

# Service Operations Insight Community Webcast – UIM Connector

## January 8, 2015

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Q&A Session for SOI Global Community Webcast

Session number: 740637767

Date: Thursday, January 08, 2015

Starting time: 11:29 AM

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-Gregg Veinpel (veigr01@ca.com) - 12:19 PM

Q: For Kevin.....what happens if we alarms published to catalyst queue prior to CI being pulled from the DB

Priority: N/A-

-Δανιέζ Βζαηςο - 12:24 PM

A: Hi Greg, I think the alarm will hit the SOI alarm console and later on once the connector is done processing all the CI's from the Domain Manager it will update the alert properties accordingly afterwards. -

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-Gregg Veinpel (veigr01@ca.com) - 12:23 PM

Q: For Kevin.....does best practices still leverage spectrum in order to tend to network topology discovery and root cause / fault isolation

Priority: N/A-

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-Dane Rafn (drafn@aspiretp.com) - 12:25 PM

Q: For Kevin ... timeframe on when support for Oracle UIM DB

Priority: N/A-

-Mitch Engel - 12:29 PM

A: Dane - Oracle support will be announced next week-

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-Carl Karlsson (karca02@ca.com) - 12:26 PM

Q: Are there plans to add alarm acknowledge synch between SOI and UIM?

Priority: N/A-

-Mitch Engel - 12:29 PM

A: Carl - yes, we plan alert synch commensurate with other connectors / integrations.-

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-D Graves (diane.graves@providence.org) - 12:28 PM

Q: Are additional supportedCITypes available?

Priority: N/A-

-Mitch Engel - 12:30 PM

A: D Graves - yes, additional supported CI types (a.k.a. granularity) is currently in the works-

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-Brian Carb (brian.carb@unisys.com) - 12:29 PM

Q: did i see correctly that this connector will only work with MS-Sql - not mysql?

Priority: N/A-

-Mitch Engel - 12:31 PM

A: Brian - yes, currently mysql is not supported. Oracle and MS SQL to date.-

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-Frank Esselink (frederik.esselink@providence.org) - 12:29 PM

Q: Can we add other supportedCITypes?

Priority: N/A-

-Mitch Engel - 12:33 PM

A: Frank - not with the current connector but as answered in a similar question, support for granularity / additional CI types is currently planned-

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-Miguel Angel Rico (ricmi12@ca.com) - 12:30 PM

Q: Currently Im doing the integration this way uim->spectrum->soi, besides dont use spectrum what other advantage can I get if I use this connector instead connect through spectrum?

Priority: N/A-

-Δανιέζ Βζαηςο - 12:31 PM

A: @Carl, I have this exact topic (Alert sync w/ regards top ACK) expressed in the SOI communities. If you would like to see this please upvote it and comment as well:

<https://communities.ca.com/ideas/235716259>-

-Mitch Engel - 12:36 PM

A: Miguel - correct in terms of simplification as well as the ability to get all the granular objects (we will be aggressively expanding this going forward) you manage through UIM / Nimsoft directly into SOI for more accurate service descriptions.-

-Mitch Engel - 12:37 PM

A: Miguel - (part 2 of answer) there are also bi-directional capabilities being added directly between UIM and SOI which you will be able to leverage (e.g. invisible alarms, assignee, etc.)-

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-Robert Borowicz (robert.borowicz@va.gov) - 12:32 PM

Q: Is CA looking at supporting MySQL in the future?

Priority: N/A-

-Mitch Engel - 12:38 PM

A: Robert - support for mysql is currently under review but not in committed roadmap as yet-

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-Gregg Veinpel (veigr01@ca.com) - 12:32 PM

Q: for remote probes how do we handle the target CI

Priority: N/A-

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-Gregg Veinpel (veigr01@ca.com) - 12:33 PM

Q: for kevin

Priority: N/A-

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-Gregg Veinpel (veigr01@ca.com) - 12:33 PM

Q: Kevin.....for remote problems how do we handle target CIs vs. source.....ie snmp probe, ip probe net connect probe

Priority: N/A-

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-Gregg Veinpel (veigr01@ca.com) - 12:33 PM

Q: etc.

Priority: N/A-

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-Gregg Veinpel (veigr01@ca.com) - 12:33 PM

Q: that should have said remote probes

Priority: N/A-

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-Tony Schmaling (tony.schmaling@aurora.org) - 12:36 PM

Q: Along with Miguel, I am also interested in hearing the pros and cons (features gained/lost, for example) of connecting directly vs through an aggregation point such as Spectrum.

Priority: N/A-

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-Mitch Engel - 12:42 PM

A: Tony - understood. Probably a larger discussion outside of chat... dependencies you may have, e.g. do you need DB alerts, storage, application, etc. outside of what Spectrum provides, a focus on network / limits on what you need from UIM, etc.-

-Mitch Engel - 12:44 PM

A: Tony (part 2) - we need to put some guidelines for this together to help you / other customers in determining their optimal implementations...-

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-Miguel Angel Rico (ricmi12@ca.com) - 12:39 PM

Q: Thanks, it could be good idea to compile this features in a pdf file or something like that, :)

Priority: N/A-

-Mitch Engel - 12:44 PM

A: Miguel - agreed. I provided a similar response to another who asked this question.-

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-Gregg Veinpel (veigr01@ca.com) - 12:40 PM

Q: for kevin.....Can we easily map custom attributes from nimsoft to whatever usm field we want in SOI/ Catallyst

Priority: N/A-

-Δαλίζ Βζαηςσ - 12:41 PM

A: @Gregg I have this topic in SOI COMMunity:-

-Δαλίζ Βζαηςσ - 12:43 PM

A: @Gregg: expose all Nimsoft Alert Properties to map over to SOI:  
<https://communities.ca.com/thread/241700292?sr=stream&ru=144126->

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# Service Operations Insight Community Webcast – UIM Connector

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-Jason Sheetz (jsheetz@amfam.com) - 12:42 PM

Q: For Kevin - We are running UIM 7.6 on Linux with an Oracle 11.2 NIS database. Knowing that Oracle will soon be supported, does the SOI connector support UIM regardless of the platform we are running UIM on (i.e. Windows or Linux)?

Priority: N/A-

-Mitch Engel - 12:46 PM

A: Jason - yes, although the SOI connector runs on Windows, it will support UIM regardless of the platform UIM is running on, e.g. Linux.-

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-Gregg Veinpel (veigr01@ca.com) - 12:49 PM

Q: Daniel.....I works primarily with our Global Service Provider very interested in chatting with you about the installation you have built out

Priority: N/A-

-Kevin Meehan - 12:51 PM

A: Hi Gregg, I can share with you what we done within the policy to populate the Nimsoft Address based on Hub/Robot/Probe too if it's helpful-

-Δανιέζ Βζαηςο - 12:54 PM

A: dblanco@alphaserveit.com-

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-Gregg Veinpel (veigr01@ca.com) - 12:52 PM

Q: Daniel.....that would be much appreciated.....also curious to chat about your spectrum integraton and message suppression

Priority: N/A-

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