

WINDOWS SERVICE AUTOMATIC RESTART USE CASE



This use case will demonstrate how to restart any Windows service using BMC Helix Intelligent Automation with the TrueSight Orchestration connector to help manage all of your IT assets.

Use Case

When a Windows Service down alert comes into BMC Helix Operations Management, the service is restarted automatically using BMC Helix Intelligent Automation.

- In this use case, we are using TrueSight Orchestration (TSO) as the automation tool for Out-of-the-box TSO event orchestration runbook adapters and modules.
- The BMC Helix Intelligent Automation Policy triggers the TSO workflow to remotely restart the Windows service.
- The Windows service gets restarted successfully and the event is closed in BMC Helix Operations Management.
- For this use case, we are restarting the Print Spooler service on a Windows server as an example to demonstrate the flow.

The Event Orchestration Runbook Configuration

The adapters needed for this use case are shown below.

TrueSight Orchestration – Grid Manager

Welcome admin Repository Manager Logout Help

Status Manage Administration

Current Grid: MyGrid

Grids Peers **Adapters** Schedules Modules Process Metrics Config Report History

Adapters in Repository

Add to Grid Upgrade Adapters on Grid

Type	Latest	Info
<input type="checkbox"/> adapter-scom-actor	21.3.00.00, rev. 1	i
<input type="checkbox"/> adapter-scom-monitor	21.3.00.00, rev. 1	i
<input type="checkbox"/> bmc-adapter-active-directory-actor	21.3.00.00, rev. 1	i
<input type="checkbox"/> bmc-adapter-air-watch	21.3.00.00, rev. 1	i
<input type="checkbox"/> bmc-adapter-amazon-ec2-actor	21.3.00.00, rev. 1	i
<input type="checkbox"/> bmc-adapter-amazon-s3-actor	21.3.00.00, rev. 1	i
<input type="checkbox"/> bmc-adapter-bmc-database-automation-actor	21.3.00.00, rev. 1	i
<input type="checkbox"/> bmc-adapter-bmc-network-automation-actor	21.3.00.00, rev. 1	i
<input type="checkbox"/> bmc-adapter-bmc-server-automation	21.3.00.00, rev. 1	i
<input type="checkbox"/> bmc-adapter-ca-service-desk-actor	21.3.00.00, rev. 1	i
<input type="checkbox"/> bmc-adapter-ca-service-desk-monitor	21.3.00.00, rev. 1	i
<input type="checkbox"/> bmc-adapter-dell-aim-actor	21.3.00.00, rev. 1	i
<input type="checkbox"/> bmc-adapter-dell-aim-monitor	21.3.00.00, rev. 1	i

Remove

Adapters on Grid [MyGrid]

Name	Type	Version	Rev.
<input type="checkbox"/> ARSAdapter_EO	ro-adapter-remedy-actor	21.3.00.00	1
<input type="checkbox"/> Command Line_EO	ro-adapter-command-line	21.3.00.00	1
<input type="checkbox"/> CommandLineAdapter	ro-adapter-command-line	21.3.00.00	1
<input type="checkbox"/> FileAdapter	ro-adapter-file	21.3.00.00	1
<input type="checkbox"/> HTTPAdapter	ro-adapter-http	21.3.00.00	1
<input type="checkbox"/> RESTAdapter_EO	ro-adapter-rest	21.3.00.00	1
<input type="checkbox"/> SOAPAdapter_EO	ro-adapter-ws	21.3.00.00	1
<input type="checkbox"/> SSHAdapter_EO	ro-adapter-ssh	21.3.00.00	1
<input type="checkbox"/> WindowsCommandAdapter_EO	ro-adapter-windows-command	21.3.00.00	1
<input type="checkbox"/> WindowsPowerShellAdapter_EO	bmc-adapter-microsoft-windows-powershell-actor	21.3.00.00	1

ference:

<https://docs.bmc.com/docs/TruesightOrchestrationContent/231/installing-the-event-orchestration-runbook-1192637229.html>

The modules needed for this use case are shown below.

TrueSight Orchestration – Grid Manager

Welcome admin Repository Manager Logout Help

Status Manage Administration

Current Grid: MyGrid

Grids Peers Adapters Schedules **Modules** Process Metrics Config Report History

Modules in Repository

Activate

Module	Latest	Info
<input type="checkbox"/> AMP-AD-BMC-Remedy-ARS	21.3.00.00, rev. 1	i
<input type="checkbox"/> AMP-AD-IBM-Tivoli-NetcoolOMNibus	21.3.00.00, rev. 1	i
<input type="checkbox"/> AD-AD-AirWatch	21.3.00.00, rev. 1	i
<input type="checkbox"/> AD-AD-Amazon_EC2	21.3.00.00, rev. 1	i
<input type="checkbox"/> AD-AD-Amazon_EC2_REST	21.3.00.00, rev. 1	i
<input type="checkbox"/> AD-AD-Amazon_S3	21.3.00.00, rev. 1	i
<input type="checkbox"/> AD-AD-BMC_Database_Automation	21.3.00.00, rev. 1	i
<input type="checkbox"/> AD-AD-BMC_Mainview_AutoOperator	21.3.00.00, rev. 1	i
<input type="checkbox"/> AD-AD-BMC_ProactiveNet_Performance_Management	21.3.00.00, rev. 1	i
<input type="checkbox"/> AD-AD-BMC_Remedyforce	21.3.00.00, rev. 1	i
<input type="checkbox"/> AD-AD-CA_Service_Desk	21.3.00.00, rev. 1	i
<input type="checkbox"/> AD-AD-Dell_Advanced_Infrastructure_Manager	21.3.00.00, rev. 1	i
<input type="checkbox"/> AD-AD-HP_Operations_Manager	21.3.00.00, rev. 1	i
<input type="checkbox"/> AD-AD-HP_ServiceCenter	21.3.00.00, rev. 1	i
<input type="checkbox"/> AD-AD-HP_ServiceManager	21.3.00.00, rev. 1	i
<input type="checkbox"/> AD-AD-HP_Storage_Essentials	21.3.00.00, rev. 1	i

Deactivate

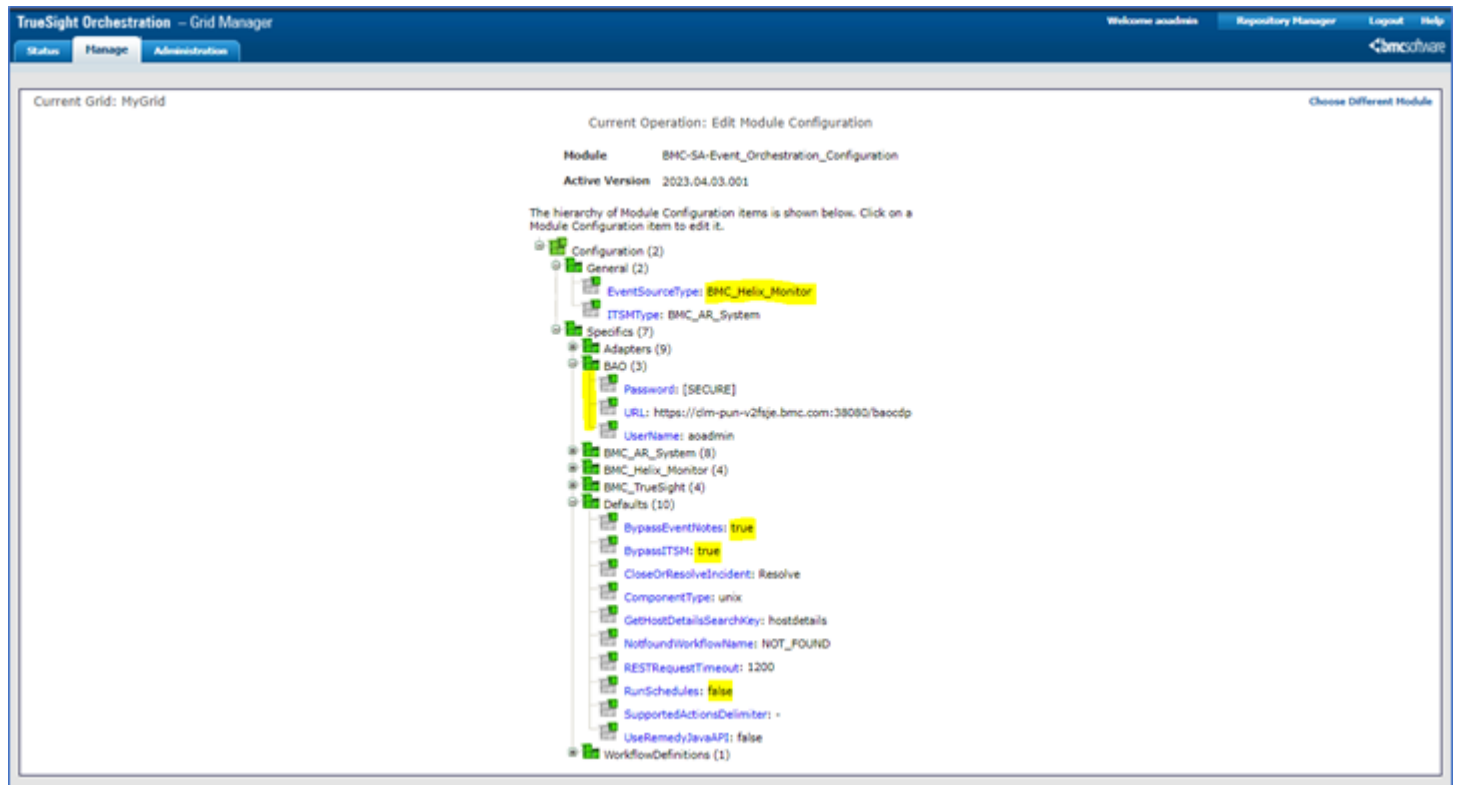
Activated on Grid [MyGrid]

Module	Version	Revision
<input type="checkbox"/> AMP-AD-BMC-Remedy-ARS	21.3.00.00	1
<input type="checkbox"/> AutoPilot-AD-BMC_Abrum_CH06	21.3.00.00	1
<input type="checkbox"/> AutoPilot-AD-Utilities	21.3.00.00	1
<input type="checkbox"/> AutoPilot-OA-Applications_Utilities	21.3.00.00	1
<input type="checkbox"/> AutoPilot-OA-BAOGridManagement	21.3.00.00	1
<input type="checkbox"/> AutoPilot-OA-Common_Utilities	21.3.00.00	1
<input type="checkbox"/> AutoPilot-OA-Configuration_Utilities	21.3.00.00	1
<input type="checkbox"/> AutoPilot-OA-Credentials_Store	2023.04.03.001	1
<input type="checkbox"/> AutoPilot-OA-Errors	21.3.00.00	1
<input type="checkbox"/> AutoPilot-OA-Event_Orchestration	21.3.00.00	1
<input type="checkbox"/> AutoPilot-OA-File_Utilities	21.3.00.00	1
<input type="checkbox"/> AutoPilot-OA-ITSM_Automation	21.3.00.00	1
<input type="checkbox"/> AutoPilot-OA-Network_Utilities	21.3.00.00	1
<input type="checkbox"/> BMC-AD-Remedy_REST	21.3.00.00	1
<input type="checkbox"/> BMC-SA-Event_Orchestration	21.3.00.00	1
<input type="checkbox"/> BMC-SA-Event_Orchestration_Configuration	2023.04.03.001	1
<input type="checkbox"/> BMC-SA-Event_Orchestration_Service_Down	21.3.00.00	1

Deactivate

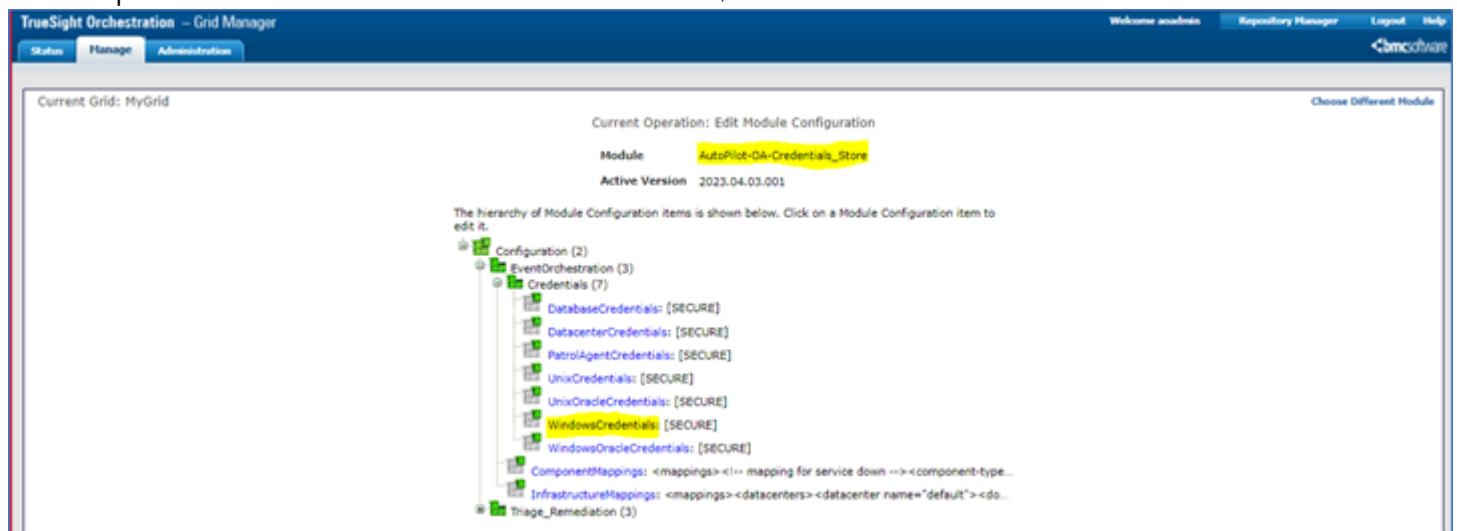
Event Orchestration Module Configuration for BMC Helix Monitor

You will need to make changes for the attributes highlighted below.



Event Orchestration Credential Store Configuration

Please provide the correct Windows credentials, as shown below.

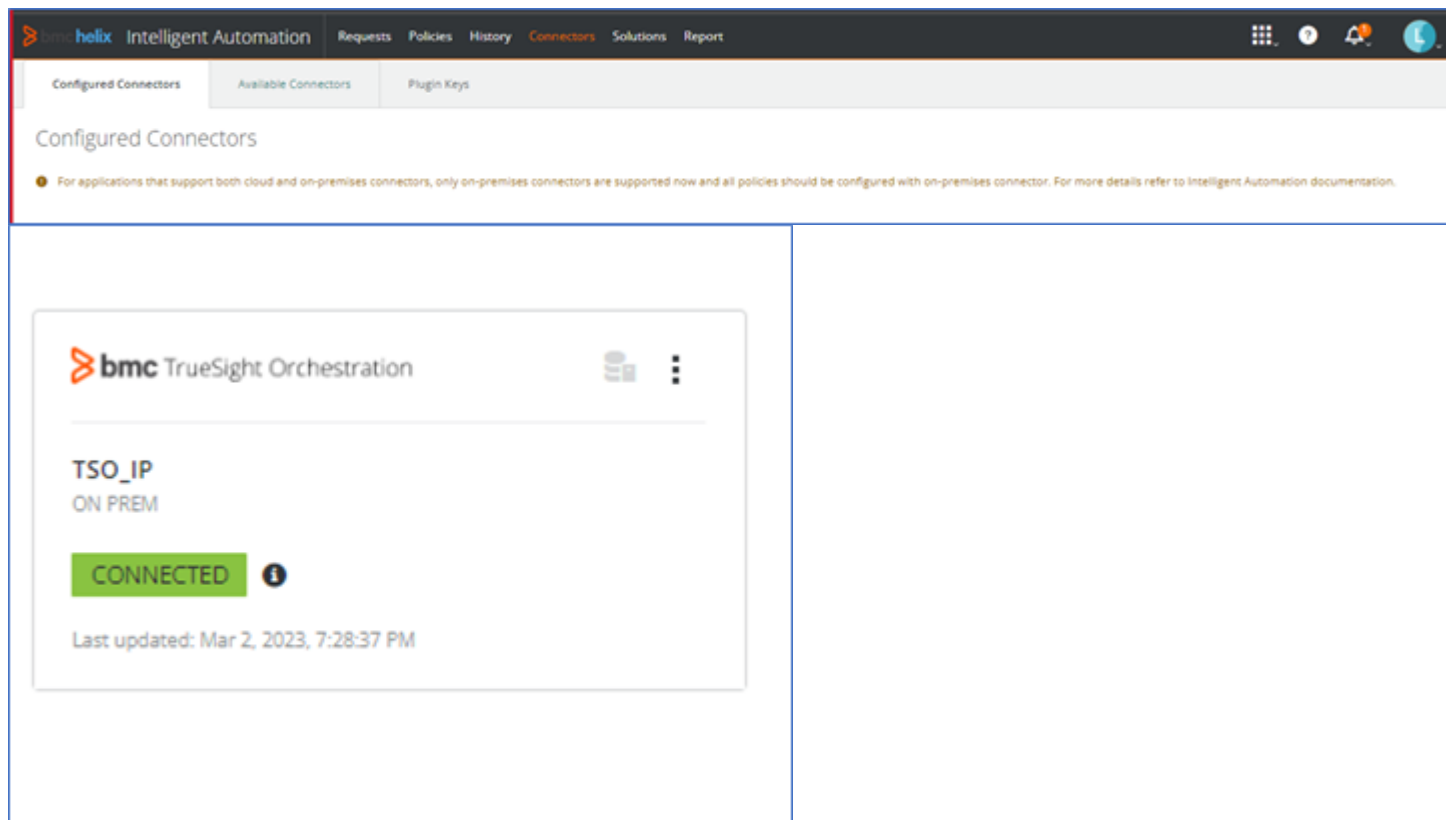


BMC Helix Intelligent Automation

The screens below show the BMC Helix Intelligent Automation Connector, which needs to be configured from the console.

Reference:

<https://docs.bmc.com/docs/helixintelligentautomation/232/configuring-the-truesight-orchestratio-n-connector-1191808192.html>



Policy Configuration: BMC Helix Intelligent Automation

You will need to configure the BMC Helix Intelligent Automation policy from the Policies tab.

Restart Windows Service - DEMO

1 Policy Information
Enter a name and description for the policy.

Policy Name (required)
Restart Windows Service - DEMO

Description
Enter an optional description.

Execution Mode
☐ Manual ☒ Automatic

2 Trigger
Define the event, and build criteria to match the trigger condition to the event.

Event Type (required)
User defined event
Event

Trigger Condition (required)
(source_hostname Equals clm-pun-v2fsje) AND (object Equals SERVICES_Spooler)

Build the trigger condition by selecting the event parameters as they appear in a pop-up list. Or paste the trigger condition in the text box directly.

3

Action Configuration

Select actions from the action library and configure them. (required)

Select Action

Click on "Select Action" to get the page below.

Select an action

1. Pick an automation tool

2. Select an action

3. Configure an action

TSO_IP

933 actions available | Sync Actions

Search actions

:AutoPilot-AD-BMC_Atrium_CMDB:Utilities:Extract Soap Username From Items

Select

:BMC-SA-Event_Orchestration_Service_Down:Perform Triage

Select

:AutoPilot-OA-Applications_Uilities:Perform Start Distributed Transaction Coordinator

Select

member to click on "Sync Actions."

Next, you can search for "Event_Orchestration Process Event" in the Search Actions field.

Select an action

1. Pick an automation tool

2. Select an action

3. Configure an action

TSO_IP

1 actions available | Sync Actions

Event_Orchestration Process

:BMC-SA-Event_Orchestration:Process Event

Select

Follow the steps below to complete the policy configuration.

Configure action

1. Pick an automation tool

2. Select an action

3. Configure an action

:BMC-SA-Event_Orchestration:Process Event

Description

:BMC-SA-Event_Orchestration:Process Event

Input Parameters

Event Data (required)

\$Event

Action Id (required)

BMC_Helix_Monitor-ServiceDown-1

Filter

msg

tags

alias

class

_ci_id

_model

_notes

object

status

Restart Windows Service - DEMO

1 Policy Information
Enter a name and description for the policy.

Policy Name *(required)*
Restart Windows Service - DEMO

Description
Enter an optional description.

Execution Mode ⓘ
☐ Manual
 ☒ Automatic

2 Trigger
Define the event, and build criteria to match the trigger condition to the event.

Event Type *(required)*
User defined event
Event

Trigger Condition *(required)*
 (source_hostname Equals ctm-pun-v2fsje) AND (object Equals SERVICES_Spooler)

Build the trigger condition by selecting the event parameters as they appear in a pop-up list. Or paste the trigger condition in the text box directly.

3 Action Configuration
Select actions from the action library and configure them. *(required)*

:BMC-SA-Event_Orchestration:Process Event Tso.jp

Select Action

Save Cancel Test Policy

This completes

the policy creation.

Please refer to the below link to download the presentation for this Blog Article.

[Restart a Windows Service](#)

We have recorded a Video showing the working of this Use Case and required configuration. This can be obtained upon request through email to the Authors.

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Conclusion

Enterprise applications require these workflows to identify and remediate critical events happening in their infrastructure. This use case help organizations manage the end-to-end infrastructure in an effective way with the least impact to the business.