# HP Service Quality Management Solution

## Service Designer V3.0

## Installation and Configuration Guide

### Edition: 2.0

**for Microsoft Windows Operating System**

Nov 2011

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# Contents

# Preface

This guide is designed to be used as an installation manual for the HP SQM Solution Service Designer tool that is used to design and modify service models in UML, and translate service models from UML to BSM-recognized models and vice versa.

This document also lists the various hardware and software requirements for the Service Designer tool to be installed successfully.

This guide also covers the procedures related to un-installation of the Service Designer tool.

## Intended Audience

This document is intended for the following users:

- SQM Solution administrators.

## Abbreviations and Acronyms

The following table describes the abbreviations and acronyms used in this document.

| Abbreviation | Description |
|---|---|
| SQM | Service Quality Management |
| BSM | Business Service Management |
| UML | Universal Modelling Language |
| RAM | Random Access Memory (physical memory) |
| JRE | Java Runtime Environment |

## Associated documents

The HP Business Service Management and SiteScope documents are available at: http://support.openview.hp.com/selfsolve/manuals

Additional SQM Solution materials (like the SQM Solution product briefs) and information about SQM Solution updates are available at: http://www.hp.com/cms

# Typographic Conventions

This document uses the following conventions to identify special information:

| Convention | Information Type/Example |
|---|---|
| [ ] (square brackets) | Interface components requiring user actions e.g. Buttons. <br> Ex: Click [Finish] to complete the Import wizard. |
| ( ) [round brackets] | Supplementary information *Ex*: Configuration Item (CI). |
| **Bold** type | Fields names, menus, window pane names <br> Ex of menus: **Admin → Service Level Management → Repository**. |
| *Italic* type | Important information and/or concepts. <br> Ex: The output is an *.XMI* file. |

# Symbols Used in this Guide

| Symbols | Information |
|---|---|
|  | **Note** <br> Draws your attention to additional information about a software function/feature. |
|  | **Important** <br> Draws your attention to important information regarding the proper usage of a software function/feature. |
|  | **Caution** <br> Draws your attention to an important warning. |

## Support

Please visit our HP Software Support Online Web site at:
[www.hp.com/go/hpsoftwaresupport](www.hp.com/go/hpsoftwaresupport) for contact information, and details about HP
Software products, services, and support.

The Software support area of the Software Web site includes the following:

- Downloadable documentation

- Troubleshooting information

- Patches and updates

- Problem reporting

- Training information

- Support program information.

# Chapter 1

# Installation Requirements

## 1.1   Introduction

The HP SQM Service Designer solution is designed to aid the user in creating, manipulating and deploying service models with utmost ease and precision. Service Designer can be used to design service models using conventional third party UML modelling tool (*Borland Together 2008*), which can then be converted and deployed in Business Service Management (BSM). Service Designer can also be leveraged to manipulate existing BSM service models by importing and then modifying them in *Borland Together*.

## 1.2   Obtaining a Service Designer License

A FLEXlm key must be obtained using the information provided with the license deliverable. An authorization ID is provided for each license, which allows the user to generate license keys from the HP License Key Delivery Service website according to instructions provided with the license agreement.

## 1.3   Code Signing

Below mentioned procedure* allows you to assess the integrity of the delivered Product before installing it, by verifying the signature of the software packages.

Pick the signature (.sig) file shipped along with the product and use following GPG command

gpg --verify <product.sig> <product>
Example: gpg --verify VPNSVP-X51-3A.zip.sig VPNSVP-X51-3A.zip

## Note: Look for the comments shown below in the command output
**Good signature from "Hewlett-Packard Company (HP Code signing Service)"**

Note: If you are not familiar with signature verification using GPG and intended to verify HP Product signature, follow the steps given below.

1.   Check whether gnupg gpg is installed on the system. If no, install gnupg gpg

2. Configure GPG for accepting HP signature. The steps are the following:
   a. Log as root on your system
   b. Get the hpPublicKey from following location:

      https://h20392.www2.hp.com/portal/swdepot/displayProductInfo.do?productNumber=HPLinuxCodeSigning and save it as hpPublicKey.pub

      Note that the hpPublicKey file will be located in the root's home directory.

   c. Follow the instruction found at above URL in the "Verification using GPG" section.

---

*\*HP strongly recommends using signature verification on its products, but there is no obligation. Customers will have the choice of running this verification or not as per their IT Policies.*

# 1.4  Hardware Requirements

Service Designer requires certain hardware capabilities to install and function normally. The following table contains the minimum and recommended hardware support required before Service Designer can be installed.

| Requirement | Minimum | Recommended |
|---|---|---|
| Processor | 533 MHz | 1 GHz |
| RAM | 512 MB | 1 GB |
| Temp hard drive space | 200 MB | >200 MB |
| Permanent disk space | 100 MB | >100 MB |
| Resolution | 800 x 600 | 1024x768 (16bit color or higher) |

# 1.5  Software Requirements

Service Designer requires the following applications to be installed on the system before the Service Designer installation begins. Make sure that the correct version for each of the following applications is installed:

- Eclipse (6.2 or above)

- Borland Together 2008 R3

- Windows Operating System (XP/Vista/2000 32-bit, 32/64-bit Windows 7, Windows Server 2008)

> Eclipse is required before installing Borland Together. You can download eclipse via url: *http://www.eclipse.org/downloads/*. Installation guide can be found via http://wiki.eclipse.org/FAQ_Where_do_I_get_and_install_Eclipse%3F

Installation of Borland Together can be refered via url:
http://techpubs.borland.com/together/tcc62/en/getting_started.html

Sun JRE v1.6 comes integrated with the Service Designer Installer and will be installed automatically.

# 1.6  Primary Checks

Before the installation begins, the following primary system checks are made. If your operating system fails to meet any one of these checks, the installation will abort.

- Do you require/have administrative privileges?

- Is the resolution set to at least 800x600?

- Is the color depth at least 256 colors?

- Is there sufficient disk space?

- Is the operating system 32/64-bit Windows®?

# Chapter 2

# Installing
# Service Designer

This chapter deals with the installation procedure of the Service Designer tool. You can find step by step instructions on how to install Service Designer in the following section. Before you begin, make sure that all the requirements described in the previous chapter are satisfied.

## 2.1  Service Designer Installation Wizard

To install Service Designer, you will be required to run the Service Designer Installation Wizard performing the following steps:

1. Locate and browse to the Service Designer installation kit and then run the installation wizard by double clicking the *.exe* file.

2. The InstallAnywhere progress indicator displays, which will deploy the installation files on your computer.
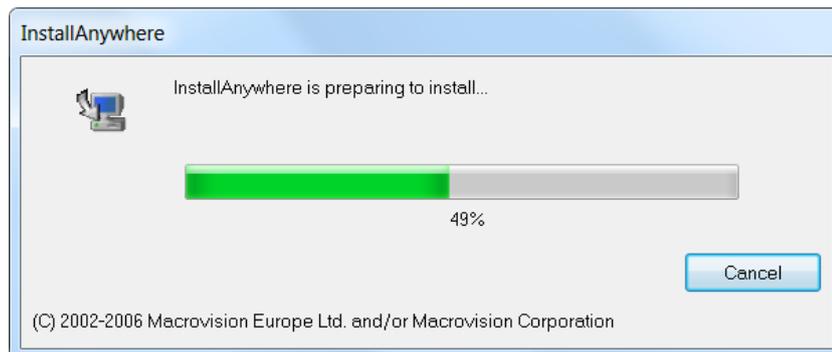


3. Once the installation files are deployed, the HP SQM Solution V3.0 Service Designer installation wizard displays.
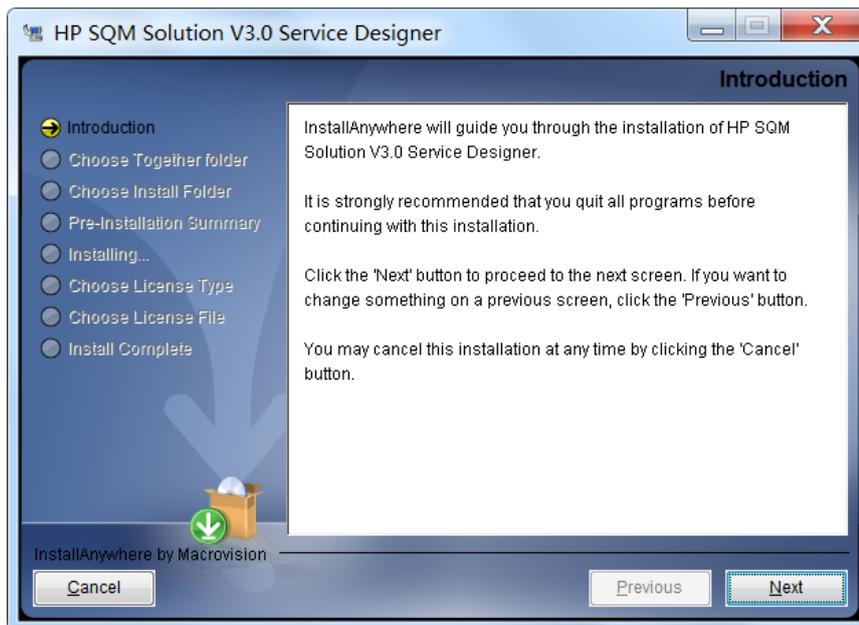
4.  Make sure you follow the instructions displayed in this window and then click [Next].

5.  The Choose Together 2008 Install folder window displays.
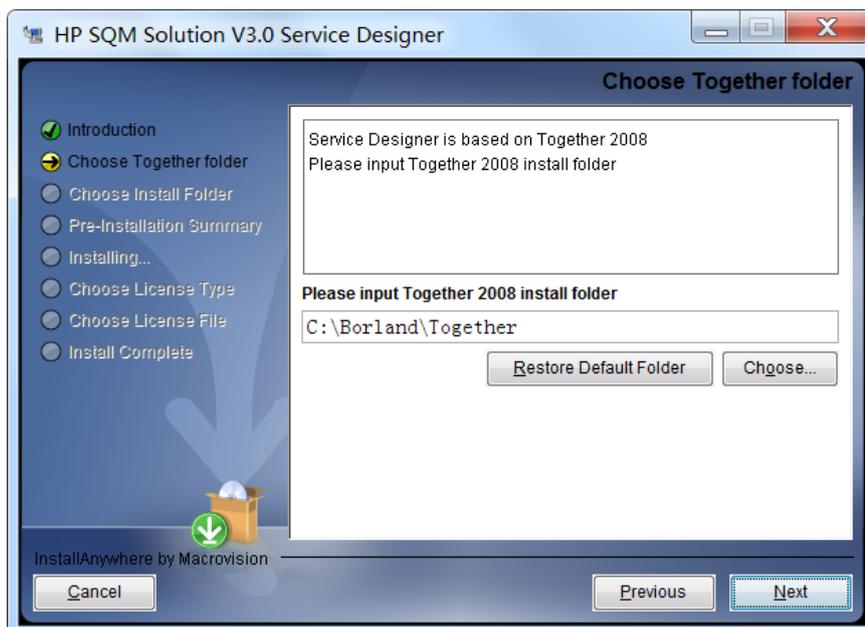


6.  Browse and select the folder where *Borland Together 2008* is installed on your system. Click [Choose…] to browse or click [Restore Default Folder] to auto-enter the default installation path of *Together*.

7.  Click [Next]. The Choose Install Folder window displays.
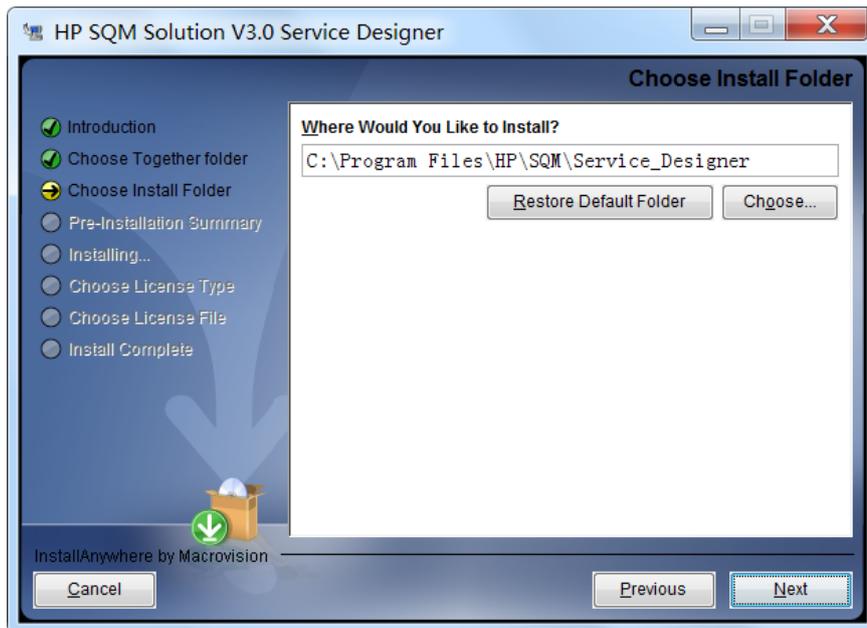
8. Browse and select the location on your system where you would like to install *Service Designer*. Click [Choose…] to browse or click [Restore Default Folder] to auto-enter the default installation path.

9. Click [Next]. The Pre-Installation Summary window displays.
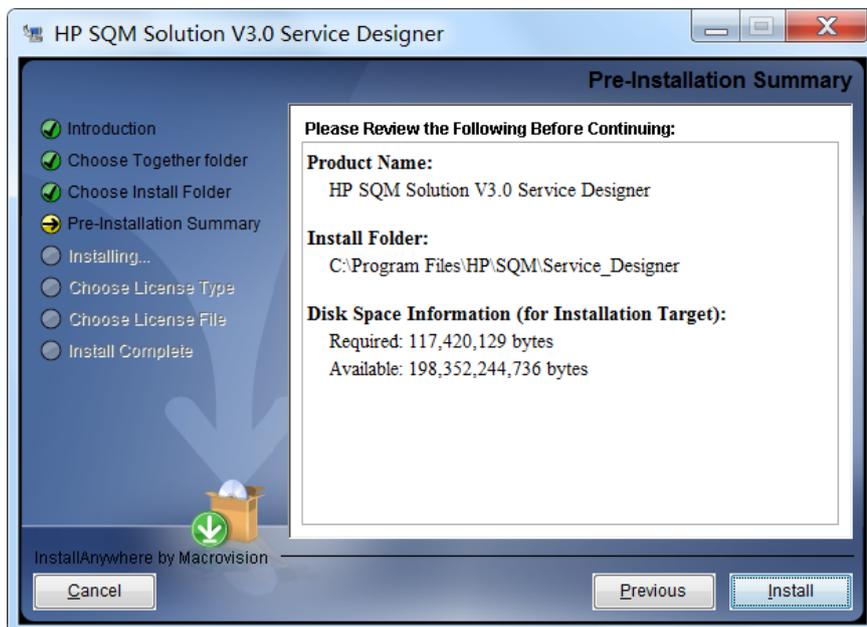


10. Review the summary information before beginning to install Service designer. Click [Install] to begin installation.

11. The installation progress indicator displays.
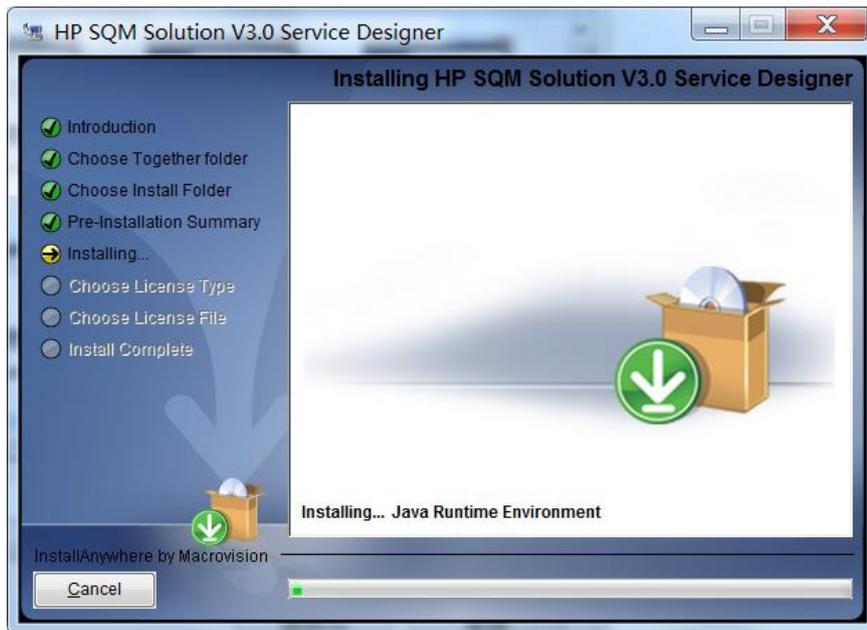
12. The Choose License Type window displays. Select the type of license that you want to install with Service Designer. If you select **Evaluation license**, a 30-days trial version of Service Designer will be installed.
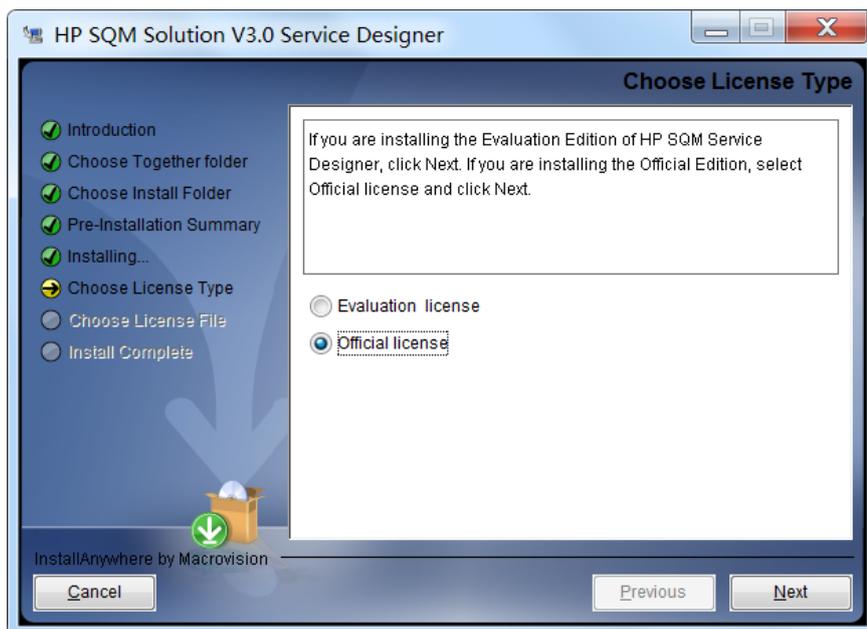


13. If you select **Official license** as the license type, the Choose License File window displays.
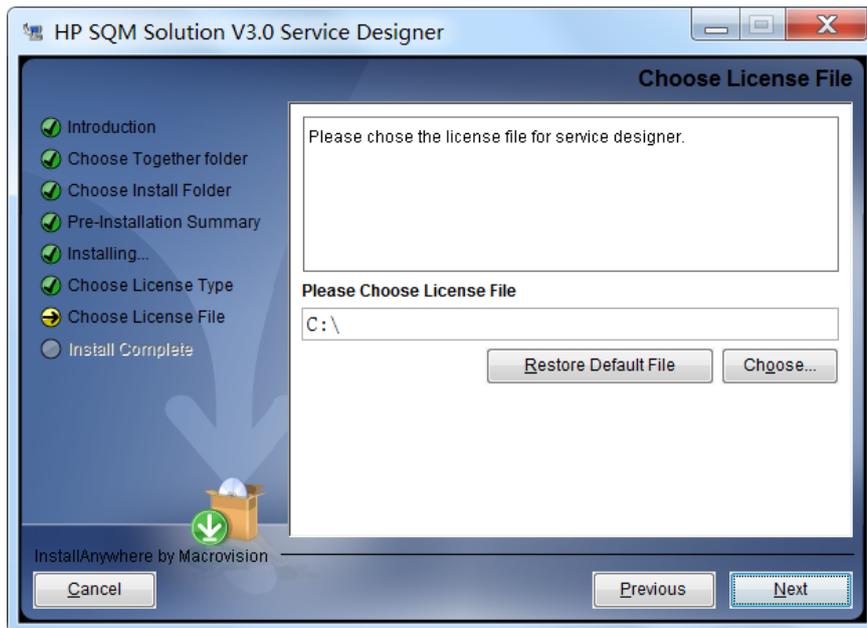
14. Select the license files located on your system by clicking [Choose...] and then browse and select the appropriate license file. Click [Next] to proceed.

15. If your license is valid, a confirmation message will display, showing the license type and its expiration date.
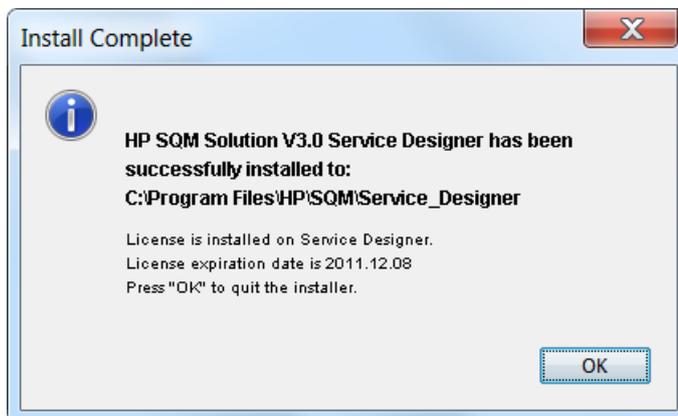


16. Click [OK] to complete the Service Designer installation.

> Validate the Installation:
>
> Once installation is completed. Go to **Windows Start menu → Control Panel → Program and Features**, HP SQM Solution V3.0 Service Designer with version 3.0.0.0 is listed in the Programs table.

# Chapter 3

# Un-Installing
# Service Designer

This chapter deals with the un-installation procedure of the Service Designer tool. You can find step by step instructions on how to un-install Service Designer in the following section.

## 3.1   Service Designer Un-Installation Wizard

To un-install Service Designer, you will be required to run the Service Designer Un-Installation Wizard performing the following steps:

1.  Locate and browse to the Service Designer installation folder and then run the un-install wizard by double clicking the *Uninstall.exe* file. An alternate way to run the un-installation wizard is from the **Windows Start menu →  Control Panel → Program and Features.**

2.  The Uninstall HP SQM Service Designer window displays.
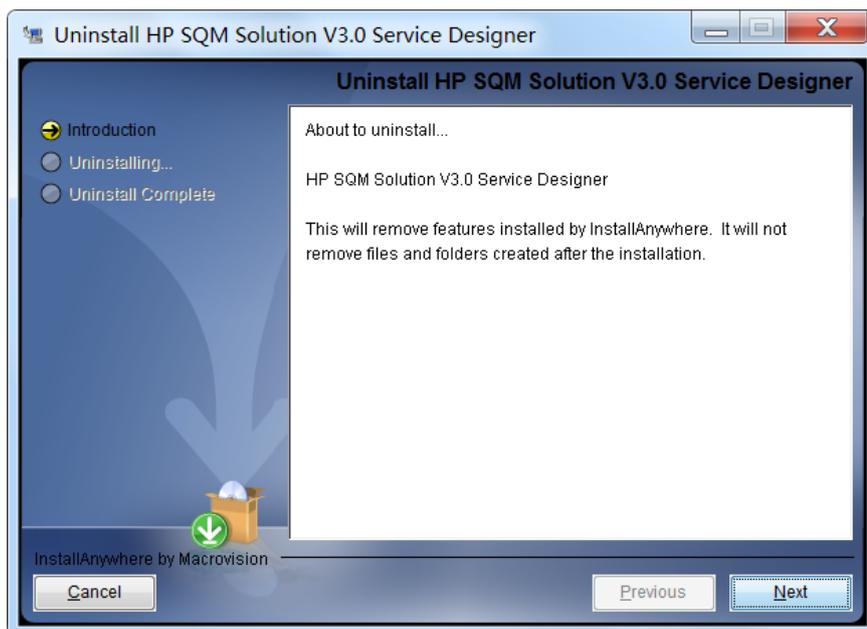
3. Click [Next] to begin the un-installation procedure.

4. The un-installation progress indicator displays.
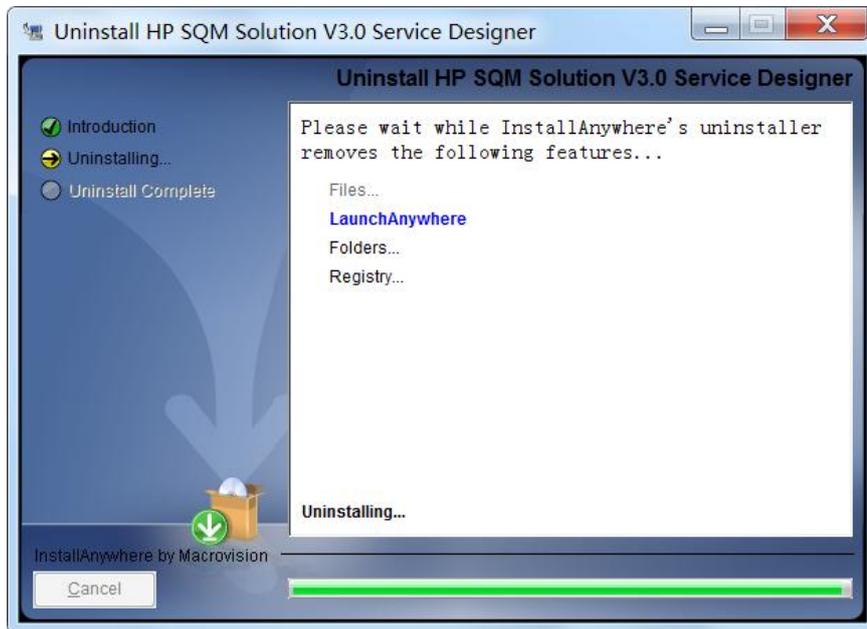


5. Once all installed files and directories have been removed from your computer, a message displays showing that Service Designer has been removed successfully.
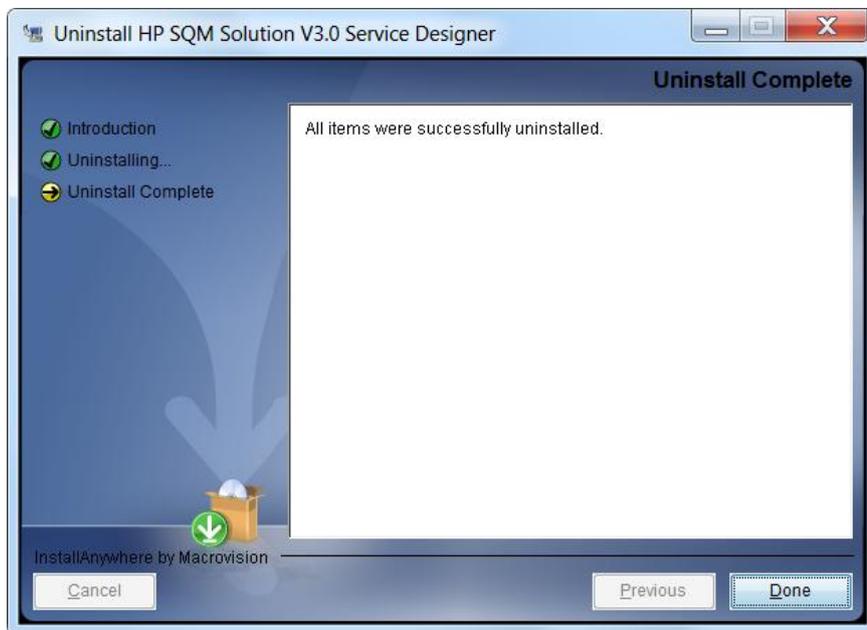


6. Click [Done] to finish the Service Designer Un-Installation Wizard.

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