HP Operations Orchestration Software

Software Version: 7.20

HP Service Manager Integration Guide

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Updating documentation

Documentation enhancements are a continual project at Hewlett-Packard Software. You can update the documentation set at any time using the following procedure (which is also available in the HP OO readme file).

To obtain HP OO documentation

1. On The Web site *https://support1.opsware.com/support/index.php*, log in with account name and password that you received when you purchased HP OO.
2. On the **Support** tab, click the **Product Docs** subtab.
3. Under **Quick Jump**, click **Operations Orchestration** (or **Process Automation System**).
4. Under **Operations Orchestration**, click **ZIP** beside **HP OO 7.20 Full Documentation Set**.
5. Extract the files in the .zip file to the appropriate locations on your system:
   - For the tutorials to run, you must store the .swf file and the .html file in the same directory.
   - To obtain the repository that reflects the state of the flow at the start of the tutorial, unzip the file Exportof<preceding_tutorial_name>.zip.
   - To obtain the scriptlet for the tutorial that includes using scriptlets, click the scriptlet .txt file name.
   - To update your Central or Studio Help:
     a. Under **Help Files**, click **Studio Help File Bundle** or **Central Help File Bundle**.
     b. In the **File Download** box appears, click either **Open** or **Save**.
     c. Extract the files to the Hewlett-Packard Software\HP OO home directory, in either the **\Central\docs\help\Central** or **\Studio\docs\help\Studio** subdirectory, overwriting the existing files.

Where to Find Help, Tutorials, and More

The HP Operations Orchestration software (HP OO) documentation set is made up of the following:

- Help for Central

  Central Help provides information to the following:

  - Finding and running flows
  - For HP OO administrators, configuring the functioning of HP OO
  - Generating and viewing the information available from the outcomes of flow runs

  The Central Help system is also available as a PDF document in the HP OO home directory, in the \Central\docs subdirectory.

- Help for Studio

  Studio Help instructs flow authors at varying levels of programming ability.

The Studio Help system is also available as a PDF document in the HP OO home directory, in the \Studio\docs subdirectory.

- Animated tutorials for Central and Studio

  HP OO tutorials can each be completed in less than half an hour and provide basic instruction on the following:

  - In Central, finding, running, and viewing information from flows
  - In Studio, modifying flows

  The tutorials are available in the Central and Studio subdirectories of the HP OO home directory.

- Self-documentation for operations and flows in the iConclude folder, and Accelerator Packs

  Self-documentation is available in the descriptions of the operations and steps that are included in the flows.

Support

For support information, including patches, troubleshooting aids, support contract management, product manuals and more, visit one of the two following sites:

- *https://support1.opsware.com/support/index.php*
- http://www.hp.com/go/hpsoftware/DCA_support

Overview

By default, Service Manager (SM) 7.00 does not specify fields for the Problem Management Web service that lets you access problem tickets. To do so, you can expose these fields in the WSDL in the Service Manager Windows client in the following manner:
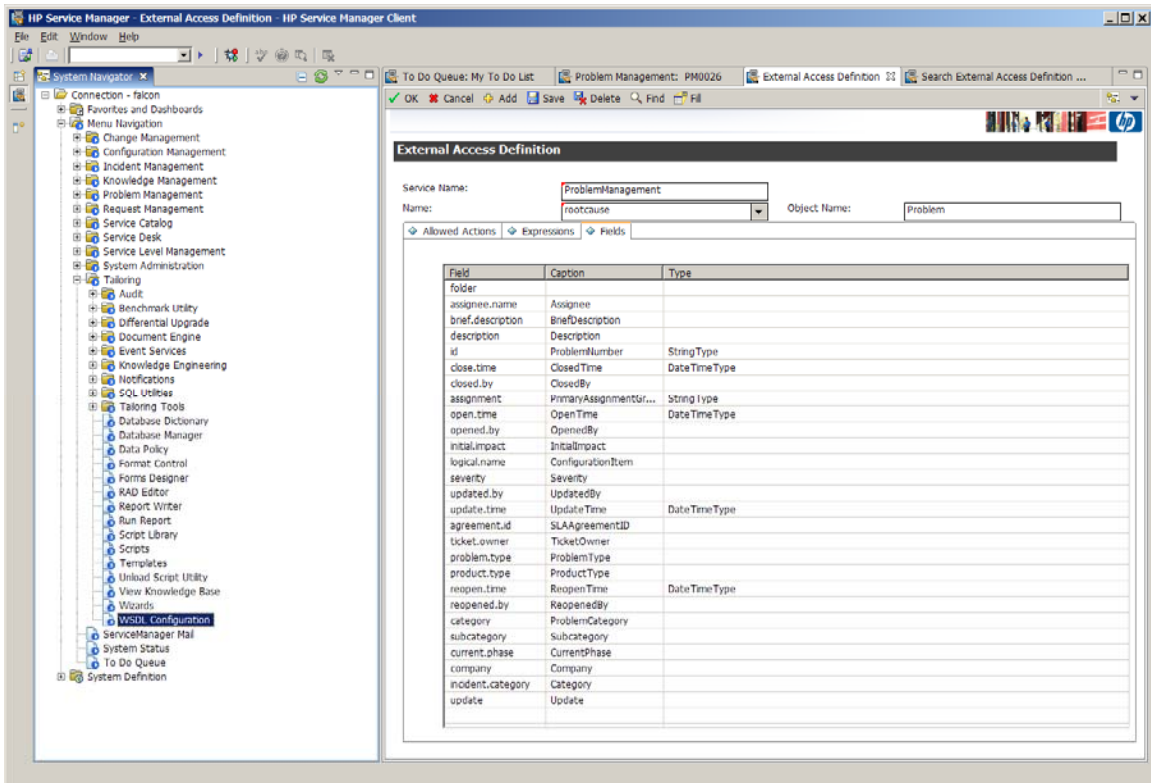
Aside from problem tickets, the out-of-box content should integrate cleanly with the sample provided data.

Integrating Service Manager with HP Operations Orchestration

You can interact with HP Operations Orchestration (HP OO) by using the various Web services for HP OO that are listed at *http://<hp_oo_server>:<port>/PAS/services*.

For more information on the operations available to Service Manager from HP OO, see the HP OO Web service API documentation.

To set up triggers on different tables in SM through the Windows client software, go to **System Definition > Tables > triggers.g** and use the form to create triggers in JavaScript or RAD.

To create an SM side script to access HP OO Web services, use **WSDL2JS in Tailoring > Tailoring Tools > Run WSDL to JS** and type the desired WSDL URL.

To create a script in the script library and edit the resulting script as necessary to connect properly to the host, Run WSDL to JS.

The following table shows mappings between ticket types, the SM database, and the SQL database according to the default sample data provided with SM:

Ticket type	SM table	SQL table
Incident	probsummary	PROBLEM1M1, PROBSUMMARYA1, PROBSUMMARYM1, PROBSUMMARYM2
Change	cm3r	CM3RM1 and CM3RM2
Problem	rootcause	ROOTCAUSEM1

Use this table for establishing triggers as needed upon different events such as ticket creation (save), and updates. It is advisable to use triggers to integrate Service Manager with HP OO, rather than to try to integrate by using an execute-upon-demand script via solely the client.

Note that messages (including errors) from triggers executed during a Web service operation are added into a ticket and may or may not affect the success status of the request. When using triggers, only checking for success or failure is not sufficient. In some cases, it is not sufficient even in the absence of triggers. If a success code is returned by Service Manager (in the smStatus result of the operations) but there is a failure that should have been caught, please report the case to your HP OO contact.