



Hewlett Packard Enterprise

ITSM Automation Suite

Release Notes

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Introduction

This document provides an overview of the ITSM Automation Suite 2016.06 release.

The ITSM Automation Suite is a complete automation solution to enable efficient automated service management and reduce the cost of IT operations. In this release, the ITSM Automation Suite offers an Express edition and a Premium edition for you to choose based on your Service Management needs.

ITSM Automation Suite Express 2016.06

The ITSM Automation Suite Express 2016.06 includes Service Manager (SM), SM Smart Analytics, and Universal CMDB (UCMDB) to offer you the following benefits:

- Improved end user and Service Desk efficiency as well as enhanced problem identification by leveraging big data based Smart Analytics
- Quick time to value through ITIL aligned out-of-box best practices and codeless configuration and KPIs
- Robust IT management processes with UCMDB supported workflows
- Control and security with on premise deployment

Component products

Following is the list of key component products and versions certified in ITSM Automation Suite Express 2016.06:

Product	Version
Service Manager	9.41 (Patch 3)
SM Smart Analytics	9.41
UCMDB	10.22 (CUP 2 and CP 19)

Note: Service Manager supports many HPE portfolio integrations. These integrations are identified in the Integration Catalog:

<https://softwaresupport.hp.com/km/KM01663677>

ITSM Automation Suite Premium 2016.06

The ITSM Automation Suite Premium 2016.06 includes Service Manager with Smart Analytics, Asset Manager (AM), Configuration Management System (CMS), Operations Orchestration (OO), and IT Business Analytics (ITBA) to offer you the following benefits:

- Robust IT Service Management solution with strong ITIL process support, Service Asset and Configuration Management (SACM), discovery, and task automation
- Complete end-to-end control of assets and IT services with extended visibility to software license compliance
- Native capability for configuration management discovery to better empower and validate change management
- New automated service modeling to easily define service for business
- Improved end user and Service Desk efficiency as well as enhanced problem identification by leveraging big data based Smart Analytics
- Automated common management tasks to increase responsiveness and quality

Component products

Following is the list of key component products and versions certified in ITSM Automation Suite Premium 2016.06:

Product	Version
Service Manager	9.41 (Patch 3)
SM Smart Analytics	9.41
Asset Manager	AM 9.60 CIT 9.60 (Patch 3)
Configuration Management System	CMS 10.22:

	<ul style="list-style-type: none"> UCMDB 10.22 (CUP 2 and CP 19) UD 10.22 (CUP 2) UCMDB Browser 4.05
Operations Orchestration	10.60
IT Business Analytics	10.10 (Patch 0001)

Component product integration matrix

	SM 9.41	AM 9.60	CMS 10.22	OO 10.60	ITBA 10.10
SM 9.41	–	✓	✓	✓	✓
AM 9.60	✓	–	✓	–	✓
CMS 10.22	✓	✓	–	–	✓
OO 10.60	✓	–	–	–	–
ITBA 10.10	✓	✓	✓	–	–

Installation

To install the ITSM Automation Suite 2016.06, follow the instructions in this section and refer to the installation and integration documents for the component products. To access the documents, see the [Documentation information](#) section.

Note that suite installation is a high priority improvement area. HPE is targeting faster and easier implementation strategies and tools as quickly as we can build them and ensure their viability.

Installing ITSM Automation Suite Express 2016.06

To install ITSM Automation Suite Express 2016.06, follow these steps:

1. Install SM 9.41 Patch 3.
 - a. Install SM 9.40 (including platform and applications).
 - b. Upgrade to SM 9.41 (including platform and applications).
 - c. Apply SM 9.41 Patch 3.

For details, see [SM 9.41 Installation and Upgrade Documentation Center](#) and [SM 9.41 Patch 3 Release Notes](#).

2. Install SM Smart Analytics 9.41.

For details, see [SM 9.41 Smart Analytics Administrator and User Guide](#).

3. Install UCMDB 10.22 CUP 2.
 - a. Install UCMDB 10.20. We recommend setting password according to the new [UCMDB 10.22 default password policy](#) as we need to upgrade UCMDB to 10.22 CUP 2.
For details, see [UCMDB 10.20 Deployment Guide](#).

Note: Before you upgrade UCMDB to 10.22, you must start the UCMDB 10.20 server once.

- b. Upgrade UCMDB to 10.22.
For details, see [UCMDB 10.22 Release Notes](#).
- c. Apply UCMDB 10.22 CUP 2.
For details, see [UCMDB 10.22 CUP 2 Release Notes](#).
- d. Apply CP 19.
For details, see [CP19 Release Notes](#).

4. Configure the SM-UCMDB integration.
 - a. At the UCMDB side, configure the integration point by using the “ServiceManagerEnhancedAdapter9.41” adapter ([Integration \[820\]](#)).

Note: Before you configure the integration point, make sure that you start the UCMDB integration service.

Windows: **Start > Programs > HP UCMDB > Start HP Universal CMDB Integration Services**
Linux: `/opt/hp/UCMDB/UCMDBServer/integrations/bin/service.sh start`

- b. At the SM side, configure **System Information Record**.
- c. Make sure that the Global ID is set in the UCMDB and SACM environments.

For details on step a-b, see the “HP Service Manager and HP Universal CMDB Integration” section in the [SACM 9.41 Solution Configuration Guide](#). For details on step c, see the [Global ID Best Practices in CMS](#) white paper.

Installing ITSM Automation Suite Premium 2016.06

Task 1: Install component products

To install the component products of ITSM Automation Suite Premium 2016.06, follow these steps:

1. Install SM 9.41 Patch 3.
 - a. Install SM 9.40 (including platform and applications).
 - b. Upgrade to SM 9.41 (including platform and applications).
 - c. Apply SM 9.41 Patch 3.

For details, see [SM 9.41 Installation and Upgrade Documentation Center](#) and [SM 9.41 Patch 3 Release Notes](#).

2. Install SM Smart Analytics 9.41.

For details, see [SM 9.41 Smart Analytics Administrator and User Guide](#).

3. Install CMS 10.22 CUP 2.
 - a. Install UCMDB 10.20. We recommend setting password according to the new [UCMDB 10.22 default password policy](#) as we need to upgrade UCMDB to 10.22 CUP 2.
For details, see [UCMDB 10.20 Deployment Guide](#).

Note: Before you upgrade UCMDB to 10.22, you must start the UCMDB 10.20 server once.

- b. Upgrade UCMDB to 10.22.
For details, see [UCMDB 10.22 Release Notes](#).
- c. Install the UCMDB 10.22 Data Flow Probe.
For details, see [UCMDB 10.22 Release Notes](#).
- d. Apply UCMDB 10.22 CUP 2.
For details, see [UCMDB 10.22 CUP 2 Release Notes](#).
- e. Apply CP 19.
For details, see [CP19 Release Notes](#).
- f. Replace UCMDB browser with version 4.05.
For details, see [UCMDB Browser 4.05 Installation](#).

4. Install OO 10.60.
 - a. Install OO 10.60 (including OO Central and OO Studio).
 - b. Apply OO Base CP 1.8.0 and SM-OO CP 1.0.3.

For details, see [OO 10.60 Installation, Upgrade and Configuration Guide](#) and the Release Notes that came with [OO Base CP 1.8.0](#) and [SM-OO CP 1.0.3](#).

5. Install AM 9.60.
 - a. Install AM 9.60.
 - b. Deploy AM web tier and web service.

For details, see [AM 9.60 Release Notes](#) and [AM 9.60 Installation Guide](#).

6. Install CIT 9.60 Patch 3.
 - a. Install CIT 9.60. Make sure that you use a 32-bit JDK.
 - b. Apply CIT 9.60 Patch 3.

For details, see [CIT 9.60 User Guide](#) and [CIT 9.60 Patch 3 Release Notes](#).

7. Install ITBA 10.10 Patch 0001.

- a. Install ITBA 10.10.
For details, see [IT Business Analytics 10.10 Installation Guide](#).
- b. Apply ITBA 10.10 Patch 0001.
For details, see [ITBA 10.10 Patch 0001 Release Notes](#).

Task 2: Configure integrations

To configure the integrations for component products, follow these steps:

1. Configure the SM-UCMDB integration.
 - a. At the UCMDB side, configure the integration point by using the “ServiceManagerEnhancedAdapter9.41” adapter ([Integration \[820\]](#)).

Note: We recommend that you use Data Flow Probe rather than integration service in UCMDB.

- b. At the SM side, configure **System Information Record**.
 - c. Make sure that the Global ID is set in the UCMDB and SACM environments.

For details on step a-b, see the “HP Service Manager and HP Universal CMDB Integration” section in the [SACM 9.41 Solution Configuration Guide](#). For details on step c, see the [Global ID Best Practices in CMS](#) white paper.

Tip: You can click on the integration ID for more information.

2. Configure the SM-AM integrations.
 - a. Configure the integration via AM web service proxy ([Integration \[351\] SM -> AM](#))
 - b. Configure the integration via CIT ([Integration \[351\] AM -> SM](#), [Integration \[415\]](#))

For details, see the “HP Asset Manager - HP Service Manager Integration” section in the [SACM 9.41 Solution Configuration Guide](#).

3. Configure the SM-OO integration.
At the SM side, set up the integration by using SMIS. For details, see the [HP Operations Orchestration \(OO\)](#) section in SM 9.41 help center.

4. Configure the AM-UCMDB integration.
 - a. Download the AMGenericAdapter CP19.0016 package on HPE Live Network: <https://hpln.hpe.com/contentoffering/integration-content-asset-manager-0>
 - b. Deploy the AM Generic Adapter package on the UCMDB server.
 - c. At the AM side, prepare the AM API package.
 - d. At the UCMDB side, deploy AM API package and use AM generic adapter ([Integration \[816\]](#) / [Integration \[817\]](#)) to configure the integration point.

Note: Be sure to use Data Flow Probe rather than integration service in UCMDB.

For details, see the “HP Asset Manager and HP Universal CMDB Integration” section in the [SACM 9.41 Solution Configuration Guide](#).

5. Configure the ITBA-SM integration via the ITBA Data Collection Service (Oracle, MSSQL, DB2) ([Integration \[456\]](#) SM -> ITBA).

For details, see the “Integration with SM” section in the [ITBA 10.10 Content Reference Guide](#) and the “SM Content Acceleration Pack” section in the [ITBA 10.10 Content Acceleration Packs \(CAPs\) Guide](#).

6. Configure the ITBA-AM integration via the ITBA Data Collection Service (Oracle, MSSQL) ([Integration \[457\]](#) AM -> ITBA).
For details, see the “Integration with AM” section in the [ITBA 10.10 Content Reference Guide](#) and the “AM_Demo and AM Content Acceleration Packs” section in the [ITBA 10.10 Content Acceleration Packs \(CAPs\) Guide](#).

7. Configure the ITBA-CMS integration via the ITBA Data Collection Service (UCMDB SDK) ([Integration \[477\]](#) CMS -> ITBA).

Note: Make sure that the necessary permission is granted.

For details, see the “Integration with CMS” section in the [ITBA 10.10 Content Reference Guide](#) and the “CMS_Demo and CMS Content Acceleration Packs” section in the [ITBA 10.10 Content Acceleration Packs \(CAPs\) Guide](#).

Known issues

This section describes known issues for ITSM Automation Suite 2016.06. For the component product known issues, see the Release Notes of the component products.

Symptom/Description	Workaround
Currently a quick deployment solution for the suite is not available.	There is currently no workaround available. To deploy the suite, refer the Installation section in this document and follow the installation and integration information that came with the component products.
The component products in the suite use different UI styles (AM, OO, and ITBA are HPE rebranded).	There is currently no workaround available.
Suite level best practice content is not available.	There is currently no workaround available.
QCCR1E133663 The OO flow is not automatically triggered when a change is approved in SM.	To work around this issue, add "=true" to the two conditions under the Schedule tab for the "SMOO Auto-Approval" schedule, as shown below: Schedule Condition: SMOO in \$G.system.info=true and OOCM in \$G.system.info=true and approval.status in \$L.file="approved" and execute.mode in \$L.file="byapproved" Alert Condition: SMOO in \$G.system.info=true and OOCM in \$G.system.info=true and approval.status in \$L.file="approved" and execute.mode in \$L.file="byapproved" Note: The same issue also occurs for the SMOO Auto-Field and SMOO Auto-Time alert records.

Documentation information

This section discusses documentation information for this release.

The [HPE Software Support](#) site allows access to the documentation library for each component product. The documentation library includes release notes, support matrices, installation guides, integration guides, and other documents.

Note: The [HPE Software Support](#) site requires an HPE Passport, which you can create once you access the site.

To access the documentation library for a component product in the ITSM Automation Suite, click the corresponding link in the following table.

Product	Documentation Library
SM 9.41	https://softwaresupport.hpe.com/km/KM01294561
AM 9.60	https://softwaresupport.hpe.com/km/KM01600096
CMS 10.22	https://softwaresupport.hp.com/km/KM01178263
OO 10.60	https://softwaresupport.hpe.com/km/KM01288353
ITBA 10.10	https://softwaresupport.hpe.com/km/KM02217861

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The title page of this document contains the following identifying information:

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- Document Release Date, which changes each time the document is updated.
- Software Release Date, which indicates the release date of this version of the software.

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