

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: April 2015



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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

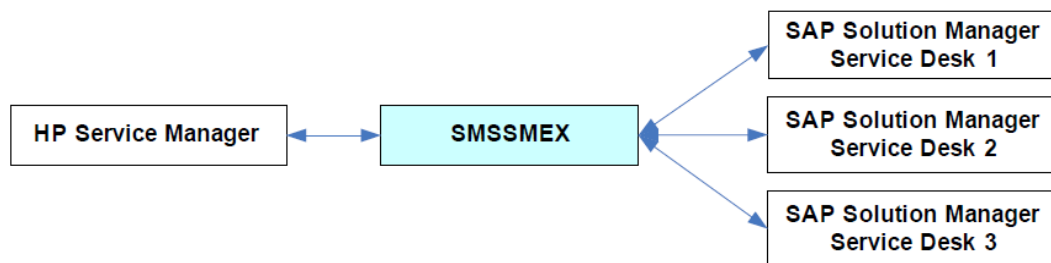
This document is intended for the following audiences:

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

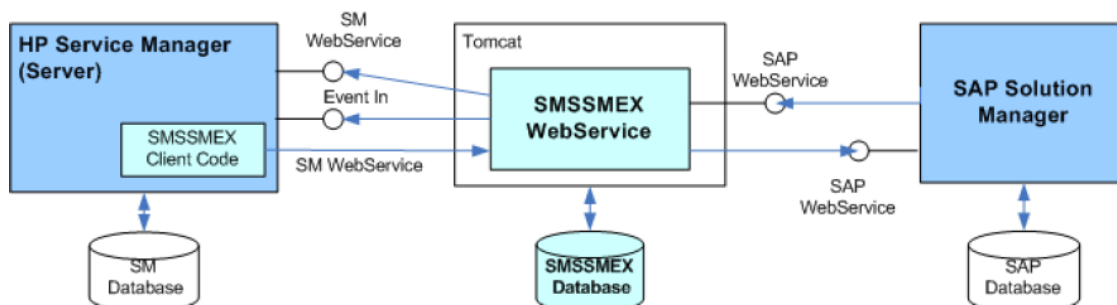
Prerequisites

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 webservises 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 webservises.
- SMSSMEX Database provides persistent storage for the SMSSMEX WebService.
- SAP Solution Manager is the Service Desk.

Chapter 2: User Scenarios

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Set up SAP Instance CI in Service Manager

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

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

The screenshot shows the HP Service Manager interface. On the left is a navigation pane with options: Favorites and Dashboards, Configuration Management, Manage Software, Search CIs, Incident Management, Knowledge Management, and Legacy Incident Management. The main area displays a table of Configuration Items. The table has columns: CI Identifier, Type, Network, Location, and Model. Two rows are visible: 'SAP' (Type: application) and 'SAPInstance800' (Type: sapinstance, highlighted in yellow). Below the table, there are navigation controls: '1 to 2 of 2', 'Pages: 1', and buttons for 'Cancel', 'Previous', 'Next', 'Save & Exit', 'Save', and 'More'. A dropdown menu 'Select a section...' is also present. Below these controls is a list of expandable sections: Managed State, CI Changes, Relationship Changes, Relationships, Relationship Graph, Software, CI Owner, Subscribers, Location, Vendor, Audit, Metrics, Financial, Attachments, and SAP Instance Info. The 'SAP Instance Info' section is expanded, showing a form with three fields: System ID (SLM), Installation Number (0020314962), and Client (800).

CI Identifier	Type	Network	Location	Model
SAP	application			
SAPInstance800	sapinstance			

1 to 2 of 2 | Pages: 1 | [Cancel] [Previous] [Next] [Save & Exit] [Save] [More] [Select a section...]

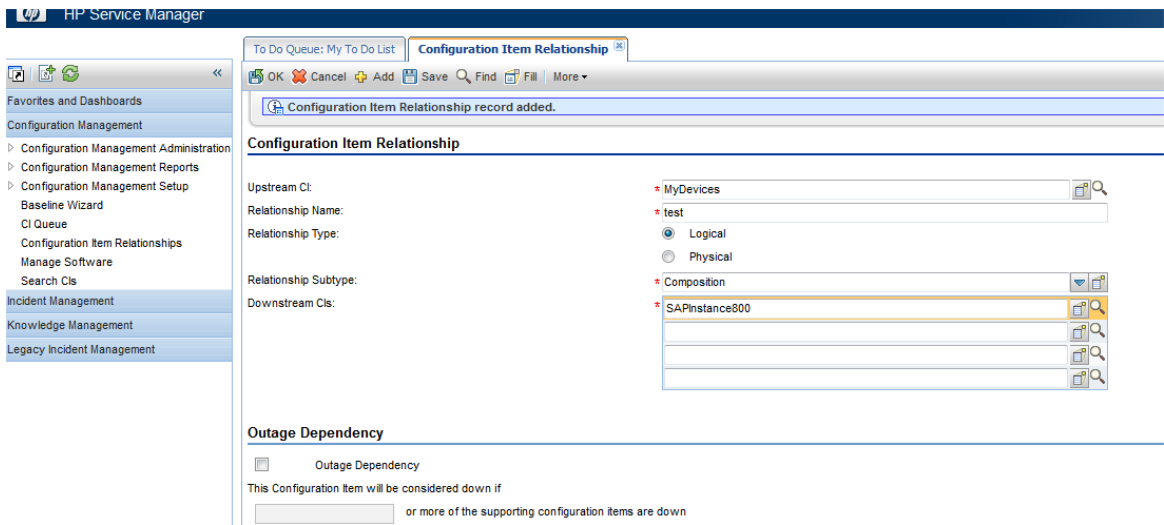
- Managed State
- CI Changes
- Relationship Changes
- Relationships
- Relationship Graph
- Software
- CI Owner
- Subscribers
- Location
- Vendor
- Audit
- Metrics
- Financial
- Attachments
- SAP Instance Info

System ID: SLM
Installation Number: 0020314962
Client: 800

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

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

7. Click **OK**.



SM 7.11 to SAP Solution Manager 7.1

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Check the incident’s status in Solution Manager	20

Create an incident in Service Manager

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

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

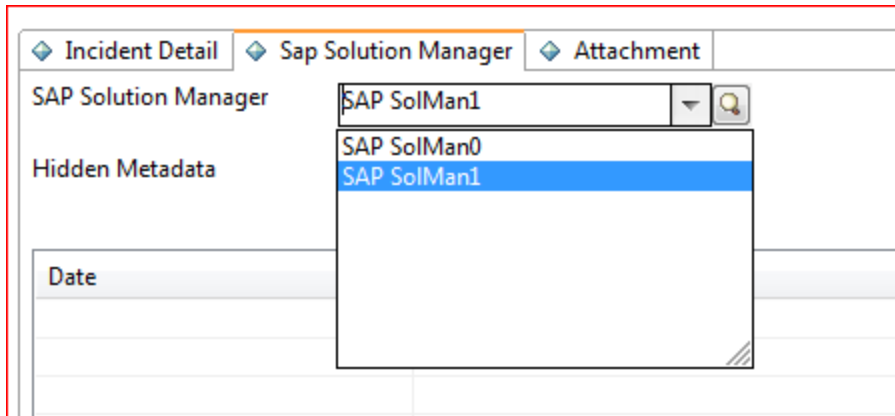
Caution: You should first select **Affected Service** and then select **Affected CI**. Please follow the sequence.

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

Open a new incident to send to SAP

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

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

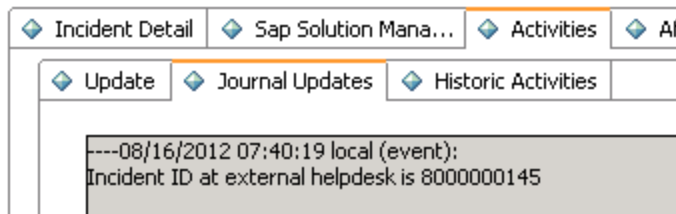


4. Click **Send Incident** to send the incident to SAP.
5. Service Manager receives the **Request accepted** message after the incident is sent to middleware successfully. Click **OK** to close the incident window.

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

Incident ID:

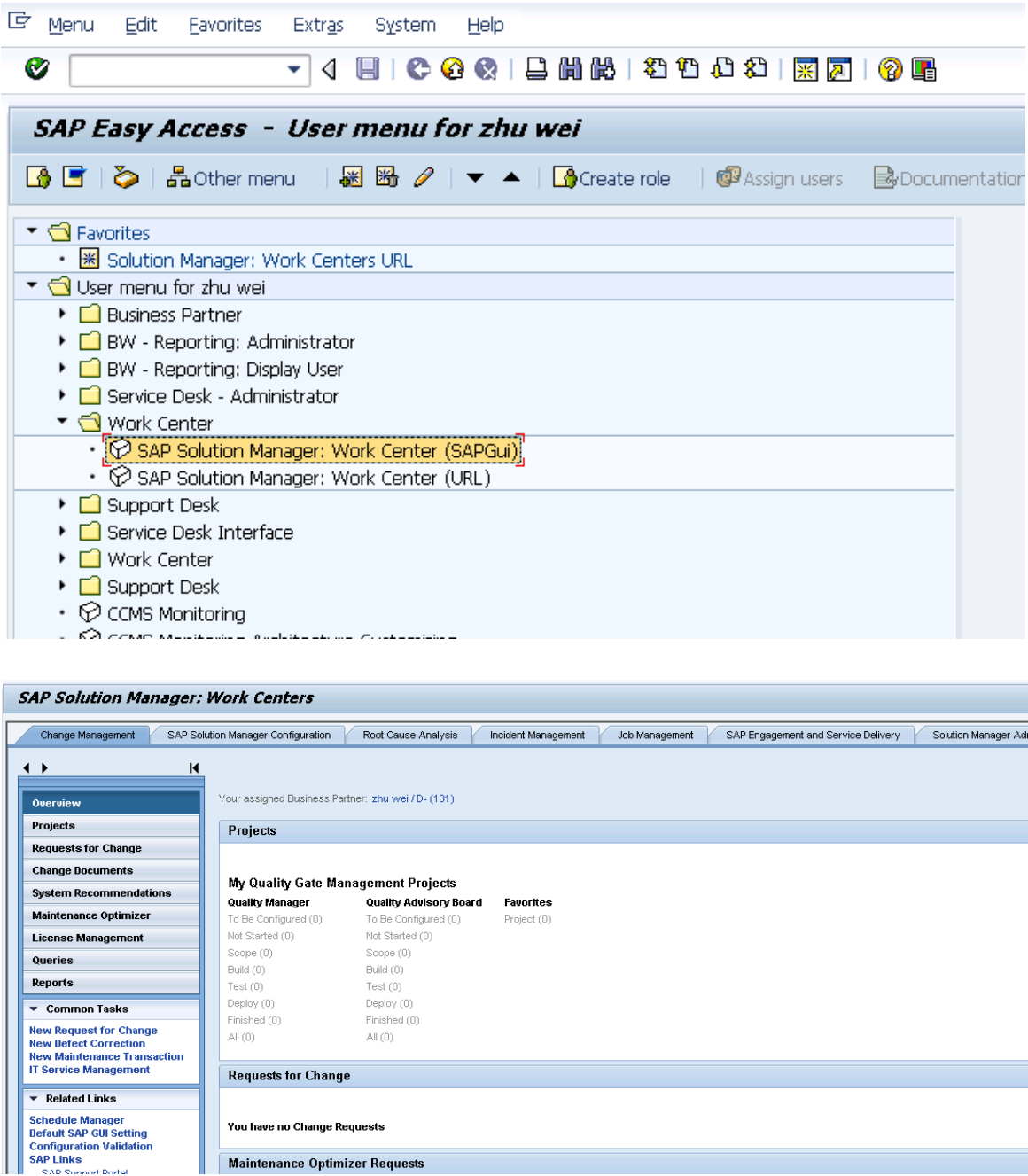
6. After a few minutes, re-open the incident to check whether it is sent to SAP. If the incident is sent successfully, Service Manager receives the Incident ID message from SAP.



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

Open the incident in Solution Manager

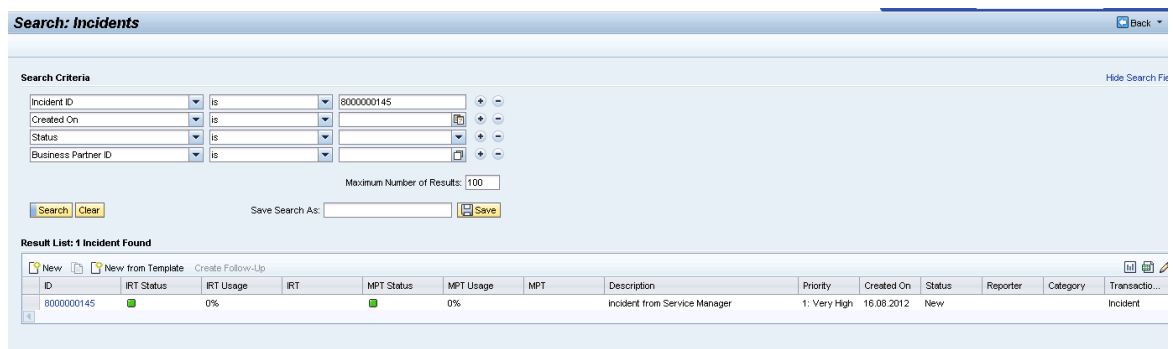
1. Log on to Solution Manager.
2. Click **Work Center > SAP Solution Manager: Work Center (SAP GUI)** to open Solution Manager Work Center.



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



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



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

Incident: 8000000145, incident from Service Manager

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

Details Edit

General Data

ID: 8000000145
Description: Incident from Service Manager
Customer: HPSM-R&D-SH
Reporter: zhu zi lin
Processor: zhu wei
Service Team:

Processing Data

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

Dates

Created: 16.08.2012 09:23
Changed: 16.08.2012 09:23
First Response by:

Category

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

Relationships

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

Reference Objects

Installed Base: 1 SOL_MAN_DATA_REP
Installed Base Component: 3258 SLM 0020314982 800

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

Incident: 8000000145, incident from Service Manager

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

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

Text Add Text | Insert Text Template | Maintain Text Templates

Description

description from SAP

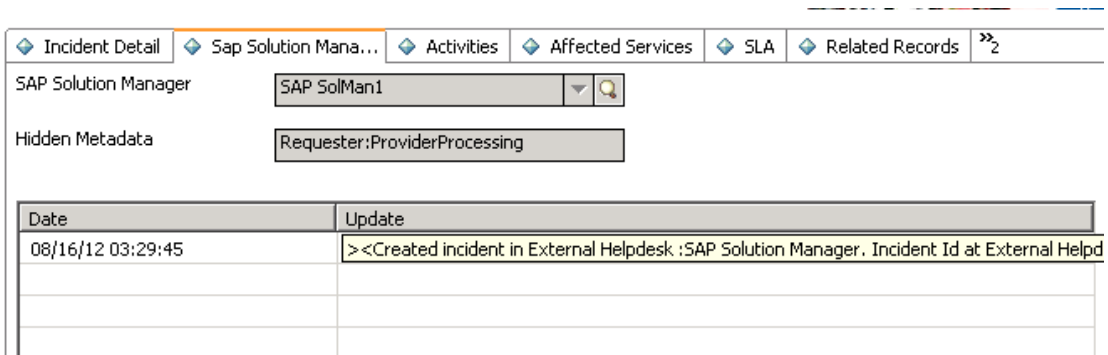
- Click **Save**. The incident information synchronizes with Service Manager automatically.

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

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

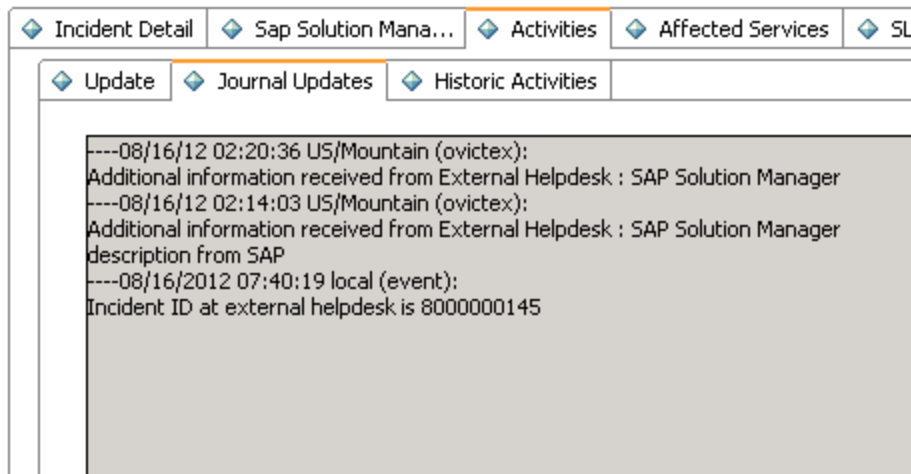
Check updates in Service Manager

1. Click **Incident Management > Search Incidents**. The Display Which Incident Tickets form opens.
2. In the Incident ID textbox, type the ID of the new incident created in step 1 and click Search. The incident opens.
3. Click the **Sap Solution Manager** tab to view the incident's status from Hidden Metadata.
 - **Requester:** Indicates the incident is sent by Service Manager. Solution Manager is the provider.
 - **ProviderProcessing:** Indicates the incident is being processed by Solution Manager.



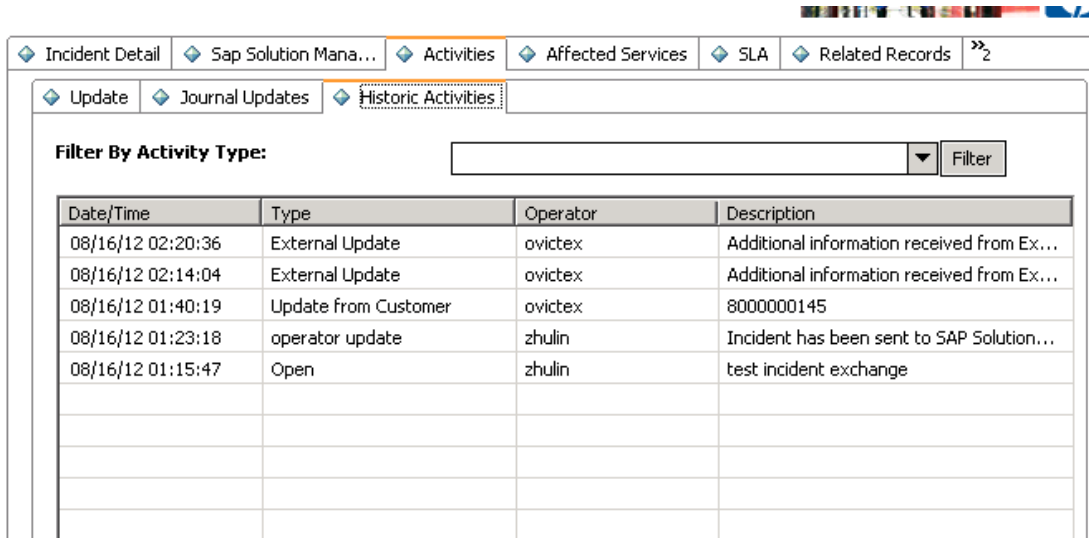
Date	Update
08/16/12 03:29:45	><Created incident in External Helpdesk :SAP Solution Manager. Incident Id at External Helpd

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



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

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

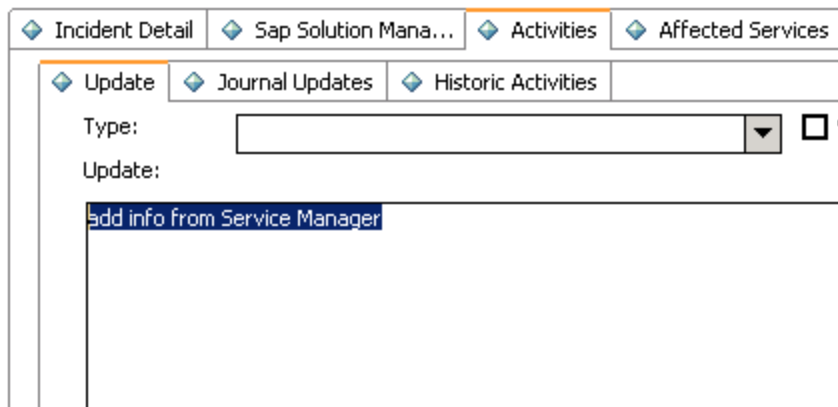


The screenshot shows the 'Historic Activities' tab selected in the 'Incident Detail' window. The 'Filter By Activity Type' dropdown is set to 'All'. The table below lists the activity history.

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

Synchronize new information with Solution Manager

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



The screenshot shows the 'Update' tab selected in the 'Incident Detail' window. The 'Type' dropdown is set to 'Add Info from Service Manager'. The 'Update' text area contains the text 'Add info from Service Manager'.

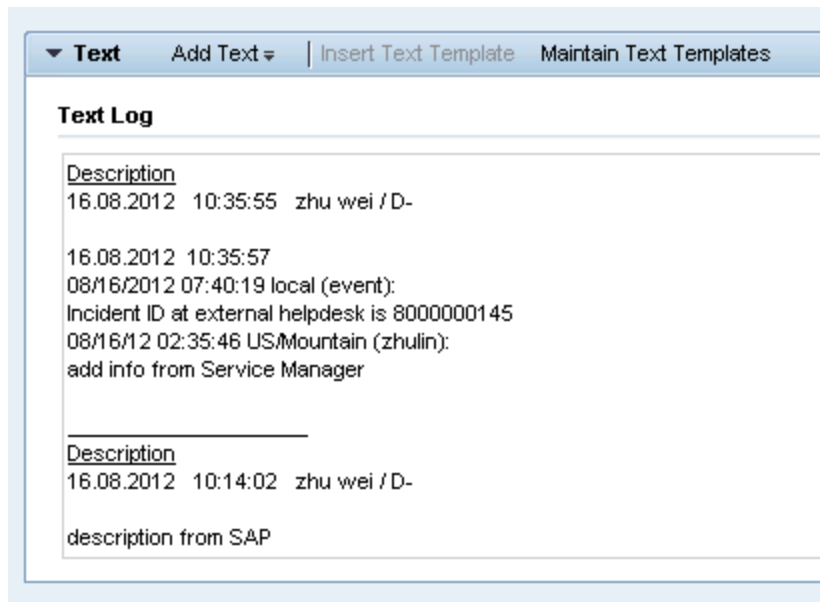
Type: ☐

Update:

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

Check updates from Service Manager

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



Update the incident status in Solution Manager

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

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

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

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

The screenshot shows a web interface for incident details. At the top, there is a header bar with a 'Details' dropdown and an 'Edit' button. Below this, the form is divided into three main sections: 'General Data', 'Processing Data', and 'Dates'. The 'General Data' section contains fields for ID (8000000145), Description (incident from Service Manager), Customer (HPSW-R&D-SH), Reporter (zhu zi lin), Processor (zhu wei), and Service Team. The 'Processing Data' section contains fields for Status (Customer Action), Impact, Urgency, Recommended Priority, and Priority (1: Very High). The 'Dates' section contains fields for Created (16.08.2012 09:23), Changed (16.08.2012 10:43), First Response by, and IRT Status (0 %).

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

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

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

Close the incident in Service Manager

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

Caution: The incident status in SAP Solution Manager MUST be **Customer Action** or **Proposed Solution**, then the incident can be closed in HP Service Manager side.

Note: Wait for a few minutes after you clicked the **Close Incident** button. The Close Incident action is unsynchronized between HP Service Manager and SAP Solution Manager.

Check the incident’s status in Solution Manager

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

Incident: 8000000145, incident from Service Manager

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

The message is already closed

Details | Edit

General Data

ID: 8000000145

Description: incident from Service Manager

Customer: HPSW-R&D-SH

Reporter: zhu zl lin

Processor: zhu wei

Service Team:

Processing Data

Status: Confirmed

Impact:

Urgency:

Recommended Priority:

Priority: 1: Very High

Dates

Created: 16.08.2012 09:23

Changed: 16.08.2012 10:46

First Response by:

IRT Status: 0 %

Due by:

MPT Status: 0 %

SM 9.x to SAP Solution Manager 7.1

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

Create an incident in Service Manager21

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Create an incident in Service Manager

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

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

- Incident ID: IM10181
- Status: Open
- Affected Service: [Field with search icon]
- Affected CI: [Field with search icon]
- Outage Start: [Field with calendar icon]
- Outage End: [Field with calendar icon]
- Service Contract: [Field]
- Assignment Group: [Field with search icon]
- Assignee: [Field with search icon]
- Vendor: [Field with search icon]
- Vendor Ticket: [Field]
- Category: Incident
- Area: [Field with search icon]
- Subarea: [Field with search icon]
- Impact: [Field with search icon]
- Urgency: [Field with search icon]
- CI is operational (no outage): [Checkbox]
- Problem Candidate: [Checkbox]
- Title: [Field]
- Description: [Field with search icon]

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 'HP Service Manager' interface for creating a new incident. The 'Incident Details' section is active, displaying various input fields. The 'Affected Service' is set to 'MyDevices' and the 'Affected CI' is 'SAPInstance00'. The 'Status' is 'Open'. The 'Assignment Group' is 'Application'. The 'Category' is 'Incident', 'Area' is 'Access', and 'Subarea' is 'Authorization error'. The 'Impact' is 'Enterprise' and 'Urgency' is 'High'. The 'Title' is 'Incident from SM031' and the 'Description' is 'Desc from SM031'. There is a checkbox for 'Problem Candidate' which is currently unchecked.

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

Open a new incident to send to SAP

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

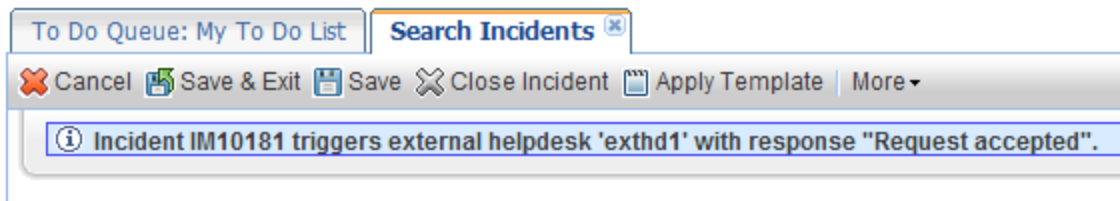
The screenshot shows the 'Incident Details' form in HP Service Manager. The form is titled 'Incident Details' and contains various fields for incident information. The 'Incident ID' field is populated with 'IM10181'. The 'Status' is 'Open'. The 'Assignment Group' is 'Application'. The 'Affected Service' is 'MyDevices'. The 'Affected CI' is 'SAPInstance800'. The 'Outage Start' is '09/26/12 00:14:01'. The 'Outage End' is empty. The 'Service Contract' is empty. The 'SLA Target Date' is empty. The 'Category' is 'Incident'. The 'Area' is 'Access'. The 'Subarea' is 'Authorization error'. The 'Impact' is '1 - Enterprise'. The 'Urgency' is '2 - High'. The 'Priority' is '1 - Critical'. The 'Title' is 'Incident from SM931'. The 'Description' is 'Desc from SM931'. The 'Closure Code' is empty. The 'Solution' is empty. There are checkboxes for 'Problem Candidate' and 'Knowledge Candidate'.

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

The screenshot shows the 'SAP Solution Manager' dropdown list. The list is titled 'SAP Solution Manager' and contains the following items: 'SAP SolMan1', 'SAP SolMan0', and 'SAP SolMan1'. The 'SAP SolMan1' item is selected and highlighted in blue. The list is open, showing the dropdown menu.

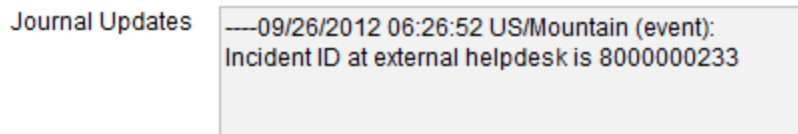
4. Click **Send Incident** to send the incident to SAP.

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.

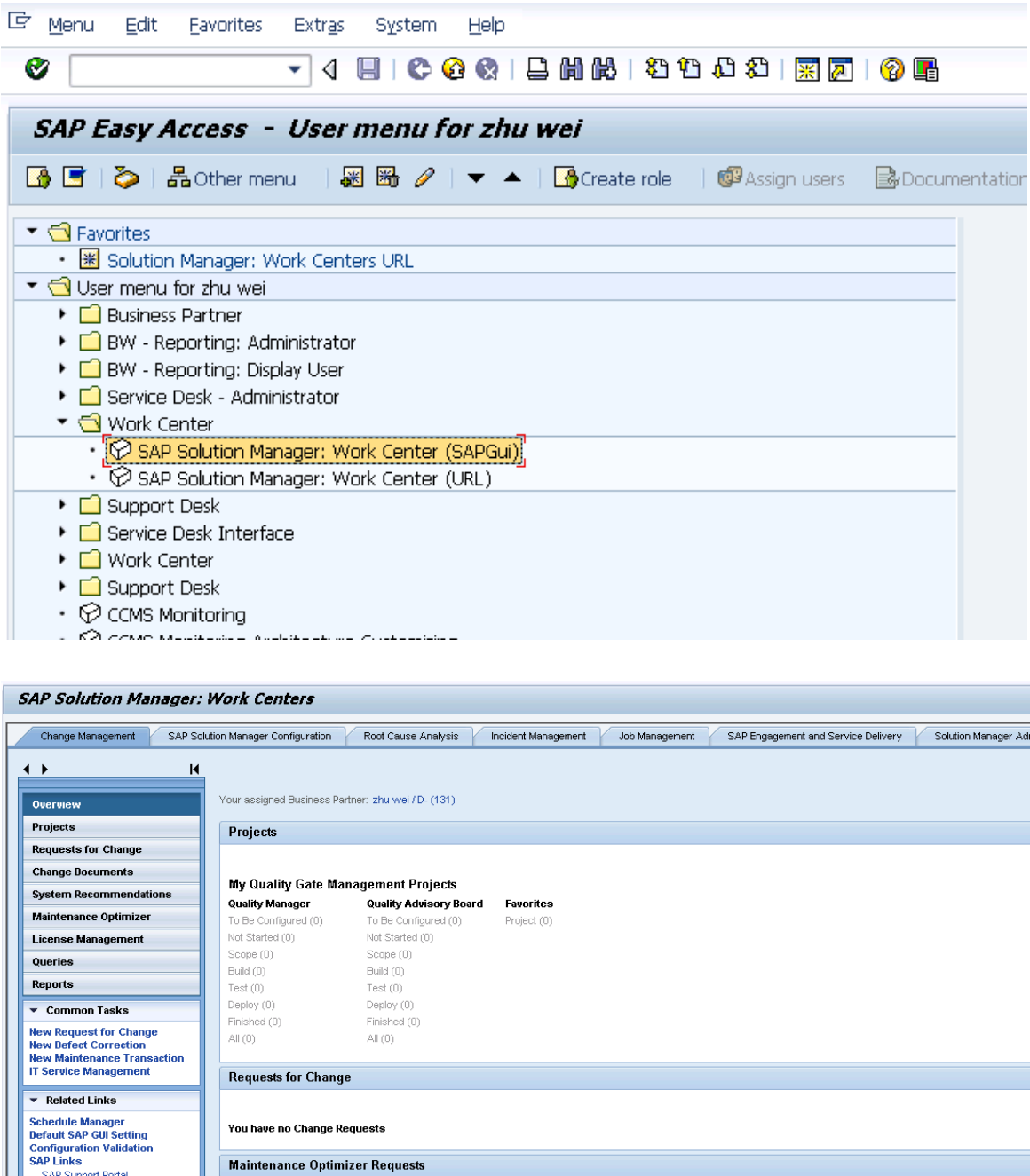
If the incident is sent successfully, Service Manager receives the Incident ID message from SAP.



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.

The screenshot shows the "Search Criteria" section of the SAP Solution Manager IT Service Management interface. It contains four search criteria: Incident ID, Created On, Status, and Business Partner ID. Each criterion has a dropdown menu for the operator (is) and a text input field for the value. The "Incident ID" field contains the value "8000000233". Below the search criteria is a "Maximum Number of Results" field set to "100". There are "Search" and "Clear" buttons. Below the search criteria is a "Save Search As:" field and a "Save" button. The "Result List: 1 Incident Found" section shows a table with the following data:

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

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

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

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

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

Check updates in Service Manager

1. Click **Incident Management > Search Incidents**. The Display Which Incident Tickets form opens.
2. In the Incident ID textbox, type the ID of the new incident created in step 1 and click **Search**. The incident opens.
3. Extend the **Sap Solution Manager** tab to view the incident's status from Hidden Metadata.
 - **Requester:** Indicates the incident is sent by Service Manager. Solution Manager is the provider.
 - **ProviderProcessing:** Indicates the incident is being processed by Solution Manager.

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

screenshot, Service Manager receives the message “Desc from Solution Manager” from Solution Manager. The read-only textbox displays messages from Solution Manager every time the incident is updated.

Activities

New Update Type ☐ Visible to Customer

New Update

Journal Updates

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

Activity Type

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

Synchronize new information with Solution Manager

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

Activities

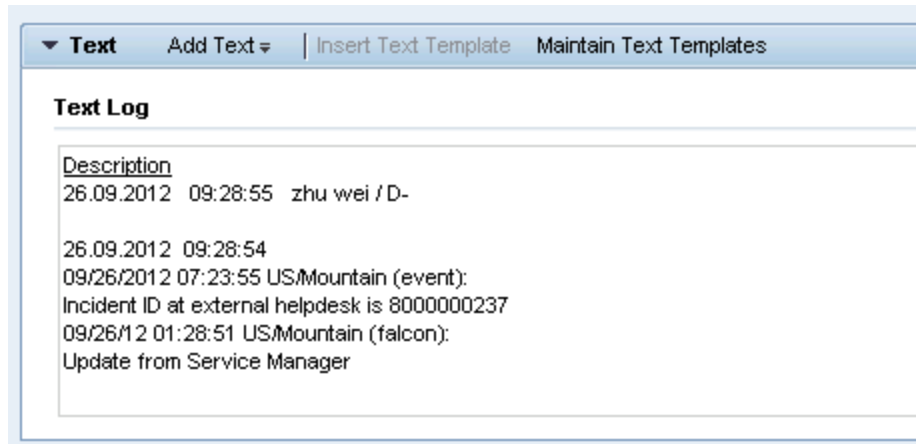
New Update Type ☐ Visible to Customer

New Update

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

Check updates from Service Manager

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



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. The form is divided into three main sections: General Data, Processing Data, and Dates. The 'General Data' section includes fields for ID (8000000233), Description (Incident from SM931), Customer (HPSW-R&D-SH), Reporter (zhu z l i n), Processor (zhu wei), and Service Team. The 'Processing Data' section includes Status (Customer Action), Impact, Urgency, Recommended Priority, and Priority (2: High). The 'Dates' section 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 0 %.

General Data	
ID:	8000000233
Description:*	Incident from SM931
Customer:	HPSW-R&D-SH
Reporter:	zhu z l i n
Processor:	zhu wei
Service Team:	

Processing Data	
Status:	Customer Action
Impact:	
Urgency:	
Recommended Priority:	
Priority:*	2: High

Dates	
Created:	26.09.2012 08:24
Changed:	26.09.2012 08:50
First Response by:	

IRT Status: 0 %

Close the incident in Service Manager

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
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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
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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 'Incident - IM10136' form in a web application. At the top, there's a navigation bar with 'To Do Queue: My To Do List' and 'Incident: IM10136'. Below this is a toolbar with buttons: 'Cancel', 'Save & Exit', 'Save', 'Apply Template', and 'More'. The form is divided into several sections. The 'Incident Details' section includes fields for 'Title' (SM Incident), 'Description' (Incident from SM), 'Incident ID' (IM10136), 'Status' (Categorize), 'Phase' (Categorization), 'Affected Service' (MyDevices), 'Affected CI' (SAPInstance800), 'Outage Start Time' (11/28/13 02:30:58), and 'Outage End Time'. To the right of these fields are labels for 'Requested By:', 'Contact Person:', 'Location:', 'Major Incident:', and 'Escalated:'. Below the main form is a tabbed interface with tabs: 'Categorization and Assignment', 'Tasks', 'Impacted Services', 'Workflow', 'Proposed Solution', 'Related Records - (0)', 'Activities', 'SLA', 'Attachments - (0)', and 'SAP Solution Manager'. The 'SAP Solution Manager' tab is active, showing a dropdown for 'SAP SolMan 1' and an 'Exchange Status' field. At the bottom, there's a 'Date' field and an 'Update' button.

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.

- Service Manager receives the **Request accepted** message after the incident is sent to middleware successfully. Click **Save & Exit** to close the incident window.

The screenshot shows the 'Incident: IM10136' window. At the top, a status bar indicates: 'SAP Solution Manager has received Incident IM10136 from Service Manager. This incident is "being processed".' Below this, the incident details are displayed:

- Title:** * SM Incident
- Description:** * Incident from SM
- Incident ID:** IM10136
- Status:** * Work In Progress
- Phase:** Investigation

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

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

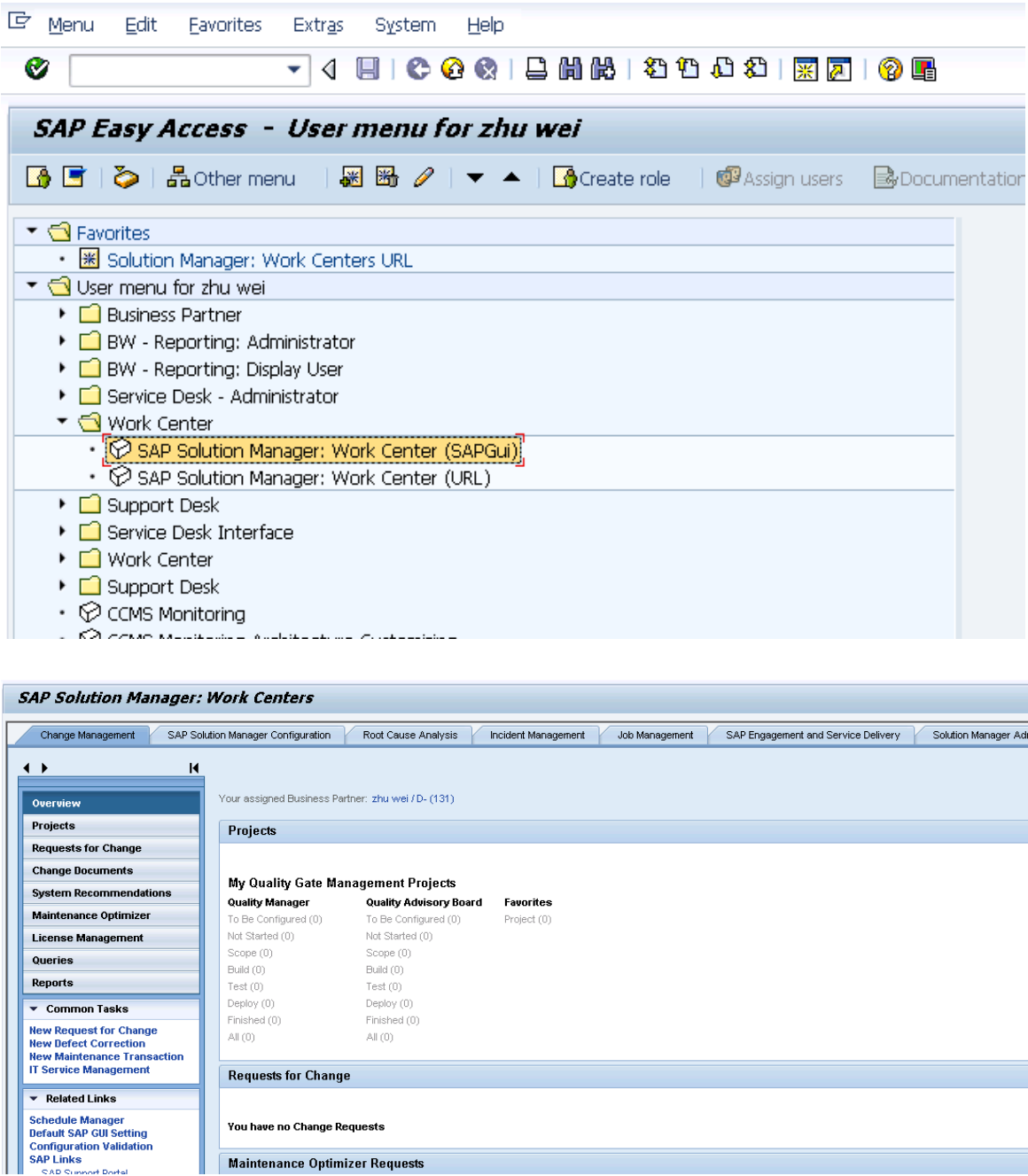
The screenshot shows the 'SAP Solution Manager' tab in the incident details page. It displays the following information:

- Vendor:** [Empty field]
- Update Type:** [Empty dropdown menu]
- Update:** [Empty text area]
- Customer Visible:** ☐
- 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.

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

Open the incident in Solution Manager

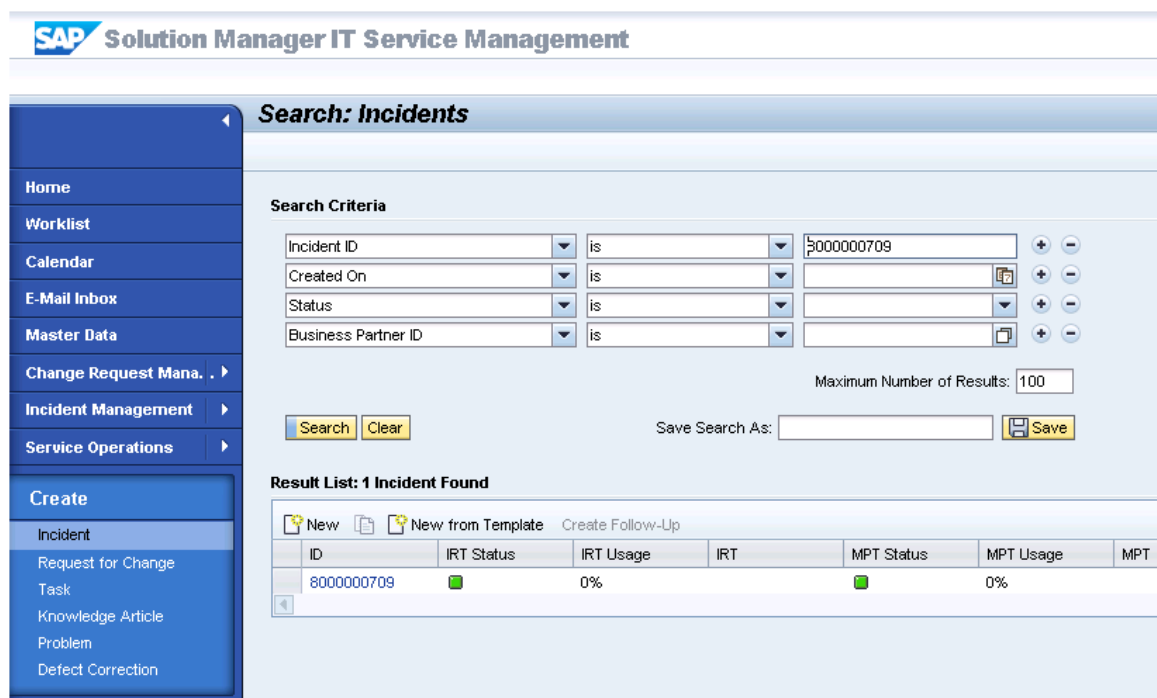
- Log on to Solution Manager.
- Click **Work Center > SAP Solution Manager: Work Center (SAP GUI)** to open Solution Manager Work Center.



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: HPS/WR&D-SH
Reporter: zhu zi lin
Processor: zhu wei
Service Team:

Processing Data

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

Dates

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

Category

Relationships

Reference Objects

Text Add Text | Insert Text Template | Maintain Text Templates

Text Log

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

- 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

http://itsamqavm130.asiapacific.hpqcorp.net:8000/sap(====)/bc/bsp/sap/bsp_wd_bi

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://itsamqavm130.asiapacific.hpqcorp.net:8000/sap(Internet

Back 1 2 Forward

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

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

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

Check updates in Service Manager

- Click **Incident Management > Search Incidents**. The Display Which Incident Tickets form opens.
- In the Incident ID textbox, type the ID of the new incident created in step 1 and click **Search**. The incident opens.
- 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
11/28/13 03:13:55	Created incident in External Helpdesk :SAP Solu

- 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.

Journal Updates:

```

-----11/28/13 03:25:59 US/Mountain (ovictex ovictex):
Warning! Contact not found. Please create a new contact: FirstName: "zhu" LastName: "lin" Email: "lin.zhu@hp.com"
Additional information received from External Helpdesk : SAP Solution Manager
description from SAP
-----11/28/2013 10:13:55 US/Mountain (event):
    
```

Synchronize new information with Solution Manager

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

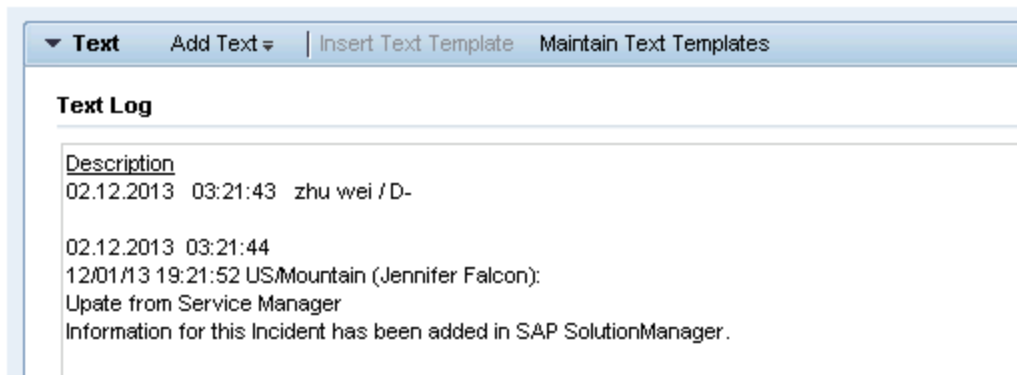


The screenshot shows the SAP Solution Manager interface with the 'Activities' tab selected. The 'Update' field contains the text 'Update from Service Manager'. The 'Customer Visible' checkbox is checked.

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 the SAP Solution Manager interface with the 'Text Log' section. The log entry reads: '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): Upate 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 i n), 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 %).

General Data	
ID:	8000000709
Description:*	SM Incident 2
Customer:	HPSW-R&D-SH
Reporter:	zhu z l i n
Processor:	zhu wei
Service Team:	

Processing Data	
Status:	Customer Action
Impact:	
Urgency:	
Recommended Priority:	
Priority:*	4: Low

Dates	
Created:	28.11.2013 11:13
Changed:	02.12.2013 03:21
First Response by:	
IRT Status:	0 %

Close the incident in Service Manager

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

Caution: The incident status in SAP Solution Manager **MUST** be **Customer Action** or **Proposed Solution**, then the incident can be closed in HP Service Manager side.

Note: Wait for a few minutes after you clicked the **Close SAP Incident** button. The Close Incident action is unsynchronized between HP Service Manager and SAP Solution Manager.

Check the incident’s status in Solution Manager

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

Incident: 8000000709, SM Incident 2

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

The message is already closed

Details | Edit

General Data

ID: 8000000709

Description: SM Incident 2

Customer: HPSW-R&D-SH

Reporter: zhu z l i n

Processor: zhu wei

Service Team:

Processing Data

Status: Confirmed

Impact:

Recommended Priority:

Urgency:

Priority: 4: Low

SAP Solution Manager 7.1 to SM 7.11

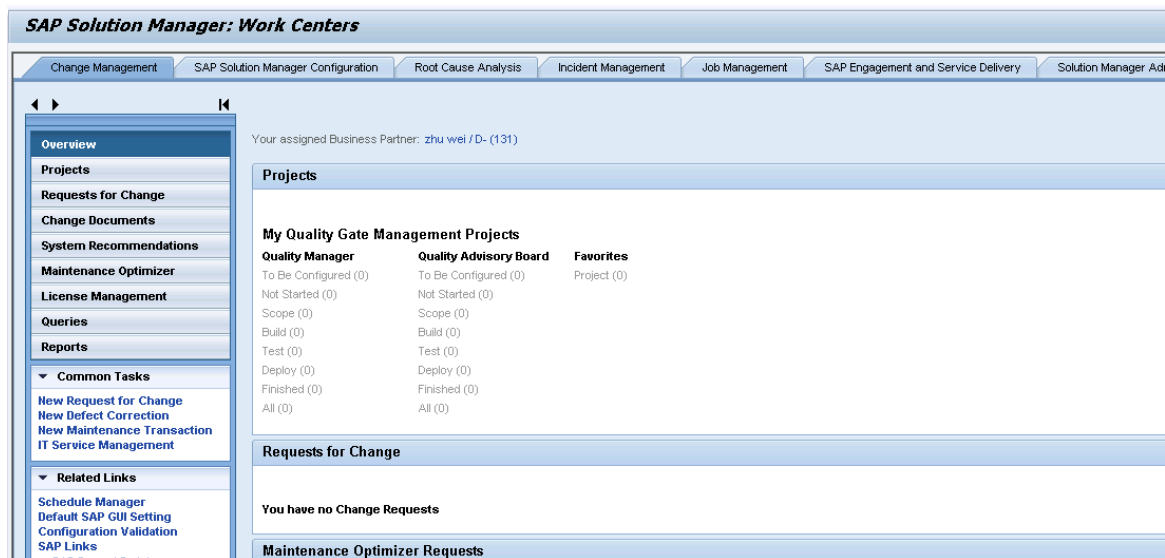
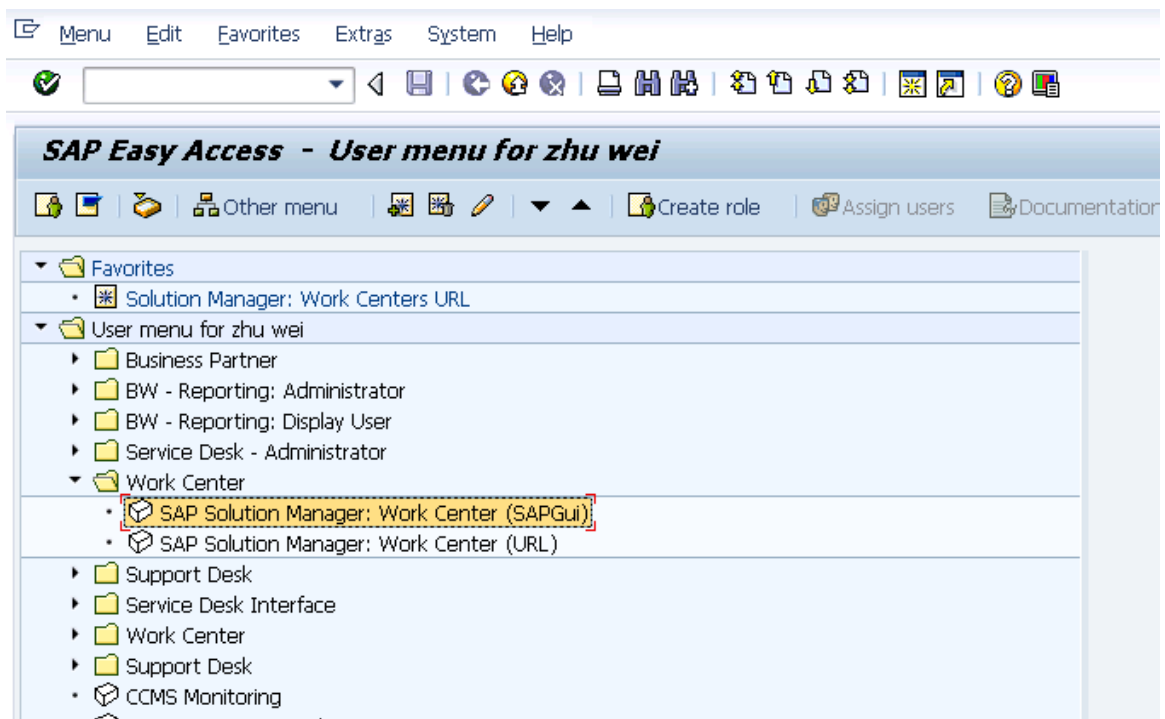
Create incident in Solution Manager	43
Send solution in Service Manager	46
Check the solution from Service Manager	49
Send the incident back to Service Manager	49
Send the incident back to Solution Manager again	50
Close the incident in Solution Manager	51
Check the incident’s status in Service Manager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

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

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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.

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

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

Send solution in Service Manager

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

Incident ID	Category	Alert Status	Status	SDU	Assignee	Brief Description	Priority
IM10204	incident	alert stage 2	Open	Application		incident from sm	1
IM10206	incident	alert stage 2	Open	Application		new incident from sm	1
IM10208	incident	alert stage 2	Open	Application		sm	1
IM10211	incident	updated	closed	Application		incident from sm	1
IM10213	incident	updated	closed	Application		sm from	1
IM10215	incident	updated	closed	Application		sm	1
IM10217	incident	updated	closed	Application		sm from	1
IM10219	incident	updated	closed	Application		sap	1
IM10220	incident	updated	closed	Application		incident from sm	1
IM10223	incident	alert stage 2	Open	Application		sm	1
IM10225	incident	updated	closed	Application		desc from sap	1
IM10226	incident	updated	closed	Application		sm	1
IM10228	incident	updated	closed	Application		sm2	1
IM10230	incident	updated	closed	Application		sm3	1
IM10232	incident	updated	Open	Application		desc from sap	1
IM10233	incident	updated	Open	Application		sm	1
IM10236	incident	updated	closed	Application		incident from Service Manager	1
IM10237	incident	updated	Open	Application		incident from Solution Manager	1

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

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

The screenshot shows a web interface with a top navigation bar containing four tabs: 'Incident Detail', 'Sap Solution Mana...', 'Activities', and 'Affected Services'. The 'Incident Detail' tab is active. Below the tabs, there are two input fields. The first is labeled 'SAP Solution Manager' and contains the text 'SAP SolMan1'. The second is labeled 'Hidden Metadata' and contains the text 'Provider:ProviderProcessing'. Below these fields is a table with two columns: 'Date' and 'Update'. The table is currently empty.

Date	Update
------	--------

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

The screenshot shows a web interface with a top navigation bar containing six tabs: 'Incident Detail', 'Sap Solution Mana...', 'Activities', 'Affected Services', 'SLA', and 'Related Record'. The 'Activities' tab is active. Below the tabs, there are three sub-tabs: 'Update', 'Journal Updates', and 'Historic Activities'. The 'Journal Updates' sub-tab is active. The main content area displays a log of activities. The log shows a timestamp '08/16/12 03:11:01 US/Mountain (ovictex):' followed by the text 'Additional information received from External Helpdesk : SAP Solution Manager'. Below this, another timestamp '08/16/12 03:10:59 US/Mountain (ovictex):' is shown, followed by two lines of text: '><External Helpdesk : SAP Solution Manager created new incident ID 8000000146 for this incident' and '><Incident ID at external helpdesk is 8000000146'.

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

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

Incident Detail

Category: incident

Area: access

Sub-area: authorization error

Impact: 2 - Site/Dept

Urgency: 3 - Average

Priority: 2 - High

Service Contract:

SLA Target Date:

Alert Status: DEADLINE ALERT

☐ Problem Management Candidate

☐ Candidate for Knowledge DB

Closure Code:

Solution:

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

Update Incident Number IM10238

Incident ID: IM10238

Status: Open

Assignment Group: Application

Assignee:

Vendor:

Reference Number:

Affected Items

Service: MyDevices

Incident Detail

SAP Solution Manager: SAP SolMan1

Hidden Metadata

Provider: SolutionProvided

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

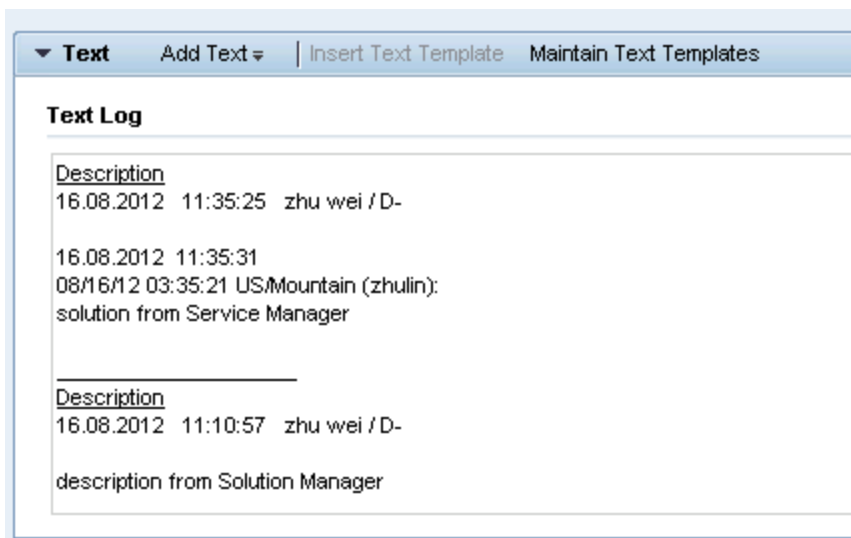
And the log is recorded with the message “the solution is proved to Solution Manager” below the Hidden Metadata textbox. The Send Solution button and the Send Back button are unavailable and only the **Add Info** button is active.

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

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

Check the solution from Service Manager

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



Send the incident back to Service Manager

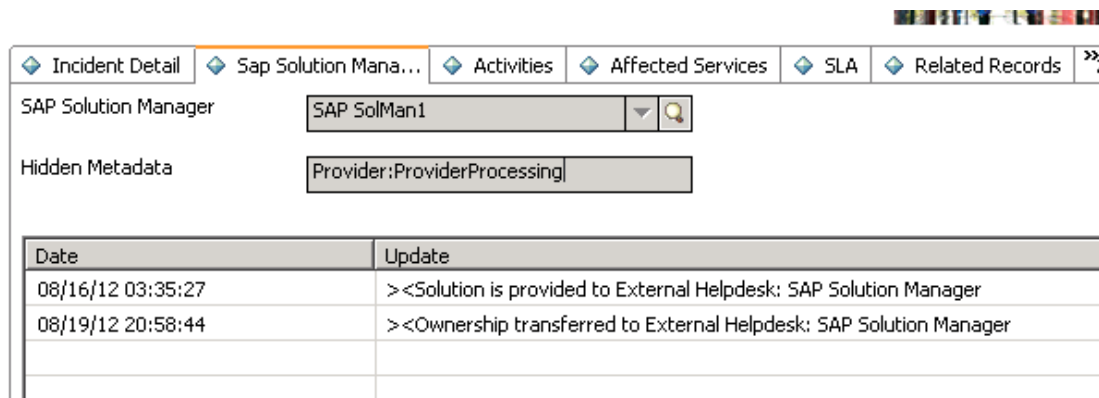
1. Log on to Solution Manager.
2. Search the incident and open it.

3. Click **Edit** to switch the incident to edit mode.
4. Change the status to **In Process**.
5. Add a scheduled action **Send to External Service Desk**.
6. Click **Save** to send the incident back to Service Manager.
7. Click **Display** or **Cancel** to release the incident in Solution Manager.

Send the incident back to Solution Manager again

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

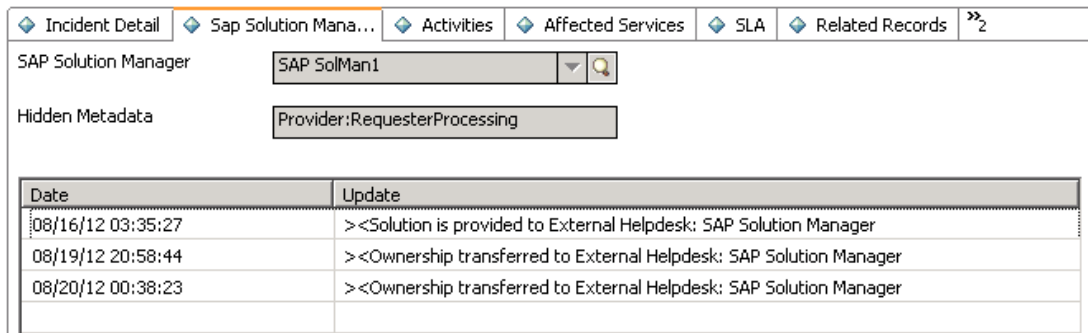
The Hidden Metadata field displays “Provider: ProviderProcessing”, which means Solution Manager is waiting for the solution provided by Service manager.



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.



Date	Update
08/16/12 03:35:27	><Solution is provided to External Helpdesk: SAP Solution Manager
08/19/12 20:58:44	><Ownership transferred to External Helpdesk: SAP Solution Manager
08/20/12 00:38:23	><Ownership transferred to External Helpdesk: SAP Solution Manager

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.

The screenshot shows the SAP Service Manager interface for incident 8000000146. The title bar reads "Incident: 8000000146, incident from Solution Manager". Below the title bar is a menu bar with options: Save, Display, Cancel, New, New from Template, Create Follow-Up, Actions, and More. A status bar indicates "Transaction 8000000146 saved". The main content area is divided into several sections: "Details" (with a sub-section "Edit"), "General Data", "Processing Data", "Dates", "Category", "Relationships", and "Reference Objects". The "General Data" section includes fields for ID (8000000146), Description (incident from Solution Manager), Customer (HPSW-R&D-SH), Reporter (zhu zhi lin), Processor (zhu wei), and Service Team. The "Processing Data" section includes Status (Confirmed), Impact, Urgency, Recommended Priority, and Priority (2: High). The "Dates" section includes Created (16.08.2012 11:11), Changed (20.08.2012 08:51), First Response by, IRT Status (0 %), and Due by. The "Category" section includes Level 1, Level 2, Level 3, Level 4, and Solution Category. The "Relationships" section includes Related Problem, Related Request for Change, and Related Knowledge Article. The "Reference Objects" section includes Installed Base (1) and Installed Base Component (3258).

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 screenshot shows the SAP Service Manager incident form for incident IM10238. The title bar reads "Update Incident Number IM10238". Below the title bar is a menu bar with options: OK, Cancel, Save, Undo, Close, Find, Fill, Clocks, and Apply Template. The main content area is divided into several sections: "Incident Detail", "Assignment", "Affected Items", "Outage", "Location", "Title", "Description", and "Search Knowledge". The "Incident Detail" section includes fields for Category (Incident), Area (access), Sub-area (authorization error), Impact (1 - Enterprise), Urgency (2 - High), Priority (1 - Critical), Service Contract, SLA Target Date, Alert Status (updated), Problem Management Candidate, Candidate for Knowledge DB, Closure Code, and Solution. The "Assignment" section includes fields for Incident ID (IM10238), Status (Closed), Assignment Group (Application), Assignee, Vendor, and Reference Number. The "Affected Items" section includes fields for Service (MyDevices), Affected CI (SAPInstance800), Critical CI, Pending Change, CI is operational (no outage), Outage Start, Outage End, and Location. The "Outage" section includes fields for Title (Incident from Solution Manager) and Description (Default description). The "Search Knowledge" section includes a search button.

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

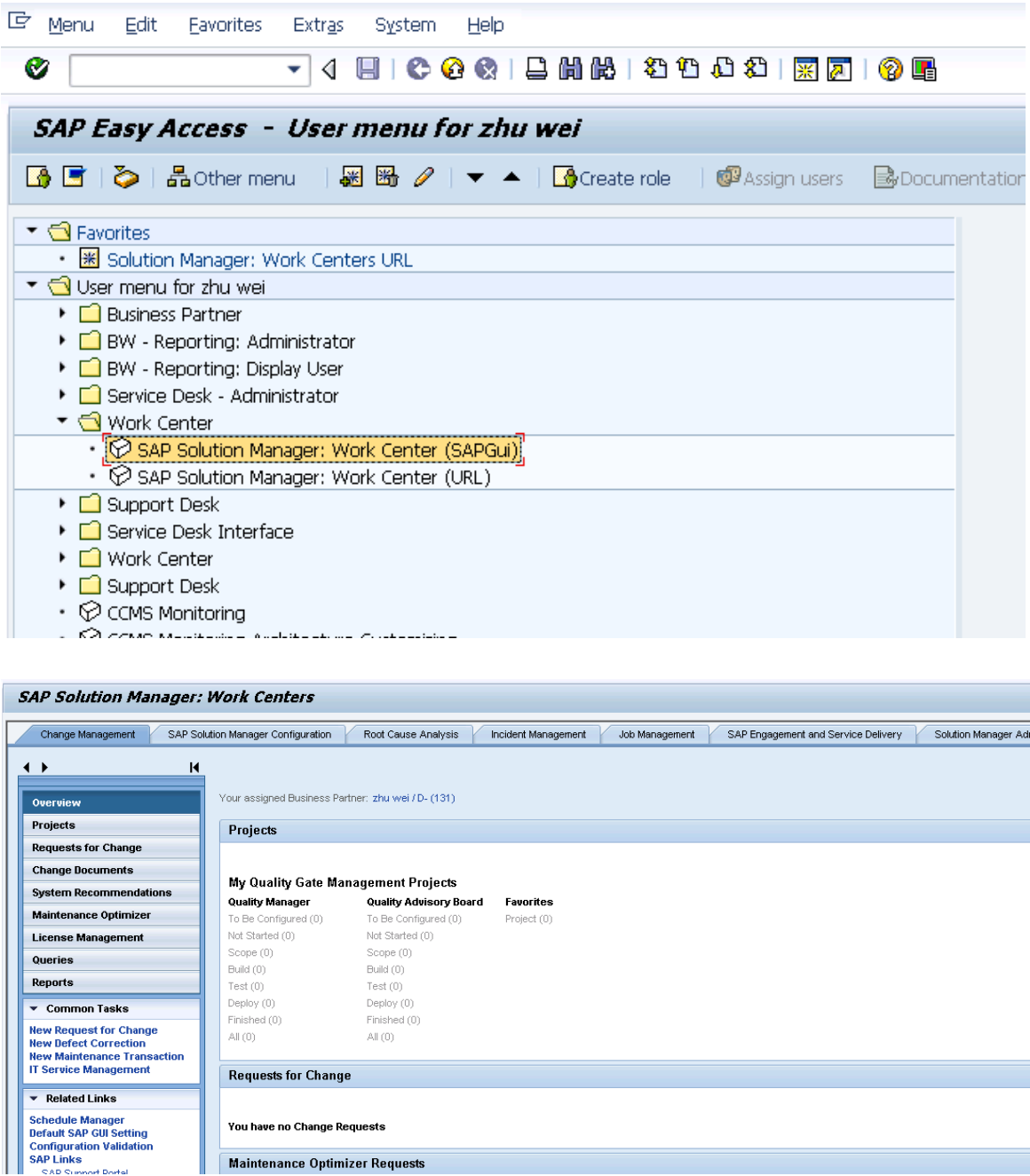
SAP Solution Manager 7.1 to SM 9.x

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 Manager57
- Check the solution from Service Manager59
- Send the incident back to Service Manager 60
- Send the incident back to Solution Manager again60
- Close the incident in Solution Manager 61
- Check the incident's status in Service Manager62

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.

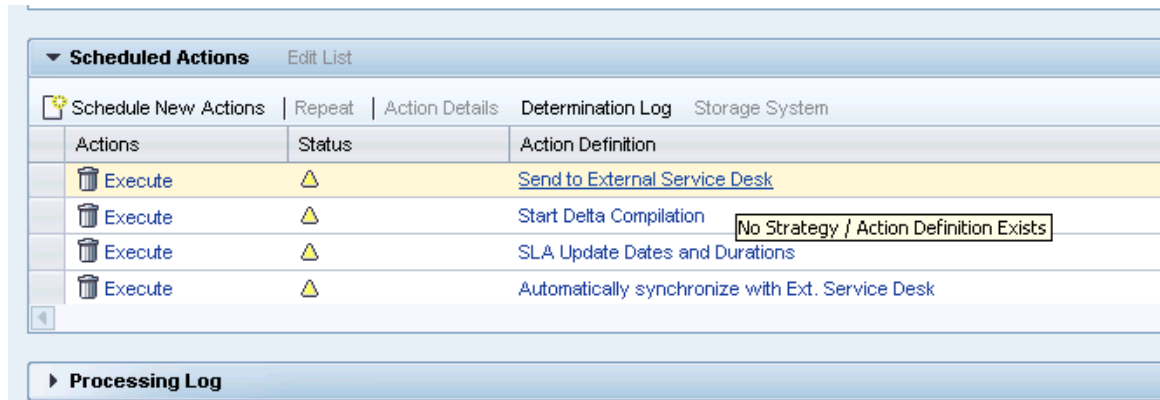
5. Fill in the required fields for the new incident as necessary:
 - Type a **Description** and a **Reporter** for the incident.
 - Select a **Priority** in the drop-down list.
 - Click **Fill** to select the **Installed Base Component**. This field describes the client information of Solution Manager, 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
Execute	⚠	Start Delta Compilation
Execute	⚠	SLA Update Dates and Durations
Execute	⚠	Automatically synchronize with Ext. Service Desk

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.

To Do Queue: My To Do List Display Which Incident Tickets? Display Which Incident Tickets? Incident Queue: All Open Incidents Incident Queue: All Open Incidents ⁽⁸⁾										
Back New Search Refresh By Assignment Group More ▾										
Incident										
Queue: Incident ▾			View: All Open Incidents ▾							
<input type="checkbox"/>	Incident ID	Category	Alert Status	Status	SDU	Assignee	Brief Description	Prio...	Initial Ir...	Problem Type
<input type="checkbox"/>	IM10152	incident	DEADLINE ALE...	Open	Application	zhulin	This is SAP incident	1	1	incident
<input type="checkbox"/>	IM10155	incident	DEADLINE ALE...	Open	Application		HP SM SAP Incident 110	2	2	incident
<input type="checkbox"/>	IM10158	incident	DEADLINE ALE...	Open	Application		SM	1	1	incident
<input type="checkbox"/>	IM10159	incident	DEADLINE ALE...	Open	Application		HP SM SAP Incident 112	2	2	incident
<input type="checkbox"/>	IM10164	incident	updated	Open	Application		HP SM SAP Incident 115	1	2	incident
<input type="checkbox"/>	IM10165	incident	updated	Closed	Application		SAP Incident 001	1	1	incident
<input type="checkbox"/>	IM10166	incident	updated	Closed	Application		SAP Incident For HP 001	1	1	incident
<input type="checkbox"/>	IM10167	incident	updated	Closed	Application		SAP Incident for HP 002	1	1	incident
<input type="checkbox"/>	IM10168	incident	reopened	Open	Application		sap incident for hp 003	1	1	incident
<input type="checkbox"/>	IM10169	incident	updated	Closed	Application		SAP Incident for HP 004	1	1	incident
<input type="checkbox"/>	IM10170	incident	updated	Closed	Application		SAP Incident for HP 005	1	1	incident
<input type="checkbox"/>	IM10171	incident	updated	Open	Application		SAP Incident for HP 006	1	1	incident
<input type="checkbox"/>	IM10172	incident	open	Open	Application		sap incident for hp 003	1	1	incident
<input type="checkbox"/>	IM10173	incident	updated	Open	Application		SAP Incident for HP 005	1	1	incident
<input type="checkbox"/>	IM10174	incident	updated	Suspended	Application		test	1	1	incident
<input type="checkbox"/>	IM10175	incident	updated	Open	Application		SAP Incident For HP 001 ...	3	3	incident
<input type="checkbox"/>	IM10180	incident	open	Open	Application		Incident from SM931	1	1	incident
<input type="checkbox"/>	IM10184	incident	updated	Open	Application		HP Incident for SAP 116	2	2	incident
<input type="checkbox"/>	IM10185	incident	updated	Open	Application		HP Incident for SAP 200	2	2	incident
<input checked="" type="checkbox"/>	IM10186	incident	updated	Open	Application		Incident from Solution Ma...	1	1	incident

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

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

Sap Solution Manager

SAP Solution Manager	<input type="text" value="exthd1"/>	
Hidden Metadata	<input type="text" value="Provider:ProviderProcessing"/>	
<input type="text"/>		<input type="button" value="Update"/>

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

Activities

New Update Type	<input type="text"/>	<input type="checkbox"/> Visible to Customer												
New Update	<input type="text"/>													
Journal Updates	<div>—09/26/12 01:14:49 US/Mountain (ovictex): Additional information received from External Helpdesk : SAP Solution Manager —09/26/12 01:14:45 US/Mountain (ovictex): External Helpdesk : SAP Solution Manager created new incident ID 8000000236 for this incident</div>													
Activity Type	<input type="text"/>	<input type="button" value="Filter"/>												
<table><thead><tr><th>Date/Time</th><th>Type</th><th>Operator</th><th>Description</th></tr></thead><tbody><tr><td>09/26/12 01:14:50</td><td>External Update</td><td>ovictex</td><td>Additional information received from External Helpdesk : SAP Solution Manager</td></tr><tr><td>09/26/12 01:14:46</td><td>Open</td><td>ovictex</td><td>default description</td></tr></tbody></table>			Date/Time	Type	Operator	Description	09/26/12 01:14:50	External Update	ovictex	Additional information received from External Helpdesk : SAP Solution Manager	09/26/12 01:14:46	Open	ovictex	default description
Date/Time	Type	Operator	Description											
09/26/12 01:14:50	External Update	ovictex	Additional information received from External Helpdesk : SAP Solution Manager											
09/26/12 01:14:46	Open	ovictex	default description											

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

Closure Code	<input type="text"/>	<input type="checkbox"/> Problem Candidate	<input type="checkbox"/> Knowledge Candidate
Solution	<input type="text" value="Solution from Service Manager"/>		

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

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

The screenshot shows the SAP Solution Manager interface. At the top, there is a search bar with the text "SAP Solution Manager" and a search icon. Below the search bar, there are two input fields: "SAP Solution Manager" with the value "exthd1" and a search icon, and "Hidden Metadata" with the value "Provider:SolutionProvided". Below these fields, there is a table with two columns: "Date" and "Update". The table contains one row with the date "09/26/12 01:24:41" and the update message "Solution is provided to External Helpdesk: SAP Solution Manager".

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

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

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

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

Check the solution from Service Manager

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

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

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

Send the incident back to Service Manager

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


Send the incident back to Solution Manager again

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

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

Sap Solution Manager

SAP Solution Manager	exthd1	Q
Hidden Metadata	Provider:ProviderProcessing	

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

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

incident’s status from Hidden Metadata.

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

SAP Solution Manager

Hidden Metadata

exthd1

Provider:RequesterProcessing

Date	Update
09/26/12 01:24:41	<div></div> Solution is provided to External Helpdesk: SAP Solution Manager
09/26/12 01:50:26	<div></div> 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:	
Urgency:		Related Knowledge Article:	
Recommended Priority:		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.

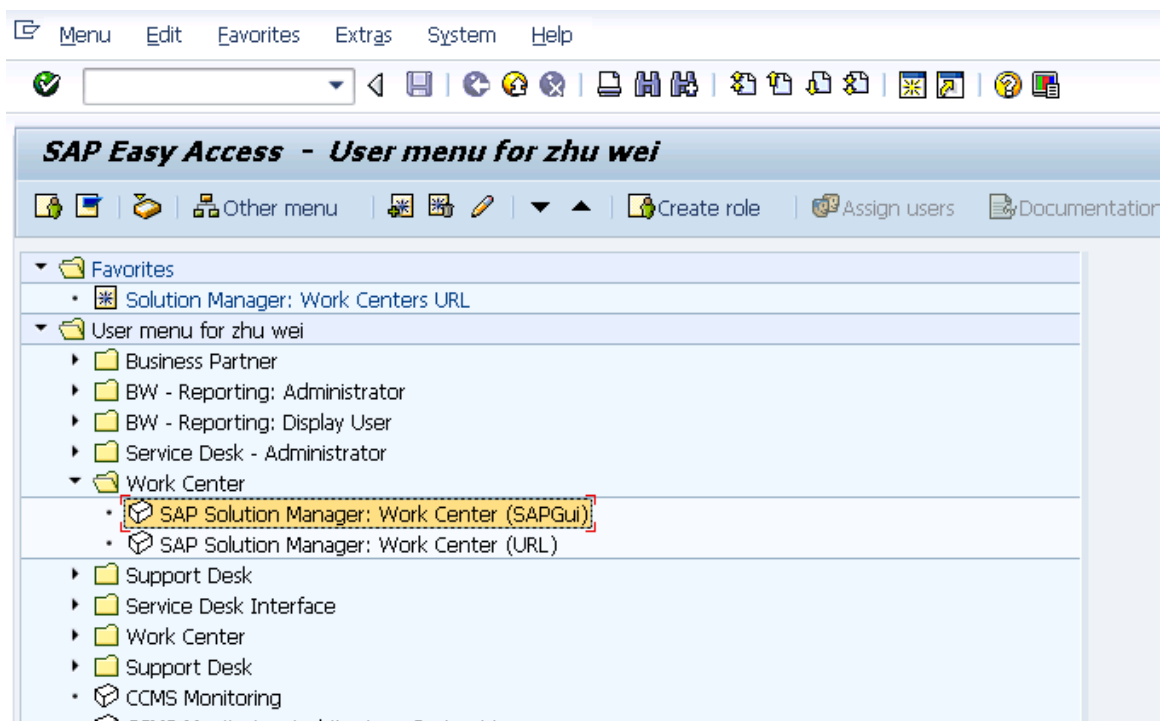
SAP Solution Manager 7.1 to SM 9.x with Process Designer Content Pack 9.30.3 (PDCP 4)

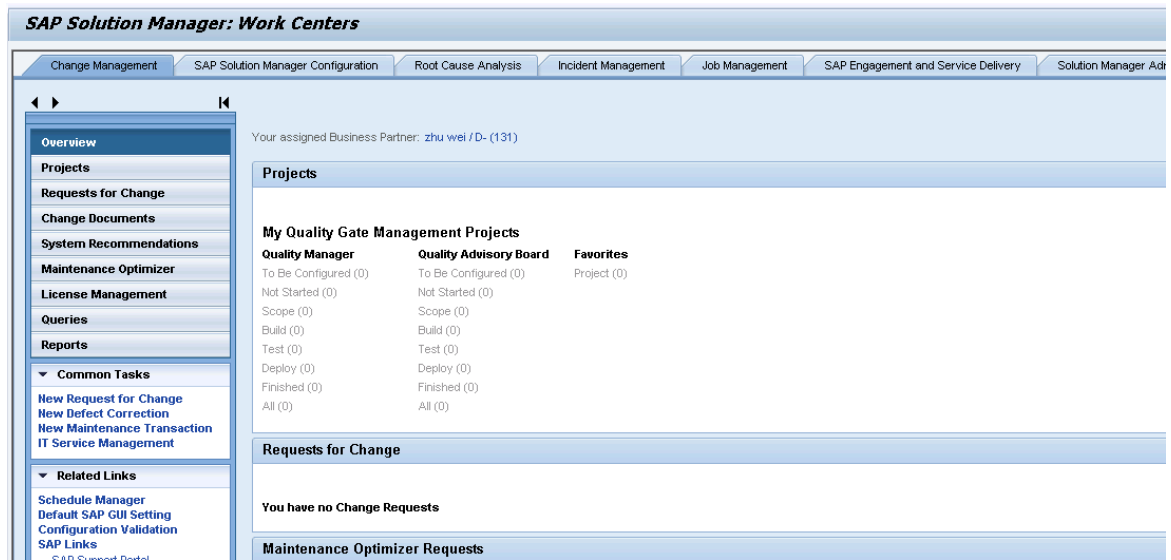
Note: The following steps are also applicable when integrating SAP Solution Manager Service Desk with HP Service Manager 9.40 Codeless.

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Create incident in Solution Manager

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





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



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

Incident: New

Service product INVESTIGATION not found

General Data

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

Category

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

Processing Data

Status:
Impact:
Urgency:
Priority:
Recommended Priority:

Dates

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

Relationships

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

Reference Objects

Installed Base:
Installed Base Component:

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

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

Incident: New

Service product INVESTIGATION not found

General Data

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

Category

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

Processing Data

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

Dates

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

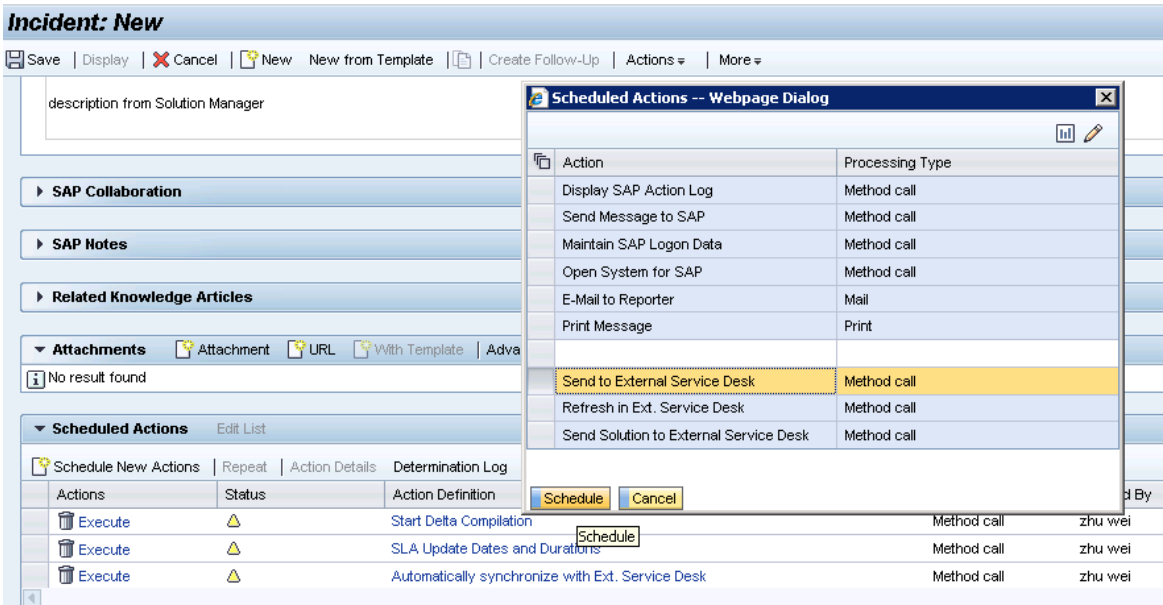
Relationships

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

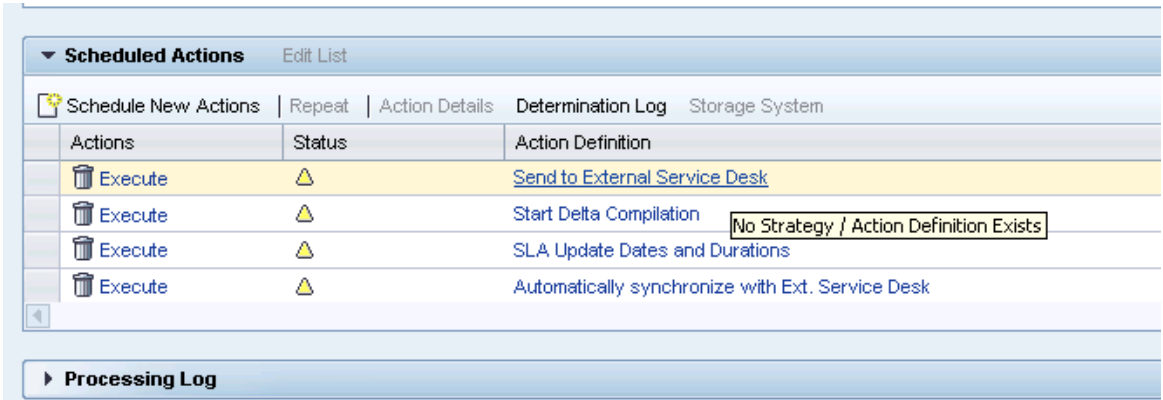
Reference Objects

Installed Base: 1 SOL_MAN_DATA_REP
Installed Base Component: 3258 SLM 0020314982 800

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



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



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

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

▼ Text

Add Text ▼

Insert Text Template

Maintain Text Templates

Text Log

Description

02.12.2013 03:57:13 zhu wei / D-

02.12.2013 03:56:46

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

Incident ID at external helpdesk is IM10146

Send Solution in Service Manager

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

Incident Queue: All Open Incidents

New

Search

Refresh

By Assignment Group

More ▼

Incident

Queue:

Incident

View:

All Open Incidents

Incident ID	Category	Alert Status	Status	SDU	Assignee	Brief Description	Priority	Initial Im	Urgency	Problem Type
<input type="checkbox"/> M10095	incident	updated	Work in Progress	Application	Incident Manager	Microsoft Office keeps asking to inst...	4 - Low	4 - User	4 - Low	incident
<input type="checkbox"/> M10014	incident	updated	Open	Application	Incident Coordinator	IE is not responding to users request	3 - Ave...	4 - User	2 - High	incident
<input type="checkbox"/> M10024	complaint	updated	Work in Progress	Application	Incident Manager	When opening documents, Microsoft ...	3 - Ave...	4 - User	3 - Ave...	complaint
<input type="checkbox"/> M10030	incident	updated	Work in Progress	Application	Incident Manager	Virus scan reports Multiple Virusses	2 - High	4 - User	1 - Crb...	incident
<input type="checkbox"/> M10063	incident	updated	Work in Progress	Application	Incident Manager	Microsoft Office Word can't startup...	3 - Ave...	4 - User	2 - High	incident
<input type="checkbox"/> M10065	complaint	updated	Open	Application	Incident Manager	Windows keeps changing Date and...	3 - Ave...	4 - User	3 - Ave...	complaint
<input type="checkbox"/> M10066	complaint	updated	Open	Application	Incident Coordinator	Windows language keeps changing ...	3 - Ave...	4 - User	2 - High	complaint
<input type="checkbox"/> M10070	incident	updated	Work in Progress	Application	Incident Manager	E-mail box runs full with SPAM	2 - High	4 - User	1 - Crb...	incident
<input type="checkbox"/> M10073	incident	updated	Open	Application	Incident Manager	E-mail is not synchronizing	3 - Ave...	4 - User	2 - High	incident
<input type="checkbox"/> M10077	incident	updated	Open	Application	Incident Coordinator	My browser keeps giving msg: Not r...	3 - Ave...	4 - User	3 - Ave...	incident
<input type="checkbox"/> M10089	incident	updated	Work in Progress	Application	Incident Coordinator	E-mail runs full with SPAM	2 - High	4 - User	1 - Crb...	incident
<input type="checkbox"/> M10098	incident	updated	Open	Application	Incident Analyst	Web browser not responding	3 - Ave...	4 - User	3 - Ave...	incident
<input type="checkbox"/> M10101	incident	updated	Open	Application	Incident Manager	E-mail is not synchronizing	3 - Ave...	4 - User	2 - High	incident
<input type="checkbox"/> M10106	incident	updated	Work in Progress	Application	Incident Manager	Microsoft Office Power Point can't st...	2 - High	4 - User	1 - Crb...	incident
<input type="checkbox"/> M10107	incident	updated	Work in Progress	Application	Incident Coordinator	Microsoft Office Power Point won't s...	3 - Ave...	4 - User	2 - High	incident
<input type="checkbox"/> M10108	incident	updated	Open	Application	Incident Analyst	Web browser not responding	2 - High	4 - User	1 - Crb...	incident
<input type="checkbox"/> M10118	incident	updated	Accepted	Application	Incident Coordinator	Microsoft Office Words can't startup...	3 - Ave...	4 - User	3 - Ave...	incident
<input type="checkbox"/> M10120	incident	updated	Accepted	Application	Incident Manager	Windows language keeps changing ...	3 - Ave...	4 - User	3 - Ave...	incident
<input type="checkbox"/> M10124	incident	updated	Open	Application	Incident Manager	Microsoft Office Excel does not start...	3 - Ave...	4 - User	3 - Ave...	incident
<input type="checkbox"/> M10126	incident	updated	Open	Application	Incident Manager	Microsoft Office spel checker check...	3 - Ave...	4 - User	3 - Ave...	incident
<input type="checkbox"/> M10127	incident	updated	Work in Progress	Application	Incident Analyst	Laptop cannot boot Operating System	2 - High	4 - User	1 - Crb...	incident
<input type="checkbox"/> M10128	complaint	updated	Open	Application	Incident Coordinator	VPN connection drops every 10 minu...	3 - Ave...	4 - User	2 - High	complaint
<input type="checkbox"/> M10129	incident	updated	Work in Progress	Application	Incident Coordinator	Microsoft Office Words reports on e...	3 - Ave...	4 - User	3 - Ave...	incident
<input type="checkbox"/> M10131	complaint	updated	Open	Application	Incident Manager	Operating system language is Spanish	2 - High	4 - User	1 - Crb...	complaint
<input type="checkbox"/> M10137	incident	alert stage 2	Categorize	Application		SAP checker incident	4 - Low	4 - User	4 - Low	
<input type="checkbox"/> M10138	incident	alert stage 2	Categorize	Application		SAP checker incident	4 - Low	4 - User	4 - Low	
<input type="checkbox"/> M10139	incident	alert stage 2	Categorize	Application		SAP checker incident	4 - Low	4 - User	4 - Low	
<input type="checkbox"/> M10140	incident	alert stage 2	Categorize	Application		SAP checker incident	4 - Low	4 - User	4 - Low	
<input type="checkbox"/> M10141	incident	alert stage 2	Categorize	Application		SAP checker incident	4 - Low	4 - User	4 - Low	
<input type="checkbox"/> M10142	incident	alert stage 2	Categorize	Application		SAP checker incident	4 - Low	4 - User	4 - Low	
<input checked="" type="checkbox"/> 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.

Date	Update
12/01/13 19:58:16	Additional information sent to External Helpdesk : SAP Solution Manager

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

Date/Time	Type	Operator
12/01/13 19:58:17	Update from Customer	ovictex
12/01/13 19:56:59	External Update	ovictex

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

Cancel

Previous

Next

Save & Exit

Save

Apply Template

Add Info

Send Back

More

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

Incident - IM10146

Title:

Description:

Incident ID:

Status:

Phase:

Affected Service:

Affected CI:

Outage Start Time:

Outage End Time:

incident from Solution Manager

default description

IM10146

Work In Progress

Investigation

MyDevices

SAPInstance800

CI is operational (no outage)

12/01/13 19:56:28

Requested By:

Contact Person:

Location:

Major Incident:

Escalated:

Categorization and Assignment

Tasks

Impacted Services

Proposed Solution

Workflow

Related Records - (0)

Activities

SLA

Attachments - (0)

SAP Solution Manager

Problem Candidate:

Solution:

Solution from Service Manager

9. Click **Save**.
10. Click **Send Solution** to send solution provided by Service Manager to Solution Manager.
11. Click **Cancel** to release the incident.
12. After a few minutes, click the Sap Solution Manager tab to view the incident’s status from Hidden Metadata.
- **SolutionProvided:** Indicates the incident has been sent with solution by Service Manager.

Categorization and Assignment		Tasks	Impacted Services	Proposed Solution	Workflow	Related Records - (0)	Activities	SLA	Attachments - (0)	SAP Solution Manager
SAP Solution Manager		SAP SolMan 1								
Exchange Status		Provider:SolutionProvided								
Date		Update								
12/01/13 19:58:16		Additional information sent to External Helpdesk : SAP Solution Manager								
12/01/13 20:38:05		Solution is provided to External Helpdesk: SAP Solution Manager								

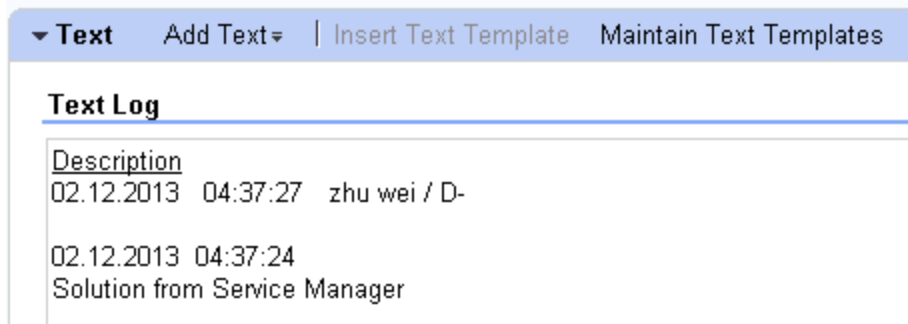
And the log is recorded with the message “the solution is proved to Solution Manager” below the Hidden Metadata textbox. The Send Solution button and the Send Back button are unavailable and only the Add Info button is active.

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

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

Check the solution from Service Manager

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



Send the incident back to Service Manager

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

Send the incident back to Solution Manager again

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

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

The screenshot shows the 'SAP Solution Manager' tab in the Incident Queue form. It displays the following information:

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.

The screenshot shows the 'Activities' tab in the Incident Queue form. It displays the following information:

Vendor: [Text Field]
Update Type: [Text Field]
Update: [Text Field]
Customer Visible: [Text Field]

Journal Updates:

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

6. Click **Send Back** to send the incident back to Solution Manager.
7. Click **Cancel** to release the incident in Service Manager.
8. After a few minutes, re-open the incident and extend the **Sap Solution Manager** tab to view the incident's status from Hidden Metadata.

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

Categorization and Assignment		Tasks	Impacted Services	Proposed Solution	Workflow	Related Records - (0)	Activities	SLA	Attachments - (0)	SAP Solution Manager
SAP Solution Manager		SAP SolMan 1								
Exchange Status		Provider:RequesterProcessing								
Date		Update								
12/01/13 19:58:16		Additional information sent to External Helpdesk : SAP Solution Manager								
12/01/13 20:38:05		Solution is provided to External Helpdesk: SAP Solution Manager								
12/01/13 22:39:59		Ownership transferred to External Helpdesk: SAP Solution Manager								

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

Close the incident in Solution Manager

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

The incident’s status must be change to **Proposed Solution** or **Customer Action** before the incident is changed to **Confirmed**.

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

Incident: 8000000710, incident from Solution Manager

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

Transaction 8000000710 saved

Details | Edit

General Data		Category	
ID:	8000000710	Level 1:	
Description:	incident from Solution Manager	Level 2:	
Customer:	HPSW-R&D-SH	Level 3:	
Reporter:	zhu 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:	
Dates		Reference Objects	
Created:	02.12.2013 03:56	Installed Base:	1
Changed:	02.12.2013 07:05	Installed Base Component:	3258
First Response by:			
IRT Status:	0 %		
Due by:			
MPT Status:	0 %		

Check the incident’s status in Service Manager

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

To Do Queue: My To Do List

Incident: IM10138

Cancel

More

Incident - IM10138

Title:

Description:

* Incident 2

* 0020314982

Incident ID:

Status:

Phase:

IM10138

* Closed

Closure

Requested By:

Contact Person:

Location:

falco

FALC

Affected Service:

Affected CI:

* MyDevices

SAP800

CI is operational (no outage)

Major Incident:

Escalated:

☐

☐

Outage Start Time:

Outage End Time:

01/22/14 22:53:57

01/23/14 00:50:53

Summary

Past Activities

Workflow

Categorization and Assignment

Tasks

Impacted Services

Related Records - (0)

SLA

KPI Metrics

Attachments - (0)

SAP Solution Manager

SAP Solution Manager

Exchange Status

SolutionManager1

Closed

Date

Update

01/23/14 01:09:16

Created incident in External Helpdesk :SAP Solution Manager. Incident Id at External Help

01/23/14 01:53:40

Additional information sent to External Helpdesk : SAP Solution Manager

01/23/14 01:55:46

Incident : IM10138 has been closed in the External Helpdesk: SAP Solution Manager

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

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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.

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We appreciate your feedback!

