# HP Service Manager Exchange with SAP Solution Manager

For the Supported Windows® and UNIX® operating systems

Software Version: 1.10 patch 1

**User Guide** 

Document Release Date: February 2014 Software Release Date: February 2014

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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

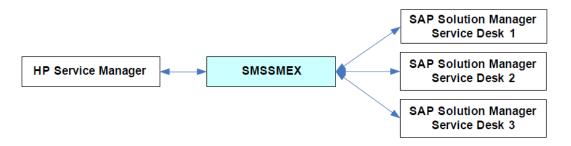
This document is intended for the following audiences:

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

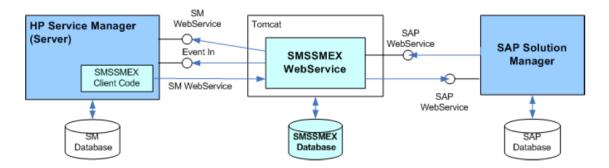
# Prerequisites

Refer to the *HP* Service Manager Exchange with SAP Solution Manager Installation and Administration Guide for the supported component versions.

## 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**

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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 Cls.
- 3. Set **SAPInstance** for the Type field.
- 4. Click New.

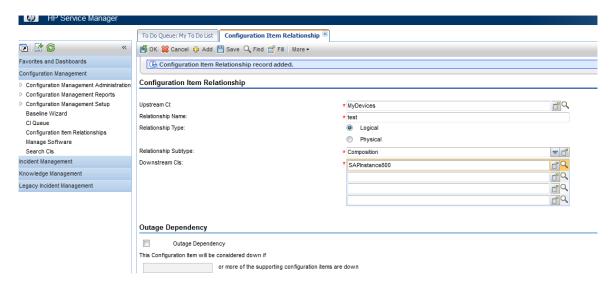
5. Create a SAPInstance CI, and provide SAP Instance Info.

HP Service Manager					
	To Do Queue: My To Do List	nfiguration Item: SAPInstance800 🗵			
🔁 😂 🚮 • 🔹 «	More -				
Favorites and Dashboards	CI Identifier	Туре	Network	Location Me	odel
Configuration Management	SAP SAP	application			
Manage Software Search Cls	SAPInstance800	sapinstance			
Incident Management					
Knowledge Management					
Legacy Incident Management	1 to 2 of 2			4 4  Pages:1   ▶ ▶	
	Cancel 🛆 Previous 🔿 Next	👹 Save & Exit 💾 Save   More 🔹 Select a secti	on		
	CI Changes				
	Relationship Chan	ges			
	Relationships				
	Relationship Graph	1			
	■ Software				
	CI Owner				
	Bubscribers				
	Location				
	Vendor				
	. Audit				
	Metrics				
	Financial				
	Attachments				
	SAP Instance Info				
	System ID Installation Number		SLM 0020314982		
	Client		800		

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

- 1. Log on to Service Manager as Config.Admin.
- 2. Click Configuration Management > Configuration Item Relationships.
- 3. Select MyDevices as the Upstream CI.
- 4. Select the sapinstance ci as the Downstream CI.
- 5. Fill in other fields.
- 6. Click Add.

#### 7. Click OK.



## SM 7.11 to SAP Solution Manager 7.1

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## Create an incident in Service Manager

- 1. Log on to Service Manager as a user with the open incident permission.
- 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

- 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.

🛃 New Incident 🛛 🙀 Incident Queue: All Open	Incidents 😽 Update Incident Number IM10236 🗙		-
	se 🔍 Find 🗂 Fill 🔇 Clocks 🛛 Send Incident 🛄 Apply Ten	plate	50 C
Incident ID:	IM10236	♦ Incident Detail ♦ Sap Solution Mana ♦ Activities	♦ Affected Services ♦ SLA ♦ Related Records 2
Status:	Open 👻		
Assignment		Incident Detail	
Assignment Group:	Application	Category:	incident 🛃
Assignee:	8	Area:	access
Vendor:	8	Sub-area:	authorization error
Reference Number:		Impact:	1 - Enterprise
Affected Items		Urgency:	1 - Critical
Service:	MyDevices 🖻 🔾 🔣	Priority:	1 - Critical
Affected CI:	SAPInstance800 🔗 🔾 📉		
Critical CI Pendi	ng Change	Service Contract:	<b>~</b>
CI is operational (no outage)		SLA Target Date:	08/20/12 12:00:00 👻
Outage Start:	08/16/12 01:15:47	Alert Status:	open
Outage End:	<b>T</b>	Problem Management Candidate	
Location:	8	Candidate for Knowledge DB	
	D'	Closure Code:	8
Title:		Solution:	L
Incident from Service Manager			
Description:	Search Knowledge		
test incident exchange	<u> </u>		

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

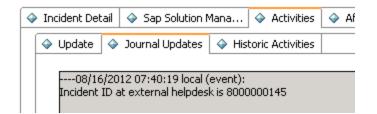
🗇 Incident Detail 🗇 Sap S	olution Manager 🛛 🍕	> Attachment
SAP Solution Manager	SAP SolMan1	▼ Q
Hidden Metadata	SAP SolMan0 SAP SolMan1	
Date		
		11

- 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.
  - Incident IM10236 triggers external helpdesk 'exthd1' with response "><Request accepted".</p>

```
Incident ID:
```

IM10236

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.
- Click Work Center > SAP Solution Manager: Work Center (SAP GUI) to open Solution Manager Work Center.

Ø		: S <u>y</u> stem <u>H</u> e	,
-	- 4	🗏 I 😋 🙆 🔇	) 🗋 🛗 🖧   21 Ch Ch Ch 📰 🗾   🎯 🖫
		-	
SAP Easy Acc	ess - Usei	r menu for z	'hu wei
👍 🔄   🏷   🖧 o	ther menu	😹 🔀 🥖 🛛 🔻	🔺   🏠 Create role   🚳 Assign users 🛛 🗟 Documentatio
<ul> <li>Favorites</li> </ul>			
• 😹 Solution Ma	nader: Work Cen	iters URL	
🕶 🔄 User menu for a			
<ul> <li>Business Par</li> </ul>			
<ul> <li>BW - Report</li> </ul>		יר	
<ul> <li>BW - Report</li> </ul>			
<ul> <li>Byv - Report</li> <li>Service Dest</li> </ul>	- · ·		
🔹 🔁 Work Cente			
SAP SOL	ution Manager: M	Vork Center (SAPC	<u>aui)</u>
	-	Vork Center (URL)	
Image: Support De:			
🕨 🗀 Service Desl	k Interface		
🕨 🗋 Work Cente			
🔹 🕨 🗋 Support De:	sk		
🔹 🖓 CCMS Monit	oring		
- KD COMO M-114	0!_:ŁŁ		
AP Solution Manager:	Work Centers		
Change Management SAP Sol	ution Manager Configuration	Root Cause Analysis	Incident Management Job Management SAP Engagement and Service Delivery Solution Manage
<b>► K</b>			
Overview	Your assigned Business Pa	arther: Zhu Wei / D- (131)	
Projects	Projects		
Requests for Change		magement Projects	
Requests for Change Change Documents	My Quality Gate Ma		
Requests for Change Change Documents System Recommendations	Quality Manager	Quality Advisory Board	Favorites
Requests for Change Change Documents System Recommendations Maintenance Optimizer	Quality Manager To Be Configured (0)	Quality Advisory Board To Be Configured (0)	Favorites Project (0)
Requests for Change Change Documents System Recommendations Maintenance Optimizer License Management	Quality Manager To Be Configured (0) Not Started (0) Scope (0)	Quality Advisory Board To Be Configured (0) Not Started (0) Scope (0)	
Requests for Change Change Documents System Recommendations Maintenance Optimizer	Quality Manager To Be Configured (0) Not Started (0) Scope (0) Build (0)	Quality Advisory Board To Be Configured (0) Not Started (0) Scope (0) Build (0)	
Requests for Change Change Documents System Recommendations Maintenance Optimizer License Management Queries Reports	Quality Manager To Be Configured (0) Not Started (0) Scope (0)	Quality Advisory Board To Be Configured (0) Not Started (0) Scope (0)	
Requests for Change Change Documents System Recommendations Maintenance Optimizer License Management Queries	Quality Manager To Be Configured (0) Not Started (0) Scope (0) Build (0) Test (0) Deploy (0) Finished (0)	Quality Advisory Board To Be Configured (0) Not Started (0) Scope (0) Build (0) Test (0) Deploy (0) Finished (0)	
Requests for Change Change Documents System Recommendations Maintenance Optimizer License Management Queries Reports Common Tasks New Request for Change New Defect Correction	Quality Manager To Be Configured (0) Not Started (0) Scope (0) Build (0) Test (0) Deploy (0)	Quality Advisory Board To Be Contigured (0) Not Started (0) Scope (0) Build (0) Test (0) Deploy (0)	
Requests for Change Change Documents System Recommendations Maintenance Optimizer License Management Queries Reports Common Tasks New Request for Change New Defect Correction New Maintenance Transaction	Quality Manager To Be Configured (0) Not Started (0) Scope (0) Build (0) Test (0) Deploy (0) Finished (0)	Quality Advisory Board To Be Configured (0) Not Started (0) Scope (0) Build (0) Test (0) Deploy (0) Finished (0) All (0)	
Requests for Change Change Documents System Recommendations Maintenance Optimizer License Management Queries Reports Common Tasks	Quality Manager To Be Configured (0) Not Started (0) Scope (0) Build (0) Test (0) Deploy (0) Finished (0) All (0)	Quality Advisory Board To Be Configured (0) Not Started (0) Scope (0) Build (0) Test (0) Deploy (0) Finished (0) All (0)	
Requests for Change Change Documents System Recommendations Maintenance Optimizer License Management Queries Reports Common Tasks New Request for Change New Defect Correction New Maintenance Transaction IT Service Management	Quality Manager To Be Configured (0) Not Started (0) Scope (0) Build (0) Test (0) Deploy (0) Finished (0) All (0)	Quality Advisory Board To Be Configured (0) Not Started (0) Scope (0) Build (0) Test (0) Deploy (0) Finished (0) All (0)	

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

Solution Ma	mager IT Service Management
1	Incident Management
Home	Search
Worklist	Search X
Calendar	Incident Templates
E-Mail Inbox	Incidents Knowledge Articles
Master Data	Problem Templates Problems
Change Request Mana 🕨	
Incident Management 🔶	Reports 📃 🗙
Service Operations	Solution Manager Reporting
Create	
Incident	
Request for Change	
Task Knowledge Article	
Problem	
Defect Correction	
Recent Items	

- 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.

Search: Incide	nts												🖸 Back 🖞
Search Criteria													Hide Search
Incident ID		is		3000000145	•								
Created On		is	-		•								
Status		is	<b>~</b>		• • •								
Business Partner ID		is	-		•								
Search Clear		Sav	re Search As:	Maximum Number of	Results: 100								
Result List: 1 Incider	t Found												
🛛 😭 New 📋 🍄 Ne	w from Template	Create Follow-Up											III (III)
D	IRT Status	IRT Usage	IRT	MPT Status	MPT Usage	MPT	Description	Priority	Created On	Status	Reporter	Category	Transactio
8000000145		0%			0%		incident from Service Manager	1: Very High	16.08.2012	New			Incident

- 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 f	rom Service Manage	r				
🔚 Save   Display   💢 Cancel   🎦 New 🛛 New from	n Template 🛛 📋 🛛 Create Follow-U	p Actions =	More ≠			
▼ Details 2 Edit						
• Details 2 Cut						
General Data				Category		
ID:	8000000145					
Description:*	incident from Service Manager			Level 1:		
Customer:	HPSW-R&D-SH			Level 2:		
				Level 3:		
Reporter:	zhu zl lin			Level 4:		
Processor:	zhu wei		٥			
Service Team:			17	Solution Category:		
Processing Data			.=.,	Relationships		
Status:	New		•	Related Problem:	Ø	
Impact:	<b>•</b>	Urgency:	•	Related Request for Change:	D	
Recommended Priority:		Priority:*	1: Very High	Related Knowledge Article:	٥	
Dates				Reference Objects		
Created:	16.08.2012	09:23		Installed Base:	1	SOL_MAN_DATA_REP
Changed:	16.08.2012	09:23		Installed Base Component:	3258	SLM 0020314982 800
-	16.06.2012	08.23		installed Base Component.	3230	3LM 0020314302 000
First Response by:			•			
	· · · ·					

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

Incident: 8000000145,	incident fr	om Service Manag	jer	
🔚 Save 🛛 Display 🛛 🗙 Cancel 👋	New New from	Template   🖺   Create Follow-	-Up Actions = More =	
Fi	irst Response by:			-
	IRT Status:	0%		
	Due by:			-
	MPT Status:	0%		
Text Add Text → Inser      Description      @ @ @ @ @ @ @ @      description from SAP		aintain Text Templates		

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

**Note:** Solution Manager autosaves the text field periodically. The auto-saved text field is not synchronized with Service Manager.

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

## Check updates in Service Manager

- 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.
- 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.

♦ Incident Detail ♦ Sap Solution N	Iana ♦ Activities ♦ Affected Services ♦ SLA ♦ Related Records >>2									
SAP Solution Manager SAP SolMan1										
Hidden Metadata Requester:ProviderProcessing										
Data										
Date	Update									
08/16/12 03:29:45	> <created :sap="" at="" external="" helpd<="" helpdesk="" id="" in="" incident="" manager.="" solution="" td=""></created>									

\_\_\_\_

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.

🔶 Incident Detail	🗇 Sap Solution Mana	🔶 Activities	Affected Services	🔷 SL
🔷 Update 🗳	) Journal Updates 🛛 🧇	Historic Activities		
Additional in 08/16/12 Additional in description f 08/16/20	2 02:14:03 US/Mountain formation received from	External Helpdesl (ovictex): External Helpdesl t):	< : SAP Solution Manager < : SAP Solution Manager	

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

icident Detail   🧇 Sap	Solution Mana 🗇 Activiti	es 🛛 🧇 Affected Services	SLA 🗇 Related Records 🎽
Update 🗇 Journal	Updates 🛛 🧇 Historic Activiti	es	
filter By Activity Typ	e:		▼ Filter
Date/Time	Туре	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	800000145
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.

🗇 Incident Detail	🗇 Sap Solution Mana 🗇 Activi	ties 🔷 Affected Services
🔶 Update 🗳	Journal Updates 🛛 🗇 Historic Activi	ties
Туре:		▼ □ v
Update:		
add info fron	n 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 Lo	J		
<u>Descript</u> 16.08.20	<u>ion</u> )12 10:35:55	zhu wei / D-	
08/16/20 Incident 08/16/12		nelpdesk is 8000000145 Mountain (zhulin):	
	<u>ion</u> )12 10:14:02 ion from SAP	 zhu wei / D-	

#### 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.

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

▼ 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:	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:		
· · · - · ·  - · · · - · · · · · · ·		

#### Close the incident 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 **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

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

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

ident: 8000000145, incident f		-	
ave   Display   💥 Cancel   🎦 New 🛛 New from	n Template 🛛 🛅 🛛 Create 🛛	Follow-Up   Actions∓	More <del>↓</del>
he message is already closed			
<b>r Details</b> 🔀 Edit			
General Data			
ID:	8000000145		
Description:	incident from Service Ma	nager	
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.x to SAP Solution Manager 7.1

Create an incident in Service Manager	.21
Open a new incident to send to SAP	. 22
Open the incident in Solution Manager	.23
Check updates in Service Manager	. 26
Synchronize new information with Solution Manager	.27
Check updates from Service Manager	.27
Update the incident status in Solution Manager	.28
Close the incident in Service Manager	.29
Check the incident's status in Solution Manager	29

## 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.

IP Service Manager		
v	To Do Queue: MY To Do List Potentially Related Incidents by Asset Display Which Incident Ticles? Incident Queue: All Open Incidents Display Which Incident Ticles?	_
🛛 🔀 😪 🔹	Concel @Save 8.Ext @Save @ Apply Template   More -	
Favorites and Dashboards		
Change Management		
Configuration Management	🗐 Incident Details	
Incident Management		
Tools	Incident D M10181 Assignment Group	
Incident Gueue	Status Open 💌 Assignee	
Open New Incident	Vendor 📑	
Search Incidents Search Knowledgebase	Affected Service  Vendor Ticket	
Knowledge Management	Affected C	
	Cis operational (no outage) Category incident	
Problem Management	Area •	
Request Management	Outage Start Subares	
Service Catalog	Catage End	
Service Desk	Service Contract	
Service Level Management		
System Administration	Urgency +	
Tailoring	Tile *	
Miscellaneous	Description	
Approval Delegation	9	
ServiceManager Mail		
System Status	×	
To Do Queue MvSM	Problem Candidate	

- 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										U
	To Do Queue: My To Do List Potentially Rela	ted Incidents by Asset	Display Which Incident Tickets?	Incident	Queue: All Open Incidents	Display Which	Incident Tickets?	New Incident 🔳		
🔁 📝 😂 🛛 🔍	😫 Cancel 🦉 Save & Exit 💾 Save 🔛 App	y Template More -								ं 🗷 🗖
Favorites and Dashboards										
Change Management										
Configuration Management	Incident Details									
Incident Monogement										_
Tools	Incident ID	M10181			Assi	griment Group	Application		0	
Incident Queue	Status	Open		•		Assignee			đ	
Open New Incident Search Incidents						Vendor			6	
Search Incidents Search Knowledgebase	Affected Service	MyDevices		d 9 🖄		Vendor Ticket				
Knowledge Management	Affected Cl	SAPInstance800		19.00						
Problem Management		Cl is operational (no				Category	incident			
-						Area 🕯	access		1	
Request Management	, Outage Start					Subarea 1	suthorization error		đ	
Service Catalog	Outage End									
Service Desk	, Service Contract					Impact 1	1 - Enterprise		~	1
Service Level Management						Urgency 1				
System Administration							p			1
Tailoring	Title	Incident from SM931								1
Miscellaneous	Description	* Desc from SM931							*	1
Approval Delegation ServiceMenager Mail System Status To Do Queue	Q								*	
MySM		Problem Candidate								

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

#### Open a new incident to send to SAP

- 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.

To Do Queue: My To Do List Potentially Rel	lated Incidents by Asset Display Which Incident Tickets?	Incident Queue: All Open Incidents Update I	ncident Number IM10181 🛞
	se Incident 🎬 Send Incident 📋 Apply Template 🛛 More 🔻	indiana darana daran	
(1) US/Mountain 09/26/12 00:14:01: Incid	dent IM10181 has been opened by falcon		
Incident Details			
	M10181	Assignment Group	-
Status	Open	Assignee	
Contact		Vendor	É)
Location		"Vendor Ticket	
Affected Service			* incident
Affected CI			*access
	Cl is operational (no outage)	Subarea	* authorization error
Outage Start			*1 - Enterprise
Outage End			* 2 - High 🔍 🔍
Service Contract		Priority	1 - Critical
SLA Target Date			
	* Incident from SM931		
	* Desc from SM931		<u>*</u>
Q			
			V
Closure Code		Problem Candidate	Knowledge Candidate
Solution			<u>_</u>
	1		

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

#### Solution Manager drop-down list.

#### Sap Solution Manager

SAP Solution Manager	SAP SolMan1	<b>~Q</b>
Hidden Metadata	SAP SolMan0	
	SAP SolMan1	
	Ē	
		*

- 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.

Journal Updates

----09/26/2012 06:26:52 US/Mountain (event): Incident ID at external helpdesk is 800000233

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.

₹ <u>M</u> enu	<u>E</u> dit <u>E</u> avorites	Extr <u>a</u> s S <u>y</u> s	tem <u>H</u> elp			
Ø		• 4 🔲	C 🙆 😪		ት 🕄 🎇 🕄	1 🕜 🖪
SAP Ea	sy Access	- User mei	nu for zhi	u wei		
ې ا 🔁 🚯	🔰 🛛 🖧 Other me	enu 🛛 😹 👪	0	🖌   🚮 Create role	🕼 Assign users	Bocumentatio
<ul> <li>User n</li> <li>Bu</li> <li>Bu</li> <li>BV</li> <li>BV</li> <li>BV</li> <li>Se</li> <li>W</li> <li>Su</li> </ul>	tes blution Manager: N menu for zhu wei usiness Partner W - Reporting: Ac W - Reporting: Dis ervice Desk - Adm ork Center D SAP Solution Ma SAP Solution Ma upport Desk ervice Desk Interfi	Iministrator iplay User inistrator anager: Work Ce anager: Work Ce	nter (SAPGui)			
🕨 🗖 Su	'ork Center upport Desk IMS Monitoring					
	-					

Change Management SAP S	Solution Manager Configuration	Root Cause Analysis	Incident Management Job Ma	anagement SAP Engag	ement and Service Delivery	Solution Manager /
► ŀ	4					
, Li contra de la						
Overview	Your assigned Business Pa	artner: zhu wei / D- (131)				
Projects						
Requests for Change	Projects					
Change Documents	My Quality Cate Ma	anagement Projects				
System Recommendations	Quality Manager	Quality Advisory Board	Favorites			
Maintenance Optimizer	To Be Configured (0)	To Be Configured (0)	Project (0)			
License Management	Not Started (0)	Not Started (0)				
Queries	Scope (0)	Scope (0)				
	Build (0)	Build (0)				
Reports	Test (0)	Test (0)				
<ul> <li>Common Tasks</li> </ul>	Deploy (0)	Deploy (0)				
New Request for Change	Finished (0)	Finished (0)				
New Defect Correction	AII (0)	All (0)				
New Maintenance Transaction IT Service Management						
rr service management	Requests for Chang	le				
<ul> <li>Related Links</li> </ul>						
Schedule Manager						
Default SAP GUI Setting	You have no Change R	equests				
Configuration Validation						

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

4	Incident Management	
lome	Search	<b>—</b> ×
Vorklist	Activities	iiiiii)
alendar	Incident Templates	
-Mail Inbox	Incidents Knowledge Articles	
Naster Data	Problem Templates Problems	
hange Request Mana 🕨		
ncident Management 🕠	Reports	🗖 ×
ervice Operations	Solution Manager Reporting	
Create		
Incident		
Request for Change		
Task		
Knowledge Article		
Problem		

- 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.

▼ is ▼ is ▼ is				
▼ is				
Create Follow-Lin				
Create Follow-Up	T MPT Statu	s MPT Usage	MPT	Description
	Save Searc	Maximum Numb	Maximum Number of Results: 100	

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

💌 Details 🛛 🖉 Edit							
General Data					Category		
	ID:	8000000233					
	Description:*	Incident from SM931			Level 1:		-
	Customer:	HPSW-R&D-SH			Level 2:		-
	Reporter:	zhu zl in			Level 3:		-
	Processor:	zhu wei		٥	Level 4:		•
	Service Team:			0			•
Processing Data					Relationships		
	Status:	n Process		•	Related Problem:	D	
	Impact:	<b>_</b>	Urgency:		Related Request for Change:	0	
	Recommended Priority:		Priority:*	2 High 💌	Related Knowledge Article:	0	
Dates					Reference Objects		
	Created:	26.09.2012	08:24		Installed Base:	1	SOL_MAN_DATA_REP
	Changed:	26.09.2012	08:24		Installed Base Component:	3258	SLM 0020314982 800
	First Response by:			-			
	IRT Status:	0%					
	Due by:			-			
	MPT Status:	0%					

- 8. Click Add Text in Text drop-down section to add description for the incident.
- 9. Click Save. The incident information synchronizes with Service Manager automatically.

**Note:** Solution Manager autosaves the text field periodically. The auto-saved text field is not synchronized with Service Manager.

10. 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	<u> </u>
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		▼	Visible to Customer					
New Update								
Journal Updates								
Activity Type	Filter							
	Date/Time	Туре	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	800000233				
	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	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.

Text	Add Text ≆	Insert Text Template	Maintain Text Templates
Text Log	1		
Descript	ion		
	<u>1011</u> 112 09:28:55	zbu wei (D	
20.03.20	12 03.20.33	2110 10017 0-	
26.09.20	12 09:28:54		
09/26/20	12 07:23:55 U	S/Mountain (event):	
Incident	ID at external h	elpdesk is 8000000237	
09/26/12	01:28:51 USA	Aountain (falcon):	
Update f	rom Service M	anager	

## 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 **Display** to switch to the view mode.

▼ Details 🛛 Edit				
General Data				
ID:	8000000233			
Description:*	Incident from SM931			
Customer:	HPSW-R&D-SH			
Reporter:	zhu zl lin			
Processor:	zhu wei			D
Service Team:				D
Processing Data				
Status:	Customer Action			-
Impact:	<b>•</b>	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.
- 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 **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

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

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

ave   Display   💢 Cancel   🍄 New 🛛 New from	<b>rom SM93</b> n Template I 🗈		-Up   Actions∓	More <del>↓</del>
The message is already closed	1-0			1
🕶 Details 🛛 🔀 Edit				
General Data				
ID:	800000233			
Description:	Incident from SN	1931		
Customer:	HPSW-R&D-SH			
Reporter:	zhu zl lin			
Processor:	zhu wei			
Service Team:				
Processing Data				
Status:	Confirmed			
Impact:			Urgency:	
Recommended Priority:			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%		

# SM 9.x with Process Designer (PD) 9.30.3 to SAP Solution Manager 7.1

Create an incident in Service Manager	31
Open a new incident to send to SAP	. 32
Open the incident in Solution Manager	34
Check updates in Service Manager	. 37
Synchronize new information with Solution Manager	. 38
Check updates from Service Manager	38
Update the incident status in Solution Manager	39

Close the incident in Service Manager	40
Check the incident's status in Solution Manager	40

## Create an incident in Service Manager

- 1. Log on to Service Manager as Incident.Manager.
- Click Incident Management > Open New Incident. Click the Incident category. The incident ticket quick form opens.

	To Do Queue: My To Do List New Incident 🛞			
🔁 💽 😪 😵	😫 Cancel 🛗 Save 🔥 Save & Exit 🔛 Apply Template	More -		
Favorites and Dashboards	Incident			
Incident Management				
Incident Queue Incident Task Queue Open New Incident Search Incidents Search Incident Tasks Search Knowledgebase	Title: Description:	SM incident     incident from SM		
Knowledge Management	Incident ID:	M10136	Category:	incident
Legacy Incident Management	Status:	Open	Subcategory:	
	Phase:	Logging	Area:	
	Affected Service:	* MyDevices	Impact:	* 4 - User
	Affected CI:	SAPInstance800 () 🗗 🔍 🐩	Urgency:	* 4 - Low
		Cl is operational (no outage)	Contact Person: Location:	
	Outage Start Time:		Locaton.	
	Outage End Time:			
	Workflow Attachments			
	Loggng Categorization	→ Investigation	Ciosure	

- 3. Fill in required fields for the new incident as necessary:
  - a. Click **Fill** to select a Subcategory, and then select an Area.
  - 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.
- 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.
- 3. Extend the **Sap Solution Manager** tab and select a Solution Manager client in the **SAP Solution Manager** drop-down list.

To Do Queue: My To Do List Incident: IM10136 🛞		
😫 Cancel 📑 Save & Exit 💾 Save 🔛 Apply Template   M	lore 🕶	
Incident - IM10136		
Title:	* SM Incident	
Description:	* Incident from SM	
Incident ID:	IM10136	Requested By:
Status:	* Categorize	Contact Person:
Phase:	Categorization	Location:
Affected Service:	* MyDevices	👔 🔍 📸 Major Incident:
Affected CI:	SAPInstance800 (i)	📲 🔍 🔣 Escalated:
	Cl is operational (no outage)	
Outage Start Time:	11/28/13 02:30:58	
Outage End Time:		
	Vorkflow Proposed Solution Related Records - (0) Activities SLA Attachmen	ts - (0) SAP Solution Manager
SAP Solution Manager	SAP SolMan 1	<b>v</b>
Exchange Status		
	Date	Update

- 4. Update the Status field to Work In Progress, fill in other fields, and then click Save.
- 5. Click Send Incident to send the incident to SAP.
- 6. Service Manager receives the **Request accepted** message after the incident is sent to middleware successfully. Click **Save & Exit** to close the incident window.

o Do Queue: My To Do List	ident: IM10136 🗵	
Cancel 💾 Save & Exit 💾 Save	e 🔛 Apply Template   Mo	ire •
(i) SAP Solution Manager has	received Incident IM101	136 from Service Manager. This incident is "being processed".
cident - IM10136		
Title:	*	SM Incident
Description:	*	Incident from SM
Incident ID:		
Status:		M10136
	*	Work In Progress
Phase:		Investigation

7. 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.

Categorization and Assignment	Tasks	Impacted Services	Proposed Solution	Workflow	Related Records - (0	) Activities	SLA	KPI Metrics	Attachments - (0)	SAP Solution Manager
Vendor:										
Update Type:						~		Customer V	'isible:	
Update:										
Journal Updates:		Incident ID 11/28/1	013 10:13:55 US/Moo at external helpdesk 3 03:13:33 US/Mount sk Incident IM10145	is 80000007 ain (Jennife	709	nager.				

8. 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.

🖙 Menu Edit Eavorites Extras System Help	
🖉 🔍 🔍 🖾 🖓 🔛 🖓 🔛 🖓 🎧 🖓 🌑 🖉 🖉 🖉 🐨 🐨	
SAP Easy Access - User menu for zhu wei	
🚯 🔄   🏷   🖧 Other menu 🛛 😹 🔀 🥒   🔻 🔺   🎒 Create role 🗏 🞯 Assign users 🛛 🗟 Documer	ntatior
<ul> <li>Favorites         <ul> <li>Solution Manager: Work Centers URL</li> </ul> </li> <li>Solution Manager: Work Centers URL</li> <li>User menu for zhu wei</li> <li>Business Partner</li> <li>BW - Reporting: Administrator</li> <li>BW - Reporting: Display User</li> <li>Service Desk - Administrator</li> <li>Service Desk - Administrator</li> <li>SAP Solution Manager: Work Center (SAPGui)</li> <li>SAP Solution Manager: Work Center (URL)</li> <li>Support Desk</li> <li>Service Desk Interface</li> <li>Work Center</li> <li>Support Desk</li> <li>CCMS Monitoring</li> </ul>	

SAP Solution Manager:	Work Centers					
Change Management SAP Solu	tion Manager Configuration	Root Cause Analysis	Incident Management	Job Management	SAP Engagement and Service Delivery	Solution Manager A
	Maria and Barlana Barl					
Overview	Your assigned Business Parl	ther: zhu wei / D- (131)				
Projects	Projects					
Requests for Change	-					
Change Documents						
System Recommendations	My Quality Gate Man					
Maintenance Optimizer	Quality Manager To Be Configured (0)	Quality Advisory Board To Be Configured (0)	Favorites Project (0)			
License Management	Not Started (0)	Not Started (0)	Project (0)			
	Scope (0)	Scope (0)				
Queries	Build (0)	Build (0)				
Reports	Test (0)	Test (0)				
<ul> <li>Common Tasks</li> </ul>	Deploy (0)	Deploy (0)				
New Request for Change	Finished (0) All (0)	Finished (0) All (0)				
New Defect Correction New Maintenance Transaction	140 (0)					
IT Service Management	Requests for Change					
✓ Related Links						
Schedule Manager Default SAP GUI Setting Configuration Validation	You have no Change Re	quests				
SAP Links	Maintenance Optimi	zer Requests				

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

4	Incident Management	
Home	G	
Vorklist	Search	
alendar	Activities Incident Templates	
-Mail Inbox	Incidents     Knowledge Articles	
	Problem Templates	
laster Data	Problems	
hange Request Mana 🕨		
cident Management 🔶	Reports	
ervice Operations	Solution Manager Reporting	
Create		
Incident		
Request for Change		
Task		
Knowledge Article		
Problem		

- 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.

SAP Solution Ma	anager IT Service N	lanagem	ent				
1	Search: Incidents						
Ноте	0 0-iti-						
Worklist	Search Criteria						
Calendar	Incident ID		is	-	3000000709		
E-Mail Inbox	Created On Status		is is	• •			
Master Data	Business Partner ID		is	•			
Change Request Mana 🕨					Maximum Number of F	Results: 100	
Incident Management 🕨				_			
Service Operations	Search Clear		Save	Search As:		Save	
Create	Result List: 1 Incident Foun		ate Follow-Up				
Incident			RT Usage	IRT	MPT Status	MPT Usage	MPT
Request for Change Task Knowledge Article	800000709		)%			0%	
Problem Defect Correction							

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

ncident: 8000000709, SM Incident 2					
🗄 Save   Display   🗶 Cancel   🍄 New 🛛 New from Template	🕒   Create Follow-Up   Actions =	More =			
▼ Details 📝 Edit					
General Data				Category	
ID:	8000000709				
Description:*	SM Incident 2				L
Customer:	HPSW-R&D-SH				L
Reporter:	zhu zi lin				L
Processor:	zhu wei			0	L
Service Team:				0	Solution Cat
Processing Data				Relationships	
Status:	New			-	Related Pr
Impact:		Urgency:		-	Related Request for Cl
Recommended Priority:		Priority:*	4: Low	-	Related Knowledge
Dates				Reference Object	s
Created:	28.11.2013	11:13			Installed
Changed:	28.11.2013	11:13			Installed Base Comp
First Response by:				-	
IRT Status:	0%				
Due by:				-	
MPT Status:	0%				
▼ Text Add Text =   Insert Text Template Maintain Text	Templates				
Text Log					Maximum
Description 28.11.2013 11:13:21 zhu wei / D- 28.11.2013 11:13:18 11/28/13 03:13:33 USMountain (Jennifer Falcon): Service Desk Incidert IM10145 has been sent to SAP SolutionM	anager.				

- 8. Click Add Text in Text drop-down section to add description for the incident.
- 9. Add Refresh in Ext. Service Desk scheduled action.

SAP Collaboratio	n		- 🙋	Scheduled Actions Webpage Dialog	J
SAP Notes			- 2	http://itsamqavm130.asiapacific.hpqcorp.r	net:8000/sap(====)/bc/bsp/sap/bsp_wd
					LI 6
Related Knowled	ge Articles		6	Action	Processing Type
			_	Display SAP Action Log	Method call
<ul> <li>Attachments</li> </ul>	🔐 Attachment 🛛 🔐 URL	With Template Advanced		Send Message to SAP	Method call
No result found				Maintain SAP Logon Data	Method call
				Open System for SAP	Method call
<ul> <li>Scheduled Action</li> </ul>	ns Edit List		-	E-Mail to Reporter	Mail
YSchedule New Act	ions Repeat Action D	etails Determination Log Storage System		Print Message	Print
Actions	Status	Action Definition		Call Solution Manager Diagnostics	Method call
T Execute	<u> </u>	SLA Escalation (IRT)		Send to External Service Desk	Method call
T Execute		SLA Escalation (MPT)		Refresh in Ext. Service Desk	Method call
		Start Delta Compilation		Send Solution to External Service Desk	Method call
		Start Delta Compilation			
T Execute	۵	Start Delta Compilation		chedule Cancel	
	Δ	SLA Update Dates and Durations		;//itsamgavm130.asiapacific.hpgcorp.net;8	

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

**Note:** Solution Manager autosaves the text field periodically. The auto-saved text field is not synchronized with Service Manager.

11. 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.

isks	Impacted Services	Proposed Solution	Workflow	Related Records - (0)	Activities	SLA	KPI Metrics	Attachments -	· (0)	SAP Soli	ution Manage	r
SAP	Solution Manager	SAP SolMan 1										
	Exchange Status Requester:ProviderProcessing											
		Date						Update				
		11/28/13 03:13:55						Created incident	t in Ex	xternal H	elpdesk :SAF	P Solu

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.

Categorization and Assignment	Tasks	Impacted Services	Proposed Solution	Workflow	Related Records - (	0) Activities	SLA	KPI Metrics	Attachments - (0)	SAP Solution Manager
Vendor:										
Update Type:								~		Customer Visible:
Update:										
Journal Updates:			Warning! Contact no	ot found. Ple on received P	ain (ovictex ovictex) ase create a new co from External Helpde untain (event):	ontact: FirstN			e: "lin" Email: "lin.zhi	u@hp.com"

### Synchronize new information with Solution Manager

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

Categorization and Assignment	Tasks	Impacted Services	Proposed Solution	Workflow	Related Records - (0)	Activities	SLA	KPI Metrics	Attachments - (0)	SAP Solution Manager
Vendor:										
Update Type:										Customer Visible:
Update:			Upate from Service	Managad						
opullo.			upate from Service	manager						

- 2. Click **Add Info** to synchronize with Solution Manager and then Service Manager receives the message "being processed".
- 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.

Text	Add Text ≆	Insert Text Template	Maintain Text Templates	
Text Log				
Descriptio	n			
02.12.201	3 03:21:43	zhu wei / D-		
02 12 201	3 03:21:44			
12/01/131	19:21:52 USA	Mountain (Jennifer Falcon	j):	
Unste from	n Service Ma	Dader		
L .		-		
Informatio	n for this Inci	dent has been added in S	SAP SolutionManager.	

#### 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 **Display** to switch to the view mode.

▼ Details 📝 Edit				
General Data				
ID:	800000709			
Description:*	SM Incident 2			
Customer:	HPSVV-R&D-SH			
Reporter:	zhu zl lin			
Processor:	zhu wei			đ
Service Team:				ð
Processing Data				
Status:	Customer Action			-
Inpact:	<b>•</b>	Urgency:		-
Recommended Priority:		Priority:*	4: Low	-
Dates				
Created:	28.11.2013	11:13		
Changed:	02.12.2013	03:21		
First Response by:				•
IRT Status:	0%			

#### Close the incident 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. Update Status to Resolved, and provide solution.
- 4. Click Save.
- 5. 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

- 1. Search the incident and then open it.
- 2. Solution Manager displays the message "The message is already closed".
- 3. The incident's status is changed to Confirmed.

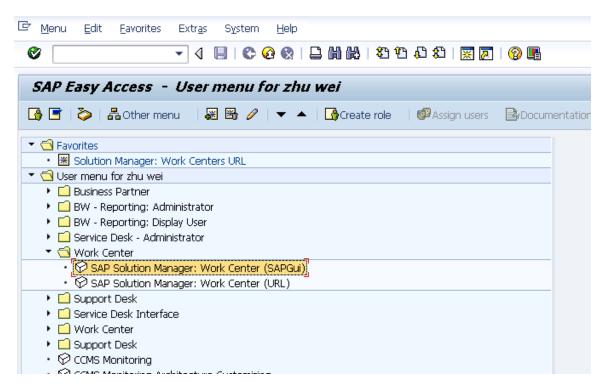
ncident: 8000000709, SM Incident 2								
Save   Display   💥 Cancel   🍄 New 🛛 New from Template 🖉	[=]   Create Follow-Up   Actions							
The message is already closed								
▼ Details 🛛 Edit								
General Data								
ID:	800000709							
Description:	SM Incident 2							
Customer:	HPSVV-R&D-SH							
Reporter:	zhu zl lin							
Processor:	zhu wei							
Service Team:								
Processing Data								
Status:	Confirmed							
Impact:	Urgency:							
Recommended Priority:	Priority: 4: Lo							

## SAP Solution Manager 7.1 to SM 7.11

Create incident in Solution Manager	.41
Send solution in Service Manager	44
Check the solution from Service Manager	47
Send the incident back to Service Manager	47
Send the incident back to Solution Manager again	48
Close the incident in Solution Manager	49
Check the incident's status in Service Manager	50

#### **Create incident in Solution Manager**

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



SAP Solution Manager:	Work Centers					
Change Management SAP Solu	tion Manager Configuration	Root Cause Analysis	Incident Management	Job Management	SAP Engagement and Service Delivery	Solution Manager A
	Maria and Barlana Barl					
Overview	Your assigned Business Parl	ther: zhu wei / D- (131)				
Projects	Projects					
Requests for Change	-					
Change Documents						
System Recommendations	My Quality Gate Man					
Maintenance Optimizer	Quality Manager To Be Configured (0)	Quality Advisory Board To Be Configured (0)	Favorites Project (0)			
License Management	Not Started (0)	Not Started (0)	Project (0)			
	Scope (0)	Scope (0)				
Queries	Build (0)	Build (0)				
Reports	Test (0)	Test (0)				
<ul> <li>Common Tasks</li> </ul>	Deploy (0)	Deploy (0)				
New Request for Change	Finished (0) All (0)	Finished (0) All (0)				
New Defect Correction New Maintenance Transaction	140 (0)					
IT Service Management	Requests for Change					
✓ Related Links						
Schedule Manager Default SAP GUI Setting Configuration Validation	You have no Change Re	quests				
SAP Links	Maintenance Optimi	zer Requests				

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

SAP Solution Ma	anager IT Service Management	
1	Incident Management	
Home		
Worklist	Search	<b>—</b> ×
Calendar	Activities Incident Templates	
E-Mail Inbox	Incidents Knowledge Articles	
Master Data	Problem Templates Problems	
Change Request Mana 🕨		
Incident Management 🔹 🕨	Reports	🗖 ×
Service Operations	Solution Manager Reporting	
Create		
Incident		
Request for Change		
Task		
Knowledge Article		
Problem		

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

SAP Solution M	anager IT Service Management			Pers	sonalize   System News   Log
				Saved Searches -	👻 Go Advanced
1	Incident: New				🖸 Back 🔻 🕻
	🖫 Save   Display   🗶 Cancel   🍄 New New from	m Template   📑   Creste Follow-Up.   Auto Complete   More +			🍬 🗉 🧷
Home	Service product INVESTIGATION not found				
Worklist	✓ Details   Bdt				
Calendar	General Data		Category		
E-Mail Inbox	D:				
Master Data	Description:*		Level 1:		•
Change Request Mana 🕨	Customer:	0	Level 2: Level 3:		<b>•</b>
Incident Management	Reporter:*	Ø	Level 3: Level 4:		· ·
Service Operations	Processor:	a	Level 4.		•
Create	Service Team	ð	Solution Category:		<b>v</b>
Create	Processing Data		Relationships		
Incident	Status:	New	Related Problem:	C C C C C C C C C C C C C C C C C C C	
Request for Change Task	Impact	Urgency:	Related Request for Change:	0	
Knowledge Article	Recommended Priority:	Priority.*	Related Knowledge Article:	0	
Problem	Dates		Reference Objects		
Defect Correction	Created	00:00	Installed Base:		
Recent Items	Changed	00:00	Installed Base Component:		
Recent items	First Response by:	<b>•</b>			

- 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.

▼ Details CEdit						
General Data				Category		
ID:				1		
Description:*	incident from Solution Manager			Level 1	:	
Customer:	HPSW-R&D-SH		r	Level 2	:	
	zhu zl lin		L	Level 3	t	
Processor:	210 2111		r	Level	e -	
			1			
Service Team: Processing Data			Ċ	Relationships		
Flucessing Data				Relationships		
Status:	New			Related Problem	0	
Impact:		Urgency:		Related Request for Change	0	
Recommended Priority:		Priority:*	2: High	Related Knowledge Article	0	
Dates				Reference Objects		
Created:		00:00		Installed Base	1	SOL_MAN_DATA_REP
Changed:		00:00		Installed Base Component	3258	SLM 0020314982 800
First Response by:						
IRT Status:	0%			-		
Due by:				1		
MIT Ordered	- 0°			-		

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.

cident: New	_						
Save   Display   🗙 Ca	ncel   🔓 New 🛛 New fro	n Template   📑   Creat	e Fo	llow-Up   Actions ≠   More ≠			
			0	Scheduled Actions Webpage Dialog			×
							11 /
			5	Action	Processing T	уре	
SAP Collaboration				Display SAP Action Log	Method call		
				Send Message to SAP	Method call		
SAP Notes			-	Maintain SAP Logon Data	Method call		
			-	Open System for SAP	Method call		
Related Knowledge	Articles		-	E-Mail to Reporter	Mail		
				Print Message	Print		
<ul> <li>Attachments</li> </ul>	Attachment 📴 URL 🛽	YWith Template   Adva					
i No result found				Send to External Service Desk	Method call		
			_	Refresh in Ext. Service Desk	Method call		_
<ul> <li>Scheduled Actions</li> </ul>	Edit List		-	Send Solution to External Service Desk	Method call		
Schedule New Action	s   Repeat   Action Deta	ils Determination Log					
Actions	Status	Action Definition		chedule Cancel			ы
🗂 Execute	۵	Start Delta Compilatio	n			Method call	zhu wei
T Execute	_	SLA Update Dates a	nd Di	ischedule j urations		Method call	zhu wei
T Execute	۵			e with Ext. Service Desk		Method call	zhu wei

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

Schedule New Actions	Repeat Action Details	Determination Log Storage System
Actions	Status	Action Definition
T Execute	Δ	Send to External Service Desk
T Execute	۵	Start Delta Compilation No Strategy / Action Definition Exists
T Execute	۵	SLA Update Dates and Durations
T Execute	۵	Automatically synchronize with Ext. Service Desk

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

#### Send solution in Service Manager

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

Window Help								
a 💽 🖌 💓 🙆 🖏								
System Navigator 🖾 📄 🚱 🍸 🗖 🔣 🔀 Display Which Incident	t Tickets? 😽 Incident Queue: All Open Inc	dents ×						
Connection - zhulin								2
Favorites and Dashboards								
Grange Management								
Configuration Management								22.0
Administration     Incident								
🗄 🚾 Configuration Management Reports								
🕀 🧱 Contracts	Queue:	ncident	View:	ALC	Open Incidents		-	
🕀 🗃 Resources	L							
Rodent Management     Solution	Incident ID	Category	Alert Status	Status	SDU	Assignee	Brief Description	Priority
	IM10204	incident	alert stage 2	Open	Application		incident from sm	1
o Incident Queue	IM10206	incident	alert stage 2	Open	Application		new incident from sm	1
Open New Incident Search	IM10208	incident	alert stage 2	Open	Application		sm	1
- Search Incidents	IM10211	incident	updated	Closed	Application		incident from sm	1
Search Knowledgebase	IM10213	incident	updated	Closed	Application		sm from	1
E R Knowledge Magagement	IM10215	incident	updated	Closed	Application		sm	1
By Assignment     By Assignment	IM10217	incident	updated	Closed	Application		sm from	1
GR Request Management	IM10219	incident	updated	Closed	Application		sap	1
Service Catalog	IM10220	incident	updated	Closed	Application		incident from sm	1
	IM10223	incident	alert stage 2	Open	Application		sm	1
🕀 🤀 Service Desk	IM10225	incident	updated	Closed	Application		desc from sap	1
🕀 🚮 Service Level Management	IM10226	incident	updated	Closed	Application		sm	1
🗄 📆 System Administration	IM10228	incident	updated	Closed	Application		sm2	1
🕀 👬 Taloring	IM10230	incident	updated	Closed	Application		sm3	1
Approval Delegation	IM10232	incident	updated	Open	Application		desc from sap	1
ServiceManager Mail	IM10233	incident	updated	Open	Application		sm	1
System Status	IM10236	incident	updated	Closed	Application		Incident from Service Manager	1
To Do Queue	IM10238	incident	updated	Open	Application		incident from Solution Manager	1
System Definition	Assignment:Hardware (39 i							
tr wy system Dennidon	Assignment:Network (35 ite							
	Assignment: Office Supplies	(North America) (Vicens)						

- 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.
  - 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.

🗇 Incident Detail 🗇 Sap	Solution Mana 🗇 Activitie	s 🛛 🗇 Affected Services
SAP Solution Manager	SAP SolMan1	✓ Q
Hidden Metadata	Provider:ProviderProcessin	ng
Date	Update	

 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.

🔶 I	ncident Detail	🔶 Sap Solution M	ana	🔶 Activities	Affected Services	🔶 SLA	🗇 Related Record
4	> Update 🛛 🧇	Journal Updates	🔶 His	storic Activities			
	Additional in 08/16/12 > <external< td=""><th>: 03:10:59 US/Moun</th><th>rom E&gt; tain (o ition Ma</th><td>(ternal Helpdes) victex): anager created</td><th>&lt; : SAP Solution Manager new incident ID 8000000</th><th></th><th>is incident</th></external<>	: 03:10:59 US/Moun	rom E> tain (o ition Ma	(ternal Helpdes) victex): anager created	< : SAP Solution Manager new incident ID 8000000		is incident

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

Incident Detail	Sap Solution Mana	Activities	Affected Services	🔶 SLA	Related Records	»2
Incident Detai	I					
Category:			incident			<b>1</b>
Area:			access			
Sub-area:			authorization error			<b>(19</b> )
Impact:			2 - Site/Dept			Ŧ
Urgency:			3 - Average			-
Priority:			2 - High			
Service Contract	:					-
SLA Target Date:						-
Alert Status:			DEADLINE ALERT			
Problem Man	agement Candidate					
Candidate for	r Knowledge DB					
Closure Code:						<b>3</b>
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.

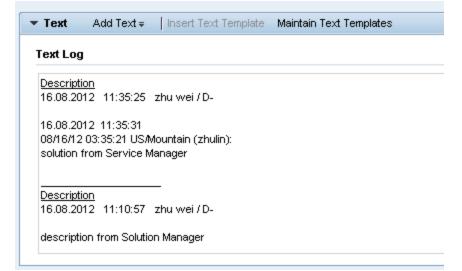
🚭 Update Incident Number IM10238 🗙			
🗃 OK 🗯 Cancel 💾 Save 🛷 Undo 💢 Cli	ose 🔍 Find 🗊 Fill 🕜 Clocks 🛛 Add Info 🔛 Apply Te	mplate	e
Incident ID:	IM10238	♦ Incident Detail ♦ Sap Solution M	Iana 🗇 Activities 🗳 Affected Services 🗳 SLA 🗇 Related Records ³2
Status:	Open 🗸	SAP Solution Manager SAP Solution	olMan1 v Q
Assignment		Hidden Metadata Provid	
Assignment Group:	Application 🛃	Provid	ler:SolutionProvided
Assignee:	8		,
Vendor:	e 1	Date	Update
Reference Number:		08/16/12 03:35:27	> <solution external="" helpdesk:="" is="" manager<="" provided="" sap="" solution="" td="" to=""></solution>
Affected Items			
Service:	MyDevices 🖻 🔍 📉		

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.

🧇 Incident Detail	🗇 Sap Solution Mana.	. 🔶 Activities	Affected Services	🔶 SLA	♦ Related Records	»	
SAP Solution Manag	er SAP SolMar	1	▼ Q				
Hidden Metadata Provider:ProviderProcessing							
Date	Up	late					
08/16/12 03:35:2	7 ><	> <solution external="" helpdesk:="" is="" manager<="" provided="" sap="" solution="" td="" to=""></solution>					
08/19/12 20:58:44		> <ownership external="" helpdesk:="" manager<="" sap="" solution="" td="" to="" transferred=""></ownership>					

- 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 S	Solution Man	a 🗇 Activities	Affected Services	🔶 SLA	Related Records	» <sub>2</sub>		
5AP Solution Manager	SAP SolN	an1	- Q					
Hidden Metadata Provider:RequesterProcessing								
Date	1	Ipdate						
Date 08/16/12 03:35:27			ided to External Helpdesk	: SAP Solut	ion Manager			
		<solution is="" provi<="" td=""><td>ided to External Helpdesk sferred to External Helpd</td><td></td><td>-</td><td></td></solution>	ided to External Helpdesk sferred to External Helpd		-			
08/16/12 03:35:27		<ul> <li><solution is="" li="" provi<=""> <li><ownership li="" tran<=""> </ownership></li></solution></li></ul>	•	esk: SAP S	olution Manager			

\_\_\_\_

8. Click **OK** 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.

in	cident: 8000000146, incident f	rom Solui	tion Manag	er			
8	Save   Display   💥 Cancel   🎦 New New from	n Template 🛛 📋	Create Follow-U	p   Actions =	More =		
<b>V</b>	Transaction 8000000146 saved						
ſ	▼ Details 📝 Edit						
	General Data					Category	
	ID:	8000000146					
	Description	incident from S	olution Manager			Level 1:	
		HPSW-R&D-SH	-			Level 2:	
	Reporter:					Level 3:	
	Processor:					Level 4:	
	Processor:	znu wei					
	Service Team:					Solution Category:	
	Processing Data					Relationships	
	Status:	Confirmed				Related Problem:	
	Impact:			Urgency:		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.

G Update Incident Number IM10238 ×				
🛃 OK 🗯 Cancel 💾 Save 🛷 Uni	do 💥 Close 🔍 Find 📑 Fill 🔇 Clocks 📋 Apply Template			85
Incident ID:	IM10238	Incident Detail Sap Solution Mana	Activities	ds 2
Status:	Closed	r		
Assignment		Incident Detail		
Assignment Group:	Application 🔗	Category:	incident	<b>8</b>
Assignee:	8	Area:	access	8
Vendor:	8	Sub-area:	authorization error	8
Reference Number:		Impact:	1 - Enterprise	
Affected Items		Urgency:	2 - High	
Service:	MyDevices 📑 🔍 武	Priority:	1 - Critical	
Affected ⊂I:	SAPInstance800 🕑 🔍 📉		1 Childe	
Critical CI	Pending Change	Service Contract:		~
□ ⊂I is operational (no outage)		SLA Target Date:		~
Outage Start:	•	Alert Status:	updated	
Outage End:	T	Problem Management Candidate		
Location:	2	Candidate for Knowledge DB		
Title:		Closure Code:		3
		Solution:		
incident from Solution Manager				A
Description:	Search Knowledge 🔍			
default description				

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

#### SAP Solution Manager 7.1 to SM 9.x

Create incident in Solution Manager	.50
Open new incident in Service Manager	54
Check the solution from Service Manager	.56
Send the incident back to Service Manager	57
Send the incident back to Solution Manager again	.57
Close the incident in Solution Manager	58
Check the incident's status in Service Manager	59

#### **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.

로 Menu Edit Eavorites Extras System Help					
V - V - V - V - V - V - V - V - V - V -					
SAP Easy Access - User menu for zhu wei					
🚯 🖻   🏷   🖧 Other menu 🛛 👪 🖓 / 🔻 🔺   🏠 Create role 📄 🚳 Assign users 🛛 🗟 Document.					
<ul> <li>Favorites</li> <li>Solution Manager: Work Centers URL</li> <li>User menu for zhu wei</li> <li>Business Partner</li> <li>BW - Reporting: Administrator</li> <li>BW - Reporting: Display User</li> <li>Service Desk - Administrator</li> <li>Work Center</li> <li>SAP Solution Manager: Work Center (SAPGui)</li> <li>SAP Solution Manager: Work Center (URL)</li> <li>Support Desk</li> <li>Service Desk Interface</li> <li>Work Center</li> <li>Support Desk</li> </ul>					

Change Management SAP S	olution Manager Configuration	Root Cause Analysis	ncident Management	Job Management	SAP Engagement and Service Delivery	Solution Manager A
	on and the second se			too mangemen		
► K	(					
Overview	Your assigned Business Pa	irtner: zhu wei / D- (131)				
Projects	Projects					
Requests for Change						
Change Documents						
System Recommendations	My Quality Gate Ma	nagement Projects				
-	Quality Manager	Quality Advisory Board	Favorites			
Maintenance Optimizer	To Be Configured (0)	To Be Configured (0)	Project (0)			
icense Management	Not Started (0)	Not Started (0)				
Queries	Scope (0)	Scope (0)				
Reports	Build (0)	Build (0)				
Reports	Test (0)	Test (0)				
<ul> <li>Common Tasks</li> </ul>	Deploy (0)	Deploy (0)				
lew Request for Change	Finished (0)	Finished (0)				
ew Defect Correction	All (0)	All (0)				
ew Maintenance Transaction						
Service Management	Requests for Chang	e				
<ul> <li>Related Links</li> </ul>						
Schedule Manager						
Default SAP GUI Setting	You have no Change R	equests				

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

SAP Solution M	anager IT Service Management
	Incident Management
Home	Search 🔲 🗙
Worklist	Activities
Calendar	Incident Templates
E-Mail Inbox	Incidents Knowledge Articles
Master Data	Problem Templates Problems
Change Request Mana 🕨	
Incident Management 🔶	Reports 📃 🗙
Service Operations	Solution Manager Reporting
Create	
Incident	
Request for Change	
Task	
Knowledge Article	
Problem	
Defect Correction	
Recent Items	

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

SAP Solution Ma	nager IT Service Management			Personalize System News Log
				Saved Searches - Go Advanced
1	Incident: New			🖸 Back 🔻 [
	Save   Display   X Cancel   🖓 New New from	m Templete   📳   Creste Follow-Up   Auto Complete   More +		🍬 E 🧷
Home	Service product INVESTIGATION not found			
Worklist	💌 Details 🖉 Edit			
Calendar	General Data		Category	
E-Mail Inbox	D			
Master Data	Description.*		Level 1:	\▼
Change Request Mana 🕨	Customer:	0	Level 2: Level 3:	▼ ▼
Incident Management	Reporter:*	0	Level 4:	· ·
Service Operations	Processor:	0	Loron 4.	•
Create	Service Team Processing Data	0	Solution Category:	•
	Processing baca		Relationships	
Incident Request for Change	Status:	New	Related Problem:	a
Task	Impact	Urgency:	Related Request for Change:	
Knowledge Article	Recommended Priority:	Priority.*	Related Knowledge Article:	ō
Problem	Dates		Reference Objects	
Defect Correction	Created	00:00	Installed Base:	
Recent Items	Changed	00:00	Installed Base Component:	
	First Response 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.

▼ Details 🛛 Edit							
General Data				Category			
ID:							
				Level 1			
Description:*	incident from Solution Manager			Level 2			
Customer:	HPS/V-R&D-SH						
Reporter:	zhu zl lin			Level 3	:		
				Level 4			
Processor:	0						
Service Team:	0			Solution Category	у.		
Processing Data				Relationships			
Status:	New			Related Problem	0		
Impact:	-	Urgency:		Related Request for Change	0		
Recommended Priority:		Priority:*	2: High	Related Knowledge Article			
Dates				Reference Objects			
Created:		00:00		Installed Base	1	SOL_MAN_DATA_REP	
Changed:		00:00		Installed Base Component	3258	SLM 0020314982 800	
First Response by:			•	]			
IRT Status:	0%						
Due by:							
MDT Clobus	a ne						

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.

		w from Template   📑   Creat	_					_
description from Solution Manager			🖉 Scheduled Actions Webpage Dialog					
							11 🥖	
			5	Action	Processing	Туре		1
SAP Collaboration				Display SAP Action Log	Method call			
				Send Message to SAP Method call				
SAP Notes				Maintain SAP Logon Data	Method call			
				Open System for SAP	Method call			
Related Knowledge	Related Knowledge Articles			E-Mail to Reporter Mail				
				Print Message	Print			
🔻 Attachments 🛛 📑	Attachment 🛛 📑 UR	L 📑 With Template   Adva						
i No result found				Send to External Service Desk	Method call			
				Refresh in Ext. Service Desk	Method call			
<ul> <li>Scheduled Actions</li> </ul>	Edit List			Send Solution to External Service Desk	Method call			1
Schedule New Action	s Repeat Action	Details Determination Log						
Actions	Status	Action Definition	S	chedule Cancel				H
T Execute	Δ	Start Delta Compilatio	n			Method call	zhu v	Nei
T Execute	Δ	SLA Update Dates ar	nd Du	Schedule urations		Method call	zhu v	vei
T Execute	_	Automatically synchr	onize	e with Ext. Service Desk		Method call	zhu v	wei

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

Schedule New Actions	Repeat Action Details	Determination Log Storage System
Actions	Status	Action Definition
T Execute	Δ	Send to External Service Desk
T Execute	۵	Start Delta Compilation No Strategy / Action Definition Exists
🗑 Execute	Δ	SLA Update Dates and Durations
T Execute	۵	Automatically synchronize with Ext. Service Desk

- 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: M	y To Do List Displa	ay Which Incident Tickets?	Display Which	Incident Tickets?	Incident Queue: All C	Open Incidents	Incident Queue:	All Open	Inciden	ts 🛎	
Back 📑 New	Q Search 🏟 Refree	sh 🚯 By Assignment Group	More -								
cident											
lueue:	Incident		~	View:	All Open Incidents				~		
Incident ID	Category	Alert Status	Status	SDU	Assignee	Brief D	escription	Prio	Initial Ir	Urg	Problem Type
IM10152	incident	DEADLINE ALE	Open	Application	zhulin	This is	SAP incident	1	1	1	incident
M10155	incident	DEADLINE ALE	Open	Application			SAP Incident 110	2	2	2	incident
IM10158	incident	DEADLINE ALE	Open	Application		SM		1	1	1	incident
IM10159	incident	DEADLINE ALE	Open	Application		HP SM	SAP Incident 112	2	2	2	incident
IM10164	incident	updated	Open	Application		HP SM	SAP Incident 115	1	2	1	incident
IM10165	incident	updated	Closed	Application		SAP Inc	dent 001	1	1	2	incident
IM10166	incident	updated	Closed	Application		SAP Inc	ident For HP 001	1	1	1	incident
M10167	incident	updated	Closed	Application		SAP Inc	dent for HP 002	1	1	1	incident
M10168	incident	reopened	Open	Application		sap inc	ident for hp 003	1	1	2	incident
M10169	incident	updated	Closed	Application		SAP Inc	cident for HP 004	1	1	1	incident
<u>IM10170</u>	incident	updated	Closed	Application		SAP Inc	ident for HP 005	1	1	1	incident
IM10171	incident	updated	Open	Application		SAP Inc	ident for HP 006	1	1	2	incident
<u>IM10172</u>	incident	open	Open	Application		sap inc	ident for hp 003	1	1	2	incident
M10173	incident	updated	Open	Application		SAP Inc	ident for HP 005	1	1	1	incident
M10174	incident	updated	Suspended	Application		test		1	1	2	incident
IM10175	incident	updated	Open	Application		SAP Inc	ident For HP 001	3	3	4	incident
<u>IM10180</u>	incident	open	Open	Application			t from SM931	1		1	incident
IM10184	incident	updated	Open	Application			dent for SAP 116	2	2	2	incident
IM10185	incident	updated	Open	Application		HP Inci	dent for SAP 200	2	2	2	incident
IM10186	incident	updated	Open	Application		Incider	it 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	exthd1 O Provider:ProviderProcessing			
	Date		Update	

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 New Update		Visible to Customer					
Journal Updates							
	Additional information received from External Helpdesk : SAP Solution Manager 						
Activity Type		▼	Filter				
	Date/Time	Туре	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	C	Problem Candidate	Knowledge Candidate	
Solution	Solution from Service Manager			

- 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.

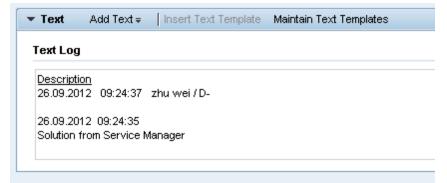
Sap Solution Manager		
SAP Solution Manager	exthd1	0,
Hidden Metadata	Provider:SolutionProvided	
	Date	Update
	09/26/12 01:24:41	Solution is provided to External Helpdesk: SAP Solution Manager

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.



#### 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	U,
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	0,
Hidden Metadata	Provider:RequesterProcessing	
	D-4-	Us data
	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.

Transaction 8000000236 saved					
▼ Details 🛛 🖉 Edit					
General Data				Category	
ID:	800000236			L soul 4	
Description:	Incident from Solution Ma	anager		Level 1: Level 2:	
Customer:	HPSW-R&D-SH			Level 3:	
Reporter:	zhu zl lin			Level 3: Level 4:	
Processor:	zhu wei			Level 4.	
Service Team:				Solution Category:	
Processing Data				Relationships	
Status:	Confirmed			Related Problem:	
Impact:		Urgency:		Related Request for Change:	
Recommended Priority:		Priority:	1: Very High	Related Knowledge Article:	
Dates				Reference Objects	
Created:	26.09.2012	09:14		Installed Base:	1
Changed:	26.09.2012	09:55		Installed Base Component:	3258
First Response by:					
IRT Status:	0%				
Due by:					
MPT Status:	0%				

#### Check the incident's status in Service Manager

- 1. Log on to Service Manager as an Administrator.
- 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	l d'
Affected Service 🛪	MyDevices
Affected CI	SAPInstance800
	Cl is operational (no outage)
Outage Start	
Outage End	
Service Contract	
SLA Target Date	
Title 🔹	Incident from Solution Manager
Description #	default description
Q	

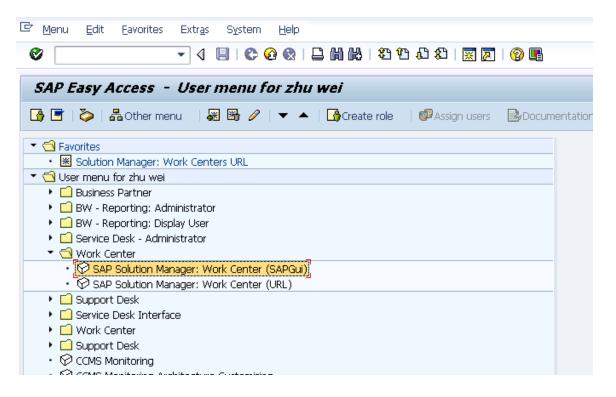
The Status field is **Closed** and all buttons about SAP are not available.

# SAP Solution Manager 7.1 to SM 9.x with Process Designer (PD) 9.30.3

Create incident in Solution Manager	60
Send Solution in Service Manager	64
Check the solution from Service Manager	67
Send the incident back to Service Manager	. 67
Send the incident back to Solution Manager again	67
Close the incident in Solution Manager	. 69

#### **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.



SAP Solution Manager:	Work Centers					
Change Management SAP Sol	lution Manager Configuration	Root Cause Analysis	Incident Management	Job Management	SAP Engagement and Service Delivery	Solution Manager Ad
<>						
Overview	Your assigned Business Parl	tner: zhu wei / D- (131)				
Projects	Projects					
Requests for Change						
Change Documents						
System Recommendations	My Quality Gate Man					
Maintenance Optimizer	Quality Manager To Be Configured (0)	Quality Advisory Board To Be Configured (0)	Favorites Project (0)			
License Management	Not Started (0)	Not Started (0)	Project (0)			
Queries	Scope (0)	Scope (0)				
-	Build (0)	Build (0)				
Reports	Test (0)	Test (0)				
▼ Common Tasks	Deploy (0) Finished (0)	Deploy (0) Finished (0)				
New Request for Change New Defect Correction	All (0)	All (0)				
New Defect Correction New Maintenance Transaction						
IT Service Management	Requests for Change	•				
▼ Related Links						
Schedule Manager	Van hans as Charas Ba					
Default SAP GUI Setting Configuration Validation	You have no Change Re	quests				
SAP Support Portal	Maintenance Optimi	zer Requests				

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

SAP Solution Ma	anager IT Service Management	
1	Incident Management	
Ноте		,
Worklist	Search	<b>—</b> ×
Calendar	Activities Incident Templates	
E-Mail Inbox	Incidents Knowledge Articles	
Master Data	Problem Templates Problems	
Change Request Mana 🕨		
Incident Management	Reports	🗖 ×
Service Operations	Solution Manager Reporting	
Create		
Incident		
Request for Change		
Task		
Knowledge Article		
Problem		

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

SAP Solution M	anager IT Service Management			Pers	sonalize   System News   Log
				Saved Searches -	👻 Go Advanced
1	Incident: New				🖸 Back 🔻 🕻
	🖫 Save   Display   🗶 Cancel   🍄 New New from	m Template   📑   Creste Follow-Up.   Auto Complete   More +			🍬 🗉 🧷
Home	Service product INVESTIGATION not found				
Worklist	✓ Details  Bdt				
Calendar	General Data		Category		
E-Mail Inbox	D:				
Master Data	Description:*		Level 1:		•
Change Request Mana 🕨	Customer:	0	Level 2: Level 3:		
Incident Management	Reporter:*	Ø	Level 3: Level 4:		· ·
Service Operations	Processor:	a	Level 4.		•
Create	Service Team	ð	Solution Category:		<b>v</b>
Create	Processing Data		Relationships		
Incident	Status:	New	Related Problem:	C C	
Request for Change Task	Impact	Urgency:	Related Request for Change:	0	
Knowledge Article	Recommended Priority:	Priority.*	Related Knowledge Article:	0	
Problem	Dates		Reference Objects		
Defect Correction	Created	00:00	Installed Base:		
Recent Items	Changed	00:00	Installed Base Component:		
Recent items	First Response by:	<b>•</b>			

- 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.

▼ Details  ZEdit						
General Data				Category		
ID:				Level 1:		
Description:*	incident from Solution Manager			Level 2:		
Customer:	HPSW-R&D-SH		D			
Reporter:	zhu zl lin			Level 3:		
Processor:				Level 4:		
Service Team:			D	Solution Category:		
Processing Data				Relationships		
Status:	New		•	Related Problem:	0	
Impact:	<b>•</b>	Urgency:		Related Request for Change:	Ċ	
Recommended Priority:		Priority:*	2: High 💌	Related Knowledge Article:	D.	
Dates				Reference Objects		
Created:		00:00		Installed Base:	1	SOL_MAN_DATA_REP
Changed:		00:00		Installed Base Component:	3258	SLM 0020314982800
		00.00		notanoa baso somportorit.	0200	02111 002001 1002 000
First Response by:			•			
IRT Status:	0%					
Due by:			•			
kiDT Status	<b>■</b> ∩ <i>•</i>					

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.

onun I pinutau I 🐓 on	L TO NAME AND	Anna Tanadata - Liño Liouad					
Save   Display   💢 Car	ncel   [Y New New	from Template   🖹   Creat	e Fo	llow-Up   Actions ∓   More ∓			
description from Solutio	on Manager		6	Scheduled Actions Webpage Dialog			×
							11 0
			5	Action	Processing 1	Гуре	
SAP Collaboration				Display SAP Action Log	Method call		
			-	Send Message to SAP	Method call		
SAP Notes				Maintain SAP Logon Data	Method call		
			-	Open System for SAP	Method call		
Related Knowledge	Articles		_	E-Mail to Reporter	Mail		
				Print Message	Print		
<ul> <li>Attachments</li> <li>C</li> </ul>	Attachment <table-cell> 🖓 URL</table-cell>	Yvith Template Adva					
i No result found				Send to External Service Desk	Method call		
				Refresh in Ext. Service Desk	Method call		
<ul> <li>Scheduled Actions</li> </ul>	Edit List		_	Send Solution to External Service Desk	Method call		
Schedule New Action	s Repeat Action D	etails Determination Log					
Actions	Status	Action Definition	s	chedule Cancel			н
T Execute	_	Start Delta Compilatio	n			Method call	zhu wei
T Execute	۵	SLA Update Dates ar	nd Di	Jocheoule J urations		Method call	zhu wei
T Execute	Δ	Automatically synchr	oniz	e with Ext. Service Desk		Method call	zhu wei

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

Schedule New Actions	Repeat Action Details	Determination Log Storage System
Actions	Status	Action Definition
T Execute	Δ	Send to External Service Desk
🗑 Execute	۵	Start Delta Compilation No Strategy / Action Definition Exists
T Execute	Δ	SLA Update Dates and Durations
T Execute	Δ	Automatically synchronize with Ext. Service Desk

- 8. Click **Save** to send the incident to Service Manager.
- 9. Click **Display** to switch the incident to view mode.
- 10. After a few minutes, re-open the incident to check whether it is sent to Service Manager.

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

Text	Add Text ≆	Insert Text Template	Maintain Text Templates
Fext Log			
Descripti	00		
		zhu wei / D-	
02 12 20	13 03:56:46		
		Mountain (ovictex ovicte:	x):
		helpdesk is IM10146	

#### Send Solution in Service Manager

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

ident										
eue:	Inc	ident		View:	All Open Incidents				~	
Incident ID	Category	Alert Status	Status	SDU	Assignee	Brief Description	Priority		Urgency	
<u>M10005</u>	incident	updated	Work In Progress	Application	Incident.Manager	Microsoft Office keeps asking to inst	4 - Low	4 - User	4 - Low	incident
<u>M10014</u>	incident	updated	Open	Application	Incident.Coordinator	IE is not responding to users request	3 - Ave	4 - User	2 - High	incident
M10024	complaint	updated	Work In Progress	Application	Incident.Manager	When opening documents, Microsoft	3 - Ave	4 - User	3 - Ave	
<u>M10030</u>	incident	updated	Work In Progress	Application	Incident.Manager	Virus scan reports Multiple Virusses	2 - High	4 - User	1 - Criti	incident
<u>M10063</u>	incident	updated	Work In Progress	Application	Incident.Manager	Microsoft Office Word can't startup,	3 - Ave	4 - User	2 - High	incident
<u>IM10065</u>	complaint	updated	Open	Application	Incident.Manager	Windows keeps changing Date and	3 - Ave	4 - User	3 - Ave	complaint
<u>M10066</u>	complaint	updated	Open	Application	Incident.Coordinator	Windows language keeps changing	3 - Ave	4 - User	2 - High	complaint
<u>IM10070</u>	incident	updated	Work In Progress	Application	Incident.Manager	E-mail box runs full with SPAM	2 - High	4 - User	1 - Criti	incident
M10073	incident	updated	Open	Application	Incident.Manager	E-mail is not synchronizing	3 - Ave	4 - User	2 - High	incident
M10077	incident	updated	Open	Application	Incident.Coordinator	My browser keeps giving msg: Not r	3 - Ave	4 - User	3 - Ave	incident
M10089	incident	updated	Work In Progress	Application	Incident.Coordinator	E-mail runs full with SPAM	2 - High	4 - User	1 - Criti	incident
M10098	incident	updated	Open	Application	Incident Analyst	Web browser not responding	3 - Ave	4 - User	3 - Ave	incident
M10101	incident	updated	Open	Application	Incident.Manager	E-mail is not synchronizing	3 - Ave	4 - User	2 - High	incident
M10106	incident	updated	Work In Progress	Application	Incident.Manager	Microsoft Office Power Point can't st	2 - High	4 - User	1 - Criti	incident
M10107	incident	updated	Work In Progress	Application	Incident.Coordinator	Microsoft Office Power Point won't s	3 - Ave	4 - User	2 - High	incident
M10108	incident	updated	Open	Application	Incident.Analyst	Web browser not responding	2 - High	4 - User	1 - Criti	incident
M10118	incident	updated	Accepted	Application	Incident.Coordinator	Microsoft Office Words can't startup,	3 - Ave	4 - User	3 - Ave	incident
M10120	incident	updated	Accepted	Application	Incident.Manager	Windows language keeps changing	3 - Ave	4 - User	3 - Ave	incident
M10124	incident	updated	Open	Application	Incident.Manager	Microsoft Office Excel does not start	3 - Ave	4 - User	3 - Ave	incident
M10126	incident	updated	Open	Application	Incident.Manager	Microsoft Office spel checker check	3 - Ave	4 - User	3 - Ave	incident
M10127	incident	updated	Work In Progress	Application	Incident.Analyst	Laptop cannot boot Operating System	2 - High	4 - User	1 - Criti	incident
M10128	complaint	updated	Open	Application	Incident Coordinator	VPN connection drops every 10 minu	3 - Ave	4 - User	2 - High	complaint
M10129	incident	updated	Work In Progress	Application	Incident Coordinator	Microsoft Office Words reports on e	3 - Ave		3 - Ave	incident
M10131	complaint	updated	Open	Application	Incident.Manager	Operating system language is Spanish	2 - High	4 - User	1 - Criti	complaint
M10137	incident	alert stage 2	Categorize	Application		SAP checker incident	4 - Low	4 - User	4 - Low	
M10138	incident	alert stage 2	Categorize	Application		SAP checker incident	4 - Low	4 - User	4 - Low	
M10139	incident	alert stage 2	Categorize	Application		SAP checker incident	4 - Low	4 - User	4 - Low	
	incident	alert stage 2	Categorize	Application		SAP checker incident	4 - Low	4 - User	4 - Low	
M10140	incident	alert stage 2	Categorize	Application		SAP checker incident	4 - Low	4 - User	4 - Low	
M10141	incident	alert stage 2	Categorize	Application		SAP checker incident	4 - Low	4 - User 4 - User	4 - Low	
M10142	incident	updated	Categorize	Application		incident from Solution Manager	4 - Low	4 - User	4 - Low	

- 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.

Categorization and Assignment Tasks Impacted Services	Workflow Proposed Solution Related Records - (0) Activities	SLA Attachments - (0) SAP Solution Manager
SAP Solution Manager	SAP SolMan 1	
Exchange Status	Provider:ProviderProcessing	
	Date	Update
	12/01/13 19:58:16	Additional information sent to External Helpdesk : SAP Solution Manager

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.

Categorization and Assignment	Tasks	Impacted Services	Workflow	Proposed Solution	Related Records - (0)	Activities	SLA	Attachments - (0)	) SAP Solution Manager	
Vendor:										
Update Type:								~	Customer	Visible:
Update:										
Journal Updates:			Incident ID a 12/01/13 External He	at external helpdesk 3 19:56:26 US/Mount	ain (ovictex): n Manager created nev	v incident II	D 8000(	000710 for this inc	ident	
	Group by	Activity Type								
Date/Time				Туре					Operat	or
12/01/13 19:58:17				Update from Custo	omer				ovictex	
12/01/13 19:56:59				External Update					ovictex	

- 6. Update the status to Work In Progress and fill other fields.
- 7. Click Save.
- 8. Type solution in the **Solution** text box in the Proposed Solution tab.

cident - IM10146			
Title:	* incident from Solution Manager		
Description:	★ default description		
Incident ID:	IM10146		Requested By:
Status:	* Work In Progress		Contact Persor
Phase:	Investigation		Location:
Affected Service:	* MyDevices		Major Incident:
Affected CI:	SAPInstance800 Cl is operational (no outage)	1 🗗 🔍 📩	Escalated:
Dutage Start Time:	12/01/13 19:56:28		
Outage End Time:			

Categorization and Assignment Tasks Imp	pacted Services Proposed Solution	Workflow Related Records -	(0) Activities SLA	Attachments - (0)	SAP Solution Manager	
Problem Candidate:						
Solution:	Solution from Ser	anvice Manager				
	Solution from Ser	ervice manager				

- 9. Click Save.
- 10. Click **Send Solution** to send solution provided by Service Manager to Solution Manager.
- 11. Click Cancel to release the incident.
- 12. 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.

Categorization and Assignment Tasks Impacted Services	Proposed Solution Workflow R	elated Records - (0) Activ	ities SLA A	Attachments	- (0) SAP Solution Manager	-
SAP Solution Manager	SAP SolMan 1					
Exchange Status	Provider:SolutionProvided					
	Date				Update	
	12/01/13 19:58:16			- A	dditional information sent to	External Helpdesk : SAP Solution Manager
	12/01/13 20:38:05			💌 S	olution is provided to Externa	al 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 incident from Solution Manager. The action is unidirection. After the action, the incident in Service Manager cannot be sent back again to Solution Manager.
- 13. Click **Cancel** 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.

```
▼ Text Add Text ▼ | Insert Text Template Maintain Text Templates

      Text Log

      Description
02.12.2013
      04:37:27
      zhu wei / D-

      02.12.2013
      04:37:24
      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 Incident.Manager.
- 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.

Categorization and Assignment	Tasks	Impacted Services	Proposed Solution	Workflow	Related Records	- (0) Activities	SLA Attachmen	nts - (0) SAP Solution	on Manager			
	SAP	Solution Manager	SAP SolMan 1									
		Exchange Status	Provider:Provider	Processing	)							
			Date					Update				
			12/01/13 19:58:16					Additional informat	ion sent to Ext	ernal Helpdes	C: SAP Solution M	anager
			12/01/13 20:38:05					Solution is provided	d to External H	elpdesk: SAP	Solution Manager	

5. Extend **Activities** tab to view the comments when SAP rejects the solution.

Categorization and Assignment	Tasks	Impacted Services	Proposed Solution	Workflow	Related Records - (0)	Activities	SLA	Attachments - (0)	SAP Solution Manager	
Vendor:										
Update Type:								~	Customer	Visible:
Update:										
Journal Updates:			External Helpdesk : 12/01/13 20:37:1 A solution for this In	SAP Solutio 15 US/Mount icident has I	tain (ovictex ovictex): n Manager rejected sol tain (Incident.Manager): been proposed to SAP tain (ovictex ovictex):		nager.			

- 6. Click Send Back to send the incident back to Solution Manager.
- 7. Click **Cancel** to release the incident in Service Manager.
- 8. 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.

Proposed Solution Workflow Related Records - (0) Activities SLA Attachme	ents - (0) SAP Solution Manager
SAP SolMan 1	
Provider:RequesterProcessing	
Date	Update
12/01/13 19:58:16	Additional information sent to External Helpdesk : SAP Solution Manager
12/01/13 20:38:05	Solution is provided to External Helpdesk: SAP Solution Manager
12/01/13 22:39:59	Ownership transferred to External Helpdesk: SAP Solution Manager
	Provider:RequesterProcessing           Date           12/01/13 19:58:16           12/01/13 20:38:05

9. 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** before the incident is changed to **Confirmed**.

- 4. Change the status to **Confirmed**.
- 5. Click Save to close the incident.

Incident: 8000000710, incident from So	lution Manager					
🔚 Save   Display   💢 Cancel   🎦 New 🛛 New from Template	[È]   Create Follow-Up   Actions ≠	More =				
Transaction 8000000710 saved						
▼ Details 🛛 Edit						
General Data				Category		
ID:	800000710					
Description:	incident from Solution Manager				Level 1:	
Customer:	HPSW-R&D-SH				Level 2:	
Reporter:	zhu zl lin				Level 3: Level 4:	
Processor:	zhu wei				Level 4:	
Service Team:					Solution Category:	
Processing Data				Relationships		
Status:	Confirmed				Related Problem:	
Impact:		Urgency	:		Related Request for Change:	
Recommended Priority:		Priority	: 4: Low		Related Knowledge Article:	
Dates				Reference Objects		
Created:	02.12.2013	03:56			Installed Base:	1
Changed:	02.12.2013	07:05			Installed Base Component:	3258
First Response by:						
IRT Status:	0%					
Due by:						
MPT Status:	0%					

#### Check the incident's status in Service Manager

- 1. Log on to Service Manager as Incident.Manager.
- 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.

To Do Queue: My To Do List Incident: IM10138	×			
Cancel More -	L			
Incident - IM10138				
Title:	* Incident 2			
Description:	* 0020314982			
Incident ID:	M10138		Requested By:	falco
Status:	* Closed		Contact Person:	FALC
Phase:	Closure		Location:	
Affected Service:	* MyDevices	Q 📉	Major Incident:	
Affected CI:		(i) 🔒 <u>*</u>	Escalated:	
	Cl is operational (no outage)			
Outage Start Time:	01/22/14 22:53:57			
Outage End Time:	01/23/14 00:50:53			
Summary Past Activities Workflow Categorization a	nd Assignment Tasks Impacted Services Related Records - (0) SLA Ki	Pl Metrics Attach	ments - (0) SAP Solution Manager	
SAP Solution Manager	SolutionManager1			
Exchange Status	Closed			
	Date	Update		
	01/23/14 01:09:16		t in External Helpdesk :SAP Solution Manage	ar Ingidant Id at External Halp
	01/23/14 01:53:40		nation sent to External Helpdesk : SAP Solution Manage	
	01/23/14 01:55:46		38 has been closed in the External Helpdes	-
	0123111 01.33.10	molecult. INTUI	So has been closed in the External helpues	s. oAr ooldon Mallayer

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

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# Feedback on User Guide (Service Manager Exchange with SAP Solution Manager 1.10 patch 1)

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