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Content Management Help

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Contents

HP SX Content Management 4
View Content Packs 5
Download Content Pack 5
Upload Content Pack 6
Delete Content Pack 6
Content Packs List 6
Send Documentation Feedback 9

HP SX Content Management

Concepts

Content packs are extension points to HP Service Exchange (HP SX). In collaboration with adapters, content packs enable HP SX to communicate with end-point systems such as HP Service Manager (HP SM) or HP Cloud Service Automation (HP CSA). A content pack is a ZIP or JAR file that can contain operation definitions, Free Marker templates, HP Operation Orchestration (HP OO) flows, and/or other configuration files. Content packs contain the order message lifecycle modeled in HP OO flows in request-to-fulfill (R2F) use cases. Content packs can be installed or uninstalled in HP Propel.

Tip: Refer to the *HP Propel SX SDK Guide* for more information on Content Management.

The **Content Management** application allows you to view, download, upload and delete content packs in HP Propel. Upload and delete operations include upload or removal of relevant HP OO JAR files (HP OO content packs), and the merging of HP SX customizations into HP Propel.

Content Pack Structure

Though the structure of content packs differs, the following folders and files are typical:

- `oo` - folder containing the HP OO content pack(s) of custom HP OO flow(s)
- `sx` - folder containing HP SX-specific configuration files
- `template`- folder containing Free Marker templates
- `operations.json` - file containing HP SX operation definitions
- `flows.json` - file containing the mapping of adapter and message type to OO flow
- `metadata.json` - the content pack description file

Examples with different content pack structures:

- HP SM content packs contain an `sm`folder for the customization HP SM unload files.
- Ticketing content packs do not contain OO flows (HP OO content packs), so the `oo` folder and `flows.json` file are not present.

Tasks

The HP Propel administrator can perform the following tasks from the **Content Management** application:

- "View Content Packs" below
- "Download Content Pack" below
- "Upload Content Pack" on the next page
- "Delete Content Pack" on the next page

Related Topics

"Content Packs List" on the next page

Tip: Click here for the latest English version of the HP Propel Content Management Help, and enter your HP Passport credentials (user ID and password). Alternatively, go to the HP Software Support site at https://softwaresupport.hp.com/group/softwaresupport. Enter your HP Passport credentials and then click **Sign In**. Enter **Propel Content Management Help** in the search text box. In the results section, select the help PDF you are interested in that has the most recent date.

View Content Packs

To view content packs in HP Propel:

1. From the Launchpad in HP Propel, click the **Content Management** application. The list of content packs is displayed in the **Content Pack List**.
2. See Content Packs List for detailed information about a content pack.

Download Content Pack

To download a content pack from HP Propel:

1. From the Launchpad in HP Propel, click the **Content Management** application. The list of content packs is displayed in the **Content Pack List**.
2. For the content pack to download, click ⋮ and select **Download**

The content pack is downloaded to the default location of your file system.

Upload Content Pack

To upload a content pack into HP Propel:

1. From the Launchpad in HP Propel, click the **Content Management** application. The list of content packs is displayed in the **Content Pack List**.
2. Click **Upload New Content Pack**.
3. Locate and select the `.zip` or `.jar` file to be uploaded.
4. Click **Open**.

When the upload is complete, a confirmation appears near the top of the **Content Management** view. The upload time for the content pack is updated.

Note: When uploading a content pack that was previously loaded, HP SX replaces the existing version. Content packs are identified by an ID attribute provided in their metadata file.

Delete Content Pack

To delete a content pack from HP Propel:

1. From the Launchpad in HP Propel, click the **Content Management** application. The list of content packs is displayed in the **Content Pack List**.
2. For the content pack to delete, click ⋮ and select **Delete**.
3. In the confirmation dialog, confirm deleting the content pack.

The content pack is deleted from HP Propel.

Content Packs List

The **Content Pack List** view provides the following detailed information. This information is user defined, and is extracted from the content pack's `metadata.json` file.

To view this detailed information, click the content pack's name in the **Content Pack List** view.

Value	Description
Content Pack ID	The content pack's unique identifier.
Version	The user-defined content pack version number. **Note**: Update the version before uploading or re-uploading a content pack.
Adapter	The HP Propel adapter that the content pack was created for.
Features	The user-defined features for the content pack. **Note**: Update the features

Value	Description
	before uploading or re-uploading a content pack.
OO Content Pack	The HP Operations Orchestration content pack.

Tip: Refer to the *HP Propel SX SDK Guide* for more information on Content Management and content packs.

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