



Module 12

Operator View

Operator View Configuration

Upon completion of this module you will have covered:

- An overview of the Operator View

Operator View

- Example of Benefits
 - Display extra information to Operators but not necessarily in the event list.
 - Live real-time data from external sources
 - Show associated events from historical Reporter database
 - Has the event occurred previously?
 - What is the old Trouble Ticket number?
 - How many times in the past 3 months have we had this type of error?
 - Can Provide a recommended course of actions to fix the problem

The Operator View

- The Operator View allows users of the Netcool/OMNIbus Event List to view additional data:
- Are there certain types of events?
- What should I do?
- Who is currently on call?
- How do I contact them?
- Is there any documentation?

Example Operator View

Operator View: OperatorView - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print Copy Paste Address http://200.205.97.102:8080/opview/displays/NCICLUSTER-OperatorView.html?Summary=Interface%20is%20Fluttering&Node=gambit&Class=100&Severity=4

Operator View: OperatorView

Event

Summary	Node	Class	Severity
Interface is Fluttering	gambit	100	4

Actions

No actions available

Information Groups

SimilarClass

Group: SimilarClass

Identifier	Serial	Node	NodeAlias	Manager	Agent	AlertGroup	AlertKey	Severity	Summary	StateChange	FirstOccurrence	LastOcc
76ir66i	46	gambit						3	1062169900	0	0	0
4e5ye4y	48	gambit						3	1062169907	0	0	0
56eu5e6ur67ui	45	gambit						3	1062169897	0	0	0
thsr	47	gambit						3	1062169903	0	0	0
56u56j	44	gambit						3	1062169894	0	0	0
56u56u56	42	gambit						3	1062169891	0	0	0

Done

Display Event Context

Operator View: OperatorView - Microsoft Internet Explorer

Address: <http://200.205.97.102:8080/opview/displays/NCICLUSTER-OperatorView.html?Summary=Interface%20is%20Fluttering&Node=gambit&Class=100&Severity=4>

Operator View: OperatorView

Event

Summary	Node	Class	Severity
Interface is Fluttering	gambit	100	4

Actions

No actions available

Information Groups

SimilarClass

Group: SimilarClass

Identifier	Serial	Node	NodeAlias	Manager	Agent	AlertGroup	AlertKey	Severity	Summary	StateChange	FirstOccurrence	LastOccu
76ir66i	46	gambit						3		1062169900	0	0
4e5ye4y	48	gambit						3		1062169907	0	0
56eu5e6ur67ui	45	gambit						3		1062169897	0	0
thsr	47	gambit						3		1062169903	0	0
56u56j	44	gambit						3		1062169894	0	0
56u56u56	42	gambit						3		1062169891	0	0

Display Data Groups

Operator View: OperatorView

Event

Summary	Node	Class	Severity
Interface is Fluttering	gambit	100	4

Actions

No actions available

Information Group

SimilarClass

Group: SimilarClass

Identifier	Serial	Node	NodeAlias	Manager	Agent	AlertGroup	AlertKey	Severity	Summary	StateChange	FirstOccurrence	LastOccu
76ir66i	46	gambit						3		1062169900	0	0
4e5ye4y	48	gambit						3		1062169907	0	0
56eu5e6ur67ui	45	gambit						3		1062169897	0	0
thsr	47	gambit						3		1062169903	0	0
56u56j	44	gambit						3		1062169894	0	0
56u56u56	42	gambit						3		1062169891	0	0

Display Action Buttons

Operator View: OperatorView - Microsoft Internet Explorer

Address: <http://200.205.97.102:8080/opview/displays/NCICLUSTER-OperatorView.html?Summary=Interface%20is%20Fluttering&Node=gambit&Class=100&Severity=4>

Operator View: OperatorView

Event

Summary	Node	Class	Severity
Interface is Fluttering	gambit	100	4

Actions

No actions available

Information Groups

SimilarClass

Group: SimilarClass

Identifier	Serial	Node	NodeAlias	Manager	Agent	AlertGroup	AlertKey	Severity	Summary	StateChange	FirstOccurrence	LastOccurrence
76ir66i	46	gambit						3		1062169900	0	0
4e5ye4y	48	gambit						3		1062169907	0	0
56eu5e6ur67ui	45	gambit						3		1062169897	0	0
thsr	47	gambit						3		1062169903	0	0
56u56j	44	gambit						3		1062169894	0	0
56u56u56	42	gambit						3		1062169891	0	0

Configuring Operator View

- To display information based on obtainable DataItem arrays, use the “Information Groups”
 - Info Groups can be chosen by Key – Select data type and its key field is compared against input value/variable
 - Info Groups can be chosen by Filter – Select data type and the filter clause will be executed against the data available
 - Info Groups will be displayed in tables
- Where Information Groups are displayed is configured in the Operator View Layout
- Buttons within Operator Views are created using additional policies for each button. By pressing the button a policy is launched with event context.

Running the Operator View

- Operator view is a web based tool that can be launched from a native or webtop event list
- Once created, launch the Operator View at:

`http://impactserver:8080/opview/displays/NCICLUSTER-OperatorView.html?Severity=4&Class=0&Summary="This%20is%20a%20test"&AlertGroup="Test"&Type=1`

Server Details
from CMDB
and Inventory

Server Administration Dashboard

Customer
and Support
Contact
Information

Server Info

Server Name:
nynetman01
IP Address:
192.168.1.123
MAC Address:
00:A3:B2:12:C7:23
Location:
Atlanta - 155 Peachtree
Server Type:
Sun Fire 280r
Operating System:
Solaris 10
Disk:
2 @ 73 GB
Memory:
4 GB
Processors:
2 @ 900 GHz

Contact Info

Customer ABC Company
Customer Contact Roger Daultry
Customer Email rdaultry@abccompany.com
Owner Email morrisk@us.ibm.com
Customer Phone 609-555-7711
Device Owner Kevin Morris
Owner Phone 609-555-1234

Email Customer

Automated
Action to E-mail
Customer

Ticket Info

Ticket Number	Short Description	Last Modified	Status	
CPT2007-0000154	Power Supply Failure	01/12/2007 01:37:34 PM	CLOSED	view
CPT2007-0000205	Device is unreachable.	01/25/2007 03:25:06 PM	OPEN	view
CPT2006-0000166	Oh No!	02/03/2007 02:12:00 PM	OPEN	view
CPT2006-0000169	Not Again!	02/04/2007 08:01:00 AM	OPEN	view
CPT2006-0000169	Trouble	11/01/2006 11:12:00 AM	CLOSED	view

Drill in for
Trouble
Ticket access

Full Trouble Ticket
Information

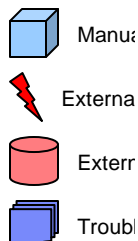
Application Info

Apache Tomcat
Netcool License Manager
Netcool Mtrapid Probe
Netcool Object Server
Netcool Syslog Probe
Netcool Webtop

Full Ticket View

Ticket Number: CPT2007-0000154
Status: CLOSED
Last Update: 01/12/2007 01:37:34 PM
Device 192.168.1.123
Category: Server
Opened By: Paul Hewson
Assigned To: Larry Mullen

Full Description Power supply failed due to a power surge. Maybe someone should get a new power supply so this can be fixed. In fact, maybe someone should have purchased some extra power supplies so that we would be prepared if one went bad. Oh well, hindsight is 20/20.



Technical Documentation

- **Tivoli Netcool/Impact Operator View by Example**

<http://catalog.lotus.com/wps/portal/topal/details?catalog.label=1TW10NI07>

This document steps the reader through building an interactive dashboard using Tivoli Netcool/Impact Operator View smart tags within HTML. Dashboards built using these Operator View smart tags can display any data accessible by Tivoli Netcool/Impact, enabling the user to build dashboards that display data obtained in real time from applications, data buses, via web services, etc.

LAB

Using Web Services

