

HP Operations Orchestration Software

Software Version: 7.51

HP Service Manager Integration Guide

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Finding or updating documentation on the Web

Documentation enhancements are a continual project at Hewlett-Packard Software. You can obtain or update the HP OO documentation set and tutorials at any time from the HP Software Product Manuals web site. You will need an HP Passport to log in to the web site.

To obtain HP OO documentation and tutorials

1. Go to the HP Software Product Manuals web site (<http://support.openview.hp.com/selfsolve/manuals>).
2. Log in with your HP Passport user name and password.
OR

If you do not have an HP Passport, click **New users – please register** to create an HP Passport, then return to this page and log in.

If you need help getting an HP Passport, see your HP OO contact.

3. In the **Product** list box, scroll down to and select **Operations Orchestration**.
4. In the **Product Version** list, click the version of the manuals that you're interested in.
5. In the **Operating System** list, click the relevant operating system.
6. Click the **Search** button.
7. In the **Results** list, click the link for the file that you want.

Where to find Help, tutorials, and more

The HP Operations Orchestration software (HP OO) documentation set is made up of the following:

- Help for Central
Central Help provides information to the following:
 - Finding and running flows
 - For HP OO administrators, configuring the functioning of HP OO
 - Generating and viewing the information available from the outcomes of flow runsThe Central Help system is also available as a PDF document in the HP OO home directory, in the \Central\docs subdirectory.
- Help for Studio
Studio Help instructs flow authors at varying levels of programming ability.
The Studio Help system is also available as a PDF document in the HP OO home directory, in the \Studio\docs subdirectory.
- Animated tutorials for Central and Studio
HP OO tutorials can each be completed in less than half an hour and provide basic instruction on the following:
 - In Central, finding, running, and viewing information from flows
 - In Studio, modifying flowsThe tutorials are available in the Central and Studio subdirectories of the HP OO home directory.

- Self-documentation for operations and flows in the Accelerator Packs and ITIL folders
Self-documentation is available in the descriptions of the operations and steps that are included in the flows.

Support

For support information, including patches, troubleshooting aids, support contract management, product manuals and more, visit the following site: <http://www.hp.com/go/bsaessentialsnetwork>

This is the **BSA Essentials Network** Web page. To sign in:

1. Click **Login Now**.
2. On the **HP Passport sign-in** page, enter your HP Passport user ID and password and then click **Sign-in**.
3. If you do not already have an HP Passport account, do the following:
 - a. On the **HP Passport sign-in** page, click **New user registration**.
 - b. On the **HP Passport new user registration** page, enter the required information and then click **Continue**.
 - c. On the confirmation page that opens, check your information and then click **Register**.
 - d. On the **Terms of Service** page, read the Terms of use and legal restrictions, select the **Agree** button, and then click **Submit**.
4. On the **BSA Essentials Network** page, click **Operations Orchestration Community**.
The Operations Orchestration Community page contains links to announcements, discussions, downloads, documentation, help, and support.

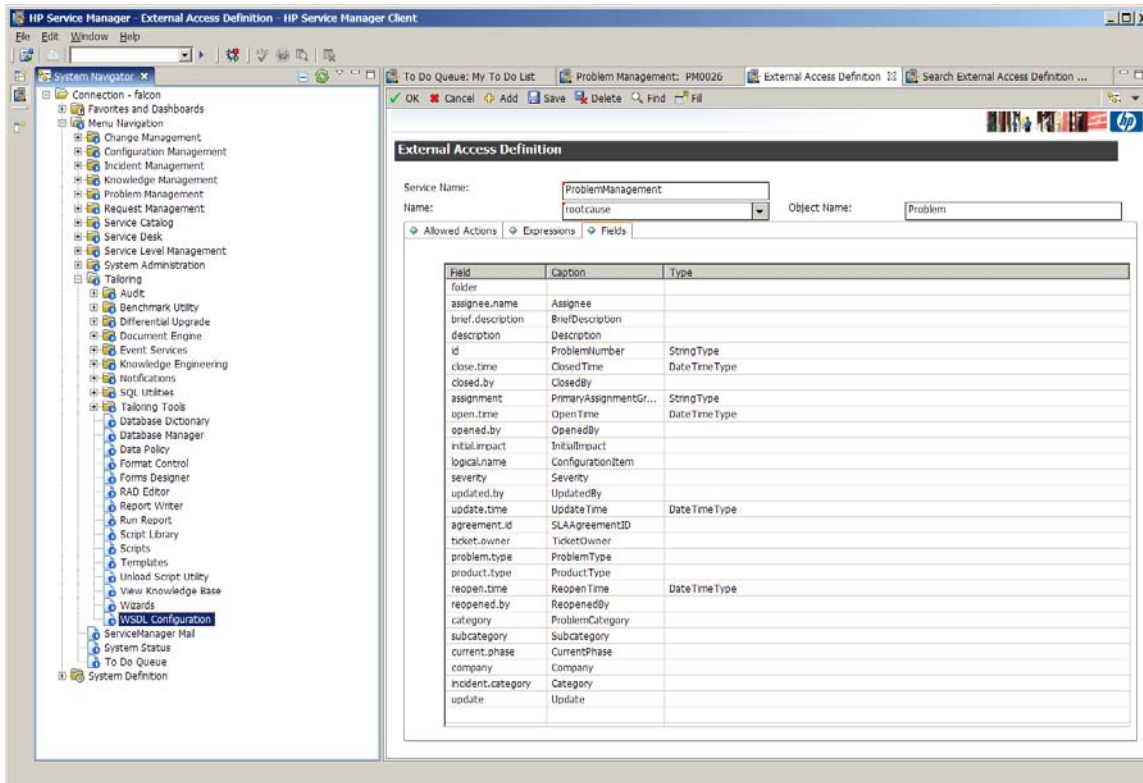
Note: Contact your OO contact if you have any difficulties with this process.

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Overview

By default, HP Service Manager (SM) 7.00 does not specify fields for the Problem Management Web service that lets you access problem tickets. To do so, you can expose these fields in the WSDL in the Service Manager Windows client in the following manner:



Aside from problem tickets, the out-of-box content should integrate cleanly with the sample provided data.

Integrating Service Manager with HP Operations Orchestration

You can interact with HP Operations Orchestration (HP OO) by using the various Web services for HP OO that are listed at http://<hp_oo_server>:<port>/PAS/services.

For more information on the operations available to Service Manager from HP OO, see the HP OO Web service API documentation.

To set up triggers on different tables in SM through the Windows client software, go to **System Definition > Tables > triggers.g** and use the form to create triggers in JavaScript or RAD.

To create an SM side script to access HP OO Web services, use **WSDL2JS in Tailoring > Tailoring Tools > Run WSDL to JS** and type the desired WSDL URL. To create a script in the script library and edit the resulting script as necessary to connect properly to the host, **Run WSDL to JS**.

The following table shows mappings between ticket types, the SM database, and the SQL database according to the default sample data provided with SM:

Ticket type	SM table	SQL table
Incident	probsummary	PROBLEM1M1, PROBSUMMARYA1, PROBSUMMARYM1, PROBSUMMARYM2
Change	cm3r	CM3RM1 and CM3RM2
Problem	rootcause	ROOTCAUSEM1

Use this table for establishing triggers as needed upon different events such as ticket creation (save) and updates. It is advisable to use triggers to integrate Service Manager with HP OO, rather than to try to integrate by using an execute-upon-demand script via solely the client.

Note that messages (including errors) from triggers executed during a Web service operation are added into a ticket and may or may not affect the success status of the request. When using triggers, only checking for success or failure is not sufficient. In some cases, it is not sufficient even in the absence of triggers. If a success code is returned by Service Manager (in the smStatus result of the operations) but there is a failure that should have been caught, please report the case to your HP OO contact.