How Service Manager 7 Licensing works

HP® Management Software **Service Management Software**

Introduction to Service Manager Licensing

In this document we will clarify the licensing options and definitions, define what is obligatory from the software control point and what is controlled by contractual obligation. In addition we will describe the method by which a read-only access Change Management user may be defined so that a user license is not consumed.

This document is not designed to be used as the medium to address specific customer related issues that have been opened with the HP Customer Support organization. For updates or status checks on those items please contact Customer Support.

The Licensing Facts

The Service Manager application utilizes both named and floating licenses for all application modules. Service Manager also provides a facility to configure read-only usage of the Change Management module when the company purchasing Service Manager has purchased both Service Manager Foundation and Helpdesk.

Service Manager uses profiles along with the operator record to identify the user's ability to access various modules. When a user first logs in to the system, they consume their Foundation license and all of their licenses for the modules they have rights to in their profiles.

The Named license

This is a license that guarantees a user identified as a named user will always be able to access the system. This type of license requires that each user is accounted for in the purchase of a named user license for both the Service Manager Foundation and any other Module for which they are to be a named user.

Note: Setting up a named user – see appendix 1

The Floating license

Users not identified as named users are considered Floating users when accessing the software. Users that obtain a Floating license will be able to log in to the software as long as all the Floating licenses have not been consumed by others. A Floating user will never consume a Named user license.

The Read-only License for Change Management

If a company has purchased Service Manager Foundation, Helpdesk and Change Module licenses and not given the privilege of using Change in some operator record profiles, a read-only view of change can be set up so that analysts on the Helpdesk can still access Changes opened and being worked without having the ability to edit them. See Appendix 1 for proper setup of this read-only capability.

Enterprise Self Service licensing

There are three modules that provide Enterprise Self-Service Access to users: Self-Service Ticketing (SST), Enterprise Self-Service Knowledge (ESS KM) and Service Catalog (ESS CAT).

- Self-Service Ticketing is unlimited and included with Helpdesk. There are no restrictions on this license other than it must be utilized through Service Manager
- ESS KM is sold on a named user basis
- ESS CAT is sold on a named user basis

In this case, the controls are managed contractually. The system does not have the intelligence at this time to track and count ESS licenses. We currently can only show a drawn down license count in the license report.

To see a snapshot of your license consumption at any point in time, you can run a "sm -reportlic" command from an OS command prompt and it will printout on screen the license that you have and who is on the system except for the ESS KM and ESS CAT licenses.

```
--- HP Service Manager License Report ---


Permanent License.
Server Quiesced State    :  Allow All Logins

                              Licensed Module Useage    Named(Licensed)     Float(Licensed)
                            IR Expert(Foundation)          Enabled
            Configuration Management(Foundation)          0(       25)        0(       25)
                 Desktop Administration(Foundation)        0(       25)        0(       25)
              HP SOAP API SDK for SC/SM(Foundation)        Enabled
 HP SCAuto for HP Network Node Manager(Foundation)        Enabled
 HP SCAuto for HP Operations (ITO/VPO)(Foundation)        Enabled
                 HP SCAuto for Email(Foundation)          Enabled
              HP SCAuto for Fax Unix(Foundation)          Enabled
            HP SCAuto for Pager Unix(Foundation)          Enabled
           HP SCAuto for Fax Windows(Foundation)          Enabled
         HP SCAuto for Pager Windows(Foundation)          Enabled

                 Self Service Ticketing(HelpDesk)          UnLimited
                   Incident Management(HelpDesk)          0(      100)        0(      100)
                         Service Desk(HelpDesk)          0(      100)        0(      100)
                   Problem Management(HelpDesk)          0(      100)        0(      100)
               Scheduled Maintenance(HelpDesk)          0(      100)        0(      100)

                                    RAD Compiler          0(        0)        0(      100)
                                 Service Catalog          0(      100)        0(        0)
                              Change Management          0(      100)        0(      100)
                             Request Management          0(      100)        0(      100)
                       Service Level Management          0(      100)        0(      100)
                             Contract Management          0(      100)        0(      100)
                       Asset Contracts Management          0(      100)        0(      100)
                           Knowledge Management          0(      100)        0(      100)
                         Knowledge Management ESS          0(      100)        0(        0)

              HP SCAuto for Spectrum(SCAuto)          Enabled
                HP SCAuto for TBSM(SCAuto)          Enabled
         HP SCAuto for CA Unicenter TNG(SCAuto)          Enabled
           HP SCAuto for Tally NetCensus(SCAuto)          Enabled
```

The stathistory table stores license usage for all modules over a period of time. The stathistory table updates every time a user logs on to the system. A stathistory record tracks the Named and Floating licenses on an application basis.

Usage Restrictions updated for the purposes of explanation

If the Self Service Ticket capability is licensed as part of HP Software Service Manager, the customer has the additional right for all employees of this customer to open, update, close and monitor self service tickets. If Service Catalog or Knowledge Management software is licensed as part of HP Software Service Manager, Enterprise Self Service (ESS) Users are based on the number of authorized users indicated in the Software License.

Users licensing Self Service Ticketing capabilities are only authorized to access the Service Desk module within HP Software Service Manager. Licensed users cannot open an incident or change request directly from Self-Service Ticketing. Self-service approvals can only be setup via the Service Catalog module's enterprise self service access using the self service functions via the catalog.

The Web Client module of Service Manager is for internal and private website use only and is not authorized for any use on any public websites or internet services.

HP Software Connector for SOAP API/SDK is now included with the Service Manager Foundation license:

Customer shall not have the right to use the SOAP API SDK to replicate any existing HP Software Service Manager functionality or to circumvent licensing of such Software.

Appendix 1

Read-only Change Management setup and Setting up a named user

Note: The following example is based on SM 7.01 with the IIA unloads installed.

To set up a read-only Change user for an operator that has a named or floating license for Foundation and Helpdesk:

1. Login as system admin (e.g. falcon)
2. Go to the Change Environment Record and ensure that the "Allow operator access without profile record" is checked.
3. Access the operator table.
   - ➢ Search for Harry.Incident (Out of the Box "Helpdesk" user with a **DEFAULT** change profile – not set up as Change named or floating)
   - ➢ If you are using a 7.00.x system or have not deployed IIA, the OOB user to test is Bob.Helpdesk
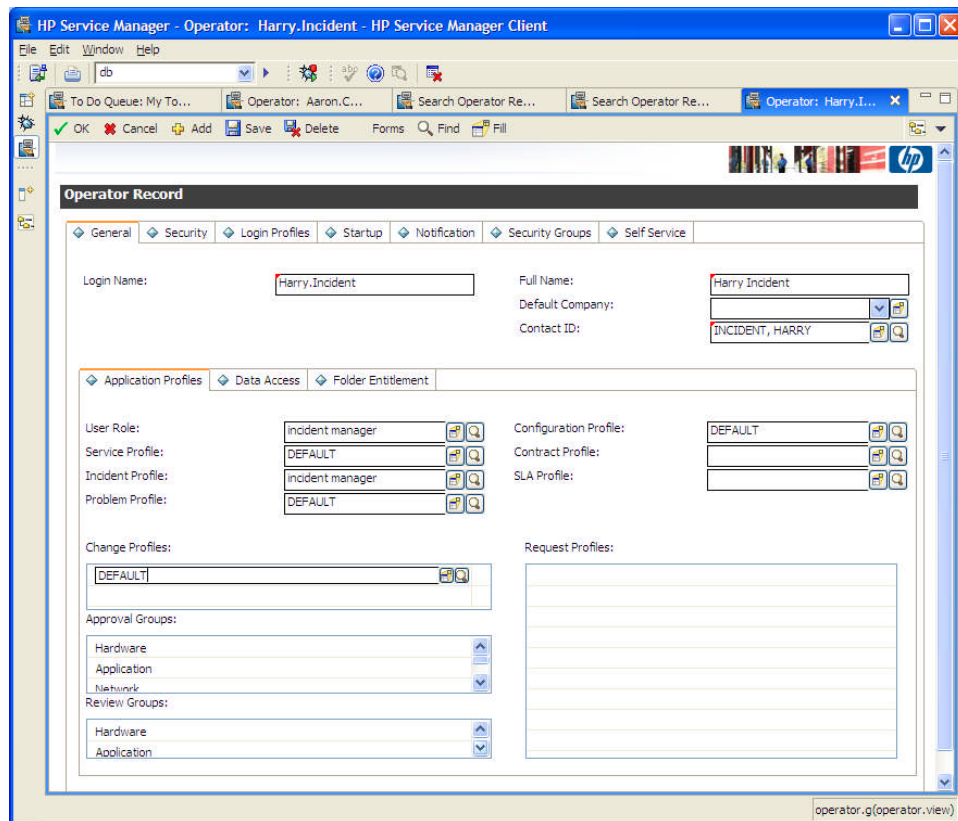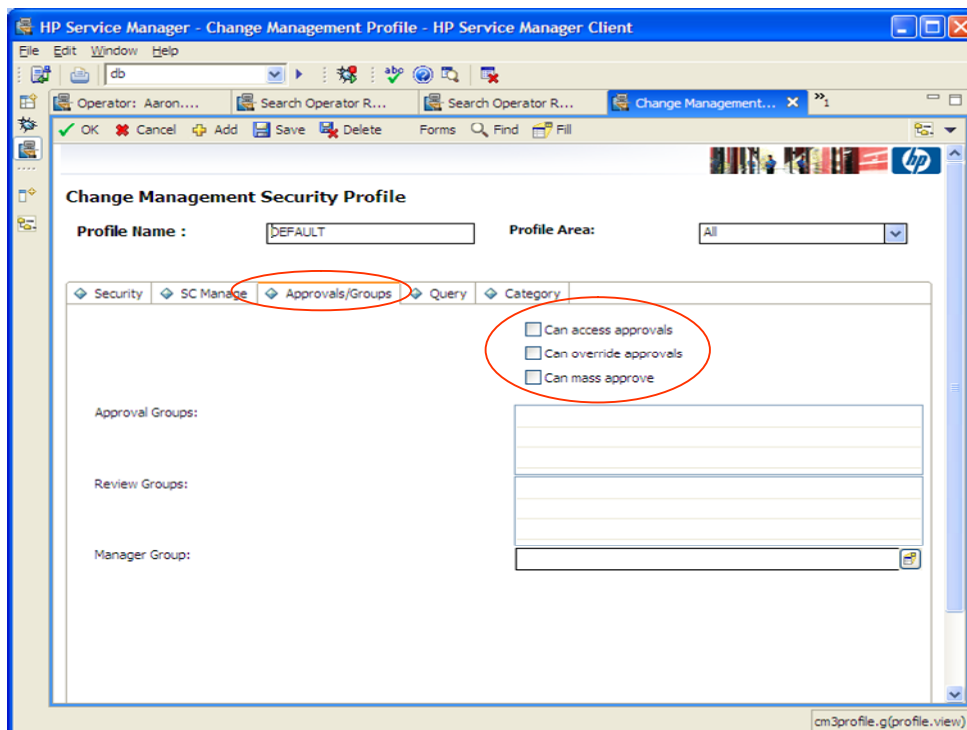

4. Click on the details icon for setting up the change profile:

5. Rights tab: Make sure Update says "never" and the only checked boxes are those shown below, View, Search for Duplicates, Can Count Records, and Review.
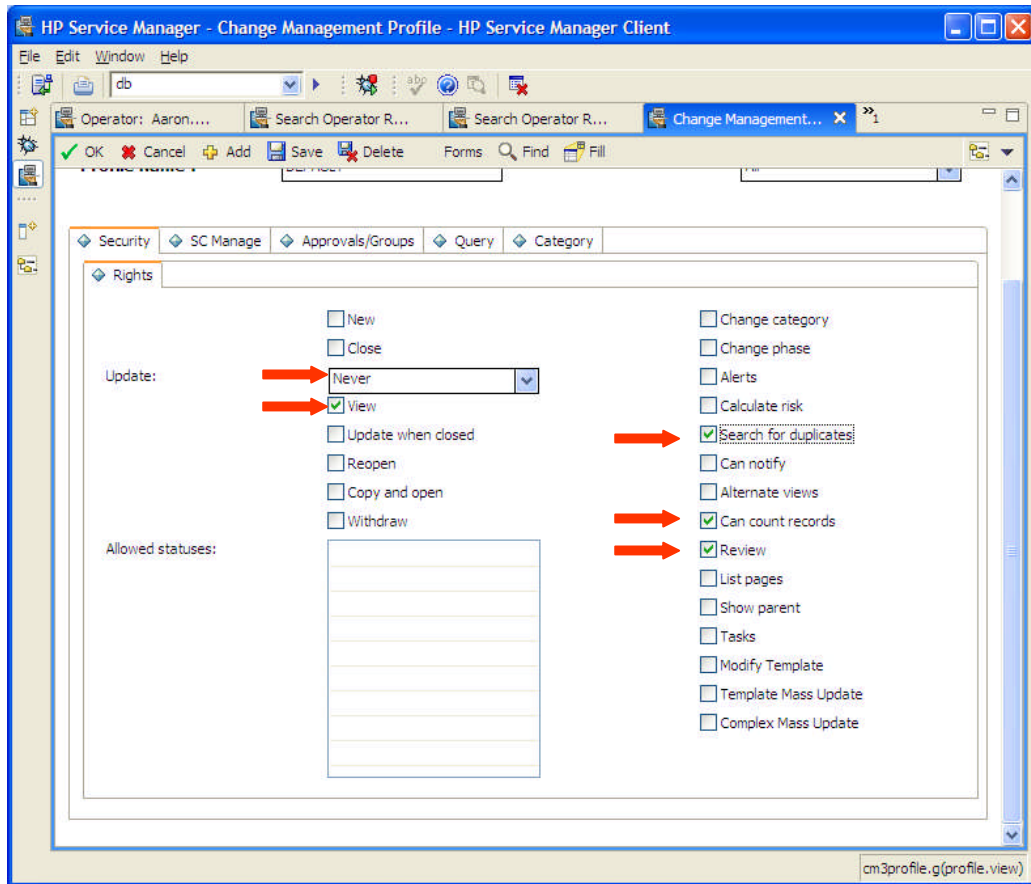
6. On the Approval/Groups tab the Check Boxes need to be not selected or set to a false value. Save the Change profile record. Return to the Operator record.

7. In the Operator record on the General Tab, then on the Folder Entitlement tab the value for the Default Folder needs to be blank. Specifying a folder will cause the profile to not be read-only.
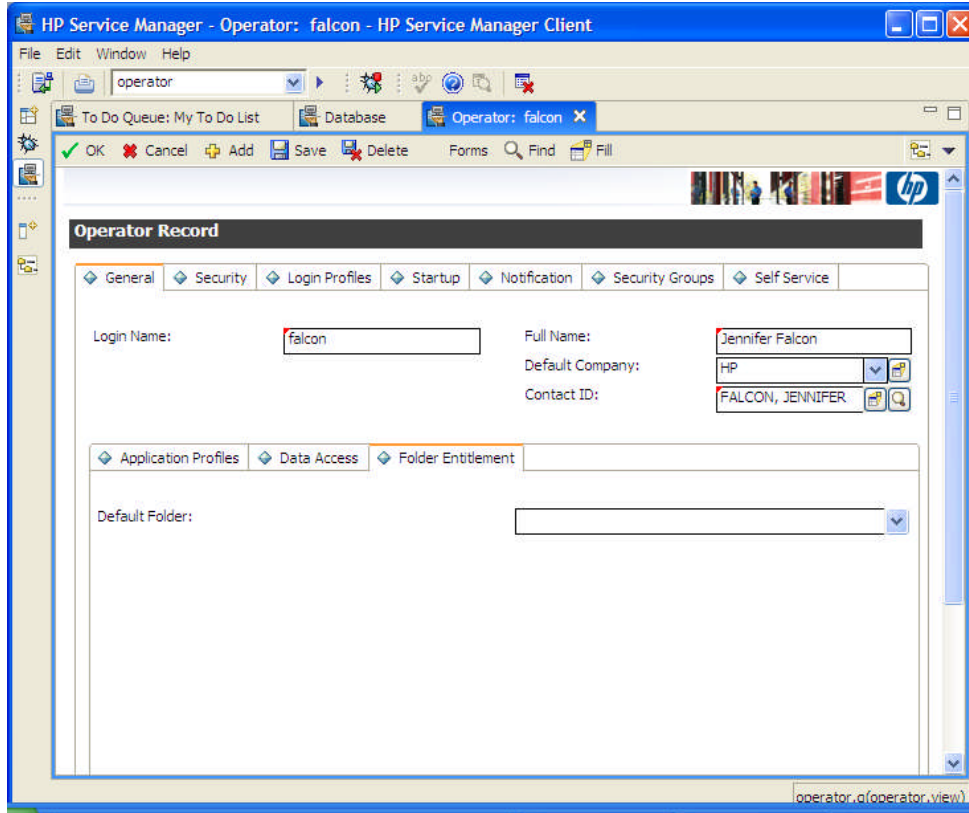
8. Save any changes that have been made to the Operator record. This operator is now set up as a Foundation and HelpDesk user with read-only access into Change Management and will not consume a Change Management module license.

To set up a named user:

1. In the command line type "operator" and click return
2. in the operator record click on the "login profiles" tab
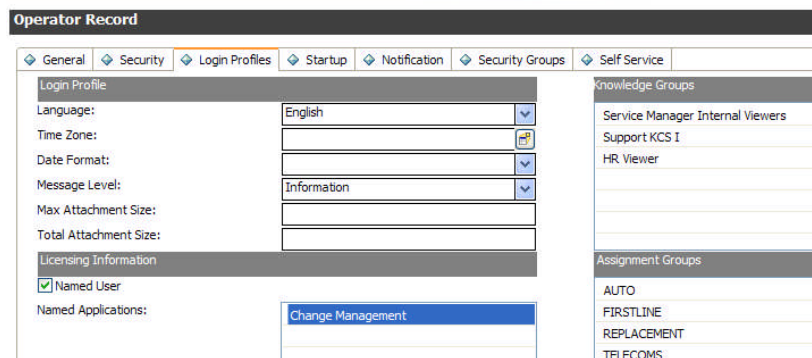
3. Check the box "named user" for the foundation license to be a named user
4. Then add each module that the person will be a named user for: here we show change management being the named user module. You can add each module that you want the person to have named user access to. You can also leave them as floating for some modules if they are not the ones doing the work in this module.

For more information

Please visit the HP Management Software support Web site at:

http://www.hp.com/managementsoftware/support

This Web site provides contact information and details about the products, services, and support that HP Management Software offers.

HP Management Software online software support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued customer, you can benefit by being able to:

- Search for knowledge documents of interest
- Submit and track progress on support cases
- Submit enhancement requests online
- Download software patches
- Manage a support contract
- Look up HP support contacts
- Review information about available services
- Enter discussions with other software customers
- Research and register for software training

Note: Most of the support areas require that you register as an HP Passport user and sign in. Many also require an active support contract.

To find more information about support access levels, go to the following URL:

http://www.hp.com/managementsoftware/access_level

To register for an HP Passport ID, go to the following URL:

http://www.managementsoftware.hp.com/passport-registration.html