HP OpenView Service Desk and HP Systems Insight Manager Integration

User Guide

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Introduction

Enterprise IT managers are responsible for delivering and maintaining the infrastructure and services that enable businesses to compete effectively and respond quickly to changing market conditions. Keeping business services operating smoothly requires in-depth knowledge of the environment from end-to-end, an understanding of how IT affects the availability and operations of business processes, and an effective set of well-integrated management tools.

HP OpenView Service Desk provides a unique solution to successfully manage service levels. Comprehensive functionality allows IT administrators to proactively manage service level agreements (SLAs) by highlighting the service and infrastructure dependencies, and by indicating service state and user relationships. The ability to detect and resolve IT problems before they impact business operations helps to prevent the potential loss of revenue and customers.

HP Systems Insight Manager forms the foundation of HP's unified strategy for managing infrastructure lifecycles. HP Systems Insight Manager delivers extensive core capabilities for HP servers, storage, clients, printers and other manageable hardware devices, plus extensible support for value-added plug-ins that improve remote management, rapid deployment, vulnerability and patch management, storage management, and the advanced administration of virtual machine environments.

This document illustrates how HP Systems Insight Manager and HP Service Desk combine to deliver complementary well-integrated enterprise management, helping IT organizations consolidate end-to-end management and increase availability from the hardware infrastructure to the business service level. Using the steps outlined in this document, IT administrators can extend the functionality of Service Desk with HP hardware data by creating Service Desk Configuration Items and by automating the population of Service Desk Incidents, based on events and other data presented by Systems Insight Manager.

This information was compiled based on the following configuration:

- HP OpenView Service Desk 4.5, Service Pack 21 for Microsoft® Windows
- HP OpenView Web Console for Windows
- HP Systems Insight Manager version 5.0 or 5.1 for Microsoft® Windows and HP-UX
- HP Storage Essentials 5.0
- Microsoft® Windows 2000 Server™
- Microsoft® Windows Server™ 2003
- HP-UX 11.11 or 11.23

Several files are provided to help the user with adding information into Service Desk:

- ACES_InsightManager.xml – file for importing several Insight Manager definitions into the Service Desk database
- hpsim-sql.ini – configuration file for exporting data from the Systems Insight Manager database running on Microsoft® SQL Server into an XML file that can be imported into Service Desk
- hpsim-oracle.ini – configuration file for exporting data from the Systems Insight Manager database running on Oracle into an XML file that can be imported into Service Desk
- hpsim-pgsql.ini – configuration file for exporting data from the Systems Insight Manager database running on PostgreSQL into an XML file that can be imported into Service Desk.
- servicedesk.xml – tool definition file to add a launch to the Service Desk Service Pages from Systems Insight Manager

- ovwebconsole.xml – tool definition file to add a launch to the HP OpenView Service Desk Web Console from Systems Insight Manager
- hpsimsde.exe – program to automatically create Incidents from events received by Systems Insight Manager
- hpsimsde_test.bat – file to test sd_event configuration from the HP SIM server
- insightmanager.xml – sample XML file that can be imported into Service Desk

The information provided in this paper serves as a foundation for integrating Systems Insight Manager data into Service Desk. Although the Systems Insight Manager database is capable of storing an extensive collection of systems data, for clarity this white paper concentrates on a small subset of the total information available.

Supported Configurations

The procedures described in this document apply to various configurations for HP SIM and Service Desk. For example, HP SIM running on Microsoft® Windows using an SQL database can be used in conjunction with OpenView Service Desk running on HP-UX using an Oracle database.

The list of supported configurations is provided in the following table. This table represents Service Desk 4.5 and HP SIM 5.0 or 5.1.

Table 1 Supported Configurations for ServiceDesk 4.5 and HP SIM 5.0 or 5.1

	Service Desk – Microsoft® Windows	**Service Desk – HP UX**
HP SIM – Windows - SQL	Yes	Yes
HP SIM – Windows - Oracle	Yes	Yes
HP SIM – HP-UX – PostgreSQL	Yes	Yes
HP SIM – HP-UX - Oracle	Yes	Yes

ACES XML Import

A predefined XML file provided in association with this paper automatically defines several default values for Systems Insight Manager in the Service Desk database. Importing this file simplifies the configuration process, and removes the need to manually define a default template and import mapping for objects related with the Systems Insight Manager database.

The following items are defined in the ACES_InsightManager.xml file:

- InsightManager template based on the Default template
- Configuration Item Smart Action to launch the Insight Web Agents
- Configuration Item Smart Action to launch Systems Insight Manager in-context.
- Incident Smart Action to launch the Insight Web Agents
- Incident Smart Action to launch Systems Insight Manager in-context.
- Classes named InsightManager, IM_SERVER, IM_DESKTOP, IM_WORKSTATION, IM_PRINTER, IM_MGMTPROC, IM_STORAGE, IM_SWITCH, IM_RACK, IM_ENCLOSURE, IM_KVM, and IM_UPS.
- Import Mapping for the class INSIGHTMANAGER and the other classes listed above.

Follow these steps in order to import the Insight Manager XML file into the Service Desk database. Note: These steps also apply to the Microsoft® Windows Service Desk Client connected to an HPUX database.

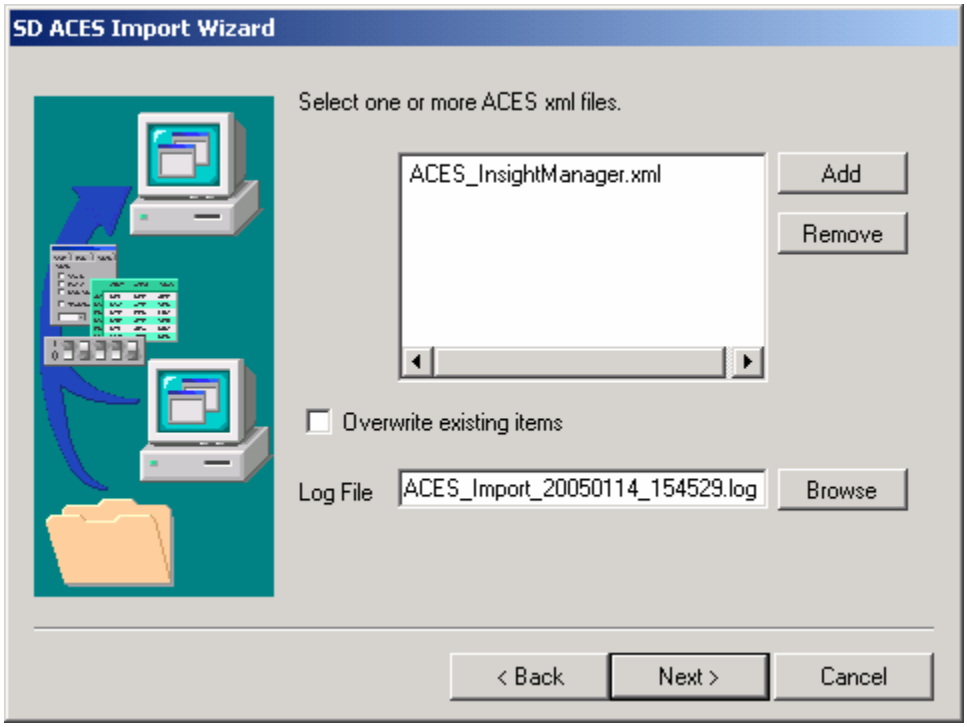
1. Open the ACES_InsightManager.xml file and replace the string “localhost” with the name of your Systems Insight Manager server.
2. Start the Service Desk Administrator Console.
3. Select File - ACES – ACES Import Wizard and click Next.
4. Add the file ACES_InsightManager.xml to the list of files to import and click Next.

5. Click Start Import in the next window to import the XML file.
6. Click Finish once the import is complete.

NOTE: Possible error message - During parsing of the file 'C:\temp\ACES_InsightManager.xml': Invalid ACES Xml file (Wrong version tag, the current system version is '4.5.0588.1004 (SP10)' while the file has version '4.5.0588.1405 (SP14)')

If an error similar to this occurs, upgrade to the correct service pack before importing the ACES xml file.

Figure 1 ACES Import Selection Window



The items automatically imported by the ACES_InsightManager.xml file can also be created manually if desired. The steps to perform a manual configuration are described in the following sections of this white paper.

Importing items as Service Desk configuration items from the HP SIM database

Creating a new template

Create a new InsightManager template based on the default template. This process allows for the definition of default values for certain fields (like Location), that will be applied to the imported objects. If default values are already provided in the DEFAULT template, then a specific template for Insight Manager Objects is not necessary.

NOTE: This step is not necessary if the user imported the ACES_InsightManager.xml file.

1. Start Service Desk and select the Tools->System menu.
2. In the Administrator Console window, browse to hp OpenView service desk->Data->Templates->Configuration Item.
3. Click the New button to create a new Configuration Item Template for Insight Manager objects.
4. Fill in the required fields with default values (the required fields are listed in bold). For example: Location, Max Installations, Search Code, and Status.
5. Click the Save button to save the new template.
6. **Figure 2** Insight Manager Template

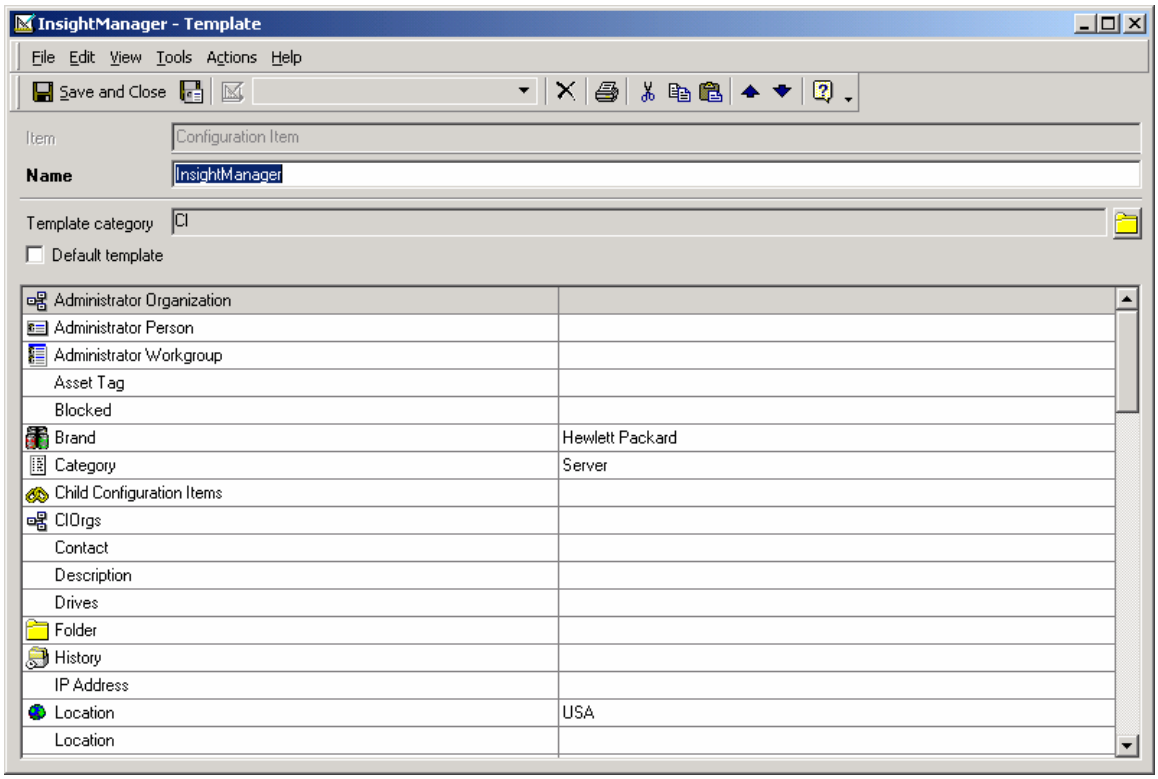


Table 2 Default Insight Manager Template Values

Property	Value
Brand	Hewlett Packard
Category	Server
Location	USA
Maximum Installations	100,000
Search Code	HPSIM
Status	Installed

Install the InsightManager Configuration File

Copy the configuration file (hpsim-sql.ini, hpsim-pgsql.ini, or hpsim-oracle.ini) to the Service Desk \data_exchange\config directory. This file is used when exporting information from the Systems Insight Manager database to an XML file.

For example: E:\Hewlett-Packard\OpenView\service desk 4.5\client\data_exchange\config

After copying configuration file to the config directory, edit the file so that it contains the correct path and user information. The following information fields should be changed to match the defined use information: USR, PWD, LOG_FILE, and XML_OUTPUT_FILE. After making these changes, setting the file attributes to Read-Only is recommended to prevent further modification by the Extraction Configuration Wizard.

For example:

```
[DSN]
NAME=InsightManager
USR=sa
PWD=password
[SYSTEM]
LOG=TRUE
XML=TRUE
DUMP=TRUE
TXT=FALSE
LOG_FILE=C:\Program Files\Hewlett-Packard\OpenView\service desk
4.5\client\data_exchange\log\insightmanager.log
XML_OUTPUT_FILE=C:\Program Files\Hewlett-Packard\OpenView\service desk
4.5\client\data_exchange\xml\insightmanager.xml
APPLICATION_NAME=INSIGHTMANAGER
```

Creating a Data Source for Systems Insight Manager using an SQL Database

Create a System Data Source Name (DSN) on an OpenView Service Desk system that can connect to the HP Systems Insight Manager database.

1. Start->Settings->Control Panel->Administrative Tools->Data Sources(ODBC)
2. Click the System DSN tab.
3. Click the Add Button.
4. Select SQL Server from the list and click Finish.
5. Enter a name for the DSN, for example InsightManager.
6. In the Server field, enter the name of your HP SIM server and click Next.
7. Specify the login credentials and click Next.
8. Check the Change the default database to box and select the name of the HP SIM database in the drop-down box (for example: Insight_v50_0_112110187).
9. Click Next then click Finish.

Creating a Data Source for Systems Insight Manager using an Oracle database

Create a System Data Source Name (DSN) on an OpenView Service Desk system that can connect to the HP Systems Insight Manager database running on Oracle.

1. Start->Settings->Control Panel->Administrative Tools->Data Sources(ODBC)
2. Click the System DSN tab.
3. Click the Add Button.
4. Select the Oracle driver and click Finish (for example, “Oracle in OraHome90”).
5. Enter a name for the DSN in the Oracle ODBC Driver Configuration window, for example HPSIM-ORACLE.
6. Select the correct TNS service name for the HP SIM server.
7. Specify the User ID.
8. Click the Test Connection button to verify the configuration is correct.
9. Click OK to close the Oracle ODBC Driver Configuration window.

Creating a Data Source for Systems Insight Manager using a PostgreSQL database

Create a System Data Source Name (DSN) on an OpenView Service Desk system that can connect to the HP Systems Insight Manager database running on PostgreSQL.

Before performing these steps, the PostgreSQL ODBC driver should already be installed on the client that will be used to run the data exchange tasks. Also, the HP Systems Insight Manager database should already be configured for remote access.

1. Start->Settings->Control Panel->Administrative Tools->Data Sources(ODBC)
2. Click the System DSN tab.
3. Click the Add Button.
4. Select the PostgreSQL Unicode driver and click Finish.
5. Enter a name for the DSN in the Oracle ODBC Driver Configuration window, for example HPSIM-PGSQL.
6. Enter the database name: insight_v1_0.
7. Enter the server name.
8. Specify the User ID and password.
9. Set the Port number to 50006.
10. Click the Datasource button to open the Advanced Options Window.
11. Change the Max Varchar field from 254 to 256.
12. Click OK to close the Advanced Options Window.
13. Click Save to close the PostgreSQL ODBC Driver Configuration window.
14. Click OK to close the ODBC Data Source Administrator Window.

Figure 3 PostgreSQL OBDC Configuration window.

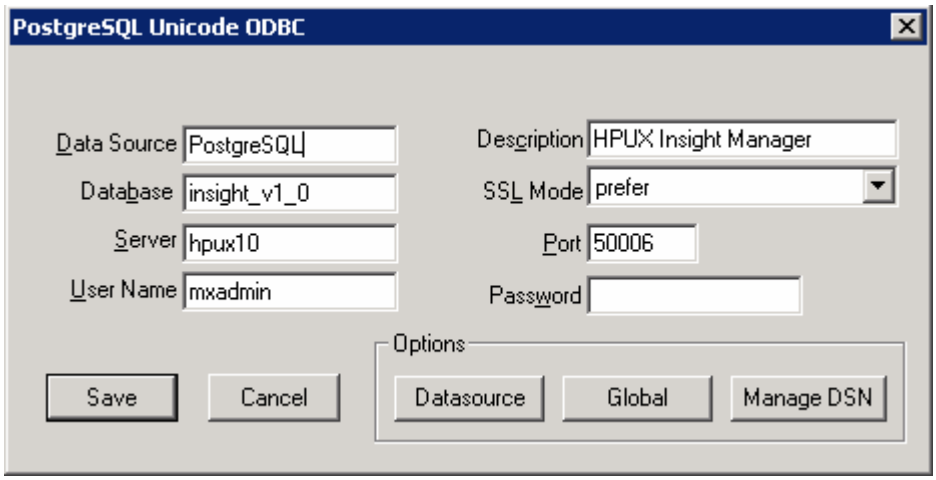
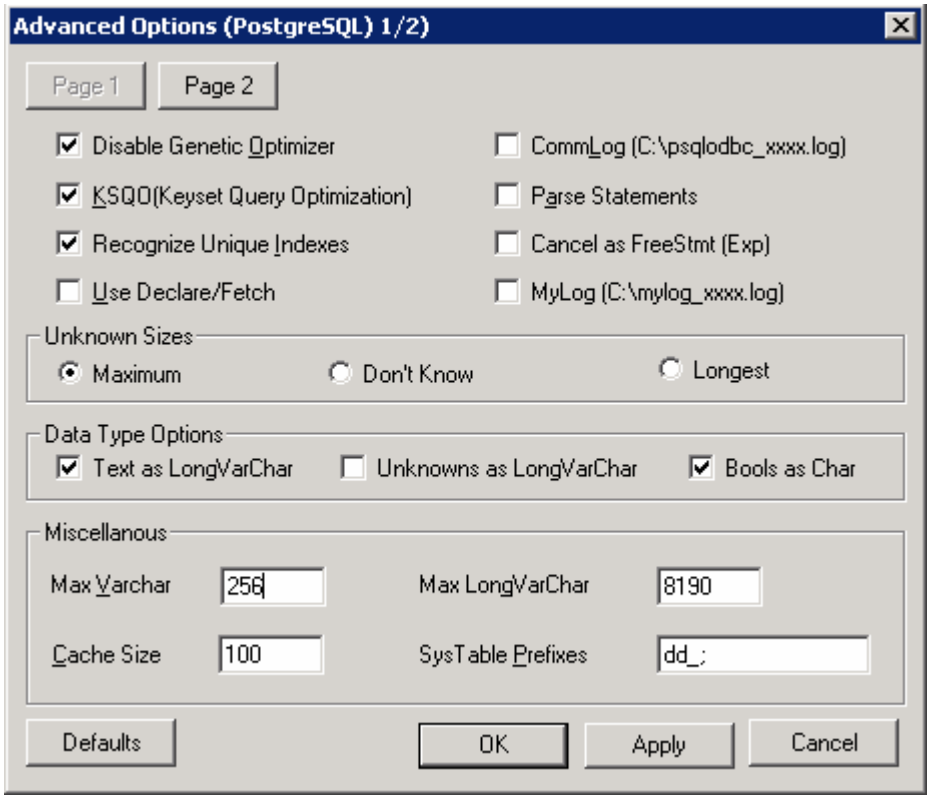


Figure 4 PostgreSQL ODBC Advanced Options window.



Creating the Import Mapping for the HP SIM database

NOTE: This step is not necessary if the user imported the ACES_InsightManager.xml file.

1. Open the Service Desk Administrator Console
2. Navigate to hp OpenView service desk->Data->Data Exchange->Import Mapping
3. Click the New button to create a new mapping.
4. Enter a name in the Name field, for example InsightManager.
5. Click the Add button under the Item Mapping window.
6. Enter a name in the Name field, InsightManager could be used again.
7. In the Item field, select Configuration Item.
8. In the Template field, select the new template previously defined for Insight Manager objects.
9. Map the appropriate fields as defined in the table below.

NOTE: The import mapping must be created for each type of device defined in the configuration file.

Figure 5 Import Mapping Window

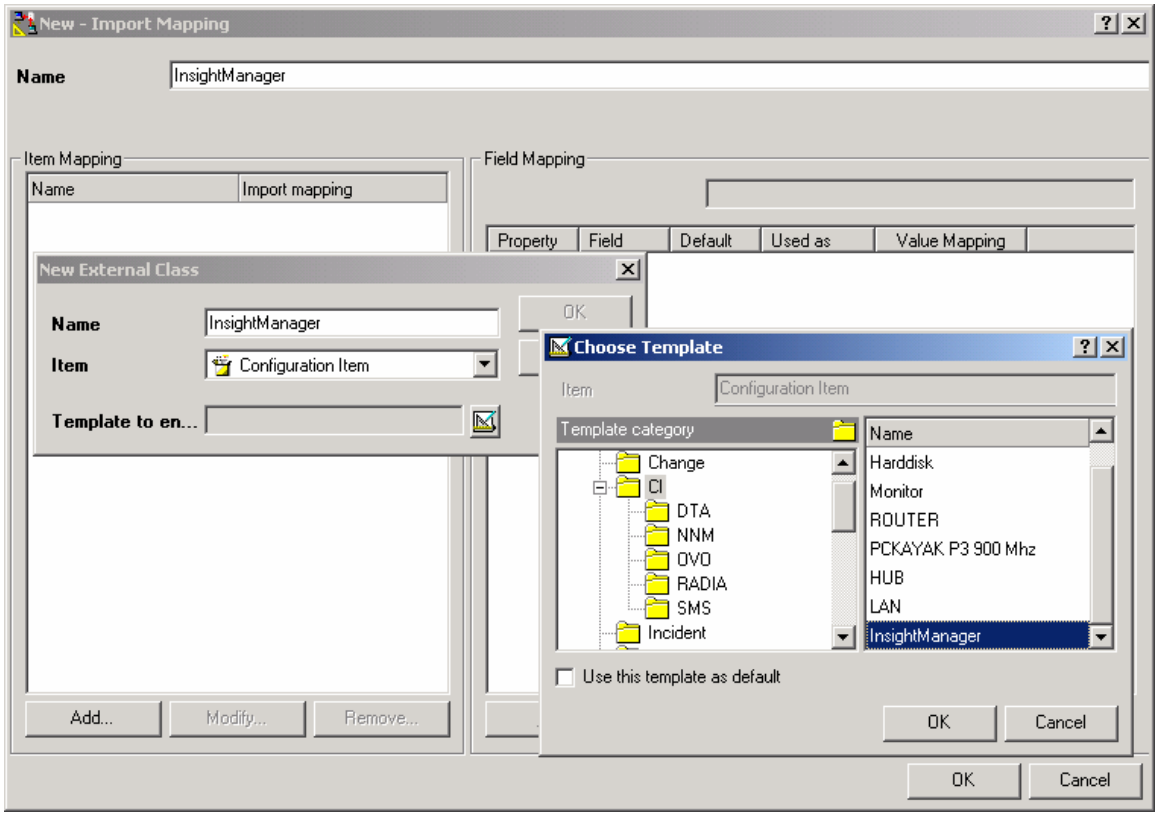
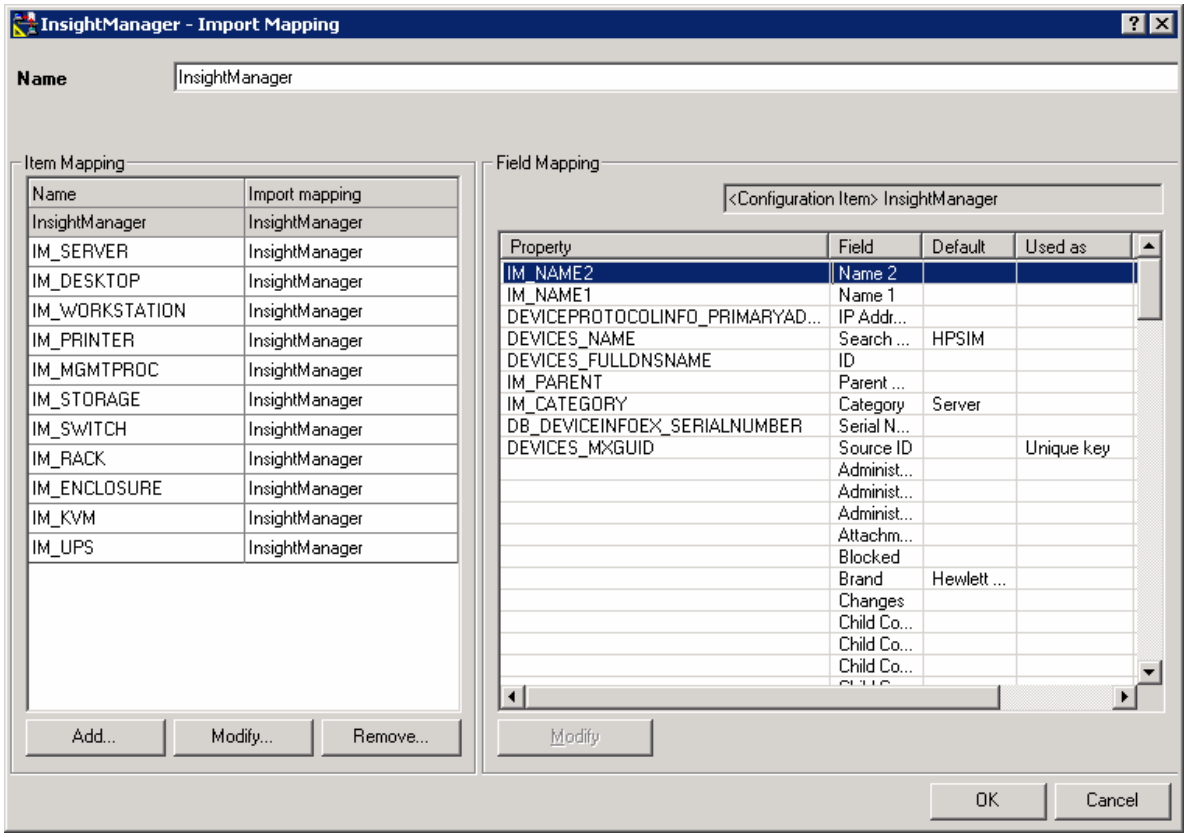


Table 3 Import Mapping

Property	Field	Used As
DEVICES_MXGUID	Source ID	Unique Key
DEVICES_NAME	Search Code	
DEVICES_FULLDNSNAME	ID	
IM_CATEGORY	Category	
IM_PARENT	Parent CI's; CI Parent	
DB_DEVICEINFOEX_SERIALNUMBER	Serial Number	
M_NAME1	Name 1	
IM_NAME2	Name 2	
DEVICEPROTOCOLINFO_PRIMARYADDRESS	IP Address	

Figure 6 Default InsightManager Import Mapping



Creating and Importing the InsightManager XML file from the HP SIM database.

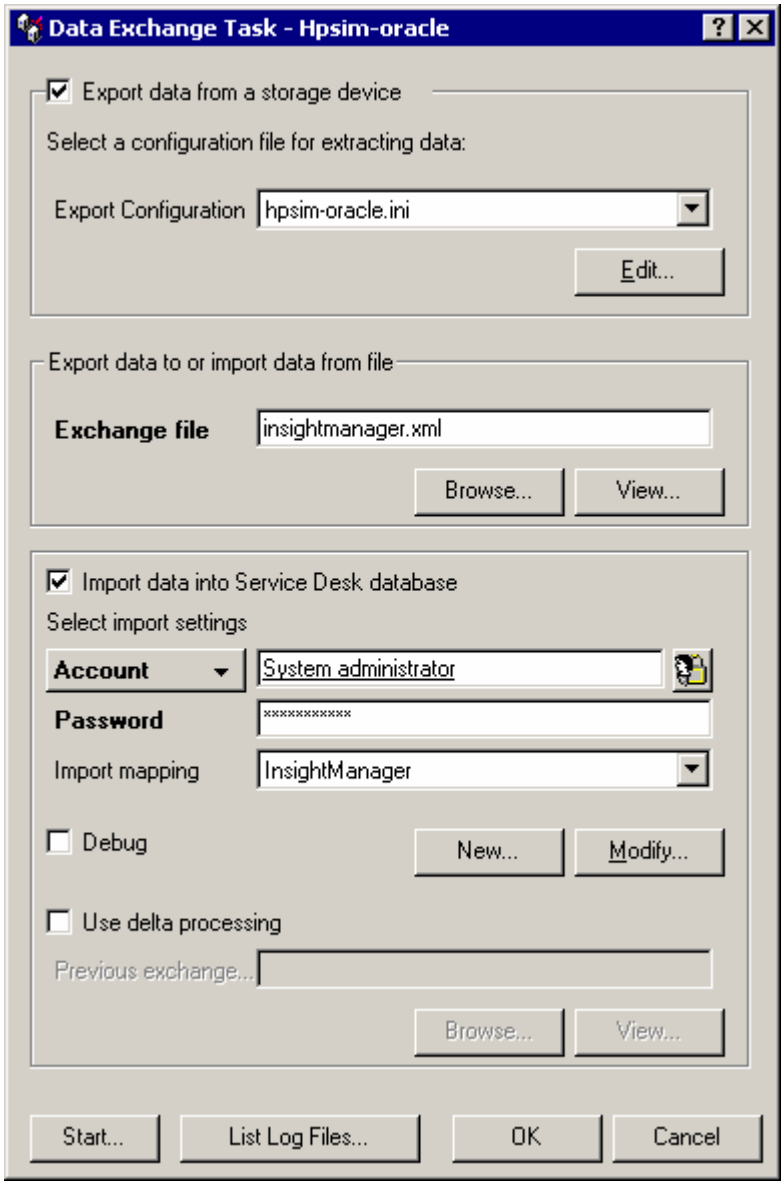
This action will export items from the HP Systems Insight Manager database into an XML file that can be parsed by Service Desk. The items exported to the XML file are defined by the filters in the configuration file.

Note: If you do not have access to a Systems Insight Manager server, import the sample insightmanager.xml file in order to test the data import functionality.

1. Start the Service Desk Administrator Console
2. Browse to hp OpenView service desk->Data->Data Exchange->Data Exchange Task
3. Right Click and select New Data Exchange Task.
4. Click the Export Data from a Storage Device checkbox.
5. In the Export Configuration drop down menu, select the appropriate configuration file entry from the list of configuration files (hpsim-sql.ini, hpsim-pgsql, or hpsim-oracle.ini).
6. In the "Export data to or Import data from file" field enter insightmanager.xml. (For example, E:\Hewlett-Packard\OpenView\service desk 4.5\client\data_exchange\xml\insightmanager.xml)
7. Click the "Import data into Service Desk database" checkbox.
8. Enter the account name to use for the import.

9. Enter the account password.
10. Select InsightManager as the import mapping.
11. Click the Start button to begin the export and import process (click Ok if prompted that the XML file will be overwritten by the export process).
12. Click Ok when asked if you want to exchange data now.
13. Click Ok to close the Data Exchange Task Window when the process is complete.

Figure 7 Data Exchange Task Window



When importing the XML file, several messages, similar to those below, will appear in the status window. These messages are normal and are displayed because of several attributes defined in the insightmanager.ini configuration file are not used in the default import mapping. If desired, these attributes can be manually added to the import mapping.

Import warning messages:

```
warning: Attribute not defined: DEVICES_OVERALLSTATUS on entity
InsightManager (id = 1)

warning: Attribute not defined: DB_DEVICEINFOEX_ASSETTAG on entity
InsightManager (id = 1)

warning: Attribute not defined: DB_DEVICEINFOEX_TOTALMEMORY on entity
InsightManager (id = 1)

warning: Attribute not defined: DB_DEVICEINFOEX_ROMVERSION on entity
InsightManager (id = 1)
```

Importing Different Types of Devices from Systems Insight Manager

By default, the provided Insight Manager configuration file imports the data objects defined in the following table. Several of these objects should have a Configuration Item category created before they can be imported into the Service Desk database. If a Configuration Item category is not created for these devices, they will be imported into the Server category by default.

Table 4 Product Types that can be imported from Systems Insight Manager

Insightmanager.ini device type values	CI Category Exists	CI Category must be created
'Server'	X	
'Printer'	X	
'Workstation'	X	
'Switch'	X	
'Storage'	X	
'Desktop'	X (Business PC)	
'MgmtProc'		X
'Enclosure'		X
'Rack'		X
'KVM'		X
'UPS'		X

Once these items are imported into the Service Desk database, they can be re-categorized as necessary. For example, all switch devices will be placed under the Switch CI category (including storage switches). After the import, the storage switches can be moved to the Storage CI if desired.

Importing Storage Essentials Devices from Systems Insight Manager

Additional categories should be created in Service Desk before importing Storage Devices from HP Systems Insight Manager.

By default, the configuration file imports all devices with the “Storage” product sub-type into the overall Storage CI Category. After the devices are imported, they can be moved into more descriptive categories, such as “Storage Array” and “Storage Switch”.

Figure 8 Switch Devices

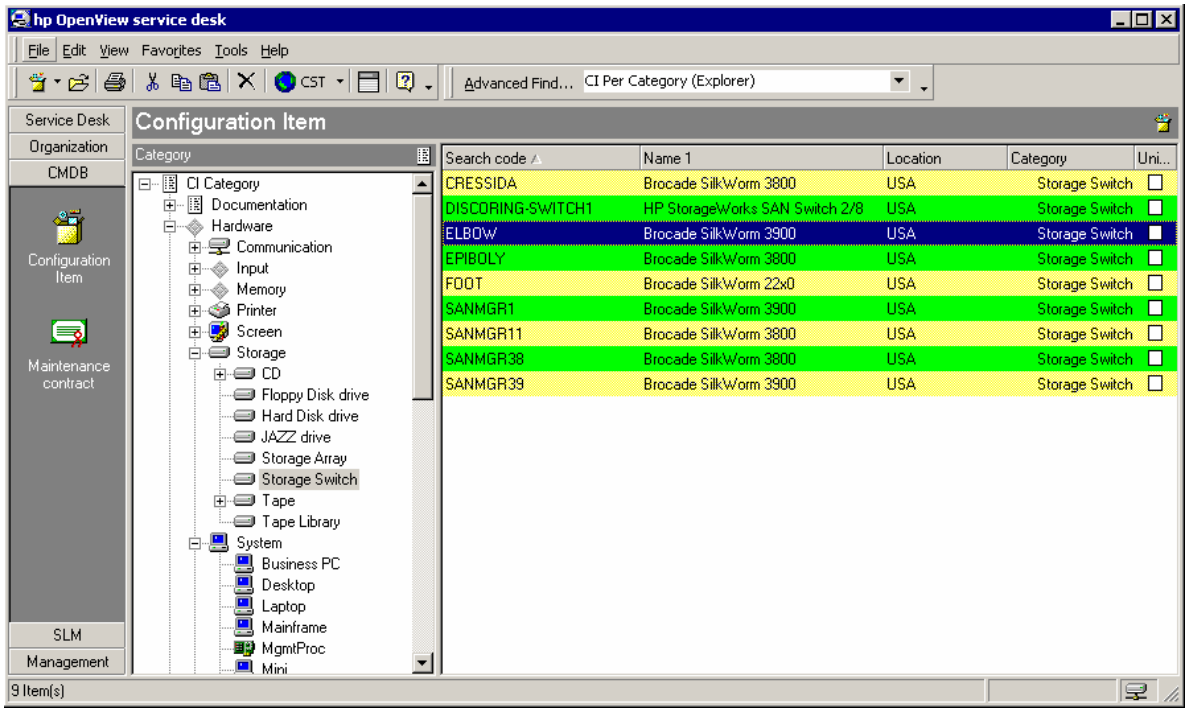
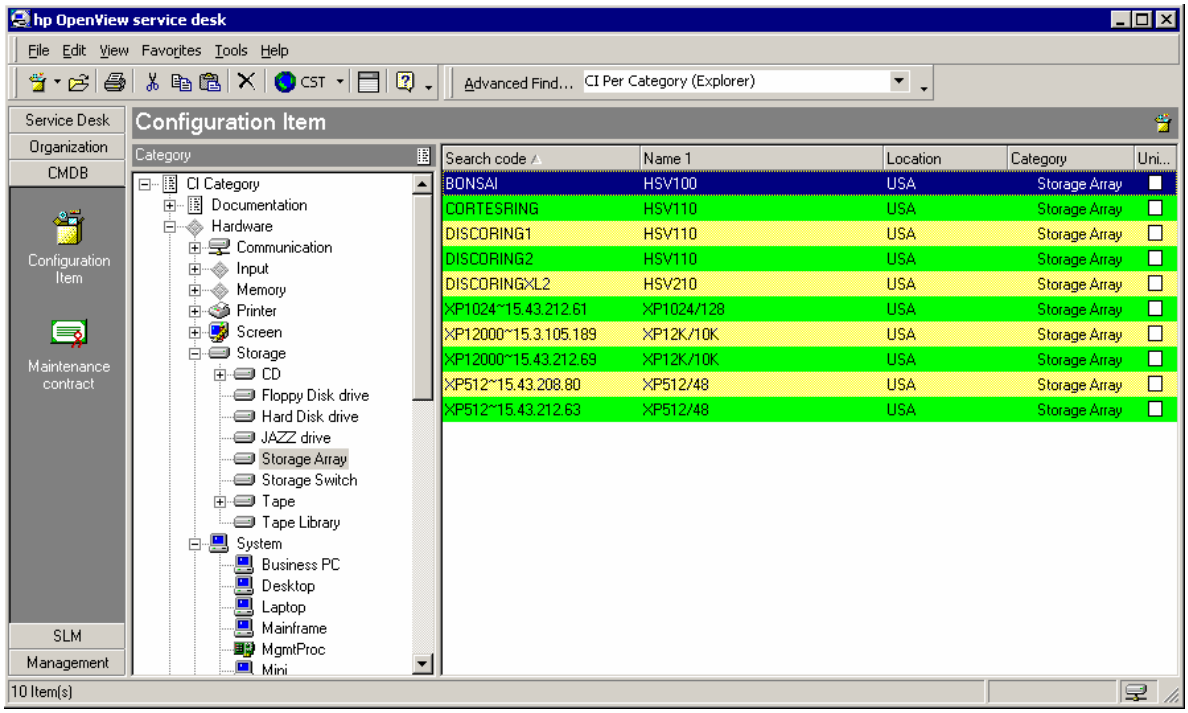


Figure 9 Storage Array Devices



Automatic incident creation from HP SIM events

The program hpsimsde.exe is used to automatically parse the environment variables from HP Systems Insight Manager (HP SIM) events. Using these environment variables, the program creates the appropriate command string and launches the sd_event executable to pass the HP SIM event information to Service Desk.

NOTE: The sd_event.exe program must be installed on the HP SIM server. By using this program with Systems Insight Manager, the user can define events that should automatically be imported into Service Desk as incidents.

Installing the Service Event Program

To install the Service Event program on the Systems Insight Manager server, run the Service Desk setup program. In the setup program, click on Install Service Desk – Integrations Menu – Install Service Event.

After installing the Service Event program, verify the program is at the same service pack level as the Service Desk server. Install the appropriate service pack for the Service Event program on the Systems Insight Manager server as necessary.

After installing the Service Event program and verifying the service pack level, edit the sd_event.ini file and input the appropriate account and server information. For example:

```
ACCOUNT=system/password
SERVER=ServiceDeskServer
```

Testing the Service Event Program

Once the Service Event program is installed on the Systems Insight Manager server, copy the hpsimsde.exe and hpsimsde_test.bat files to the location of sd_event.exe.

The hpsimsde_test.bat file will setup test environment variables and execute the hpsimsde.exe program. This allows the user to verify communication between the SIM server and the Service Desk server. If the Service Event program is not installed in the default location, the hpsimsde_test file must be edited to include the correct path.

When the hpsimsde_test.bat file is executed, a NIC Connectivity Restored Incident should appear in the Service Desk Console. If the Incident does not appear, check the sd_event log files in the \bin directory for any errors.

NOTE: The Incident that appears will not have a Configuration Item entry.

Figure 10 Execute the hpsimsde_test script to verify communication between SIM and Service Desk

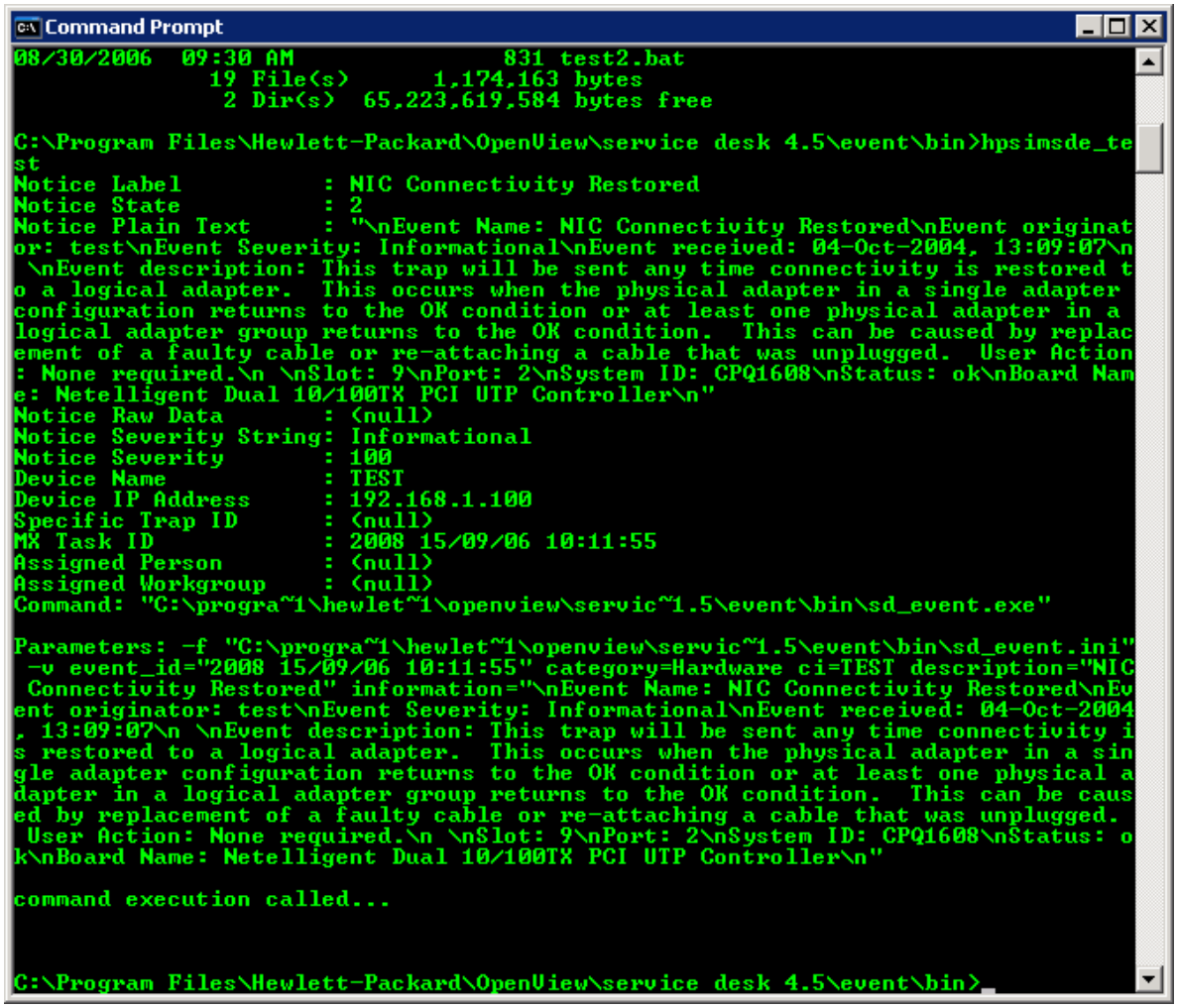
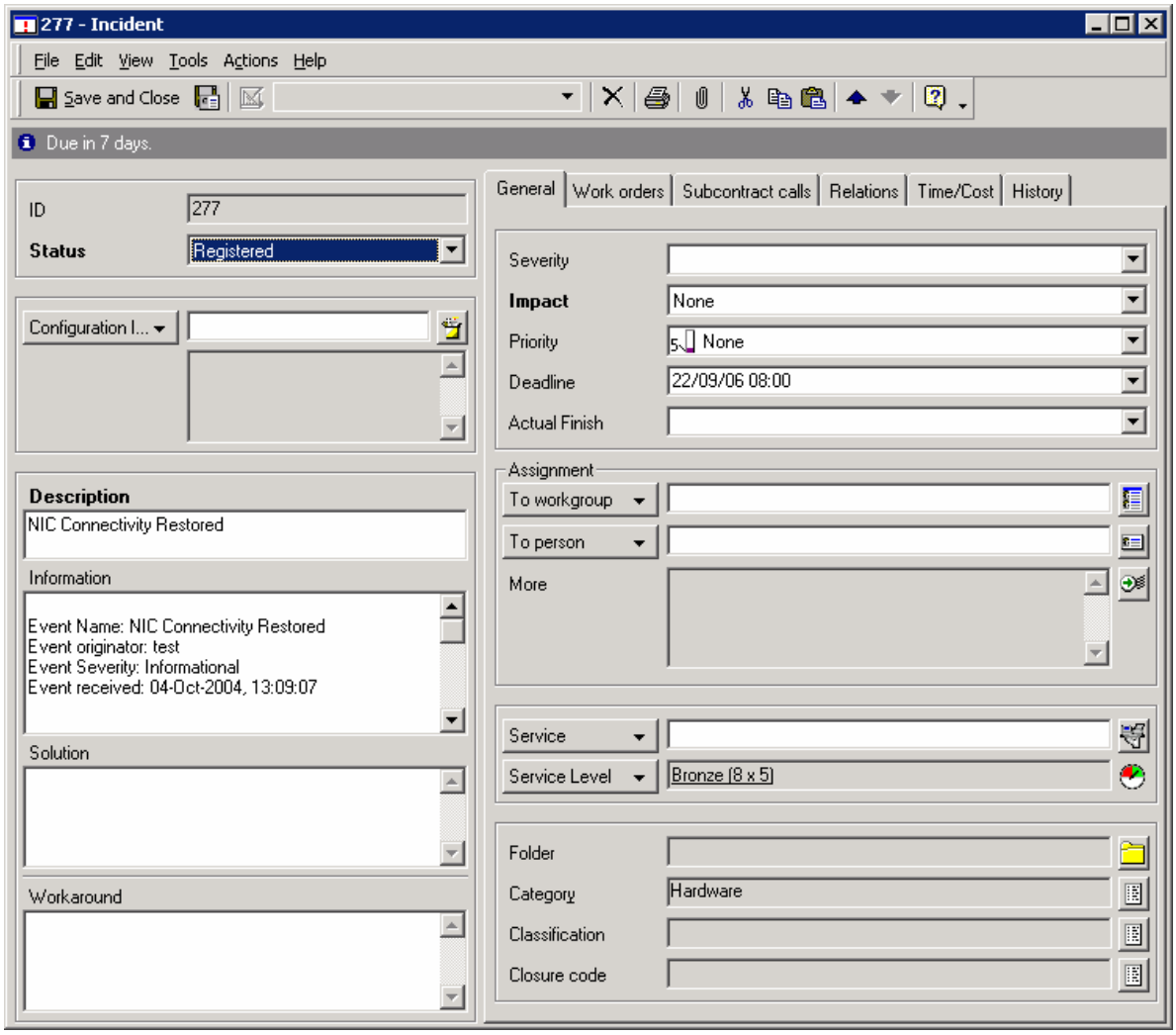


Figure 11 Test Incident created by running the hpsimsde_test script.



Creating a custom command in HP SIM 5.0

The first step for automatic incident creation is configuring a custom command within Systems Insight Manager. This custom command hpsimsde.exe is the program that will be executed when an event is received. This program takes the trap environment variables set by Systems Insight Manager, formats the values, and launches sd_event.exe with the appropriate parameters.

1. Copy the executable hpsimsde.exe to the location of sd_event.exe, for example "c:\progra~1\hewlet~1\openview\servic~1.5\event\bin\" on Microsoft® Windows and "/opt/OV/sd/event/bin" on HP-UX.
2. Browse to the HP Systems Insight Manager server and login.
3. Click on Tools -> Custom Commands -> New Custom Command
4. Enter the name for the new command, for example "Service Desk Event"
5. In the Command field, enter the full path to the hpsimsde executable, for example: "c:\progra~1\hewlet~1\openview\servic~1.5\event\bin\hpsimsde.exe" on Microsoft® Windows and "/opt/OV/sd/event/bin/hpsimsde" on HP-UX. Note: sd_event.exe must be installed on the Systems Insight Manager server.

6. In the Parameter field, enter "-i" to specify that you are creating a new incident.
7. Add the IM_WORKGROUP environment variable if desired. Note: this field must first be added to the external_event import mapping.
8. Click Ok to save the new command.

Figure 12 Custom Command Screen

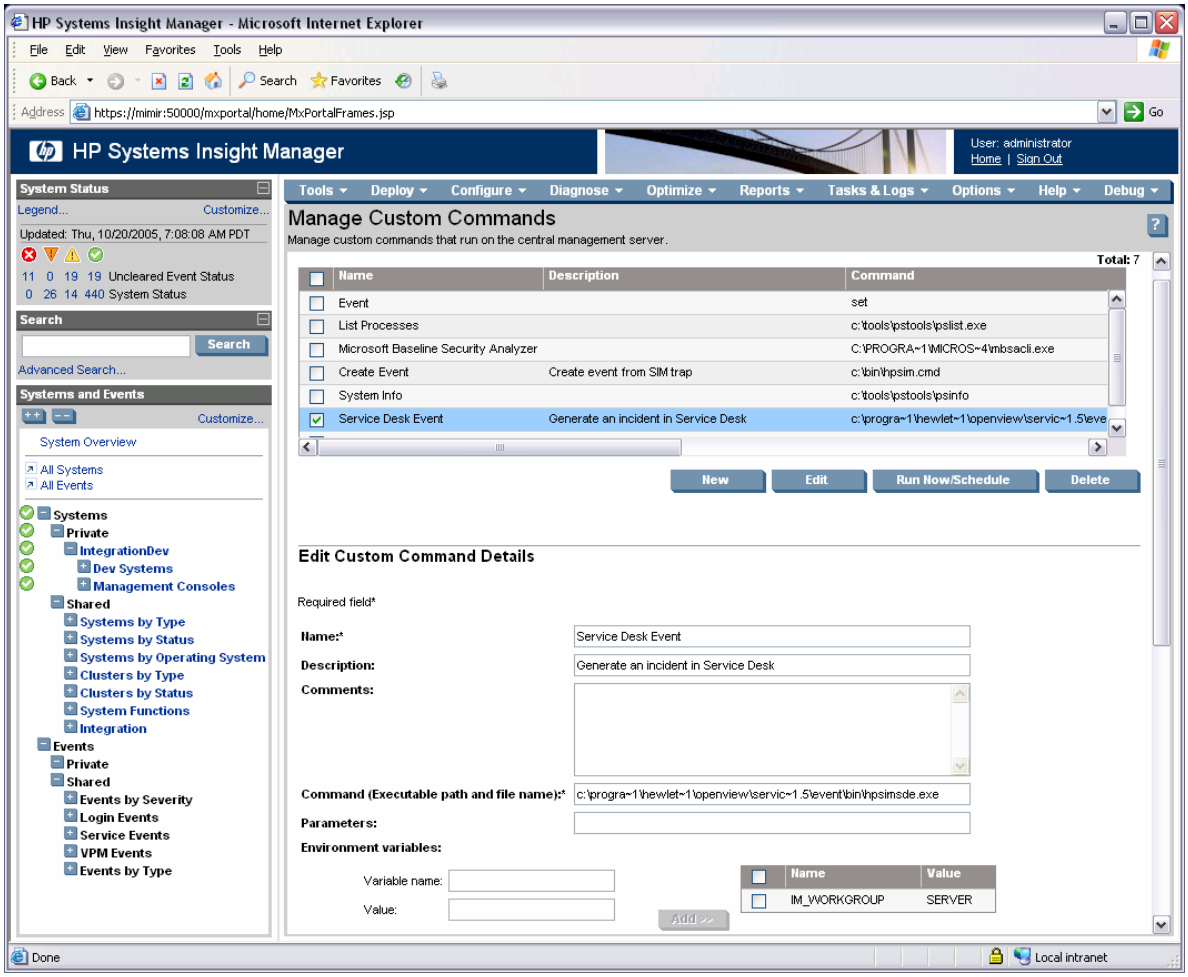


Figure 13 Service Desk Event files installed on the HP SIM server running on HP-UX

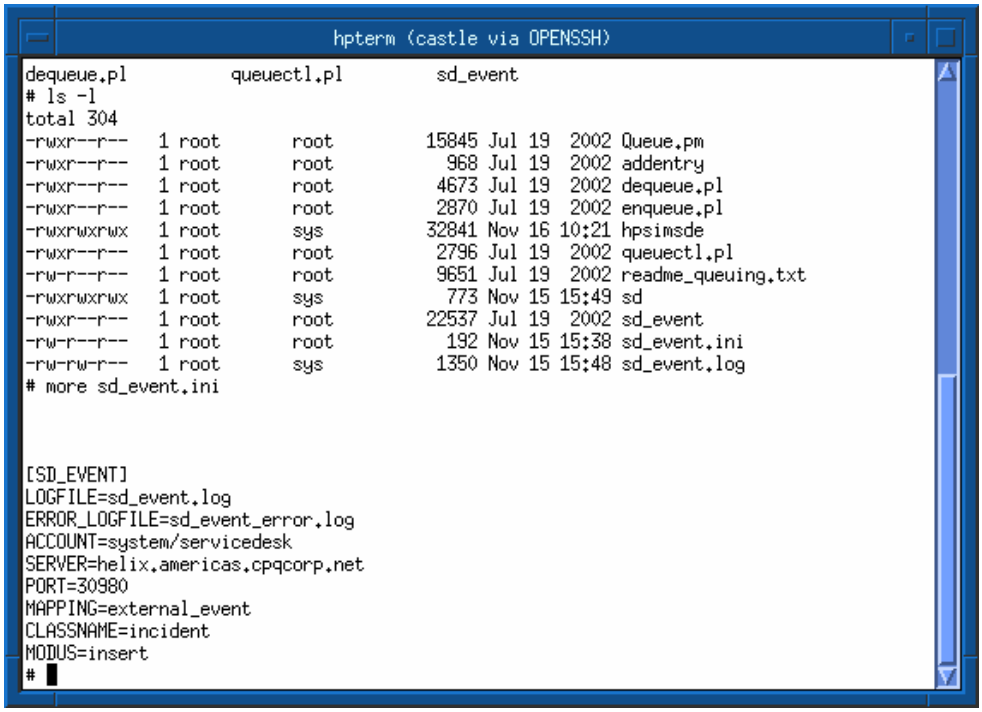
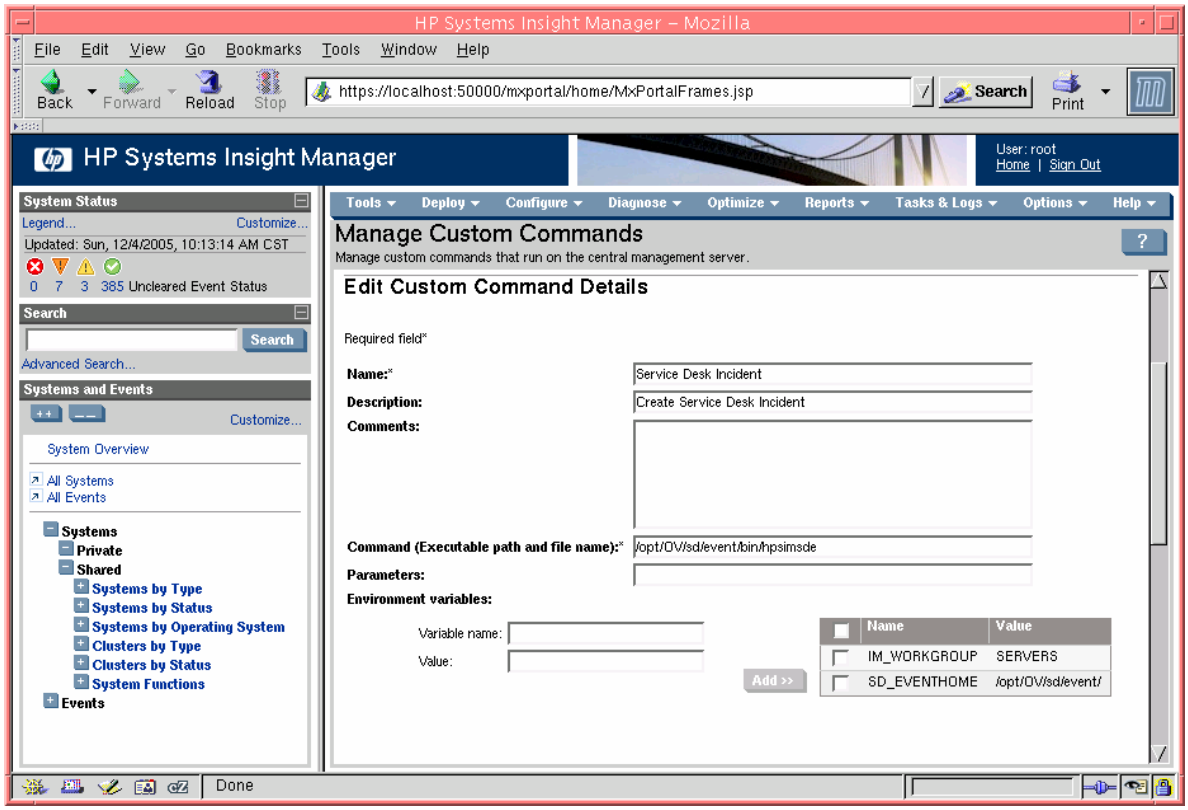


Figure 14 Creating a custom command in HP SIM running on HP-UX

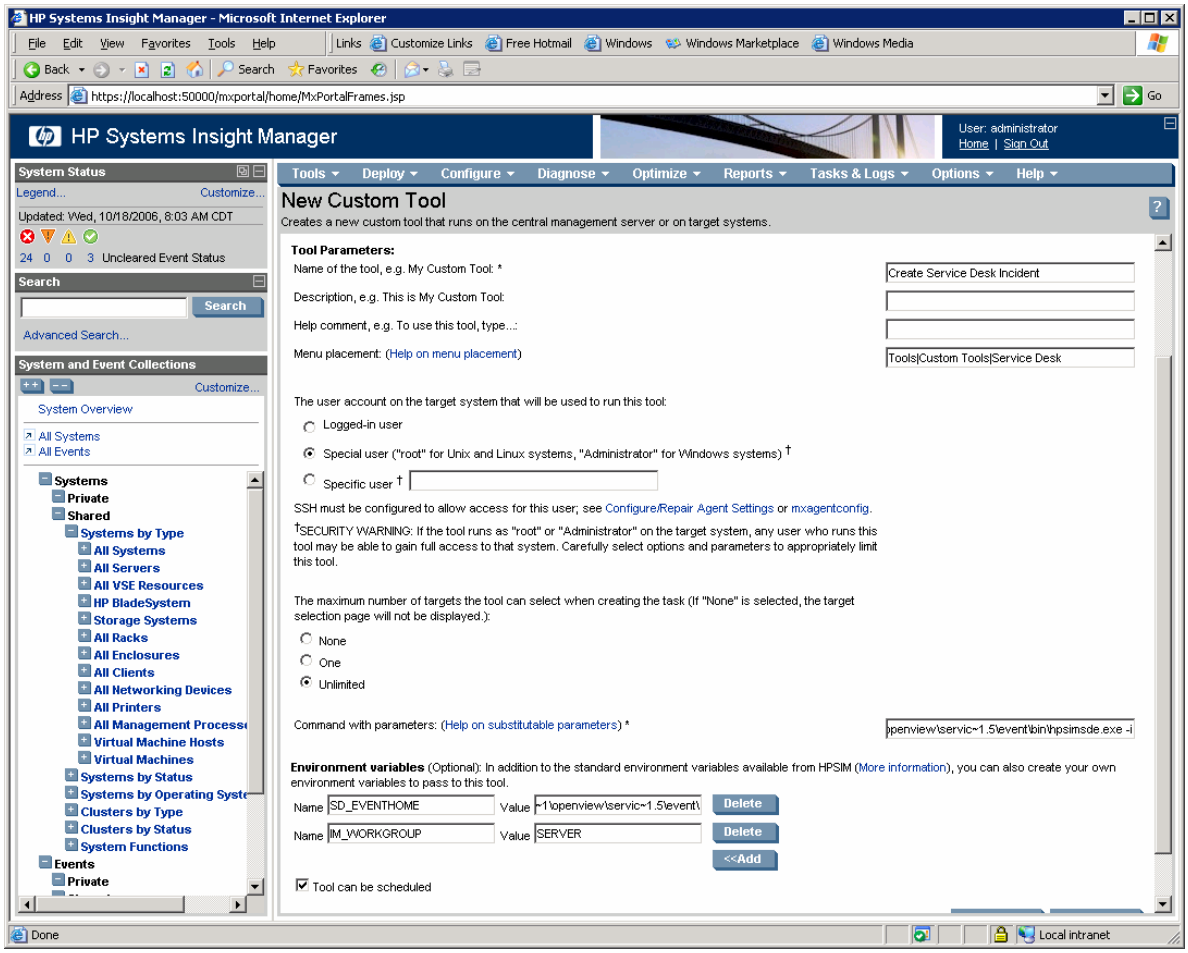


Creating an custom tool in HP SIM 5.1

The custom commands menu has been replaced by the "Custom Tools" menu in HP SIM version 5.1. The steps for creating a custom tool are different from the steps for creating a custom command in HP SIM version 5.0.

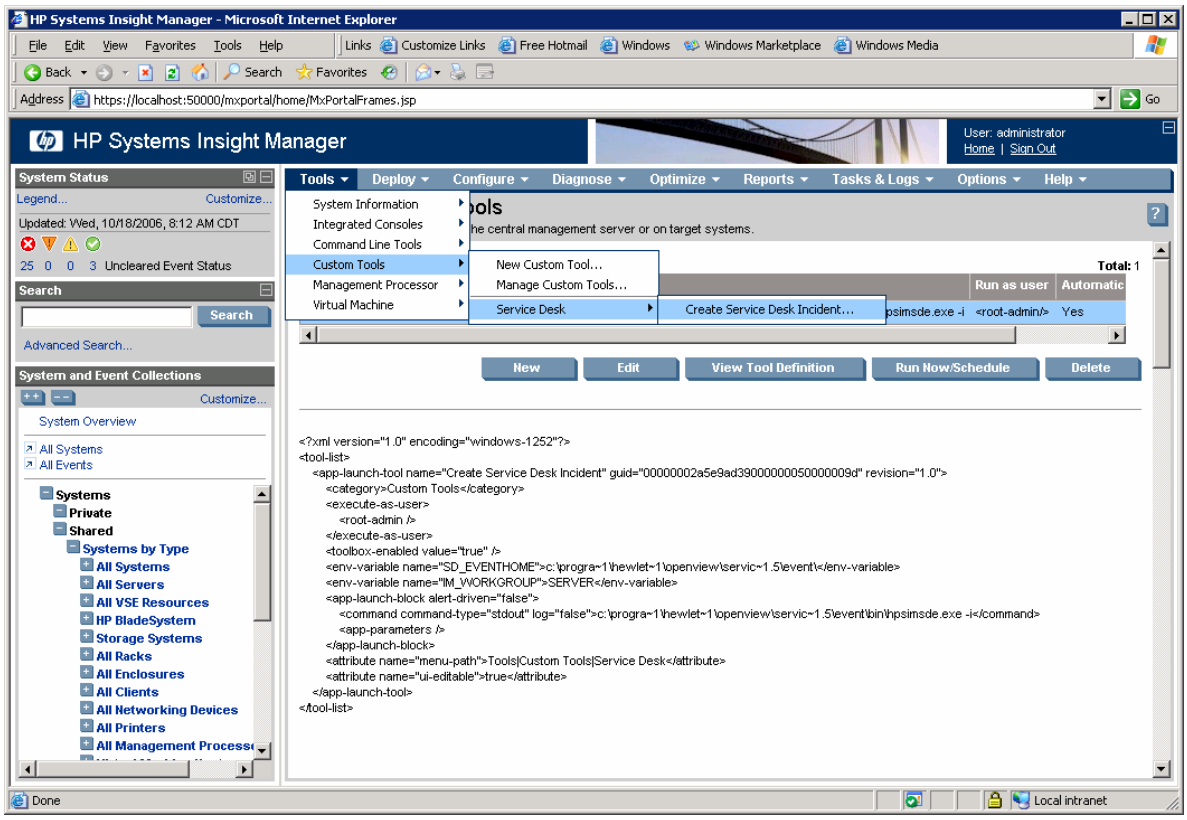
1. Select Tools – Custom Tools – New Custom Tool
2. Select "CMS Tool" and click Next
3. Enter a name for the new custom tool
4. Enter the description, help information, and menu placement fields if desired.
5. Specify the user account that will be used to run the custom tool.
6. Set the number of targets field to "Unlimited"
7. Enter the command in the command field, including any parameters. For example: "c:\progra~1\hewlet~1\openview\servic~1.5\event\bin\hpsimsde.exe –i"
8. Add the SD_EVENTHOME environment variable, for example "C:\Program Files\Hewlett-Packard\OpenView\service desk 4.5\event\"
9. Add the IM_WORKGROUP environment variable if desired. Note: this field must first be added to the external_event import mapping.

Figure 15 Creating a custom tool in HP SIM 5.1



The new custom tool will appear at the defined menu location. Additionally the custom tool definition can be displayed in HP SIM 5.1.

Figure 16 Custom Tools menu



Creating an "Action on Event" in HP SIM

The user configures what HP SIM events should be created as Service Desk Incidents when the "action on event" is created. This is the step where system filters and event filters can be applied so that only the desired events are created as incidents.

1. Click Options->Events->Automatic Event Handling->New Task
2. Enter the name for the new task, for example Generate Service Desk Incident, and click Next.
3. Select the events you want this task to run against, for example all critical events, and click Next.
4. Select the systems you want this task to run against, for example all servers, and click Next.
5. Select the Action to perform. In this case, click Run Custom Command and in the drop down list, select the new custom command you defined earlier (Service Desk Event from the previous example). Click Next.
6. Enter a time filter if desired and click Next.
7. Click Finished to save the new task.

Any of the Systems Insight Manager events can be forwarded as incidents. Hardware events received as SNMP traps can be forwarded, as well as events created by HP Systems Insight Manager.

Figure 17 Task Results for event forwarded to Service Desk

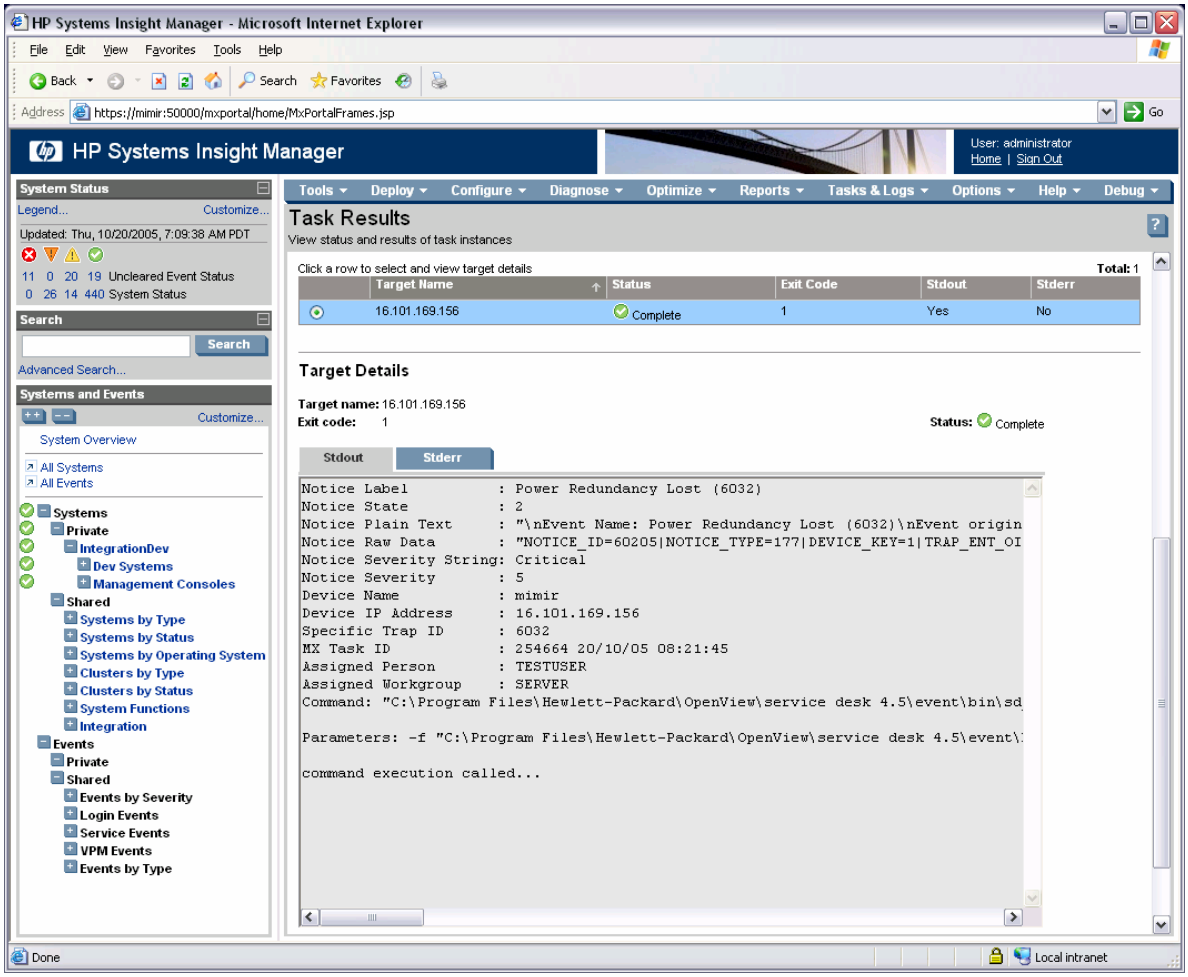
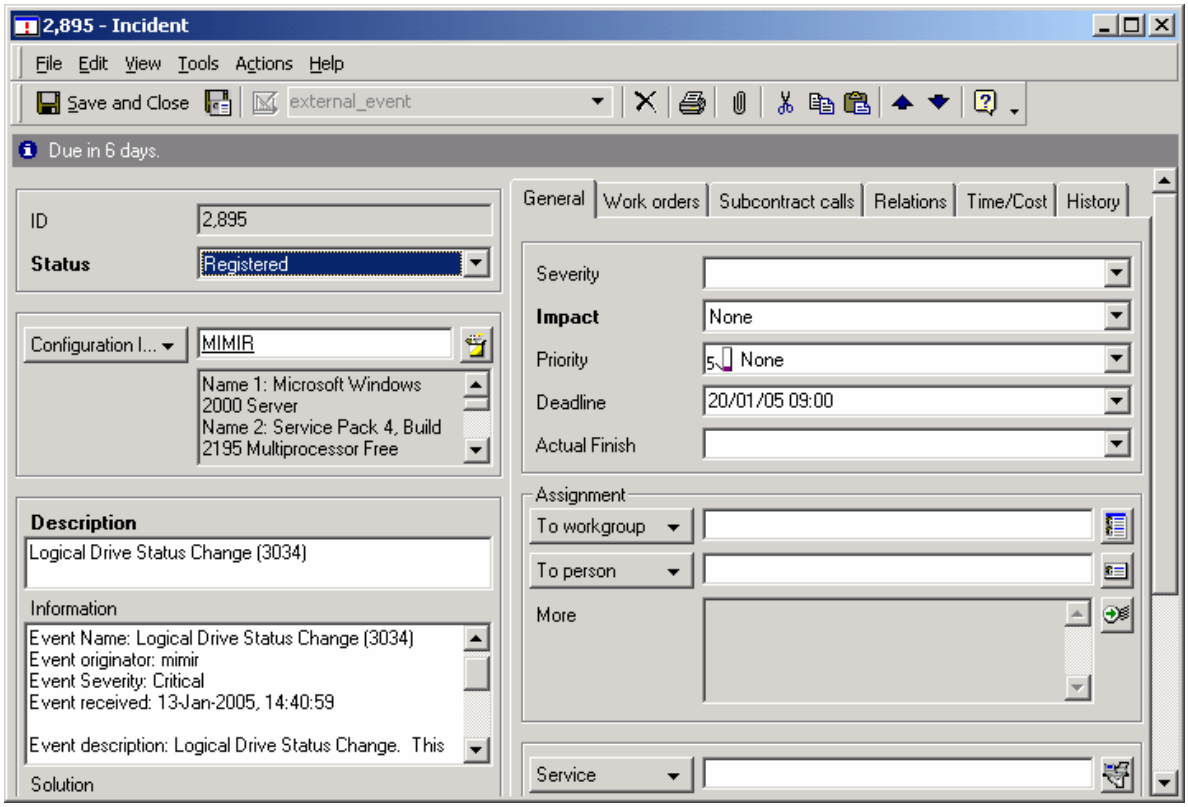


Figure 18 Incident Received from Systems Insight Manager



Adding other fields to the External Event Import Mapping

The external_event import mapping defines several fields for use with the sd_event executable. For other fields to be utilized during automatic incident creation, the import mapping must be updated to include the new fields. The steps below describe how to update the import mapping so that the Assignment information can be filled in automatically

1. Start the Service Desk Administrator Console
2. Navigate to Data – Data Exchange – Import Mapping
3. Select and open external_event
4. Add new mapping for "Assignment;To Workgroup"
5. Enter IM_WORKGROUP in the External Property field
6. Click Ok to save the changes to the import mapping.

Note: The workgroup that will be used in this field must already be defined in Service Desk by the user. For example, if you want to set the IM_WORKGROUP field to "Storage Specialists", this workgroup would need to be created separately in Service Desk.

Creating Incidents from Storage Essentials Events

Incidents in Service Desk can be automatically generated for Storage Essentials events using the procedure described in the previous sections. A custom command would be created as described above, then an action on event would be created that forwards the desired storage events.

Figure 19 Storage Essentials Incidents created from HP SIM

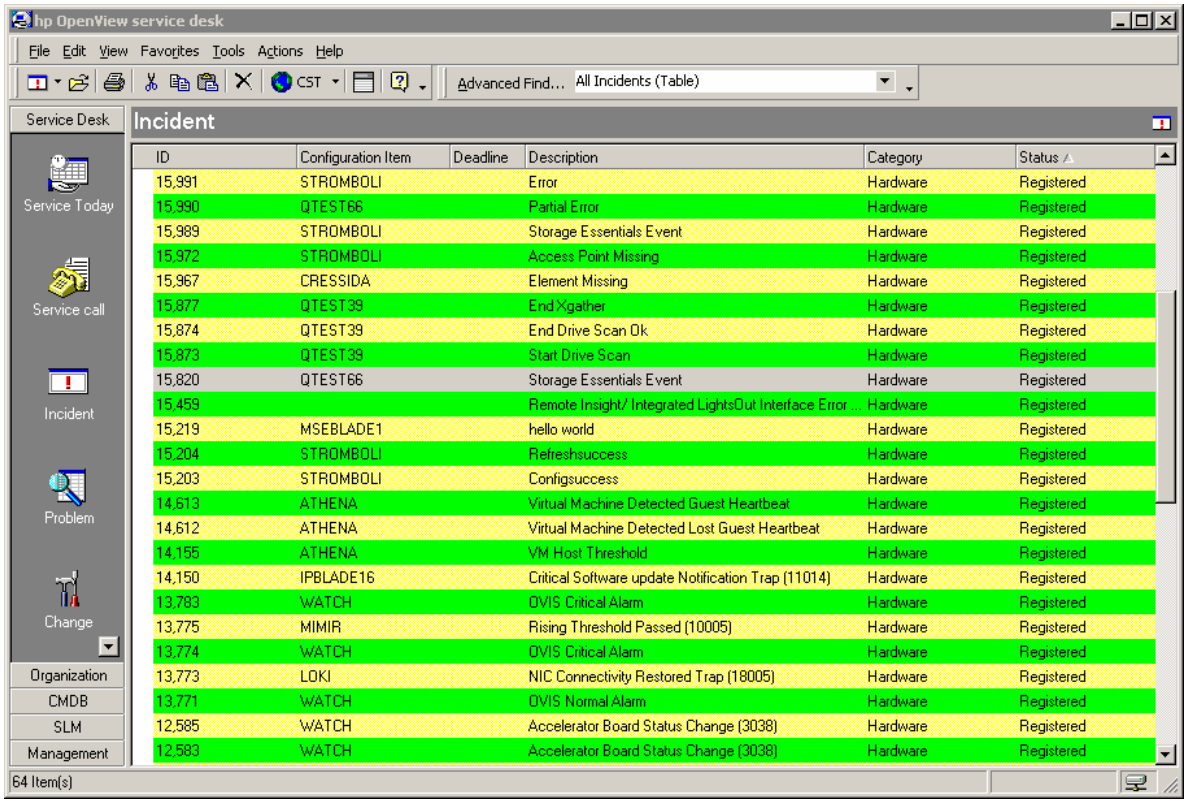
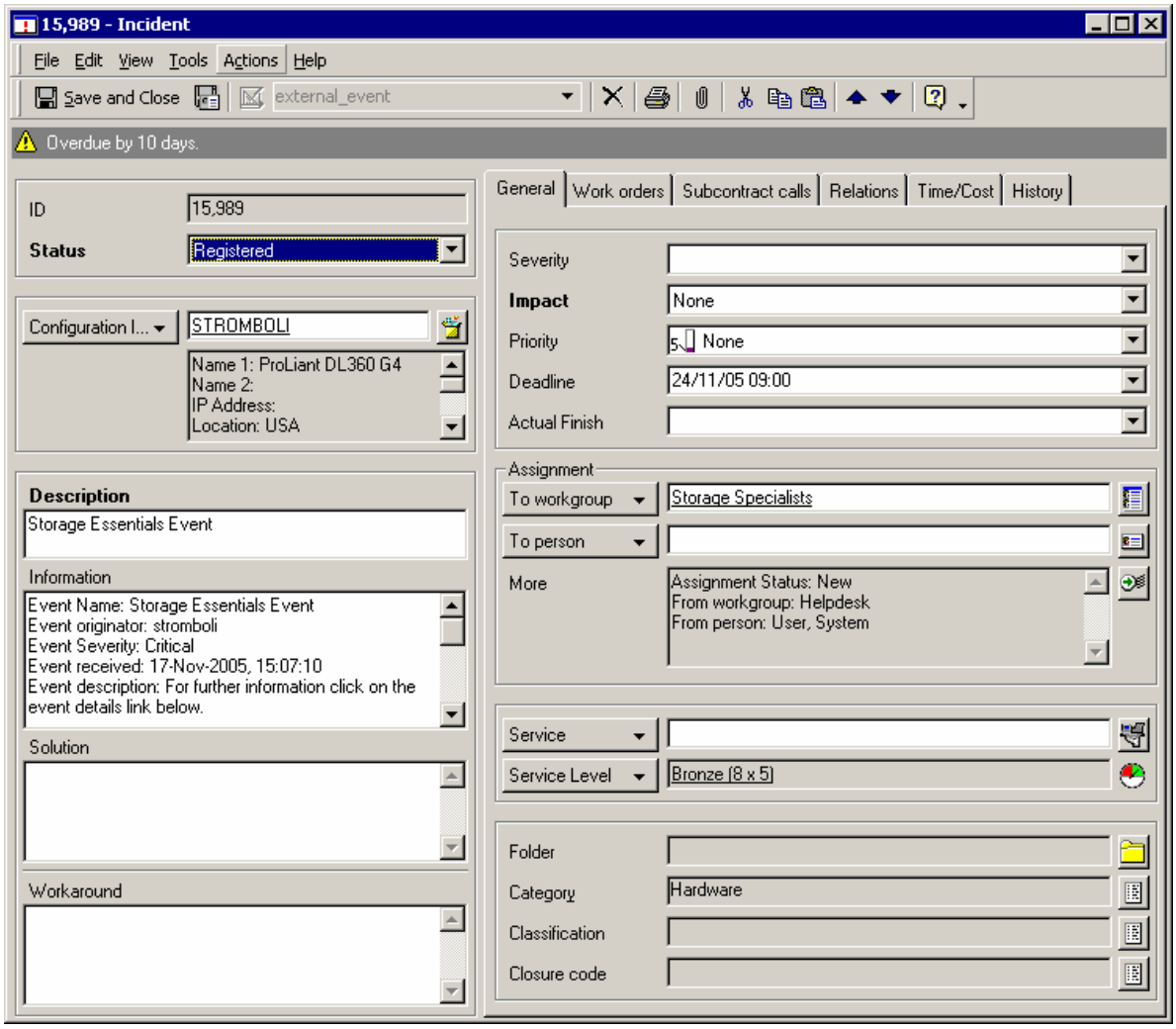


Figure 20 Storage Essentials Incident Details



Automatic incident closing from HP SIM

The program hpsimsde.exe is used to automatically parse the environment variables from HP Systems Insight Manager (HP SIM) events. Using these environment variables, the program creates the appropriate command string and launches the sd_event executable to pass the HP SIM event information to Service Desk.

The information passed to the sd_event executable can now be used to update an incident in Service Desk that has been previously created by HP SIM.

Note: The sd_event.exe program must be installed on the HP SIM server. By using this program with Systems Insight Manager, the user can define events that should automatically be imported into Service Desk as incidents.

Creating a custom command in HP SIM 5.0

The first step is configuring a custom command within Systems Insight Manager. This custom command hpsimsde.exe is the program that will be executed when an event is cleared. This program takes the trap

environment variables set by Systems Insight Manager, formats the values, and launches sd_event.exe with the appropriate parameters.

1. Copy the executable hpsimsde to the location of sd_event, for example "c:\progra~1\hewlet~1\openview\servic~1.5\event\bin\" on Microsoft® Windows and "/opt/OV/sd/event/bin" on HPUX.
2. Browse to the HP Systems Insight Manager server and login.
3. Click on Tools -> Custom Commands -> New Custom Command
4. Enter the name for the new command, for example "Close Service Desk Event"
5. In the Command field, enter the full path to the hpsimsde executable, for example: "c:\progra~1\hewlet~1\openview\servic~1.5\event\bin\hpsimsde.exe" on Microsoft® Windows and "/opt/OV/sd/event/bin/hpsimsde on HPUX. Note: sd_event.exe must be installed on the Systems Insight Manager server.
6. In the Parameter field, enter "-u" to specify that you are updating an existing incident.
7. Click Ok to save the new command.

Creating a custom tool in HP SIM 5.1

The custom commands menu has been replaced by the "Custom Tools" menu in HP SIM version 5.1. The steps for creating a custom tool are different from the steps for creating a custom command in HP SIM version 5.0.

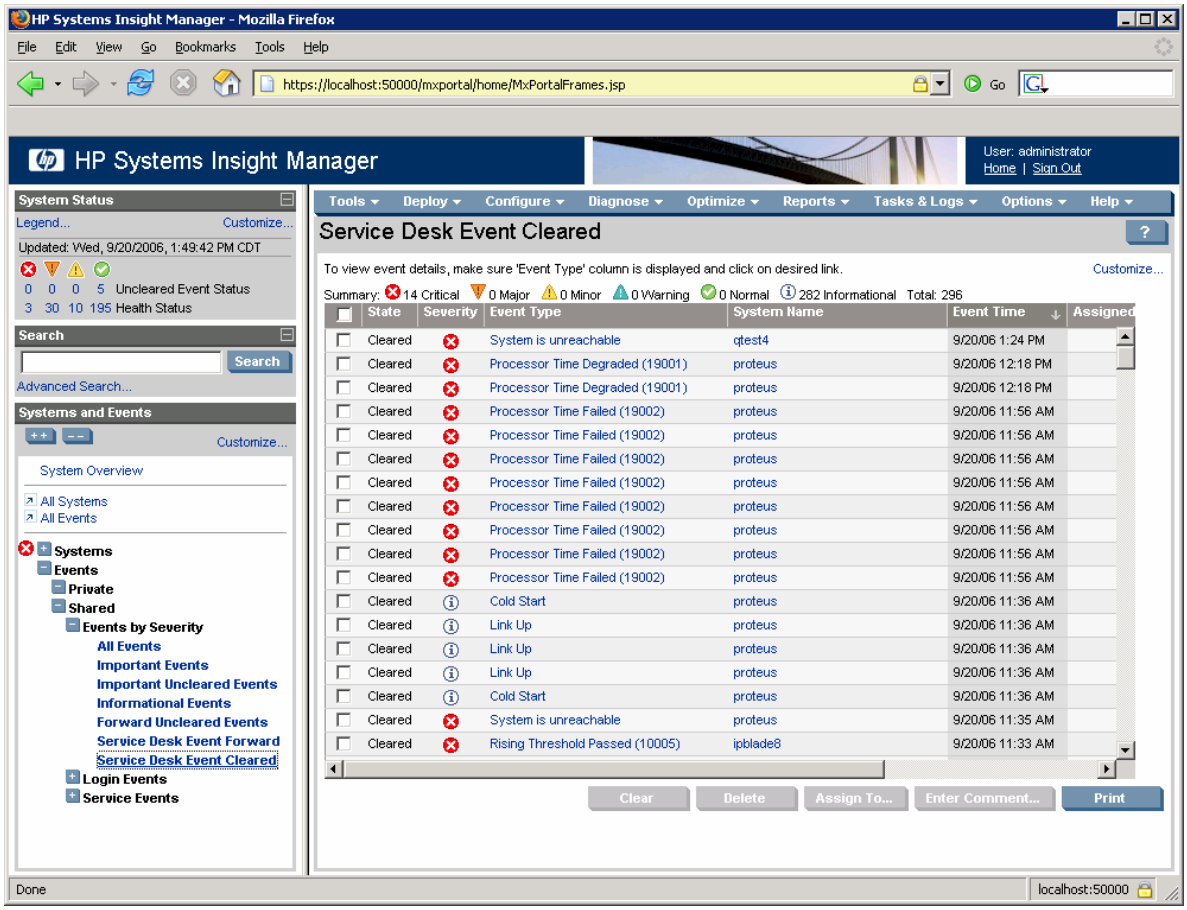
1. Copy the executable hpsimsde to the location of sd_event, for example "c:\progra~1\hewlet~1\openview\servic~1.5\event\bin\" on Microsoft® Windows and "/opt/OV/sd/event/bin" on HPUX.
2. Browse to the HP Systems Insight Manager server and login.
3. Select Tools – Custom Tools – New Custom Tool
4. Select "CMS Tool" and click Next
5. Enter a name for the new custom tool
6. Enter the description, help information, and menu placement fields if desired.
7. Specify the user account that will be used to run the custom tool.
8. Set the number of targets field to "Unlimited"
9. Enter the command in the command field, including any parameters. For example: "c:\progra~1\hewlet~1\openview\servic~1.5\event\bin\hpsimsde.exe –u"
10. Add the SD_EVENTHOME environment variable, for example "C:\Program Files\Hewlett-Packard\OpenView\service desk 4.5\event\"

Creating a query for cleared events

An event list must be created in HP SIM that displays the "cleared" events that have been forwarded to Service Desk. This list is then used as part of an action on event definition in order to update incidents in Service Desk that have been cleared in SIM.

For example, the user can create an event list for forwarding events to Service Desk (Service Desk Event Forward) and an event list to show the forwarded events that have been cleared (Service Desk Event Cleared).

Figure 21 Event lists defined in Systems Insight Manager



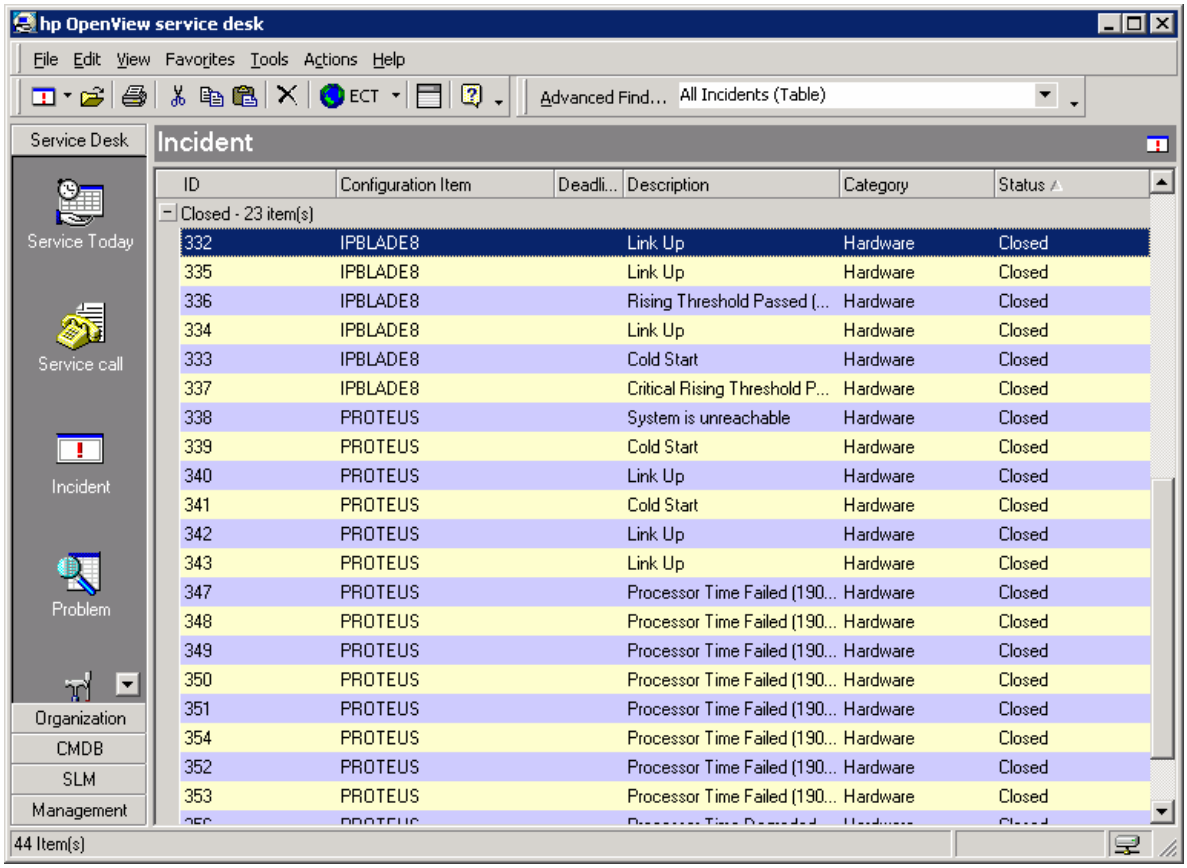
Creating an "Action on Event" in HP SIM

The user configures what HP SIM events should be closed in Service Desk when the "action on event" is created. This is the step where system filters and event filters can be applied so that only the desired events are closed.

1. Click Options->Events->Automatic Event Handling->New Task
2. Enter the name for the new task, for example Close Service Desk Incident, and click Next.
3. Select the CLEARED events you want this task to run against, for example all cleared critical events, and click Next.
4. Select the systems you want this task to run against, for example all servers, and click Next.
5. Select the Action to perform. In this case, click Run Custom Command and in the drop down list, select the new custom command you defined earlier (Close Service Desk Event from the previous example). Click Next.
6. Enter a time filter if desired and click Next.
7. Click Finished to save the new task.

When the user clears an event in HP SIM, in will match the new query created above and the new action will be executed. This will automatically close the corresponding incident in Service Desk.

Figure 22 Incidents automatically closed by Systems Insight Manager



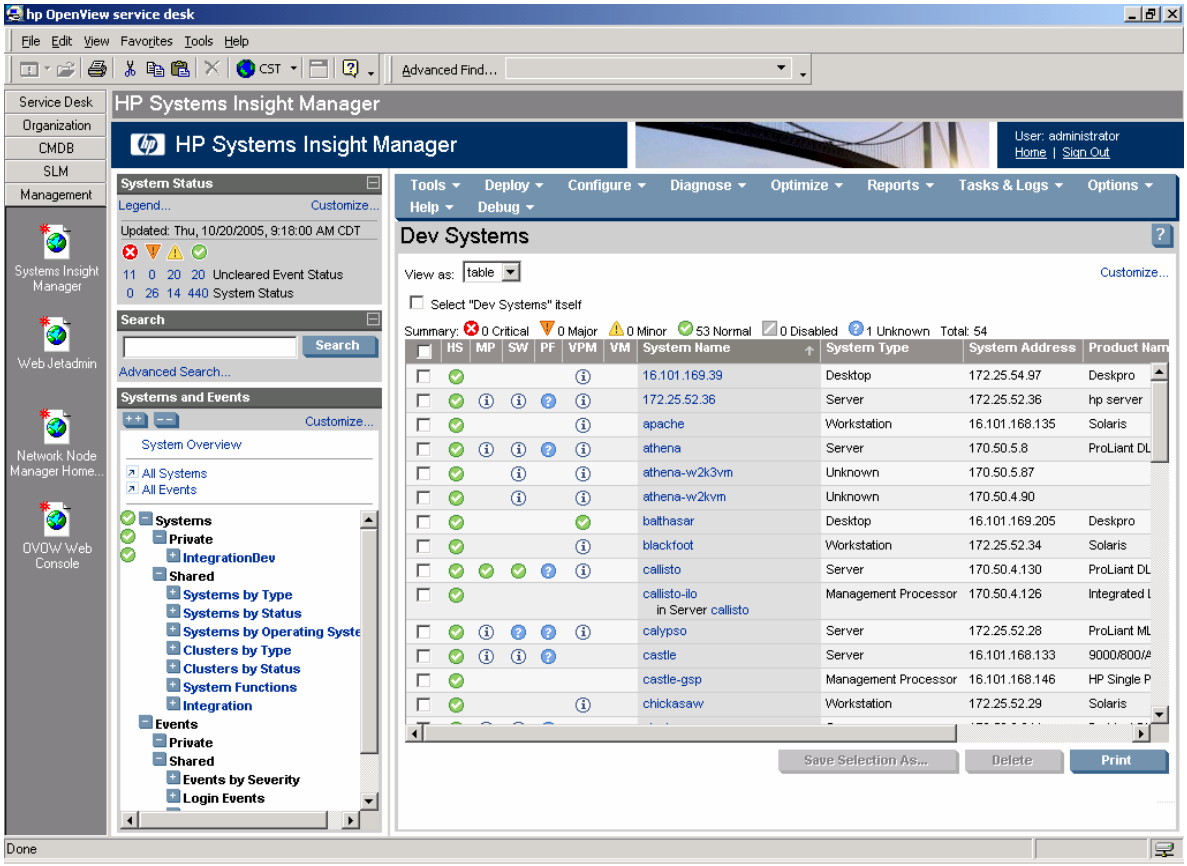
Launching HP SIM and other Management Applications from Service Desk

Shortcuts can be created on the Service Desk shortcut bar to access various applications. To create a shortcut to HP Systems Insight Manager, follow these steps:

1. Right-click on one of the categories in the shortcut bar and select Add Group.
2. Enter a name for the new group, for example Management Tools.
3. Select the new group.
4. Right-click in the new group and select Add Shortcut.
5. In the Add Shortcut Microsoft® Windows, select File or URL.
6. Enter http://localhost:280 in the File or URL field, replacing localhost with the name or address of the Systems Insight Manger server.
7. Enter Systems Insight Manager in the Name field.
8. Click Ok.

Similar shortcuts can be created for other applications such as Network Node Manager Home Base and HP Web Jetadmin.

Figure 23 Management Tool shortcuts in Service Desk



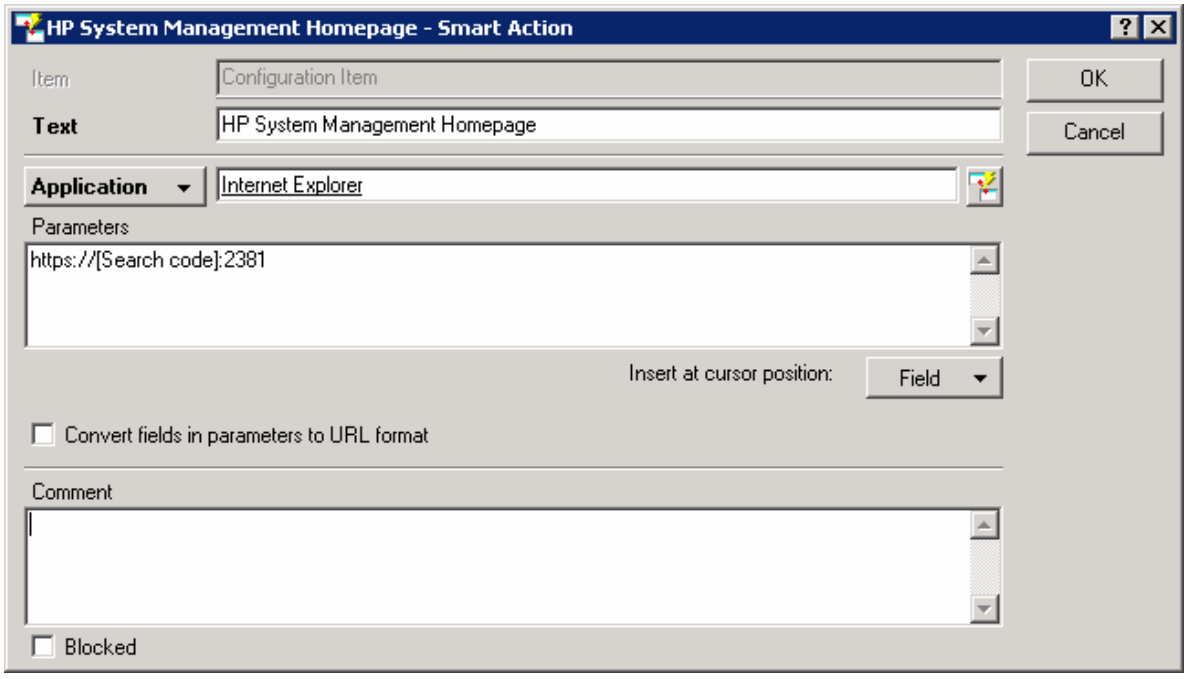
Launching HP SIM and the Insight Management Agents from Service Desk

Smart actions can be defined to provide direct launches to specific systems. These Smart Actions will be available in the Configuration Item window for a specified device. Clicking the Actions -> HP System Management Homepage, Actions -> HP Systems Insight Manager, or Actions -> HP Insight Lights Out menu items will launch the newly defined actions.

Defining a Smart Action for the HP System Management Homepage

1. In the HP OpenView Service Desk main window, select the Tools Menu and click on the System entry.
2. Under hp OpenView service desk, click Business Logic -> Actions -> Smart Actions.
3. Under Smart Actions, select the Configuration Items entry.
4. Click the New button to create a new Smart Action.
5. In the Text field, enter a name for the entry, for example "HP System Management Homepage".
6. Click the Quick Find button next to the Application field.
7. Select Internet Explorer as the application. Note, if Internet Explorer is not the browser being used, define a new application entry for the appropriate browser and enter that in the Application field.
8. In the Parameters field, enter "`https://[Search code]:2381`"
9. Click OK to save the new Smart Action.
10. Close the Administrator Console.

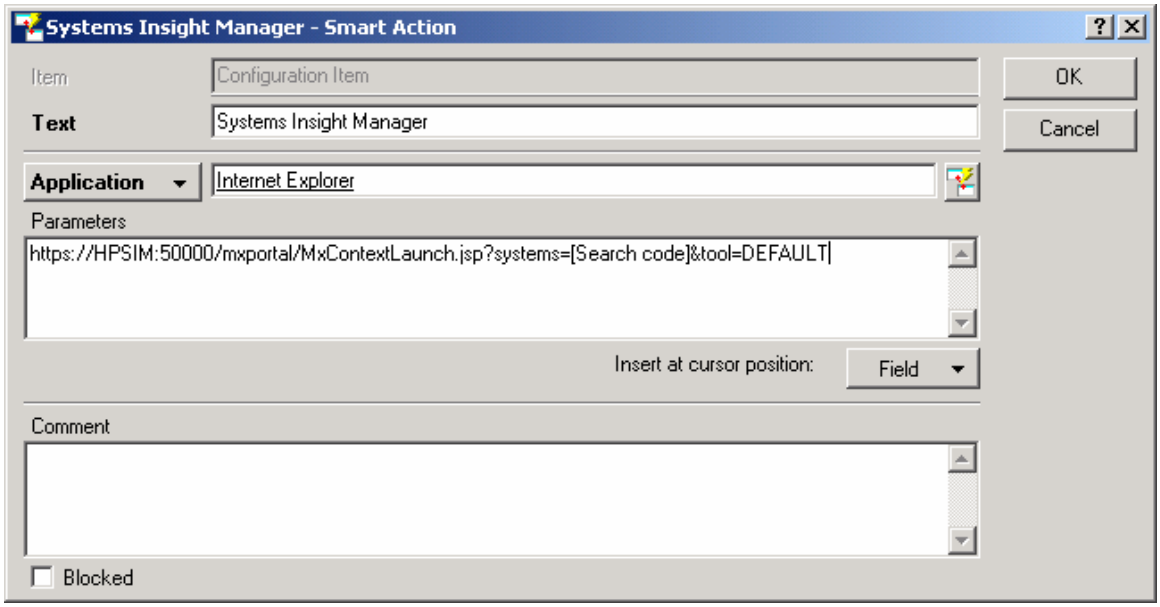
Figure 24 Smart Action defined for the HP System Management Homepage



Defining a Smart Action for the in-context launch of HP Systems Insight Manager

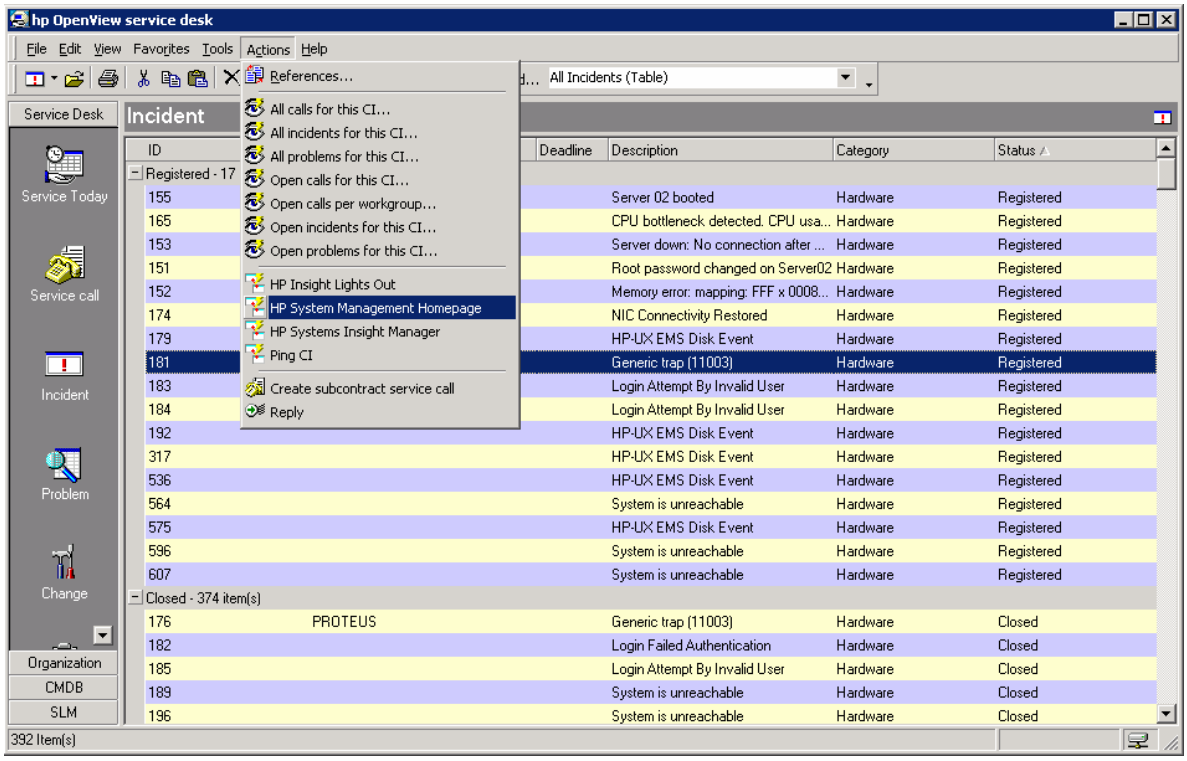
1. In the HP OpenView Service Desk main window, select the Tools Menu and click on the System entry.
2. Under hp OpenView service desk, click Business Logic -> Actions -> Smart Actions.
3. Under Smart Actions, select the Configuration Items entry.
4. Click the New button to create a new Smart Action.
5. In the Text field, enter a name for the entry, for example “Systems Insight Manager”.
6. Click the Quick Find button next to the Application field.
7. Select Internet Explorer as the application. Note, if Internet Explorer is not the browser being used, define a new application entry for the appropriate browser and enter that in the Application field.
8. In the Parameters field, enter: `https://HPSIM:50000/mxportal/MxContextLaunch.jsp?systems=[Search code]&tool=DEFAULT`, where HPSIM is the name or address of your Systems Insight Manager server.
9. Click OK to save the new Smart Action.
10. Close the Administrator Console.

Figure 25 Smart Action defined for HP Systems Insight Manager



Additionally, similar smart actions can be defined for Incidents so the user could launch to the web-enabled agents or Systems Insight Manager from the Incident page. Note: When defining Smart Actions for Incidents, the variable used to reference the system should be “[Configuration Item;Search code]”, instead of just “[Search code]”.

Figure 26 Smart Actions defined for the Incident view.



Service Desk Service Pages

Updating Systems Insight Manager to Discover the Service Desk Web Interface

The Systems Insight Manager server can be modified to discover the Service Pages web interface running on a server. This will appear on System Page under the Links tab.

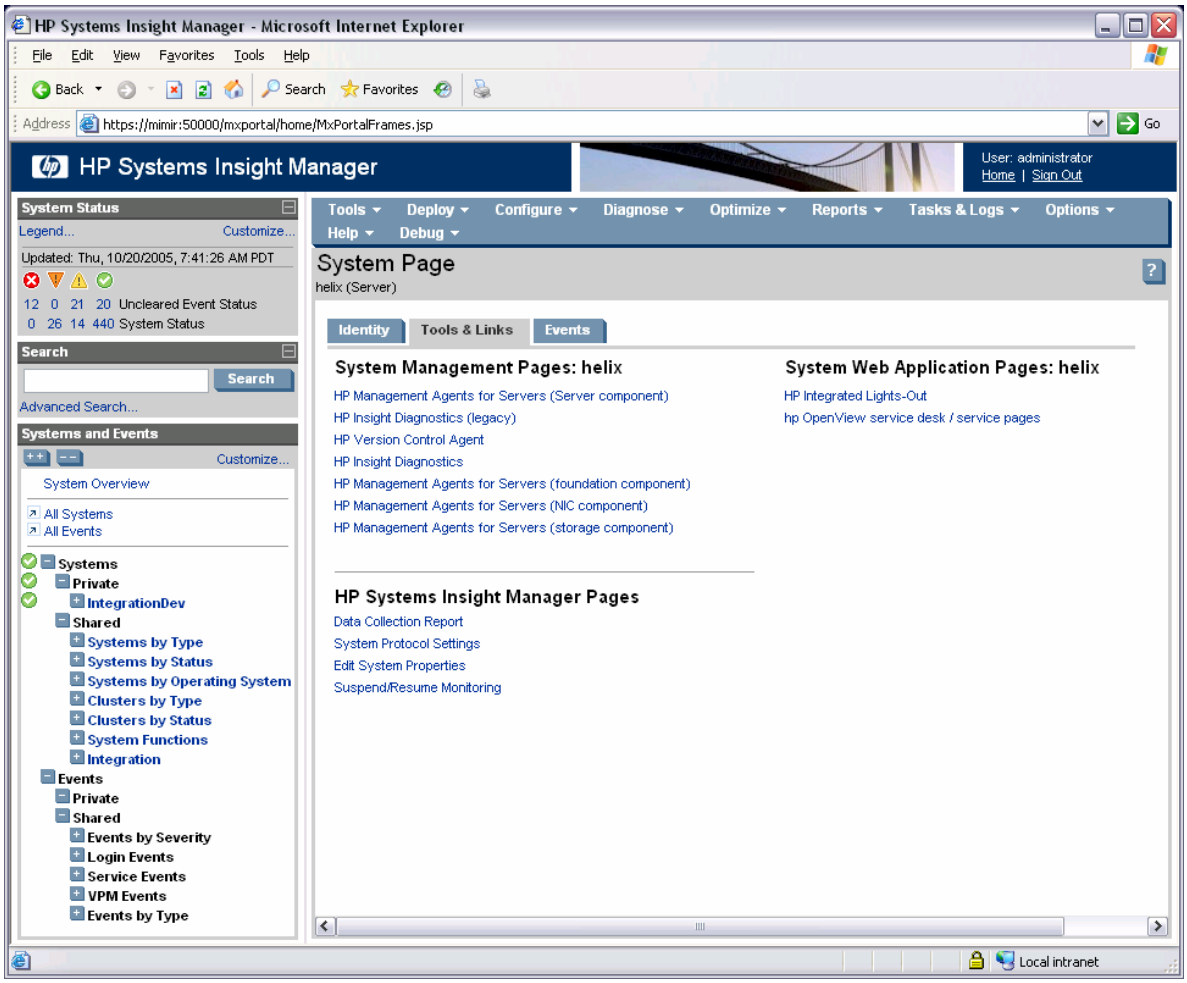
Open the additionalWsDisc.props file in the Systems Insight Manager\config\identification directory.

Add the following line to the file:

```
"8080=OpenView Service Desk - Service Pages,sd-sp45/index.html,true,false,
,http"
```

Note: This entry may change if 8080 is not the port being used or http://server:8080/sd-sp45/index.html is not the default start page.

Figure 27 Service Pages Discovered in Systems Insight Manager

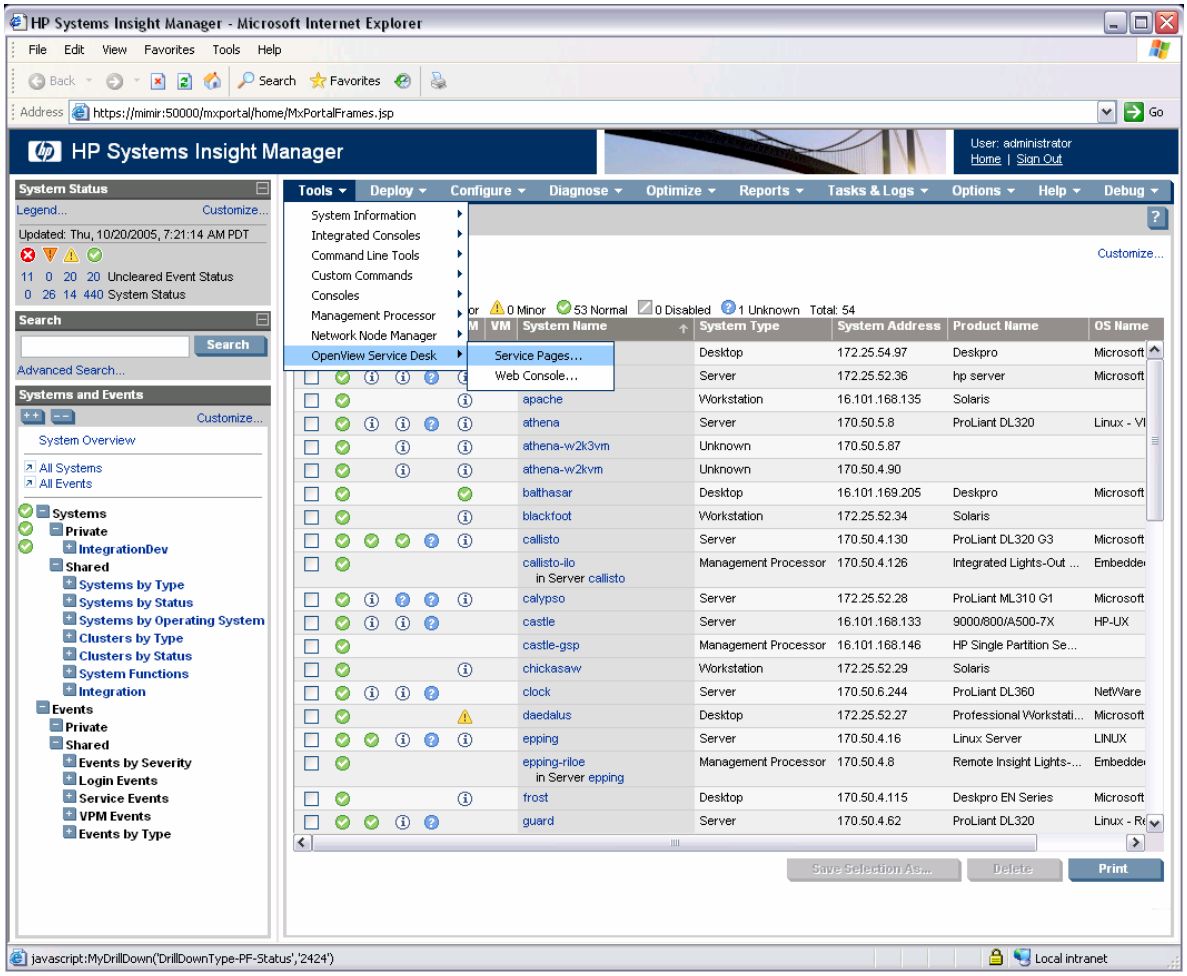


Adding Service Pages Tools Menu Entry

Adding this tool definition will allow the user to launch to the OpenView Service Desk Service Pages from within Systems Insight Manager.

1. Copy the servicedesk.xml file to the Systems Insight Manager\tools directory.
2. Open the servicedesk.xml file and replace "SERVICEDESK:8080" with the name and port number of the Service Pages server, then save the file.
3. Open a command prompt and change to the Systems Insight Manager\tools directory.
4. Run the command "mxtool –a –f servicedesk.xml" to add the new entries to the Tools Menu.

Figure 28 Tool Menu Additions to Systems Insight Manager



Viewing Incidents in Service Pages

It may be necessary to modify the Services Pages settings in order to display the Incidents automatically created by System Insight Manager.

1. Open the Administrator Console.
2. Navigate to Service Pages->Presentation->Incident.
3. Select Workgroup All Incidents and modify the Filter settings.

4. Select Workgroup Open Incidents and modify the Filter settings.

For example, click Filter, go to the More Choices tab, and uncheck the box for Part of the Assigned Workgroup.

Figure 29 Service Pages Full Incident List

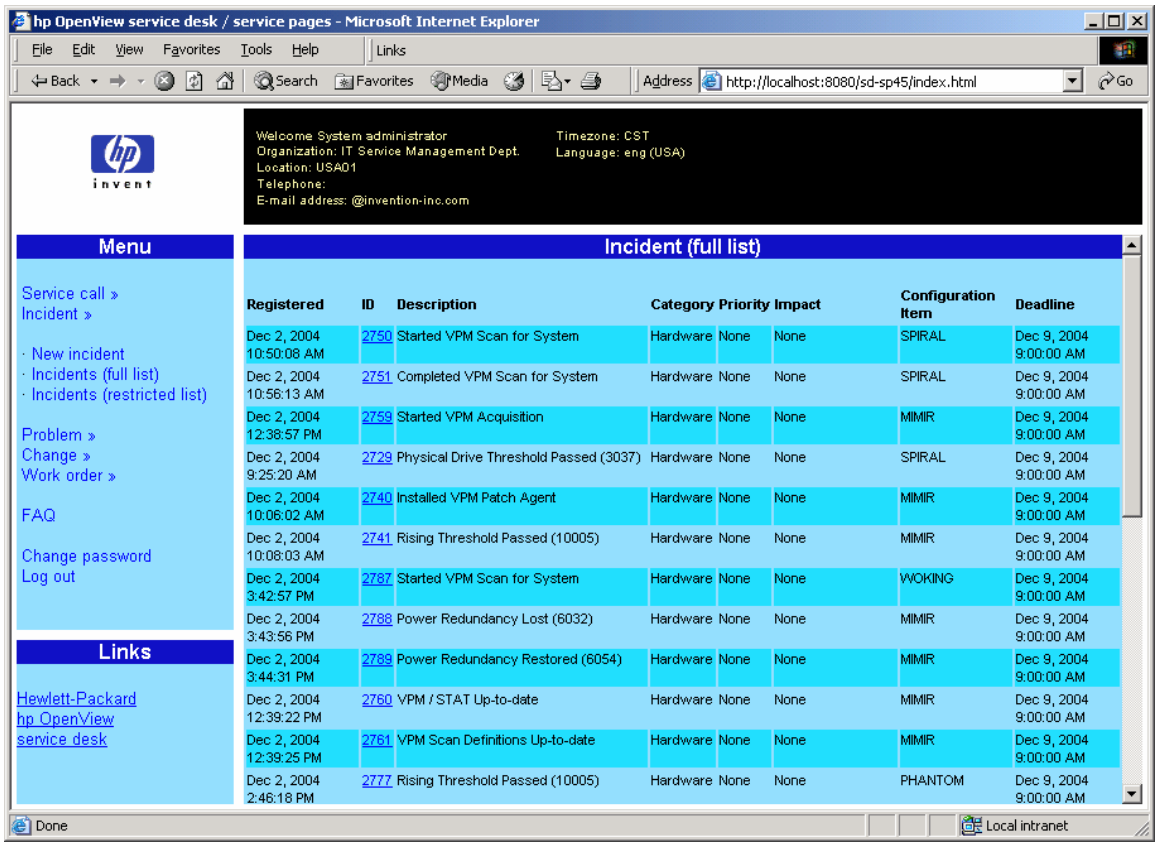
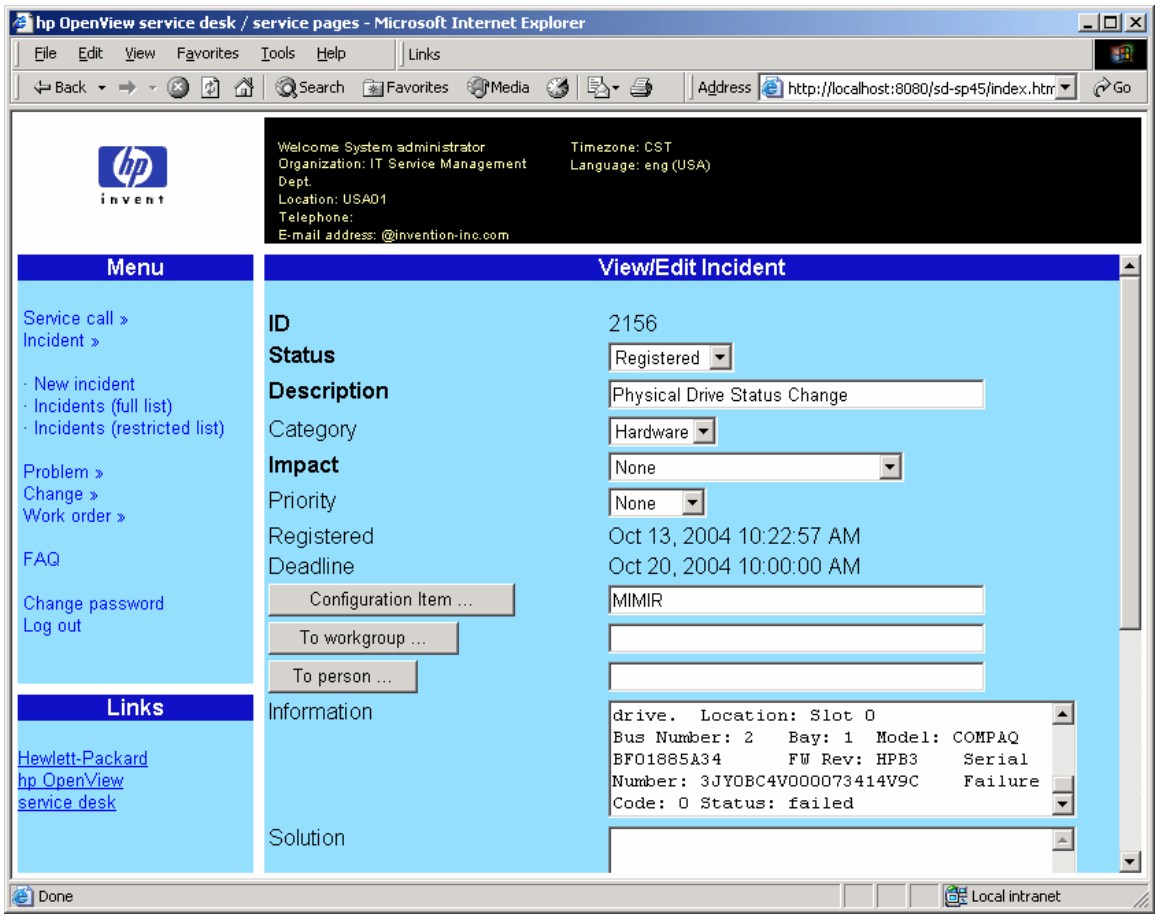


Figure 30 Service Pages Specific Incident created by Systems Insight Manager



Scheduling the HP SIM Data Exchange

OpenView Service Desk provides command line utilities for performing various data exchange tasks. One of these tools (sd_exchange.bat) can be used to import data from the HP SIM database. A sample script is included (hpsimexchange.bat) that will execute the sd_exchange command to export data from the HP SIM database and then import that data into service.

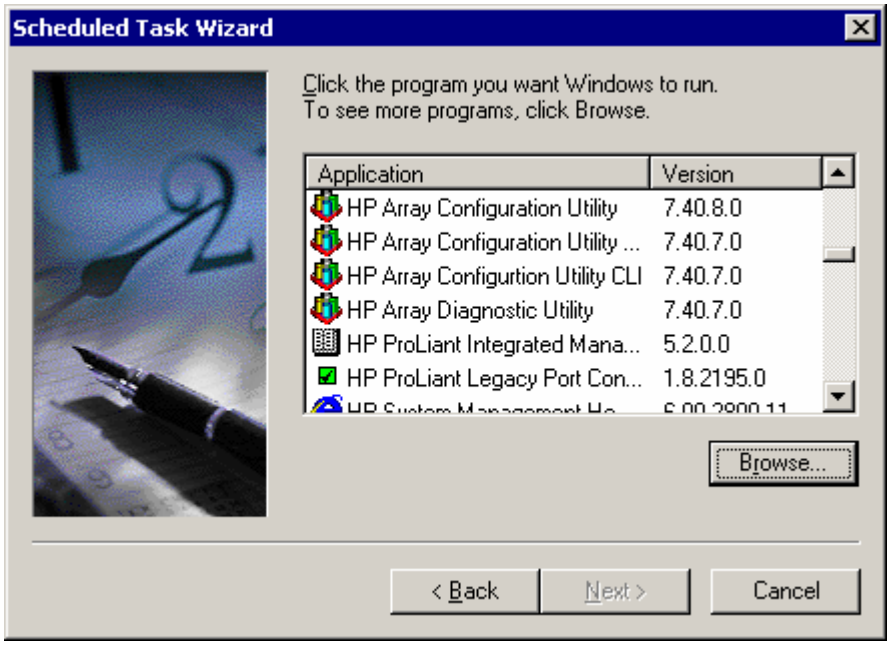
This script can be scheduled in the Task Scheduler in order to provide periodic updates to the Service Desk database from Systems Insight Manager.

Figure 31 Service Desk command-line data exchange

The user must copy the hpsimexchange.bat to the same location as sd_exchange.bat, then edit the file to include the correct configuration file, username, password, and ServiceDesk server name.

1. Open the Microsoft® Windows Control Panel and select Scheduled Tasks.
2. Click Add Scheduled Task and then click Next.
3. Click the Browse button and select the hpsimexchange.bat file located in the \service desk 4.5\client\bin directory.

Figure 32 Scheduled Task Wizard program window



4. Enter a name for the task and how often the task should run, then click Next.

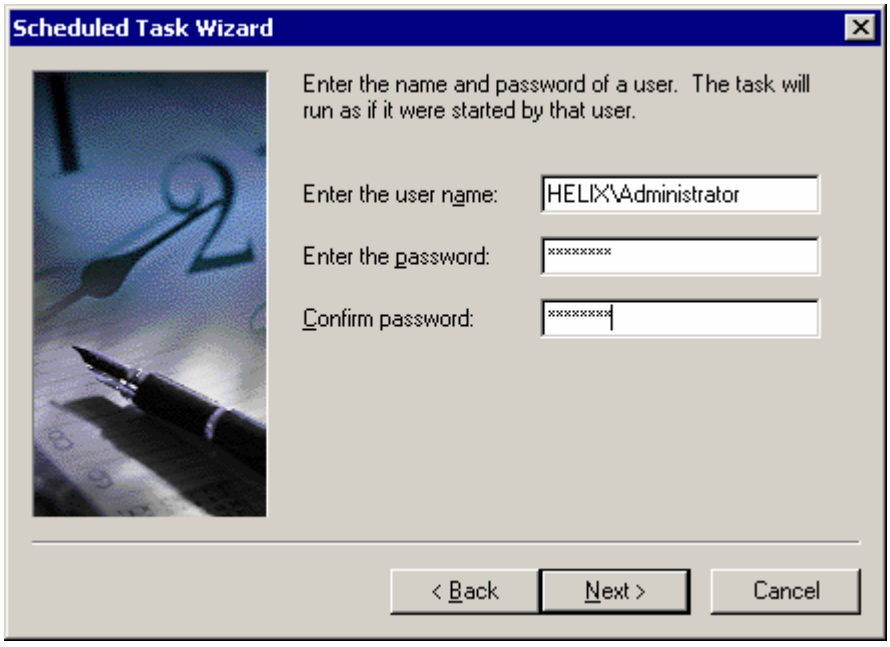
Figure 33 Scheduled Task Wizard task window

5. Enter a time for the task to execute and click Next.

Figure 34 Scheduled Task Wizard time and day window

6. Enter the login credentials to execute the task, click Next, then click Finished.

Figure 35 Scheduled Task Wizard password window



HP OpenView Web Console

Updating Systems Insight Manager to Discover the OpenView Web Console

The Systems Insight Manager server can be modified to discover the OpenView Web Console running on a server. This will appear on System Page under the Links tab.

Open the additionalWsDisc.props file in the Systems Insight Manager\config\identification directory.

Add the following line to the file:

```
"80=HP OpenView Web Console,ovportal,true,false, ,http"
```

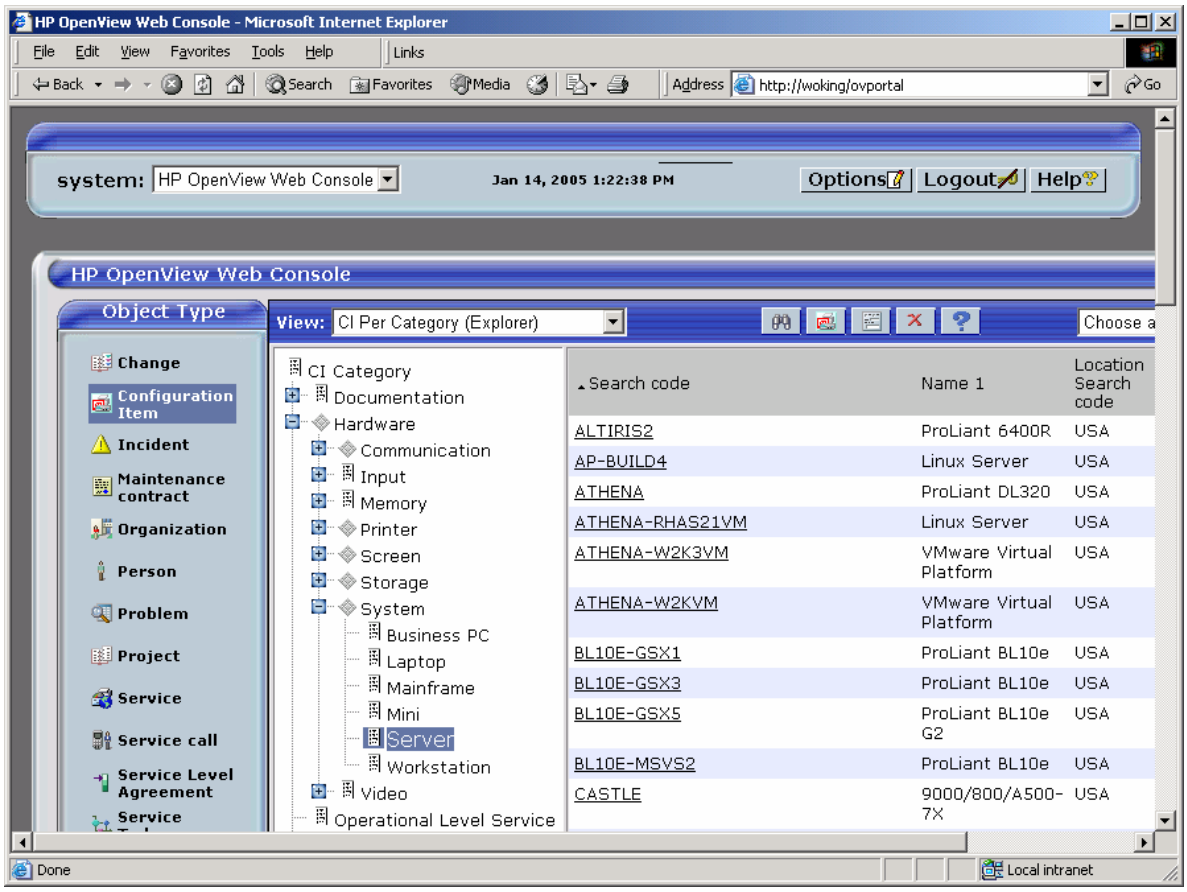
NOTE: This entry may change if 80 is not the port being used or http://server:80/ovportal is not the default start page..

Adding OpenView Web Console Tools Menu

This will allow the user to launch to the OpenView Web Console from within Systems Insight Manager.

1. Copy the ovwebconsole.xml file to the Systems Insight Manager\tools directory.
2. Open the servicedesk.xml file and replace "OVWEBCONSOLE:80" with the name and port number of the Web Console server, then save the file.
3. Open a command prompt and change to the Systems Insight Manager\tools directory.
4. Run the command "mxtool –a –f ovwebconsole.xml" to add the new entries to the Tools Menu.

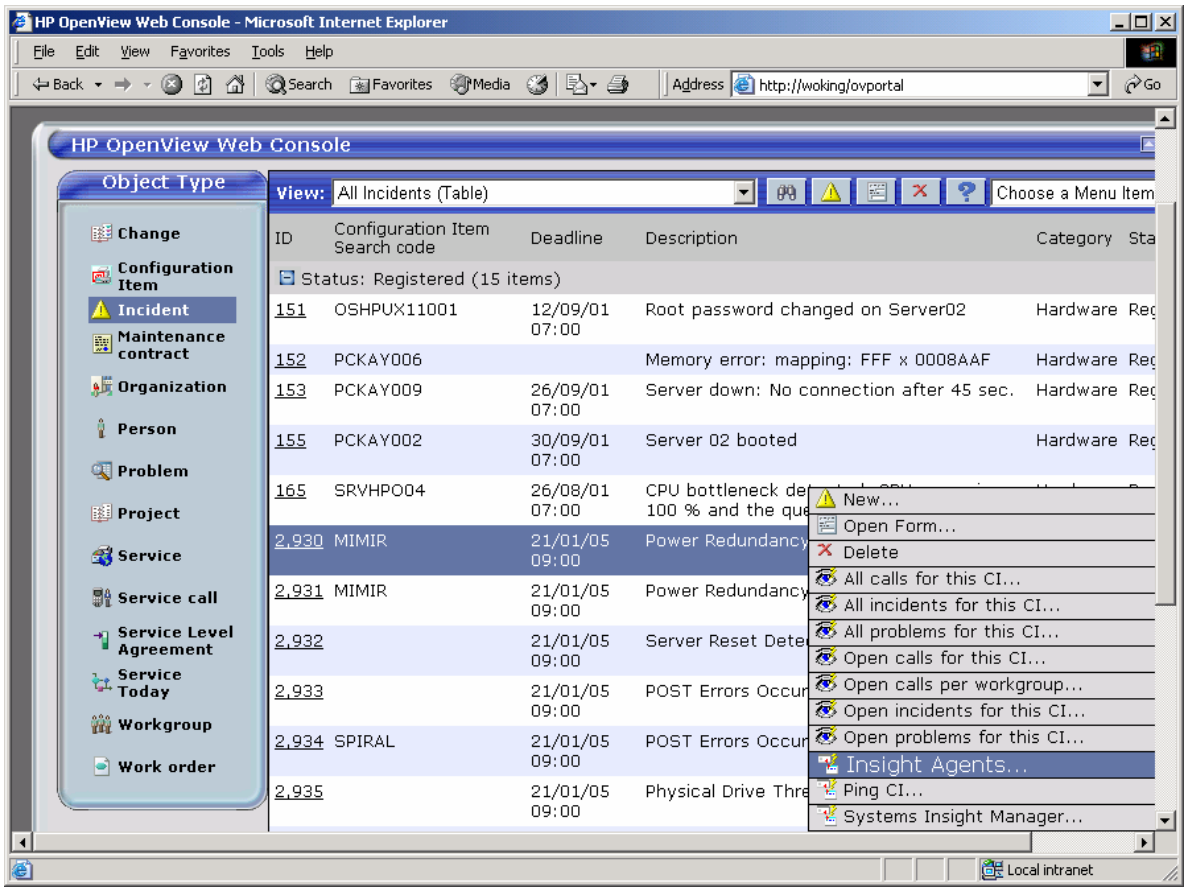
Figure 36 OpenView Web Console Displaying Configuration Items



Launching to the HP Systems Management Homepage

If Smart Actions that launch to the management agents are defined for Configuration Items and Incidents, these Smart Actions will be available in the OpenView Web Console.

Figure 37 OpenView Web Console Incident Pop-up Actions



Troubleshooting

The following message is displayed in the HP SIM Stdout window when viewing the task results:

```
No operation specified (insert or update)
```

- Verify that the hpsimsde.exe option is specified correctly (-i or –u).
- Verify that there is not a space after the option (-i or –u) in the custom tool definition in HP SIM.
- The ACES_InsightManager XML file does not import successfully. An error message similar to the following may be displayed. Verify that the correct service pack for Service Desk is installed.
- 'C:\temp\ACES_InsightManager.xml': Invalid ACES Xml file (Wrong version tag, the current system version is '4.5.0588.1004 (SP10)' while the file has version '4.5.0588.1405 (SP14)')

Appendix A

Insight Manager SQL Data Exchange File

```
SQL database configuration file.
    Entries beginning with "--" are comments.
    Several device types are included in this file, but only one
    can be active at a time.  To import different types of devices,
    comment out the current device type and uncomment the device
    type you wish to import.


[DSN]
NAME=HPSIM-SQL
USR=
PWD=


[SYSTEM]
LOG=TRUE
XML=TRUE
DUMP=TRUE
TXT=FALSE
LOG_FILE=C:\Program Files\Hewlett-Packard\OpenView\service desk
4.5\client\data_exchange\log\insightmanager.log
XML_OUTPUT_FILE=C:\Program Files\Hewlett-Packard\OpenView\service desk
4.5\client\data_exchange\xml\insightmanager.xml
APPLICATION_NAME=INSIGHTMANAGER
[CLASSES]
NAME=IM_SERVER,IM_DESKTOP,IM_WORKSTATION,IM_PRINTER,IM_MGMTPROC,IM_STORAGE,I
M_SWITCH,IM_RACK,IM_ENCLOSURE,IM_KVM,IM_UPS


[IM_SERVER]
SOURCE=[DB_DeviceInfo], [DB_DeviceInfoEx], [devices], [deviceProtocolInfo]
ATT=[devices_Name], \
[devices_ProductTypeStr], \
[devices_FullDNSName], \
[devices_OverallStatus], \
[devices_MxGUID], \
[DB_DeviceInfo_Location], \
[DB_DeviceInfo_Description], \
```

```
[DB_DeviceInfo_Contact], \
[DB_DeviceInfoEx_SerialNumber], \
[DB_DeviceInfoEx_AssetTag], \
[DB_DeviceInfoEx_TotalMemory], \
[DB_DeviceInfoEx_ROMVersion], \
[DB_DeviceInfoEx_OSName], \
[DB_DeviceInfoEx_OSType], \
[DB_DeviceInfoEx_OSVersion], \
[DB_DeviceInfoEx_OSVendor], \
[DB_DeviceInfoEx_OSDescription], \
[deviceProtocolInfo_PrimaryAddress], \
[IM_NAME1], \
[IM_NAME2], \
[IM_CATEGORY]

COLUMNS=[devices].[Name] AS [devices_Name], \
CAST ([deviceProtocolInfo].[PrimaryAddress] AS VARCHAR) AS
[deviceProtocolInfo_PrimaryAddress], \
[devices].[ProductTypeStr] AS [devices_ProductTypeStr], \
CAST ([devices].[ProductName] AS VARCHAR) AS [IM_NAME1], \
[devices].[fullDNSName] AS [devices_fullDNSName], \
[devices].[OverallStatus] AS [devices_OverallStatus], \
[devices].[MxGUID] AS [devices_MxGUID], \
CAST ([DB_DeviceInfo].[Location] AS VARCHAR) AS [DB_DeviceInfo_Location], \
CAST ([DB_DeviceInfo].[Description] AS VARCHAR) AS
[DB_DeviceInfo_Description], \
CAST ([DB_DeviceInfo].[Contact] AS VARCHAR) AS [DB_DeviceInfo_Contact], \
CAST ([DB_DeviceInfoEx].[SerialNumber] AS VARCHAR) AS
[DB_DeviceInfoEx_SerialNumber], \
CAST ([DB_DeviceInfoEx].[AssetTag] AS VARCHAR) AS
[DB_DeviceInfoEx_AssetTag], \
[DB_DeviceInfoEx].[TotalMemory] AS [DB_DeviceInfoEx_TotalMemory], \
CAST ([DB_DeviceInfoEx].[ROMVersion] AS VARCHAR) AS
[DB_DeviceInfoEx_ROMVersion], \
CAST ([DB_DeviceInfoEx].[OSName] AS VARCHAR) AS [DB_DeviceInfoEx_OSName], \
CAST ([DB_DeviceInfoEx].[OSType] AS VARCHAR) AS [DB_DeviceInfoEx_OSType], \
CAST ([DB_DeviceInfoEx].[OSVersion] AS VARCHAR) AS
[DB_DeviceInfoEx_OSVersion], \
CAST ([DB_DeviceInfoEx].[OSVendor] AS VARCHAR) AS
[DB_DeviceInfoEx_OSVendor], \
CAST ([DB_DeviceInfoEx].[OSDescription] AS VARCHAR) AS
[DB_DeviceInfoEx_OSDescription], \
```

```
CAST ([DB_DeviceInfoEx].[OSName] AS VARCHAR) + ' - ' + \
CAST ([DB_DeviceInfoEx].[OSDescription] AS VARCHAR) + ' - ' + \
CAST ([DB_DeviceInfo].[Description] AS VARCHAR) + ' - ' + \
CAST ([DB_DeviceInfo].[Location] AS VARCHAR) + ' - ' + \
CAST ([DB_DeviceInfo].[Contact] AS VARCHAR) AS [IM_NAME2], \
'Server' AS [IM_CATEGORY]

CONDITION=[devices].[DeviceKey] = [DB_DeviceInfo].[DeviceKey] AND \
[devices].[DeviceKey] = [DB_DeviceInfoEx].[DeviceKey] AND \
[DB_DeviceInfo].[DeviceKey] = [DB_DeviceInfoEx].[DeviceKey] AND \
[deviceProtocolInfo].[DeviceKey] = [devices].[DeviceKey] AND \
[deviceProtocolInfo].[DeviceKey] = [DB_DeviceInfo].[DeviceKey] AND \
[deviceProtocolInfo].[DeviceKey] = [DB_DeviceInfoEx].[DeviceKey] AND \
[devices].[ProductTypeStr]='Server'
ORDERBY=[devices].[Name] ASC

LOADTABLE=FALSE

[IM_DESKTOP]
SOURCE=[DB_DeviceInfo], [DB_DeviceInfoEx], [devices], [deviceProtocolInfo]
ATT=[devices_Name], \
[devices_ProductTypeStr], \
[devices_FullDNSName], \
[devices_OverallStatus], \
[devices_MxGUID], \
[DB_DeviceInfo_Location], \
[DB_DeviceInfo_Description], \
[DB_DeviceInfo_Contact], \
[DB_DeviceInfoEx_SerialNumber], \
[DB_DeviceInfoEx_AssetTag], \
[DB_DeviceInfoEx_TotalMemory], \
[DB_DeviceInfoEx_ROMVersion], \
[DB_DeviceInfoEx_OSName], \
[DB_DeviceInfoEx_OSType], \
[DB_DeviceInfoEx_OSVersion], \
[DB_DeviceInfoEx_OSVendor], \
[DB_DeviceInfoEx_OSDescription], \
[deviceProtocolInfo_PrimaryAddress], \
[IM_NAME1], \
```

```
[IM_NAME2], \
[IM_CATEGORY]


COLUMNS=[devices].[Name] AS [devices_Name], \
CAST ([deviceProtocolInfo].[PrimaryAddress] AS VARCHAR) AS
[deviceProtocolInfo_PrimaryAddress], \
[devices].[ProductTypeStr] AS [devices_ProductTypeStr], \
CAST ([devices].[ProductName] AS VARCHAR) AS [IM_NAME1], \
[devices].[fullDNSName] AS [devices_fullDNSName], \
[devices].[OverallStatus] AS [devices_OverallStatus], \
[devices].[MxGUID] AS [devices_MxGUID], \
CAST ([DB_DeviceInfo].[Location] AS VARCHAR) AS [DB_DeviceInfo_Location], \
CAST ([DB_DeviceInfo].[Description] AS VARCHAR) AS
[DB_DeviceInfo_Description], \
CAST ([DB_DeviceInfo].[Contact] AS VARCHAR) AS [DB_DeviceInfo_Contact], \
CAST ([DB_DeviceInfoEx].[SerialNumber] AS VARCHAR) AS
[DB_DeviceInfoEx_SerialNumber], \
CAST ([DB_DeviceInfoEx].[AssetTag] AS VARCHAR) AS
[DB_DeviceInfoEx_AssetTag], \
[DB_DeviceInfoEx].[TotalMemory] AS [DB_DeviceInfoEx_TotalMemory], \
CAST ([DB_DeviceInfoEx].[ROMVersion] AS VARCHAR) AS
[DB_DeviceInfoEx_ROMVersion], \
CAST ([DB_DeviceInfoEx].[OSName] AS VARCHAR) AS [DB_DeviceInfoEx_OSName], \
CAST ([DB_DeviceInfoEx].[OSType] AS VARCHAR) AS [DB_DeviceInfoEx_OSType], \
CAST ([DB_DeviceInfoEx].[OSVersion] AS VARCHAR) AS
[DB_DeviceInfoEx_OSVersion], \
CAST ([DB_DeviceInfoEx].[OSVendor] AS VARCHAR) AS
[DB_DeviceInfoEx_OSVendor], \
CAST ([DB_DeviceInfoEx].[OSDescription] AS VARCHAR) AS
[DB_DeviceInfoEx_OSDescription], \
CAST ([DB_DeviceInfoEx].[OSName] AS VARCHAR) + ' - ' + \
CAST ([DB_DeviceInfoEx].[OSDescription] AS VARCHAR) + ' - ' + \
CAST ([DB_DeviceInfo].[Description] AS VARCHAR) + ' - ' + \
CAST ([DB_DeviceInfo].[Location] AS VARCHAR) + ' - ' + \
CAST ([DB_DeviceInfo].[Contact] AS VARCHAR) AS [IM_NAME2], \
'Business PC' AS [IM_CATEGORY]


CONDITION=[devices].[DeviceKey] = [DB_DeviceInfo].[DeviceKey] AND \
[devices].[DeviceKey] = [DB_DeviceInfoEx].[DeviceKey] AND \
[DB_DeviceInfo].[DeviceKey] = [DB_DeviceInfoEx].[DeviceKey] AND \
[deviceProtocolInfo].[DeviceKey] = [devices].[DeviceKey] AND \
[deviceProtocolInfo].[DeviceKey] = [DB_DeviceInfo].[DeviceKey] AND \
```

```
[deviceProtocolInfo].[DeviceKey] = [DB_DeviceInfoEx].[DeviceKey] AND \
[devices].[ProductTypeStr]='Desktop'
ORDERBY=[devices].[Name] ASC

LOADTABLE=FALSE

 [IM_WORKSTATION]
SOURCE=[DB_DeviceInfo], [DB_DeviceInfoEx], [devices], [deviceProtocolInfo]
ATT=[devices_Name], \
[devices_ProductTypeStr], \
[devices_FullDNSName], \
[devices_OverallStatus], \
[devices_MxGUID], \
[DB_DeviceInfo_Location], \
[DB_DeviceInfo_Description], \
[DB_DeviceInfo_Contact], \
[DB_DeviceInfoEx_SerialNumber], \
[DB_DeviceInfoEx_AssetTag], \
[DB_DeviceInfoEx_TotalMemory], \
[DB_DeviceInfoEx_ROMVersion], \
[DB_DeviceInfoEx_OSName], \
[DB_DeviceInfoEx_OSType], \
[DB_DeviceInfoEx_OSVersion], \
[DB_DeviceInfoEx_OSVendor], \
[DB_DeviceInfoEx_OSDescription], \
[deviceProtocolInfo_PrimaryAddress], \
[IM_NAME1], \
[IM_NAME2], \
[IM_CATEGORY]

COLUMNS=[devices].[Name] AS [devices_Name], \
CAST ([deviceProtocolInfo].[PrimaryAddress] AS VARCHAR) AS
[deviceProtocolInfo_PrimaryAddress], \
[devices].[ProductTypeStr] AS [devices_ProductTypeStr], \
CAST ([devices].[ProductName] AS VARCHAR) AS [IM_NAME1], \
[devices].[fullDNSName] AS [devices_fullDNSName], \
[devices].[OverallStatus] AS [devices_OverallStatus], \
[devices].[MxGUID] AS [devices_MxGUID], \
CAST ([DB_DeviceInfo].[Location] AS VARCHAR) AS [DB_DeviceInfo_Location], \
```

```
CAST ([DB_DeviceInfo].[Description] AS VARCHAR) AS
[DB_DeviceInfo_Description], \
CAST ([DB_DeviceInfo].[Contact] AS VARCHAR) AS [DB_DeviceInfo_Contact], \
CAST ([DB_DeviceInfoEx].[SerialNumber] AS VARCHAR) AS
[DB_DeviceInfoEx_SerialNumber], \
CAST ([DB_DeviceInfoEx].[AssetTag] AS VARCHAR) AS
[DB_DeviceInfoEx_AssetTag], \
[DB_DeviceInfoEx].[TotalMemory] AS [DB_DeviceInfoEx_TotalMemory], \
CAST ([DB_DeviceInfoEx].[ROMVersion] AS VARCHAR) AS
[DB_DeviceInfoEx_ROMVersion], \
CAST ([DB_DeviceInfoEx].[OSName] AS VARCHAR) AS [DB_DeviceInfoEx_OSName], \
CAST ([DB_DeviceInfoEx].[OSType] AS VARCHAR) AS [DB_DeviceInfoEx_OSType], \
CAST ([DB_DeviceInfoEx].[OSVersion] AS VARCHAR) AS
[DB_DeviceInfoEx_OSVersion], \
CAST ([DB_DeviceInfoEx].[OSVendor] AS VARCHAR) AS
[DB_DeviceInfoEx_OSVendor], \
CAST ([DB_DeviceInfoEx].[OSDescription] AS VARCHAR) AS
[DB_DeviceInfoEx_OSDescription], \
CAST ([DB_DeviceInfoEx].[OSName] AS VARCHAR) + ' - ' + \
CAST ([DB_DeviceInfoEx].[OSDescription] AS VARCHAR) + ' - ' + \
CAST ([DB_DeviceInfo].[Description] AS VARCHAR) + ' - ' + \
CAST ([DB_DeviceInfo].[Location] AS VARCHAR) + ' - ' + \
CAST ([DB_DeviceInfo].[Contact] AS VARCHAR) AS [IM_NAME2], \
'Workstation' AS [IM_CATEGORY]

CONDITION=[devices].[DeviceKey] = [DB_DeviceInfo].[DeviceKey] AND \
[devices].[DeviceKey] = [DB_DeviceInfoEx].[DeviceKey] AND \
[DB_DeviceInfo].[DeviceKey] = [DB_DeviceInfoEx].[DeviceKey] AND \
[deviceProtocolInfo].[DeviceKey] = [devices].[DeviceKey] AND \
[deviceProtocolInfo].[DeviceKey] = [DB_DeviceInfo].[DeviceKey] AND \
[deviceProtocolInfo].[DeviceKey] = [DB_DeviceInfoEx].[DeviceKey] AND \
[devices].[ProductTypeStr]='Workstation'

LOADTABLE=FALSE

ORDERBY=[devices].[Name] ASC

[IM_PRINTER]
SOURCE=[DB_DeviceInfo], [DB_DeviceInfoEx], [devices], [deviceProtocolInfo]
ATT=[devices_Name], \
[devices_ProductTypeStr], \
```

```
[devices_FullDNSName], \
[devices_OverallStatus], \
[devices_MxGUID], \
[DB_DeviceInfo_Location], \
[DB_DeviceInfo_Description], \
[DB_DeviceInfo_Contact], \
[DB_DeviceInfoEx_SerialNumber], \
[DB_DeviceInfoEx_AssetTag], \
[DB_DeviceInfoEx_TotalMemory], \
[DB_DeviceInfoEx_ROMVersion], \
[DB_DeviceInfoEx_OSName], \
[DB_DeviceInfoEx_OSType], \
[DB_DeviceInfoEx_OSVersion], \
[DB_DeviceInfoEx_OSVendor], \
[DB_DeviceInfoEx_OSDescription], \
[deviceProtocolInfo_PrimaryAddress], \
[IM_NAME1], \
[IM_NAME2], \
[IM_CATEGORY]

COLUMNS=[devices].[Name] AS [devices_Name], \
CAST ([deviceProtocolInfo].[PrimaryAddress] AS VARCHAR) AS
[deviceProtocolInfo_PrimaryAddress], \
[devices].[ProductTypeStr] AS [devices_ProductTypeStr], \
CAST ([devices].[ProductName] AS VARCHAR) AS [IM_NAME1], \
[devices].[fullDNSName] AS [devices_fullDNSName], \
[devices].[OverallStatus] AS [devices_OverallStatus], \
[devices].[MxGUID] AS [devices_MxGUID], \
CAST ([DB_DeviceInfo].[Location] AS VARCHAR) AS [DB_DeviceInfo_Location], \
CAST ([DB_DeviceInfo].[Description] AS VARCHAR) AS
[DB_DeviceInfo_Description], \
CAST ([DB_DeviceInfo].[Contact] AS VARCHAR) AS [DB_DeviceInfo_Contact], \
CAST ([DB_DeviceInfoEx].[SerialNumber] AS VARCHAR) AS
[DB_DeviceInfoEx_SerialNumber], \
CAST ([DB_DeviceInfoEx].[AssetTag] AS VARCHAR) AS
[DB_DeviceInfoEx_AssetTag], \
[DB_DeviceInfoEx].[TotalMemory] AS [DB_DeviceInfoEx_TotalMemory], \
CAST ([DB_DeviceInfoEx].[ROMVersion] AS VARCHAR) AS
[DB_DeviceInfoEx_ROMVersion], \
CAST ([DB_DeviceInfoEx].[OSName] AS VARCHAR) AS [DB_DeviceInfoEx_OSName], \
CAST ([DB_DeviceInfoEx].[OSType] AS VARCHAR) AS [DB_DeviceInfoEx_OSType], \
```

```
CAST ([DB_DeviceInfoEx].[OSVersion] AS VARCHAR) AS
[DB_DeviceInfoEx_OSVersion], \
CAST ([DB_DeviceInfoEx].[OSVendor] AS VARCHAR) AS
[DB_DeviceInfoEx_OSVendor], \
CAST ([DB_DeviceInfoEx].[OSDescription] AS VARCHAR) AS
[DB_DeviceInfoEx_OSDescription], \
CAST ([DB_DeviceInfoEx].[OSName] AS VARCHAR) + ' - ' + \
CAST ([DB_DeviceInfoEx].[OSDescription] AS VARCHAR) + ' - ' + \
CAST ([DB_DeviceInfo].[Description] AS VARCHAR) + ' - ' + \
CAST ([DB_DeviceInfo].[Location] AS VARCHAR) + ' - ' + \
CAST ([DB_DeviceInfo].[Contact] AS VARCHAR) AS [IM_NAME2], \
'Printer' AS [IM_CATEGORY]

CONDITION=[devices].[DeviceKey] = [DB_DeviceInfo].[DeviceKey] AND \
[devices].[DeviceKey] = [DB_DeviceInfoEx].[DeviceKey] AND \
[DB_DeviceInfo].[DeviceKey] = [DB_DeviceInfoEx].[DeviceKey] AND \
[deviceProtocolInfo].[DeviceKey] = [devices].[DeviceKey] AND \
[deviceProtocolInfo].[DeviceKey] = [DB_DeviceInfo].[DeviceKey] AND \
[deviceProtocolInfo].[DeviceKey] = [DB_DeviceInfoEx].[DeviceKey] AND \
[devices].[ProductTypeStr]='Printer'

LOADTABLE=FALSE

ORDERBY=[devices].[Name] ASC

[IM_MGMTPROC]
SOURCE=[DB_DeviceInfo], [DB_DeviceInfoEx], [devices], [deviceProtocolInfo]
ATT=[devices_Name], \
[devices_ProductTypeStr], \
[devices_FullDNSName], \
[devices_OverallStatus], \
[devices_MxGUID], \
[DB_DeviceInfo_Location], \
[DB_DeviceInfo_Description], \
[DB_DeviceInfo_Contact], \
[DB_DeviceInfoEx_SerialNumber], \
[DB_DeviceInfoEx_AssetTag], \
[DB_DeviceInfoEx_TotalMemory], \
[DB_DeviceInfoEx_ROMVersion], \
[DB_DeviceInfoEx_OSName], \
```

```
[DB_DeviceInfoEx_OSType], \
[DB_DeviceInfoEx_OSVersion], \
[DB_DeviceInfoEx_OSVendor], \
[DB_DeviceInfoEx_OSDescription], \
[deviceProtocolInfo_PrimaryAddress], \
[IM_NAME1], \
[IM_NAME2], \
[IM_CATEGORY]


COLUMNS=[devices].[Name] AS [devices_Name], \
CAST ([deviceProtocolInfo].[PrimaryAddress] AS VARCHAR) AS
[deviceProtocolInfo_PrimaryAddress], \
[devices].[ProductTypeStr] AS [devices_ProductTypeStr], \
CAST ([devices].[ProductName] AS VARCHAR) AS [IM_NAME1], \
[devices].[fullDNSName] AS [devices_fullDNSName], \
[devices].[OverallStatus] AS [devices_OverallStatus], \
[devices].[MxGUID] AS [devices_MxGUID], \
CAST ([DB_DeviceInfo].[Location] AS VARCHAR) AS [DB_DeviceInfo_Location], \
CAST ([DB_DeviceInfo].[Description] AS VARCHAR) AS
[DB_DeviceInfo_Description], \
CAST ([DB_DeviceInfo].[Contact] AS VARCHAR) AS [DB_DeviceInfo_Contact], \
CAST ([DB_DeviceInfoEx].[SerialNumber] AS VARCHAR) AS
[DB_DeviceInfoEx_SerialNumber], \
CAST ([DB_DeviceInfoEx].[AssetTag] AS VARCHAR) AS
[DB_DeviceInfoEx_AssetTag], \
[DB_DeviceInfoEx].[TotalMemory] AS [DB_DeviceInfoEx_TotalMemory], \
CAST ([DB_DeviceInfoEx].[ROMVersion] AS VARCHAR) AS
[DB_DeviceInfoEx_ROMVersion], \
CAST ([DB_DeviceInfoEx].[OSName] AS VARCHAR) AS [DB_DeviceInfoEx_OSName], \
CAST ([DB_DeviceInfoEx].[OSType] AS VARCHAR) AS [DB_DeviceInfoEx_OSType], \
CAST ([DB_DeviceInfoEx].[OSVersion] AS VARCHAR) AS
[DB_DeviceInfoEx_OSVersion], \
CAST ([DB_DeviceInfoEx].[OSVendor] AS VARCHAR) AS
[DB_DeviceInfoEx_OSVendor], \
CAST ([DB_DeviceInfoEx].[OSDescription] AS VARCHAR) AS
[DB_DeviceInfoEx_OSDescription], \
CAST ([DB_DeviceInfoEx].[OSName] AS VARCHAR) + ' - ' + \
CAST ([DB_DeviceInfoEx].[OSDescription] AS VARCHAR) + ' - ' + \
CAST ([DB_DeviceInfo].[Description] AS VARCHAR) + ' - ' + \
CAST ([DB_DeviceInfo].[Location] AS VARCHAR) + ' - ' + \
CAST ([DB_DeviceInfo].[Contact] AS VARCHAR) AS [IM_NAME2], \
'MgmtProc' AS [IM_CATEGORY]
```

```
CONDITION=[devices].[DeviceKey] = [DB_DeviceInfo].[DeviceKey] AND \
[devices].[DeviceKey] = [DB_DeviceInfoEx].[DeviceKey] AND \
[DB_DeviceInfo].[DeviceKey] = [DB_DeviceInfoEx].[DeviceKey] AND \
[deviceProtocolInfo].[DeviceKey] = [devices].[DeviceKey] AND \
[deviceProtocolInfo].[DeviceKey] = [DB_DeviceInfo].[DeviceKey] AND \
[deviceProtocolInfo].[DeviceKey] = [DB_DeviceInfoEx].[DeviceKey] AND \
[devices].[ProductTypeStr]='MgmtProc'

LOADTABLE=FALSE

ORDERBY=[devices].[Name] ASC

[IM_STORAGE]
SOURCE=[DB_DeviceInfo], [DB_DeviceInfoEx], [devices], [deviceProtocolInfo]
ATT=[devices_Name], \
[devices_ProductTypeStr], \
[devices_FullDNSName], \
[devices_OverallStatus], \
[devices_MxGUID], \
[DB_DeviceInfo_Location], \
[DB_DeviceInfo_Description], \
[DB_DeviceInfo_Contact], \
[DB_DeviceInfoEx_SerialNumber], \
[DB_DeviceInfoEx_AssetTag], \
[DB_DeviceInfoEx_TotalMemory], \
[DB_DeviceInfoEx_ROMVersion], \
[DB_DeviceInfoEx_OSName], \
[DB_DeviceInfoEx_OSType], \
[DB_DeviceInfoEx_OSVersion], \
[DB_DeviceInfoEx_OSVendor], \
[DB_DeviceInfoEx_OSDescription], \
[deviceProtocolInfo_PrimaryAddress], \
[IM_NAME1], \
[IM_NAME2], \
[IM_CATEGORY]

COLUMNS=[devices].[Name] AS [devices_Name], \
```

```
CAST ([deviceProtocolInfo].[PrimaryAddress] AS VARCHAR) AS
[deviceProtocolInfo_PrimaryAddress], \

[devices].[ProductTypeStr] AS [devices_ProductTypeStr], \

CAST ([devices].[ProductName] AS VARCHAR) AS [IM_NAME1], \

[devices].[fullDNSName] AS [devices_fullDNSName], \

[devices].[OverallStatus] AS [devices_OverallStatus], \

[devices].[MxGUID] AS [devices_MxGUID], \

CAST ([DB_DeviceInfo].[Location] AS VARCHAR) AS [DB_DeviceInfo_Location], \

CAST ([DB_DeviceInfo].[Description] AS VARCHAR) AS
[DB_DeviceInfo_Description], \

CAST ([DB_DeviceInfo].[Contact] AS VARCHAR) AS [DB_DeviceInfo_Contact], \

CAST ([DB_DeviceInfoEx].[SerialNumber] AS VARCHAR) AS
[DB_DeviceInfoEx_SerialNumber], \

CAST ([DB_DeviceInfoEx].[AssetTag] AS VARCHAR) AS
[DB_DeviceInfoEx_AssetTag], \

[DB_DeviceInfoEx].[TotalMemory] AS [DB_DeviceInfoEx_TotalMemory], \

CAST ([DB_DeviceInfoEx].[ROMVersion] AS VARCHAR) AS
[DB_DeviceInfoEx_ROMVersion], \

CAST ([DB_DeviceInfoEx].[OSName] AS VARCHAR) AS [DB_DeviceInfoEx_OSName], \

CAST ([DB_DeviceInfoEx].[OSType] AS VARCHAR) AS [DB_DeviceInfoEx_OSType], \

CAST ([DB_DeviceInfoEx].[OSVersion] AS VARCHAR) AS
[DB_DeviceInfoEx_OSVersion], \

CAST ([DB_DeviceInfoEx].[OSVendor] AS VARCHAR) AS
[DB_DeviceInfoEx_OSVendor], \

CAST ([DB_DeviceInfoEx].[OSDescription] AS VARCHAR) AS
[DB_DeviceInfoEx_OSDescription], \

CAST ([DB_DeviceInfoEx].[OSName] AS VARCHAR) + ' - ' + \

CAST ([DB_DeviceInfoEx].[OSDescription] AS VARCHAR) + ' - ' + \

CAST ([DB_DeviceInfo].[Description] AS VARCHAR) + ' - ' + \

CAST ([DB_DeviceInfo].[Location] AS VARCHAR) + ' - ' + \

CAST ([DB_DeviceInfo].[Contact] AS VARCHAR) AS [IM_NAME2], \

'Storage' AS [IM_CATEGORY]


CONDITION=[devices].[DeviceKey] = [DB_DeviceInfo].[DeviceKey] AND \

[devices].[DeviceKey] = [DB_DeviceInfoEx].[DeviceKey] AND \

[DB_DeviceInfo].[DeviceKey] = [DB_DeviceInfoEx].[DeviceKey] AND \

[deviceProtocolInfo].[DeviceKey] = [devices].[DeviceKey] AND \

[deviceProtocolInfo].[DeviceKey] = [DB_DeviceInfo].[DeviceKey] AND \

[deviceProtocolInfo].[DeviceKey] = [DB_DeviceInfoEx].[DeviceKey] AND \

[devices].[ProductTypeStr]='Storage'


LOADTABLE=FALSE
```

```
ORDERBY=[devices].[Name] ASC

[IM_SWITCH]
SOURCE=[DB_DeviceInfo], [DB_DeviceInfoEx], [devices], [deviceProtocolInfo]
ATT=[devices_Name], \
[devices_ProductTypeStr], \
[devices_FullDNSName], \
[devices_OverallStatus], \
[devices_MxGUID], \
[DB_DeviceInfo_Location], \
[DB_DeviceInfo_Description], \
[DB_DeviceInfo_Contact], \
[DB_DeviceInfoEx_SerialNumber], \
[DB_DeviceInfoEx_AssetTag], \
[DB_DeviceInfoEx_TotalMemory], \
[DB_DeviceInfoEx_ROMVersion], \
[DB_DeviceInfoEx_OSName], \
[DB_DeviceInfoEx_OSType], \
[DB_DeviceInfoEx_OSVersion], \
[DB_DeviceInfoEx_OSVendor], \
[DB_DeviceInfoEx_OSDescription], \
[deviceProtocolInfo_PrimaryAddress], \
[IM_NAME1], \
[IM_NAME2], \
[IM_CATEGORY]

COLUMNS=[devices].[Name] AS [devices_Name], \
CAST ([deviceProtocolInfo].[PrimaryAddress] AS VARCHAR) AS
[deviceProtocolInfo_PrimaryAddress], \
[devices].[ProductTypeStr] AS [devices_ProductTypeStr], \
CAST ([devices].[ProductName] AS VARCHAR) AS [IM_NAME1], \
[devices].[fullDNSName] AS [devices_fullDNSName], \
[devices].[OverallStatus] AS [devices_OverallStatus], \
[devices].[MxGUID] AS [devices_MxGUID], \
CAST ([DB_DeviceInfo].[Location] AS VARCHAR) AS [DB_DeviceInfo_Location], \
CAST ([DB_DeviceInfo].[Description] AS VARCHAR) AS
[DB_DeviceInfo_Description], \
CAST ([DB_DeviceInfo].[Contact] AS VARCHAR) AS [DB_DeviceInfo_Contact], \
```

```
CAST ([DB_DeviceInfoEx].[SerialNumber] AS VARCHAR) AS
[DB_DeviceInfoEx_SerialNumber], \
CAST ([DB_DeviceInfoEx].[AssetTag] AS VARCHAR) AS
[DB_DeviceInfoEx_AssetTag], \
[DB_DeviceInfoEx].[TotalMemory] AS [DB_DeviceInfoEx_TotalMemory], \
CAST ([DB_DeviceInfoEx].[ROMVersion] AS VARCHAR) AS
[DB_DeviceInfoEx_ROMVersion], \
CAST ([DB_DeviceInfoEx].[OSName] AS VARCHAR) AS [DB_DeviceInfoEx_OSName], \
CAST ([DB_DeviceInfoEx].[OSType] AS VARCHAR) AS [DB_DeviceInfoEx_OSType], \
CAST ([DB_DeviceInfoEx].[OSVersion] AS VARCHAR) AS
[DB_DeviceInfoEx_OSVersion], \
CAST ([DB_DeviceInfoEx].[OSVendor] AS VARCHAR) AS
[DB_DeviceInfoEx_OSVendor], \
CAST ([DB_DeviceInfoEx].[OSDescription] AS VARCHAR) AS
[DB_DeviceInfoEx_OSDescription], \
CAST ([DB_DeviceInfoEx].[OSName] AS VARCHAR) + ' - ' + \
CAST ([DB_DeviceInfoEx].[OSDescription] AS VARCHAR) + ' - ' + \
CAST ([DB_DeviceInfo].[Description] AS VARCHAR) + ' - ' + \
CAST ([DB_DeviceInfo].[Location] AS VARCHAR) + ' - ' + \
CAST ([DB_DeviceInfo].[Contact] AS VARCHAR) AS [IM_NAME2], \
'Switch' AS [IM_CATEGORY]

CONDITION=[devices].[DeviceKey] = [DB_DeviceInfo].[DeviceKey] AND \
[devices].[DeviceKey] = [DB_DeviceInfoEx].[DeviceKey] AND \
[DB_DeviceInfo].[DeviceKey] = [DB_DeviceInfoEx].[DeviceKey] AND \
[deviceProtocolInfo].[DeviceKey] = [devices].[DeviceKey] AND \
[deviceProtocolInfo].[DeviceKey] = [DB_DeviceInfo].[DeviceKey] AND \
[deviceProtocolInfo].[DeviceKey] = [DB_DeviceInfoEx].[DeviceKey] AND \
[devices].[ProductTypeStr]='Switch'

LOADTABLE=FALSE

ORDERBY=[devices].[Name] ASC

[IM_RACK]
SOURCE=[DB_DeviceInfo], [DB_DeviceInfoEx], [devices], [deviceProtocolInfo]
ATT=[devices_Name], \
[devices_ProductTypeStr], \
[devices_FullDNSName], \
[devices_OverallStatus], \
[devices_MxGUID], \
```

```
[DB_DeviceInfo_Location], \
[DB_DeviceInfo_Description], \
[DB_DeviceInfo_Contact], \
[DB_DeviceInfoEx_SerialNumber], \
[DB_DeviceInfoEx_AssetTag], \
[DB_DeviceInfoEx_TotalMemory], \
[DB_DeviceInfoEx_ROMVersion], \
[DB_DeviceInfoEx_OSName], \
[DB_DeviceInfoEx_OSType], \
[DB_DeviceInfoEx_OSVersion], \
[DB_DeviceInfoEx_OSVendor], \
[DB_DeviceInfoEx_OSDescription], \
[deviceProtocolInfo_PrimaryAddress], \
[IM_NAME1], \
[IM_NAME2], \
[IM_CATEGORY]


COLUMNS=[devices].[Name] AS [devices_Name], \
CAST ([deviceProtocolInfo].[PrimaryAddress] AS VARCHAR) AS
[deviceProtocolInfo_PrimaryAddress], \
[devices].[ProductTypeStr] AS [devices_ProductTypeStr], \
CAST ([devices].[ProductName] AS VARCHAR) AS [IM_NAME1], \
[devices].[fullDNSName] AS [devices_fullDNSName], \
[devices].[OverallStatus] AS [devices_OverallStatus], \
[devices].[MxGUID] AS [devices_MxGUID], \
CAST ([DB_DeviceInfo].[Location] AS VARCHAR) AS [DB_DeviceInfo_Location], \
CAST ([DB_DeviceInfo].[Description] AS VARCHAR) AS
[DB_DeviceInfo_Description], \
CAST ([DB_DeviceInfo].[Contact] AS VARCHAR) AS [DB_DeviceInfo_Contact], \
CAST ([DB_DeviceInfoEx].[SerialNumber] AS VARCHAR) AS
[DB_DeviceInfoEx_SerialNumber], \
CAST ([DB_DeviceInfoEx].[AssetTag] AS VARCHAR) AS
[DB_DeviceInfoEx_AssetTag], \
[DB_DeviceInfoEx].[TotalMemory] AS [DB_DeviceInfoEx_TotalMemory], \
CAST ([DB_DeviceInfoEx].[ROMVersion] AS VARCHAR) AS
[DB_DeviceInfoEx_ROMVersion], \
CAST ([DB_DeviceInfoEx].[OSName] AS VARCHAR) AS [DB_DeviceInfoEx_OSName], \
CAST ([DB_DeviceInfoEx].[OSType] AS VARCHAR) AS [DB_DeviceInfoEx_OSType], \
CAST ([DB_DeviceInfoEx].[OSVersion] AS VARCHAR) AS
[DB_DeviceInfoEx_OSVersion], \
```

```
CAST ([DB_DeviceInfoEx].[OSVendor] AS VARCHAR) AS
[DB_DeviceInfoEx_OSVendor], \
CAST ([DB_DeviceInfoEx].[OSDescription] AS VARCHAR) AS
[DB_DeviceInfoEx_OSDescription], \
CAST ([DB_DeviceInfoEx].[OSName] AS VARCHAR) + ' - ' + \
CAST ([DB_DeviceInfoEx].[OSDescription] AS VARCHAR) + ' - ' + \
CAST ([DB_DeviceInfo].[Description] AS VARCHAR) + ' - ' + \
CAST ([DB_DeviceInfo].[Location] AS VARCHAR) + ' - ' + \
CAST ([DB_DeviceInfo].[Contact] AS VARCHAR) AS [IM_NAME2], \
'Rack' AS [IM_CATEGORY]

CONDITION=[devices].[DeviceKey] = [DB_DeviceInfo].[DeviceKey] AND \
[devices].[DeviceKey] = [DB_DeviceInfoEx].[DeviceKey] AND \
[DB_DeviceInfo].[DeviceKey] = [DB_DeviceInfoEx].[DeviceKey] AND \
[deviceProtocolInfo].[DeviceKey] = [devices].[DeviceKey] AND \
[deviceProtocolInfo].[DeviceKey] = [DB_DeviceInfo].[DeviceKey] AND \
[deviceProtocolInfo].[DeviceKey] = [DB_DeviceInfoEx].[DeviceKey] AND \
[devices].[ProductTypeStr]='Rack'

LOADTABLE=FALSE

ORDERBY=[devices].[Name] ASC

[IM_ENCLOSURE]
SOURCE=[DB_DeviceInfo], [DB_DeviceInfoEx], [devices], [deviceProtocolInfo]
ATT=[devices_Name], \
[devices_ProductTypeStr], \
[devices_FullDNSName], \
[devices_OverallStatus], \
[devices_MxGUID], \
[DB_DeviceInfo_Location], \
[DB_DeviceInfo_Description], \
[DB_DeviceInfo_Contact], \
[DB_DeviceInfoEx_SerialNumber], \
[DB_DeviceInfoEx_AssetTag], \
[DB_DeviceInfoEx_TotalMemory], \
[DB_DeviceInfoEx_ROMVersion], \
[DB_DeviceInfoEx_OSName], \
[DB_DeviceInfoEx_OSType], \
[DB_DeviceInfoEx_OSVersion], \
```

```
[DB_DeviceInfoEx_OSVendor], \
[DB_DeviceInfoEx_OSDescription], \
[deviceProtocolInfo_PrimaryAddress], \
[IM_NAME1], \
[IM_NAME2], \
[IM_CATEGORY]

COLUMNS=[devices].[Name] AS [devices_Name], \
CAST ([deviceProtocolInfo].[PrimaryAddress] AS VARCHAR) AS
[deviceProtocolInfo_PrimaryAddress], \
[devices].[ProductTypeStr] AS [devices_ProductTypeStr], \
CAST ([devices].[ProductName] AS VARCHAR) AS [IM_NAME1], \
[devices].[fullDNSName] AS [devices_fullDNSName], \
[devices].[OverallStatus] AS [devices_OverallStatus], \
[devices].[MxGUID] AS [devices_MxGUID], \
CAST ([DB_DeviceInfo].[Location] AS VARCHAR) AS [DB_DeviceInfo_Location], \
CAST ([DB_DeviceInfo].[Description] AS VARCHAR) AS
[DB_DeviceInfo_Description], \
CAST ([DB_DeviceInfo].[Contact] AS VARCHAR) AS [DB_DeviceInfo_Contact], \
CAST ([DB_DeviceInfoEx].[SerialNumber] AS VARCHAR) AS
[DB_DeviceInfoEx_SerialNumber], \
CAST ([DB_DeviceInfoEx].[AssetTag] AS VARCHAR) AS
[DB_DeviceInfoEx_AssetTag], \
[DB_DeviceInfoEx].[TotalMemory] AS [DB_DeviceInfoEx_TotalMemory], \
CAST ([DB_DeviceInfoEx].[ROMVersion] AS VARCHAR) AS
[DB_DeviceInfoEx_ROMVersion], \
CAST ([DB_DeviceInfoEx].[OSName] AS VARCHAR) AS [DB_DeviceInfoEx_OSName], \
CAST ([DB_DeviceInfoEx].[OSType] AS VARCHAR) AS [DB_DeviceInfoEx_OSType], \
CAST ([DB_DeviceInfoEx].[OSVersion] AS VARCHAR) AS
[DB_DeviceInfoEx_OSVersion], \
CAST ([DB_DeviceInfoEx].[OSVendor] AS VARCHAR) AS
[DB_DeviceInfoEx_OSVendor], \
CAST ([DB_DeviceInfoEx].[OSDescription] AS VARCHAR) AS
[DB_DeviceInfoEx_OSDescription], \
CAST ([DB_DeviceInfoEx].[OSName] AS VARCHAR) + ' - ' + \
CAST ([DB_DeviceInfoEx].[OSDescription] AS VARCHAR) + ' - ' + \
CAST ([DB_DeviceInfo].[Description] AS VARCHAR) + ' - ' + \
CAST ([DB_DeviceInfo].[Location] AS VARCHAR) + ' - ' + \
CAST ([DB_DeviceInfo].[Contact] AS VARCHAR) AS [IM_NAME2], \
'Enclosure' AS [IM_CATEGORY]

CONDITION=[devices].[DeviceKey] = [DB_DeviceInfo].[DeviceKey] AND \
```

```
[devices].[DeviceKey] = [DB_DeviceInfoEx].[DeviceKey] AND \
[DB_DeviceInfo].[DeviceKey] = [DB_DeviceInfoEx].[DeviceKey] AND \
[deviceProtocolInfo].[DeviceKey] = [devices].[DeviceKey] AND \
[deviceProtocolInfo].[DeviceKey] = [DB_DeviceInfo].[DeviceKey] AND \
[deviceProtocolInfo].[DeviceKey] = [DB_DeviceInfoEx].[DeviceKey] AND \
[devices].[ProductTypeStr]='Enclosure'

LOADTABLE=FALSE

ORDERBY=[devices].[Name] ASC

[IM_KVM]
SOURCE=[DB_DeviceInfo], [DB_DeviceInfoEx], [devices], [deviceProtocolInfo]
ATT=[devices_Name], \
[devices_ProductTypeStr], \
[devices_FullDNSName], \
[devices_OverallStatus], \
[devices_MxGUID], \
[DB_DeviceInfo_Location], \
[DB_DeviceInfo_Description], \
[DB_DeviceInfo_Contact], \
[DB_DeviceInfoEx_SerialNumber], \
[DB_DeviceInfoEx_AssetTag], \
[DB_DeviceInfoEx_TotalMemory], \
[DB_DeviceInfoEx_ROMVersion], \
[DB_DeviceInfoEx_OSName], \
[DB_DeviceInfoEx_OSType], \
[DB_DeviceInfoEx_OSVersion], \
[DB_DeviceInfoEx_OSVendor], \
[DB_DeviceInfoEx_OSDescription], \
[deviceProtocolInfo_PrimaryAddress], \
[IM_NAME1], \
[IM_NAME2], \
[IM_CATEGORY]

COLUMNS=[devices].[Name] AS [devices_Name], \
CAST ([deviceProtocolInfo].[PrimaryAddress] AS VARCHAR) AS
[deviceProtocolInfo_PrimaryAddress], \
[devices].[ProductTypeStr] AS [devices_ProductTypeStr], \
```

```
CAST ([devices].[ProductName] AS VARCHAR) AS [IM_NAME1], \
[devices].[fullDNSName] AS [devices_fullDNSName], \
[devices].[OverallStatus] AS [devices_OverallStatus], \
[devices].[MxGUID] AS [devices_MxGUID], \
CAST ([DB_DeviceInfo].[Location] AS VARCHAR) AS [DB_DeviceInfo_Location], \
CAST ([DB_DeviceInfo].[Description] AS VARCHAR) AS
[DB_DeviceInfo_Description], \
CAST ([DB_DeviceInfo].[Contact] AS VARCHAR) AS [DB_DeviceInfo_Contact], \
CAST ([DB_DeviceInfoEx].[SerialNumber] AS VARCHAR) AS
[DB_DeviceInfoEx_SerialNumber], \
CAST ([DB_DeviceInfoEx].[AssetTag] AS VARCHAR) AS
[DB_DeviceInfoEx_AssetTag], \
[DB_DeviceInfoEx].[TotalMemory] AS [DB_DeviceInfoEx_TotalMemory], \
CAST ([DB_DeviceInfoEx].[ROMVersion] AS VARCHAR) AS
[DB_DeviceInfoEx_ROMVersion], \
CAST ([DB_DeviceInfoEx].[OSName] AS VARCHAR) AS [DB_DeviceInfoEx_OSName], \
CAST ([DB_DeviceInfoEx].[OSType] AS VARCHAR) AS [DB_DeviceInfoEx_OSType], \
CAST ([DB_DeviceInfoEx].[OSVersion] AS VARCHAR) AS
[DB_DeviceInfoEx_OSVersion], \
CAST ([DB_DeviceInfoEx].[OSVendor] AS VARCHAR) AS
[DB_DeviceInfoEx_OSVendor], \
CAST ([DB_DeviceInfoEx].[OSDescription] AS VARCHAR) AS
[DB_DeviceInfoEx_OSDescription], \
CAST ([DB_DeviceInfoEx].[OSName] AS VARCHAR) + ' - ' + \
CAST ([DB_DeviceInfoEx].[OSDescription] AS VARCHAR) + ' - ' + \
CAST ([DB_DeviceInfo].[Description] AS VARCHAR) + ' - ' + \
CAST ([DB_DeviceInfo].[Location] AS VARCHAR) + ' - ' + \
CAST ([DB_DeviceInfo].[Contact] AS VARCHAR) AS [IM_NAME2], \
'KVM' AS [IM_CATEGORY]

CONDITION=[devices].[DeviceKey] = [DB_DeviceInfo].[DeviceKey] AND \
[devices].[DeviceKey] = [DB_DeviceInfoEx].[DeviceKey] AND \
[DB_DeviceInfo].[DeviceKey] = [DB_DeviceInfoEx].[DeviceKey] AND \
[deviceProtocolInfo].[DeviceKey] = [devices].[DeviceKey] AND \
[deviceProtocolInfo].[DeviceKey] = [DB_DeviceInfo].[DeviceKey] AND \
[deviceProtocolInfo].[DeviceKey] = [DB_DeviceInfoEx].[DeviceKey] AND \
[devices].[ProductTypeStr]='KVM'

LOADTABLE=FALSE

ORDERBY=[devices].[Name] ASC
```

```
[IM_UPS]
SOURCE=[DB_DeviceInfo], [DB_DeviceInfoEx], [devices], [deviceProtocolInfo]
ATT=[devices_Name], \
[devices_ProductTypeStr], \
[devices_FullDNSName], \
[devices_OverallStatus], \
[devices_MxGUID], \
[DB_DeviceInfo_Location], \
[DB_DeviceInfo_Description], \
[DB_DeviceInfo_Contact], \
[DB_DeviceInfoEx_SerialNumber], \
[DB_DeviceInfoEx_AssetTag], \
[DB_DeviceInfoEx_TotalMemory], \
[DB_DeviceInfoEx_ROMVersion], \
[DB_DeviceInfoEx_OSName], \
[DB_DeviceInfoEx_OSType], \
[DB_DeviceInfoEx_OSVersion], \
[DB_DeviceInfoEx_OSVendor], \
[DB_DeviceInfoEx_OSDescription], \
[deviceProtocolInfo_PrimaryAddress], \
[IM_NAME1], \
[IM_NAME2], \
[IM_CATEGORY]

COLUMNS=[devices].[Name] AS [devices_Name], \
CAST ([deviceProtocolInfo].[PrimaryAddress] AS VARCHAR) AS
[deviceProtocolInfo_PrimaryAddress], \
[devices].[ProductTypeStr] AS [devices_ProductTypeStr], \
CAST ([devices].[ProductName] AS VARCHAR) AS [IM_NAME1], \
[devices].[fullDNSName] AS [devices_fullDNSName], \
[devices].[OverallStatus] AS [devices_OverallStatus], \
[devices].[MxGUID] AS [devices_MxGUID], \
CAST ([DB_DeviceInfo].[Location] AS VARCHAR) AS [DB_DeviceInfo_Location], \
CAST ([DB_DeviceInfo].[Description] AS VARCHAR) AS
[DB_DeviceInfo_Description], \
CAST ([DB_DeviceInfo].[Contact] AS VARCHAR) AS [DB_DeviceInfo_Contact], \
CAST ([DB_DeviceInfoEx].[SerialNumber] AS VARCHAR) AS
[DB_DeviceInfoEx_SerialNumber], \
```

```
CAST ([DB_DeviceInfoEx].[AssetTag] AS VARCHAR) AS
[DB_DeviceInfoEx_AssetTag], \
[DB_DeviceInfoEx].[TotalMemory] AS [DB_DeviceInfoEx_TotalMemory], \
CAST ([DB_DeviceInfoEx].[ROMVersion] AS VARCHAR) AS
[DB_DeviceInfoEx_ROMVersion], \
CAST ([DB_DeviceInfoEx].[OSName] AS VARCHAR) AS [DB_DeviceInfoEx_OSName], \
CAST ([DB_DeviceInfoEx].[OSType] AS VARCHAR) AS [DB_DeviceInfoEx_OSType], \
CAST ([DB_DeviceInfoEx].[OSVersion] AS VARCHAR) AS
[DB_DeviceInfoEx_OSVersion], \
CAST ([DB_DeviceInfoEx].[OSVendor] AS VARCHAR) AS
[DB_DeviceInfoEx_OSVendor], \
CAST ([DB_DeviceInfoEx].[OSDescription] AS VARCHAR) AS
[DB_DeviceInfoEx_OSDescription], \
CAST ([DB_DeviceInfoEx].[OSName] AS VARCHAR) + ' - ' + \
CAST ([DB_DeviceInfoEx].[OSDescription] AS VARCHAR) + ' - ' + \
CAST ([DB_DeviceInfo].[Description] AS VARCHAR) + ' - ' + \
CAST ([DB_DeviceInfo].[Location] AS VARCHAR) + ' - ' + \
CAST ([DB_DeviceInfo].[Contact] AS VARCHAR) AS [IM_NAME2], \
'UPS' AS [IM_CATEGORY]

CONDITION=[devices].[DeviceKey] = [DB_DeviceInfo].[DeviceKey] AND \
[devices].[DeviceKey] = [DB_DeviceInfoEx].[DeviceKey] AND \
[DB_DeviceInfo].[DeviceKey] = [DB_DeviceInfoEx].[DeviceKey] AND \
[deviceProtocolInfo].[DeviceKey] = [devices].[DeviceKey] AND \
[deviceProtocolInfo].[DeviceKey] = [DB_DeviceInfo].[DeviceKey] AND \
[deviceProtocolInfo].[DeviceKey] = [DB_DeviceInfoEx].[DeviceKey] AND \
[devices].[ProductTypeStr]='UPS'

LOADTABLE=FALSE

ORDERBY=[devices].[Name] ASC
```

Appendix B

Insight Manager Oracle Data Exchange File

```
Oracle database configuration file.
    Entries beginning with "--" are comments.
    Several device types are included in this file, but only one
    can be active at a time.  To import different types of devices,
    comment out the current device type and uncomment the device
    type you wish to import.


[DSN]
NAME=HPSIM-ORACLE
USR=system
PWD=


[SYSTEM]
LOG=TRUE
XML=TRUE
DUMP=TRUE
TXT=FALSE
LOG_FILE="E:\Program Files\Hewlett-Packard\OpenView\service desk
4.5\client\data_exchange\log\insightmanager.log"
XML_OUTPUT_FILE="E:\Program Files\Hewlett-Packard\OpenView\service desk
4.5\client\data_exchange\xml\insightmanager.xml"
APPLICATION_NAME=INSIGHTMANAGER


[CLASSES]
NAME=IM_SERVER,IM_DESKTOP,IM_WORKSTATION,IM_PRINTER,IM_MGMTPROC,IM_STORAGE,I
M_SWITCH,IM_RACK,IM_ENCLOSURE,IM_KVM,IM_UPS


[IM_SERVER]
SOURCE=SIM_MANAGER.DEVICES, SIM_MANAGER.DB_DEVICEINFOEX,
SIM_MANAGER.DB_DEVICEINFO, SIM_MANAGER.DEVICEPROTOCOLINFO
ATT=[devices_Name], \
[devices_ProductTypeStr], \
[devices_ProductSubType], \
[devices_SubType2], \
[devices_fullDNSName], \
```

```
[devices_OverallStatus], \
[devices_MxGUID], \
[DB_DeviceInfo_Location], \
[DB_DeviceInfo_Description], \
[DB_DeviceInfo_Contact], \
[DB_DeviceInfoEx_SerialNumber], \
[DB_DeviceInfoEx_AssetTag], \
[DB_DeviceInfoEx_TotalMemory], \
[DB_DeviceInfoEx_ROMVersion], \
[DB_DeviceInfoEx_OSName], \
[DB_DeviceInfoEx_OSType], \
[DB_DeviceInfoEx_OSVersion], \
[DB_DeviceInfoEx_OSVendor], \
[DB_DeviceInfoEx_OSDescription], \
[deviceProtocolInfo_ip], \
[IM_NAME1], \
[IM_NAME2], \
[IM_PARENT], \
[IM_CATEGORY]

COLUMNS=SIM_MANAGER.DEVICES.NAME AS [devices_Name], \
SIM_MANAGER.DEVICEPROTOCOLINFO.PRIMARYADDRESS AS [deviceProtocolInfo_ip] ,\
SIM_MANAGER.DEVICES.PRODUCTTYPESTR AS [devices_ProductTypeStr], \
SIM_MANAGER.DEVICES.PRODUCTSUBTYPE AS [devices_ProductSubType], \
SIM_MANAGER.DEVICES.SUBTYPE2 AS [devices_SubType2], \
SIM_MANAGER.DEVICES.PRODUCTNAME AS [IM_NAME1], \
SIM_MANAGER.DEVICES.FULLDNSNAME AS [devices_fullDNSName], \
SIM_MANAGER.DEVICES.OVERALLSTATUS AS [devices_OverallStatus], \
SIM_MANAGER.DEVICES.MXGUID AS [devices_MxGUID], \
SIM_MANAGER.DB_DEVICEINFO.LOCATION AS [DB_DeviceInfo_Location], \
SIM_MANAGER.DB_DEVICEINFO.DESCRIPTION AS [DB_DeviceInfo_Description], \
SIM_MANAGER.DB_DEVICEINFO.CONTACT AS [DB_DeviceInfo_Contact], \
SIM_MANAGER.DB_DEVICEINFOEX.SERIALNUMBER AS [DB_DeviceInfoEx_SerialNumber],
\
SIM_MANAGER.DB_DEVICEINFOEX.ASSETTAG AS [DB_DeviceInfoEx_AssetTag], \
SIM_MANAGER.DB_DEVICEINFOEX.TOTALMEMORY AS [DB_DeviceInfoEx_TotalMemory], \
SIM_MANAGER.DB_DEVICEINFOEX.ROMVERSION AS [DB_DeviceInfoEx_ROMVersion], \
SIM_MANAGER.DB_DEVICEINFOEX.OSNAME AS [DB_DeviceInfoEx_OSName], \
SIM_MANAGER.DB_DEVICEINFOEX.OSTYPE AS [DB_DeviceInfoEx_OSType], \
```

```
SIM_MANAGER.DB_DEVICEINFOEX.OSVERSION AS [DB_DeviceInfoEx_OSVersion], \
SIM_MANAGER.DB_DEVICEINFOEX.OSVENDOR AS [DB_DeviceInfoEx_OSVendor], \
SIM_MANAGER.DB_DEVICEINFOEX.OSDESCRIPTION AS
[DB_DeviceInfoEx_OSDescription], \
SIM_MANAGER.DB_DEVICEINFO.DESCRIPTION AS [IM_NAME2], \
'Server' AS [IM_CATEGORY]


LOADTABLE=FALSE
CONDITION=SIM_MANAGER.DEVICES.DEVICEKEY =
SIM_MANAGER.DB_DEVICEINFO.DEVICEKEY AND \
SIM_MANAGER.DEVICES.DEVICEKEY = SIM_MANAGER.DB_DEVICEINFOEX.DEVICEKEY AND \
SIM_MANAGER.DB_DEVICEINFO.DEVICEKEY = SIM_MANAGER.DB_DEVICEINFOEX.DEVICEKEY
AND \
SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKEY = SIM_MANAGER.DEVICES.DEVICEKEY AND
\
SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKEY =
SIM_MANAGER.DB_DEVICEINFO.DEVICEKEY AND \
SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKEY =
SIM_MANAGER.DB_DEVICEINFOEX.DEVICEKEY AND \
SIM_MANAGER.DEVICES.PRODUCTTYPESTR='Server'


 [IM_DESKTOP]
SOURCE=SIM_MANAGER.DEVICES, SIM_MANAGER.DB_DEVICEINFOEX,
SIM_MANAGER.DB_DEVICEINFO, SIM_MANAGER.DEVICEPROTOCOLINFO
ATT=[devices_Name], \
[devices_ProductTypeStr], \
[devices_ProductSubType], \
[devices_SubType2], \
[devices_fullDNSName], \
[devices_OverallStatus], \
[devices_MxGUID], \
[DB_DeviceInfo_Location], \
[DB_DeviceInfo_Description], \
[DB_DeviceInfo_Contact], \
[DB_DeviceInfoEx_SerialNumber], \
[DB_DeviceInfoEx_AssetTag], \
[DB_DeviceInfoEx_TotalMemory], \
[DB_DeviceInfoEx_ROMVersion], \
[DB_DeviceInfoEx_OSName], \
[DB_DeviceInfoEx_OSType], \
[DB_DeviceInfoEx_OSVersion], \
```

```
[DB_DeviceInfoEx_OSVendor], \
[DB_DeviceInfoEx_OSDescription], \
[deviceProtocolInfo_ip], \
[IM_NAME1], \
[IM_NAME2], \
[IM_PARENT], \
[IM_CATEGORY]

COLUMNS=SIM_MANAGER.DEVICES.NAME AS [devices_Name], \
SIM_MANAGER.DEVICEPROTOCOLINFO.PRIMARYADDRESS AS [deviceProtocolInfo_ip] ,\
SIM_MANAGER.DEVICES.PRODUCTTYPESTR AS [devices_ProductTypeStr], \
SIM_MANAGER.DEVICES.PRODUCTSUBTYPE AS [devices_ProductSubType], \
SIM_MANAGER.DEVICES.SUBTYPE2 AS [devices_SubType2], \
SIM_MANAGER.DEVICES.PRODUCTNAME AS [IM_NAME1], \
SIM_MANAGER.DEVICES.FULLDNSNAME AS [devices_fullDNSName], \
SIM_MANAGER.DEVICES.OVERALLSTATUS AS [devices_OverallStatus], \
SIM_MANAGER.DEVICES.MXGUID AS [devices_MxGUID], \
SIM_MANAGER.DB_DEVICEINFO.LOCATION AS [DB_DeviceInfo_Location], \
SIM_MANAGER.DB_DEVICEINFO.DESCRIPTION AS [DB_DeviceInfo_Description], \
SIM_MANAGER.DB_DEVICEINFO.CONTACT AS [DB_DeviceInfo_Contact], \
SIM_MANAGER.DB_DEVICEINFOEX.SERIALNUMBER AS [DB_DeviceInfoEx_SerialNumber],
\
SIM_MANAGER.DB_DEVICEINFOEX.ASSETTAG AS [DB_DeviceInfoEx_AssetTag], \
SIM_MANAGER.DB_DEVICEINFOEX.TOTALMEMORY AS [DB_DeviceInfoEx_TotalMemory], \
SIM_MANAGER.DB_DEVICEINFOEX.ROMVERSION AS [DB_DeviceInfoEx_ROMVersion], \
SIM_MANAGER.DB_DEVICEINFOEX.OSNAME AS [DB_DeviceInfoEx_OSName], \
SIM_MANAGER.DB_DEVICEINFOEX.OSTYPE AS [DB_DeviceInfoEx_OSType], \
SIM_MANAGER.DB_DEVICEINFOEX.OSVERSION AS [DB_DeviceInfoEx_OSVersion], \
SIM_MANAGER.DB_DEVICEINFOEX.OSVENDOR AS [DB_DeviceInfoEx_OSVendor], \
SIM_MANAGER.DB_DEVICEINFOEX.OSDESCRIPTION AS
[DB_DeviceInfoEx_OSDescription], \
SIM_MANAGER.DB_DEVICEINFO.DESCRIPTION AS [IM_NAME2], \
'Business PC' AS [IM_CATEGORY]

LOADTABLE=FALSE
CONDITION=SIM_MANAGER.DEVICES.DEVICEKEY =
SIM_MANAGER.DB_DEVICEINFO.DEVICEKEY AND \
SIM_MANAGER.DEVICES.DEVICEKEY = SIM_MANAGER.DB_DEVICEINFOEX.DEVICEKEY AND \
SIM_MANAGER.DB_DEVICEINFO.DEVICEKEY = SIM_MANAGER.DB_DEVICEINFOEX.DEVICEKEY
AND \
```

```
SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKEY = SIM_MANAGER.DEVICES.DEVICEKEY AND
\
SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKEY =
SIM_MANAGER.DB_DEVICEINFO.DEVICEKEY AND \
SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKEY =
SIM_MANAGER.DB_DEVICEINFOEX.DEVICEKEY AND \
SIM_MANAGER.DEVICES.PRODUCTTYPESTR='Desktop'


 [IM_WORKSTATION]
SOURCE=SIM_MANAGER.DEVICES, SIM_MANAGER.DB_DEVICEINFOEX,
SIM_MANAGER.DB_DEVICEINFO, SIM_MANAGER.DEVICEPROTOCOLINFO
ATT=[devices_Name], \
[devices_ProductTypeStr], \
[devices_ProductSubType], \
[devices_SubType2], \
[devices_fullDNSName], \
[devices_OverallStatus], \
[devices_MxGUID], \
[DB_DeviceInfo_Location], \
[DB_DeviceInfo_Description], \
[DB_DeviceInfo_Contact], \
[DB_DeviceInfoEx_SerialNumber], \
[DB_DeviceInfoEx_AssetTag], \
[DB_DeviceInfoEx_TotalMemory], \
[DB_DeviceInfoEx_ROMVersion], \
[DB_DeviceInfoEx_OSName], \
[DB_DeviceInfoEx_OSType], \
[DB_DeviceInfoEx_OSVersion], \
[DB_DeviceInfoEx_OSVendor], \
[DB_DeviceInfoEx_OSDescription], \
[deviceProtocolInfo_ip], \
[IM_NAME1], \
[IM_NAME2], \
[IM_PARENT], \
[IM_CATEGORY]


COLUMNS=SIM_MANAGER.DEVICES.NAME AS [devices_Name], \
SIM_MANAGER.DEVICEPROTOCOLINFO.PRIMARYADDRESS AS [deviceProtocolInfo_ip] ,\
SIM_MANAGER.DEVICES.PRODUCTTYPESTR AS [devices_ProductTypeStr], \
SIM_MANAGER.DEVICES.PRODUCTSUBTYPE AS [devices_ProductSubType], \
```

```
SIM_MANAGER.DEVICES.SUBTYPE2 AS [devices_SubType2], \
SIM_MANAGER.DEVICES.PRODUCTNAME AS [IM_NAME1], \
SIM_MANAGER.DEVICES.FULLDNSNAME AS [devices_fullDNSName], \
SIM_MANAGER.DEVICES.OVERALLSTATUS AS [devices_OverallStatus], \
SIM_MANAGER.DEVICES.MXGUID AS [devices_MxGUID], \
SIM_MANAGER.DB_DEVICEINFO.LOCATION AS [DB_DeviceInfo_Location], \
SIM_MANAGER.DB_DEVICEINFO.DESCRIPTION AS [DB_DeviceInfo_Description], \
SIM_MANAGER.DB_DEVICEINFO.CONTACT AS [DB_DeviceInfo_Contact], \
SIM_MANAGER.DB_DEVICEINFOEX.SERIALNUMBER AS [DB_DeviceInfoEx_SerialNumber],
\
SIM_MANAGER.DB_DEVICEINFOEX.ASSETTAG AS [DB_DeviceInfoEx_AssetTag], \
SIM_MANAGER.DB_DEVICEINFOEX.TOTALMEMORY AS [DB_DeviceInfoEx_TotalMemory], \
SIM_MANAGER.DB_DEVICEINFOEX.ROMVERSION AS [DB_DeviceInfoEx_ROMVersion], \
SIM_MANAGER.DB_DEVICEINFOEX.OSNAME AS [DB_DeviceInfoEx_OSName], \
SIM_MANAGER.DB_DEVICEINFOEX.OSTYPE AS [DB_DeviceInfoEx_OSType], \
SIM_MANAGER.DB_DEVICEINFOEX.OSVERSION AS [DB_DeviceInfoEx_OSVersion], \
SIM_MANAGER.DB_DEVICEINFOEX.OSVENDOR AS [DB_DeviceInfoEx_OSVendor], \
SIM_MANAGER.DB_DEVICEINFOEX.OSDESCRIPTION AS
[DB_DeviceInfoEx_OSDescription], \
SIM_MANAGER.DB_DEVICEINFO.DESCRIPTION AS [IM_NAME2], \
'Workstation' AS [IM_CATEGORY]


LOADTABLE=FALSE
CONDITION=SIM_MANAGER.DEVICES.DEVICEKEY =
SIM_MANAGER.DB_DEVICEINFO.DEVICEKEY AND \
SIM_MANAGER.DEVICES.DEVICEKEY = SIM_MANAGER.DB_DEVICEINFOEX.DEVICEKEY AND \
SIM_MANAGER.DB_DEVICEINFO.DEVICEKEY = SIM_MANAGER.DB_DEVICEINFOEX.DEVICEKEY
AND \
SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKEY = SIM_MANAGER.DEVICES.DEVICEKEY AND
\
SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKEY =
SIM_MANAGER.DB_DEVICEINFO.DEVICEKEY AND \
SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKEY =
SIM_MANAGER.DB_DEVICEINFOEX.DEVICEKEY AND \
SIM_MANAGER.DEVICES.PRODUCTTYPESTR='Workstation'


[IM_MGMTPROC]
SOURCE=SIM_MANAGER.DEVICES, SIM_MANAGER.DB_DEVICEINFOEX,
SIM_MANAGER.DB_DEVICEINFO, SIM_MANAGER.DEVICEPROTOCOLINFO
ATT=[devices_Name], \
[devices_ProductTypeStr], \
[devices_ProductSubType], \
```

```
[devices_SubType2], \
[devices_fullDNSName], \
[devices_OverallStatus], \
[devices_MxGUID], \
[DB_DeviceInfo_Location], \
[DB_DeviceInfo_Description], \
[DB_DeviceInfo_Contact], \
[DB_DeviceInfoEx_SerialNumber], \
[DB_DeviceInfoEx_AssetTag], \
[DB_DeviceInfoEx_TotalMemory], \
[DB_DeviceInfoEx_ROMVersion], \
[DB_DeviceInfoEx_OSName], \
[DB_DeviceInfoEx_OSType], \
[DB_DeviceInfoEx_OSVersion], \
[DB_DeviceInfoEx_OSVendor], \
[DB_DeviceInfoEx_OSDescription], \
[deviceProtocolInfo_ip], \
[IM_NAME1], \
[IM_NAME2], \
[IM_PARENT], \
[IM_CATEGORY]

COLUMNS=SIM_MANAGER.DEVICES.NAME AS [devices_Name], \
SIM_MANAGER.DEVICEPROTOCOLINFO.PRIMARYADDRESS AS [deviceProtocolInfo_ip] ,\
SIM_MANAGER.DEVICES.PRODUCTTYPESTR AS [devices_ProductTypeStr], \
SIM_MANAGER.DEVICES.PRODUCTSUBTYPE AS [devices_ProductSubType], \
SIM_MANAGER.DEVICES.SUBTYPE2 AS [devices_SubType2], \
SIM_MANAGER.DEVICES.PRODUCTNAME AS [IM_NAME1], \
SIM_MANAGER.DEVICES.FULLDNSNAME AS [devices_fullDNSName], \
SIM_MANAGER.DEVICES.OVERALLSTATUS AS [devices_OverallStatus], \
SIM_MANAGER.DEVICES.MXGUID AS [devices_MxGUID], \
SIM_MANAGER.DB_DEVICEINFO.LOCATION AS [DB_DeviceInfo_Location], \
SIM_MANAGER.DB_DEVICEINFO.DESCRIPTION AS [DB_DeviceInfo_Description], \
SIM_MANAGER.DB_DEVICEINFO.CONTACT AS [DB_DeviceInfo_Contact], \
SIM_MANAGER.DB_DEVICEINFOEX.SERIALNUMBER AS [DB_DeviceInfoEx_SerialNumber],
\
SIM_MANAGER.DB_DEVICEINFOEX.ASSETTAG AS [DB_DeviceInfoEx_AssetTag], \
SIM_MANAGER.DB_DEVICEINFOEX.TOTALMEMORY AS [DB_DeviceInfoEx_TotalMemory], \
SIM_MANAGER.DB_DEVICEINFOEX.ROMVERSION AS [DB_DeviceInfoEx_ROMVersion], \
```

```
SIM_MANAGER.DB_DEVICEINFOEX.OSNAME AS [DB_DeviceInfoEx_OSName], \
SIM_MANAGER.DB_DEVICEINFOEX.OSTYPE AS [DB_DeviceInfoEx_OSType], \
SIM_MANAGER.DB_DEVICEINFOEX.OSVERSION AS [DB_DeviceInfoEx_OSVersion], \
SIM_MANAGER.DB_DEVICEINFOEX.OSVENDOR AS [DB_DeviceInfoEx_OSVendor], \
SIM_MANAGER.DB_DEVICEINFOEX.OSDESCRIPTION AS
[DB_DeviceInfoEx_OSDescription], \
SIM_MANAGER.DB_DEVICEINFO.DESCRIPTION AS [IM_NAME2], \
'MgmtProc' AS [IM_CATEGORY]


LOADTABLE=FALSE
CONDITION=SIM_MANAGER.DEVICES.DEVICEKEY =
SIM_MANAGER.DB_DEVICEINFO.DEVICEKEY AND \
SIM_MANAGER.DEVICES.DEVICEKEY = SIM_MANAGER.DB_DEVICEINFOEX.DEVICEKEY AND \
SIM_MANAGER.DB_DEVICEINFO.DEVICEKEY = SIM_MANAGER.DB_DEVICEINFOEX.DEVICEKEY
AND \
SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKEY = SIM_MANAGER.DEVICES.DEVICEKEY AND
\
SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKEY =
SIM_MANAGER.DB_DEVICEINFO.DEVICEKEY AND \
SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKEY =
SIM_MANAGER.DB_DEVICEINFOEX.DEVICEKEY AND \
SIM_MANAGER.DEVICES.PRODUCTTYPESTR='MgmtProc'


 [IM_PRINTER]
SOURCE=SIM_MANAGER.DEVICES, SIM_MANAGER.DB_DEVICEINFOEX,
SIM_MANAGER.DB_DEVICEINFO, SIM_MANAGER.DEVICEPROTOCOLINFO
ATT=[devices_Name], \
[devices_ProductTypeStr], \
[devices_ProductSubType], \
[devices_SubType2], \
[devices_fullDNSName], \
[devices_OverallStatus], \
[devices_MxGUID], \
[DB_DeviceInfo_Location], \
[DB_DeviceInfo_Description], \
[DB_DeviceInfo_Contact], \
[DB_DeviceInfoEx_SerialNumber], \
[DB_DeviceInfoEx_AssetTag], \
[DB_DeviceInfoEx_TotalMemory], \
[DB_DeviceInfoEx_ROMVersion], \
[DB_DeviceInfoEx_OSName], \
```

```
[DB_DeviceInfoEx_OSType], \
[DB_DeviceInfoEx_OSVersion], \
[DB_DeviceInfoEx_OSVendor], \
[DB_DeviceInfoEx_OSDescription], \
[deviceProtocolInfo_ip], \
[IM_NAME1], \
[IM_NAME2], \
[IM_PARENT], \
[IM_CATEGORY]

COLUMNS=SIM_MANAGER.DEVICES.NAME AS [devices_Name], \
SIM_MANAGER.DEVICEPROTOCOLINFO.PRIMARYADDRESS AS [deviceProtocolInfo_ip] ,\
SIM_MANAGER.DEVICES.PRODUCTTYPESTR AS [devices_ProductTypeStr], \
SIM_MANAGER.DEVICES.PRODUCTSUBTYPE AS [devices_ProductSubType], \
SIM_MANAGER.DEVICES.SUBTYPE2 AS [devices_SubType2], \
SIM_MANAGER.DEVICES.PRODUCTNAME AS [IM_NAME1], \
SIM_MANAGER.DEVICES.FULLDNSNAME AS [devices_fullDNSName], \
SIM_MANAGER.DEVICES.OVERALLSTATUS AS [devices_OverallStatus], \
SIM_MANAGER.DEVICES.MXGUID AS [devices_MxGUID], \
SIM_MANAGER.DB_DEVICEINFO.LOCATION AS [DB_DeviceInfo_Location], \
SIM_MANAGER.DB_DEVICEINFO.DESCRIPTION AS [DB_DeviceInfo_Description], \
SIM_MANAGER.DB_DEVICEINFO.CONTACT AS [DB_DeviceInfo_Contact], \
SIM_MANAGER.DB_DEVICEINFOEX.SERIALNUMBER AS [DB_DeviceInfoEx_SerialNumber],
\
SIM_MANAGER.DB_DEVICEINFOEX.ASSETTAG AS [DB_DeviceInfoEx_AssetTag], \
SIM_MANAGER.DB_DEVICEINFOEX.TOTALMEMORY AS [DB_DeviceInfoEx_TotalMemory], \
SIM_MANAGER.DB_DEVICEINFOEX.ROMVERSION AS [DB_DeviceInfoEx_ROMVersion], \
SIM_MANAGER.DB_DEVICEINFOEX.OSNAME AS [DB_DeviceInfoEx_OSName], \
SIM_MANAGER.DB_DEVICEINFOEX.OSTYPE AS [DB_DeviceInfoEx_OSType], \
SIM_MANAGER.DB_DEVICEINFOEX.OSVERSION AS [DB_DeviceInfoEx_OSVersion], \
SIM_MANAGER.DB_DEVICEINFOEX.OSVENDOR AS [DB_DeviceInfoEx_OSVendor], \
SIM_MANAGER.DB_DEVICEINFOEX.OSDESCRIPTION AS
[DB_DeviceInfoEx_OSDescription], \
SIM_MANAGER.DB_DEVICEINFO.DESCRIPTION AS [IM_NAME2], \
'Printer' AS [IM_CATEGORY]

LOADTABLE=FALSE
CONDITION=SIM_MANAGER.DEVICES.DEVICEKEY =
SIM_MANAGER.DB_DEVICEINFO.DEVICEKEY AND \
SIM_MANAGER.DEVICES.DEVICEKEY = SIM_MANAGER.DB_DEVICEINFOEX.DEVICEKEY AND \
```

```
SIM_MANAGER.DB_DEVICEINFO.DEVICEKEY = SIM_MANAGER.DB_DEVICEINFOEX.DEVICEKEY
AND \
SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKEY = SIM_MANAGER.DEVICES.DEVICEKEY AND
\
SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKEY =
SIM_MANAGER.DB_DEVICEINFO.DEVICEKEY AND \
SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKEY =
SIM_MANAGER.DB_DEVICEINFOEX.DEVICEKEY AND \
SIM_MANAGER.DEVICES.PRODUCTTYPESTR='Printer'


[IM_STORAGE]
SOURCE=SIM_MANAGER.DEVICES, SIM_MANAGER.DB_DEVICEINFOEX,
SIM_MANAGER.DB_DEVICEINFO, SIM_MANAGER.DEVICEPROTOCOLINFO
ATT=[devices_Name], \
[devices_ProductTypeStr], \
[devices_ProductSubType], \
[devices_SubType2], \
[devices_fullDNSName], \
[devices_OverallStatus], \
[devices_MxGUID], \
[DB_DeviceInfo_Location], \
[DB_DeviceInfo_Description], \
[DB_DeviceInfo_Contact], \
[DB_DeviceInfoEx_SerialNumber], \
[DB_DeviceInfoEx_AssetTag], \
[DB_DeviceInfoEx_TotalMemory], \
[DB_DeviceInfoEx_ROMVersion], \
[DB_DeviceInfoEx_OSName], \
[DB_DeviceInfoEx_OSType], \
[DB_DeviceInfoEx_OSVersion], \
[DB_DeviceInfoEx_OSVendor], \
[DB_DeviceInfoEx_OSDescription], \
[deviceProtocolInfo_ip], \
[IM_NAME1], \
[IM_NAME2], \
[IM_PARENT], \
[IM_CATEGORY]


COLUMNS=SIM_MANAGER.DEVICES.NAME AS [devices_Name], \
SIM_MANAGER.DEVICEPROTOCOLINFO.PRIMARYADDRESS AS [deviceProtocolInfo_ip] ,\
SIM_MANAGER.DEVICES.PRODUCTTYPESTR AS [devices_ProductTypeStr], \
```

```
SIM_MANAGER.DEVICES.PRODUCTSUBTYPE AS [devices_ProductSubType], \
SIM_MANAGER.DEVICES.SUBTYPE2 AS [devices_SubType2], \
SIM_MANAGER.DEVICES.PRODUCTNAME AS [IM_NAME1], \
SIM_MANAGER.DEVICES.FULLDNSNAME AS [devices_fullDNSName], \
SIM_MANAGER.DEVICES.OVERALLSTATUS AS [devices_OverallStatus], \
SIM_MANAGER.DEVICES.MXGUID AS [devices_MxGUID], \
SIM_MANAGER.DB_DEVICEINFO.LOCATION AS [DB_DeviceInfo_Location], \
SIM_MANAGER.DB_DEVICEINFO.DESCRIPTION AS [DB_DeviceInfo_Description], \
SIM_MANAGER.DB_DEVICEINFO.CONTACT AS [DB_DeviceInfo_Contact], \
SIM_MANAGER.DB_DEVICEINFOEX.SERIALNUMBER AS [DB_DeviceInfoEx_SerialNumber],
\
SIM_MANAGER.DB_DEVICEINFOEX.ASSETTAG AS [DB_DeviceInfoEx_AssetTag], \
SIM_MANAGER.DB_DEVICEINFOEX.TOTALMEMORY AS [DB_DeviceInfoEx_TotalMemory], \
SIM_MANAGER.DB_DEVICEINFOEX.ROMVERSION AS [DB_DeviceInfoEx_ROMVersion], \
SIM_MANAGER.DB_DEVICEINFOEX.OSNAME AS [DB_DeviceInfoEx_OSName], \
SIM_MANAGER.DB_DEVICEINFOEX.OSTYPE AS [DB_DeviceInfoEx_OSType], \
SIM_MANAGER.DB_DEVICEINFOEX.OSVERSION AS [DB_DeviceInfoEx_OSVersion], \
SIM_MANAGER.DB_DEVICEINFOEX.OSVENDOR AS [DB_DeviceInfoEx_OSVendor], \
SIM_MANAGER.DB_DEVICEINFOEX.OSDESCRIPTION AS
[DB_DeviceInfoEx_OSDescription], \
SIM_MANAGER.DB_DEVICEINFO.DESCRIPTION AS [IM_NAME2], \
'Storage' AS [IM_CATEGORY]


LOADTABLE=FALSE
CONDITION=SIM_MANAGER.DEVICES.DEVICEKEY =
SIM_MANAGER.DB_DEVICEINFO.DEVICEKEY AND \
SIM_MANAGER.DEVICES.DEVICEKEY = SIM_MANAGER.DB_DEVICEINFOEX.DEVICEKEY AND \
SIM_MANAGER.DB_DEVICEINFO.DEVICEKEY = SIM_MANAGER.DB_DEVICEINFOEX.DEVICEKEY
AND \
SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKEY = SIM_MANAGER.DEVICES.DEVICEKEY AND
\
SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKEY =
SIM_MANAGER.DB_DEVICEINFO.DEVICEKEY AND \
SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKEY =
SIM_MANAGER.DB_DEVICEINFOEX.DEVICEKEY AND \
SIM_MANAGER.DEVICES.PRODUCTTYPESTR='Storage'


 [IM_SWITCH]
SOURCE=SIM_MANAGER.DEVICES, SIM_MANAGER.DB_DEVICEINFOEX,
SIM_MANAGER.DB_DEVICEINFO, SIM_MANAGER.DEVICEPROTOCOLINFO
ATT=[devices_Name], \
[devices_ProductTypeStr], \
```

```
[devices_ProductSubType], \
[devices_SubType2], \
[devices_fullDNSName], \
[devices_OverallStatus], \
[devices_MxGUID], \
[DB_DeviceInfo_Location], \
[DB_DeviceInfo_Description], \
[DB_DeviceInfo_Contact], \
[DB_DeviceInfoEx_SerialNumber], \
[DB_DeviceInfoEx_AssetTag], \
[DB_DeviceInfoEx_TotalMemory], \
[DB_DeviceInfoEx_ROMVersion], \
[DB_DeviceInfoEx_OSName], \
[DB_DeviceInfoEx_OSType], \
[DB_DeviceInfoEx_OSVersion], \
[DB_DeviceInfoEx_OSVendor], \
[DB_DeviceInfoEx_OSDescription], \
[deviceProtocolInfo_ip], \
[IM_NAME1], \
[IM_NAME2], \
[IM_PARENT], \
[IM_CATEGORY]

COLUMNS=SIM_MANAGER.DEVICES.NAME AS [devices_Name], \
SIM_MANAGER.DEVICEPROTOCOLINFO.PRIMARYADDRESS AS [deviceProtocolInfo_ip] ,\
SIM_MANAGER.DEVICES.PRODUCTTYPESTR AS [devices_ProductTypeStr], \
SIM_MANAGER.DEVICES.PRODUCTSUBTYPE AS [devices_ProductSubType], \
SIM_MANAGER.DEVICES.SUBTYPE2 AS [devices_SubType2], \
SIM_MANAGER.DEVICES.PRODUCTNAME AS [IM_NAME1], \
SIM_MANAGER.DEVICES.FULLDNSNAME AS [devices_fullDNSName], \
SIM_MANAGER.DEVICES.OVERALLSTATUS AS [devices_OverallStatus], \
SIM_MANAGER.DEVICES.MXGUID AS [devices_MxGUID], \
SIM_MANAGER.DB_DEVICEINFO.LOCATION AS [DB_DeviceInfo_Location], \
SIM_MANAGER.DB_DEVICEINFO.DESCRIPTION AS [DB_DeviceInfo_Description], \
SIM_MANAGER.DB_DEVICEINFO.CONTACT AS [DB_DeviceInfo_Contact], \
SIM_MANAGER.DB_DEVICEINFOEX.SERIALNUMBER AS [DB_DeviceInfoEx_SerialNumber],
\
SIM_MANAGER.DB_DEVICEINFOEX.ASSETTAG AS [DB_DeviceInfoEx_AssetTag], \
SIM_MANAGER.DB_DEVICEINFOEX.TOTALMEMORY AS [DB_DeviceInfoEx_TotalMemory], \
```

```
SIM_MANAGER.DB_DEVICEINFOEX.ROMVERSION AS [DB_DeviceInfoEx_ROMVersion], \
SIM_MANAGER.DB_DEVICEINFOEX.OSNAME AS [DB_DeviceInfoEx_OSName], \
SIM_MANAGER.DB_DEVICEINFOEX.OSTYPE AS [DB_DeviceInfoEx_OSType], \
SIM_MANAGER.DB_DEVICEINFOEX.OSVERSION AS [DB_DeviceInfoEx_OSVersion], \
SIM_MANAGER.DB_DEVICEINFOEX.OSVENDOR AS [DB_DeviceInfoEx_OSVendor], \
SIM_MANAGER.DB_DEVICEINFOEX.OSDESCRIPTION AS
[DB_DeviceInfoEx_OSDescription], \
SIM_MANAGER.DB_DEVICEINFO.DESCRIPTION AS [IM_NAME2], \
'Switch' AS [IM_CATEGORY]


LOADTABLE=FALSE
CONDITION=SIM_MANAGER.DEVICES.DEVICEKEY =
SIM_MANAGER.DB_DEVICEINFO.DEVICEKEY AND \
SIM_MANAGER.DEVICES.DEVICEKEY = SIM_MANAGER.DB_DEVICEINFOEX.DEVICEKEY AND \
SIM_MANAGER.DB_DEVICEINFO.DEVICEKEY = SIM_MANAGER.DB_DEVICEINFOEX.DEVICEKEY
AND \
SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKEY = SIM_MANAGER.DEVICES.DEVICEKEY AND
\
SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKEY =
SIM_MANAGER.DB_DEVICEINFO.DEVICEKEY AND \
SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKEY =
SIM_MANAGER.DB_DEVICEINFOEX.DEVICEKEY AND \
SIM_MANAGER.DEVICES.PRODUCTTYPESTR='Switch'


[IM_RACK]
SOURCE=SIM_MANAGER.DEVICES, SIM_MANAGER.DB_DEVICEINFOEX,
SIM_MANAGER.DB_DEVICEINFO, SIM_MANAGER.DEVICEPROTOCOLINFO
ATT=[devices_Name], \
[devices_ProductTypeStr], \
[devices_ProductSubType], \
[devices_SubType2], \
[devices_fullDNSName], \
[devices_OverallStatus], \
[devices_MxGUID], \
[DB_DeviceInfo_Location], \
[DB_DeviceInfo_Description], \
[DB_DeviceInfo_Contact], \
[DB_DeviceInfoEx_SerialNumber], \
[DB_DeviceInfoEx_AssetTag], \
[DB_DeviceInfoEx_TotalMemory], \
[DB_DeviceInfoEx_ROMVersion], \
```

```
[DB_DeviceInfoEx_OSName], \
[DB_DeviceInfoEx_OSType], \
[DB_DeviceInfoEx_OSVersion], \
[DB_DeviceInfoEx_OSVendor], \
[DB_DeviceInfoEx_OSDescription], \
[deviceProtocolInfo_ip], \
[IM_NAME1], \
[IM_NAME2], \
[IM_PARENT], \
[IM_CATEGORY]

COLUMNS=SIM_MANAGER.DEVICES.NAME AS [devices_Name], \
SIM_MANAGER.DEVICEPROTOCOLINFO.PRIMARYADDRESS AS [deviceProtocolInfo_ip] ,\
SIM_MANAGER.DEVICES.PRODUCTTYPESTR AS [devices_ProductTypeStr], \
SIM_MANAGER.DEVICES.PRODUCTSUBTYPE AS [devices_ProductSubType], \
SIM_MANAGER.DEVICES.SUBTYPE2 AS [devices_SubType2], \
SIM_MANAGER.DEVICES.PRODUCTNAME AS [IM_NAME1], \
SIM_MANAGER.DEVICES.FULLDNSNAME AS [devices_fullDNSName], \
SIM_MANAGER.DEVICES.OVERALLSTATUS AS [devices_OverallStatus], \
SIM_MANAGER.DEVICES.MXGUID AS [devices_MxGUID], \
SIM_MANAGER.DB_DEVICEINFO.LOCATION AS [DB_DeviceInfo_Location], \
SIM_MANAGER.DB_DEVICEINFO.DESCRIPTION AS [DB_DeviceInfo_Description], \
SIM_MANAGER.DB_DEVICEINFO.CONTACT AS [DB_DeviceInfo_Contact], \
SIM_MANAGER.DB_DEVICEINFOEX.SERIALNUMBER AS [DB_DeviceInfoEx_SerialNumber],
\
SIM_MANAGER.DB_DEVICEINFOEX.ASSETTAG AS [DB_DeviceInfoEx_AssetTag], \
SIM_MANAGER.DB_DEVICEINFOEX.TOTALMEMORY AS [DB_DeviceInfoEx_TotalMemory], \
SIM_MANAGER.DB_DEVICEINFOEX.ROMVERSION AS [DB_DeviceInfoEx_ROMVersion], \
SIM_MANAGER.DB_DEVICEINFOEX.OSNAME AS [DB_DeviceInfoEx_OSName], \
SIM_MANAGER.DB_DEVICEINFOEX.OSTYPE AS [DB_DeviceInfoEx_OSType], \
SIM_MANAGER.DB_DEVICEINFOEX.OSVERSION AS [DB_DeviceInfoEx_OSVersion], \
SIM_MANAGER.DB_DEVICEINFOEX.OSVENDOR AS [DB_DeviceInfoEx_OSVendor], \
SIM_MANAGER.DB_DEVICEINFOEX.OSDESCRIPTION AS
[DB_DeviceInfoEx_OSDescription], \
SIM_MANAGER.DB_DEVICEINFO.DESCRIPTION AS [IM_NAME2], \
'Rack' AS [IM_CATEGORY]

LOADTABLE=FALSE
CONDITION=SIM_MANAGER.DEVICES.DEVICEKEY =
SIM_MANAGER.DB_DEVICEINFO.DEVICEKEY AND \
```

```
SIM_MANAGER.DEVICES.DEVICEKEY = SIM_MANAGER.DB_DEVICEINFOEX.DEVICEKEY AND \
SIM_MANAGER.DB_DEVICEINFO.DEVICEKEY = SIM_MANAGER.DB_DEVICEINFOEX.DEVICEKEY
AND \
SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKEY = SIM_MANAGER.DEVICES.DEVICEKEY AND
\
SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKEY =
SIM_MANAGER.DB_DEVICEINFO.DEVICEKEY AND \
SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKEY =
SIM_MANAGER.DB_DEVICEINFOEX.DEVICEKEY AND \
SIM_MANAGER.DEVICES.PRODUCTTYPESTR='Rack'


 [IM_ENCLOSURE]
SOURCE=SIM_MANAGER.DEVICES, SIM_MANAGER.DB_DEVICEINFOEX,
SIM_MANAGER.DB_DEVICEINFO, SIM_MANAGER.DEVICEPROTOCOLINFO
ATT=[devices_Name], \
[devices_ProductTypeStr], \
[devices_ProductSubType], \
[devices_SubType2], \
[devices_fullDNSName], \
[devices_OverallStatus], \
[devices_MxGUID], \
[DB_DeviceInfo_Location], \
[DB_DeviceInfo_Description], \
[DB_DeviceInfo_Contact], \
[DB_DeviceInfoEx_SerialNumber], \
[DB_DeviceInfoEx_AssetTag], \
[DB_DeviceInfoEx_TotalMemory], \
[DB_DeviceInfoEx_ROMVersion], \
[DB_DeviceInfoEx_OSName], \
[DB_DeviceInfoEx_OSType], \
[DB_DeviceInfoEx_OSVersion], \
[DB_DeviceInfoEx_OSVendor], \
[DB_DeviceInfoEx_OSDescription], \
[deviceProtocolInfo_ip], \
[IM_NAME1], \
[IM_NAME2], \
[IM_PARENT], \
[IM_CATEGORY]


COLUMNS=SIM_MANAGER.DEVICES.NAME AS [devices_Name], \
SIM_MANAGER.DEVICEPROTOCOLINFO.PRIMARYADDRESS AS [deviceProtocolInfo_ip] ,\
```

```
SIM_MANAGER.DEVICES.PRODUCTTYPESTR AS [devices_ProductTypeStr], \
SIM_MANAGER.DEVICES.PRODUCTSUBTYPE AS [devices_ProductSubType], \
SIM_MANAGER.DEVICES.SUBTYPE2 AS [devices_SubType2], \
SIM_MANAGER.DEVICES.PRODUCTNAME AS [IM_NAME1], \
SIM_MANAGER.DEVICES.FULLDNSNAME AS [devices_fullDNSName], \
SIM_MANAGER.DEVICES.OVERALLSTATUS AS [devices_OverallStatus], \
SIM_MANAGER.DEVICES.MXGUID AS [devices_MxGUID], \
SIM_MANAGER.DB_DEVICEINFO.LOCATION AS [DB_DeviceInfo_Location], \
SIM_MANAGER.DB_DEVICEINFO.DESCRIPTION AS [DB_DeviceInfo_Description], \
SIM_MANAGER.DB_DEVICEINFO.CONTACT AS [DB_DeviceInfo_Contact], \
SIM_MANAGER.DB_DEVICEINFOEX.SERIALNUMBER AS [DB_DeviceInfoEx_SerialNumber],
\
SIM_MANAGER.DB_DEVICEINFOEX.ASSETTAG AS [DB_DeviceInfoEx_AssetTag], \
SIM_MANAGER.DB_DEVICEINFOEX.TOTALMEMORY AS [DB_DeviceInfoEx_TotalMemory], \
SIM_MANAGER.DB_DEVICEINFOEX.ROMVERSION AS [DB_DeviceInfoEx_ROMVersion], \
SIM_MANAGER.DB_DEVICEINFOEX.OSNAME AS [DB_DeviceInfoEx_OSName], \
SIM_MANAGER.DB_DEVICEINFOEX.OSTYPE AS [DB_DeviceInfoEx_OSType], \
SIM_MANAGER.DB_DEVICEINFOEX.OSVERSION AS [DB_DeviceInfoEx_OSVersion], \
SIM_MANAGER.DB_DEVICEINFOEX.OSVENDOR AS [DB_DeviceInfoEx_OSVendor], \
SIM_MANAGER.DB_DEVICEINFOEX.OSDESCRIPTION AS
[DB_DeviceInfoEx_OSDescription], \
SIM_MANAGER.DB_DEVICEINFO.DESCRIPTION AS [IM_NAME2], \
'Enclosure' AS [IM_CATEGORY]


LOADTABLE=FALSE
CONDITION=SIM_MANAGER.DEVICES.DEVICEKEY =
SIM_MANAGER.DB_DEVICEINFO.DEVICEKEY AND \
SIM_MANAGER.DEVICES.DEVICEKEY = SIM_MANAGER.DB_DEVICEINFOEX.DEVICEKEY AND \
SIM_MANAGER.DB_DEVICEINFO.DEVICEKEY = SIM_MANAGER.DB_DEVICEINFOEX.DEVICEKEY
AND \
SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKEY = SIM_MANAGER.DEVICES.DEVICEKEY AND
\
SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKEY =
SIM_MANAGER.DB_DEVICEINFO.DEVICEKEY AND \
SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKEY =
SIM_MANAGER.DB_DEVICEINFOEX.DEVICEKEY AND \
SIM_MANAGER.DEVICES.PRODUCTTYPESTR='Enclosure'


 [IM_KVM]
SOURCE=SIM_MANAGER.DEVICES, SIM_MANAGER.DB_DEVICEINFOEX,
SIM_MANAGER.DB_DEVICEINFO, SIM_MANAGER.DEVICEPROTOCOLINFO
ATT=[devices_Name], \
```

```
[devices_ProductTypeStr], \
[devices_ProductSubType], \
[devices_SubType2], \
[devices_fullDNSName], \
[devices_OverallStatus], \
[devices_MxGUID], \
[DB_DeviceInfo_Location], \
[DB_DeviceInfo_Description], \
[DB_DeviceInfo_Contact], \
[DB_DeviceInfoEx_SerialNumber], \
[DB_DeviceInfoEx_AssetTag], \
[DB_DeviceInfoEx_TotalMemory], \
[DB_DeviceInfoEx_ROMVersion], \
[DB_DeviceInfoEx_OSName], \
[DB_DeviceInfoEx_OSType], \
[DB_DeviceInfoEx_OSVersion], \
[DB_DeviceInfoEx_OSVendor], \
[DB_DeviceInfoEx_OSDescription], \
[deviceProtocolInfo_ip], \
[IM_NAME1], \
[IM_NAME2], \
[IM_PARENT], \
[IM_CATEGORY]

COLUMNS=SIM_MANAGER.DEVICES.NAME AS [devices_Name], \
SIM_MANAGER.DEVICEPROTOCOLINFO.PRIMARYADDRESS AS [deviceProtocolInfo_ip] ,\
SIM_MANAGER.DEVICES.PRODUCTTYPESTR AS [devices_ProductTypeStr], \
SIM_MANAGER.DEVICES.PRODUCTSUBTYPE AS [devices_ProductSubType], \
SIM_MANAGER.DEVICES.SUBTYPE2 AS [devices_SubType2], \
SIM_MANAGER.DEVICES.PRODUCTNAME AS [IM_NAME1], \
SIM_MANAGER.DEVICES.FULLDNSNAME AS [devices_fullDNSName], \
SIM_MANAGER.DEVICES.OVERALLSTATUS AS [devices_OverallStatus], \
SIM_MANAGER.DEVICES.MXGUID AS [devices_MxGUID], \
SIM_MANAGER.DB_DEVICEINFO.LOCATION AS [DB_DeviceInfo_Location], \
SIM_MANAGER.DB_DEVICEINFO.DESCRIPTION AS [DB_DeviceInfo_Description], \
SIM_MANAGER.DB_DEVICEINFO.CONTACT AS [DB_DeviceInfo_Contact], \
SIM_MANAGER.DB_DEVICEINFOEX.SERIALNUMBER AS [DB_DeviceInfoEx_SerialNumber],
\
SIM_MANAGER.DB_DEVICEINFOEX.ASSETTAG AS [DB_DeviceInfoEx_AssetTag], \
```

```
SIM_MANAGER.DB_DEVICEINFOEX.TOTALMEMORY AS [DB_DeviceInfoEx_TotalMemory], \
SIM_MANAGER.DB_DEVICEINFOEX.ROMVERSION AS [DB_DeviceInfoEx_ROMVersion], \
SIM_MANAGER.DB_DEVICEINFOEX.OSNAME AS [DB_DeviceInfoEx_OSName], \
SIM_MANAGER.DB_DEVICEINFOEX.OSTYPE AS [DB_DeviceInfoEx_OSType], \
SIM_MANAGER.DB_DEVICEINFOEX.OSVERSION AS [DB_DeviceInfoEx_OSVersion], \
SIM_MANAGER.DB_DEVICEINFOEX.OSVENDOR AS [DB_DeviceInfoEx_OSVendor], \
SIM_MANAGER.DB_DEVICEINFOEX.OSDESCRIPTION AS
[DB_DeviceInfoEx_OSDescription], \
SIM_MANAGER.DB_DEVICEINFO.DESCRIPTION AS [IM_NAME2], \
'KVM' AS [IM_CATEGORY]


LOADTABLE=FALSE
CONDITION=SIM_MANAGER.DEVICES.DEVICEKEY =
SIM_MANAGER.DB_DEVICEINFO.DEVICEKEY AND \
SIM_MANAGER.DEVICES.DEVICEKEY = SIM_MANAGER.DB_DEVICEINFOEX.DEVICEKEY AND \
SIM_MANAGER.DB_DEVICEINFO.DEVICEKEY = SIM_MANAGER.DB_DEVICEINFOEX.DEVICEKEY
AND \
SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKEY = SIM_MANAGER.DEVICES.DEVICEKEY AND
\
SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKEY =
SIM_MANAGER.DB_DEVICEINFO.DEVICEKEY AND \
SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKEY =
SIM_MANAGER.DB_DEVICEINFOEX.DEVICEKEY AND \
SIM_MANAGER.DEVICES.PRODUCTTYPESTR='KVM'


[IM_UPS]
SOURCE=SIM_MANAGER.DEVICES, SIM_MANAGER.DB_DEVICEINFOEX,
SIM_MANAGER.DB_DEVICEINFO, SIM_MANAGER.DEVICEPROTOCOLINFO
ATT=[devices_Name], \
[devices_ProductTypeStr], \
[devices_ProductSubType], \
[devices_SubType2], \
[devices_fullDNSName], \
[devices_OverallStatus], \
[devices_MxGUID], \
[DB_DeviceInfo_Location], \
[DB_DeviceInfo_Description], \
[DB_DeviceInfo_Contact], \
[DB_DeviceInfoEx_SerialNumber], \
[DB_DeviceInfoEx_AssetTag], \
[DB_DeviceInfoEx_TotalMemory], \
```

```
[DB_DeviceInfoEx_ROMVersion], \
[DB_DeviceInfoEx_OSName], \
[DB_DeviceInfoEx_OSType], \
[DB_DeviceInfoEx_OSVersion], \
[DB_DeviceInfoEx_OSVendor], \
[DB_DeviceInfoEx_OSDescription], \
[deviceProtocolInfo_ip], \
[IM_NAME1], \
[IM_NAME2], \
[IM_PARENT], \
[IM_CATEGORY]

COLUMNS=SIM_MANAGER.DEVICES.NAME AS [devices_Name], \
SIM_MANAGER.DEVICEPROTOCOLINFO.PRIMARYADDRESS AS [deviceProtocolInfo_ip] ,\
SIM_MANAGER.DEVICES.PRODUCTTYPESTR AS [devices_ProductTypeStr], \
SIM_MANAGER.DEVICES.PRODUCTSUBTYPE AS [devices_ProductSubType], \
SIM_MANAGER.DEVICES.SUBTYPE2 AS [devices_SubType2], \
SIM_MANAGER.DEVICES.PRODUCTNAME AS [IM_NAME1], \
SIM_MANAGER.DEVICES.FULLDNSNAME AS [devices_fullDNSName], \
SIM_MANAGER.DEVICES.OVERALLSTATUS AS [devices_OverallStatus], \
SIM_MANAGER.DEVICES.MXGUID AS [devices_MxGUID], \
SIM_MANAGER.DB_DEVICEINFO.LOCATION AS [DB_DeviceInfo_Location], \
SIM_MANAGER.DB_DEVICEINFO.DESCRIPTION AS [DB_DeviceInfo_Description], \
SIM_MANAGER.DB_DEVICEINFO.CONTACT AS [DB_DeviceInfo_Contact], \
SIM_MANAGER.DB_DEVICEINFOEX.SERIALNUMBER AS [DB_DeviceInfoEx_SerialNumber],
\
SIM_MANAGER.DB_DEVICEINFOEX.ASSETTAG AS [DB_DeviceInfoEx_AssetTag], \
SIM_MANAGER.DB_DEVICEINFOEX.TOTALMEMORY AS [DB_DeviceInfoEx_TotalMemory], \
SIM_MANAGER.DB_DEVICEINFOEX.ROMVERSION AS [DB_DeviceInfoEx_ROMVersion], \
SIM_MANAGER.DB_DEVICEINFOEX.OSNAME AS [DB_DeviceInfoEx_OSName], \
SIM_MANAGER.DB_DEVICEINFOEX.OSTYPE AS [DB_DeviceInfoEx_OSType], \
SIM_MANAGER.DB_DEVICEINFOEX.OSVERSION AS [DB_DeviceInfoEx_OSVersion], \
SIM_MANAGER.DB_DEVICEINFOEX.OSVENDOR AS [DB_DeviceInfoEx_OSVendor], \
SIM_MANAGER.DB_DEVICEINFOEX.OSDESCRIPTION AS
[DB_DeviceInfoEx_OSDescription], \
SIM_MANAGER.DB_DEVICEINFO.DESCRIPTION AS [IM_NAME2], \
'UPS' AS [IM_CATEGORY]

LOADTABLE=FALSE
```

```
CONDITION=SIM_MANAGER.DEVICES.DEVICEKEY =
SIM_MANAGER.DB_DEVICEINFO.DEVICEKEY AND \

SIM_MANAGER.DEVICES.DEVICEKEY = SIM_MANAGER.DB_DEVICEINFOEX.DEVICEKEY AND \

SIM_MANAGER.DB_DEVICEINFO.DEVICEKEY = SIM_MANAGER.DB_DEVICEINFOEX.DEVICEKEY
AND \

SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKEY = SIM_MANAGER.DEVICES.DEVICEKEY AND
\

SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKEY =
SIM_MANAGER.DB_DEVICEINFO.DEVICEKEY AND \

SIM_MANAGER.DEVICEPROTOCOLINFO.DEVICEKEY =
SIM_MANAGER.DB_DEVICEINFOEX.DEVICEKEY AND \

SIM_MANAGER.DEVICES.PRODUCTTYPESTR='UPS'


--SIM_MANAGER.DEVICES.PRODUCTTYPESTR='Switch'

--SIM_MANAGER.DEVICES.PRODUCTSUBTYPE='Storage'

--SIM_MANAGER.DEVICES.PRODUCTTYPESTR='Workstation'

--SIM_MANAGER.DEVICES.PRODUCTTYPESTR='MgmtProc'

--SIM_MANAGER.DEVICES.PRODUCTTYPESTR='Desktop'

--SIM_MANAGER.DEVICES.PRODUCTTYPESTR='Printer'

--SIM_MANAGER.DEVICES.PRODUCTSUBTYPE='StorageEssentials'

--

--The example below shows how to check all product subtype fields for the
value "Storage"

--so those items will be imported into the storage category.  This example
can be

--modified to check for "StorageEssentials", etc.

--

--(SIM_MANAGER.DEVICES.PRODUCTSUBTYPE='Storage' OR \

--SIM_MANAGER.DEVICES.SUBTYPE2='Storage' OR \

--SIM_MANAGER.DEVICES.SUBTYPE3='Storage' OR \

--SIM_MANAGER.DEVICES.SUBTYPE4='Storage' OR \

--SIM_MANAGER.DEVICES.SUBTYPE5='Storage' OR \

--SIM_MANAGER.DEVICES.SUBTYPE6='Storage' OR \

--SIM_MANAGER.DEVICES.SUBTYPE7='Storage' OR \

--SIM_MANAGER.DEVICES.SUBTYPE8='Storage')
```

Appendix C

Insight Manager Data PostgreSQL Exchange File

```
SQL database configuration file.
    Entries beginning with "--" are comments.
    Several device types are included in this file, but only one
    can be active at a time.  To import different types of devices,
    comment out the current device type and uncomment the device
    type you wish to import.


[DSN]
NAME=PostgreSQL
USR=mxadmin
PWD=


[SYSTEM]
LOG=TRUE
XML=TRUE
DUMP=TRUE
TXT=FALSE
LOG_FILE=C:\Program Files\Hewlett-Packard\OpenView\service desk
4.5\client\data_exchange\log\insightmanager.log
XML_OUTPUT_FILE=C:\Program Files\Hewlett-Packard\OpenView\service desk
4.5\client\data_exchange\xml\insightmanager.xml
APPLICATION_NAME=INSIGHTMANAGER
[CLASSES]
NAME=IM_SERVER,IM_DESKTOP,IM_WORKSTATION,IM_PRINTER,IM_MGMTPROC,IM_STORAGE,I
M_SWITCH,IM_RACK,IM_ENCLOSURE,IM_KVM,IM_UPS


[IM_SERVER]
SOURCE=public.db_deviceinfo, public.db_deviceinfoex, public.devices,
public.deviceprotocolinfo
ATT=[devices_Name], \
[devices_ProductTypeStr], \
[devices_fullDNSName], \
[devices_OverallStatus], \
[devices_MxGUID], \
[DB_DeviceInfo_Location], \
```

```
[DB_DeviceInfo_Description], \
[DB_DeviceInfo_Contact], \
[DB_DeviceInfoEx_SerialNumber], \
[DB_DeviceInfoEx_AssetTag], \
[DB_DeviceInfoEx_TotalMemory], \
[DB_DeviceInfoEx_ROMVersion], \
[DB_DeviceInfoEx_OSName], \
[DB_DeviceInfoEx_OSType], \
[DB_DeviceInfoEx_OSVersion], \
[DB_DeviceInfoEx_OSVendor], \
[DB_DeviceInfoEx_OSDescription], \
[deviceProtocolInfo_PrimaryAddress], \
[IM_NAME1], \
[IM_NAME2], \
[IM_CATEGORY]

COLUMNS=public.devices.name AS [devices_Name], \
public.DEVICEPROTOCOLINFO.PRIMARYADDRESS AS
[deviceProtocolInfo_PrimaryAddress], \
public.DEVICES.PRODUCTTYPESTR AS [devices_ProductTypeStr], \
public.DEVICES.PRODUCTSUBTYPE AS [devices_ProductSubType], \
public.DEVICES.SUBTYPE2 AS [devices_SubType2], \
public.devices.productname AS [IM_NAME1], \
public.DEVICES.FULLDNSNAME AS [devices_fullDNSName], \
public.DEVICES.OVERALLSTATUS AS [devices_OverallStatus], \
public.DEVICES.MXGUID AS [devices_MxGUID], \
public.DB_DEVICEINFO.LOCATION AS [DB_DeviceInfo_Location], \
public.DB_DEVICEINFO.DESCRIPTION AS [DB_DeviceInfo_Description], \
public.DB_DEVICEINFO.CONTACT AS [DB_DeviceInfo_Contact], \
public.DB_DEVICEINFOEX.SERIALNUMBER AS [DB_DeviceInfoEx_SerialNumber], \
public.DB_DEVICEINFOEX.ASSETTAG AS [DB_DeviceInfoEx_AssetTag], \
public.DB_DEVICEINFOEX.TOTALMEMORY AS [DB_DeviceInfoEx_TotalMemory], \
public.DB_DEVICEINFOEX.ROMVERSION AS [DB_DeviceInfoEx_ROMVersion], \
public.DB_DEVICEINFOEX.OSNAME AS [DB_DeviceInfoEx_OSName], \
public.DB_DEVICEINFOEX.OSTYPE AS [DB_DeviceInfoEx_OSType], \
public.DB_DEVICEINFOEX.OSVERSION AS [DB_DeviceInfoEx_OSVersion], \
public.DB_DEVICEINFOEX.OSVENDOR AS [DB_DeviceInfoEx_OSVendor], \
public.DB_DEVICEINFOEX.OSDESCRIPTION AS [DB_DeviceInfoEx_OSDescription], \
public.DB_DEVICEINFO.DESCRIPTION AS [IM_NAME2], \
```

```
'Server' AS [IM_CATEGORY]

LOADTABLE=FALSE
CONDITION=public.devices.DeviceKey = public.DB_DeviceInfo.DeviceKey AND \
public.devices.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.DB_DeviceInfo.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.devices.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.DB_DeviceInfo.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.devices.ProductTypeStr='Server'

ORDERBY=public.devices.Name ASC

[IM_DESKTOP]
SOURCE=public.db_deviceinfo, public.db_deviceinfoex, public.devices,
public.deviceprotocolinfo
ATT=[devices_Name], \
[devices_ProductTypeStr], \
[devices_fullDNSName], \
[devices_OverallStatus], \
[devices_MxGUID], \
[DB_DeviceInfo_Location], \
[DB_DeviceInfo_Description], \
[DB_DeviceInfo_Contact], \
[DB_DeviceInfoEx_SerialNumber], \
[DB_DeviceInfoEx_AssetTag], \
[DB_DeviceInfoEx_TotalMemory], \
[DB_DeviceInfoEx_ROMVersion], \
[DB_DeviceInfoEx_OSName], \
[DB_DeviceInfoEx_OSType], \
[DB_DeviceInfoEx_OSVersion], \
[DB_DeviceInfoEx_OSVendor], \
[DB_DeviceInfoEx_OSDescription], \
[deviceProtocolInfo_PrimaryAddress], \
[IM_NAME1], \
[IM_NAME2], \
[IM_CATEGORY]

COLUMNS=public.devices.name AS [devices_Name], \
```

```
public.DEVICEPROTOCOLINFO.PRIMARYADDRESS AS
[deviceProtocolInfo_PrimaryAddress], \
public.DEVICES.PRODUCTTYPESTR AS [devices_ProductTypeStr], \
public.DEVICES.PRODUCTSUBTYPE AS [devices_ProductSubType], \
public.DEVICES.SUBTYPE2 AS [devices_SubType2], \
public.devices.productname AS [IM_NAME1], \
public.DEVICES.FULLDNSNAME AS [devices_fullDNSName], \
public.DEVICES.OVERALLSTATUS AS [devices_OverallStatus], \
public.DEVICES.MXGUID AS [devices_MxGUID], \
public.DB_DEVICEINFO.LOCATION AS [DB_DeviceInfo_Location], \
public.DB_DEVICEINFO.DESCRIPTION AS [DB_DeviceInfo_Description], \
public.DB_DEVICEINFO.CONTACT AS [DB_DeviceInfo_Contact], \
public.DB_DEVICEINFOEX.SERIALNUMBER AS [DB_DeviceInfoEx_SerialNumber], \
public.DB_DEVICEINFOEX.ASSETTAG AS [DB_DeviceInfoEx_AssetTag], \
public.DB_DEVICEINFOEX.TOTALMEMORY AS [DB_DeviceInfoEx_TotalMemory], \
public.DB_DEVICEINFOEX.ROMVERSION AS [DB_DeviceInfoEx_ROMVersion], \
public.DB_DEVICEINFOEX.OSNAME AS [DB_DeviceInfoEx_OSName], \
public.DB_DEVICEINFOEX.OSTYPE AS [DB_DeviceInfoEx_OSType], \
public.DB_DEVICEINFOEX.OSVERSION AS [DB_DeviceInfoEx_OSVersion], \
public.DB_DEVICEINFOEX.OSVENDOR AS [DB_DeviceInfoEx_OSVendor], \
public.DB_DEVICEINFOEX.OSDESCRIPTION AS [DB_DeviceInfoEx_OSDescription], \
public.DB_DEVICEINFO.DESCRIPTION AS [IM_NAME2], \
'Business PC' AS [IM_CATEGORY]

LOADTABLE=FALSE
CONDITION=public.devices.DeviceKey = public.DB_DeviceInfo.DeviceKey AND \
public.devices.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.DB_DeviceInfo.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.devices.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.DB_DeviceInfo.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.devices.ProductTypeStr='Desktop'

ORDERBY=public.devices.Name ASC

[IM_WORKSTATION]
SOURCE=public.db_deviceinfo, public.db_deviceinfoex, public.devices,
public.deviceprotocolinfo
ATT=[devices_Name], \
[devices_ProductTypeStr], \
```

```
[devices_fullDNSName], \
[devices_OverallStatus], \
[devices_MxGUID], \
[DB_DeviceInfo_Location], \
[DB_DeviceInfo_Description], \
[DB_DeviceInfo_Contact], \
[DB_DeviceInfoEx_SerialNumber], \
[DB_DeviceInfoEx_AssetTag], \
[DB_DeviceInfoEx_TotalMemory], \
[DB_DeviceInfoEx_ROMVersion], \
[DB_DeviceInfoEx_OSName], \
[DB_DeviceInfoEx_OSType], \
[DB_DeviceInfoEx_OSVersion], \
[DB_DeviceInfoEx_OSVendor], \
[DB_DeviceInfoEx_OSDescription], \
[deviceProtocolInfo_PrimaryAddress], \
[IM_NAME1], \
[IM_NAME2], \
[IM_CATEGORY]

COLUMNS=public.devices.name AS [devices_Name], \
public.DEVICEPROTOCOLINFO.PRIMARYADDRESS AS
[deviceProtocolInfo_PrimaryAddress], \
public.DEVICES.PRODUCTTYPESTR AS [devices_ProductTypeStr], \
public.DEVICES.PRODUCTSUBTYPE AS [devices_ProductSubType], \
public.DEVICES.SUBTYPE2 AS [devices_SubType2], \
public.devices.productname AS [IM_NAME1], \
public.DEVICES.FULLDNSNAME AS [devices_fullDNSName], \
public.DEVICES.OVERALLSTATUS AS [devices_OverallStatus], \
public.DEVICES.MXGUID AS [devices_MxGUID], \
public.DB_DEVICEINFO.LOCATION AS [DB_DeviceInfo_Location], \
public.DB_DEVICEINFO.DESCRIPTION AS [DB_DeviceInfo_Description], \
public.DB_DEVICEINFO.CONTACT AS [DB_DeviceInfo_Contact], \
public.DB_DEVICEINFOEX.SERIALNUMBER AS [DB_DeviceInfoEx_SerialNumber], \
public.DB_DEVICEINFOEX.ASSETTAG AS [DB_DeviceInfoEx_AssetTag], \
public.DB_DEVICEINFOEX.TOTALMEMORY AS [DB_DeviceInfoEx_TotalMemory], \
public.DB_DEVICEINFOEX.ROMVERSION AS [DB_DeviceInfoEx_ROMVersion], \
public.DB_DEVICEINFOEX.OSNAME AS [DB_DeviceInfoEx_OSName], \
public.DB_DEVICEINFOEX.OSTYPE AS [DB_DeviceInfoEx_OSType], \
```

```
public.DB_DEVICEINFOEX.OSVERSION AS [DB_DeviceInfoEx_OSVersion], \
public.DB_DEVICEINFOEX.OSVENDOR AS [DB_DeviceInfoEx_OSVendor], \
public.DB_DEVICEINFOEX.OSDESCRIPTION AS [DB_DeviceInfoEx_OSDescription], \
public.DB_DEVICEINFO.DESCRIPTION AS [IM_NAME2], \
'Workstation' AS [IM_CATEGORY]

LOADTABLE=FALSE
CONDITION=public.devices.DeviceKey = public.DB_DeviceInfo.DeviceKey AND \
public.devices.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.DB_DeviceInfo.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.devices.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.DB_DeviceInfo.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.devices.ProductTypeStr='Workstation'

ORDERBY=public.devices.Name ASC


[IM_PRINTER]
SOURCE=public.db_deviceinfo, public.db_deviceinfoex, public.devices,
public.deviceprotocolinfo
ATT=[devices_Name], \
[devices_ProductTypeStr], \
[devices_fullDNSName], \
[devices_OverallStatus], \
[devices_MxGUID], \
[DB_DeviceInfo_Location], \
[DB_DeviceInfo_Description], \
[DB_DeviceInfo_Contact], \
[DB_DeviceInfoEx_SerialNumber], \
[DB_DeviceInfoEx_AssetTag], \
[DB_DeviceInfoEx_TotalMemory], \
[DB_DeviceInfoEx_ROMVersion], \
[DB_DeviceInfoEx_OSName], \
[DB_DeviceInfoEx_OSType], \
[DB_DeviceInfoEx_OSVersion], \
[DB_DeviceInfoEx_OSVendor], \
[DB_DeviceInfoEx_OSDescription], \
[deviceProtocolInfo_PrimaryAddress], \
[IM_NAME1], \
```

```
[IM_NAME2], \
[IM_CATEGORY]

COLUMNS=public.devices.name AS [devices_Name], \
public.DEVICEPROTOCOLINFO.PRIMARYADDRESS AS
[deviceProtocolInfo_PrimaryAddress], \
public.DEVICES.PRODUCTTYPESTR AS [devices_ProductTypeStr], \
public.DEVICES.PRODUCTSUBTYPE AS [devices_ProductSubType], \
public.DEVICES.SUBTYPE2 AS [devices_SubType2], \
public.devices.productname AS [IM_NAME1], \
public.DEVICES.FULLDNSNAME AS [devices_fullDNSName], \
public.DEVICES.OVERALLSTATUS AS [devices_OverallStatus], \
public.DEVICES.MXGUID AS [devices_MxGUID], \
public.DB_DEVICEINFO.LOCATION AS [DB_DeviceInfo_Location], \
public.DB_DEVICEINFO.DESCRIPTION AS [DB_DeviceInfo_Description], \
public.DB_DEVICEINFO.CONTACT AS [DB_DeviceInfo_Contact], \
public.DB_DEVICEINFOEX.SERIALNUMBER AS [DB_DeviceInfoEx_SerialNumber], \
public.DB_DEVICEINFOEX.ASSETTAG AS [DB_DeviceInfoEx_AssetTag], \
public.DB_DEVICEINFOEX.TOTALMEMORY AS [DB_DeviceInfoEx_TotalMemory], \
public.DB_DEVICEINFOEX.ROMVERSION AS [DB_DeviceInfoEx_ROMVersion], \
public.DB_DEVICEINFOEX.OSNAME AS [DB_DeviceInfoEx_OSName], \
public.DB_DEVICEINFOEX.OSTYPE AS [DB_DeviceInfoEx_OSType], \
public.DB_DEVICEINFOEX.OSVERSION AS [DB_DeviceInfoEx_OSVersion], \
public.DB_DEVICEINFOEX.OSVENDOR AS [DB_DeviceInfoEx_OSVendor], \
public.DB_DEVICEINFOEX.OSDESCRIPTION AS [DB_DeviceInfoEx_OSDescription], \
public.DB_DEVICEINFO.DESCRIPTION AS [IM_NAME2], \
'Printer' AS [IM_CATEGORY]

LOADTABLE=FALSE
CONDITION=public.devices.DeviceKey = public.DB_DeviceInfo.DeviceKey AND \
public.devices.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.DB_DeviceInfo.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.devices.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.DB_DeviceInfo.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.devices.ProductTypeStr='Printer'

ORDERBY=public.devices.Name ASC
```

```
[IM_MGMTPROC]
SOURCE=public.db_deviceinfo, public.db_deviceinfoex, public.devices,
public.deviceprotocolinfo
ATT=[devices_Name], \
[devices_ProductTypeStr], \
[devices_fullDNSName], \
[devices_OverallStatus], \
[devices_MxGUID], \
[DB_DeviceInfo_Location], \
[DB_DeviceInfo_Description], \
[DB_DeviceInfo_Contact], \
[DB_DeviceInfoEx_SerialNumber], \
[DB_DeviceInfoEx_AssetTag], \
[DB_DeviceInfoEx_TotalMemory], \
[DB_DeviceInfoEx_ROMVersion], \
[DB_DeviceInfoEx_OSName], \
[DB_DeviceInfoEx_OSType], \
[DB_DeviceInfoEx_OSVersion], \
[DB_DeviceInfoEx_OSVendor], \
[DB_DeviceInfoEx_OSDescription], \
[deviceProtocolInfo_PrimaryAddress], \
[IM_NAME1], \
[IM_NAME2], \
[IM_CATEGORY]

COLUMNS=public.devices.name AS [devices_Name], \
public.DEVICEPROTOCOLINFO.PRIMARYADDRESS AS
[deviceProtocolInfo_PrimaryAddress], \
public.DEVICES.PRODUCTTYPESTR AS [devices_ProductTypeStr], \
public.DEVICES.PRODUCTSUBTYPE AS [devices_ProductSubType], \
public.DEVICES.SUBTYPE2 AS [devices_SubType2], \
public.devices.productname AS [IM_NAME1], \
public.DEVICES.FULLDNSNAME AS [devices_fullDNSName], \
public.DEVICES.OVERALLSTATUS AS [devices_OverallStatus], \
public.DEVICES.MXGUID AS [devices_MxGUID], \
public.DB_DEVICEINFO.LOCATION AS [DB_DeviceInfo_Location], \
public.DB_DEVICEINFO.DESCRIPTION AS [DB_DeviceInfo_Description], \
public.DB_DEVICEINFO.CONTACT AS [DB_DeviceInfo_Contact], \
public.DB_DEVICEINFOEX.SERIALNUMBER AS [DB_DeviceInfoEx_SerialNumber], \
public.DB_DEVICEINFOEX.ASSETTAG AS [DB_DeviceInfoEx_AssetTag], \
```

```
public.DB_DEVICEINFOEX.TOTALMEMORY AS [DB_DeviceInfoEx_TotalMemory], \
public.DB_DEVICEINFOEX.ROMVERSION AS [DB_DeviceInfoEx_ROMVersion], \
public.DB_DEVICEINFOEX.OSNAME AS [DB_DeviceInfoEx_OSName], \
public.DB_DEVICEINFOEX.OSTYPE AS [DB_DeviceInfoEx_OSType], \
public.DB_DEVICEINFOEX.OSVERSION AS [DB_DeviceInfoEx_OSVersion], \
public.DB_DEVICEINFOEX.OSVENDOR AS [DB_DeviceInfoEx_OSVendor], \
public.DB_DEVICEINFOEX.OSDESCRIPTION AS [DB_DeviceInfoEx_OSDescription], \
public.DB_DEVICEINFO.DESCRIPTION AS [IM_NAME2], \
'MgmtProc' AS [IM_CATEGORY]

LOADTABLE=FALSE
CONDITION=public.devices.DeviceKey = public.DB_DeviceInfo.DeviceKey AND \
public.devices.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.DB_DeviceInfo.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.devices.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.DB_DeviceInfo.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.devices.ProductTypeStr='MgmtProc'

ORDERBY=public.devices.Name ASC

[IM_STORAGE]

SOURCE=public.db_deviceinfo, public.db_deviceinfoex, public.devices,
public.deviceprotocolinfo
ATT=[devices_Name], \
[devices_ProductTypeStr], \
[devices_fullDNSName], \
[devices_OverallStatus], \
[devices_MxGUID], \
[DB_DeviceInfo_Location], \
[DB_DeviceInfo_Description], \
[DB_DeviceInfo_Contact], \
[DB_DeviceInfoEx_SerialNumber], \
[DB_DeviceInfoEx_AssetTag], \
[DB_DeviceInfoEx_TotalMemory], \
[DB_DeviceInfoEx_ROMVersion], \
[DB_DeviceInfoEx_OSName], \
[DB_DeviceInfoEx_OSType], \
```

```
[DB_DeviceInfoEx_OSVersion], \
[DB_DeviceInfoEx_OSVendor], \
[DB_DeviceInfoEx_OSDescription], \
[deviceProtocolInfo_PrimaryAddress], \
[IM_NAME1], \
[IM_NAME2], \
[IM_CATEGORY]

COLUMNS=public.devices.name AS [devices_Name], \
public.DEVICEPROTOCOLINFO.PRIMARYADDRESS AS
[deviceProtocolInfo_PrimaryAddress], \
public.DEVICES.PRODUCTTYPESTR AS [devices_ProductTypeStr], \
public.DEVICES.PRODUCTSUBTYPE AS [devices_ProductSubType], \
public.DEVICES.SUBTYPE2 AS [devices_SubType2], \
public.devices.productname AS [IM_NAME1], \
public.DEVICES.FULLDNSNAME AS [devices_fullDNSName], \
public.DEVICES.OVERALLSTATUS AS [devices_OverallStatus], \
public.DEVICES.MXGUID AS [devices_MxGUID], \
public.DB_DEVICEINFO.LOCATION AS [DB_DeviceInfo_Location], \
public.DB_DEVICEINFO.DESCRIPTION AS [DB_DeviceInfo_Description], \
public.DB_DEVICEINFO.CONTACT AS [DB_DeviceInfo_Contact], \
public.DB_DEVICEINFOEX.SERIALNUMBER AS [DB_DeviceInfoEx_SerialNumber], \
public.DB_DEVICEINFOEX.ASSETTAG AS [DB_DeviceInfoEx_AssetTag], \
public.DB_DEVICEINFOEX.TOTALMEMORY AS [DB_DeviceInfoEx_TotalMemory], \
public.DB_DEVICEINFOEX.ROMVERSION AS [DB_DeviceInfoEx_ROMVersion], \
public.DB_DEVICEINFOEX.OSNAME AS [DB_DeviceInfoEx_OSName], \
public.DB_DEVICEINFOEX.OSTYPE AS [DB_DeviceInfoEx_OSType], \
public.DB_DEVICEINFOEX.OSVERSION AS [DB_DeviceInfoEx_OSVersion], \
public.DB_DEVICEINFOEX.OSVENDOR AS [DB_DeviceInfoEx_OSVendor], \
public.DB_DEVICEINFOEX.OSDESCRIPTION AS [DB_DeviceInfoEx_OSDescription], \
public.DB_DEVICEINFO.DESCRIPTION AS [IM_NAME2], \
'Storage' AS [IM_CATEGORY]

LOADTABLE=FALSE
CONDITION=public.devices.DeviceKey = public.DB_DeviceInfo.DeviceKey AND \
public.devices.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.DB_DeviceInfo.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.devices.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.DB_DeviceInfo.DeviceKey AND \
```

```
public.deviceProtocolInfo.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.devices.ProductSubType='Storage'

ORDERBY=public.devices.Name ASC

[IM_SWITCH]
SOURCE=public.db_deviceinfo, public.db_deviceinfoex, public.devices,
public.deviceprotocolinfo
ATT=[devices_Name], \
[devices_ProductTypeStr], \
[devices_fullDNSName], \
[devices_OverallStatus], \
[devices_MxGUID], \
[DB_DeviceInfo_Location], \
[DB_DeviceInfo_Description], \
[DB_DeviceInfo_Contact], \
[DB_DeviceInfoEx_SerialNumber], \
[DB_DeviceInfoEx_AssetTag], \
[DB_DeviceInfoEx_TotalMemory], \
[DB_DeviceInfoEx_ROMVersion], \
[DB_DeviceInfoEx_OSName], \
[DB_DeviceInfoEx_OSType], \
[DB_DeviceInfoEx_OSVersion], \
[DB_DeviceInfoEx_OSVendor], \
[DB_DeviceInfoEx_OSDescription], \
[deviceProtocolInfo_PrimaryAddress], \
[IM_NAME1], \
[IM_NAME2], \
[IM_CATEGORY]

COLUMNS=public.devices.name AS [devices_Name], \
public.DEVICEPROTOCOLINFO.PRIMARYADDRESS AS
[deviceProtocolInfo_PrimaryAddress], \
public.DEVICES.PRODUCTTYPESTR AS [devices_ProductTypeStr], \
public.DEVICES.PRODUCTSUBTYPE AS [devices_ProductSubType], \
public.DEVICES.SUBTYPE2 AS [devices_SubType2], \
public.devices.productname AS [IM_NAME1], \
public.DEVICES.FULLDNSNAME AS [devices_fullDNSName], \
public.DEVICES.OVERALLSTATUS AS [devices_OverallStatus], \
public.DEVICES.MXGUID AS [devices_MxGUID], \
```

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public.DB_DEVICEINFO.LOCATION AS [DB_DeviceInfo_Location], \
public.DB_DEVICEINFO.DESCRIPTION AS [DB_DeviceInfo_Description], \
public.DB_DEVICEINFO.CONTACT AS [DB_DeviceInfo_Contact], \
public.DB_DEVICEINFOEX.SERIALNUMBER AS [DB_DeviceInfoEx_SerialNumber], \
public.DB_DEVICEINFOEX.ASSETTAG AS [DB_DeviceInfoEx_AssetTag], \
public.DB_DEVICEINFOEX.TOTALMEMORY AS [DB_DeviceInfoEx_TotalMemory], \
public.DB_DEVICEINFOEX.ROMVERSION AS [DB_DeviceInfoEx_ROMVersion], \
public.DB_DEVICEINFOEX.OSNAME AS [DB_DeviceInfoEx_OSName], \
public.DB_DEVICEINFOEX.OSTYPE AS [DB_DeviceInfoEx_OSType], \
public.DB_DEVICEINFOEX.OSVERSION AS [DB_DeviceInfoEx_OSVersion], \
public.DB_DEVICEINFOEX.OSVENDOR AS [DB_DeviceInfoEx_OSVendor], \
public.DB_DEVICEINFOEX.OSDESCRIPTION AS [DB_DeviceInfoEx_OSDescription], \
public.DB_DEVICEINFO.DESCRIPTION AS [IM_NAME2], \
'Switch' AS [IM_CATEGORY]

LOADTABLE=FALSE
CONDITION=public.devices.DeviceKey = public.DB_DeviceInfo.DeviceKey AND \
public.devices.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.DB_DeviceInfo.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.devices.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.DB_DeviceInfo.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.devices.ProductTypeStr='Switch'

ORDERBY=public.devices.Name ASC


 [IM_RACK]
SOURCE=public.db_deviceinfo, public.db_deviceinfoex, public.devices,
public.deviceprotocolinfo
ATT=[devices_Name], \
[devices_ProductTypeStr], \
[devices_fullDNSName], \
[devices_OverallStatus], \
[devices_MxGUID], \
[DB_DeviceInfo_Location], \
[DB_DeviceInfo_Description], \
[DB_DeviceInfo_Contact], \
[DB_DeviceInfoEx_SerialNumber], \
[DB_DeviceInfoEx_AssetTag], \
```

```
[DB_DeviceInfoEx_TotalMemory], \
[DB_DeviceInfoEx_ROMVersion], \
[DB_DeviceInfoEx_OSName], \
[DB_DeviceInfoEx_OSType], \
[DB_DeviceInfoEx_OSVersion], \
[DB_DeviceInfoEx_OSVendor], \
[DB_DeviceInfoEx_OSDescription], \
[deviceProtocolInfo_PrimaryAddress], \
[IM_NAME1], \
[IM_NAME2], \
[IM_CATEGORY]

COLUMNS=public.devices.name AS [devices_Name], \
public.DEVICEPROTOCOLINFO.PRIMARYADDRESS AS
[deviceProtocolInfo_PrimaryAddress], \
public.DEVICES.PRODUCTTYPESTR AS [devices_ProductTypeStr], \
public.DEVICES.PRODUCTSUBTYPE AS [devices_ProductSubType], \
public.DEVICES.SUBTYPE2 AS [devices_SubType2], \
public.devices.productname AS [IM_NAME1], \
public.DEVICES.FULLDNSNAME AS [devices_fullDNSName], \
public.DEVICES.OVERALLSTATUS AS [devices_OverallStatus], \
public.DEVICES.MXGUID AS [devices_MxGUID], \
public.DB_DEVICEINFO.LOCATION AS [DB_DeviceInfo_Location], \
public.DB_DEVICEINFO.DESCRIPTION AS [DB_DeviceInfo_Description], \
public.DB_DEVICEINFO.CONTACT AS [DB_DeviceInfo_Contact], \
public.DB_DEVICEINFOEX.SERIALNUMBER AS [DB_DeviceInfoEx_SerialNumber], \
public.DB_DEVICEINFOEX.ASSETTAG AS [DB_DeviceInfoEx_AssetTag], \
public.DB_DEVICEINFOEX.TOTALMEMORY AS [DB_DeviceInfoEx_TotalMemory], \
public.DB_DEVICEINFOEX.ROMVERSION AS [DB_DeviceInfoEx_ROMVersion], \
public.DB_DEVICEINFOEX.OSNAME AS [DB_DeviceInfoEx_OSName], \
public.DB_DEVICEINFOEX.OSTYPE AS [DB_DeviceInfoEx_OSType], \
public.DB_DEVICEINFOEX.OSVERSION AS [DB_DeviceInfoEx_OSVersion], \
public.DB_DEVICEINFOEX.OSVENDOR AS [DB_DeviceInfoEx_OSVendor], \
public.DB_DEVICEINFOEX.OSDESCRIPTION AS [DB_DeviceInfoEx_OSDescription], \
public.DB_DEVICEINFO.DESCRIPTION AS [IM_NAME2], \
'Rack' AS [IM_CATEGORY]

LOADTABLE=FALSE
CONDITION=public.devices.DeviceKey = public.DB_DeviceInfo.DeviceKey AND \
```

```
public.devices.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.DB_DeviceInfo.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.devices.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.DB_DeviceInfo.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.devices.ProductTypeStr='Rack'

ORDERBY=public.devices.Name ASC

[IM_ENCLOSURE]
SOURCE=public.db_deviceinfo, public.db_deviceinfoex, public.devices,
public.deviceprotocolinfo
ATT=[devices_Name], \
[devices_ProductTypeStr], \
[devices_fullDNSName], \
[devices_OverallStatus], \
[devices_MxGUID], \
[DB_DeviceInfo_Location], \
[DB_DeviceInfo_Description], \
[DB_DeviceInfo_Contact], \
[DB_DeviceInfoEx_SerialNumber], \
[DB_DeviceInfoEx_AssetTag], \
[DB_DeviceInfoEx_TotalMemory], \
[DB_DeviceInfoEx_ROMVersion], \
[DB_DeviceInfoEx_OSName], \
[DB_DeviceInfoEx_OSType], \
[DB_DeviceInfoEx_OSVersion], \
[DB_DeviceInfoEx_OSVendor], \
[DB_DeviceInfoEx_OSDescription], \
[deviceProtocolInfo_PrimaryAddress], \
[IM_NAME1], \
[IM_NAME2], \
[IM_CATEGORY]

COLUMNS=public.devices.name AS [devices_Name], \
public.DEVICEPROTOCOLINFO.PRIMARYADDRESS AS
[deviceProtocolInfo_PrimaryAddress], \
public.DEVICES.PRODUCTTYPESTR AS [devices_ProductTypeStr], \
public.DEVICES.PRODUCTSUBTYPE AS [devices_ProductSubType], \
public.DEVICES.SUBTYPE2 AS [devices_SubType2], \
```

```
public.devices.productname AS [IM_NAME1], \
public.DEVICES.FULLDNSNAME AS [devices_fullDNSName], \
public.DEVICES.OVERALLSTATUS AS [devices_OverallStatus], \
public.DEVICES.MXGUID AS [devices_MxGUID], \
public.DB_DEVICEINFO.LOCATION AS [DB_DeviceInfo_Location], \
public.DB_DEVICEINFO.DESCRIPTION AS [DB_DeviceInfo_Description], \
public.DB_DEVICEINFO.CONTACT AS [DB_DeviceInfo_Contact], \
public.DB_DEVICEINFOEX.SERIALNUMBER AS [DB_DeviceInfoEx_SerialNumber], \
public.DB_DEVICEINFOEX.ASSETTAG AS [DB_DeviceInfoEx_AssetTag], \
public.DB_DEVICEINFOEX.TOTALMEMORY AS [DB_DeviceInfoEx_TotalMemory], \
public.DB_DEVICEINFOEX.ROMVERSION AS [DB_DeviceInfoEx_ROMVersion], \
public.DB_DEVICEINFOEX.OSNAME AS [DB_DeviceInfoEx_OSName], \
public.DB_DEVICEINFOEX.OSTYPE AS [DB_DeviceInfoEx_OSType], \
public.DB_DEVICEINFOEX.OSVERSION AS [DB_DeviceInfoEx_OSVersion], \
public.DB_DEVICEINFOEX.OSVENDOR AS [DB_DeviceInfoEx_OSVendor], \
public.DB_DEVICEINFOEX.OSDESCRIPTION AS [DB_DeviceInfoEx_OSDescription], \
public.DB_DEVICEINFO.DESCRIPTION AS [IM_NAME2], \
'Enclosure' AS [IM_CATEGORY]

LOADTABLE=FALSE
CONDITION=public.devices.DeviceKey = public.DB_DeviceInfo.DeviceKey AND \
public.devices.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.DB_DeviceInfo.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.devices.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.DB_DeviceInfo.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.devices.ProductTypeStr='Enclosure'

ORDERBY=public.devices.Name ASC

[IM_KVM]
SOURCE=public.db_deviceinfo, public.db_deviceinfoex, public.devices,
public.deviceprotocolinfo
ATT=[devices_Name], \
[devices_ProductTypeStr], \
[devices_fullDNSName], \
[devices_OverallStatus], \
[devices_MxGUID], \
[DB_DeviceInfo_Location], \
```

```
[DB_DeviceInfo_Description], \
[DB_DeviceInfo_Contact], \
[DB_DeviceInfoEx_SerialNumber], \
[DB_DeviceInfoEx_AssetTag], \
[DB_DeviceInfoEx_TotalMemory], \
[DB_DeviceInfoEx_ROMVersion], \
[DB_DeviceInfoEx_OSName], \
[DB_DeviceInfoEx_OSType], \
[DB_DeviceInfoEx_OSVersion], \
[DB_DeviceInfoEx_OSVendor], \
[DB_DeviceInfoEx_OSDescription], \
[deviceProtocolInfo_PrimaryAddress], \
[IM_NAME1], \
[IM_NAME2], \
[IM_CATEGORY]

COLUMNS=public.devices.name AS [devices_Name], \
public.DEVICEPROTOCOLINFO.PRIMARYADDRESS AS
[deviceProtocolInfo_PrimaryAddress], \
public.DEVICES.PRODUCTTYPESTR AS [devices_ProductTypeStr], \
public.DEVICES.PRODUCTSUBTYPE AS [devices_ProductSubType], \
public.DEVICES.SUBTYPE2 AS [devices_SubType2], \
public.devices.productname AS [IM_NAME1], \
public.DEVICES.FULLDNSNAME AS [devices_fullDNSName], \
public.DEVICES.OVERALLSTATUS AS [devices_OverallStatus], \
public.DEVICES.MXGUID AS [devices_MxGUID], \
public.DB_DEVICEINFO.LOCATION AS [DB_DeviceInfo_Location], \
public.DB_DEVICEINFO.DESCRIPTION AS [DB_DeviceInfo_Description], \
public.DB_DEVICEINFO.CONTACT AS [DB_DeviceInfo_Contact], \
public.DB_DEVICEINFOEX.SERIALNUMBER AS [DB_DeviceInfoEx_SerialNumber], \
public.DB_DEVICEINFOEX.ASSETTAG AS [DB_DeviceInfoEx_AssetTag], \
public.DB_DEVICEINFOEX.TOTALMEMORY AS [DB_DeviceInfoEx_TotalMemory], \
public.DB_DEVICEINFOEX.ROMVERSION AS [DB_DeviceInfoEx_ROMVersion], \
public.DB_DEVICEINFOEX.OSNAME AS [DB_DeviceInfoEx_OSName], \
public.DB_DEVICEINFOEX.OSTYPE AS [DB_DeviceInfoEx_OSType], \
public.DB_DEVICEINFOEX.OSVERSION AS [DB_DeviceInfoEx_OSVersion], \
public.DB_DEVICEINFOEX.OSVENDOR AS [DB_DeviceInfoEx_OSVendor], \
public.DB_DEVICEINFOEX.OSDESCRIPTION AS [DB_DeviceInfoEx_OSDescription], \
public.DB_DEVICEINFO.DESCRIPTION AS [IM_NAME2], \
```

```
'KVM' AS [IM_CATEGORY]

LOADTABLE=FALSE
CONDITION=public.devices.DeviceKey = public.DB_DeviceInfo.DeviceKey AND \
public.devices.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.DB_DeviceInfo.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.devices.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.DB_DeviceInfo.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.devices.ProductTypeStr='KVM'

ORDERBY=public.devices.Name ASC

[IM_UPS]
SOURCE=public.db_deviceinfo, public.db_deviceinfoex, public.devices,
public.deviceprotocolinfo
ATT=[devices_Name], \
[devices_ProductTypeStr], \
[devices_fullDNSName], \
[devices_OverallStatus], \
[devices_MxGUID], \
[DB_DeviceInfo_Location], \
[DB_DeviceInfo_Description], \
[DB_DeviceInfo_Contact], \
[DB_DeviceInfoEx_SerialNumber], \
[DB_DeviceInfoEx_AssetTag], \
[DB_DeviceInfoEx_TotalMemory], \
[DB_DeviceInfoEx_ROMVersion], \
[DB_DeviceInfoEx_OSName], \
[DB_DeviceInfoEx_OSType], \
[DB_DeviceInfoEx_OSVersion], \
[DB_DeviceInfoEx_OSVendor], \
[DB_DeviceInfoEx_OSDescription], \
[deviceProtocolInfo_PrimaryAddress], \
[IM_NAME1], \
[IM_NAME2], \
[IM_CATEGORY]

COLUMNS=public.devices.name AS [devices_Name], \
```

```
public.DEVICEPROTOCOLINFO.PRIMARYADDRESS AS
[deviceProtocolInfo_PrimaryAddress], \
public.DEVICES.PRODUCTTYPESTR AS [devices_ProductTypeStr], \
public.DEVICES.PRODUCTSUBTYPE AS [devices_ProductSubType], \
public.DEVICES.SUBTYPE2 AS [devices_SubType2], \
public.devices.productname AS [IM_NAME1], \
public.DEVICES.FULLDNSNAME AS [devices_fullDNSName], \
public.DEVICES.OVERALLSTATUS AS [devices_OverallStatus], \
public.DEVICES.MXGUID AS [devices_MxGUID], \
public.DB_DEVICEINFO.LOCATION AS [DB_DeviceInfo_Location], \
public.DB_DEVICEINFO.DESCRIPTION AS [DB_DeviceInfo_Description], \
public.DB_DEVICEINFO.CONTACT AS [DB_DeviceInfo_Contact], \
public.DB_DEVICEINFOEX.SERIALNUMBER AS [DB_DeviceInfoEx_SerialNumber], \
public.DB_DEVICEINFOEX.ASSETTAG AS [DB_DeviceInfoEx_AssetTag], \
public.DB_DEVICEINFOEX.TOTALMEMORY AS [DB_DeviceInfoEx_TotalMemory], \
public.DB_DEVICEINFOEX.ROMVERSION AS [DB_DeviceInfoEx_ROMVersion], \
public.DB_DEVICEINFOEX.OSNAME AS [DB_DeviceInfoEx_OSName], \
public.DB_DEVICEINFOEX.OSTYPE AS [DB_DeviceInfoEx_OSType], \
public.DB_DEVICEINFOEX.OSVERSION AS [DB_DeviceInfoEx_OSVersion], \
public.DB_DEVICEINFOEX.OSVENDOR AS [DB_DeviceInfoEx_OSVendor], \
public.DB_DEVICEINFOEX.OSDESCRIPTION AS [DB_DeviceInfoEx_OSDescription], \
public.DB_DEVICEINFO.DESCRIPTION AS [IM_NAME2], \
'UPS' AS [IM_CATEGORY]

LOADTABLE=FALSE
CONDITION=public.devices.DeviceKey = public.DB_DeviceInfo.DeviceKey AND \
public.devices.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.DB_DeviceInfo.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.devices.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.DB_DeviceInfo.DeviceKey AND \
public.deviceProtocolInfo.DeviceKey = public.DB_DeviceInfoEx.DeviceKey AND \
public.devices.ProductTypeStr='UPS'

ORDERBY=public.devices.Name ASC
```

Appendix D

Servicedesk.xml File

```
<?xml version="1.0" encoding="UTF-8"?>
<!--                                                                    -->
<!-- (c)2006 Hewlett-Packard Development Company, L.P.,  All Rights Reserved
-->
<!--                                                                    -->
<!-- File: servicedesk.xml                                             -->
<!--                                                                    -->
<!-- Description:                                                      -->
<!--    This file defines tool definitions for OpenView Service        -->
<!--    Desk integration.                                              -->
<tool-list>
    <web-launch-tool name="Service Pages" max-targets="0">
        <category>Monitoring Tool</category>
        <description>Display the Service Desk web page.</description>
        <default-target>CMS</default-target>
        <toolbox toolbox-name="Monitor Tools" />
        <web-block accepts-targets="false">
            <main-url><![CDATA[http://SERVICEDESK:8080/sd-
sp45/index.html]]></main-url>
        </web-block>
<attribute name="menu-path">Tools|OpenView Service Desk</attribute>
        <attribute name="menu-sort-key">400</attribute>
<attribute name="target-frame">ServicePages</attribute>
    </web-launch-tool>


</tool-list>
```

Appendix E

Ovwebconsole.xml File

```
<?xml version="1.0" encoding="UTF-8"?>
<!--                                                                    -->
<!-- (c)2006 Hewlett-Packard Development Company, L.P.,  All Rights Reserved
-->
<!--                                                                    -->
<!-- File: ovwebconsole.xml                                             -->
<!--                                                                    -->
<!-- Description:                                                       -->
<!--    This file defines tool definitions for OpenView Service         -->
<!--    Desk integration.                                               -->
<!--                                                                    -->
<tool-list>
    <web-launch-tool name="Web Console" max-targets="0">
        <category>Monitoring Tool</category>
        <description>Display the Service Desk web page.</description>
        <default-target>CMS</default-target>
        <toolbox toolbox-name="Monitor Tools" />
        <web-block accepts-targets="false">
            <main-url><![CDATA[http://OVWEBCONSOLE:80/ovportal]]></main-url>
        </web-block>
     <attribute name="menu-path">Tools|OpenView Service Desk</attribute>
     <attribute name="menu-sort-key">400</attribute>
     <attribute name="target-frame">ServicePages</attribute>
    </web-launch-tool>
</tool-list>
```

Appendix F

Additional Information

http://www.hp.com/servers/manage

http://www.hp.com/servers/integration

http://managementsoftware.hp.com

http://support.openview.hp.com/support