

HP Service Manager Software

for the Windows® and Unix® operating systems

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HP Universal CMDB to HP Service Manager Integration Guide

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Contents

1	Introduction	9
	Purpose of the integration	10
	Multi-tenancy requirements	11
	What multi-tenant information is stored in UCMDB?	12
	What multi-tenant information is stored in Service Manager?	12
	Unique logical names	12
	Synchronization of company records	13
	UCMDB Customer ID	15
	UCMDB User ID and password	15
	Company Code	15
	Company information replicated to CI records and relations	15
	Company information replicated to incident records	15
	Schedule records	16
2	Integration setup	17
	Integration requirements	18
	Create an integration point	19
	Install separate data flow probes for each tenant	20
	Start tenant-specific data flow probes	21
	Configure IP ranges for tenant-specific data flow probes	22
	HP Universal CMDB 7.52 to 8.x setup overview	23
	Install the Service Manager integration package	23
	Add an RMI adapter data store	23
	Add a new Changes adapter data store	25
	Add a Service Desk adapter data store	28
	HP Service Manager setup overview	31
	Add the UCMDB connection information	31
	Edit the Process Definition record to support a UCMDB 7.52 system	32
	Enable multi-tenancy support for the integration	32
	Configure the Service Manager System Information Record	33
	Add tenant-specific UCMDB User ID and password values	34
	Add UCMDB Customer ID values to existing companies	34
	Synchronize existing companies from Service Manager to UCMDB	35
	View whether company information is in UCMDB	35
	Resynchronize an existing company with UCMDB	36
	Inactivate a synchronized company	36
	Reactivate an inactive company	37
	Add reconciliation rules	37
	Use join tables for reconciliaton	37
	Sequence of reconciliation	38

Create a DEM reconciliation rule	38
Add Discovery Event Manager rules	38
CI attributes displayed in change and incident records	39
Searching for change and incident records opened by the integration.	40
Define a Changes data push in UCMDB 9.0.	40
Define a Changes replication job in UCMDB 7.52 to 8.x	41
Define an RMI data push in UCMDB 9.0	42
Define an RMI replication job in UCMDB 7.52 to 8.x	43
Schedule data push or replication jobs	44
Schedule UCMDB 9.0 data push jobs.	44
Schedule UCMDB 7.52 & 8.x replication jobs	46
3 Tailoring the integration	47
Integration architecture	48
Integration class model	48
UCMDB 9.0	48
UCMDB 7.52 and 8.x.	48
Integration TQL queries.	51
TQL query requirements.	54
Service Manager web services	54
Managed fields.	55
Service Manager reconciliation rules	58
Performance implications	59
Dependence on DEM rules	59
Service Manager Discovery Event Manager rules	59
Change the conditions under which a DEM rule runs	59
Add tenant-specific DEM rules	60
Change the action the DEM rule takes	61
Update the list of managed fields for a CI type	61
Create custom JavaScript to open change or incident records	61
Making the integration components visible in UCMDB	63
Change the Link Root setting	63
UCMDB 9.0	63
UCMDB 7.52 and 8.x.	63
Change the Object Root setting	64
UCMDB 9.0	64
UCMDB 7.52 and 8.x.	65
Tailoring options	67
Add a CI attribute to the UCMDB class model.	67
Enable calculation for the CI attribute	70
Enable the Change Monitored option for CI attributes	71
Map the CI attribute to a web service object.	73
Reload the code base for the integration adapter	75
Create a web service object to support the CI attribute.	76
Add a managed field to support the CI attribute	78
Add a CI Type to the integration	81
Add a CI type to the UCMDB class model	82

UCMDB 9.00	82
UCMDB 7.52 & 8.x	82
Sample CI type.	82
Create a TQL query to synchronize the CI type	85
Verify all relationships in the TQL query have the tracking qualifier	89
Enable calculation for the CI type's attributes	90
Map the CI type's TQL query to an XSL transformation file.	92
Map the CI type's attributes to web service objects	94
Reload the code base for the ServiceDeskAdapter	97
Add custom TQL queries to the integration Changes Adapter	98
Add custom TQL queries to integration data push (replication jobs)	99
UCMDB 9.00 data push job definitions	99
UCMDB 7.52 & 8.x replication jobs	100
Create web service objects to support the CI type	101
Add managed fields to support the CI type.	103

1 Introduction

This chapter offers the following descriptions of the HP Universal CMDB to HP Service Manager integration:

- [Purpose of the integration](#) on page 10
- [Who should read this guide?](#) on page 10
- [What information is stored in UCMDB?](#) on page 10
- [What information is stored in Service Manager?](#) on page 11
- [Multi-tenancy \(multi-company\) support](#) on page 11

Purpose of the integration

An integration between HP Universal CMDB (UCMDB) and HP Service Manager enables you to share information about the actual state of a configuration item (CI) between your UCMDB system and a Service Manager system. Any organization that wants to implement the best practices Configuration Management and Change Management ITIL processes can use this integration to verify that CIs actually have the attribute values the organization has agreed to support.

You can use this integration to automate the creation of Service Manager change or incident records to update or rollback CIs that have unexpected attribute values. Service Manager allows you to programmatically define what actions you want to take whenever a CI's actual state does not match the expected state as defined in the CI record.

The integration offers several different ways for users to view CI actual state information:

- By default, the integration automatically updates the managed fields of Service Manager CI records as part of the regular UCMDB synchronization schedule. You can choose the option to configure the integration to automatically create change or incident records instead.
- A Service Manager user can view the current actual state of a CI by looking at the Actual State tab in the CI record. When you click on the Actual State tab, Service Manager makes a web services request to UCMDB and displays all CI attributes the request returns. Service Manager only makes the web service call when you click on the tab.
- A Service Manager user can use the **View in UCMDB** option to log in to the UCMDB system and view the current CI attributes from UCMDB. The Service Manager user must have a valid UCMDB user name and password to log in to the UCMDB system.

Who should read this guide?

This guide is intended for a system implementer or system administrator who will be establishing and maintaining a connection between the UCMDB and Service Manager systems. This guide assumes that you have administrative access to both systems. The procedures in this guide may duplicate information available in your UCMDB and Service Manager help systems but is provided here for convenience.

What information is stored in UCMDB?

Your UCMDB system stores the actual state of CIs and CI relationships as CI attributes. Typically, UCMDB uses one or more discovery mechanisms (feeders) to automatically detect CI attribute values. The UCMDB to Service Manager integration only uses a subset of the CI attributes available in a UCMDB system.

For more information, see [Tailoring the integration](#) on page 47.

What information is stored in Service Manager?

Your Service Manager system stores the managed or expected state of CIs and CI relationships as attribute values in a CI record. To be part of the integration, a CI attribute in your UCMDB system must map to a managed field in the Service Manager CI record. You can add, remove, or update the managed fields that are part of the integration by tailoring the Service Manager web services that manage the integration.

Service Manager runs according to a set of rules that define what actions you want the system to take whenever a CI's actual state does not match the expected state as defined in the CI record. You define these rules from the Discovery Event Manager (DEM) in Service Manager where you can do the following:

- Automatically update a CI record to match the attribute values listed in the actual state. (This is the default behavior.)
- Automatically create a change record to review the differences between the actual state and the managed state
- Automatically create an incident record to review the differences between the actual state and the managed state

Multi-tenancy (multi-company) support

The HP Universal CMDB (UCMDB) to HP Service Manager Integration supports a multi-tenancy configuration in which both the Service Manager and UCMDB systems track Configuration Items (CIs) and Configuration Item Relationships (CIRs) by company ID. In a multi-tenancy configuration, you can tailor the integration so that each tenant only sees and works with the CIs and CIRs that match their company ID. Multi-tenancy is intended for managed service providers (MSPs) who wish to offer Configuration Management as a service to multiple tenants.

Multi-tenancy requirements

Your system must meet the following requirements in order for the integration to support multi-tenancy.

- HP Universal CMDB version 8.02 or greater system.
- HP Service Manager version 9.20 system
- Integration enabled between UCMDB and Service Manager integration
- Multi-company mode enabled on the Service Manager system
- Problem schedule process running on the Service Manager system

You can find additional information about the multi-tenancy integration at the HP Software Support Online web site <http://support.openview.hp.com>. You can also download copies of the following related documents:

- HP Service Manager help, version 9.20

What multi-tenant information is stored in UCMDB?

Your UCMDB system stores a company ID attribute for each CI and CIR. The company ID determines what adapter and synchronization schedule your UCMDB system uses to update CI data. Each CI and relationship record can only have one company ID. The UCMDB system obtains a company ID from the Service Manager system.

If more than one tenant (company) shares the same CI, each tenant has their own unique CI record describing the CI. In effect, the UCMDB system creates multiple CI records to track one managed asset. Each tenant's CI record is unique to that tenant and lists the company's unique company ID.

What multi-tenant information is stored in Service Manager?

Your Service Manager stores the company records that describe each tenant in the multi-tenant configuration. The Service Manager system is the definitive source of company IDs and pushes new and updated information to your UCMDB system.

Service Manager tracks the company ID of each CI and relationship in a multi-tenant configuration. CI records inherit the company ID of the UCMDB feeder that discovered them. Relationship records inherit the company ID of the parent CI in the relationship.

In a best practices implementation, Service Manager uses Mandanten to ensure that operators only see CI and relationship records where the CI's company ID matches the operator's company ID. If you restrict the view with Mandanten, then Service Manager also restricts the view to all other related records such as change requests and incidents.

Unique logical names

Service Manager requires that all CIs have unique logical names. If the logical name generation process produces a duplicate logical name value, Service Manager appends an underscore and a number to the end of logical name to make it unique. For example, if two CIs would have the logical name `mytesthost`, then the second CI will instead have the name `mytesthost_1`. A second duplicate CI would have the name `mytesthost_2`.

Synchronization of company records

If your system meets all the conditions for multi-tenancy support, Service Manager creates a schedule record to push the company ID of the company record to your UCMDB system. Service Manager uses the following rules to determine whether to push the company ID to your UCMDB system.

Table 1 Conditions where Service Manager synchronizes company ID with UCMDB

Conditions	Tenant information synchronized?	Schedule record created and action taken in UCMDB
<ul style="list-style-type: none"> • UCMDB to Service Manager integration enabled • Multi-company mode enabled in Service Manager • You create a new company record in Service Manager 	Yes	Synch Company with UCMDB - <UCMDB Company ID> <ul style="list-style-type: none"> • Add new company ID
<ul style="list-style-type: none"> • UCMDB to Service Manager integration enabled • Multi-company mode enabled in Service Manager • You update an existing company record that has not been synchronized with UCMDB 	Yes	Synch Company with UCMDB - <UCMDB Company ID> <ul style="list-style-type: none"> • Add new company ID
<ul style="list-style-type: none"> • UCMDB to Service Manager integration enabled • Multi-company mode enabled in Service Manager • You disable the option to show a company in multi-company lists on a company synchronized with UCMDB 	Yes	Inactivate Company with UCMDB - <UCMDB Company ID> <ul style="list-style-type: none"> • Inactivate existing company ID
<ul style="list-style-type: none"> • UCMDB to Service Manager integration enabled • Multi-company mode enabled in Service Manager • You select the option to resynchronize with UCMDB on an existing company record 	Yes	Synch Company with UCMDB - <UCMDB Company ID> <ul style="list-style-type: none"> • Add new company ID

Table 1 Conditions where Service Manager synchronizes company ID with UCMDB

Conditions	Tenant information synchronized?	Schedule record created and action taken in UCMDB
<ul style="list-style-type: none"> • UCMDB to Service Manager integration enabled • Multi-company mode enabled in Service Manager • You enable the option to show a company in multi-company lists for an inactivated company 	Yes	Synch Company with UCMDB - <i><UCMDB Company ID></i> <ul style="list-style-type: none"> • Reactivate company ID
<ul style="list-style-type: none"> • UCMDB to Service Manager integration disabled • Multi-company mode enabled in Service Manager • You update an existing company record that has already been synchronized with UCMDB 	No	None
<ul style="list-style-type: none"> • UCMDB to Service Manager integration disabled • Multi-company mode enabled in Service Manager • You create a new company record in Service Manager 	No	None
<ul style="list-style-type: none"> • UCMDB to Service Manager integration enabled • Multi-company mode enabled in Service Manager • You disable the option to show a company in multi-company lists on a company not synchronized with UCMDB 	No	None
<ul style="list-style-type: none"> • UCMDB to Service Manager integration enabled • Multi-company mode disabled in Service Manager • You create a new company record in Service Manager 	No	None

UCMDB Customer ID

When you enable the multi-tenancy integration, Service Manager displays a new field in each company record called UCMDB Customer ID. In order to synchronize a company record with UCMDB, you must first provide a value for this field. After you provide a UCMDB Customer ID value this field becomes read-only. You cannot change a company's UCMDB Customer ID after you set it.

This field only accepts numeric data up to ten characters long. Service Manager requires the field value to be a unique positive whole number. You cannot enter duplicate values or use decimals, negative numbers, or zero.

Your UCMDB system automatically uses the UCMDB customer ID of 1 when running in single tenant mode. You can reuse this default value in your multi-tenant implementation by assigning a Service Manager company to have this UCMDB customer ID value. Out-of-box, no Service Manager company has the UCMDB customer ID of 1.

UCMDB User ID and password

When you enable the multi-tenancy integration, Service Manager displays two new fields in each company record called UCMDB UserId and UCMDB Password. These fields allow you to specify the connection information you want Service Manager to use when requesting information for the Actual State tab. Any user name and password you enter in these fields must be valid for your UCMDB system.

The user name and password you provide in the Company Information record takes precedence over the user name and password you provide in the System Information record. This allows managed service providers to control access to the UCMDB system on a tenant-by-tenant basis. If you do not provide a company-specific UCMDB user name and password, Service Manager uses the credentials you provided in the System Information record.

Company Code

The multi-tenancy integration requires that each company record has a unique Company Code (company field) value. Since Company Code is a required field, your existing company records should already have Company Code values. However you should ensure that each company record has a unique Company Code value.



You should not change the Company Code value after you have enabled the multi-tenancy integration because this will cause your Service Manager data to become out of synch.

Company information replicated to CI records and relations

When you enable the multi-tenancy integration, Service Manager inserts the SM Company Code value in CI and relation records during replication. Service Manager uses the UCMDB Customer ID to look up the matching SM Company Code value.

Company information replicated to incident records

When you enable the multi-tenancy integration and select the option to create incidents when UCMDB discovers new, updated, or deleted CIs, Service Manager inserts the SM Company Code value in the incident record during replication. Service Manager uses the UCMDB Customer ID to look up the matching SM Company Code value.

Schedule records

Service Manager uses the problem schedule processor to manage the synchronization of company IDs to your UCMDB system. You can automatically enable the problem schedule processor by adding an “`sm system.start`” line to the system's `sm.cfg` file, or you can manually enable it from the System Status form.

When the synchronization criteria are met as described in the table above, Service Manager creates a “Synch Company with UCMDB - *<UCMDB Company ID>*” schedule record (for example, “Synch Company with UCMDB - 1234567890”). If you inactivate a company, Service Manager creates a “Inactivate Company with UCMDB - *<UCMDB Company ID>*” schedule record (for example, “Inactivate Company with UCMDB - 1234567890”). The problem schedule processor processes the new schedule record on the next background process iteration.

If your Service Manager system cannot connect to your UCMDB system for some reason, it will reschedule the company synchronization at the next scheduled interval (the out-box interval is 5 minutes). The problem schedule processor updates the schedule record with the status rescheduled. If the Service Manager system receives any other error message while connecting to the UCMDB system, it updates the schedule record with the status “application failed due to error - check msglog for possible messages.”

2 Integration setup

To assist you in setting up the integration between HP Service Manager and HP UCMDB, this chapter contains the following topics:

- [Integration requirements on page 18](#)
- [Integration setup overview on page 18](#)
- [HP Universal CMDB 9.00 setup overview on page 19](#)
- [HP Universal CMDB 7.52 to 8.x setup overview on page 23](#)
- [HP Service Manager setup overview on page 31](#)
- [Transfer UCMDB CIs to Service Manager on page 40](#)

Integration requirements

You must setup the following required components to establish an integration between UCMDB and Service Manager.

- HP Universal CMDB 7.52 or higher installation
 - Configure a synchronization between a UCMDB feeder and UCMDB to discover the following CI attributes:
 - DDM (this is the UCMDB default discovery feeder mechanism)
 - DDMi (this is an optional integration to an external discovery feeder mechanism)
 - Configure a synchronization between UCMDB and Service Manager to send CI attributes:
 - Define a Service Desk target adapter to send CI attributes to Service Manager (required for all integrations)

Table 2 UCMDB synchronization requirements by version

UCMDB version	Requirements
7.52 to 8.xx	<ul style="list-style-type: none">• Define an RMI source adapter to synchronize compound relations (required for DDMi only)• Define a Changes source adapter to synchronize CI changes (required for DDMi only)
9.00 or greater	Define a DDM probe to synchronize CI changes and compound relations.

- HP Service Manager 9.2 or higher installation
 - Add the UCMDB URL to the System Information Record
- Network connection between the HP Universal CMDB and HP Service Manager systems.

For instructions on installing and configuring your systems, see the UCMDB and Service Manager documentation.

Integration setup overview

The integration requires setup on both the UCMDB and Service Manager systems.

Task 1: Set up the UCMDB system.

See [HP Universal CMDB 9.00 setup overview](#) on page 19

See [HP Universal CMDB 7.52 to 8.x setup overview](#) on page 23.

Task 2: Set up the Service Manager system.

See [HP Service Manager setup overview](#) on page 31.

Task 3: Run the UCMDB replication jobs to transfer CIs to Service Manager.

See [Transfer UCMDB CIs to Service Manager](#) on page 40.

HP Universal CMDB 9.00 setup overview

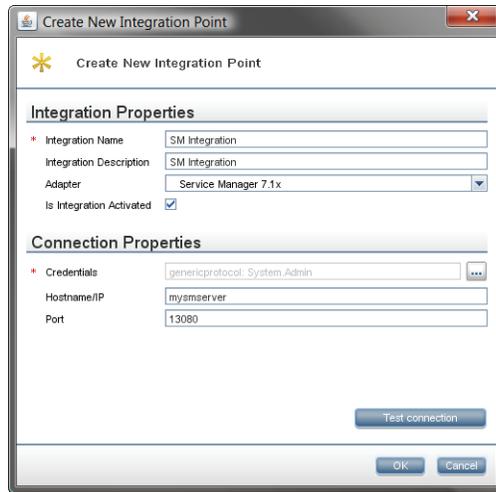
You must complete the following tasks from your UCMDB 9.00 system to support the integration.

- Task 1: Create an integration point between UCMDB and Service Manager.
See [Create an integration point on page 19](#).
- Task 2: Are you supporting a multi-tenancy configuration?
Yes. Go to [step 3](#).
No. The setup of UCMDB is complete.
- Task 3: Install a separate data flow probe for each tenant the integration will support.
See [Install separate data flow probes for each tenant on page 20](#).
- Task 4: Start tenant-specific data flow probes.
See [Start tenant-specific data flow probes on page 21](#).
- Task 5: Configure IP address ranges for tenant-specific data flow probes.
See [Configure IP ranges for tenant-specific data flow probes on page 22](#).

Create an integration point

A default UCMDB 9.00 installation already includes the Service Manager integration package. To use the integration package, you must create an integration point listing the connection properties for the integration.

- 1 Log in to your UCMDB 9.00 system as an administrator.
- 2 Click **Managers > Data Flow Management > Integration Studio**. UCMDB displays a list of integration points.
- 3 Click the Create New Interation Point button. 
UCMDB displays a Create New Integration Point properties window.
- 4 In Integration Name, type a unique adapter name. For example, **SM Integration**.
- 5 In Adapter, select **Service Manager 7.1x and up**.
- 6 Enable the **Is Integration Activated** option.
- 7 In Credentials, select or create user credentials you want the integration to use to connect to Service Manager. For example, create a **genericprotocol: System.Admin** credential that uses the out-of-box Service Manager System.Admin user account.
- 8 In Hostname/IP, type the name of your Service Manager system. For example, **mysmserver**.
- 9 In Port, type the communications port of your Service Manager system. For example **13080**.
- 10 Click **OK**.



11 In Supported and Selected CI Types, select the following options from **Managed Object > ItProcessRecord**:

- Incident
- Problem
- Request for Change



12 Click the Save Integration button. 

Install separate data flow probes for each tenant

If you plan to support a mutli-tenant configuration, you must install a separate data probe for each tenant. Out-of-box, the UCMDB installer only installs one data flow probe and service. The following steps will allow you to install additional data flow probes and start them from your the operating system command prompt.

- 1 Log in to the host of your UCMDB system as an administrator.
- 2 Insert the HP Universal CMDB 9.00 Setup Windows DVD into the system disc drive.
- 3 Start the Data Flow Probe installer (HPUCMDB_DataFlowProbe_90.exe).
- 4 Follow the on-screen instructions to complete the wizard, but use the following values for each data flow probe you wish to install.
 - a Type a unique path for each installation folder.
 - b Use the same UCMDB application server address for each data flow probe.
 - c Type a valid data flow probe address.
 - d Type a unique name for each data flow probe identifier.
 - e Create a unique customer Data Flow Probe domain for each probe (Clear the **Use Default CMDB Domain** option).

- f Use the same probe gateway and probe manager settings for each probe (for example, use combined or separate processes).

See the *HP Universal CMDB Deployment Guide* for complete installation instructions.

- 5 Repeat [step 3](#) to [step 4](#) for each data flow probe you wish to install.
- 6 Open the probe's `DiscoveryProbe.properties` file in a text editor. By default, this file is located in the following folder:

```
<UCMDB installation folder>\<data flow probe installation folder>\conf
```

For example, `C:\hp\UCMDB\DataFlowProbe\conf`.

 The `<data flow probe installation folder>` must be unique for each tenant.

- 7 Edit the following properties in the configuration file.

Table 3 Discovery Probe properties set for each tenant

Property	Value
<code>serverName</code>	Verify the name of the UCMDB server.
<code>customerId</code>	Type the customer ID for the tenant this data flow probe supports
<code>appilog.collectors.probe.name</code>	Verify the probe name is unique such as server + tenant ID
<code>appilog.collectors.domain</code>	Verify the domain name of the data flow probe
<code>appilog.collectors.local.ip</code>	Verify the data flow probe gateway name
<code>appilog.collectors.probe.ip</code>	Verify the data flow probe manager name
<code>appilog.collectors.rmi.port</code>	Type a unique port for each probe
<code>appilog.collectors.rmi.gw.port</code>	Type a unique port for each probe
<code>appilog.collectors.probe.html.port</code>	Type a unique port for each probe
<code>appilog.collectors.local.html.port</code>	Type a unique port for each probe
<code>appilog.collectors.ProbeUseSpecificRMIPortFrom</code>	Type a unique port for each probe or type 0 to have the system automatically select it
<code>appilog.collectors.bigBrother.port</code>	Type a unique port for each probe

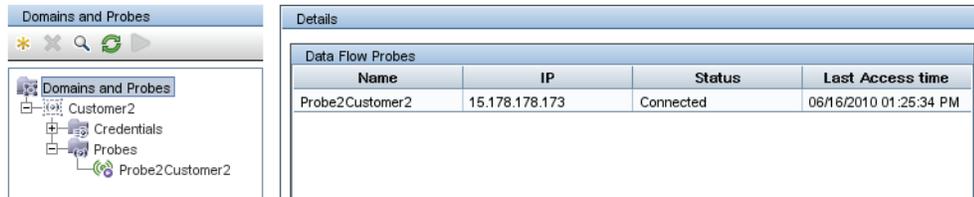
- 8 Save the configuration file.
- 9 Repeat [step 6](#) to [step 8](#) for each tenant's data flow probe.

Start tenant-specific data flow probes

- 1 Open the OS command prompt and navigate to the probe's bin folder. For example, `C:\hp\UCMDB\DataFlowProbe1\bin`.
- 2 Type `gateway console`.
- 3 Repeat [step 1](#) to [step 2](#) for each data flow probe you want to start.

Configure IP ranges for tenant-specific data flow probes

- 1 Log in to your UCMDB system as an administrator using the company ID of the tenant whose data flow probe you want to configure.
- 2 Click **Data Flow Management > Data Flow Probe Setup**.
- 3 Expand the data flow probe domain containing the probe you want to start. For example, **Customer2**.
- 4 Expand the Probe node and select the data flow probe you want to start. For example, **Probe2Customer2**.



- 5 Click the Add IP range button. 
- 6 Type an IP range you want the Data Flow Probe to scan. Optionally, add any IP ranges you want to exclude.
- 7 Click **OK** to save the IP range.
- 8 Repeat [step 1](#) to [step 7](#) for each data flow probe you want to configure.

HP Universal CMDB 7.52 to 8.x setup overview

You must complete the following tasks from your UCMDB 7.52 to 8.x system to support the integration.

- Task 1: Install the Service Manager integration package.
See [Install the Service Manager integration package on page 23](#).
- Task 2: Add an RMI adapter data store between UCMDB and the source feeder.
See [Add an RMI adapter data store on page 23](#).
- Task 3: Add a new Changes adapter data store between UCMDB and the source feeder.
See [Add a new Changes adapter data store on page 25](#).
- Task 4: Add a Service Desk adapter data store between UCMDB and Service Manager.
See [Add a Service Desk adapter data store on page 28](#).

Install the Service Manager integration package

The Service Manager integration components are a separate package, which you must install from the UCMDB interface.

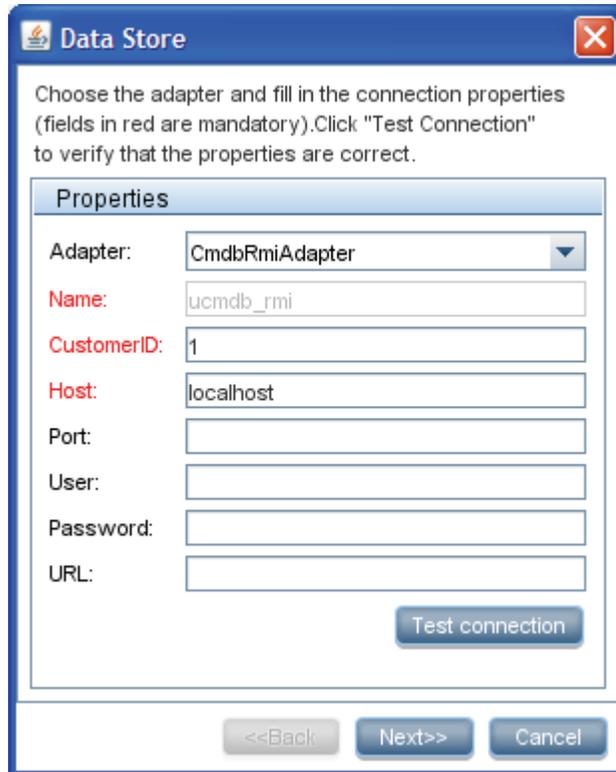
- 1 Log in to your UCMDB system as an administrator.
 -  Log in from the UCMDB file system. The package installation process searches your client's local file system for packages.
- 2 Click the **Settings** tab.
- 3 Click **Package Manager**. UCMDB displays a list of installed packages.
- 4 Click the **Deploy Packages to Server (from local disk)** button. 
- 5 Click the **Add** button. 
- 6 Browse to the **integration_packages** folder for your installation. For example:
C:\hp\UCMDB\UCMDBServer\root\lib\integration_packages
- 7 Select the **smintegration.zip** package, and click **Open**.
- 8 Click **OK** to deploy the package.

Add an RMI adapter data store

You must create an RMI data store to act as a source adapter in the UCMDB to Service Manager synchronization. The RMI adapter updates CI relations on the UCMDB system.

- 1 Log in to your UCMDB system as an administrator.
- 2 Click the **Settings** tab.
- 3 Click **Federated CMDB**. UCMDB displays a list of data stores.

- 4 Click the Add button to add a new data store. 
- UCMDB displays a Data Store properties window.
- 5 In Adapter, select **CmdbRmiAdapter**.
- 6 In Name, type a unique adapter name. For example, **ucmdb_rmi**.
- 7 In CustomerID, type **1** unless you are using HP Software-as-a-Service, in which case type your customer ID number.
- 8 In Host, type the name of your UCMDB system. For example, **localhost**.



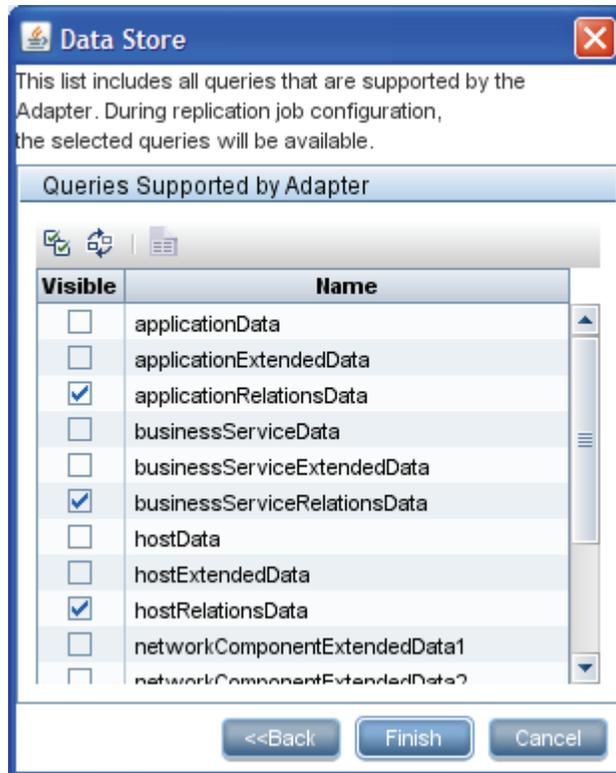
Choose the adapter and fill in the connection properties (fields in red are mandatory). Click "Test Connection" to verify that the properties are correct.

Properties	
Adapter:	CmdbRmiAdapter
Name:	ucmdb_rmi
CustomerID:	1
Host:	localhost
Port:	
User:	
Password:	
URL:	

Test connection

<<Back Next>> Cancel

- 9 Click **Next**.
- 10 In Queries Supported by Adapter, select the following queries.
 - applicationRelationsData
 - businessServiceRelationsData
 - hostRelationsData
 - networkRelationsData

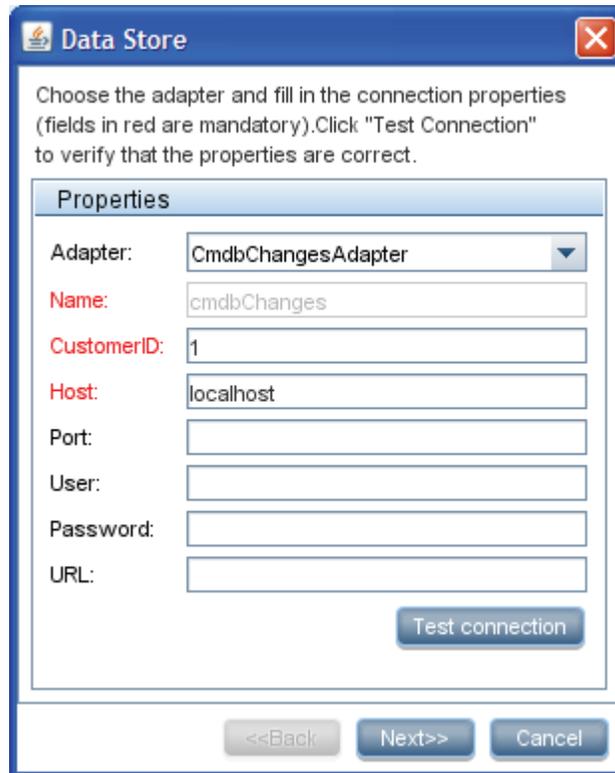


- 11 Click **Finish**. UCMDB creates the data store and displays it in the list.

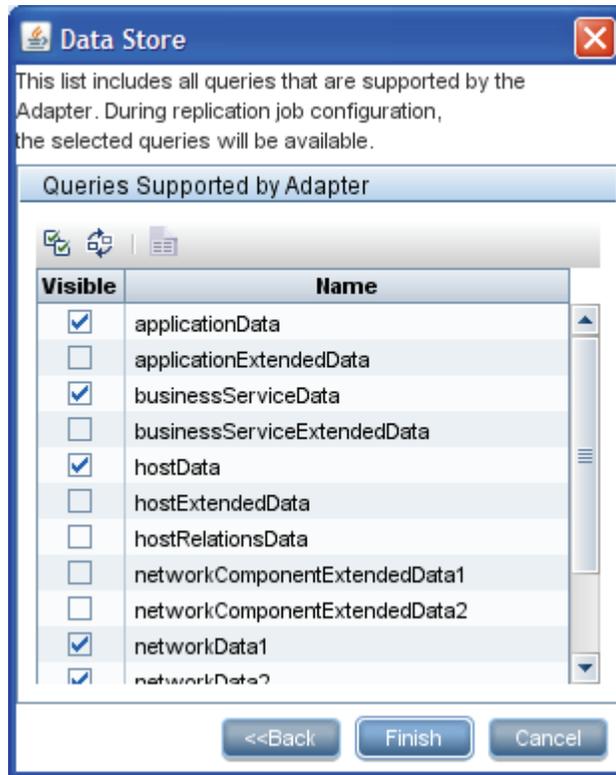
Add a new Changes adapter data store

You must create a new Changes adapter data store to act as a source adapter in the UCMDB to Service Manager synchronization. The changes adapter updates CI attributes on the UCMDB system.

- 1 Log in to your UCMDB system as an administrator.
- 2 Click the **Settings** tab.
- 3 Click **Federated CMDB**. UCMDB displays a list of data stores.
- 4 Click the Add button to add a new data store. 
UCMDB displays a Data Store properties window.
- 5 In Adapter, select **CmdbChangesAdapter**.
- 6 In Name, type a unique adapter name. For example, **cmdbChanges**.
- 7 In CustomerID, type **1** unless you are using HP Software-as-a-Service, in which case type your customer ID number.
- 8 In Host, type the name of your UCMDB system. For example, **localhost**.



- 9 Click **Next**.
- 10 In **Queries Supported by Adapter**, select the following queries.
 - applicationData
 - businessServiceData
 - hostData
 - networkData1
 - networkData2
 - printerData

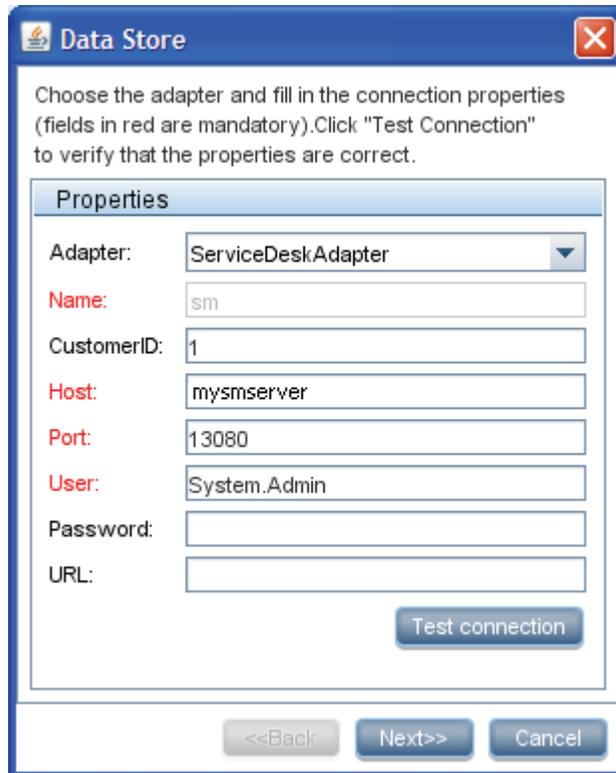


- 11 Click **Finish**. UCMDB creates the data store and displays it in the list.

Add a Service Desk adapter data store

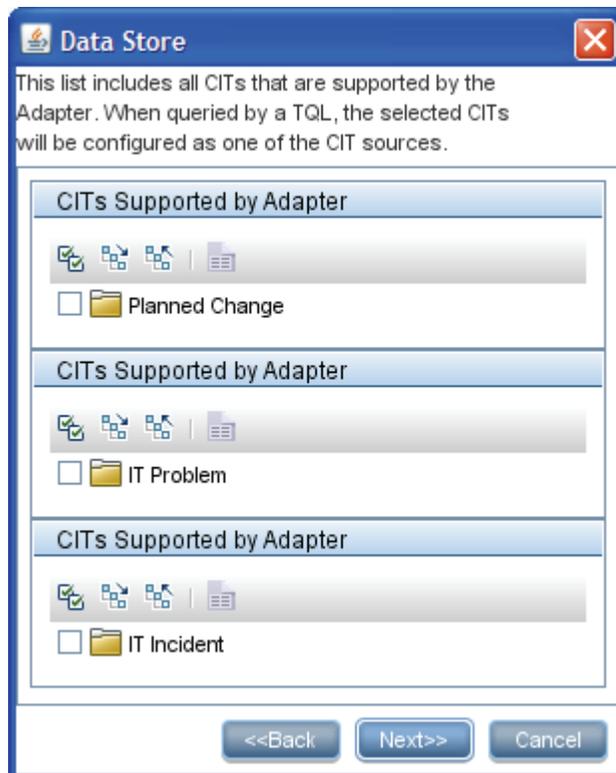
You must create a Service Desk data store to act as a target adapter for your UCMDB to Service Manager replication jobs. This adapter specifies the connection information to your Service Manager system. You will use the adapter you create here to [Define a Changes replication job in UCMDB 7.52 to 8.x](#) on page 41 and to [Define an RMI replication job in UCMDB 7.52 to 8.x](#) on page 43.

- 1 Log in to your UCMDB system as an administrator.
- 2 Click the **Settings** tab.
- 3 Click **Federated CMDb**. UCMDB displays a list of data stores.
- 4 Click the + button to add a new data store. 
UCMDB displays a Data Store properties window.
- 5 In Adapter, select **ServiceDeskAdapter**.
- 6 In Name, type a unique adapter name. For example, **sm**.
- 7 In CustomerID, type **1** unless you are using HP Software-as-a-Service, in which case type your customer ID number.
- 8 In Host, type the name of your Service Manager system. For example, **mysmsserver**.
- 9 In Port, type the communications port of your Service Manager system. For example **13080**.
- 10 In User, type the operator name of a Service Manager system administrator. For example, **System.Admin**.
- 11 For Password, type the password of the Service Manager system administrator. For example, for System.Admin leave the password field blank.

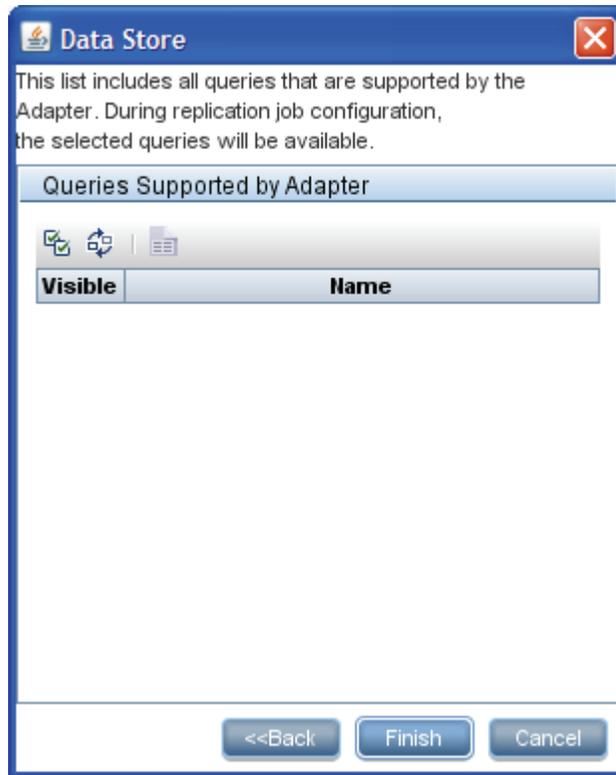


12 Click **Next**.

13 In CI Types supported by adapter, do not select anything, and click **Next**.



14 In Queries Supported by Adapter, do not select anything.



- 15 Click **Finish**. UCMDB creates the data store and displays it in the list.

HP Service Manager setup overview

You must complete the following tasks from your Service Manager system to support the integration.

- Task 1: Add the UCMDB connection information to the system information record.
See [Add the UCMDB connection information on page 31](#).
- Task 2: If needed, edit the Process Definition record to support a UCMDB 7.52 system.
See [Edit the Process Definition record to support a UCMDB 7.52 system on page 32](#).
- Task 3: If needed, enable multi-tenancy support.
See [Enable multi-tenancy support for the integration on page 32](#).
- Task 4: Add reconciliation rules to define how the system should determine if incoming CIs from UCMDB match existing Service Manager CI records.
See [Add reconciliation rules on page 37](#).
- Task 5: Add Discovery Event Manager rules to define what the system will do when CI attribute values from UCMDB do not match those in Service Manager.
See [Add Discovery Event Manager rules on page 38](#).

Add the UCMDB connection information

The integration requires the UCMDB connection information to obtain CI attribute information from the UCMDB system.



Service Manager users are prompted to provide a UCMDB user name and password when they attempt to log in to the UCMDB system from a Service Manager link.

- 1 Log in to your Service Manager system as an administrator.
- 2 Click **System Administration > Base System Configuration > Miscellaneous > System Information Record**.
- 3 Click the **Active Integrations** tab.
- 4 Select the **HP Universal CMDB** option.
The form displays the UCMDB web service URL field.
- 5 In the UCMDB webservice URL field, type the URL to the HP Universal CMDB web service API. The URL has the following format:

`http://<UCMDB server name>:<port>/axis2/services/ucmdbSMService`

Replace `<UCMDB server name>` with the host name of your UCMDB server, and replace `<port>` with the communications port your UCMDB server uses.

- 6 In **UserId** and **Password**, type the user credentials required to manage CIs on the UCMDB system. For example, the out-of-box administrator credentials are **admin/admin**.
- 7 Click **Save**. Service Manager displays the message: Information record updated.

- 8 Log out of the Service Manager system.
- 9 Log back into the Service Manager system with an administrator account. The Actual State tab will be visible in CI records, although you must first complete a replication to populate the Service Manager system with CIs from the UCMDB system.

Edit the Process Definition record to support a UCMDB 7.52 system

If you want the integration to connect to a UCMDB 7.52 system, you must edit a process definition record to update the URL to the UCMDB system. If the integration will connect to a UCMDB 8.0 or greater system, you can skip this step.

- 1 Log in to your Service Manager system as an administrator.
- 2 Click **Tailoring > Document Engine > Processes**.
- 3 In Process Name, type **am.view.ucmdb**, and click **Search**.
- 4 Click the **Initial JavaScript** tab.
- 5 Search for the text “The following line should be uncommented for use with UCMDB 7.5.x.” By default, this is line 3 of the script.
- 6 Remove the comment characters (//) from the beginning of the next line, by default, this is line 4.
- 7 Search for the text “The following lines should be uncommented for use with UCMDB 8.0 and above.” By default, these are lines 7 and 8 of the script.
- 8 Add comment characters (//) to the beginning of the next two lines, by default, these are lines 7 and 8.
- 9 Click **Save**.
- 10 Stop and restart your Service Manager system.

Enable multi-tenancy support for the integration

Multi-tenancy support is an optional feature of the integration intended for Managed Service Providers (MSPs) who want to offer Configuration Management as a service to their tenants. In a multi-tenancy configuration, each CI and CIR record has a corresponding company ID. Out-of-box, Service Manager allows all operators to view CI data regardless of the company ID. If you wish to restrict access to CI data by company ID, you must enable Mandanten and use the company ID field as a restricting query. See the Service Manager help for more information about Multi-company mode and Mandanten.

You must complete the following tasks from your Service Manager system to enable multi-tenancy support for the integration with an Service Manager 9.2 system.

- Task 1: [Configure the Service Manager System Information Record](#).
See [Configure the Service Manager System Information Record](#) on page 33.
- Task 2: [Add tenant-specific UCMDB ID and password values to company records \(optional\)](#).
See [Add tenant-specific UCMDB User ID and password values](#) on page 34.
- Task 3: [Add UCMDB Customer ID values to existing company records](#).
See [Add UCMDB Customer ID values to existing companies](#) on page 34.

- Task 4: Synchronize existing company records with UCMDB.
See [Synchronize existing companies from Service Manager to UCMDB](#) on page 35.
- Task 5: Verify that Service Manager synchronized company records with UCMDB (optional).
See [View whether company information is in UCMDB](#) on page 35.
- Task 6: Resynchronize existing company records with UCMDB (as needed).
See [Resynchronize an existing company with UCMDB](#) on page 36.
- Task 7: Inactivate company records you do not want to be part of the integration (as needed).
See [Inactivate a synchronized company](#) on page 36.
- Task 8: Reactivate inactive company records you want to be part of the integration (as needed).
See [Reactivate an inactive company](#) on page 37

Configure the Service Manager System Information Record

To enable the integration to support multi-tenancy, you must provide additional information in the Service Manager System Information Record.



In order to enable multi-tenancy support, you must use HP Universal CMDB version 8.02 or greater. Earlier versions of HP Universal CMDB will produce an error message if you attempt to run them in multi-tenancy mode.

- 1 Log in to your Service Manager system as an administrator.
- 2 Click **System Administration > Base System Configuration > Miscellaneous > System Information Record**.
- 3 Click the **General** tab.
- 4 Enable the **Run in Multi-Company Mode** option.
- 5 Click the **Active Integrations** tab.
- 6 Select the **HP Universal CMDB** option.
The form displays the UCMDB web service URL field.
- 7 In the UCMDB web service URL field, type the URL to the synchronize CIs web service API. The URL has the following format:
`http://<UCMDB server name>:<port>/axis2/services/ucmdbSMService`
Replace *<UCMDB server name>* with the host name of your UCMDB server, and replace *<port>* with the communications port your UCMDB server uses.
- 8 In **UserId** and **Password**, type the user credentials required to manage CIs on the UCMDB system. For example, the out-of-box administrator credentials are **admin/admin**.
- 9 In the Multi-tenant web service URL field, type the URL to the synchronize company IDs web service API. The URL has the following format:
`http://<UCMDB server name>:<port>/axis2/services/UcmdbManagementService`
Replace *<UCMDB server name>* with the host name of your UCMDB server, and replace *<port>* with the communications port your UCMDB server uses.

- 10 Type the user name and password required to synchronize company IDs on the UCMDB system. For example, the out-of-box system administrator credentials for UCMDB 9.00 are **sysadmin/sysadmin**.
 - ▶ If you are using a UCMDB 8.x system, you can use the out-of-box manager credentials which are **manager/manager**.
- 11 Click **Save**. Service Manager displays the message: Information record updated.
- 12 Log out of the Service Manager system, and log in again with an administrator account.
- 13 Click **System Status > Display Options > All Tasks**.
- 14 Type **k** in the Command field next to the problem schedule process and click **Execute Commands**. Wait a few minutes for the problem schedule process to close.
- 15 Click **Start Scheduler**.
- 16 Double-click the **problem** schedule process. The system now supports multi-tenancy for UCMDB.

Add tenant-specific UCMDB User ID and password values

You can provide a tenant-specific UCMDB user name and password for Service Manager to use when requesting information for the Actual State tab. If you provide no credentials, Service Manager uses the credentials in the System Information record for all tenants.

▶ Any value credentials you provide in the company record take precedence over credentials you provide in the System Information record.

- 1 Log in to your Service Manager system as an administrator.
- 2 Click **System Administration > Base System Configuration > Companies**.
- 3 Type the search criteria you want to use to find company records. For example, leave the search form blank to search all company records.
- 4 Click **Search**.
- 5 Type the user name you want this company to use to connect to UCMDB in the UCMDB UserId field.
- 6 Type the password for the UCMDB user name in the UCMDB password field.
- 7 Click **Save**.
- 8 Repeat [step 3](#) through [step 7](#) for each company you want to provide credentials for.

Add UCMDB Customer ID values to existing companies

You can use the following steps to add a UCMDB Customer ID value to your existing Service Manager company records.

- 1 Log in to your Service Manager system as an administrator.
- 2 Click **System Administration > Base System Configuration > Companies**.
- 3 Type the search criteria you want to use to find company records. For example, leave the search form blank to search all company records.
- 4 Click **Search**.
- 5 Type a numeric value in the UCMDB Customer ID field for this company.
- 6 Click **Save**.

- 7 Service Manager prompts to confirm that you want to synchronize the record with UCMDB. Click **Yes** if you want to synchronize the company now, or click **No** if you want to synchronize the company later.
- 8 Click **Next** to go to the next company in the record list.
- 9 Repeat [step 5](#) through [step 8](#) for each company in the record list.

Synchronize existing companies from Service Manager to UCMDB

Your Service Manager system may already contain company records that you want to use with the multi-tenancy integration. You can manually synchronize a company record to your UCMDB system using the Synch with UCMDB option.

If you update any field in a company record that has not yet been synchronized to UCMDB, Service Manager prompts whether you want to synchronize the company to UCMDB.

▶ Service Manager will not prompt you to synchronize the company record if you have disabled the option to show the company in multi-company lists, or if there is a pending schedule record associated with the company. See [Inactivate a synchronized company](#) on page 36 for more information.

- 1 Log in to your Service Manager system as an administrator.
- 2 Click **System Administration > Base System Configuration > Companies**.
- 3 Type the search criteria you want to use to find company records. For example, leave the search form blank to search all company records.
- 4 Click **Search**.
- 5 Select a company record to update.
- 6 Update the company record.
- 7 Click **Save**. Service Manager prompts to confirm that you want to synchronize the record with UCMDB.

▶ Service Manager saves the company record regardless of your synchronization choice.

View whether company information is in UCMDB

When you enable the multi-tenancy integration, Service Manager displays a read-only field in each company record that lists whether the UCMDB Customer ID has been synchronized with your UCMDB system. This field is only visible when you enable the multi-tenant UCMDB integration.

- 1 Log in to your Service Manager system as an administrator.
- 2 Click **System Administration > Base System Configuration > Companies**.
- 3 Type the search criteria you want to use to find company records. For example, leave the search form blank to search all company records.
- 4 Click **Search**.
- 5 Review the status of the Synched with UCMDB? field.
If the checkbox is checked, then Service Manager has already synchronized the company ID with your UCMDB system. If the checkbox is unchecked, then Service Manager has yet to add this company to your UCMDB system.

Resynchronize an existing company with UCMDB

Service Manager provides you a means to resynchronize company records with your UCMDB system in case you lose UCMDB data for some reason. For example, you might intentionally remove UCMDB data during integration testing, or you might need to recover data after a disaster. You can force Service Manager to synchronize companies with your UCMDB system with the Re-synch with UCMDB option.

- 1 Log in to your Service Manager system as an administrator.
- 2 Click **System Administration > Base System Configuration > Companies**.
- 3 Type the search criteria you want to use to find company records. For example, leave the search form blank to search all company records.
- 4 Click **Search**.
- 5 Select a company record to synchronize.
- 6 Click the **Re-synch** button next to the Synched with UCMDB? checkbox.
 - The Re-synch button is only available from company records that have already been synchronized with UCMDB and have the Synched with UCMDB? checkbox checked.
 - If your UCMDB system already has a company with this ID value, it will ignore the resynchronization request. Service Manager will also ignore a resynchronization request if there is an existing schedule record to resynchronize the company with UCMDB. In this case, it displays the message “A schedule record has already been added to re-synch this company with UCMDB.”

Inactivate a synchronized company

After you have synchronized a company record with UCMDB you can no longer delete the record. Instead, you can inactivate a company record, which causes the UCMDB system to cease all further CI updates for the company. Any existing CI data for the company remains in the UCMDB system associated with the inactive UCMDB Customer ID, but both the company and any associated CIs will no longer be visible from the UCMDB system.

- 1 Log in to your Service Manager system as an administrator.
- 2 Click **System Administration > Base System Configuration > Companies**.
- 3 Type the search criteria you want to use to find company records. For example, leave the search form blank to search all company records.
- 4 Click **Search**.
- 5 Select a company record to inactivate.
- 6 Select **No** from Show Company in Multi-Company Lists.
- 7 Click **Save**.
- 8 If this company was previously synchronized with UCMDB, Service Manager prompts you to confirm the inactivation.
- 9 Click **Yes** to confirm the inactivation or **No** to cancel your changes.

Reactivate an inactive company

You can reactivate any inactive companies on your Service Manager system to include them in the multi-tenancy integration. You must also synchronize the company with UCMDB for UCMDB to process any CI updates for this company.

- 1 Log in to your Service Manager system as an administrator.
- 2 Click **System Administration > Base System Configuration > Companies**.
- 3 Type the search criteria you want to use to find company records. For example, leave the search form blank to search all company records.
- 4 Click **Search**.
- 5 Select a company record to reactivate.
- 6 Select **Yes** from Show Company in Multi-Company Lists.
- 7 Click **Save**. Service Manager prompts you to reactivate the company with UCMDB.
- 8 Click **Yes**. Service Manager creates a schedule record to reactivate the company.

Add reconciliation rules

It is possible that your Service Manager system already contains CI records that match CIs in your UCMDB system. Rather than add duplicate CI records to your Service Manager system, you can configure Service Manager to reconcile CI records between the two systems based on the values of specific fields.

Service Manager always attempts to reconcile CI records based on the unique key field of the Service Manager table and the `ucmdb.id` field. You can specify additional fields to reconcile on from the DEM Reconciliation Rules form. If Service Manager finds a matching value in any one of these fields, it updates the Service Manager CI record with the attributes from the incoming UCMDB record.

When multi-tenancy is enabled, Service Manager only reconciles the CIs whose company ID matches the company ID in the replication job. For example, when replicating CIs from company 2, the reconciliation rules only apply to the Service Manager CI records that have the company code corresponding to company number 2.

In order to specify reconciliation fields, you will need to be familiar with the table and field names in both your Service Manager and UCMDB systems. If you want to reconcile on a particular attribute from the UCMDB system, you should verify that there is a corresponding Service Manager managed field for the attribute. Without such a mapping, Service Manager will not know to search for matching values in the CI record.



Not all UCMDB attributes have a corresponding field in Service Manager. You may need to tailor your Service Manager system to add a matching field if one does not already exist.

Use join tables for reconciliation

When setting reconciliation rules, if the device type you are reconciling has a joindef definition (as defined in the devtype table), use the join table name instead of the device table. For example, if you want to reconcile computer CIs, use the `joincomputer` table instead of the device table.

Sequence of reconciliation

A reconciliation rule specifies what Service Manager table and field you want to search for matching CI values. It also specifies the sequence in which you want Service Manager to process reconciliation rules. By default, Service Manager processes rules in alphabetical order by field name. For example, Service Manager will reconcile CIs against the `asset.tag` field before reconciling CIs on the `ci.name` field.

To change the order in which Service Manager reconciles CIs, you can add a numeric value to the sequence field. For example, the following reconciliation rules ensure that Service Manager processes CIs by the `ci.name` field prior to reconciling them against the `asset.tag` field.

Table 4 Sample reconciliation rules ordered by sequence

Table Name	Field Name	Sequence
joincomputer	ci.name	1
joincomputer	asset.tag	2

Create a DEM reconciliation rule

A Discovery Event Manager (DEM) reconciliation rule allows you to specify which Service Manager fields you want to use to determine if an existing CI record matches a CI in a UCMDB system. An administrator typically specifies reconciliation rules prior to starting UCMDB replication jobs so that Service Manager will not create duplicate CI records.

To create a DEM reconciliation rule:

- 1 Log in to your Service Manager system as an administrator.
- 2 Click **Tailoring > Web Services > DEM Reconciliation Rules**. Service Manager displays the DEM Reconcile Record form.
- 3 In **Table Name**, type the name of the Service Manager table containing the field you want to reconcile on.
- 4 In **Field Name**, type the name of the Service Manager field containing the values you want to reconcile on.
- 5 In **Sequence**, type a number to specify what order you want Service Manager to run this rule.

 If you do not specify a sequence value, Service Manager will process field names alphabetically.

- 6 Click **New**. Service Manager creates the reconciliation rule.

Add Discovery Event Manager rules

Service Manager uses the Discovery Event Manager (DEM) to define which actions the system should perform when the actual state of an incoming configuration item (CI) record differs from the managed state of a CI record in HP Service Manager. The DEM rules allow you to define whether the Service Manager system adds, updates, or deletes CI records based on incoming UCMDB data.

Service Manager offers the following rules options:

- **Action if matching record does not exist:** This is the action you want Service Manager to take if it cannot find a matching CI record.
 - **Add the record:** (Default) Service Manager will add a CI record when it cannot find a matching record. See [Add reconciliation rules](#) on page 37 to define what fields Service Manager uses to match CI records.
 - **Open an Incident:** Service Manager opens an incident for someone to review the new CI record. The incident enable someone to investigate whether the new CI record is compliant with your business practices.
 - **Open a Change:** Service Manager opens an unplanned change for someone to review the new CI record. The change allows you to investigate whether the new CI record is compliant with your business practices. If the CI record is compliant, the change can be approved. If the CI record is not compliant, then the change can be denied and the CI record removed. The change record lists both the current and proposed attribute values.
- **Action if record exists but unexpected data discovered:** This is the action you want Service Manager to perform if it does not find a matching CI attribute value.
 - **Open a Change:** (Default) Service Manager opens an unplanned change to review the actual state of the CI record. The change allows someone to investigate whether the new attribute value is compliant with your business practices. If the value is compliant, the change can be approved. If the value is not compliant, then the change can be denied and the CI attribute value reverted to its managed state.
 - **Log Results and Update Record:** Service Manager logs the results of the actual state of the CI record, and then update the CI record.
 - **Open an Incident:** Service Manager opens an Incident to investigate the actual state of a CI record and determine what actions must be performed or initiated to bring the record into compliance with Service Manager.
- **Action if record is marked for deletion:** This is the action you want Service Manager to perform if an external event specifies that the record needs to be deleted.
 - **Delete record:** (Default) Service Manager automatically deletes the CI record.
 - **Open an Incident:** Service Manager opens an incident to investigate the deleted CI record and determine which actions must be performed or initiated to bring the record into compliance with Service Manager.
 - **Open a Change:** Service Manager opens an unplanned change to review the deleted CI record. The change allows someone to investigate whether the deleted CI record is compliant with your business practices. If CI record is compliant, the change can be approved. If the CI record is not compliant, then the change can be denied and the CI record added back to the system.

CI attributes displayed in change and incident records

Service Manager displays a Change Details tab on the corresponding change or a CMDB Changes tab on the corresponding incident when you configure DEM to open either change records or incident records when it discovers CI attribute changes through the UCMDB integration. Service Manager only displays a tab for CI attributes when the UCMDB integration is enabled and you have defined a rule in the Discovery Event Manager to create a change or incident record when a CI is added, updated, or deleted.

Both the Change Details and CMDB Changes tabs display the current CI attribute values alongside the actual attribute values discovered by UCMDB. You can use this information to approve or deny a change or escalate an incident to the proper assignment group.

Searching for change and incident records opened by the integration

You can use the following search criteria to find change and incident records opened by the UCMDB integration.

Table 5 Search options available for change and incident records

Record type	Search option available
Change	Search for records with the category unplanned change .
Incident	Search for records using the generated by the UCMDB integration option.

Transfer UCMDB CIs to Service Manager

The integration requires a one-time transfer of CIs from UCMDB to Service Manager to populate the Service Manager system with CIs. The integration will then update the list of CIs in Service Manager when UCMDB discovers new CIs or new attribute values. The integration accomplishes the transfer of CI data using replication jobs in the UCMDB system. HP recommends that you schedule these jobs to keep your CIs and CI attributes up to date.

Task 1: Define a Changes data push or replication job between UCMDB and Service Manager.

See [Define a Changes data push in UCMDB 9.0](#) on page 40

See [Define a Changes replication job in UCMDB 7.52 to 8.x](#) on page 41.

Task 2: Define an RMI data push or replication job between UCMDB and Service Manager.

See [Define an RMI data push in UCMDB 9.0](#) on page 42

See [Define an RMI replication job in UCMDB 7.52 to 8.x](#) on page 43.

Task 3: Schedule data push or replication jobs to keep CIs and CI attributes up to date.

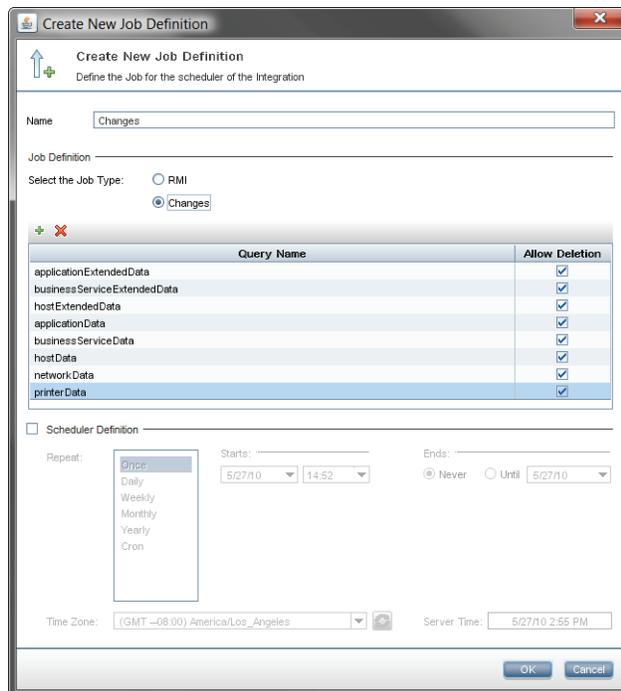
See [Schedule data push or replication jobs](#) on page 44.

Define a Changes data push in UCMDB 9.0

The changes data push job copies all CIs from your UCMDB system to your Service Manager system.

- 1 Log in to your UCMDB system as an administrator.
- 2 Click **Managers > Data Flow Management > Integration Studio**. UCMDB displays a list of integration points.
- 3 Click the **Data Push** tab.
- 4 Select the Integration Point you created for Service Manager. For example, **SM Integration**.
- 5 Click **+** to add a new data push job. 
- 6 In Name, type a unique name for the job. For example, **Changes**.
- 7 For Select the Job Type, select **Changes**.

- 8 Add the following queries from **Root > Integration > SM Query**.
 - applicationExtendedData
 - businessServiceExtendedData
 - hostExtendedData
- 9 Add the following queries from **Root > Integration > SM Sync**.
 - applicationData
 - businessServiceData
 - hostData
 - networkData
 - printerData
- 10 Select the **Allow Deletion** option for each query.



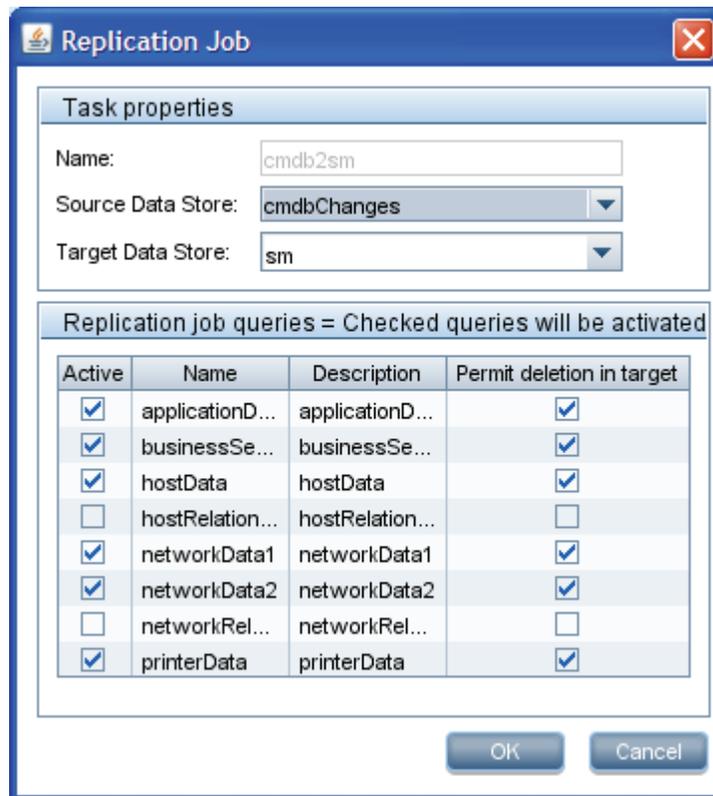
- 11 Click **OK**.

Define a Changes replication job in UCMDB 7.52 to 8.x

The changes replication job copies all CIs from your UCMDB system to your Service Manager system.

- 1 Log in to your UCMDB system as an administrator.
- 2 Go to **Setting - Federated CMDB**.
- 3 Click the **Replication jobs** tab.
- 4 Click **+** to add a new replication job. 
- 5 In Name, type a unique name for the job. For example, **cmdb2sm**.

- 6 In Source Data Store, select the changes data store name you created in [Add a new Changes adapter data store](#) on page 25. For example, **CmdbChanges**.
- 7 In Target Data Store, select the Service Desk data store name you created in [Add a Service Desk adapter data store](#) on page 28. For example **sm**.
- 8 Verify that the changes replication job contains no relation queries and that the Permit deletion in target option is enabled.



- 9 Click **OK** to save the replication job.
- 10 Click the Ad Hoc Full Replication button to run the replication job. 

Define an RMI data push in UCMDB 9.0

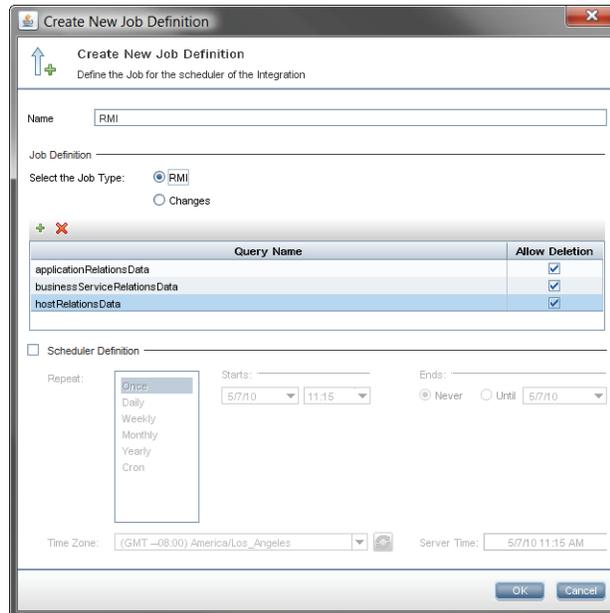
The RMI data push job copies all relation data from your UCMDB system to your Service Manager system.



Service Manager requires valid CI data before it can create CI relationship records. You must first run the Changes data push job at least once prior to running the RMI data push job.

- 1 Log in to your UCMDB system as an administrator.
- 2 Click **Managers > Data Flow Management > Integration Studio**. UCMDB displays a list of integration points.
- 3 Click the **Data Push** tab.
- 4 Select the Integration Point you created for Service Manager. For example, **SM Integration**.
- 5 Click **+** to add a new data push job. 

- 6 In Name, type a unique name for the job. For example, **RMI**.
- 7 For Select the Job Type, select **RMI**.
- 8 Click **+** to add a query name. 
- 9 Add the following queries from **Root > Integration > SM Query**.
 - applicationRelationsData
 - businessServiceRelationsData
 - hostRelationsData
- 10 Select the **Allow Deletion** option for each query.



Create New Job Definition

Define the Job for the scheduler of the Integration

Name:

Job Definition

Select the Job Type: RMI Changes

Query Name	Allow Deletion
applicationRelationsData	<input checked="" type="checkbox"/>
businessServiceRelationsData	<input checked="" type="checkbox"/>
hostRelationsData	<input checked="" type="checkbox"/>

Scheduler Definition

Repeat: Starts: Ends: Never Until

Time Zone: Server Time:

- 11 Click **OK**.

Define an RMI replication job in UCMDB 7.52 to 8.x

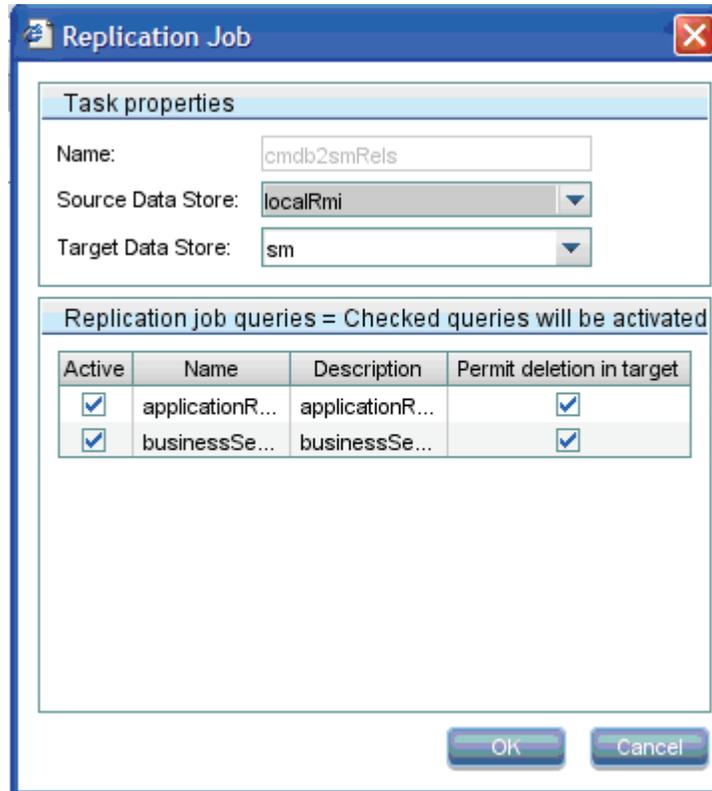
The RMI replication job copies all relation data from your UCMDB system to your Service Manager system.



Service Manager requires valid CI data before it can create CI relationship records. You must first run the Changes replication job at least once prior to running the RMI replication job.

- 1 Log in to your UCMDB system as an administrator.
- 2 Go to **Setting - Federated CMDB**.
- 3 Click the **Replication jobs** tab.
- 4 Click **+** to add a new replication job. 
- 5 In Name, type a unique name for the job. For example, **cmdb2smRe1s**.
- 6 In Source Data Store, select the RMI data store name you created in [Add an RMI adapter data store](#) on page 23. For example, **localRmi**.

- 7 In Target Data Store, select the Service Desk data store name you created in [Add a Service Desk adapter data store](#) on page 28. For example **sm**.
- 8 Verify that the changes replication job contains only relation queries and that the Permit deletion in target option is enabled.



- 9 Click **OK** to save the replication job.
- 10 Click the Ad Hoc Full Replication button to run the replication job. 

Schedule data push or replication jobs

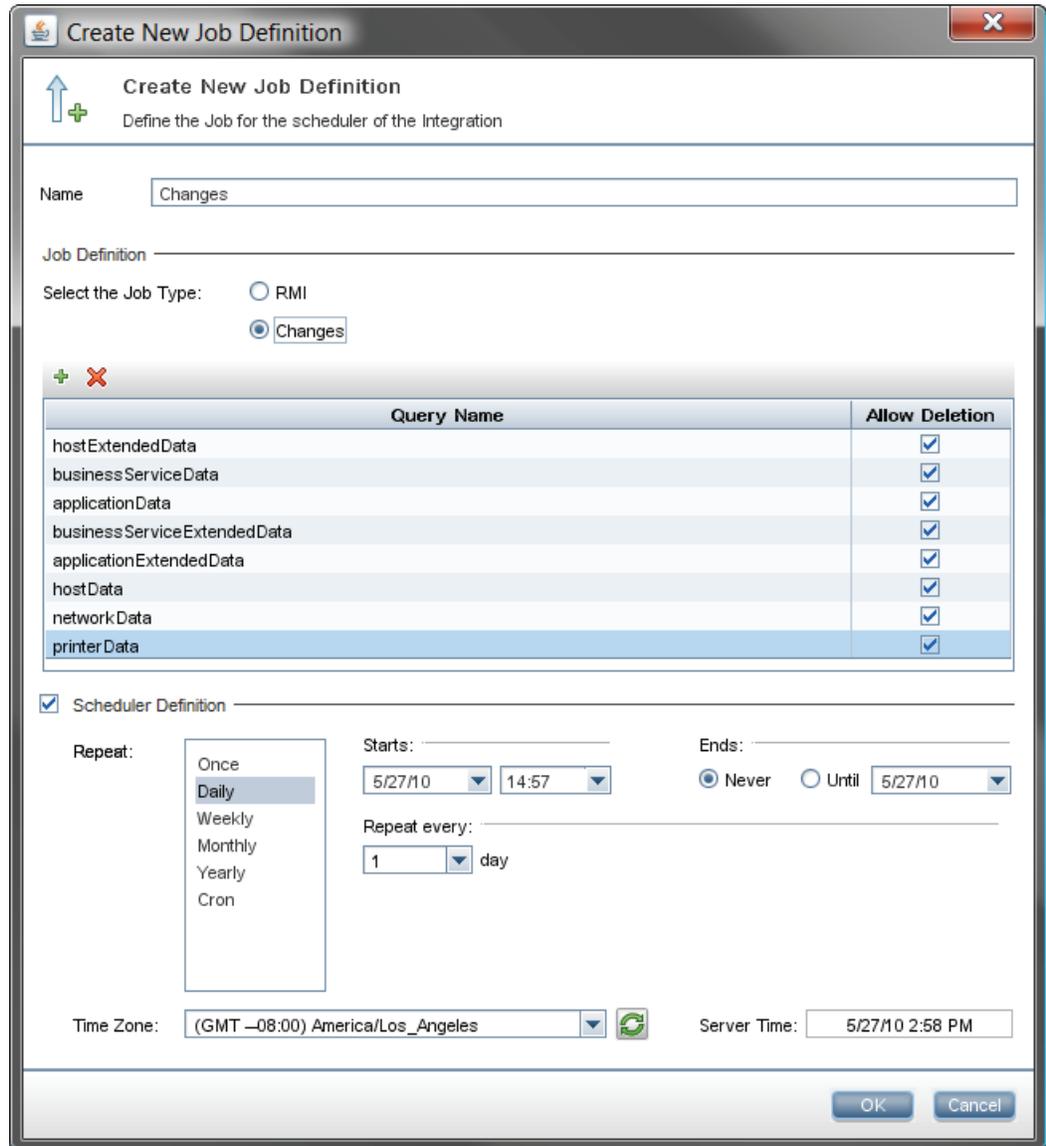
It is a best practice to schedule both the changes and RMI data push or replication jobs to match the discovery schedule of your UCMDB feeders. For example, if your UCMDB feeders send CI data updates on a daily schedule, then the data push jobs should also run on a daily schedule. By using a matching schedule you can ensure that your Service Manager system always has the most current CI data.

Schedule UCMDB 9.0 data push jobs

UCMDB 9.0 allows you to schedule updates directly from the data push job.

- 1 Log in to your UCMDB 9.00 system as an administrator.
- 2 Click **Managers > Data Flow Management > Integration Studio**. UCMDB displays a list of integration points.
- 3 Select the integration point you created for the UCMDB to Service Manager integration. For example, **SM Integration**.

- 4 Click the **Data Push** tab.
- 5 Select the changes data push job you created for the integration. For example, **Changes**.
- 6 Click the edit button. 
- 7 Enable the **Scheduler Definition** option
- 8 Select the scheduling options you want to use. For example, select **Repeat: Daily** and **Ends: Never**.



Create New Job Definition
Define the Job for the scheduler of the Integration

Name:

Job Definition

Select the Job Type: RMI Changes

Query Name	Allow Deletion
hostExtendedData	<input checked="" type="checkbox"/>
businessServiceData	<input checked="" type="checkbox"/>
applicationData	<input checked="" type="checkbox"/>
businessServiceExtendedData	<input checked="" type="checkbox"/>
applicationExtendedData	<input checked="" type="checkbox"/>
hostData	<input checked="" type="checkbox"/>
networkData	<input checked="" type="checkbox"/>
printerData	<input checked="" type="checkbox"/>

Scheduler Definition

Repeat:

Starts:

Ends: Never Until

Repeat every:

Time Zone: 

Server Time:

- 9 Click **OK** to save the data push job.
- 10 Select the RMI data push job you created for the integration. For example, **RMI**.
- 11 Repeat [step 6](#) to [step 9](#) for the RMI data push job.

Schedule UCMDB 7.52 & 8.x replication jobs

In earlier versions of UCMDB, you schedule replications separately from the replication job definition itself.

- 1 Log in to your HP Universal CMDB system as an administrator.
- 2 Click the **Settings** tab.
- 3 Click **Scheduler**. The Job Scheduler form opens.
- 4 Click + to add a new scheduled job. 
- 5 In Name, type a unique name for the job. For example, **changes_schedule**.
- 6 In Actions, click + to add a new scheduled action. 
- 7 From the Choose Action list, select **Run Replication Job**, and click **Next**.
- 8 From the Run Replication Job list, select the replication job or jobs you want to schedule. For example, **cmdb2sm** and **cmdb2smBusinessReIs**.
- 9 Click **Finish**. UCMDB displays the action in the action list.
- 10 From the Scheduler section, select the frequency of the action. For example, **Daily**.
- 11 For Time Zone, verify the UCMDB system time zone.
- 12 For Invocation hour, type the hour you want the job to run. For example, 24:00.
- 13 If you only want the scheduled action run during certain specified dates, select the Start at and End by options, and select the dates for which the scheduled job will be valid.
- 14 Click **OK** to create the scheduled job.

3 Tailoring the integration

You can tailor the HP Universal CMDB to HP Service Manager integration to meet your business needs by adding or removing managed CI types and attributes. This chapter covers the following tailoring topics:

- [Integration architecture on page 48](#)
- [Making the integration components visible in UCMDB on page 63](#)
- [Tailoring options on page 67](#)
- [Add a CI attribute to the integration on page 67](#)
- [Add a CI Type to the integration on page 81](#)

Integration architecture

Before you tailor the integration, you should understand how the following components of the out-of-box integration work.

- [Integration class model on page 48](#)
- [Integration TQL queries on page 51](#)
- [Service Manager web services on page 54](#)
- [Service Manager reconciliation rules on page 58](#)
- [Service Manager Discovery Event Manager rules on page 59](#)

Integration class model

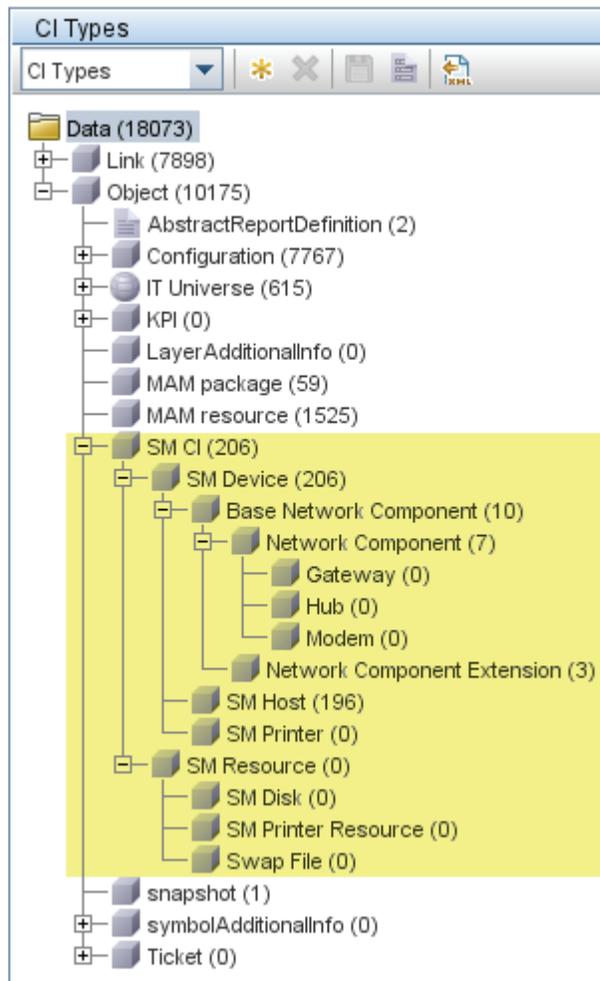
UCMDB 9.0

UCMDB 9.0 no longer uses a private class model of CI types to manage integration CIs. Instead, the integration uses the standard UCMDB managed objects and maps them to Service Manager CI types and attributes with queries and transformation files.

UCMDB 7.52 and 8.x

Earlier versions of the integration include a private class model of UCMDB CI types, relationships, and attributes that match how they are managed in Service Manager. In general, Service Manager recognizes fewer CI types than UCMDB. For example, Service Manager manages certain UCMDB CI types, such as a TCP/IP port, as CI attributes rather than a separate CI type.

If you want to change the CIs that your UCMDB system sends to your Service Manager system, you will need to edit both the integration class model and the integration queries that support the model. Out-of-box, the integration class model consists of the following CI types and relationships.



In this version of the integration, UCMDB tracks Service Manager CIs separately from the IT Universe. You must change the Object root from the default value of IT Universe in order to see the integration class model.

Out-of-box, UCMDB 7.52 and 8.x provides the following CI types for the integration.

Table 6 Integration CI types

CI Type	Description
SM CI	This CI type is a container for all of the CI types and relationships the UCMDB integration provides out-of-box. This CI type inherits attributes from the Object CI type and provides attributes for the SM Device and SM Resource CI types.
SM Device	This CI type is a container for CIs managed as devices in Service Manager. This CI type inherits attributes from the SM CI type and provides attributes for the Base Network Component, SM Host, and SM Printer CI types.
Base Network Component	This CI type is a container for network device CIs. This CI type inherits attributes from the SM Device CI type and provides attributes for the Network Component and Network Component Extension CI types.
Network Component	This CI type is a container for network device CIs. This CI type inherits attributes from the Base Network Component CI type and provides attributes for the Gateway, Hub, and Modem CI types. This CI type is unique to the integration and does not exist in the UCMDB public class model.
Gateway	This is a CI type for network gateways. This CI type inherits attributes from the Network Component CI type. This CI type is unique to the integration and does not exist in the UCMDB public class model.
Hub	This is a CI type for network hubs. This CI type inherits attributes from the Network Component CI type. This CI type is unique to the integration and does not exist in the UCMDB public class model.
Modem	This is a CI type for network modems. This CI type inherits attributes from the Network Component CI type. This CI type is unique to the integration and does not exist in the UCMDB public class model.
Network Component Extension	This is a CI type for the Network Component CIs. This CI type inherits attributes from the Base Network Component CI type and also extends attributes from the Host CI type by an SM link relationship.
SM Host	This is a CI type for host CIs. This CI type inherits attributes from the SM Device CI type and also extends attributes from the Host CI type by an SM link relationship.

Table 6 Integration CI types

CI Type	Description
SM Printer	This CI type manages printer CIs. This CI type inherits attributes from the SM Device CI type and also extends attributes from the Net Printer CI type by an SM link relationship.
SM Resource	This is a container for CIs managed as resources in Service Manager. This CI type inherits attributes from the SM CI type and provides attributes for the SM Printer Resource, SM Disk, and Swap File CI types.
SM Disk	This CI type manages hard disk CIs. This CI type inherits attributes from the SM Resource CI type and also extends attributes from the Disk CI type by an SM link relationship.
SM Printer Resource	This CI type manages printer CIs. This CI type inherits attributes from the SM Resource CI type and also extends attributes from the Printer CI type by an SM link relationship.
Swap File	This CI type manages swap file memory CIs. This CI type inherits attributes from the SM Resource CI type and also has a container link relationship to Host CI types. This CI type is unique to the integration and does not exist in the UCMDB public class model.

Integration TQL queries

The integration uses a collection of Topology Query Language (TQL) queries to gather CI attribute information from UCMDB and send it to the Service Manager system. You can view these queries in the **Integration\SM Sync** folder of your UCMDB installation. If you want to change what CI types or attributes are part of the integration, you must also edit the integration queries to support your updated CI types and attributes. Out-of-box, the integration consists of the following queries.

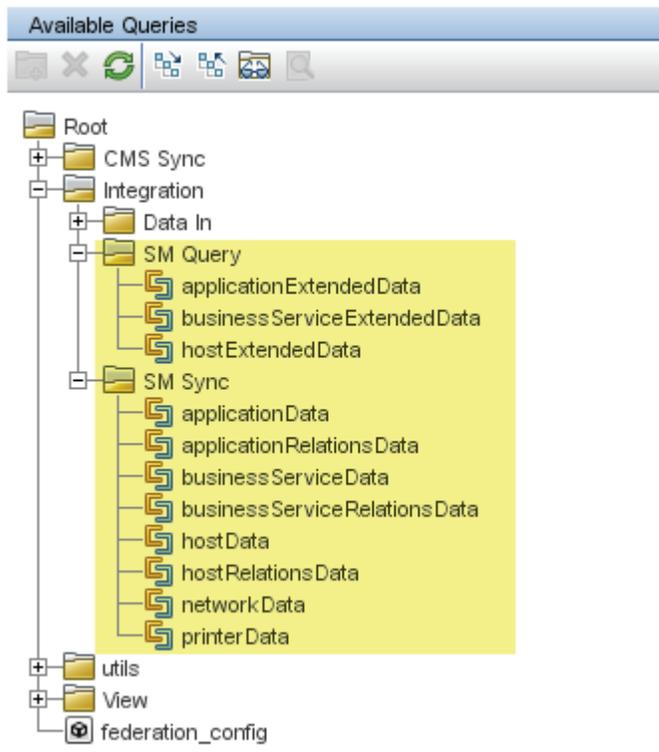


Table 7 Integration queries

Query name	Description
applicationData	This query gathers CI attributes from application CIs.
applicationExtendedData	This query gathers real-time extended information from application CIs.
applicationRelationsData	This query gathers relations between the following components: <ul style="list-style-type: none"> • Application and host CIs • Application and network component CIs • Two or more application CIs The query includes compound relations because the relation can extend through a group.
businessServiceData	This query gathers CI attributes from business service CIs.
businessServiceExtendedData	This query gathers real-time extended information from business service CIs

Table 7 Integration queries

Query name	Description
businessServiceRelationsData	<p>This query gathers relations between the following components:</p> <ul style="list-style-type: none"> • Business service and application CIs • Business service and host CIs • Business service and network component CIs • Two or more business services <p>The query includes compound relations because the relation can extend through a group.</p>
hostData	<p>This query gathers CI attributes from the following host CI types:</p> <ul style="list-style-type: none"> • UCMDB 9.00: node • UCMDB 7.52 & 8.x: host, host_node, lpar, mainframe, nt, terminalserver, unix, and vax. <p>It also gathers related CI attributes from the following CI types through containers and links: IP, Interface, Memory, and SM Host.</p>
hostExpandedData	<p>This query gathers real-time extended information (such as Asset, Person, WindowsService, Printer, InstalledSoftware, and Cpu) from the following host CI types:</p> <ul style="list-style-type: none"> • UCMDB 9.00: node • UCMDB 7.52 & 8.x: host, host_node, lpar, mainframe, nt, terminalserver, unix, and vax.
hostRelationsData	<p>This query gathers relations between the following components:</p> <ul style="list-style-type: none"> • Host and interface CIs • Host and IP CIs • Host and network component CIs • Two or more host CIs <p>The root class of the relation is talk.</p>
networkData1	<p>This query gathers CI attributes from the following host CI types: atmswitch, marconiatmswitch, ras, lb, concentrator, netdevice, firewall, switch, switchrouter, or router.</p> <p>It also gathers related CI attributes from the following CI types through containers and links: Interface, IP, Network Component Extension.</p>

Table 7 Integration queries

Query name	Description
networkData2	This query gathers CI attributes from network component CIs. It also gathers related CI attributes from the following CI types through containers and links: Interface and IP.
networkRelationsData	This query gathers relations between: <ul style="list-style-type: none"> • Network component and host CIs • Network component and Interface CIs • Network component and IP CIs • Two or more network component CIs The root class CI type of the relation is talk.
printerData	This query gathers CI attributes from net printer CIs. It also gathers related CI attributes from the following CI types through containers and links: Interface, IP, and SM Printer.

TQL query requirements

The integration requires that any custom TQL queries you create meet certain formatting conditions. Any TQL queries that you want to include in the integration must meet these conditions:

- To query CIs, a query must contain one CI type labeled **Root**. The Root node is the main CI that the UCMDB synchronizes. All other CIs are contained CIs of the Root CI.
- To query relations, a query must contain one or more relations labeled **Root**.
- A query must contain only the Root CI and CIs that are directly connected to it. The Root CI is always the top node of the TQL hierarchy.
- A TQL graph cannot have cycles.
- If a query synchronizing relations has cardinality, it must be cardinality **1...***. Additional cardinality entries must have an OR condition between them.
- The Cmdb Changes adapter does not support compound relation.
- If you only want the integration to synchronize specific CIs, you must first configure the condition on the CIs themselves and then configure the same condition on the TQL query.

Service Manager web services

Service Manager uses web services messages to get and receive CI information from your UCMDB system. Out-of-box, UCMDB sends more CI attribute information than the Service Manager system actually manages. Most of the CI attribute information the UCMDB system provides is for reference only. Service Manager users can view all of the CI attribute information the UCMDB system sends from the Actual State tab of the CI record.

Service Manager publishes several web services for use by the UCMDB integration. The UCMDB system uses the web services to map UCMDB CI types and CI attributes to web services objects the Service Manager system recognizes. If you add UCMDB CI types or CI attributes that you want Service Manager to manage, then you must update one or more of these web services to define them as web services objects. See the Service Manager help for more information about publishing web services.

Managed fields

A Service Manager managed field is a field where the system compares the CI attribute value in the incoming UCMDB web services message to the value in a Service Manager CI record. If the values in the web services message do not match those in the CI record, Service Manager runs a Discovery Event Manager (DEM) rule to determine what action to take.

Service Manager stores the list of managed fields in the **ucmdbIntegration** web service. The **ucmdbIntegration** web services consists of the following web services objects.

Table 8 Mappings between web service objects, Service Manager tables, and DEM rules

This web service object	Publishes fields from this Service Manager table	And uses this DEM rule ID
Relationship	cirelationship	ucmdbRelationship
ucmdbApplication	device	ucmdbApplication
ucmdbBusinessService	joinbizservice	ucmdbBusinessService
ucmdbComputer	joincomputer	ucmdbComputer
ucmdbNetwork	joinnetworkcomponents	ucmdbNetwork
ucmdbPrinter	joinofficeelectronics	ucmdbPrinter

The DEM rule determines which of the fields that are published as web services objects are fields managed by the integration. Only value changes in managed fields trigger the DEM rule.

The following sections list the fields published as web services objects and whether they are managed fields in an out-of-box Service Manager system. You can use this reference to determine if you need to publish a field as a web service object, and also if you need to create a DEM rule for the object.

Object Name: Relationship

Service Manager manages the following fields from the **cirelationship** table:

Table 9 Web service and managed fields of the Relationship object

Field published as web service object	Caption used in web service messages	Is the field a managed field?
relationship.name	RelationshipName	
logical.name	ParentCI	

Table 9 Web service and managed fields of the Relationship object

Field published as web service object	Caption used in web service messages	Is the field a managed field?
related.cis	ChildCIs	Yes
relationship.type	RelationshipType	
relationship.subtype	RelationshipSubtype	

Object Name: ucmdbApplication

Service Manager publishes the following fields from the device table:

Table 10 Web service and managed fields of the ucmdbApplication object

Field published as web service object	Caption used in web service messages	Is the field a managed field?
ucmdb.id	UCMDBId	
ci.name	ApplicationName	Yes
subtype	Subtype	

Object Name: ucmdbBusinessService

Service Manager publishes the following fields from the joinbizservice table:

Table 11 Web service and managed fields of the ucmdbBusinessService object

Field published as web service object	Caption used in web service messages	Is the field a managed field?
ucmdb.id	UCMDBId	
ci.name	ServiceName	Yes
vendor	ServiceProvider	Yes
subtype	Subtype	Yes

Object Name: ucmdbComputer

Service Manager manages the following fields from the joincomputer table:

Table 12 Web service and managed fields of the ucmdbComputer object

Field published as web service object	Caption used in web service messages	Is the field a managed field?
ucmdb.id	UCMDBId	
default.gateway	DefaultGateway	Yes
operating.system	OS	Yes
os.version	OSVersion	Yes
bios.id	BIOSId	Yes

Table 12 Web service and managed fields of the ucldbComputer object

Field published as web service object	Caption used in web service messages	Is the field a managed field?
network.name	DNSName	Yes
addIPAddr[addIPAddress]	AddIPAddress	Yes
addIPAddr[addSubnet]	AddSubnet	Yes
addMacAddress	AddMacAddress	Yes
physical.mem.total	PhysicalMemory	Yes
subtype	Subtype	Yes
building	Building	Yes
room	Room	Yes
floor	Floor	Yes
machine.name	HostName	Yes

Object Name: ucldbNetwork

Service Manager manages the following fields from the joinnetworkcomponents table:

Table 13 Web service and managed fields of the ucldbNetwork object

Field published as web service object	Caption used in web service messages	Is the field a managed field?
ucldb.id	UCMDBId	
default.gateway	DefaultGateway	Yes
operating.system	OS	Yes
os.version	OSVersion	Yes
network.name	DNSName	Yes
addIPAddr[addIPAddress]	AddIPAddress	Yes
addIPAddr[addSubnet]	AddSubnet	Yes
addMacAddress	AddMacAddress	Yes
subtype	Subtype	Yes
building	Building	Yes
room	Room	Yes
floor	Floor	Yes

Object Name: ucmdbPrinter

Service Manager manages the following fields from the joinofficeelectronics table:

Table 14 Web service and managed fields of the ucmdbPrinter object

Field published as web service object	Caption used in web service messages	Is the field a managed field?
ucmdb.id	UCMDBid	
default.gateway	DefaultGateway	Yes
network.name	DNSName	Yes
addlIPAddr[addlIPAddress]	AddlIPAddress	Yes
addlIPAddr[addlSubnet]	AddlSubnet	Yes
addlMacAddress	AddlMacAddress	Yes
subtype	Subtype	Yes
building	Building	Yes
room	Room	Yes
floor	Floor	Yes

Service Manager reconciliation rules

Service Manager reconciliation rules allow the integration to identify CI records in your Service Manager system that match CIs in your UCMDB system. Service Manager attempts to reconcile CI records with every push of CI attributes from your UCMDB system. The integration uses the following workflow to match UCMDB CIs with Service Manager CIs.

- 1 The UCMDB system sends a web service message to Service Manager containing the latest CI attribute data.
- 2 Service Manager scans the web service message for the CI ucmdb.id value.
 - ▶ Out-of-box, Service Manager does not display the ucmdb.id field on CI record forms to prevent users from changing the value. If you want to add this value to your forms, you can find the ucmdb.id field defined in the device table. HP recommends that you make this a read-only field.
- 3 Service Manager searches for an existing CI record that has the same ucmdb.id value.
- 4 If Service Manager finds a CI with a matching ucmdb.id value, no reconciliation is needed. Service Manager compares the UCMDB CI attributes to the Service Manager managed fields and runs the appropriate Discovery Event Manager (DEM) rules as needed.
- 5 If Service Manager cannot find a CI with a matching ucmdb.id value, it runs the reconciliation rules.
- 6 Service Manager searches for an existing CI record with the same reconciliation field values.

- 7 If Service Manager finds a CI with a matching reconciliation field value, it updates the CI record with the `ucmdb.id` value of matching UCMDB CI. Service Manager compares the UCMDB CI attributes to the Service Manager managed fields and runs the appropriate DEM rule as needed.
- 8 If Service Manager cannot find a CI with a matching reconciliation field value, it runs the DEM rule for “Action if matching record does not exist.” Out-of-box, the DEM rule has Service Manager create a new CI record. Service Manager creates the CI record using the `ucmdb.id` value of incoming UCMDB CI.

Performance implications

Because Service Manager attempts to reconcile CIs with every push, the number of reconciliation fields you have will affect the integration’s performance. The more reconciliation rules you have, the more searches Service Manager must perform to match CIs. To improve the performance of reconciliation searches, you should choose reconciliation fields that are unique keys of the underlying Service Manager table. For example, if you want to reconcile CI records in the device table, use the `logical.name` field as a reconciliation field because it is a unique key. See [Add reconciliation rules](#) on page 37 to create a reconciliation rule.

Dependence on DEM rules

Service Manager uses the “Action if matching record does not exist” DEM rule whenever it cannot reconcile CIs. You should review the DEM settings and decide if they meet your business standards prior to the initial push of CIs from UCMDB to Service Manager. For example, you can have Service Manager create a change request for every CI in the initial CI push by selecting the “Open a change” option.

Service Manager Discovery Event Manager rules

You only need to create Discovery Event Manager (DEM) rules if you want to accomplish any of the following custom actions:

- [Change the conditions under which a DEM rule runs](#) on page 59
- [Add tenant-specific DEM rules](#) on page 60
- [Change the action the DEM rule takes](#) on page 61
- [Update the list of managed fields for a CI type](#) on page 61
- [Create custom JavaScript to open change or incident records](#) on page 61

Change the conditions under which a DEM rule runs

Service Manager will only run a DEM rule if the condition field evaluates to true. Out-of-box, only the `ucmdbApplication` DEM rule has a condition statement that restricts when the rule runs. All the other integration DEM rules will always run by default.

You can update a DEM rule’s condition statements if you want to restrict when Service Manager runs your DEM rules. For example, adding the following condition to the `ucmdbComputer` DEM rule restricts the rule to desktop CIs.

```
subtype in $L.file="Desktop"
```

You can also use the condition field to create multiple DEM rules that apply to the same table name. For example, the following DEM rules both apply to the joincomputer table.

Table 15 DEM rules using different conditions to affect the same table

DEM rule Id	Table Name	Condition
ucmdbComputer	joincomputer	subtype in \$L.file!="Desktop"
ucmdbDesktop	joincomputer	subtype in \$L.file="Desktop"

Typically, you will only need to add conditions if your business processes require the integration to take different actions with certain CI types or SLAs.

Add tenant-specific DEM rules

You can use the condition field to create DEM rules that are specific to a particular tenant in a multi-tenancy UCMDB integration. For example, one tenant may want to add CIs directly to Service Manager while another tenant may want to open changes for each CI. The following sample DEM rules illustrate how to accomplish this.

Table 16 Tenant-specific DEM rules

DEM rule Id	Action on new CI	Condition
ucmdbComputer_advantage	Add CI	company in \$L.file="advantage"
ucmdbComputer_hp	Create change	company in \$L.file="HP"



It is a best practice to create a separate DEM rule for each tenant.

Change the action the DEM rule takes

Out-of-box, the integration DEM rules take the following actions:

- Add a CI record when the UCMDB data does not match an existing Service Manager CI record
- Open a Change when the UCMDB CI attribute data does not match the CI attribute data in the Service Manager CI record
- Delete a CI record when the UCMDB data specifies that the CI has been deleted

You can change the integration DEM rules to meet your business processes. For example, you could use the `ucmdbComputer` DEM rule to open a change when the integration finds a non-desktop CI with unexpected data, and use the `ucmdbDesktop` DEM rule to log results and update the record when the integration finds a desktop CI with unexpected data.



If you want to use the Change Management verification and Change Management validation features of the integration, then your DEM rules must use the Open a Change option for the “Action if record exists but unexpected data discovered” event.

Update the list of managed fields for a CI type

If you add CI attributes to your UCMDB system that you want to include in the integration, you must also create matching managed fields in Service Manager. Each managed field must have a corresponding web services object definition in order to receive CI attribute updates from your UCMDB system. See [Add a CI attribute to the integration](#) on page 67 and [Add a CI Type to the integration](#) on page 81 for information on how to add managed fields.

Create custom JavaScript to open change or incident records

Service Manager uses the `discoveryEvent` JavaScript to create CI names and to set the values of required fields when opening change or incident records. Out-of-box, the script uses the following default values.

Default values to create a new CI

You can update the `createCIName` and `populateNewCI` functions to set the following CI values.

Table 17 Default values used to create a new CI

CI attribute	Default value defined in <code>discoveryEvent</code>
<code>record.logical_name</code>	System generated ID number
<code>record.assignment</code>	AUTO
<code>record.istatus</code>	Installed
<code>record.os_name</code>	Value in <code>record.operating_system</code>

Default values to create a new change

You can update the populateChange function to set the following change values.

Table 18 Default values used to create a new change

CI attribute	Default value defined in discoveryEvent
change.category	Unplanned Change
change.reason	Value in reason
change.initial_impact	3
change.severity	3
change.coordinator	Change.Coordinator
change.requested_by	discovery
change.status	initial

Default values to create a new incident

You can update the populateIncident function to set the following incident values.

Table 19 Default values used to create a new incident

CI attribute	Default value defined in discoveryEvent
incident.category	incident
incident.subcategory	hardware
incident.product_type	missing or stolen
incident.assignment	Hardware
incident.initial_impact	3
incident.severity	3
incident.logical.name	Value of id
incident.site_cateogry	C
incident.contact_name	ANALYST, INCIDENT
incident.affected_item	MyDevices

Making the integration components visible in UCMDB

In an out-of-box UCMDB installation, the integration components are not visible after setup because they are located higher up in the class model than the default view displays. While you do not have to make the integration components visible to use the integration, you do have to make them visible if you want to tailor the integration. You must complete the following tasks to make the integration components visible in the UCMDB interface.

Task 1: Change the Link Root setting to link.

See [Change the Link Root setting](#) on page 63.

Task 2: Change the Object Root to data.

See [Change the Object Root setting](#) on page 64.

Change the Link Root setting

If you are using a UCMDB 7.52 or 8.x system, you must change the link root setting to see the integration components.

UCMDB 9.0

In UCMDB 9.0, the integration no longer uses a private link type. No change is required to see integration links.

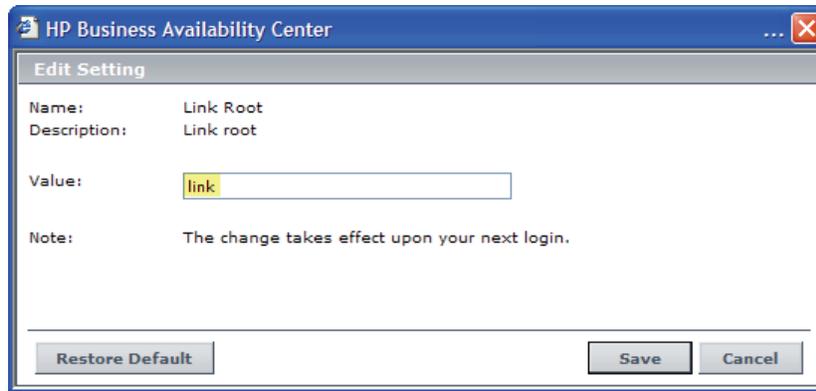
UCMDB 7.52 and 8.x

In an out-of-box UCMDB 7.52 and 8.x installation, the Link Root value is `it_world_links`. All of the integration links are in the SM Link node, which is not visible from the `it_world_links` node. If you want to view or change the integration links, you must change the value of the Link Root setting to a node higher up in the class model.

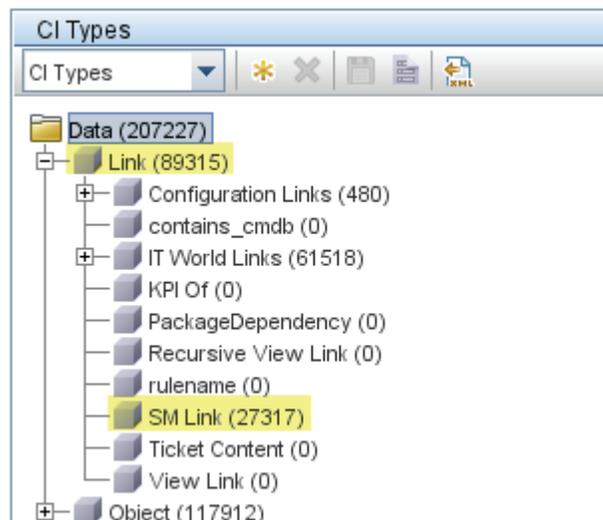
- 1 Log in to your HP Universal CMDB system as an administrator.
- 2 Click the **Settings** tab.
- 3 Click **Infrastructure Settings Manager**.
- 4 For Select Context, select the **All** option.
- 5 Scroll down to the UCMDB Common - General Settings section.

UCMDB common - General Settings		
Name	Description	Value
Candidates For Deletion Refresh Time	Candidates for deletion refresh time	86400000 
Link Root	Link root	it_world_links 
Object Root	Object root	it_world 

- 6 Click the edit button for Link Root. 
- 7 Change the Link Root Value to **link**.



- 8 Click **Save**.
- 9 Logout and log back in to UCMDB.
- 10 To view the integration links, open the CI Types manager and browse to **Data > Link > SM Link**.



Change the Object Root setting

If you are using a UCMDB 7.52 or 8.x system, you must change the link root setting to see the integration components.

UCMDB 9.0

In UCMDB 9.0, the integration no longer uses private CI types. No change is required to see integration CI types.

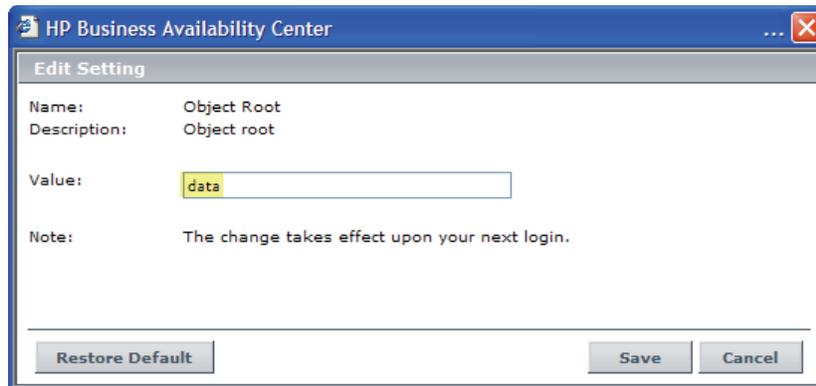
UCMDB 7.52 and 8.x

In an out-of-box UCMDB 7.52 and 8.x installation, the Object Root value is `it_world`. All of the integration objects are in the SM CI node which is not visible from the `it_world` node. If you want to view or change the integration objects, you must change the value of the Object Root setting to a node higher up in the class model.

- 1 Log in to your HP Universal CMDB system as an administrator.
- 2 Click the **Settings** tab.
- 3 Click **Infrastructure Settings Manager**.
- 4 For Select Context, select the **All** option.
- 5 Scroll down to the UCMDB Common - General Settings section.

UCMDB common - General Settings		
Name▲	Description	Value
Candidates For Deletion Refresh Time	Candidates for deletion refresh time	86400000 
Link Root	Link root	it_world_links 
Object Root	Object root	it_world 

- 6 Click the edit button for Object Root. 
- 7 Change the Object Root Value to **data**.



HP Business Availability Center

Edit Setting

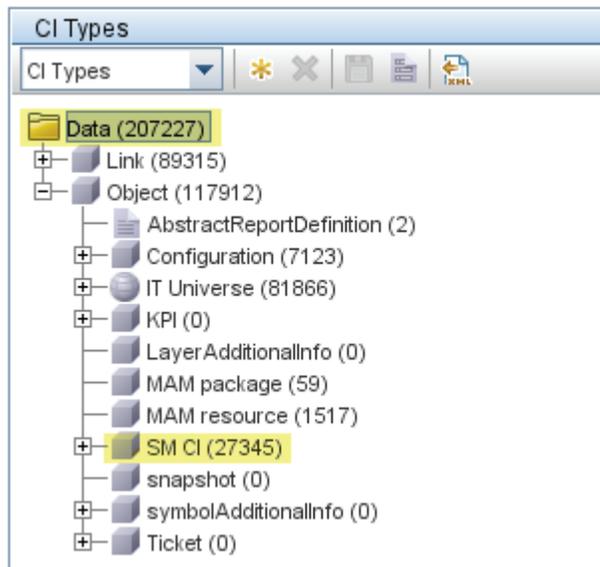
Name: Object Root
Description: Object root

Value:

Note: The change takes effect upon your next login.

Restore Default Save Cancel

- 8 Click **Save**.
- 9 Log out, and then log in again to UCMDB.
- 10 To view the integration CI types, open the CI Types manager and browse to **Data > Object > SM CI**.



Tailoring options

The integration offers the following tailoring options:

- [Add a CI attribute to the integration on page 67](#)
- [Add a CI Type to the integration on page 81](#)

Add a CI attribute to the integration

You can use the following steps to add a CI attribute to the integration.

Task 1: [Does the CI attribute already exist in the UCMDB class model?](#)

Yes. [Go to Task 3.](#)

No. [Go to Task 2.](#)

Task 2: [Add the CI attribute to the UCMDB class model.](#)

See [Add a CI attribute to the UCMDB class model on page 67.](#)

Task 3: [Enable calculation for the CI attribute.](#)

See [Enable calculation for the CI attribute on page 70.](#)

Task 4: [Enable the change monitored option for the CI attribute.](#)

See [Enable the Change Monitored option for CI attributes on page 71](#)

Task 5: [Map the CI attribute to a web service object](#)

See [Map the CI attribute to a web service object on page 73.](#)

Task 6: [Are you integrating with UCMDB 9.00?](#)

Yes. [Skip to step 7.](#)

No. See [Reload the code base for the integration adapter on page 75.](#)

Task 7: [Create a web service object to support the CI attribute.](#)

See [Create a web service object to support the CI attribute on page 76.](#)

Task 8: [Add a managed field to monitor changes in the CI attribute.](#)

See [Add a managed field to support the CI attribute on page 78.](#)

Add a CI attribute to the UCMDB class model

The integration class model only uses a subset of the CI attributes available from your UCMDB system. Out-of-box, the integration consists of CI attributes that are typically managed from a Service Manager system such as host name and host DNS name. Before creating a new UCMDB CI attribute, you should determine if there are any existing CI attributes in your UCMDB system that provide the discovery data you want. In most cases,

there is an existing attribute tracking the discovery data you want to add to the integration. For example, if you review the attributes of the Host CI, you see that there are many attributes available to be added to the integration (integration attributes must have the Change Monitored setting enabled).

Key	Name	Display Name	Type	Description	Default Value	Visible	Editable	Change Mo.	Required	Lower Case
act_cleared_time	act_cleared_time	act_cleared_time	long							
act_id	act_id	act_id	string							
root_actdeleteatime	Actual Delete Time	Actual Delete Time	date	When will...						
root_actdeleteper	Actual Deletion Period	Actual Deletion Period	integer	What is the...	40					
data_adminstate	Admin State	Admin State	adminstate	Admin State	Managed					
data_allow_auto_upd	Allow CI Update	Allow CI Update	boolean		true					
root_cand	Candidate For Delet.	Candidate For Delet.	date	When will...						
root_candidatefordelet	Candidate For Delet.	Candidate For Delet.	date	When will...						
data_changeconstate	Change Con State	changeconstate	changeconstate	Change St...	No Change					
data_changefornew	Change Is New	boolean	boolean	Change St...	false					
data_changestate	Change State	changeconstate	changeconstate	Change St...	No Change					
root_class	CI Type	string	string	Class nam...						
city	City	string	string	City location						
codepage	CodePage	string	string	System su...						
root_container	Container	string	string	Container ...						
contextmenu	Context Menu	string_list	string_list	Context me...	ctx					
country	Country	string	string	Country loc...						
root_create_time	Create Time	date	date	When was...						
data_source	Created By	string	string							
root_deletecandidate	Deletion Candidate P.	integer	integer	What is the...	20					
data_description	Description	string	string	Data Descr...						
digest	Digest	string	string							
display_label	Display Label	string	string	Used as an...						
document_list	Documents	string	string	Documents						
root_enableaging	Enable Aging	boolean	boolean	Is aging en...	false					
data_externalid	External ID	string	string	external so...						
fractal_size	Fractal Size	string	string							
host_systemassettag	Host Asset Tag	string	string	Asset tag ...						
host_last_boot_time	Host Boot Time	date	date	Host last b...						
host_hostname	Host DNS Name	string	string	DNS Name ...						
host_iscomplete	Host is Complete	boolean	boolean	True value ...	false					
host_isdesktop	Host is Desktop	boolean	boolean	Is this host ...						
host_isroute	Host is Route	boolean	boolean	True value ...						

The following steps illustrate how to add a new CI attribute to an existing CI type. This scenario is not the expected typical case. Typically, you would add an existing CI attribute to the integration.



The integration does not require any special steps to add a CI attribute to the UCMDB class model. You can use the standard CI attribute creation procedures to add a CI attribute. For more information on CI attribute creation, see the *HP Universal CMDB CI Attribute Customization Guide*.

To add a CI attribute to the UCMDB class model:

- 1 Log in to your HP Universal CMDB system as an administrator.
- 2 Click the **Modeling** tab.
- 3 Click **CI Type Manager**.
- 4 Select the CI type to which you want to add a new CI attribute from the CI Types navigation tree. For example:

Table 20 Path to sample CI type

UCMDB Version	Path
UCMDB 7.52 & 8.x	Data > Object > IT Universe > System > Software Element > Database.
UCMDB 9.00	Managed Object > ConfigurationItem > InfrastructureElement > RunningSoftware > Database

- 5 Click the **Attributes** tab.
- 6 Click the add button. 
The Add Attribute window opens.
- 7 In Attribute Name, type the unique name you want to use for the new CI attribute. For example, **database_owner**.
 The name cannot include any of the following characters: ` / \ [] : | < > + = ; , ? *.
- 8 In Display Name, type the name you want UCMDB to display in the interface. For example, **Database Owner**.
- 9 In Description, type a description of the new CI attribute. This is an optional field. For example, **System user who owns the database**.
- 10 For the UCMDB 9.00 **Scope**, select **CMS**.
- 11 In Attribute Type, select either Primitive or Enumeration/List. For example, select **Primitive** and select **string**.
- 12 In Value Size, type the maximum character length the attribute can have,. For example, **300**.
- 13 In Default Value, type the value to be used when no other value is available. For example, leave the default value blank.
- 14 In the Advanced section, enable the **Change Monitored** option.
- 15 Click **OK** to save the attribute.
- 16 Click the save button to save attribute changes to the CI type. 

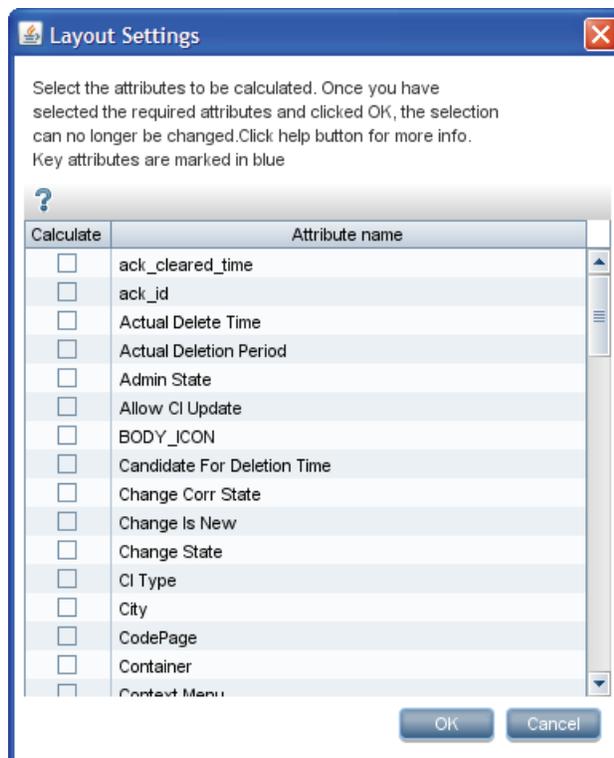
Enable calculation for the CI attribute

To add a CI attribute to the integration, you must enable the calculation layout setting from the TQL query that synchronizes the CI type. You must know what CI type contains the CI attributes you want to add to the integration.



Keep a list of the attributes you enable, because you will need to create a matching XSL transformation for each attribute you enable.

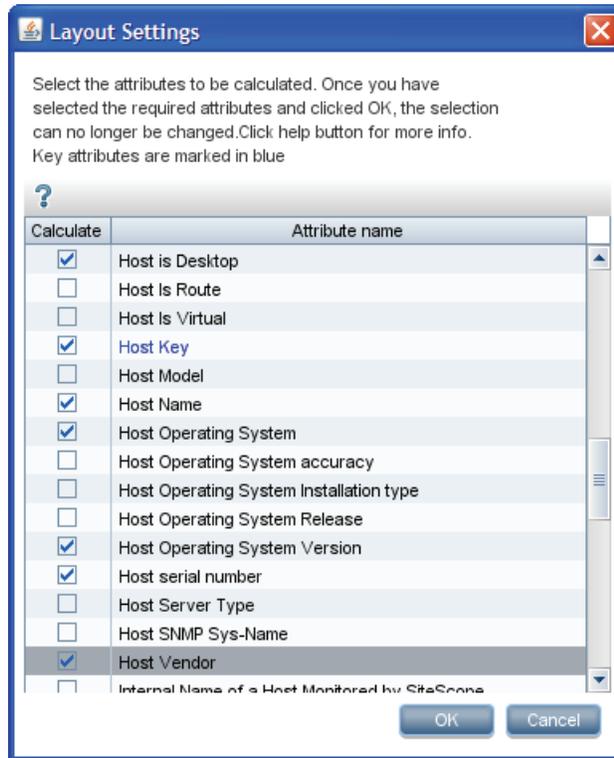
- 1 Log in to your HP Universal CMDB system as an administrator.
- 2 Click the Modeling tab.
- 3 For UCMDB 9.00, click **Modeling Studio**. Select **Queries** from **Resource Type** drop-down box. For UCMDB 7.52 & 8.x, click **Query Manager**.
- 4 From the Queries navigation tree, click **Integration > SM Sync**.
- 5 Select the query that manages the CI type whose attributes you want to add to the integration. For example, **hostData**. UCMDB displays the TQL for the integration query.
- 6 Select the node from the TQL layout that contains the CI attribute you want to add to the integration. For example, **Root**.
- 7 For UCMDB 9.00, right-click the node and select **Query Node Properties**. The Query Node Properties window opens.
For UCMDB 7.52 & 8.x, click the **Edit** button from the Information Pane. The Node properties window opens.
- 8 Click **Advanced layout settings**. The Layout Settings window opens.



- 9 Enable the Calculate option for the CI attribute you want to include in the integration.
For example:

Table 21 Enabling Calculation for a sample CI attribute

UCMDB version	CI attribute
UCMDB7.52 & 8.x	Host vendor
UCMDB 9.00	OsVendor



- 10 Click **OK** to close the advanced layout settings window.
- 11 Click **OK** to save the node properties.
- 12 Click the save button to save the TQL query. 

Enable the Change Monitored option for CI attributes

In order for the integration to send updates of CI attribute values, you must enable the Change Monitored option for each CI attribute you want to be part of the integration.

- 1 Log in to your HP Universal CMDB system as an administrator.
- 2 Click the Modeling tab.
- 3 Click **CI Type Manager**.

- Select the CI type to which you want to add a new CI attribute from the CI Types navigation tree. For example:

Table 22 Path to sample CI type

UCMDB Version	Path
UCMDB 7.52 & 8.x	Data > Object > IT Universe > System > Software Element > Database.
UCMDB 9.00	Managed Object > ConfigurationItem > InfrastructureElement > RunningSoftware > Database

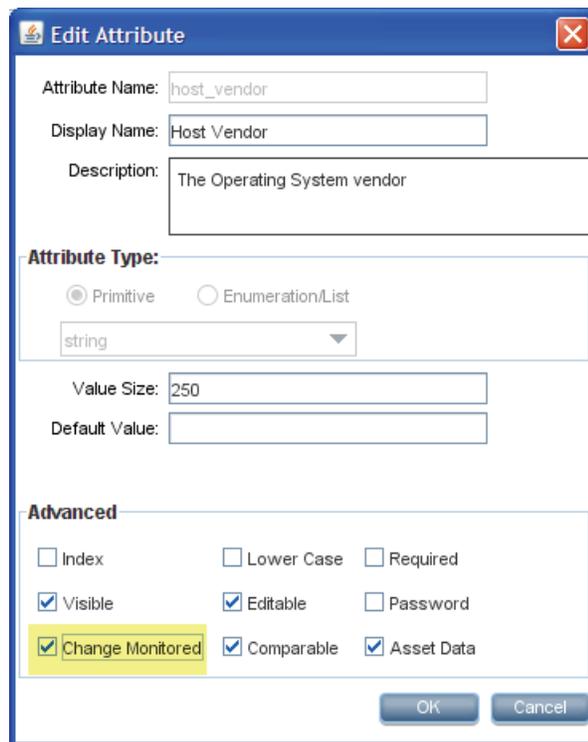
- Click the **Attributes** tab.
- Select an attribute you want to be part of the integration. For example:

Table 23 Enabling change monitoring for sample CI attributes

UCMDB version	CI attribute
UCMDB 9.00	Vendor
UCMDB 7.52 & 8.x	Host Vendor.

- Click the edit button. 

The Edit Attribute window opens.
- For UCMDB 9.00, click the Advanced tab and enable the **Changed Monitored** option. For UCMDB 7.52 & 8.x, enable the **Change Monitored** option from the Advanced section.



Edit Attribute

Attribute Name:

Display Name:

Description:

Attribute Type:

Primitive Enumeration/List

Value Size:

Default Value:

Advanced

Index Lower Case Required

Visible Editable Password

Change Monitored Comparable Asset Data

- Click **OK** to accept the changes.

- 10 Click the save button to save the TQL query. 

Map the CI attribute to a web service object

The integration uses an adapter to transform UCMDB CI attributes to web services objects recognized by Service Manager. The adapter in turn specifies what XSL transformation files the integration should use to convert UCMDB TQL queries into a properly formatted Service Manager web services messages.

Out-of-box, each integration query has a corresponding XSL transformation file that maps to a particular CI type in UCMDB. In addition, each attribute for which you enabled calculation requires its own entry in the XSL transformation file. Without an XSL transformation entry, Service Manager cannot receive any CI attribute updates from your UCMDB system.

If you want to add a new attribute to the integration, you must edit the XSL transformation file for the parent CI type and add an entry for the CI attribute. See [Integration TQL queries](#) on page 51 for information about which CI types each query manages. In order to create a proper XSL mapping, you must be familiar with the service and object names Service Manager publishes as Web services. See the Service Manager help for information on publishing tables and columns as Web service objects.

The following steps illustrate how to map a UCMDB CI attribute called vendor (host_vendor for UCMDB 7.52 & 8.x) to a Service Manager web service object called OSVendor.

To map a CI attribute to a web service object:

- 1 Log in to the UCMDB file system with an administrator account.
- 2 If you are using UCMDB 9.0 go to [step 3](#).
If you are using UCMDB 7.52 or 8.x go to [step 7](#).
- 3 Click **Managers > Data Flow Management > Adapter Management**.
- 4 Browse to the Service Manager Adapter. For example:
ServiceManagerAdapter7-1 > Configuration Files
- 5 Double-click the XSL transformation file that manages the parent CI type of your CI attribute. For example, open `host_data.xslt` to add an attribute to the `hostData` TQL query.
- 6 Go to [step 9](#)
- 7 Browse to the Service Desk Adapter path in the file system. For example:
**C:\hp\UCMDB\UCMDBServer\j2f\fcmdb\CodeBase
\ServiceDeskAdapter**
- 8 Use a text editor to open the XSL transformation file that manages the parent CI type of your CI attribute. For example, open `host_data.xslt` to add an attribute to the `hostData` TQL query.
- 9 Find the element that defines the Service Manager table name where the integration will store CI attribute values. For example, the element `<file.device>` will store CI attributes in the Service Manager device table.
- 10 Within the table naming element (`<file.device>`), you will see an element of the following format that defines how to transform each UCMDB CI attribute into a web service object:

```

<xsl:for-each select="@CI_attribute_name">
  <ObjectName><xsl:value-of select="." /></ObjectName>
</xsl:for-each>

```

@CI_attribute_name is the name of attribute in the UCMDB system.

ObjectName is the name of a web service object published by the Service Manager system.

Figure 1 CI attributes in the host_data.xslt XSL transformation file

```

29 </Room>
30 <xsl:for-each select="@default_gateway_ip_address">
31   <DefaultGateway>
32     <xsl:value-of select="." />
33   </DefaultGateway>
34 </xsl:for-each>
35 <xsl:for-each select="@discovered_os_name">
36   <OS>
37     <xsl:value-of select="." />
38   </OS>
39 </xsl:for-each>
40 <xsl:for-each select="@primary_dns_name">
41   <DNSName>
42     <xsl:value-of select="." />
43   </DNSName>
44 </xsl:for-each>
45 </file.device>
46 <file.computer>
47   <xsl:for-each select="@name">
48     <HostName>
49       <xsl:value-of select="." />
50     </HostName>
51   </xsl:for-each>
52   <xsl:for-each select="@discovered_os_version">
53     <OSVersion>
54       <xsl:value-of select="." />
55     </OSVersion>
56   </xsl:for-each>
57   <xsl:for-each select="@serial_number">
58     <BIOSId>
59       <xsl:value-of select="." />
60     </BIOSId>
61   </xsl:for-each>
62   <xsl:for-each select="@memory_size">
63     <PhysicalMemory>
64       <xsl:value-of select="." />
65     </PhysicalMemory>
66   </xsl:for-each>

```

Figure 2 Matching CI attributes in the ucldbComputer web service

External Access Definition

Service Name: Released

Name: Deprecated

Object Name:

◆ Allowed Actions ◆ Expressions ◆ Fields

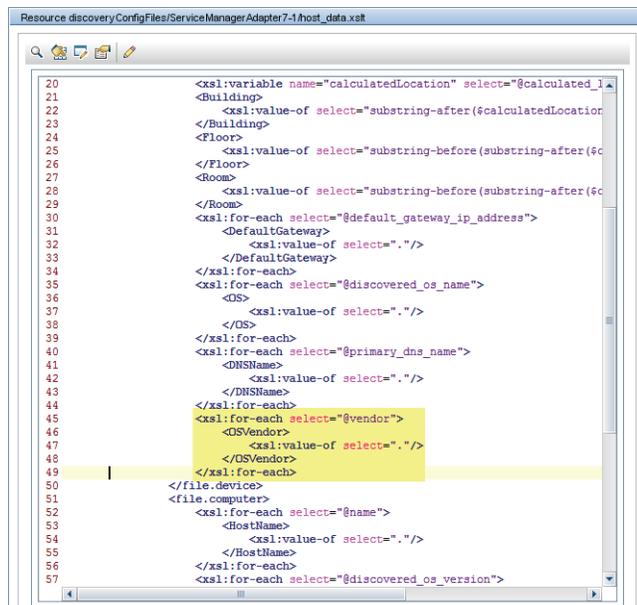
Field	Caption	Type
ucmdb.id	UCMDBId	
default.gateway	DefaultGateway	
operating.system	OS	
os.version	OSVersion	
bios.id	BIOSId	
network.name	DNSName	
addIPAddr [addIPAddress]	AddIPAddress	
addIPAddr [addSubnet]	AddSubnet	
addMacAddress	AddMacAddress	
physical.mem.total	PhysicalMemory	
subtype	Subtype	
building	Building	
room	Room	
floor	Floor	
machine.name	HostName	

- 11 Copy an existing XSL transformation element to use it as a template to create a new transformation entry.
- 12 Paste the new XSL transformation element within the proper table naming element. For example, <file.computer>.
- 13 Update the CI attribute name and web service object name within the new element to match the attribute you want to add to the integration. For example, create the following XSL transformation element to add an attribute to the integration.

Table 24

UCMDB version	XSL elements required
9.0	<pre><xsl:for-each select="@vendor"> <OSVendor><xsl:value-of select="." /></OSVendor> </xsl:for-each></pre>
7.52 & 8.x	<pre><xsl:for-each select="@host_vendor"> <OSVendor><xsl:value-of select="." /></OSVendor> </xsl:for-each></pre>

Figure 3 New attribute in the host_data.xslt XSL transformation file



- 14 Save the XSL transformation file.

Reload the code base for the integration adapter

These instructions only apply to integrations using UCMDB 7.52 or 8.x systems. There is no need to manually reload adapters in UCMDB 9.00.

In order for the integration to use your custom CI attributes, you must reload the code base of the integration adapter.

To reload the code base for the ServiceDeskAdapter:

- 1 Open a web browser and browse to the following URL:

http://<UCMDB server>:8080/jmx-console/HtmlAdaptor?action=inspectMBean&name=Topaz%3AService%3DFCmdb+Config+Services

UCMDB server is the fully qualified domain name for your UCMDB system.

- When prompted, provide your UCMDB administrator user name and password.
The JMX MBean View web page opens.

Figure 4 JMX MBean View



- Scroll to the section for the loadOrReloadCodebaseForAdapterId() MBean.
- For customerID, type a ParamValue of **1**.
- For adapterId, type a ParamValue of **ServiceDeskAdapter**.

java.lang.String loadOrReloadCodeBaseForAdapterId()

Load or reload adapter code base

Param	ParamType	ParamValue	ParamDescription
customerID	int	<input type="text" value="1"/>	Customer id
adapterId	java.lang.String	<input type="text" value="ServiceDeskAdapter"/>	Adapter id

- Click the **Invoke** button below the function. A success window opens.



Create a web service object to support the CI attribute

UCMDB uses the Service Manager ucmdbIntegration web service to send CI data. This web service publishes the objects that match the out-of-box CI types and CI attributes provided by the UCMDB integration. See [Managed fields](#) on page 55 for a list of the out-of-box web service objects and their mappings to Service Manager tables.

If you add a CI attribute to the integration on your UCMDB system, you must create a corresponding web service object on your Service Manager system to receive the incoming CI data. Each web service object must map to a valid Service Manager table and column.

The following steps illustrate how to create a web service object for the OSVendor attribute described in previous sections.

To create a web service object for the CI attribute:

- 1 Log in to Service Manager with an administrator account.
- 2 Click **Tailoring > Web Services > WSDL Configuration**. The External Access Definition form opens.
- 3 For Service Name, type **ucmdbIntegration**.
- 4 Click **Search**. Service Manager displays a record list of the objects that make up the ucmdbIntegration web service.
- 5 Select the existing web service object to which you want to add the CI attribute. For example, select **ucmdbComputer**.
- 6 Click the **Fields** tab. Service Manager displays the fields published as web service objects.
- 7 Select an empty row in the Fields list.
- 8 For Field, select the Service Manager column name where you want to store the incoming CI attribute values. For example, **os.manufacturer**.
 - Service Manager displays the fields from all join tables associated with the table listed in the Name field. For example, joincomputer displays fields from the device and computer tables.
- 9 For Caption, type the name you want Service Manager to use when publishing the field as a web service object. For example, **OSVendor**.
 - The Caption name must match the object name you listed in the XSL transformation file on the UCMDB.
- 10 Click **Save**. The new web service object will be available the next time you restart the Service Manager system.

External Access Definition

Service Name: Released
Name: Deprecated
Object Name:

◆ Allowed Actions ◆ Expressions ◆ Fields

Field	Caption	Type
ucmdb.id	UCMDBId	
default.gateway	DefaultGateway	
operating.system	OS	
os.version	OSVersion	
bios.id	BIOSId	
network.name	DNSName	
addIPAddr[addl...	AddIPAddress	
addIPAddr[addl...	AddSubnet	
addMacAddress	AddMacAddress	
physical.mem.total	PhysicalMemory	
subtype	Subtype	
building	Building	
room	Room	
floor	Floor	
machine.name	HostName	
os.manufacturer	OSVendor	

Add a managed field to support the CI attribute

In order for a CI attribute you add to the integration to trigger the automated Change Management validation and verification processes, you must add a managed field for the CI attribute. Service Manager managed fields are part of the Discovery Event Manager Rules. See [Service Manager Discovery Event Manager rules](#) on page 59 for a list of fields that trigger Change Management validation and verification.

To add a managed field to the integration:

- 1 Log in to Service Manager with an administrator account.
- 2 Click **Tailoring > Web Services > Discovered Event Manager Rules**. Service Manager displays the record search form.
- 3 Click Search to display a list of all Discovery Event Manager rules.
- 4 Select the rule ID that matches the web services object where you mapped the incoming CI attribute. For example, **ucmdbComputer**. Service Manager displays the rules for this web service object.
- 5 Click the **Managed Fields** tab. Service Manager displays the list of fields that trigger Change Management validation and verification.
- 6 Select an empty row in the Managed Fields list.
- 7 For Field Name, select the caption name of the Service Manager column that you previously selected to store the incoming CI attribute values. For example, **Os Manufacturer**.
 - ▶ Service Manager displays the fields from all join tables associated with the table listed in the Table Name field. For example, joincomputer displays fields from the device and computer tables.
- 8 If the field you use to store the incoming CI attribute is an array of structure, use the Structure field to select the name of the array of structure where the column can be found. For example, Os Manufacturer is a primitive character field and therefore does not need to identify an array of structure name.
- 9 If the field you use to store the incoming CI attribute is an array of structure, use the Index field to select the index number that identifies the the column in the array of structure. For example, Os Manufacturer is a primitive character field and therefore does not need to identify an array of structure index.
- 10 Click **Save**. The managed field will be available the next time you restart the Service Manager system.

Discovery Event Manager Rules

Id:

Table Name:

Condition:

Field Name	Structure	Index	Condition
Operating System			
Default Gateway			
Os Version			
Bios Id			
Network Name			
addIPAddress	addIPAddr	1	
addSubnet	addIPAddr	2	
Add Mac Address			
Physical Mem Total			
Machine Name			
Subtype			
Building			
Room			
Floor			
Os Manufacturer			

Add a CI Type to the integration

You can use the following steps to add a CI type to the integration.

- Task 1: Does the CI type already exist in the UCMDB class model?
Yes. Go to Task 3.
No. Go to Task 2.
- Task 2: Add the CI type to the UCMDB class model.
See [Add a CI type to the UCMDB class model on page 82](#).
- Task 3: Add CI attributes to the CI type as needed.
See [Add a CI attribute to the integration on page 67](#).
- Task 4: Create a TQL query to synchronize the CI type's attributes.
See [Create a TQL query to synchronize the CI type on page 85](#).
- Task 5: Verify all relationships in the TQL query have the tracking qualifier.
See [Verify all relationships in the TQL query have the tracking qualifier on page 89](#).
- Task 6: Enable calculation for the CI type's attributes.
See [Enable calculation for the CI type's attributes on page 90](#).
- Task 7: Map the CI type's TQL query to an XSL transformation file.
See [Map the CI type's TQL query to an XSL transformation file on page 92](#).
- Task 8: Map the CI type's attributes to web service objects
See [Map the CI type's attributes to web service objects on page 94](#).
- Task 9: Are you integrating with UCMDB 9.00?
Yes. Go to step 11.
No. See [Reload the code base for the ServiceDeskAdapter on page 97](#).
- Task 10: Add the CI type's TQL query to the integration Changes Adapter.
See [Add custom TQL queries to the integration Changes Adapter on page 98](#).
- Task 11: Add the CI type's TQL query to the integration replication jobs.
See [Add custom TQL queries to integration data push \(replication jobs\) on page 99](#).
- Task 12: Create web service objects to support the CI type.
See [Create web service objects to support the CI type on page 101](#).
- Task 13: Add managed fields to support the CI type.
See [Add managed fields to support the CI type on page 103](#).

Add a CI type to the UCMDB class model

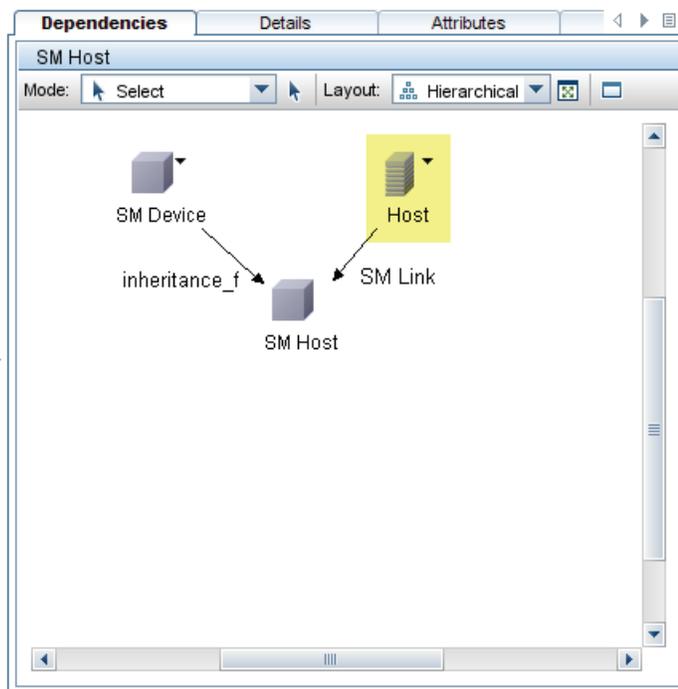
UCMDB 9.00

The integration no longer uses a private class model in UCMDB 9.00. Before creating a new UCMDB CI type, you should determine if there are any existing CI types in your UCMDB system that provide the CI attributes you want. In most cases, you can create links to one or more existing CI types to create a new logical CI type for use by the integration. See [Sample CI type](#) on page 82.

UCMDB 7.52 & 8.x

The integration class model only uses a subset of the CI types available from your UCMDB system. Out-of-box, the integration consists of CI types that are typically managed from a Service Manager system such as hosts and network components. Before creating a new UCMDB CI type, you should determine if there are any existing CI types in your UCMDB system that provide the CI attributes you want. In most cases, you can create links to one or more existing CI types to create a new logical CI type for use by the integration.

For example, the SM Host CI is a logical CI that links to the Host CI. The SM Host CI inherits CI attributes from Host and all of its child CI types.



Sample CI type

The following steps illustrate how to create a new CI type called SM RDBMS based on an existing CI type called database.



The integration does not require any special steps to add a CI type to the UCMDB class model. You can use the standard CI type creation procedures to add a CI type. For more information on CI type creation, see the *HP Universal CMDB CI Attribute Customization Guide*.

To add a CI type to the UCMDB class model:

- 1 Log in to your HP Universal CMDB system as an administrator.
- 2 Click the **Modeling** tab.
- 3 Click **CI Type Manager**.
- 4 Select base CI type you want to use for your new CI type from the CI Types navigation tree. For example:

Table 25 Path to sample CI type

UCMDB Version	Path
UCMDB 9.00	Managed Object > ConfigurationItem > InfrastructureElement > RunningSoftware > Database
UCMDB 7.52 & 8.x	Data > Object > IT Universe > System > Software Element > Database.

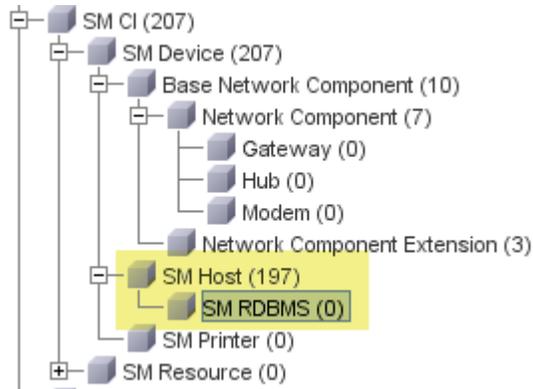
- 5 Click the new button. 

The Create Configuration Item Type window opens.
- 6 In Name, type the unique name you want to use for the new CI type. For example, **sm_rdbms**.

 The name cannot include any of the following characters: ` / \ [] : | < > + = ; , ? *.
- 7 In Display Name, type the name you want UCMDB to display in the interface. For example, **SM RDBMS**.
- 8 In Description, type a description of the new CI type. This is an optional field. For example, **CI's running relational databases**.
- 9 In Base CI Type, verify that the proper base CI type is selected. Your new CI type will inherit the attributes of the base CI type you select here. For example:

UCMDB version	Base CI type
UCMDB 9.00	Database
UCMDB 7.52 & 8.x	SM Host.

- 10 Click **Next**. The wizard displays the list of CI attributes from the base CI type.
- 11 Add, edit, or remove CI attributes as needed for the new CI type. For example, accept the default attributes inherited from the base CI type.
- 12 Click **Next**. The wizard displays the list of qualifiers from the base CI type.
- 13 Add or remove qualifiers as needed for the new CI type. For example, accept the default qualifiers.
- 14 Click **Next**. The wizard displays the list of icons associated with the CI type.
- 15 Select the icons associated with this CI type. For example, accept the default icon.
- 16 Click **Next** to add any menu item properties or label definitions as needed. For example, accept the default settings from the base CI type.
- 17 Click **Finish** to create the CI type.



- 18 Select your new CI type from the tree. For example, **SM RDBMS**.
- 19 Browse to an existing CI type you want to link to, and control-click it to add it to your selection. For example:
 - ▶ Choose an existing CI type that has the attributes that you want to be part of your new logical CI type.

UCMDB version

Base CI type

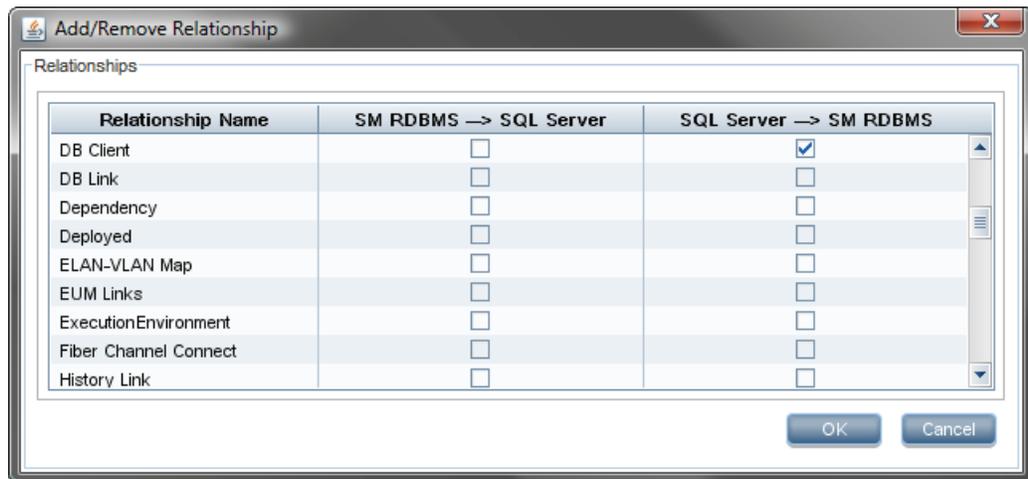
UCMDB 9.00

SQL Server

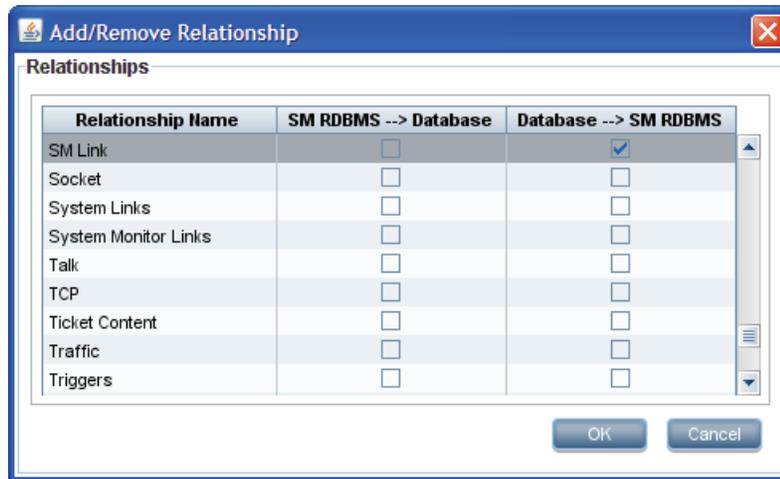
UCMDB 7.52 & 8.x

Database.

- 20 Right-click one of the selected CI types, and click **Add/Remove Relationship**. The Relationships window opens.
- 21 Create a relationship from the existing CI type to the new CI type. For example:
For UCMDB 9.00, create a **DB Client** relationship from **SQL Server** to **SM RDBMS**.



For UCMDB 7.52 & 8.x, create an **SM Link** relationship from **Database** to **SM RDBMS**.



22 Click **OK** to create the relationship.

23 Click the save button to save the CI type. 

Create a TQL query to synchronize the CI type

The integration uses Topology Query Language (TQL) queries to gather CI attribute values and pass them to your Service Manager system. You must create a TQL query for any CI type you add to the integration. Any TQL query you create must conform to the [TQL query requirements](#) on page 54.

The following steps illustrate how to create a new TQL query called `rdbmsData` for the SM RDBMS CI type described in previous sections.

- 1 Log in to your HP Universal CMDB system as an administrator.
- 2 Click the **Modeling** tab.
- 3 For UCMDB 9.00, click **Modeling Studio**. Select **Queries** from **Resource Type** drop-down box. For UCMDB 7.52 & 8.x, click **Query Manager**.
- 4 From the Queries navigation tree, click **Integration > SM Sync**.
- 5 For UCMDB 9.00, click the New button, and then select **Query**. See [step 12](#).

For UCMDB 7.52 & 8.x, click the New button. 

The Create New Query window opens.

- 6 In Name, type the unique name you want to use for the new query. The name cannot include any of the following characters: ` / \ [] : | < > + = ; , ? *. For example, **rdbmsData**.
- 7 In Description, type a description of the new query. This is an optional field. For example, **Query for hosts running relational databases**.
- 8 For Query Type, select **Integration**. The integration will only synchronize CI types that have a query from this folder.
- 9 For Query Priority, select how frequently you want the system to rerun the query. For example, select **Medium** to accept the default priority.

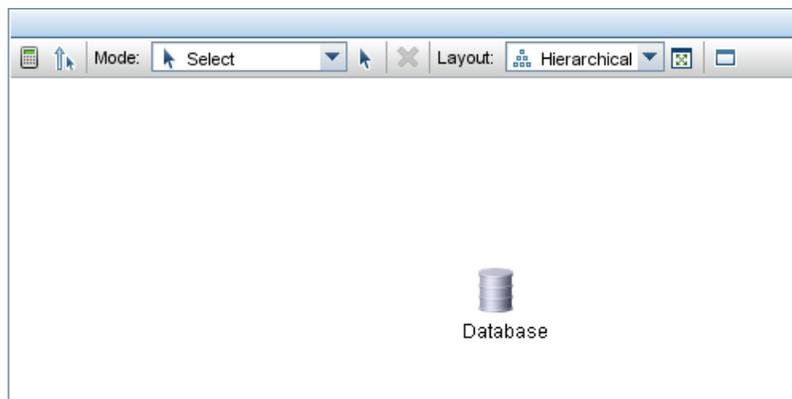
- 10 Enable or disable persistence as needed. If you want the TQL permanently remain in system memory, select persistent. For example, accept the default state with persistence disabled.
- 11 Click **OK**. UCMDB adds your new query to the Queries list.
- 12 Find the CI type that will be the root node of your query from the CI Type Selector. This CI type is typically the one that provides the most attributes for the CI. For example:

Table 26 Path to root CI type

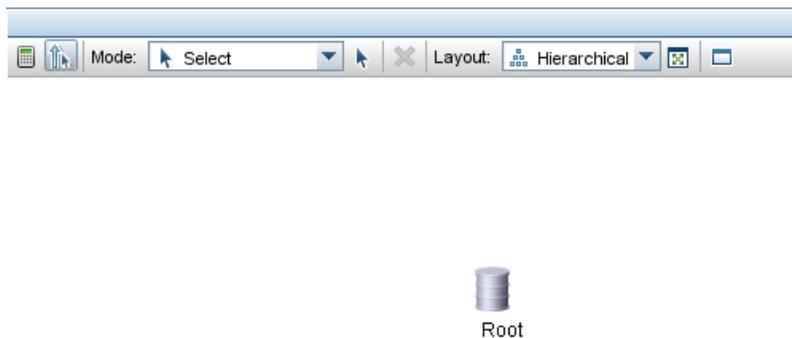
UCMDB Version	Path
UCMDB 9.00	Managed Object > ConfigurationItem > InfrastructureElement > RunningSoftware > Database
UCMDB 7.52 & 8.x	Data > Object > IT Universe > System > Software Element > Database

➤ In UCMDB 7.52 & 8.x, the **Database** CI type is a better root node element than the **SM RDBMS** CI type because it provides more CI attributes.

- 13 Drag the root CI type from the CI Type Selector and drop it into the empty Editing pane. UCMDB displays the icon of the CI type.



- 14 Right-click the CI type, and then click either **Query Node Properties** (UCMDB 9.00) or **Edit** (UCMDB 7.52 & 8.x). The Node properties window opens.
- 15 Change the Element name to **Root**.
- 16 Click **OK** to save the node properties.

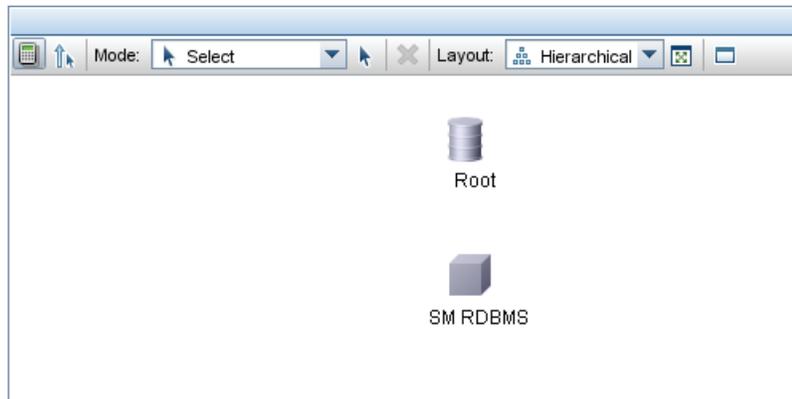


- 17 Find any additional CI types you want to add to the query from Type Selector. These CI types typically provide additional CI attributes. For example:.,

Table 27 Path to additional query CI type

UCMDB Version	Path
UCMDB 9.00	Managed Object > ConfigurationItem > InfrastructureElement > RunningSoftware > SM RDBMS
UCMDB 7.52 & 8.x	Data > Object > SM CI > SM Device > SM Host > SM RDBMS

- 18 Drag the additional CI type from the CI Type Selector and drop it into the empty Editing pane. UCMDB displays the icon of the additional CI type.

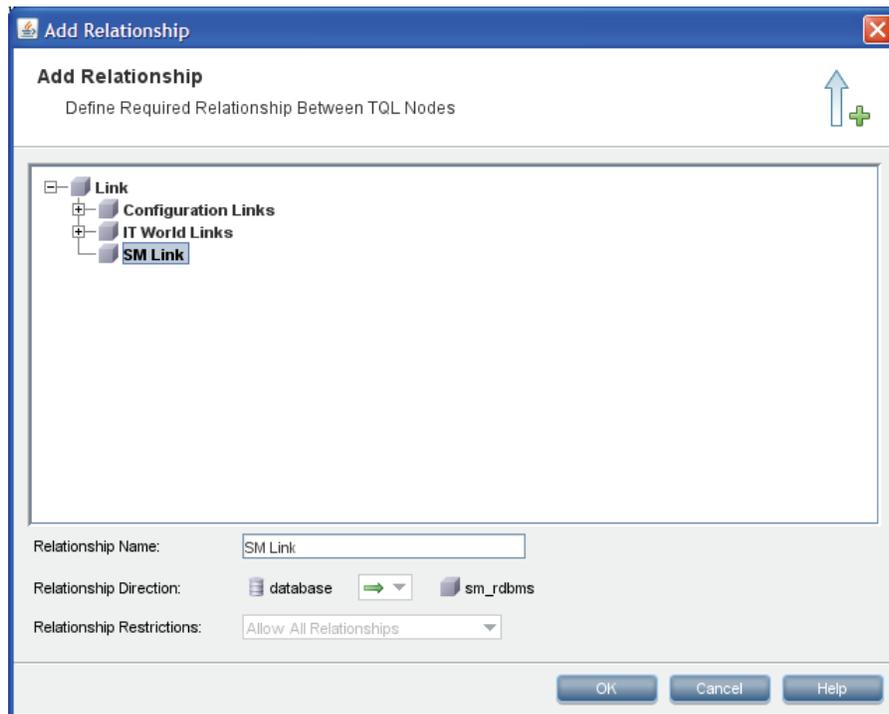
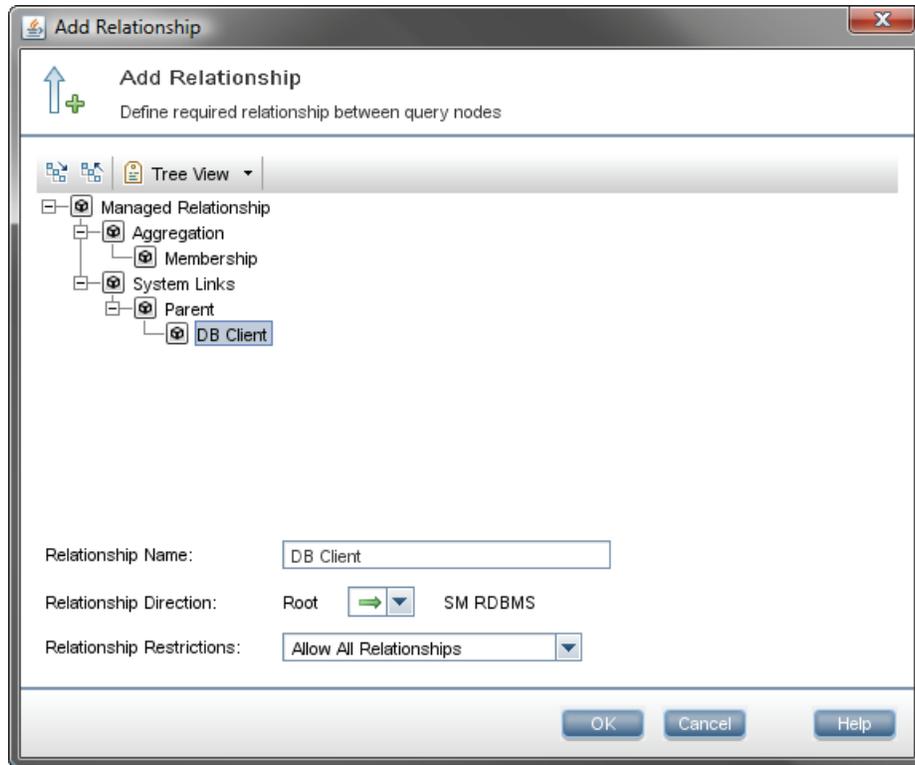


- 19 Create relationships between the Root CI type and the additional CI types as needed. For example: ,

Table 28 Relationship between root and additional query

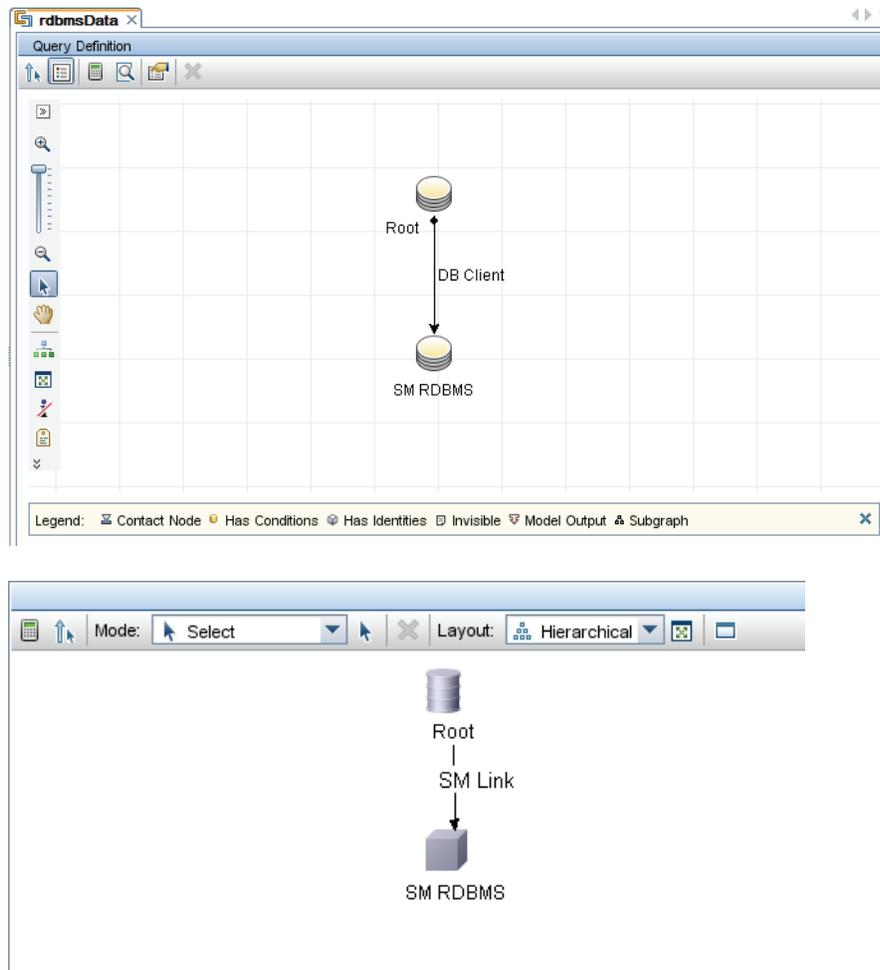
UCMDB version	Relationship
UCMDB 9.00	DB Client between Root and SM RDBMS
UCMDB 7.52 & 8.x	SM Link between Root and SM RDBMS

- Select **Root** and control-click the additional CI type. For example, **SM RDBMS**.
- Right-click one of the selected items, and click **Add Relationship**. The Add Relationship window opens.
- For UCMDB 9.00, select DB Client.
For UCMDB 7.52 & 8.x, select SM Link.
- Type a Relationship Name. For example, **DB Client** or **SM Link**.
- Verify that the relationship direction is from the root CI type to the additional CI type. For example, from Root to SM RDBMS or database to sm_rdbms.
- Click **OK** to add the relationship.



20 Repeat [step 17](#) to [step 19](#) for each additional CI type you want to add to the TQL. For example, SM RDBMS does not need any additional CI types.

21 Click the save button to save the TQL query. 



Verify all relationships in the TQL query have the tracking qualifier

Most TQL queries you create will consist of one or more relationships between CI types. In order for the integration to track the history of these CI relations, you must add the `TRACK_LINK_CHANGES` qualifier to each relationship in the TQL query. You should verify that each relationship in your TQL query has the `TRACK_LINK_CHANGES` qualifier so that the integration will receive updates for the relation.

The following steps illustrate verifying that a relationship has the `TRACK_LINK_CHANGES` qualifier.

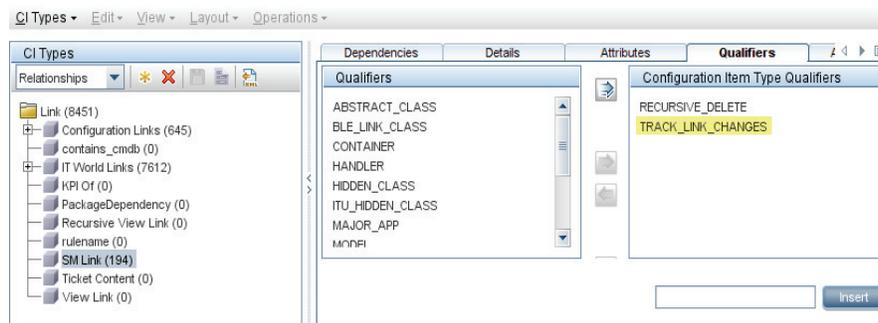
- 1 Log in to your HP Universal CMDB system as an administrator.
- 2 From the Modeling tab menu, select **CI Type Manager**.
- 3 From CI Types, select **Relationships**.

- 4 Select the Relationship you want to edit from the navigation tree. For example:

Table 29 Relationship between root and additional query

UCMDB version	Relationship
UCMDB 9.00	System Links > Parent > DB Client
UCMDB 7.52 & 8.x	Link > SM Link

- 5 Click the **Qualifiers** tab.
- 6 Verify that the Configuration Item Type Qualifiers column contains the **TRACK_LINK_CHANGES** qualifier.
- 7 If the relationship does not already contain it, select **TRACK_LINK_CHANGES** from the Qualifiers list, and click the right arrow to move it over to the Configuration Item Type Qualifiers section.



- 8 Click the save button to save the CI relationship. 

Enable calculation for the CI type's attributes

To add a CI attribute to the integration, you must enable the calculation layout setting from the TQL query that synchronizes the CI type. Because you must enable calculation for each attribute you want to add to the integration, you should be familiar with the integration CI types and the CI attributes they contain.



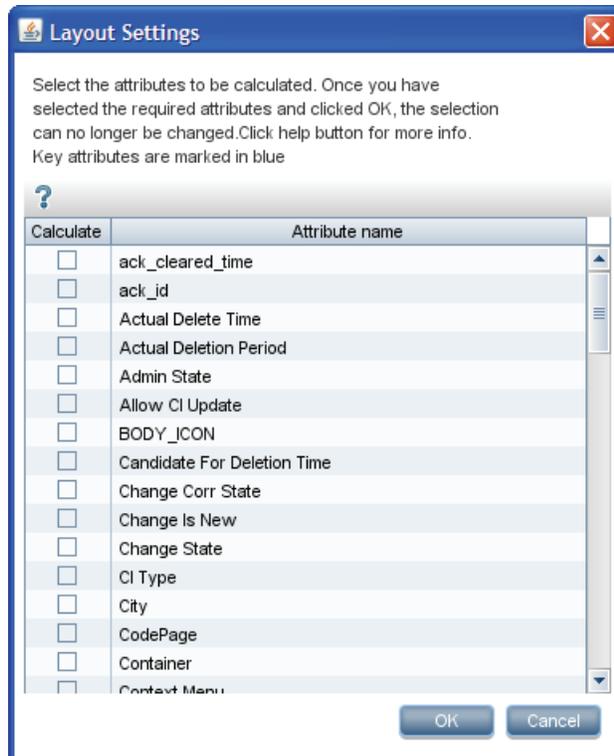
Keep a list of the attributes you enable, because you will need to create a matching XSL transformation for each one.

The following steps illustrate how to enable calculation for attributes of the SM RDBMS CI type described in previous sections.

To enable calculation for a CI type's attributes

- 1 Log in to your HP Universal CMDB system as an administrator.
- 2 Click the Modeling tab.
- 3 For UCMDB 9.00, click **Modeling Studio**. Select **Queries** from **Resource Type** drop-down box. For UCMDB 7.52 & 8.x, click **Query Manager**.
- 4 From the Queries navigation tree, click **Integration > SM Sync**.

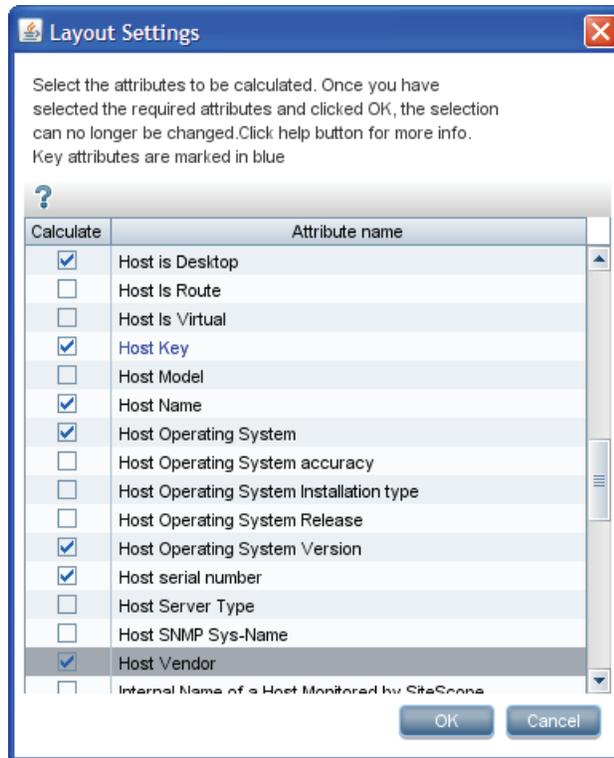
- 5 Select the query that manages the CI type whose attributes you want to add to the integration. For example, **rdbmsData**. UCMDB displays the TQL for the integration query.
- 6 Select the node from the TQL layout that contains the CI attribute you want to add to the integration. For example, **Root**.
- 7 For UCMDB 9.00, right-click the node and select **Query Node Properties**. The Query Node Properties window opens.
For UCMDB 7.52 & 8.x, click the **Edit** button from the Information Pane. The Node properties window opens.
- 8 Click **Advanced layout settings**. The Layout Settings window opens.



- 9 Enable the Calculate option for each CI attribute you want to include in the integration. For example:

Table 30 Enabling Calculation for a sample CI attribute

UCMDB version	CI attribute
UCMDB 9.00	OsVendor
UCMDB7.52 & 8.x	Host vendor



- 10 Click **OK** to close the advanced layout settings window.
- 11 Click **OK** to save the node properties.
- 12 Click the save button to save the TQL query. 

Map the CI type's TQL query to an XSL transformation file

The integration uses a configuration file called `smSyncConfFile.xml` to map each UCMDB TQL query to an XSL transformation file. In order for custom TQL queries to be part of the integration, you must add a mapping entry for each TQL query in the configuration file.

The following steps illustrate mapping the TQL query `rdbmsData` described in previous sections to the Service Manager `ucmdbApplication` web service.

To map a TQL query to an XSL transformation file

- 1 For UCMDB 9.00, go to [step 2](#).
For UCMDB 7.52 & 8.x, go to [step 4](#)
- 2 Click **Managers > Data Flow Management > Adapter Management**.
- 3 Click **Packages > ServiceManagerAdapter7-1 > Configuration Files > ServiceManagerAdapter7-1/smSyncConfFile.xml**. The configuration file opens in a text editor.
Go to [step 7](#).
- 4 Log in to the UCMDB file system with an administrator account.
- 5 Browse to the `smSyncConfFile.xml` path in the file system. For example:

**C:\hp\UCMDB\UCMDBServer\j2f\fcmdb\CodeBase
\ServiceDeskAdapter**

- 6 Use a text editor to open the `smSyncConfFile.xml` configuration file.
- 7 Copy an existing TQL mapping element. A TQL mapping element uses the following format:

```
<tql name="TQL_query" xslFile="XSL_File">  
  <!-- Description of mapping -->  
  <request type="Create" name="Create_web_service"/>  
  <request type="Update" name="Update_web_service"/>  
  <request type="Delete" name="Delete_web_service"/>  
</tql>
```

TQL_query is the name of the UCMDB TQL query you created.

XSL_File is the name of the XSL transformation file the integration will use to map UCMDB attributes to Service Manager web service objects.

Create_web_service is the name of the Service Manager web service you want to the integration to use to create CIs from this TQL query.

Update_web_service is the name of the Service Manager web service you want to the integration to use to update CIs in this TQL query.

Delete_web_service is the name of the Service Manager web service you want to the integration to use to delete CIs from this TQL query.

Figure 5 Excerpt of smSynchConfFile.xml

```
- <config>  
- <global-config>  
  <request type="Create" cmdb-id-only="false" />  
  <request type="Update" cmdb-id-only="false" />  
  <request type="Delete" cmdb-id-only="true" />  
</global-config>  
- <mapping>  
- <tql name="hostData" xslFile="host_data.xslt">  
  <!-- this is host->ip,interface,sm_server tql -->  
  <request type="Create" name="CreateucmdbComputerRequest" />  
  <request type="Update" name="UpdateucmdbComputerRequest" />  
  <request type="Delete" name="DeleteucmdbComputerRequest" />  
</tql>  
- <tql name="applicationData" xslFile="application_data.xslt">  
  <!-- this is logical_application tql -->  
  <request type="Create" name="CreateucmdbApplicationRequest" />  
  <request type="Update" name="UpdateucmdbApplicationRequest" />  
  <request type="Delete" name="DeleteucmdbApplicationRequest" />  
</tql>  
- <tql name="businessServiceData" xslFile="business_service_data.xslt">  
  <!-- this is business_service_for_catalog tql -->  
  <request type="Create" name="CreateucmdbBusinessServiceRequest" />  
  <request type="Update" name="UpdateucmdbBusinessServiceRequest" />  
  <request type="Delete" name="DeleteucmdbBusinessServiceRequest" />  
</tql>
```

- 8 Add or update TQL mapping elements for each TQL query you want to add to the integration. For example, the following TQL creates a mapping between the `rdbmsData` TQL query and the `rdbms_data.xslt` file.

```
<tql name="rdbmsData" xslFile="rdbms_data.xslt">  
  <!-- this is database tql -->  
  <request type="Create" name="CreateucmdbApplicationRequest" />  
  <request type="Update" name="UpdateucmdbApplicationRequest" />
```

```

    <request type="Delete" name="DeleteucmdbApplicationRequest" />
</tql>

```

```

- <config>
- <global-config>
  <request type="Create" cmdb-id-only="false" />
  <request type="Update" cmdb-id-only="false" />
  <request type="Delete" cmdb-id-only="true" />
</global-config>
- <mapping>
- <tql name="hostData" xslFile="host_data.xslt">
  <!-- this is host->ip,interface,sm_server tql -->
  <request type="Create" name="CreateucmdbComputerRequest" />
  <request type="Update" name="UpdateucmdbComputerRequest" />
  <request type="Delete" name="DeleteucmdbComputerRequest" />
</tql>
- <tql name="applicationData" xslFile="application_data.xslt">
  <!-- this is logical application tql -->
  <request type="Create" name="CreateucmdbApplicationRequest" />
  <request type="Update" name="UpdateucmdbApplicationRequest" />
  <request type="Delete" name="DeleteucmdbApplicationRequest" />
</tql>
- <tql name="rdbmsData" xslFile="rdbms_data.xslt">
  <!-- this is database tql -->
  <request type="Create" name="CreateucmdbApplicationRequest" />
  <request type="Update" name="UpdateucmdbApplicationRequest" />
  <request type="Delete" name="DeleteucmdbApplicationRequest" />
</tql>

```

- 9 Save the configuration file.

Map the CI type's attributes to web service objects

The integration uses the Service Desk Adapter to transform UCMDB CI attributes to web services objects recognized by Service Manager. The Service Desk Adapter uses XSL transformation files to convert UCMDB TQL queries into a properly formatted Service Manager web services messages. Out-of-box, each integration query has a corresponding XSL transformation file. In addition, each attribute you enable for synchronization from Advanced layout settings requires its own entry in the XSL transformation file.

If you want to add a CI type to the integration, you must create a matching XSL transformation file that defines how the Service Desk Adapter transform each CI type into a Service Manager web service object. See [Integration TQL queries](#) on page 51 for information about which CI types each query manages. In order to create a proper XSL mapping, you must be familiar with the service and object names Service Manager publishes as Web services. See the Service Manager help for information on publishing tables and columns as Web service objects.

The following steps illustrate creating an XSL transformation file for the rdbmsData TQL query described in previous sections.

To map a CI type's attributes to web service objects:

- 1 Log in to the UCMDB file system with an administrator account.
- 2 Browse to the Service Desk Adapter path in the file system. For example:

```

C:\hp\UCMDB\UCMDBServer\j2f\fcmdb\CodeBase
\ServiceDeskAdapter

```

- 3 Copy an existing XSL transformation file to use it as a template to create a new transformation file. For example, copy `application_data.xslt`.
- 4 Rename the new transformation file to a unique name. For example, `rdbms_data.xslt`.
- 5 Use a text editor to open the new XSL transformation file.
- 6 Find the CI type definition element. The CI type definition element uses the following format:

```
<xsl:template match="/CI_type_name">
```

`@CI_type_name` is the name of CI type in the UCMDB system.

Figure 6 CI type definition in the application_data.xslt

```
- <xsl:stylesheet version="1.0" xmlns:xsl="http://www.w3.org/1999/XSL/Transform">
- <xsl:template match="/logical_application">
- <model>
  <keys />
  - <instance>
    <!-- import:cmdb_root_attributes.xslt -->
    - <xsl:for-each select="@friendlyType">
      - <Subtype>
        <xsl:value-of select="." />
      </Subtype>
    </xsl:for-each>
    - <xsl:for-each select="@data_name">
      - <ApplicationName>
        <xsl:value-of select="." />
      </ApplicationName>
    </xsl:for-each>
  </instance>
</model>
</xsl:template>
</xsl:stylesheet>
```

- 7 Update the CI type name to match the CI type you want to add to the integration. For example, create the following CI type definition element to add the database CI type to the integration.

```
<xsl:template match="/database">
```

- 8 Add or update table naming elements as needed. By default, UCMDB sends CI attribute data to the Service Manager device table. If you want to send CI attributes to one of the join tables of device, you must add an element to specify the table name using the format `<file.table_name>`. For example, you do not need to specify an additional jointable to define a database CI type since Service Manager does not use a separate jointable to manage database CI types.
- 9 Find the elements that transform UCMDB CI attributes into Service Manager web service objects. The CI attribute transformation elements use the following format:

```
<xsl:for-each select="@CI_attribute_name">
  <ObjectName><xsl:value-of select="." /></ObjectName>
</xsl:for-each>
```

`@CI_attribute_name` is the name of attribute in the UCMDB system.

`ObjectName` is the name of a web service object published by the Service Manager system.

Figure 7 CI attributes in application_data.xslt

```

- <xsl:stylesheet version="1.0" xmlns:xsl="http://www.w3.org/1999/XSL/Transform">
- <xsl:template match="/logical_application">
- <model>
- <keys />
- <instance>
- <!-- import:cmdb_root_attributes.xslt -->
- <xsl:for-each select="@friendlyType">
- <Subtype>
- <xsl:value-of select="." />
- </Subtype>
- </xsl:for-each>
- <xsl:for-each select="@data_name">
- <ApplicationName>
- <xsl:value-of select="." />
- </ApplicationName>
- </xsl:for-each>
- </instance>
- </model>
- </xsl:template>
- </xsl:stylesheet>

```

Figure 8 Matching CI attributes in the ucmdbApplication web service

External Access Definition

Service Name: Released

Name: Deprecated

Object Name:

Allowed Actions
 Expressions
 Fields

Field	Caption	Type
ucmdb.id	UCMDBid	
ci.name	ApplicationName	
subtype	Subtype	

- 10 Add or update CI attribute transformation elements for each CI attribute you want to add to the integration. For example, create the following XSL transformation elements for the database CI type.

Table 31 Sample XSL transformation elements for database CIs

UCMDB attribute	Sample transformation elements
application_ip	<pre> <xsl:for-each select="@application_ip"> <DBIP><xsl:value-of select="." /></DBIP> </xsl:for-each> </pre>

Table 31 Sample XSL transformation elements for database CIs

UCMDB attribute	Sample transformation elements
database_dbtype	<pre><xsl:for-each select="@database_dbtype"> <DBType><xsl:value-of select="."/></DBType> </xsl:for-each></pre>
database_dbversion	<pre><xsl:for-each select="@database_dbversion"> <DBVersion><xsl:value-of select="."/></DBVersion> </xsl:for-each></pre>
user_label	<pre><xsl:for-each select="@user_label"> <UserLabel><xsl:value-of select="."/></UserLabel> </xsl:for-each></pre>

Figure 9 New attribute mappings in rdbms_data.xslt

```
- <xsl:for-each select="@data_name">
- <ApplicationName>
  <xsl:value-of select="." />
</ApplicationName>
</xsl:for-each>
- <xsl:for-each select="@application_ip">
- <DBIP>
  <xsl:value-of select="." />
</DBIP>
</xsl:for-each>
- <xsl:for-each select="@database_dbtype">
- <DBType>
  <xsl:value-of select="." />
</DBType>
</xsl:for-each>
- <xsl:for-each select="@database_dbversion">
- <DBVersion>
  <xsl:value-of select="." />
</DBVersion>
</xsl:for-each>
- <xsl:for-each select="@user_label">
- <UserLabel>
  <xsl:value-of select="." />
</UserLabel>
</xsl:for-each>
```

- 11 Save the XSL transformation file.

Reload the code base for the ServiceDeskAdapter

These instructions only apply to integrations using UCMDB 7.52 or 8.x systems. There is no need to manually reload adapters in UCMDB 9.00.

In order for the integration to use your custom TQL queries and XSL transformation files, you must reload the code base of the ServiceDeskAdapter.

To reload the code base for the ServiceDeskAdapter:

- 1 Open a web browser and browse to the following URL:

http://<UCMDB server>:8080/jmx-console/HtmlAdaptor?action=inspectMBean&name=Topaz%3AService%3DFCmdb+Config+Services

UCMDB server is the fully qualified domain name for your UCMDB system.

- When prompted, provide your UCMDB administrator user name and password.
The JMX MBean View web page opens.

Figure 10 JMX MBean View



- Scroll to the section for the loadOrReloadCodebaseForAdapterId() MBean.
- For customerID, type a ParamValue of **1**.
- For adapterId, type a ParamValue of **ServiceDeskAdapter**.

java.lang.String loadOrReloadCodeBaseForAdapterId()

Load or reload adapter code base

Param	ParamType	ParamValue	ParamDescription
customerID	int	<input type="text" value="1"/>	Customer id
adapterId	java.lang.String	<input type="text" value="ServiceDeskAdapter"/>	Adapter id

- Click the **Invoke** button below the function. A success window opens.

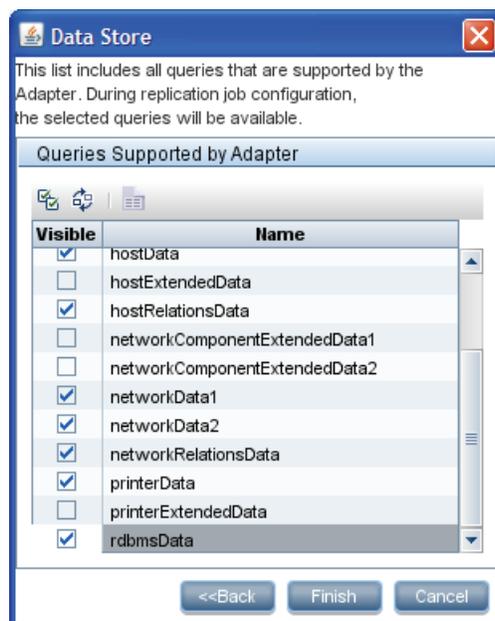


Add custom TQL queries to the integration Changes Adapter

In order for the integration to update the values of your custom CI types and attributes, you must add your custom TQL queries to the Changes adapter. The following steps illustrate adding the rdbmsData TQL query described in the previous sections to the Changes Adapter.

To add custom TQL queries to the Changes Adapter

- 1 Log in to your HP Universal CMDB system as an administrator.
- 2 Click the Settings tab.
- 3 Click the Data Stores tab.
- 4 Select the Changes Adapter you created to support the integration. For example, **cmdbChanges**.
- 5 Click the Edit button. 
- UCMDB displays the Data Store properties window.
- 6 Click Next to go to the Queries Supported by the Adapter page.
- 7 Enable the Visible option for your custom TQL query. For example, **rdbmsData**.



- 8 Click **Finish** to update the Changes Adapter.

Add custom TQL queries to integration data push (replication jobs)

In order for the integration to send your custom CI types and attributes to your Service Manager system, you must add your custom TQL queries to the integration data push (replication job). The following steps illustrate how to add the custom rdbmsData TQL query described in the previous sections.

UCMDB 9.00 data push job definitions

To add custom TQL queries to data push job definitions

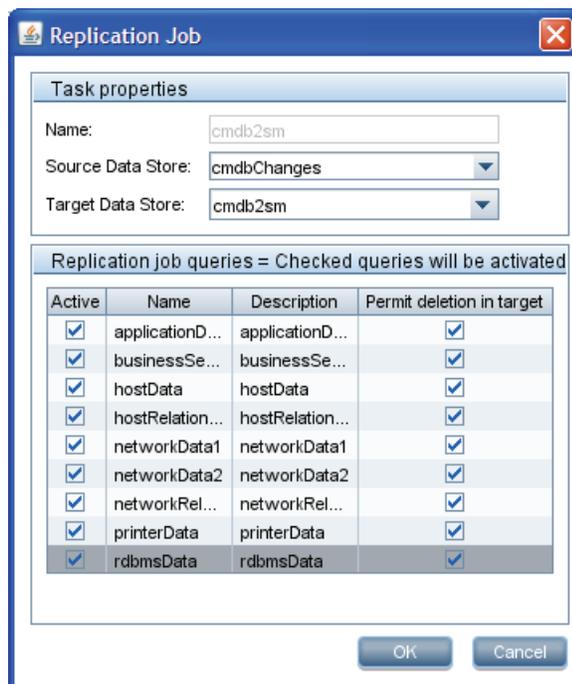
- 1 Log in to your HP Universal CMDB system as an administrator.
- 2 Click **Managers > Data Flow Management > Integration Studio**.
- 3 Click the name of your Service Manager integration point. For example, **SM Integration**.

- 4 Click the **Data Push** tab.
- 5 Click the name of your Changes replication job. For example, **Changes**.
- 6 Click the Edit button. 
- 7 Click the Add button .
- 8 Click **Integration > SM Sync > rdbmsData**.
- 9 Click **OK** to add the custom query.
- 10 Enable the Allow Deletion option for the query.
- 11 Click **OK** to close the Update Job Definition window.

UCMDB 7.52 & 8.x replication jobs

To add custom TQL queries to replication jobs

- 1 Log in to your HP Universal CMDB system as an administrator.
 - 2 Click the Settings tab.
 - 3 Click the Replication Jobs tab.
 - 4 Select the replication job you created to synchronize CIs between your Changes data store and your Service Manager data store. For example, **cmdb2sm**.
 - 5 Click the Edit button. 
- UCMDB displays the Replication Job Task properties window.
- 6 Enable the Active and Permit deletion in target options for your custom TQL query. For example, **rdbmsData**.



- 7 Click **OK** to update the replication job.

Create web service objects to support the CI type

In order to add a CI type to the integration, you must create a Service Manager web service object for each CI attribute for which you created an XSL transformation on the UCMDB system. Service Manager uses the web service object to determine which Service Manager table and column to store the incoming CI attribute values.

The following steps illustrate how to create the web service objects necessary to support the SM RDBNS CI type described in previous sections.

To create web service objects to support your new CI type

- 1 Log in to Service Manager with an administrator account.
- 2 Click **Tailoring > Web Services > WSDL Configuration**. Service Manager displays the record search form.
- 3 In ServiceName, type **ucmdbIntegration** and click **Search**. Service Manager displays all the web service objects that are part of the integration.
- 4 Select the web service object you want to use to manage the incoming CI data. For example, **ucmdbApplication**.
 -  Select the web service object that uses the Service Manager table where you want to store the incoming CI attributes. For example, ucmdbApplication publishes columns from the Service Manager device table and is a good out-of-box fit for RDBMS CIs.
- 5 Click the Fields tab.
- 6 Select an empty row in the Fields list.
- 7 For Field, select the Service Manager you want to use to store the incoming CI attribute data.
- 8 For Caption, type in the web service object name you used in the XSL transformation file.
 -  The web service object names must match the names you used in the XSL transformation file, or Service Manager will not receive any CI updates from your UCMDB system.

For example, type the following Field and Caption values to support the SM RDBMS CI type.

Table 32 Web service object definitions for the SM RDBMS CI type

Field	Caption
admin.urlport	DBIP
addl[addl.type]	DBType
product.version	DBVersion
addl[addl.name]	UserLabel

- 9 Click **Save**.

External Access Definition

Service Name: Released

Name: Deprecated

Object Name:

Allowed Actions Expressions **Fields**

Field	Caption	Type
ucmdb.id	UCMDBid	
ci.name	ApplicationName	
subtype	Subtype	
admin.uriport	DBIP	
add[add.type]	DBType	
product.version	DBVersion	
add[add.name]	UserLabel	

- 10 Stop and restart the Service Manager server. The new web service objects will now be available to the integration.

Add managed fields to support the CI type

In order for your custom CI type to trigger the automated Change Management validation and verification processes, you must add a managed field for each CI attribute within your CI type. Service Manager managed fields are part of the Discovery Event Manager Rules. See [Service Manager Discovery Event Manager rules](#) on page 59 for a list of fields that trigger Change Management validation and verification.

The following steps illustrate how to add the managed fields for the SM RDBMS CI type described in the previous sections.

To add managed field to support your CI type:

- 1 Log in to Service Manager with an administrator account.
- 2 Click **Tailoring > Web Services > Discovered Event Manager Rules**. Service Manager displays the record search form.
- 3 Click Search to display a list of all Discovery Event Manager rules.
- 4 Select the rule ID that matches the web services object where you mapped the incoming CI attribute. For example, **ucmdbComputer**. Service Manager displays the rules for this web service object.
- 5 Click the **Managed Fields** tab. Service Manager displays the list of fields that trigger Change Management validation and verification.
- 6 Select an empty row in the Managed Fields list.
- 7 For Field Name, select the caption name of the Service Manager column that you previously selected to store the incoming CI attribute values. For example, **Os Manufacturer**.

▶ Service Manager displays the fields from all join tables associated with the table listed in the Table Name field. For example, joincomputer displays fields from the device and computer tables.

- 8 If the field you use to store the incoming CI attribute is an array of structure, use the Structure field to select the name of the array of structure where the column can be found. For example, Os Manufacturer is a primitive character field and therefore does not need to identify an array of structure name.
- 9 If the field you use to store the incoming CI attribute is an array of structure, use the Index field to select the index number that identifies the the column in the array of structure. For example, Os Manufacturer is a primitive character field and therefore does not need to identify an array of structure index.
- 10 Click **Save**.

Discovery Event Manager Rules

Id:

Table Name:

Condition:

Rules | Managed Fields | Incident Customization | Change Customization

Field Name	Structure	Index	Condition
Operating System			
Default Gateway			
Os Version			
Bios Id			
Network Name			
addIPAddress	addIPAddr	1	
addSubnet	addIPAddr	2	
Add Mac Address			
Physical Mem Total			
Machine Name			
Subtype			
Building			
Room			
Floor			
Os Manufacturer			

- 11 Stop and restart the Service Manager server. The new managed fields will now be available to the integration.