In for HP OpenView to monitor and manage these processes proactively, you can detect and resolve potential problems in time to prevent system downtimes.

### **The Portal SPI Architecture**

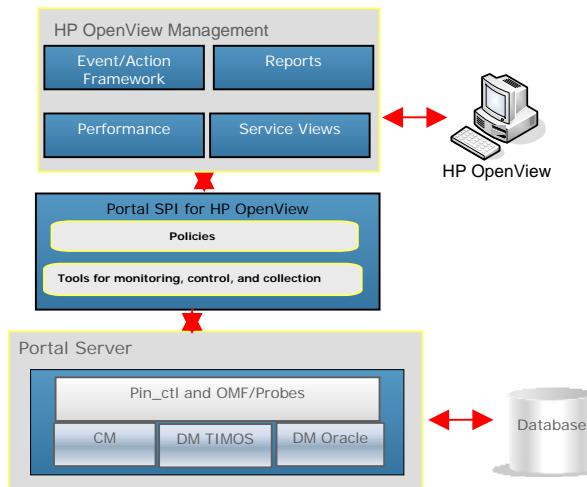
Portal 7.3 Certified Smart Plug-In for HP OpenView, a preconfigured software module for the HP OpenView Management Server, provides an efficient and productive link between the Oracle Communications Billing and Revenue Management application and the HP OpenView Management Server. An HP OpenView agent is installed on each host system and carries out the actions defined in the Portal SPI. The Portal SPI includes a default bundle of policies and tools that can be further extended. Portal SPI policies are rules for monitoring and carrying out actions. For example, when monitoring disk space, the agent relies on a policy to know when to report low disk space. Portal SPI tools are wrappers for scripts and utilities.

Agents rely on system events to trigger messages or actions. For example, if a process stops, that event tells the agent to send a message to the HP OpenView Management Server, for display by the HP OpenView clients.



**Portal 7.3 Certified Smart Plug-In for HP OpenView**

Portal 7.3 Certified Smart Plug-In for HP OpenView policies and tools can be customized with the HP OpenView Management Server tools and policies editors. For example, you can change the severity of an error message, require a password for a command, and so forth. You can also or create additional policies and tools relevant to your particular environment.



**The HP OpenView integration architecture**

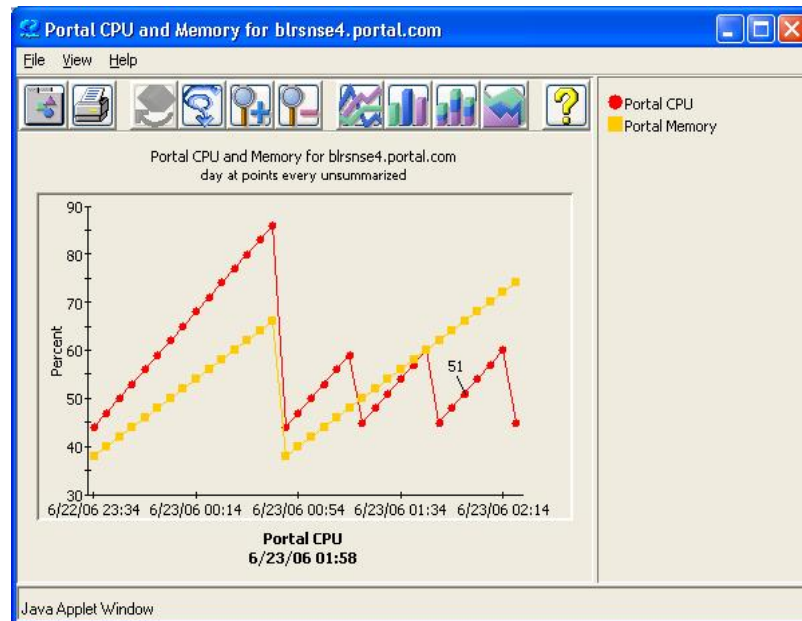
**Process Management and Monitoring**

With Portal 7.3 Certified Smart Plug-In for HP OpenView’s service navigator, you can visualize, monitor, and control Portal processes from a central location. The service navigator shows the commands available for each component and the alarms assigned to the components.

This centralized control provides immediate notification of process change, and the ability to pinpoint the exact location and nature of the change, enabling the fastest possible remediation and a return to business-as-usual

### Performance Management

The Portal 7.3 Certified Smart Plug-In for HP OpenView summarizes CPU, disc, pipeline, Portal API performance, and memory statistics on Portal processes. Additionally, Portal 7.3 Certified Smart Plug-In for HP OpenView measures the average electronic data record (EDR) throughput and average latency over time. An alarm is raised when the latency reaches a threshold.



### Portal 7.3 Certified Smart Plug-In for HP OpenView Performance Management

Predefined graphs help you identify processes, batch jobs, and user activities that are causing a high system load. You can also generate new reports, plot graphs of performance data, and compare performance data between components.

### Availability Management

Portal 7.3 Certified Smart Plug-In for HP OpenView provides availability management to alert you to system problems. For example, alarms happen if a key process stops prematurely, a disk is too full, or a log file is too large. You can customize the thresholds used with the Portal 7.3 Certified Smart Plug-In for HP OpenView default alarms and configure actions to take in response to alarms.

### Distributed Log File Monitoring

Portal 7.3 Certified Smart Plug-In for HP OpenView monitors various distributed error logs for stopped or failed processes and log file sizes, and it consolidates the display of details. The consolidation and filtering of this data into a centralized event system leads to more rapid identification of the root cause of problems. The view message browser shows the severity, date, time, process, and message text. You can use HP OpenView's tools and policies editors to customize error monitoring.

**KEY BENEFITS****Process Management and Monitoring:**

- Visualize, monitor, and control Portal processes in one place

**Performance Management:**

- Identify processes, batch jobs, and user activities

**Availability Management:**

- Run reports and graphs of performance data

**Distributed Log File****Monitoring:**

- Monitor and view error logs

**Customization:**

- Customize policies, tools, alarm thresholds and responses, and error monitoring

**Contact Us**

For more information on Oracle's Portal 7.3 Certified Smart Plug-In for HP OpenView, call +1.800.ORACLE1 to speak to an Oracle representative or visit [oracle.com](http://oracle.com).

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