

# HP Service Manager Exchange with SAP Solution Manager

Software Version: 1.10 patch 1

For the supported Windows® and UNIX® operating systems

## User Guide

Document Release Date: July 2014

Software Release Date: July 2014



## Legal Notices

### Warranty

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

The information contained herein is subject to change without notice.

### Restricted Rights Legend

Confidential computer software. Valid license from HP required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

### Copyright Notice

© Copyright 1994-2014 Hewlett-Packard Development Company, L.P.

### Trademark Notices

Adobe™ is a trademark of Adobe Systems Incorporated.

Microsoft® and Windows® are U.S. registered trademarks of Microsoft Corporation.

UNIX® is a registered trademark of The Open Group.

## Documentation Updates

The title page of this document contains the following identifying information:

- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document is updated.
- Software Release Date, which indicates the release date of this version of the software.

To check for recent updates or to verify that you are using the most recent edition of a document, go to: <http://h20230.www2.hp.com/selfsolve/manuals>

This site requires that you register for an HP Passport and sign in. To register for an HP Passport ID, go to: <http://h20229.www2.hp.com/passport-registration.html>

Or click the **New users - please register** link on the HP Passport login page.

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

## Support

Visit the HP Software Support Online web site at: <http://www.hp.com/go/hpsupportsupport>

This web site provides contact information and details about the products, services, and support that HP Software offers.

HP Software online support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the support web site to:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an HP Passport user and sign in. Many also require a support contract. To register for an HP Passport ID, go to:

<http://h20229.www2.hp.com/passport-registration.html>

To find more information about access levels, go to:

[http://h20230.www2.hp.com/new\\_access\\_levels.jsp](http://h20230.www2.hp.com/new_access_levels.jsp)

**HP Software Solutions Now** accesses the HPSW Solution and Integration Portal Web site. This site enables you to explore HP Product Solutions to meet your business needs, includes a full list of Integrations between HP Products, as well as a listing of ITIL Processes. The URL for this Web site is <http://h20230.www2.hp.com/sc/solutions/index.jsp>

# Contents

Chapter 1: Background .....	5
Introduction .....	5
Audience .....	5
Prerequisites .....	6
Architecture .....	6
Chapter 2: User Scenarios .....	8
Set up SAP Instance CI in Service Manager .....	8
SM 7.11 to SAP Solution Manager 7.1 .....	10
Create an incident in Service Manager .....	10
Open a new incident to send to SAP .....	11
Open the incident in Solution Manager .....	12
Check updates in Service Manager .....	16
Synchronize new information with Solution Manager .....	17
Check updates from Service Manager .....	18
Update the incident status in Solution Manager .....	18
Close the incident in Service Manager .....	19
Check the incident's status in Solution Manager .....	20
SM 9.x to SAP Solution Manager 7.1 .....	20
Create an incident in Service Manager .....	21
Open a new incident to send to SAP .....	22
Open the incident in Solution Manager .....	24
Check updates in Service Manager .....	26
Synchronize new information with Solution Manager .....	27
Check updates from Service Manager .....	28
Update the incident status in Solution Manager .....	28
Close the incident in Service Manager .....	29
Check the incident's status in Solution Manager .....	30
SM 9.x with Process Designer (PD) 9.30.3 to SAP Solution Manager 7.1 .....	30
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
SAP Solution Manager 7.1 to SM 7.11 .....	41
Create incident in Solution Manager .....	41
Send solution in Service Manager .....	45
Check the solution from Service Manager .....	48
Send the incident back to Service Manager .....	48
Send the incident back to Solution Manager again .....	49
Close the incident in Solution Manager .....	50
Check the incident's status in Service Manager .....	51
SAP Solution Manager 7.1 to SM 9.x .....	51
Create incident in Solution Manager .....	52
Open new incident in Service Manager .....	55
Check the solution from Service Manager .....	57
Send the incident back to Service Manager .....	58
Send the incident back to Solution Manager again .....	58
Close the incident in Solution Manager .....	59
Check the incident's status in Service Manager .....	60
SAP Solution Manager 7.1 to SM 9.x with Process Designer (PD) 9.30.3 .....	60
Create incident in Solution Manager .....	61
Send Solution in Service Manager .....	65
Check the solution from Service Manager .....	68
Send the incident back to Service Manager .....	68
Send the incident back to Solution Manager again .....	69
Close the incident in Solution Manager .....	70
Check the incident's status in Service Manager .....	71
Send Documentation Feedback .....	72

# Chapter 1: Background

Introduction .....	5
Audience .....	5
Prerequisites .....	6
Architecture .....	6

## 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

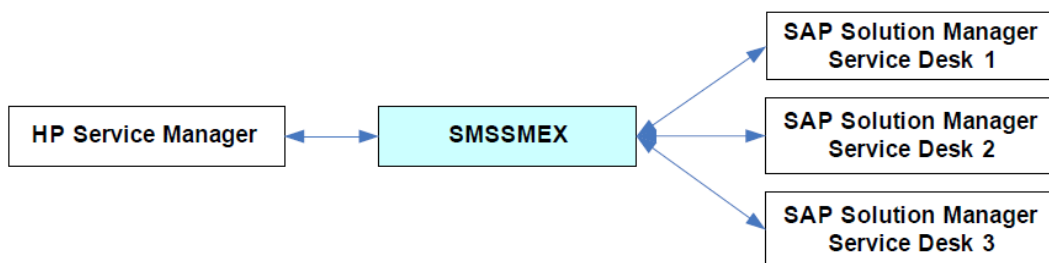
This document is intended for the following audiences:

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

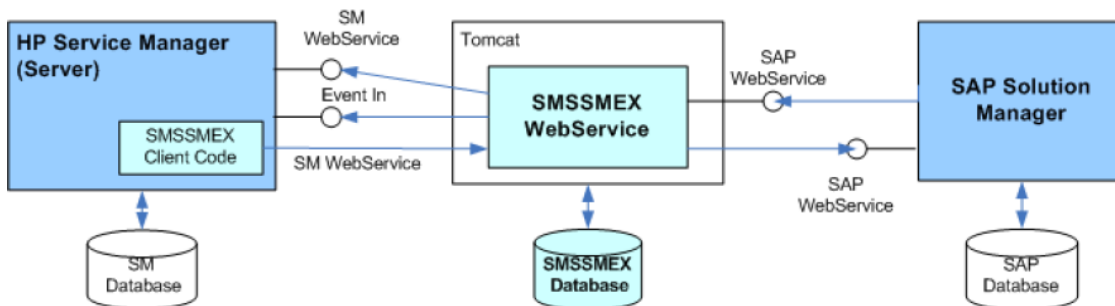
## Prerequisites

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

Set up SAP Instance CI in Service Manager .....	8
SM 7.11 to SAP Solution Manager 7.1 .....	10
SM 9.x to SAP Solution Manager 7.1 .....	20
SM 9.x with Process Designer (PD) 9.30.3 to SAP Solution Manager 7.1 .....	30
SAP Solution Manager 7.1 to SM 7.11 .....	41
SAP Solution Manager 7.1 to SM 9.x .....	51
SAP Solution Manager 7.1 to SM 9.x with Process Designer (PD) 9.30.3 .....	60

### 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: Favorites and Dashboards, Configuration Management, Manage Software, Search CIs, Incident Management, Knowledge Management, and Legacy Incident Management. The main area is titled 'Configuration Item: SAPInstance800'. It contains a table with columns: CI Identifier, Type, Network, Location, and Model. The table has two rows: 'SAP' (application) and 'SAPInstance800' (sapinstance). Below the table is a pagination bar showing '1 to 2 of 2' and 'Page: 1'. A toolbar includes 'Cancel', 'Previous', 'Next', 'Save & Exit', 'Save', and 'More'. Below the toolbar is a list of expandable sections: Managed State, CI Changes, Relationship Changes, Relationships, Relationship Graph, Software, CI Owner, Subscribers, Location, Vendor, Audit, Metrics, Financial, Attachments, and SAP Instance Info. The 'SAP Instance Info' section is expanded, showing fields for System ID (SLM), Installation Number (0020314962), and Client (800).

CI Identifier	Type	Network	Location	Model
SAP	application			
SAPInstance800	sapinstance			

1 to 2 of 2 | Page: 1

Cancel Previous Next Save & Exit Save More Select a section...

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

System ID: SLM  
Installation Number: 0020314962  
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 'Configuration Item Relationship' dialog box in HP Service Manager. The left sidebar contains a tree view with 'Configuration Management' expanded, showing sub-items like 'Configuration Management Administration', 'Configuration Management Reports', 'Configuration Management Setup', 'Baseline Wizard', 'CI Queue', 'Configuration Item Relationships', 'Manage Software', 'Search CIs', 'Incident Management', 'Knowledge Management', and 'Legacy Incident Management'. The main area has a title bar 'Configuration Item Relationship' and a toolbar with 'OK', 'Cancel', 'Add', 'Save', 'Find', 'Fill', and 'More'. A message bar at the top says 'Configuration Item Relationship record added.' The form contains the following fields:

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

Below the form is the 'Outage Dependency' section, which includes a checkbox for 'Outage Dependency' and a text field with the placeholder 'This Configuration Item will be considered down if' followed by a blank space and the text 'or more of the supporting configuration items are down'.

## SM 7.11 to SAP Solution Manager 7.1

Create an incident in Service Manager .....	10
Open a new incident to send to SAP .....	11
Open the incident in Solution Manager .....	12
Check updates in Service Manager .....	16
Synchronize new information with Solution Manager .....	17
Check updates from Service Manager .....	18
Update the incident status in Solution Manager .....	18
Close the incident in Service Manager .....	19
Check the incident's status in Solution Manager .....	20

## Create an incident in Service Manager

1. Log on to Service Manager as a user with the open incident permission.
2. Click **Incident Management > Open New Incident**. The incident ticket quick add form opens.
3. Fill in required fields for the new incident as necessary:

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

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

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

## Open a new incident to send to SAP

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

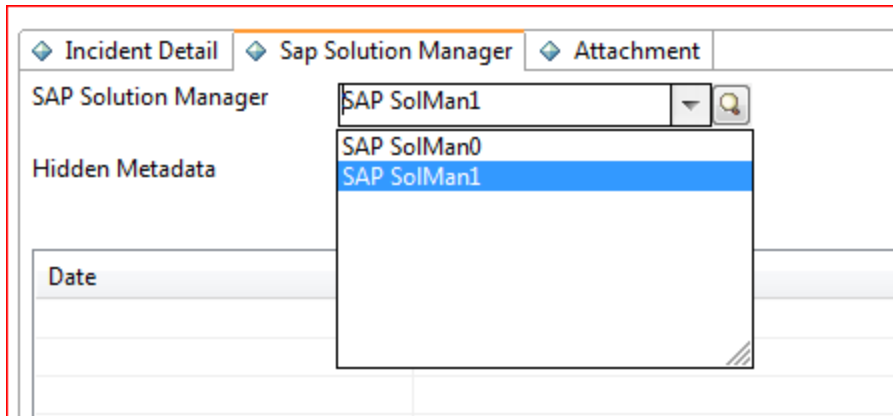
The screenshot displays the HP Service Manager Incident Management interface. The main window is titled 'New Incident' and contains several sections for data entry:

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

On the right, the 'Incident Detail' pane shows the following information:

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

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

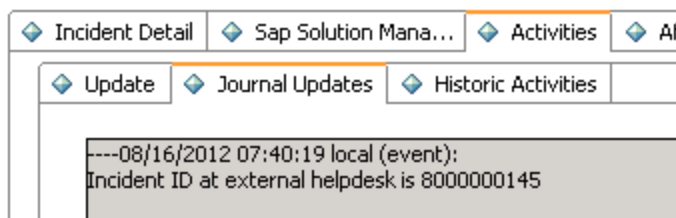


4. Click **Send Incident** to send the incident to SAP.
5. Service Manager receives the **Request accepted** message after the incident is sent to middleware successfully. Click **OK** to close the incident window.

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

Incident ID:

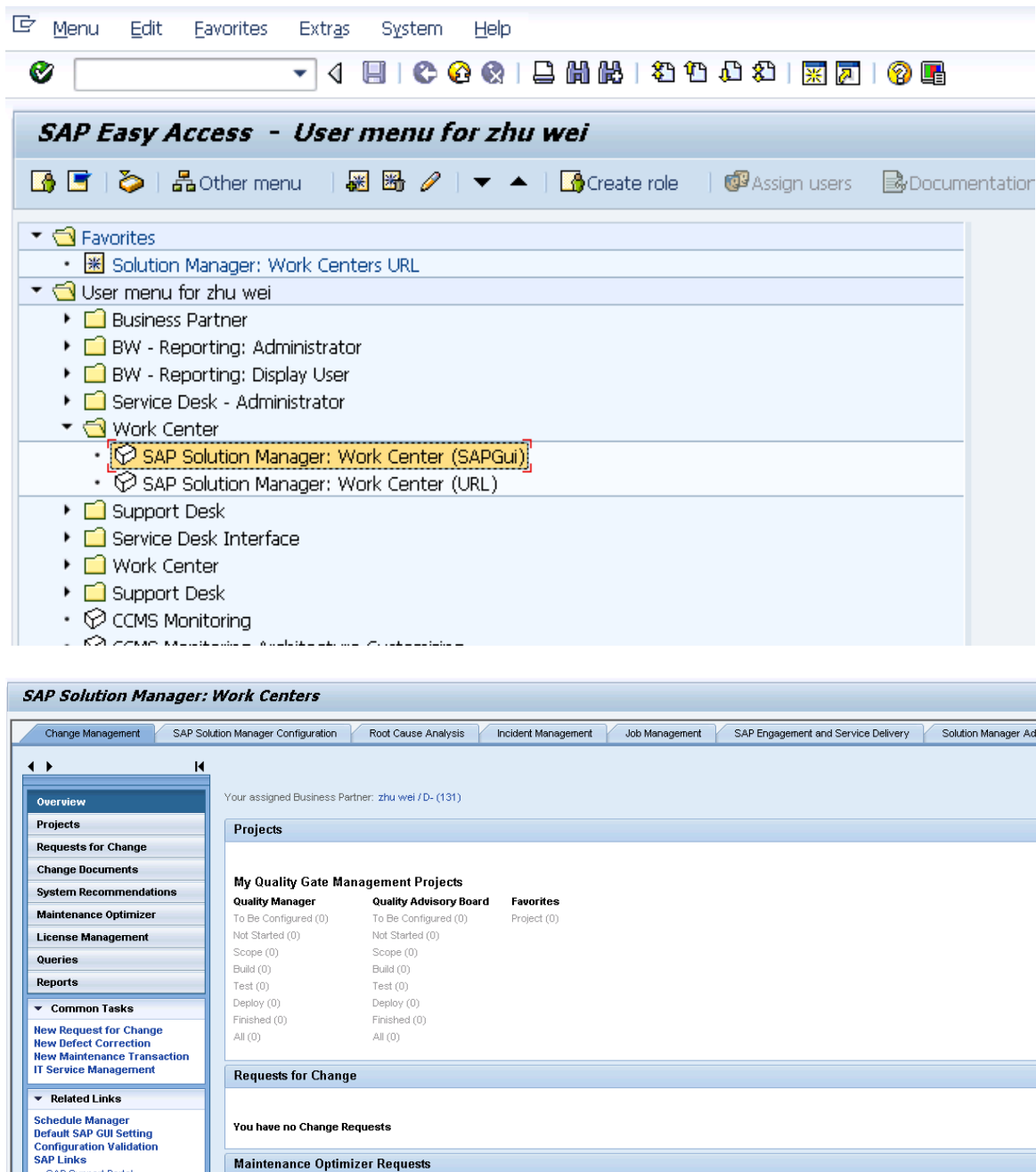
6. After a few minutes, re-open the incident to check whether it is sent to SAP. If the incident is sent successfully, Service Manager receives the Incident ID message from SAP.



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

## Open the incident in Solution Manager

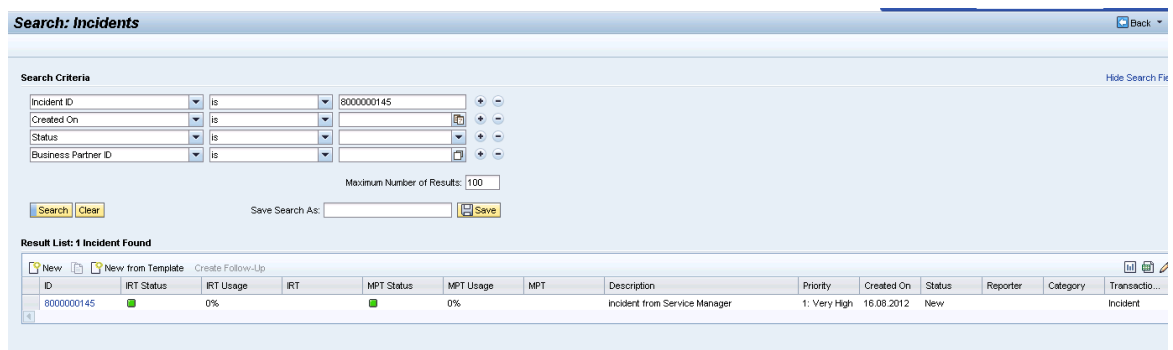
1. Log on to Solution Manager.
2. Click **Work Center > SAP Solution Manager: Work Center (SAP GUI)** to open Solution Manager Work Center.



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



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



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

**Incident: 8000000145, incident from Service Manager**

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

---

**Details** Edit

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

- 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

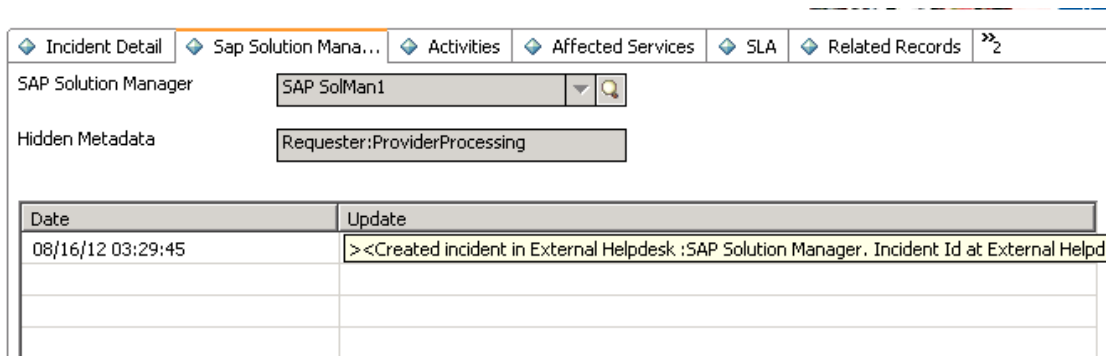
- Click **Save**. The incident information synchronizes with Service Manager automatically.

**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.

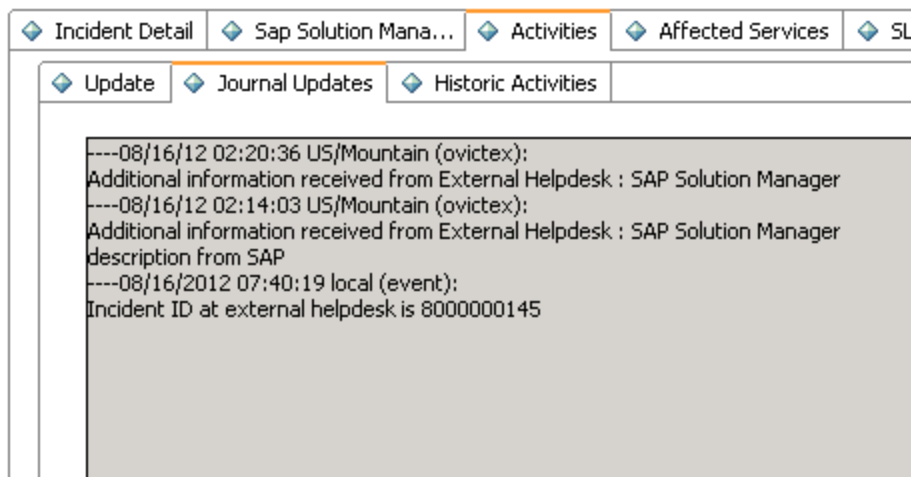
## Check updates in Service Manager

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.



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

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



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



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

The screenshot shows the 'Incident Detail' window with the 'Activities' tab selected. Within 'Activities', the 'Historic Activities' sub-tab is active. A 'Filter By Activity Type:' dropdown menu is visible with a 'Filter' button. Below this is a table with the following data:

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

## Synchronize new information with Solution Manager

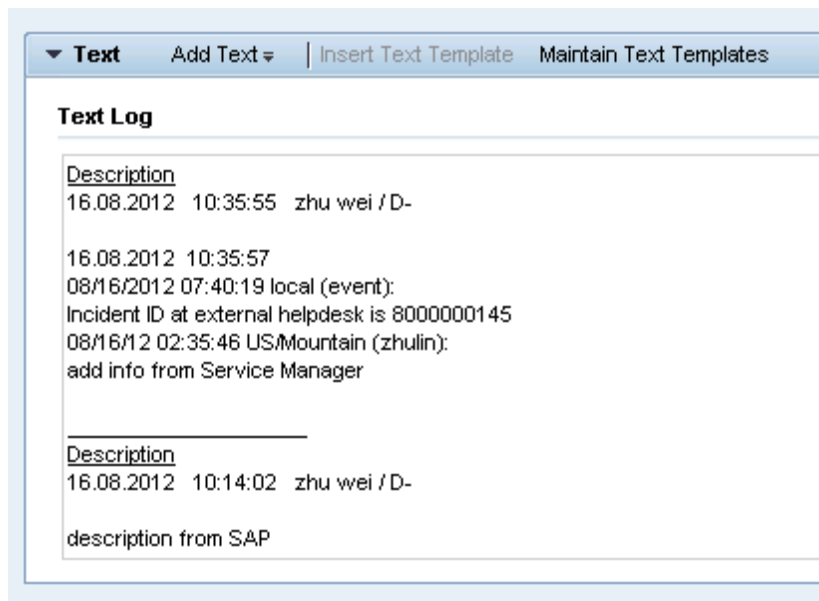
1. Click **Activities** tab > **Update** tab and type information in the Update textbox.

The screenshot shows the 'Incident Detail' window with the 'Activities' tab selected. Within 'Activities', the 'Update' sub-tab is active. The 'Type:' dropdown menu is set to 'v'. The 'Update:' text box contains the text 'add info from Service Manager'.

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

## Check updates from Service Manager

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



## 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 a web interface for viewing incident details. At the top, there is a header bar with a 'Details' tab and an 'Edit' button. Below this, the form is organized into three main sections: 'General Data', 'Processing Data', and 'Dates'. The 'General Data' section contains 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 shows 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”.
- 3. 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 zi 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 .....	24
Check updates in Service Manager .....	26
Synchronize new information with Solution Manager .....	27

HP Service Manager Exchange with SAP Solution Manager (1.10 patch 1)

Page 20 of 73

Check updates from Service Manager .....	28
Update the incident status in Solution Manager .....	28
Close the incident in Service Manager .....	29
Check the incident’s status in Solution Manager .....	30

## Create an incident in Service Manager

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

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

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

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

**Note:** The Default Impact and Priority values of the affected CI are automatically

populated to the Impact and Urgency fields of the incident record. You can manually change these auto-populated values if needed.

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

- e. Type a **Description** for the incident.
- f. Click **Search Knowledge** icon to see if the issue is already logged in the knowledgebase.
- g. Complete the required fields in the Incident Details section.
- h. Complete the form with any other relevant information.

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.

The screenshot shows the 'Incident Details' form in HP Service Manager. The form is titled 'Incident Details' and contains various fields for incident information. The top bar shows the incident number 'IM10181' and a status message: 'US/Mountain 09/26/12 00:14:01: Incident IM10181 has been opened by falcon'. The form is divided into several sections: Incident ID (IM10181), Status (Open), Contract, Location, Affected Service (MyDevices), Affected CI (SAPinstance800), Outage Start (09/26/12 00:14:01), Outage End, Service Contract, SLA Target Date, Assignment Group (Application), Assignee, Vendor, Vendor Ticket, Category (Incident), Area (Access), Subarea (authorization error), Impact (1 - Enterprise), Urgency (2 - High), Priority (1 - Critical), Title (Incident from SM931), Description (Desc from SM931), Closure Code, and Solution. There are also checkboxes for 'CI is operational (no outage)', 'Problem Candidate', and 'Knowledge Candidate'.

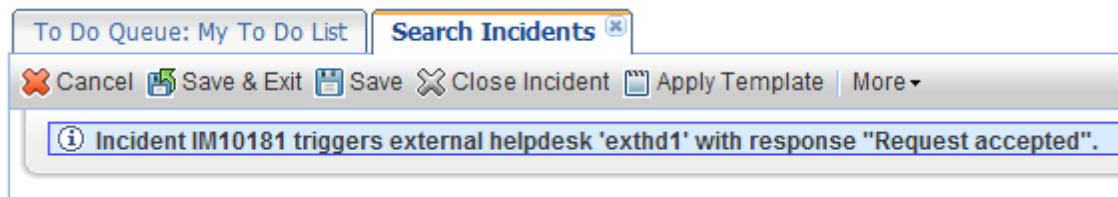
3. Extend the **Sap Solution Manager** tab and select a Solution Manager client in the **SAP Solution Manager** drop-down list.

#### SAP Solution Manager

SAP Solution Manager  
Hidden Metadata

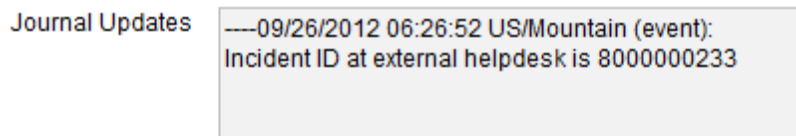
The screenshot shows a drop-down list for the 'SAP Solution Manager' field. The list contains three items: 'SAP SolMan1', 'SAP SolMan0', and 'SAP SolMan1'. The first 'SAP SolMan1' is selected and highlighted in blue. The list is displayed in a window with a search icon and a scroll bar.

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.

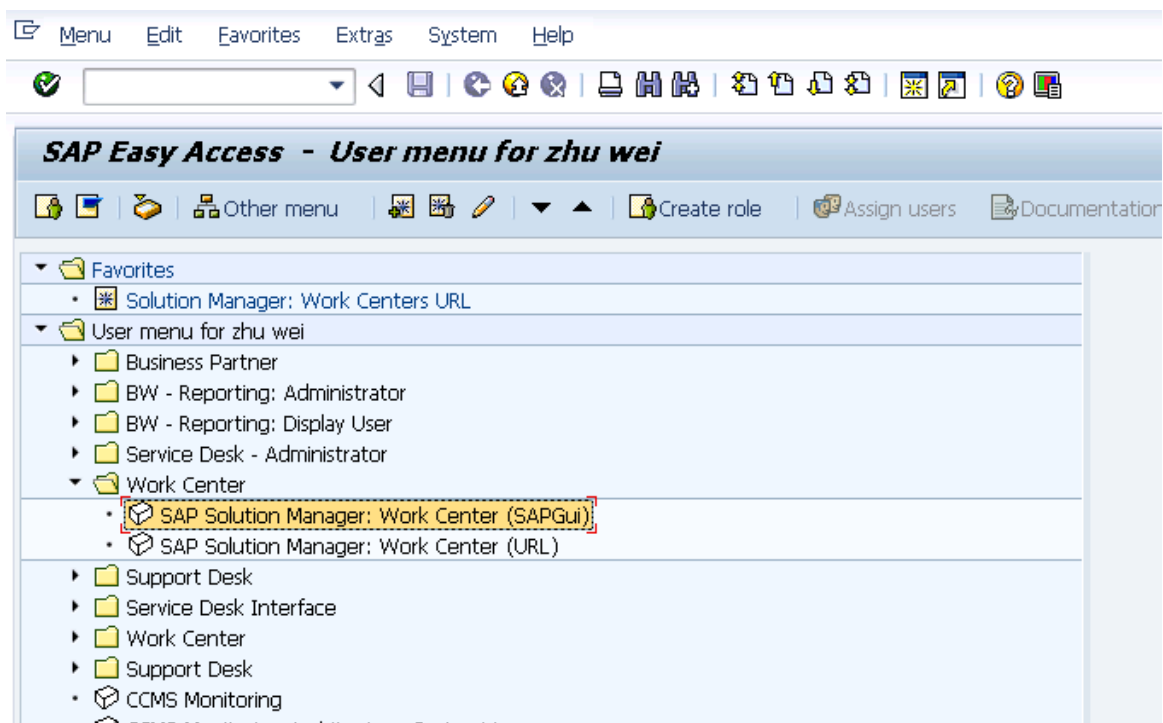
If the incident is sent successfully, Service Manager receives the Incident ID message from SAP.



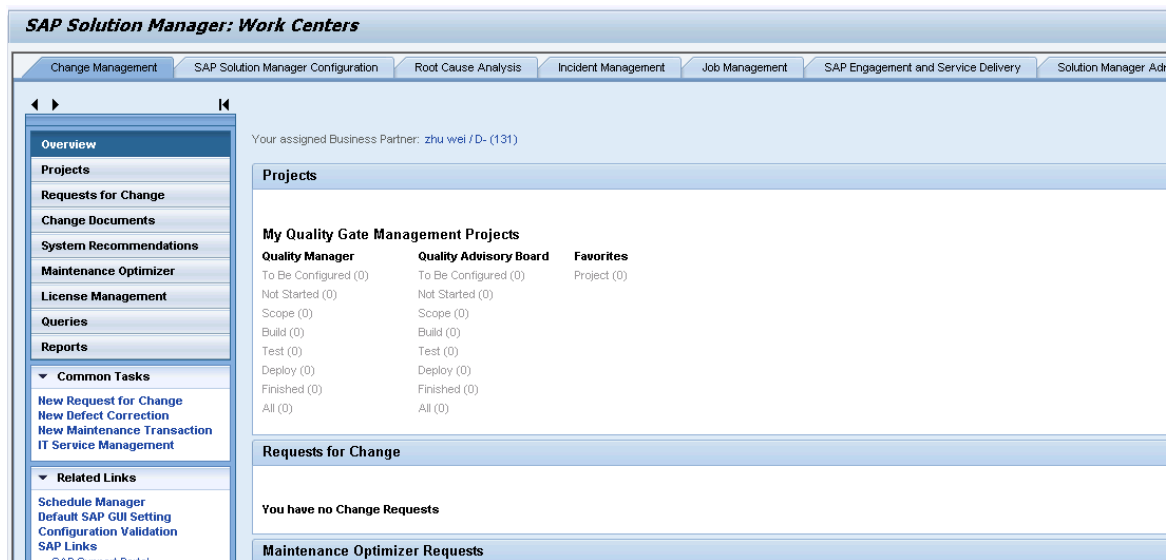
7. Click **Cancel** to close the incident window.

## Open the incident in Solution Manager

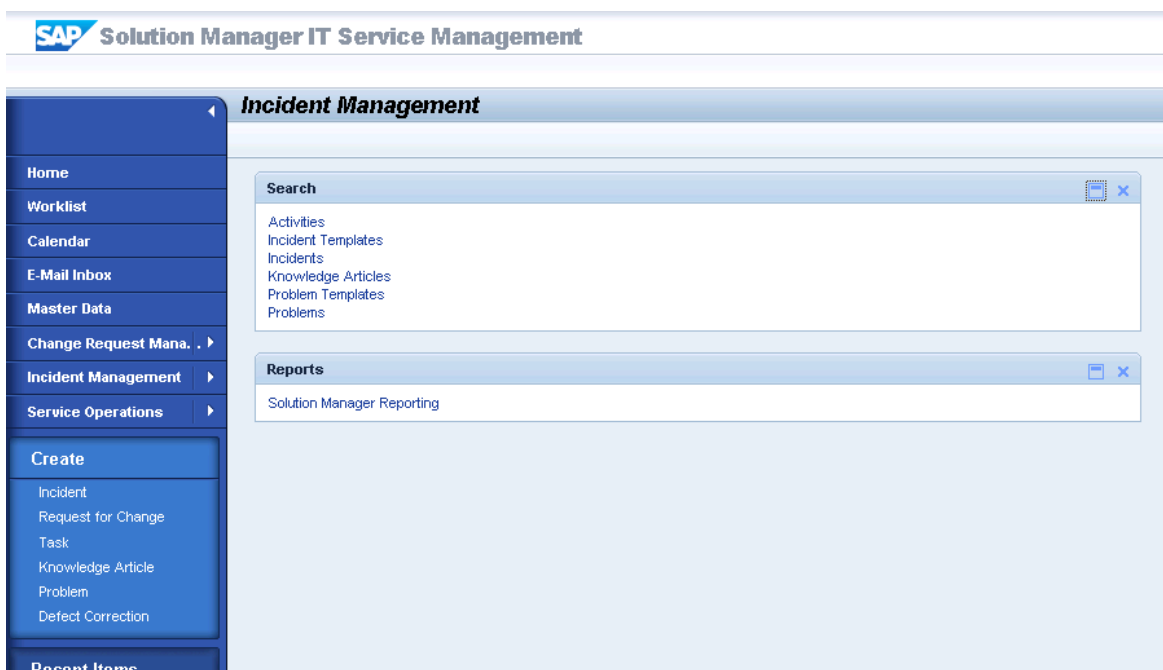
1. Log on to Solution Manager.
2. Click **Work Center > SAP Solution Manager: Work Center (SAP GUI)** to open Solution Manager Work Center.







- 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.

**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

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

**Details** [Edit](#)

**General Data**

ID: 8000000233

Description: Incident from SM931

Customer: HPSW-R&D-SH

Reporter: zhu zi lin

Processor: zhu wei

Service Team:

**Processing Data**

Status: In Process

Impact:

Urgency:

Recommended Priority:

Priority: 2 High

**Dates**

Created: 26.09.2012 08:24

Changed: 26.09.2012 08:24

First Response by:

IRT Status: 0%

Due by:

MPT Status: 0%

**Category**

Level 1:

Level 2:

Level 3:

Level 4:

Solution Category:

**Relationships**

Related Problem:

Related Request for Change:

Related Knowledge Article:

**Reference Objects**

Installed Base: 1 SOL\_MAN\_DATA\_REP

Installed Base Component: 3258 SLM 0020314982 800

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

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

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

Hidden Metadata

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

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
<a href="#">09/26/12 00:34:35</a>	External Update	ovictex	Additional information received from External Helpdesk : SAP Solution Manager
<a href="#">09/26/12 00:26:53</a>	Update from Customer	ovictex	8000000233
<a href="#">09/26/12 00:24:23</a>	operator update	falcon	Incident has been sent to SAP SolutionManager.
<a href="#">09/26/12 00:14:01</a>	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**

---

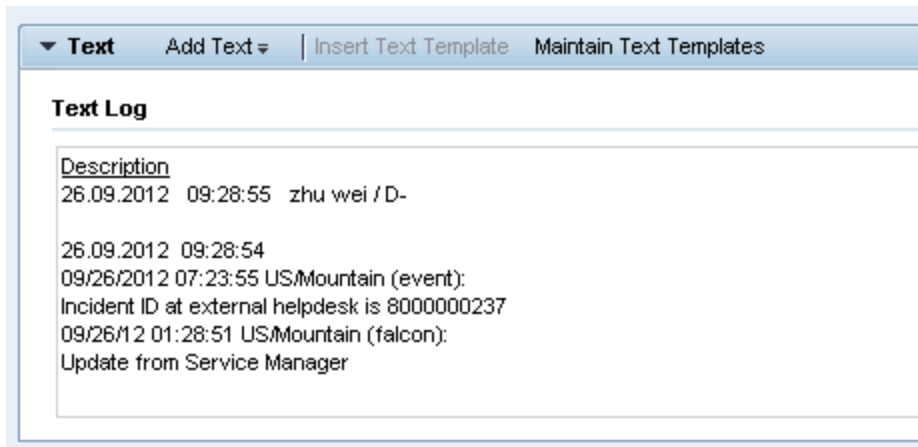
New Update Type  ☐ Visible to Customer

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.



## 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 a web interface for incident management. At the top, there is a tab labeled 'Details' with an 'Edit' icon. Below this, the form is divided into 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 z l i n), Processor (zhu wei), and Service Team.  
**Processing Data:** Includes a Status dropdown (Customer Action), Impact dropdown, Urgency dropdown, Recommended Priority field, and Priority dropdown (2: High).  
**Dates:** Includes Created (26.09.2012 08:24), Changed (26.09.2012 08:50), and First Response by field.  
At the bottom, there is an 'IRT Status' indicator showing a green square and '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”.
- 3. The incident’s status is changed to Confirmed.

**Incident: 8000000233, Incident from SM931**

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

The message is already closed

Details | Edit

General Data

ID: 8000000233

Description: Incident from SM931

Customer: HPSW-R&D-SH

Reporter: zhu zi lin

Processor: zhu wei

Service Team:

Processing Data

Status: Confirmed

Impact:

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.
2. Click **Incident Management > Open New Incident**. Click the Incident category. The incident ticket quick form opens.

The screenshot shows the 'New Incident' form in Service Manager. The form is titled 'Incident' and contains various fields for incident details. The 'Incident ID' field is populated with 'IM10136'. The 'Status' field is 'Open' and the 'Phase' is 'Logging'. The 'Affected Service' is 'MyDevices' and the 'Affected CI' is 'SAPInstance800'. The 'Outage Start Time' and 'Outage End Time' fields are empty. The 'Category' is 'Incident', 'Subcategory' is empty, and 'Area' is empty. The 'Impact' is '4 - User' and 'Urgency' is '4 - Low'. The 'Contact Person' and 'Location' fields are empty. Below the form is a 'Workflow' section showing a sequence of steps: Logging, Categorization, Investigation, Recovery, Review, and Closure. The 'Logging' step is highlighted in green.

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	Requested By:
Status:	* Categorize	Contact Person:
Phase:	Categorization	Location:
Affected Service:	* MyDevices	Major Incident:
Affected CI:	SAPInstance800	Escalated:
	<input type="checkbox"/> CI is operational (no outage)	
Outage Start Time:	11/28/13 02:30:58	
Outage End Time:		

---

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

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.

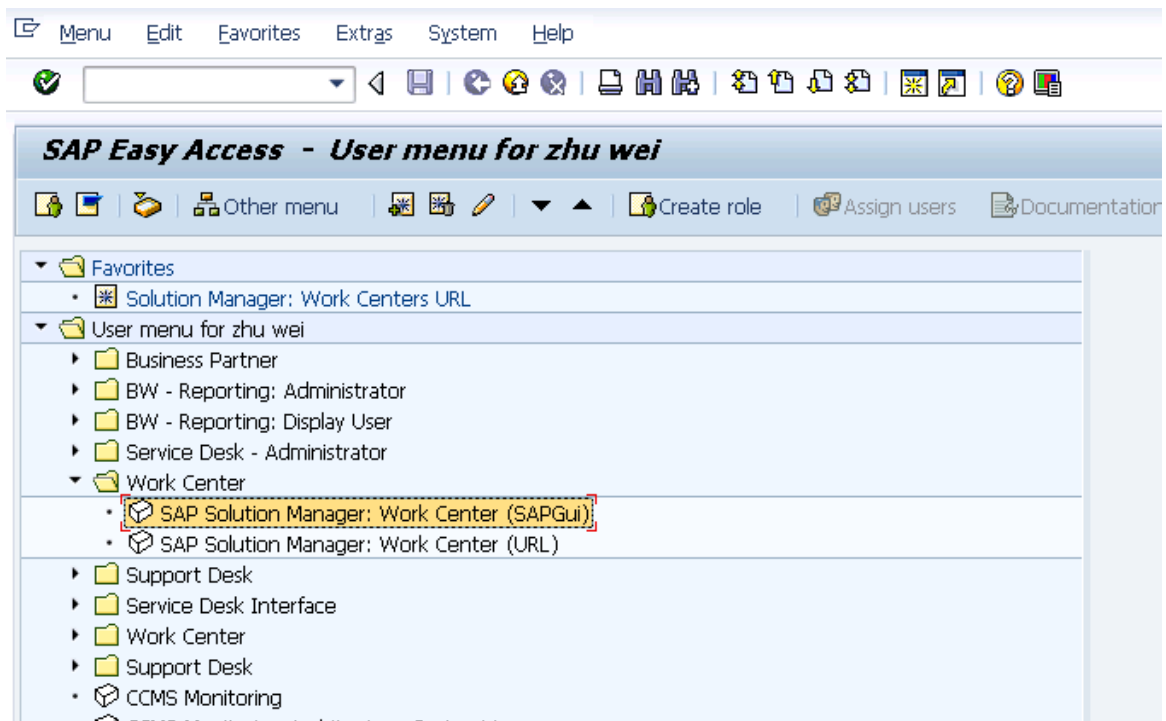
The screenshot shows the 'Activities' tab of an incident window. The 'Journal Updates' section contains the following text:

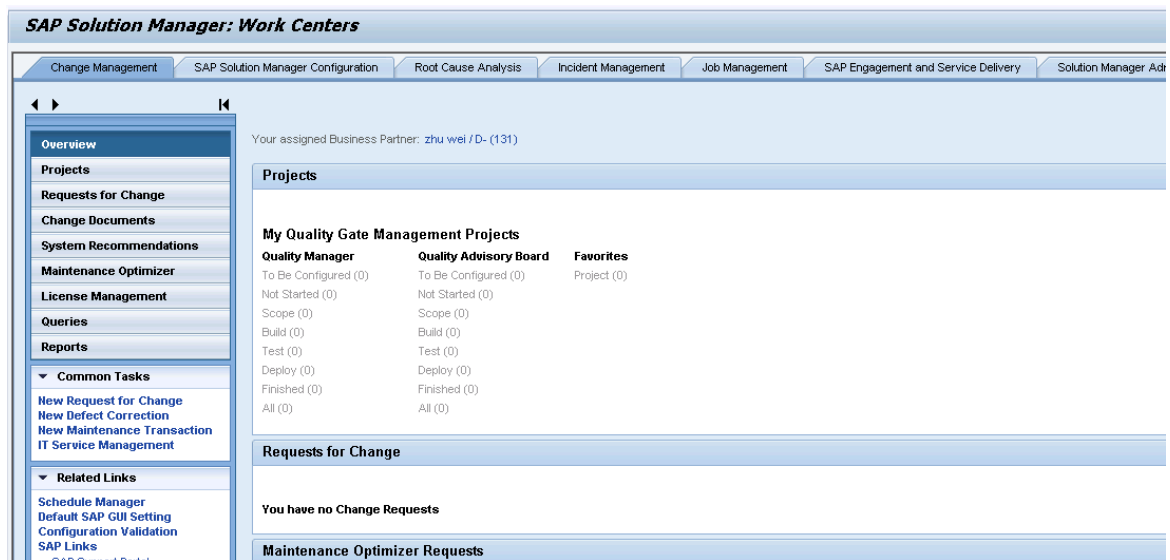
- 11/28/2013 10:13:55 US/Mountain (event):  
Incident ID at external helpdesk is 8000000709
- 11/28/13 03:13:33 US/Mountain (Jennifer Falcon):  
Service Desk Incident IM10145 has been sent to SAP SolutionManager.

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

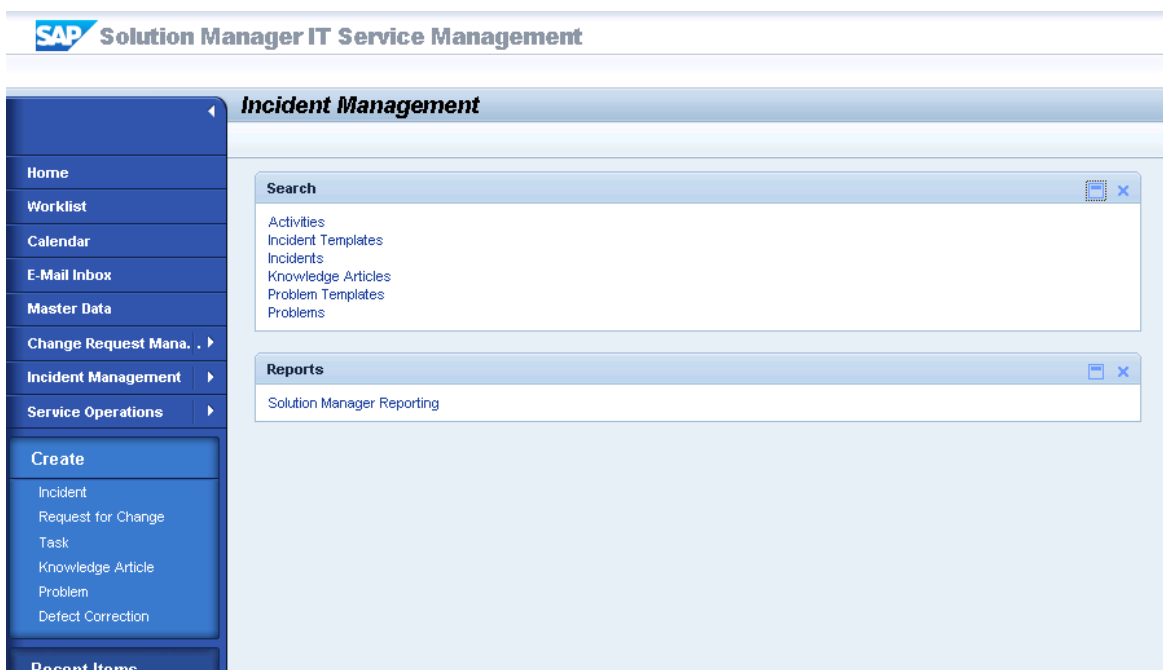
## Open the incident in Solution Manager

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





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.

**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:	HPSN/R&D-SH
Reporter:	zhu zi lin
Processor:	zhu wei
Service Team:	

**Processing Data**

Status:	New
Impact:	
Recommended Priority:	
Urgency:	
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**

L  
L  
L  
L

**Relationships**

Related Pr  
Related Request for Cl  
Related Knowledge /

**Reference Objects**

Installed  
Installed Base Comp

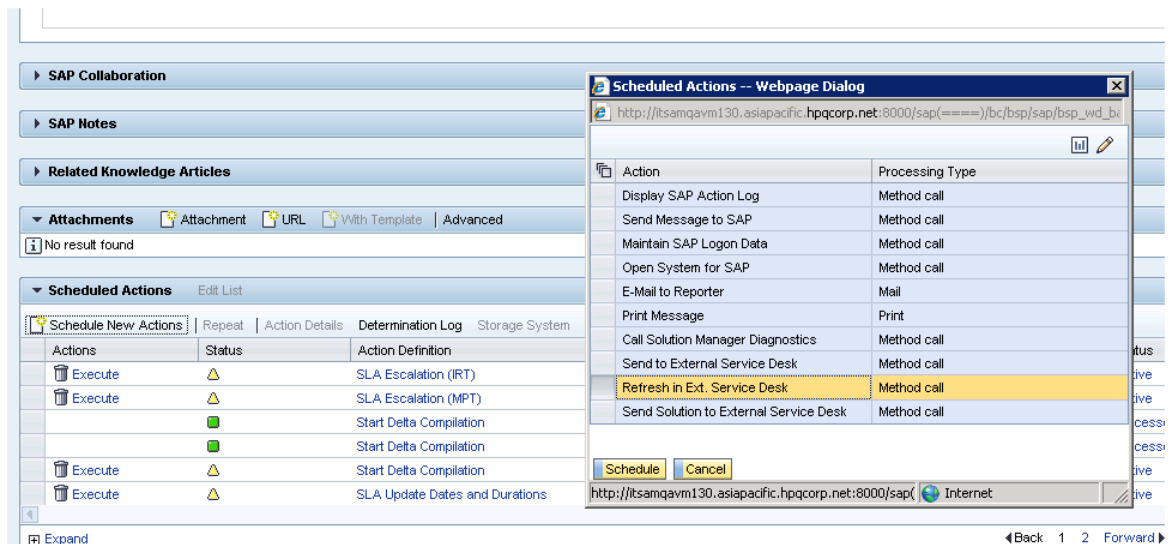
**Text** Add Text | Insert Text Template | Maintain Text Templates

**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.

Maximum

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 zi lin

Processor: zhu wei

Service Team:

Processing Data

Status: Confirmed

Impact:

Recommended Priority:

Urgency:

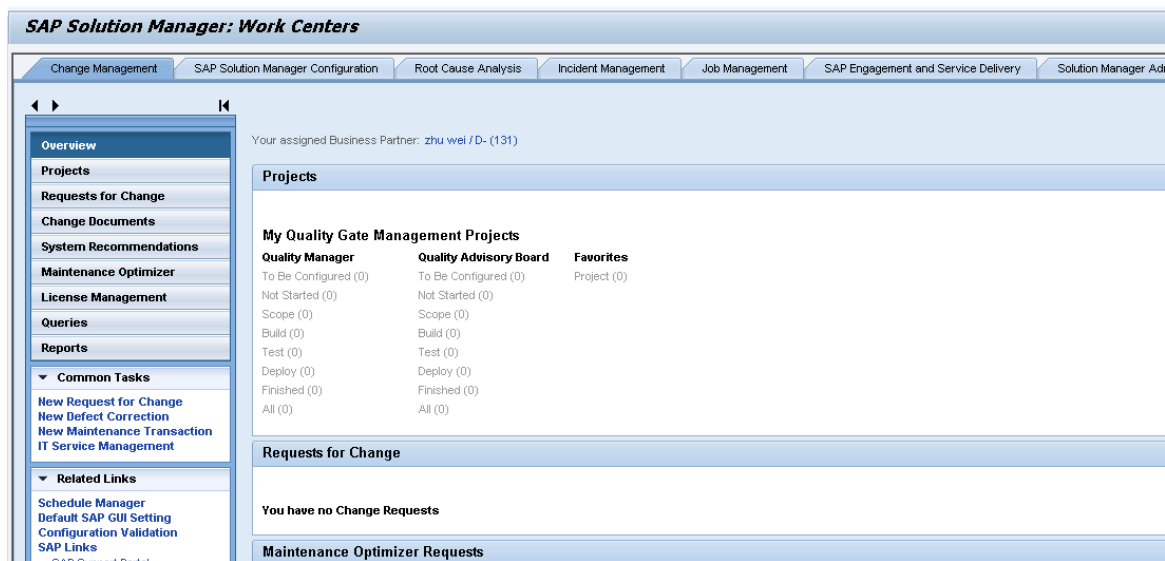
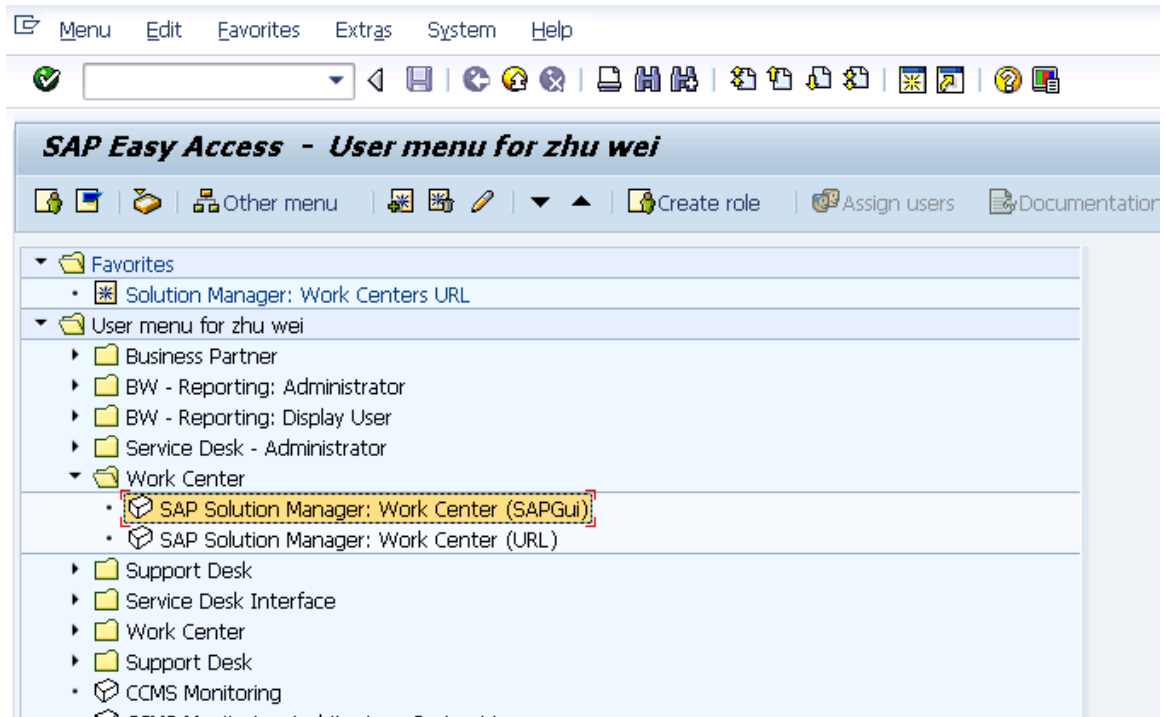
Priority: 4: Low

# SAP Solution Manager 7.1 to SM 7.11

Create incident in Solution Manager .....	41
Send solution in Service Manager .....	45
Check the solution from Service Manager .....	48
Send the incident back to Service Manager .....	48
Send the incident back to Solution Manager again .....	49
Close the incident in Solution Manager .....	50
Check the incident's status in Service Manager .....	51

## Create incident in Solution Manager

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



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



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

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

**Details**

**General Data**

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

**Processing Data**

Status:   
Impact:   
Urgency:   
Recommended Priority:   
Priority:   
Created:   
Changed:   
First Response by:   
IRT Status:   
Due by:

**Dates**

**Category**

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

**Relationships**

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

**Reference Objects**

Installed Base:  SOL\_MAN\_DATA\_REP  
Installed Base Component:  SLM 0020314982 800

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.

**Incident: New**

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

description from Solution Manager

**SAP Collaboration**

**SAP Notes**

**Related Knowledge Articles**

**Attachments** Attachment URL With Template | Adv...

No result found

**Scheduled Actions** [Edit List](#)

Schedule New Actions | [Repeat](#) | [Action Details](#) | [Determination Log](#)

Actions	Status	Action Definition	Method call	By
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

**Scheduled Actions -- Webpage Dialog**

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
<b>Send to External Service Desk</b>	<b>Method call</b>
Refresh in Ext. Service Desk	Method call
Send Solution to External Service Desk	Method call

[Schedule](#) [Cancel](#)

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

▼ Scheduled Actions <span>Edit List</span>		
Schedule New Actions	Repeat	Action Details Determination Log Storage System
Actions	Status	Action Definition
Execute	⚠	<a href="#">Send to External Service Desk</a>
Execute	⚠	Start Delta Compilation <span>No Strategy / Action Definition Exists</span>
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.

## 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.

Incident ID	Category	Alert Status	Status	SDU	Assignee	Brief Description	Priority
IM10204	incident	alert stage 2	Open	Application		incident from sm	1
IM10206	incident	alert stage 2	Open	Application		new incident from sm	1
IM10208	incident	alert stage 2	Open	Application		sm	1
IM10211	incident	updated	Closed	Application		incident from sm	1
IM10213	incident	updated	Closed	Application		sm from	1
IM10215	incident	updated	Closed	Application		sm	1
IM10217	incident	updated	Closed	Application		sm from	1
IM10219	incident	updated	Closed	Application		sap	1
IM10220	incident	updated	Closed	Application		incident from sm	1
IM10223	incident	alert stage 2	Open	Application		sm	1
IM10225	incident	updated	Closed	Application		desc from sap	1
IM10226	incident	updated	Closed	Application		sm	1
IM10228	incident	updated	Closed	Application		sm2	1
IM10230	incident	updated	Closed	Application		sm3	1
IM10232	incident	updated	Open	Application		desc from sap	1
IM10233	incident	updated	Open	Application		sm	1
IM10236	incident	updated	Closed	Application		incident from Service Manager	1
IM10236	incident	updated	Open	Application		incident from Solution Manager	1

- 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.

Date	Update

5. 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.

---08/16/12 03:11:01 US/Mountain (ovictex):  
Additional information received from External Helpdesk : SAP Solution Manager  
---08/16/12 03:10:59 US/Mountain (ovictex):  
><External Helpdesk : SAP Solution Manager created new incident ID 8000000146 for this incident  
><Incident ID at external helpdesk is 8000000146

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

**Incident Detail**

Category: incident

Area: access

Sub-area: authorization error

Impact: 2 - Site/Dept

Urgency: 3 - Average

Priority: 2 - High

Service Contract:

SLA Target Date:

Alert Status: DEADLINE ALERT

☐ Problem Management Candidate

☐ Candidate for Knowledge DB

Closure Code:

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**

Incident ID: IM10238

Status: Open

Assignment Group: Application

Assignee:

Vendor:

Reference Number:

Affected Items:

Service: MyDevices

**Incident Detail**

SAP Solution Manager: SAP SolMan1

Hidden Metadata: Provider:SolutionProvided

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.

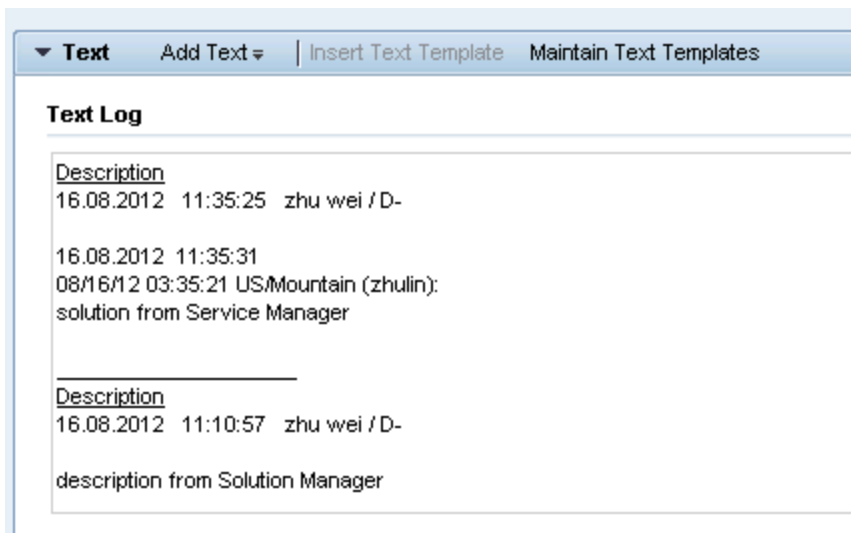
Only adding new information into the incident is allowed. Otherwise, the incident will be sent back by Solution Manager.

- **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**.

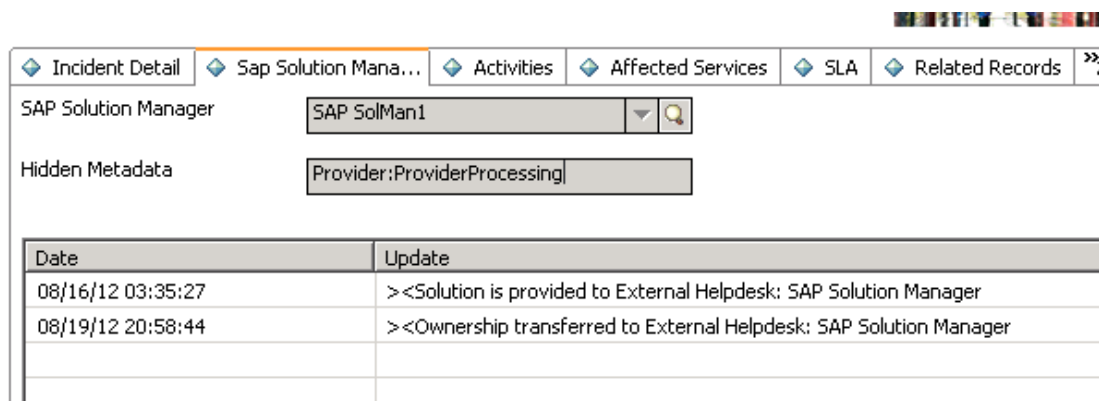


6. Click **Save** to send the incident back to Service Manager.
7. Click **Display** or **Cancel** to release the incident in Solution Manager.

## 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.



The screenshot shows the SAP Solution Manager incident form. The top navigation bar includes tabs for Incident Detail, Sap Solution Mana..., Activities, Affected Services, SLA, and Related Records. The main form area has two sections: SAP Solution Manager and Hidden Metadata. The SAP Solution Manager section contains a dropdown menu with 'SAP SolMan1' selected. The Hidden Metadata section contains a text field with the value 'Provider:ProviderProcessing'. Below these sections is a table with two columns: Date and Update.

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

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

## 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.

Update Incident Number IM10238

Incident ID: IM10238  
Status: Closed

Assignment  
Assignment Group: Application  
Assignee:  
Vendor:  
Reference Number:

Affected Items  
Service: MyDevices  
Affected CI: SAPInstance800  
☐ Critical CI  
☐ Pending Change  
☐ CI is operational (no outage)  
Outage Start:  
Outage End:  
Location:

Title: Incident from Solution Manager  
Description: Default description

Incident Detail  
Category: Incident  
Area: access  
Sub-area: authorization error  
Impact: 1 - Enterprise  
Urgency: 2 - High  
Priority: 1 - Critical  
Service Contract:  
SLA Target Date:  
Alert Status: updated  
☐ Problem Management Candidate  
☐ Candidate for Knowledge DB  
Closure Code:  
Solution:

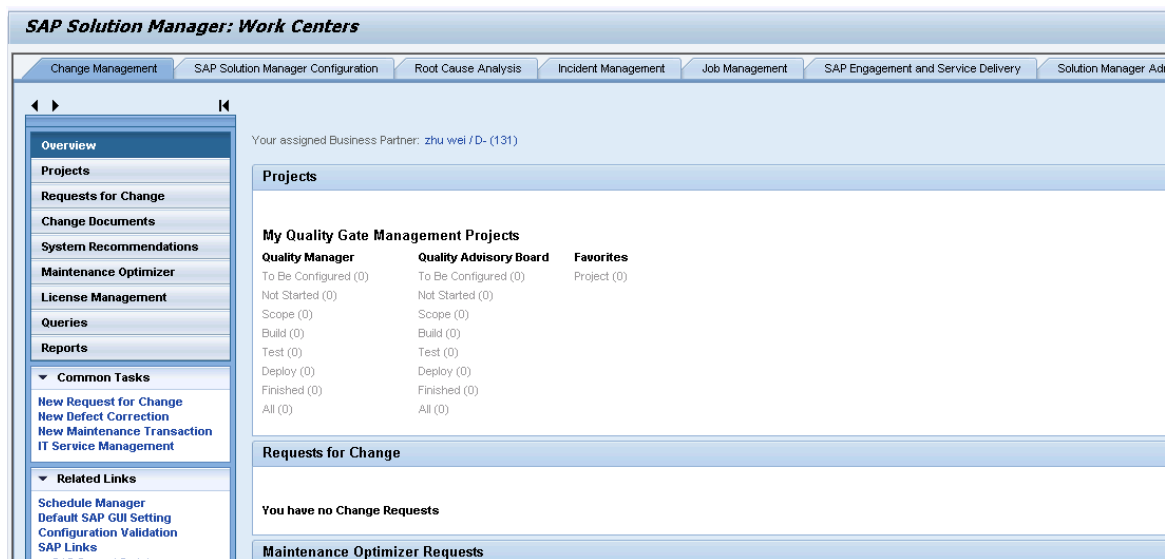
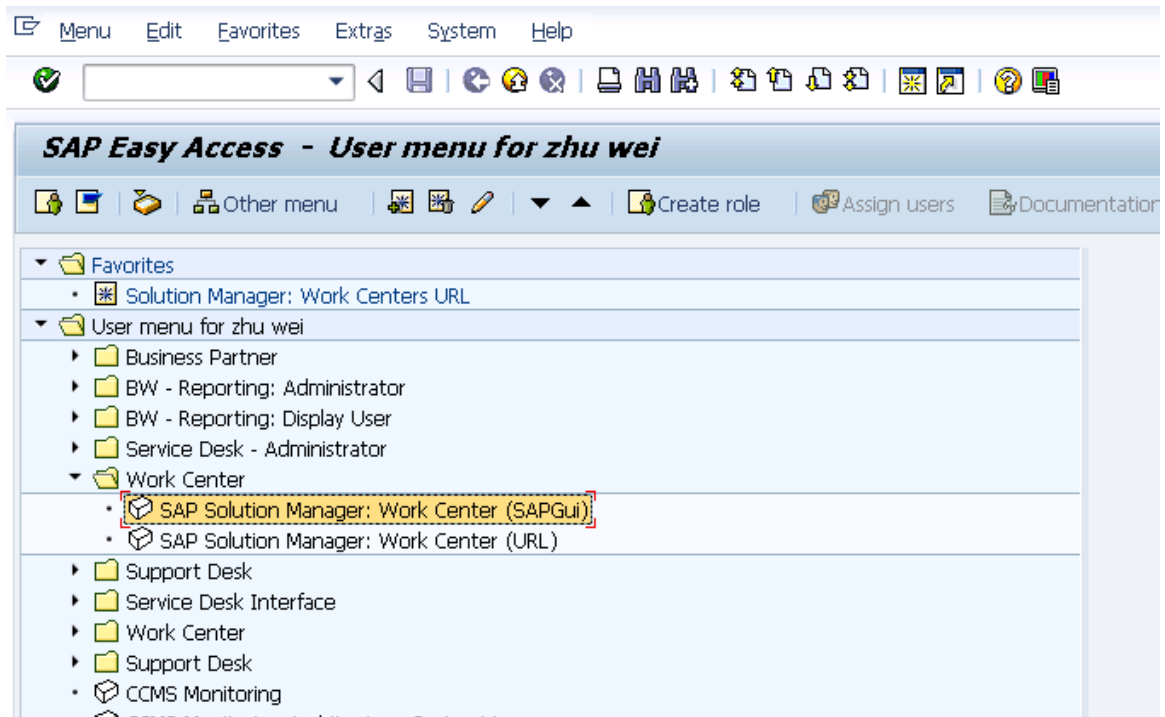
The Status field is **Closed** and all buttons about SAP are not available.

## SAP Solution Manager 7.1 to SM 9.x

Create incident in Solution Manager .....	52
Open new incident in Service Manager .....	55
Check the solution from Service Manager .....	57
Send the incident back to Service Manager .....	58
Send the incident back to Solution Manager again .....	58
Close the incident in Solution Manager .....	59
Check the incident's status in Service Manager .....	60

## 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.

The screenshot shows the 'Incident: New' form in SAP Solution Manager. The form is divided into several sections: 'General Data' (ID, Description, Customer, Reporter, Processor, Service Team), 'Category' (Level 1, Level 2, Level 3, Level 4, Solution Category), 'Processing Data' (Status, Impact, Urgency, Recommended Priority, Priority), 'Dates' (Created, Changed, First Response by), 'Relationships' (Related Problem, Related Request for Change, Related Knowledge Article), and 'Reference Objects' (Installed Base, Installed Base Component). The form is currently empty, with only the 'Status' field set to 'New'.

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
<b>Send to External Service Desk</b>	<b>Method call</b>
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 <span>Edit List</span>		
Schedule New Actions	Repeat	Action Details Determination Log Storage System
Actions	Status	Action Definition
Execute		<a href="#">Send to External Service Desk</a>
Execute		Start Delta Compilation <span>No Strategy / Action Definition Exists</span>
Execute		SLA Update Dates and Durations
Execute		Automatically synchronize with Ext. Service Desk
<span>Processing Log</span>		

- 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   <b>Incident Queue: All Open Incidents</b>										
Back New Search Refresh By Assignment Group More										
<b>Incident</b>										
Queue: Incident			View: All Open Incidents							
Incident ID	Category	Alert Status	Status	SDU	Assignee	Brief Description	Prio...	Initial Ir	Urg...	Problem Type
IM10152	incident	DEADLINE ALE...	Open	Application	zhulin	This is SAP incident	1	1	1	incident
IM10155	incident	DEADLINE ALE...	Open	Application		HP SM 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 Incident 001	1	1	2	incident
IM10166	incident	updated	Closed	Application		SAP Incident For HP 001	1	1	1	incident
IM10167	incident	updated	Closed	Application		SAP Incident for HP 002	1	1	1	incident
IM10168	incident	reopened	Open	Application		sap incident for hp 003	1	1	2	incident
IM10169	incident	updated	Closed	Application		SAP Incident for HP 004	1	1	1	incident
IM10170	incident	updated	Closed	Application		SAP Incident for HP 005	1	1	1	incident
IM10171	incident	updated	Open	Application		SAP Incident for HP 006	1	1	2	incident
IM10172	incident	open	Open	Application		sap incident for hp 003	1	1	2	incident
IM10173	incident	updated	Open	Application		SAP Incident for HP 005	1	1	1	incident
IM10174	incident	updated	Suspended	Application		test	1	1	2	incident
IM10175	incident	updated	Open	Application		SAP Incident For HP 001 ...	3	3	4	incident
IM10180	incident	open	Open	Application		Incident from SM931	1	1	1	incident
IM10184	incident	updated	Open	Application		HP Incident for SAP 116	2	2	2	incident
IM10185	incident	updated	Open	Application		HP Incident for SAP 200	2	2	2	incident
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 US/Mountain (ovictex):  
Additional information received from External Helpdesk: SAP Solution Manager  
—09/26/12 01:14:45 US/Mountain (ovictex):  
External Helpdesk: SAP Solution Manager created new incident ID 8000000236 for this incident

Activity Type  

Date/Time	Type	Operator	Description
<a href="#">09/26/12 01:14:50</a>	External Update	ovictex	Additional information received from External Helpdesk: SAP Solution Manager
<a href="#">09/26/12 01:14:46</a>	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, the 'Hidden Metadata' section is visible, showing 'Provider:SolutionProvided'. A table below this section displays the following data:

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 Text Log interface. At the top, there is a toolbar with the following buttons: 'Text', 'Add Text', 'Insert Text Template', and 'Maintain Text Templates'. Below the toolbar, the 'Text Log' section is visible, showing the following data:

Description
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.

☐ **Sap Solution Manager**

---

SAP Solution Manager	exthd1	🔍
Hidden Metadata	Provider:ProviderProcessing	

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

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

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

SAP Solution Manager	exthd1	
Hidden Metadata	Provider:RequesterProcessing	
Date	Update	
09/26/12 01:24:41		Solution is provided to External Helpdesk: SAP Solution Manager
09/26/12 01:50:26		Ownership transferred to External Helpdesk: SAP Solution Manager

- Click **Cancel** 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.

Transaction 8000000236 saved

Details

Edit

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		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

☐ 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.

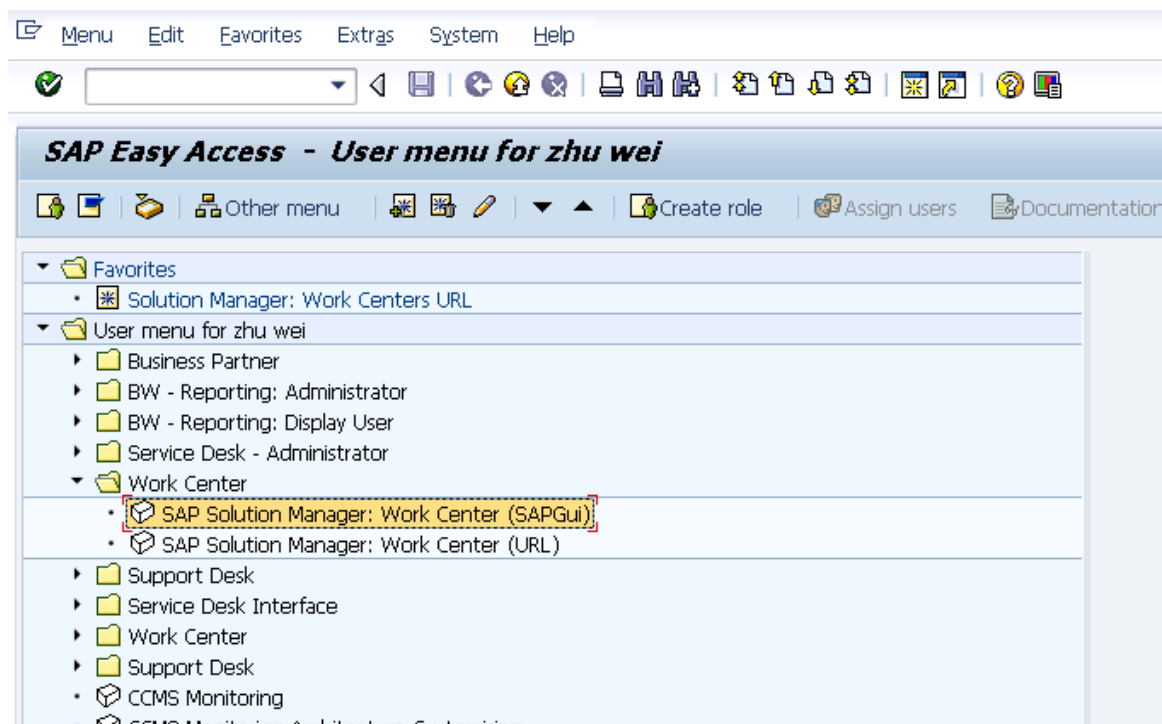
# SAP Solution Manager 7.1 to SM 9.x with Process Designer (PD) 9.30.3

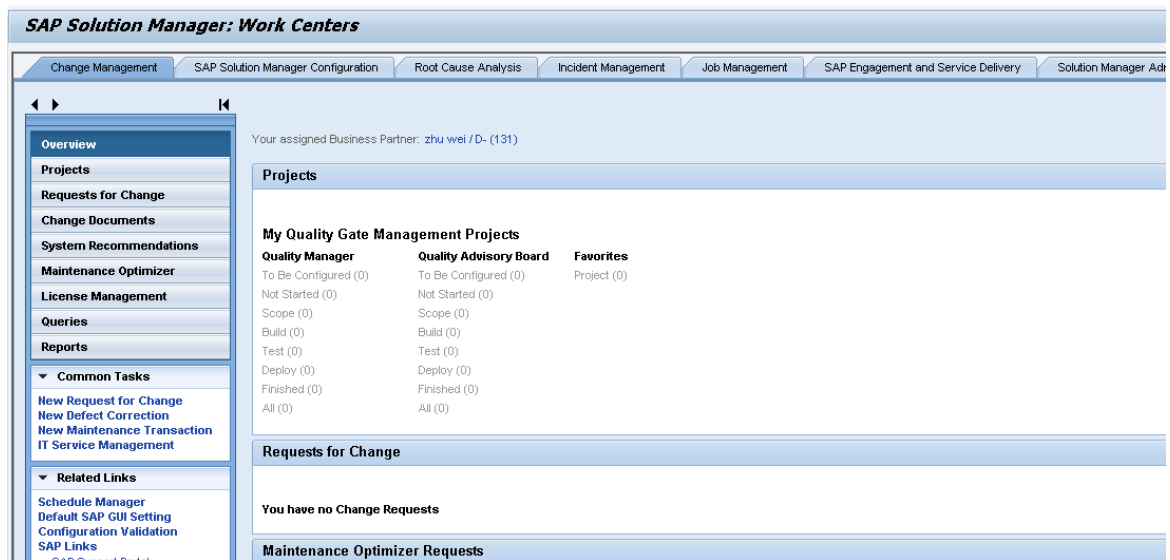
Create incident in Solution Manager .....	61
Send Solution in Service Manager .....	65
Check the solution from Service Manager .....	68
Send the incident back to Service Manager .....	68
Send the incident back to Solution Manager again .....	69

Close the incident in Solution Manager .....	70
Check the incident's status in Service Manager .....	71

## Create incident in Solution Manager

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





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



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

**Incident: New**

Service product INVESTIGATION not found

**General Data**

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

**Processing Data**

Status:   
Impact:   
Recommended Priority:   
Priority:

**Dates**

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

**Category**

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

**Relationships**

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

**Reference Objects**

Installed Base:   
Installed Base Component:

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

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

**Incident: New**

Service product INVESTIGATION not found

**General Data**

ID:   
Description:  Incident from Solution Manager  
Customer:  HPSW-R&D-SH  
Reporter:  zhu zi lin  
Processor:   
Service Team:

**Processing Data**

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

**Dates**

Created:  00:00  
Changed:  00:00  
First Response by:   
IRT Status:  0 %  
Due by:

**Category**

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

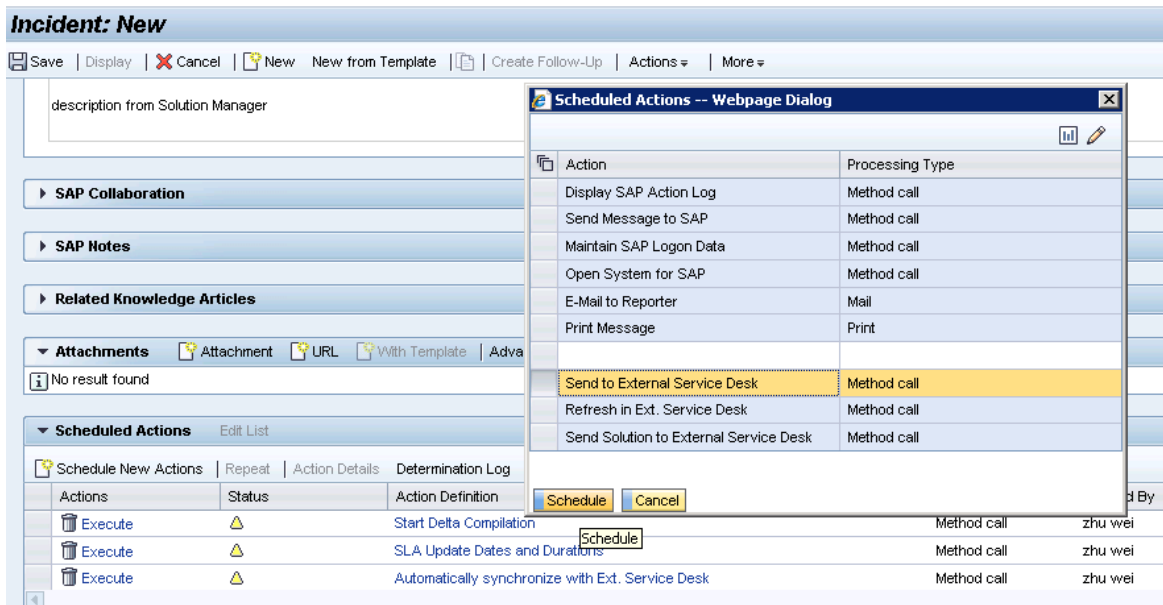
**Relationships**

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

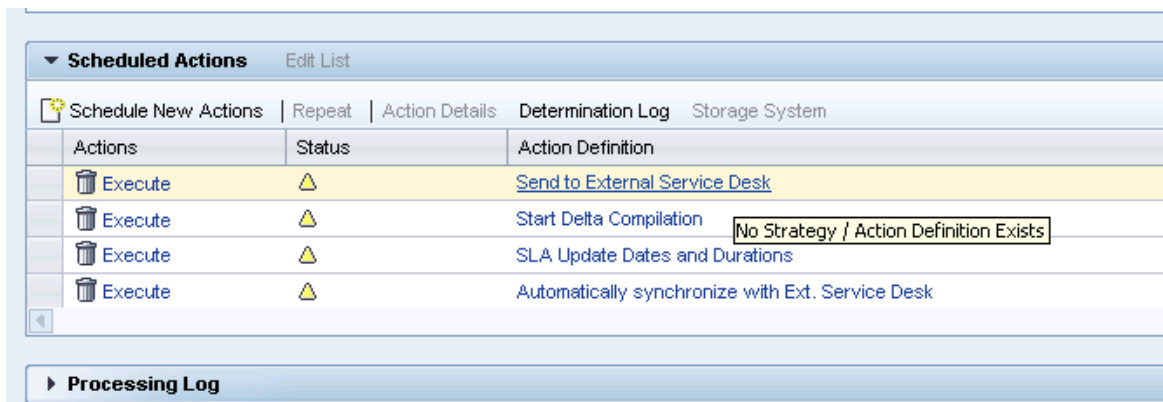
**Reference Objects**

Installed Base:  1  
Installed Base Component:  3258  
SOL\_MAN\_DATA\_REP  
SLM 0020314982 800

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.



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



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

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
M10005	incident	updated	Work In Progress	Application	Incident Manager	Microsoft Office keeps asking to inst...	4 - Low	4 - User	4 - Low	incident
M10014	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...	complaint
M10030	incident	updated	Work In Progress	Application	Incident Manager	Virus scan reports Multiple Virusses	2 - High	4 - User	1 - Crb...	incident
M10063	incident	updated	Work In Progress	Application	Incident Manager	Microsoft Office Word can't startup...	3 - Ave...	4 - User	2 - High	incident
M10065	complaint	updated	Open	Application	Incident Manager	Windows keeps changing Date and...	3 - Ave...	4 - User	3 - Ave...	complaint
M10068	complaint	updated	Open	Application	Incident Coordinator	Windows language keeps changing ...	3 - Ave...	4 - User	2 - High	complaint
M10070	incident	updated	Work In Progress	Application	Incident Manager	E-mail box runs full with SPAM	2 - High	4 - User	1 - Crb...	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 - Crb...	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 - Crb...	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 - Crb...	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 - Crb...	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...	4 - User	3 - Ave...	incident
M10131	complaint	updated	Open	Application	Incident Manager	Operating system language is Spanish	2 - High	4 - User	1 - Crb...	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	
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 - Low	
M10142	incident	alert stage 2	Categorize	Application		SAP checker incident	4 - Low	4 - User	4 - Low	
M10146	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	
<a href="#">12/01/13 19:58:17</a>		Update from Customer						ovictex	
<a href="#">12/01/13 19:56:59</a>		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					

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.
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
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.

Journal Updates:

- 12/01/13 22:07:41 US/Mountain (ovictex ovictex): External Helpdesk : SAP Solution Manager rejected solution
- 12/01/13 20:37:15 US/Mountain (Incident.Manager): A solution for this Incident has been proposed to SAP SolutionManager.
- 12/01/13 19:56:59 US/Mountain (ovictex ovictex):

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

<b>General Data</b>		<b>Category</b>	
ID:	8000000710	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:			
<b>Processing Data</b>		<b>Relationships</b>	
Status:	Confirmed	Related Problem:	
Impact:		Related Request for Change:	
Recommended Priority:		Related Knowledge Article:	
Urgency:	4: Low		
<b>Dates</b>		<b>Reference Objects</b>	
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.

The screenshot displays the 'Incident - IM10138' form in a web application. The top navigation bar includes 'To Do Queue: My To Do List' and 'Incident: IM10138'. Below the navigation bar, there are 'Cancel' and 'More' buttons. The main form area is titled 'Incident - IM10138' and contains the following fields:

- Title:** \* Incident 2
- Description:** \* 0020314982
- Incident ID:** IM10138
- Status:** \* Closed
- Phase:** Closure
- Affected Service:** \* MyDevices
- Affected CI:** SAP800
- Outage Start Time:** 01/22/14 22:53:57
- Outage End Time:** 01/23/14 00:50:53
- Requested By:** falco
- Contact Person:** FALC
- Location:**
- Major Incident:**
- Escalated:**

Below the form fields, there is a tabbed interface with the following tabs: Summary, Past Activities, Workflow, Categorization and Assignment, Tasks, Impacted Services, Related Records - (0), SLA, KPI Metrics, Attachments - (0), and SAP Solution Manager. The 'SAP Solution Manager' tab is currently selected, showing the following information:

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.

# Send Documentation 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](mailto:ovdoc-itsm@hp.com).

We appreciate your feedback!



