



# Performance Test Report for SM 7.11

Performance Test using LoadRunner on Windows running with a Microsoft SqlServer2005® database on Windows

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## Introduction

Hewlett-Packard is ranked among the top software companies worldwide. HP provides solutions that enable companies to manage infrastructure and simplify employee access to that infrastructure, as well as extend next generation e-Business capabilities inside the enterprise and outside the firewall.

HP software delivers rich functionality with robust performance. To ensure that this performance is maintained at high volumes, HP's development team routinely conducts benchmarks on all HP products. The benchmarks demonstrate HP software's performance characteristics for a range of processing volumes in a specific configuration. Customers and prospects can use this information to determine the software, hardware and network configurations necessary to support their processing volumes.

This document details the benchmark of HP Service Manager 7.11 on Windows® Server 2003 and Microsoft® SQL Server2005.

## Scope

Service Manager 7.11 was benchmarked with SQL Server2005 on Windows. The software used to conduct the benchmark was LoadRunner 9.5. It is a capacity-testing tool that records the user actions and compiles them into a script used by one or more virtual users. The test administrator can specify the number of users, the types of transactions, transaction arrival and duration of the test. Different user transaction profiles running for a 60-minute timeframe were simulated.

The scope of this effort is to verify the scalability of selected Service Manager 7.11 server configurations. Tests will be conducted at specific user levels as outlined in the Test Plan.

# Test Environment

## Hardware

All tests were conducted at the HP Rancho Bernardo facility in San Diego, CA using the following physical assets:

ID	Usage		OS
1	SM 7.11 Load balancer/Server	HP BL460c G1 Blade 8 x 2.6GHz w/32GB	Win 2003 – 64 bit
2	SM 7.11 Server	HP BL460c G1 Blade 8 x 2.6GHz w/32GB	Win 2003 – 64 bit
3	SM 7.11 Server	HP BL460c G1 Blade 8 x 2.6GHz w/32GB	Win 2003 – 64 bit
4	SqlServer2005 Database server	HP DL585 G2 8 x 2.8GHz w/64GB	Win 2003 – 64 bit
5	LoadRunner /VU Controller	VMWare VM 1 x 2.6GHz w/3GB	Win 2003 – 32 bit
6	VU generator	IBM HS20 Blade 2 x 2.8GHz w/3GB	Win 2003 – 32 bit
7	VU generator	IBM HS20 Blade 2 x 2.8GHz w/3GB	Win 2003 – 32 bit
8	Apache HTTP Server	IBM HS20 Blade 2 x 2.8GHz w/3GB	Win 2003 – 32 bit
9	SM 7.11 Web-tier – 10 x Tomcat	IBM P550 8 x 2.8GHz w/32GB	AIX 5.3

## Software

All tests were conducted with the following software set:

- Service Manager 7.11
- Microsoft SQL Server2005
- Windows Server 2003 Enterprise 64-bit and Standard 32-bit Editions
- HP LoadRunner 9.5
- Apache HTTP Server 2.0.53
- Apache Tomcat Server 5.0.28

# Performance Test Information

## Setup and Tuning

Service Manager was configured to utilize a three-tier client/server architecture that allows for maximum flexibility and customization within a given networked environment.

Testing was conducted with the Windows systems in an *as installed* state. During the course of testing, there was no tuning of the Service Manager or SQL Server2005 servers required.

## Test Scripts

The test scripts used for this test were modeled after typical user transactions in an out of box system. The scripts covered the areas of Service Desk, Incident Management, Problem Management, Change Management, and an ESS user. During the test, each virtual user logs in only once, completes one or more iterations of the scripts actions, and then logs out. A complete description of the user scenarios used to build the scripts is attached in Appendix B of this document.

## Performance Benchmarks

The goal of this testing was to determine scalability and system behavior at specific user levels. For this performance benchmarking test effort each user ran at a rate of approximately 8 transactions per hour.

### **Success Criteria**

The benchmark tests were considered successful when:

The specified users are simultaneously logged in and able to complete the recorded tests.

Response times fall within the parameters defined

- Login – 5 seconds average
- Submit SD Interaction – 7 seconds average
- All others – 3.5 seconds average

## Tools

### **HP LoadRunner 9.5**

This load testing software is produced by Hewlett-Packard. LoadRunner simulates high user loads to gauge hardware limitations of a given system. Data gathered from these tests help to determine if a system can handle a given user load with acceptable response times. The tool launches a predetermined number of users that perform a specific number of transactions in a specified period of time, and records elapsed time, CPU time and number of string copies.

## Test Results

The testing conducted during this engagement was concentrated on a horizontally load balanced Service Manager configuration. The load balanced environment proved to be quite robust in its ability to handle large user counts at average ticket volumes. The hardware configuration for the tests was only changed when running the 2500 user test. At that level, a third SM Server was added to handle the additional load.

### 2500 Users – Load Balanced

**Note:** Results are in seconds.

Transaction Name	Minimum	Average	Maximum	Std. Deviation	90 Pct	Pass	Fail
<a href="#">CM Click Fill</a>	0.327	0.409	0.833	0.058	0.504	5,600	0
<a href="#">CM Click open new</a>	0.046	0.064	0.245	0.023	0.113	5,600	0
<a href="#">CM CM Click ok</a>	0.155	0.19	0.739	0.026	0.213	5,600	0
<a href="#">CM Load Login Page</a>	1.167	1.19	1.795	0.031	1.21	800	0
<a href="#">CM Logout</a>	0.022	0.025	0.112	0.006	0.032	800	0
<a href="#">CM Nav to CM Changes</a>	0.001	0.002	0.117	0.005	0.003	800	0
<a href="#">ESS C Click Continue</a>	0.019	0.024	0.193	0.014	0.032	160	0
<a href="#">ESS C Load Login Page</a>	0.162	0.183	0.26	0.018	0.201	80	0
<a href="#">ESS C Login</a>	0.891	1.005	1.45	0.074	1.069	80	0
<a href="#">ESS C Logout</a>	0.142	0.156	0.381	0.028	0.16	80	0
<a href="#">ESS C Select Add To Cart</a>	0.366	0.436	0.601	0.046	0.503	160	0
<a href="#">ESS C Select Basic PC Package</a>	0.086	0.108	0.259	0.02	0.133	160	0
<a href="#">ESS C Select Hardware Bundles</a>	0.429	0.496	0.675	0.048	0.564	160	0
<a href="#">ESS C Select Main Menu</a>	0.015	0.018	0.055	0.005	0.023	160	0
<a href="#">ESS C Select Order From Catalog</a>	0.704	0.817	2.014	0.123	0.93	160	0
<a href="#">ESS C Select Personal Productivity Services</a>	0.58	0.677	1.158	0.065	0.75	160	0
<a href="#">ESS C Select Submit Request</a>	0.047	0.067	0.552	0.073	0.07	160	0
<a href="#">ESS C Select View Cart Checkout</a>	0.047	0.055	0.082	0.005	0.061	160	0
<a href="#">ESS C Submit Req'd Information</a>	1.343	1.576	6.519	0.454	1.661	160	0
<a href="#">ESS I Load Login Page</a>	0.141	0.182	0.536	0.024	0.203	800	0
<a href="#">ESS I Logout</a>	0	0.019	0.156	0.012	0.031	799	1
<a href="#">ESS I Select Request Help</a>	0.344	0.496	5.485	0.27	0.533	12,788	12
<a href="#">ESS I Submit New Ticket</a>	0.234	0.317	0.859	0.035	0.359	12,788	1

						7	
<a href="#">IM Area Fill</a>	0.036	0.047	0.202	0.009	0.053	4,788	0
<a href="#">IM Back from Search Form</a>	0.028	0.033	0.147	0.007	0.043	4,784	0
<a href="#">IM Click Search Incidents</a>	0.117	0.153	0.634	0.038	0.203	4,786	0
<a href="#">IM Collapse Nav Menu</a>	0.001	0.002	0.007	0	0.003	800	0
<a href="#">IM Load Login Page</a>	1.147	1.171	1.684	0.03	1.19	800	0
<a href="#">IM Logout</a>	0.014	0.019	0.06	0.003	0.023	800	0
<a href="#">IM NAV To IM</a>	0.001	0.002	0.068	0.002	0.003	800	0
<a href="#">IM Open New Incident</a>	0.54	0.837	5.685	0.461	1.21	4,788	12
<a href="#">IM Search Incident 1</a>	0.745	1.044	7.198	0.494	1.381	4,786	0
<a href="#">IM Search Incident 2</a>	0.745	1.027	7.312	0.5	1.351	4,784	2
<a href="#">IM Service Fill</a>	0.097	0.125	0.545	0.019	0.143	4,788	0
<a href="#">IM SubArea Select</a>	0.055	0.066	0.293	0.011	0.073	4,788	0
<a href="#">IM Submit New Incident</a>	0.662	0.946	6.264	0.475	1.311	4,786	2
<a href="#">IM Update Incident 1</a>	0.161	0.263	1.073	0.051	0.293	4,786	0
<a href="#">IM Update Incident 2</a>	0.156	0.254	1.193	0.04	0.283	4,784	0
<a href="#">Login</a>	0.797	1.177	1.944	0.165	1.362	2,640	0
<a href="#">PM Click fill</a>	0.038	0.047	0.166	0.013	0.053	520	0
<a href="#">PM Click open new problem</a>	0.196	0.25	0.597	0.049	0.311	520	0
<a href="#">PM Load Login Page</a>	1.168	1.189	1.507	0.037	1.208	130	0
<a href="#">PM Logout</a>	0.019	0.025	0.476	0.04	0.029	130	0
<a href="#">PM Nav to PM problem control</a>	0.001	0.001	0.02	0.002	0.002	130	0
<a href="#">PM PM_Click ok</a>	0.157	0.196	0.324	0.021	0.223	520	0
<a href="#">PM Select hardware failure</a>	0.161	0.19	0.497	0.027	0.213	520	0
<a href="#">SD Area Select</a>	0.032	0.039	0.202	0.016	0.043	110	0
<a href="#">SD Back From Interaction</a>	0.095	0.144	0.224	0.021	0.173	110	0
<a href="#">SD Back from Search form</a>	0.029	0.032	0.051	0.004	0.043	110	0
<a href="#">SD Cancel from New Interaction</a>	0.044	0.051	0.152	0.014	0.059	110	0
<a href="#">SD Category Fill</a>	0.051	0.06	0.114	0.009	0.071	110	0
<a href="#">SD Contact Fill</a>	0.104	0.121	0.269	0.022	0.133	110	0
<a href="#">SD Escalate Interaction - Submit</a>	0.101	0.12	0.219	0.017	0.132	110	0
<a href="#">SD Escalation Wizard - Next</a>	2.458	2.94	9.577	0.948	3.704	110	0
<a href="#">SD Fill on Closure Code</a>	0.358	0.435	0.676	0.061	0.523	110	0
<a href="#">SD Interaction Update 1</a>	0.688	0.802	0.939	0.048	0.866	110	0
<a href="#">SD Interaction Update 2</a>	0.656	0.778	1.156	0.08	0.855	110	0

<a href="#">SD Load Login Page</a>	1.159	1.178	1.272	0.021	1.196	110	0
<a href="#">SD Logout</a>	0.096	0.104	0.132	0.006	0.113	110	0
<a href="#">SD NAV To SD</a>	0.001	0.002	0.052	0.005	0.003	110	0
<a href="#">SD Ok from New Interaction</a>	0.867	1.022	2.538	0.255	1.155	110	0
<a href="#">SD Register New Interaction</a>	0.413	0.541	4.662	0.442	0.52	110	0
<a href="#">SD Search for Interaction 1</a>	0.795	0.927	2.287	0.195	1.026	110	0
<a href="#">SD Search for Interaction 2</a>	0.805	0.929	1.884	0.137	1.067	110	0
<a href="#">SD Search for Interaction 3</a>	0.272	0.921	2.417	0.256	1.152	110	0
<a href="#">SD Search for Interaction 4</a>	0.827	0.932	1.547	0.125	1.034	110	0
<a href="#">SD Search Interaction Records 1</a>	0.113	0.142	0.223	0.016	0.163	110	0
<a href="#">SD Service Fill</a>	0.166	0.204	0.513	0.051	0.242	110	0
<a href="#">SD Service Recipient Fill</a>	0.113	0.143	0.301	0.034	0.187	110	0
<a href="#">SD SubArea Select</a>	0.086	0.102	0.225	0.019	0.111	110	0
<a href="#">SD Update Interaction 3</a>	0.646	0.748	1.037	0.051	0.804	110	0
<a href="#">SD Update Interaction 4</a>	0.812	0.906	1.123	0.052	0.967	110	0

## Problems and Issues

There were no notable problems or issues encountered during testing.

## Conclusions

Service Manager performed acceptably during testing. This test met all of the response time goals up to the maximum tested concurrent user level of 2500 users.

Service Manager 7.11 is complex product and extensive customization is possible that will substantially affect system response. Care should be taken when customizing Service Manager to ensure no adverse conditions are introduced. Implementers should evaluate performance continually throughout the Development and UAT implementation phases. Due to limitations of the 32-bit Windows architecture and Microsoft SQL Server2005 product architecture, it is not recommended to implement more than a *small* environment with Service Manager or the Microsoft SQL Server2005 RDBMS on 32-bit Windows. Service Manager implementations in *medium* or larger environments that wish to use Service Manager or Microsoft SQL Server2005 RDBMS on Windows should move to the 64-bit AMD or Intel architecture.



# Appendix A: Service Manager Settings

## Sm.ini

```
# ServiceManager Initialization file
# (c) Copyright 2008 Hewlett-Packard Development Company, L.P.
# 7/30/09 10:46 AM
shared_memory:128000000
log:../logs/sm.log
alertlog:../logs/sm.alert.log
system:62271
threadsperprocess:100
sslConnector:0
plugin0:kmplugin.dll
autopass_dir:C:/Program Files (x86)/Common Files/Hewlett-Packard/HPOvLIC
groupname:sm711_perf_test
groupport:50000
grouplicenseip:15.178.176.169
groupmcastaddress:228.3.15.169
sqldictionary:sqlserver
language:UTF-8
[sqlserver]
sqldb:sm711_perf
sqllogin:sm711_perf/sm711_perf
JVMOption0:-DFastInfoSet=false::::
recordtestscript:1
httpPort:62271
heartbeatinterval:360
sleep:900
```

## Sm.cfg

### Load Balancer machine:

```
# ServiceCenter Server Configuration File
# Used by ServiceCenter service to start the ServiceCenter processes.
#
# Copyright (c) 2004-2006 Peregrine Systems
# All Rights Reserved
sm -loadBalancer -httpPort:62271 -recordtestscript:1
sm -httpPort:62273 -recordtestscript:1 -log:../logs/sm.62273.log
sm -httpPort:62275 -recordtestscript:1 -log:../logs/sm.62275.log
sm -httpPort:62277 -recordtestscript:1 -log:../logs/sm.62277.log
sm -httpPort:62279 -recordtestscript:1 -log:../logs/sm.62279.log
sm -httpPort:62281 -recordtestscript:1 -log:../logs/sm.62281.log
sm -httpPort:62283 -recordtestscript:1 -log:../logs/sm.62283.log
sm -httpPort:62285 -recordtestscript:1 -log:../logs/sm.62285.log
sm -httpPort:62287 -recordtestscript:1 -log:../logs/sm.62287.log
sm -httpPort:62289 -recordtestscript:1 -log:../logs/sm.62289.log
sm -httpPort:62291 -recordtestscript:1 -log:../logs/sm.62291.log
sm -httpPort:62293 -recordtestscript:1 -log:../logs/sm.62293.log
sm -httpPort:62295 -recordtestscript:1 -log:../logs/sm.62295.log
sm system.start
sm -que:ir
```

### Servlet on large servers (see Hardware on page 3)

```
# ServiceCenter Server Configuration File
#
# Used by ServiceCenter service to start the ServiceCenter processes.
#
# Copyright (c) 2004-2006 Peregrine Systems
# All Rights Reserved
sm -httpPort:62273 -recordtestscript:1 -log:../logs/sm.62273.log
sm -httpPort:62275 -recordtestscript:1 -log:../logs/sm.62275.log
sm -httpPort:62277 -recordtestscript:1 -log:../logs/sm.62277.log
sm -httpPort:62279 -recordtestscript:1 -log:../logs/sm.62279.log
sm -httpPort:62281 -recordtestscript:1 -log:../logs/sm.62281.log
sm -httpPort:62283 -recordtestscript:1 -log:../logs/sm.62283.log
sm -httpPort:62285 -recordtestscript:1 -log:../logs/sm.62285.log
sm -httpPort:62287 -recordtestscript:1 -log:../logs/sm.62287.log
sm -httpPort:62289 -recordtestscript:1 -log:../logs/sm.62289.log
sm -httpPort:62291 -recordtestscript:1 -log:../logs/sm.62291.log
sm -httpPort:62293 -recordtestscript:1 -log:../logs/sm.62293.log
sm -httpPort:62295 -recordtestscript:1 -log:../logs/sm.62295.log
sm -httpPort:62297 -recordtestscript:1 -log:../logs/sm.62297.log
sm -httpPort:62299 -recordtestscript:1 -log:../logs/sm.62299.log
sm -httpPort:62301 -recordtestscript:1 -log:../logs/sm.62301.log
sm -sync
```

## Appendix B: Test Scripts

### Service Desk -

1. Log in to Service Management
2. Using Menu Navigation tree, Go to Service Desk
3. Click on Register New Interaction
4. Enter Required Interaction information
5. Contact
  - i. Type FAL
  - ii. Click Fill
6. Service Recipient
  - i. Type FAL
  - ii. Click Fill
7. Service
  - i. Type MyD
  - ii. Click Fill
8. Title
  - i. Test ticket for performance testing
9. Description
  - i. Router
10. Category
  - i. Type inc
  - ii. Click Fill
11. Area
  - i. Select hardware
12. SubArea
  - i. Select hardware failure
13. Impact
  - i. 4-User
14. Urgency
  - i. 3-Average
15. Escalate Interaction
16. Select "New Incident"
17. Location
  - i. Advantage/North America
18. Click Next
19. Make a note of the number of the Interaction just opened
20. Click OK
21. Cancel out of new interaction screen
22. Select No when prompted about unsaved changes
23. Select Search Interaction Records
24. Enter the Interaction number from 5a above
25. Click Search
26. Select the Activities tab
27. Update the Interaction
28. Type
  - i. Communication with Customer

29. Enter Update text
30. Click OK
31. Enter the Interaction number from 5a above
32. Click Search
33. Select the Activities tab
34. Update the Interaction
35. Type
  - i. Update from Customer
36. Enter Update text
37. Click OK
38. Enter the Interaction number from 5a above
39. Click Search
40. Update the Interaction
41. Urgency - 1-Critical
42. Click OK
43. Enter the Interaction number from 5a above
44. Click Search
45. Update the Interaction
46. Select Closure Code
  - i. Type "Solved by User Instruction"
  - ii. Click Fill
47. Enter Solution text
48. Click Close
49. Click Back from the Interaction
50. Click Back on the Interaction Search Form
51. Collapse Service Desk Menu
52. Collapse Menu Navigation Tree
53. Log out of Service Management

## Incident Management -

1. Log in to Service Management
2. Using Menu Navigation tree, Go to Incident Management
3. Click Open New Incident
4. Enter ticket information
5. Title
  - i. Test Ticket
6. Desc.
  - i. phone
7. Area
  - i. hardware
  - ii. Click Fill
8. SubArea
  - i. Select hardware failure
9. Service
  - i. MyDevices
10. Impact
  - i. 4-User
11. Urgency
  - i. 3-Normal
12. Assignment Group
  - i. Hardware
13. Submit new Incident
14. Make a note of the number of the Incident just opened
15. Click Cancel
16. Select Search Incidents
17. Enter the incident number from 5a above
18. Click Search
19. Select the Activities tab
20. Update the Interaction
21. Type
  - i. Update from Customer
22. Enter Update text
23. Click OK
24. Enter the incident number from 5a above
25. Click Search
26. Select the Activities tab
27. Update the Interaction
28. Type
  - i. Communication with Customer
29. Enter Update text
30. Click OK
31. Enter the Incident number from 5a above
32. Click Search
33. Enter Closure Code
34. Solved By User Instruction

35. Enter Update Text
36. Click OK
37. When prompted to close associated Interactions, Click OK
38. Click Back on the Incident Search Form
39. Collapse Incident Management Menu
40. Collapse Menu Navigation Tree
41. Log out of Service Management

## Incident Management w/Knowledge Management -

1. Log in to Service Management
2. Using Menu Navigation tree, Go to Incident Management
3. Click Open New Incident
4. Enter ticket information
5. Title
  - i. Test Ticket
6. Desc.
  - i. phone
7. Area
  - i. hardware
  - ii. Click Fill
8. SubArea
  - i. Select hardware failure
9. Service
  - i. MyDevices
10. Impact
  - i. 4-User
11. Urgency
  - i. 3-Normal
12. Assignment Group
  - i. Hardware
13. Submit new Incident
14. Make a note of the number of the Incident just opened
15. Click Cancel
16. Select Search Incidents
17. Enter the incident number from 5a above
18. Click Search
19. Select the Activities tab
20. Update the Interaction
21. Type
  - i. Update from Customer
22. Enter Update text
23. Click OK
24. Enter the incident number from 5a above
25. Click Search
26. Select the Activities tab
27. Update the Interaction

- 28.Type
  - i. Communication with Customer
- 29.Enter Update text
- 30.Click OK
- 31.Enter the Incident number from 5a above
- 32.Click Search
- 33.From the Detail Option menu, Select Search Knowledge
- 34.Select the first item returned in the search
- 35.Select Use Solution
- 36.Enter Closure Code
- 37.Type "Solved By User Instruction"
- 38.Click Fill
- 39.Click OK
- 40.When prompted to close associated Interactions, Click OK
- 41.Click Back on the Incident Search Form
- 42.Collapse Incident Management Menu
- 43.Collapse Menu Navigation Tree
- 44.Log out of Service Management

## Change Management -

1. Log in to Service Management
2. Using Menu Navigation tree, Go to Change Management/Changes
3. Click Open New Change
4. Select Category
5. Hardware
6. Enter ticket information
- 7.
8. Assignment Group
  - i. Network
9. Service
  - i. MyDevices
- 10.Impact
  - i. 4-User
- 11.Urgency
  - i. 3-Average
- 12.Initiated By
  - i. Type FAL
  - ii. Click Fill
- 13.Description
- 14.Title
- 15.Requested End Date
  - i. <End of the Current Month>
- 16.Click OK
- 17.Collapse Changes Menu
- 18.Collapse Change Management Menu

19. Collapse Menu Navigation Tree

20. Log out of Service Management

## Problem Management -

1. Log in to Service Management
2. Using Menu Navigation tree, Go to Problem Management, then Problem Control
3. Click Open New Problem
4. Enter ticket information
5. Service
  - i. MyDevices
6. Assignment Group
  - i. Network
7. Title
8. Description
9. Area
  - i. hardware
  - ii. Click Fill
10. SubArea
  - i. Select hardware Failure
11. Impact
  - i. 4-User
12. Urgency
  - i. 3-Average
13. Click OK
14. Collapse Problem Control Menu
15. Collapse Problem Management Menu
16. Collapse Menu Navigation Tree
17. Log out of Service Management



## ESS User - Submit Problem Request -

1. Log in to Service Management
2. Select Request Help
3. Set ESS user to have Main Menu as login page
4. Enter ticket information
5. Service
  - i. MyDevices
6. Notify By
  - i. Email or Telephone
7. Title
8. Description
9. Urgency
  - i. 3-Average
10. Click OK
11. Log out of Service Management

## ESS User - Submit Catalog Order -

1. Log in to Service Management
2. Select Order from the Product and Services Catalog
3. Set ESS user to have Main Menu as login page
4. Select Personal Productivity Services
5. Select Hardware Bundles
6. Select Basic PC Package
7. Select Add to Cart
8. Leave default information
9. Select View Cart/Checkout
10. Select Submit Request
11. Enter Required information
12. Purpose
  - i. Desktop Replacement. Un-repairable problem.
13. Needed By
  - i. Select last day of current month
14. Urgency
  - i. 3-Average
15. Notify By
  - i. Email or Telephone
16. Click Submit
17. Select Continue
18. Select Main Menu
19. Log out of Service Management

## Web Services - Submit New Incident -

1. Submit a new ticket via Web Services with the following information
2. Category
  - i. incident
3. OpenedBy
  - i. FALCON
4. severity
  - i. 3
5. PrimaryAssignmentGroup
  - i. Hardware
6. IncidentDescription
  - i. Phone
7. BriefDescription
  - i. This is a test ticket from Web Services <timestamp>.
8. IMTicketStatus
  - i. Open
9. Subcategory
  - i. Hardware
10. ProductType
  - i. Hardware failure
11. ProblemType
  - i. Incident
12. InitialImpact
  - i. 4
13. Service
  - i. MyDevices

## For more information

Please visit the HP Software support Web site at:

[www.hp.com/go/hpsupportsupport](http://www.hp.com/go/hpsupportsupport)

This Web site provides contact information and details about the products, services, and support that HP Software offers.

HP Software online software support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued customer, you can benefit by being able to:

- Search for knowledge documents of interest
- Submit and track progress on support cases
- Submit enhancement requests online
- Download software patches
- Manage a support contract
- Look up HP support contacts
- Review information about available services
- Enter discussions with other software customers
- Research and register for software training

Note: Most of the support areas require that you register as an HP Passport user and sign in. Many also require an active support contract.

To find more information about support access levels, go to the following URL:

[www.hp.com/go/hpsupportsupport/new\\_access\\_levels](http://www.hp.com/go/hpsupportsupport/new_access_levels)

To register for an HP Passport ID, go to the following URL:

[www.hp.com/go/hpsupportsupport/passport-registration](http://www.hp.com/go/hpsupportsupport/passport-registration)

## Technology for better business outcomes

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