

> **Integration for Altiris**

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Introduction

The Redcell Integration Component for Altiris Extends the functionality of the Altiris infrastructure by integrating with Dorado's Redcell for Enterprise Management Software Suite to do the following:

- View device details and associations (cards, ports and interfaces) collected by Redcell, from within Altiris.
- View link details collected by Redcell, from within Altiris.
- Manage the Redcell Device Configuration File Backup, Device Hardware Resync and Device and Link import processes from within the Altiris.

Specific Redcell products required:

- Redcell OpsCenter v6.1.3 *and* Redcell Network Commander v6.1.3

Getting started

Initial tasks

- [Installation and Configuration](#)
- [Importing Devices from Redcell into Altiris](#)
- [Importing Links from Redcell into Altiris](#)
- [Job Status Processing – Device Backup and Resync](#)

Minimum Requirements for Initial tasks

- Redcell OpsCenter 6.1.3
- Redcell Network Commander 6.1.3
- Redcell Integration Component for Altiris 6
- Altiris Notification Server™ 6.0 SP3
- Altiris Network Discovery 6.0.2120
- Altiris SNMP Management Component 6.0 – Once SNMP traps can be received, you can set up Notification Policies to take action based on specified criteria. The MIBs required to decipher Redcell Traps are installed with the Redcell Integration Component. The Configuration instructions for this package which can be found at kb.altiris.com in the help for *SNMP Management 6.0*.

Installation and Configuration

You must install and configure the Redcell Integration Component as outlined below. Performing these steps out of order may cause reduced functionality or inaccessibility of certain features.

After the installation of Redcell Integration Component, the following items are added to the Altiris Console:

Configuration tab:

- A Dorado Redcell folder (*Configuration > Solution Settings > Dorado Redcell*) containing the Redcell Integration Component Settings page
- A Dorado Redcell Backup folder (*Configuration > Solution Settings > Dorado Redcell > Backup*) containing the Default Redcell Backup Policy

Resource Types, Data Classes and Associations:

- The following resource types are added: Network Link, Card, Component, Interface and Port
- The following Data Classes are added: Link Details, Component Details, Redcell Identification and Redcell Task Status
- Resource Type Associations are created allowing devices and the various sub-components of a device (cards, ports and interfaces) to be associated with a link
- Resource Type Associations are created allowing the various sub-components of a device (cards, ports and interfaces) to be associated with that device

Reports tab:

- Devices by Contact, Vendor, Location, Model Report—A report allowing a user to search for device matching any combination of these criteria
- Job Task Status Report—A report allowing a user to search for the status of a previously submitted backup or resync job based on type, status or date.
- A collection is also added to the Resources tab consisting of all Redcell Network Devices.

Solution Installation

Follow the instructions below to install or uninstall Redcell Integration Component.

Installing Redcell Integration Component

1. Ensure the prerequisite packages have been installed. On the Configuration tab, select Upgrade/Install Additional Solutions in the left-hand navigation tree, then the Currently Installed tab in the right-hand pane. Verify the prerequisites are listed there.
2. Double-click on install executable and click “Finish” when prompted.

Uninstalling Redcell Integration Component

In the Control Panel, remove **Altiris Redcell Integration Component** from the Add/Remove Program list.

Configuration

For the solution to function properly, you must configure the Redcell Integration Component. Once you have completed the configuration, you can either run the Redcell Integration Component imports or you can set them to run on a schedule. Upon the completion of these imports, devices and links previously discovered by the Redcell server are visible within the Altiris Console. The configuration page is on the Configuration tab under Solution Settings \ Dorado Redcell in the left-hand navigation tree.

Redcell Server settings

The following settings connect the Redcell Server. These are required:

Server Name—IP address or server name of the computer hosting the Redcell server.

Port—Port used to access the Redcell server.

User Name and Password—User name and password that has been assigned to be used to login to the Redcell Server via the Altiris NS.



Note

Best practice is to assign and use a unique User name and password for clear identification in auditing & logs.

Ensure the user specified here has the required permissions to perform Device Configuration File Backup as well as Device Hardware Resync.

Figure 2-1 Redcell Server Settings

Redcell Server Settings:
These settings are used when connecting to the Dorado Redcell Server to perform actions such as device imports and performing device backup/restoration.

Server Name	RCAppServer
Port:	80
User:	admin
Password:	

Schedule Dorado Redcell Device Import

These settings configure a schedule for importing devices from the Redcell server, specify custom device exclusion rules or execute an immediate import.

The Redcell Integration Component does contain built-in and user-defined exclusion rule capability for restricting the devices imported based on the device's Common Type within Redcell. The current built-in rules exclude devices with Common Types ending-in: "SRVR", "WKSTN", "LAPTOP" and "Server". You can define rules to exclude Common Types on an exact match basis. A rule of "PTR" will exclude a device that has the Common Type of "PTR". This would effectively exclude all Printer devices from the import.

Figure 2-2 Device Import Schedule

Schedule Dorado Redcell Device Import
Please ensure the schedule you select allows the import to complete prior to starting another process.

Enable Schedule: Half-Hour
Every 30 minutes from 2:20 AM for 24 hours every 1 days, starting Saturday, January 01, 2005

Indicate any additional Redcell Common Types which should be excluded.

Ignore:

Schedule Dorado Redcell Link Import

These configure a schedule for importing links from the Redcell server, specify which link types should be imported or execute an immediate import.

Figure 2-3 Schedule Link Import

Schedule Dorado Redcell Job Status Processing

These configure a schedule for checking Redcell for the status of previously submitted backup and resync requests, or for executing an immediate check.

Figure 2-4 Job Status Processing

Importing Devices from Redcell into Altiris

The Redcell Integration Component configuration page allows you to configure the schedule and setting for importing devices from Redcell into Altiris as well as executing an ad hoc, or on demand, import of Redcell device inventory data.

Scheduling Inventory Data Import

On the configuration page, under *Schedule Dorado Redcell Device Import*, using the drop-down, select either a pre-configured schedule or *Custom Schedule*. Selecting *Custom Schedule* enables the link below for configuring a custom schedule. Make sure you check the *Enable Schedule* checkbox, then save these settings by clicking the *Apply* button at the bottom of the page.

Running an Ad-Hoc Inventory Data Import

On the configuration page, under *Schedule Dorado Redcell Device Import*, click the *Run Now* button to execute an immediate device import. Clicking *Apply* is unnecessary when running an import in this way.

Importing Links from Redcell into Altiris

The Redcell Integration Component configuration page lets you configure the schedule and setting for importing links from Redcell into Altiris as well as executing a manual import of Redcell link inventory data.

Scheduling Link Data Import

On the configuration page, under *Schedule Dorado Redcell Link Import*, using the drop-down, select either a pre-configured schedule or *Custom Schedule*. Selecting *Custom Schedule* enables configuration of a custom schedule. Ensure you check the *Enable Schedule* checkbox, then save these settings by clicking the *Apply* button at the bottom of the page.

Running a Manual Link Data Import

On the configuration page, under *Schedule Dorado Redcell Device Import*, click the *Run Now* button to execute an immediate link import. Clicking the *Apply* button when running an import in this way is not necessary.

Job Status Processing – Device Backup and Resync

You can do Network Device Configuration File Backup and Device Resync with right-click menu actions on devices within the console. The application processes these asynchronously. You can also create multiple policies to run backups on specified schedules for any collection of devices.

A job status processor runs in the background checking and reporting on the status of jobs which have been submitted for completion.

The Redcell Integration Component configuration page lets you configure the scheduling of the job status processor, and lets you manually perform a job status check.

Scheduling Job Status Processing

On the configuration page, under *Schedule Dorado Redcell Job Status Processing*, using the drop-down, select an interval at which the Job Status process should run. Ensure you check the *Enable Schedule* checkbox, and save your settings by clicking the *Apply* button at the bottom of the page.

Running a Manual Job Status Process

On the configuration page, under *Schedule Dorado Redcell Job Status Processing*, click the *Run Now* button to execute the Job Status immediately. Clicking the *Apply* button when running the Job Status process in this way is not necessary.

Using the Solution

Once Redcell Integration Component has been installed, configured and both an inventory data import and link import have been performed, it can use Redcell's Device Backup and Resync functionality and Redcell's Link Viewing functionality. The Redcell Integration Component also provides functionality for automating, tracking and reporting on the status of these operations as well as scheduling future Redcell device and link imports.

Running Device Backup and Resync

After successful installation of the Redcell Integration Component and execution of a inventory data import into Altiris, network devices previously discovered by Redcell (and not blocked by an exclusion rule) will appear within the console and can perform configuration file backup.

Right-click Backup and Resync

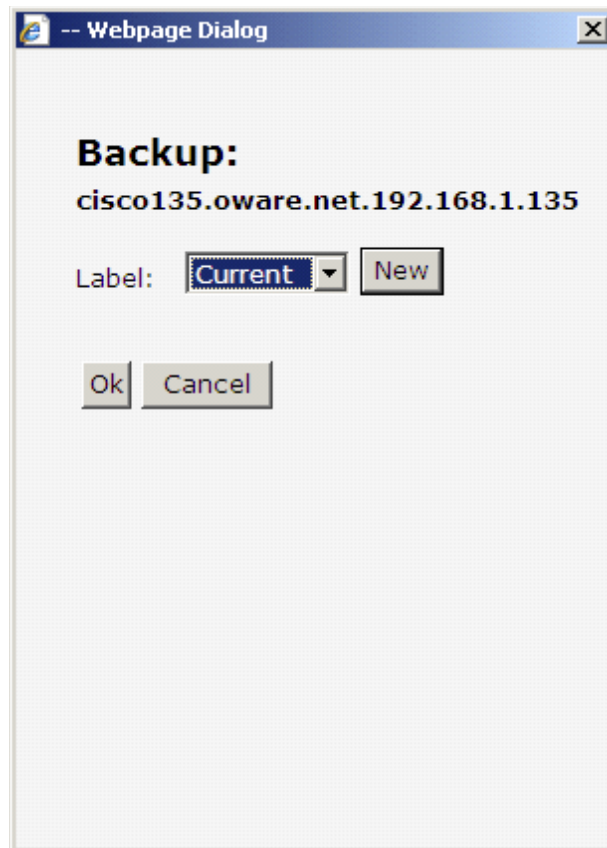
Only Network Devices (ie not Components) are eligible for configuration file backup. All devices are eligible for device hardware resync. Two primary ways of navigating to these devices are available:

Configuration tab—If Altiris CMDB is installed, on the configuration tab, in the left tree under Resource Settings / Resource Types / Asset Types / IT, Network Device appears. Left-clicking on it exposes a page in the right panel with two tabs: Configuration and List Resources. Selecting List Resources displays a list of Network Devices.

Resources tab—All network devices can appear on the resources tab. You can either select *All Redcell Network Devices* under Resource Management / Collections / Redcell Managed Devices or select *Network Device* under Resource Management / Resources / Defaults.

Once the Network Devices appear, you can single- or multi-select devices. Right-clicking the selected devices makes a menu appear with a Dorado Redcell Functions. Mousing over that menu exposes the options to Backup or Resync the selected devices and selecting backup displays a modal dialog (selecting resync executes the action).

Figure 2-5 An example backup dialog for a single device



If this is a single device operation, this dialog box first prompts you to select a label from the available labels for that device in Redcell. For device backups, if no labels are available, you can create a new one.

For backup you must enter a label if this operation includes multiple devices.

Selecting *Ok* submits the Device Backup request. You can track the progress of the request in [Job Task Status](#).

Automated Backup

Redcell Integration Component lets you create one or more automated backup policies. These policies let you specify a collection of devices and a schedule on which requests for their backup should be submitted to Redcell. One automated backup policy comes with installation (disabled by default), located on the Configuration tab under Solution Settings \ Dorado Redcell \ Backup in the left-hand navigation tree.

To create a new automated backup policy, right-click on the folder above, select *New \ Backup Policy*, and configure as detailed below.

To configure an automated backup policy, specify the following:

Name—The name for this policy. This text appears in the left-hand navigation tree.

Description—Any additional detail useful in describing the policy, but not suitable for presentation in the navigation tree.

Backup Label—The label Redcell should use when backing up these devices.

Applies to Collection—The collection containing the devices to be backed up according to this policies schedule.

Schedule—Select a pre-configured schedule or *Custom Schedule*. Selecting *Custom Schedule* enables a link below which lets you configure the custom schedule.



Note

Ensure that the Enable checkbox is checked and that you save your settings by clicking the Apply button at the bottom of the page.

As with on-demand backup requests, you can track the progress of automated backup requests in the [Job Task Status](#) functionality.

Viewing Links and Link Associations

After successfully installing the Redcell Integration Component, and after executing a device and link import, the types of links previously discovered by Redcell (and included in the import) appear within the console.

Viewing Links

You can see links like any other resource found on the Resources tab under Defaults / Network Link. Double-click on a particular link to display it in the Resource Manager and view its details.

Viewing Link Associations

Link associations can be viewed by either:

- Double-clicking a device, card, component, interface, port or link , selecting Resource Manager and then selecting the Associations tab
- or
- If the Altiris CMDB package is installed, by right-clicking on a device, card, component, interface, port or link, selecting CMDB / Resource Association Diagram.



Job Task Status

When you submit requests for device backup and resync to Redcell a response indicating the request was received returns immediately. However, the current status and final success or failure of the requests comes from Redcell asynchronously. The Job Task Status process requests these status updates from Redcell.

Running the Job Task Status Process

The Job Task Status process can be run in two ways:

Automated—As mentioned above, you can schedule the Job Task Status to run at various intervals (from every minute to hourly) on the Redcell Integration Component configuration page. Scheduling this task to run at shorter intervals (every minute, for example) is recommended only for testing purposes.

Run Now—The Redcell Integration Component configuration page also provides a *Run Now* button which lets you run the Job Task Status process manually, regardless of any automation schedule. Any automation schedule remains in place if you do use this manual option.

Job Task Status Reporting

There are two ways to view the results of job requests submitted to Redcell.

Report—A report lets you query the results of submitted requests based on various criteria (request type, status and date range). The report appears on the *Reports* tab in the Reports \ Redcell folder of the left-hand navigation tree.

Resource Manager—You can navigate to the Resource Manager for a particular device by selecting *Resource Manager* from the right-click menu of a device on the Resources tab. This provides access to the *Events* tab of the Resource Manager for that device. Selecting the Events tab displays a history of requests and the results for the selected device.

Requests (backup or resync) submitted to Redcell are always assigned a Task Group Id by Redcell Integration Component. The Task Group Id enables tracking all devices that were submitted as part of a multi-device request.

Job Task Status Event Purging

Job Task Status events are maintained in the system for a customizable period. Set this with standard Notification Server functionality. You can set it on the Configuration tab by navigating to Server Settings \ Notification Server Settings \ Purging Maintenance on the left-hand navigation tree and selecting the Resource Event Data Purge Settings tab in the right pane and then selecting Redcell Data Classes.

Redcell Integration Component Entities

The Redcell Integration Component installs three types of entities:

Resource Types—The Redcell Integration Component installs five Resource Types: Component, Card, Port and Interface and Network Link. Network Device and Network Printer, which Redcell Integration Component relies on, are installed by the prerequisite Altiris Network Discovery.

Resource Associations—Redcell Integration Component installs four Resource Associations: Network Resource to Component, Subcomponent, Network Resource A Link and Network Resource Z Link.

Dataclasses—Redcell Integration Component installs four Dataclasses: Component Details, Redcell Identification, Redcell Task Status and Link Details. Additionally, Redcell Integration Component makes use of the Basic Inventory table Inv Aex TCPIP which is part of the basic inventory package.

The relationship of these entities to each other appears in the [Resource Types](#), [Resource Associations](#) and [Dataclasses](#) tables:

Resource Types

Resource Type	Derives From	Installed By
Component	Resource	Redcell Integration Component
Card	Component	Redcell Integration Component
Port	Component	Redcell Integration Component
Interface	Component	Redcell Integration Component
Network Device	Network Resource	Altiris Network Discovery
Network Link	Resource	Redcell Integration Component
Network Printer	Network Resource	Altiris Network Discovery

Resource Associations

Association	From	To	Purpose
Network Resource Component	Network Resource	Component	Allows Components (Cards, Ports and Interfaces) to be associated with devices
Sub Component	Component	Component	Allows Components (Cards, Ports and Interfaces) to be associated with other Components
Network Resource A Link	Resource	Network Link	Allows Devices and Components (Cards, Ports and Interfaces) to be associated with a Network Link
Network Resource Z Link	Resource	Network Link	Allows Devices and Components (Cards, Ports and Interfaces) to be associated with a Network Link

Dataclasses

Data Class	Attributes	Resource Types Using	Installed By
Component Details	<ul style="list-style-type: none"> -Device Description -Equipment Object ID -IP Address -Model -Name -Serial Number -Common Type -Type 	Component	Redcell Integration Component
Link Details	<ul style="list-style-type: none"> - LinkOID -LinkType -AEndPointEquipment -ZEndPointEquipment -AEndPointAddress -ZEndPointAddress 	Network Link	Redcell Integration Component
Redcell Identification	<ul style="list-style-type: none"> - Name -Description -Equipment Object ID -Contact -Vendor -Location -Model -Firmware Version -Serial Number -Common Type -Type 	Network Resource	Redcell Integration Component
Redcell Task Status	<ul style="list-style-type: none"> - Task Group Id - Task Id -Event Type -Status -Details 	Network Resource	Redcell Integration Component