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Suppliers Help

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Suppliers Help

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Suppliers

Concepts

An HP Propel *supplier* consists of an end-point system and its properties to enable integration with HP Propel. Examples of suppliers are:

- Provider systems
- Fulfillment systems
- Ticketing systems

For example, an HP Propel supplier can be added for an HP Service Manager system, and then the supplier's support requests can be imported into HP Propel.

Suppliers are associated with organizations, and the Organization Administrator manages the supplier systems for his organization.

Tasks

Available tasks:

- ["View Supplier Details" below](#)
- ["Add Supplier" on the next page](#)
- ["Edit Supplier Details" on page 9](#)
- ["Synchronize Support Requests" on page 10](#)
- ["Delete Supplier" on page 11](#)

Tip: Click [here](#) for the latest English version of the HP Propel Suppliers 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/software-support>. Enter your HP Passport credentials and then click **Sign In**. Enter **Propel Suppliers 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 Supplier Details

Concepts

Suppliers represent end-point systems that are integrated with HP Propel. Examples of HP Propel suppliers are: provider systems, fulfillment systems, and ticketing systems.

Suppliers are associated with organizations, and the Organization Administrator manages the supplier systems for his organization.

Tasks

- [" View Supplier Overview" below](#) - view the general and login properties of a supplier
- [" View Supplier Diagnostics" below](#) - view the accessibility and login status for a supplier
- [" View Supplier Configuration Check" on the next page](#) - view the status of HP SM unload files (HP SM suppliers only)

View Supplier Overview

To view the supplier overview:

1. From the Launchpad in HP Propel, click the **Suppliers** application. The **Suppliers** view is displayed.
2. Click the supplier in the main list. The details of the supplier are displayed in the **Overview** view.

View Supplier Diagnostics

To view the diagnostics for a supplier:

1. From the Launchpad in HP Propel, click the **Suppliers** application. The **Suppliers** view is displayed.

2. Click the supplier in the main list.
3. In the **Supplier Detail** view, click the **Diagnostics** tab. The status of the supplier is displayed. You can also view additional metrics, such as response time.

View Supplier Configuration Check

Note: The **Configuration Check** tab is available only for certain suppliers, such as HP Service Manager and HP Service Anywhere.

To view the status of HP SM unload files for a supplier:

1. From the Launchpad in HP Propel, click the **Suppliers** application. The **Suppliers** view is displayed.
2. Click the supplier in the main list.
3. In the **Supplier Detail** view, click the **Configuration Check** tab. The status of all HP SM unload files for the supplier are displayed.

Related Tasks

- ["Add Supplier" below](#) – Instructions to add a new supplier.
- ["Edit Supplier Details" on page 9](#) – Instructions to edit a supplier's properties.
- ["Synchronize Support Requests" on page 10](#) – Instructions to import support requests from a supplier.
- ["Delete Supplier" on page 11](#) – Instructions to delete a supplier.

Add Supplier

Concepts

Suppliers represent end-point systems that are integrated with HP Propel. Examples of HP Propel suppliers are: provider systems, fulfillment systems, and ticketing systems.

Suppliers are associated with organizations, and the Organization Administrator manages the supplier systems for his organization.

The Organization Administrator can create new suppliers in HP Propel.

Tasks

To create a new supplier:

1. From the Launchpad in HP Propel, click the **Suppliers** application.
2. In the **Suppliers** view, click **Add Supplier**.
3. In the **Add Supplier** dialog, fill in and select the **Basic Supplier Properties**:

- a. Type the **Name** of the new supplier.
- b. Select the **Backend System Type**.
4. After the **Backend System Type** is selected, additional **General** fields are displayed, such as integration account credentials and end-point URLs. Fill in and select the required **General** fields.
5. Click **Create** in the **Add Supplier** dialog to finish and save your changes. The new supplier and its properties are displayed.
6. *Optional, only for HP SM suppliers* - if an HP SM supplier has been added and LWSSO has been specified, see "[Configure LWSSO](#)" on [page 9](#) for instructions.

Important: If HTTPS is used for communication between HP Propel and the new supplier, then HTTPS must be configured. See "[Configure SSL for a Supplier](#)" below for instructions.

Related Tasks

- "[View Supplier Details](#)" on [page 5](#) – Instructions to view a supplier's properties.
- "[Edit Supplier Details](#)" on [page 9](#) – Instructions to edit a supplier's properties.
- "[Synchronize Support Requests](#)" on [page 10](#) – Instructions to import support requests from a supplier.
- "[Delete Supplier](#)" on [page 11](#) – Instructions to delete a supplier.

Configure SSL for a Supplier

If HTTPS is used for communication between HP Propel and a supplier, then HTTPS must be configured.

Configure SSL

Perform the following steps.

1. Import the HP Propel VM's CA-signed certificate into the supplier's keystore. The general steps to do this are:
 - a. Copy the HP Propel VM's `/opt/hp/propel/security/CA.crt` file to the supplier's `/tmp` directory.
 - b. On the supplier's system, import the CA-signed certificate:


```
# keytool -importcert -file /tmp/CA.crt -alias Propel_CA
-trustcacerts -keystore <SUPPLIER-KESTORE-PATH>/cacerts
```

Where `SUPPLIER-KESTORE-PATH` is the location of the `cacerts` file on the supplier's system. Examples of `cacerts` file locations are:

 - HP SM on Windows:


```
C:\Program Files (x86)\HP\ServiceManager9.X\Server\RUN\cacerts
```
 - HP SM on Linux:


```
/opt/HP/ServiceManager9.X/Server/RUN
```
 - HP CSA on Windows:


```
C:\Program Files\Hewlett-Packard\CSA\openjre\lib\security\cacerts
```

- HP CSA on Linux:
 - `/usr/local/hp/csa/openjre/lib/security/cacerts`
 - c. On the supplier's system, restart the supplier's services:
 - For HP SM:* `# service sm restart`
 - For HP CSA:* `# service csa restart`
- 2. Import the supplier's CA certificate into the HP Propel VM's truststore. The general steps to do this are:
 - a. Obtain the supplier's CA certificate, and then copy it to the HP Propel VM's `/tmp` directory. For examples of obtaining a supplier's certificate, see "[SSL Tips](#)" below. In the following step, the supplier's CA certificate is in a `CA.crt` file.
 - b. On the HP Propel VM, import the supplier's CA-signed certificate:
 - `# keytool -importcert -file /tmp/CA.crt -alias Supplier_CA`
 - `-trustcacerts -keystore /opt/hp/propel/security/propel.truststore`

(The default password is "propel2014" for the HP Propel truststore.)
- 3. On the HP Propel VM, restart the HP Propel Service Exchange services:
 - `# systemctl restart jetty-sx`

Tip: To verify that HTTPS is correctly configured between HP Propel and the supplier, view the supplier details in the **Suppliers** application, and then click the **Diagnostics** tab. The status should indicate there are no connection issues.

SSL Tips

If you do not have an SSL certificate from the supplier's system, you can manually create a certificate. Examples of creating a supplier's SSL certificate are:

- "[Export SSL Certificate from Supplier's Truststore](#)" below
- "[Create Supplier's Host Certificate](#)" below

Export SSL Certificate from Supplier's Truststore

Use the following command on the supplier's system to export an SSL certificate from the supplier's truststore:

```
# keytool -exportcert -file <CERT-OUTPUT-FILE> -keystore
<SUPPLIER-KEYSTORE-PATH>/cacerts -alias <SUPPLIER-ALIAS>
```

Where :

- `CERT-OUTPUT-FILE` is the output file that will contain the exported certificate.
- `SUPPLIER-KEYSTORE-PATH` is the location of the `cacerts` file on the supplier's system.
- `SUPPLIER-ALIAS` is the alias used in the supplier's truststore to identify the supplier's certificate.

Create Supplier's Host Certificate

Use the following procedure to create a supplier's host certificate:

1. On the HP Propel VM, execute the following command:


```
# openssl s_client -connect <SUPPLIER-HOST>:<PORT> > supplier.crt
```
2. Edit the `supplier.crt` file and retain only the lines beginning with "-----BEGIN CERTIFICATE-----" and ending with "-----END CERTIFICATE-----", deleting all other lines.

You can verify that the supplier's host certificate is valid with the following command:

```
# keytool -printcert -file supplier.crt
```

The output of the `keytool` command should identify the certificate owner and issuer.

Configure LWSSO

If an HP SM supplier has been added to HP Propel and LWSSO has been specified, to enable the LWSSO communication, the `/opt/hp/propel/sx/WEB-INF/classes/config/lwssofmconf.xml` file must contain the proper LWSSO configuration that matches the target HP SM instance. In particular:

- The `domain` element must contain the common domain for HP SX and the target HP SM instance.
- The `initString` attribute of the `crypto` element must contain the same passphrase as the HP SM instance.

After changes have been made to the `lwssofmconf.xml` file, the following must be done:

1. Restart HP SX on the HP Propel VM:


```
# systemctl restart jetty-sx
```
2. On the HP SM system:
 - a. Make similar revisions to the `<SM_SERVER_INSTALL_PATH>/RUN/lwssofmconf.xml` file.
 - b. Restart HP SM (`# service sm restart`).

Edit Supplier Details

Concepts

Suppliers represent end-point systems that are integrated with HP Propel. Examples of HP Propel suppliers are: provider systems, fulfillment systems, and ticketing systems.

Suppliers are associated with organizations, and the Organization Administrator manages the supplier systems for his organization.

The Organization Administrator can edit the properties of a supplier.

Tasks

To revise a supplier's properties:

1. From the Launchpad in HP Propel, click the **Suppliers** application. The **Suppliers** view is displayed.
2. Click the supplier that you want to edit. The details of the supplier are displayed.

3. Click **Edit**. The **Supplier Details** dialog is displayed.
4. Type or select new values for the supplier's properties that you want revised.
5. Click **Save** in the **Supplier Details** dialog to finish and save your changes.

The revisions for the supplier's properties are displayed.

Related Tasks

- ["View Supplier Details" on page 5](#) – Instructions to view a supplier's properties.
- ["Add Supplier" on page 6](#) – Instructions to add a new supplier.
- ["Synchronize Support Requests" below](#) – Instructions to import support requests from a supplier.
- ["Delete Supplier" on the next page](#) – Instructions to delete a supplier.

Synchronize Support Requests

Concepts

Suppliers represent end-point systems that are integrated with HP Propel. Examples of HP Propel suppliers are: provider systems, fulfillment systems, and ticketing systems.


Suppliers are associated with organizations, and the Organization Administrator manages the supplier systems for his organization.

The Organization Administrator can import support requests into HP Propel from a supplier, such as HP Service Manager.

Tasks

Note: The **Synchronize support requests** feature is available for only certain suppliers, such as HP SM and HP Service Anywhere.

To import a supplier's support requests into HP Propel:

1. From the Launchpad in HP Propel, click the **Suppliers** application. The **Suppliers** view is displayed.
2. Click the supplier from which you want to import support requests. The details of the supplier are displayed.
3. In the **Supplier Detail** view, click  and select **Synchronize support requests**.
4. In the **Synchronize support requests** dialog, specify the **Start date**, which is the beginning date to import support requests from the supplier, and then click **Execute synchronization**.

All support requests, starting from the **Start date**, are imported into HP Propel.

Related Tasks

- ["View Supplier Details" on page 5](#) – Instructions to view a supplier's properties.
- ["Add Supplier" on page 6](#) – Instructions to add a new supplier.
- ["Edit Supplier Details" on page 9](#) – Instructions to edit a supplier's properties.
- ["Delete Supplier" below](#) – Instructions to delete a supplier.

Delete Supplier

Concepts


Suppliers represent end-point systems that are integrated with HP Propel. Examples of HP Propel suppliers are: provider systems, fulfillment systems, and ticketing systems.

Suppliers are associated with organizations, and the Organization Administrator manages the supplier systems for his organization.

The Organization Administrator can delete suppliers in HP Propel.

Tasks

To delete a supplier:

1. From the Launchpad in HP Propel, click the **Suppliers** application. The **Suppliers** view is displayed.
2. In the **Suppliers** view, click the supplier you want to remove.
3. In the **Supplier Detail** view, click  and select **Remove**. A confirmation dialog to delete the supplier is displayed.
4. Confirm the supplier deletion, and the supplier is deleted from HP Propel.

Caution: If a supplier is deleted, then all of its aggregations and catalog items are also deleted.

Related Tasks

- ["View Supplier Details" on page 5](#) – Instructions to view a supplier's properties.
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- ["Edit Supplier Details" on page 9](#) – Instructions to edit a supplier's properties.
- ["Synchronize Support Requests" on the previous page](#) – Instructions to import support requests from a supplier.

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