

HP Service Manager Exchange with SAP Solution Manager

For the Supported Windows® and UNIX® operating systems

Software Version: 1.10 patch 1

User Guide

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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.

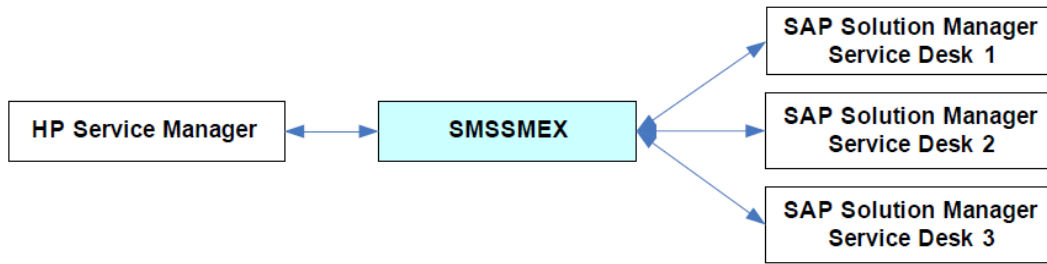
Audience

- 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)

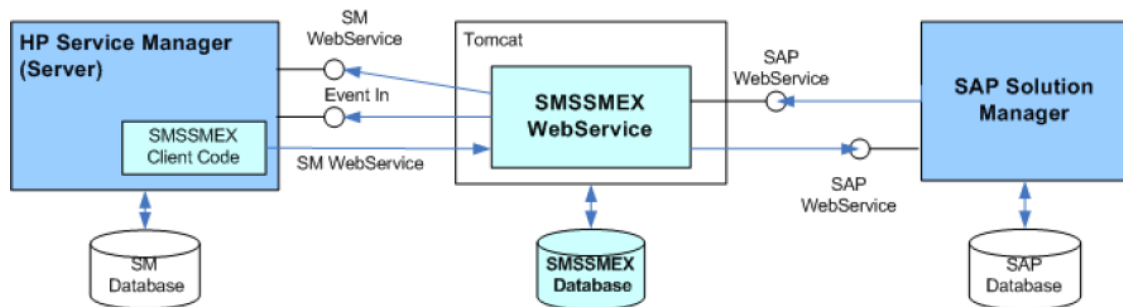
Prerequisites

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.

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Set up SAP Instance CI in Service Manager

- 1. Log on to Service Manager as Config.Manager.
- 2. Click **Configuration Management > Search CIs**.
- 3. Set **SAPInstance** for the Type field.
- 4. Click **New**.

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

The screenshot shows the HP Service Manager interface. On the left is a navigation pane with options like 'Favorites and Dashboards', 'Configuration Management', 'Manage Software', 'Search CIs', 'Incident Management', 'Knowledge Management', and 'Legacy Incident Management'. The main area displays the configuration item 'SAPInstance800' with a table of details:

CI Identifier	Type	Network	Location	Model
<input type="checkbox"/> SAP	application			
<input checked="" type="checkbox"/> SAPInstance800	sapinstance			

Below the table, there are navigation controls (1 to 2 of 2, Pages: 1) and a toolbar with 'Cancel', 'Previous', 'Next', 'Save & Exit', 'Save', and 'More'. A dropdown menu 'Select a section...' is also present. The sections listed are:

- Managed State
- CI Changes
- Relationship Changes
- Relationships
- Relationship Graph
- Software
- CI Owner
- Subscribers
- Location
- Vendor
- Audit
- Metrics
- Financial
- Attachments
- SAP Instance Info

The 'SAP Instance Info' section is expanded, showing the following fields:

System ID	SLM
Installation Number	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**.

The screenshot shows the HP Service Manager interface. On the left is a navigation pane with 'Incident Management' selected. The main area displays the 'Configuration Item Relationship' form. At the top, a message bar states 'Configuration Item Relationship record added.' The form fields are as follows:

- Upstream CI:** MyDevices
- Relationship Name:** test
- Relationship Type:** Logical (selected), Physical
- Relationship Subtype:** Composition
- Downstream CIs:** SAPInstance800

Below the form, there is an 'Outage Dependency' section with a checkbox and text: 'This Configuration Item will be considered down if [] or more of the supporting configuration items are down'.

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.
2. Click **Incident Management > Open New Incident**. The incident ticket quick add form opens.
3. Fill in required fields for the new incident as necessary:

- Set MyDevices for the Service field.
- Select a CI of the SAPInstance type for the Affected CI field. The SAPInstance CI describes the client information of Solution Manager, such as SystemID, Installation Number and Client.

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

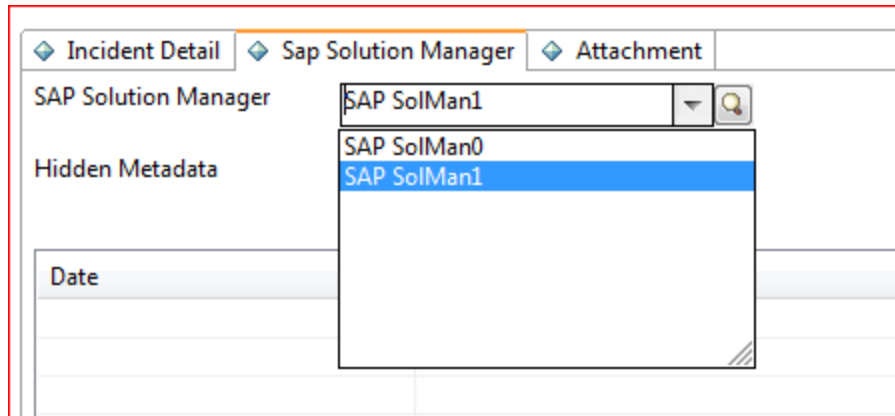
4. Complete the other required fields.
5. Click **Submit** and then click **Open New Incident** to create an incident.

Open a new incident to send to SAP

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

The screenshot displays the SAP Incident Management interface. The main window is titled 'New Incident' and contains several input fields and tabs. The 'Incident ID' field is populated with 'IM10236'. The 'Status' dropdown is set to 'Open'. The 'Assignment' section shows 'Assignment Group' as 'Application'. The 'Affected Items' section shows 'Service' as 'MyDevices' and 'Affected CI' as 'SAPInstance800'. The 'Outage Start' field is set to '08/16/12 01:15:47'. The 'Title' field is 'Incident from Service Manager'. The 'Description' field contains 'Test incident exchange'. The 'Incident Detail' pane on the right shows the following information: Category: Incident, Area: access, Sub-area: authorization error, Impact: 1 - Enterprise, Urgency: 1 - Critical, Priority: 1 - Critical, Service Contract: , SLA Target Date: 08/20/12 12:00:00, Alert Status: open, Problem Management Candidate: , Candidate for Knowledge DB: , Closure Code: , and Solution: .

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

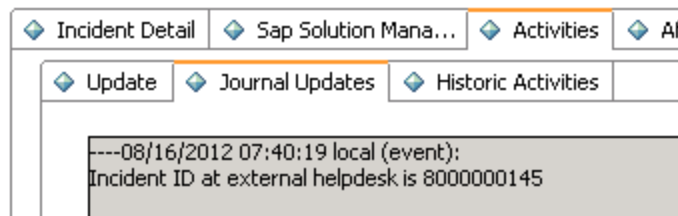


4. Click **Send Incident** to send the incident to SAP.
5. Service Manager receives the **Request accepted** message after the incident is sent to middleware successfully. Click **OK** to close the incident window.

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

Incident ID:

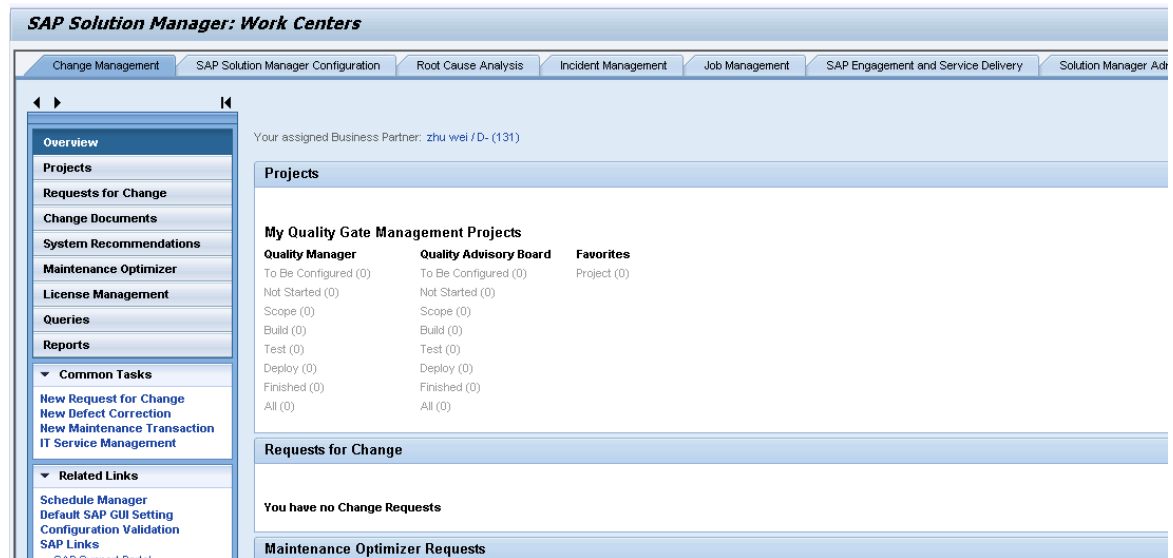
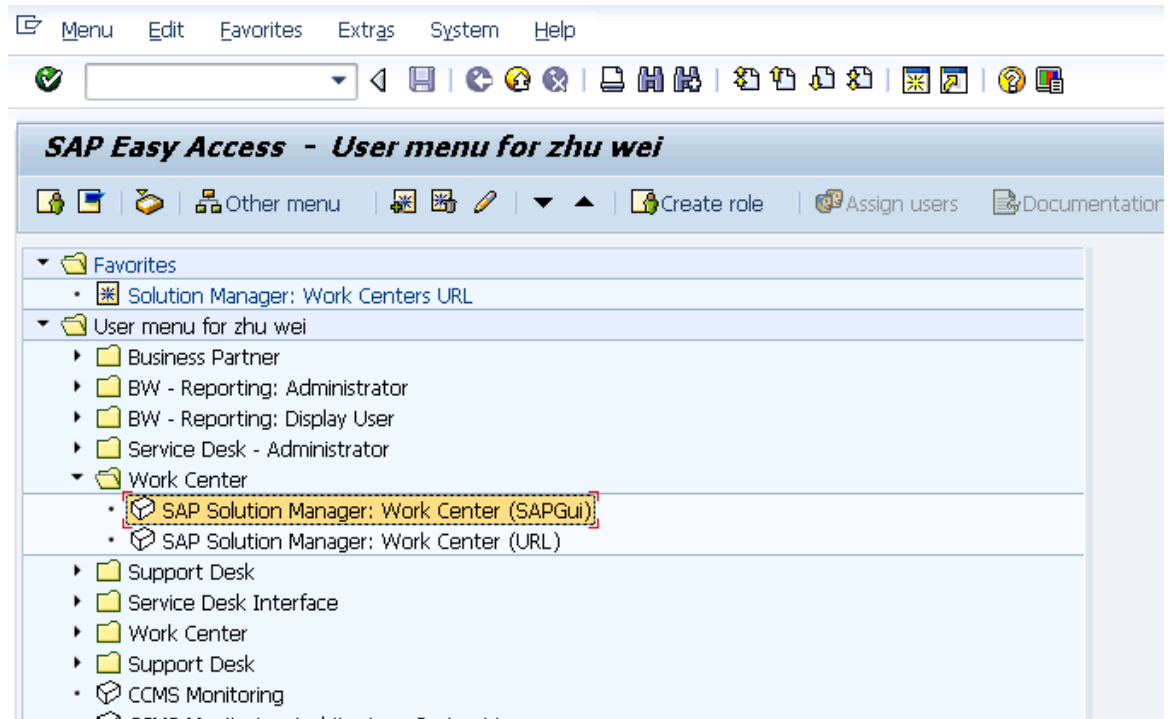
6. After a few minutes, re-open the incident to check whether it is sent to SAP. If the incident is sent successfully, Service Manager receives the Incident ID message from SAP.



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

Open the incident in Solution Manager

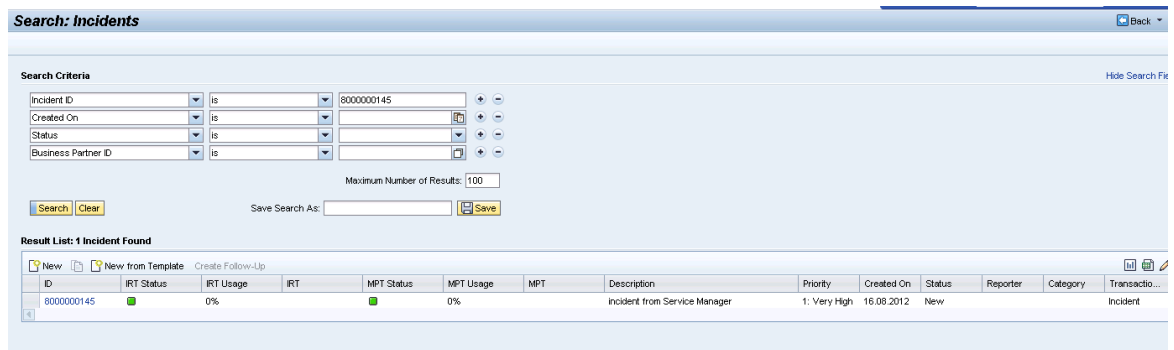
1. Log on to Solution Manager.
2. Click **Work Center > SAP Solution Manager: Work Center (SAP GUI)** to open Solution Manager Work Center.



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



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



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

Incident: 8000000145, incident from Service Manager

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

Details Edit

General Data ID: 8000000145 Description: Incident from Service Manager Customer: HPSW-R&D-SH Reporter: zhu zi lin Processor: zhu wei Service Team:	Category Level 1: Level 2: Level 3: Level 4: Solution Category:
Processing Data Status: New Impact: Urgency: Recommended Priority: Priority: 1: Very High	Relationships Related Problem: Related Request for Change: Related Knowledge Article:
Dates Created: 16.08.2012 09:23 Changed: 16.08.2012 09:23 First Response by:	Reference Objects Installed Base: 1 SOL_MAN_DATA_REP Installed Base Component: 3258 SLM 0020314982 800

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

Incident: 8000000145, incident from Service Manager

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

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

Text Add Text | Insert Text Template | Maintain Text Templates

Description

description from SAP

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

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

- 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.

The screenshot shows the 'Incident Detail' page with the 'Sap Solution Mana...' tab selected. Below the tabs, there are two input fields: 'SAP Solution Manager' with the value 'SAP SolMan1' and a search icon, and 'Hidden Metadata' with the value 'Requester:ProviderProcessing'. Below these fields is a table with two columns: 'Date' and 'Update'.

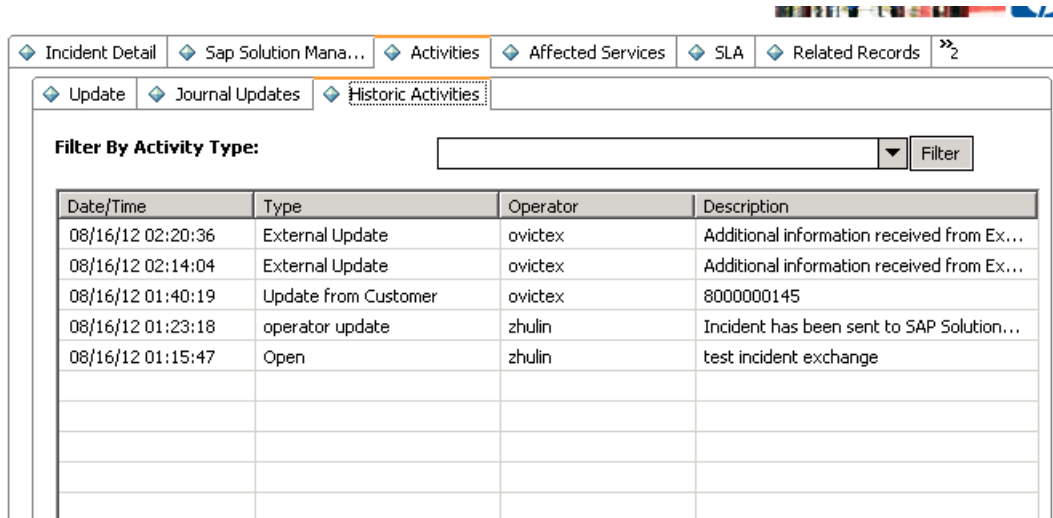
Date	Update
08/16/12 03:29:45	><Created incident in External Helpdesk :SAP Solution Manager . Incident Id at External Helpd

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

The screenshot shows the 'Incident Detail' page with the 'Activities' tab selected, and the 'Journal Updates' sub-tab. The main area displays a log of updates in a read-only text area.

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

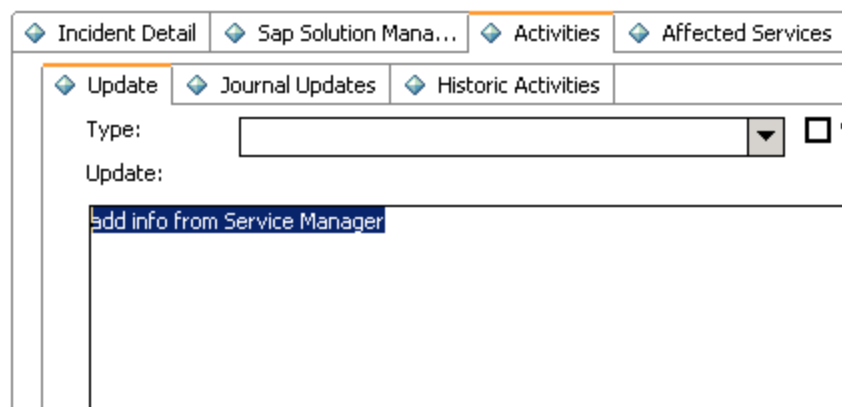

- Click **Activities** tab > **Historic Activities** tab to view updated log from Solution Manager.



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

Synchronize new information with Solution Manager

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



Type:

Update:

add info from Service Manager

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

Check updates from Service Manager

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

Manager.

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

Text Log

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

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

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

description from SAP

Update the incident status in Solution Manager

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

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

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

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

The screenshot shows the 'Details' view of an incident in SAP Solution Manager. The form is divided into four main sections: General Data, Processing Data, and Dates. The 'General Data' section includes fields for ID (8000000145), Description (incident from Service Manager), Customer (HPSW-R&D-SH), Reporter (zhu zi lin), Processor (zhu wei), and Service Team. The 'Processing Data' section includes Status (Customer Action), Impact, Urgency, Recommended Priority, and Priority (1: Very High). The 'Dates' section includes Created (16.08.2012 09:23), Changed (16.08.2012 10:43), First Response by, and IRT Status (0 %).

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

Processing Data	
Status:	Customer Action
Impact:	
Urgency:	
Recommended Priority:	
Priority:	1: Very High

Dates	
Created:	16.08.2012 09:23
Changed:	16.08.2012 10:43
First Response by:	
IRT Status:	0 %

Close the incident in Service Manager

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 **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".

- The incident's status is changed to Confirmed.

Incident: 8000000145, incident from Service Manager

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

! The message is already closed

Details Edit

General Data

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

Processing Data

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

Dates

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

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Create an incident in Service Manager

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

The screenshot shows the 'HP Service Manager' interface. The top navigation bar includes tabs for 'To Do Queue: My To Do List', 'Potentially Related Incidents by Asset', 'Display Which Incident Tickets?', 'Incident Queue: All Open Incidents', and 'Display Which Incident Tickets?'. The 'New Incident' tab is active. The left sidebar contains a tree view with categories like 'Favorites and Dashboards', 'Change Management', 'Configuration Management', 'Incident Management', 'Tools', 'Knowledge Management', 'Problem Management', 'Request Management', 'Service Catalog', 'Service Desk', 'Service Level Management', 'System Administration', 'Tailoring', 'Miscellaneous', 'Approval Delegation', 'ServiceManager Mail', 'System Status', 'To Do Queue', and 'MySM'. The main content area is titled 'Incident Details' and contains the following fields:

- Incident ID: IM10181
- Status: Open
- Affected Service: [Search icon]
- Affected CI: [Search icon]
- Outage Start: [Calendar icon]
- Outage End: [Calendar icon]
- Service Contract: [Text field]
- Assignment Group: [Dropdown menu]
- Assignee: [Text field]
- Vendor: [Text field]
- Vendor Ticket: [Text field]
- Category: Incident
- Area: [Text field]
- Subarea: [Text field]
- Impact: [Dropdown menu]
- Urgency: [Dropdown menu]
- Title: [Text field]
- Description: [Text field]
- Problem Candidate: [Checkbox]

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.

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

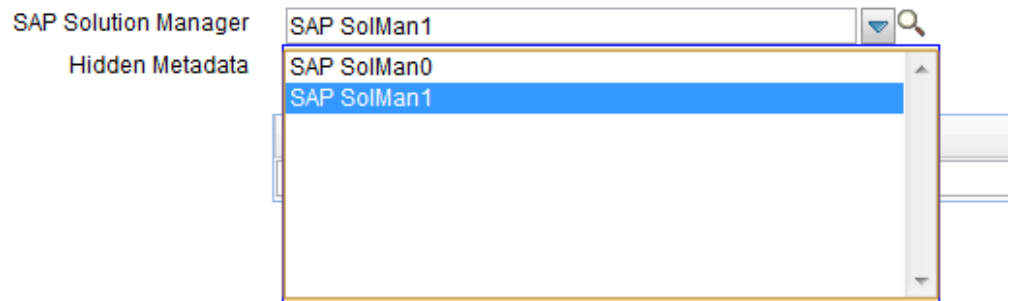
Open a new incident to send to SAP

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.

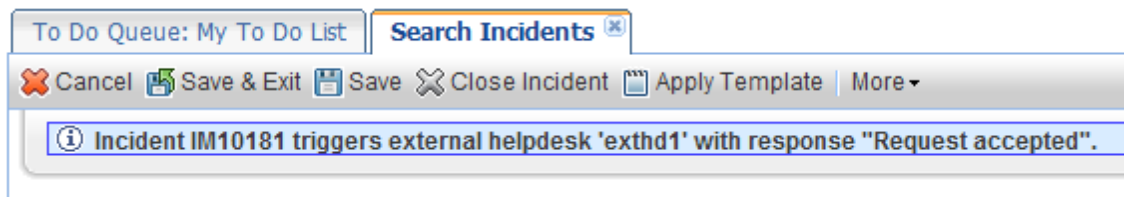
3. Extend the **Sap Solution Manager** tab and select a Solution Manager client in the **SAP**

Solution Manager drop-down list.

Sap Solution Manager

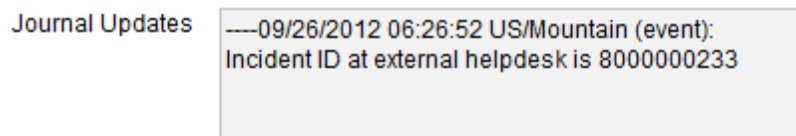


4. Click **Send Incident** to send the incident to SAP.
5. Service Manager receives the **Request accepted** message after the incident is sent to middleware successfully. Click **OK** to close the incident window.



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

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

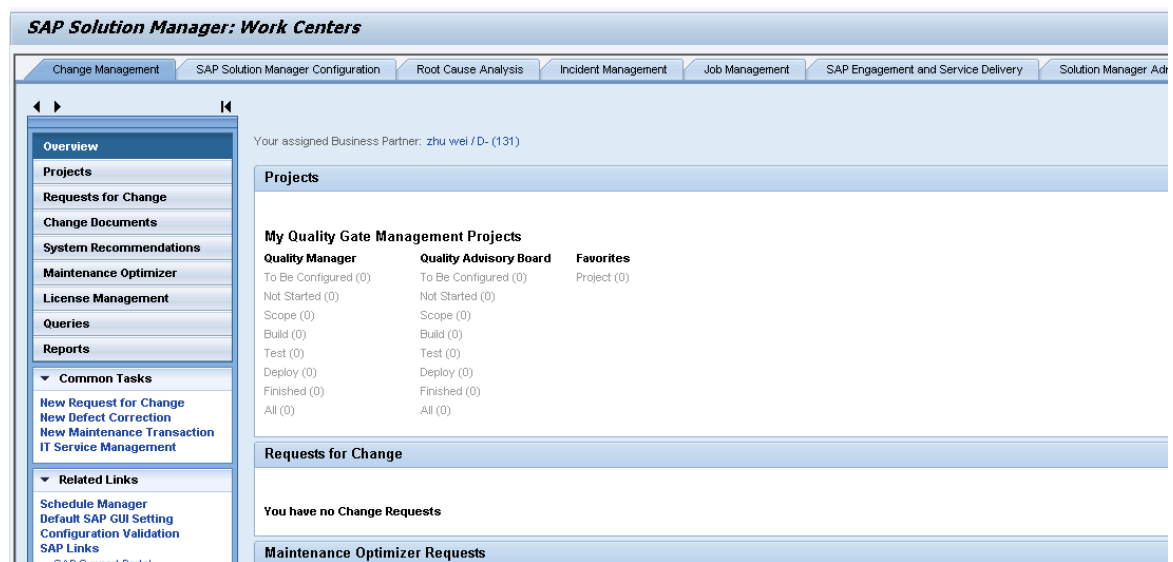
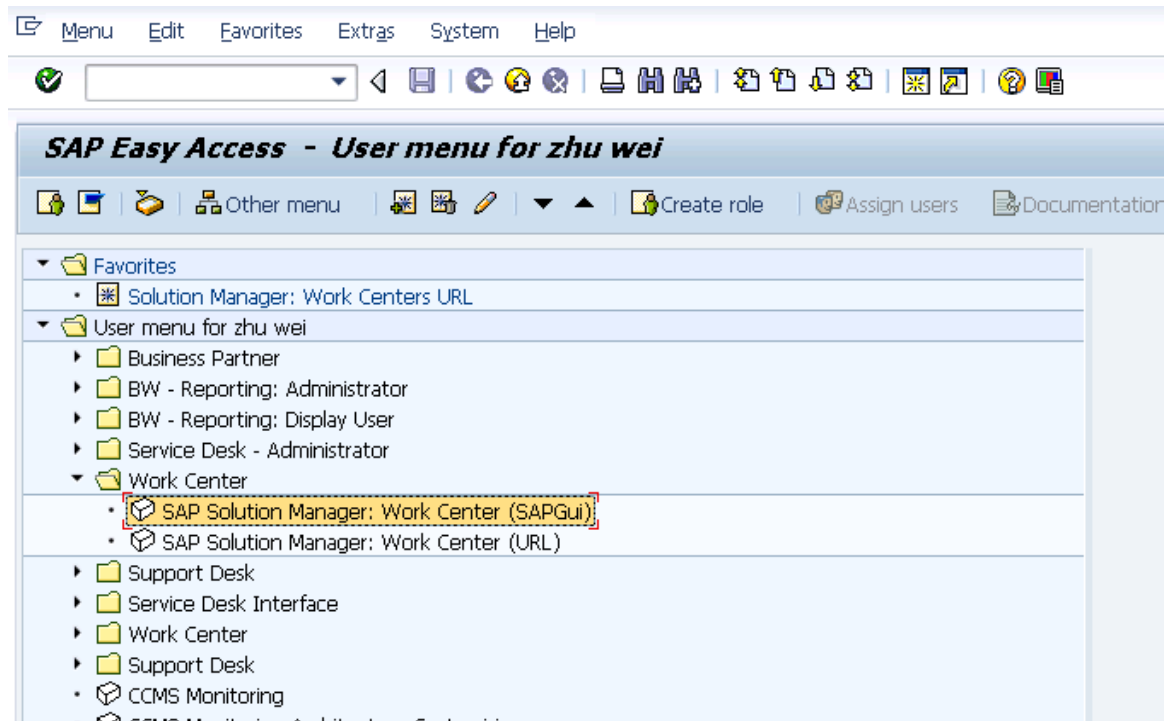


7. Click **Cancel** to close the incident window.

Open the incident in Solution Manager

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

Manager Work Center.



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



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

Search Criteria

Incident ID	is	8000000233	+ -
Created On	is		+ -
Status	is		+ -
Business Partner ID	is		+ -

Maximum Number of Results: 100

Search **Clear** Save Search As: **Save**

Result List: 1 Incident Found

New New from Template Create Follow-Up

ID	IRT Status	IRT Usage	IRT	MPT Status	MPT Usage	MPT	Description
8000000233		0%			0%		Incident from SM931

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

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

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 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.

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

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

Activity Type:

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

Synchronize new information with Solution Manager

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

Activities

New Update Type: ☐ Visible to Customer

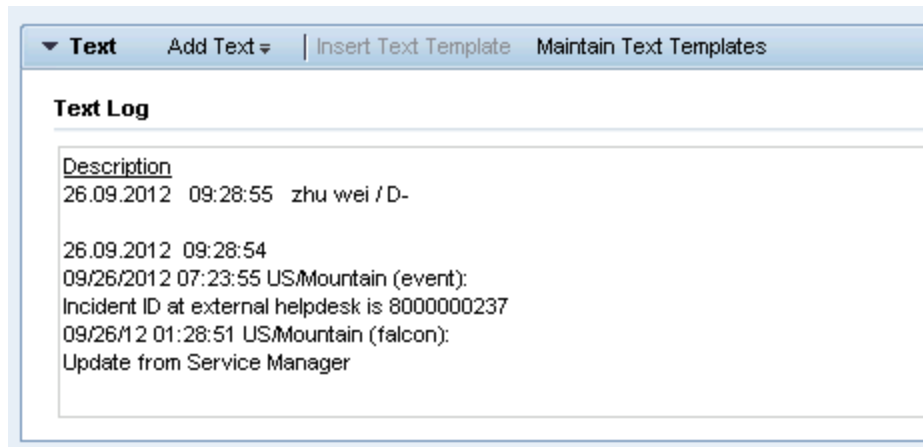
New Update:

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.



The screenshot shows a window titled 'Text' with a menu bar containing 'Add Text', 'Insert Text Template', and 'Maintain Text Templates'. Below the menu bar is a section titled 'Text Log'. Inside the 'Text Log' section, there is a table with a single column header 'Description'. The table contains the following text entries:

Description
26.09.2012 09:28:55 zhu wei / D-
26.09.2012 09:28:54
09/26/2012 07:23:55 US/Mountain (event):
Incident ID at external helpdesk is 8000000237
09/26/12 01:28:51 US/Mountain (falcon):
Update from Service Manager

Update the incident status in Solution Manager

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

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

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

The screenshot shows the 'Details' view of an incident in HP Service Manager. The interface has a blue header bar with 'Details' and an 'Edit' icon. Below the header, there are three main sections: 'General Data', 'Processing Data', and 'Dates'.
General Data: Includes fields for ID (8000000233), Description (Incident from SM931), Customer (HPSW-R&D-SH), Reporter (zhu zhi lin), Processor (zhu wei), and Service Team (empty).
Processing Data: Includes Status (Customer Action), Impact (empty), Urgency (empty), Recommended Priority (empty), and Priority (2: High).
Dates: Includes Created (26.09.2012 08:24), Changed (26.09.2012 08:50), and First Response by (empty).
At the bottom, the IRT Status is shown as a green bar with '0 %'.

Close the incident 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 **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".

- The incident's status is changed to Confirmed.

Incident: 8000000233, Incident from SM931

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

The message is already closed

Details | Edit

General Data

ID: 8000000233
Description: Incident from SM931
Customer: HPSW-R&D-SH
Reporter: zhu 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
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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.
2. Click **Incident Management > Open New Incident**. Click the Incident category. The incident ticket quick form opens.

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 More

Incident - IM10136

Title: * SM Incident

Description: * Incident from SM

Incident ID: IM10136

Status: * Categorize

Phase: Categorization

Affected Service: * MyDevices

Affected CI: SAPInstance800

☐ CI is operational (no outage)

Outage Start Time: 11/28/13 02:30:58

Outage End Time:

Requested By:

Contact Person:

Location:

Major Incident:

Escalated:

Categorization and Assignment Tasks Impacted Services Workflow Proposed Solution Related Records - (0) Activities SLA Attachments - (0) SAP Solution Manager

SAP Solution Manager

Exchange Status

SAP SolMan 1

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.

To Do Queue: My To Do List **Incident: IM10136**

Cancel Save & Exit Save Apply Template More

SAP Solution Manager has received Incident IM10136 from Service Manager. This incident is "being processed".

Incident - IM10136

Title: * SM Incident

Description: * Incident from SM

Incident ID: IM10136

Status: * 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.

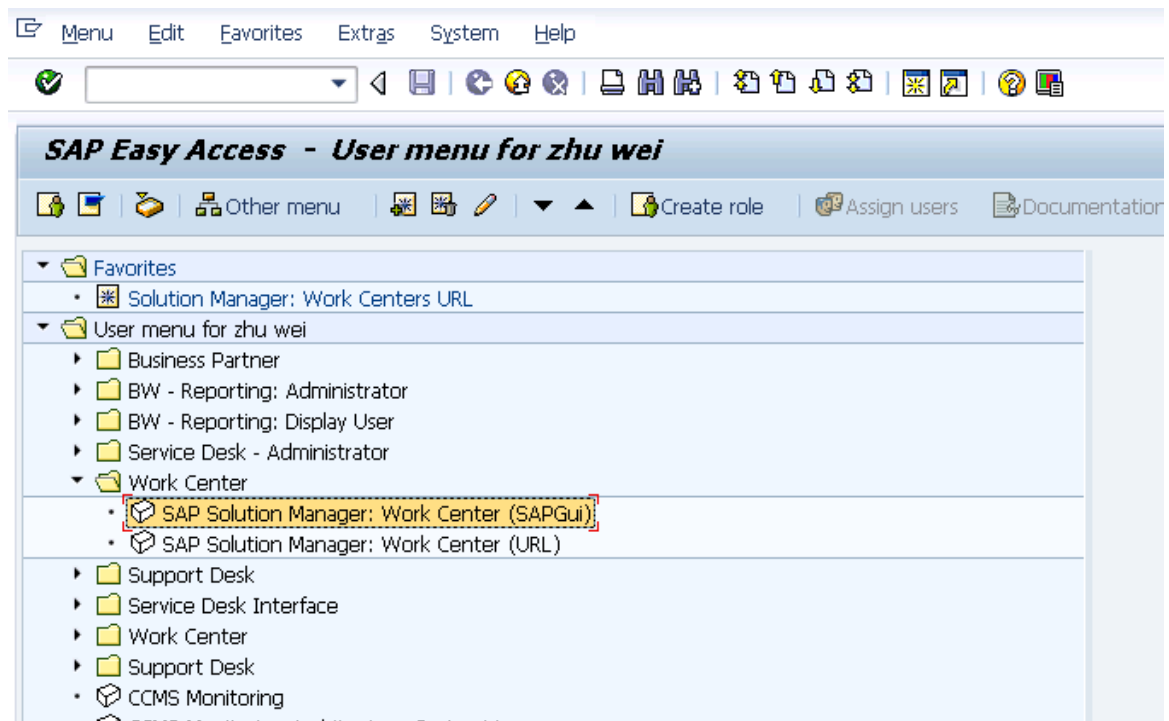
The screenshot shows the SAP Solution Manager interface with the following elements:

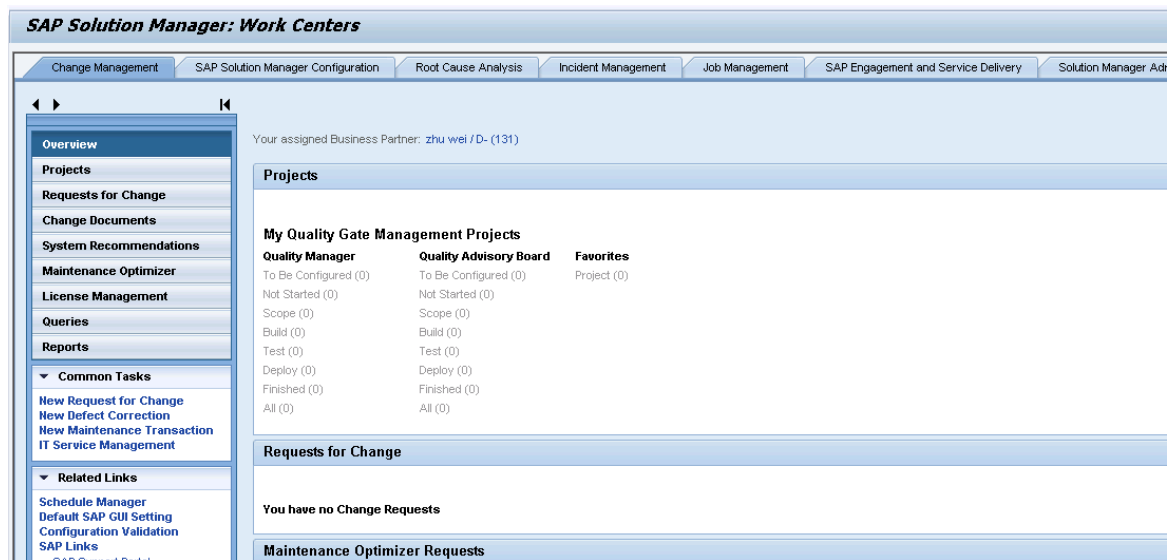
- Navigation tabs: Categorization and Assignment, Tasks, Impacted Services, Proposed Solution, Workflow, Related Records - (0), Activities, SLA, KPI Metrics, Attachments - (0), SAP Solution Manager.
- Form fields: Vendor (text box), Update Type (dropdown menu), Update (text box), Customer Visible (checkbox).
- Journal Updates section containing two entries:
 - 11/28/2013 10:13:55 US/Mountain (event): Incident ID at external helpdesk is 8000000709
 - 11/28/13 03:13:33 US/Mountain (Jennifer Falcon): Service Desk Incident IM10145 has been sent to SAP SolutionManager.

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.





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



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

SAP Solution Manager IT Service Management

Search: Incidents

Search Criteria

Incident ID	is	8000000709	+ -
Created On	is		+ -
Status	is		+ -
Business Partner ID	is		+ -

Maximum Number of Results: 100

Search **Clear** Save Search As: **Save**

Result List: 1 Incident Found

New New from Template Create Follow-Up

ID	IRT Status	IRT Usage	IRT	MPT Status	MPT Usage	MPT
8000000709		0%			0%	

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

Incident: 8000000709, SM Incident 2

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

Details Edit

General Data

ID: 8000000709

Description: SM Incident 2

Customer: HPSW-R&D-SH

Reporter: zhu zi lin

Processor: zhu wei

Service Team:

Processing Data

Status: New

Impact:

Urgency:

Recommended Priority:

Priority: 4: Low

Dates

Created: 28.11.2013 11:13

Changed: 28.11.2013 11:13

First Response by:

IRT Status: 0 %

Due by:

MPT Status: 0 %

Category

Relationships

Reference Objects

Text Add Text Insert Text Template Maintain Text Templates

Text Log

Description

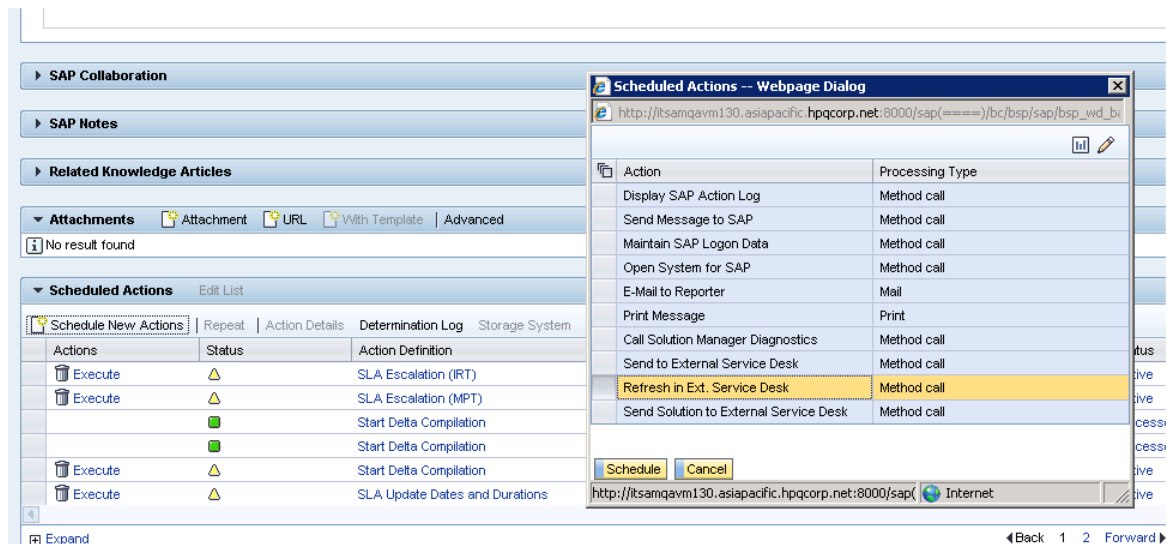
28.11.2013 11:13:21 zhu wei / D-

28.11.2013 11:13:18

11/28/13 03:13:33 USMountain (Jennifer Falcon):

Service Desk Incident IM10145 has been sent to SAP SolutionManager.

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



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

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 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.

Tasks	Impacted Services	Proposed Solution	Workflow	Related Records - (0)	Activities	SLA	KPI Metrics	Attachments - (0)	SAP Solution Manager
SAP Solution Manager		SAP SolMan 1							
Exchange Status		Requester:ProviderProcessing							
		Date		Update					
		11/28/13 03:13:55		Created incident in External Helpdesk : SAP 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:		<input type="text"/> Customer Visible:								
Update:		<input type="text"/>								
Journal Updates:		----11/28/13 03:25:59 US/Mountain (ovictex ovictex): Warning! Contact not found. Please create a new contact: FirstName: "zhu" LastName: "lin" Email: "lin.zhu@hp.com" Additional information received from External Helpdesk : SAP Solution Manager description from SAP ----11/28/2013 10:13:55 US/Mountain (event):								

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:		<input type="text"/> Customer Visible:								
Update:		<input type="text" value="Update 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


Description
 02.12.2013 03:21:43 zhu wei / D-
 02.12.2013 03:21:44
 12/01/13 19:21:52 US/Mountain (Jennifer Falcon):
 Update from Service Manager
 Information for this Incident has been added in 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:	8000000709		
Description: *	SM Incident 2		
Customer:	HPSW-R&D-SH		
Reporter:	zhu zi lin		
Processor:	zhu wei		
Service Team:			

Processing Data

Status:	Customer Action ▼		
Impact:	▼	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

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. 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.

Incident: 8000000709, SM Incident 2

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

The message is already closed

Details | Edit

General Data

ID:	8000000709
Description:	SM Incident 2
Customer:	HPSW-R&D-SH
Reporter:	zhu zl lin
Processor:	zhu wei
Service Team:	

Processing Data

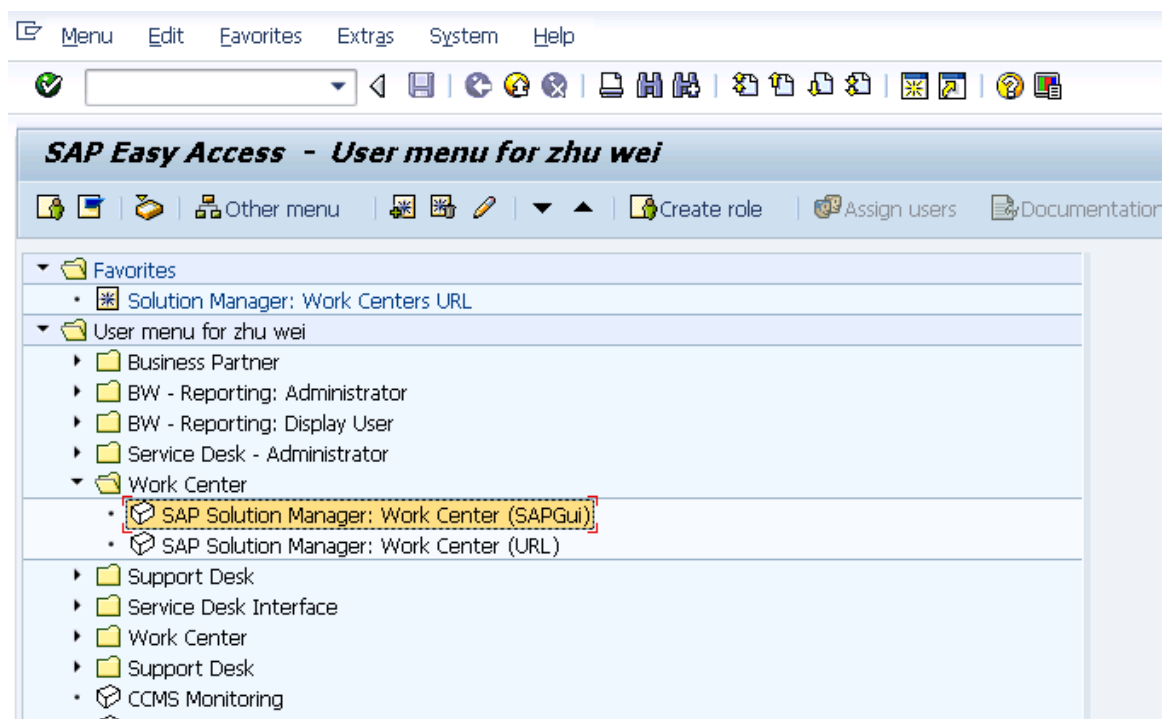
Status:	Confirmed	Urgency:	
Impact:		Priority:	4: Low
Recommended Priority:			

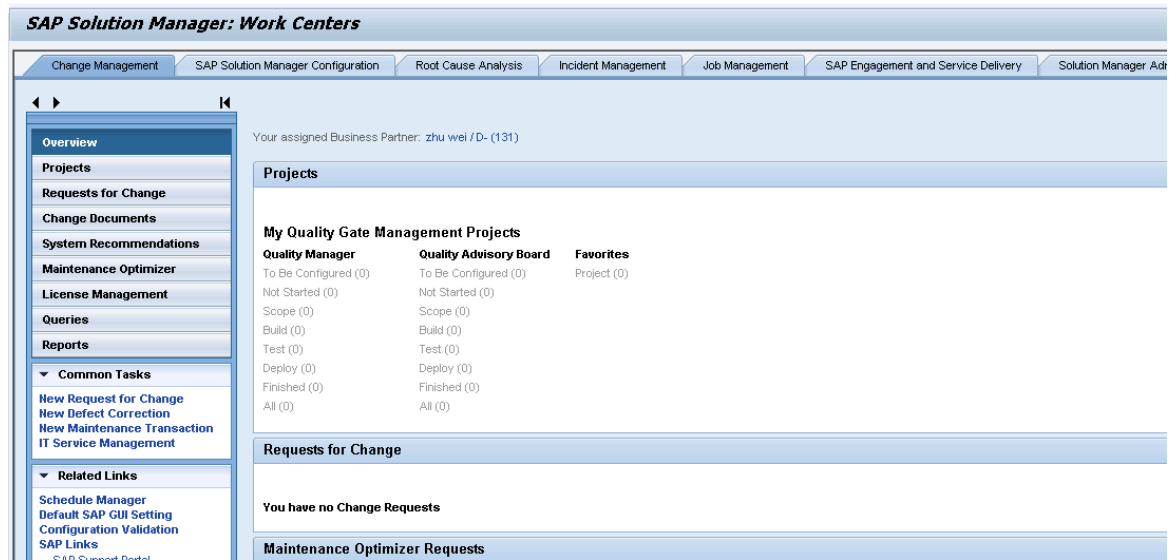
SAP Solution Manager 7.1 to SM 7.11

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





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

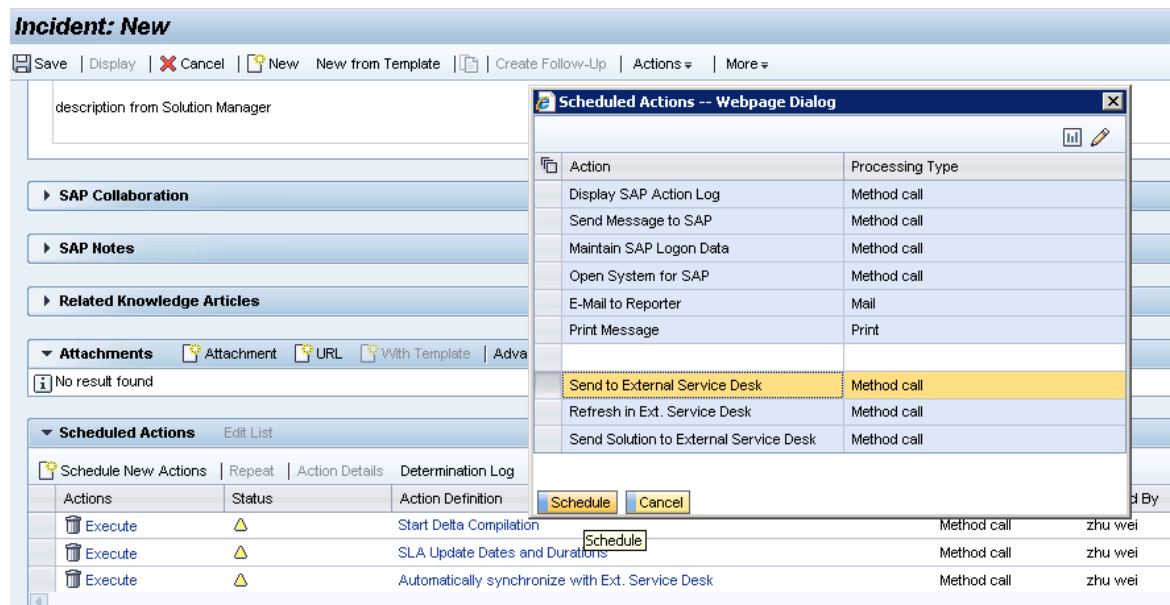


4. Click **Create > Incident**. The Incident: New page opens.

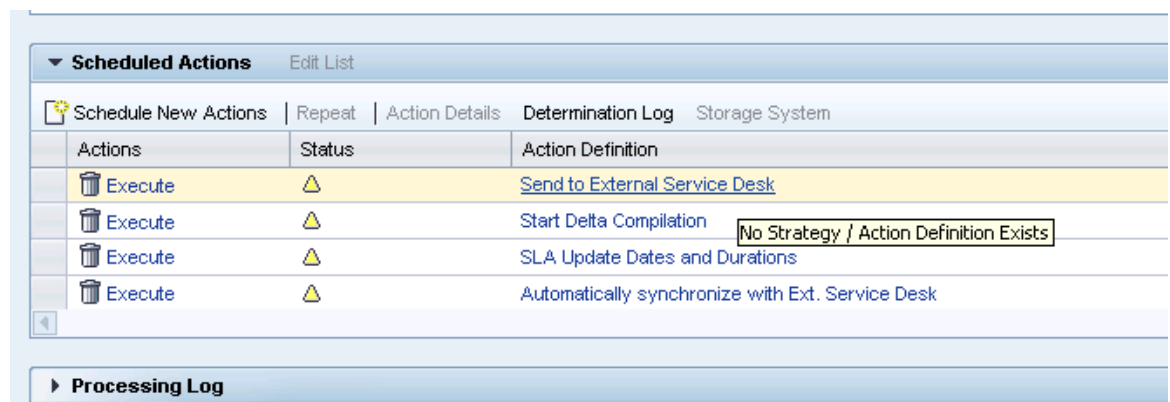
5. Fill in the required fields for the new incident as necessary:

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

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



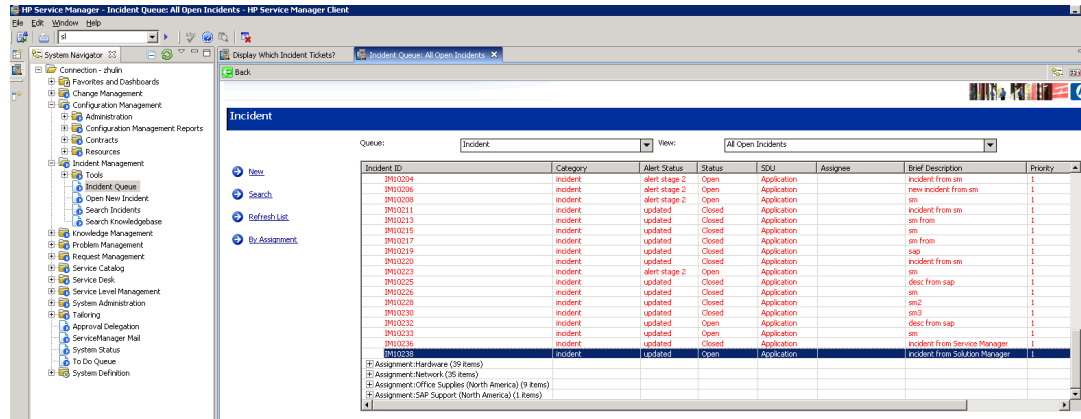
- As shown in the following screenshot, the new action is waiting to be executed in the action list.



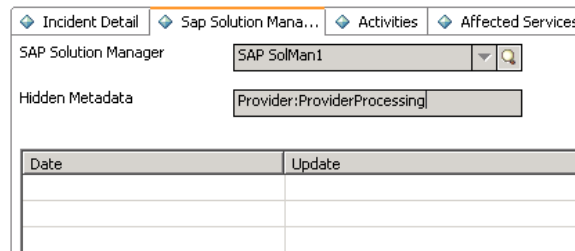
- Click **Save** to send the incident to Service Manager.
- Click **Display** to switch the incident to view mode.

Send solution in Service Manager

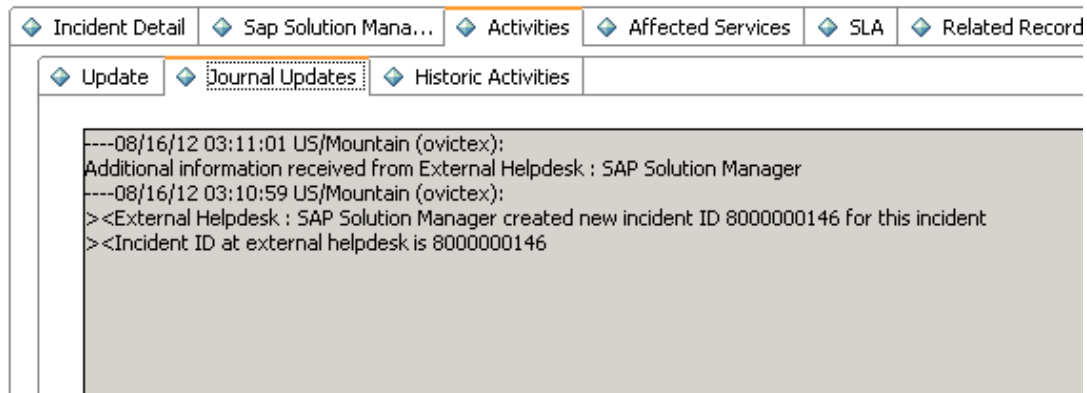
- Log on to Service Manager as an Administrator.
- Click **Incident Management > Incident Queue**. Find the incident from Solution Manager in the Incident Queue form.



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



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



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

The screenshot shows the 'Incident Detail' tab selected. The form contains the following fields and values:

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

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

The screenshot shows the 'Sap Solution Manager' tab selected. The 'Hidden Metadata' section displays the following information:

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

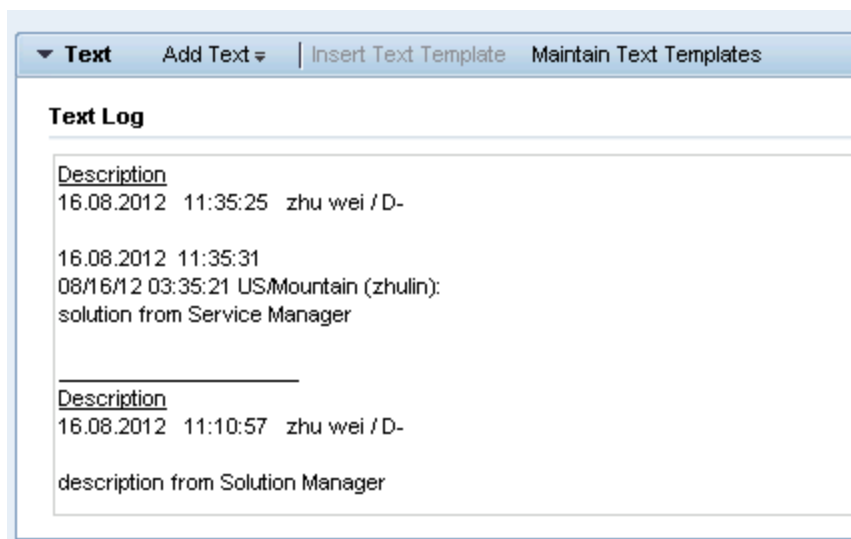
And the log is recorded with the message “the solution is proved to Solution Manager” below the Hidden Metadata textbox. The Send Solution button and the Send Back button are unavailable and only the **Add Info** button is active.

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

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

Check the solution from Service Manager

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



Send the incident back to Service Manager

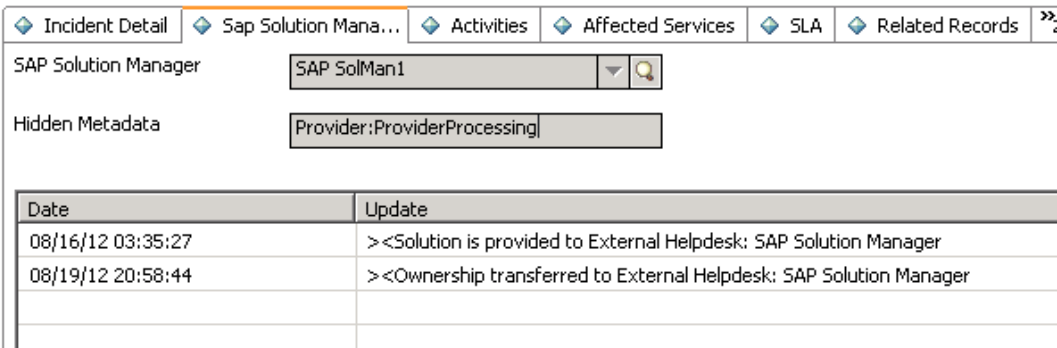
1. Log on to Solution Manager.
2. Search the incident and open it.
3. Click **Edit** to switch the incident to edit mode.
4. Change the status to **In Process**.
5. Add a scheduled action **Send to External Service Desk**.

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

Send the incident back to Solution Manager again

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

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



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

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

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

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

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

Close the incident in Solution Manager

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

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

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

Incident: 8000000146, incident from Solution Manager

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

Transaction 8000000146 saved

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

Check the incident's status in Service Manager

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

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

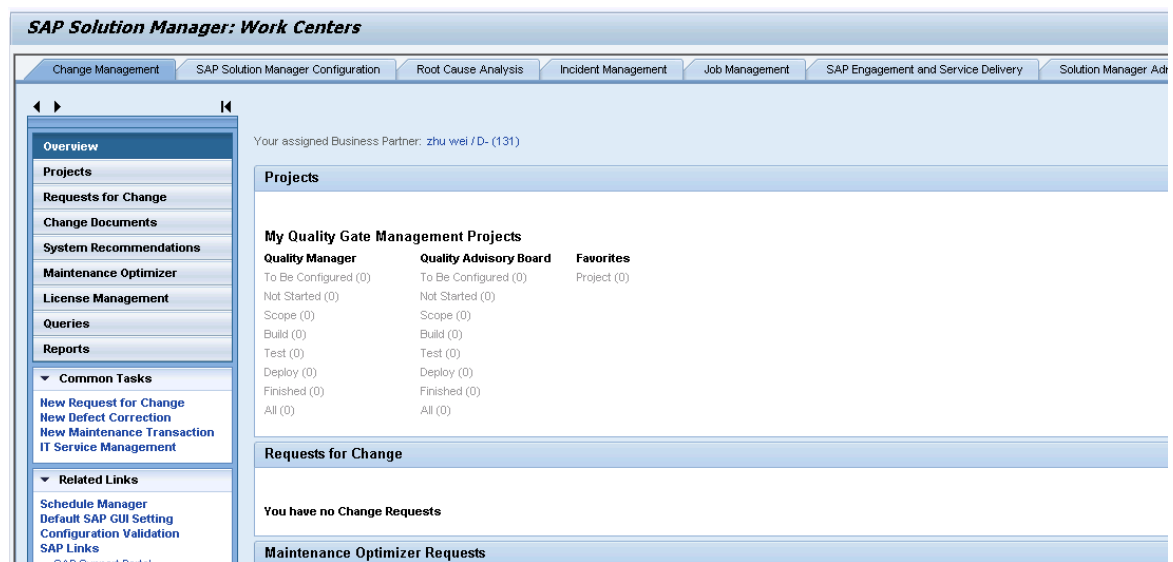
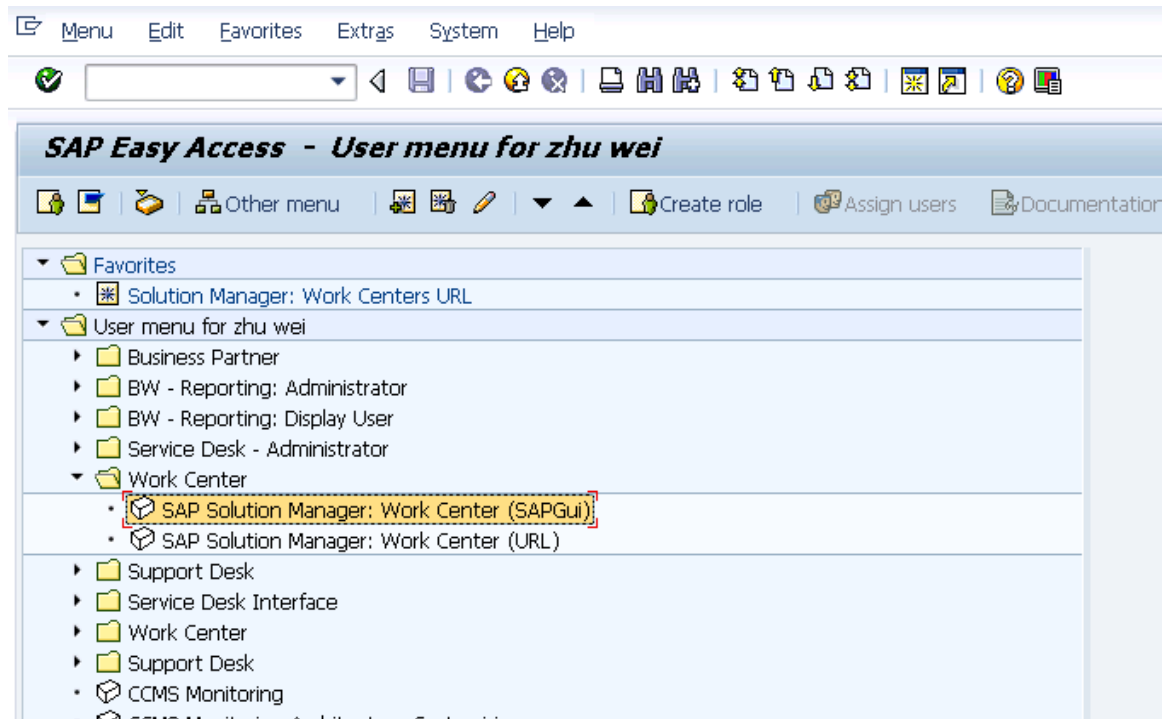
SAP Solution Manager 7.1 to SM 9.x

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.



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



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

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

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

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

Actions	Status	Action Definition	Method call	zhu wei
Execute	⚠	Start Delta Compilation	Method call	zhu wei
Execute	⚠	SLA Update Dates and Durations	Method call	zhu wei
Execute	⚠	Automatically synchronize with Ext. Service Desk	Method call	zhu wei

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

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

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

Open new incident in Service Manager

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

To Do Queue: My To Do List

Display Which Incident Tickets?

Display Which Incident Tickets?

Incident Queue: All Open Incidents

Incident Queue: All Open Incidents 10

Back

New

Search

Refresh

By Assignment Group

More

Incident

Queue:

Incident

View:


All Open Incidents

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


- Open the incident and check the updated information from Solution Manager.
- Extend the **Sap Solution Manager** tab to view the incident's status from Hidden Metadata.

- **Provider:** Indicates the incident is requested by Solution Manager. Service Manager provides the solution to Solution Manager.
- **ProviderProcessing:** Indicates the incident is being processed by Service Manager.

Sap Solution Manager

SAP Solution Manager 

Hidden Metadata

Date	Update
	

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

Activities

New Update Type ☐ Visible to Customer

New Update

Journal Updates

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

Activity Type

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

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

Closure Code ☐ Problem Candidate ☐ Knowledge Candidate

Solution

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

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

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

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

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

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

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

Check the solution from Service Manager

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

The screenshot shows the SAP Solution Manager interface. At the top, there is a toolbar with buttons: "Text", "Add Text", "Insert Text Template", and "Maintain Text Templates". Below the toolbar, there is a section labeled "Text Log". Inside the "Text Log" section, there is a table with two columns: "Description" and "Text". The "Description" column contains the value "26.09.2012 09:24:37 zhu wei / D-". The "Text" column contains the value "26.09.2012 09:24:35 Solution from Service Manager".

Description	Text
26.09.2012 09:24:37 zhu wei / D-	26.09.2012 09:24:35 Solution from Service Manager

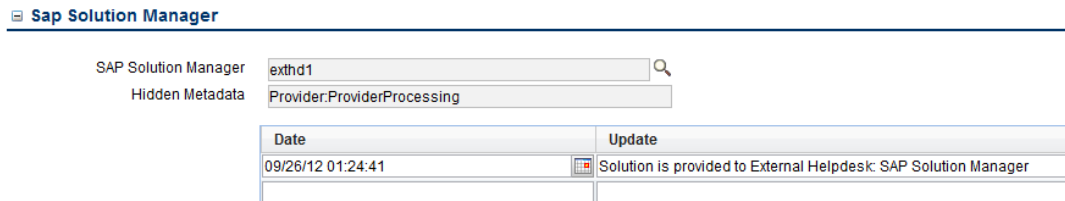
Send the incident back to Service Manager

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

Send the incident back to Solution Manager again

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


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





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 

Hidden Metadata

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 

General Data		Category	
ID:	8000000236	Level 1:	
Description:	Incident from Solution Manager	Level 2:	
Customer:	HPSW-R&D-SH	Level 3:	
Reporter:	zhu zi lin	Level 4:	
Processor:	zhu wei	Solution Category:	
Service Team:			
Processing Data		Relationships	
Status:	Confirmed	Related Problem:	
Impact:		Related Request for Change:	
Recommended Priority:		Related Knowledge Article:	
Urgency:	1: Very High		
Priority:			
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.
2. Click **Incident Management > Incident Queue**. Find the incident from Solution Manager in the Incident Queue form.
3. Open the incident and check the updated information from Solution Manager.

Incident Details

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

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

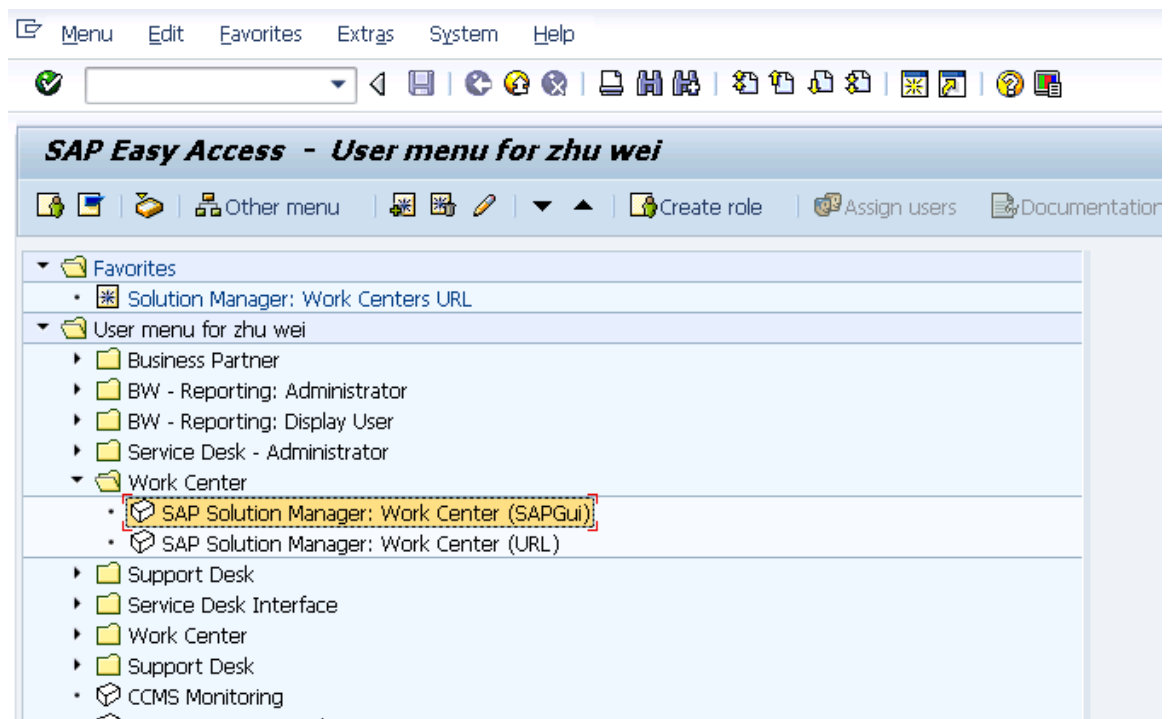
SAP Solution Manager 7.1 to SM 9.x with Process Designer (PD) 9.30.3

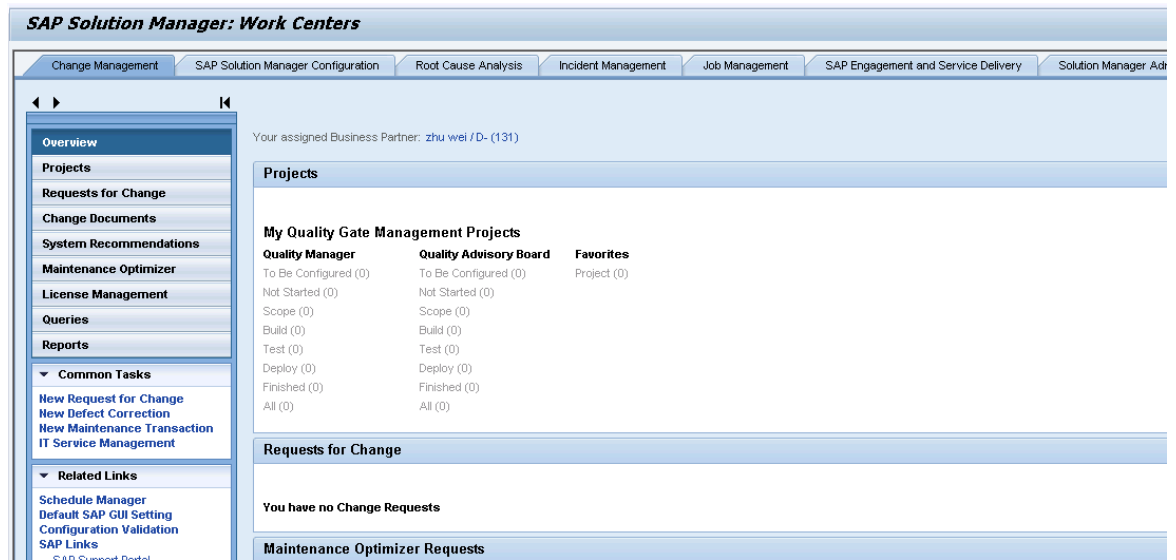
Create incident in Solution Manager	60
Send Solution in Service Manager	64
Check the solution from Service Manager	67
Send the incident back to Service Manager	67
Send the incident back to Solution Manager again	67
Close the incident in Solution Manager	69

Check the incident's status in Service 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.





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

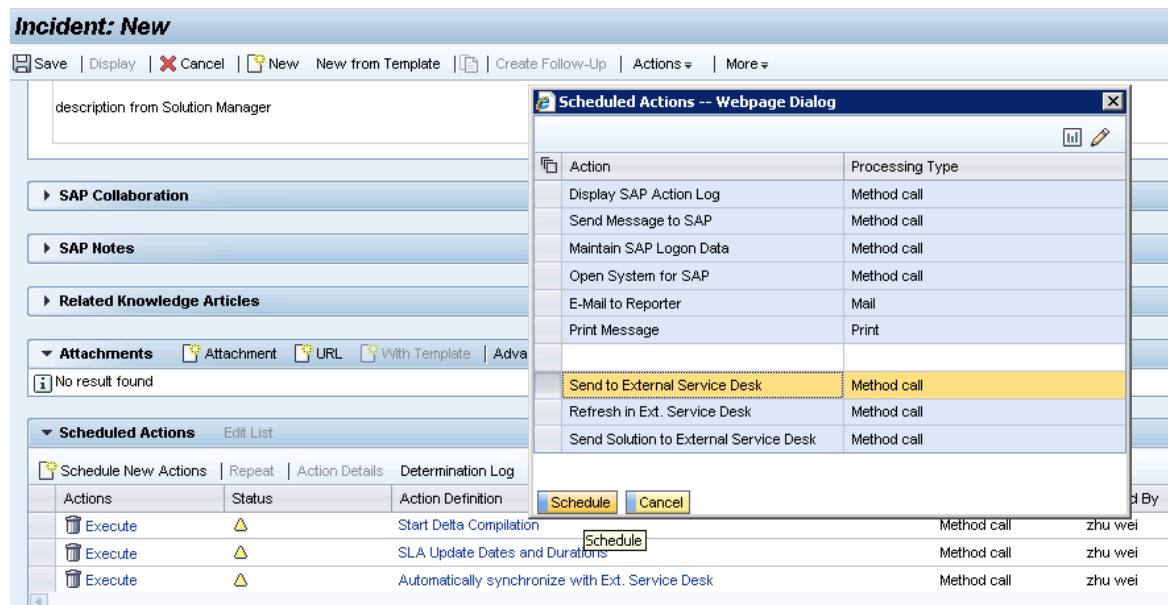


4. Click **Create > Incident**. The Incident: New page opens.

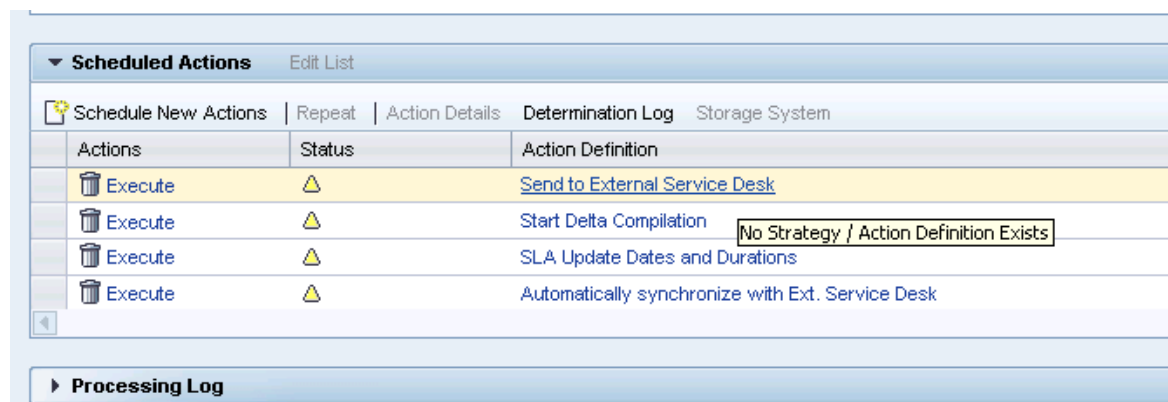
5. Fill in the required fields for the new incident as necessary:

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

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



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



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

Text Log

Description

02.12.2013 03:57:13 zhu wei / D-

02.12.2013 03:56:46

12/01/13 19:56:59 US/Mountain (ovictex ovictex):

Incident ID at external 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.

Incident Queue: All Open Incidents

New Search Refresh By Assignment Group More ▼

Incident

Queue: Incident View: All Open Incidents

Incident ID	Category	Alert Status	Status	SDU	Assignee	Brief Description	Priority	Initial Img	Urgency	Problem Type
IM10005	Incident	updated	Work In Progress	Application	Incident Manager	Microsoft Office keeps asking to inst...	4 - Low	4 - User	4 - Low	incident
IM10014	Incident	updated	Open	Application	Incident Coordinator	E is not responding to users request	3 - Ave...	4 - User	2 - High	incident
IM10024	complaint	updated	Work In Progress	Application	Incident Manager	When opening documents, Microsoft ...	3 - Ave...	4 - User	3 - Ave...	complaint
IM10030	Incident	updated	Work In Progress	Application	Incident Manager	Virus scan reports Multiple Virusses	2 - High	4 - User	1 - Crti...	incident
IM10063	Incident	updated	Work In Progress	Application	Incident Manager	Microsoft Office Word can't startup, ...	3 - Ave...	4 - User	2 - High	incident
IM10065	complaint	updated	Open	Application	Incident Manager	Windows keeps changing Date and ...	3 - Ave...	4 - User	3 - Ave...	complaint
IM10066	complaint	updated	Open	Application	Incident Coordinator	Windows language keeps changing ...	3 - Ave...	4 - User	2 - High	complaint
IM10070	Incident	updated	Work In Progress	Application	Incident Manager	E-mail box runs full with SPAM	2 - High	4 - User	1 - Crti...	incident
IM10073	Incident	updated	Open	Application	Incident Manager	E-mail is not synchronizing	3 - Ave...	4 - User	2 - High	incident
IM10077	Incident	updated	Open	Application	Incident Coordinator	My browser keeps giving msg. Not r...	3 - Ave...	4 - User	3 - Ave...	incident
IM10089	Incident	updated	Work In Progress	Application	Incident Coordinator	E-mail runs full with SPAM	2 - High	4 - User	1 - Crti...	incident
IM10098	Incident	updated	Open	Application	Incident Analyst	Web browser not responding	3 - Ave...	4 - User	3 - Ave...	incident
IM10101	Incident	updated	Open	Application	Incident Manager	E-mail is not synchronizing	3 - Ave...	4 - User	2 - High	incident
IM10106	Incident	updated	Work In Progress	Application	Incident Manager	Microsoft Office Power Point can't st...	2 - High	4 - User	1 - Crti...	incident
IM10107	Incident	updated	Work In Progress	Application	Incident Coordinator	Microsoft Office Power Point won't s...	3 - Ave...	4 - User	2 - High	incident
IM10108	Incident	updated	Open	Application	Incident Analyst	Web browser not responding	2 - High	4 - User	1 - Crti...	incident
IM10110	Incident	updated	Accepted	Application	Incident Coordinator	Microsoft Office Words can't startup...	3 - Ave...	4 - User	3 - Ave...	incident
IM10120	Incident	updated	Accepted	Application	Incident Manager	Windows language keeps changing ...	3 - Ave...	4 - User	3 - Ave...	incident
IM10124	Incident	updated	Open	Application	Incident Manager	Microsoft Office Excel does not start...	3 - Ave...	4 - User	3 - Ave...	incident
IM10126	Incident	updated	Open	Application	Incident Manager	Microsoft Office spel checker check...	3 - Ave...	4 - User	3 - Ave...	incident
IM10127	Incident	updated	Work In Progress	Application	Incident Analyst	Laptop cannot boot Operating System	2 - High	4 - User	1 - Crti...	incident
IM10128	complaint	updated	Open	Application	Incident Coordinator	VPI connection drops every 10 minu...	3 - Ave...	4 - User	2 - High	complaint
IM10129	Incident	updated	Work In Progress	Application	Incident Coordinator	Microsoft Office Words reports on e...	3 - Ave...	4 - User	3 - Ave...	incident
IM10131	complaint	updated	Open	Application	Incident Manager	Operating system language is Spanish	2 - High	4 - User	1 - Crti...	complaint
IM10137	Incident	alert stage 2	Categorize	Application		SAP checker incident	4 - Low	4 - User	4 - Low	
IM10138	Incident	alert stage 2	Categorize	Application		SAP checker incident	4 - Low	4 - User	4 - Low	
IM10139	Incident	alert stage 2	Categorize	Application		SAP checker incident	4 - Low	4 - User	4 - Low	
IM10140	Incident	alert stage 2	Categorize	Application		SAP checker incident	4 - Low	4 - User	4 - Low	
IM10141	Incident	alert stage 2	Categorize	Application		SAP checker incident	4 - Low	4 - User	4 - Low	
IM10142	Incident	alert stage 2	Categorize	Application		SAP checker incident	4 - Low	4 - User	4 - Low	
IM10146	Incident	updated	Categorize	Application		Incident from Solution Manager	4 - Low	4 - User	4 - Low	

Assignment Group: E-mail / Webmail (South America) (1 items)

Assignment Group: Field Support (Africa) (2 items)

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:		<p>-----12/01/13 19:56:59 US/Mountain (ovictex ovictex): Incident ID at external helpdesk is IM10146 -----12/01/13 19:56:26 US/Mountain (ovictex): External Helpdesk : SAP Solution Manager created new incident ID 8000000710 for this incident description from Solution Manager</p>							
Group by Activity Type									
Date/Time		Type				Operator			
12/01/13 19:58:17		Update from Customer				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.

Cancel Previous Next Save & Exit Save Apply Template Add Info Send Back More

US/Mountain 12/01/13 20:31:42: Incident IM10146 has been updated by Incident.Manager

Incident - IM10146

Title:	* incident from Solution Manager		
Description:	* default description		
Incident ID:	IM10146	Requested By:	
Status:	* Work In Progress	Contact Person:	
Phase:	Investigation	Location:	
Affected Service:	* MyDevices	Major Incident:	
Affected CI:	SAPInstance800	Escalated:	
	<input type="checkbox"/> CI is operational (no outage)		
Outage Start Time:	12/01/13 19:56:28		
Outage End Time:			

Categorization and Assignment Tasks Impacted Services Proposed Solution Workflow Related Records - (0) Activities SLA Attachments - (0) SAP Solution Manager




Problem Candidate: ☐

Solution:

Solution from Service 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	Related Records - (0)	Activities	SLA	Attachments - (0)	SAP Solution Manager
SAP Solution Manager			SAP SolMan 1						
Exchange Status			Provider:SolutionProvided						
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	
									

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

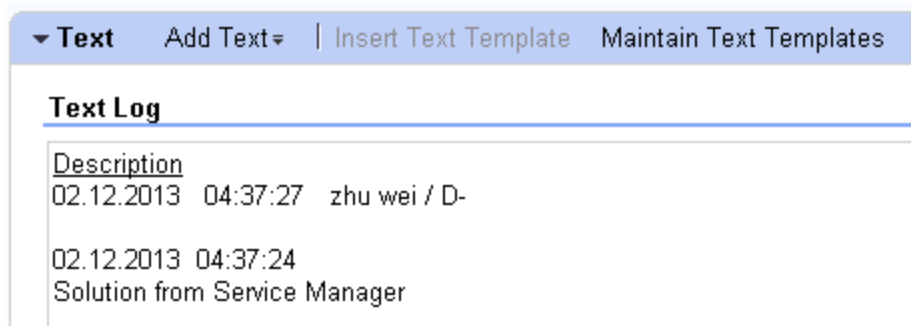
solution. Only adding new information into the incident is allowed. Otherwise, the incident will be sent back by Solution Manager.

- **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.



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.
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.

Categorization and Assignment		Tasks	Impacted Services	Proposed Solution	Workflow	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									
12/01/13 20:38:05	Solution is provided to External Helpdesk: 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:		<input type="text"/> Customer Visible:								
Update:		<input type="text"/>								
Journal Updates:		<p>-----12/01/13 22:07:41 US/Mountain (ovictex ovictex): External Helpdesk : SAP Solution Manager rejected solution</p> <p>-----12/01/13 20:37:15 US/Mountain (Incident Manager): A solution for this Incident has been proposed to SAP SolutionManager.</p> <p>-----12/01/13 19:56:59 US/Mountain (ovictex ovictex):</p>								

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.

Categorization and Assignment		Tasks	Impacted Services	Proposed Solution	Workflow	Related Records - (0)	Activities	SLA	Attachments - (0)	SAP Solution Manager
SAP Solution Manager		SAP SolMan 1								
Exchange Status		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									

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 Solution Manager

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

Transaction 8000000710 saved

Details Edit

General Data		Category	
ID:	8000000710	Level 1:	
Description:	incident from Solution Manager	Level 2:	
Customer:	HPSW-R&D-SH	Level 3:	
Reporter:	zhu zhi lin	Level 4:	
Processor:	zhu wei	Solution Category:	
Service Team:			
Processing Data		Relationships	
Status:	Confirmed	Related Problem:	
Impact:		Related Request for Change:	
Recommended Priority:		Related Knowledge Article:	
Urgency:	Priority: 4: Low		
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](#)

Incident - IM10138

Title:	* Incident 2		
Description:	* 0020314982		
Incident ID:	IM10138	Requested By:	falco
Status:	* Closed	Contact Person:	FALC
Phase:	Closure	Location:	
Affected Service:	* MyDevices	Major Incident:	<input type="checkbox"/>
Affected CI:	SAP800  	Escalated:	<input type="checkbox"/>
	<input type="checkbox"/> CI 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 and Assignment](#) |
 [Tasks](#) |
 [Impacted Services](#) |
 [Related Records - \(0\)](#) |
 [SLA](#) |
 [KPI Metrics](#) |
 [Attachments - \(0\)](#) |
 [SAP Solution Manager](#)

SAP Solution Manager	SolutionManager1
Exchange Status	Closed

Date	Update
01/23/14 01:09:16	Created incident in External Helpdesk :SAP Solution Manager. Incident Id at External Help
01/23/14 01:53:40	Additional information sent to External Helpdesk : SAP Solution Manager
01/23/14 01:55:46	Incident : IM10138 has been closed in the External Helpdesk: SAP Solution Manager

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

We appreciate your feedback!

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

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

Just add your feedback to the email and click send.

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

