HP Service Manager Exchange with SAP Solution Manager

Software Version: 1.10

For the supported Windows® and Linux® operating systems

User Guide



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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.

Use cases

This section discusses two use cases for HP Service Manager Exchange with SAP Solution Manager that demonstrate the integration scenarios.

Use Case 1: Incident Originates from Solution Manager

In this use case, a user reports an issue to SAP Solution Manager. The Solution Manager generates a new incident and sends the incident to Service Manager to request a solution for the issue.





Use Case 2: Incident Originates from Service Manager

In this use case, the user issue is captured and sent to Service Manager. An incident is generated in Service Manager and is sent to Solution Manager to request a solution for the issue.





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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.

HP Service Manager					
	To Do Queue: My To Do List Configurati	on Item: SAPInstance800 🗵			
🔁 😂 🚮 • 🔹 💉	More -				
Favorites and Dashboards	Cl Identifier	Туре	Network	Location	Model
Configuration Management	SAP SAP	application			
Manage Software	SAPInstance800	sapinstance			
Search Clis					
Incident Management					
Legacy Incident Management	1 to 2 of 2			14 4 Pages: 1 🕨 🕅	
cogacy motorn management					
	😂 Cancel \land Previous 🕥 Next 👹 Save	& Exit 💾 Save More 🔹 Sciect a sci	ction 💌		
	Managed State				
	🗉 Cl Changes				
	Relationship Changes				
	Relationships				
	Relationship Graph				
	Software				
	E Cl Owner				
	0 0				
	Subscribers				
	. Lanation				
	Location				
	Vendor				
	⊞ Audit				
	Metrics				
	() Minerelat				
	I Financial				
	SAP Instance Info				
	Sustan D				
	System D		SLM		
	Client		800		
	Units.		000		

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 Cl.
- 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.

🛃 New Incident 🛛 📓 Incident Queue: All Open I	Incidents 📓 Update Incident Number IM10236 🗙				-
🖷 OK 🗯 Cancel 💾 Save 🛷 Undo 💥 Clos	se 🔍 Find 🗊 Fill 🔇 Clocks 🛛 Send Incident 🔛 Appl	ly Template			8.
Incident ID:	IM10236	Incident Det	ail 🗇 Sap Solution Mana 🗇 Activities	♦ Affected Services ♦ SLA ♦ Related Record	5 ² 2
Status:	Open 🗸				
Assignment		Incident D	etail		
Assignment Group:	Application	Category:		incident	3
Assignee:	8	Area:		access	3
Vendor:	8	Sub-area:		authorization error	67
Reference Number:		Impact:		1 - Enterprise	•
Affected Items		Urgency:		1 - Critical	
Service:	MyDevices 🔗 🔾 武	Priority:		1 - Critical	
Affected CI:	SAPInstance800 🔗 🔍 武				
Critical CI Pendir	ng Change	Service Contr	act:		-
CI is operational (no outage)		SLA Target D	ate:	08/20/12 12:00:00	-
Outage Start:	08/16/12 01:15:47	Alert Status:		open	
Outage End:	•	Problem N	lanagement Candidate		
Location:	2	Candidate	for Knowledge DB		
		Closure Code	:		8
Title:		Solution:			
incident from Service Manager					*
Description:	Search Knowledge				
test incident exchange	×				

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

🗇 Incident Detail 🗇 Sap	Solution Manager	♦ Attachment
SAP Solution Manager	SAP SolMan1	▼ Q
Hidden Metadata	SAP SolMan0 SAP SolMan1	
Date		
		11

- 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.
 - Incident IM10236 triggers external helpdesk 'exthd1' with response "><Request accepted".</p>

Incident ID:	IM10236
	1110230

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

🖙 Menu Edit Eavorites Extras System Help	
V - V - V - V - V - V - V - V - V - V -	
SAP Easy Access - User menu for zhu wei	
🚯 📑 🏷 🚣 Other menu 🛛 😹 🔀 🥖 🔻 🔺 💁 Create role 📄 🚳 Assign users 🛛 🗟 Docum	entation
 Favorites Solution Manager: Work Centers URL User menu for zhu wei Business Partner BW - Reporting: Administrator BW - Reporting: Display User Service Desk - Administrator Work Center SAP Solution Manager: Work Center (SAPGul) SAP Solution Manager: Work Center (URL) Support Desk Service Desk Interface Work Center Support Desk CCMS Monitoring 	

Change Management SA	P Solution Manager Configuration	Root Cause Analysis	Incident Management	Job Management	SAP Engagement and Service Delivery	Solution Manager Ad
	и					
•						
Overview	Your assigned Business Par	tner: zhu wei / D- (131)				
Projects	Projects					
Requests for Change						
Change Documents						
- System Recommendations	My Quality Gate Mar	nagement Projects				
sintenanae Ontimines	Quality Manager	Quality Advisory Board	Favorites			
antenance optimizer	To Be Configured (0)	To Be Configured (0)	Project (0)			
icense Management	Not Started (0)	Not Started (0)				
ueries	Scope (U)	Scope (U)				
eports	Euild (U) Test (II)	Build (U) Test (II)				
Common Tasks	Deploy (0)	Deploy (0)				
	Finished (0)	Finished (0)				
ew Request for Change	All (0)	All (0)				
w Maintenance Transaction						
Service Management	Requests for Change	e				
 Related Links 						
Schedule Manager						
	You have no Change Re	enuests				

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

Solution Ma	mager IT Service Management
1	Incident Management
Home	Search
Worklist	
Calendar	Incident Templates
E-Mail Inbox	Incidents Knowledge Articles
Master Data	Problem Templates Problems
Change Request Mana 🕨	
Incident Management 🕨	Reports 📃 🗙
Service Operations	Solution Manager Reporting
Create	
Incident	
Request for Change	
Task	
Problem	
Defect Correction	
Recent Items	

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

Search: Incide	nts															🖸 Back 🔻
Search Criteria																Hide Search F
Incident ID		- 1	s	-	8000000145		• •									
Created On		• it	s	-		1	• •									
Status		- 1	\$	-		-	• •									
Business Partner ID		• is	s	-		đ	• •									
					Maximum Number of F	tesuits:	00									
Result List: 1 Incidem	t Found		Save Si	earch As:			Save									
PNew 🗈 PNer	w from Template	Creat	te Follow-Up													
D	IRT Status	IR	T Usage	IRT	MPT Status	MPT	Jsage	MPT	Description		Priority	Created On	Status	Reporter	Category	Transactio
8000000145		0%	6			0%			incident from Service Mana	ger	1: Very High	16.08.2012	New			Incident

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

h	vident: 8000000145, incident from Service Manager											
e	Save Display 🗙 Cancel 🎦 New New from	Template 🕒 Create Follow-U	p Actions =	More =								
	▼ Details 22 Edit											
	General Data				Category							
	ID:	8000000145										
	Description:*	incident from Service Manager			Level 1:							
	Customer	HPSIALR8D_SH			Level 2:							
	Deventor	also at la			Level 3:							
	Reporter.	znu zi in			Level 4:							
	Processor:	zhu wei		<u>Ó</u>								
	Service Team:			Ū.	Solution Category:							
	Processing Data				Relationships							
	Status:	New		•	Related Problem:	D						
	Impact:	•	Urgency:	•	Related Request for Change:	Ð						
	Recommended Priority:		Priority:*	1: Very High 💌	Related Knowledge Article:	0						
	Dates				Reference Objects							
	Created:	16.08.2012	09:23		Installed Base:	1	SOL_MAN_DATA_REP					
	Changed: 16.08.2012 09:23				Installed Base Component:	3258	SLM 0020314982 800					
	First Response by:			•								

8. 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										

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.

♦ Incident Detail ♦ Sap Solution Mana ♦ Activities ♦ Affected Services ♦ SLA ♦ Related Records ³²										
SAP Solution Manager SAP SolMan1										
Hidden Metadata Requester:ProviderProcessing										
Date	Update									
08/16/12 03:29:45	> <created :sap="" at="" external="" helpd<="" helpdesk="" id="" in="" incident="" manager.="" solution="" td=""></created>									

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.

🗇 Incident Detail	🔶 Sap Solution M	ana 🗇 Activities	Affected Services	🔶 SL
🔷 Update 💊	Journal Updates	Historic Activities		
08/16/12 Additional in 08/16/12 Additional in description f 08/16/20 Incident ID a	02:20:36 US/Mount formation received f : 02:14:03 US/Mount formation received f rom SAP 112 07:40:19 local (e at external helpdesk	tain (ovictex): rom External Helpdes tain (ovictex): rom External Helpdes went): .is 8000000145	k : SAP Solution Manager k : SAP Solution Manager	

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

٩	Incident Detail 🧇 Sap S	iolution Mana	Activities	Affected Services	🔶 SLA	Related Records	» ₂	
ſ	🔷 Update 🧇 Journal U	pdates 🔷 Hist	oric Activities					
	Filter By Activity Type	2:				F	ilter	
	Date/Time	Туре		Operator	Descrip	otion		
	08/16/12 02:20:36 External Updat		в	ovictex	Additio	tional information received from Ex		
	08/16/12 02:14:04	08/16/12 02:14:04 External Update		ovictex	Additio	nal information receive	d from Ex	
	08/16/12 01:40:19	Update from Cu	istomer	ovictex	80000	00145		
	08/16/12 01:23:18	operator updat	e	zhulin	Incider	nt has been sent to SAP	Solution	
	08/16/12 01:15:47	Open		zhulin	test in	cident exchange		

Synchronize new information with Solution Manager

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

🔷 Incident De	tail 🗇 Sap Solution Mana 🗇 Activities 🗇 Affected Services
🔷 Update	♦ Journal Updates ♦ Historic Activities
Type:	
Update:	
add info	from Service Manager

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

Check updates from Service Manager

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



Update the incident status in Solution Manager

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

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

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

User Guide Chapter 2: User Scenarios

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

▼ Details [2 Edit				
General Data					
	ID:	8000000145			
	Description:	incident from Se	rvice Manager		
	Customer:	HPSW-R&D-SH			
	Reporter:	zhu zl lin			
	Processor:	zhu wei			
	Service Team:				
Processing D	ata				
	Status:	Customer Action	ì		
	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 fi	rom Service Manager
🖫 Save Display 📙 💢 Cancel 📙 🍄 New 🛛 New from	m Template [Ē] Create Follow-Up Actions
Intermessage 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
Constant	40.00.2040 00.20
Created.	16.06.2012 09.23
Eirst Response hur	10.00.2012 10.46
Fillst Kesponse by.	
int Status.	— 0%
MDT Status	. 0%
MPT Status.	— 0,0

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 9.4x 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.

- 🧑 HP Service Manag	ler								
		To Do Queue: My To Do List Potentially Rela	ated Incidents by Asset	Display Which Incident Tickets?	Incident Qu	ueue: All Open Incidents	Display Which	n Incident Tickets?	New Incident 🗷
12 📝 😂	«	😫 Cancel 🦓 Save & Exit 💾 Save 🔛 App	ly Template More •						
Favorites and Dashboards									
Change Management									
Configuration Management		🖃 Incident Details							
Incident Management									
> Tools		Incident ID	M10181			Assig	nment Group	*	
Incident Queue		Status	Open		~		Assignee		
Open New Incident							Vendor		
Search Incidents		Affected Service	*			×	/endor Ticket		
Search Knowledgebase		Affected CI							
Kilowiedge managenien.			Cl is operational (no	o outage)			Category	incident	
Problem Management							Area	*	
Request Management		Outage Start					Subarea	*	
Service Catalog		Outage End							
Service Desk		Service Contract					Impact -	*	
Service Level Management							Urgency -	*	
System Administration									
Tailoring		Tile	*						
Miscellaneous		Description	*						
Approval Delegation		0							
ServiceManager Mail		a a a a a a a a a a a a a a a a a a a							
System Status									
To Do Queue			Problem Candidate						
myam									

- 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.

IP Service Manager									U
	To Do Queue: My To Do List Potentially Rela	ted Incidents by Asset Display Wh	ich Incident Tickets? Inc	ident Queue: All Open Incidents	Display Which	h Incident Tickets?	New Incident 🛞		
😨 🔝 🚳 🔹 🔹	🗱 Cancel 📓 Save & Exit 💾 Save 🔛 Appl	y Template More •							🖓 💻 🛅
Favorites and Dashboards									
Change Management									
Configuration Management	Incident Details								
Incident Management									
▷ Tools	Incident ID	M10181		As:	signment Group	* Application		<u> </u>	
Incident Queue	Status	Open	*		Assignee			ď	
Open New Incident					Vendor			<u>d</u>	
Search Incidents Search Knowledgebase	Affected Service	MyDevices	<u> 1</u> 0	вă.	Vendor Ticket				
Knowledge Management	Affected CI	SAPInstance800	d 🔍	ă.					
Problem Management		Cl is operational (no outage)			Category	incident			
Request Management					Area	* occess		đ	
Service Catalog	Outage Start				Subarea	* authorization error		đ	
Service Desk	Outage End								
Service Level Management	Service Contract				Impact -	* 1 - Enterprise		~	
Curter Edulation					Urgency	* 2 - High		~	
System Administration									
raioring	Title	Incident from SM931							
Miscellaneous	Description	Desc from SM931						*	
Approval Delegation	Q								
Servicemanager mäll								-	
To Do Queue		E Droblen Candidate						_	
MySM		Fromein Canadate							

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.

To Do Queue: My To Do List	Potentially Rel	ated Incidents by Asset	Display Which Incident Tickets?	Incident Queue:	All Open Incidents	Update In	cident Number IM10181 🛞	
😫 Cancel 📲 Save & Exit 📔	🖥 Save 🛛 🖾 Clos	se Incident 🛛 🌇 Send Incider	nt 🛄 Apply Template 🛛 More 👻					
(i) US/Mountain 09/26/1	2 00:14:01: Incir	lent IM10181 bas been o	nened by falcon					
Goodana								
🖃 Incident Detai	ls							
	Incident ID	M10181			Assignm	nent Group 🔹	Application	V 🗇 🔍
	Status	Open		~		Assignee		1
	Contact					Vendor	, [
	Location			r d	Ve	ndor Ticket		
Af	ffected Service	MyDevices	ſ			Category 🔹	incident	d'
	Affected Cl	SAPInstance800	E			Area 🔹	access	<u> </u>
		Cl is operational (no	outage)			Subarea 🔹	authorization error	1
	Outage Start	09/26/12 00:14:01				Impact 🔹	1 - Enterprise	
	Outage End					Urgency :	2 - High	
Se	ervice Contract					Priority	1 - Critical	
si	LA Target Date							
	Title	Incident from SM931						
	Description	Desc from SM931						
	0							
								_
		I						¥
	Closure Code			É?	Problem Candidate		Knowledge Candidate	
	Solution							A
the second s								

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	SAP SolMan1)	
Hidden Metadata	SAP SolMan0	*	
	SAP SolMan1		
		Ŧ	

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.

Journal Updates

----09/26/2012 06:26:52 US/Mountain (event): Incident ID at external helpdesk is 8000000233

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

Open the incident in Solution Manager

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

🖙 Menu Edit Eavorites Extras System Help	
V - V - V - V - V - V - V - V - V - V -	
SAP Easy Access - User menu for zhu wei	
🚯 📑 🏷 🏪 Other menu 🛛 😹 🔀 🥒 🔻 🔺 🌆 Create role 🔢 🕼 Assign users 🛛 🗟 Docum	entation
 Favorites Solution Manager: Work Centers URL User menu for zhu wei Business Partner BW - Reporting: Administrator BW - Reporting: Display User Service Desk - Administrator Work Center SAP Solution Manager: Work Center (SAPGui) SAP Solution Manager: Work Center (URL) Support Desk Service Desk Interface Work Center Support Desk CCMS Monitoring 	

Change Management	SAP Solution Manager Configuration	Root Cause Analysis	Incident Management	ob Management	SAP Engagement and Service Delivery	Solution Manager Ad
		· · · ·				
•						
A	Your assigned Business Par	rtner: zhu wei / D- (131)				
Decision						
Projects	Projects					
Requests for Change						
Change Documents						
System Recommendation	My Quality Gate Ma	nagement Projects				
	Quality Manager	Quality Advisory Board	Favorites			
vaintenance uptimizer	To Be Configured (0)	To Be Configured (0)	Project (0)			
icense Management.	Not Started (0)	Not Started (0)				
ueries	Scope (0)	Scope (0)				
Penorte	Build (0)	Build (0)				
Sporto	Test (U)	Test (U)				
Common Tasks	Eipiphod (0)	Depiloy (0) Finished (0)				
ew Request for Change	AL(0)	ALCO)				
ew Defect Correction	Air (0)	AII (0)				
ew Maintenance Transat Service Management						
	Requests for Change	e				
 Related Links 						
Schedule Manager	You have no Change Be	aqueete				
lofault S&D CIII Softing	Tou have no change Re	squeata				
2-6						

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

SAP Solution Ma	anager IT Service Management	
1	Incident Management	
Home	Search	
Worklist	Activities	1
Calendar	Incident Templates	
E-Mail Inbox	Knowledge Articles	
Master Data	Problem Templates Problems	
Change Request Mana 🕨		
Incident Management 🔶	Reports 📃 🗙	4
Service Operations	Solution Manager Reporting	
Create		
Incident		
Request for Change		
Task Konsuladva Antiala		
Problem		
Defect Correction		
De sant léans		

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

Search Criteria									
Incident ID	-	is	-	800000233		•	•		
Created On	-	is	-		5	•	Ξ		
Status	-	is	-		-	٠	•		
Business Partner ID	-	is	-		D	٠	•		
Maximum Number of Results: 100 Search Clear Save Search As: Save Result List: 1 Incident Found									
ID IBT Status		IRT LIsage	IRT	MPT Status	MPT LI	sad	e	MPT	Description
800000233		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**.

▼ Details 📝 Edit										
General Data							Category			
	ID:	800000233								
Des	cription:*	Incident from SM931					Level 1:			•
c	ustomer:	HPSW-R&D-SH					Level 2			•
F	Reporter:	zhu zl lin					Level 3:			•
Pr	ocessor:	zhu wei				٥	Level 4:			•
Servi	ce Team:					đ	Solution Category:			-
Processing Data							Relationships			
	Status:	n Process				•	Related Problem:	٥		
	Impact:		-	Urgency:		•	Related Request for Change:	٥		
Recommended	Priority:			Priority:*	2 High	•	Related Knowledge Article:	0		
Dates							Reference Objects			
	Created:	26.09.2012		08:24			Installed Base:	1	SOL_MAN_DATA_REP	
(hanged:	26.09.2012		08:24			Installed Base Component	3258	SLM 0020314982 800	
First Resp	onse by:					•				
IR	T Status:	0%								
	Due by:					•				
MP	T Status:	0%								

- 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.

Sap Solution Manager		
SAP Solution Manager Hidden Metadata	exthd1 Requester:ProviderProcessing	
	Date	Update
	09/26/12 00:26:52	Created incident in External Helpdesk :SAP Solution Manager. Incident Id at External Helpdesk is 8000000233. External

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

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

Activities								
New Update Type New Update			Visible to Customer					
Journal Updates	09/26/12 00:34:35 U Additional information re Desc from Solution Mar 09/26/2012 06:26:52	O9/28/12 00:34:35 USMountain (ovictex): vddtional information received from External Helpdesk : SAP Solution Manager Desc from Solution Manager O9/26/2012 06:26:52 USMountain (event):						
Activity Type		▼	Filter					
	Date/Time	Туре	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	800000233				
	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	Update from Service Manager

- 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.

Fext Log			
Descripti	on		
26.09.20	12 09:28:55	zhu wei / D-	
26.09.20	12 09:28:54		
09/26/20	12 07:23:55 L	JS/Mountain (event):	
Incident I	D at external	helpdesk is 8000000237	
09/26/12	01:28:51 US	Mountain (falcon):	
Line state of the	rom Service N	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.

▼ Details				
General Data				
ID:	8000000233			
Description:*	Incident from SM931			
Customer:	HPSVV-R&D-SH			
Reporter:	zhu zl lin			
Processor:	zhu wei			đ
Service Team:				đ
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.

ncident: 8000000233, Incident fi	rom SM931		
🗄 Save Display 💥 Cancel 🎦 New 🛛 New from	n Template 🛛 📋 🛛 Creat	e Follow-Up Actions∓	More ≠
The message is already closed			
▼ Details 🛛 🔀 Edit			
General Data			
ID:	8000000233		
Description:	Incident from SM931		
Customer:	HPSW-R&D-SH		
Reporter:	zhu zl lin		
Processor:	zhu wei		
Service Team:			
Processing Data			
Status:	Confirmed		
Impact:		Urgency:	
Recommended Priority:		Priority:	2: High
Dates			
Created:	26.09.2012	08:24	
Changed:	26.09.2012	09:04	
First Response by:			
IRT Status:	0%		
Due by:			
MPT Status:	0%		

SM 9.x with Process Designer 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 9.4x Codeless or 9.4x Hybrid.

Create an incident in Service Manager	.36
Open a new incident to send to SAP	.38
Open the incident in Solution Manager	39
Check updates in Service Manager	.43
Synchronize new information with Solution Manager	.44
Check updates from Service Manager	. 44
Update the incident status in Solution Manager	. 44
Close the incident in Service Manager	. 45
Check the incident's status in Solution Manager	.46

Create an incident in Service Manager

- 1. Log on to Service Manager as Incident.Manager.
- Click Incident Management > Open New Incident. Click the Incident category. The incident ticket quick form opens.
| | To Do Queue: My To Do List New Incident 🗵 | | | |
|---|--|--|------------------------------|------------|
| 3 📑 😂 🔹 « | 😫 Cancel 💾 Save 🐻 Save & Exit 🔛 Apply Template 📋 | More + | | |
| avorites and Dashboards | Incident | | | |
| cident Management | | | | |
| Incident Queue
Incident Task Queue
Open New Incident
Search Incidents
Search Incident Tasks
Search Knowledgebase | Tele:
Description: | SM incident Incident from SM | | |
| nowledge Management | Incident ID: | M10136 | Category: | incident |
| agacy Incident Management | Status: | Open | Subcategory: | |
| | Phase: | Logging | Area: | |
| | Affected Service: | * MyDevices | Impact: | * 4 - User |
| | Affected Cl: | SAPInstance800 () C SAPInstance800 | Urgency: | * 4 - Low |
| | Outage Start Time:
Outage End Time: | Cl is operational (no outage) | Contact Person:
Location: | |
| | Workflow Attachments | tvestigation
tvestigation
tvestigation
tvestigation
tvestigation
tvestigation
tvestigation | Closure | |

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

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

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

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

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

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

- f. Click **Search Knowledge** icon to see if the issue is already logged in the knowledgebase.
- g. Complete the required fields in the Incident Details section.
- h. Complete the form with any other relevant information.
- 4. Click **Save&Exit** and then click **Open New Incident** to create an incident.

Open a new incident to send to SAP

- 1. Click Incident Management > Search Incidents. The Display Which Incident Tickets form opens.
- 2. In the Incident ID textbox, type the ID of the new incident created in step 1 and click **Search**. The incident opens.
- 3. Extend the **Sap Solution Manager** tab and select a Solution Manager client in the **SAP Solution Manager** drop-down list.

To Do Queue: My To Do List	ncident: IM10136 🗵		
😫 Cancel 💾 Save & Exit 💾 Sa	ve 🖺 Apply Template	More -	
ncident - IM10136			
Title:		* SM Incident	
Description:		* Incident from SM	
Incident ID:		IM10136	Requested By:
Status:		* Categorize	Contact Person:
Phase:		Categorization	Location:
Affected Service:		* MyDevices	Major Incident:
Affected CI:		SAPInstance800 (i 🗗 🔍 🔣	Escalated:
		Cl is operational (no outage)	
Outage Start Time:		11/28/13 02:30:58	
Outage End Time:			
Categorization and Assignment Ta	asks Impacted Services	Workflow Proposed Solution Related Records - (0) Activities SLA Attachments - (0) SAP Solution Man	lager
	SAP Solution Manager	SAP SolMan 1	
	Exchange Status		
		Date Update	

- 4. Update the Status field to **Work In Progress**, fill in other fields, and then click **Save**.
- 5. Click Send Incident to send the incident to SAP.

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

To Do Queue: My To Do List Incident: IM10136 🛞	
😫 Cancel 🎒 Save & Exit 💾 Save 🖺 Apply Template 🛛 Mo	re •
(i) SAP Solution Manager has received Incident IM101	36 from Service Manager. This incident is "being processed".
Incident - IM10136	
Title: *	\$M Incident
Description: *	Incident from SM
Incident ID:	M10136
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:										
Update Type:						~		Customer V	isible:	
Update:										
Journal Updates:		11/28/20 Incident ID 11/28/1: Service De	013 10:13:55 US/Moi at external helpdesk 3 03:13:33 US/Mount sk Incident IM10145	untain (even is 8000000 ain (Jennife has been se	nt): 709 er Falcon): ent to SAP SolutionMan	ager.				

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

Open the incident in Solution Manager

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

🖙 Menu Edit Eavorites Extras System Help	
V - V - V - V - V - V - V - V - V - V -	
SAP Easy Access - User menu for zhu wei	
🚯 📑 🏷 🏪 Other menu 🛛 😹 🔀 🥒 🔻 🔺 🌆 Create role 🔢 🕼 Assign users 🛛 🗟 Docum	entation
 Favorites Solution Manager: Work Centers URL User menu for zhu wei Business Partner BW - Reporting: Administrator BW - Reporting: Display User Service Desk - Administrator Work Center SAP Solution Manager: Work Center (SAPGui) SAP Solution Manager: Work Center (URL) Support Desk Service Desk Interface Work Center Support Desk CCMS Monitoring 	

SAP Solution Man	ager: Work Centers					
Change Management	SAP Solution Manager Configuration	Root Cause Analysis	Incident Managemer	nt Job Management	SAP Engagement and Service Delivery	Solution Manager Ad
4 >	i4					
Overview	Your assigned Business Par	rtner: zhu wei / D- (131)				
Projects	Projects					
Requests for Change						
Change Documents						
System Recommendation	ns My Quality Gate Ma	nagement Projects				
Maintenance Optimizer	Quality Manager	Quality Advisory Board	Favorites			
License Management	Not Started (0)	Not Started (0)	110/001 (0)			
Queries	Scope (0)	Scope (0)				
Reporte	Build (0)	Build (0)				
Reports	Test (0)	Test (0) Deploy (0)				
 Common Tasks 	Finished (0)	Finished (0)				
New Request for Change New Defect Correction	All (0)	All (0)				
lew Maintenance Transa	ction					
T Service Management	Requests for Change	e				
 Related Links 						
Schedule Manager	You have no Change Re	equests				
Default SAP GUI Setting Configuration Validation	. se have no onange ta					
SAP Links	Maintenance Optim	izer Requests				

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

SAP Solution Ma	anager IT Service Management
1	Incident Management
Home	Search
Worklist	
Calendar	Incident Templates
E-Mail Inbox	Knowledge Articles
Master Data	Problem Templates Problems
Change Request Mana 🕨	
Incident Management 🕨	Reports 📃 🗙
Service Operations	Solution Manager Reporting
Create	
Incident	
Request for Change	
Task	
Problem	
Defect Correction	
Recent Items	

- 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.

Solution Ma	anager IT Servic	e Managei	ment				
	0						
•	Search: Inciden	Its					
Home							
Worklist	Search Criteria		_				
Calendar	Incident ID		is		0000709	•••	
E-Mail Inhov	Created On		' is				
	Status		is is				
Master Data	Business Partner ID	•		`			
Change Request Mana 🕨				M	aximum Number of F	Results: 100	
Incident Management 🔹 🕨	Search Clear		Cour	Search As:			
Service Operations			Save	socarcii As.		Goave	
Create	Result List: 1 Incident	Found					
Incident	🕜 New 🗈 🍄 New	from Template	reate Follow-Up				
Request for Change	ID	IRT Status	IRT Usage	IRT	MPT Status	MPT Usage	MPT
Task	800000709		0%			0%	
Knowledge Article							
Problem							
Defect Correction							

User Guide Chapter 2: User Scenarios

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

General Data				Category	
ID:	8000000709				
Description:*	SM Incident 2				
Customer:	HPSW-R&D-SH				1
Reporter:	zhu zl lin				L
Processor:	zhu wei			0	L
Service Team:				D	Solution Ca
Processing Data				Relationships	
Status:	New			•	Related P
Impact:	•	Urgency:		-	Related Request for C
Recommended Priority:		Priority:*	4: Low	•	Related Knowledge
Dates			<u> </u>	Reference Objects	
Created:	28.11.2013	11:13			Installed
Changed:	28.11.2013	11:13			Installed Base Com
First Response by:				•	
IRT Status:	0%				
Due by:				•	
MPT Status:	0%			·	
▼ Text Add Text = Insert Text Template Maintain Text	Templates				
Text Log					
					Maximum
Description					

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

SAP Collaboration				Scheduled Actions Webpage Dialog	1	
SAP Notes			2	http://itsamqavm130.asiapacific. hpqcorp.r	net:8000/sap(====)/bc/bsp/sap/bsp_wd_b	
Related Knowledge	Articles		Ē	Action	Processing Type	
				Display SAP Action Log	Method call	
🕶 Attachments 💦 📑	Attachment <table-cell> URL 🕓</table-cell>	With Template Advanced		Send Message to SAP	Method call	
i No result found			Maintain SAP Logon Data Method call			
				Open System for SAP	Method call	
 Scheduled Actions 	Edit List			E-Mail to Reporter	Mail	
Schedule New Action	Repeat Action Details	s Determination Log Storage System		Print Message	Print	
Actions	Status	Action Definition		Call Solution Manager Diagnostics	Method call	
The Execute	A	SLA Escalation (IRT)		Send to External Service Desk	Method call	
T Execute		SLA Escalation (MPT)		Refresh in Ext. Service Desk	Method call	
() Literate		Start Delta Compilation		Send Solution to External Service Desk	Method call	
		Start Delta Compilation				
T Execute	۵	Start Delta Compilation		Schedule Cancel		
T Execute	Δ	SLA Update Dates and Durations	http	p://itsamgavm130.asiapacific.hpgcorp.net:8	000/sap(😜 Internet	

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.

asks	Impacted Services	Proposed Solution	Workflow	Related Records - ()) Activities	SLA	KPI Metrics	Attachments -	(0) SA	AP Solution Manage	r
SAP	Solution Manager	SAP SolMan 1									
	Exchange Status	Requester:Provid	Requester:ProviderProcessing								
		Date						Update			
		11/28/13 03:13:55						Created incident	in Exte	ernal Helpdesk :SAI	P Solu
		_									

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

Categorization and Assignment	Tasks	Impacted Services	Proposed Solution	Workflow	Related Records	- (0)	Activities	SLA	KPI Metrics	Attachments - (0)	SAP Solution Manager
Vendor:											
Update Type:									-		Customer Visible:
Update:											
Journal Updates:			11/28/13 03:25:5 Warning! Contact no Additional informatio description from SA 11/28/2013 10:13	9 US/Mount t found. Ple n received P 3:55 US/Mou	ain (ovictex ovicte ase create a new from External Help Intain (event):	x): conta desk	act: FirstNa : SAP Solu	me: "z tion Ma	hu" LastName anager	e: "lin" Email: "lin.zhi	u@hp.com"

Synchronize new information with Solution Manager

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

ategorization and Assignment Tasks Impacted Service	Proposed Solution Work	flow Related Records - (0) Activ	vities SLA KPI Metrics	Attachments - (0) SAP Solution Manager
(and an				
vendor.				
Jpdate Type:			~	Customer Visible:
Jpdate:	Upate from Service Manag	er		

- 2. Click **Add Info** to synchronize with Solution Manager and then Service Manager receives the message "being processed".
- 3. Click **Cancel** to close the incident window.

Check updates from Service Manager

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



Update the incident status in Solution Manager

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

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

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

▼ Details 🛛 Edit							
General Data							
ID:	800000709						
Description:*	SM Incident 2	1 Incident 2					
Customer:	HPSVV-R&D-SH	SW-R&D-SH					
Reporter:	zhu zl lin						
Processor:	zhu wei			D			
Service Team:				D			
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.

ncident: 8000000709, SM Incident 2							
🔚 Save 🛛 Display 📔 💥 Cancel 🗧 🍄 New 🛛 New from Template 🖉	[≞] Create Follow-Up Actions ∓ More ∓						
The message is already closed							
▼ Details							
General Data							
ID:	800000709						
Description:	SM Incident 2						
Customer:	HPSW-R&D-SH						
Reporter:	zhu zl lin						
Processor:	zhu wei						
Service Team:							
Processing Data							
Status:	Confirmed						
Impact:	Urgency:						
Recommended Priority:	Priority: 4: Low						

SAP Solution Manager 7.1 to SM 7.11

Create incident in Solution Manager	.47
Send solution in Service Manager	50
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Close the incident in Solution Manager	55
Check the incident's status in Service Manager	. 56

Create incident in Solution Manager

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

🖙 Menu Edit Eavorites Extras System Help	
V - V - V - V - V - V - V - V - V - V -	
SAP Easy Access - User menu for zhu wei	
🚯 📑 🏷 🖧 Other menu 🛛 😹 🔀 🥒 🔻 🔺 🎲 Create role 📄 🚳 Assign users 🛛 🗟 Document	ation
Tavorites	
• 😹 Solution Manager: Work Centers URL	
🔻 🔁 User menu for zhu wei	
Business Partner	
BW - Reporting: Administrator	
BW - Reporting: Display User	
Service Desk - Administrator	
▼ 🔂 Work Center	
KON Contor	
SAP Solution Manager, Work Center (JAP dui)	
 Support Desk Sources Deals Interaction 	
Vork Center	
 Support Desk 	
• 😥 CCMS Monitoring	

SAP Solution Manage	r: Work Centers					
Change Management SAP	Solution Manager Configuration	Root Cause Analysis	Incident Management	Job Management	SAP Engagement and Service Delivery	Solution Manager Ad
Overview Projects	Your assigned Business Pe	rtner: zhu wei / D- (131)				
Requests for Change						
Change Documents	Mu Quality Cata Ma	nagement Brojecto				
System Recommendations	Quality Manager	Quality Advisory Board	Favorites			
Maintenance Optimizer	To Be Configured (0)	To Be Configured (0)	Project (0)			
License Management	Not Started (0)	Not Started (0)				
Queries	Scope (0)	Scope (0)				
Reports	Test (0)	Test (0)				
 Common Tasks 	Deploy (0) Finished (0)	Deploy (0) Finished (0)				
New Request for Change New Defect Correction	All (0)	All (0)				
IT Service Management	Requests for Chang	e				
 Related Links 						
Schedule Manager Default SAP GUI Setting Configuration Validation	You have no Change R	equests				
SAP Links SAP Support Portal	Maintenance Optim	izer Requests				

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

SAP Solution Manager IT Service Management								
	Incident Management							
Ноте								
Worklist	SearchX							
Calendar	Activities Incident Templates							
E-Mail Inbox	Incidents Knowledge Articles							
Master Data	Problem Templates Problems							
Change Request Mana 🕨								
Incident Management 🔶	Reports 📃 🗙							
Service Operations	Solution Manager Reporting							
Create								
Incident								
Request for Change								
Task								
Knowledge Article								
Defect Correction								
Recent Items								

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

Solution Ma	anager IT Service Management			Personalize System News Log
				Saved Searches - Oo Advanced
	Incident: New			🖸 Back 🔻 🕻
	Save Display X Cancel PNew New from	n Template 📑 Create Follow-Up Auto Complete More +		🍬 E 🖉
Home	Service product INVESTIGATION not found			
Worklist	Totails			
Calendar	General Data		Category	
E-Mail Inbox	D:			
Master Data	Description:*		Level 1:	•
Change Request Mana 🕨	Customer:		Level 2:	
Incident Management >	Reporter:*	L	Level 3:	
Service Operations	Processor:		Level 4:	
	Service Team		Solution Category:	▼
Create	Processing Data		Relationships	
Incident	Status:	New	 Related Problem: 	
Request for Change Task	Impact	Urgency:	Related Request for Change:	
Knowledge Article	Recommended Priority:	Priority:*	Related Knowledge Article:	Ø
Problem	Dates		Reference Objects	
Defect Correction	Created	00:00	Installed Base:	
Recent Items	Changed	00:00	Installed Base Component:	
8000000145 incident tro	First Response by:		•	

- 5. Fill in the required fields for the new incident as necessary:
 - Type a Description and a Reporter for the incident.
 - Select a Priority in the drop-down list.

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

▼ Details							
General Data				Category			
ID:							
Description:*	incident from Solution Manager			Level 1:			
Customer:	HPSW-R&D-SH			Level 2:			
Reporter:	zhu zl lin			Level 3:			
Processor			1	Level 4:			
Service Team				Solution Category:	Column Colonna		
Processing Data				Relationships			
	lu.						
Status:	New		•	Related Problem:	C		
Impact:	▼	Urgency:	•	Related Request for Change:	D.		
Recommended Priority:		Priority:*	2: High 💌	Related Knowledge Article:	٥		
Dates				Reference Objects			
Created:		00:00		Installed Base:	1	SOL_MAN_DATA_REP	
Changed:		00:00		Installed Base Component:	3258	SLM 0020314982 800	
First Response by:			•				
IRT Status:	0%						
Due by:			•				
MDT Chainse	• • • •						

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.

ncident: New								
]] Save Display 🗙 Cancel 🎦 New 🛛 New from Template	e 📔 Create	Fol	ow-Up Actions					
description from Solution Manager			🖉 Scheduled Actions Webpage Dialog 🛛 🛛 🔀					
		Ē	Action	Processing	а Туре			
SAP Collaboration			Display SAP Action Log	I				
			Send Message to SAP	Method call				
► SAP Notes			Maintain SAP Logon Data Method call					
			Open System for SAP	Method call				
Related Knowledge Articles			E-Mail to Reporter	Mail				
			Print Message	Print				
▼ Attachments	nplate Adva							
i No result found			Send to External Service Desk	Method ca	I			
			Refresh in Ext. Service Desk	Method ca	I			
Scheduled Actions Edit List			Send Solution to External Service Desk	Method ca	I			
Schedule New Actions Repeat Action Details Deterr	mination Log							
Actions Status Action	n Definition	S	chedule Cancel					
🗍 Execute 🛆 Start D	Delta Compilation				Method call	zhu we		
🗍 Execute 🛆 SLA U	Jpdate Dates and	d Du	irations		Method call	zhu we		
🗍 Execute 🛆 Autom	natically synchror	nize	e with Ext. Service Desk		Method call	zhu we		

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

-	Scheduled Actions	Edit List	
C	Schedule New Actions	Repeat Action Details	Determination Log Storage System
	Actions	Status	Action Definition
_	T Execute	۵	Send to External Service Desk
_	TExecute	۵	Start Delta Compilation No Strategy / Action Definition Exists
_	T Execute	۵	SLA Update Dates and Durations
	🛅 Execute	۵	Automatically synchronize with Ext. Service Desk
►	Processing Log		

- 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.

€ HI	HP Service Manager - Incident Queue: All Open Incidents - HP Service Manager Client 💶 🛃									
ie	Edit Window Help									
<u>∎</u> #	🛋 🖬 🔍 🖗	10 I I I								
9	System Navinator 💥 📄 🖓 🏹 🗖	B Display Which Incident Tickets?	E Torident Oueue: Al Oneo Toridents							
-										
•	🖃 🐷 Connection - zhulin	G Back								S. 22
	Favorites and Dashboards									
۹.	🗄 📷 Change Management									
	Configuration Management									
	🕀 🚾 Administration	Incident								
	E Configuration Management Reports									
	🕀 🚾 Contracts		Oueue: Tocident		- View:		nen Incidents		-	
	🕀 🚾 Resources		a contraction of the second		•	1.00	ponancionico			
	🗄 🖓 Incident Management		Textdeet ID	Cabrana	Alast Chabus	Contra 1	(TOL)	Antinan	RuleS Description	Duration
	🕀 🚾 Tools	New	TRUCK ID	category	wert status	Status	Application	HSSIGNEE	incident from cm	Priority -
	- A Incident Queue	_	1410204	incident	alert stage 2	Open	Application		new incident from cm	
	Open New Incident	Search Search	1010208	incident	alert stage 2	Open	Application		STD	
	Search Incidents		IM10211	incident	undated	Closed	Application		incident from sm	1
	Search Knowledgebase	Refresh List.	IM10213	incident	updated	Closed	Application		sm from	1
	E-SR Knowledge Management		IM10215	incident	updated	Closed	Application		sm	1
	P - P Deablers Man assessed	By Assignment	IM10217	incident	updated	Closed	Application		sm from	1
	R R Downet Management		IM10219	incident	updated	Closed	Application		sap	1
	Carrier Catalog		IM10220	incident	updated	Closed	Application		incident from sm	1
	e o service Catalog		IM10223	incident	alert stage 2	Open	Application		sm	1
	E Go Service Desk		IM10225	incident	updated	Closed	Application		desc from sap	1
	B G Service Level Management		IM10226	incident	updated	Closed	Application		sm	
	E System Administration		IM10228	incident	updated	Closed	Application		sm2	
	🗄 🧱 Taloring		1010230	Incident	updated	Closed	Application		smo deux Guerran	
	Approval Delegation		IM10232	incluent.	updated	Open	Application		desc rrom sap	
	- 📩 ServiceManager Mail		IM10235	incident	undated	Closed	Application		incident from Service Manager	
	- 📩 System Status		IM10238	incident	undated	Open	Application		incident from Solution Manager	
	- 🐻 To Do Queue		F Assignment:Hardware (39 items)	170361 K	0,0000	01001	a ppix detoin		a state of a condition of the legel	
	🗄 🐻 System Definition		+ Assignment:Network (35 items)							
			Assignment:Office Supplies (North America) (9	items)						
			Assignment:SAP Support (North America) (1 ib	ems)						•
			1							•

- 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.

🗇 Incident Detail 🛭 🧇 Sap	Solution Mana 🗇 Activitie:	s 🔷 Affected Services
SAP Solution Manager	SAP SolMan1	✓ Q
Hidden Metadata	Provider:ProviderProcessin	ıg
Date	Update	

 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.

♦ Incident Detail ♦ Sap Solution Mana ♦ Activities	s 🗇 Affected Services 🗇 SLA 🇇 Related Records	»»2
Incident Detail		
Category:	incident	<u></u>
Area:	access	
Sub-area:	authorization error	
Impact:	2 - Site/Dept	~
Urgency:	3 - Average	Ŧ
Priority:	2 - High	
Service Contract:		Ŧ
SLA Target Date:		-
Alert Status:	DEADLINE ALERT	
Problem Management Candidate		
Candidate for Knowledge DB		
Closure Code:		1
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 🗙				
🖷 OK 🗯 Cancel 💾 Save 🛷 Undo 💥 Cli	ose 🔍 Find 📑 Fill 🔇 Clocks 🛛 Add Info	📋 Apply Templat	e	9
Incident ID:	IM10238		🗇 Incident Detail 🔷 Sap Sol	lution Mana 🗇 Activities 🗳 Affected Services 🗳 SLA 🗇 Related Records 🎽
Status:	Open	-	SAP Solution Manager	SAP SolMan1
Assignment				
Assignment Group:	Application	2	Hidden Mecadaca	Provider:SolutionProvided
Assignee:		3		
Vendor:			Date	Update
Reference Number:			08/16/12 03:35:27	> <solution external="" helpdesk:="" is="" manager<="" provided="" sap="" solution="" td="" to=""></solution>
Affected Items				
Service:	MyDevices	e 🔍 🛃		

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.

▼ Text	Add Text ≆	Insert Text Template	Maintain Text Templates
Text Log	ļ		
<u>Descript</u> 16.08.20	<u>ion</u> 112 11:35:25	zhu wei / D-	
16.08.20 08/16/12 solution)12 11:35:31 2 03:35:21 USA from Service M	lountain (zhulin): Ianager	
Descript 16.08.20	<u>ion</u>)12 11:10:57	 zhu wei / D-	
descripti	ion from Solutic	n 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.

🗇 Incident Detail	🗇 Sap Solution Ma	ana 🧇 Activities	♦ Affected Services	🔶 SLA	🗇 Related Records	»
SAP Solution Manag	saP So	olMan1	▼ Q			
Hidden Metadata	Provide	er:ProviderProcessing]			
Date		Update				
08/16/12 03:35:2	7	> <solution is="" provid<="" th=""><td>ded to External Helpdesk</td><td>: SAP Solu</td><td>tion Manager</td><td></td></solution>	ded to External Helpdesk	: SAP Solu	tion Manager	
08/19/12 20:58:4	4	> <ownership th="" trans<=""><td>ferred to External Helpd</td><td>esk: SAP S</td><td>olution Manager</td><td></td></ownership>	ferred to External Helpd	esk: SAP S	olution Manager	

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

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

Incident Detail Sap Solution Ma	na] 🗇 Activities 🗇 Affected Services 🗇 SLA 🗇 Related Records 🎽					
SAP Solution Manager SAP SolMan1						
Hidden Metadata Provide	Hidden Metadata Provider:RequesterProcessing					
Date						
08/16/12 03:35:27 > <solution external="" helpdesk:="" is="" manager<="" provided="" sap="" solution="" td="" to=""></solution>						
08/19/12 20:58:44 > <ownership external="" helpdesk:="" manager<="" sap="" solution="" td="" to="" transferred=""></ownership>						
08/20/12 00:38:23 > <ownership external="" helpdesk:="" manager<="" sap="" solution="" td="" to="" transferred=""></ownership>						

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

Close the incident in Solution Manager

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

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

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

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

e Display 💢 Cancel 🍄 New New from	n Template 🛛 📋 🛛 Create F	follow-Up Actions = More =		
nsaction 8000000146 saved				
Details 🛛 🛛 Edit				
eneral Data			Category	
ID:	8000000146			
Description:	incident from Solution Mar	nager	Level 1:	
Customer:	HPSW-R&D-SH		Level 2:	
Reporter:	zhu zl lin		Level 3:	
Processor:	zhu wei		Level 4:	
Service Team:			Solution Category	
ocessing Data			Relationships	
Status:	Confirmed		Related Problem:	
Impact:		Urgency:	Related Request for Change:	
Recommended Priority:		Priority: 2: High	Related Knowledge Article:	
tes			Reference Objects	
Created:	16.08.2012	11:11	Installed Base:	1
Changed:	20.08.2012	08:51	Installed Base Component:	3258
First Response by:				

Check the incident's status in Service Manager

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

Update Incident Number IM10238	×			
🐻 OK 💥 Cancel 💾 Save 🛷	Undo 💢 Close 🔍 Find 📅 Fill 🕚 Clocks 📋 App	ly Template		2
Incident ID:	IM10238	🗇 Incident Detail 🗇	Sap Solution Mana 🧇 Activities 🛛 🗇 Affected Services 🔗	SLA 🗇 Related Records >>2
Status:	Closed	•		
Assignment		Incident Detail		
Assignment Group:	Application	Category:	incident	8
Assignee:		Area:	access	8
Vendor:		Sub-area:	authorization error	8
Reference Number:		Impact:	1 Enternaice	
Affected Items		Lingency:	2 - Hab	· · · · · · · · · · · · · · · · · · ·
Service:	MyDevices	Priority:	2 - Figit	
Affected CI:	SAPInstance800	39	1 · Childai	
Critical CI	Pending Change	Service Contract:		-
CI is operational (no outage)		SLA Target Date:		v
Outage Start:		Alert Status:	updated	
Outage End:		Problem Managem	ent Candidate	
Location:		Candidate for Kno	wiedge DB	
		Closure Code:		8
Title:		Solution:		
incident from Solution Manager				*
Description:	Search Kn	owledge		
default description		*		

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 9.4x Classic.

Create incident in Solution Manager	. 57
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Check the solution from Service Manager	.63
Send the incident back to Service Manager	. 64
Send the incident back to Solution Manager again	64
Close the incident in Solution Manager	. 65
Check the incident's status in Service Manager	.66

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.

∠7 Menu Edit Eavorites Extras System Help	
• • • • • • • • • • • • • • • • • • •	
SAP Easy Access - User menu for zhu wei	
📑 📑 👌 🛱 Other menu 🛛 😹 🔀 🥒 🛛 🔻 🔺 🛛 🔂 Create role 🔅 🚳 Assign users 🛛 🗟 Documer	ntation
 Favorites Solution Manager: Work Centers URL User menu for zhu wei Business Partner BW - Reporting: Administrator BW - Reporting: Display User Service Desk - Administrator Work Center SAP Solution Manager: Work Center (SAPGui) SAP Solution Manager: Work Center (URL) Support Desk Service Desk Interface Work Center Support Desk CCMS Monitoring SCAND Manitation Analytication Contention 	

SAP Solution Manager:	Work Centers					
Change Management SAP Solu	tion Manager Configuration	Root Cause Analysis	ncident Managemen	t Job Management	SAP Engagement and Service Delivery	Solution Manager A
4 1 14						
Overview	Your assigned Business Par	rtner: zhu wei / D- (131)				
Projects	Projects					
Requests for Change						
Change Documents						
System Recommendations	My Quality Gate Ma	nagement Projects	F			
Maintenance Optimizer	To Be Configured (0)	Quality Advisory Board To Be Configured (0)	Project (0)			
License Management	Not Started (0)	Not Started (0)				
Queries	Scope (0)	Scope (0)				
Reports	Build (0) Test (0)	Build (0) Test (0)				
T Common Taoko	Deploy (0)	Deploy (0)				
	Finished (0)	Finished (0)				
New Defect Correction	All (0)	All (0)				
New Maintenance Transaction						
	Requests for Change	e				
▼ Related Links						
Schedule Manager	You have no Change Re	equests				
Configuration Validation		•				
SAP Links	Maintenance Optimi	izer Requests				

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

SAP Solution Ma	anager IT Service Management	
1	Incident Management	
Home	Search	-
Worklist	Activities	
Calendar	Incident Templates	
E-Mail Inbox	Knowledge Articles	
Master Data	Problem Templates Problems	
Change Request Mana 🕨		
Incident Management 🕨	Reports	- ×
Service Operations	Solution Manager Reporting	
Create		
Incident		
Request for Change		
Task		
Knowledge Article		
Defect Correction		
Recent Items		

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

SAP Solution Ma	anager IT Service Management			Personalize System News Log
				Saved Searches - Go Advanced
1	Incident: New			🖸 Back 🔻 🗌
	🗒 Save Display 💢 Cancel 🏠 New New fro	m Templete 📑 Creste Follow-Up Auto Complete More+		🍬 🗉 🧷
Home	Service product INVESTIGATION not found			
Worklist	▼ Details 📝 Edit			
Calendar	General Data		Category	
E-Mail Inbox	D:			
Master Data	Description:*		Level 1:	
Change Request Mana 🕨	Customer:	Ø	Level 2:	·
Incident Management 🔸	Reporter:*	0	Level 3:	· · · · · · · · · · · · · · · · · · ·
Service Operations	Processor:	0	Love 4.	•
Create	Service Team	Ö	Solution Category:	
Create	Processing Data		Relationships	
Incident Request for Cheore	Status:	New	Related Problem:	
Task	Impact	Urgency:	Related Request for Change:	
Knowledge Article	Recommended Priority:	Priority.*	Related Knowledge Article:	0
Problem	Dates		Reference Objects	
Defect Correction	Created	00:00	Installed Base:	
Recent Items	Changed	00:00	Installed Base Component:	
	First Response by:	· · · · · · · · · · · · · · · · · · ·		

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

▼ Details 🛛 Edit						
General Data				Category		
ID:						
Description*	incident from Solution Menager			Level 1:		
0				Level 2:		
Customer:	HPS/V+R&D-SH			Level 3:		
Reporter:	zhu zl lin			Level 4:		
Processor:			ð			
Service Team:			ð	Solution Category:		
Processing Data				Relationships		
Status:	New		-	Related Problem:	O	
Impact:	•	Urgency:		Related Request for Change:	٥	
Recommended Priority:		Priority:*	2: High 💌	Related Knowledge Article:	đ	
Dates				Reference Objects		
Created:		00:00		Installed Base:	1	SOL_MAN_DATA_REP
Changed:		00:00		Installed Base Component:	3258	SLM 0020314982 800
First Response by:			-	· ·		
The response by.				1		
IRT Status:	0%					
Due by:			•]		
KIDT Choise	a ne					

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.

ncident: New						
🖁 Save Display 💢 Cancel 🍄 M	New New from Template 🛅 Crea	te Fo	llow-Up Actions			
description from Solution Manager		6	🔏 Scheduled Actions Webpage Dialog			
						11 🥖
		6	Action	Processing 1	Гуре	
SAP Collaboration		-	Display SAP Action Log	Method call		
		-	Send Message to SAP	Method call		
► SAP Notes			Maintain SAP Logon Data	Method call		
			Open System for SAP	Method call		
Related Knowledge Articles			E-Mail to Reporter Mail			
		_	Print Message	Print		
Attachments C Attachment	t 🔄 URL 🔄 With Template Adva	-				
i No result found			Send to External Service Desk	Method call		
(Refresh in Ext. Service Desk	Method call		
Scheduled Actions Edit List			Send Solution to External Service Desk	Method call		
Schedule New Actions Repeat	Action Details Determination Log					
Actions Status	Action Definition		chedule Cancel			
🗍 Execute 🛆	Start Delta Compilatio	n			Method call	zhu we
🗍 Execute 🛆	SLA Update Dates a	nd D	urations		Method call	zhu we
🗍 Execute 🛆	Automatically synch	roniz	e with Ext. Service Desk		Method call	zhu we

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

•	Scheduled Actions	Edit List	
P	Schedule New Actions	Repeat Action Details	Determination Log Storage System
	Actions	Status	Action Definition
	🛅 Execute	Δ	Send to External Service Desk
_	🛅 Execute	۵	Start Delta Compilation
_	🛅 Execute	۵	SLA Update Dates and Durations
_	🛅 Execute	Δ	Automatically synchronize with Ext. Service Desk
4			
•	Processing Log		

- 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 I	Do Queue: M	y To Do List	Display Which Incident Tickets?	Display Wh	ich Incident Tickets?	Incident Queue: All	Open Incidents Incid	ent Queue: All Oper	n Inciden	ts 🗵	
G B	ack 📑 New	🔍 Search 🏟 R	efresh 🍓 By Assignment Group	More -							
Inci	lent										
Queu	e:	Incid	lent		View:	All Open Incidents			~		
	Incident ID	Category	Alert Status	Status	SDU	Assignee	Brief Description	on Prio	Initial Ir	Urg	Problem Type
	IM10152	incident	DEADLINE ALE	Open	Application	zhulin	This is SAP inc	dent 1	1	1	incident
	IM10155	incident	DEADLINE ALE	Open	Application		HP SM SAP Inc	dent 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 Inc	dent 112 2	2	2	incident
	IM10164	incident	updated	Open	Application		HP SM SAP Inc	dent 115 1	2	1	incident
	IM10165	incident	updated	Closed	Application		SAP Incident 00	1 1	1	2	incident
	IM10166	incident	updated	Closed	Application		SAP Incident Fo	r HP 001 1	1	1	incident
	IM10167	incident	updated	Closed	Application		SAP Incident fo	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 fo	HP 004 1	1	1	incident
	IM10170	incident	updated	Closed	Application		SAP Incident fo	HP 005 1	1	1	incident
	IM10171	incident	updated	Open	Application		SAP Incident fo	rHP 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 fo	HP 005 1	1	1	incident
	IM10174	incident	updated	Suspended	Application		test	1	1	2	incident
	IM10175	incident	updated	Open	Application		SAP Incident Fo	r HP 001 3	3	4	incident
	IM10180	incident	open	Open	Application		Incident from S	W931 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 S	olution 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.

Sap Solution Manager		
SAP Solution Manager Hidden Metadata	exthd1 Provider:ProviderProcessing	Q.
	Date	Update

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

Activities								
New Update Type New Update	Visible to Customer							
Journal Updates								
Activity Type			Filter					
	Date/Time	Туре		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	E.	Problem Candidate	Knowledge Candidate
Solution	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.

SAP Solution Manager	exthd1	Q.
Hidden Metadata	Provider:SolutionProvided	
	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.



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	٩
Hidden Metadata	Provider:ProviderProcessing	
	Data	Undato
	Date	 opuale
	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	Q
Thugen Metadata	Provider.RequesterProcessing	
	D-4-	De dete
	Date	Update
	09/26/12 01:24:41	Solution is provided to External Helpdesk: SAP Solution Manager
	09/26/12 01:50:26	Ownership transferred to External Helpdesk: SAP Solution Manager

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

Close the incident in Solution Manager

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

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

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

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

ransaction 8	000000236 saved						
Details	Z Edit						
General Da	ta					Category	
	ID:	800000236					
	Description	Incident from So	olution Manager			Level 1:	
	Customer	HPS)ALR&D_SH				Level 2:	
	Reporter	zhu zi lin				Level 3:	
	Proporter.	znu znin				Level 4:	
	Processor.	Zhu wei					
Proceeeing	Service Team:					Solution Category:	
Frocessing	y bata					Keiduolianipa	
	Status:	Confirmed				Related Problem:	
	Impact:			Urgency:		Related Request for Change:	
	Recommended Priority:			Priority:	1: Very High	Related Knowledge Article:	
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.

User Guide Chapter 2: User Scenarios

Incident Details

Incident ID	IM10186
Status	Closed
Contact	ZHU LIN
Location	l d'
Affected Service *	MyDevices 💣 🖓
Affected CI	SAPInstance800
	Cl is operational (no outage)
Outage Start	
Outage End	
Service Contract	
SLA Target Date	
Title *	Incident from Solution Manager
Description *	default description
Q	

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 9.4x Codeless or 9.4x Hybrid.

Create incident in Solution Manager	. 68
Send Solution in Service Manager	.72
Check the solution from Service Manager	.75
Send the incident back to Service Manager	. 75
Send the incident back to Solution Manager again	76
Close the incident in Solution Manager	. 77
Check the incident's status in Service Manager	.78

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.



SAP Solution Manager:	Work Centers					
Change Management SAP Solu	tion Manager Configuration	Root Cause Analysis	Incident Management	Job Management	SAP Engagement and Service Delivery	Solution Manager Adr
< ►						
Overview	Your assigned Business Par	tner: zhu wei / D- (131)				
Projects	Projects					
Requests for Change						
Change Documents						
System Recommendations	My Quality Gate Mai	nagement Projects	F N			
Maintenance Optimizer	To Be Configured (0)	Quality Advisory Board To Be Configured (0)	Project (II)			
License Management	Not Started (0)	Not Started (0)				
Queries	Scope (0)	Scope (0)				
Reports	Build (0)	Build (0)				
	Deploy (0)	Deploy (0)				
 Common Tasks 	Finished (0)	Finished (0)				
New Request for Change New Defect Correction	All (0)	All (0)				
New Maintenance Transaction						
IT Service Management	Requests for Change	9				
▼ Related Links						
Schedule Manager Default SAP GUI Setting Configuration Validation	You have no Change Re	equests				
SAP Links	Maintenance Optimi	izer Requests				

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

SAP Solution Ma	anager IT Service Management
1	Incident Management
Ноте	Search 🔳 🗙
Worklist	Activities
Calendar	Incident Templates
E-Mail Inbox	Knowledge Articles
Master Data	Problem Templates Problems
Change Request Mana 🕨	
Incident Management 🕨	Reports 📃 🗙
Service Operations	Solution Manager Reporting
Create	
Incident	
Request for Change	
Task	
Knowledge Article	
Problem Defect Correction	
boloor contraction	
Recent Items	

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

SAP Solution Ma	anager IT Service Management			Personalize System News Log
				Saved Searches - Oo Advanced
▲	Incident: New			Back *
	🗒 Save Display 🗶 Cancel 🍄 New New fro	m Template 🕒 Create Follow-Up. Auto Complete More +		🍬 🗉 🧷
Home	Service product INVESTIGATION not found			
Worklist	💌 Details 📝 Edit			
Calendar	General Data		Category	
E-Mail Inbox	D:			
Master Data	Description:*		Level 1:	
Change Request Mana 🕨	Customer:	D	Level 2:	·
Incident Management	Reporter:*		Level 3:	v
Service Operations	Processor:		Level 4:	▼
	Service Team		Solution Category:	
Create	Processing Data		Relationships	L. Land
Incident	Status:	New	Related Problem:	0
Request for Change	Impact	Urgency:	Related Request for Change:	
Knowledge Article	Recommended Priority:	Priority.*	Related Knowledge Article:	
Problem	Dates		Reference Objects	
Defect Correction	Created	00.00	Installed Base:	
Depent Items	Changed	00:00	Installed Base Component:	
Recent tiens	First Response by:			

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

▼ Details Z Edit						
General Data				Category		
D:						
				Level 1:		
Description:*	Incident from Solution Manager			Level 2:		
Customer:	HPSW-R&D-SH		đ	2 lavel 2		
Reporter:	zhu zl lin			Level 3.		
Processor			1	Level 4:		
Samina Team				Solution Colorony		
Brossessing Bats				Bolationabina		
Troceasing butu				Kelutonampa		
Status:	New		-	Related Problem:	0	
Impact:	•	Urgency:	•	Related Request for Change:	D	
Recommended Priority:		Priority:*	2: High 💌	Related Knowledge Article:	0	
Dates				Reference Objects		
Created		00:00		Installed Base:	1	SOL MAN DATA REP
(hereat)		00.00) http://www.commenter	2050	CI M 000001 4000 000
changed.		00.00		Installed Base Component.	3250	SLIM 0020314902 000
First Response by:			-			
IRT Status:	0%					
Due by:			-			
MDT Clobus	n er					

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

Incident: New						
🔚 Save Display 🗙 Cancel 🍄 New 🛛 New from Terr	n plate 📑 Creat	e Fol	low-Up Actions ≠ More ≠			
description from Solution Manager		2	Scheduled Actions Webpage Dialog			×
						lil 🧷
		5	Action	Processing T	уре	
SAP Collaboration			Display SAP Action Log	Method call		
			Send Message to SAP	Method call		
SAP Notes			Maintain SAP Logon Data	Method call		
		-	Open System for SAP	Method call		
Related Knowledge Articles			E-Mail to Reporter	Mail		
		_	Print Message	Print		
Attachments P Attachment P URL With	n Template Adva	-				
i No result found			Send to External Service Desk	Method call		
1		_	Refresh in Ext. Service Desk	Method call		
Scheduled Actions Edit List			Send Solution to External Service Desk	Method call		
Schedule New Actions Repeat Action Details	Determination Log					
Actions Status A	Action Definition	s	chedule Cancel			d By
🗍 🗍 Execute 🛆 S	tart Delta Compilatio	n			Method call	zhu wei
description from Solution Manager > SAP Collaboration > SAP Collaboration > SAP Notes P Related Knowledge Articles ✓ Attachments		nd Du	rations		Method call	zhu wei
T Execute 🛆 A	utomatically synchr	onize	e 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.

 Scheduled Actions 	Edit List	
Schedule New Action	s Repeat Action Details	Determination Log Storage System
Actions	Status	Action Definition
🗍 Execute	Δ	Send to External Service Desk
🗑 Execute	۵	Start Delta Compilation No Strategy (Action Definition Exists)
T Execute	Δ	SLA Update Dates and Durations
T Execute	۵	Automatically synchronize with Ext. Service Desk
4		

- 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 L	_og		
Desc	ription		
02.12	2013 03:57:13	zhu wei / D-	
02.12	2013 03:56:46		
42/04	2010 00.00.40 Mailarso Uca	An untrin An vinter an vinter	~
12/01	1319:56:59 05/	iountain (ovictex ovicte)	():
Incide	ent ID at external h	elpdesk is IM10146	

Send Solution in Service Manager

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

icident										
we.	Incident	The fide at		View	All Open Incidents				-	
	incodin				All open modelita					
Incident ID	Category	Alert Status	Status	SDII	Assignee	Brief Description	Priority	Initial Im	Urgency	Problem Typ
M10005	incident	updated	Work In Progress	Application	Incident Manager	Microsoft Office keeps asking to inst	4 - Low	4 - User	4 - Low	incident
M10014	incident	updated	Open	Application	Incident.Coordinator	IE is not responding to users request	3 - Ave	4 - User	2 - High	incident
M10024	complaint	updated	Work In Progress	Application	Incident.Manager	When opening documents, Microsoft	3 - Ave	4 - User	3 - Ave	complaint
M10030	incident	updated	Work In Progress	Application	Incident.Manager	Virus scan reports Multiple Virusses	2 - High	4 - User	1 - Criti	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 - Criti	incident
M10073	incident	updated	Open	Application	Incident.Manager	E-mail is not synchronizing	3 - Ave	4 - User	2 - High	incident
M10077	incident	updated	Open	Application	Incident.Coordinator	My browser keeps giving msg: Not r	3 - Ave	4 - User	3 - Ave	incident
M10089	incident	updated	Work In Progress	Application	Incident.Coordinator	E-mail runs full with SPAM	2 - High	4 - User	1 - Criti	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 - Criti	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 - Criti	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 - Criti	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 - Criti	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	

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

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

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

Categorization and Assignment	Tasks	Impacted Services	Workflow	Proposed Solution	Related Records - (0)	Activities	SLA	Attachments - (0) SAP Solution Manager	
Vendor:										
Update Type:								-	Custome	r Visible:
Update:										
Journal Updates:			12/01/13 19:56:59 US/Mountain (ovictex ovictex): Incident ID at external helpdesk is IM10146 12/01/13 19:56:26 US/Mountain (ovictex): External Helpdesk : SAP Solution Manager created new incident ID 8000000710 for this incident description from Solution Manager							
G	Group by	Activity Type								
Date/Time				Туре					Opera	tor
12/01/13 19:58:17				Update from Custo	omer				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 蹐 Send Back More 🗸	
(i) US/Mountain 12/01/13 20:31:42: Incid	ent IM10146 has been updated by Incident.Manager	
Incident - IM10146		
Title:	* incident from Solution Manager	
Description:	* default description	
Incident ID:	IM10146	Requested By:
Status:	* Work In Progress	Contact Person:
Phase:	Investigation	Location:
Affected Service:	* MyDevices	Major Incident:
Affected CI:	SAPInstance800 () 🗂 🔍 📉	Escalated:
	Cl is operational (no outage)	
Outage Start Time:	12/01/13 19:56:28	
Outage End Time:		
Categorization and Assignment Tasks Impa	cted Services Proposed Solution Workflow Related Records - (0) Activities SLA Attachments - (0) SAP Solut	ion 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	Attachment	s - (0)	SAP Solution Manager	
	SAP	Solution Manager	SAP SolMan 1								
		Exchange Status	Provider:Solution	Provided							
			Date						Upda	ite	
			12/01/13 19:58:16						Additio	nal information sent to E	External Helpdesk : SAP Solution Manager
			12/01/13 20:38:05					-	Solution	n is provided to Externa	I 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.

▼Text Add Text ▼ Insert Template Maintain Text Templates

 Text Log

 Description 02.12.2013
 04:37:27
 zhu wei / D

 02.12.2013
 04:37:24
 Solution from Service Manager

Send the incident back to Service Manager

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

Send the incident back to Solution Manager again

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

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

SAP Solution Manager SAF	AP SolMan 1	
Evolution Status		
Exchange Status Prov	rovider:ProviderProcessing	
Dat	ate	Update
12/0	01/13 19:58:16	Additional information sent to External Helpdesk : SAP Solution Manager
12/0	01/13 20:38:05	Solution is provided to External Helpdesk: SAP Solution Manager

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

Categorization and Assignment Tasks Impacted Service	s Proposed Solution Workflow	Related Records - (0) Activities	SLA Attachments - (0)) SAP Solution Manager
Vendor:				Customer Visible
Update:				
Journal Updates:	12/01/13 22:07:41 US/Mot External Helpdesk : SAP Solu 12/01/13 20:37:15 US/Mot A solution for this Incident ha -12/04/13 426:55:04 US/Mot	ntain (ovictex ovictex): ion Manager rejected solution ntain (Incident.Manager): s been proposed to SAP SolutionMa	inager.	

- 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 Reco	ords - (0) Activities SLA Attachme	ents - (0) SAP Solution Manager
SAP Solution Manager	SAP SolMan 1		
Exchange Status	Provider:RequesterProcessing		
	Date		Update
	12/01/13 19:58:16		Additional information sent to External Helpdesk : SAP Solution Manager
	12/01/13 20:38:05		Solution is provided to External Helpdesk: SAP Solution Manager
	12/01/13 22:39:59		Ownership transferred to External Helpdesk: SAP Solution Manager

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

Close the incident in Solution Manager

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

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

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

Incident: 800000710, incident from Solution Manager								
🔚 Save Display 💢 Cancel 🍄 New New from Template	[b] Create Follow-Up Actions ≠	More =						
Transaction 8000000710 saved								
▼ Details 🛛 🖉 Edit								
General Data				Category				
ID:	8000000710							
Description:	incident from Solution Manager				Level 1:			
Customer:	HPSW-R&D-SH				Level 2:			
Reporter:	zhu zl lin				Level 3:			
Processor:	zhu wei				Level 4:			
Service Team:					Solution Category:			
Processing Data				Relationships				
Status:	Confirmed				Related Problem:			
Impact:		Urger	ncy:		Related Request for Change:			
Recommended Priority:		Prior	rity: 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.

To Do Queue: My To Do List Incident: IM10138	×)			
Cancel More -				
Incident - IM10138				
Title:	* Incident 2			
Description:	* 0020314982			
Incident ID:	M10138		Requested By:	falco
Status:	* Closed		Contact Person:	FALC
Phase:	Closure		Location:	
Affected Service:	* MyDevices	Q 📉	Major Incident:	
Affected CI:	SAP800	(i) 🔍 📉	Escalated:	
	Cl is operational (no outage)			
Outage Start Time:	01/22/14 22:53:57			
Outage End Time:	01/23/14 00:50:53			
Summary Past Activities Workflow Categorization and	nd Assignment Tasks Impacted Services Related Records - (0) SLA H	PI Metrics Attachm	ents - (0) SAP Solution Manager	
SAP Solution Manager	SolutionManager1			
Exchange Status	Closed			
	Date	Update		
	01/23/14 01:09:16	Created incident in	n External Helpdesk :SAP Solution Manager. Inci	dent Id at External Help
	01/23/14 01:53:40	Additional informa	tion sent to External Helpdesk : SAP Solution Ma	inager
	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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