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

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Chapter 1: Background

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

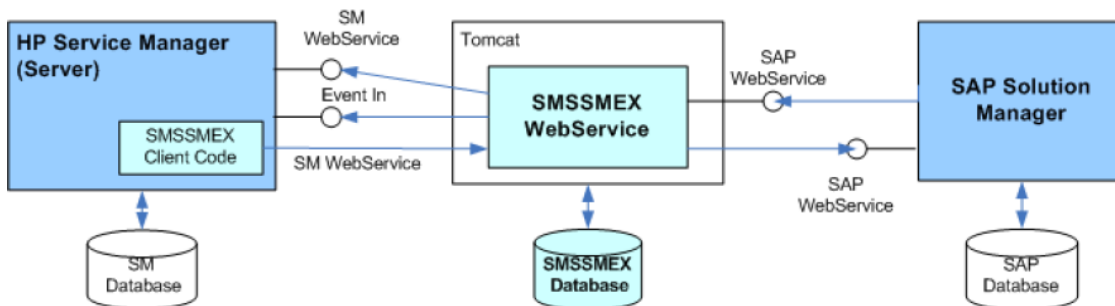- System Administrators (for installation and initial configuration)

Prerequisites

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

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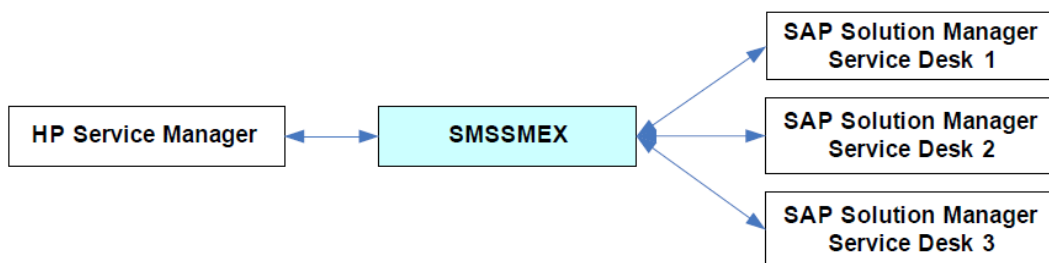
SMSSMEX integrates a single Service Manager server with multiple external helpdesk systems.

- 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

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.

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

1. Log on to Service Manager as Config.Admin.

2. Click **Configuration Management** > **Configuration Item Relationships**.

3. Select MyDevices as the Upstream CI.

4. Select the sapinstance ci as the Downstream CI.

5. Fill in other fields.

6. Click **Add**.

7. Click **OK**.

SM 7.11 to SAP Solution Manager 7.1

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.

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.
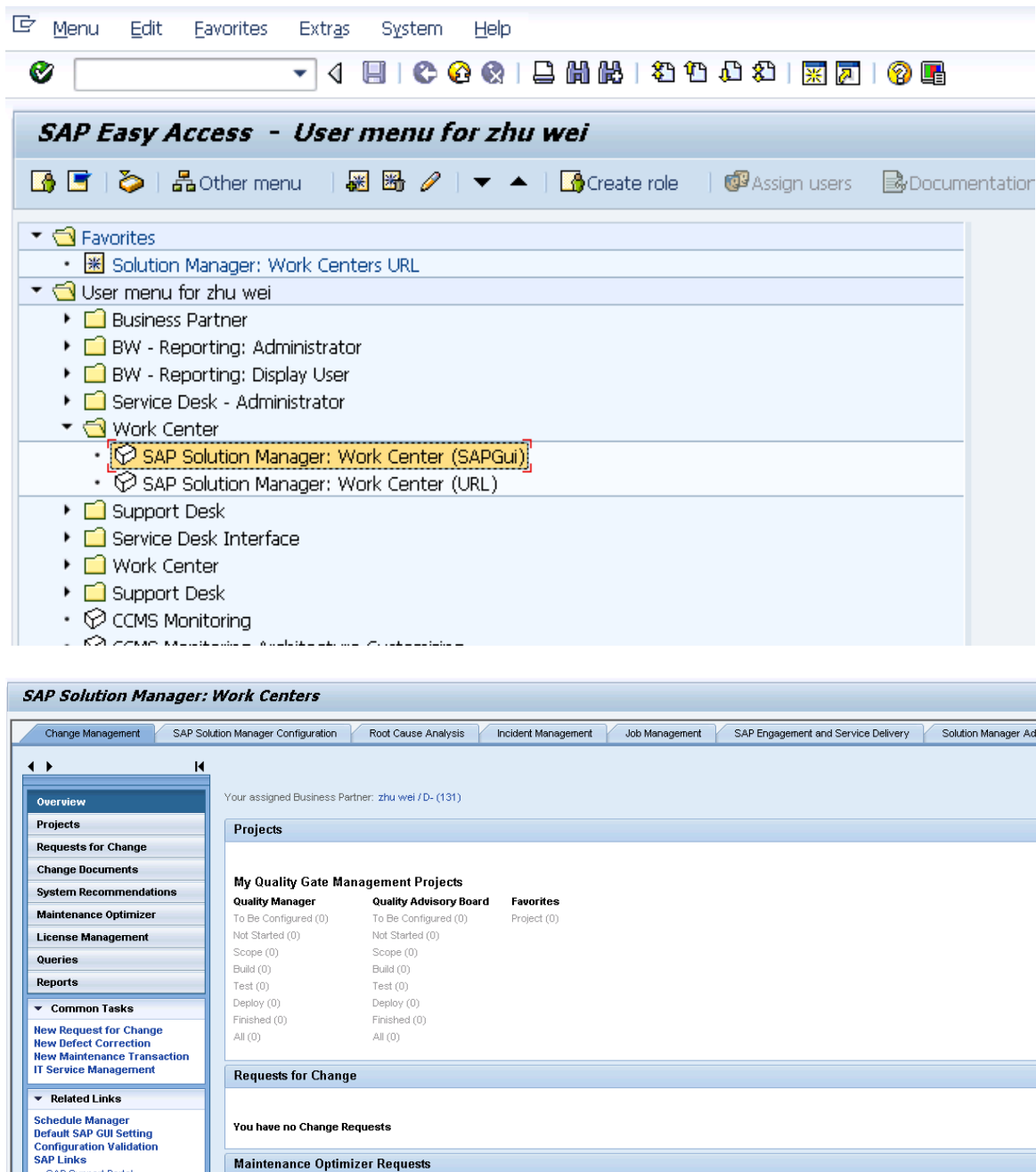

6. After a few minutes, re-open the incident to check whether it is sent to SAP. If the incident is sent successfully, Service Manager receives the Incident ID message from SAP.

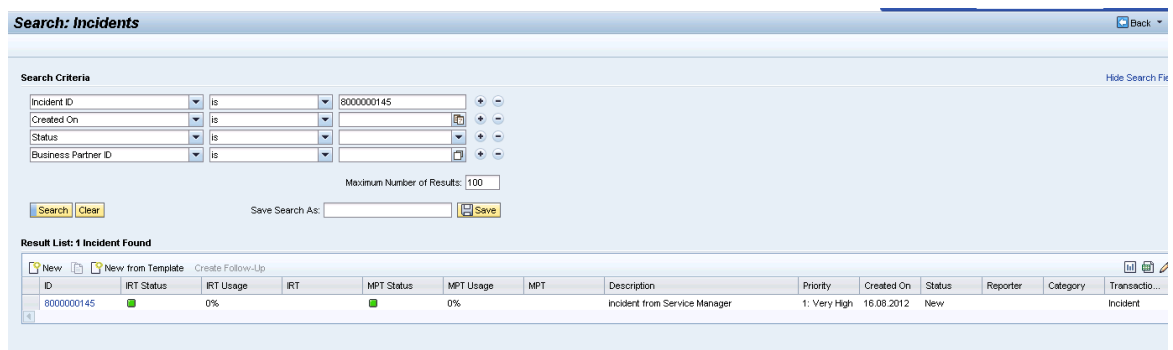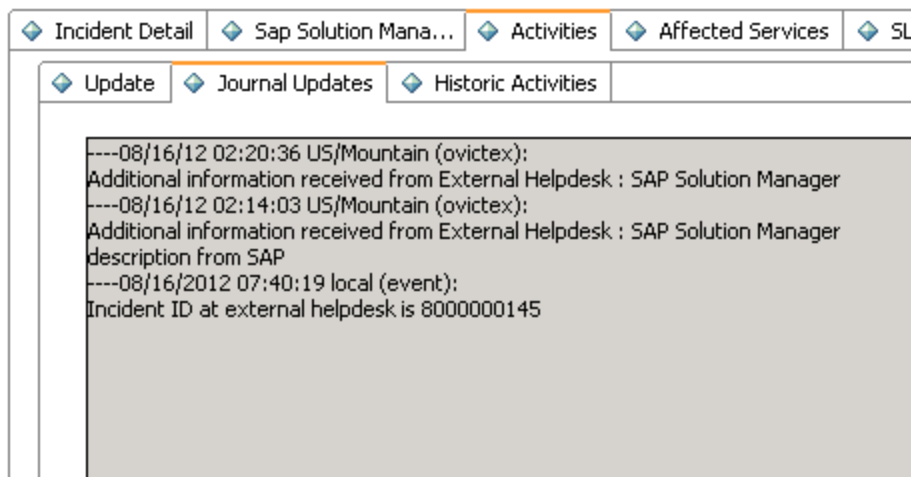7. Click **OK** to close the incident window.

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**.

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

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

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

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

Check updates in Service Manager

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

2. In the Incident ID textbox, type the ID of the new incident created in step 1 and click Search. The incident opens.

3. 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.

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.

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

Synchronize new information with Solution Manager

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

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.
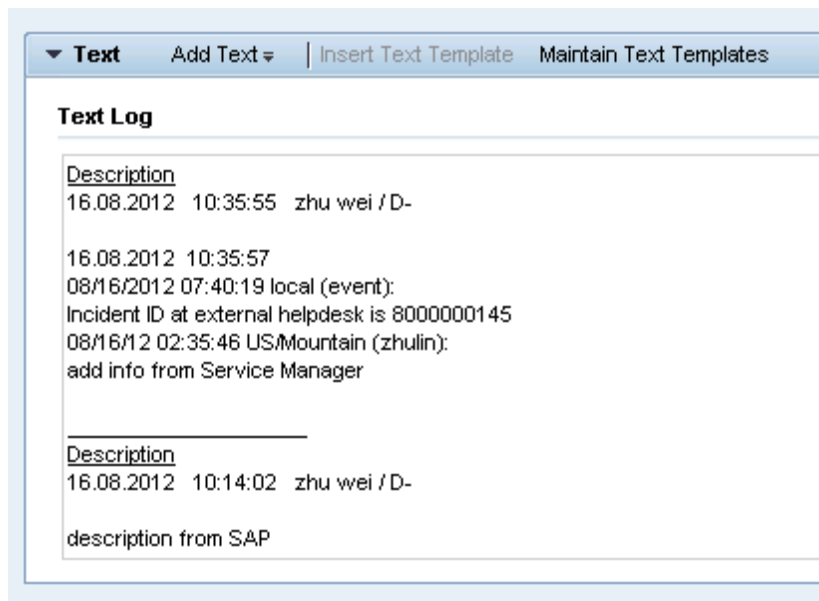
Update the incident status in Solution Manager

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.

Details **Edit**

General Data

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

Processing Data

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

Dates

Created:	16.08.2012	09:23	
Changed:	16.08.2012	10:43	
First Response by:			
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.

SM 9.x to SAP Solution Manager 7.1

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.

3. Extend 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.

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

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

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

Open the incident in Solution Manager

1. Log on to Solution Manager.

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

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

4. Click **Search** > **Incidents** to open the search window.

5. Type the incident ID in Search Criteria and then click **Search**. The incident is displayed in the
   Result List.

6. Click the incident ID link to open the incident.

7. Fill the required fields (Reporter) and change the Status to **In Process**.

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

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

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

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

Check updates in Service Manager

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

2. In the Incident ID textbox, type the ID of the new incident created in step 1 and click **Search**. The incident opens.

3. Extend the **Sap Solution Manager** tab to view the incident's status from Hidden Metadata.

   ▪ **Requester:** Indicates the incident is sent by Service Manager. Solution Manager is the provider.

   ▪ **ProviderProcessing:** Indicates the incident is being processed by Solution Manager.

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

Synchronize new information with Solution Manager

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

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

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

Check updates from Service Manager

1. Search the incident and then open it.

2. As shown in the following screenshot, Solution Manager receives update from Service Manager.

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

Text Log

Description
26.09.2012  09:28:55  zhu wei / D-

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

Update the incident status in Solution Manager

1. Search the incident and open it.

2. Click **Edit** to switch to the edit mode.

3. Change the status to **Customer Action** and then save it.

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

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

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.

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

Create an incident in Service Manager

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

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

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

   a. Click **Fill** to select a Subcategory, and then select an Area.

   b. Click **Fill** to select the applicable **Affected Service, "MyDevices"**.

   c. Click **Fill** to select the **Affected CI**. The CI describes the client information of Solution Manager, such as SystemID, Installation Number and Client.

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

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

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

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

    e. Type a **Description** for the incident.

    f. Click **Search Knowledge** icon to see if the issue is already logged in the knowledgebase.

    g. Complete the required fields in the Incident Details section.

    h. Complete the form with any other relevant information.

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

Open a new incident to send to SAP

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

2. In the Incident ID textbox, type the ID of the new incident created in step 1 and click **Search**. The incident opens.

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

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.

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.

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.

6. Click the incident ID link to open the incident.

7. Fill the required fields (Reporter) and change the Status to **In Process**.

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

9. 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.

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.

Synchronize new information with Solution Manager

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

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.

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.

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.

SAP Solution Manager 7.1 to SM 7.11

Create incident in Solution Manager

1. Log on to Solution Manager.

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

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

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

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

   ■ Type a Description and a Reporter for the incident.

   ■ Select a Priority in the drop-down list.

   ■ Click **Fill** to select the Installed Base Component. This field describes the client information of Solution Manager, such as SystemID, Installation Number and Client.

   ■ Complete the form with any other relevant information.

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

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.

Send solution 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.

4. Click **the Sap Solution Manager** tab to view the incident's status from Hidden Metadata.

   ▪ **Provider:** Indicates the incident is requested by Solution Manager. Service Manager provides the solution to Solution Manager.

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

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.

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

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.

   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**.
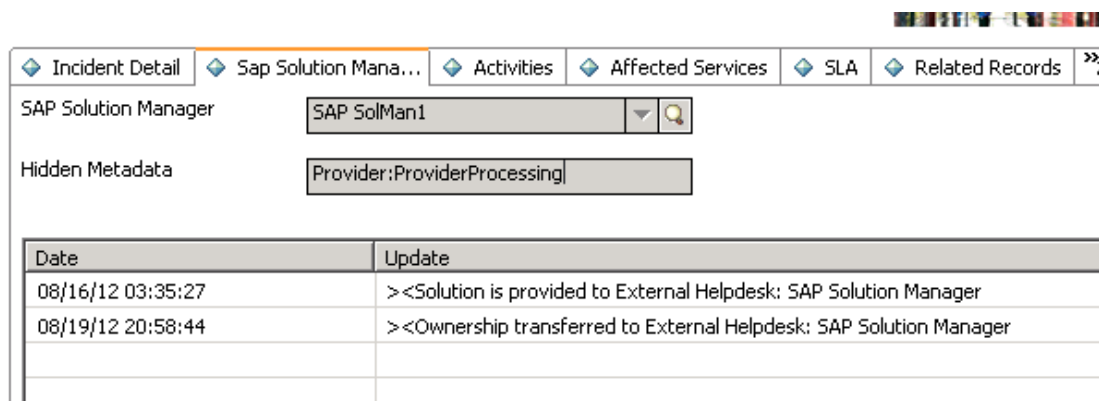
6. Click **Save** to send the incident back to Service Manager.

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.

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.

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

Close the incident in Solution Manager

1. Search the incident and open it.

2. Click **Edit** to switch the incident to edit mode.

3. Change the status to **Proposed Solution**.

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

4. Change the status to **Confirmed** again.

5. Click **Save** to close the incident.

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

Check the incident's status in Service Manager

1. Log on to Service Manager as an Administrator.

2. Click **Incident Management > Incident Queue**. Find the incident from Solution Manager in the Incident Queue form.

3. Open the incident and check the updated information from Solution Manager.

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

SAP Solution Manager 7.1 to SM 9.x

Create incident in Solution Manager

1. Log on to Solution Manager.

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

3. Click **Common Tasks** > **IT Service Management**. The SAP Solution Manager IT Service

Management page opens in Explorer.

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

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

   ▪ Type a Description and a Reporter for the incident.

   ▪ Select a Priority in the drop-down list.

   ▪ Click **Fill** to select the Installed Base Component. This field describes the client information of Solution Manager, such as SystemID, Installation Number and Client.

   ▪ Complete the form with any other relevant information.

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

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

8. Click **Save** to send the incident to Service Manager.

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

Open new incident in Service Manager

1. Log on to Service Manager as an Administrator.

2. Click **Incident Management > Incident Queue**. Find the incident from Solution Manager in the Incident Queue form.

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.

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.

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

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.

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

■ **Send Solution:** Service Manager provides a solution to Solution Manager. The action is unidirection. After the action, the incident in Service Manager cannot send a second solution. Only adding new information into the incident is allowed. Otherwise, the incident will be sent back by Solution Manager.

■ **Add Info:** Service Manager can synchronize with Solution Manager continually. The action is bidirection.

■ **Send Back:** Service Manager rejects the solution from Solution Manager. The action is unidirection. After the action, the incident in Service Manager cannot be sent back again to Solution Manager.

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

Check the solution from Service Manager

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

Send the incident back to Service Manager

1. Search the incident and open it.

2. Click **Edit** to switch the incident to edit mode.

3. Change the status to **In Process**.

4. Create New Scheduled Action **"Send to External Service Desk"** to send the incident back to Service Manager.

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

Send the incident back to Solution Manager again

1. Log on to Service Manager as an Administrator.

2. Click **Incident Management > Incident Queue**. Find the incident from Solution Manager in the Incident Queue form.

3. Open the incident and check the updated information from Solution Manager.

4. Extend the **Sap Solution Manager** tab to view the incident's status from Hidden Metadata.

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

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.

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

Close the incident in Solution Manager

1. Search the incident and open it.

2. Click **Edit** to switch the incident to edit mode.

3. Change the status to **Proposed Solution**.

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

4. Change the status to **Confirmed** again.

5. Click **Save** to close the incident.

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

Check the incident's status in Service Manager

1. Log on to Service Manager as an Administrator.

2. Click **Incident Management > Incident Queue**. Find the incident from Solution Manager in the Incident Queue form.

3. Open the incident and check the updated information from Solution Manager.

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

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

Create incident in Solution Manager

1. Log on to Solution Manager.

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

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

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

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

   ▪ Type a Description and a Reporter for the incident.

   ▪ Select a Priority in the drop-down list.

   ▪ Click **Fill** to select the Installed Base Component. This field describes the client information of Solution Manager, such as SystemID, Installation Number and Client.

   ▪ Complete the form with any other relevant information.

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

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.

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.

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.

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.

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.

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.

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

   ■ **Send Solution:** Service Manager provides a solution to Solution Manager. The action is unidirection. After the action, the incident in Service Manager cannot send a second solution.

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

- **Add Info:** Service Manager can synchronize with Solution Manager continually. The action is bidirection.

- **Send Back:** Service Manager rejects the incident from Solution Manager. The action is unidirection. After the action, the incident in Service Manager cannot be sent back again to Solution Manager.

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

Check the solution from Service Manager

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

Send the incident back to Service Manager

1. Search the incident and open it.

2. Click **Edit** to switch the incident to edit mode.

3. Change the status to **In Process**.

4. Create New Scheduled Action **"Send to External Service Desk"** to send the incident back to Service Manager.

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

Send the incident back to Solution Manager again

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

2. Click **Incident Management** > **Incident Queue**. Find the incident from Solution Manager in the Incident Queue form.

3. Open the incident and check the updated information from Solution Manager.

4. Extend the **Sap Solution Manager** tab to view the incident's status from Hidden Metadata.

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

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

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.

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.

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

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