

HP Service Manager Exchange with SAP Solution Manager

For the Windows 2003, Windows 2008 and Linux operating systems

Software Version: 1.10

User Guide

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Chapter 1

Background

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Introduction

This HP integration product implements HP Service Manager Exchange with SAP Solution Manager. This version only implements Service Manager Incident Exchange with SAP Solution Manager. Therefore, this document focuses on the HP Incident Exchange.

Businesses today increasingly rely on their mission-critical SAP applications. Disruptions in the SAP environment have a severe business impact. Keeping the system continuously available has never been more vital for success. In any SAP landscape, business process disruptions caused by an application or infrastructure incident must be proactively prevented. If disruptions do occur, they need to be quickly and efficiently resolved. HP and SAP have teamed up to solve this issue.

Incident management in enterprises today consists of disconnected incident management systems that often implement divergent processes. This situation diminishes collaboration within IT operations, lowers quality of service and productivity.

The integration of SAP Solution Manager Service Desk with HP Service Manager provides a cohesive Incident and Service Request Management solution for the entire enterprise, resulting in higher enterprise availability, improved service quality and reduced IT costs.

HP Incident Exchange builds a dynamic link between HP Service Manager Software and SAP Solution Manager Service Desk and improves the Incident and Service Request Management Process throughout the entire enterprise. HP Incident Exchange offers dynamic integration between HP Service Manager and SAP Solution Manager Service Desk for improved incident workflow.

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

Audience

This document is intended for the following audiences:

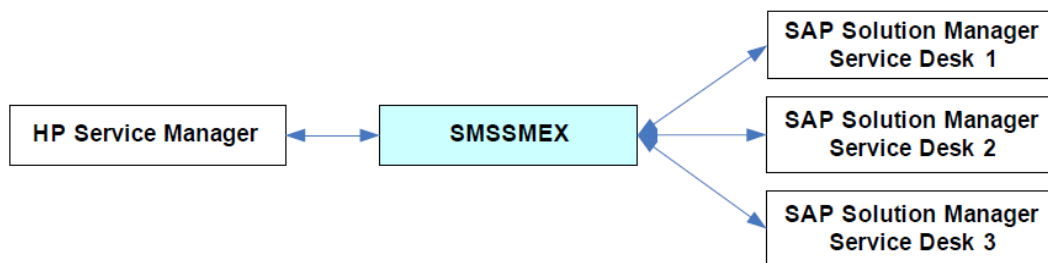
- Incident Analysts (and others involved in Incident Management, such as operators)
- Solution Manager User
- System Administrators (for installation and initial configuration)

Prerequisites

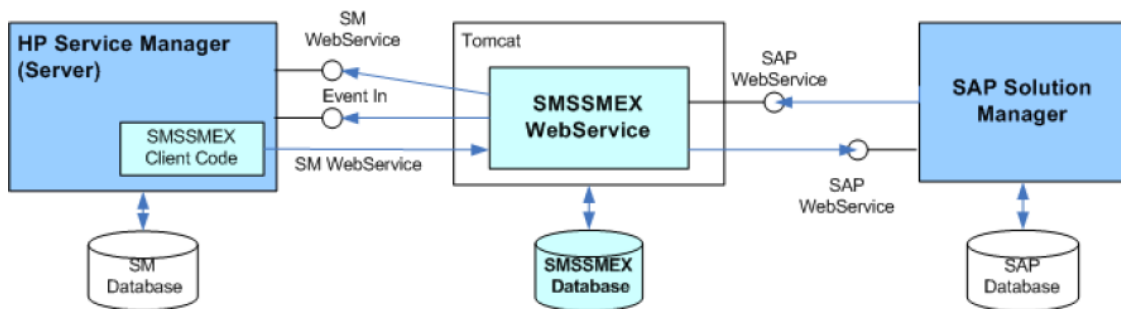
See the Service Manager 7.11 or 9.32 Compatibility Matrix. SM Collaboration requires the following core components:

- HP Service Manager 7.11 or 9.32
- SAP Solution Manager 7.1

Architecture



SMSSMEX integrates a single Service Manager server with multiple external helpdesk systems.



- HP Service Manager Server is the HP service desk system.
- Service Manager DB provides persistent storage for HP Service Manager.
- SMSSMEX Client Code consists of RAD and Java scripts, table definitions and GUI formats. The SMSSMEX webservices are called from this client code.

- WebServer is a Tomcat Web Application Server or WebLogic Application Server that hosts the SMSSMEX WebService (deployed as a .war file).
- SMSSMEX WebService exposes the incident webservice of HP Service Manager in the SAP format and transfers client requests to SAP Solution Manager webservices.
- SMSSMEX Database provides persistent storage for the SMSSMEX WebService.
- SAP Solution Manager is the Service Desk.

Chapter 2

User Scenarios

SM 7.11 to SAP Solution Manager 7.1

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Set up SAP Instance CI in Service Manager

1. Log on to Service Manager as Config.Manager.
2. Click **Configuration Management > Search CIs**.
3. Set **SAPInstance** for the Type field.
4. Click **Search**.
5. Update the SAP Instance Info tab of the CI to reference to your SAP Solution Manager for

testing. [Please refer to Appendix A for how to get the values from SAP.]

The screenshot shows the 'Configuration Item: SAPInstance800' window. The top table lists CI Name, Type, Network, Location, Model, and Status. The 'SAPInstance800' entry is highlighted. Below the table, the 'CI Identifier' section shows 'CI Name: SAPInstance800', 'Asset Tag: SAPInstance800', and 'Status: In use'. The 'Assignments' section shows 'Owner: Application' and 'Config admin group: Application'. The 'Support Groups' section is empty. The 'General' tab is selected, showing 'System ID: SLM', 'Installation Number: 0020314982', and 'Client: 800'.

To get System ID, Installation Number and Client information from SAP:

1. Log on to Solution Manager.
2. Click **System > Status** to get the three values:

The screenshot shows the 'System: Status' window. The 'Usage data' section includes 'Client: 800', 'User: SAP*', 'Language: EN', 'Previous login', 'Logon: 00:00:00', and 'System time: 03.10.2012 16:17:52'. The 'SAP data' section is divided into 'Repository data' and 'SAP System data'. 'Repository data' includes 'Transaction: SESSION_MANA...', 'Program (screen): SAPLSMTR_NAV...', 'Screen number: 100', 'Program (GUI): SAPLSMTR_NAV...', and 'GUI status: SESSION_ADMIN'. 'SAP System data' includes 'Component version: SAP SOLUTION MA...', 'Installation number: 0020314982', 'License expiration: 31.12.9999', and 'Unicode System: Yes'. The 'Host data' section includes 'Operating system: Windows NT', 'Machine type: 4x X86_64', 'Server name: itsamqavm130_S...', and 'Platform ID: 562'. The 'Database data' section includes 'Database system: ORACLE', 'Release: 11.2.0.2.0', 'Name: SLM', 'Host: ITSAMQAVM130', and 'Owner: SAPSR3'. The 'Name' field in the 'Database data' section is highlighted with a green box.

Create an incident in Service Manager

1. Log on to Service Manager as a user with the open incident permission.
2. Click **Incident Management > Open New Incident**. The incident ticket quick add form opens.
3. Fill in required fields for the new incident as necessary:
 - Set MyDevices for the Service field.
 - Select a CI of the SAPInstance type for the Affected CI field. The SAPInstance CI describes the client information of Solution Manager, such as SystemID, Installation Number and Client.

Caution: You should first select **Affected Service** and then select **Affected CI**. Please follow the sequence.

4. Complete the other required fields.
5. Click **Submit** and then click **Open New Incident** to create an incident.

Open a new incident to send to SAP

1. Click **Incident Management > Search Incidents**. The Display Which Incident Tickets form opens.
2. In the Incident ID textbox, type the ID of the new incident created in step 1 and click **Search**. The incident opens.

The screenshot displays the HP Service Manager Incident Management interface. The left pane shows the 'New Incident' form with the following fields:

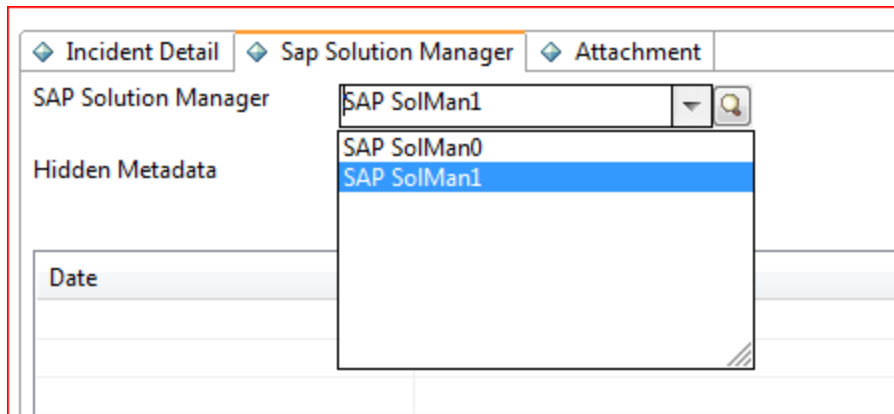
- Incident ID: IM10236
- Status: Open
- Assignment: Application
- Assignee: [empty]
- Vendor: [empty]
- Reference Number: [empty]
- Affected Items: MyDevices
- Affected CI: SAPInstance800
- ☐ Critical CI
- ☐ Pending Change
- ☐ CI is operational (no outage)
- Outage Start: 08/16/12 01:15:47
- Outage End: [empty]
- Location: [empty]
- Title: Incident from Service Manager
- Description: Test incident exchange

The right pane shows the 'Incident Detail' view with the following fields:

- Category: Incident
- Area: access
- Sub-area: authorization error
- Impact: 1 - Enterprise
- Urgency: 1 - Critical
- Priority: 1 - Critical
- Service Contract: [empty]
- SLA Target Date: 08/20/12 12:00:00
- Alert Status: open
- ☐ Problem Management Candidate
- ☐ Candidate for Knowledge DB
- Closure Code: [empty]
- Solution: [empty]

3. Click the **Sap Solution Manager** tab and select a Solution Manager client in the **SAP**

Solution Manager drop-down list.

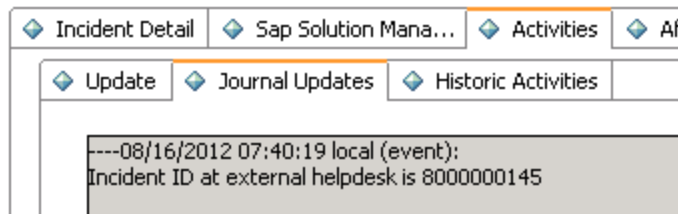


4. Click **Send Incident** to send the incident to SAP.
5. Service Manager receives the **Request accepted** message after the incident is sent to middleware successfully. Click **OK** to close the incident window.

i Incident IM10236 triggers external helpdesk 'exthd1' with response "><Request accepted".

Incident ID:

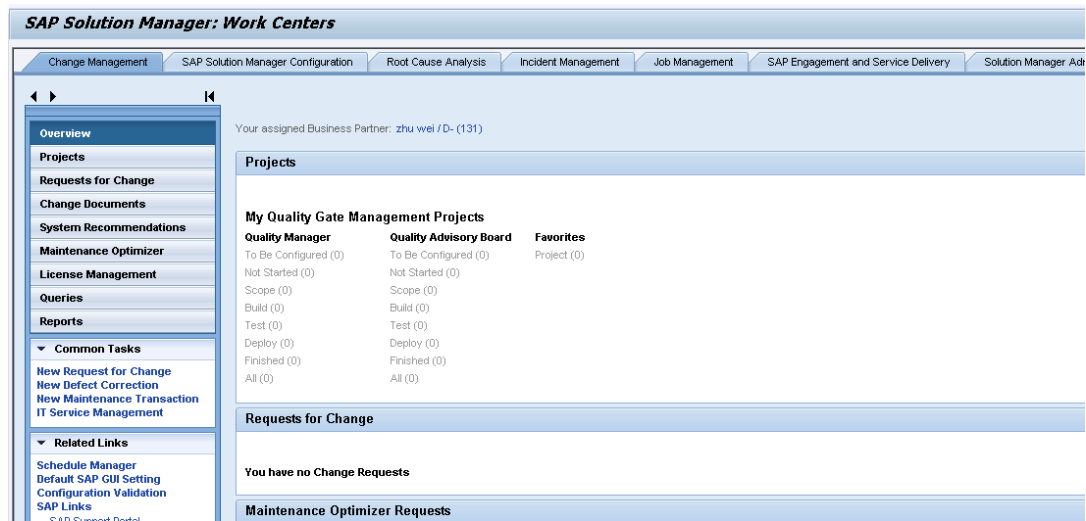
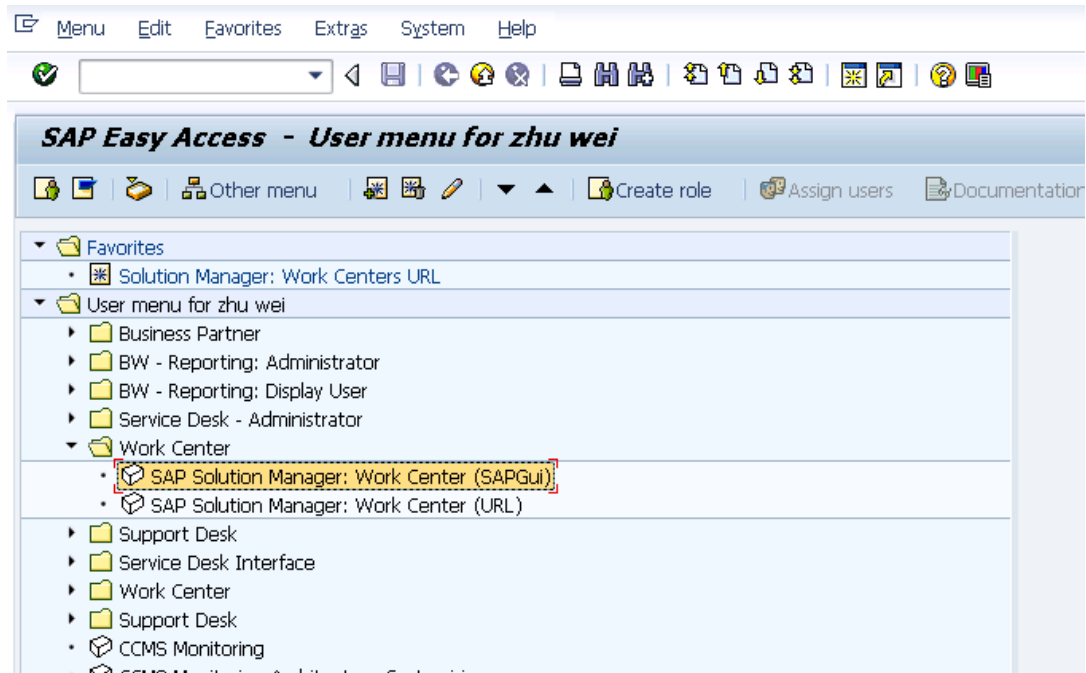
6. After a few minutes, re-open the incident to check whether it is sent to SAP. If the incident is sent successfully, Service Manager receives the Incident ID message from SAP.



7. Click **OK** to close the incident window.

Open the incident in Solution Manager

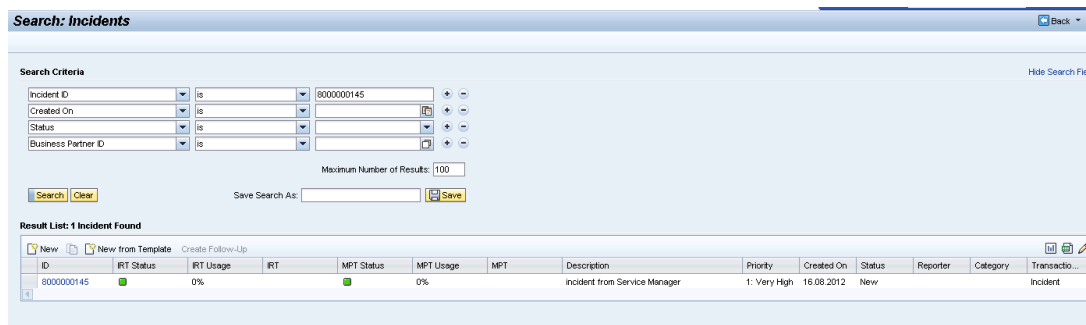
1. Log on to Solution Manager.
2. Click **Work Center > SAP Solution Manager: Work Center (SAP GUI)** to open Solution Manager Work Center.



3. Click **Common Tasks > IT Service Management**. The SAP Solution Manager IT Service Management page opens in Explorer.



4. Click **Search > Incidents** to open the search window.
5. Type the incident ID in **Search Criteria** and then click **Search**. The incident is displayed in the Result List.



6. Click the incident ID link to open the incident.
7. Fill the required fields (Reporter) and change the Status to **In Process**.

Incident: 800000145, incident from Service Manager

Save | Display | Cancel | New | New from Template | Create Follow-Up | Actions | More

Details Edit

General Data ID: 800000145 Description: Incident from Service Manager Customer: HPS/V-R&D-SH Reporter: zhu zhi lin Processor: zhu wei Service Team:	Category Level 1: Level 2: Level 3: Level 4: Solution Category:
Processing Data Status: New Impact: Urgency: Recommended Priority: Priority: 1: Very High	Relationships Related Problem: Related Request for Change: Related Knowledge Article:
Dates Created: 16.08.2012 09:23 Changed: 16.08.2012 09:23 First Response by:	Reference Objects Installed Base: 1 SOL_MAN_DATA_REP Installed Base Component: 3258 SLM 0020314902 800

- Click **Add Text** in Text drop-down section to add description for the incident.

Incident: 800000145, incident from Service Manager

Save | Display | Cancel | New | New from Template | Create Follow-Up | Actions | More

First Response by: |
 IRT Status: 0 %
 Due by: |
 MPT Status: 0 %

Text Add Text | Insert Text Template | Maintain Text Templates

Description

description from SAP

- Click **Save**. The incident information synchronizes with Service Manager automatically.

Note: Solution Manager autosaves the text field periodically. The autosaved text field is not synchronized with Service Manager.

- Click **Display** to switch the incident to view mode.

Check updates in Service Manager

- Click **Incident Management > Search Incidents**. The Display Which Incident Tickets form opens.

2. In the Incident ID textbox, type the ID of the new incident created in step 1 and click Search. The incident opens.
3. Click the **Sap Solution Manager** tab to view the incident's status from Hidden Metadata.
 - **Requester:** Indicates the incident is sent by Service Manager. Solution Manager is the provider.
 - **ProviderProcessing:** Indicates the incident is being processed by Solution Manager.

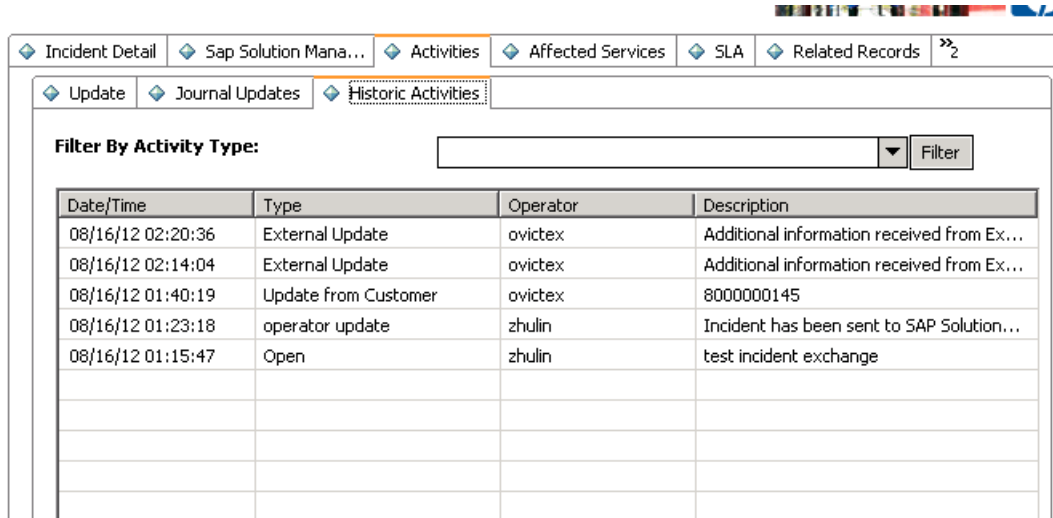
Date	Update
08/16/12 03:29:45	><Created incident in External Helpdesk :SAP Solution Manager . Incident Id at External Helpd

4. Click **Activities** tab > **Journal Updates** tab to view the message from Solution Manager. As shown in the following screenshot, Service Manager receives the message “description from SAP” from Solution Manager. The read-only textbox displays messages from Solution Manager every time the incident is updated.

```

----08/16/12 02:20:36 US/Mountain (ovictex):
Additional information received from External Helpdesk : SAP Solution Manager
----08/16/12 02:14:03 US/Mountain (ovictex):
Additional information received from External Helpdesk : SAP Solution Manager
description from SAP
----08/16/2012 07:40:19 local (event):
Incident ID at external helpdesk is 8000000145
  
```

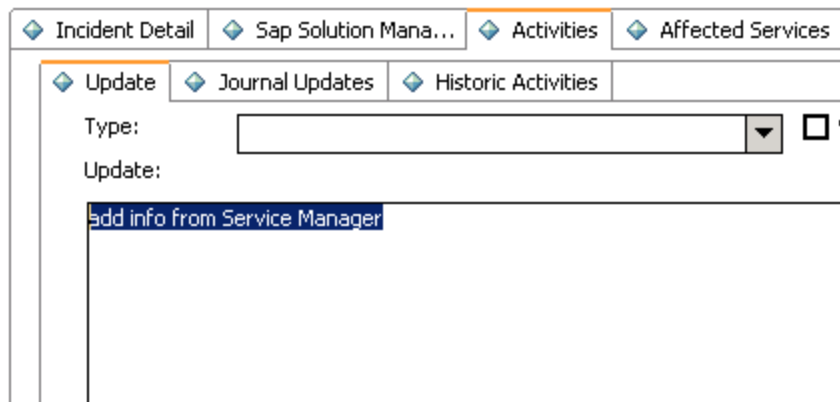
5. Click **Activities** tab > **Historic Activities** tab to view updated log from Solution Manager.



Date/Time	Type	Operator	Description
08/16/12 02:20:36	External Update	ovictex	Additional information received from Ex...
08/16/12 02:14:04	External Update	ovictex	Additional information received from Ex...
08/16/12 01:40:19	Update from Customer	ovictex	8000000145
08/16/12 01:23:18	operator update	zhulin	Incident has been sent to SAP Solution...
08/16/12 01:15:47	Open	zhulin	test incident exchange

Synchronize new information with Solution Manager

1. Click **Activities** tab > **Update** tab and type information in the Update textbox.



Type:

Update:

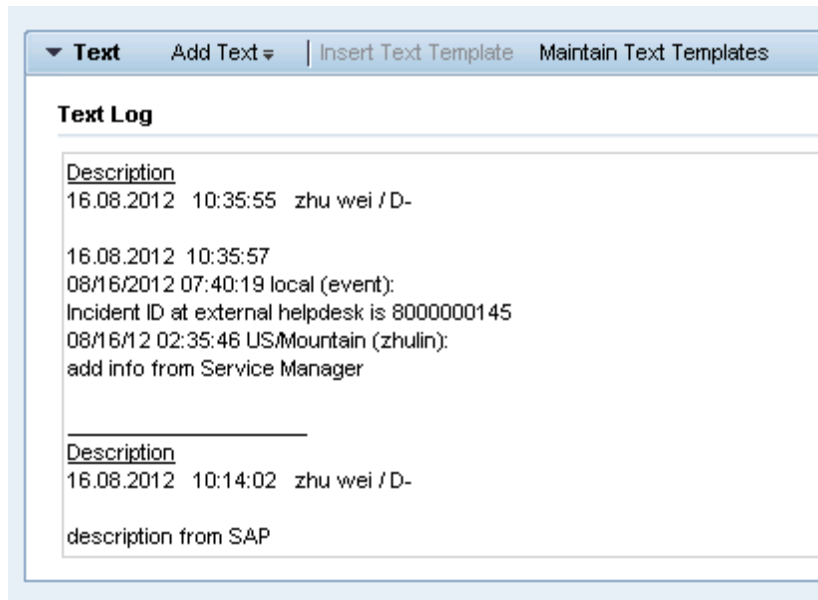
Add Info from Service Manager

2. Click **Add Info** to synchronize with Solution Manager and then Service Manager receives the message "Request Accepted".
3. Click **OK** to close the incident window.

Check updates from Service Manager

1. Search the incident and then open it.
2. As shown in the following screenshot, Solution Manager receives update from Service

Manager.



▼ **Text** Add Text ▾ | Insert Text Template Maintain Text Templates

Text Log

Description
16.08.2012 10:35:55 zhu wei / D-

16.08.2012 10:35:57
08/16/2012 07:40:19 local (event):
Incident ID at external helpdesk is 8000000145
08/16/12 02:35:46 US/Mountain (zhulin):
add info from Service Manager

Description
16.08.2012 10:14:02 zhu wei / D-

description from SAP



Update the incident status in Solution Manager

1. Search the incident and open it.
2. Click **Edit** to switch to the edit mode.
3. Change the status to **Customer Action** and then save it.

The incident's status must be changed to **Customer Action** or **Proposed Solution** in Solution Manager if the incident is closed in Service Manager.

4. Click **Add Text** to add a **Reply** type of Text. This is the solution provided by SAP.
5. Add a **Send Solution to External Service Desk** scheduled action.
6. Click **Save**.

- Click **Display** or **Cancel** to release the incident in Solution Manager.

Details 	
General Data	
ID:	8000000145
Description:	Incident from Service Manager
Customer:	HPSW-R&D-SH
Reporter:	zhu zi lin
Processor:	zhu wei
Service Team:	
Processing Data	
Status:	Customer Action
Impact:	
Urgency:	
Recommended Priority:	Priority: 1: Very High
Dates	
Created:	16.08.2012 09:23
Changed:	16.08.2012 10:43
First Response by:	
IRT Status:	 0 %

Close the incident in Service Manager

- Click **Incident Management > Search Incidents**. The Display Which Incident Tickets form opens.
- In the Incident ID textbox, type the ID of the new incident created in step 1 and click **Search**. The incident opens.
- Click **Close Incident** to close the incident in Service Manager.

Caution: The incident status in SAP Solution Manager MUST be **Customer Action** or **Proposed Solution**, then the incident can be closed in HP Service Manager side.

Note: Wait for a few minutes after you clicked the **Close Incident** button. The Close Incident action is unsynchronized between HP Service Manager and SAP Solution Manager.

Check the incident's status in Solution Manager

- Search the incident and then open it.
- Solution Manager displays the message "The message is already closed".

- The incident's status is changed to Confirmed.

Incident: 8000000145, incident from Service Manager

Save | Display | Cancel | New | New from Template | Create Follow-Up | Actions ▾ | More ▾

! The message is already closed

▼ Details Edit

General Data

ID: 8000000145
Description: incident from Service Manager
Customer: HPSW-R&D-SH
Reporter: zhu zl lin
Processor: zhu wei
Service Team:

Processing Data

Status: Confirmed
Impact:
Urgency:
Recommended Priority:
Priority: 1: Very High

Dates

Created: 16.08.2012 09:23
Changed: 16.08.2012 10:46
First Response by:
IRT Status: ☒ 0 %
Due by:
MPT Status: ☒ 0 %

SM 9.32 to SAP Solution Manager 7.1

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Create an incident in Service Manager

1. Log on to Service Manager as an Administrator.
2. Click **Incident Management > Open New Incident**. The incident ticket quick form opens.

3. Fill in required fields for the new incident as necessary:
 - a. Click **Fill** to select an Assignment Group.
 - b. Click **Fill** to select the applicable **Affected Service**, “MyDevices”.
 - c. Click **Fill** to select the **Affected CI**. The CI describes the client information of Solution Manager, such as SystemID, Installation Number and Client.

Caution: You should first select **Affected Service** and then select **Affected CI**. Please follow the sequence.

- d. Type a **Title** for the incident.

Note: The Default Impact and Priority values of the affected CI are automatically populated to the Impact and Urgency fields of the incident record. You can manually change these auto-populated values if needed.

Caution: If you specify the Impact and Urgency values first and then specify an Affected CI with an empty Default Impact or Priority value, the Impact or Urgency value you selected for the incident record will be cleared.

- e. Type a **Description** for the incident.
- f. Click **Search Knowledge** icon to see if the issue is already logged in the knowledgebase.

- g. Complete the required fields in the Incident Details section.
- h. Complete the form with any other relevant information.

HP Service Manager

To Do Queue: My To Do List | Potentially Related Incidents by Asset | Display Which Incident Tickets? | Incident Queue: All Open Incidents | **New Incident**

Cancel | Save & Exit | Save | Apply Template | More

Incident Details

Incident ID: IM10181
Status: Open
Assignment Group: Application
Assignee:
Vendor:
Vendor Ticket:
Affected Service: MyDevices
Affected CI: SAPInstance800
Category: Incident
Area: Access
Subarea: Authorization error
Outage Start:
Outage End:
Service Contract:
Impact: Enterprise
Urgency: High
Title: Incident from SM931
Description: Desc from SM931
Problem Candidate
Knowledge Candidate

4. Click **Save&Exit** and then click **Open New Incident** to create an incident.

Open a new incident to send to SAP

1. Click **Incident Management > Search Incidents**. The Display Which Incident Tickets form opens.
2. In the Incident ID textbox, type the ID of the new incident created in step 1 and click **Search**. The incident opens.

HP Service Manager

To Do Queue: My To Do List | Potentially Related Incidents by Asset | Display Which Incident Tickets? | Incident Queue: All Open Incidents | **Update Incident Number IM10181**

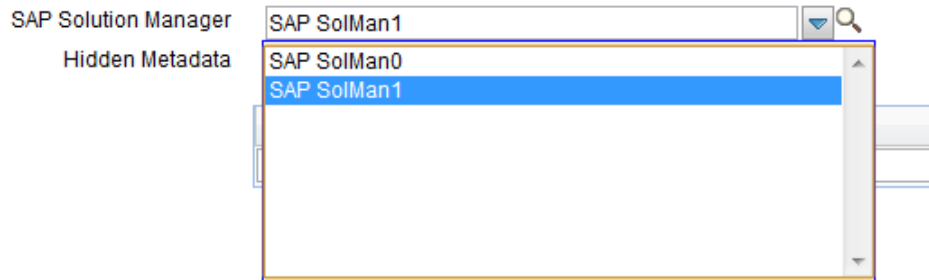
Cancel | Save & Exit | Save | Close Incident | Send Incident | Apply Template | More

Incident Details

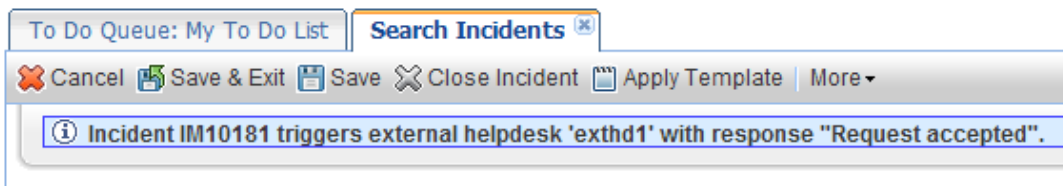
Incident ID: IM10181
Status: Open
Location:
Assignment Group: Application
Assignee:
Vendor:
Vendor Ticket:
Affected Service: MyDevices
Affected CI: SAPInstance800
Category: Incident
Area: Access
Subarea: Authorization error
Outage Start: 09/26/12 00:14:01
Outage End:
Service Contract:
SLA Target Date:
Impact: Enterprise
Urgency: High
Priority: Critical
Title: Incident from SM931
Description: Desc from SM931
Problem Candidate
Knowledge Candidate

3. Extend the **Sap Solution Manager** tab and select a Solution Manager client in the **SAP Solution Manager** drop-down list.

Sap Solution Manager

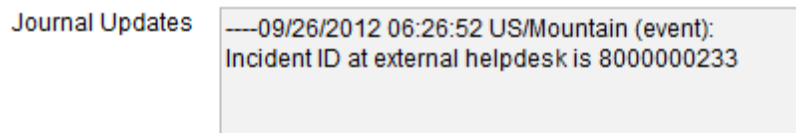


4. Click **Send Incident** to send the incident to SAP.
5. Service Manager receives the **Request accepted** message after the incident is sent to middleware successfully. Click **OK** to close the incident window.



6. After a few minutes, re-open the incident to check whether it is sent to SAP.

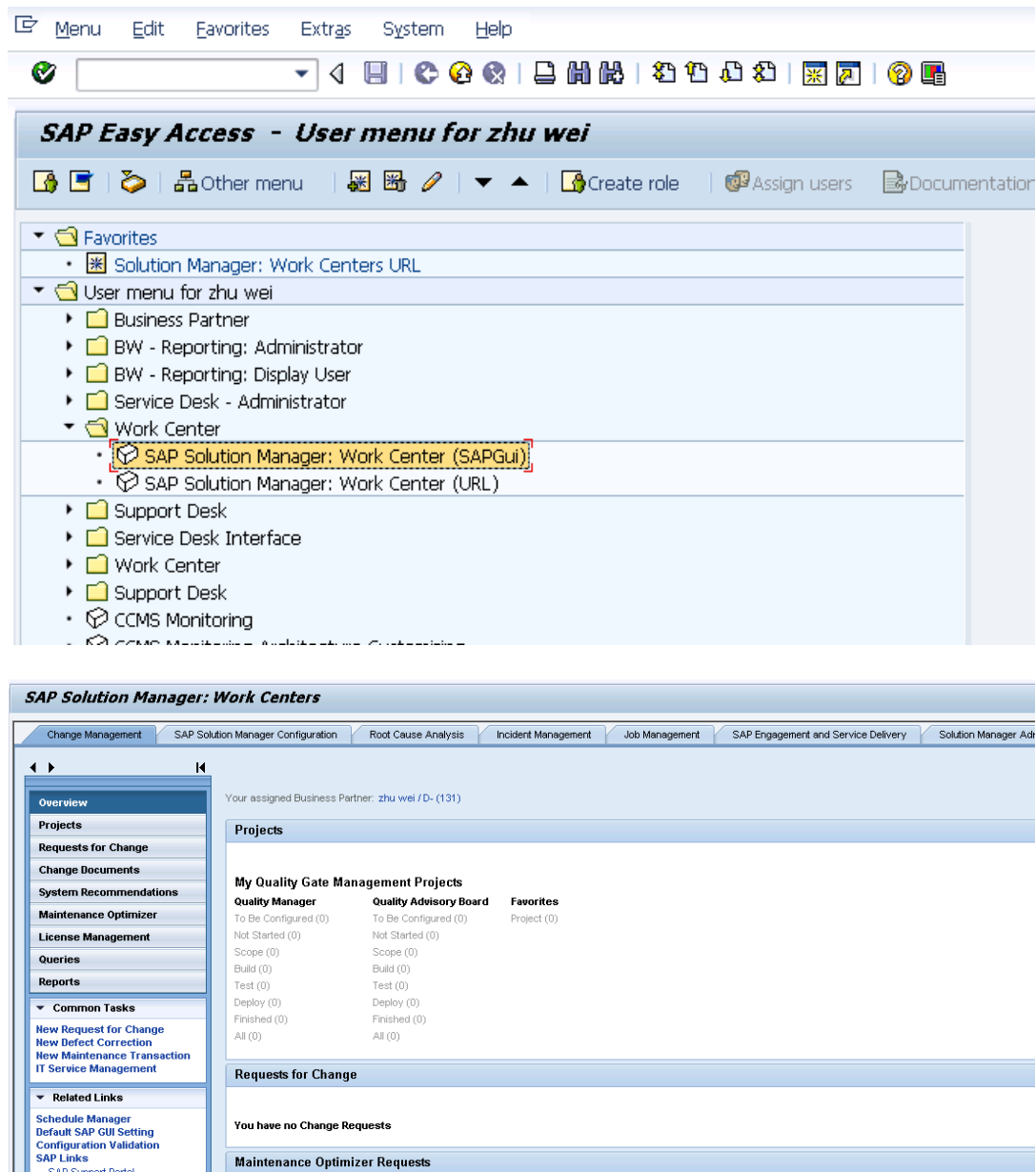
If the incident is sent successfully, Service Manager receives the Incident ID message from SAP.



7. Click **Cancel** to close the incident window.

Open the incident in Solution Manager

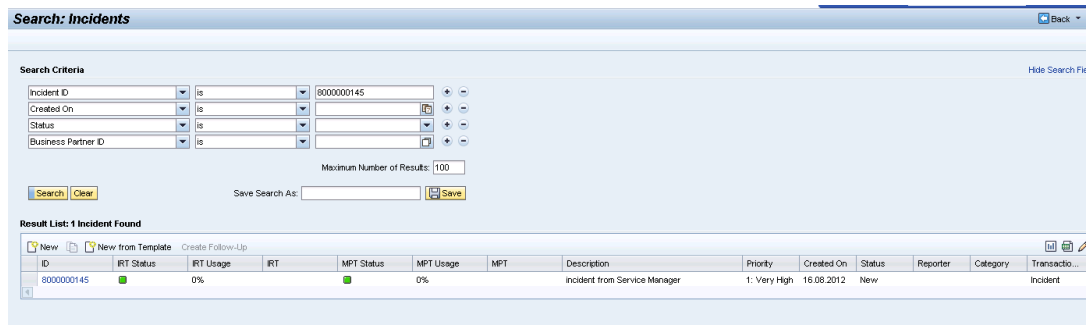
1. Log on to Solution Manager.
2. Click **Work Center > SAP Solution Manager: Work Center (SAP GUI)** to open Solution Manager Work Center.



3. Click **Common Tasks > IT Service Management**. The SAP Solution Manager IT Service Management page opens in Explorer.



4. Click **Search > Incidents** to open the search window.
5. Type the incident ID in **Search Criteria** and then click **Search**. The incident is displayed in the Result List.



6. Click the incident ID link to open the incident.
7. Fill the required fields (Reporter) and change the Status to **In Process**.

Incident: 8000000145, incident from Service Manager

Save | Display | Cancel | New | New from Template | Create Follow-Up | Actions | More

Details Edit

General Data ID: 8000000145 Description: Incident from Service Manager Customer: HPS/V-R&D-SH Reporter: zhu zhi lin Processor: zhu wei Service Team:	Category Level 1: Level 2: Level 3: Level 4: Solution Category:
Processing Data Status: New Impact: Urgency: Recommended Priority: Priority: 1: Very High	Relationships Related Problem: Related Request for Change: Related Knowledge Article:
Dates Created: 16.08.2012 09:23 Changed: 16.08.2012 09:23 First Response by:	Reference Objects Installed Base: 1 SOL_MAN_DATA_REP Installed Base Component: 3258 SLM 0020314902 800

- Click **Add Text** in Text drop-down section to add description for the incident.

Incident: 8000000145, incident from Service Manager

Save | Display | Cancel | New | New from Template | Create Follow-Up | Actions | More

First Response by: |
 IRT Status: 0 %
 Due by: |
 MPT Status: 0 %

Text Add Text | Insert Text Template | Maintain Text Templates

Description

description from SAP

- Click **Save**. The incident information synchronizes with Service Manager automatically.

Note: Solution Manager autosaves the text field periodically. The autosaved text field is not synchronized with Service Manager.

- Click **Display** to switch the incident to view mode.

Check updates in Service Manager

- Click **Incident Management > Search Incidents**. The Display Which Incident Tickets form opens.

2. In the Incident ID textbox, type the ID of the new incident created in step 1 and click **Search**. The incident opens.
3. Extend the **Sap Solution Manager** tab to view the incident's status from Hidden Metadata.
 - **Requester:** Indicates the incident is sent by Service Manager. Solution Manager is the provider.
 - **ProviderProcessing:** Indicates the incident is being processed by Solution Manager.

Sap Solution Manager

SAP Solution Manager: exthd1

Hidden Metadata: Requester:ProviderProcessing

Date	Update
09/26/12 00:26:52	Created incident in External Helpdesk :SAP Solution Manager. Incident Id at External Helpdesk is 8000000233. External

4. Extend **Activities** tab to view the message of Journal Updates. As shown in the following screenshot, Service Manager receives the message "Desc from Solution Manager" from Solution Manager. The read-only textbox displays messages from Solution Manager every time the incident is updated.

Activities

New Update Type: [Dropdown] ☐ Visible to Customer

New Update: [Text Area]

Journal Updates:

- 09/26/12 00:34:35 US/Mountain (ovictex): Additional information received from External Helpdesk : SAP Solution Manager
- Desc from Solution Manager
- 09/26/2012 06:26:52 US/Mountain (event):

Activity Type: [Dropdown]

Date/Time	Type	Operator	Description
09/26/12 00:34:35	External Update	ovictex	Additional information received from External Helpdesk : SAP Solution Manager
09/26/12 00:26:53	Update from Customer	ovictex	8000000233
09/26/12 00:24:23	operator update	falcon	Incident has been sent to SAP SolutionManager.
09/26/12 00:14:01	Open	falcon	Desc from SM931

Synchronize new information with Solution Manager

1. Extend Activities tab to input "Update from Service Manager" message into New Update textbox.

Activities

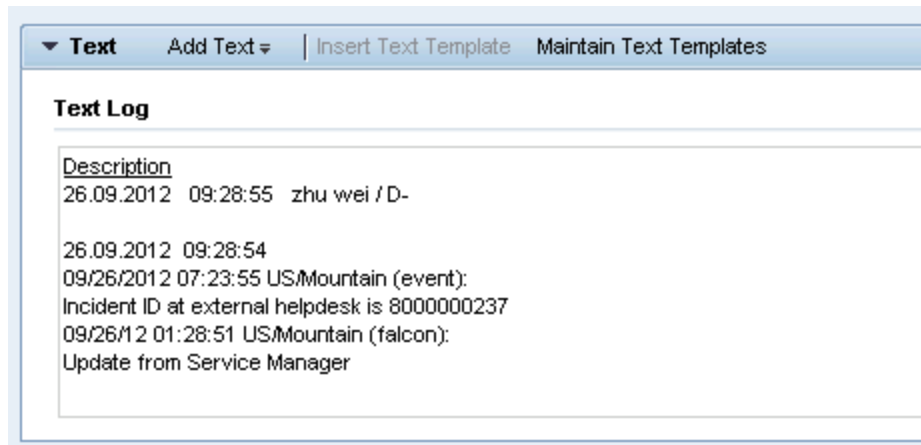
New Update Type: [Dropdown] ☐ Visible to Customer

New Update: Update from Service Manager

2. Click **Add Info** to synchronize with Solution Manager and then Service Manager receives the message "Request Accepted".
3. Click **Cancel** to close the incident window.

Check updates from Service Manager

1. Search the incident and then open it.
2. As shown in the following screenshot, Solution Manager receives update from Service Manager.



Update the incident status in Solution Manager

1. Search the incident and open it.
2. Click **Edit** to switch to the edit mode.
3. Change the status to **Customer Action** and then save it.

The incident's status must be changed to **Customer Action** or **Proposed Solution** in Solution Manager if the incident is closed in Service Manager.

- Click **Display** to switch to the view mode.

Details

General Data

ID: 8000000233

Description: * Incident from SM931

Customer: HPSW-R&D-SH

Reporter: zhu zi lin

Processor: zhu wei

Service Team:

Processing Data

Status: Customer Action

Impact:

Urgency:

Recommended Priority:

Priority: * 2: High

Dates

Created: 26.09.2012 08:24

Changed: 26.09.2012 08:50

First Response by:

IRT Status: 0 %

Close the incident in Service Manager

- Click **Incident Management > Search Incidents**. The Display Which Incident Tickets form opens.
- In the Incident ID textbox, type the ID of the new incident created in step 1 and click **Search**. The incident opens.
- Click **Close SAP Incident** to close the incident in Service Manager.

Caution: The incident status in SAP Solution Manager MUST be **Customer Action** or **Proposed Solution**, then the incident can be closed in HP Service Manager side.

Note: Wait for a few minutes after you clicked the **Close SAP Incident** button. The Close Incident action is unsynchronized between HP Service Manager and SAP Solution Manager.


Check the incident's status in Solution Manager

- Search the incident and then open it.
- Solution Manager displays the message "The message is already closed".

3. The incident's status is changed to Confirmed.

Incident: 8000000233, Incident from SM931

Save | Display | Cancel | New | New from Template | Create Follow-Up | Actions | More

 The message is already closed

Details Edit

General Data

ID: 8000000233
Description: Incident from SM931
Customer: HPSW-R&D-SH
Reporter: zhu zi lin
Processor: zhu wei
Service Team:

Processing Data

Status: Confirmed
Impact:
Recommended Priority:
Urgency:
Priority: 2: High

Dates

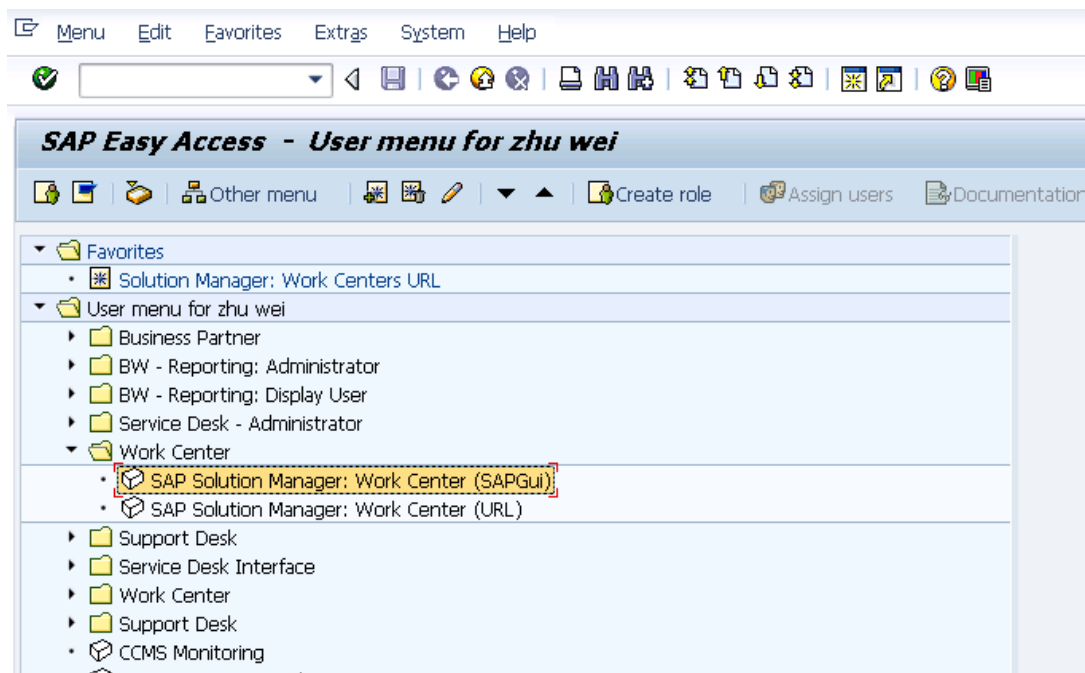
Created: 26.09.2012 08:24
Changed: 26.09.2012 09:04
First Response by:
IRT Status: 0 %
Due by:
MPT Status: 0 %

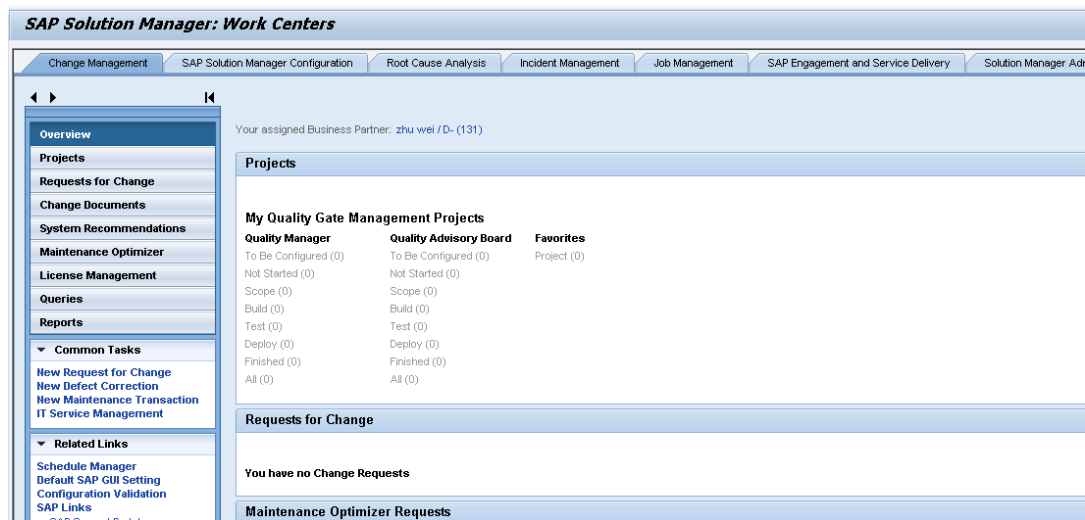
SAP Solution Manager 7.1 to SM 7.11

Create incident in Solution Manager	33
Send solution in Service Manager	36
Check the solution from Service Manager	39
Send the incident back to Service Manager	39
Send the incident back to Solution Manager again	40
Close the incident in Solution Manager	41
Check the incident's status in Service Manager	42

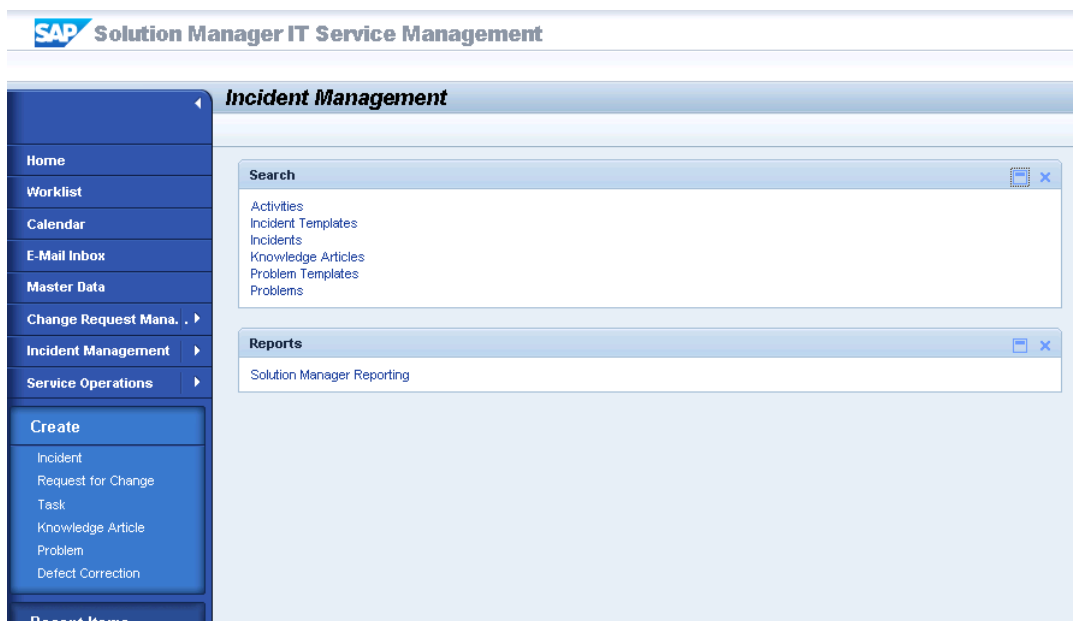
Create incident in Solution Manager

1. Log on to Solution Manager.
2. Click **Work Center > SAP Solution Manager: Work Center (SAP GUI)** to open Solution Manager Work Center.





3. Click **Common Tasks > IT Service Management**. The SAP Solution Manager IT Service Management page opens in Explorer.



4. Click **Create > Incident**. The Incident: New page opens.

Incident: New

Service product INVESTIGATION not found

General Data

ID:
Description:
Customer:
Reporter:
Processor:
Service Team:

Category

Level 1:
Level 2:
Level 3:
Level 4:
Solution Category:

Processing Data

Status:
Impact:
Urgency:
Priority:
Recommended Priority:

Relationships

Related Problem:
Related Request for Change:
Related Knowledge Article:

Reference Objects

Installed Base:
Installed Base Component:

Dates

Created: 00:00
Changed: 00:00
First Response by:

IRT Status: 0 %
Due by:

5. Fill in the required fields for the new incident as necessary:

- Type a **Description** and a **Reporter** for the incident.
- Select a **Priority** in the drop-down list.
- Click **Fill** to select the **Installed Base Component**. This field describes the client information of Solution Manager, such as SystemID, Installation Number and Client.
- Complete the form with any other relevant information.

Incident: New

Service product INVESTIGATION not found

General Data

ID:
Description: Incident from Solution Manager
Customer: HPSVLR&D-SH
Reporter: Zhu zilin
Processor:
Service Team:

Category

Level 1:
Level 2:
Level 3:
Level 4:
Solution Category:

Processing Data

Status: New
Impact:
Urgency:
Priority: 2: High
Recommended Priority:

Relationships

Related Problem:
Related Request for Change:
Related Knowledge Article:

Reference Objects

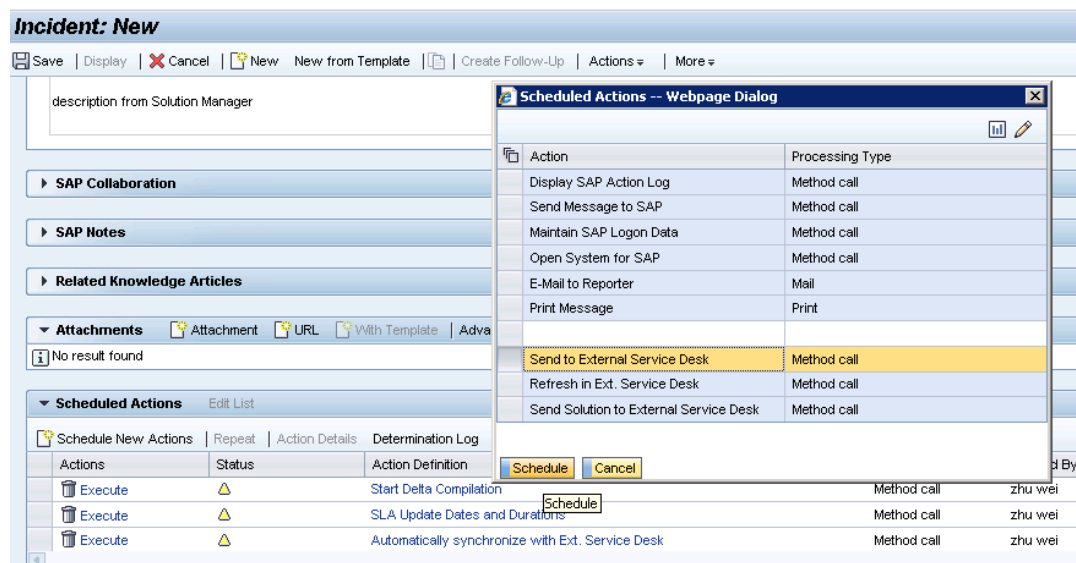
Installed Base: 1 SOL_MAN_DATA_REP
Installed Base Component: 3258 SLM 0020314982 800

Dates

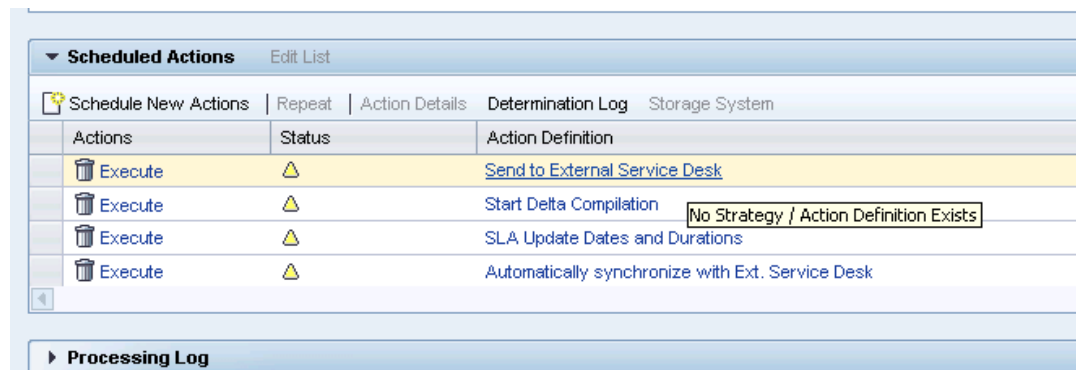
Created: 00:00
Changed: 00:00
First Response by:

IRT Status: 0 %
Due by:

6. Click **Schedule new Action** in Schedule Actions drop-down section and select **Send to External Service Desk** from the list in the new window opened.



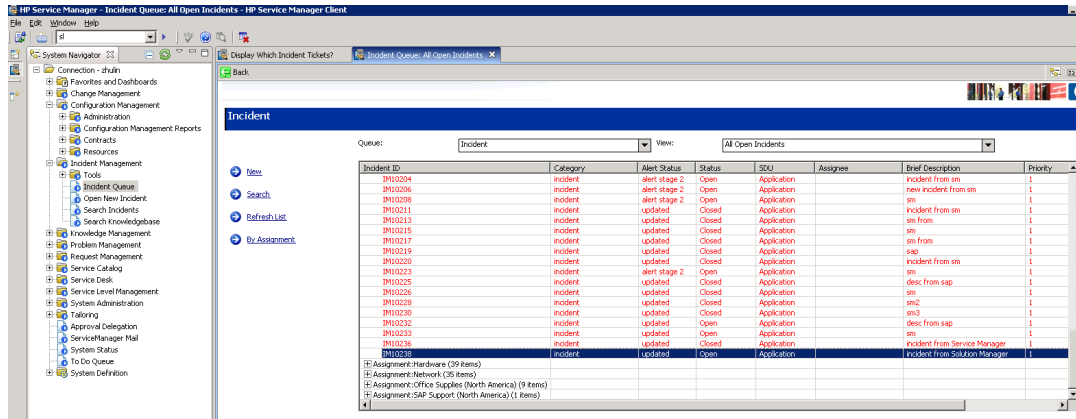
- As shown in the following screenshot, the new action is waiting to be executed in the action list.



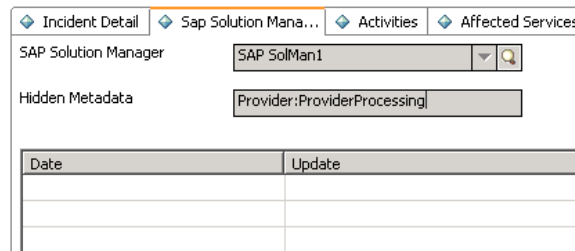
- Click **Save** to send the incident to Service Manager
- Click **Display** to switch the incident to view mode.

Send solution in Service Manager

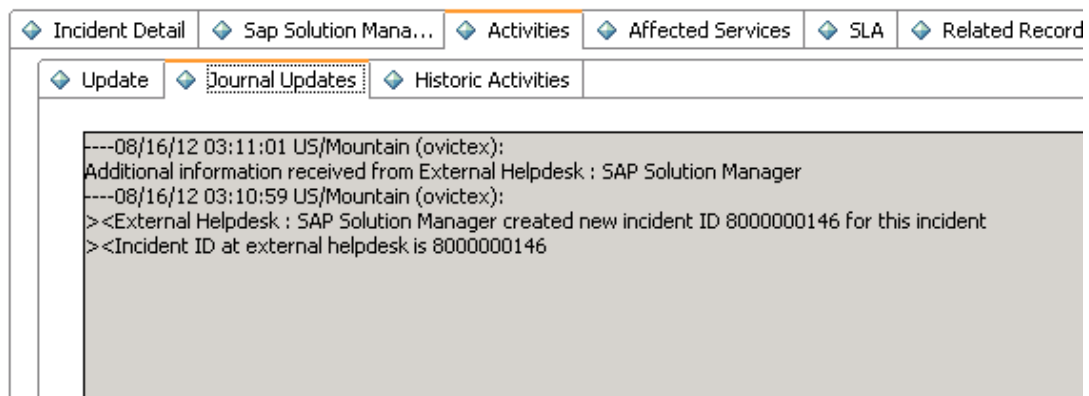
- Log on to Service Manager as an Administrator.
- Click **Incident Management > Incident Queue**. Find the incident from Solution Manager in the Incident Queue form.



- Open the incident and check the updated information from Solution Manager.
- Click the **Sap Solution Manager** tab to view the incident's status from Hidden Metadata.
 - Provider:** Indicates the incident is requested by Solution Manager. Service Manager provides the solution to Solution Manager.
 - ProviderProcessing:** Indicates the incident is being processed by Service Manager.



- Click **Activities** tab > **Journal Updates** tab to view the message from Solution Manager. As shown in the following screenshot, Service Manager receives the message that displays incident ID of Solution Manager.



6. Click **Incident Detail** tab to add solution to the Solution field.

The screenshot shows the 'Incident Detail' form with the following values:

- Category: incident
- Area: access
- Sub-area: authorization error
- Impact: 2 - Site/Dept
- Urgency: 3 - Average
- Priority: 2 - High
- Service Contract: (empty)
- SLA Target Date: (empty)
- Alert Status: DEADLINE ALERT
- Problem Management Candidate: ☐
- Candidate for Knowledge DB: ☐
- Closure Code: (empty)
- Solution: (empty)

7. Click **Send Solution** to send solution provided by Service Manager to Solution Manager.
 8. After a few minutes, click the **Sap Solution Manager** tab to view the incident's status from Hidden Metadata.
- **SolutionProvided:** Indicates the incident has been sent with solution by Service Manager.

The screenshot shows the 'Incident Detail' form with the following values:

- Incident ID: IM10238
- Status: Open
- Assignment Group: Application
- Assignee: (empty)
- Vendor: (empty)
- Reference Number: (empty)
- Affected Items: MyDevices

The 'Hidden Metadata' section shows the following information:

Date	Update
08/16/12 03:35:27	> <Solution is provided to External Helpdesk: SAP Solution Manager

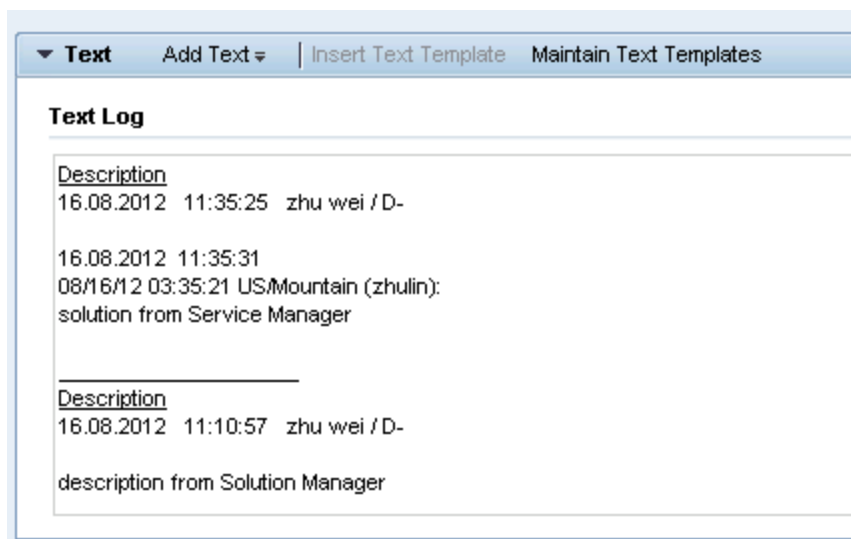
And the log is recorded with the message “the solution is proved to Solution Manager” below the Hidden Metadata textbox. The Send Solution button and the Send Back button are unavailable and only the **Add Info** button is active.

- **Send Solution:** Service Manager provides a solution to Solution Manager. The action is unidirection. After the action, the incident in Service Manager cannot send a second solution. Only adding new information into the incident is allowed. Otherwise, the incident will be sent back by Solution Manager.
- **Add Info:** Service Manager can synchronize with Solution Manager continually. The action is bidirection.
- **Send Back:** Service Manager rejects the solution from Solution Manager. The action is unidirection. After the action, the incident in Service Manager cannot be sent back again to Solution Manager.

9. Click **OK** to close the incident window.

Check the solution from Service Manager

Search the incident and open it. As shown in the following screenshot, Solution Manager receives the message “solution from Service Manager” from Service Manager.



Send the incident back to Service Manager

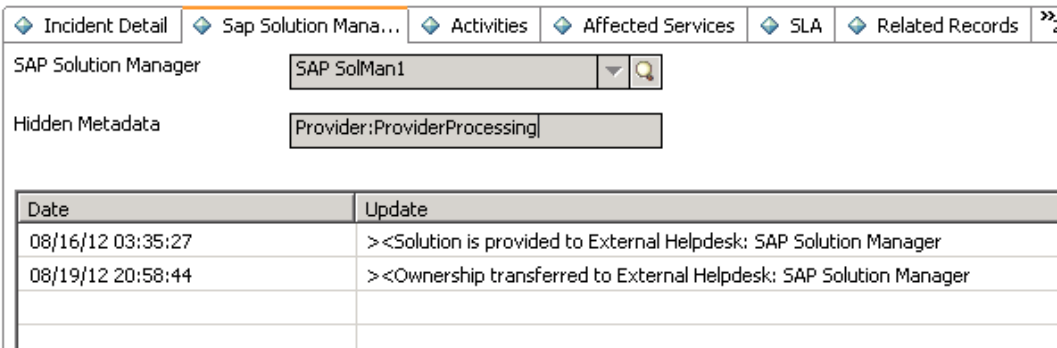
1. Log on to Solution Manager.
2. Search the incident and open it.
3. Click **Edit** to switch the incident to edit mode.
4. Change the status to **In Process**.
5. Add a scheduled action **Send to External Service Desk**.

6. Click **Save** to send the incident back to Service Manager.
7. Click **Display** or **Cancel** to release the incident in Solution Manager.

Send the incident back to Solution Manager again

1. Log on to Service Manager as an Administrator.
2. Click **Incident Management > Incident Queue**. Find the incident from Solution Manager in the Incident Queue form.
3. Open the incident and check the updated information from Solution Manager.
4. Click the **Sap Solution Manager** tab to view the incident's status from Hidden Metadata.

The Hidden Metadata field displays "Provider: ProviderProcessing", which means Solution Manager is waiting for the solution provided by Service manager.



Date	Update
08/16/12 03:35:27	><Solution is provided to External Helpdesk: SAP Solution Manager
08/19/12 20:58:44	><Ownership transferred to External Helpdesk: SAP Solution Manager

5. Click **Activities** tab > **Update** tab and then type the send back reason in the Update textbox.
6. Click **Send Back** to send the incident back to Solution Manager.
7. After a few minutes, re-open the incident and click the **Sap Solution Manager** tab to view the incident's status from Hidden Metadata.

The Hidden Metadata field displays "Provider: RequesterProcessing", which means Solution Manager is processing the incident. The incident's ownership is transferred to Solution Manager.

Incident Detail	Sap Solution Mana...	Activities	Affected Services	SLA	Related Records	»2
SAP Solution Manager		SAP SolMan1				
Hidden Metadata		Provider:RequesterProcessing				
Date	Update					
08/16/12 03:35:27	><Solution is provided to External Helpdesk: SAP Solution Manager					
08/19/12 20:58:44	><Ownership transferred to External Helpdesk: SAP Solution Manager					
08/20/12 00:38:23	><Ownership transferred to External Helpdesk: SAP Solution Manager					

- Click **OK** to close the incident window.

Close the incident in Solution Manager

- Search the incident and open it.
- Click **Edit** to switch the incident to edit mode.
- Change the status to **Proposed Solution**.

The incident's status must be change to **Proposed Solution** or **Customer Action** firstly if the incident is changed to **Confirmed**.

- Change the status to **Confirmed** again.
- Click **Save** to close the incident.
- Click **Display** to switch the incident to view mode.

Incident: 8000000146, incident from Solution Manager

Save | Display | Cancel | New | New from Template | Create Follow-Up | Actions | More

Transaction 8000000146 saved

Details		Edit
General Data		Category
ID:	8000000146	Level 1:
Description:	Incident from Solution Manager	Level 2:
Customer:	HPSW-R&D-SH	Level 3:
Reporter:	zhu zi lin	Level 4:
Processor:	zhu wei	Solution Category:
Service Team:		
Processing Data		Relationships
Status:	Confirmed	Related Problem:
Impact:		Related Request for Change:
Recommended Priority:	Priority: 2: High	Related Knowledge Article:
Dates		Reference Objects
Created:	16.08.2012 11:11	Installed Base: 1
Changed:	20.08.2012 08:51	Installed Base Component: 3258
First Response by:		
IRT Status:	0 %	
Due by:		

Check the incident's status in Service Manager

1. Log on to Service Manager as an Administrator.
2. Click **Incident Management > Incident Queue**. Find the incident from Solution Manager in the Incident Queue form.
3. Open the incident and check the updated information from Solution Manager.

The Status field is **Closed** and all buttons about SAP are not available.

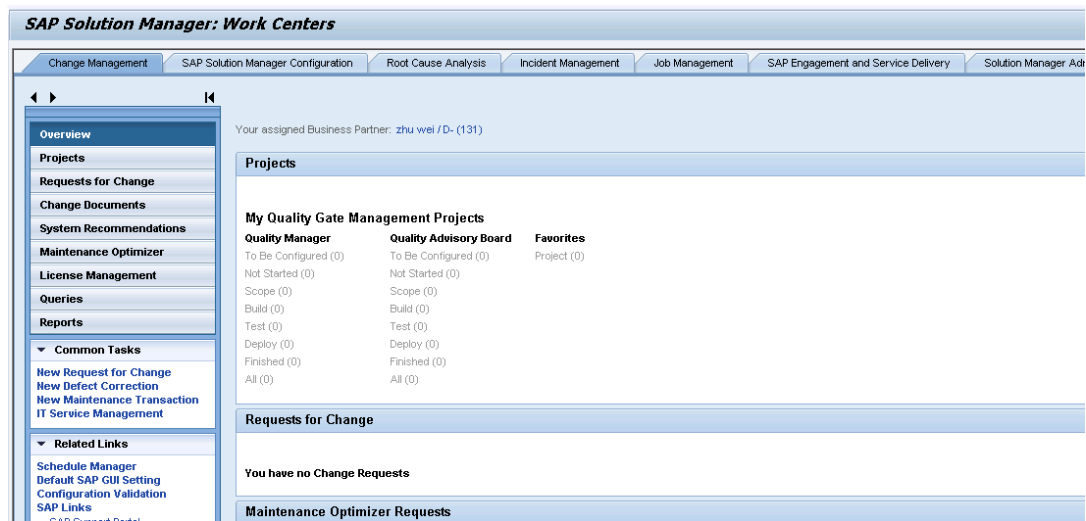
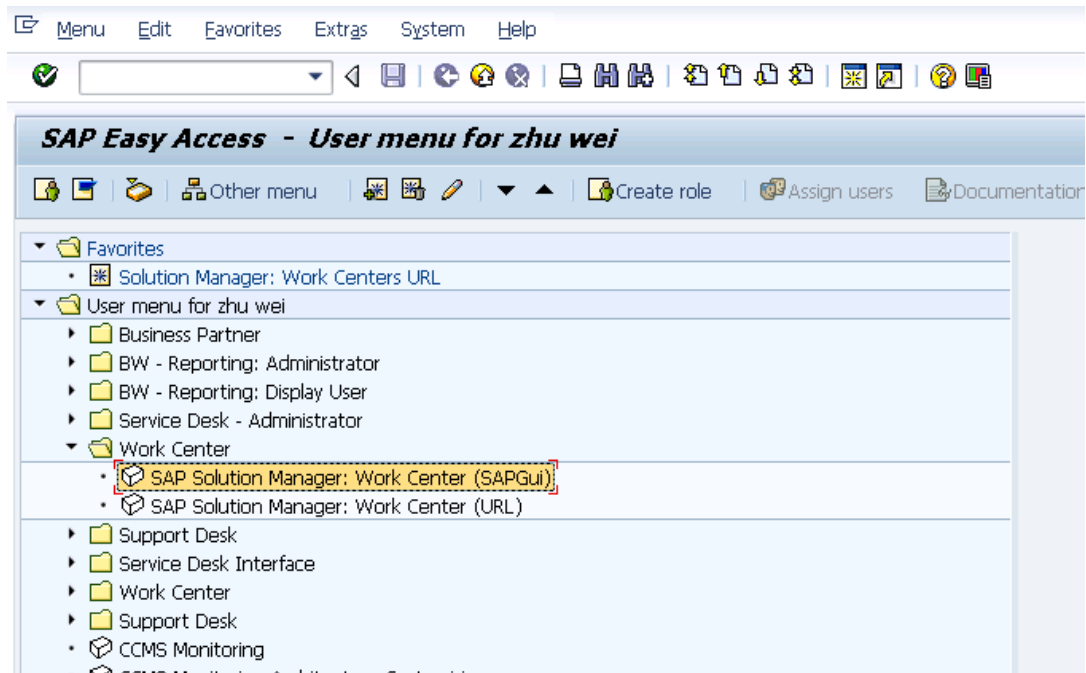
SAP Solution Manager 7.1 to SM 9.32

Create incident in Solution Manager	42
Open new incident in Service Manager	46
Check the solution from Service Manager	48
Send the incident back to Service Manager	49
Send the incident back to Solution Manager again	49
Close the incident in Solution Manager	50
Check the incident's status in Service Manager	51

Create incident in Solution Manager

1. Log on to Solution Manager.
2. Click **Work Center > SAP Solution Manager: Work Center (SAP GUI)** to open Solution

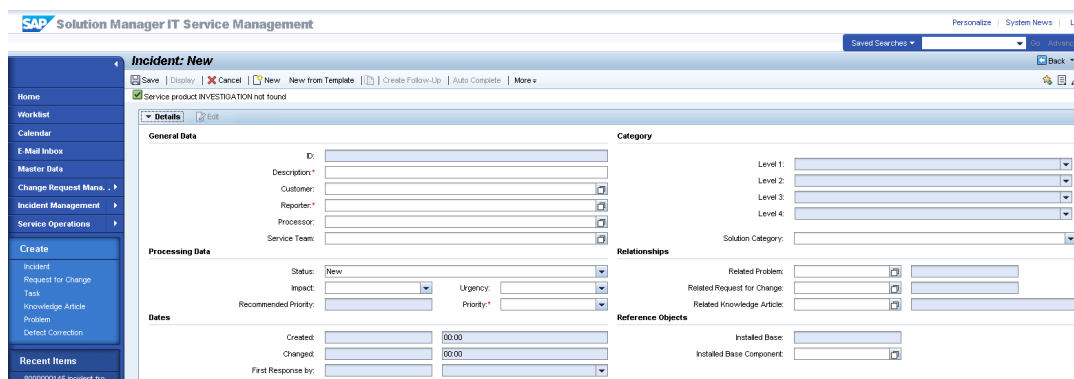
Manager Work Center.



3. Click **Common Tasks > IT Service Management**. The SAP Solution Manager IT Service Management page opens in Explorer.



4. Click **Create > Incident**. The Incident: New page opens.



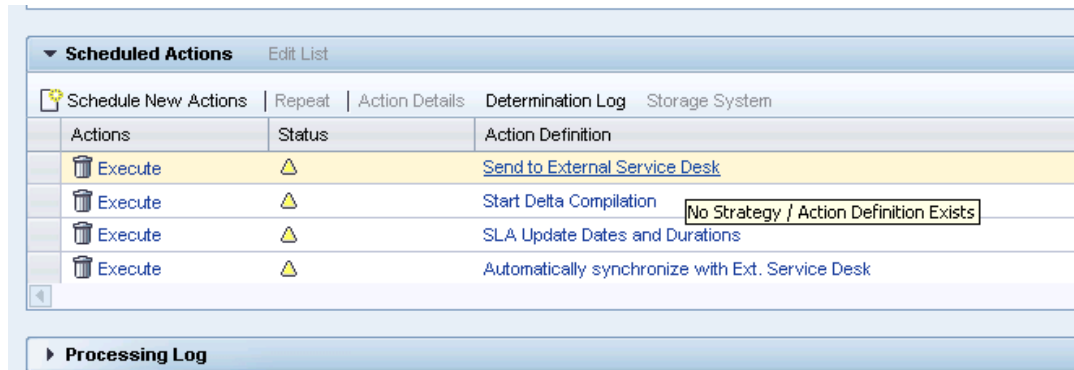
5. Fill in the required fields for the new incident as necessary:
 - Type a **Description** and a **Reporter** for the incident.
 - Select a **Priority** in the drop-down list.
 - Click **Fill** to select the **Installed Base Component**. This field describes the client information of Solution Manager, such as SystemID, Installation Number and Client.

- Complete the form with any other relevant information.

6. Click **Schedule new Action** in Schedule Actions drop-down section and select **Send to External Service Desk** from the list in the new window opened.

Action	Processing Type
Display SAP Action Log	Method call
Send Message to SAP	Method call
Maintain SAP Logon Data	Method call
Open System for SAP	Method call
E-Mail to Reporter	Mail
Print Message	Print
Send to External Service Desk	Method call
Refresh in Ext. Service Desk	Method call
Send Solution to External Service Desk	Method call

7. As shown in the following screenshot, the new action is waiting to be executed in the action list.



8. Click **Save** to send the incident to Service Manager
9. Click **Display** to switch the incident to view mode.

Open new incident in Service Manager

1. Log on to Service Manager as an Administrator.
2. Click **Incident Management > Incident Queue**. Find the incident from Solution Manager in the Incident Queue form.

To Do Queue: My To Do List

Display Which Incident Tickets?

Incident Queue: All Open Incidents

Incident Queue: All Open Incidents

Back

New

Search

Refresh

By Assignment Group

More

Incident

Queue:

Incident

View:


All Open Incidents

	Incident ID	Category	Alert Status	Status	SDU	Assignee	Brief Description	Prio...	Initial Ir	Urg...	Problem Type
<input type="checkbox"/>	IM10152	incident	DEADLINE ALE...	Open	Application	zhulin	This is SAP incident	1	1	1	incident
<input type="checkbox"/>	IM10155	incident	DEADLINE ALE...	Open	Application		HP SM SAP Incident 110	2	2	2	incident
<input type="checkbox"/>	IM10158	incident	DEADLINE ALE...	Open	Application		SM	1	1	1	incident
<input type="checkbox"/>	IM10159	incident	DEADLINE ALE...	Open	Application		HP SM SAP Incident 112	2	2	2	incident
<input type="checkbox"/>	IM10164	incident	updated	Open	Application		HP SM SAP Incident 115	1	2	1	incident
<input type="checkbox"/>	IM10165	incident	updated	Closed	Application		SAP Incident 001	1	1	2	incident
<input type="checkbox"/>	IM10166	incident	updated	Closed	Application		SAP Incident For HP 001	1	1	1	incident
<input type="checkbox"/>	IM10167	incident	updated	Closed	Application		SAP Incident for HP 002	1	1	1	incident
<input type="checkbox"/>	IM10168	incident	reopened	Open	Application		sap incident for hp 003	1	1	2	incident
<input type="checkbox"/>	IM10169	incident	updated	Closed	Application		SAP Incident for HP 004	1	1	1	incident
<input type="checkbox"/>	IM10170	incident	updated	Closed	Application		SAP Incident for HP 005	1	1	1	incident
<input type="checkbox"/>	IM10171	incident	updated	Open	Application		SAP Incident for HP 006	1	1	2	incident
<input type="checkbox"/>	IM10172	incident	open	Open	Application		sap incident for hp 003	1	1	2	incident
<input type="checkbox"/>	IM10173	incident	updated	Open	Application		SAP Incident for HP 005	1	1	1	incident
<input type="checkbox"/>	IM10174	incident	updated	Suspended	Application		test	1	1	2	incident
<input type="checkbox"/>	IM10175	incident	updated	Open	Application		SAP Incident For HP 001 ...	3	3	4	incident
<input type="checkbox"/>	IM10180	incident	open	Open	Application		Incident from SM931	1	1	1	incident
<input type="checkbox"/>	IM10184	incident	updated	Open	Application		HP Incident for SAP 116	2	2	2	incident
<input type="checkbox"/>	IM10185	incident	updated	Open	Application		HP Incident for SAP 200	2	2	2	incident
<input checked="" type="checkbox"/>	IM10186	incident	updated	Open	Application		Incident from Solution Ma ...	1	1	1	incident

3. Open the incident and check the updated information from Solution Manager.
4. Extend the **Sap Solution Manager** tab to view the incident's status from Hidden Metadata.
 - **Provider:** Indicates the incident is requested by Solution Manager. Service Manager provides the solution to Solution Manager.

- **ProviderProcessing**: Indicates the incident is being processed by Service Manager.


Sap Solution Manager


SAP Solution Manager 

Hidden Metadata

Date	Update
<input type="text"/>	<input type="text"/>

5. Extend **Activities** tab to view the message of Journal Updates. As shown in the following screenshot, Service Manager receives the message that displays incident ID of Solution Manager.



 Activities

New Update Type  ☐ Visible to Customer

New Update

Journal Updates

---09/26/12 01:14:49 USMountain (ovictex):
Additional information received from External Helpdesk : SAP Solution Manager
---09/26/12 01:14:45 USMountain (ovictex):
External Helpdesk : SAP Solution Manager created new incident ID 8000000236 for this incident

Activity Type  

Date/Time	Type	Operator	Description
09/26/12 01:14:50	External Update	ovictex	Additional information received from External Helpdesk : SAP Solution Manager
09/26/12 01:14:46	Open	ovictex	default description

6. Input “Solution from Service Manager” message into the **Solution** textbox in the Incident Detail tab.

Closure Code  ☐ Problem Candidate ☒ Knowledge Candidate

Solution

7. Click **Send Solution** to send solution provided by Service Manager to Solution Manager.
8. After a few minutes, click the Sap Solution Manager tab to view the incident’s status from Hidden Metadata.

- **SolutionProvided:** Indicates the incident has been sent with solution by Service Manager.

The screenshot shows the SAP Solution Manager interface. At the top, there is a search bar with the text 'exthd1' and a magnifying glass icon. Below the search bar, there is a section labeled 'Hidden Metadata' with a value 'Provider:SolutionProvided'. Below this, there is a table with two columns: 'Date' and 'Update'. The 'Date' column contains the value '09/26/12 01:24:41'. The 'Update' column contains the value 'Solution is provided to External Helpdesk: SAP Solution Manager'.

Date	Update
09/26/12 01:24:41	Solution is provided to External Helpdesk: SAP Solution Manager

And the log is recorded with the message “the solution is proved to Solution Manager” below the Hidden Metadata textbox. The Send Solution button and the Send Back button are unavailable and only the Add Info button is active.

- **Send Solution:** Service Manager provides a solution to Solution Manager. The action is unidirection. After the action, the incident in Service Manager cannot send a second solution. Only adding new information into the incident is allowed. Otherwise, the incident will be sent back by Solution Manager.
- **Add Info:** Service Manager can synchronize with Solution Manager continually. The action is bidirection.
- **Send Back:** Service Manager rejects the solution from Solution Manager. The action is unidirection. After the action, the incident in Service Manager cannot be sent back again to Solution Manager.

9. Click **OK** to close the incident window.

Check the solution from Service Manager

Search the incident and open it. As shown in the following screenshot, Solution Manager receives the message “solution from Service Manager” from Service Manager.

The screenshot shows the SAP Solution Manager interface. At the top, there is a navigation bar with the following items: 'Text', 'Add Text', 'Insert Text Template', and 'Maintain Text Templates'. Below the navigation bar, there is a section labeled 'Text Log'. Inside the 'Text Log' section, there is a table with two columns: 'Description' and 'Text'. The 'Description' column contains the value '26.09.2012 09:24:37 zhu wei / D-'. The 'Text' column contains the value 'Solution from Service Manager'.

Description	Text
26.09.2012 09:24:37 zhu wei / D-	Solution from Service Manager

Send the incident back to Service Manager

1. Search the incident and open it.
2. Click **Edit** to switch the incident to edit mode.
3. Change the status to **In Process**.
4. Create New Scheduled Action “**Send to External Service Desk**” to send the incident back to Service Manager.
5. Click **Display** to switch the incident to view mode.


Send the incident back to Solution Manager again

1. Log on to Service Manager as an Administrator.
2. Click **Incident Management > Incident Queue**. Find the incident from Solution Manager in the Incident Queue form.
3. Open the incident and check the updated information from Solution Manager.
4. Extend the **Sap Solution Manager** tab to view the incident’s status from Hidden Metadata.

The Hidden Metadata field displays “Provider: ProviderProcessing”, which means Solution Manager is waiting for the solution provided by Service manager.

Sap Solution Manager

SAP Solution Manager	exthd1	Q
Hidden Metadata	Provider:ProviderProcessing	

Date	Update
09/26/12 01:24:41	 Solution is provided to External Helpdesk: SAP Solution Manager

5. Extend **Activities** tab to input send back reason in the **New Update** textbox.
6. Click **Send Back** to send the incident back to Solution Manager.
7. After a few minutes, re-open the incident and extend the **Sap Solution Manager** tab to view the incident’s status from Hidden Metadata.

The Hidden Metadata field displays “Provider: RequesterProcessing”, which means Solution Manager is processing the incident. The incident’s ownership is transferred to Solution Manager.

SAP Solution Manager	exthd1	
Hidden Metadata	Provider:RequesterProcessing	

Date	Update
09/26/12 01:24:41	Solution is provided to External Helpdesk: SAP Solution Manager
09/26/12 01:50:26	Ownership transferred to External Helpdesk: SAP Solution Manager

8. Click **Cancel** to close the incident window.

Close the incident in Solution Manager

1. Search the incident and open it.
2. Click **Edit** to switch the incident to edit mode.
3. Change the status to **Proposed Solution**.

The incident's status must be change to **Proposed Solution** or **Customer Action** firstly if the incident is changed to **Confirmed**.

4. Change the status to **Confirmed** again.
5. Click **Save** to close the incident.
6. Click **Display** to switch the incident to view mode.

Incident: 8000000146, incident from Solution Manager

Save | Display | Cancel | New | New from Template | Create Follow-Up | Actions | More

Transaction 8000000146 saved

Details | Edit

General Data	Category
ID: 8000000146	Level 1:
Description: Incident from Solution Manager	Level 2:
Customer: HPSW-R&D-SH	Level 3:
Reporter: zhu zi lin	Level 4:
Processor: zhu wei	Solution Category:
Service Team:	












Processing Data	Relationships
Status: Confirmed	Related Problem:
Impact:	Related Request for Change:
Recommended Priority:	Related Knowledge Article:
Urgency:	
Priority: 2: High	

Dates	Reference Objects
Created: 16.08.2012 11:11	Installed Base: 1
Changed: 20.08.2012 08:51	Installed Base Component: 3258
First Response by:	
IRT Status: 0 %	
Due by:	

Check the incident's status in Service Manager

1. Log on to Service Manager as an Administrator.
2. Click **Incident Management > Incident Queue**. Find the incident from Solution Manager in the Incident Queue form.
3. Open the incident and check the updated information from Solution Manager.

Incident Details

Incident ID	IM10186
Status	Closed 
Contact	ZHU LIN
Location	
Affected Service *	MyDevices   
Affected CI	SAPInstance800   
	<input type="checkbox"/> CI is operational (no outage)
Outage Start	
Outage End	
Service Contract	
SLA Target Date	
Title *	Incident from Solution Manager
Description *	default description 

The Status field is **Closed** and all buttons about SAP are not available.

We appreciate your feedback!

If you have comments about this document, you can [contact the documentation team](#) by email. If an email client is configured on this system, click the link above and an email window opens with the following information in the subject line:

Feedback on Service Manager Exchange with SAP Solution Manager, 1.10 User Guide

Just add your feedback to the email and click send.

If no email client is available, copy the information above to a new message in a web mail client, and send your feedback to oudoc-itsm@hp.com.