

HP Service Manager Exchange with SAP Solution Manager

Software Version: 1.10 patch 1

For the supported Windows® and Linux® operating systems

User Guide

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Software Release Date: December 2014



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Chapter 1: Background

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Introduction

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

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

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

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

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

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

Audience

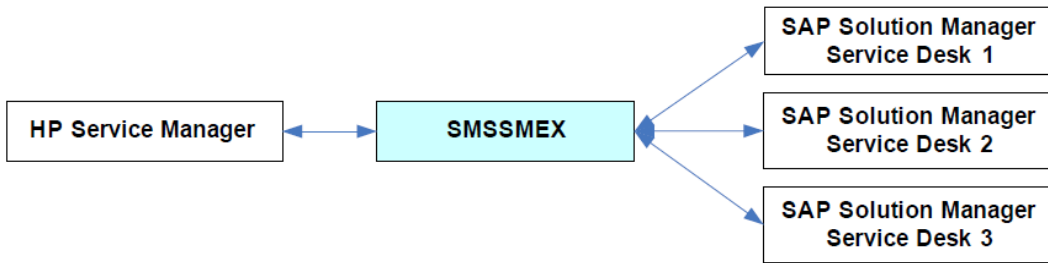
This document is intended for the following audiences:

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

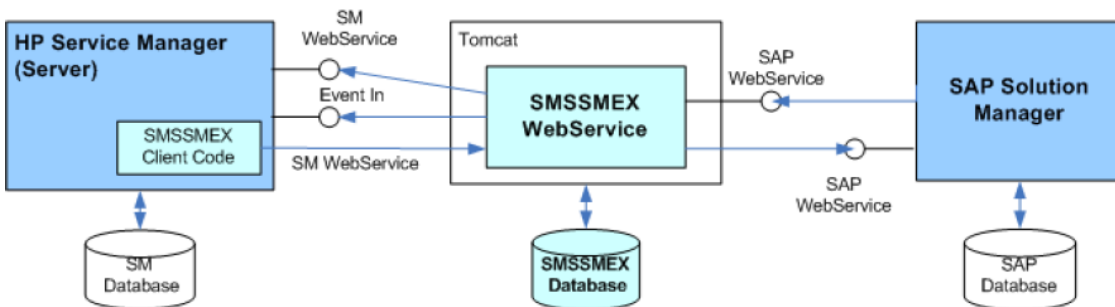
Prerequisites

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

Architecture



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



- HP Service Manager Server is the HP service desk system.
- Service Manager DB provides persistent storage for HP Service Manager.

- SMSSMEX Client Code consists of RAD and Java scripts, table definitions and GUI formats. The SMSSMEX webservices are called from this client code.
- WebServer is a Tomcat Web Application Server or WebLogic Application Server that hosts the SMSSMEX WebService (deployed as a .war file).
- SMSSMEX WebService exposes the incident webservice of HP Service Manager in the SAP format and transfers client requests to SAP Solution Manager webservices.
- SMSSMEX Database provides persistent storage for the SMSSMEX WebService.
- SAP Solution Manager is the Service Desk.

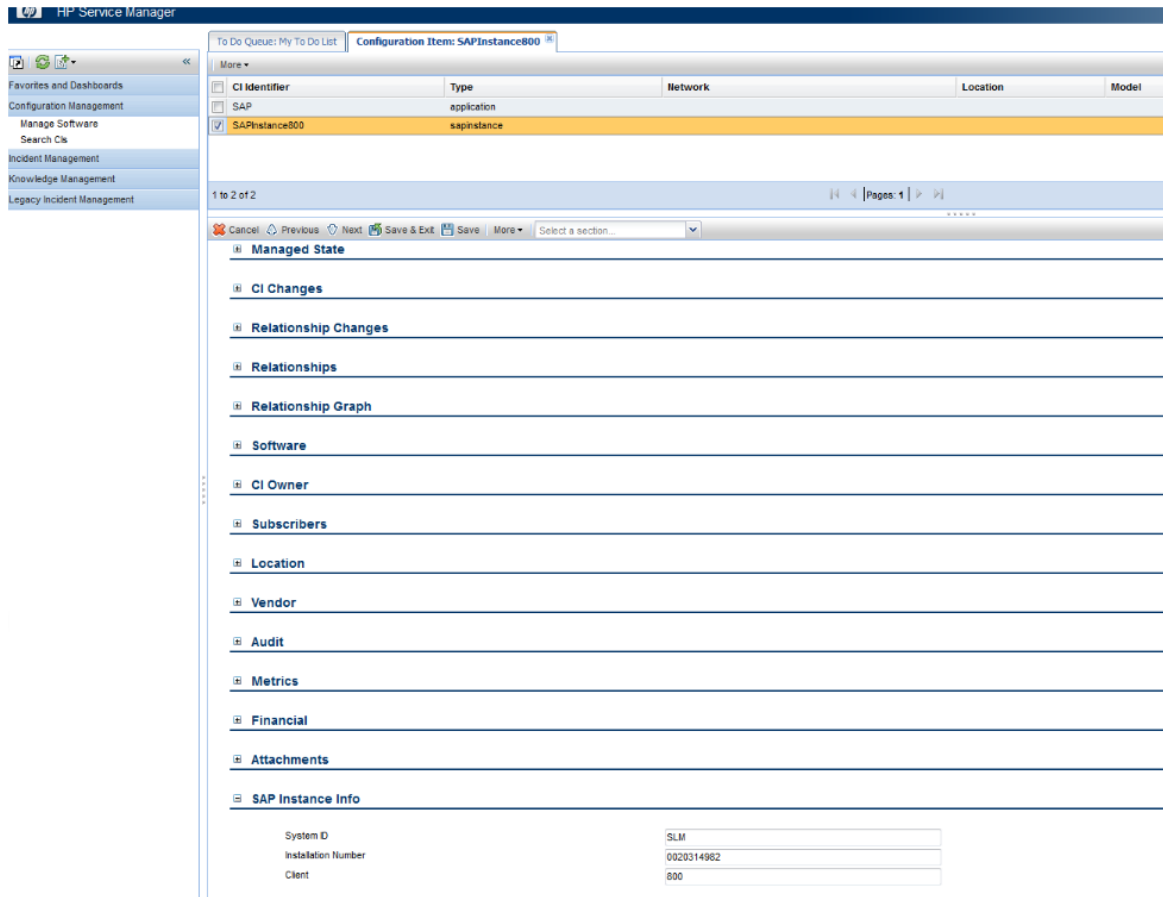
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Set up SAP Instance CI in Service Manager

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

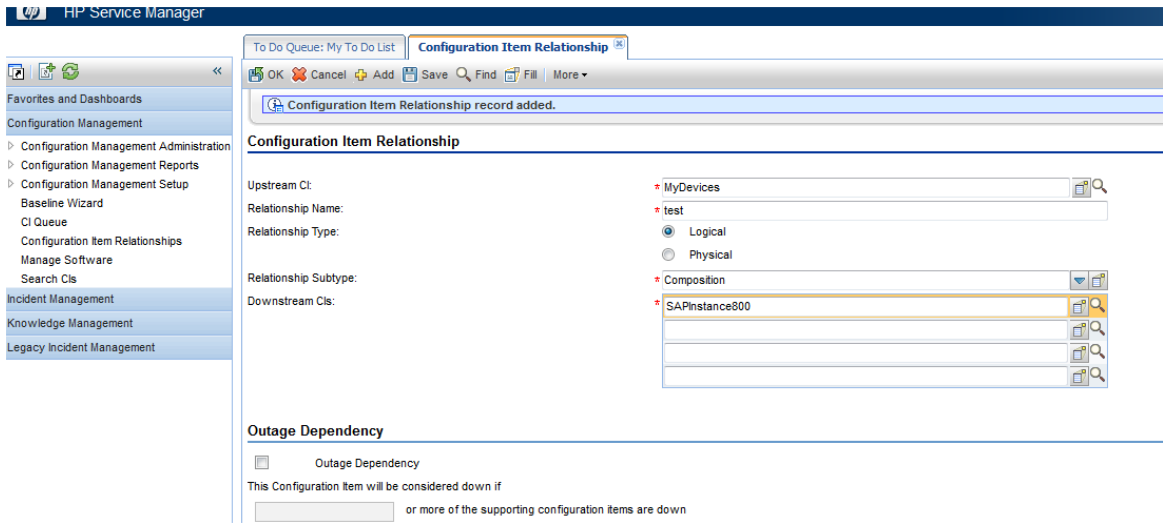
5. Create a SAPInstance CI, and provide SAP Instance Info.



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

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

7. Click **OK**.



SM 7.11 to SAP Solution Manager 7.1

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Create an incident in Service Manager

1. Log on to Service Manager as a user with the open incident permission.
2. Click **Incident Management > Open New Incident**. The incident ticket quick add form opens.

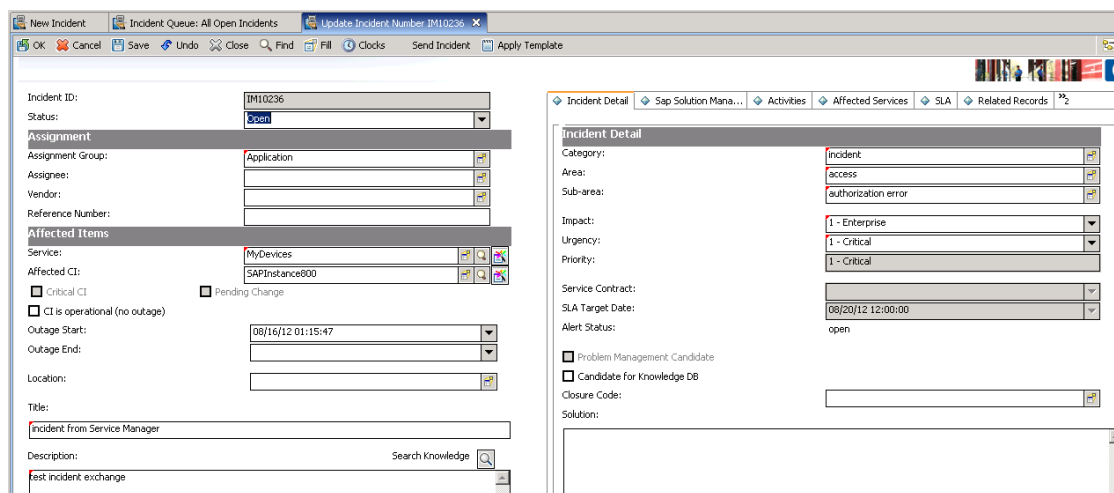
3. Fill in required fields for the new incident as necessary:
 - Set MyDevices for the Service field.
 - Select a CI of the SAPInstance type for the Affected CI field. The SAPInstance CI describes the client information of Solution Manager, such as SystemID, Installation Number and Client.

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

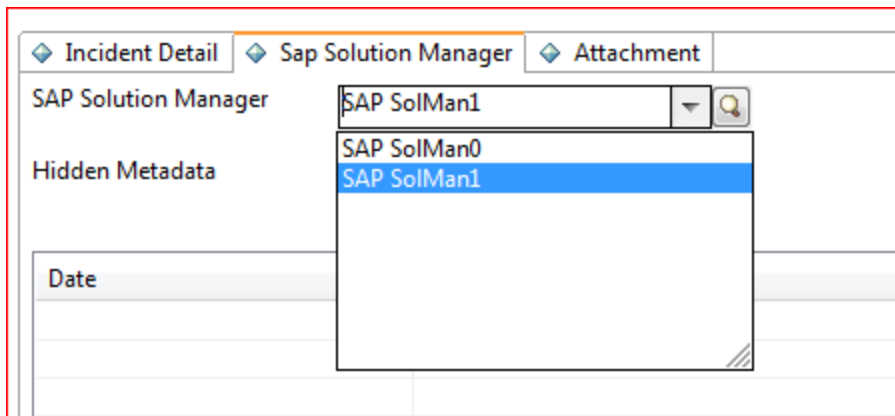
4. Complete the other required fields.
5. Click **Submit** and then click **Open New Incident** to create an incident.

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.

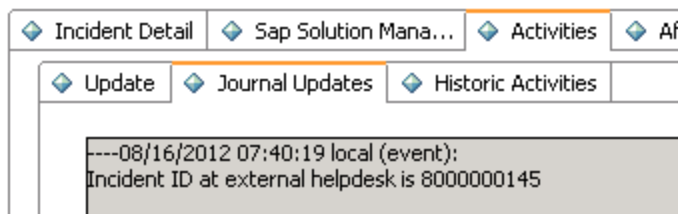


4. Click **Send Incident** to send the incident to SAP.
5. Service Manager receives the **Request accepted** message after the incident is sent to middleware successfully. Click **OK** to close the incident window.

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

Incident ID:

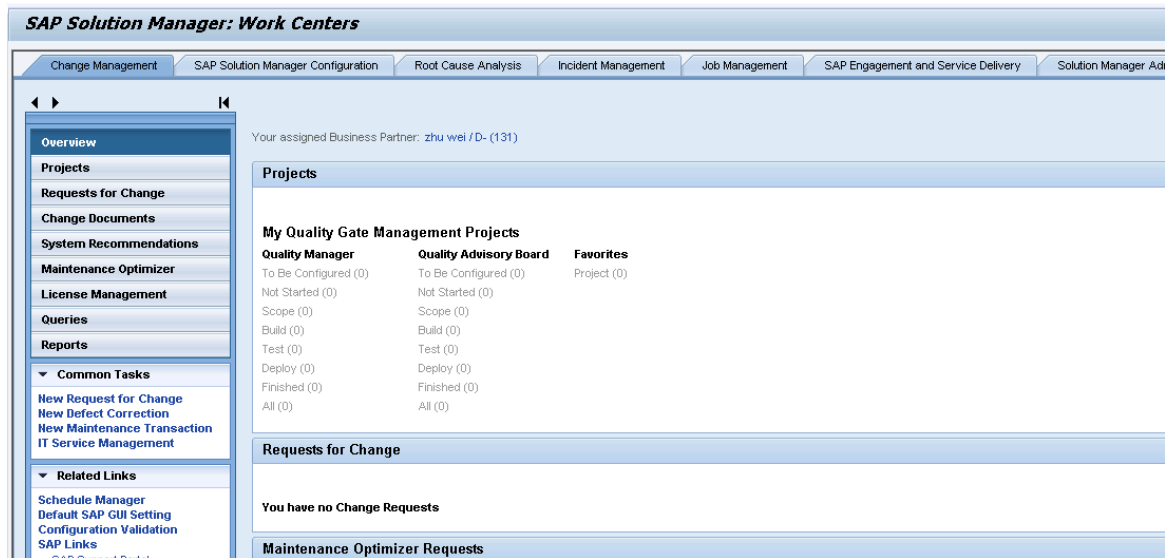
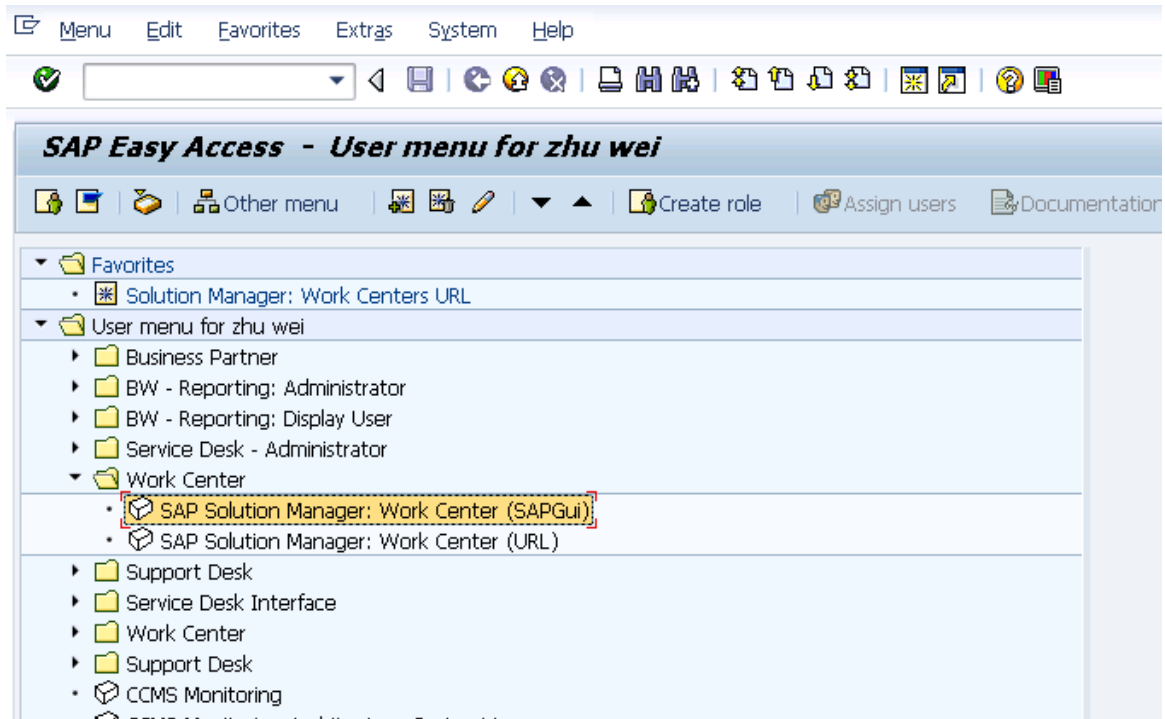
6. After a few minutes, re-open the incident to check whether it is sent to SAP. If the incident is sent successfully, Service Manager receives the Incident ID message from SAP.



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

Open the incident in Solution Manager

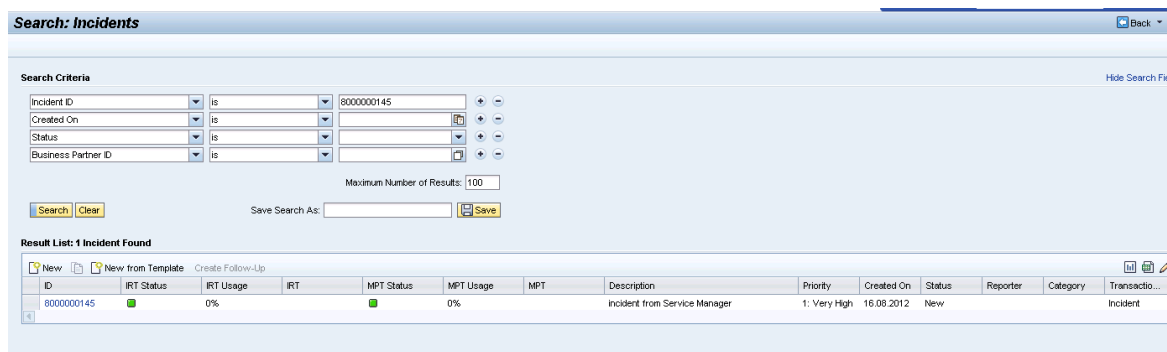
1. Log on to Solution Manager.
2. Click **Work Center > SAP Solution Manager: Work Center (SAP GUI)** to open Solution Manager Work Center.



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**.

The screenshot shows the 'Incident: 800000145, incident from Service Manager' form. The form is divided into several sections: 'General Data' (ID: 800000145, Description: Incident from Service Manager, Customer: HPSW-R&D-SH, Reporter: zhu zi lin, Processor: zhu wei, Service Team: [dropdown]), 'Processing Data' (Status: New, Impact: [dropdown], Urgency: [dropdown], Recommended Priority: [dropdown], Priority: 1: Very High), 'Dates' (Created: 16.08.2012 09:23, Changed: 16.08.2012 09:23, First Response by: [dropdown]), 'Category' (Level 1-4: [dropdowns], Solution Category: [dropdown]), 'Relationships' (Related Problem, Request for Change, Knowledge Article: [dropdowns]), and 'Reference Objects' (Installed Base: 1, SOL_MAN_DATA_REP; Installed Base Component: 3258, SLM 0020314982 800).

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

The screenshot shows the 'Incident: 800000145, incident from Service Manager' form in edit mode. The 'Text' section is expanded, showing 'Add Text', 'Insert Text Template', and 'Maintain Text Templates' options. Below this is a 'Description' text area with a rich text editor toolbar (bold, italic, underline, list, link, unlink, print, copy, paste, undo, redo). The text 'description from SAP' is entered in the text area. Above the text area, there are fields for 'First Response by:', 'IRT Status: 0 %', 'Due by:', and 'MPT Status: 0 %'.

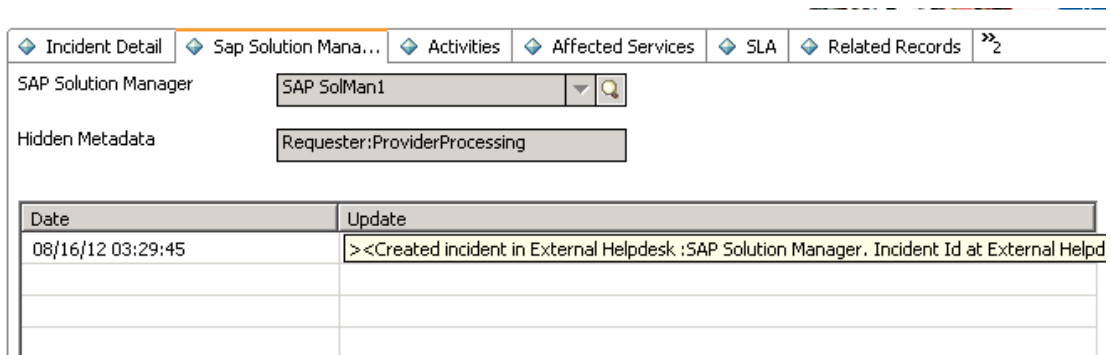
- 9. Click **Save**. The incident information synchronizes with Service Manager automatically.

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

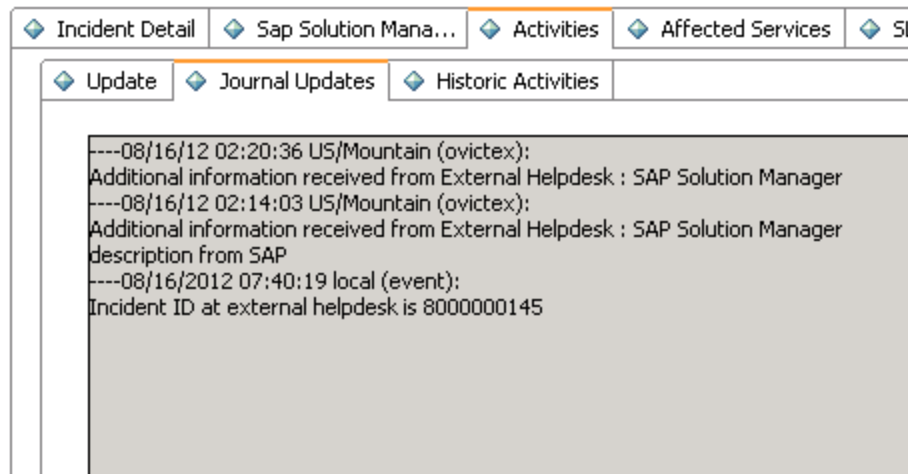
- 10. Click **Display** to switch the incident to view mode.

Check updates in Service Manager

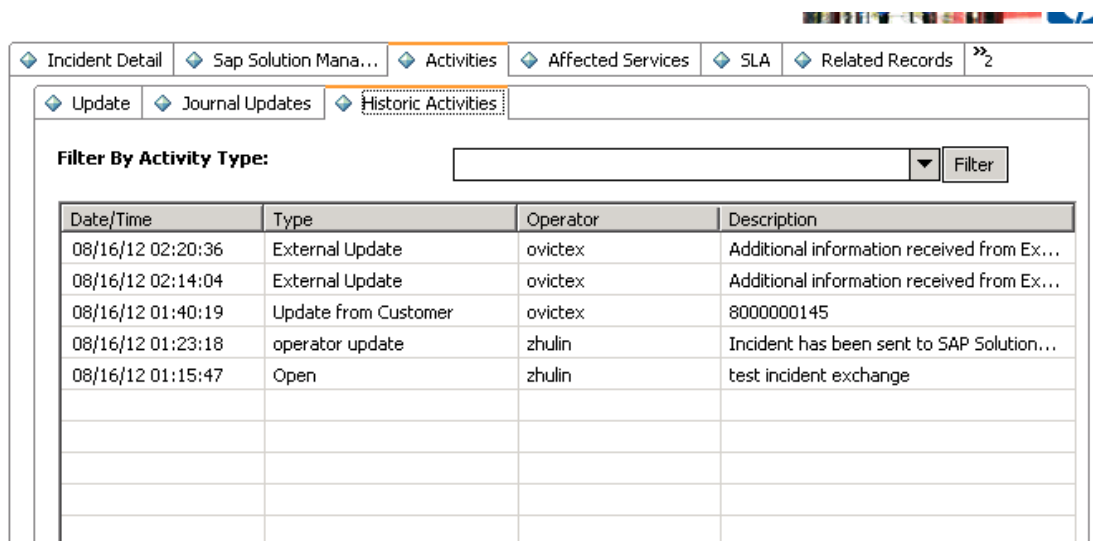
1. Click **Incident Management > Search Incidents**. The Display Which Incident Tickets form opens.
2. In the Incident ID textbox, type the ID of the new incident created in step 1 and click Search. The incident opens.
3. Click the **Sap Solution Manager** tab to view the incident's status from Hidden 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.

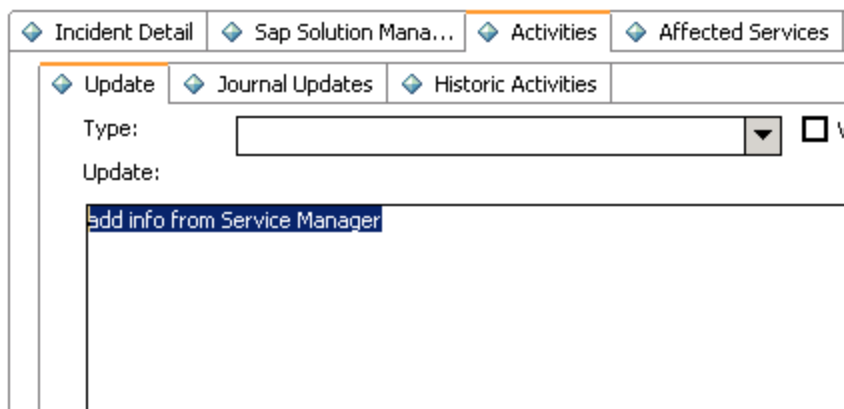


5. Click **Activities** tab > **Historic Activities** tab to view updated log from Solution Manager.



Synchronize new information with Solution Manager

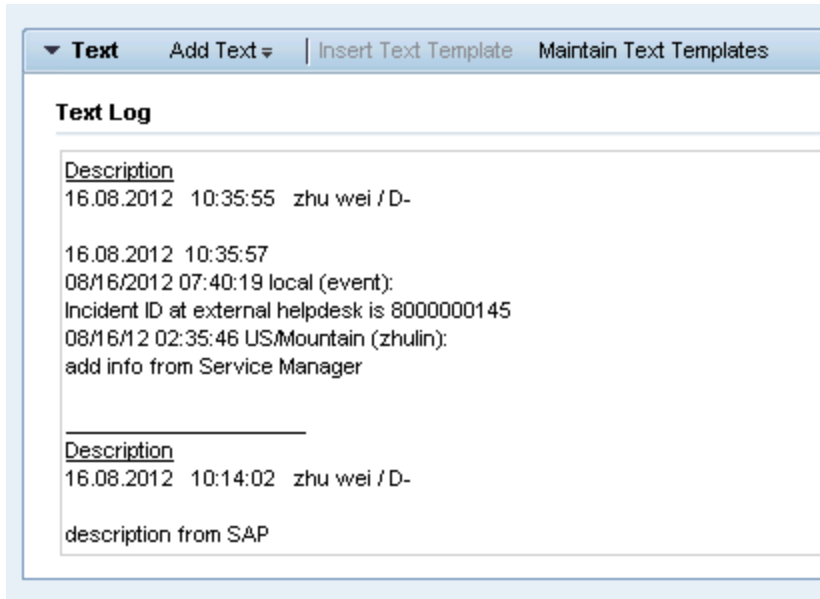
1. Click **Activities** tab > **Update** tab and type information in the Update textbox.



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.

The screenshot shows a window titled 'Details' with an 'Edit' icon. It is divided into three sections: 'General Data', 'Processing Data', and 'Dates'.
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 zl lin	
Processor:	zhu wei	
Service Team:		

Processing Data

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

Dates

Created:	16.08.2012	09:23
Changed:	16.08.2012	10:46
First Response by:		
IRT Status:	<input checked="" type="checkbox"/>	0 %
Due by:		
MPT Status:	<input checked="" type="checkbox"/>	0 %

SM 9.x to SAP Solution Manager 7.1

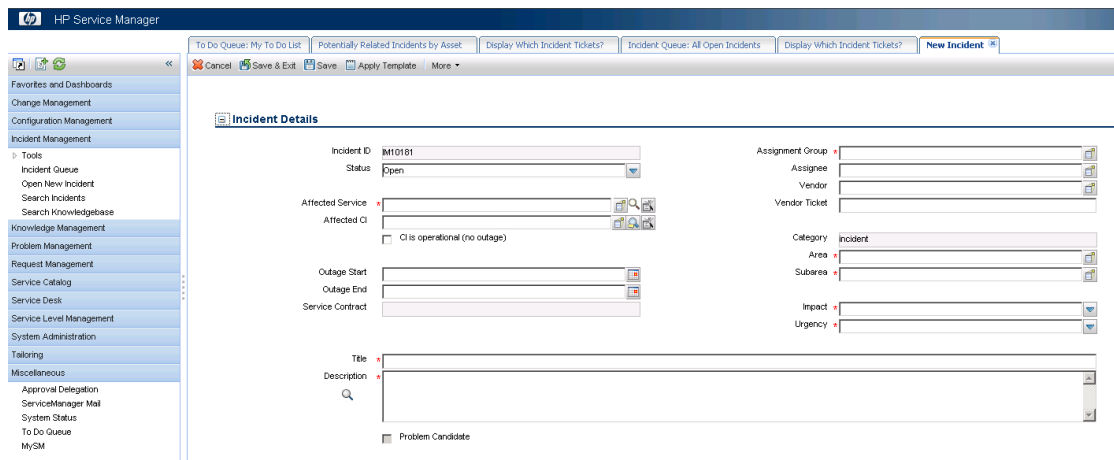
Note: The following steps are also applicable when integrating SAP Solution Manager Service Desk with HP Service Manager 9.40 Classic.

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Create an incident in Service Manager

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



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

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

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

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

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

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

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

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

h. Complete the form with any other relevant information.

The screenshot shows the 'New Incident' form in HP Service Manager. The form is titled 'Incident Details' and contains several fields: Incident ID (IME0181), Status (Open), Affected Service (MyDevices), Affected CI (SAPInstance00), Outage Start, Outage End, Service Contract, Assignment Group (Application), Assignee, Vendor, Vendor Ticket, Category (Incident), Area (Access), Subarea (Authorization error), Impact (Enterprise), and Urgency (High). The Title field contains 'Incident from SM931' and the Description field contains 'Desc from SM931'. There is a 'Problem Candidate' checkbox at the bottom.

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 for incident IM10181. The form is divided into several sections:

- Incident ID:** IM10181
- Status:** Open
- Assignment Group:** Application
- Affected Service:** MyDevices
- Affected CI:** SAPInstance800
- Category:** Incident
- Area:** Access
- Subarea:** Authorization error
- Impact:** 1 - Enterprise
- Urgency:** 2 - High
- Priority:** 1 - Critical
- Title:** Incident from SM931
- Description:** Desc from SM931

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

Sap Solution Manager

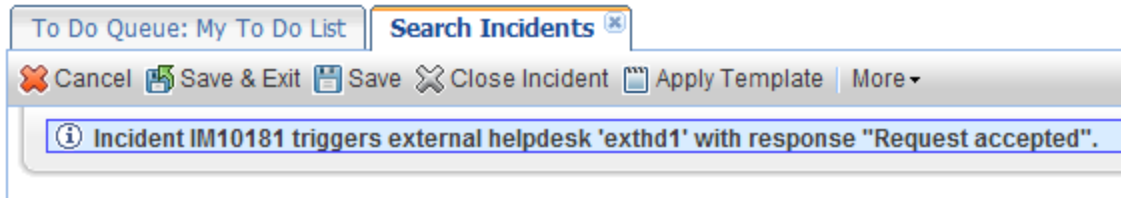
SAP Solution Manager
Hidden Metadata

The screenshot shows a dropdown menu for 'SAP Solution Manager'. The menu is open, displaying a list of clients:

- SAP SolMan1
- SAP SolMan0
- SAP SolMan1 (highlighted)

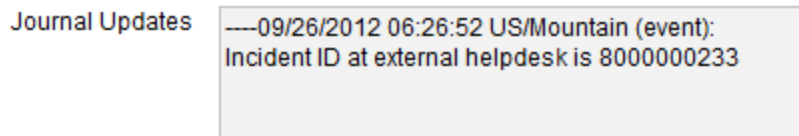
4. Click **Send Incident** to send the incident to SAP.

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.

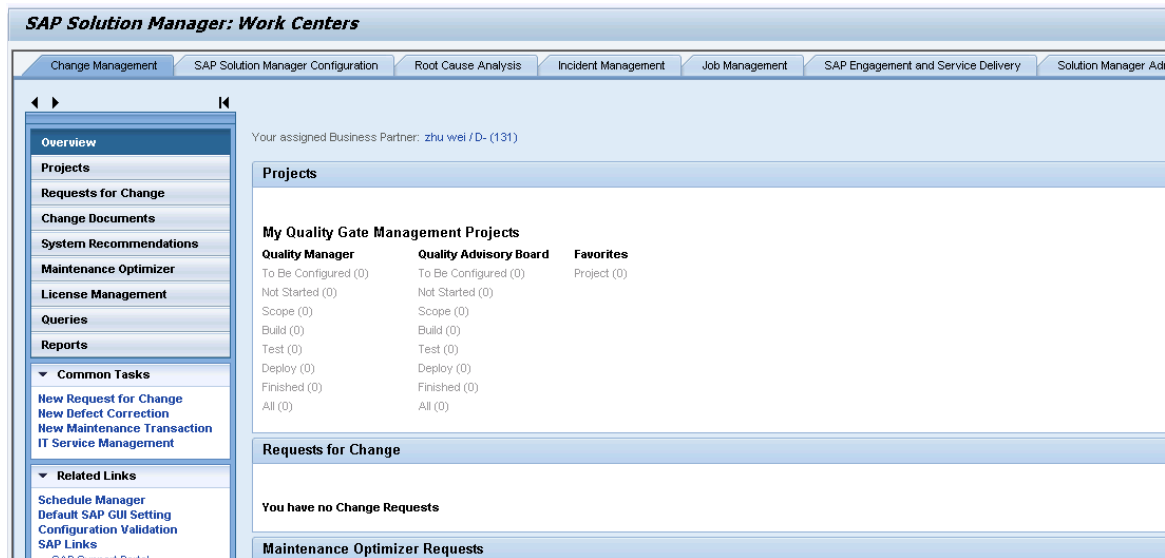
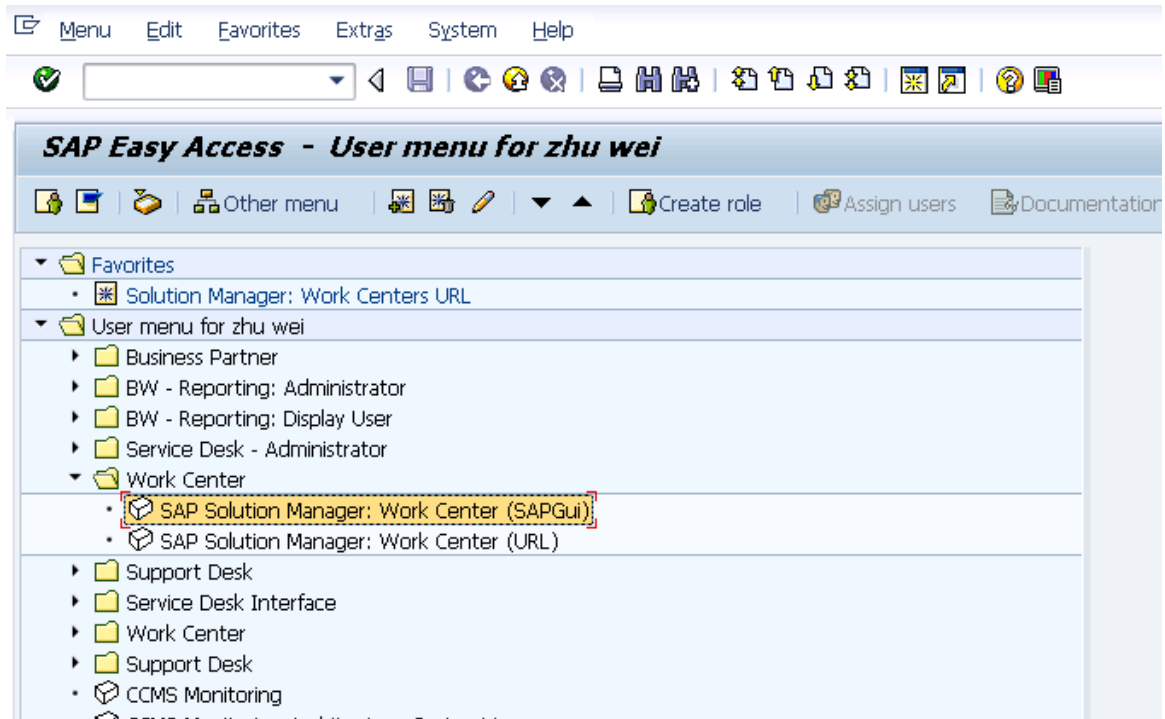
If the incident is sent successfully, Service Manager receives the Incident ID message from SAP.



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

Open the incident in Solution Manager

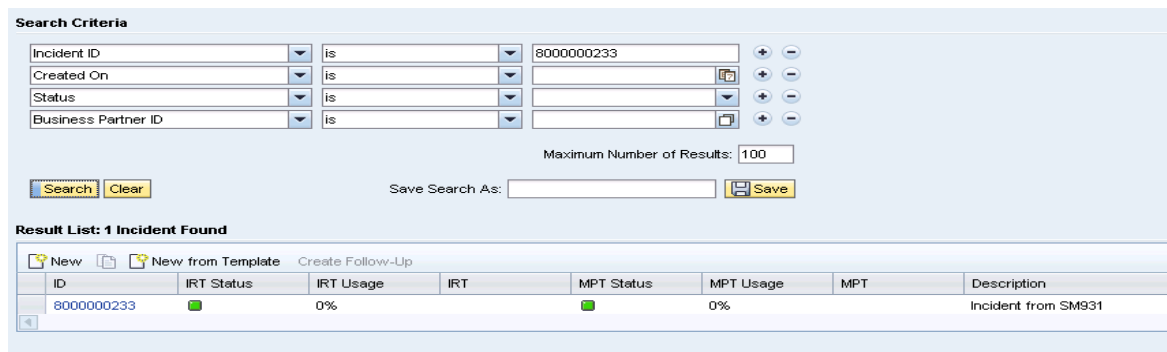
1. Log on to Solution Manager.
2. Click **Work Center > SAP Solution Manager: Work Center (SAP GUI)** to open Solution Manager Work Center.



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.

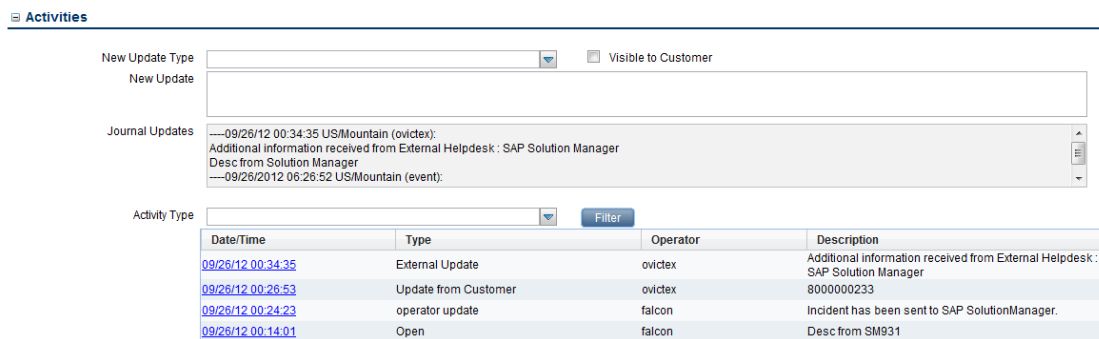
Check updates in Service Manager

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.

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

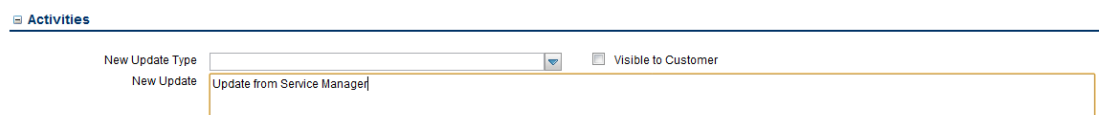
4. Extend **Activities** tab to view the message of Journal Updates. As shown in the following

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.



Synchronize new information with Solution Manager

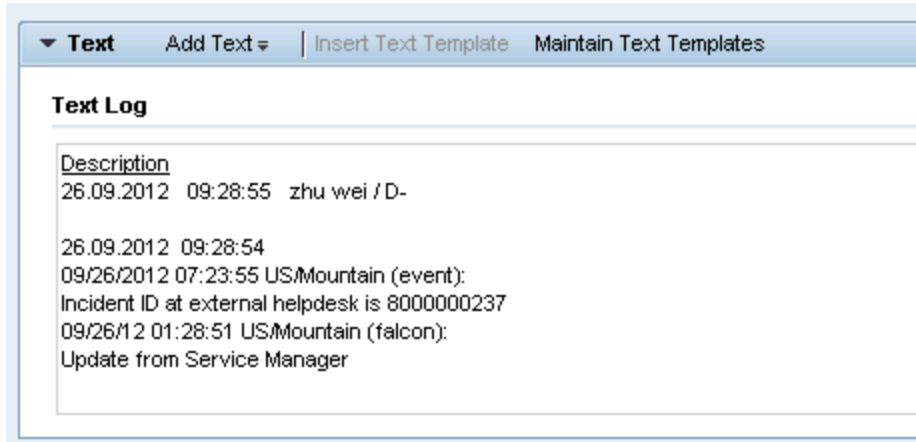
1. Extend Activities tab to input “Update from Service Manager” message into New Update textbox.



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.



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 header with a dropdown menu set to 'Details' and an 'Edit' button. 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 zl lin), Processor (zhu wei), and Service Team.
- **Processing Data:** Includes Status (Customer Action), Impact, Urgency, Recommended Priority, and Priority (2: High).
- **Dates:** Includes Created (26.09.2012 08:24), Changed (26.09.2012 08:50), and First Response by.
At the bottom, the IRT Status is shown as a green square followed by '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 %

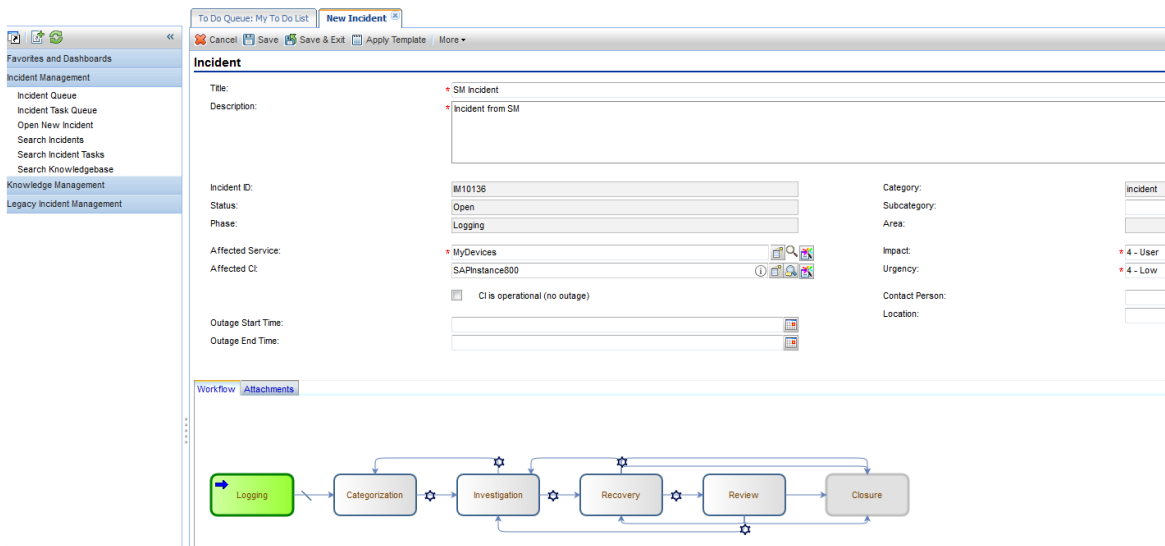
SM 9.x with Process Designer Content Pack 9.30.3 (PDCP 4) to SAP Solution Manager 7.1

Note: The following steps are also applicable when integrating SAP Solution Manager Service Desk with HP Service Manager 9.40 Codeless.

Create an incident in Service Manager	32
Open a new incident to send to SAP	34
Open the incident in Solution Manager	35
Check updates in Service Manager	39
Synchronize new information with Solution Manager	40
Check updates from Service Manager	40
Update the incident status in Solution Manager	40
Close the incident in Service Manager	41
Check the incident's status in Solution Manager	42

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.

The screenshot displays the SAP Incident Management interface for incident IM10136. The form is titled "Incident - IM10136" and includes a navigation bar with "Cancel", "Save & Exit", "Save", "Apply Template", and "More" options. The main form fields are as follows:

Title:	* SM Incident	Requested By:	
Description:	* Incident from SM	Contact Person:	
Incident ID:	IM10136	Location:	
Status:	* Categorize	Major Incident:	
Phase:	Categorization	Escalated:	
Affected Service:	* MyDevices		
Affected Ct:	SAPInstance800		
	<input type="checkbox"/> CI is operational (no outage)		
Outage Start Time:	11/28/13 02:30:58		
Outage End Time:			

The bottom section of the form shows the "SAP Solution Manager" tab selected. The "Exchange Status" field is set to "SAP SolMan 1". There is an "Update" button next to the "Date" field.

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

① 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.

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

Vendor: [Text Field]

Update Type: [Dropdown] Customer Visible:

Update: [Text Field]

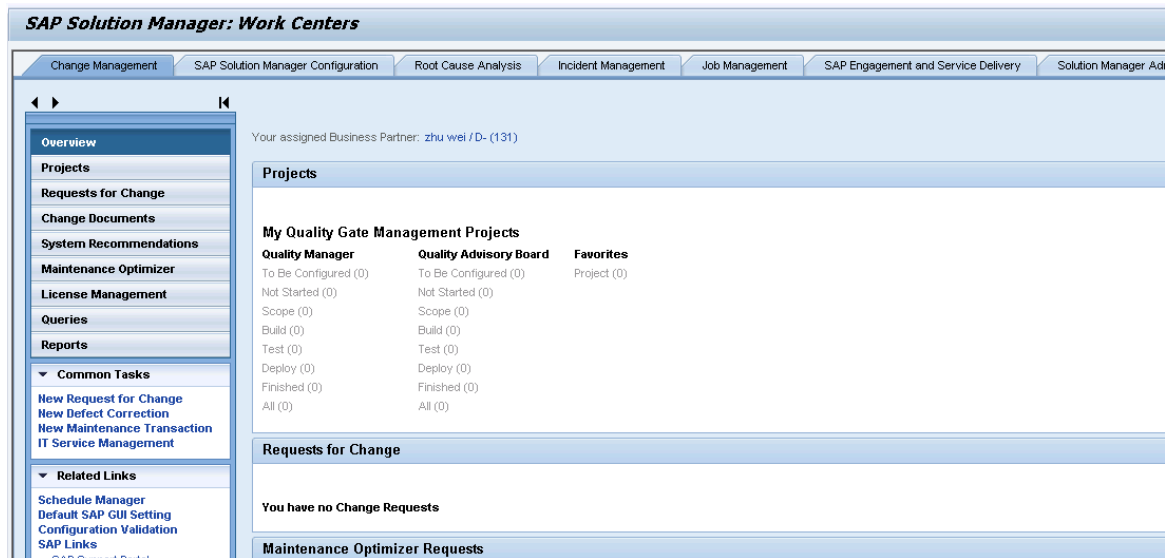
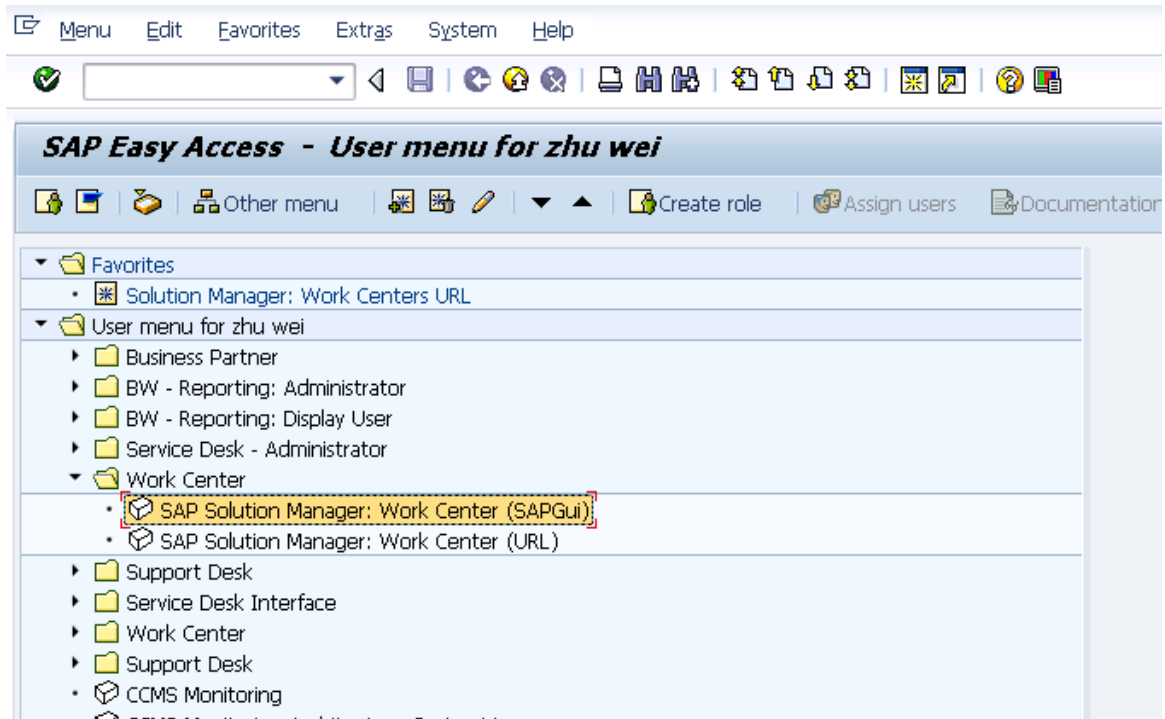
Journal Updates:

---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

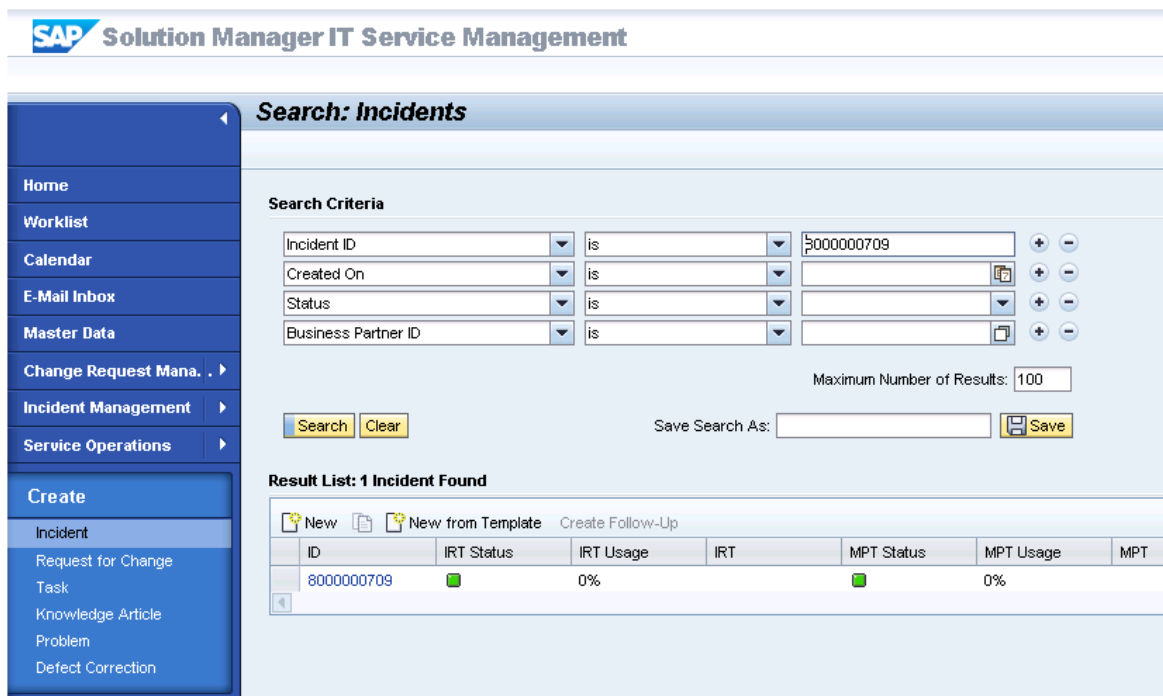
1. Log on to Solution Manager.
2. Click **Work Center > SAP Solution Manager: Work Center (SAP GUI)** to open Solution Manager Work Center.



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.



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

Incident: 800000709, SM Incident 2

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

Details Edit

General Data

ID: 800000709
 Description: SM Incident 2
 Customer: HPSM/R&D-SH
 Reporter: zhu zi lin
 Processor: zhu wei
 Service Team:

Processing Data

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

Dates

Created: 28.11.2013 11:13
 Changed: 28.11.2013 11:13
 First Response by:
 IRT Status: 0 %
 Due by:
 MPT Status: 0 %

Category

Relationships

Reference Objects

Text Add Text | Insert Text Template | Maintain Text Templates

Text Log Maximum

Description
 28.11.2013 11:13:21 zhu wei / D-
 28.11.2013 11:13:18
 11/28/13 03:13:33 USMountain (Jennifer Falcon):
 Service Desk Incident IM10145 has been sent to SAP SolutionManager.

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

SAP Collaboration

SAP Notes

Related Knowledge Articles

Attachments Attachment | URL | With Template | Advanced
 No result found

Scheduled Actions Edit List

Schedule New Actions | Repeat | Action Details | Determination Log | Storage System

Actions	Status	Action Definition
Execute	⚠	SLA Escalation (IRT)
Execute	⚠	SLA Escalation (MPT)
	✅	Start Delta Compilation
	✅	Start Delta Compilation
Execute	⚠	Start Delta Compilation
Execute	⚠	SLA Update Dates and Durations

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
Call Solution Manager Diagnostics	Method call
Send to External Service Desk	Method call
Refresh in Ext. Service Desk	Method call
Send Solution to External Service Desk	Method call

Schedule | Cancel

http://itsamqvm130.asiapacific.hpqcorp.net:8000/sap/ Internet

⏪ Back 1 2 Forward ⏩

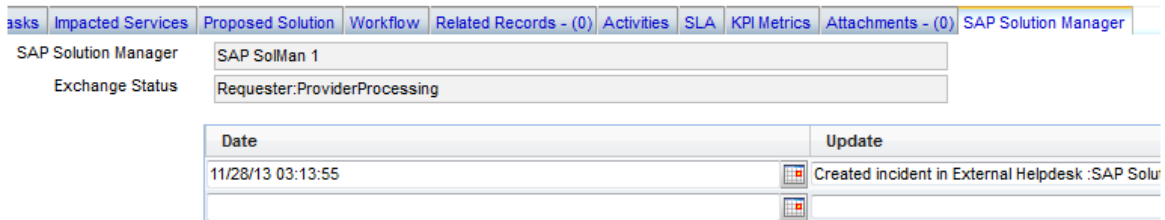
10. Click **Save**. The incident information synchronizes with Service Manager automatically.

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

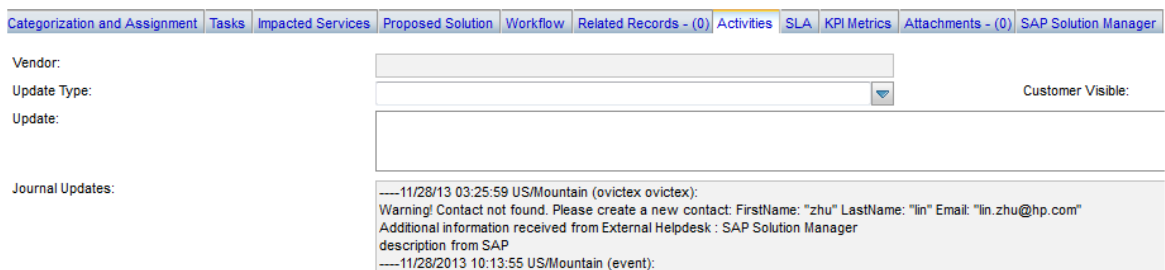
11. Click **Display** to switch the incident to view mode.

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.

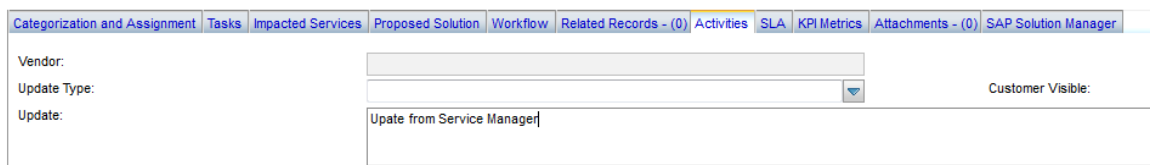


4. Extend **Activities** tab to view the message of Journal Updates. As shown in the following screenshot, Service Manager receives the message “Desc from Solution Manager” from Solution Manager. The read-only textbox displays messages from Solution Manager every time the incident is updated.



Synchronize new information with Solution Manager

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

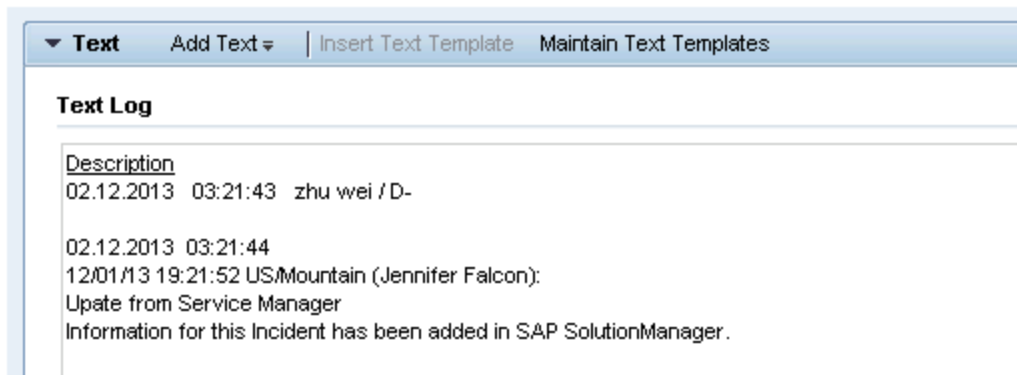


The screenshot shows a software interface with a top navigation bar containing tabs: 'Categorization and Assignment', 'Tasks', 'Impacted Services', 'Proposed Solution', 'Workflow', 'Related Records - (0)', 'Activities', 'SLA', 'KPI Metrics', 'Attachments - (0)', and 'SAP Solution Manager'. Below the tabs, there are three input fields: 'Vendor:', 'Update Type:', and 'Update:'. The 'Update:' field contains the text 'Udate from Service Manager|'. To the right of the 'Update Type:' field, there is a 'Customer Visible:' label.

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.



The screenshot shows a 'Text Log' window with a toolbar containing 'Text', 'Add Text', 'Insert Text Template', and 'Maintain Text Templates'. The log entry is as follows:

```
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):
Udate 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.

The screenshot shows the 'Details' view of an incident in SAP Solution Manager. The form is divided into three main sections: General Data, Processing Data, and Dates. The 'General Data' section includes fields for ID (8000000709), Description (SM Incident 2), Customer (HPSW-R&D-SH), Reporter (zhu z l in), Processor (zhu wei), and Service Team. The 'Processing Data' section includes Status (Customer Action), Impact, Urgency, Recommended Priority, and Priority (4: Low). The 'Dates' section includes Created (28.11.2013 11:13), Changed (02.12.2013 03:21), First Response by, and IRT Status (0 %).

Close the incident in Service Manager

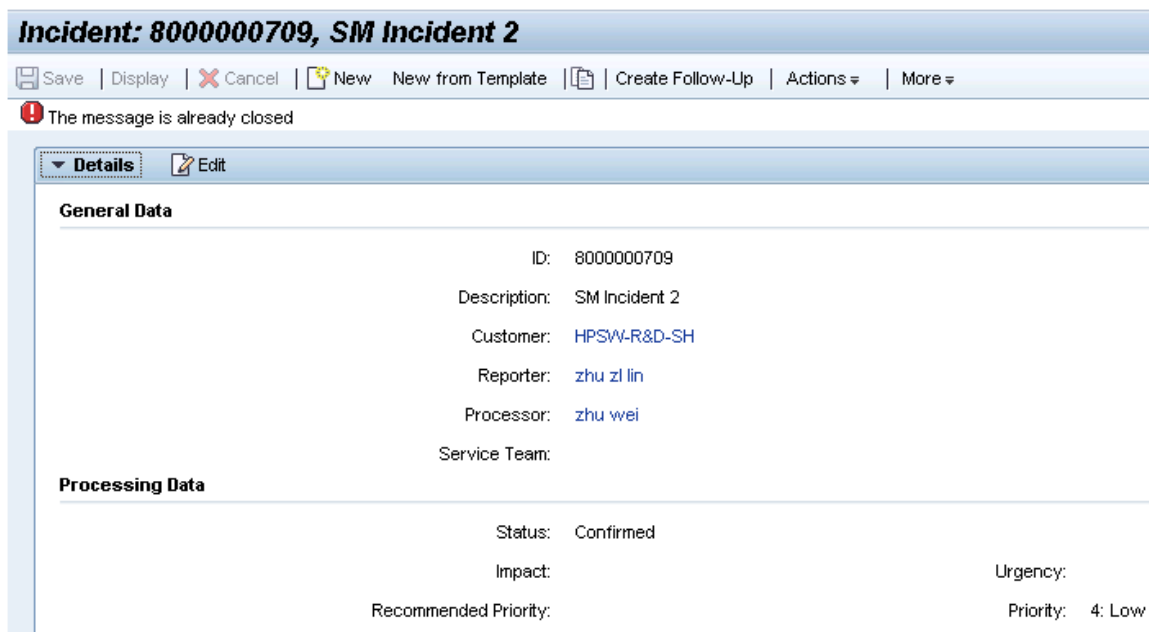
1. Click **Incident Management > Search Incidents**. The Display Which Incident Tickets form opens.
2. In the Incident ID textbox, type the ID of the new incident created in step 1 and click **Search**. The incident opens.
3. Update Status to Resolved, and provide solution.
4. Click **Save**.
5. Click **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.

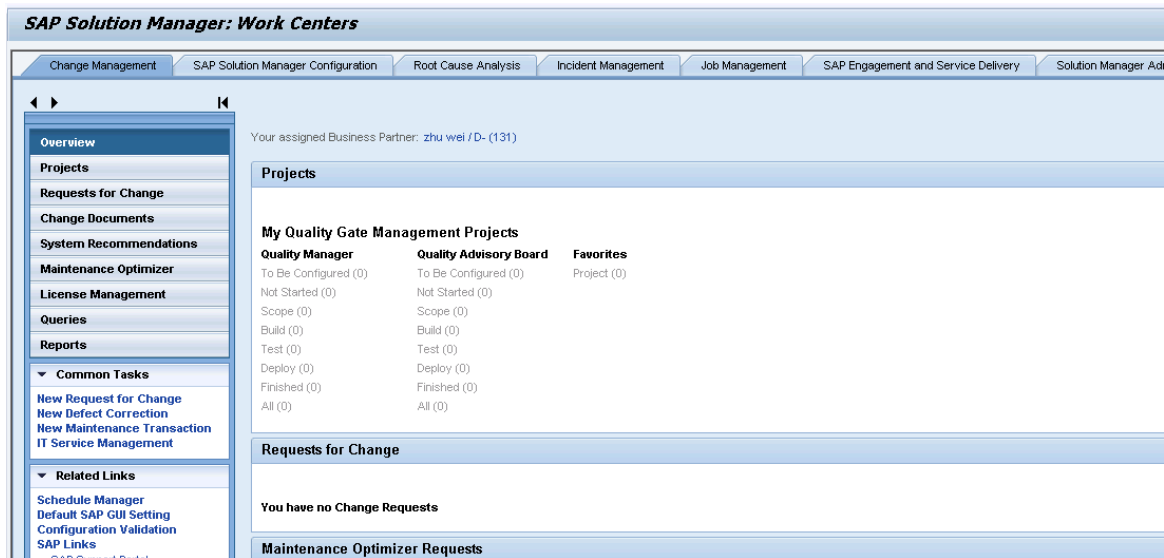
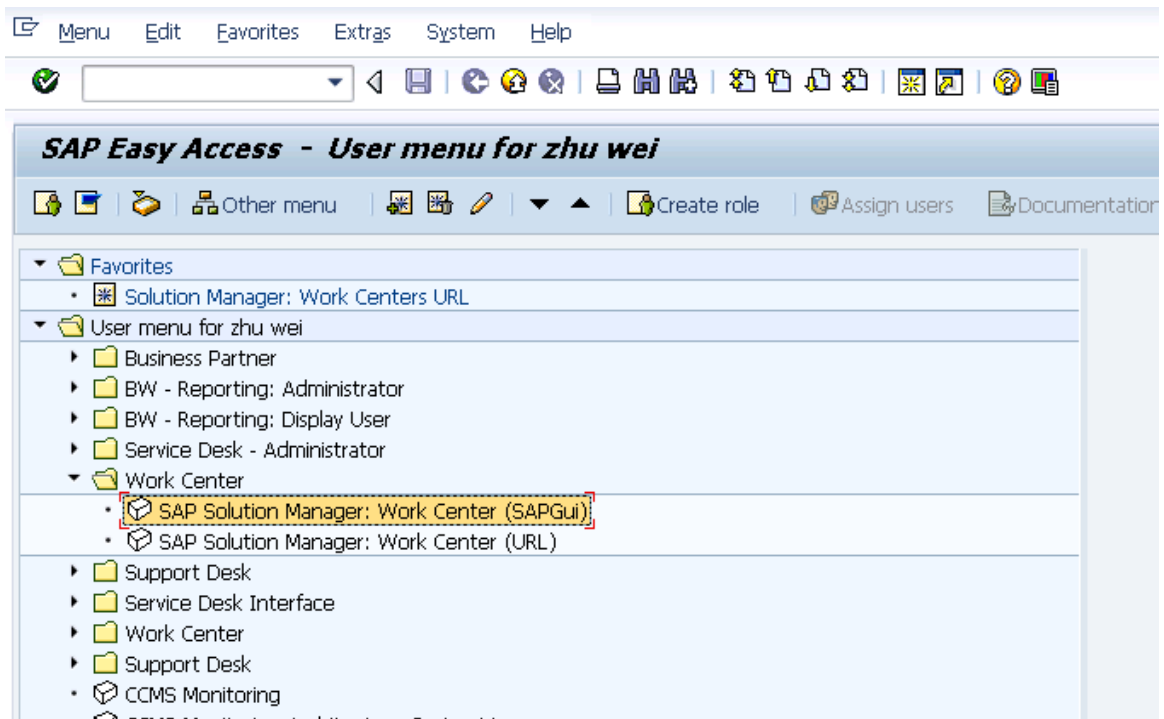


SAP Solution Manager 7.1 to SM 7.11

Create incident in Solution Manager	43
Send solution in Service Manager	46
Check the solution from Service Manager	49
Send the incident back to Service Manager	49
Send the incident back to Solution Manager again	50
Close the incident in Solution Manager	51
Check the incident's status in Service Manager	52

Create incident in Solution Manager

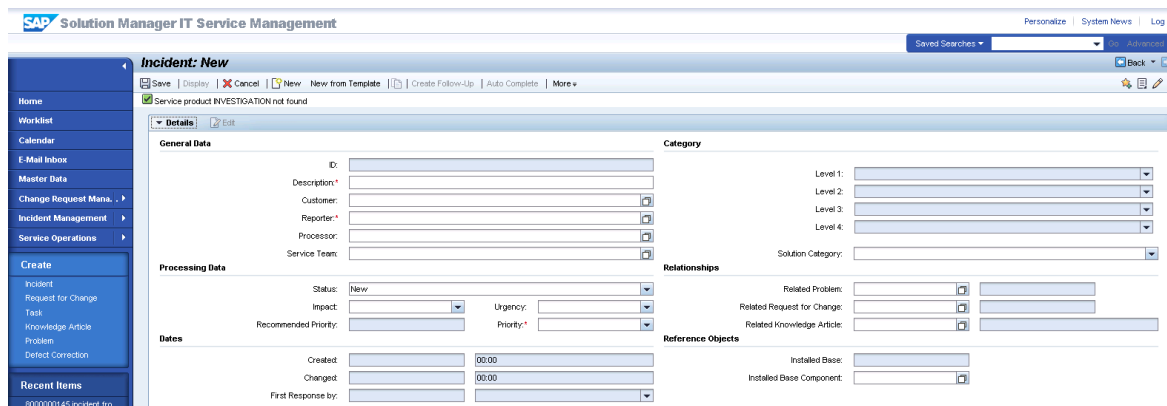
1. Log on to Solution Manager.
2. Click **Work Center > SAP Solution Manager: Work Center (SAP GUI)** to open Solution Manager Work Center.



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



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



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

- Type a Description and a Reporter for the incident.
- Select a Priority in the drop-down list.

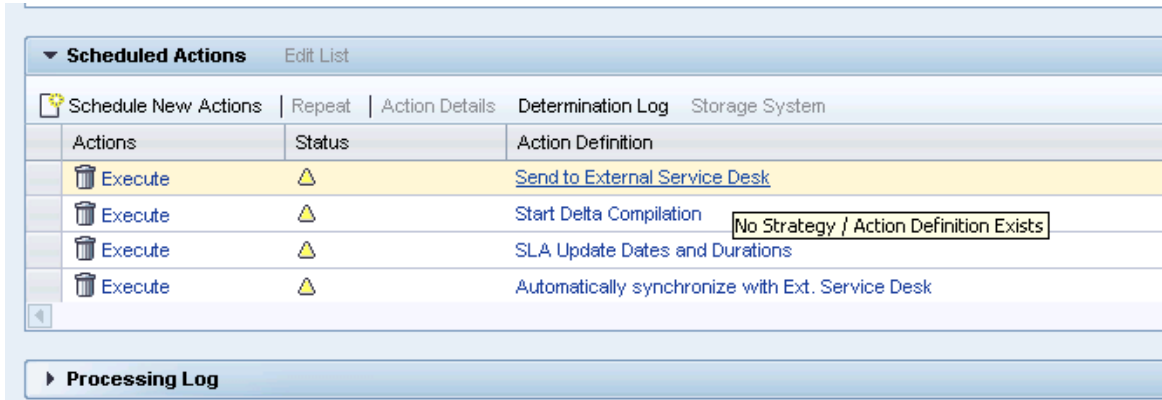
- Click **Fill** to select the Installed Base Component. This field describes the client information of Solution Manager, such as SystemID, Installation Number and Client.
- Complete the form with any other relevant information.

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

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

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

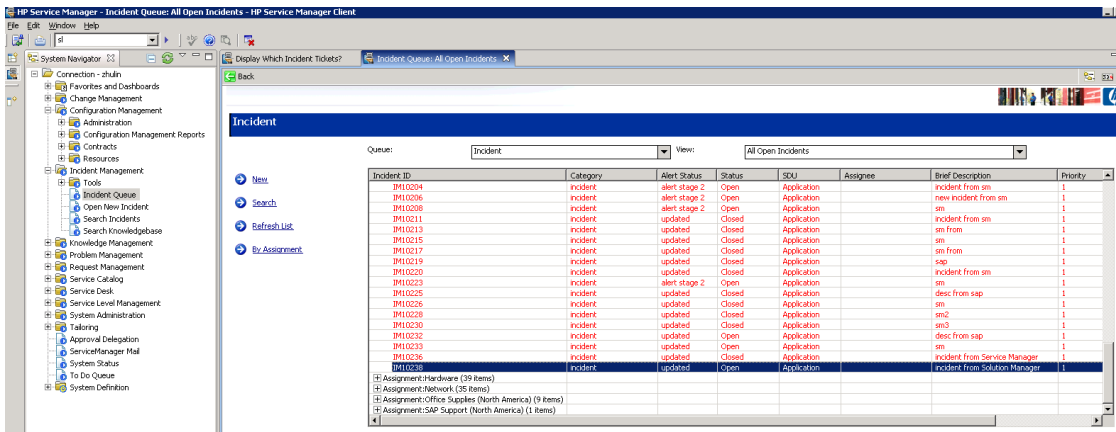
7. As shown in the following screenshot, the new action is waiting to be executed in the action list.



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

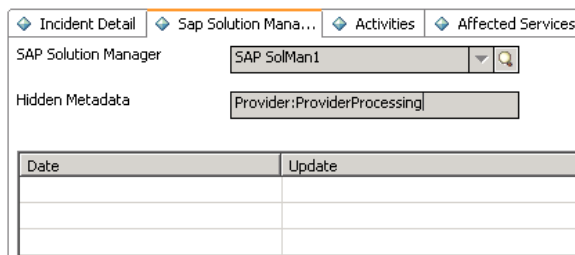
Send solution in Service Manager

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.

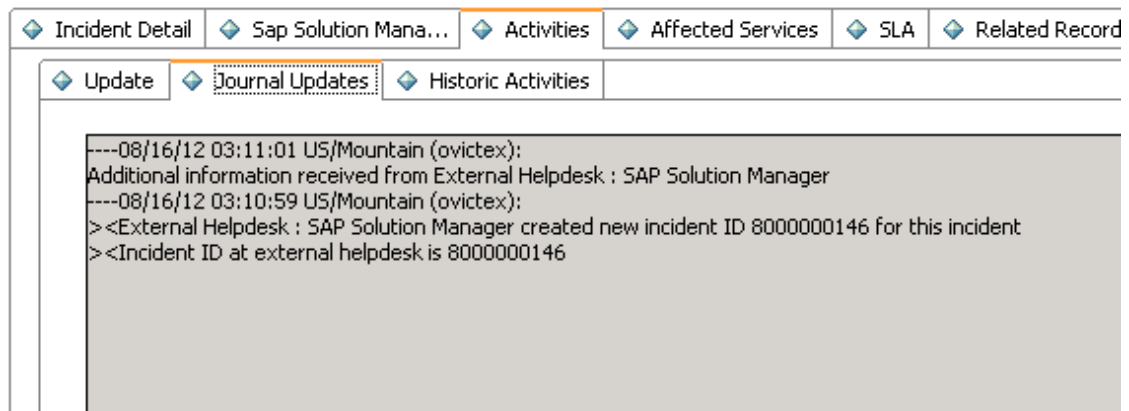


3. Open the incident and check the updated information from Solution Manager.
4. Click **the Sap Solution Manager** tab to view the incident's status from Hidden Metadata.
 - **Provider:** Indicates the incident is requested by Solution Manager. Service Manager provides the solution to Solution Manager.

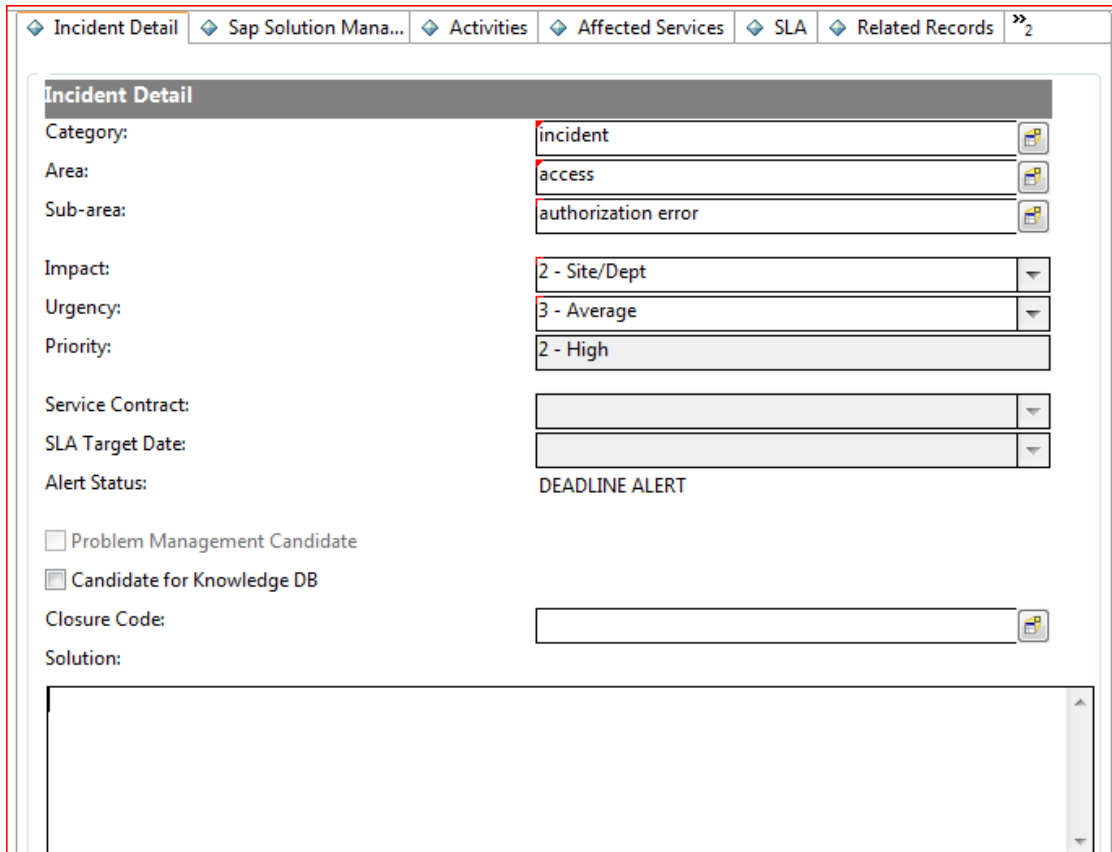
- **ProviderProcessing:** Indicates the incident is being processed by Service Manager.



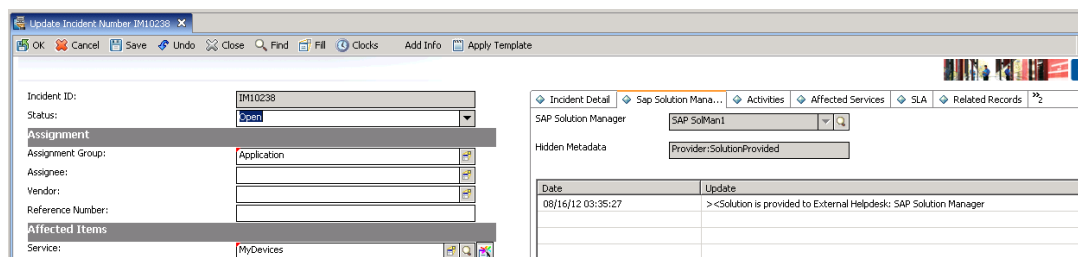
5. Click **Activities** tab > **Journal Updates** tab to view the message from Solution Manager. As shown in the following screenshot, Service Manager receives the message that displays incident ID of Solution Manager.



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.



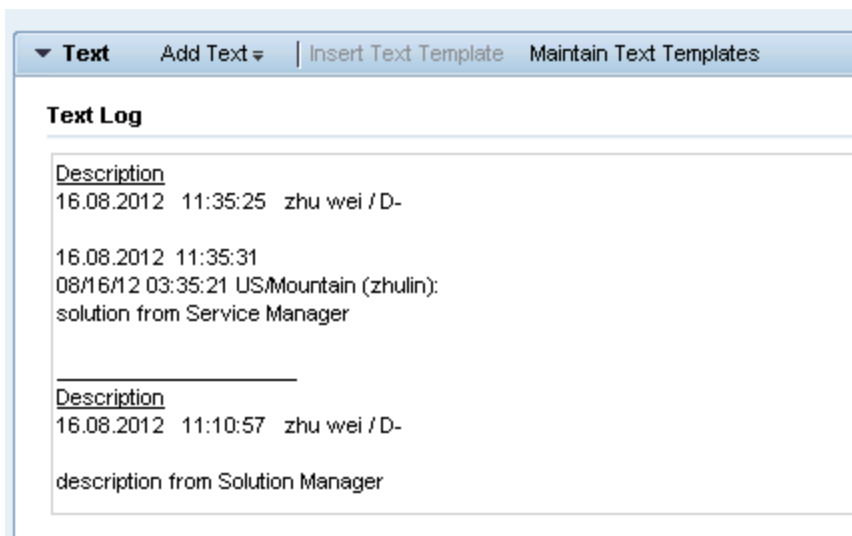
And the log is recorded with the message “the solution is proved to Solution Manager” below the Hidden Metadata textbox. The Send Solution button and the Send Back button are unavailable and only the **Add Info** button is active.

- **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

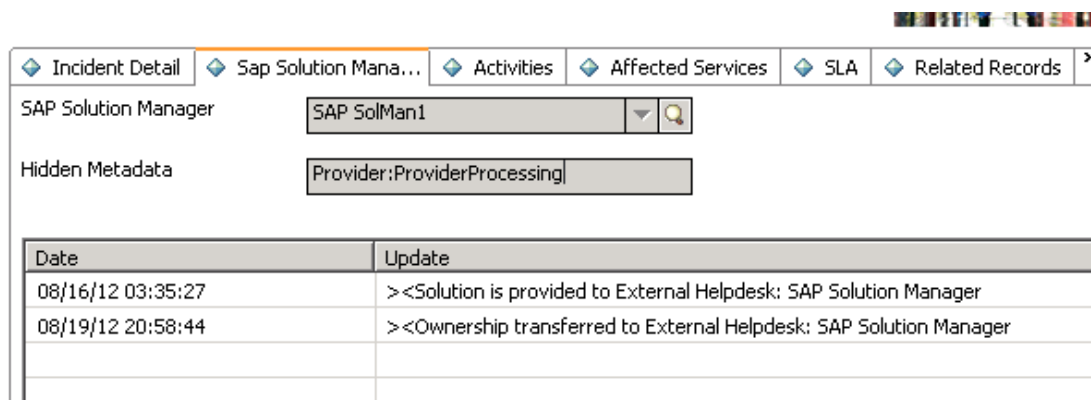
1. Log on to Solution Manager.
2. Search the incident and open it.

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.

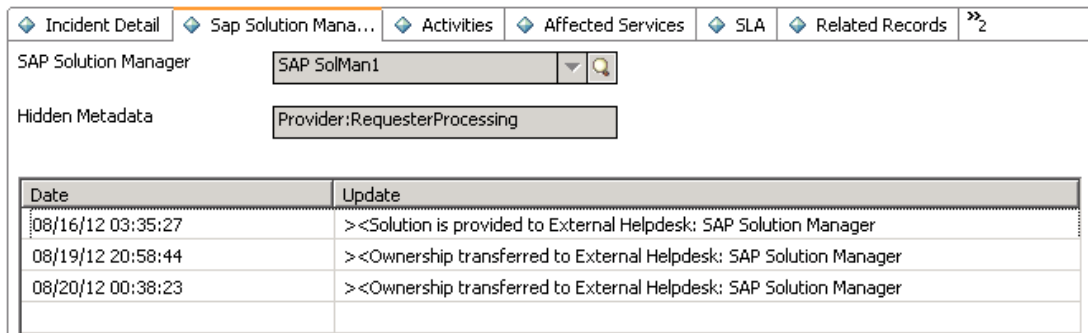
The Hidden Metadata field displays “Provider: ProviderProcessing”, which means Solution Manager is waiting for the solution provided by Service manager.



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.



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

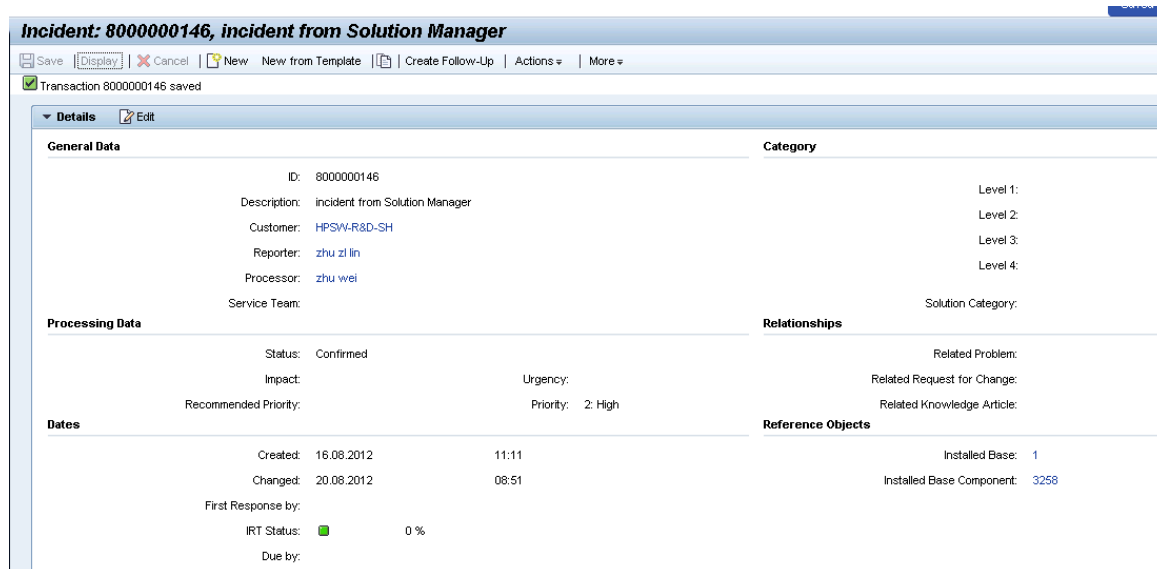
Close the incident in Solution Manager

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**.

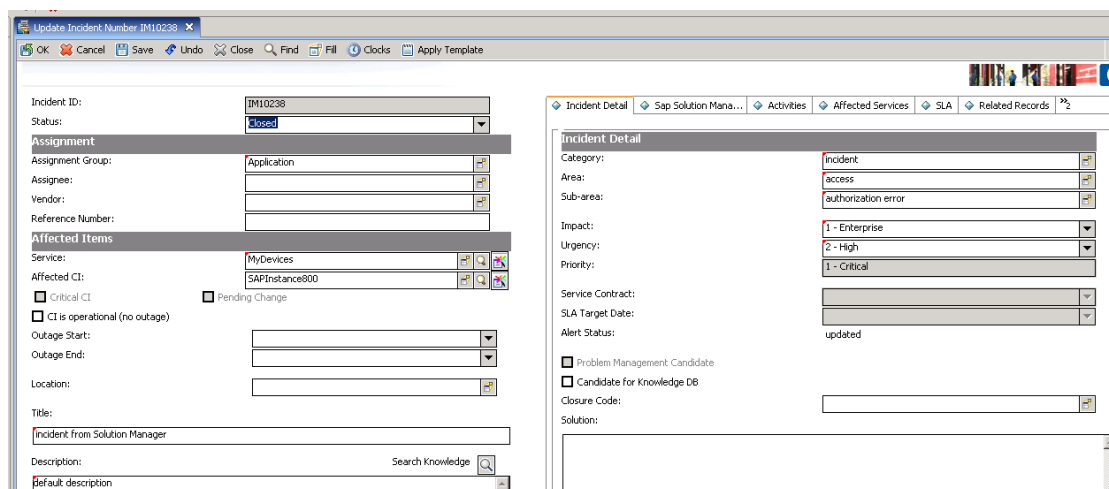
4. Change the status to **Confirmed** again.
5. Click **Save** to close the incident.

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



Check the incident's status in Service Manager

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



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

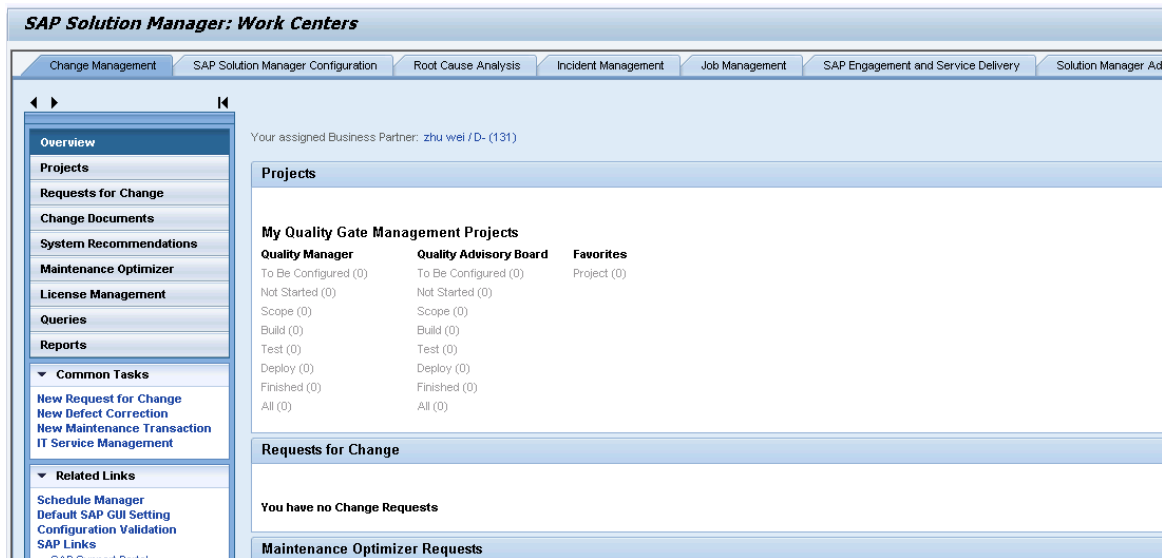
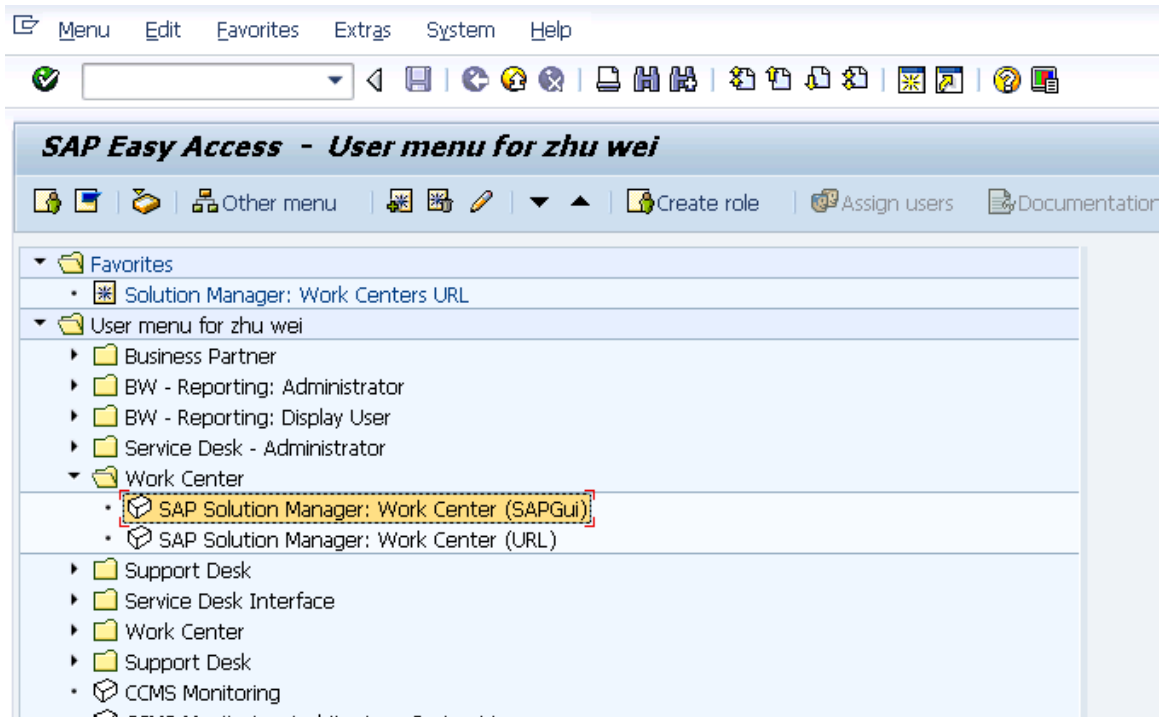
SAP Solution Manager 7.1 to SM 9.x

Note: The following steps are also applicable when integrating SAP Solution Manager Service Desk with HP Service Manager 9.40 Classic.

Create incident in Solution Manager	53
Open new incident in Service Manager	57
Check the solution from Service Manager	59
Send the incident back to Service Manager	60
Send the incident back to Solution Manager again	60
Close the incident in Solution Manager	61
Check the incident's status in Service Manager	62

Create incident in Solution Manager

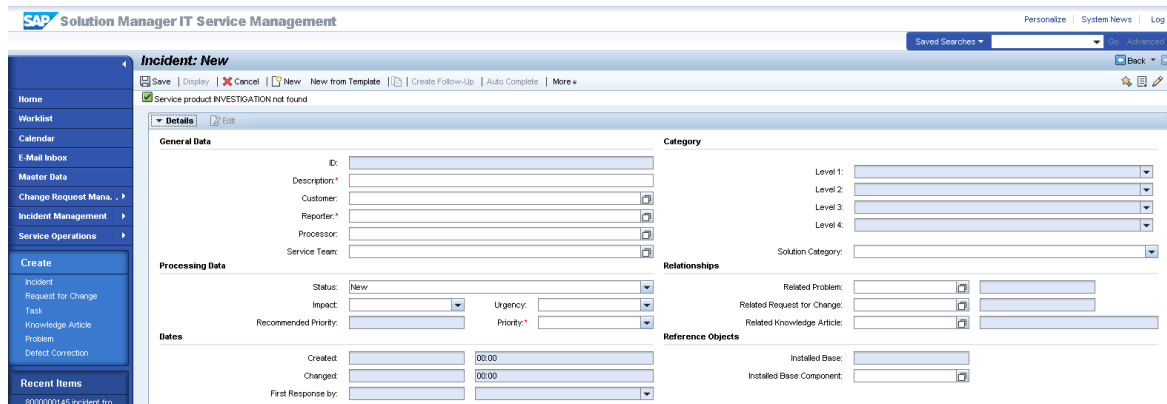
1. Log on to Solution Manager.
2. Click **Work Center > SAP Solution Manager: Work Center (SAP GUI)** to open Solution Manager Work Center.



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



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



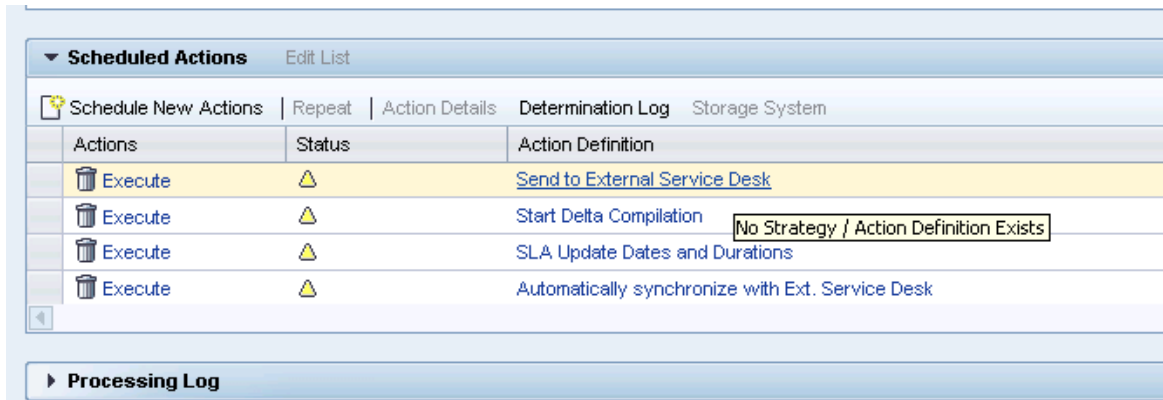
5. Fill in the required fields for the new incident as necessary:

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

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

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

- 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.

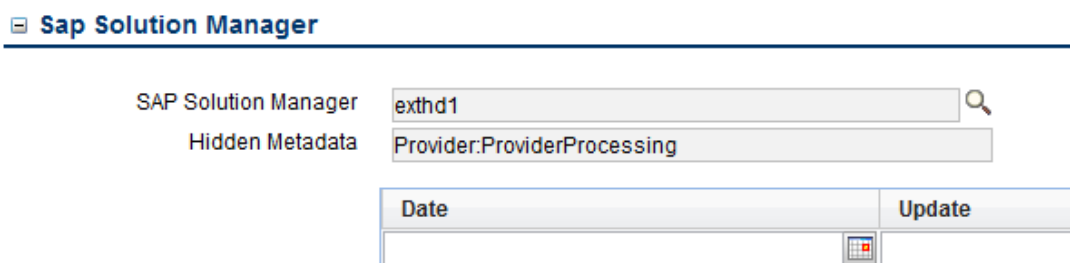
Open new incident in Service Manager

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.

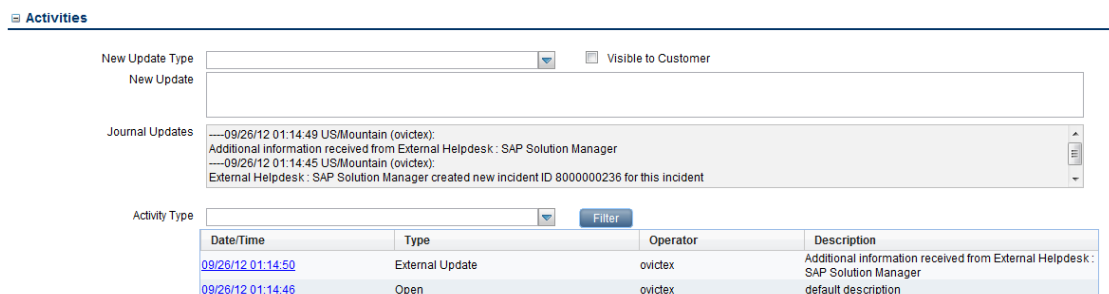
Incident ID	Category	Alert Status	Status	SDU	Assignee	Brief Description	Prio...	Initial Ir	Urg...	Problem Type
IM10152	incident	DEADLINE ALE...	Open	Application	zhulin	This is SAP incident	1	1	1	incident
IM10155	incident	DEADLINE ALE...	Open	Application		HP SM SAP Incident 110	2	2	2	incident
IM10158	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

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

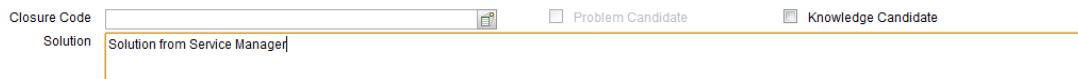
4. Extend the **Sap Solution Manager** tab to view the incident’s status from Hidden Metadata.
 - **Provider:** Indicates the incident is requested by Solution Manager. Service Manager provides the solution to Solution Manager.
 - **ProviderProcessing:** Indicates the incident is being processed by Service 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.

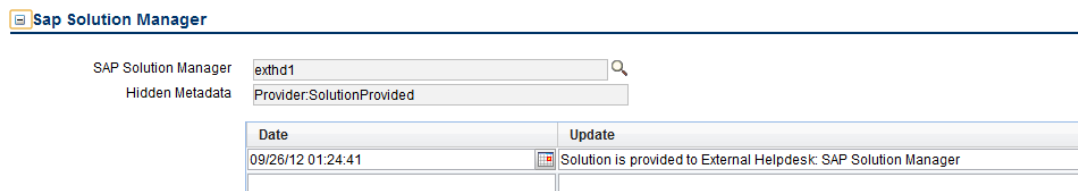


6. Input “Solution from Service Manager” message into the **Solution** textbox in the Incident Detail tab.



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.



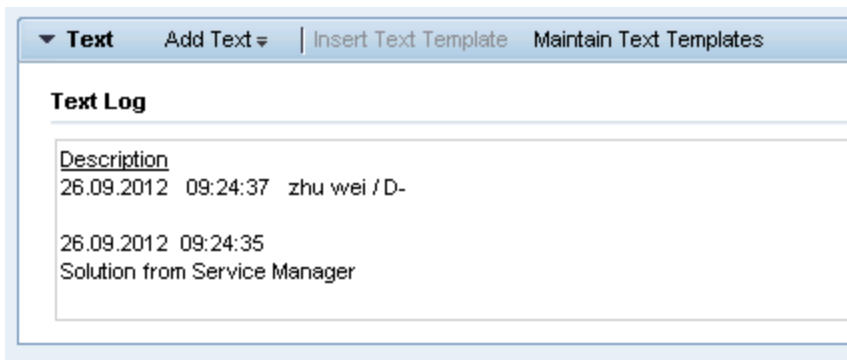
And the log is recorded with the message “the solution is proved to Solution Manager” below the Hidden Metadata textbox. The Send Solution button and the Send Back button are unavailable and only the Add Info button is active.

- **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.



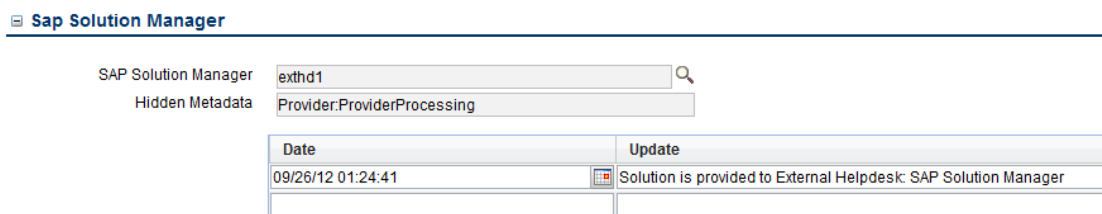
Send the incident back to Service Manager

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.

SAP Solution Manager

Hidden Metadata

Date	Update
09/26/12 01:24:41	<input type="checkbox"/> Solution is provided to External Helpdesk: SAP Solution Manager
09/26/12 01:50:26	<input type="checkbox"/> Ownership transferred to External Helpdesk: SAP Solution Manager

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

Close the incident in Solution Manager


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

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

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



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

Transaction 8000000236 saved

Details  Edit

General Data		Category	
ID:	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:			
Priority:	1: Very High		

Dates		Reference Objects	
Created:	26.09.2012 09:14	Installed Base:	1
Changed:	26.09.2012 09:55	Installed Base Component:	3258
First Response by:			
IRT Status:	 0 %		
Due by:			
MPT Status:	 0 %		

Check the incident's status in Service Manager

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

Incident Details

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

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

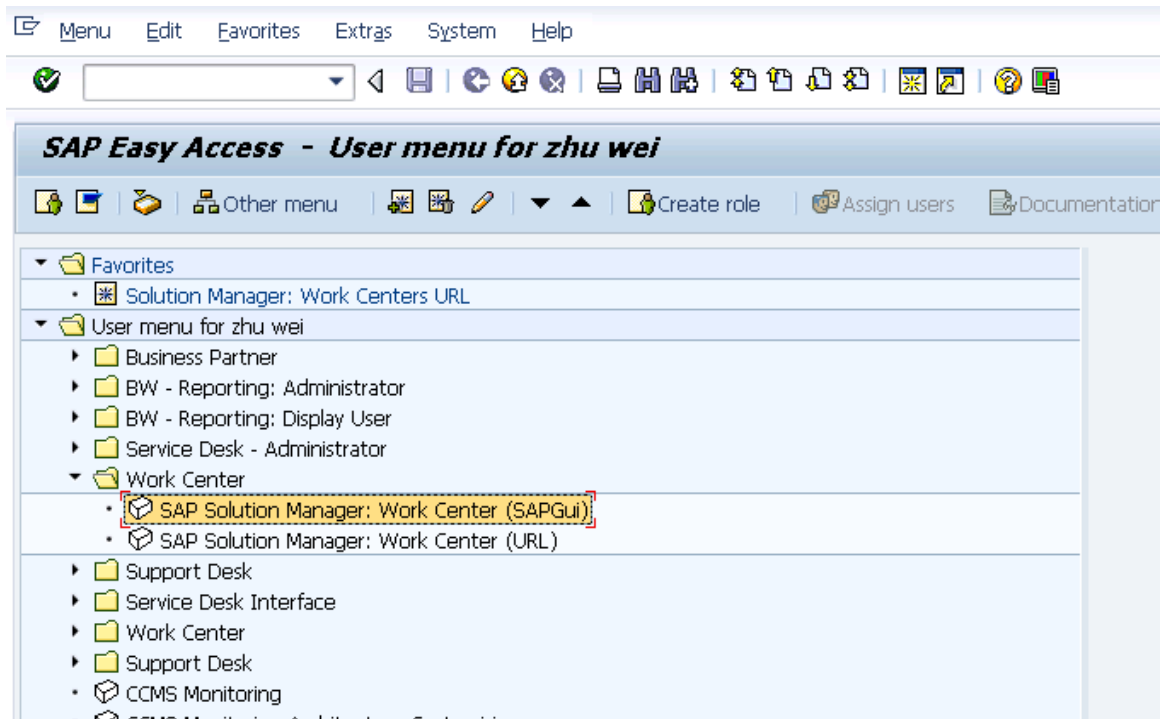
SAP Solution Manager 7.1 to SM 9.x with Process Designer Content Pack 9.30.3 (PDCP 4)

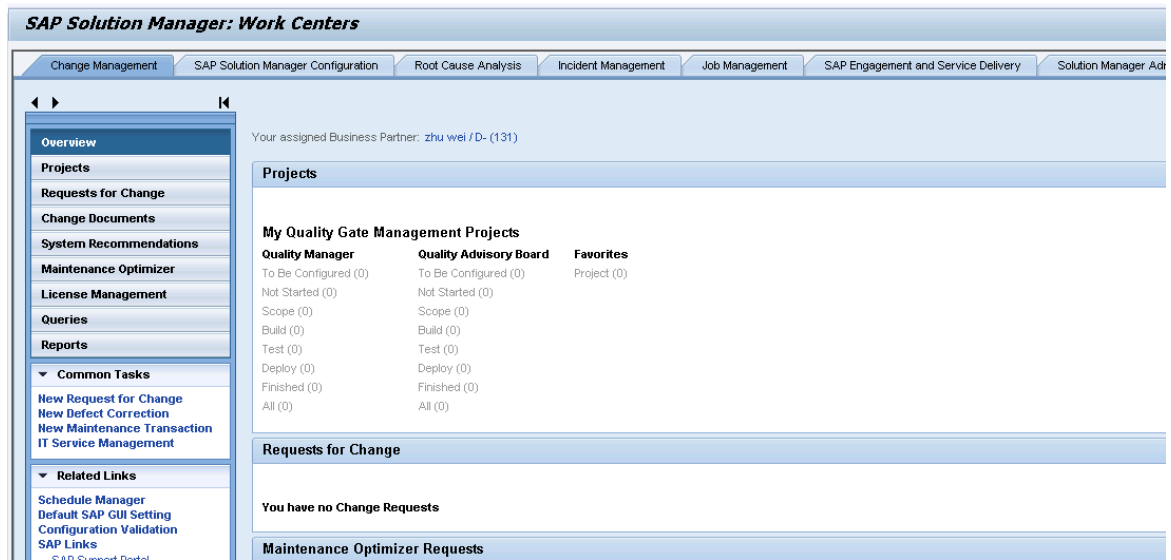
Note: The following steps are also applicable when integrating SAP Solution Manager Service Desk with HP Service Manager 9.40 Codeless.

Create incident in Solution Manager	64
Send Solution in Service Manager	68
Check the solution from Service Manager	71
Send the incident back to Service Manager	71
Send the incident back to Solution Manager again	72
Close the incident in Solution Manager	73
Check the incident's status in Service Manager	74

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.

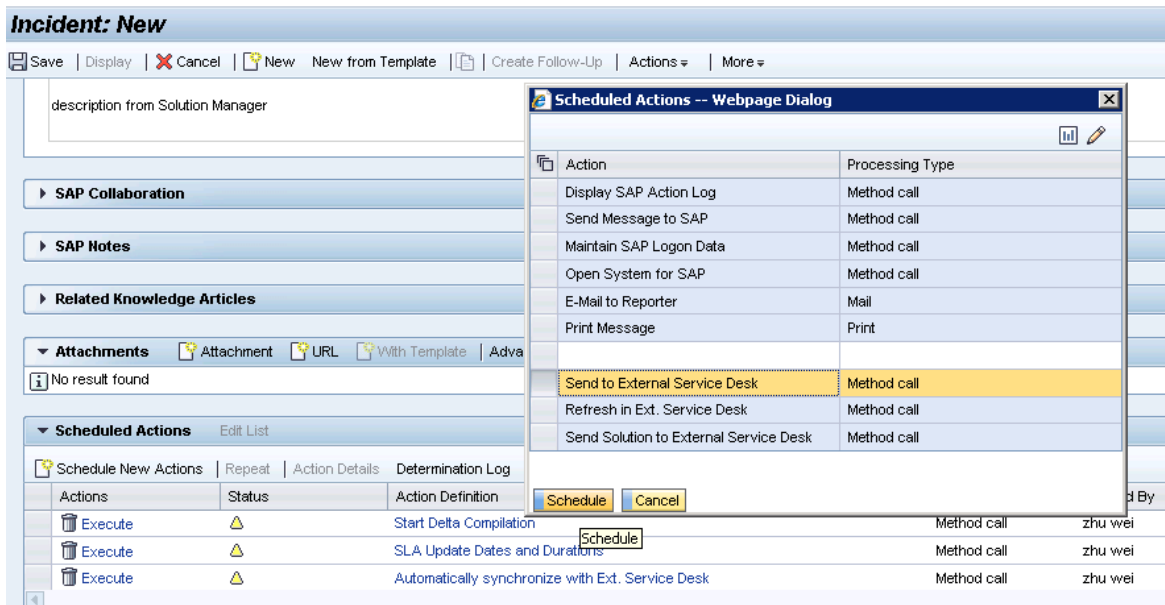


4. Click **Create > Incident**. The Incident: New page opens.

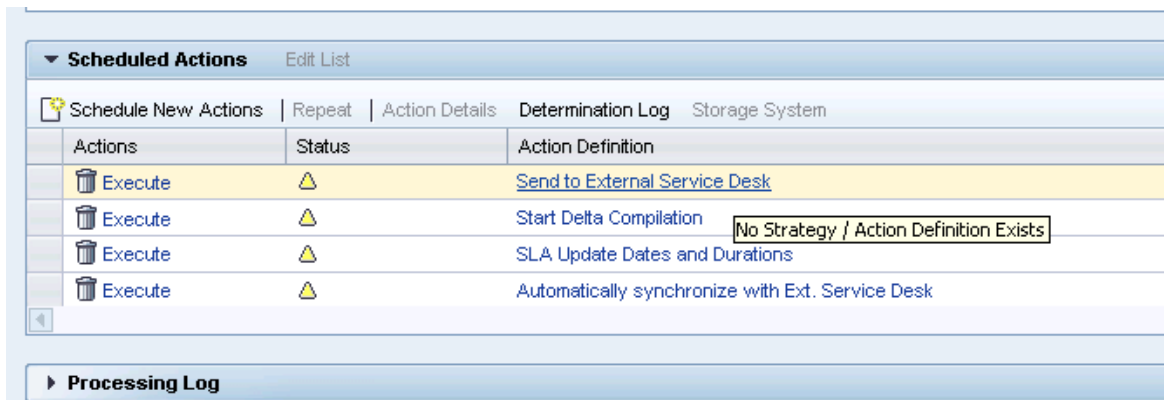
5. Fill in the required fields for the new incident as necessary:

- 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.

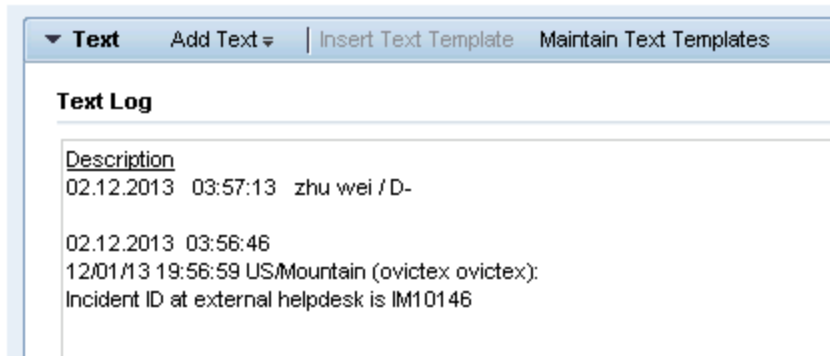


7. As shown in the following screenshot, the new action is waiting to be executed in the action list.



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.

Incident Queue: All Open Incidents

New Search Refresh By Assignment Group More

Incident

Queue: Incident View: All Open Incidents

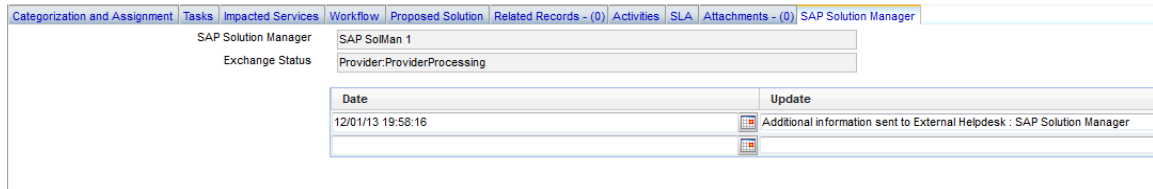
Incident ID	Category	Alert Status	Status	SDU	Assignee	Brief Description	Priority	Initial Im	Urgency	Problem Type
M10095	incident	updated	Work in Progress	Application	Incident Manager	Microsoft Office keeps asking to inst...	4 - Low	4 - User	4 - Low	incident
M10014	incident	updated	Open	Application	Incident 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
M10066	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: Net 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)

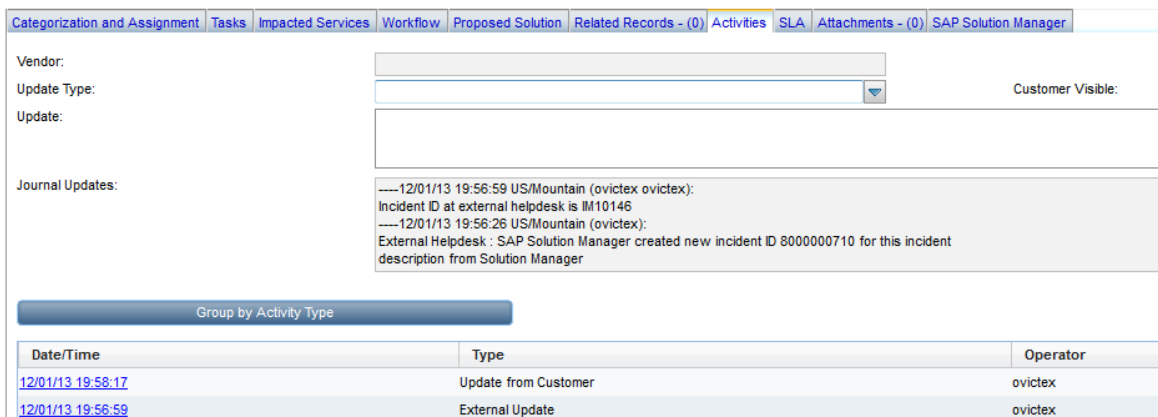
@ Assignment Group: Field Support (Africa) (2 Items)

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.



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.

Date	Update
12/01/13 19:58:16	Additional information sent to External Helpdesk : SAP Solution Manager
12/01/13 20:38:05	Solution is provided to External Helpdesk: SAP Solution Manager

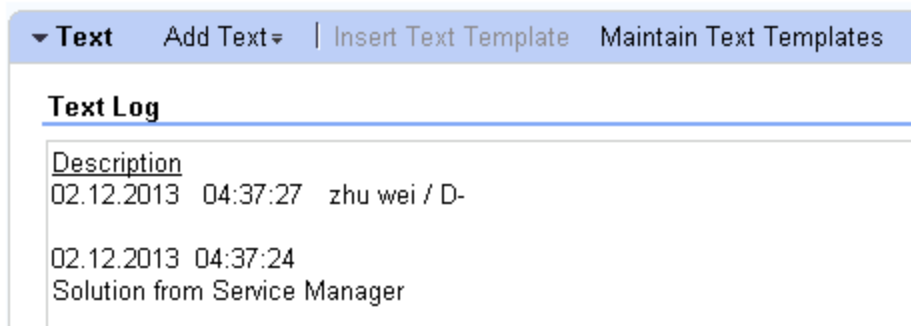
And the log is recorded with the message “the solution is proved to Solution Manager” below the Hidden Metadata textbox. The Send Solution button and the Send Back button are unavailable and only the Add Info button is active.

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

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

Check the solution from Service Manager

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



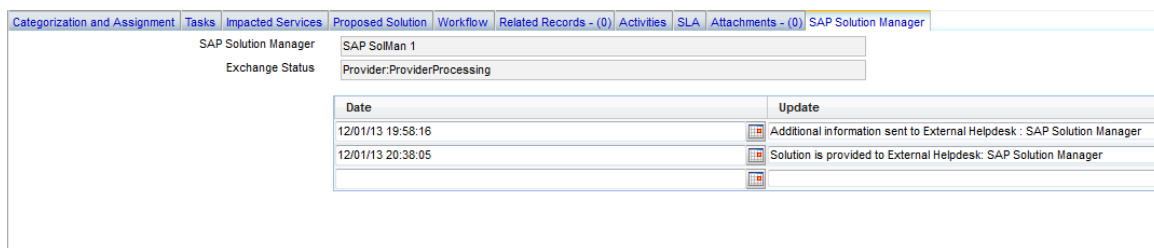
Send the incident back to Service Manager

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

Send the incident back to Solution Manager again

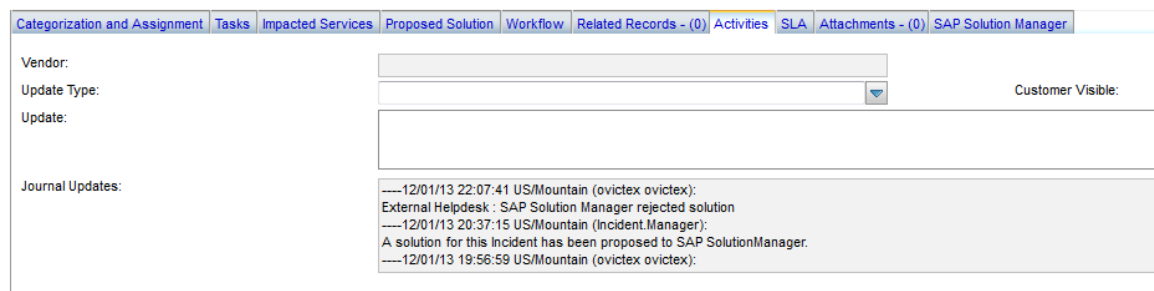
1. Log on to Service Manager as Incident.Manager.
2. Click **Incident Management > Incident Queue**. Find the incident from Solution Manager in the Incident Queue form.
3. Open the incident and check the updated information from Solution Manager.
4. Extend the **Sap Solution Manager** tab to view the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

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



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.

SAP Solution Manager	
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: 800000710, incident from Solution Manager

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

Transaction 800000710 saved

Details | Edit

General Data		Category	
ID:	800000710	Level 1:	
Description:	incident from Solution Manager	Level 2:	
Customer:	HPSW-R&D-SH	Level 3:	
Reporter:	zhu zi lin	Level 4:	
Processor:	zhu wei	Solution Category:	
Service Team:			
Processing Data		Relationships	
Status:	Confirmed	Related Problem:	
Impact:		Related Request for Change:	
Recommended Priority:		Priority:	4: Low
		Related Knowledge Article:	
Dates		Reference Objects	
Created:	02.12.2013 03:56	Installed Base:	1
Changed:	02.12.2013 07:05	Installed Base Component:	3258
First Response by:			
IRT Status:	0 %		
Due by:			
MPT Status:	0 %		

Check the incident's status in Service Manager

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

The screenshot shows the 'Incident - IM10138' form in Service Manager. The incident details are as follows:

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

Below the details, there is a section for 'SAP Solution Manager' with the following information:

SAP Solution Manager	SolutionManager1
Exchange Status	Closed

At the bottom, there is a table of updates:

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.

We appreciate your feedback!

