

HP Service Manager Exchange with SAP Solution Manager

for the Windows® and HP-UX® Operating Systems

Release Notes

Software version: 1.00

This document provides an overview of HP Service Manager SAP Incident Exchange for this release. It contains important information not included in the manuals or online help.

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In This Version

This is the first version.

This version offers dynamic incident integration between HP Service Manager and SAP Solution Manager Service Desk allowing for a cohesive, intelligent SAP and non-SAP incident workflow.

The interface to exchange support messages between HP Service Manager and SAP Solution Manager Service Desk was co-designed and co-developed by HP and SAP and is SAP-certified.

HP Service Manager Exchange with SAP Solution Manager establishes a unified, automated environment for the incident management process.

This version

- Integrates and synchronizes HP Service Manager and SAP Solution Manager Service Desk, with an automated near-real-time, bi-directional, push-based incident and service request information exchange.
- Provides comprehensive “big picture” information and more meaningful, consistent and timely incident and context information.
- Supports a common monitoring environment, enabling more consistent incident reports and event-monitoring, adding more timely information about incidents and incident business impact, facilitating more intelligent root-cause analysis and enabling more proactive incident management.
- Updates incidents in HP Service Manager and SAP Solution Manager Service Desk and integrates cross-system incident life-cycle state management.
- Is based on state-of-the-art technologies such as web services (simple, flexible and platform independent).
- Supports SSL Communication in HP Service Manager, the incident exchange middleware, SAP and Solution Manager Service Desk.

Installation Notes

Installation requirements, as well as instructions for installing SMSSMEX, are documented in the *Installation Guide for SMSSMEX* (SMSAP Installation Guide.pdf, copied from the product CD or DVD during installation to <SMSSMEX_installDir>\doc).

Known Problems, Limitations, and Workarounds

Defect ID	Known Issue	Workaround
56	If an incident is updated from SAP Solution Manager while an update from the Incident Exchange to Service Manager is pending (an event is in the Event In queue), the incident status from the event will override the incident status set by the update from SAP Solution Manager.	Fix the affected incidents by correcting the value of hidden metadata inside Service Manager. An AddInfo exchange (in either direction) will also automatically correct the incident status by updating the hidden metadata value.
57	A previous AddInfo update event can overwrite a later event (RejectSolution) if Event Services processes the events out of order.	Fix the affected incidents by correcting the value of hidden metadata inside Service Manager. An AddInfo exchange (in either direction) will also automatically correct the incident status by updating the hidden metadata value.
61	After a Service Catalog incident is created, no SAP Solution Manager Integration tab is shown in the form.	None.
63	A Service Manager incident is displayed but no expected solution date is shown in the form.	Check the value in table probsummary, field planned.end.
65	If a new incident is created from an SAP support message and in Service Manager the configuration item of Solution Manager does not match any CIs, then Service Manager maps the incident to the first CI (in order of device logical name).	None.
66	The user can edit hidden metadata field in a Service Manager incident.	None.
68	If an incident is sent to an invalid external help desk (such as an unavailable help desk), the incident does not receive the correct message and the incident can not be recovered.	None.
71	checker.bat may incorrectly detect the following errors in the SSL connection between Service Manager / Service Center and Tomcat (the SSL connection is working correctly): 14) Check existence of mapped Incident fields in the IncidentManagement WS failed: not all subordinate checks were successful 15) Check instance exthd failed: com.hp.ov.ictex.ovhdaccess.OvHDException: javax.net.ssl.SSLHandshakeException:	None. Simply ignore the messages.

	sun.security.validator.ValidatorException: No trusted certificate found	
92	When an incident is closed by clicking the “Close Incident” button in Service Manager, the status of the Service Manager incident is not changed to “Close”.	None.
93	Large attachments can crash Tomcat and Service Manager.	Maximum size of attachments is 2MB. For bigger attachments, use a link.
94	When an error occurs while sending the close request from Solution Manager to Service Manager, the request can not be reopened or resent.	None.
96	When an incident is synchronized from Solution Manager to Service Manager, the CI information is transferred to Service Manager but is not displayed in the Service Manager Incident.	Check the settings in table probsummary, field sap.client, sap.installationnumber and sap.sid.
97	When an incident is synchronized from Service Manager to Solution Manager, the Assignee Name field is sent to Solution Manager but is not displayed in the Message Processor field.	In the Solution Manager incident, check Transaction Data > Partners. The entry with Function “Contact Person” is the Assignee that was transferred from Service Manager.
109	When transferring a URL from Solution Manager to Service Manager, if the content of Name and Description fields does not match the operating system locale, then the title text of the Attachment tab of the Service Manager incident is unreadable. For example, if the Name field contains Chinese text, the locale for HPUX must be zh_CN.gb18030.	Select the proper system operation locale.
113	If the Service Manager operator rejects a solution and the Solution Manager operator sends a second solution, the first solution is displayed twice in the Service Manager incident.	None.

Verified Environments

Verified environments are described in *Support Matrix* section, *Chapter 2 Deployment Scenarios*, SMSAP Installation Guide.pdf (the installation copies the PDF to <SMSMEX_installDir>\doc).

Support

You can visit the HP Software support web site at:

www.hp.com/go/hpsoftwaresupport

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

HP 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 support customer, you can benefit by using the support site to:

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

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://h20230.www2.hp.com/new_access_levels.jsp

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

<http://h20229.www2.hp.com/passport-registration.html>

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