

# HP Universal CMDB

for the Windows and Solaris operating systems

Software Version: 7.0

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## HP ServiceCenter/Service Manager Adapter User Guide

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# The HP ServiceCenter/Service Manager Adapter

This document explains how to use the HP ServiceCenter/Service Manager Adapter, version 1.0. The Adapter is compatible with HP HP Universal CMDB, version 7.0 or later, HP ServiceCenter, version 6.2, and HP Service Manager, version 7.0 (following changes to the WSDL configuration).

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**Note:** This Adapter is a specific configuration of the ServiceDesk Adapter.

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<b>This document describes:</b>	<b>On page:</b>
Adapter Usage	2
The Adapter Configuration File	3
Adapter Deployment	10

## Adapter Usage

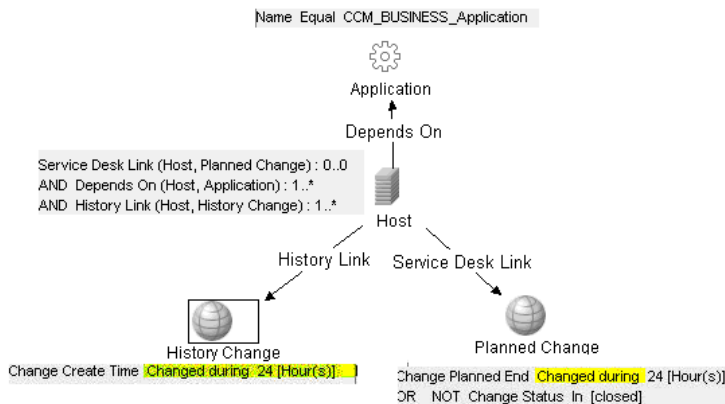
The ServiceCenter/Service Manager Adapter supports the retrieval of data from HP ServiceCenter and HP Service Manager. This adapter connects to, and receives data from, ServiceCenter/Service Manager using the Web Service API. Every request to ServiceCenter/Service Manager to calculate a federated query is made through this adapter.

The Adapter supports three external CI types: Incident, Problem, and Planned Change. The adapter retrieves the CIs of these types from ServiceCenter/Service Manager with the required layout and by a given filter (using reconciliation and/or a CI filter). Each of these CITs can be related to one of the following UCMDB internal CITs: Host, Business Service, Application. Each UCMDB internal CIT includes a reconciliation rule in the ServiceCenter/Service Manager configuration that can be changed dynamically (for details, see “Reconciliation Data Configuration” on page 6). Note that there are no internal relationships between Adapter-supported CITs.

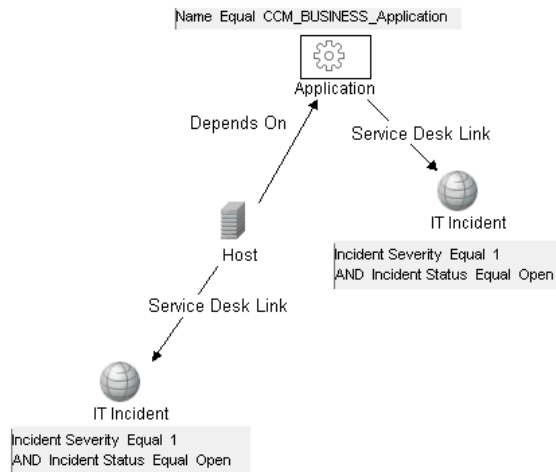
The modeling of the supported CITs and virtual relationships is supplied with the Adapter. You can add attributes to a CIT (for details, see “Add an Attribute to the ServiceCenter/Service Manager CIT” on page 16).

The following use cases (that include TQL examples) describe how the Adapter can be employed:

- 1 A user needs to display all unplanned changes to all hosts running a specific application during the last 24 hours:



**2** A user needs to see all open critical incidents on an application and its hosts:



## The Adapter Configuration File

The Adapter configuration file **serviceDeskConfiguration.xml** is located in the following directory:

**HP Universal CMDB root directory>\UCMDBServer\j2f\fcmdb\CodeBase  
\ServiceDeskAdapter.**

This file contains three parts:

- 1** The first part, which is defined by the `ucmdbClassConfigurations` element, contains the external CIT configuration that the Adapter supports. For details, see “External CITs Configuration” on page 4.
- 2** The second part, defined by the `reconciliationClassConfigurations` element, contains reconciliation data information for appropriate UCMDb CITs. For details, see “Reconciliation Data Configuration” on page 6.
- 3** The third part, defined by the `globalConnectorConfig` element, includes the global configuration for a specific connector implementation. For details, see “Global Configuration” on page 10.

## External CITs Configuration

Each CIT that is supported by the Adapter is defined in the first section of the Adapter configuration file.

This section, `ucmdbClassConfiguration`, represents the only supported CIT configuration. This element contains the CIT name as defined in the UCMDB class model (the `ucmdbClassName` attribute), mapping for all its attributes (the `attributeMappings` element), and a private configuration for a specific connector implementation (the `classConnectorConfiguration` element):

- ▶ The `ucmdbClassName` attribute defines the UCMDB class model name.
- ▶ The `attributeMappings` element contains `attributeMapping` elements.

The `attributeMapping` element defines the mapping between the UCMDB model attribute name (the `ucmdbAttributeName` attribute) to an appropriate ServiceCenter/Service Manager attribute name (the `serviceDeskAttributeName` attribute).

For example:

```
<attributeMapping ucmdbAttributeName="problem_brief_description"  
serviceDeskAttributeName="brief.description"/>
```

This element can optionally contain the following converter attributes:

- ▶ The `converterClassName` attribute. This is the converter class name that converts the UCMDB attribute value to the ServiceDesk attribute value.
- ▶ The `reversedConverterClassName` attribute. This is the converter class name that converts the ServiceDesk attribute value to the UCMDB attribute value.
- ▶ The `classConnectorConfiguration` element contains the configuration for the specific connector implementation for the current external CIT. Wrap this configuration in CDATA if it contains special XML characters (for example, `&`; replacing `&`).



The following example shows the ucmdbClassConfiguration section of the serviceDeskConfiguration.xml file. The section includes the ucmdbClassName element for the Incident CIT with a ServiceCenter connector implementation:

```

<ucmdbClassConfiguration ucmdbClassName="it_incident">
  <attributeMappings>
    <attributeMapping ucmdbAttributeName="incident_id"
serviceDeskAttributeName="IncidentID"/>
    <attributeMapping ucmdbAttributeName="incident_brief_description"
serviceDeskAttributeName="BriefDescription"/>
    <attributeMapping ucmdbAttributeName="incident_category"
serviceDeskAttributeName="Category"/>
    <attributeMapping ucmdbAttributeName="incident_severity"
serviceDeskAttributeName="Severity"/>
    <attributeMapping ucmdbAttributeName="incident_open_time"
serviceDeskAttributeName="OpenTime"/>
    <attributeMapping ucmdbAttributeName="incident_update_time"
serviceDeskAttributeName="UpdatedTime"/>
    <attributeMapping ucmdbAttributeName="incident_close_time"
serviceDeskAttributeName="ClosedTime"/>
    <attributeMapping ucmdbAttributeName="incident_status"
serviceDeskAttributeName="IMTicketStatus"/>
  </attributeMappings>
  <classConnectorConfiguration>
    <![CDATA[ <class_configuration
connector_class_name="com.mercury.topaz.fcmdb.adapters.serviceDeskAdapter.servi
ceCenterConnector.impl.SimpleServiceCenterObjectConnector">
      <device_key_property_names>
<device_key_property_name>ConfigurationItem</device_key_property_name>
</device_key_property_names>
      <id_property_name>IncidentID</id_property_name>
      <keys_action_info>
        <request_name>RetrieveIncidentKeysListRequest</request_name>
        <response_name>RetrieveIncidentKeysListResponse</response_name>
      </keys_action_info>
      <properties_action_info>
        <request_name>RetrieveIncidentListRequest</request_name>
        <response_name>RetrieveIncidentListResponse</response_name>
      </properties_action_info>
    </class_configuration> ]]>
  </classConnectorConfiguration>
</ucmdbClassConfiguration>

```

## Adding an Attribute to a CIT

When adding an attribute to the UCMDB model for a Adapter-supported CIT:

- 1 In **serviceDeskConfiguration.xml**, add an **attributeMapping** element to the appropriate **ucmdbClassConfiguration** element.
- 2 Verify that ServiceCenter/Service Manager externalizes this attribute in its Web Service API.
- 3 Save **serviceDeskConfiguration.xml**.
- 4 Send a call to the JMX to reload the adapter: **FCmdb Config Services > loadOrReloadCodeBaseForAdapterId**, using the appropriate customer ID and the ServiceDeskAdapter **adapterID**.

## Reconciliation Data Configuration

Each UCMDB CIT that can be related to the Adapter-supported CIT is defined in the second section of the Adapter configuration file.

This section, **reconciliationClassConfigurations**, represents the reconciliation data configuration for one UCMDB CIT. The element includes two attributes:

- ▶ The **ucmdbClassName** attribute. This is the CIT name as defined in the UCMDB class model.
- ▶ The **concreteMappingImplementationClass** attribute. This is the class name of the concrete implementation for the **ConcreteMappingEngine** interface. Use this attribute to map between instances of UCMDB CITs and external Adapter CITs. The default implementation that is used is:

```
com.mercury.topaz.fcmdb.adapters.serviceDeskAdapter.mapping.impl.OneNodeMappingEngine
```

An additional implementation exists that is used only for the host reconciliation CIT for reconciliation by the IP of the host:

```
com.mercury.topaz.fcmdb.adapters.serviceDeskAdapter.mapping.impl.HostIpMappingEngine
```

The `reconciliationClassConfiguration` element can contain one of the following elements:

- The `reconciliationById` element. This element is used when the reconciliation is done by ID. In this case, the text value of this element is the ServiceDesk field name that contains the CMDB ID. For example:

```
<reconciliationById>SerialNumber</reconciliationById>
```

In this example, the ServiceDesk field `SerialNumber` contains the CMDB ID of the appropriate host.

- The `reconciliationData` element. Use this element if the reconciliation is done by comparing attributes. You can run reconciliation with one attribute or several attributes by using the logical operators OR and/or AND.

If you run reconciliation with one attribute, the `reconciliationData` child element should be a `reconciliationAttribute` element. The `reconciliationAttribute` element contains an appropriate UCMDb attribute name (the `ucmdbAttributeName` attribute) and an appropriate ServiceDesk attribute name (the `serviceDeskAttributeName` attribute). This element can also contain a `ucmdbClassName` attribute that defines the appropriate UCMDb CIT name. By default, the current reconciliation UCMDb CIT name is used.

You can also use the `converterClassName` and `reversedConverterClassName` attributes; they should contain the converter class name that converts the UCMDb attribute value to the ServiceDesk attribute value, or vice versa.

For example:

```
<reconciliationData>
  <reconciliationAttribute ucmdbAttributeName="host_hostname"
    serviceDeskAttributeName="NetworkName"
    converterClassName="com.mercury.topaz.fcmdb.adapters.serviceDeskAdapter.converter.PropertyValueConverterToUpperCase"/>
</reconciliationData>
```

For reconciliation to run with two or more attributes, use a logical operator between reconciliation attributes.

The logical operator AND can contain several `reconciliationAttribute` elements (the minimum is 2). In this case the reconciliation rule contains an AND operator between attribute comparisons.

For example:

```
<reconciliationData>
<AND>
  <reconciliationAttribute ucmdbAttributeName="host_hostname"
serviceDeskAttributeName="NetworkName"
converterClassName="com.mercury.topaz.fcmdb.adapters.serviceDeskAdapter.conver
ter.PropertyValueConverterToUpperCase"/>
  <reconciliationAttribute ucmdbClassName="ip"
ucmdbAttributeName="ip_address" serviceDeskAttributeName="NetworkAddress" />
</AND>
</reconciliationData>
```

In this example, the reconciliation rule follows this format:

host.host\_hostname= NetworkName and ip.ip\_address= NetworkAddress.

The logical operator OR can contain several reconciliationAttribute and AND elements. In this case the reconciliation rule contains an OR operator between attributes and AND expressions. Since XML does not assure the order of elements, you should provide a priority attribute to each sub-element of OR element type. The comparison between OR expressions is calculated by these priorities.

For example:

```
<reconciliationData>
<OR>
  <reconciliationAttribute ucmdbAttributeName="host_dnsname"
serviceDeskAttributeName="NetworkDNSName" priority="2" />
<AND priority="1" >
  <reconciliationAttribute ucmdbAttributeName="host_hostname"
serviceDeskAttributeName="NetworkName"
converterClassName="com.mercury.topaz.fcmdb.adapters.serviceDeskAdapter.conver
ter.PropertyValueConverterToUpperCase"/>
  <reconciliationAttribute ucmdbClassName="ip"
ucmdbAttributeName="ip_address" serviceDeskAttributeName="NetworkAddress" />
</AND>
</OR>
</reconciliationData>
```

In this example the reconciliation rule follows this format:

(host.host\_dnsname= NetworkDNSName OR (host.host\_hostname= NetworkName and ip.ip\_address= NetworkAddress)). Since the AND element takes a priority attribute of value 1, the (host.host\_hostname= NetworkName and ip.ip\_address= NetworkAddress) condition is checked first. If the condition is satisfied, the reconciliation is run. If not, the .host\_dnsname= NetworkDNSName condition is checked.

The additional sub-element of the reconciliationClassConfiguration element is classConnectorConfiguration. The classConnectorConfiguration element contains the configuration for a specific connector implementation for the current reconciliation CIT. This configuration should be wrapped by CDATA if it contains some special XML characters (for example, & replacing &).

## Changing the Reconciliation Rule of a CIT

- 1 In `serviceDeskConfiguration.xml`, update the appropriate reconciliationData element with the new rule.
- 2 Call to the JMX to reload the adapter: **FCmdb Config Services > loadOrReloadCodeBaseForAdapterId**, using the appropriate customer ID and ServiceDeskAdapter adapterID.

## Reconciliation of a Host by ip\_address or by host\_name

To run reconciliation on a host by ip\_address or host\_name, place the following ReconciliationData element in the Adapter configuration file:

```
<reconciliationData>
  <OR>
    <reconciliationAttribute priority="1" ucmdbClassName="ip"
ucmdbAttributeName="ip_address" serviceDeskAttributeName="NetworkAddress"/>
    <reconciliationAttribute priority="2" ucmdbClassName="host"
ucmdbAttributeName="host_hostname" serviceDeskAttributeName="NetworkName"
converterClassName="com.mercury.topaz.fcmdb.adapters.serviceDeskAdapter.converter.PropertyValueConverterToUpperCase"/>
  </OR>
</reconciliationData>
```

You should also change the value of the `concreteMappingImplementationClass` attribute of the `reconciliationClassConfiguration` element to:

```
= "com.mercury.topaz.fcmdb.adapters.serviceDeskAdapter.mapping.impl.HostIpMappingEngine"
```

## Global Configuration

The third section of the Adapter configuration file contains the global configuration for the specific connector implementation.

This configuration, `globalConnectorConfig`, should be wrapped by CDATA if it contains some special XML characters (for example, `&` replacing `&`).

## Adapter Deployment

This section describes a typical deployment of the Adapter.

This section includes the following topics:

- ▶ “Deploy the ServiceDesk Adapter” on page 11
  - a** “Extract the Adapter Implementation Files and Deploy the Package” on page 11
  - b** “Add a ServiceCenter/Service Manager External Data Source” on page 11
  - c** “Configure HP ServiceCenter 6.2” on page 12 (when connecting to HP ServiceCenter)
  - d** “Configure HP Service Manager 7.0” on page 14 (when connecting to HP Service Manager)
- ▶ “Add an Attribute to the ServiceCenter/Service Manager CIT” on page 16
  - e** “Add an Attribute to the HP Universal CMDB Model” on page 17
  - f** “Export Attributes from HP ServiceCenter by Changing the Configuration” on page 18 (when connecting to HP ServiceCenter)
  - g** “Export Attributes from HP Service Manager by Changing the Configuration” on page 20 (when connecting to HP Service Manager)

- h** “Modify the Adapter Configuration File” on page 22
- i** “Load the Changes” on page 23

## **Deploy the ServiceDesk Adapter**

This section explains where to place the files needed for deployment.


### **Extract the Adapter Implementation Files and Deploy the Package**

- 1** Verify the location of the following folder and file:
  - ServiceDeskAdapter
  - serviceDeskAdapter.zip
- 2** Move the **serviceDeskAdapter.zip** package to the following directory:  
<HP Universal CMDB root directory>\UCMDBServer\root\lib\packages.
- 3** Deploy the serviceDeskAdapter.zip package: Log in to HP Universal CMDB and access the Package Manager (**Admin > Settings > Package Manager**). Select the package and click the **Deploy** button.

For details on deploying packages, refer to the HP Universal CMDB documentation.

- 4** Move the **ServiceDeskAdapter** folder to the following directory:  
<HP Universal CMDB root directory>\UCMDBServer\j2f\fcmdb\CodeBase

### **Add a ServiceCenter/Service Manager External Data Source**

- 1** In HP Universal CMDB, access the Federated CMDB window: **Admin > Settings > Federated CMDB**.
-  **2** Click the button to add a data store. In the Data Store dialog box that opens, choose the **ServiceDeskAdapter** and fill in the mandatory fields.

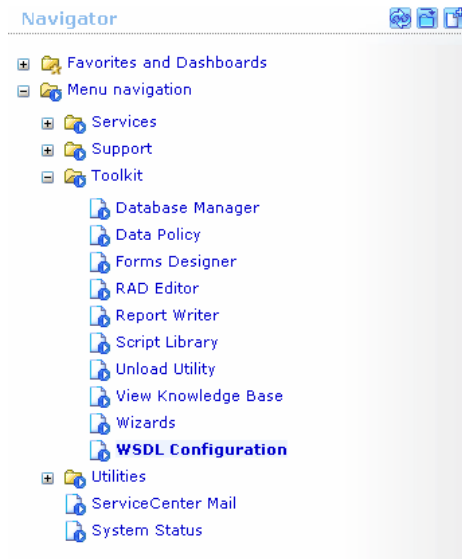
For help with this dialog box, click the Help link to open the HP Universal CMDB online documentation.

- 3** Continue to “Configure HP ServiceCenter 6.2” on page 12 or “Configure HP Service Manager 7.0” on page 14.

## Configure HP ServiceCenter 6.2

If you are connecting to HP ServiceCenter, perform the following procedure.

- 1 Open HP ServiceCenter, then the ServiceCenter client.
- 2 Display **WSDL Configuration** in the Navigator (**Main Menu > Menu navigation > Toolkit**):



- 3 In the Name field, enter **device** and press **Enter**:

**Search External Access Definition Records**

Back Add Search Find Fill

**External Access Definition**

Service Name:

Name:  Object Name:

Allowed Actions Expressions Data Policy

Allowed Actions	Action Names
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>



- 4 Select the **Data Policy** tab and ensure that the `network.name` attribute is not empty (its value should be **NetworkName**). Change the value to **false**. Save your changes.

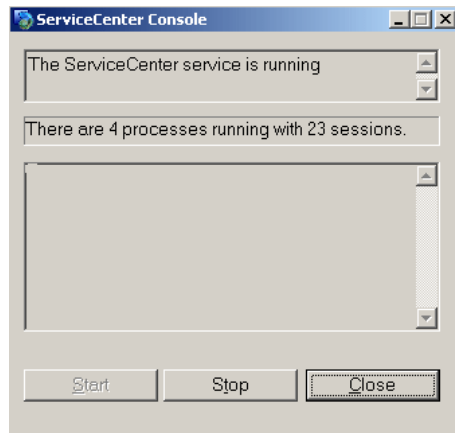
Service Name:

Name:    Object Name:

**Allowed Actions** | Expressions | **Data Policy**

mac.address		true	
manufacturer		true	
model	Model	false	
mtbf		true	
network.address		true	
network.name	NetworkName	false	
nm.id		true	
nondevice		true	
objid		true	
operating.system		true	
order.line.item		true	

- 5 Restart ServiceCenter: Select **Start > Programs > ServiceCenter 6.2 > Server > Console** to open the ServiceCenter Console.

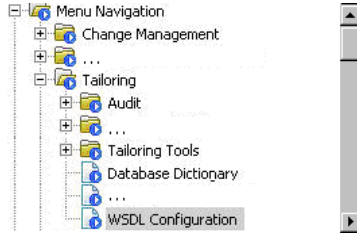


- 6 Click **Stop** and then **Start**.
- 7 Continue to “Add an Attribute to the HP Universal CMDB Model” on page 17.

## Configure HP Service Manager 7.0

If you are connecting to HP Service Manager, perform the following procedure.

- 1 Open the HP Service Manager client.
- 2 Display **WSDL Configuration** in the Navigator (**Main Menu > Menu navigation > Tailoring**):



- 3 In the Object Name field, enter **Device** and press ENTER.

**External Access Definition**

Service Name:

Name:  Object Name:

◆ Allowed Actions    ◆ Expressions    ◆ Fields

Allowed Actions	Action N...	Action Type

- 4 Select the **Fields** tab and ensure that the `network.name` attribute appears in the Field list with **NetworkName** as its caption. If this attribute does not appear in the Field list, add it and save your changes.

object.name

Device

DeviceParent

---

OK
  Cancel
  Previous
  Next
  Add
  Save
  Delete
  Find
  Fill

Field	Caption	Type
dept	Department	
device.severity	Critical	BooleanType
floor	Floor	
is.down	SystemDown	BooleanType
istatus	Status	
location	Location	
location.code	LocationCode	
logical.name	ConfigurationItem	
model	Model	
parent	ParentDevice	
part.no	PartNumber	
room	Room	
serial.no.	SerialNumber	
subtype	ConfigurationItem...	
type	ConfigurationItem...	
updated.by	UpdatedBy	
vendor	Vendor	
network.name	NetworkName	

- 5 To support Problem federation, access **WSDL Configuration** in the Navigator (**Main Menu > Menu navigation > Tailoring**) and enter **Problem** in the Object Name field. Press ENTER.

**External Access Definition**

Service Name:

Name:  Object Name:

Allowed Actions
  Expressions
  Fields

Allowed Actions	Action N...	Action Type

- 6 Click the **Fields** tab, add the following fields, and save your changes:

Field	Caption	Type
id	id	
brief.description	brief.description	
status	status	
expected.resolution.time	expected.resolution.time	DateTimeType
category	category	
initial.impact	initial.impact	
severity	severity	
priority.code	priority.code	
assignment	assignment	
logical.name	logical.name	
affected.ci(ci.device.name)	ci.device.name	

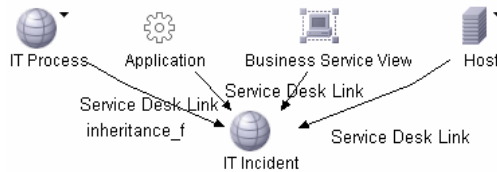
- 7 Restart the HP Service Manager 7.00 Server service.
- 8 Continue to “Add an Attribute to the HP Universal CMDB Model” on page 17.

### **Add an Attribute to the ServiceCenter/Service Manager CIT**

This section explains how to retrieve additional data from ServiceCenter/Service Manager by adding an attribute.

## Add an Attribute to the HP Universal CMDB Model

- 1 Add the new attribute to HP Universal CMDB: Edit the Incident CIT: Select **Admin > Modeling > CI Type Manager**. In View Explorer, select **IT Process > IT Incident**. Right click and choose **Edit CIT**.



- 2 Select the Attribute tab and add the new attribute:

**Edit Attribute**

Attribute Name:

Display Name:

Description:

Attribute Type:  Primitive  Enumeration/List

Value Size:

Default Value:

Advanced

Index  Lower Case  Required

Visible  Editable  Password

Configuration management only

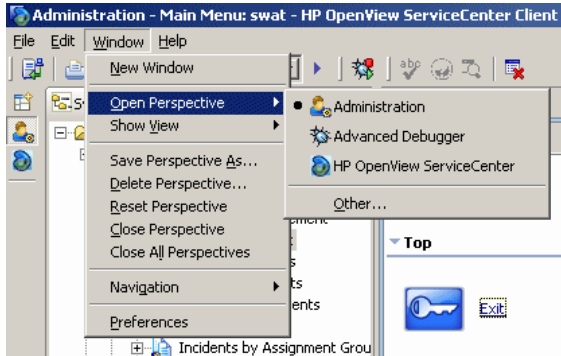
Change Monitored  Comparable  Asset Data

OK Cancel

- 3 Continue to “Export Attributes from HP ServiceCenter by Changing the Configuration” on page 18 or “Export Attributes from HP Service Manager by Changing the Configuration” on page 20.

## Export Attributes from HP ServiceCenter by Changing the Configuration

- 1 In HP ServiceCenter, open the ServiceCenter client.
- 2 Select **Window > Open Perspective > Administration**:



- 3 Select **Incident Management > All Open Incidents**, and select one of the incidents you created.

---

**Note:** Verify that the value in the Class field is the one that you want to report to HP Universal CMDB.

---

- 4 Search for the value you entered in the Class field (that is, **myclass**), in the XML file displayed below. This is the object name in ServiceCenter.

Incident Title: this is my first fed

Alert Status: updated

Category: security

Subcategory: virus infection

Messages Console Detail Form Detail Data List Form List Data Last Request Last

```
<third.party.reference sctype="string" NullValue="1" />
</third.party.reference>
<third.party.referred sctype="array" NullValue="1">
<third.party.referred sctype="dateTime" NullValue="1" />
</third.party.referred>
<third.party.referred.by sctype="array" NullValue="1">
<third.party.referred.by sctype="string" NullValue="1" />
</third.party.referred.by>
<class sctype="string">myclass</class>
<alternate.contact sctype="string" NullValue="1" />
<site.visit.date sctype="dateTime" NullValue="1" />
<site.visit.technician sctype="string" NullValue="1" />
<operating.system sctype="string" NullValue="1" />
<os.release.level sctype="string" NullValue="1" />
<os.maint.level sctype="string" NullValue="1" />
<manufacturer sctype="string" NullValue="1" />
```

Find/Replace

Find: myclass

Replace With:

Direction:  Forward  Backward

Scope:  All  Selected Lines

Options:  Case Sensitive  Wrap Search  Whole Word  Incremental  Regular expressions

Find Replace/Find Replace Replace All Close

- 5 Display **WSDL Configuration** in the Navigator (**Main Menu > Menu navigation > Toolkit**). Locate the Object Name field, enter **Incident** and press **Enter**.
- 6 Select the **Data Policy** tab. Enter a name for the object mentioned in the XML file (that is, **class**). Change the value to **false**. Save your changes.
- 7 Restart ServiceCenter: Select **Start > Programs > ServiceCenter 6.2 > Server > Console** to open the ServiceCenter Console.
- 8 Click **Stop** and then **Start**.
- 9 Continue to “Modify the Adapter Configuration File” on page 22.

## Export Attributes from HP Service Manager by Changing the Configuration

- 1 In the HP Service Manager client, restore the bottom right pane by clicking the **Restore** button. Click the **Detail Data** tab.

The screenshot shows the HP Service Manager client interface. On the left is the 'System Navigator' tree with various categories like 'Incident Management', 'Tools', 'Knowledge Management', etc. The main area displays the 'To Do Queue: My To Do List' window. This window has a 'Queue:' dropdown set to 'To Do' and a 'View:' dropdown set to 'My To Do List'. Below these is a 'Refresh List' button and a table with the following data:

ID	Module	Status	Description	Target D...	Priority
PM0006	Problem ...	Open	2 and 2		2 - High
PM0005	Problem ...	Open	urgent		2 - High

At the bottom of the interface, there are tabs for 'Messages', 'Console', 'Detail Form', 'Detail Data', 'List Form', 'List Data', 'Last Request', and 'Last Response'. The 'Detail Data' tab is currently selected, and the content below it shows '<EMPTY />'. There is also a small 'HTML' icon next to the 'Detail Data' tab.



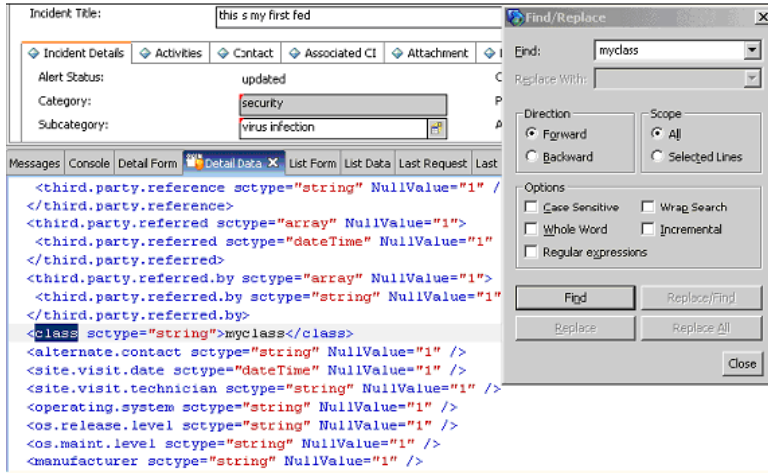
- 2 Open one of the incidents you created: Select **Incident Management > Search Incidents**. Click the search button (you can filter the fields to limit the search).

The screenshot displays the 'Update Incident Number IM10002' window. At the top, there is a table with columns: Incident..., Open Time, Update Time, Alert Status, Category, and Brief Description. The table contains three rows of incident data. Below the table is a toolbar with buttons for OK, Cancel, Previous, Next, Save, Undo, Close, Find, Fill, Clocks, and Apply Template. The main form area includes fields for Incident Number (IM10002), Ticket Status (Open), and Incident Title (test1). A tabbed interface below shows 'Incident Details' selected, with fields for Alert Status (open), Category (network), Subcategory (remote communications), Product Type (remote communications), Problem Type (dial-in), Manufacturer (Unknown), Class (myclass), Owner (falcon), Primary Asgn Group (LAN SUPPORT), Assignee Name, Second Asgn Group (TELCOM SUPPORT), Hot Ticket (unchecked), Total Loss of Service (unchecked), Initial Impact Assessment (1 - Enterprise), and Urgency (4 - Low). At the bottom, there is a 'Messages' tab and a console area displaying XML data for the incident record.

```
<model name="probsummary" query="true">
  <keys>
    <number sctype="string">IM10002</number>
  </keys>
  <instance recordid="IM10002 - test1" uniquequery="number=&quot;IM10002&quot;">
    <number type="string">IM10002</number>
    <number.vj type="string">IM10002</number.vj>
    <number.vj.alerts type="string">IM10002</number.vj.alerts>
    <vj.number.1 type="string">IM10002</vj.number.1>
  </instance>
</model>
```

**Note:** Verify that the value in the Class field is the one that you want to report to HP Universal CMDB.

- 3 Search for the value you entered in the Class field (that is, **myclass**), in the XML file displayed below. This is the object name in Service Manager.



- 4 Display **WSDL Configuration** in the Navigator (**Main Menu > Menu Navigation > Tailoring**). Locate the Object Name field, enter **Incident** and press ENTER.
- 5 Select the **Data Policy** tab.
- 6 Select the **Fields** tab and ensure that the object name mentioned in the XML file (that is, **class**) appears in the Field list with **ClassName** as its caption. If this attribute does not appear in the Field list, add it and save your changes.
- 7 Restart the HP Service Manager 7.00 Server service.
- 8 Continue to “Modify the Adapter Configuration File” on page 22.

## Modify the Adapter Configuration File

- 1 Edit the **ServiceDeskConfiguration.xml** file in

<HP Universal CMDB root directory>\UCMDBServer\j2f\fcmdb\CodeBase  
 \ServiceDeskAdapter

- 2 Add the new attribute line under the Incident area: Locate the following marker:

```
<ucmdbClassConfiguration ucmdbClassName="it_incident">  
<attributeMappings>
```

- 3 Add the following line:

```
<attributeMapping ucmdbAttributeName="incident_class"  
ServiceDeskAttributeName="ClassName"/>
```

where:

- ▶ ucmdbAttributeName="incident\_class" is the value defined in the CI Type Manager
  - ▶ ServiceDeskAttributeName="ClassName" is the valued defined in ServiceCenter/Service Manager
- 4 Continue to "Load the Changes" on page 23.

### **Load the Changes**

- 1 Launch the Web browser and enter the following address:

```
http://<machine name or IP address>:8080
```

where <machine name or IP address> is the machine on which HP Universal CMDB is installed.

- 2 Click the JMX Console link. You may have to log in with the administrator's user name and password.
- 3 Click the **Topaz > service=Fcmdb Config Services** link.
- 4 In the JMX MBEAN View page, locate the following operation:  
**loadOrReloadCodeBaseForAdapterId().**
- 5 In the customerID field, enter **1**. In the AdapterId field, enter the name of the Adapter folder (ServiceDeskAdapter). Click **Invoke**.

