

# HP HP Closed Loop Incident Process (CLIP) Solution

For the Windows operating system

Software Version: 9.10

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## Troubleshooting Guide

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## Welcome to This Guide

Welcome to the HP Closed Loop Incident Process (CLIP) Troubleshooting Guide. This guide provides information for troubleshooting the CLIP Solution v9.10.

**This chapter includes:**

- [How This Guide is Organized](#)
- [Who Should Read This Guide](#)
- [Additional Online Resources](#)

Note: If you have any feedback or comments, please contact [solutionpackagingandscp@hp.com](mailto:solutionpackagingandscp@hp.com).

## How This Guide is Organized

This guide contains the following chapters:

### **Chapter 1 Purpose of this Document**

Provides an overview of what this guide covers.

### **Chapter 2 Troubleshooting Incidents Exchange Integration between HP Business Service Management and HP Service Manager**

Provides troubleshooting solutions for the HP Business Service Management and HP Service Manager incidents exchange integration.

### **Chapter 3 Troubleshooting Synchronization of CIs between HP Universal CMDB and RTSM**

Provides troubleshooting solutions for the HP Universal CMDB and RTSM CI synchronization.

### **Chapter 4 Troubleshooting Synchronization of CIs between HP Universal CMDB and HP Service Manager**

Provides troubleshooting solutions for the HP Universal CMDB and HP Service Manager CI synchronization.

## Who Should Read This Guide

This guide is intended for a system implementer or system administrator responsible for upgrading the HP Closed Loop Incident Process Solution. This guide assumes that you have administrative access to all systems. The procedures in this guide may duplicate information available in your HP Business Service Management, HP Universal CMDB, and HP Service Manager documentation, but is provided here for convenience.

### Additional Online Resources

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# Chapter 1

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## Purpose of this Document

This document provides troubleshooting information for the HP Closed Loop Incident Process (CLIP) Solution, including basic triage information.

## Triage

HP CLIP is a solution comprised of several products. First, you must determine which product or integration has failed.

## Determine Where the Solution is Failing

In some cases, you can determine quickly which product has failed. If the problem source is not obvious, you can check log files or run verification tests to isolate the cause. If the source of the failure is one of the integrated products, see the HP Closed Loop Incident Process Solution Support Matrix for resource information. The CLIP Support Matrix can be found on the HP Live Network Web site located at: <https://www.www2.hp.com/>

## Check Log Files

Log files exist for most of the integrated products. This guide includes instructions on how to enable logging in for product components and integrations. This aids the troubleshooting process by providing more detailed information about the product's state and activities than reflected in the user interface.



## Chapter 2

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# Troubleshooting Incidents Exchange Integration between HP Business Service Management and HP Service Manager

Useful information regarding log files related to this integration is listed below:

## Log Files for HP Business Service Management (BSM)

- In the BSM Gateway Server, locate the **opr-event-sync-adapter.properties** file in **<BSM install folder>\conf\core\Tools\log4j\EJB**, and change the loglevel parameter value.

For example:

```
#loglevel can be any of DEBUG INFO WARN ERROR FATAL
loglevel=INFO
```

This affects the verbosity of **<BSM install folder>\log\EJBContainer\opr-event-sync-adapter.log**, which logs entries when **Test Connection** is called in the Connected Server administration screen, or when you click the **External Info** tab in the Event Browser.

- In the BSM GatewayServer, the **opr-event-sync-adapter.properties** file in **<BSM install folder>\conf\core\Tools\log4j\wde** controls the log level for logging entries just before calling the groovy script and all logs for integrations that do not use the groovy script but directly call an external web service (for example, Remedy Link).
- In the BSM Gateway Server, the **opr-event-sync-adapter.properties** file in **<BSM install folder>\conf\core\Tools\log4j\opr-ctxm-server** controls the log level for the file that logs most of the entries. This is the process that launches the groovy script and any logs that are made by the groovy script itself.

## Log Files for HP Service Manager (SM)

- **sm.log** is the General Service Manager log file, which is found in the default location **<Service Manager install folder>\Server\logs**.
- **sm.log**'s verbosity level is controlled via **sm.ini** in **<Service Manager install folder>\Server\RUN**.

## SM-OMi Integration Instance Log

When setting up the SMOMi integration, there is an option to define the log level and log file location.

Name, Interval Time, Max Retry Times and Log File Directory are required. If "Run at system start" is selected, the instance will run when SM starts.

Integration Instance Information

Name:	<input type="text" value="SMOMI"/>
Interval Time (s):	<input type="text" value="180"/>
SM Server:	<input type="text"/>
Log Level:	<input type="text" value="DEBUG"/>
Log File Directory:	<input type="text" value="c:\"/>

The same settings apply to the SM-BIR integration instance.

Name, Interval Time, Max Retry Times and Log File Directory are required. If "Run at system start" is selected, the instance will run when SM starts.

Integration Instance Information

Name:	<input type="text" value="SMBIR"/>	V
Interval Time (s):	<input type="text"/>	M
SM Server:	<input type="text"/>	E
Log Level:	<input type="text" value="DEBUG"/>	C
Log File Directory:	<input type="text" value="C:\"/>	

Description:


There should be an option to invoke the BSM Business Service Incident's related CI. This will enable the Service Desk Agent to validate and prioritize the Incident accordingly.

**Problem: Due to missing indices in the database, the queue of events that are forwarded to SM for the incident's creation/update grows quickly over time.**

**Note:** This is a performance issue that will be resolved in a future release.

**Tip:** Only execute this procedure one time.




## Solution

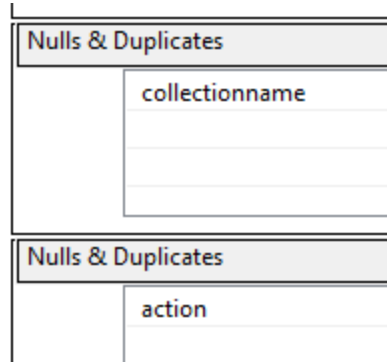
1. Log in to HP Service Manager with the **Eclipse** client.
2. From the System Navigator, click **Tailoring > Database Dictionary**.
3. Enter **kmknowledgebaseupdates** and click **Search** .

## Troubleshooting Guide

### Chapter 2: Troubleshooting Incidents Exchange Integration between HP Business Service

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4. Select the **Keys** tab. Click **Unique**, then **New Field/Key** . The key.window dialog box is displayed.
5. In the key.window dialog box, select **nulls & duplicates** from the drop-down list and enter **collectionname** in the text field. Click **Add** .
6. Repeat steps 4 and 5. This time enter **action** in the text field and click **Add** . Close this pane.
7. Repeat steps 2 and 3, and select the **Keys** tab. Verify the **collectionname** and **action** records are displayed in the **Nulls & Duplicates** operations.



The image shows two instances of the 'Nulls & Duplicates' dialog box. The top instance has a text field containing 'collectionname'. The bottom instance has a text field containing 'action'.

8. Click **OK** to save your changes. The **collectionname** and **action** indices are set.

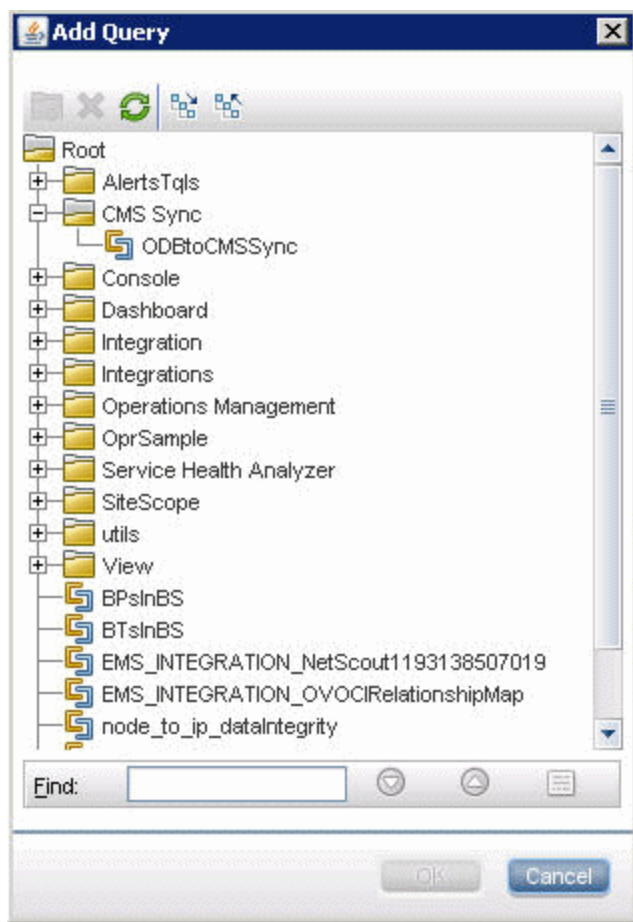


## Chapter 3

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### Troubleshooting Synchronization of CIs between HP Universal CMDB and RTSM

**Problem:** When creating a CI Sync integration between CMS and RTSM, and trying to add queries to an integration job, the list under CMS Sync includes only ODBtoCMSSync, and other queries are missing



### Solution

Deploy the package **CMS\_to\_RTSM\_Sync.zip** on the remote server.

If you are currently in the HP Business Service Management (BSM) UI, then the remote server is HP Universal CMDB (UCMDB) and vice versa.





## Chapter 4

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### Troubleshooting Synchronization of CIs between HP Universal CMDB and HP Service Manager

#### Problem: Forwarded HP Business Service Management events not opened in HP Service Manager as incidents

##### Solution

Verify the HP Service Manager (SM) server is up and running, and HP Business Service Management (BSM) can connect to it:

- Navigate to **Admin>Operations Management>Connected Servers** and edit the SM entry. On the **Outgoing Connection** tab, there is **Test Connection** link.
- Verify that when setting up **Connected Servers** in BSM, the SM user credentials that were provided have all the required permissions to open incidents and access web services.
- Check **opr-event-sync-adapter.log** on the BSM side for errors.
- Check **C:\SMOMi-<date>.log** on the SM server side for errors.

#### Problem: Incidents created, but *Incident Update* does not update the event. Error 401 displayed in UI

##### Solution

The most common cause for this problem is incorrect Business Service Management user credentials that the Service Manager Integration tries to use to update the event.

To verify that the correct username and password are used:

1. In BSM, navigate to **http://abc.com** and try the credentials that were provided when setting up the SM integration in BSM (**Incoming Connection** tab).
2. In SM, disable the SMOMi integration instance and verify that credentials from step 1 are entered in the **Integration Instance** properties.

#### Problem: Event details *View OMi Event* not available when reviewing incident in HP Service Manager

##### Solution

Verify that:

- Incident was opened by forwarding the event from OMi.
- CI sync infrastructure is in place, and both the BSM event and SM incident are linked to same CI (they must have same Global ID).

## **Problem: Verifying CI sync infrastructure is set up and working**

### **Solution**

1. In BSM, navigate to the **Administration>RTSM Administration>IT Universe** module, locate the CI of type **Windows**, and note its **Global ID** property value.
2. In SM, navigate to **Configuration Management>Resource Management>Search CIs**, and search for CIs of type **Computer**. Modify the displayed columns (**More** button, **Modify Column**) to display the UCMDB ID field, and compare this ID with the CI from the previous step.