HP Change Calendar

Installation and Configuration Guide, Version 7.00

Terms of use

Introduction

The HP Change Calendar application provides customers with a comprehensive calendar solution that enables increased productivity through better organizational change planning. It includes the ability to view planned changes, additions, and updates. The calendar allows information sharing through a graphical user interface that empowers users to easily share schedules and task loads.

The Change Calendar meets well-defined ITIL® best-practices that enable you to manage resources and the change process more effectively. You can then better align IT with your business objectives.

Overview

The HP Change Calendar is a Web application that interfaces with the Service Manager Change Management module via Web Services. All calendar items are stored in the `cmcalendar` file in Service Manager and then retrieved using the Change Management Web Services Description Language (WSDL) that is published by Service Manager out-of-box. Updates to calendar items are sent back via WSDL to Service Manager and incorporated into the internal database.
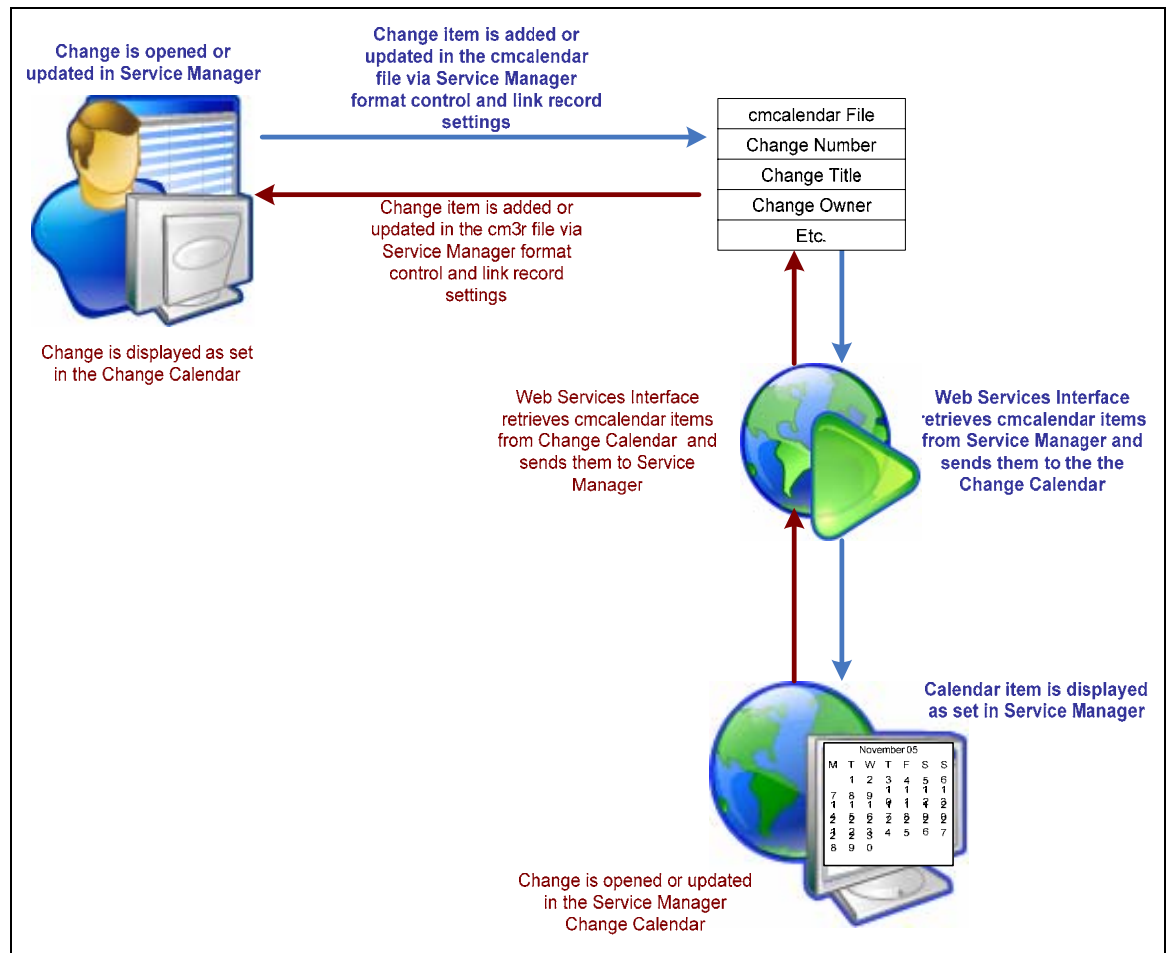
Compatibility and requirements

Change Calendar is compatible with Service Manager 7.*x* using Service Manager 7.*x* applications. The Change Calendar is a JavaScript™ and Java™-based Web application.

For additional compatibility information for Service Manager 7.*x* components, see the Supportability Matrix at: http://hp.com/go/hpsoftwaresupport

This document assumes that the installation and configuration of Service Manager and the Web environment is completed by technicians who understand the tailoring tools provided in the HP Service Manager product. Details on installing and configuring Service Manager are located in the Help shipped with the product. This document covers the installation of the Change Calendar only.

The HP Change Calendar requires the following:

- Service Manager license for Change Management
- Service Manager 7.*x*. run-time environment (RTE)
- Service Manager 7.*x* applications
- Web application server using appropriate Java Runtime Environment
- Java and JavaScript-enabled Web browser
- Verify the following before using the Change Calendar application:
  - Your Web browser is enabled for cookies.
  - Your Web browser is enabled for JavaScript.
  - Pop-ups are enabled in all browser versions. You may need to add the Change Calendar URL to the browser exception list.

Installation

Prior to running the Change Calendar application with Service Manager, you must deploy the Change Calendar application to the Web application server, configure Service Manager, and configure the operator records. Further customization and filtering steps are optional.

Deploying to the Web application server

The following steps refer to the deployment of the Change Calendar application onto a Tomcat Web application server. If you use a different Web application server, adjust the steps to work with your application server type. The Web application server must be supported for 6.2.*x*, as shown in the HP Service Manager 7.*x* Supportability Matrix.

In this example, Tomcat is installed in the following directory:

`C:\Program Files\Apache Software Foundation\Tomcat 5.5`

1. Ensure that the Web application server is not running, and copy the `calendar.war` file to the following directory:
   `C:\Program Files\Apache Software Foundation\Tomcat 5.5\webapps`
2. Restart the Tomcat application server. The `calendar.war` file will then be expanded into a new `smcalendar` directory located at:
   `C:\Program Files\Apache Software Foundation\Tomcat 5.5\webapps`
3. In a text editor, open the `calendar.properties` file in the following directory:
   `C:\Program Files\Apache Software Foundation\Tomcat 5.5\webapps\`
   `smcalendar\WEB-INF\classes`
4. Locate the com.peregrine.calendar.model.event.eventServiceLocation property and set it to the URL of the Service Manager server to which the Change Calendar will connect, as shown in the following example:
   `com.peregrine.calendar.model.event.eventServiceLocation = http://`
   `webapp_servername:12345/sc62server/PWS`
5. Save and close the file.
6. Restart the Web application server.
7. Open a browser and enter the following URL:

```
http://<webapp_servername>:<webapp_port>/smcalendar/
```

8. If the Change Calendar is correctly deployed, the browser displays the Change Calendar login window.
9. Login as the administrator to begin to use or configure operators.

Configuring with HP Service Manager

You cannot log in to Change Calendar from the product interface until you have first configured HP Service Manager to integrate with the Change Calendar. When configured, click **Change Management > Changes > Change Calendar** to log in.

Change Calendar has both required and optional steps as part of the configuration process. Optional steps are necessary only if you are using the miscellaneous field functionality or changing the out-of-box Change Calendar settings. Optional steps include:

- Configuring operator records

- Adding miscellaneous field data

- Customizing Views

- Customizing filters

- Configuring to use Secure Sockets Layer (SSL)

- Modifying session settings

- Modifying appearance

Configuring operator records

To use the Change Calendar, a user must have an operator record. In the operator record, the fscfull or fscread capability word must be associated with their account. The fscfull capability word allows a user full functionality of the Change Calendar, including read, write, and update capabilities. To restrict operators and grant read-only permission, use only the fscread capability word. Generally, only change coordinators and administrators have the full access level.

1. Click **System Administration > Base System Configuration > Operators.**

2. Click **Search** to select an operator from a record list. 🖋

3. Search for the operator to obtain Change Calendar access and add the appropriate capability word (fscfull or fscread) to the Execute Capabilities field in the Startup tab.

   Note: The SOAP API capability word is also required to use the Change Calendar. In an out-of-box system, the Administrator has the capability word but operators do not. In this step, you can also add the SOAP API capability word if it was not previously defined for the operator.

4. Save the record.

Customizing

You have the option to customize parts of the HP Change Calendar to best fit your business practices. Though the overall layout of the Change Calendar stays the same, the data that it displays can be changed. You can add custom fields or modify out-of-box fields. For example, the cmcalendar table contains a location field that is currently mapped to the location of the change coordinator. It may be more logical for your organization to use this field to store the location of the actual configuration

item. This is easily changed by modifying the link records included in the installation package. The following Change Calendar items can be customized:

- Miscellaneous field data and data mapped to cmcalendar
- Views
- Custom filters
- Settings that allow the Change Calendar to use Secure Sockets Layer (SSL)
- Change Calendar text labels
- Change Calendar system settings
- Custom skins and company branding changes

Adding miscellaneous field data

There are ten (10) miscellaneous fields in the cmcalendar table, eight (8) regular fields and two (2) array fields. These fields can be customized to map to any field in the cm3r or cm3t table in Service Manager. The Change Detail window displays the **Misc** tab, where these fields are located.

Use the following steps to add miscellaneous field data:

1. Click **Tailoring > Tailoring Tools > Links**.

2. Open the appropriate link record, cm.calendar.cm3r.post for change data, or cm.calendar.cm3t.post for task data.

    Note: These link records are defined to provide the Change Calendar with data that promotes industry best practices. HP recommends that you retain the base links, cm.calendar.cm3r.post and cm.calendar.cm3t.post**,** by making copies to use as the basis for your versions of the custom link records.

3. Click the first table item and then click **Select Line** from the drop-down menu in the upper right corner. The detail window displays.

4. Locate the Source Field values that begin with "misc". These values can be modified to map to any field in your table, cm3r or cm3t. Array fields must be mapped to one of the misc.array item types.

    Note: Out-of-box, the miscellaneous fields are of type character and array of character. To map them to logical, number, or date and time fields, you must change their data types in the cmcalendar dbdict file to match the types of the fields to which you are mapping. You cannot map these fields to arrays of structures or structures of arrays.

5. Click **Save**.

6. Using a text editor, open the `CalendarMessages.properties` file located in the following directory for your Web application server:

   `...\smcalendar\WEB-INF\classes`

7. Locate the event.label.misc* items and update them to reflect the mappings you created in the previous steps.

   Note: These steps can also be followed to make modifications to any of the out-of-box field mappings for the Change Calendar as described above. Out-of-box mappings are set in accordance with best practice guidelines. Modifications to these mappings will change adherence to these guidelines.

8. Save the file and restart your application server.

Customizing Views

Organizations can place limitations on the items that a user can view in the Change Calendar by setting up custom views in Service Manager. When the Change Calendar is opened, it retrieves a list from Service Manager of all views that reference the cmcalendar table and belong to either all users or the current user or a query group of which the current user is a member.

Consider the following items when setting up the Change Calendar views:

- Queries should be created in the same manner as other view queries and reference fields in the cmcalendar table.
- The Change Calendar uses the value in the view name field as a reference for the view.
- Calendar views are the primary method of controlling user views in the Change Calendar.

Customizing filters

Service Manager administrators have the option of providing calendar filters to their users. These filters are essential for calendars that have the potential to show numerous changes and tasks. Filters are company-specific and cannot be set up differently for each user. There is no limitation on the number of filters that can be created. In the calendar view, changes will appear grey until a filter is applied and will only display items from the time you began using the application. Once filters are applied, the refreshed view displays in the appropriate color for the filter.

Use the following steps to create a custom filter:

1. Log into Service Manager as an administrative user and open the `cmcalendarfilter` file using the Database Manager tool.
2. Add a record to this table for each filter value you want to display in the Change Calendar. You can optionally use the database manager to search for an existing filter and modify the filter criteria.
3. Refresh your view or close Change Calendar and launch again.

Example: The following table shows filters added to calendar items in the cmcalendarfilter table, filtered by the amount of risk involved.

Filter name	Field to filter	Display value	Field value	Filter color
Impact	Risk.assessment	NONE	0	blue
Impact	Risk.assessment	LOW	1	green
Impact	Risk.assessment	SOME	2	red
Impact	Risk.assessment	MODERATE	3	purple

Impact	Risk.assessment	HIGH	4	yellow
Impact	Risk.assessment	VERY HIGH	5	gray

Configuring to use Secure Sockets Layer (SSL)

Change Calendar can be configured to use SSL for authentication only, or to use SSL for the entire session. In the `calendar.properties` file there are two properties that can be modified to customize the Change Calendar SSL functionality, loginSubmitUrl and loginRedirectUrl.

The loginSubmitUrl property

The loginSubmitUrl property is used to specify the URL that is requested when the login form is submitted. This setting can be specified as an absolute URL. If an absolute URL beginning with `https://` is specified, the connection will be submitted securely.

The following entry specifies a secure connection:

```
loginSubmitUrl=https://acmecoweb/calendar.jsp?skin=acmebrand
```

The loginRedirectUrl property

The loginRedirectUrl property is used to configure the URL to which the application will redirect after a successful login is achieved. If an absolute URL beginning with `https://` (where the letter s indicates SSL mode) is specified after an SSL login, the application will resume in non-SSL mode. If a relative URL is used, the login session will continue running in SSL mode.

The following entry specifies a *redirected non-SSL* session:

```
loginRedirectUrl=http://acmecoweb/calendar.jsp?redrected=true
```

The following example specifies a *redirected SSL* session:

```
loginRedirectUrl=calendar.jsp?redirected=true
```

Modifying session settings

Administrators have the ability to configure several HP Change Calendar settings to meet the needs of users. The following settings are customizable through the various properties files located in the **classes** directory of the Change Calendar application.

Note: The path names used to describe the following files start at the base directory of the Change Calendar application. The actual directory is located under the Web application server directory.

Setting	Filename	Syntax
Session Idle Time Out	`..\smcalendar \WEB-INF\web.xml`	<session-timeout>30</session-timeout> The number of minutes a session can remain idle before it is timed out. Default value is 30 minutes. A value of zero (0) or negative one (-1) disables the timeout setting.
Event Item Color	`..\smcalendar \WEB-INF\classes \calendar.properties`	com.peregrine.calendar.model. event.serviceManager. defaultEventColor=silver The label color for calendar event items. The color is designated by either a standard HTML color name or the hex

		value for the color, such as #AABBCC. Default value is silver

Maximum number of events to display in a day view	`..\smcalendar`
	`\WEB-INF\classes`
	`\calendar.properties`
		maxDayViewEvents=100
		
		The maximum number of calendar items to be displayed when using the day view.

Calendar log file	`..\smcalendar`
	`\WEB-INF\classes`
	`\log4j.properties`
		log4j.appender.FILE.File=
		`c:/temp/calendar.log`
		
		Location of the change calendar log file.
		
		The default location is `c:/temp/`. Ensure that the `C:` drive on the machine you are installing contains a `temp` directory.

Turn on change calendar debug messages	`..\smcalendar`
	`\WEB-INF\classes`
	`\log4j.properties`
		log4j.logger.com.hp=DEBUG, CONSOLE
		
		By default, this parameter is commented out. Remove the comment character (#) from the beginning of the statement to turn on debug messaging.

Modifying appearance

The HP Change Calendar can be customized to conform to your branding standards. Field and window labels can be changed by modifying the text items in the **CalendarMessages.properties** file, as described in the Adding miscellaneous field data section. In addition, custom skin files enable your company to use internal corporate graphics for objects such as headers, footers, buttons, and icons. Skins can be set only at the system level, users cannot modify skins settings.

Setting the custom skin file

1. Locate the `\skins` directory located under the `\Web` root directory.
2. Create a new directory under the `\skins` directory. The directory name will be the name of your custom skin file.
3. Copy all resource files from the `\skins\hp` directory to the `\skins` directory you created.
4. Modify the resource files and the `calendar.css` style sheet as necessary.
5. Open the `calendar.properties` file located in the following directory: `smcalendar\WEB-INF\classes\calendar.properties`
6. Modify the loginSubmitUrl property to include your custom skin file. For example, the following entry causes the application to use all resources files and the style sheet located in the `smcalendar\skins\`*`customerSkin`* directory:

   loginSubmitUrl=calendar.jsp?skin=*customerSkin*

Running Change Calendar

1. Ensure that both the Service Manager server and Web application server are running.
2. Open your Web browser and enter the following URL:
   `http://<webapp_servername>:<webapp_port>/smcalendar/`
3. The Change Calendar login window opens.
4. Enter your username and password, and click the Login button.
5. Change Calendar opens in your Web browser.

Troubleshooting

Due to the complexity of the Web Services interface, you may occasionally need to troubleshoot your Change Calendar application. This section addresses common installation questions.

How do I turn on debug messages in my HP Service Manager and Change Calendar log files?

To view HP Service Manager debug information related to the Change Calendar, add the debughttp parameter to your `sm.ini` file. This parameter will turn on Service Manager SOAP message logging. Once enabled, you will be able to review and debug the messages between the Change Calendar and Service Manager in the `sm.log` file.

To turn on debugging capability in the Change Calendar, remove the comment character (#) at the beginning of the following statement, in the `log4j.properties` file. The file is located in the following directory: `\smcalendar\WEB-INF\classes\log4j.properties`

`log4j.logger.com.hp=DEBUG, CONSOLE`

You can optionally change the default log file by modifying the following setting:

`log4j.appender.FILE.File=c:/temp/calendar.log`

For support issues, Customer Service will request both the `sm.log` and `calendar.log` files to assist with issue resolution.

Note: Logging SOAP messages to the HP Service Manager log file can decrease system performance. Running the product and applications using the debughttp parameter in a production environment is not recommended.

An error displays when attempting to launch the Change Calendar login screen using the calendar URL.

This indicates that the Web application server is having a problem executing the HP Change Calendar application. Ensure that your Web application server is running and that the URL you are attempting to reach contains the correct port number for your Web application server. Contact your Web administrator if the problem persists.

When attempting to log in to Change Calendar, an error displays indicating that I need to contact my system administrator.

Ensure that the correct server and port number are specified in the `calendar.properties` file, and that the HP Service Manager server is running.

When attempting to log in to Change Calendar, an invalid password error displays.

Ensure that you have a license to use the Service Manager SOAP API and check that your operator record has the appropriate capability words fscfull or fscread. The SOAP API capability word is also required if not previously configured. Out-of-box systems contain the SOAP API and fscfull capability words for the system administrator (falcon). Operators must be configured prior to use.

Java error displays when attempting to open an existing change or a list of contacts.

These types of errors normally occur when the Web Services definitions in HP Service Manager do not match the definitions that the Change Calendar is expecting. The Change Calendar uses the Change Management (ChM) and Configuration Management (CM) Web Services Description Language (WSDLs) as defined for an out-of-box installation for HP Service Manager 7.*x*. This installation expects certain fields to be published by HP Service Manager Web Services. If you

modified definitions from the out-of-box installation, it could cause problems with the Change Calendar interface.

When changes are made, my changes and tasks do not display.

Open the cmcalendar table in HP Service Manager and verify that it contains the items you are looking for. If they do not exist, ensure that you have made your format control changes correctly. If the records are in the cmcalendar table, but not showing up in the Calendar application, check your filter and View settings. The primary cause for not seeing items in the Change Calendar is applying a filter or View that is too restrictive.

If you are using the miscellaneous field mappings option, verify the fields are mapped correctly. The data in the mapped field must be the same data type as the miscellaneous field in the cmcalendar table. To determine, search the `sm.log` file for a message indicating that the miscellaneous field data does not match the data type in the cmcalendar dbdict.

For more information

Please visit the HP product support web site at:
http:/hp.com/go/softwaresupport

This web site provides contact information and details about the products, services, and support that Hewlett-Packard offers.
HP 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 valuable support 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 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

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